



**CATHOLIC CHARITIES  
OF EAST TENNESSEE**

# **ANNUAL REPORT**

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**FISCAL YEAR  
2019-2020**

**CELEBRATING 30 YEARS OF SERVICE**

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# Forming Pearls for the Future



In the 2019-2020 fiscal year, Catholic Charities of East Tennessee (CCETN) celebrated 30 years of service. Since 1989, we've undergone many changes. Changes that each positioned the agency to impact even more lives through the grace of Jesus Christ. Throughout our growth and iterations, one thing has remained constant – you. You have helped us climb every mountain on the journey to becoming the agency we are today. We could not have accomplished our mission without you – thank you!

We're both humbled by and proud of how much we've progressed in 30 years. Traditionally the pearl symbolizes the 30th anniversary. If you're familiar with how a pearl is formed, you can see how befitting of an anniversary this is for us. From a single grain of imperfect sand, a pearl is formed one layer at a time as it works to not only become a beautiful jewel but to also improve its environment.

Applied with a social services lens, East Tennessee is our oyster. It's our mission to help improve conditions for our neighbors living in poverty or those struggling with food insecurity. It's also our mission to increase access to mental health resources, educational resources, and the basic necessities to live a life of dignity. 30 years ago, we decided that we would spread help and hope. Since then, we've done our best to spread layer upon layer of love to our thousands of vulnerable neighbors throughout East Tennessee.

When a family is sustained by eating a hot meal at HOPE Kitchen, that's a pearl. When an individual receives assistance on their pathway to citizenship through the Office of Immigrant services, that is a pearl. Every day we form pearls when nervous and fearful parents choose life at the Pregnancy Help Centers because they trust us to be there through their journey. We find many pearls of hope as we positively impact the lives of children, seniors, and homeless friends in our shelter programs. This is possible all because of you.

As we pause to reflect on the 2019-2020 fiscal year (FY), our focus is on the future and the lives we will transform in the next 30 years. We will continue to place our hope in Jesus Christ to help our neighbors today and tomorrow. Your dedication and generosity have helped us form every pearl in these past 30 years. Thank you for being by our side.



Your humble servants,

**LISA HEALY**, *Executive Director*

**DR. ANTOIN MARDINI**, *President, Board of Trustees*

## MISSION STATEMENT

Catholic Charities of East Tennessee (CCETN) is a coalition of **service-driven** community-centered programs. Empowered by the grace of **Jesus Christ**, CCETN fosters **human dignity** of the vulnerable in our region through shelter, counseling, education, advocacy, and reverence for life.

### PROGRAMS

**Columbus Home Assisting Parents (C.H.A.P)**

Knox County – 865.603.3866  
Blount, Grainger & Sevier Counties –  
865.361.8094

**Children's Emergency Shelter**

Knoxville – 865.544.0578

**Counseling Services**

Knoxville - 865.314.8870  
Chattanooga – 423.322.0057

**Crazy Quilt Food Pantry**

2967 Highway 297  
Newcomb/Jellico – 423.784.6022

**HOPE Kitchen**

Knoxville – 865.522.2205

**Horizon House/5 Rivers**

Knoxville/Morristown – 865.524.9896

**Office of Immigrant Services**

Knoxville – 865.971.3550  
Chattanooga – 423.826.0663  
Johnson City – 423.328.7074

**Pregnancy Help Center**

Knoxville – 865.212.4942  
Chattanooga – 423.826.0673  
Johnson City – 423.328.0070  
LaFollette – 423.437.3416  
Newcomb/Jellico – 423.784.7322

**Samaritan Place**

Knoxville – 865.684.1880

**The Home Place**

Chattanooga – 423.698.9079





# 2019-2020 AGENCY HIGHLIGHTS



**4,912**

Volunteer Hours



**31,973**

Meals Provided  
through Samaritan Place



**315**

Volunteers



**23,581**

Nights of Shelter  
Provided



**3,096**

Individuals Served  
Across All Programs

## Samaritan Place Bathroom Remodel

Opened in 1998 in a small wing of St. Mary's Hospital, Samaritan Place began as a temporary location to discharge homeless senior patients. With the help of the city, we were fortunate to purchase our current facility. Today, Samaritan Place operates three distinct shelter levels, providing a safe haven for East Tennessee seniors. However, the Samaritan Place shelter was built in the 1980s and has had no major remodels done since. While the facility has seen hundreds of seniors happily grace its halls, it's also received a fair portion of wear and tear. In 2019, Samaritan Place was awarded the Community Development Block Grant (CDBG) by the City of Knoxville and Knox County. The funds enabled Samaritan Place to receive a full renovation for 27 bathrooms. Each bathroom was outfitted with new ADA compliant toilets, wall-mounted sinks, under-sink plumbing, fiberglass shower stalls, handicap grab bars, paint, flooring, and bathroom fixtures. The grant funding also allowed us to make the necessary improvements to Samaritan Place to ensure we were providing the safest environment possible for our residents. The new water-proof flooring reduces the risk of falls, while grab bars and raised toilets reduce the body strain of mounting and dismounting.





# 2019-2020 AGENCY HIGHLIGHTS



## HOPE Kitchen: Serving Up Hope

In 2020, we introduced our newest program, HOPE Kitchen. With the immediate hardships created by the Covid-19 pandemic, we received an outpouring of funding from our community to meet that need. HOPE Kitchen isn't just food boxes and a soup kitchen though. We serve love, compassion, dignity, and hope in addition to a nutritious and hearty meal. Our mission is to ensure that each person's body and spirit are nourished so they can focus on moving forward and finding stability along the way.



CCETN Executive Director Lisa Healy and  
Holy Ghost Associate Pastor Father Michael Hendershott.  
Image taken by Bill Brewer and Stephanie Richer

Partnered with our local churches as our primary locations, we held the first HOPE Kitchen on Saturday, June 28, 2020. We were so blessed to see a turnout of several volunteers and individuals seeking help. There is not yet a dedicated staff for HOPE Kitchen. Currently, volunteers include CCETN staff, Diocese of Knoxville parishioners, and volunteers from the community. HOPE Kitchen is held every fourth Saturday of the month.

Since HOPE Kitchen began in the last month of the 2019-2020 fiscal year, we will be excited to share how it is growing in the next Annual Report. Not only was HOPE Kitchen a blessing to our immediate community, but it inspired us to use other emergency assistance funds to create additional relief programs like our Covid-19 Crisis Response initiative (FY 2020-2021).



Image taken by Bill Brewer and Stephanie Richer

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**Hope: /hōp/ - noun: grounds for believing that something good may happen**



# GETTING TECHNICAL

*We love the beauty in tradition, but we strive for the impact that comes with change. In FY 2019-2020, we made many technological advances in the agency to better serve our populous!*

## Shining Brighter with BrightCourse

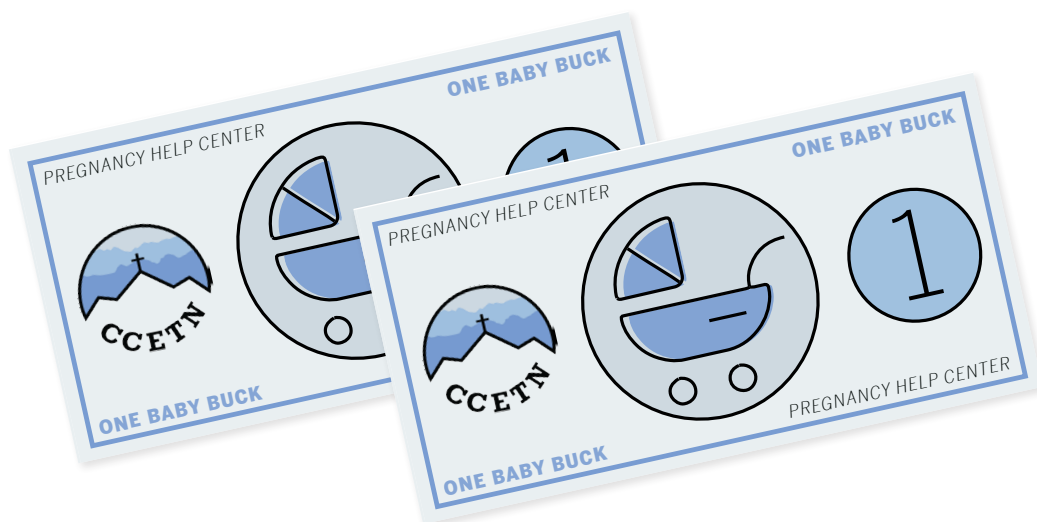
We incorporated BrightCourse throughout our five Pregnancy Help Centers (PHC) to allow parents to learn virtually through our Earn While

You Learn program. BrightCourse is a video-streaming service that provides classes on topics such as prenatal care and management, parenting, relationships, life skills, and more. When our clients complete a BrightCourse class and the accompanying materials, each assignment completed translates to Baby Bucks. Each Baby Buck is equal to four dollars - which clients can spend in our baby store to purchase any needed items. To date, our PHC clients have collectively taken 14,985 minutes of BrightCourse classes!



## Breakout Stats

- ▶ \$84,272 in Baby Bucks have been given from Earn While You Learn classes
- ▶ On average, a client received approximately \$140 worth of Baby Buck merchandise



# GETTING TECHNICAL

## Telehealth Counseling

### Life challenges are not unique to a certain demographic.

At CCETN we seek to care for the whole person, no matter the income level. With the onset of Covid-19, we were inspired to begin offering telehealth counseling sessions through both our counseling programs in Knoxville and Chattanooga. The isolation, uncertainty, and other stressors caused by the pandemic have left many of our neighbors battling depression, anxiety, and other challenges to their emotional well-being. In addition to continuing services for our established clients, telehealth made it possible for us to reach new, additional clients who previously had transportation barriers that kept them from coming into the office. Where our counseling services are offered on a sliding scale, we were able to adjust to the financial changes of our clients and continue care through the pandemic.



Father Michael Maples, PhD

Our impact during the Covid-19 pandemic also crossed regions within Tennessee! Some local clients were displaced during the pandemic, such as university students who had to return to their family homes. Through the use of telehealth, these clients were able to continue their counseling sessions, and we also offered counseling services to new clients living in other parts of the state. Because of this, we were able to provide counseling to clients as distant as Nashville -- 180 miles from Knoxville. In total, our counseling services provided 652 sessions.

"The gospel challenges us to be a presence of Christ amid our world's storms. The Covid-19 pandemic is a storm that has unsettled much of what we rely upon for our sense of safety, stability, and direction," said Father Michael Maples, PhD, our Knoxville-based counselor. "During the pandemic, CCETN Counseling Services have been an anchor for many people. The integration of tele-counseling has strengthened our outreach and our provision of services. It is helping us be present for our sisters & brothers, to accompany them along their journeys, and to weather this present storm together."

## Breakout Stat

- In the last 5 years, 100% of counseling clients surveyed expressed satisfaction with services received

# It Takes a Village:

## Client Story from C.H.A.P.

Jessica Berropsi wanted a life that was different than the one she knew. She was raised in a chaotic environment in a small rural town in East TN. She frequently resided with her grandmother and was also voluntarily placed with other relatives. Jessica would describe her childhood as one rampant with alcohol and drug abuse, as well as physical and verbal abuse. When she was 17, she left home, but soon found herself repeating the same substance abuse patterns of her biological family. It wasn't until age 19, when she became pregnant with her first child Patricia, that she altered her lifestyle. "Patricia changed my world," Jessica stated. "So, I got clean and stayed clean. In a way, Patricia saved my life."

Originally, Jessica was referred to our C.H.A.P. program by Blount Birth to Three. Patricia, two-years-old at the time, had developmental challenges from having been born prematurely. However, Jessica also needed assistance in locating legal resources in her area to help Guillermo, her husband, who wished to adopt Patricia. Patricia's birth father was unfortunately deceased, and Guillermo was the only father figure she had known. Jessica and Guillermo are also the parents of another daughter, Grace. Jessica expressed that Guillermo adopting Patricia was very important to her because she never knew her birth father until later in her life, when they reconnected and established a relationship.

**"I have two daughters and a husband that are my world! Patricia, Grace, and Guillermo. I am happy and love life!"**

Our Columbus Home Assisting Parents (C.H.A.P.) program is a home-based support service that provides education, crisis intervention, and case management for families whose parenting abilities are being impacted by other life stressors. Through our programming, C.H.A.P. was able to give Jessica a plethora of parenting resources to help her navigate Patricia's developmental challenges. In addition, C.H.A.P. also located an attorney who agreed to represent the family through the adoption process. C.H.A.P. was able to pay the other associated fees. In 2019, Patricia's adoption was finalized! With Jessica and now Guillermo legally recognized as her parents, Patricia will have more stability in life.

Jessica stated that C.H.A.P.'s services helped her achieve her dream of having a real family. "My family is whole now," she said. "I'm determined to do things differently and provide my children a better childhood than mine." The Berropsi family's story is but one way C.H.A.P. and our programming can make a significant difference in helping families thrive together.

*Pictured right to left: Kim Cook, C.H.A.P. Program Leader I, Jessica Berropsi, Patricia, Guillermo, Grace, Randall Noe, J.D., PLLC ►*



# Community Outreach

On Easter Sunday 2020, a sudden tornado outbreak hit the Southeastern United States. Spanning two days, the outbreak spawned a total of 140 tornadoes that touched down across 10 states, inflicting widespread and catastrophic damage. One of the states affected was Tennessee.

Beginning its journey in northwest Georgia, an EF3 (severe damage) tornado crossed into Chattanooga and quickly reigned devastation on the area. Although the tornado was only on the ground for 18 minutes, 2,718 properties sustained damage, of which 254 were destroyed and 259 had major damage. In total, \$225 million in damages were reported.

Our neighbors lost their homes that day. Our friends lost businesses and storefronts. And one of our East Tennessee communities lost their hope.

For Chad Nichols, there was no place to go. Chad's home was destroyed in the impact of the tornado. With nowhere else to turn, he sought our help. Through emergency services, we paid for an extended stay hotel suite so that Chad would not become homeless. To ensure Chad was nourished through his stay, we also provided resources for him to purchase food. Chad was one of nearly 100 individuals we helped in this way.

Catholic Charities is most effective when we work together with the Diocese of Knoxville and other community partners. Knowing there was an extensive need for relief in the area, in addition to direct emergency resources to individuals, we donated to Chattanooga parishes to help widely disburse relief funds. St. Stephen Church, a parish comprised of 667 families, roughly 2,700 members, received the largest portion of our donated funds. When the tornado hit, about 25% of the St. Stephen parish was affected. The worst of their damages was debris. Parishioners couldn't get into or around their homes for days due to the number of overturned trees.

For some parishioners, their houses were destroyed. On the night of the tornado, a frightened parishioner reached out to Father Manuel Perez, pastor of St. Stephen, saying "Pray for us Father, [my daughter, son, husband, and myself] have been hit by the tornado." Stirred into action, Fr. Manual did more than pray – he started preparing for a potentially dangerous trek to help his parishioners. They lived in Ooltewah, which is about 15 miles from St. Stephen Church.



Image taken by Robin Rudd, Times Free Press



St. Stephen Church parishioners. Image taken before the Covid-19 pandemic.

Due to overturned trees causing detours, Fr. Manuel had to manually navigate his way to his parishioner's house, prolonging his trip by nearly 30 minutes. When he finally found the family, they had walked more than two miles already seeking help. Unfortunately, their troubles weren't over when Fr. Manuel arrived. There was an expanse of overturned trees barricading them to the opposite side of his truck. Thoroughly prepared, Fr. Manuel had brought saws to help cut away any trees. It was after midnight when he arrived – they didn't cut through the trees and reach him until nearly 3 a.m. "I feel blessed that I was able to go to my parishioners and help them that night," said Fr. Manuel. He was happy to do his part but also knew his parish would need a significant amount of aid.



Image taken by Robin Rudd, Times Free Press

"I reached out to CCETN and said, 'I've got a lot of people who need some help.'" That was all he had to say for CCETN to get involved. "The folks at Catholic Charities were very kind," said Fr. Manuel. "When we needed help the most, they helped to provide. We were very fortunate and thankful to have received the funds we needed."

As quickly as the tornadoes ripped through the Chattanooga area, we leaped into action to live out our mission of providing help and creating hope. Efforts are still ongoing to help our neighbors in Chattanooga that were affected.

***"It's really in a time of crisis and discouragement that we experience the love of God, his mercy, and his presence."***

***– Father Manuel,  
Pastor, St. Stephen Church***  
*(pictured right) ►*



# Help By the Numbers

**Aggregate figures of the aid CCETN  
provided during the  
2020 Chattanooga tornado outbreak**

**\$47,689** in aid provided

**\$39,500** given to parish churches

**\$2,600** given in food assistance

**\$1,257** given in utility assistance

**\$2,848** given in rent/motel assistance

**\$1,484** given in other assistance

Nearly **100 individuals** assisted through direct payment

The average payment for food assistance was **\$50**

The average payment for utility assistance was **\$157**



# When Charity Meets Love:

## A Donor Highlight

Every donor has a WHY. Why they give. Why they support. Why they share in our mission. At the core of our work is our donors. Because of your generous support, we're able to consistently show up for our neighbors in need throughout East Tennessee.

Asked to serve the agency in 2000 by Father Ragan Shriver, Dr. Michael J. Stahl (Mike) is a name many may know when it comes to his service to CCETN. He served on our Board of Trustees from 2000-2007, and then again from 2012-2017. During his time as a Trustee, Mike chaired the Board's Planning Committee, served on the Finance Committee, and was elected President of the Board for a two-year term in 2015.

His initial motivation in serving the agency was to use his spare time and talents to serve in charitable outreach. However, throughout his giving, his experience blossomed into so much more. "I thoroughly enjoyed serving on the Board of CCETN for 12 years as that service allowed me to see and be part of how the Church serves those of God's children needing help," he said.

Mike and his wife Barbara are long-time donors to our Pregnancy Help Centers (PHC). With three daughters and sons-in-law of their own, seven grandchildren, and Barbara serving as a pediatric nurse, the Stahl's have a deeply rooted passion for protecting the sanctity of human life. Each year their annual gift focuses on the needs of our five PHC's in Knoxville, Chattanooga, Johnson City, LaFollette, and Newcomb/Jellico.

Our Pregnancy Help Centers assist couples and individuals who are navigating the varied challenges of pregnancy and parenthood. Through education and support, our PHC's help families who are expecting or have children up to two years of age. As an agency, our advocacy for life doesn't hinge on mere words. We live it by being present in the lives of our clients in those first days of their pregnancy, to celebrate and encourage the choice of life.

For Mike and his family, our Pregnancy Help Centers fit their values perfectly. Mike was even involved in establishing our newest Pregnancy Help Center in Newcomb/Jellico. In 2017, when we decided to build our new PHC in a former thrift store, the space was in desperate need to be painted. Through petitioning and advocating for the agency, Mike was able to convince the owners of CertaPro painters in Knoxville to donate the paint needed. One Saturday, 10 brothers from the Knights of Columbus Council at All Saints Catholic Church, other CCETN Board members, and Mike drove to Newcomb and transformed the space into the beautiful facility we have today.

Mike's story and service is a wonderful example of how charitable work can start as simple as filling spare time but grow into a continuous calling to lend one's time, talent, and resources. When asked what he'd like to share most about his time with us, Mike said he was "humbled and thankful for the opportunity to serve CCETN."



***As a donor, whatever your WHY is, we appreciate that you find CCETN's mission worthy of your support. We couldn't do this without you.***

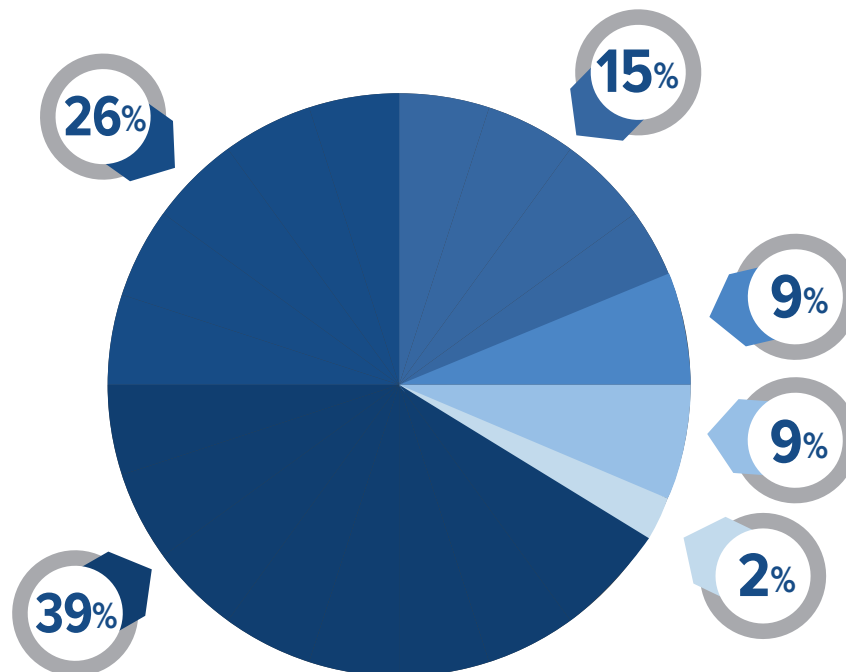
*Thank you.*

# FINANCIALS

*The Lord will open to you his good treasury, the heavens, to give the rain to your land in its season and to bless all the work of your hands. And you shall lend to many nations, but you shall not borrow.*

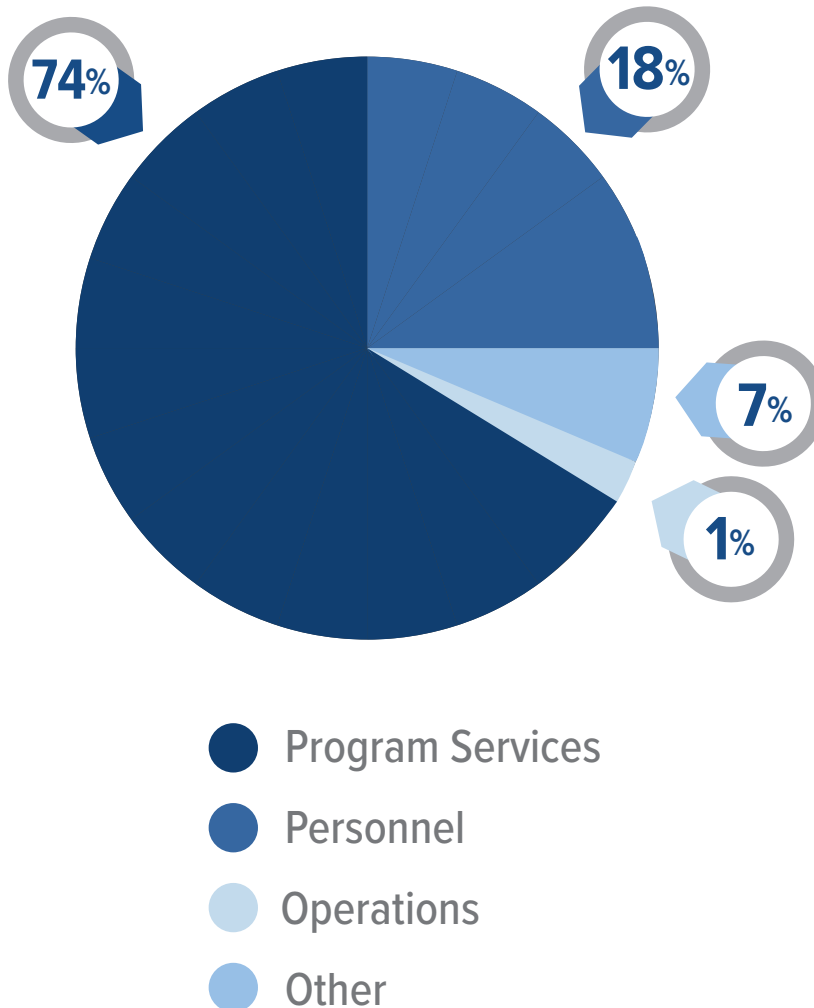
— Deuteronomy 28:12

## Operating Revenue & Support



- Grants/Gov. Funding
- Contributions
- Bishop's Appeal
- Service Fees
- Events
- Misc.

## Expenses



- ▶ **Reduced** our operations budget by 1% from last fiscal year without reducing client services
- ▶ Nearly **75%** of our budget this fiscal year was dedicated to programs

*For more information on our 2019-2020 fiscal year financials, please visit [ccetn.org/financials](https://ccetn.org/financials)*

*\*Does not include non-cash depreciation.*



**CATHOLIC CHARITIES  
OF EAST TENNESSEE**

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