

# CATHOLIC CHARITIES

# T O D A Y

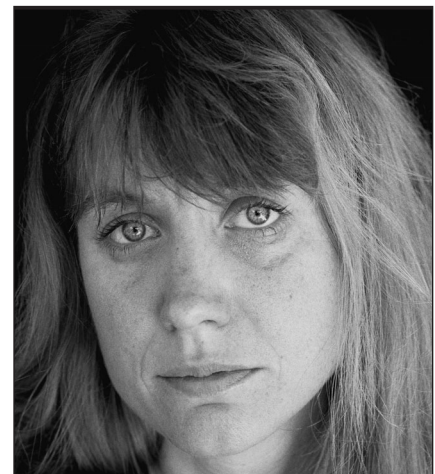
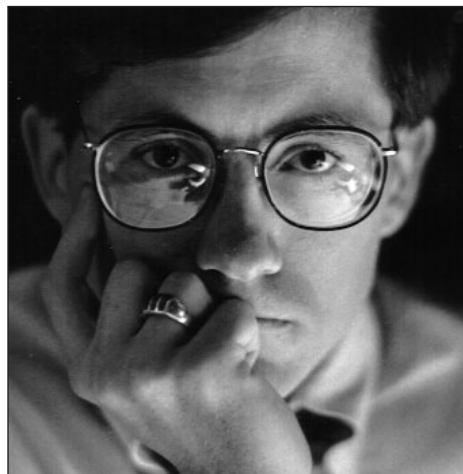


JANUARY 2003

## *Hope and Healing Ministries*

**S**ome problems in life are too difficult to handle alone. When problems like tensions in a marriage, behavioral issues with a teen or pre-teen, depression, anxiety or daily stressors overwhelm your life – it's good to know you don't have to walk that road alone. "We want to give our clients *hope* in dealing with troubled family relationships and other pain-filled issues," said John Nesseth, Director of Catholic Charities' Hope and Healing Ministries. "We want people to know that at Catholic Charities there is always something we can do."

That is the essence of Catholic Charities' *Way of Caring* approach in all of its ministries, bringing wholeness to the people served. "I see our therapists as not only instruments of change, but as using their own innate charisms – bridging the professional and spiritual aspects of their lives to better



empower clients on that healing journey," noted Nesseth. "This faith-filled way of caring approach is what makes the significant difference in the services we provide."

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**As a result of a two-year process of internal visioning and planning, it was determined that the agency needed to replace its former regional structure with a more holistic and effective ministry structure, to embrace more wholeheartedly the agency's connection to the Catholic Church, and to better respond to the needs of the parishes and the community-at-large**

**through direct service, collaborative and consultatory efforts. The next few newsletters will highlight components of our various ministries – beginning with the Hope and Healing Ministries.**



## FROM THE EXECUTIVE'S DESK

*Diane Knight  
Executive Director  
Catholic Charities*

### Excerpts from Catholic Charities' October 31, 2002 Annual Gathering

"Last year at this event, we unveiled our new vision: 'We are one social ministry, walking in solidarity with those who are economically disadvantaged and those who are vulnerable.' This year we'll share the highlights and the lowlights of the past twelve months and especially the progress made toward making our vision a reality.

In January of this year we implemented a new organizational structure which moved away from the primarily geographic focus of the past, where each specific program was developed and administered locally, to a structure where like services are now organized across the entire Archdiocese. So now, instead of having 4 regions and twenty-some programs, we have seven major Ministry areas.

This required us all to think in terms of not just our own office locales, but of the agency as a whole. A shift in mind-set isn't easy, but we are well on the road to a greater awareness that we are one with each other.

In addition, we very consciously made the change to the seven 'Ministry areas' in order to make clear, to ourselves and others, that what we do we do in the name of the Church – that we are not just any other social service provider, but an active ministry of the Church. These are the highlights that we've found to be both energizing and inspiring and that keep us going when faced with significant lowlights. . .

Catholic Charities has most certainly been affected by the downturn in the economy. This was no doubt made worse by September 11, 2001 and the funds that were understandably given to assist those affected directly, instead of to other causes. Our 2002 agency budget was trimmed by more than three-quarters of a million dollars, as compared to our 2001 budget. During 2002 we have cut an additional half million in expenses. It has also resulted in the need to pass on a significantly greater share of the cost of health insurance to our employees. These were very difficult but necessary decisions to make and equally difficult actions to take.

But as we all know, there are times in the life of organizations, as well as in our individual lives, when pain is necessary in the short term in order to ensure the health of the whole over the long term. These painful decisions and actions resulted in Catholic Charities operating at break-even, month-to-month, for the past three months, for the first time in approximately three years. While things will remain lean for a while yet, we are on the right path.

The path is clear – we are called to be present and to walk with those who are most in need. Our Board of Trustees has challenged us to take a hard look at those we serve and how we serve them in the light of that call. Together with them, the Ministry Leadership Team has gone through a process of putting into words more clearly what we mean when we say we will walk with those who are most poor and most vulnerable.

The result is a list that includes those who are socially isolated, those who are non-trusting of others and of established helping systems, those who are

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#### **Mission Statement:**

*The Mission of Catholic Charities is to provide service to people in need, to advocate for justice in social structures, and to call the entire church and other people of good will to do the same.*

#### **Vision Statement:**

*We are one social ministry, walking in solidarity with those who are economically disadvantaged and those who are vulnerable.*



## Hope and Healing

*continued from front page*

“Many of those who come to work at Catholic Charities do so as a way of living out their own faith commitment in the work they do,” said Nesseth. “We place an emphasis on helping clients by incorporating one’s faith aspect – no matter what their faith might be.” The end result is providing a holistic ministry approach, a *walking with ministry*.

This *way of caring* and *walking with* extends to all Catholic Charities ministries, especially in identifying the connectedness from one area of ministry work to another. “It’s so much more than focusing on just one client issue or one particular ministry,” Nesseth explained. “How can our counseling staff work more effectively with staff in our Healthy Families program? Are they connecting clients with elder caregiving needs to our Older Adult Ministries? How do we address the multiple needs of parenting? How do we address the multitude of issues and stressors facing an individual?”

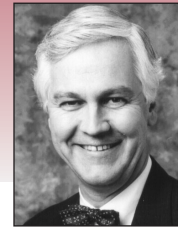
“We wanted to make sure that the public we are serving sees our staff as really doing ministry work,” stated Nesseth, “and that our own staff embrace our *way of caring* approach, not only when working with clients, but in their daily interactions with one another.”



*For additional information on Catholic Charities’ Hope and Healing Ministries, please contact its Director, John Nesseth, at 262-547-2463.*

## Excerpts from Catholic Charities’ October 31, 2002 Annual Gathering

*Tom Shriner, 2002 First Vice President  
and Chair of the Board of Trustees  
Catholic Charities*



“Archbishop Dolan, my fellow Trustees of Catholic Charities, and friends all:

Last year on this occasion we gathered in an atmosphere of barely subsided shock because of the horrible events of the previous month in New York, Washington and Pennsylvania. Within the organization, our focus was on the aftermath of change – a change in the agency’s leadership and an extended consideration by the Trustees and senior managers of who we are, leading us to the conclusion that, when it comes to carrying out the Lord’s commands to feed the hungry and welcome the stranger, ***we are the Church*** in Southeastern Wisconsin. Whatever God expects his Church to do in this part of the world for the poor and the marginalized, we’ve got the job.

As I suggested last year, this can be a liberating role – if we let it be and don’t let ourselves be overwhelmed by the responsibility. Our Lord has promised to be with his Church, and so we are determined to let His Spirit guide us as we do our work.

We have spent this past year trying to build on the decisions of our previous time of change and reflection. We are heavily engaged in the essential task of assigning priorities to our various missions and ministries, making sure that we use the never-adequate funds entrusted to us in the best possible way. I am personally satisfied that our senior managers are doing a heroic job in financially challenging times.

The other great theme of this past year has been to reaffirm our connection to the parishes, seeking to anchor our charitable efforts at the level where God’s people live and work. As we prioritize our programs, we also look for every possible way to make what we do truly the work of the Church, from the ground up, rather than ***for*** the Church, from the agency down.

A couple of Sundays ago, the Gospel gave us Jesus’ answer to the question: Which is the greatest commandment? The answer we all know: You shall love the Lord your God with ***all*** your heart, ***all*** your strength, and you shall love your neighbor as yourself. Those commandments in the order in which they are given, say, I think, that our charity flows from our faith.

We also find ourselves filled with hope for our future, with our agency in the hands of faith-filled leaders – starting with our wonderful Executive Director, Diane Knight. And the Holy Father has sent us a man of faith and joy, Archbishop Timothy Dolan, as our new spiritual father. With my fellow Trustees, I look forward with confidence to the coming year.”

# Seeking Solutions through Individual and Family Counseling

**S**ome problems in life shouldn't be faced alone. . . reads the tagline that accompanies much of the printed information on Catholic Charities' individual, couple, and family counseling services.

## **But how do you know when a problem reaches that point?**

"If a person notices changes in themselves or other family members that are durable and negative – behaviors that are remarkable in that they are disruptive or create worry and concern – if they feel stuck and nothing is remedied, then professional help should be considered," advises Michael Champeau, a Hope and Healing Ministries' Family Therapist. "



## **Who is a typical candidate for outpatient therapy?**

"I see a variety of clients," noted Champeau. "About a third of my clients are dealing with symptoms of anxiety or depression, another third with personal relationship issues and the final third with parent-child conflicts or parents who are concerned about their child's emotional health."

"Clients can vary in age from young children to the elderly and come from many faith traditions, although most of my current clients are Catholic. Some clients make that initial call for an appointment on their own – yet many are referred by their clergy, family or friends, other clients, or by paging through the phone book," added Champeau. "I also see clients who are referred by

their probation officers, attorneys or Medical Assistance clients who may be involved in domestic violence or abuse of some kind."

## **What happens in a session for couples?**

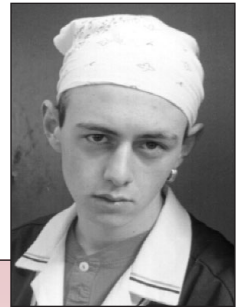
"If a couple comes in together, I'll see them together, unless we determine that it would be more productive to see them individually. This is especially true if the couple is locked into cross-complaining during the session," said Champeau. "You don't want to encourage negative experiences during therapy. However, most couples seem to benefit by having their partner present."

"A common issue in family counseling is that the couple feels unable to communicate with one another. Concerns range from conflict over finances, parenting styles, division of chores, and allocating the authority, power, and responsibilities in the relationship," shared Champeau. "Part of my job is to help develop the way they talk to one another – not only about the issues but how they speak to each other. The therapist creates a safe environment to talk about negative emotions and works at helping the couple find ways to manage conflict and nurture friendship. A follow-up session might then reflect on how they utilized the strategies previously set. The therapist may then offer other suggestions or coach the couple on alternative behaviors."

"Client issues are often complicated by blocking behaviors, where one or the other will create coupleship problems because they are struggling with the counseling," Champeau noted. "Some people find it hard to do things in their marriage because they may be carrying emotional and behavioral baggage that were their coping strategies of survival from childhood. These coping strategies might have worked for them as children, but not now in their

adult relationships. Certain things stir patterns of old that hinder contemporary methods of working things out. The therapist will then coach the client in a more useful way of responding."

"Ideally I coach clients to bring up any issues they are experiencing within the walls of the counseling office. I also tell them not to be frightened or chagrined about having difficulties when going home – the main point is not to be sidetracked or embarrassed by seeking counseling, and that this is



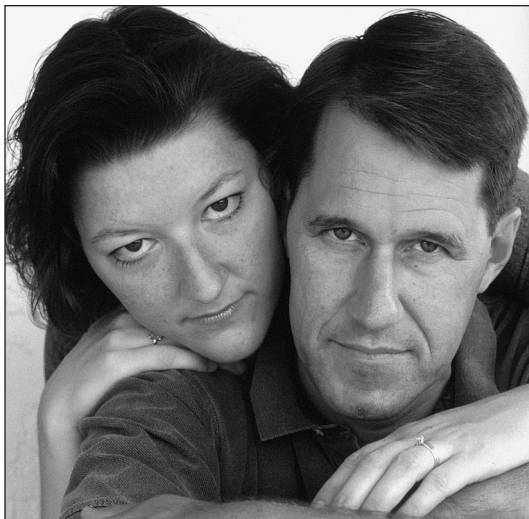
## **Catholic Charities'**

## **HOPE & HEALING MINISTRIES**

## **Outpatient Counseling Services Specialties:**



ADD - ADHD	Grief-Loss
Alcoholism	Group Therapy – AODA
Adult Child of Alcoholic Parent(s)	Group Therapy – Mental Health
Anxiety	Life Transitions
Anger Management	Medical Stress
Assertiveness Training	Men's Issues
Behavioral and Emotional Issues - Adolescents	Moods
Behavioral and Emotional Issues - Children	Myers Briggs Type Indicator (individuals, couples, groups)
Chemical Dependency	Occupational/Workplace Issues
Christian Counseling	Organizational Counseling
Co-Dependency	Pain Management
Couples – Marriage Counseling	Panic
Depression	Parenting
Divorce – Separation	Personality Disorders
Domestic Violence	Psychological Testing
Drug-Alcohol Counseling	Sexuality Issues
Eating Disorders	Stepfamily Issues
Elder-Aging Issues-Geriatrics	Stress Management
Family Therapy	Thought Disorders
	Trauma and Abuse
	Women's Issues




something they will need to work on.”  
**How many sessions are needed?**

“The number of sessions truly depends on the issues at hand and if more than one issue surfaces. Some issues are incredibly complicated and have been entrenched over a length of time,” shared Champeau, “this can present roadblocks to simple solutions, so we’ll focus first then on what is getting in the way. If a client is unwilling to follow their therapist’s coaching and advice this too creates a barrier that takes additional time to work through.”

**Are there reasons when therapy doesn’t seem to work?**

“It is important not to set unrealistic expectations,” responded Champeau. “Some people are misdirected to therapy and hold no real desire to be in counseling, others might have had an unrealistic expectation of what therapy can do. An example would be parents who thought counseling would help shape a troubled child rather than utilizing counseling to shape how they might work with their child. Finally, while many communities are accustomed to people seeking counseling and psychotherapy, I still come across stigma on occasion.”

 For additional information on the Catholic Charities’ Hope and Healing Ministries Outpatient Counseling Services, please contact the office in your area listed on the back of this newsletter, or Dr. Patricia Gilmore, Clinical Services Supervisor, at 414-771-2881.

## Counseling for Older Adults

**W**hat image comes to mind when you hear the word “families?” A youngish couple with one or two little ones? A middle-aged couple with teens or college-bound young adults? Families come in all shapes and sizes and all ages too. Today’s family might be one with parents in their 80’s and 90’s whose adult children either care for them or are making decisions on their parents’ daily care.

As the aging population continues to grow, there are services that Catholic Charities offers to provide in-home support (cleaning, nursing, home maintenance, etc.) allowing older adults to be independent and remain in their homes longer, plus Day Respite and Adult Day Services Centers, where older adults receive gentle care coupled with social activities, exercise, entertainment and personalized health maintenance.

But what of the mental health needs of those who make up this unique family structure? What happens when siblings in their 50’s and 60’s struggle because they can’t agree on what to do with their parents? How does a widower cope with the deep sense of loss at the death of his wife of 53 years? How will a wife handle the stresses of caring for her 68-year old husband who has advanced stage Alzheimer’s disease?


Nancy Vollbrecht is the Catholic Charities therapist who specializes in counseling for older adult concerns. She provides individual counseling sessions for older adults and facilitates several support groups for caregivers. “In one Alzheimer’s support group there is a daughter who has attended the sessions for some time now. As her mother’s disease worsens, the daughter finds herself struggling with decision-making. Should she try to continue caring for her mother at home? How will she know when she can’t handle it

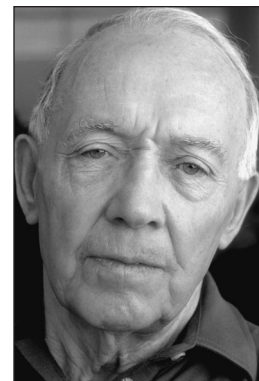
anymore? What other care options should she pursue?” The process can be even more painful when a spouse is making a decision about their life partner.

While Vollbrecht sees clients at her office in Waukesha, most of her appointments are held in the client’s own home. “Many of my clients have either poor vision, are too old to drive or are physically unable to get about easily,” said Vollbrecht. Issues covered during the individual sessions are often ones of loss and depression. “Clients sometime have an unrealistic expectation of how quickly they should feel better,” Vollbrecht shared, “and the healing process is only prolonged when people fail to allow enough time for grieving.”

Vollbrecht also visits with older adults and their primary caregivers at Catholic Charities’ Adult Daycare Centers. She provides both individual counseling and facilitates the small group sessions. “The caregivers in our Alzheimer’s and dementia support groups are people experiencing common frustrations and challenges. There is a real bond that develops as they begin to help and support one another,” Vollbrecht noted. “My role is much more supportive than educational.” Vollbrecht guides the participants in the process of sharing, listening, and being there as sources of emotional support for one another.

As the general population continues to age and live longer, so too will medical and mental health needs grow, along with the need for professionals dedicated to the well-being and care of this aging population.

 For additional information on the Catholic Charities’ Hope and Healing Ministries counseling services for older adults, please contact Nancy Vollbrecht, therapist, at 262-547-2463.



## Executive Director

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spiritually isolated and disillusioned, those who suffer the lack of a “life-purpose,” those who are visually different in a way that is perceived as negative, and those who are socially stigmatized.

Those are our modern-day descriptive words for none other than the widow, the orphan and the leper of Jesus’ time. They are today’s homeless, today’s immigrants, today’s poor, today’s frail elderly and disabled.

But our path leads us further still – our vision calls us to involve more and more of the faithful in to help in the work of community building, by engaging in mutual ministry and ministry development. This year we have made numerous new connections with parishes to that end, but we have so much more to do.

This past weekend I heard a speaker whose work is so similar to what I am trying to describe that I can’t help but borrow from his powerful words. He spoke of one of the Jesuits who went down to El Salvador to continue the work of those who had been murdered in November of 1989 at the University of Central America. The Jesuit at some point spoke to him of *‘allowing the poor to break your heart so that you can no longer go on as you always have, so that you are forever changed.’*

That is how we need to be if we are to be true to our vision – **forever changed** – and engaged in the work of enabling others to be forever changed so that they too can’t help but live a life in service of others, so that true community can be built among us.

This is a bold new vision, one that will take us down paths we haven’t even dreamed of yet. I invite each and every one of you to walk this exciting journey with us in the years to come.”

## Counseling an Underserved Population

**P**ersons with cognitive and severe physical disabilities have often been a forgotten and underserved population when trying to connect to counseling services. Understanding, patience and a special way of caring are qualities that a Catholic Charities therapist brings to the agency’s clients who reside in group homes and supported living apartments.

Catholic Charities provides on-site counseling to the clients in its Persons with Disabilities Ministries. Therapists remove the barriers of transportation to a clinical office by meeting with the clients at their home or place of work, wherever the client feels most comfortable in meeting with their therapist.

“Our clients deal with the everyday issues that people face – communication, family relationships and depression,” said Richard Kohl, Director of Catholic Charities’ Persons with Disabilities Ministries. “There was an increase in anxiety and depression across the country after the terrorist attacks of September 2001. Many of our clients had difficulty in verbalizing their concerns and fears, so it was important that they had somewhere to turn.”

As in all the services that Catholic Charities provides, focus

is on the “whole” treatment of the client. For agency therapists it means helping to decrease a client’s short-term emotional pain and working with the client to then develop long-term coping skills to enhance their quality of life.

Therapists will connect with family members if the client is not their own legal guardian, and participation is always voluntary for the client. This respectfully allows the client to identify the need for sessions, as well as the freedom to end them.

“Certain situations might find therapists working with the client and their family members – depending on individual needs,” noted Kohl. Therapists and clients alike find it helpful to visit in the client’s home, especially in developing a rapport with the Catholic Charities’ residential staff that work so closely with the client. “The therapists are then able to provide ideas to residential staff on how to better cope with the anxieties of our client and how to identify new stressors in the client’s life,” Kohl added.

“In general terms, people seem to be better informed when they come in for therapy, as far as what to expect,” shared Kohl. “And while some still attach a stigma to counseling, many others are saying, ‘if I hurt, I need to seek help and get better.’ There are very concrete techniques a therapist uses to assist the client in developing effective coping and problem-solving skills, including our clients with cognitive and physical disabilities.”



To learn more about Catholic Charities’ Persons with Disabilities Ministries, contact Richard Kohl, Director, at 414-769-3401. For information on counseling services for individuals with cognitive and physical disabilities, contact John Neseth, Director of Hope and Healing Ministries, at 262-547-2463.



## School-Based Counseling – Promoting Wellness In the Classroom

**M**ILWAUKEE - Catholic Charities' therapists are making a difference in Catholic schools in the Archdiocese of Milwaukee. Lanetta Greer is a school-based counselor at St. Catherine and St. Sebastian elementary schools and at St. Joan Antida High School in Milwaukee. As a school-based counselor, Greer works with the school children, their families, teachers and school administration.

Greer focuses on issues that affect a child's academic development as well as family and peer concerns. "Our classroom sessions are more preventative in nature," noted Greer, "we cover everything from conflict resolution to staying away from drugs and alcohol to sessions on careers – identifying the skills needed to be successful in a particular field."

"Some classroom sessions involve role-playing and skits where the children are asked to think about their own response to a particular situation and then act them out," Greer said. "We talk about peer pressure and how to avoid gangs." Sometimes Greer uses a particular video or movie to help initiate classroom discussion afterwards. "I help provide additional guidance and social skill training in the classroom setting."

"We talk about healthy relationships, the different types of abuse and how to prevent it by connecting with a trusted adult. My in-class time helps develop a trusting relationship with the children, so if there are individual problems the child will have someone they know to go to for help," shared Greer.

Greer also provides individual counseling for students. Often the children will schedule a time to meet with Greer, at other times a teacher or parent will request Greer meet with a child. "Common concerns for a child might include the death of a grandparent, getting along with a sibling or classmate, or worrying about an impending

move. Any of these can have an impact on their academic performance," said Greer.

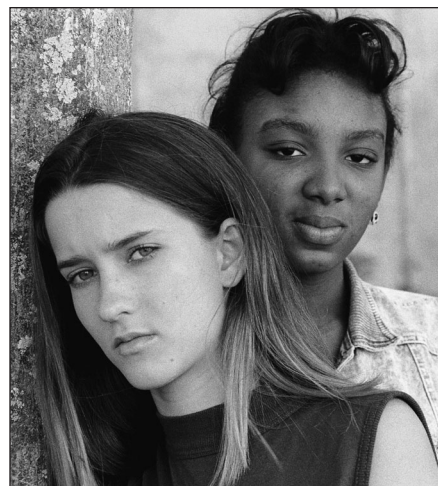
"After the September 11th, 2001 attack, we talked through the children's fears and concerns. We talked about different people's perceptions of other faith traditions and beliefs. The children were very vocal and I gave every one of them a chance to talk," said Greer. "Whether in the classroom or individual sessions, I try to make it comfortable and safe for the children to share what they are feeling."

**PLYMOUTH/SHEBOYGAN** – Robin Williams and Margaret Walter are Catholic Charities' school-based counselors for the northeastern section of the Archdiocese of Milwaukee. Williams works with children, families and school staff at St. John the Baptist in Plymouth and St. Dominic in Sheboygan, while Walter counsels at Christ Child Academy and Holy Family in Sheboygan and St. Mary in Sheboygan Falls.

For the most part, individual counseling sessions are scheduled after a parent, principal or teacher referral, although occasionally a student will ask to meet with the counselor. Individual sessions can run 20 to 30 minutes and often focus on behavioral and emotional concerns... a child taking out aggressions on other students, grieving the loss of a friend who may have moved out of the area, the death of a relative, or the divorce of parents.

"Children often need to talk about transitions in the family, especially during divorce," stated Williams. "They can feel stress about when they'll see mom, when they'll see dad, and it can be a troubling time for them. Speaking to an adult outside the family circle can be a great help."

"Other times parents will refer a child because of their belligerent attitude. I'll then work to find ways to motivate the child. I'm working with a second grader who doesn't



like to obey or follow her teacher's instructions. She needed to recognize the cause and effect of her behavior and how her behavior was bringing about consequences she did not like," shared Williams. "So far it is working well and her behavior in the classroom and at home are improving."

Not all sessions are with individual students. Catholic Charities school-based counselors spend a great deal of time in the classroom, covering varying topics. These may include health and wellness, building friendships, conflict resolution, decision-making, drug awareness, test anxiety and how to better prepare for study, family death and grief issues, goal setting and career planning.

"Class topics are age appropriate for the particular class and sometimes focus on a specific problem that the classroom as a whole is dealing with," noted Williams. "The visibility of a school-based counselor working directly in the classroom helps build trust and rapport with the students. This makes it more comfortable for them to seek me out if they are experiencing problems or if they are referred for individual counseling by their principal, teacher or their parents."

*For additional information on the Catholic Charities' Hope and Healing Ministries School-Based Counseling services, please contact Dr. Patricia Gilmore, Clinical Services Supervisor, at 414-771-2881.*





# Catholic Charities of the Archdiocese of Milwaukee Service Locations



## MILWAUKEE AREA LOCATIONS

**60th Street Office**  
2021 N. 60th St., 53208  
414-771-2881

**Adult Day Services &  
Resource Center**  
1919 N. 60th St., 53208  
414-771-2881

**Adult Day Services –  
New Hope Center**  
4033 W. Good Hope Rd., 53209  
414-228-7740

**Northside Outreach Office –  
House of Peace**

1702 W. Walnut St., 53205  
414-933-2119

**P.A.C.T. Family Resource Center**  
569 W. Lincoln Ave., 53207  
414-389-0997

**Persons of Diverse Cultures  
Office – St. Hyacinth Parish**

2057 S. 14th St., 53204  
414-643-8570

**Southwest Office**  
7635 W. Oklahoma Ave.,  
Suite 104, 53219  
414-541-3624

## NORTH AREA LOCATIONS

**Beaver Dam Office**  
131 W. Maple Ave., 53916  
920-887-9546

**Fond du Lac Office**  
191 S. Main St., 54935  
920-923-2550

**Port Washington Office**  
430 N. Johnson St., 53074  
262-284-5811

**Sheboygan Office**  
503 Wisconsin Ave., 53081  
920-458-5726

**West Bend Office**  
139 N. Main St., #111, 53095  
262-334-0886

## SOUTH AREA LOCATIONS

**Burlington Office**  
209 N. Main St., 53105  
262-767-2900

**Kenosha Office**  
5820 - 3rd Ave., 53140  
262-658-2088

**Lake Geneva Hispanic/  
Latino Service Center**  
275 Mill St., 53147  
262-248-0560

**Racine Area Office**  
2711 - 19th St., 53403  
262-637-8888

**Racine Hispanic Outreach**  
2711 - 19th St., 53403  
262-635-9510

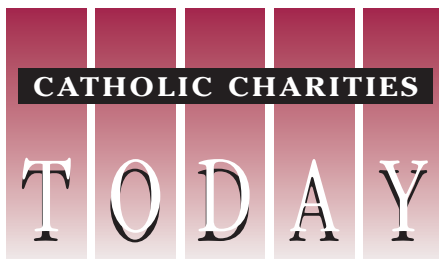
## WAUKESHA AREA LOCATIONS

**Adult Day Services –  
National Regency Center**  
13700 W. National Ave.,  
New Berlin, 53151  
262-782-0740

**Brookfield Office –  
St. John Vianney Parish**  
1755 Calhoun Rd., 53005  
262-780-0923

**Menomonee Falls Office –  
Good Shepherd Parish**  
N88 W17658 Christman Rd., 53051  
262-253-1424

**Waukesha Office**  
741 N. Grand Ave., Suite 210,  
53186  
262-547-2463



Post Office Box 070912  
Milwaukee, WI 53207-0912

Non-Profit Organization  
U.S. POSTAGE  
**PAID**  
Milwaukee, WI  
Permit No. 1093

### VOL. 17 NO. 1

Catholic Charities Today is published by  
Catholic Charities of the Archdiocese of  
Milwaukee. 3501 S. Lake Dr., P.O. Box 070912,  
Milwaukee, Wisconsin 53207-0912.  
Editor: Sharon Brumer, 414/769-3543  
E-mail: sbrumer@ccmke.org

Catholic Charities is a  
United Way member  
agency and also is  
funded by private  
contributions and the  
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Catholic Charities USA.

