INSIDE
The Year in Review
Building Our Capacity to Serve
Service Enterprise Certified: What It Means
Wow! This past year has been full of fast-paced, transformative, and expansive activity. We’ve stretched our reach into the community and have grown the ways we serve students, residents, and our incredible volunteers. Here are some snapshots of my favorite moments in this year of tremendous development!

**A FRESH LOOK TO SPREAD THE WORD**

Driving by the Center, you see refreshed new signs, and inside we have new carpet and doors. Re-designed informational brochures and a vibrant new display board help our Outreach Team spread the word about our mission with local clubs, churches, and companies.

**COMMUNITY CATALYST FOR COMPASSION**

In May, a revamped Movin’ for McAuley Kickball Tournament engaged 90 new people in support of the organization through kickball fun, and what fun it was! Then in July we were so pleased to join forces with our “big sisters,” Mercy Medical Center and Mount Mercy University, for several activities that honored the Sisters of Mercy, our founders, for their 140th year of dedication to the Cedar Rapids community!

We love sharing our passion for helping students and residents, and welcome opportunities to speak with your group—just give us a call!

Be sure to join us next spring, if not to kick the ball, then to cheer for the kickers.

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Sr. Mary Lou Podzimek, RSM, Liaison to Sisters of Mercy West Midwest

**Appreciation to board members who also served during FY15:**  
Sr. Annette Fiala, RSM  
Julia Hawkins  
Todd Holverson  
Maureen Kenney  
Sister Peg Murphy, RSM  
Sister Susan O’Connor, RSM
A BOUNTIFUL HARVEST
How rewarding it was to see buckets of fresh vegetables come through the door to feed both residents and the families of students, knowing that it was our dedicated Transitional Housing residents, staff and volunteers who not only grew the produce, but also grew in their gardening knowledge and skills.

MAGNIFYING OUR VOLUNTEER PROGRAM
Receiving our Service Enterprise certification (see pg. 8-9) was a seal of approval from the Points of Light organization – affirming our commitment to best practices in our volunteer program.

NEW STAFF TEAM MEETS GROWING DEMAND
Our new staff bring new energy and ideas to their roles – all dedicated to meeting the growing demand for services while maintaining and improving quality programs. To ensure that quality, we improved how we evaluate and track program success with grant support from the Greater Cedar Rapids Community Foundation. And as for the growing demand, Katie, our Education Coordinator, shared that the Bhutanese class she teaches twice each week has grown to over 20 people and was expanded to a two hour class.

We couldn’t accomplish all of this without the support (see pg. 10-16) of individual donors and volunteers, foundation grants, matching corporate gifts and sponsorships, among other generous groups, churches and schools. Thank you for YOUR support.

I’m so excited to see the advancements next year will bring!

Catherine McAuley Center Staff FY15

Paula Land, Executive Director
Sheila Landers, Finance Manager
Kelsey Steines, Development & Communications Manager
Sandy Weger, Systems & Facilities Manager
Tina Gossman, Volunteer Coordinator
Marissa Haas, Grants Coordinator
Wendy Arnold-Rodriguez, Education Program Manager
Anne Dugger, Immigrant/Refugee Coordinator
Katie Lanius, Education Program Coordinator

Leeann Oelrich, Education Program Coordinator
Jennifer Tibbetts, Housing Program Manager
Malory Dreasler, Housing Program Coordinator
Chelsea DeLarm, Support Services Coordinator
Naomi Dopp, Women’s Counselor
Tsega Hable, Custodial Staff

Staff who also served in FY15
Michala Price, Education Program Coordinator
Nicki Ross, Development & Communications Manager
Christina White, Operations Coordinator
Greg White, Immigrant/Refugee Coordinator
Sheryl Gaffney-Paige, Education Program Coordinator

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Cardigan sweaters, probably pastel pink, with mother-of-pearl buttons and perhaps the faint whiff of mothballs. I knew no nuns, so that was what I expected to see the first time I walked into the Catherine McAuley Center, knowing the organization was founded by the Sisters of Mercy. That, or crinkly habits shuffling behind the severe stone pillars of the convent in The Sound of Music.

I arrived on an investigative site visit on behalf of the Greater Cedar Rapids Community Foundation, which has enthusiastically funded many initiatives of the Center over the years. When I walked in, I saw no pink sweaters and smelled no mothballs. What I took in instead captivated me. I saw the faces of neighbors from close by and of students from Europe, Asia, Latin America, and Africa. I heard the music of accents from Russia and Mexico, Tanzania and Korea. It was a whole globe, all in my city. It was enchanting.

I wanted to be part of that music, so before long I had my own study partner and we were off. Years later, I’m still tutoring, still loving that global din.

In the meantime I’ve also been impressed by the holistic approach the Center takes in its work with women affected by homelessness. It’s more than a bed in a room. At the Center women are guided to overcome obstacles, empowered to find gainful employment, and ultimately ushered into independence with their own housing. Like the education wing, it empowers the disempowered.

All I’ve gotten—the education in world affairs, the warm friendships, the sense of reward from being part of an impressive project of self-betterment—couldn’t happen without the dedicated staff, without passionate volunteers, and without the generosity of donors and community supporters like you. Thank you.

And if you’d like to be even more involved, join us. You can even wear your pink cardigan.
Capacity to Serve

The Merriam-Webster dictionary defines capacity as “the action for which a person or thing exists,” or “the physical and mental power to do something.” At the Catherine McAuley Center, both definitions capture the investments we’ve made in our staff, facilities, infrastructure, and long-term financial health, the behind-the-scenes capacity that impacts how effectively we can carry out our mission of offering hope and opportunity to those seeking it.

Recognizing the importance of an effective volunteer system, we increased the hours of Volunteer Coordinator, Tina Gossman, to full-time (read more about the impacts of Tina’s leadership on pg. 8-9). CMC also welcomed Marissa Haas as Grants Coordinator, a new position created to expand grant-seeking efforts as an investment in financial growth and sustainability. With this additional capacity, we increased grant revenues by more than $125,000 from last year, which not only helped sustain and expand CMC programming by funding program materials, staff, and new initiatives, but also investments in infrastructure and facilities, such as energy-efficiency improvements and the development of a database for the Adult Basic Education Program to manage program data, coordinate scheduling, and measure impact.

In January, Sandy Weger joined the CMC team as Systems & Facilities Manager, a position focused on ensuring that our facilities are well maintained and used to their full potential, and that internal systems and technology are up-to-date and utilized effectively. These improvements to internal operations enable program staff and volunteers to focus on the direct client services that impact the lives of students like Rogelio (pg. 6), and residents (pg. 7).

Through our Transitional Housing and Adult Basic Education programs, CMC offers the transformational gifts of hope and opportunity to adult learners and women who are so often overlooked, forgotten, underestimated—or who may be on the brink of giving up. Fueled by compassion and a deep belief in each person’s potential, CMC has been transforming lives for 26 years, and is making the crucial capacity investments to do so more effectively, for more people, and for as long as its services are needed.

Meeting Basic Needs

A notable feature in the CMC lobby is a stack of brown shelves, re-filled multiple times each week with a variety of breakfast foods, canned goods, and other staples for a healthy diet, some of which are grown in CMC’s own community garden by residents, staff and volunteers. This food pantry, accessible to all CMC students and residents, helps to ensure that every CMC client has their basic needs covered as they work to build skills that enable them to move toward self-sufficiency.

The average monthly income of a CMC resident at intake is $370.

59% of students at CMC live at or below the federal poverty line.

On average, 80 households access the food pantry each month.

The food pantry is stocked with grocery items purchased from the Hawkeye Area Community Action Program (HACAP) or donated by individuals, churches, or food drives at local businesses.

A wish list of our most needed items can be found at cmc-cr.org. If you would like to host a food drive on behalf of CMC at your place of employment, please contact Tina Gossman at (319) 731-0446 or tina@cmc-cr.org.
Nine years ago, Rogelio, a CMC student, left southern Mexico with his wife and two daughters in search of work in the U.S. He landed in Cedar Rapids, finding it to be a quiet city with nice people and good schools. Faced with a new language, though, his new life in Iowa wasn’t an easy change.

“I spoke no English at all. People would speak to me but I never understood them,” Rogelio recalls. He and his family were negatively impacted by not being able to read English when he lost a $500 deposit on his apartment because he didn’t understand a letter from his landlord about the requirement to give 30 days’ notice before moving. “That was a big deal for me. I needed to learn. I needed to read.” Rogelio heard about the Catherine McAuley Center from a friend who was learning English here, and soon started studying at CMC himself. “I was kind of nervous, but when I came I found it was a great place to learn. It helped me a lot. My English got better and at work I got better positions. That’s why I come here. I come here to give a better life to my family, my daughters.”

Before Rogelio started studying at CMC, he had been employed as a dishwasher at a local restaurant. As his English started improving through classes at CMC, a friend at work encouraged him, “Don’t be afraid to speak what you know.” He was soon able to become a server and use his new language skills with confidence on a daily basis. “I have people who come to the restaurant and request me. That makes me feel good.” With years of successful serving experience now under his belt, he has begun training to become a manager.

Rogelio says that he practices English more than ever as his daughters have entered elementary school. “To speak two languages is amazing. Now I refer all my friends. I say ‘Go to school at the Catherine McAuley Center!’”

Former Education Program Coordinator, Sherryl Gaffney-Paige, with Rogelio at the restaurant where he works. We love seeing our students out in the community!

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362 students from 52 countries studied at the Center for a total of 11,781 hours

85% of students made progress in their academic skills

50 students participated in the U.S. Citizenship Exam Preparation or Financial Literacy classes, and

14 students became U.S. citizens

70% of students say they communicate more with their children’s teachers since starting English classes at CMC

CMC’s Immigrant/Refugee Coordinator connected students with community resources 196 times
Most women entering the Transitional Housing program have experienced trauma and often come from challenging situations such as homelessness and domestic violence. CMC provides a safe and nurturing place to heal and grow as well as the tools women need so that they are empowered to create a better future for themselves. This year CMC has been privileged to see the following women making great strides toward healthy and stable lives!

EMPLOYMENT CONNECTION
Patty* came to CMC unemployed and worried that she wouldn’t be able to work due to her physical disabilities. During her first few weeks at CMC, Patty got connected with the World of Work class through Goodwill. “It’s nice working with people who are caring, friendly, and respectful. It’s nice to feel like I can still do something even with all my health issues.” Patty completed the class, and did so well in her weeklong internship that she was asked to return to complete an extended internship for six months.

MEETING MEDICAL NEEDS
Darlene* has dealt with hearing loss her whole life and was using a hearing aid that was more than a decade old when she arrived at CMC. Through a community connection with the Lion’s Club, Darlene was able to get fitted for a digital hearing aid for the first time. “My hearing was getting worse, and I realized I had to do something … I can hear almost everything now. I hear at work a lot better than before.” Improved hearing equipped Darlene to find a higher-paying restaurant job at which she excels.

LIFTING SPIRITS
Jeannie returned to CMC after several years in her own apartment for extra support during her final year of nursing school. Jeannie describes, “I was feeling really alone and isolated and didn’t feel like I could accomplish my goals without help.” Jeannie knew that the stress of school could be very difficult to handle on her own. “I knew from my past that CMC was a safe, stable environment that not only encouraged growth and empowerment but also facilitates it. Being here has lifted my spirits.” With the support of her fellow residents at CMC, Jeannie is able to reach out and enjoy time with other women working hard on their own goals during her push to finish school.

*Name changed.
SERVICE ENTERPRISE CERTIFIED

Last year, the Catherine McAuley Center announced its work to apply for certification as a Service Enterprise, a designation awarded by the national nonprofit, Points of Light, indicating that an organization follows best practices in volunteer management and is committed to developing the role volunteers play in achieving its core mission. Earlier this year, it was announced that CMC is among the first six organizations in Iowa to achieve this prestigious title!

As part of the certification process, a team of staff and volunteers set out to accomplish several projects that would improve volunteer satisfaction and increase the visibility of CMC in the community, thereby furthering the Center’s mission of offering hope and opportunity.

VOLUNTEER RECOGNITION

Recognizing the vast power volunteers have to change the lives of CMC students and residents through their service, the CMC staff and Board made it a goal to actively nominate key volunteers for local and state volunteer awards. This spring, the Sisters of Mercy, who founded CMC in 1989, were inducted into the Iowa Volunteer Hall of Fame. Ann Sullivan, Carol Weber, Mary Bradley, and Karen Taylor each received the Iowa Governor’s Volunteer Award for their length of service as volunteer tutors at CMC, and the Cedar Rapids Rollergirls were finalists for the United Way of East Central Iowa’s Outstanding Group Volunteer Award.
SPREADING THE WORD
Sometimes the best volunteer recruiter is another volunteer, which is why an Outreach Team of committed, passionate CMC supporters was established and trained to represent the Center at community events. This year, they shared their compelling stories of connection to the Center at 14 separate presentations and volunteer fairs, inspiring others in the community to begin volunteering at CMC.

A CUSTOMIZED EXPERIENCE
From the very beginning, volunteers have been integral to CMC’s capacity to provide services. To provide even greater support and connection for volunteers, this year CMC increased Volunteer Coordinator Tina Gossman’s hours to full-time. Tina says the greatest change since starting full-time work at CMC has been an improved ability to develop projects that both further our mission and match volunteers’ interests. This is most evident in strengthened partnerships with local colleges and universities, whose students frequently participate in internships related to their area of study.

“We are a top choice for students looking to complete internships,” said Tina. This can be attributed to the Center’s openness to consider how a volunteer can fit within the organization and use their unique skills and abilities to benefit the Center. Interns contribute their passion in many departments at CMC by teaching small group education classes, managing data and files, improving human resource functions, exploring key public policy issues affecting residents in the Transitional Housing program, and supporting events hosted by the Center.

COMMUNICATING VALUE
“I would like every volunteer who walks through the door to feel like they’ve made a difference at our organization in accomplishing our mission,” says Tina. The service of CMC volunteers is invaluable, which is why CMC is continually developing efforts to exhibit the characteristics of a Service Enterprise.

Number of Volunteers by Project

<table>
<thead>
<tr>
<th>Project</th>
<th>Volunteers</th>
</tr>
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<tbody>
<tr>
<td>Tutor Group</td>
<td>308</td>
</tr>
<tr>
<td>Intern &amp; Work Study</td>
<td>162</td>
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<tr>
<td>Board &amp; Committee</td>
<td>51</td>
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<tr>
<td>Regular Food Pantry</td>
<td>25</td>
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<tr>
<td>Professional</td>
<td>27</td>
</tr>
<tr>
<td>Event</td>
<td>27</td>
</tr>
</tbody>
</table>
FY15 Volunteers


Catherine McAuley Center
Thank You
In-Kind Donors

We extend our sincerest appreciation to the many individuals and organizations who donate food and supplies that CMC would otherwise need to purchase. Your gifts allow us to make the best use of our financial resources.

THANK YOU!

FY15 Grants

- Alliant Energy Foundation
- American Family Insurance
- Anonymous
- Cargill, Inc.
- City of Cedar Rapids Civil Rights Commission
- Community Development Block Grant
- Daybreak Rotary of Cedar Rapids
- Dollar General Literacy Foundation
- Emergency Solutions Grant Program
- Franciscan Sisters of Perpetual Adoration
- Greater Cedar Rapids Community Foundation (GCRCF)
- GCRCF - Bloomhall Family
- GCRCF - Steve and Joanne Carfrae Fund
- GCRCF - Fredrich and Gretchen Mellberg Fund
- Housing Fund for Linn County
- John P. and Lawrence J. Giacoletto Foundation
- Linn County Emergency Food and Shelter Program
- Rockwell Collins Charitable Corporation
- Sisters of Mercy West Midwest
- Soroptimists International
- St. Joseph Catholic Church
- St. Pius X Catholic Church
- Theisen’s
- TJX Foundation
- Transamerica Foundation
- United Way of East Central Iowa
- Wellmark Foundation
- Witwer Trust
FY15 Donors

Companions in Mercy
$25,000 or more
AEGRN Transamerica Foundation
CDBG- City of Cedar Rapids Foundation
Sisters of Mercy West Midwest
ESGP-Emergency Solutions Grant Program
United Way of East Central Iowa

Companions in Hope
$10,000 – $24,999
Dollar General Literacy Foundation
Patrick & Phyllis Falconio
Greater Cedar Rapids Community Foundation
Housing Fund for Linn County
Soroptimist International

Companions in Hospitality
$2,500 – $4,999
Alliant Energy Foundation
Cargill Incorporated
Massachusetts Charitable Foundation
Intermec Foundation-The Seattle Foundation
Rockwell Collins Charitable Corp
Rohde Family Charitable Foundation
Zora & Paul Roman
Salon-Andreas Foundation
St. Joseph Catholic Church

Companions in Grace
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Lankhaan Nguyen
Beth Orth
Mary Orth
Bill & Vickie Ozburn
Bob & Melissa Pence
Dr. Fred & Janet Pilcher
William & Marilee Rosberg

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$100 – $249
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Mark Anderland
Phyllis Anderson
Jan Appleton
Tom & Linda Armitage
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* Indicates supporters who gave to the Catherine McAuley Center Fund endowment held at the Greater Cedar Rapids Community Foundation.
To learn more please call 319-363-4933.

This list is based on gifts made from July 2014 to June 2015.

www.cmc-cr.org
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If we neglected to include your name in this list or made a mistake in the way you are identified, we apologize. To help us correct our information, please contact us at 319-363-4993.

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Mission Society members have supported the CMC mission with a planned gift, endowed fund, or lifetime cumulative gift of $25,000 or more.

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The Catherine McAuley Center offers hope and opportunity through basic education for adults and transitional housing for women.

Catherine McAuley Center, Inc.
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- Land, Building & Equipment
- Outreach
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Members of the above committees lend their leadership and expertise to ensure the corresponding aspects of the organization function smoothly and are consistently improving. We thank them for their dedication to the CMC mission.