



Catholic Charities
of the Diocese of Raleigh

Providing Help—Creating Hope—Serving All

Volunteer Orientation Handbook



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Welcome from the CEO

Welcome to our dedicated team of staff and volunteers who work each day to fulfill our mission, “Providing help to our brothers and sisters in need by alleviating the effects of poverty and creating hope by developing solutions to transform lives.”



To live out our mission, we recognize that all people are deserving of our assistance without judgement or bias. Additionally, all members of Catholic Charities are challenged to go above and beyond, in the pursuit of excellence.

As a member of Catholic Charities, you are part of a network of offices serving over half of North Carolina. We operate eight regional offices across 54 counties from the Virginia state border to the South Carolina border, and from Alamance County to the Outer Banks. These offices respond locally through our core programs of Disaster Services, Food Pantry Services, and Immigration Legal Services.

The diversity of skills and talents from staff and volunteers make this possible. Each and every role is important for accomplishing our vision for the future, “A more just society transformed by respecting the dignity of all individuals and collaborating to provide help and create hope for the most vulnerable in our community.”

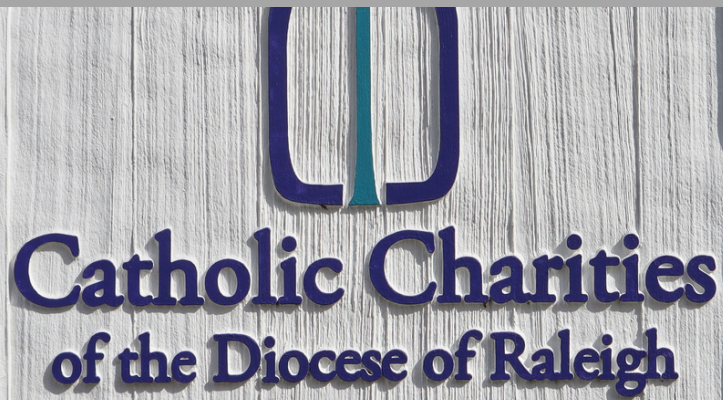
Thank you for choosing Catholic Charities. I value the time and energy you spend with us, and my goal is to continually make this a fulfilling and positive experience for you. Go out there and be great and I look forward to hearing about what is being accomplished in your region!

Lisa Perkins

A handwritten signature in blue ink that reads "Lisa Perkins".

Chief Executive Officer

How Catholic Charities Has Grown



Our Name

1899

The [Catholic Orphanage of Raleigh](#) opens at Nazareth St. (Site of the current Cathedral).

1948

The [Bureau of Catholic Charity, Inc.](#) is officially formed as an office at the Catholic Orphanage.

1961

The Bureau of Catholic Charity becomes [Catholic Social Services \(CSS\)](#).

1973

Catholic Social Services becomes [Catholic Social Services of the Diocese of Raleigh, Inc.](#) Rod O'Conner is selected as the first director.

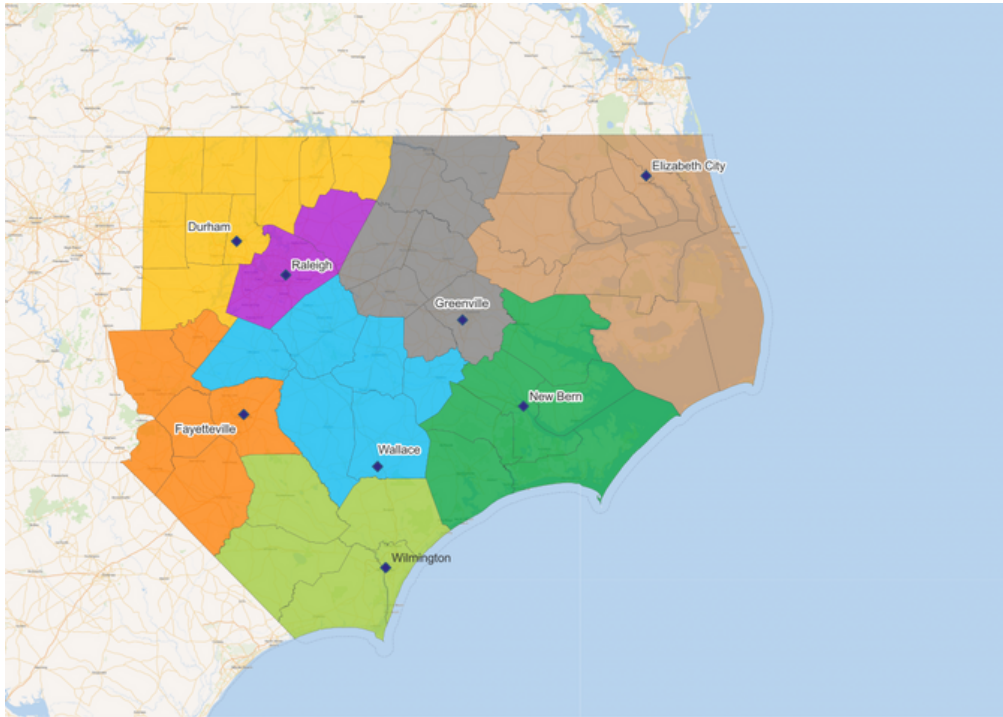
1983

Catholic Social Services becomes [Catholic Social Ministries of the Diocese of Raleigh \(CSM\)](#) by joining with Peace and Justice, Migrant Ministry, Family Life and Catholic Orphanage.

2006

Catholic Social Ministries becomes [Catholic Charities of the Diocese of Raleigh, Inc.](#)

How Catholic Charities Has Grown



Our Locations

1899	Raleigh Deanery served by The Catholic Orphanage of Raleigh
1977	Albemarle Deanery Office Opens in Hertford
1979	Cape Fear Deanery Office Opens in Burgaw
1981	Fayetteville Deanery Office Opens in Fayetteville
1982	Tar River Deanery Office Opens in Greenville
1984	New Bern Deanery Office Opens in New Bern
1986	Piedmont Deanery Office Opens in Durham
2012	Newton Grove Deanery Office Opens in Goldsboro

Our Programs

Food Pantry Services

(1975)



Catholic Charities began distributing groceries to the community in 1975. Unfortunately, hunger in our communities is still an issue that far too many families are experiencing. A lack of nutritious meals can have long lasting effects on the physical, mental, and social well-being of all members of a family. In response to this need, Catholic Charities operates traditional, client choice, and mobile food pantries in central and eastern North Carolina.

We recognize that addressing hunger requires a community response. Therefore, Catholic Charities leverages the support of community partners to provide over 3 million pounds of food to families in need each year. Catholic Charities Food Pantry Services are dedicated to providing healthy meals, increasing access to food, and developing innovative solutions to address food insecurity in a collaborative way.

On each visit, families receive a week's worth of groceries, helping to fill the gap that families experience once their resources have been exhausted and before they receive their next paycheck. Once their immediate need for food is addressed, Catholic Charities staff and volunteers may connect families to other critical services that aim to remove barriers to self-sufficiency, increasing access to opportunities and creating hope for a better future. With dignity and respect at the forefront of all interactions, families are offered a hand up during their most challenging times.

In addition to feeding our neighbors, Catholic Charities Food Pantry Services serve as a medium for volunteerism, community engagement, and collaboration.



Our Programs

Disaster Services

(1994)



Catholic Charities began formally responding to natural disasters in 1994. Today, the Catholic Charities Disaster Services Program works to help individuals, families, and the community prepare for and recover from natural disasters. While there is no controlling who is impacted by a disaster, economically vulnerable populations are disproportionately affected. When local resources are overwhelmed by a natural disaster, Catholic Charities is ready to respond to the needs of survivors.

Catholic Charities focuses on the response, recovery, and preparedness phases of the disaster cycle. The initial response phase consists of staff addressing the basic needs of survivors by distributing donated items such as nonperishable food and water, cleaning supplies, and hygiene items. During the recovery phase, Catholic Charities distributes financial assistance and provides disaster case management to help families obtain safe and stable housing. Catholic Charities may assist with household expenses such as the first month's rent, utility deposit, and costs to repair structural damage to the home.

Training and education are critical to increasing resiliency in communities and improving response efforts to future disasters. Throughout the year, Catholic Charities works with the community to conduct two types of events. Public preparedness events share information and supplies with the community while educational workshops train volunteers on how to help their neighbors after a disaster.

Catholic Charities leverages the power of volunteers through the NC Catholics Volunteer (NCCV) program. The Catholic Charities Disaster Services program manages NCCV, which provides the opportunity for individuals who can paint and swing a hammer, or those interested in learning these skills, to work on a construction site and help a family return home after a natural disaster.



Our Programs

Case Management Services

(1995)



The tag line of Catholic Charities is to provide help and create hope. In 1995, Catholic Charities supplemented the tangible assistance which was being distributed through food pantries and in times of disaster by adding case management services as a program.

Case Management offers families an entryway to local available services. Staff conduct initial screenings to identify barriers to be addressed and connect clients to other Catholic Charities programs or community partners for assistance. Individuals facing more complex challenges receive an in-depth assessment, set goals, and regularly meet with staff to reach goal achievement.

While no longer a core program, case management services continue to support families in many Catholic Charities Offices.



Our Programs

Immigration Legal Services

(2001)



In 2001, immigration staff began serving the community in the Cape Fear, Raleigh, and Tar River regions. Through the immigration process, immigrants can be reunited with their family living in the United States and seek improved economic opportunities. However, this process can be confusing, complex, and expensive, making it challenging for immigrants to achieve.

For over 25 years, the Catholic Charities Immigration Legal Services program has assisted families in completing various immigration related processes. Each year, the program assists approximately 3,000 families with the following: naturalization and citizenship, family petitions, consular processing, humanitarian visas, and Deferred Action for Childhood Arrivals (DACA). Services are offered at reduced rates and financial assistance may also be available to further defer costs.

Individuals meet with Catholic Charities immigration staff who are accredited by the Department of Justice. Through one-on-one meetings, staff provide education on the immigration process and assist in the completion and submission of applications with the United States Citizenship and Immigration Services (USCIS) and the Department of Homeland Security (DHS). Staff also conduct community-wide educational workshops and presentations.

Catholic Charities recognizes the imbalances in access, opportunities, and resources that exist within our immigrant community. Immigration Legal Services are structured to attract all immigrants regardless of place of origin, culture, religion, or economic status. The goal is to provide help and create hope for immigrants as they establish their lives in the United States.



Catholic Charities Structure

Administrative Office Structure

Catholic Charities of the Diocese of Raleigh acts as the charitable outreach arm of the Diocese of Raleigh. The agency maintains its own 501c3 status and is led by a board of directors with the Bishop of Raleigh acting as president. The twelve-member board supports the Chief Executive Officer and helps guide the overall direction of the agency.

The role of the administrative office is to provide support to regional offices and maintain consistency in programming and policies across the agency.

Disaster Services



Immigration Legal Services



Development & Fundraising



Finance / Accounting



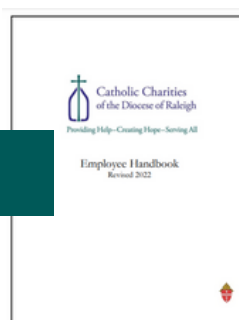
Communications



Information & Technology

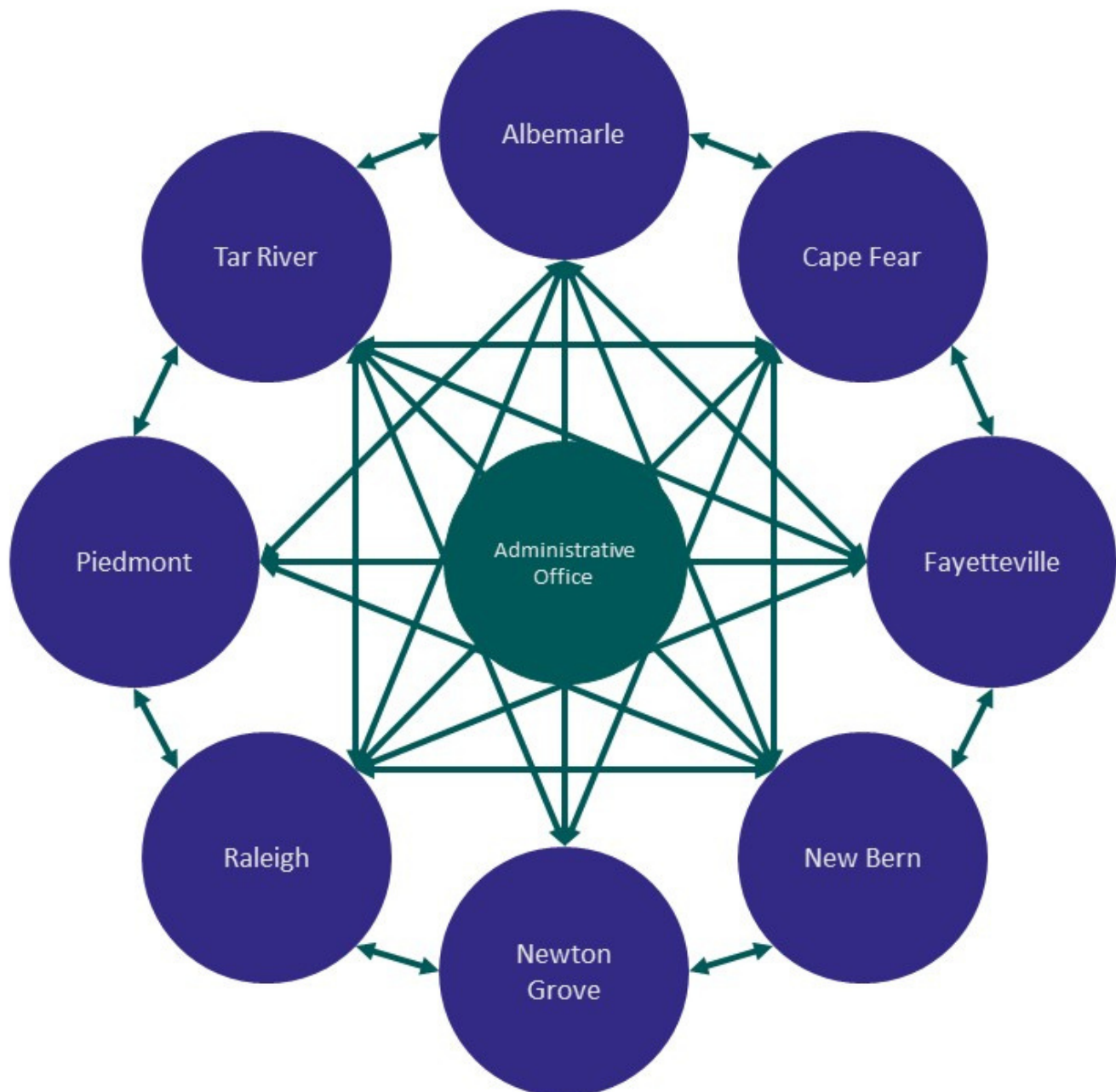


Human Resources



Regional Office Structure & Coordination

Catholic Charities regional offices are led by Regional and Program Directors who oversee the general management and quality of all program areas, which includes program planning and development, delivery, and evaluation, as well as fundraising, budget setting, supervision of staff, and cultivation of external relationships. Together, the administrative office and regional offices work collaboratively to continually improve the impact the agency is having on the community.



Catholic Social Teaching

Catholic Social Teaching is at the root of why Catholic Charities staff and volunteers serve the poor. Everything we do, the love we share, the food we share, the people that we meet – is rooted – in the Church’s Catholic Social Teaching.

Additionally, our dedication to serve is rooted in sacred scripture. For Jesus says, “Love one another, as I have loved you,” and, “Whatever you had done to these least of these brothers of mine, you have done it to me.”

Catholic Social Teaching is an expression of the heart, of the love of Christ. Catholic Social Teaching is also a blueprint for action. A blueprint to organization, to love. The Social Teaching of the church does not teach us to only serve the Catholic. Our church tells us our services at Catholic Charities provide services to both Catholics and non-Catholics alike because it is our recognition that we are made in the image and likeness of God. And because of that, we are one body - connected - sharing love, sharing life, and sharing care with each other.

Catholic Social Teaching consists of seven themes: Life and Dignity of the Human Person; Call to Family, Community, and Participation; Rights and Responsibilities; Option for the Poor and Vulnerable; The Dignity of Work and the Rights of Workers; Solidarity; and Care for God’s Creation. The following four themes are central to the work of Catholic Charities.

*Catholic Social Teaching
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Option for the Poor and Vulnerable

A basic moral test is how our most vulnerable members are faring. In a society marred by deepening divisions between rich and poor, our tradition recalls the story of the Last Judgment (Mt 25:31-46) and instructs us to put the needs of the poor and vulnerable first.

Care for God’s Creation

We show our respect for the Creator by our stewardship of creation. Care for the earth is not just an Earth Day slogan, it is a requirement of our faith. We are called to protect people and the planet, living our faith in relationship with all of God’s creation. This environmental challenge has fundamental moral and ethical dimensions that cannot be ignored.

The Dignity of Work and the Rights of Workers

The economy must serve people, not the other way around. Work is more than a way to make a living; it is a form of continuing participation in God’s creation. If the dignity of work is to be protected, then the basic rights of workers must be respected--the right to productive work, to decent and fair wages, to the organization and joining of unions, to private property, and to economic initiative.

Solidarity

We are one human family whatever our national, racial, ethnic, economic, and ideological differences. We are our brothers and sisters keepers, wherever they may be. Loving our neighbor has global dimensions in a shrinking world. At the core of the virtue of solidarity is the pursuit of justice and peace. Pope Paul VI taught that if you want peace, work for justice. The Gospel calls us to be peacemakers. Our love for all our sisters and brothers demands that we promote peace in a world surrounded by violence and conflict.

Our Mission Explained

***Providing help to our brothers and sisters in need
by alleviating the effects of poverty and
creating hope by developing solutions to transform lives.***

Providing help by alleviating the effects of poverty...



Our mission calls us to serve our neighbors in need and provide tangible assistance while they face challenges in their lives.

Creating hope by developing solutions to transform lives...



We want to empower all families to live dignified lives without needing to rely on Catholic Charities for assistance. We accomplish this by offering case management and educational resources along with direct assistance to offer a hand up, rather than a handout.

Serving all our brothers and sisters in need...



Catholic Charities is a welcoming and safe space for all. We are a trusted source in the community for providing services that are informed, respectful, and essential. We uplift, encourage, and treat all with dignity and respect.

We are aware that words and actions are powerful, and we take care not to cause harm. We provide a listening ear and a safe space for clients to be vulnerable, while not requiring them to share their story to receive services. When clients do share their story, we uphold confidentiality, avoid judgment, and partner with them to identify and remove barriers.

Everyone is deserving of love, care, and kindness. We meet clients where they are and offer our services to all without regard to a client's race, ethnicity, religion, gender, sexual orientation, and gender identity or expression. Our Catholic faith teaches that all persons are created in the image of God and have an inherent dignity that we must honor.

Thank You

Volunteers play a critical role in our ability to provide help, create hope, and serve all. We are God's hands and feet to our neighbors in need, and there is much to be done. Unfortunately, the need is greater than the resources available. Volunteers expand our impact in the community and Catholic Charities could not operate like it does without your dedicated service.

Volunteers are the heartbeat of our organization. You keep our food pantries running, jump in after a natural disaster to support our disaster services program, and keep our immigration legal services organized. Each volunteer brings a unique skillset to complete the variety of tasks needed for Catholic Charities to serve the community.

We wish to share an immense and heart felt "Thank You" for joining our Catholic Charities family and serving our brothers and sisters! We truly hope you enjoy your time with us and feel fulfilled in your service.

