ADAPTING to a CHANGING WORLD

2020 ANNUAL REPORT
“We are either all saved together or no one is saved.”

POPE FRANCIS, FRATELLI TUTTI
There Is No Limit to the Transformation We Can Achieve as One Human Family

Grounded, empowered and moved by our Catholic faith—and with Catholic social teaching as our guide—our work knows no bounds. We go where we are called, to the most remote places, to achieve the greatest impact, alongside the world’s most vulnerable people. Bold and ambitious, we will not stop until all of God’s children can fulfill their God-given human potential in thriving families and communities, in just, peaceful and vibrant societies and in flourishing landscapes.

Our Mission

Catholic Relief Services carries out the commitment of the Bishops of the United States to assist the poor and vulnerable overseas. We are motivated by the Gospel of Jesus Christ to cherish, preserve and uphold the sacredness and dignity of all human life, foster charity and justice, and embody Catholic social and moral teaching in all we do:

PROMOTE HUMAN DEVELOPMENT by responding to major emergencies, fighting disease and poverty, and nurturing peaceful and just societies.

SERVE CATHOLICS IN THE UNITED STATES as they live their faith in solidarity with their brothers and sisters around the world. As part of the universal mission of the Catholic Church, we work with local, national and international Catholic institutions and communities, as well as other organizations, to assist people on the basis of need, not creed, race or nationality.

Approved by the Catholic Relief Services Board of Directors on September 11, 2008.
In a changing world, serving millions.

As a leading international humanitarian agency, Catholic Relief Services is adapting to a changing world with accountability and innovation. Our commitment to our Gospel mission knows no bounds. Since 1943, we go where we are called—to the most remote places, to achieve the greatest impact, alongside the world’s most vulnerable people. Whatever obstacles the world puts in our way, we will not stop until all of God’s children can fulfill their human potential in thriving families and communities, just, peaceful and vibrant societies and flourishing landscapes.

Working in 115 countries with 2,130 local partners to improve the lives of 140 million people.*

See page 22 for regional maps and full country list.

*Data reflects time period from October 1, 2019, through September 30, 2020.
How do you teach hand-washing where there is no running water? Help children learn from home when home is a crowded refugee settlement? Distribute food and bed nets while staying six feet apart? Keep partners, program participants and staff safe while fighting hunger, poverty, disease and injustice?

At CRS, we began 2020 as we have every year since 1943: by working as one human family, connected by faith, a vision and God’s Gospel call. This year however, in the context of a new global crisis, our supporters gave us the strength to boldly escalate solutions to meet dramatic new realities and we thank you for your continued support. We also thank the American taxpayers because we write grants for U.S. government funding to help us alleviate suffering around the world. We leaned on unceasing prayer and the commitment of our donors and volunteers, parishes and governments, religious organizations and nonprofits. Each of you continues to help us lead the way as modern-day disciples of Christ.

God bless you,

Most Rev. Frank J. Caggiano, Bishop of Bridgeport
Chair, CRS Board of Directors | November 2019—Present

Despite a world of uncertainty in 2020, we pulled together across distances and continued to live our faith in boundless ways. In the past year, the realities of a pandemic framed Catholic Relief Services’ mission to create a better world—and brought out the best in our people, partners and program participants. We leveraged decades of experience to adapt our programs to an unexpected new context. We launched Mission & Mobilization, a nationwide movement to mobilize the Catholic community to combat global poverty, violence and injustice. We formalized our focus on CRS Global Results to track our progress toward the goals of our Vision 2030 strategy. As an agency, a Church, and sisters and brothers in Christ, we are fueled by faith in our sacred duty to uphold human dignity. In a year of unprecedented challenges, we’ve witnessed faith, commitment and resilience that know no bounds. We continue to be humbled by and grateful for your support—and we thank you now more than ever.

Peace and light,

Sean Callahan
President and CEO | 2017 to present
The Gikuriro Program is designed to reduce childhood malnutrition by working with the Rwandan government to improve community health services and nutrition. The program also helps establish Savings and Internal Lending Communities (SILC) to encourage saving money for better sanitation, like latrines and hand washing stations.
Even When Apart, We are Together.

Even when apart, CRS and our partners connected and collaborated to reach more than 140 million people across 115 countries. Throughout 2020, we worked tirelessly to prevent the spread of COVID-19 and overcome the compounded impact of the pandemic on people whose lives were already strained by poverty, hunger, disease and violence. Meanwhile, our critical aid and development programs continued. In this report, you’ll learn about CRS Global Results and Mission & Mobilization, two landmark initiatives that reflect how we are adapting to a changing world.

Global Results

Introduced in 2020, CRS Global Results demonstrates how each program, country and region contributes to our global impact, making our progress transparent and accountable. These numbers allow us to measure how we are achieving desired outcomes and how our work across all programs adds up to transformational change at scale.

Follow this icon for the 2020 Global Results in each goal area.

Note: Due to travel restrictions, the photography in this year’s annual report was largely shot pre-COVID-19 and often shows people not wearing masks or observing physical distancing guidelines.
Players from different faith groups hug after a soccer match hosted by the CRS ‘Ita na Ita’ or People to People project in Mbaiki, Central African Republic. These events attempt to reunify the community after inter-religious violence destabilized the country.
In the Central African Republic, millions of civilian lives were struck by turmoil in late 2013. The country became divided along religious lines as Muslims and Christians, manipulated by armed groups, began attacking each other. In the deteriorating economy, people could no longer work, earn money or feed their families.

But what looked like a conflict without resolution gradually took a turn for the better. Though the differences of faiths had been used to divide Central Africans, the shared values of their faiths ultimately reunited them.

In the peace process, the U. S. Agency for International Development supported creation of the Central African Interfaith Peacebuilding Partnership (CIPP) promoting social cohesion, trauma healing and peace education. Economic recovery as a foundation for peace unfolds with saving groups, training and financial support to local institutions, and youth vocational training. Strengthening local institutions such as the interfaith platform provides ownership and makes it easier to reach more people.

CIPP also provides institutions with long-term accompaniment and the Holistic Organizational Capacity Assessment Instrument, a CRS tool for measuring an organization’s capacity in areas such as organizational governance, financial management, human resources and program quality. The platform serves as a model to other Central African peacebuilders and peacebuilding organizations.

Cash awards are presented following a match organized as part of a social cohesion event.

Building Peace by Replacing Lost Trust

The three leaders of the platform—the pastor, cardinal and imam—came together to ask Central Africans to disarm their hearts.”

ISAAC JEAN-MICHEL SERVICE, Permanent Secretary of the National Interfaith Peace Platform
Over eight million of Nepal’s 28 million people were affected by two earthquakes in spring of 2015. Nearly 2.6 million urgently needed emergency shelter, water, food, medicine and reconstruction support. CRS private funds support the $3.5 M Okhaldunga Recovery and Resilience Project, providing technical support for reconstruction of earthquake-resilient houses, livelihoods recovery and WASH for more than 5,000 households.
As Nepal Rebuilds After an Earthquake, Women Emerge as Leaders

In April 2015, an earthquake in Nepal destroyed 605,254 houses and damaged almost 300,000 more. A determined group of women stepped up to help rebuild their community.

Bishan Sunwar is one such leader, the first female head mason in her municipality. Her primary responsibilities include monitoring reconstruction activities, providing technical support during house construction and coordinating directly with development officials to ensure that participants build safe homes.

As part of the recovery and resilience program in Okhaldunga, CRS conducted training for skilled and unskilled masons. Bishan Sunwar co-facilitated the 50-day session in her village, then started a contractor business of her own, bringing along two women and four men she had trained. A major turning point in the perceptions of women’s roles in the trade came when a health management team who’d observed her previous work selected Bishan’s group to build an outreach clinic in Khiji Chandeshwori. Bishan and her team completed the clinic in 14 days.

“Had CRS not given me an opportunity as an instructor, I would have never dreamed of forming a team and taking up a big contract,” Bishan says.

“There are many houses that have been destroyed by the earthquake and I want to help rebuild. So I think it’s a best time to focus on my vocational skills for sustainability.”

BISHAN SUNWAR

343,230 people gained access to shelter

“After the masons left for the day, I was still not able to believe that this is my house,” joyfully explains Tara Devi, program recipient.
Irma Sales, one of 18 women who are part of a CRS Savings and Internal Lending Communities (SILC) group in the community of Arroyo Grande, Municipality of La Democracia, Huehuetenango. With earnings from her corn grinder and additional SILC savings Irma was able to purchase a second grinder which is specific for coffee. Irma is very happy because she has a machine to grind her corn and one for coffee. She no longer needs to travel a long distance to do that and can earn money from other community members, who come to grind their corn or coffee at her mill. In these photos Irma proudly shows her coffee grinder.
A Savings Strategy Helps Women Grow Businesses

Irma Sales lives with her husband and children in Arroyo Grande, in the municipality of La Democracia, Guatemala. As her family’s sole support, she sold sandwiches, tamales, bananas and flowers, and dreamed of starting a business.

Access to financial institutions is limited or non-existent in rural Guatemala. The nearest bank is often too far away, the required minimum savings are high, bank fees are prohibitive, and many poor households do not trust banks.

"When the [idea of a savings] group was introduced...I knew it would be a good opportunity," she says. Irma and the 14 women in her savings group know and trust each other. “I established weekly savings goals of at least 20 quetzals [$2.50] and up to 100 quetzals [$12.50]. It wasn’t easy,” she remembers.

Irma used her savings to purchase a corn and coffee mill. Now people in her community no longer need to travel long distances to grind their crops. The money she charges for use of her mill has purchased a freezer that allows her to sell ice cream and chocolate-covered bananas. Next? “I hope to start a small poultry business.”

GOAL 3 / ALL PEOPLE ACHIEVE DIGNIFIED AND RESILIENT LIVELIHOODS IN FLOURISHING LANDSCAPES

31% increase in agricultural productivity and incomes of small-scale food producers

$30.5M mobilized through saving and borrowing services, benefitting 3,712,994 people

Irma Sales, one of 18 women in a CRS Savings and Internal Lending Communities group who pool savings and make loans to each other.
Life-saving mosquito nets are distributed as part of the nation’s first digitized mosquito net distribution since the COVID-19 outbreak began in Cotonou, Benin. CRS supports government efforts to use smart phones and technology, and register households, reaching 13 million people.
Fearlessly Fighting Two Killer Diseases at Once in Benin

Historically, malaria strikes economically and socially disadvantaged populations—particularly young children and pregnant women in Sub-Saharan Africa. But those same populations suffer dramatically under COVID-19 when physical distancing is difficult, clean water for hand-washing is not always a given—and diagnostic testing and treatment are limited.

CRS immediately developed a contingency plan approved by the National Malaria Control Program, the prime recipient of a Global Fund award. Integrated testing and treatment protocols let CRS train thousands of staff members as well as partner staff to protect themselves and others from COVID-19, while continuing to safely prevent, diagnose and treat malaria.

Quickly adapting to door-to-door distributions to avoid gatherings at distribution points, and adopting physical distancing and hygiene behaviors, community health workers safely deliver sufficient nets to protect 13 million people.

“We work with 2,748 community health workers who deal with malaria cases in children under the age of 5,” says Hervé Gbegnide, project coordinator for CRS’ community-based malaria project. “All these measures make it possible to respond to COVID-19 by avoiding the spread of the disease among staff, among community health workers and the communities where we work to ensure the continued treatment of malaria cases.”

11,000 estimated lives of children under 5 saved from malaria deaths

1.8 million malaria cases were averted among children under age 5

Rabi Dako (center), her mother and daughter receive mosquito nets as part of CRS’ effort to quickly end malaria in remote communities.
Salim* runs his own home lighting shop thanks to the support he received during and after participating in Shared Future’s livelihoods project. Funded by the ISAID, Shared Future focuses on repairing trust among ethnic and religious groups and supporting young people to earn income in ISIS-affected communities in Iraq.
A Bright New Light in Bashiqa

Salim* and his brother ran their father’s home lighting store in Bashiqa, a small town in northern Iraq, until ISIS attacks forced families to flee. They returned to an empty shop and couldn’t afford to reopen.

Disheartened, Salim struggled to move ahead. But then he discovered Shared Future, a project that works to rebuild broken trust in ISIS-affected communities and help young people start businesses or find employment. Shared Future is funded by the U. S. Agency for International Development and implemented by CRS, YouthBuild International, Caritas Iraq and Iraqi Al-Amal Association.

After graduating from the intensive entrepreneur training program, which developed leadership, business management, financial planning, customer service and budgeting skills, Salim used a cash grant to open his own home lighting shop.

“I was able to buy the merchandise I wanted, repaint and expand the shop,” says Salim. Seeing his shop thrive, Salim is thinking about growing the business. “The project supported me mentally, psychologically and financially. I’m really thankful that Shared Future helped me climb the ladder of success.”

*Names have been changed to protect the privacy of individuals.

“The project urged me to work hard, make a decision ... and change myself.”

SALIM

18,641 youth graduated from leadership and skills development programs

59% of the youth graduation from leadership and skills development programs were girls
LEFT TO RIGHT: Servando Ortiz and Michelle Falcon, Saint Mary’s University of Texas; Karissa Vigil, University of the Incarnate Word Staff Advisor; Merina Cazares, University of the Incarnate Word. At the CRS University SALT Summit (Student Ambassador Leaders Together), they are building a movement of college students equipped to mobilize campuses to advance global common good.
Mission & Mobilization: A movement of millions to combat global poverty, violence and injustice

In 2019, CRS’ Church Engagement division was renamed Mission & Mobilization to better reflect the division’s repositioned goal: To affect transformational change at scale for the world’s most vulnerable by influencing U.S. systems and structures and increasing private resources through building a movement of individuals.

To achieve this goal, Mission & Mobilization is mobilizing action around issue-based campaigns to address the world’s most pressing needs. CRS successfully kicked off two issue-based campaigns—Lead the Way on Hunger and Lead the Way on Migration—to mobilize the Catholic community in the United States.

Additionally, the division is fostering communities of CRS supporters across the United States—through CRS Chapters and Clubs—whose collective impact is measurable and cultivates a deep sense of belonging. More than 75 chapters and clubs have been established, and members are provided with training and leadership opportunities in advocacy, fundraising, public speaking and organizing.

A recent success was recognized when CRS’ chapter members and constituent advocates were thanked by name on the U.S. House floor by members of both political parties during the passage of the Global Child Thrive Act. This bill’s passage is testament to the power of the robust advocacy efforts of CRS Chapters and Clubs and individuals.

Interested? Sign up to join the movement and create a more just and peaceful world.
2020 FINANCIAL SUMMARY
Catholic Relief Services ensures that the funds you have so generously entrusted to us go where they are needed most. In the interest of stewardship, only summary financial information is provided in the annual report.
For complete financial statements, including auditor’s notes, please view our 2019 financials or call 888-277-7575.

STATEMENT OF ACTIVITIES (in thousands)

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<td>Net assets, end of period</td>
<td>$183,849</td>
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**REVENUE** (in thousands)

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<td>CRS Rice Bowl</td>
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<td>Other private contributions</td>
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| **TOTAL**                     | 923,592 | 100.00     

**EXPENSES** (in thousands)

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<td>913,061</td>
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MISSION AND MOBILIZATION REGIONAL OFFICES

The role of Catholic Relief Services’ five domestic regional offices is to build a movement of Catholics in the United States to advance our vision of integrated human development for all. We mobilize the faithful to answer the call to global solidarity with our most vulnerable brothers and sisters around the world.

Regional staff members work with dioceses, parishes, Catholic schools, universities, faith-based groups and religious communities. They also collaborate with the CRS Charitable Giving and Overseas Operations divisions to provide resources and opportunities for Catholics in the U.S. to pray, learn, advocate, give and lead.
DIOCESAN DIRECTORS

Catholic Relief Services extends its thanks to our Diocesan Directors for helping Catholics in the United States live out their faith for those in greatest need around the world. Your compassion and commitment make it possible for CRS to advance dioceses.

Diocesan Directors educate Catholics about Catholic social teaching, social justice and CRS’ efforts around the world on behalf of the Church in the United States. Their understanding and support of our work is critical to mobilizing passionate people across the nation to act on behalf of global partnerships, platforms that address hunger, poverty and migration, and our flagship CRS Rice Bowl program.

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Diocese of Birmingham
Reverend Richard Donohoe
Daniel McCormick

ALASKA
Archdiocese of Anchorage
Bonnie Bezhousek

Diocese of Fairbanks
Susan Clifton
Teresa Chepoda Usibelli

Diocese of Juneau
Deacon Charles Rohrbacher

ARKANSAS
Diocese of Little Rock
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Rebecca Cargile

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Carolina Estrada
John Watkins

Diocese of Orange
Greg Walgenbach

Diocese of Sacramento
Carolina Estrada
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Reverend Peter Langevin
Rebecca Cady

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Diocese of Wilmington
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Archdiocese of Miami
Patrice Schwermer

Diocese of Orlando
Leidy Rivas

Diocese of Palm Beach
Donna Pearson

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Deacon Raymond Aguado

Diocese of St. Augustine
Anita Hassell
Missy Parkison
Shirley Lane

Diocese of St. Petersburg
Sabrina Burton-Schultz
Megan Buckler

Diocese of Venice
Sean Myers

GEORGIA
Archdiocese of Atlanta
Kat Doyle
Jayna Hoffacker

Diocese of Savannah
Cynthia Kinnis

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Diocese of Honolulu
David Coleman, Ph.D.
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Diocese of Boise
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Cheryl Sommer

Diocese of Joliet
Thomas L. Garlitz
Kayla Jacobs
Edith Avila Ola
Alex Quezada

Diocese of Peoria
Monsignor James Kruse

Diocese of Rockford
Deacon Thomas McKenna

Diocese of Springfield
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Shawn Storer
Deacon Fred Everett

Diocese of Gary
Adeline Torres

Diocese of Lafayette
Reverend Theodore C. Dudzinski

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Diocese of Davenport
Kent Ferris

Diocese of Des Moines
Dr. Barbara Decker
Holly Ackermann

Diocese of Sioux City
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Heidy Ramirez

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Diocese of Lexington
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Kevin Fitzpatrick

Diocese of Alexandria
Reverend Craig Scott

Diocese of Baton Rouge
David C. Aguillard

Diocese of Houma-Thibodaux
Nicole Bourgeois
Agnes Bitature

Diocese of Lafayette
Kim Boudreaux
Ben Broussard

Diocese of Lake Charles
Sister Miriam MacLean

Diocese of Shreveport
Reverend Rothell Price
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Diocese of Portland
Yvonne Borelli-Chace

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Mary Ellen Russell

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Archdiocese of Boston
Tim Donohue
Diocese of Fall River
Claire M. McManus
Diocese of Springfield
Kathryn Buckley-Brawner

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Archdiocese of Detroit
Lory McGlinnen
Maggie Bickerstaff
Diocese of Gaylord
Kim Smith
Diocese of Grand Rapids
Margaret Walsh
Diocese of Kalamazoo
Lisa Irwin
Diocese of Lansing
Anne Rivet
Diocese of Marquette
Reverend James Ziminski
Terri Gadzinski
Diocese of Saginaw
Father Richard F. Reidy

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Archdiocese of St. Paul and Minneapolis
Deacon Mickey Friesen
Adam Fitzpatrick
Diocese of Crookston
Bob Noel
Diocese of Duluth
Patrice Critchley-Menor
Diocese of New Ulm
Deacon Timothy Dolan
Diocese of St. Cloud
Reverend William Vos
Elizabeth Neville
Diocese of Winona - Rochester
Thomas Parlin

MISSISSIPPI
Diocese of Biloxi
Gregory Crapo
Diocese of Jackson
Chamon Williams

MISSOURI
Archdiocese of St. Louis
Jennifer Stanard
Diocese of Jefferson City
Mark Saucier
Jake Seifert
Diocese of Kansas City-St. Joseph
Bill Francis
Laurie Jo Holmes
Diocese of Springfield-Cape Girardeau
Nicholas Lund-Molfese

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Archdiocese of Great Falls-Billings
Darren Eultgen
Laurie Horton
Diocese of Helena
Kristi Irwin

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25
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1 October 1-9, 2019  2 Acting EVP, October 10, 2019—September 30, 2020

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