

2022

Impact Report

Welcome to CARITAS 2.0, a future in which we...

- invest in necessary infrastructure while prioritizing our financial sustainability
- share our best practices in peer recovery, work readiness, sober living and housing-first emergency shelter
- emphasize collaboration as we build strategic alliances that improve housing outcomes
- offer a place of belonging for everyone, from the workroom to the boardroom



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Letter from Karen

Greetings, friends! There are so many words I could use to describe how I feel as I write you this first letter: honored, excited, grateful, energized.

Like many of you, I first experienced CARITAS as a volunteer, serving fried chicken and playing Go Fish with program participants alongside my congregation, St. Gabriel Catholic Church. Fast forward 14 years, and here I am, taking the helm of this incredible organization that I call family.

For me, there is no greater purpose than to save lives by providing a safe space and the time to rebuild and heal. This work is not easy—and it's getting harder. The landscape has changed. Housing is scarce and expensive. Fentanyl and other drugs are ravaging our streets, with dire consequences. Mental health needs surpass our capacities. COVID heaped backbreaking stress and hardship upon our community, including our heroic staff.

As you'll read in the pages that follow, CARITAS is responding to these challenges with our characteristic determination and innovation. The people you'll meet found what they needed to heal and rebuild within our active community of caring, and several have joined CARITAS as staff. As we move forward, the time has come for a critical reset to respond to today's conditions and position CARITAS to provide maximum impact in the community and in the lives of those we serve.

Our exceptional board, staff, and leadership are ready to launch into new territory, stretching and growing together, as we work to ensure that CARITAS remains a thriving community of caring for years to come. I invite you to join your hearts to ours in this life-giving work.

With joy and gratitude,

Karen O'Brien

A Community in Crisis

The landscape in which CARITAS operates has changed. The pandemic intensified the community problems of addiction, overdose, and mental illness, while the continued lack of affordable housing and high eviction rates have led to higher rates of homelessness and housing instability.

“Richmond is Virginia’s Overdose Capital”

Richmond Times-Dispatch, January 25, 2022

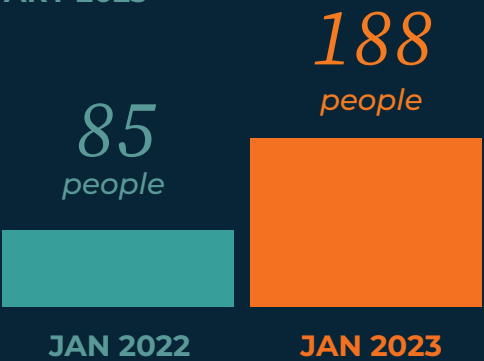
- March 2022: **Opioid deaths** declared a public health crisis in Richmond.
- April 2023: **Housing crisis** declared in Richmond.

Homelessness

The end of rental assistance programs and other pandemic protections have resulted in more individuals and families living on the edge of homelessness.

690 people experienced homelessness in Richmond in January 2023.

THE NUMBER OF UNSHELTERED PEOPLE IN RICHMOND HIT A 15-YEAR HIGH IN JANUARY 2023



People staying outdoors, in cars, and other places not meant for human habitation are considered unsheltered.

Drug Use

- 4 Virginians died** of an opioid overdose **daily** in 2020.
- In 2021, there were **over 106,600 deaths** due to drug overdose in the U.S.—the highest on record.

The COVID-19 pandemic drastically widened the scope of alcohol and drug misuse, abuse, and deaths.

Mental Illness

Rates of anxiety, depression, and substance use disorder have increased since the beginning of the pandemic.



20% of U.S. adults experience mental illness each year.



42% of men and women at The Healing Place reported having a mental health condition in 2022.

Affordable Housing

- Richmond needs **23,320 housing units** to satisfy the housing demand.
- You would have to make **\$24.85 an hour** to afford the average two-bedroom apartment in Virginia.

Low rental vacancy rates and lack of deeply affordable housing remain critical challenges in the greater Richmond area.

60% of Virginia renters saw their rents increase in 2022.

CARITAS has never been more needed than we are today.

The CARITAS of today (and tomorrow) is an order of magnitude bigger, more coordinated, and more effective than when we started. The resources required to have this scaled impact are also significantly greater.

“WINTER COTS”

In the 1980s, CARITAS begins as an all-volunteer effort of the faith community, which opened the doors of its downtown congregations and synagogues in the evenings to offer shelter, cots, and blankets to those in need.

‘80s

CARITAS GROWS

In 1987, this effort is formalized as CARITAS, with a governing board and paid staff to support volunteers and overnight guests. The breadth of congregations involved spreads beyond Richmond City into the surrounding counties.

SERVICES EXPAND

CARITAS begins offering year round, 24-7 shelter and becomes the only local provider to house large families, families with fathers, and adolescent males.

‘90s

THE HEALING PLACE OPENS

Recognizing that addiction is a significant contributor to homelessness, The Healing Place opens in 2005 to offer comprehensive and holistic addiction recovery services.

‘00s

PROGRAMS EXPAND

CARITAS acquires the Furniture Bank in 2009 to offer free household goods and furnishings to those coming out of crisis and launches the Works program in 2011 to provide intensive job-readiness services to individuals with major barriers to employment.

‘10s

JOINING FORCES

In 2012, The Healing Place becomes a program of CARITAS.

‘20s

OPERATIONS CENTRALIZED

In the midst of the pandemic, the CARITAS Center opens to bring services for breaking the cycles of homelessness and substance use under one roof. The new center includes the first women-only substance use recovery program and the Recovery Residences—expanding our available beds to 450 across our two campuses.

CARITAS 2.0

What’s next? CARITAS will continue to say “yes, and...” in order to meet the changing needs of our community in crisis.



Volunteers prepare for a quarterly Furniture Bank Warehouse Sale, in which donated items that are not practical for clients are sold to the public to support CARITAS operations.

PROGRAM HIGHLIGHTS

Inside Our Programs

CARITAS provides a continuum of housing and peer-based care programs and services that meet people where they are on their journey to recovery from homelessness and addiction.

Emergency Shelter

For more than 30 years, our low-barrier shelter has supported the hardest-to-serve individuals in our region, providing 64 beds a night to men and women across our two campuses. (The Women’s Emergency Shelter continues to be the only provider of emergency shelter for single women in our community.) Participants in our shelter program receive a warm bed, hot meals, and access to showers and laundry services, delivered with the compassionate hospitality that is the cornerstone of the CARITAS approach. With their basic needs met, our participants are able to focus on working with our specialized shelter team to overcome barriers and rebuild their lives.

In 2022...

- 513 men and women received shelter
- 64,808 meals provided
- 2,000+ case management hours provided



“I couldn’t believe I was homeless myself. I still kept my wit, I still was me. I didn’t do any drugs; I was just homeless. There are a lot of smart, educated women who are homeless; I learned from some of them. I learned that even though I’m in this situation, I am not it. There’s more to me than my situation.”

Valarie Patterson

- Emergency Shelter client, 2021
- Works Graduate, 2022
- CARITAS Shelter Peer Advocate, 2022-present

The Healing Place

The Healing Place provides a space for men and women suffering from substance use disorder to carve pathways to sobriety, employment, and spiritual wellness. Offered free of charge to participants, the program uses peer mentors—men and women who have successfully completed the recovery program—to work with current participants and serve as role models in their recovery journey. It also includes a job-readiness program and a sober living community. The Healing Place for Women serves as the only long-term residential recovery program for low-income women in Richmond, while the Healing Place for Men is the longest-running program in the region.

In 2022...

- 886 men and women served
- 97,337 nights of recovery shelter
- 292,011 hours of recovery education

Works

CARITAS Works provides intensive job-readiness training to individuals with major barriers to employment. Participants embark on a six-week, full-time program to build life and employment skills before graduating to Job Club, in which they pursue employment opportunities while receiving one-on-one assistance with job applications, resumes, and interviews. Once employed in the workforce, AfterWorks offers two years of job placement support and follow-up.

In 2022...

- 88% of enrollees graduated
- 86% of graduates found employment
- \$15.96 average starting wage for graduates



Ray Porter

“My strength is being able to spiritually guide young men to a point where they see that ‘wow, I do have a purpose in life.’ That entails establishing a culture that shows love and compassion, but is also about instilling discipline, integrity, and honesty in people who haven’t been living that lifestyle prior to coming here.”

- THPM Inaugural Peer Mentor, 2005
- CARITAS Facilities Manager, 2006-2022
- THPM Program Operations Manager, 2023-present



Dustin Shipp

“I got so much from this organization. What I love about working here is that I get to share that. My lived experience is not something in the past; it’s something I can use to help others. People show up not knowing what to do and leave with a sense of direction, just like I did. I get to watch people receive the same gifts that I received.”

- THPM Alumnus, 2020
- Works Graduate, 2020
- Senior Works Coordinator, 2020-present

Recovery Residences

REVIVE! Training

As a state-certified Naloxone Partner Program, residents and CARITAS staff undergo robust REVIVE! Training, which teaches participants how to identify warning signs of overdose and administer naloxone, an important tool in preventing overdose deaths. In 2022, 876 individuals received REVIVE! training.

Last year, **12 lives were saved** from positive reversals of opioid overdoses by individuals who participated in these trainings.

Our Recovery Residences give people practicing recovery a safe community and multiple pathways leading toward self-sufficiency. Each resident engages in a data-driven model of recovery capital, in which they strive to increase positive factors (social connections, financial stability, access to health care, etc.) and decrease barriers to recovery (unmet service needs related to mental and physical health, unemployment, housing, etc.). By focusing on building recovery capital and decreasing barriers, our residents improve their ability to achieve long-term sobriety.

In 2022...

- 28% average increase in recovery capital for residents during a yearlong stay
- 211 individuals spent time in Recovery Residences
- 198 days average length of stay

“I feel safe here. I feel more relaxed. I have time to think about what I want to do with the rest of my life. I’m so glad I didn’t have to go to a far-off place to recover; I was able to do it here in Richmond, being around my family.”



Cheryl McQueen

- Recovery Residences, 2021-present
- Works Graduate, 2021

Furniture Bank

The Furniture Bank provides furniture and essential household items free of charge to individuals and families who are often newly out of crisis and in need of help setting up their household. The program works in close partnership with 70 local social-service agencies to bring clients into the showroom to “shop.” The only resource of its kind in Central Virginia, the Furniture Bank relies entirely on donations to help our most vulnerable neighbors turn their houses into homes.

In 2022...

- 661 households served
- 70 community agency partners
- 736 beds distributed



“I like seeing the people come in, just starting out, just getting their lives back together. I don’t know what their story is, but I tell them, ‘We’re going to give you the best that we’ve got to get you started.’ I was once a client. I got my furniture here too. To see the smiling faces, the kids especially, that’s the best part.”


William Graham

- Recovery Residences, 2021-2022
- Works Graduate, 2022
- Furniture Bank Volunteer, 2021-present

How You Showed Up

IN FISCAL YEAR 2022...

 **500+** volunteers stepped up to contribute

 **5,000+** hours of service, which provided CARITAS with

 **\$150,000+** of manpower

VOLUNTEERS CONTRIBUTE TO EVERY CARITAS PROGRAM:

Furniture Bank volunteers sort and package every donated item, organize our warehouse storage, build furniture from scratch, and assist our clients with their shopping.

Healing Place volunteers teach classes, run 12-step meetings, conduct family education sessions, and organize our clothing closets.

Shelter volunteers provide meals, spend time with our participants, and assist with housing applications and other tasks that support their journeys to independence.

Works volunteers teach classes, review resumes, conduct mock interviews, and support participants in their job search.

Recovery Residences volunteers host cookouts for residents of the CARITAS Center and help with regular building maintenance.



Jan Bell

2022 VOLUNTEER OF THE YEAR

We were proud to recognize Furniture Bank volunteer Jan Bell as our 2022 Stettinius Volunteer of the Year. Jan has worked in our sorting room for 7 years and was integral in helping us move from our Gordon Ave. warehouse to the CARITAS Center.

“ I followed a lady once, when I was a trainee, through the shopping experience. You have this idea that people are going to grab things, and she only wanted a bed for her children. She was just overwhelmed. I mean, it was emotional. She wanted to take care of her children, and we took care of her. It was awesome. ”

JULY 1, 2021 - JUNE 30, 2022

Income

Contributions and Grants	\$5,066,865.00
Investment Income	\$57,731.00
Program Services	\$1,081,658.00
Other	\$89,653.00
Total	\$6,295,907.00

Assets

Cash & CARITAS Center Investment	\$19,864,892.00
Inventory	\$62,625.00
Property & Equipment	\$1,699,454.00
Endowment	\$773,693.93
Other	\$1,872.07
Total	\$22,402,537.00

Board of Directors

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USM, Inc.

Preston Lloyd, Vice Chair
Williams Mullen

John Zeheb, Treasurer
Ukrop's Homestyle Foods

Alison Keller, Secretary
Capital One (Retired)

Bill Biedenbarn
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Susan Brown Davis
Consultant

Arrion Dennis
McGuireWoods

Charles Fitzgerald
Atlee Church

Linda Hancock, FNP, PhD
Virginia Commonwealth University (Retired)

Martin P. Klein
Athene Holding LTD

Expenses

Administration	\$595,728.00
Fundraising	\$570,676.00
Program Services	\$5,343,987.00
Total	\$6,510,391.00

Liabilities and Net Assets

Total Liabilities	\$1,186,337.00
Total Net Assets	\$21,216,200.00
Total	\$22,402,537.00

**990s for CARITAS and The Healing Place can be found at www.caritasva.org.

