



ANNUAL REPORT

FY 2023 - 2024

Serving with Love for All for 70 Years

A Letter from Jennielynn Holmes Chief Executive Officer

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Executive Team

Jennielynn Holmes
Chief Executive Officer

Shauna Reed
Chief Financial Officer

Alan Finnie
Chief Administrative Officer

Carey Dougherty
Chief Development Officer

Matthew Verscheure
Chief Program Officer

As we reflect on 70 years of service at Catholic Charities, I am struck by the profound impact we have made together. This past year, we saw the full realization of Caritas Village - where we served 2,242 individuals, marking a 13% increase from the previous year. With more housing units, an expanded Drop-In Center, and the addition of the Nightingale recuperative care facility, we were able to house nearly as many families in half the time. This progress reflects the strength of our community and your commitment to making a difference.

While we are excited to celebrate these accomplishments, we know we face growing challenges ahead. The number of seniors experiencing homelessness has surged, and 36% of our clients are experiencing homelessness for the first time. Despite these obstacles, our resolve is unwavering. While others may pull back from the difficulties of serving those in need, we lean in. We lean into the challenges, lean into serving the most vulnerable, and lean in to creating long-term solutions for our unhoused neighbors.

This year also saw great strides in strengthening our financial foundation. We secured 81% of our grant applications, contributing 78% of our total revenue. Our monthly donor program continues to grow, along with a 24% increase in new donors, giving us more reliable income and the stability to meet the rising demands in our community.

As we look ahead, we are committed to deepening our impact. Through partnerships with organizations like Santa Rosa Community Health, we've expanded access to health services. We also launched our Health and Homelessness education series, which includes the release of our policy paper, [United in Health and Home: A Progress and Challenges Brief](#). Additionally, our collaborations with Redwood Empire Food Bank and Goodwill Redwood Empire ensure that families facing food insecurity receive nutritious meals and essential goods. Together, we are not only addressing immediate needs but also creating lasting pathways to stability and hope for those we serve.

The positive results we've seen this year are a testament to the effectiveness of our strategic initiatives over the past 3 years, which have guided our focus on the essential needs of the most vulnerable among us. As we conclude this chapter and look toward the future, we are excited to embark on a new five-year strategic plan that will enable us to further enhance our impact.

Thank you for your ongoing support and belief in our mission. Together, we have built something extraordinary, and with your help, we will continue to create opportunities for self-sufficiency and hope for the most vulnerable among us.

With love for all,



Jennielynn Holmes | Chief Executive Officer

Celebrating 70 Years of Compassion and Change



As we reflect on **70 years of service**, we are filled with gratitude for the lives we've touched and the community we've built together. This year, we saw incredible growth and impact across all our programs, thanks to your unwavering support.

Caritas Village, in its first full year of operation, **served 2,242 individuals**, a 13% increase from the previous year. Families and individuals accessed life-changing wrap-around services faster, with many finding housing in half the time. We **provided over 305,000 meals** to those in need, and of the 2,068 individuals who received legal and support services, those seeking citizenship achieved an impressive **98% success rate**.

Strategic Successes

Over the past year, we made significant strides in our strategic initiatives:

- **Meeting Essential Needs:**

We supported 467 family members, including 273 children, at our Family Center. We also saw a 36% increase in seniors served, helping 448 individuals find stability in their most vulnerable moments. In total, we helped 405 individuals secure permanent housing.

- **Inspiring Employees, Donors, and Volunteers:**

Our growing monthly donor program, alongside a 24% increase in new donors, provided critical, reliable support. Additionally, 1,417 volunteers generously contributed 7,229 hours to our programs, embodying the spirit of community.

- **Strengthening Financial Flexibility:**

With an 81% grant win rate and an expanding donor base, we were able to address urgent needs and direct funds where they were most needed, giving us the flexibility to expand our services and reach more people.

- **Improving Efficiency and Infrastructure:**

By upgrading our IT systems and auditing processes, we reduced complexity and improved efficiency, ensuring all new hires are equipped with the technology they need from day one. As a result, we've seen a decrease in IT support requests and enhanced service delivery.

- **Building and Operating Caritas Center:**

Caritas Center has become a critical lifeline, providing shelter to 467 family members and operating the Nightingale recuperative care facility. The expanded Drop-In Center serves those in immediate need, providing comprehensive care and faster access to services.

As we close our 70th year, we look ahead with determination and hope. Together, we are building a brighter future for our community, ensuring that each person we serve receives the dignity, compassion, and care they deserve. **Thank you for standing with us.**

A Letter from Tony Hildesheim Board President

As Board President, I am honored to be part of Catholic Charities during such a transformative time. Our Board has been deeply involved in developing the new five-year strategic plan, providing direction and focus to help us expand services throughout Northwest California. Together, we are committed to making a lasting impact by serving more people with greater efficiency and care.

We deeply appreciate the generosity of our donors, whether driven by faith, personal conviction, or the desire to uplift others. Your philanthropy fuels our mission, allowing us to transform lives. We are grateful for the trust you place in Catholic Charities, and are committed to honoring your support to deliver impactful, compassionate services.

We extend our heartfelt appreciation for our dedicated volunteers, community partners, and friends. Your unwavering belief in our mission propels us forward, and we eagerly anticipate strengthening these vital relationships through upcoming events and collaborative efforts.

Serving as Board President is a true privilege, and I am consistently inspired by the courage and resilience of those we serve. Thank you for your trust, your generosity, and your commitment to our shared mission. Together, we are shaping a brighter future for everyone.

With Gratitude,

Tony Hildesheim
Board President



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Chairman

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Our Impact

You can find us in 6 Northwest California counties, ready to help more than 935,000 people.



6 COUNTIES, GROWING POPULATIONS

Del Norte	27,743
Humboldt	135,070
Lake	67,878
Mendocino	91,601
Napa	135,029
Sonoma	478,152

TOTAL 935,473

The unique strengths of our programs mirror the rich diversity of those we support.



7,881
Served in
2023-2024



780
Children
Served



1,715
Seniors
Served



1,417
Dedicated
Volunteers



186
Caring
Employees



305,103
Meals
Distributed



26
Service
Programs



15
Service
Locations



6
Counties
Served

"The care that is shown for me and my family is wonderful. Warm smiles, high fives, kind and generous offerings. I always feel welcomed; I always feel that my children are welcomed. It's a great thing."
-C.H. (Graton Day Labor Center)



Looking Ahead

We are thrilled to introduce our 5-year strategic plan, focused on **strengthening our impact across the Northwest region of California**. At its core, the plan focuses on innovation, sustainability, and meaningful growth across our current programs. Our team has been working diligently to develop a roadmap that will elevate our presence in Sonoma and Napa counties and bring positive change in Northwest California in the coming years

Many in our community may not fully understand who we are or the wide range of services. As **one of California's largest homeless service providers**, and among the nation's largest immigration legal service centers, we are proud of our impact. Our strategic plan and initiatives will help amplify community awareness, unify our efforts across the organization, and allow us to **serve even more people in Northwest California**.

As we continue to expand our services and reach, our goal is to serve more clients quickly and compassionately, always ensuring their dignity remains at the forefront. We will continue to **meet clients where they are**, acknowledging that everyone is at a different point in their journey. As an agency built on love and inclusion, we are committed to fostering a **sense of belonging** for everyone as we grow and expand our services.



Creating pathways from homelessness to self-sufficiency and hope.



"I've seen so many people get better here. They come in really rough shape but leave feeling healed. It's more than just rest - it's feeling like someone truly cares about what happens to you after you walk out those doors."

-Kathryn (Nightingale Center)

When Kathryn was discharged from the hospital, she faced the daunting reality of recovering while being unhoused. With no stable place to rest, or a support system, her future seemed uncertain. But when she arrived at Nightingale, our recovery center at Caritas Center, she found **a safe space where healing and hope intertwined.**

At our facility, Kathryn was able to rest and recover in an environment focused on her total well-being. Beyond addressing her immediate medical needs, her comprehensive care included support that would find her **permanent housing post-recovery.** Our case management team worked closely with her, ensuring her physical recovery was only the beginning of her journey.

Throughout her stay, our team focused on what would come next for Kathryn, working diligently to find sustainable housing so that she could leave with more than just her health restored. By addressing both her **immediate needs and long-term stability,** we helped ensure her next chapter would be brighter.

Thanks to our comprehensive approach, Kathryn didn't just recover physically - she left with hope, confidence, and a path toward a better future. Her story is a testament to the transformative impact of care that goes beyond health, **nurturing dignity and self-sufficiency** along the way.

Program Impact: 2023 - 2024

Clients Participated in Housing Counseling Programs: 321

Clients who found housing: 576

Nightingale Clients served: Sonoma County: 146 and Napa County: 27

Nightingale Clients who found housing: Sonoma County: 14 and Napa County: 8

Stories of Hope:

Homelessness & Housing



Supporting immigrants with compassionate legal services to help them achieve their dreams and goals.

“Catholic Charities of Santa Rosa was the ultimate guide in helping my parents obtain their citizenship. They helped us fill out all the paperwork and mail it correctly. They helped us with fee waivers to reduce the price of the application fee. All the help that Catholic Charities provided really motivated my parents to becoming citizens.”

-Adriana (Daughter)

Our Immigration Department at Catholic Charities of Santa Rosa has been dedicated to **servicing our community for over 45 years**. One of the standout achievements is our English citizenship class, which has a remarkable 98% pass rate for clients moving on to their USCIS citizenship interviews and exam. This success is a reflection of the care and commitment our team provides to individuals like Adriana’s parents.

Adriana’s parents’ journey to becoming U.S. citizens was a profound moment for their family, and we were there every step of the way. Adriana shared that without the support of Catholic Charities, the process would have been far more challenging. She believes her parents may have felt too discouraged to continue without the help of our Immigration Department. The guidance they received kept them inspired and ultimately helped turn their **dream of citizenship into a reality**.

Today, Adriana’s parents are eagerly preparing to vote for the first time. They are thrilled to exercise their new rights as citizens and ensure their voices are heard.

Adriana is especially grateful for Catholic Charities, as many of her other family members have also become citizens through our program. She noted that they all participated in our citizenship classes and **received vital assistance** with their applications. Our department played an essential role in helping her family on this journey.

Program Impact: 2023 - 2024

Clients who received Legal and Support Services: 2,068

Client Citizenship Success Rate: 98%

Clients who received a U Visa/VAWA: 82

Clients who received DACA Services: 550

Stories of Hope:

Immigration | Senior Programs | Food Distribution

Connecting Seniors with caring volunteers for companionship and emotional support.



"Our volunteers become a lifeline, offering friendship and a listening ear."

-Cyndi Strauch (Volunteer)

At Catholic Charities, we empower seniors through our vital programs: [Caring Rides](#) and [Caring Voices](#). These services play a crucial role in promoting independence, dignity, and community among older adults.

Caring Rides provides essential transportation, allowing seniors to attend medical appointments and engage in social activities. This service alleviates isolation and fosters community connections. As Pat H., a 96-year-old participant, shared, *"After losing access to public transportation, I didn't know how I'd get around. [Caring Rides](#) has been a blessing in my life, and I don't know what I would do without them."*

Caring Voices connects seniors with volunteers who offer companionship through phone calls and visits. This program combats loneliness, [ensuring that seniors feel valued and connected](#).

Together, these initiatives exemplify our mission to [uplift vulnerable individuals](#). By enhancing their quality of life, we create a stronger, more compassionate community where every senior can thrive.

Nourishing lives and spirits through essential food distribution programs.

"At the Palms, Catholic Charities always ensures we get what we need and offer more when it's available. Over the years, we've built a friendship where we check in on each other, and it feels great."

-R.F. (The Palms Inn)

In Northwest California, Catholic Charities has become a lifeline for families facing food insecurity. This past year, our food distribution program [provided over 305,000 meals](#) and distributed more than 283,000 pounds of food. These efforts reached [1,495 households](#) across our service area, from north of San Francisco to the Oregon border, while also [helping 2,468 people with benefit enrollment](#), including Medi-Cal and CalFresh applications. Additionally, we supported 304 farmworkers at outreach events and provided financial help, with 16% of participants either retaining or growing their income.

Our distribution sites offer more than just meals - they [create spaces where people feel supported](#) and connected. Families know they're not facing hardship alone, whether receiving food from our pantries or at shelter locations like the Palms Inn.

As economic challenges persist, our work continues to ensure that everyone in our community has access to nutritious food and a place where they belong. At Catholic Charities, we're not only feeding people - [we're uplifting communities and building hope](#).



In Gratitude

With heartfelt thanks, Catholic Charities extends our deepest appreciation to the individuals, families, parishes, and foundations whose generous gifts and grants of \$1,000 or more from July 1, 2023 to June 30, 2024, have helped us continue our mission. Your support empowers us to create meaningful change in our community, and we thank you for standing with us in this important work.

Jennifer Anderson
Donna Born
Honora Connolly
Nora Ernst
Bette Ann Fleischacker
Sam Guerrero
Rosalie Habkirk
Deanna Holleman
Carole Keiner
Thomas Kennelly
Marcia Kostielney
Diane Lafranchi
Lynn Lankford
Jacquelyn Macy
Delia Mansell
Marilyn Miller
Bill Osterland
Nancy Richards
Mary Anne
Karalee Solak
Anne Styles
Laurie Tognetti
Michael and Agnes Apicella
Frank Connelly Family
Maureen and Michael Dolce
Penny and Jim Ferry
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James and Christine Nantell
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 Kurt and Robin Kunde
 Janet Larson
 Louisa Leavitt
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 Peter and Olivia Leveque
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 Suzanne Martin
 Joan and Randy Maxwell
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 James and Paulette McHugh
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 Samuel and Betz Miller
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 Barbara Moulton
 John and Melinda Moynier
 Peter and Donna Murphy
 Chris Nelle
 Ronald and Eileen Nelson
 Maria and Ron Nersesian
 An Ngoc and My Lu Nguyen
 Susan Nicely
 Marthe Norwick
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 Michael and Leila O'Callaghan
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 Scott and Sandra Ormerod
 Elizabeth Peralta
 Patrick and Maridel Perlas
 Margie and Chip Pettibone
 Jim Piloni and Paula Walsh
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 Bernard and Helia Portet
 Rev. Monsignor James Pulskamp
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 Rosemarie Quinlan
 Meredith Rands
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 Richard and Ann Raymond
 Robert and Margaret Reichmuth
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 Dawn Ross and Jim McLaughlin
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 Denise Scaglione
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 Patty and Paul Schoch
 Keith and Carla Schoenthal
 Scott and Julie Schoepp
 Burt and Karen Schraga
 Eric Severson
 Julia and Stephen Shaver
 John and Ingrid Sheets
 Robert and Allie Shoulders
 Jacqueline and Lawrence Simons
 Gary and Beverly So
 Robert and Barbara Spaulding
 Timothy and Nell Stafford
 David and Lee Stare
 Gregory and Patricia Steele
 Lynn Steele
 Deacon John Storm and Arlene Storm
 Helen Straessle
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 Estate of Frank Stranzl
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 Michael and Gail Sullivan
 John and Maria Thomas
 Mark and Cathy Trione
 Victor and Karen Trione
 Doria and Peter Trombetta
 Eligio and Mary Lou Velasquez
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 Dr. Gene and Anne Zingarelli
 Michael and Nicole Zocchetti
 Dr. Loretta and Dr. Richard Zweig

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Cathy and Mark Trione
Nelson and Jane Weller
Jerry and Nadine Wellner
Daniel West
Linda White
Fred and Patricia Wiele
Cyndi and Joe Yoxall
Dr. Gene and Anne Zingarelli
*Anonymous (7)

“

We try to help local people in need in a meaningful way. Through volunteering at Catholic Charities, we have seen firsthand the commitment of the team and how people can be helped in a lasting way. We are confident our financial donations to Catholic Charities are impactful.

—Anonymous Donor”

“

As a legacy donor, we feel that Catholic Charities does a wonderful job and truly makes a difference. Caritas is a prime example, succeeding where other agencies struggle, even with available funds. We're proud to support Catholic Charities.

—Carmen & Larry K”

We are grateful to honor the members of our Father Stephen Canny Legacy Circle, both those with us and those who have passed, whose Legacy Gifts continue to support the vital work of Catholic Charities.

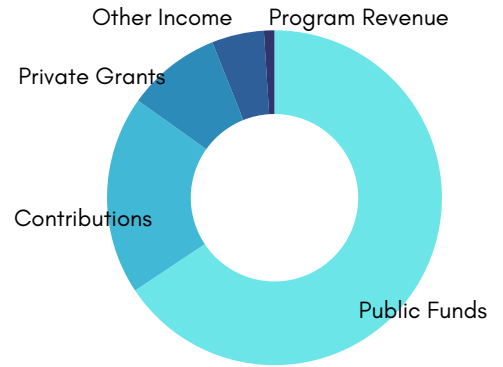
Your kindness and compassion leave a lasting impact on the lives of those we serve, and we will forever cherish your memory, just as you cherished those in need.

Financials

Revenue and expenses for fiscal year
July 1, 2023 through June 30, 2024

Revenue & Support

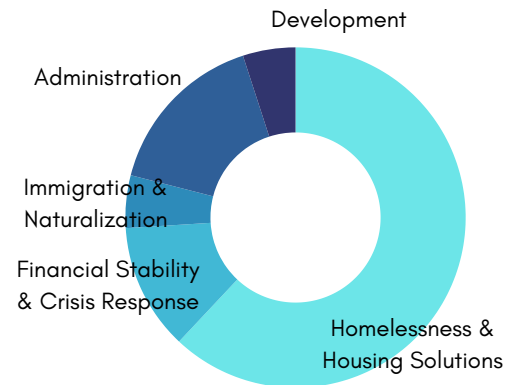
Public Funds	\$17,054,375.35	65%
Contributions	\$5,037,498.64	19%
Private Grants	\$2,328,504.83	9%
Other Funds	\$1,365,700.27	5%
Program Revenue	\$296,758.00	1%



TOTAL REVENUE **\$26,082,837.09**

Expenses

Homelessness & Housing Solutions	\$15,656,532.19	62%
Financial Stability & Crisis Response	\$2,936,595.36	12%
Immigration & Naturalization	\$1,267,309.70	5%
Administration	\$4,088,501.52	16%
Development	\$1,335,908.88	5%



TOTAL EXPENSES **\$25,284,847.65**

 **1,240**
Donors

Catholic Charities of Santa Rosa is dedicated to maintaining the highest standards of stewardship, transparency, and accountability. We're committed to upholding these values throughout our network of services and partnerships.

7,229

Total Volunteer Hours Served



Services We Offer

"My favorite experience of volunteering is after-school tutoring when a shy 7-year-old leaves after 30 minutes with a confidence in his ability that he didn't have coming in and wants to come back!"

-Marcia Dahlen (Volunteer)



Emergency Shelter



Drop-In Services



Street Outreach



Safe Parking



Recuperative Care



Case Management



Family Programs



Permanent Housing



Citizenship Classes



DACA Renewal



Visa Services



Naturalization



Benefit Enrollment



Food Distribution



Caring Rides



Caring Voices



How You Can Help



As we celebrate 70 years of service in Northwest California, Catholic Charities of Santa Rosa is dedicated to meeting community needs. Your support enables us to **empower individuals, promote self-sufficiency, and support community resilience**, with a focus on social justice, equity, and respect for human dignity.



Donate

Make a secure donation by visiting our website at srcharities.org/donate or by scanning the QR code below. Checks made out to Catholic Charities of the Diocese of Santa Rosa can be sent to PO Box 4900, Santa Rosa, CA 95402.



Planned Giving

The Legacy Circle honors people who include Catholic Charities of the Diocese of Santa Rosa in a will or trust to help ensure our programs flourish for years to come. Please contact our development team at development@srcharities.org if you would like to learn more.



Volunteer

Volunteer in one of our programs - food access, senior programs, outreach, immigration support and more. Please contact our volunteer coordinator, Christa Youngern at cyoungern@srcharities.org.



For more information on how to make a gift, please contact **Ashley Juricich, Director of Communications** at ajuricich@srcharities.org or (707) 304-7653



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development@srcharities.org

For Press Inquiries

communications@srcharities.org

Board & Leadership Team

srcharities.org/about/board-leadership

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