

Catholic Charities Mid-Atlantic CIO Forum

January 2018



- **Catholic Charities Overview**
- **Industry Reference**
- **Strategy**
- **Culture & Teams**



What is Catholic Charities?

- **We are a movement to improve lives!**
- **We are Maryland's leading private provider of human services.**
 - 2,200 colleagues, 23,000 volunteers and 10,000 donors
 - Over 80 programs providing services in 200 locations in 9 Maryland counties and Baltimore City.
 - Funding is 75% from government sources, 25% from private donors
- **We serve: People**
 - People affected by poverty and homelessness
 - Children and families in crises
 - Individuals with intellectual disabilities
 - Older Marylanders
 - Our neighbors in the immigrant community



Journey Video

Safe Streets

900 Mediations preventing gun violence



Behavioral Health

**9,000 individuals
35 lives saved from opioid over dose**



Workforce Development

512 jobs



By the numbers ...

Head Start

**680 preschoolers, 14 schools
250 parent job opportunities**

Housing

337 permanent homes found

Senior Services

**270 nursing/assisted living/
adult day care
24 properties, 1800 units**

Esperanza Center

**3,397 bilingual
health care visits**

Our Daily Bread

481,000 meals/yr



Breadth of Programs

BEHAVIORAL HEALTH SERVICES

Baltimore Child and Adolescent Response System
Family Navigator Services
Safe Streets Baltimore
Treatment Foster Care
St. Vincent Villa Residential Treatment Center
Villa Maria School
Behavioral Health Clinics
In-home & School-based Mental Health Programs

INTELLECTUAL DISABILITIES

Gallagher Services

SENIOR SERVICES

Answers for the Aging
Caritas House Assisted Living
The Neighborhoods at St. Elizabeth Nursing Home
St. Ann Adult Day Care Services
Senior Communities Independent Living

EDUCATION

Head Start/Early Head Start of Carroll County
Early Head Start of Harford County
Head Start of Baltimore City

EMERGENCY SERVICES

My Sister's Place Women's Center
Our Daily Bread
Sarah's House
Weinberg Homeless Resource Center
Anna's House
Earn Benefits

EMPLOYMENT

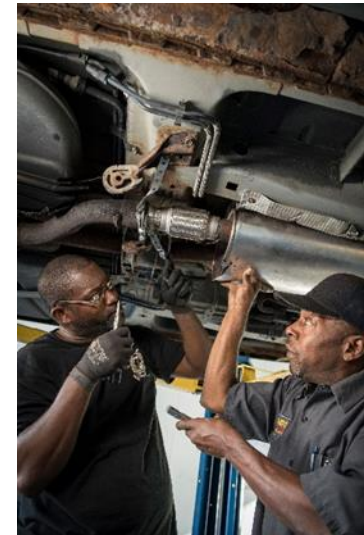
Christopher Place Employment Academy
St. Edwards Workforce Employment Center
Work 4 Success

HOUSING

Anna's House
Community Housing
My Sister's Place LODGE
Sarah's House

IMMIGRANT SERVICES

Esperanza Center



Industry cross reference

| Program | Industry reference | IT solutions |
|--|--|---|
| Senior Housing | Rental property management | Resident wireless, regional offices |
| Immigrant Services | Education, Legal Services, Medical and Dental Services | Electronic Health Record Systems (EHR / ERP) |
| Intellectual Disabled Homes | Distributed workforce | Networking, security, UCaaS |
| Behavioral Health Services | Remote health workers | EHR, Telemedicine, security, mobility |
| Senior Services | Nursing Home, Assisted Living | EHR, Medicare, Security, DR/HA, Technology Training |
| Head Start | Education | School Information Systems |
| Homeless shelters, meal services, job training | Government | BI/Performance Management, Volunteer management |
| Fundraising | Sales and Marketing | Donor and Grant Management “CRM” |

80 programs, 140 locations -> ‘Global Multinational Corp.’

M&A, ERP, Networking, Security, IaaS, DR/HA, Remote Service Desk, Desktop support, Vendor Management, BI/Analytics, ...

Aligned Strategy

Agency Mission and Goals

Partnering with other neighborhood groups / listening / involving in solution
Guiding people to self-sufficiency
Welcoming new neighbors – sharing the journey



Improve
employee
mobility and
system access

Reduce risk,
improve security,
and enhance
system
availability

Improve
employee
efficiency and
quality of care

IT Mission and Principles

Buy not Build, Strategic In/Outsource
Simplify, Agile
Business Focused

Informed Solutions

Agency Mission and Goals

Partnering with other neighborhood groups / listening / involving in solution

Guiding people to self-sufficiency

Welcoming new neighbors – sharing the journey

Improve employee
mobility and
system access

Laptop/ThinClient

WLAN-WAN

Single VOIP

Mobile Security

Reduce risk,
improve security,
enhance system
availability

Encryption

IaaS

Network

Architecture

Compliance &
Governance

Improve employee
efficiency and
quality of care

Strategic

Outsourcing

Consolidate and
manage spend

Business Systems
Leadership

IT Mission and Principles

Buy not Build, Strategic In/Outsource

Simplify, Agile

Business Focused

Workforce Realities –

Turnover, skills, industry, trauma
informed care

Growing Partner

Importance – Population
Health, Community Engagement

Size Matters



Training

Education

Simplification

Security Awareness

Pace of Change

Communication

Agility



The Community Team



Abell Foundation
 Aegon Transamerica Foundation
 Alban Foundation
 Allegis Group, Inc. &
 Allegis Group Foundation
 Bank of America & Bank of America
 Charitable Foundation, Inc.
 BFG Community Foundation
 BGE
 Brown Advisory
 Bunting Family Foundation, Inc.
 CareFirst BlueCross BlueShield
 Annie E. Casey Foundation
 Clayton Fund, Inc. of Texas
 Community Foundation of
 Anne Arundel County
 Constellation, an Exelon Company
 DAP Products, Inc.
 DavCo Restaurants, Inc.

The Geaton & Joann Decesaris
 Family Foundation, Inc.
 Dimensional Health Care
 Associates, Inc.
 Domino Sugar
 The Dresher Foundation, Inc.
 Ferguson HVAC
 Gallagher Evelius & Jones LLP
 Good Ground Consulting LLC
 Hamel Builders Inc.
 Harkins Builders, Inc.
 Hoffberger Family Philanthropies
 JD Carpets, Inc.
 Johns Hopkins Health Systems
 Jones Junction, Inc.
 The Judy Family Foundation
 Kaiser Permanente for the
 Mid-Atlantic States
 KELLY

The Marion I. & Henry J. Knott
 Foundation
 KPMG, LLP
 Legg Mason Charitable
 Foundation & Legg Mason
 Global Asset Management
 M&T Bank & M&T Bank Foundation
 McCormick & Company, Inc.
 Nikipro Foundation Inc.
 Plano-Coudon Construction
 PNC Bank & PNC Foundation
 RCM&D, Inc.
 Reval Foundation, Inc.
 The George & Edna Schwarzmann
 Fund for Handicapped Children
 The Shelter Foundation
 The James L. Sherman Foundation
 The Jean & Sidney Silber Fund, Inc.
 The John L. Stasiak Private Foundation

The James M. & Margaret V. Stine
 Foundation, Inc.
 Leonard and Helen R. Stulman
 Charitable Foundation
 SunTrust Bank & SunTrust
 Foundation
 T. Rowe Price & T. Rowe Price
 Foundation, Inc.
 The David P. Tenberg Charitable
 Foundation, Inc.
 United Way of Central Maryland
 Walmart Foundation / CCUSA
 The Harry & Jeanette Weinberg
 Foundation, Inc.
 The Whiting-Turner Contracting
 Company, Inc.
 WPW Foundation

*(Listed above are partners at \$10,000+)