Grounded in faith, hope, love and respect for those we serve, we assist all who come in need of food, clothing, shelter, advocacy and a path to self-sufficiency.
2016 was a huge year for the West Side Catholic Center! With our loyal donors, volunteers, and staff more committed than ever, we felt truly grounded in faith, hope, love and respect for those we serve. Thanks to you, WSCC was able to continue its mission to assist all who come in need of food, clothing, shelter, advocacy and a path to self-sufficiency.

As I reflect on the rewarding years I’ve spent with WSCC and look to our future, I am humbled by our supporters’ generosity, which has made 2016 such a landmark year. Our staff were able to help an astounding 218 adults and 455 children find a safe, welcoming place to live while they worked back toward self-sufficiency. We would prefer no one needed our services, but we are grateful that your support enables us to be here for families who find themselves in great need.

While our core programs remain strong and vibrant, positive changes and additions are on the horizon. Moriah House has now served for over a year as an overflow site for families of up to six who need shelter when there is no immediate space in the Continuum of Care. During the holidays, 481 adults and 955 children received all-new warm winter wear through WSCC’s Giving Tree program, an increase of 306 children over 2015. Perhaps most exciting is our Campaign for the Future, which is nearing completion!

Thanks to the support of hundreds of individuals, foundations, corporations and religious groups, WSCC is poised to bring in over $2 million to renovate and reconfigure the Resource Center first floor, the expansion of the second floor, and replace the roof and add an elevator at the Zacchaeus Building.

Invigorating changes have already begun in Moriah House - the windows in the families’ rooms have been replaced, the deck behind Moriah House has been renovated and the kitchen has received much-needed updates. The lower-level spaces that serve children and teens have undergone a complete overhaul. The walls which previously separated these spaces into rooms are gone; they have been replaced with room partitions enabling staff members to separate the space into smaller areas to make programming more age-appropriate or use the entire space as one large room to accommodate higher-volume programs.

My staff and I are so deeply grateful for our supporters who make this kind of monumental change possible, as well as those who have stepped up to sustain our day-to-day programming that is so vital in the lives of our clients. On behalf of the men, women and children who rely on the West Side Catholic Center in their time of greatest need, I thank you for all you’ve done and for all you will do as we move forward into WSCC’s bright future together.

Gratefully,

Anita Cook
Executive Director
In 1998, during Aggie Hoskin’s time as Executive Director, West Side Catholic Center was lucky enough to be able to purchase the building across W. 32nd Street from 3135 Lorain, and this building became the Women and Children’s Shelter, now known as Moriah House.

West Side Catholic Center assumed leadership of the programming formerly run by Family Transitional Housing in 2008, expanding our mission to offer rental assistance and case management services to families transitioning out of homelessness. Family Transitional Housing became Zacchaeus Housing Solutions.

As hundreds of families moved toward self-sufficiency over the years, it became clear employment preparation was a vital piece of this puzzle. One of the Case Managers created West Side Catholic Center’s newest program area, the Economic Opportunities Program, which assists clients reentering the workforce with soft skills instruction, resume help, financial literacy programming and adult education services.

Today, that building on the north side of Lorain Avenue where we had our humble start is gone. In its place is now Saint Mary’s Chapel, part of Saint Ignatius High School, which is why we held our 40th anniversary Mass there. It was a joy to celebrate this milestone in a location so important to our history, surrounded by so many of the people who were instrumental in the founding of the West Side Catholic Center, as well as volunteers, clients, and staff members.

Sister Kathleen described it best in remembering her favorite thing about West Side Catholic Center: “What I really experienced there was the experience of community…it was all-inclusive, and the love and care that brought about.”

As we move toward West Side Catholic Center’s future, we carry this message with us daily and hope for many more years of bringing faith, hope, love and respect to those who need us most.
For twenty-six years Ken “Dog Man” Davis lived on the streets of Cleveland, secluded from human contact, existing out of dumpsters with only his dogs and his addictions. Dog Man came to the WSCC for meals, but left with so much more. WSCC staff assisted Dog Man who acquired benefits and steady income. Now Dog Man, Ken, is WSCC’s Donor Services Coordinator. Donors and volunteers know him by his helpful nature and his motto, “It’s All Good!” He has a steady income, an apartment in his old neighborhood and health insurance. Ken is healthier and living an independent life.
The Resource Center is a trauma-informed environment which provides basic services for those who are homeless, including meals, showers and clothing. The Resource Center provides a level of professional services available to all in the community, including legal assistance, mental health referral, medical services, Ohio Benefit Bank connection and housing referrals.

### 2016 RESOURCE CENTER STATISTICS

- **Total Served:** 6,600
- **Meals Served:** 65,031
- **Number of Street Survival Services Provided:** 1,500
- **Number of Outreach and Advocacy Services:** 15,481
- **Persons Served in Clothing Program:** 5,601

**THE MEALS PROGRAM** provides breakfast every weekday, a hot lunch every weekday and a hot breakfast and dinner every Saturday. WSCC provides 12,000 pounds of fresh produce once a month free to over 150 households in the community. WSCC also distributes over 2,000 pounds of produce weekly to 100 households. A monthly food pantry provides fresh meats and non-perishable food to 55 households per month.

**THE CLOTHING & HOUSEHOLD ITEMS DISTRIBUTION PROGRAM** provides men’s, women’s and children’s clothing and functional household goods such as: dinnerware, glasses, silverware, sheets, blankets, toiletries, diapers, formula and other baby items. Clients can also obtain small appliances and bikes when they are available.

**STREET SURVIVAL SERVICES** gives those without a home the resources that many take for granted. Clients can list WSCC as their address; copy and fax machines and bus passes are available; and clients can shower at WSCC complete with all toiletries including soap, shampoo, conditioner, lotion, toothbrushes and toothpaste.

**OUTREACH & ADVOCACY SERVICES** are provided with community partners. Clients can get assistance with substance abuse; vouchers for birth certificates and state IDs; legal aid; tax clinics; medical education, care and referrals for serious medical problems; and Expressive Arts Program to address the impact of trauma.
Angel came to Moriah House with her two children. She found the staff, “very welcoming and informative.” She learned about managing her family better, what she could do differently to help her two children, and she felt that, “what we are learning is immediately helpful. I am extremely thankful for the warmth extended to us during this difficult time and the amazing results that will continue for us when we leave the program.”
2016 MORIAH HOUSE FAMILY SHELTER STATISTICS

Moriah House has successfully moved thousands of women and children from homelessness to stable housing. The Shelter provides a vital resource by both addressing the immediate need of providing shelter and sustenance to homeless families, and long-term housing instability. It does this through four programs: Interim Housing; Shelter Case Management; Family Services; and Veteran Services.

<table>
<thead>
<tr>
<th>Total Served</th>
<th>Meals Served</th>
<th>Number of Nights of Lodging Provided</th>
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<tbody>
<tr>
<td>228</td>
<td>27,438</td>
<td>11,798</td>
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<table>
<thead>
<tr>
<th>Number of Women Served by Programs</th>
<th>Number of Children Served in Family Service Programs</th>
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</thead>
<tbody>
<tr>
<td>90</td>
<td>138</td>
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</table>

**INTERIM HOUSING** in Moriah House provides the basic necessities that a family might need including linens, personal hygiene items, meals, laundry facilities and clothing. Mothers are assisted with diapers, baby formula and baby food. A full-time cook provides nutritious meals.

**CASE MANAGEMENT** provides linkage to community programs and mainstream services that move a client toward self-sufficiency. Case Managers address critical issues facing each resident and develop individualized case plans that address permanent housing, income, job training, education, recovery and self-determination. Case Managers focus on housing first, to find a safe and stable environment for the family.

**FAMILY SERVICES** consists of activities, therapies and counseling that focus on the needs and traumatic experiences of homeless families. To support the psychological and emotional needs of the children, programming includes art therapy and Early Childhood Intervention Specialists. Parents can join Moms Are Amazing, a parenting support group. Youth Advocates coordinate each child’s educational path in partnership with community services.

**VETERAN SERVICES** provides individualized care to women who served in the armed forces through the Veterans Administration.
Dominique was a self-proclaimed “partier, who liked to be with my friends more than my kids.” Through the support of the Case Managers, she was able to focus on rebuilding trust with her kids in a safe home. The Employment Program helped her create a resume, build job skills and do job searches, to obtain a stable job. Dominique feels that “if the staff and volunteers were not here, I’d be lost.”
Zacchaeus Housing Solutions strengthens families and promotes family resiliency. Zacchaeus’ overarching goal is to end family homelessness for clients by means of housing stability, increased daily living skills, education and income, and strengthened family unity. Zacchaeus helps families secure and maintain housing by providing rent subsidy and case management services for up to 12 months.

<table>
<thead>
<tr>
<th>Total Families Provided Rent Subsidy</th>
<th>Number of Adults Served by Case Management</th>
<th>Number of Families in Program at Any Given Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>116</td>
<td>129</td>
<td>52</td>
</tr>
</tbody>
</table>

- **Number of Children Served in Family Service Programs**: 317
- **Families that Achieved Positive Housing Outcome at End of Program**: 92%

**CASE MANAGEMENT SERVICES** creates a case plan for the family to move towards individual stability and self-sufficiency. The family identifies and prioritizes needs, establishes goals and connects the clients to services. A collaborative approach is utilized to connect each family to community resources such as behavioral health centers, medical health providers, educational opportunities, support groups, parenting resources, youth services and more.

**FAMILY SERVICES** works to make education a family priority, provide access to overall health and wellness and provide a safe and supportive environment. Case Managers assess each child and develop a case plan structured to meet all their needs, as well as offer new opportunities and experiences to the youth.

**CLIENT RENT SUBSIDIES** assists clients in paying their rent during their tenure in the program. WSCC also helps families acquire household goods, furniture and other items needed to establish a home.
Lisa is an immigrant coping with mental illness while supporting her three children. Lisa joined the Employment Program and aggressively sought any information to improve her chances of obtaining a job. The Employment Clinics helped her learn skills and prepared her for job interviews. With determination and resolve, she found a job earning $40,000 annually. She stated, with tears in her eyes, “This is what joy feels like. God is watching out for my family.”
West Side Catholic Center has put increasing focus on providing services that move clients toward self-sufficiency. Economic Opportunities provides programming in adult education, workforce development and financial literacy. These services are integrated and coordinated to ensure clients receive maximum benefits from these resources.

**THE EMPLOYMENT PROGRAM** offers employment assistance tailored to meet the clients’ needs. The program partners with other community organizations to provide best outcomes for securing employment. Clients can take the ACT WorkKeys test, the State of Ohio’s new job matching program, to demonstrate skills to employers. Clients benefit from a relationship with a mentor to learn from and expand their professional network.

**ADULT EDUCATION SERVICES** are individualized services within a safe, supportive learning environment with the most qualified and attentive tutors. Tutors enable clients to pursue their educational goals, equipping them for greater financial, personal and professional potential.

**FINANCIAL LITERACY SERVICES** assist clients with navigating the process of establishing a bank account, creating budgets, improving credit record and saving money. Financial planning is an essential survival tool in today’s economic environment.
West Side Catholic Center opened its doors in 1977 with the support of many community volunteers and generous in-kind donors. Volunteers and in-kind donors have been an important resource for West Side Catholic Center to maintain programs, meet the ongoing needs of clients and sustain a healthy financial status. Both are invaluable to the organization and its mission to serve all who come in need.

### 2016 VOLUNTEER AND IN-KIND DONATION STATISTICS

<table>
<thead>
<tr>
<th>Total Volunteer Hours Served</th>
<th>Total Active Volunteer Groups</th>
<th>Number of Active Volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td>25,608</td>
<td>67</td>
<td>217</td>
</tr>
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</table>

**Estimated Value of Volunteer Hours**

$588,728

**THE VOLUNTEER PROGRAM** is an important part of West Side Catholic Center achieving its mission. Beyond serving the clients and being a tremendous resource to the staff, the volunteers act as ambassadors in the community. Volunteers provide their experience, time and support to every program of the organization. From Administrative Receptionists to Adult Education Tutors, volunteers give hours of their time to ensure the clients needs are met. Clients depend on the support, friendships and relationships they establish with volunteers to help them in their journey to self-sufficiency.

**THE IN-KIND DONATIONS PROGRAM** assists program managers and case managers with meeting clients basic needs for clothing, personal hygiene items, household items and much more. The generosity of in-kind contributions is not just a financial value, but a personal value. The sense of relief when a parent can get diapers and formula for their child or a client who is exiting homelessness and is given clean, warm bedding and cleaning supplies to aid in this exciting transition cannot be given a numeric value - it is priceless.
The West Side Catholic Center’s financial statements have been audited by Maloney + Novotny LLC. Audited Financial Statements are available upon request or can be viewed online at wsccenter.org.
Donors

WSCC gratefully acknowledges the support of hundreds of donors and partners, large and small, individual and institutional. Their commitment to changing the landscape of poverty and their trust in WSCC makes this work possible.

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IBEW Local 38
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Jesuit Community at St. Ignatius High School
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Knights of Columbus North Olmsted #4731
Knights of Columbus Fr. Ragan Council 3269
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Patrons :: $500 - $999
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