



LINCOLN SOCIAL SERVICES QUARTERLY REPORT

April - June 2021

Report by:
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& CSS Marketing & Development Team

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Doris Schueth



Sr. Bernadette and Sr. Karen
celebrating ten years of service
to St. Gianna Women's Homes.

PROGRAMS

Catholic Social Services of Southern Nebraska in Lincoln is comprised of five key programs with each program encompassing multiple projects and services. Our five programs, include:

- **Emergency Services:** Cash assistance, employment services, furniture delivery, and walk in services such as clothing, diapers, etc.
- **Food Market & Meal Services:** Client choice food market, daily breakfast and lunch meals, and the Catholic School Food Market Program
- **Immigration Legal Services:** Assisting clients with immigration documents, and other forms of identification
- **Refugee Resettlement & Employment Services:** Welcoming new arrivals and secondary migrants, refugee employment services, New American Encounter, and Career Ladder
- **St. Gianna Women's Homes:** Housing for survivors of domestic violence, counseling referrals, and community-based learning opportunities for residents

Special Projects include: Random Works of Mercy, onsite English and Citizenship Classes, holiday programs, et al.



CREATING A CULTURE OF ENCOUNTER



CSS Volunteer, Colleen Ozanne

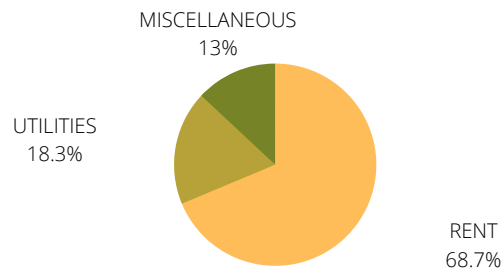
When Catholic Social Services receives an excess of nonperishable goods, adult diapers, or fresh fruit and vegetables, Colleen helps redistribute the items to any one of the many nursing homes and low-income senior centers she serves across southern Nebraska such as Firth, Beatrice, Seward, Nebraska City, and Crete. We are grateful for her assistance in helping us make sure that every donation reaches those in need.

EMERGENCY SERVICES



Bill & Barry delivered furniture to 49 households this quarter!

- 3 households received a donated vehicle
- 66 households received gas vouchers
- 160 households received a gift card to St. Louise Gift & Thrift
- 1,193 households received diapers
- 1,096 individuals received a food pantry



\$63,521 was distributed to 82 households for rent, utilities, and other needs.



Carmen has cancer and wasn't able to keep working as a nurse assistant due to COVID-19. She hasn't been working, not only because she is at high risk, but because she has been experiencing memory problems due to her cancer and is not capable of administering medications to her patients. She applied for SSDI but did not qualify because her doctor said that her cancer was going to go away 'in a month'. It has passed 7 months already, she is still really sick, and now she has been told that she can re-apply in August. She's also applied for general assistance but has not heard back from them.

Carmen has no family support in the USA so her mom had to come from Mexico to take care of her while she finishes her treatment. So, she has already spent all her savings and stimulus money and she has been applying every month to different agencies for help until she can reapply for SSDI or until she can receive some type of benefits. Fortunately, CSS was able to assist Carmen with one of her utility bills and with 2 months of rent. She was also encouraged to apply for the ERA funds. Carmen was very thankful for the assistance she received and was crying and couldn't fully express how blessed she felt.. (CSS Emergency Services Client)

FOOD MARKET & MEAL SERVICES

We had an average of **49 active volunteers** each month, who contributed a total of **1,390 hours of service** this quarter!

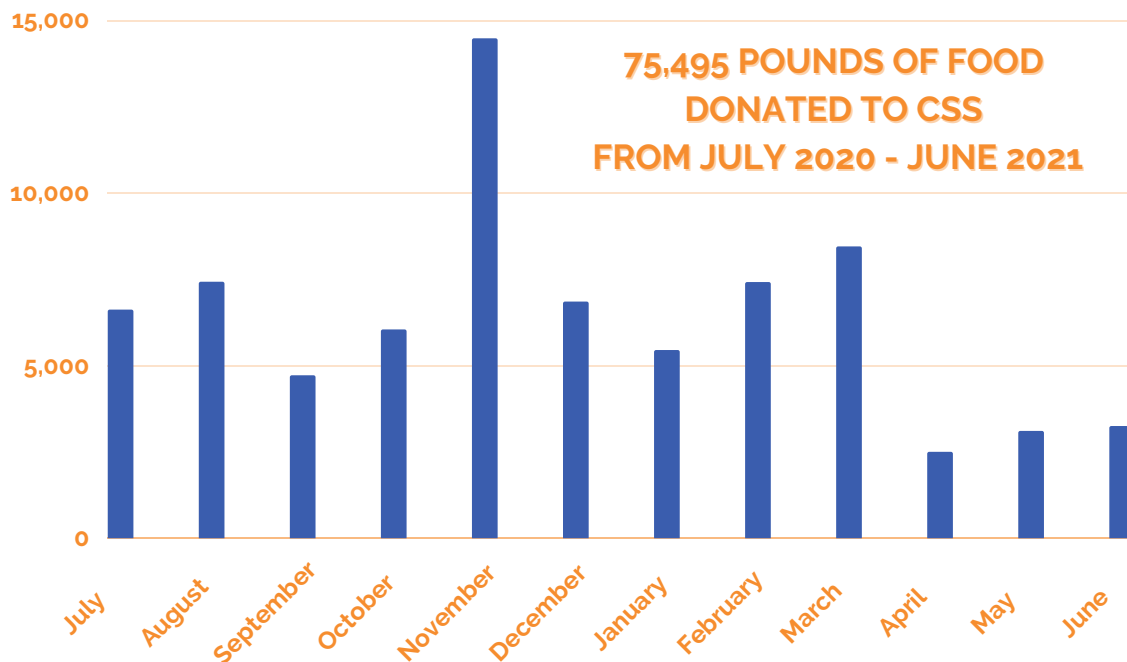
1,320 breakfast burritos
catered by Chez SoDo

2,753 sack lunches
prepared by
Knights of Columbus
& CSS volunteers

**21 pounds of food
grown in our new
greenhouse!!**



One day, a man who regularly brings in donations came by during our food pantry pick up time. After dropping off a donation of vegetables, he noticed that our volunteer, Andy, was helping a client. This particular client did not have any transportation and was going to have to carry all his food to the bus stop. The client was trying to decide what food to keep and what food to leave behind. The donor then offered to give the client a ride. It was a very sweet moment, and so encouraging to see a donor be more involved. The client was so thankful!

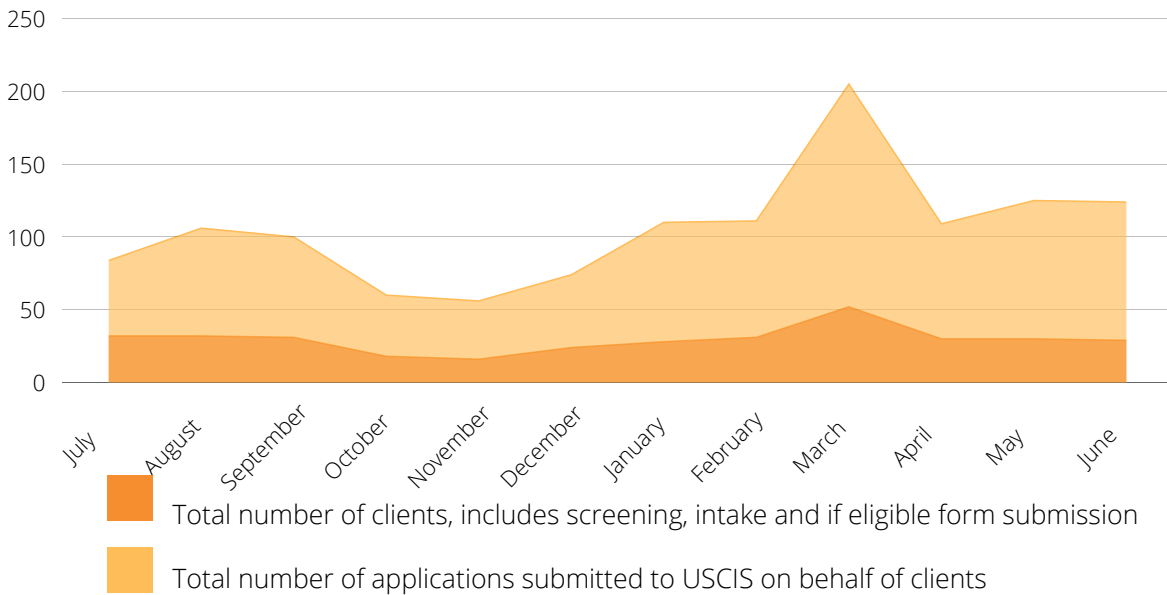


IMMIGRATION

Upcoming partnerships include
Aging Partners &
The Bridge Behavioral Health



Elizabeth and Drew are excited to receive good news in the mail... her normal Legal Permanent Resident card! Since May 2020, **we've helped 331 individuals** in our Immigration Legal Services Department. Your support of CSS during **Give to Lincoln** provides crucial services, builds **#HopeintheGoodLife**, and brings a brighter tomorrow for our neighbors in Lincoln & Lancaster County. Thanks for your partnership and support of our work!



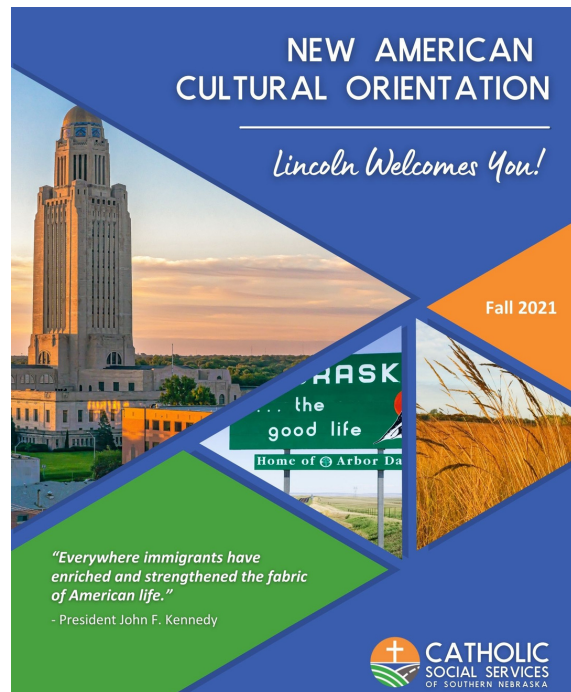
Forms include: Adjustment of Status (Green Card) (Form I-485), Application to Replace Permanent Resident Card (green card) (I-90), U.S. Naturalization/Citizenship (Form N-400), Application for Certificate of Citizenship (N-600), Employment Authorization Document (Form I-765), Deferred Action for Childhood Arrivals (Form I-812D), Application for Fee Waiver (I-912)

REFUGEE RESETTLEMENT & EMPLOYMENT SERVICES

One exciting update that we have been working on this quarter is the development of a **Community & Cultural Orientation** booklet for newcomers.

It covers many topics including opening checking and savings accounts, how to use public transportation, where to buy groceries, and how to build credit.

Our case managers meet regularly with every refugee family that arrives, visiting a couple times per week for the first three months after their arrival, and sometimes longer if we are assisting them with finding employment. Comprehensive lessons and revisits of those lessons are critical to the successful integration of newcomers. To make sure that our book is well understood and accessible to those we serve, we plan to have it translated into several languages, including: Arabic, Farsi, French, Karen, Kurdish, and more. See a few sample pages below!



CULTURAL PRACTICES IN THE U.S.

Greetings

- Waving your hand to say hello or to grab someone's attention
- Smiling to greet another
- Shaking hands when meeting someone new
- Giving a "thumbs-up" means okay or good
- Hugs are only usually acceptable for close friends or family
- Using first names, unless it's a child addressing a teacher



Conversation



- Respecting others personal space, giving plenty of space between each other
- Maintaining eye contact during a conversation
- Not interrupting someone speaking; it's considered rude
- Limited physical contact during conversation; many Americans don't like to be touched if they don't know you

Time

- Being on time to appointments and meetings is extremely valued.
- "Being early is on time. Being on time is late. And being late is unacceptable."
- If you are going to be late, it's common courtesy to inform the other person that you will be late if you can.
- Casual visiting
- If you plan to visit someone's house, it's common courtesy to call before you come to their house.



Emergency Services

In the U.S we have emergency services, these services are all available by calling 911. Below are the main types of emergency services offered.



Police

The police are a group of people whose job is to enforce laws, help with emergencies, solve crimes, and protect property.



Fire Department

Firefighters are there to put out fires that occur.



EMTs

Emergency Medical Technicians, or EMTs, are individuals who offer emergency medical assistance.

Now It's Your Turn!

Emergency Services Matching Activity

Please match the emergency to the appropriate emergency service.

1



2



3



A



B



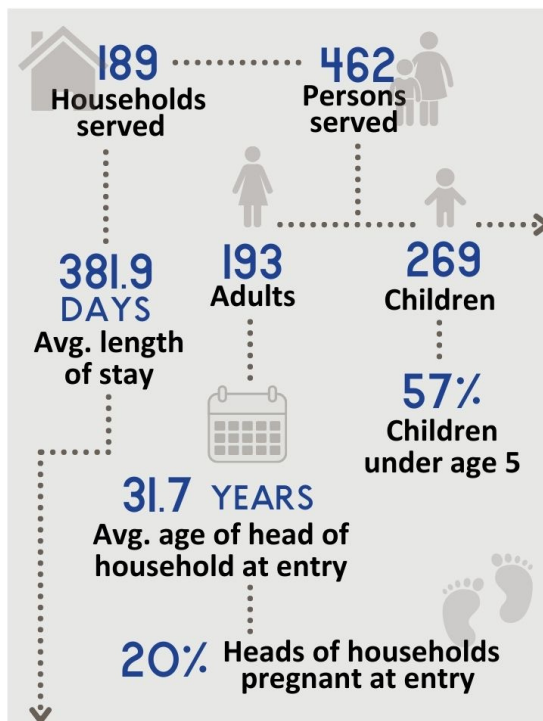
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ST. GIANNA WOMEN'S HOMES

- 10 YEAR ANNIVERSARY -

ST. GIANNA WOMEN'S HOMES' IMPACT



Children who witness or experience domestic violence in the home are at serious risk for long-term physical and mental health problems. St. Gianna's offers families the love, support, and safe environment that all children deserve.

At least
40%
of clients enter
St. Gianna's with
no income.

PROGRAM OUTCOMES



Mental health problems like PTSD, anxiety, and depression are common challenges faced by residents at St. Gianna's. To help cope with their trauma, many survivors turn to alcohol or drugs for relief. Of the clients who abandoned the program, 35% misused or abused substances. This is why increasing access to mental health services in the community is critical.

“St. Gianna's has really impacted my life, in a way that has made me realize how strong I really can be, not only for myself, but for my kids as well. I realize I am not alone, that there is help and a better future!”