



Catholic Charities
of Los Angeles, Inc.

The Sage

www.CatholicCharitiesLA.org • ISSN 1551-9112

Catholic Charities Achieves 4-Star Rating

Catholic Charities of Los Angeles, Inc. was awarded the coveted 4-Star rating for sound fiscal management and commitment to accountability and transparency by Charity Navigator, America's premier independent charity evaluator.



Receiving four out of a possible four stars indicates that Catholic Charities adheres to good governance and other best practices that minimize the chance of unethical activities and executes its mission in a fiscally responsible way.

"This 'exceptional' designation from Charity Navigator differentiates Catholic Charities of Los Angeles from its peers and demonstrates to the public it is worthy of their trust," Ken Berger, President & CEO of Charity Navigator, wrote in a congratulatory letter addressed to Catholic Charities' Executive Director, Rev. Monsignor Gregory A. Cox.

Charity Navigator highlights the fine work of efficient, ethical and open charities, providing donors with essential information needed to help them with intelligent giving decisions and to give them greater confidence in the charitable choices they make.

See Catholic Charities' 4-Star rating at www.charitynavigator.org. ❖

San Juan Diego Center Helps in Crisis

Guadalupe's story began in 2007, when she first sought the help of Catholic Charities' San Gabriel Region's San Juan Diego Community Services Center in El Monte for food and clothing for her and her family. Last year, Guadalupe became pregnant with her second child. Born prematurely, the baby needed extra medical care and had to remain at the hospital for over a month. During that time, Guadalupe would visit her ill child daily with the help of Catholic Charities, which provided bus tokens for her travels.



Guadalupe and her two sons are grateful for San Juan Diego Center in El Monte.

After a month of hospital visits, Guadalupe finally brought her baby home. Filled with joy and delight, she returned only to discover that her husband had abandoned them. Disillusioned and desperate, Guadalupe returned to San Juan Diego Center. There, Elena Guzman, Client Resources Coordinator, immediately provided Guadalupe with diapers, clothing, hygiene products and food sufficient for a few days. Elena helped Guadalupe apply for public benefits and other subsidy programs.

Through one of Catholic Charities' partnerships with other businesses, Guadalupe and her children were adopted at Christmas by the employees of Macy's Logistics and Operations as part of their GIVE BACK adopt-a-family program. She said, "I do not know what to say. Thank you very much for being so kind to me and my children. Thank you for making

Christmas for us." Guadalupe quickly put on the pair of tennis shoes she received to replace the pair with holes that she had been wearing. "I am grateful to Elena and Catholic Charities for helping me deal with my difficult situation. Here at San Juan Diego Center, I am always treated with kindness and respect. Thank you too, Macy's," she concluded.

Through the generous donations of individuals, organizations, and businesses, such as Macy's Logistics and Operations, Catholic Charities is able to respond to the needs of children, women, men, and the elderly who are marginalized, hungry, homeless and poor. For more information, please contact Mary Romero, San Gabriel Regional Director, at mromero@ccharities.org or (323) 266-3130. ❖

In This Issue...

Message from the Executive Director	page 2
Christmas Gala Honored Investees of Orders.	page 3
Christmas Arrives at the Community Centers	page 3
Mary Agnes Erlandson Receives Award	page 3
Quality Improvement, a Commitment to Enhance Services	page 4

Message from the Executive Director, Rev. Monsignor Gregory A. Cox

The Los Angeles 2020 Commission, led by former U.S. Commerce Secretary Mickey Kantor, recently reported that the city is facing an economic decline and an alarming increase in the rate of poverty. (Los Angeles County has 19.1% of its citizens living in poverty.) This report arrives at a time that the city is still struggling to financially stabilize itself.

The report, titled "A Time for Truth," is an opportunity for government, businesses, and not-for profits in Los Angeles County to improve the financial condition of the city. Elected officials need to continue to reach out to businesses in a way that encourages them to want to work in Los Angeles. Tax incentives are some of many positive steps to attract more businesses to the area. Non-profits can reach out to the unemployed or underemployed and direct them to training facilities, such as community colleges and other organizations that will prepare them for employment.

Catholic Charities has a program called the Archdiocesan Youth Employment Services (AYES) whose purpose is to alleviate some of the serious problems facing young people, such as the high school dropout rate, illiteracy, crime, gangs and unemployment. This is achieved by AYES through partnerships with employers, community groups and local educational agencies to provide comprehensive youth services and to leverage limited public resources to better serve the community.

"A Time for Truth" invites Angelenos to take responsibility for the condition of our city/county. Let us not point fingers to others but rather look at ourselves as to how we might better work with other organizations to improve the quality of life through collaborations and improved economic conditions. ❖



SAVE THE DATE!

Catholic Charities



Golf Tournament

EIGHTEENTH ANNUAL CATHOLIC CHARITIES' GOLF TOURNAMENT

MONDAY, JUNE 16, 2014
OAKMONT COUNTRY CLUB,
GLENDALE

FOR MORE INFORMATION,
CALL (213) 251-3495 OR VISIT
WWW.CATHOLICCHARITIESLA.ORG

PROCEEDS FROM THIS EVENT FEED,
HOUSE AND ASSIST OUR CLIENTS
WHO ARE POOR AND HOMELESS.

Gifts of Stock and Appreciated Assets

Have your stocks gone up this year? Or down?

(Either way, you can use them to make a gift to Catholic Charities of Los Angeles)

Time for a year-end review of your portfolio? Remember the benefits of using securities to make a gift to Catholic Charities.

- If you use appreciated stock instead of cash to fund your gift to us, you'll get a charitable deduction for the stock's full, current market value and you'll face no liability for capital gains. *You'll buy low and give high!*
- If you hold stock that declined in value this year, we suggest a two-step process to ease the pain. First, sell the stock and claim the resulting tax loss; then donate the proceeds to Catholic Charities for an additional tax deduction.
- You can freeze the value of stocks you fear may decline in the new year by contributing them in return for a charitable gift annuity. Your annuity will be based on the value of the securities at the time you donate them. And, you'll gain assurance of stable, lifetime payments in return for your gift.

To learn more, visit: www.CatholicCharitiesLA.org/HowYouCanHelp/PlanYourGift/GiftsAnyoneCanAfford/ then click on "appreciated securities."



Catholic Charities' City of Angels Christmas Gala Honored Investees of Orders

Held at The California Club in downtown Los Angeles, this elegant and festive event honored the 2013 Archdiocese of Los Angeles Investees of the Equestrian Order of the Holy Sepulchre of Jerusalem and the Sovereign Military Hospitaller Order of St. John of Jerusalem of Rhodes and of Malta and acknowledged the Order of St. Gregory the Great.

Highlights of the evening included a special vocal performance by Grammy-nominated East Los Angeles native Suzanna Guzmán, accomplished mezzo-soprano and host of Open Call on KCET. Attendees enjoyed exquisite food and listening and dancing to the wonderful music of the Jay Sterling Orchestra. Proceeds from the annual event are used to help the poor children and families served by the critical case management programs of Catholic Charities of Los Angeles. ❖



Archbishop José H. Gomez gave welcome remarks and offered a prayer before dinner and Paul D. Tosetti, Esq., President of Catholic Charities' Board of Trustees, on his left, was M.C. at the Gala.



Julie, in foreground, and Tom Condon, on her right, were Chairs and Sponsors of the Gala. To Tom's right are Kathleen McCarthy Kostlan, Frank Kostlan, Bitsy and Dick Hotaling, and Renee and Pep Valdes.

Christmas Arrives at the Community Centers

Our Lady of the Angels Regional Director, Hector Manuel Briones, arrived at El Santo Niño Community Center dressed as Santa Claus and presented each of the 36 children of the Adeste Child Care Program with a wrapped toy. The gifts were graciously donated by the Conill Advertising Agency in El Segundo, whose employees held a toy drive for Catholic Charities. The youngsters were treated to pizza, cookies, and refreshments and then entertained Santa Claus, staff and families with a song and dance. The day ended with great big smiles from the boys and girls, who were delighted to see "Santa Claus" and receive their presents.



Children gather around Santa Claus at El Santo Niño Community Center.

The San Gabriel Region held its own Christmas celebrations. In Pomona, 50 needy families participated in the Adopt-A-Family Program sponsored by parishioners of St. Denis Catholic Church. One hundred low-income families each received a food gift card and toys for the children. In El Monte, toys, which were donated by Union Bank, Catholic Charities and St. Denis Catholic Church, were provided to boys and girls of 75 families. Macy's Logistics and Operations and Citrus Valley Health Partners each adopted two needy families. In East Los Angeles, Brownson House provided food, clothing, household items and toys to 135 destitute families. ❖



Mary Agnes Erlandson, Program Director of Catholic Charities' St. Margaret's Community Center, was awarded the Ignatian Volunteer Corps of Los Angeles' Madonna Della Strada Award in ceremonies held at Loyola Marymount University. The award recognizes those who embody the Jesuit values of direct service to the poor and of working and educating for a more just society.



Quality Improvement, a Commitment to Enhance Catholic Charities' Services

by Edward C. Nelson, Ph.D., Director of Continuous Quality Improvement

Quality is never an accident; it is always the result of careful planning, sincere effort, intelligent direction and skillful execution. It is the result of choosing wisely from among many alternatives. Quality improvement is a continuous process designed to improve outcomes for persons served and to increase value and satisfaction for all stakeholders by improving the efficiency and effectiveness of activities within an organization.

Promoting quality outcomes always begins with an understanding of the needs and expectations of persons served, but ultimately it means meeting or exceeding those needs. To that end, Catholic Charities of Los Angeles aspires to be more than just a single stepping-stone to help people reach their goals. Each service is linked directly or by referral to multiple services that can provide additional support to help people achieve the outcomes they desire. In practice, the organization tries to envision a client's entire journey toward greater self-sufficiency, while it focuses on what it can contribute realistically to a successful completion.

Quality improvement is based on building knowledge of what works and does not work and on applying it appropriately. It is a philosophy and a set of procedures that allows an organization to look at its activities and outcomes and create plans for improvement. In many respects, a *quality improvement plan* is to an organization as an *individualized service plan* is to a client. Quality improvement is also an attitude that not only improves an organization but also the way the organization works. Successful implementation requires commitment, but the rewards are substantial.

Historically, the organization's commitment to quality service flows from its core values based on the teachings and ministry of our Lord, and in the desire to manifest Christ's spirit through collaboration with diverse communities. ❖



Catholic
Charities
of Los Angeles, Inc.

1531 James M. Wood Blvd.
Post Office Box 15095
Los Angeles, CA 90015-0095
www.CatholicCharitiesLA.org

Address Service Requested



At El Santo Niño Community Center's After-School Tutoring and Mentoring program, at-risk youth learn computer skills.

