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The Charity With Care Newsletter



Catholic Charities
of Central and Northern Missouri
Providing Care...Creating Hope

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Russellville resident and veteran Gary Pappas needed help.

"I went through the VA to get help with an electric bill to see if there was any kind of help for a veteran, and they sent me to Catholic Charities of Central and Northern Missouri (CCCNMO)," Pappas said. "I (used) floor heaters for the last four or five years, and they don't work so good."

John Doyle, emergency assistance coordinator with CCCNMO, took the call from Pappas and thought immediately of the Lennox "Feel the Love" program. The company's program lets community members nominate someone in need of heating and cooling to receive a new system.

Doyle reached out to Kempker Heating & Air Conditioning LLC, a participating Lennox dealer, to see if Pappas qualified for the program. Lennox provides the equipment, while dealers donate the parts and labor to install a high-efficiency furnace.

An inspection of Pappas' home found more than the standard furnace was needed. While Doyle completed the formal nomination for Pappas, Kempker Heating & Air Conditioning employees talked Lennox into providing a heat pump as well. The quality of the system helps decrease the cost of electric bills, Kempker said.

"We thought it was a good program, and we thought any way we can help, we'll help," Kempker Heating & Air Conditioning co-owner Wayne Kempker said.

Having heating and cooling in his home for the first time in years is a true blessing for Pappas. "I really do appreciate it. ... It's been bad for five or six years now," Pappas said.

Feel The Love has donated new furnaces in Missouri for three years. Candidates typically are nominated through the program's website, feelthelove.com. Finalists are chosen based on need and situation. Preference is given to people with physical, mental or social disabilities; job loss; military service; financial challenges; and community service, according to their website. Catholic Charities of Central and Northern Missouri is proud to have collaborated with Lennox this year and looks forward to future opportunities to serve.



Dan Lester,
Executive Director

Friends –

The snow is falling across central and northern Missouri as I write this introduction, and the holidays will be upon us soon. As the year draws to a close and we reflect on 2018, I feel blessed to continue to be a part of an organization committed to providing care and creating hope in the lives of some of our most vulnerable neighbors. What a year it has been!

Our refugee resettlement team continues to welcome new Americans forced to flee their home countries due to war, terror, and violence. Many of these new arrivals are reuniting with family members who they have been separated from, sometimes for years. What a joy to be a part of these reunions! Truly, we are answering the call to "welcome the stranger."

Our disaster response team has had a busy year as well, continuing to help families rebuild their lives after the devastating flooding in spring of 2017 in the southern portion of our service area. Recovery is a long, complex process and our team has been walking alongside our impacted neighbors every step of the way. In addition, our agency has been examining our capacity to respond and strengthening our internal systems. When the next disaster strikes, we will be ready to respond!

Our community services program has been busy throughout the diocese of Jefferson City, visiting communities with our chariot of charity and assisting neighbors in need. Hundreds of individuals and families have received assistance that ensures that their basic needs are met and their inherent dignity is preserved. Check out this issue's story on our work with one local veteran for an example of just how vital our services can be.

As always, we cannot provide the critical services that we do without the support of our community! We are forever grateful to our generous donors who give of their time, talent and treasure and allow us to engage in this life saving work. From everyone at Catholic Charities, we wish you and yours a blessed holiday season and a joyful new year!

Dan Lester, Executive Director
Catholic Charities of Central & Northern Missouri



Team SC Distribution Days. Hygiene products were given to households in need.

In late October, Alissa Marlow, Director of Community Services for Catholic Charities of Central and Northern Missouri, traveled to Myrtle Beach, South Carolina to assist with recovery efforts from Hurricane Florence. While deployed she worked with Catholic Charities Pee Dee office out of Conway, South Carolina. During her time there, Alissa contributed to the agency's relief efforts in many ways.

Distribution days are an important aspect of disaster recovery. At these events, Alissa, along with other Catholic Charities staff, met with households impacted by Hurricane Florence. They provided a variety of items including hygiene kits, food boxes, and cleaning supplies, and completed basic needs assessments. These assessments helped Catholic Charities of Pee Dee grasp immediate, intermediate, and long-term needs of their local community.

At the distribution events, Alissa heard first hand from survivors about their experiences. One survivor told her about how her house was impacted in 2016 with Hurricane Matthew. Fortunately, she had flood insurance and contributed an additional amount to rebuild and elevate her house. In 2018, she was re-impacted by Hurricane Florence, and while she still had flood insurance, the cost of repairs was more than what she owed on her house. She was coming to look for resources and guidance on what to do. Catholic Charities of Pee Dee was able to provide immediate recommendations and completed an intake assessment to provide long-term assistance and needs.

Another survivor had elevated his house 12 feet after Matthew, and recently retired. As the cost of flood insurance rose, he could not afford to maintain it on his own. He hoped that the mitigation work he completed would help him in future disasters. Despite his best efforts, Hurricane Florence brought 4 feet of water into his house. Since he was unable to keep up with his flood insurance, he was not eligible for assistance through FEMA. Catholic Charities ensured he had a place to stay and began working to coordinate groups to assist with cleaning and repairing his home.

Additionally, Alissa and another Catholic Charities staff member from Louisiana began casework for Catholic Charities of Pee Dee, by conducting over 400 outreach phone calls to households in Horry County who were impacted by Hurricane Florence. Households were triaged based on their needs; immediate needs were

addressed and referrals were completed as needed. Immediate needs included ensuring households had food, water, and shelter. Intermediate needs included assistance with rental deposits, utility assistance and application assistance and long-term needs included repair/rebuild work.

Towards the end of the deployment, Alissa was able to help Catholic Charities of Pee Dee staff with understanding the FEMA process immediately after a disaster. Many of the residents had not applied with FEMA for assistance or did not know that they could appeal a decision. Alissa was able to utilize the knowledge and skills that she has gained in responding to the spring of 2017 floods in the diocese of Jefferson City to help both Catholic Charities of South Carolina staff and the residents they serve.

Alissa's deployment was made possible by the generous support of the Cargill Foundation, Catholic Charities USA, and local donors. She is grateful for the wonderful experience she gained and will be applying all that she learned to Catholic Charities of Central and Northern Missouri's own disaster preparedness and response efforts. To learn more, visit ccnmo.org/programs/disaster-services.

Alissa with Catholic Charities USA and Catholic Charities of Louisiana staff at a TEAM SC distribution day.

