

# YOU GAVE **Healing Grew**



2024 IMPACT REPORT







## FROM THE **Executive Director**

Dear friends,

Returning to work after months of care-giving and the eventual passing of my beloved husband of 37 years was daunting. I feared I would be too overcome with profound sadness. As the leader of this strong organization, that vulnerability felt very scary.

What I experienced instead was the brilliance and light of a shared community. When asked by my cherished friends about my first day back, I described it as a “love bubble.” Yes, grief was present, but the love, empathy, solidarity, and connection were soothing balms I did not expect. Returning to work while navigating the greatest loss of my life, I was met with the support of many who have endured similar pain and much more.

Our participants and staff became my role models, reminding me that:

- Life does indeed go on.
- A compassionate community that gives a sense of belonging can make all the difference in facing and healing from trauma.

→ Life will not be the same, but we can laugh, smile, love, care, and feel again.

My heart was full of gratitude and peace, a great warmth surrounded me, and I was smiling through my tears. I can only imagine what this feels like for someone who has been without housing, health care, or family support.

As I reflected, I realized why CARITAS is a safe place—both to heal and to rebuild what is lost. This community thrives on vulnerability, trust, and love. Thanks to your support, EVERYONE has the opportunity to heal, rebuild, and ignite their untapped potential. With a faith-filled heart, I know I will heal, survive, and thrive again—and so will those we serve.

With gratitude,

**Karen O'Brien**  
*President & CEO*

# YOU GAVE **Shelter Grew**

CARITAS is the largest provider of 24/7 shelter in the Richmond region and maintains the longest-running adult shelter in the area.

Our low-barrier shelter has served some of the highest-need participants experiencing chronic homelessness. The hard work of volunteers, case managers, and partner agencies helps our shelter guests get the help they need to get off the street, back on their feet, and on the path to self-sufficiency.

THE HEALING YOU MADE POSSIBLE

## EMERGENCY SHELTER

**19,430**

nights of emergency shelter

**405**

people received shelter

**77,720**

shelter meals provided



## THE STORY BEHIND THE HEALING

### Meet Patrina.

She came to CARITAS to get back on track after a COVID diagnosis threatened to take everything she had. Her story is one of humility, determination, and gratitude:

*“Before CARITAS, life was chaotic. I got so sick—first I had COVID, and then it was a constant cycle of appointments, tests, and illnesses. Because of that, I went into a deep depression, lost my job, and eventually had to give up my home and my car. I didn’t want to burden my kids by staying with them, so I applied for shelter. It was the best thing that’s happened to me in a long time—I actually worked in a shelter for nine and a half years and thought I knew what to expect, but **CARITAS gave me a new perspective and so much hope.** The shelter removed a lot of things to worry about. I could take the free city buses, I had food, I was safe. I didn’t have to worry about those things and I could think clearly enough to focus on what I needed to do next.*

*When I got a job and my own place, it was bittersweet to leave. When things get tough, I remind myself that this is what I prayed for, this is what I hoped for, this is what I worked for, and I’m just grateful for the opportunity. Today, I’m working in a shelter again! I get to be around people who are experiencing situations similar to mine, and they just need somebody who can relate and give them compassion. **I’m very fortunate that I was able to find a place to be safe and heal while I was going through that.**”*





# YOU GAVE **Recovery Grew**

The Healing Place continues to be a safe place to heal and rebuild. It is open 24/7/365 and offers recovery services at no cost

The Healing Place is our long-term, peer-driven, residential recovery program. Here, men and women experiencing substance use disorder carve pathways to sobriety, employment, and wellness. The Healing Place program also includes a workforce development program, a transitional sober living community, and an active Alumni Association to support lifelong sobriety.

## THE HEALING YOU MADE POSSIBLE

### THE HEALING PLACE

**59,113**

nights of shelter

**730**

participants served

**236,452**

meals served

**177,339**

hours of recovery education



## THE STORY BEHIND THE HEALING

### Meet Danny.

He came to CARITAS through The Healing Place to begin his recovery journey, and after completing the Works Program, he's living a full life. Here's his story:

*"At sixteen, I left New Jersey for Richmond, drifting through life without direction. Drugs and alcohol became the escape from my high school years until I was 35. Multiple DUIs, legal trouble, and heartbreak led me to The Healing Place. **There, I discovered structure, support, and purpose with a group of men who were in the same situation as me, trying to do the same thing as me.** Nothing was asked of me other than to work on myself. It was hard because I don't like change. But somebody told me 'The reason we don't like change is just because it's uncomfortable.' It set me on a new pathway. I stuck with it and finished the program because it was so inclusive and there was a really strong sense of community.*

***Today, I spend my time as a father to my amazing kindergartner, and I work for myself as a brick-layer which gives me the ability to be present and there for my son.** That is the most amazing thing and the best gift in the world—to be present 100%. I'm excited to remain healthy, to keep being a present father, and to be a responsible member of society. That feels freeing. CARITAS is a beautiful place that doesn't exist anywhere else. I still have very close connections to the people who work there. If anything ever comes up—I know I have them."*



# YOU GAVE **Home Grew**

For people seeking a safe and supportive place to continue their recovery journey, CARITAS provides a sober living environment through its Recovery Residences. More than 60 partner agencies in our area work with the CARITAS Furniture Bank to provide essential household items for their clients in need.

Individuals living with us in our Recovery Residences are able to save money, foster independence, and plan for the future while receiving critical resources that support their recovery, employment opportunities, and self-esteem.

For individuals emerging from homelessness, escaping domestic violence, rebuilding after a disaster, or facing other barriers to “home,” the Furniture Bank helps eliminate tough choices between furnishings and other financial commitments.



## THE HEALING YOU MADE POSSIBLE

### RECOVERY RESIDENCES

**201**

individual residents

**262**

average days of stay

### FURNITURE BANK

**253,027**

pounds of furniture saved from the landfill

**459**

households received furniture





## THE STORIES BEHIND THE HEALING

***“I was a client who received furniture today and I would like to thank you all for going above and beyond for me and my little one!***

*You all are truly blessings sent from above. I don't know how to thank you all enough for blessing us. Thank you to the movers as well! They were very kind and patient with me.”*

— FURNITURE BANK CLIENT

***“Living in the Recovery Residences enhances my recovery—I’m still under the umbrella of safety that CARITAS provides. You have constant reminders around you all the time about how to stay on track, how to not become complacent.”***

— RICHARD, RECOVERY RESIDENT

# YOU GAVE **Self-Sufficiency Grew**

CARITAS Works helps individuals facing major employment barriers gain the skills and opportunities needed for sustainable employment.

Works provides a three-part workforce development program:

- 01 Works** is a six-week, 160-hour program that encompasses character-building, career development, life skills, and computer training, with a condensed version available for individuals in the emergency shelters.
- 02 Job Club** provides access to the computer lab, employment resources, personal assistance with job applications, and resources to support employment opportunities.
- 03 AfterWorks** offers two years of job placement support and follow-up, including a variety of wraparound services to help them develop their careers.



## THE HEALING YOU MADE POSSIBLE

### WORKS

# 108

enrollees graduated from Works

# 88%

Works graduates gainfully employed

# 30

average days from Works graduation to employment



## THE STORIES BEHIND THE HEALING

*“CARITAS was great because there were so many opportunities there. I learned about the Works class and signed up for that. I took a class on how to write a will. I got certified in driving a forklift. **I signed up for everything. It was a way for me to have hope again. Works gave me a fresh start and really renewed me.** I realized that I don’t give myself the credit I deserve for the things I have done in my life. Having that guidance on building a resume—I would say to myself, ‘Wow, yes I’ve accomplished a lot and I am a good candidate.’”*

— PATRINA, WORKS PARTICIPANT

*“It’s just fantastic to see somebody **go from being anxious to having a stellar resume** and being able to tell their story to employers and show how they can be competitive at getting a job.”*

— CARITAS PARTNER



# YOU GAVE **Community Grew**

At CARITAS, we rely on our active community to support people experiencing housing and employment insecurity, substance use disorder, and other barriers to well-rounded, meaningful lives.

Our community starts with you! Caring is at the heart of all we do at CARITAS and community members like you allow us to provide immediate assistance and long-term support that help those in need find homes and overcome substance use disorder. Because of your support, our participants are never alone on their journey to rebuild their lives.



HEALING IS MADE POSSIBLE BY YOU

**1,621**

donors

**1,200+**

volunteers

**3,079**

hours of volunteer services

**350+**

community partners



## THE STORIES BEHIND THE COMMUNITY OF CARING

*"I have really enjoyed getting to see what I consider the end-to-end services that are provided to the participants, whether they need furniture or they need education or they need housing or help with recovery, **CARITAS provides such a blend of services and support that I think is really special for our community.**"*

— CARITAS DONOR

*"I think the thing that impacts me most is that **it's reinforcing for me that people who are dealing with substance use disorder are people who just need help getting back on track.** It's so hard, and they need the right support network. I've become much more aware of the struggles, and it makes me more passionate about providing long-term services for these people who are so willing to give and so willing to do something different and take a different path. And it makes me optimistic to see the way people are navigating through the CARITAS system."*

— JEANEL, VOLUNTEER





# OUR Finances & Leadership

## FINANCIALS

**JULY 1, 2023 - JUNE 30, 2024**

### Income

Contributions and Grants:	\$6,349,814
Investment Income:	\$213,851
Programs Services:	\$1,637,555
Capital Campaign and Other:	\$939,606
<b>Total:</b>	<b>\$9,140,826</b>

### Expenses

Administration:	\$1,101,100
Fundraising:	\$599,274
Program Services:	\$7,279,912
<b>Total:</b>	<b>\$8,980,286</b>

## BOARD OF DIRECTORS

**T. Preston Lloyd, Jr. - Chair**  
Williams Mullen

**Patrick Gemmell - Vice Chair**  
Capital One Financial

**John Zeheb - Treasurer**  
Ukrop's Homestyle Foods

**Paul Carder - Secretary**  
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**Gregory Suskind**  
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Randolph-Macon College (Retired)

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Dominion Energy (Retired)

**Arrion Dennis**  
McGuireWoods

**John Finn, Jr.**  
United Real Estate Richmond

**Charles Fitzgerald**  
Atlee Church

**Linda Hancock, FNP, PhD**  
VCU (Retired)

**Atma Iyer**  
VCU

**Martin Klein**  
Athene Holdings

**Cheryl Moore**  
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**Grant Neely**  
S.I.R.

**Cedric Overton**  
Marine Corps Community Services (Retired)

**Micah White**  
Metropolitan Business League



# WHAT'S Next?

YOU GAVE. HEALING GREW.  
AND WE DON'T PLAN ON SLOWING DOWN.

Your generous investments in 2024 laid the groundwork for CARITAS to continue growing in 2025. We're looking forward to all that's to come—in partnership with *you*.

## KEY FOCUS AREAS IN 2025

→ **Strengthening our Peer Recovery Support Academy** so more people with lived experience can help others seeking a new way of living

→ **Marketing our Works System** far and wide so other organizations can utilize the curriculum and tools we've developed to deliver powerful and effective workforce training

→ **Building a multi-year strategic plan** to guide our organization as we continue to seek the best, most effective ways to honor our mission and make an impact

*"I got connected through my church, and I had just retired from my job. So I was very anxious to find the right fit, because I have lots of energy and lots of time now. The first time I walked through the door and met the people there and heard the synopsis of the work that they do, I was just smitten. I can't come up with a better word. I was overwhelmed by the missions of all of the programs, and by the fact that the volunteer job that they put me into puts me into direct contact with the clients.*

***There's nothing more fulfilling than that."***

— KRISTA, VOLUNTEER



WE'RE LOOKING  
FORWARD TO  
KEEPING YOU IN  
THE KNOW!

**SIGN UP FOR OUR  
E-NEWSLETTER OR  
LET US KNOW IF  
YOU'RE INTERESTED IN  
VOLUNTEERING**

*Newsletter*



*Volunteer*



# OUR **Mission**

CARITAS creates a safe space to heal and time to rebuild.

# OUR **Values**

Innovation  
Integrity  
Passion  
Servant Leadership  
Achievement

*Donate Today*



Building Relationships That Rebuild Lives

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