

2020 ANNUAL REPORT

Letter from the CEO



Dear Friends & Supporters,

For most of us, the year of the pandemic will be associated with 2020. Caridad Center as well as all of us collectively faced unprecedented challenges due to the outbreak of COVID-19. It required fundamental changes in the manner which the Center offered our various programs and services. At the start of the outbreak, Caridad quickly shifted operations to ensure all patients, staff, and volunteers could safely receive services. It became a top priority for Caridad Center to join in the fight against the spread of COVID-19 in Palm Beach County. During the early stages of the pandemic, Caridad went out in the community to offer free testing. We also set-up a special COVID-19 testing area at the Center to conduct free and safe weekly COVID-19 testing on an on-going basis. Studies and data show that the underserved community were severely affected by the pandemic. The large demand for free COVID-19 testing and our social service programs put a tremendous burden on the Center. Due to the pandemic many of the people we serve realized increased financial hardship due to factors such as loss of employment. Our Social Services Department worked diligently to handle the surge in demand for food and living assistance as well as other program offerings.

Despite a substantial reduction in available volunteer doctors due to COVID-19 concerns, Caridad was proud to realize over 23,000 primary and specialty care visits at our medical, dental, and eye clinics as well as our dispensary. In our Social Services Department, Caridad provided 1,897 additional services than we did during our previous fiscal year. These social service offerings include: delivery & distribution of food & groceries, emergency aid for rent & utilities, clothing, baby supplies such as diapers & formula for parents, holiday gifts, & free school supplies for needy students. We could not accomplish what we did during these challenging times without the tremendous support we receive from our generous volunteers, partners, and donors.

We look forward to the end of the pandemic and a return to normalcy. The Caridad Board and Staff are truly honored to have the opportunity to serve our community and to help those in need. Thank you for your generosity and support.

With sincere gratitude,

A handwritten signature in blue ink, appearing to read 'Laura Kallus'.

Laura Kallus
CEO – Caridad Center

Board of Directors

Connie Berry – Co-Founder

Richard E. Retamar – Board Chair

Dr. Robert M. Hecht

Dr. Mario Jacomino

Sugar McCauley

Alexandra Mueller

Jarrett Pavao

Richard Powers

Sanjiv Sharma

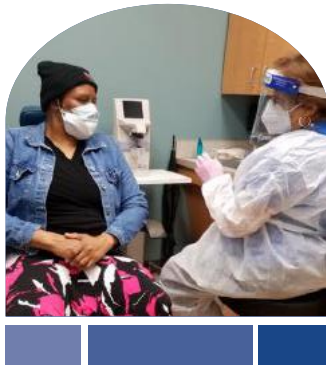
Linda Snelling

Nancy Zarcadoolas

2020 By the Numbers

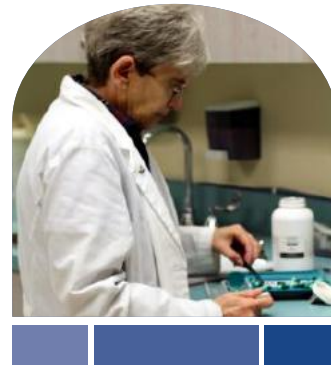
1,274

Patients were provided general & emergency services in our eye clinic.



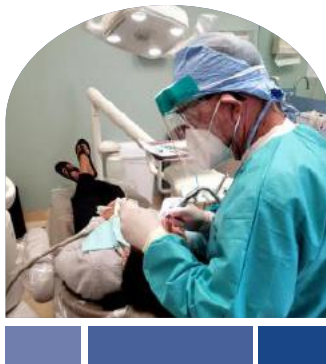
7,062

Medications were distributed to over 1,500 patients.



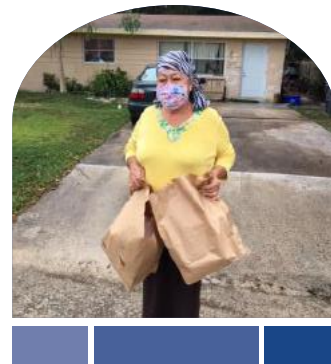
4,919

Patient visits in our dental clinic.



3,969

Hot meals and food boxes were delivered to 758 families.



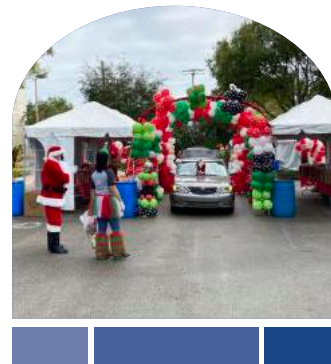
96

Families struggling to pay rent and utilities received emergency financial aid.



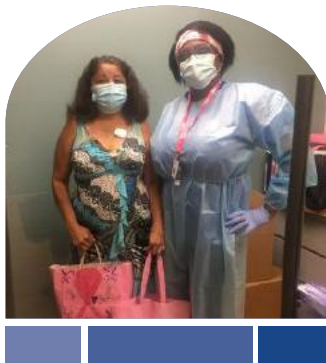
1,831

Children & their families received gifts during the holiday season.



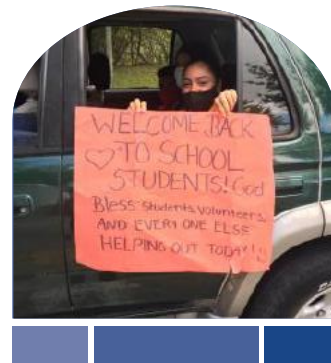
24,241

Individuals received services from our Prevention, Education, & Training Department.



1,197

Children received backpacks and school supplies



Hearts of Hope Society



The Hearts of Hope Society is a special group of members who have a strong commitment to helping the uninsured and underserved children/families of Palm Beach County. Joining our Hearts of Hope Society offers philanthropic opportunities for individuals, corporations, organizations, or foundations to play a vital role in supporting Caridad efforts in providing desperately needed medical, vision, dental care, and outreach/educational programs and/or services to those in need in Palm Beach County. Hearts of Hope Society Members are instrumental in our efforts to help meet the ever increasing demands for our life-changing/saving programs or services.

PLATINUM MEMBER

Ron Price

Karen Masciarella

Harold D and Annette Price Family Foundation

Leslie L. Alexander Foundation

GOLD MEMBER

Alexandra & James Mueller

Curtis & Joanne Lyman

The Ridley Family

In Loving Memory of Nita & Norman Shapiro

Linda L. Snelling Esq.

SILVER MEMBER

Dex Imaging

Alan Rose

St. Joseph's Episcopal Church

Randy & Kathy Carter

FOR MORE INFORMATION

*Please contact our Vice President – Development & Communications –
Scott Giebler at (561) 853-1638, sgiebler@caridad.org.*

Legacy Society



BECOME A MEMBER OF OUR LEGACY SOCIETY

The Caridad Center's Legacy Society is a special group of donors who have notified us of their intentions to pledge a gift (s) to Caridad Center in their estate plans to help insure the future well-being of our mission and program. By informing us of your legacy gift, Legacy Society donors will receive the following benefits:

- The satisfaction in knowing your legacy will make a lasting difference in your community.
- Invitation to exclusive Legacy Society Events.
- Listing in our Annual Report (unless you prefer to remain anonymous).
- Recognized as a Legacy Society Member on the Caridad Center website (unless you prefer to remain anonymous).
- Donor stories and testimonials that can be shared by family and friends and showcased on the Caridad web-site as well as on our various social media platforms.

MEMBERS

VISIONARY LEGACY

Dr. Ross & Carolé McRonald

Luis & Sonia Torres

John & Ann Woods

CENTURION LEGACY

(GIFT OF \$100K+)

** Estate Of Jean Lois Birkenstock*

** Estate Of Clyde E. Dubbs*

** Estate Of R. Bruce Duchossois*

** Estate Of Joseph Gonsalves*

** Estate Of Carol Schwalie Walters Hopkins*

** Estate Of Charlotte Morris*

** Estate Of Allan Joseph Taylor*

SUSTAINER LEGACY

(GIFT OF \$50K - \$99,999)

** Estate Of Sandra Blank*

** Estate Of Charlotte Carlton*

BENEFACTOR LEGACY

** Estate Of Walter Bryant Jr.*

** Estate Of Virginia C. Cobb*

** Estate Of Philip Didier*

** Estate Of Paula J. Harris*

** Estate Of Susanna M. Oslin*

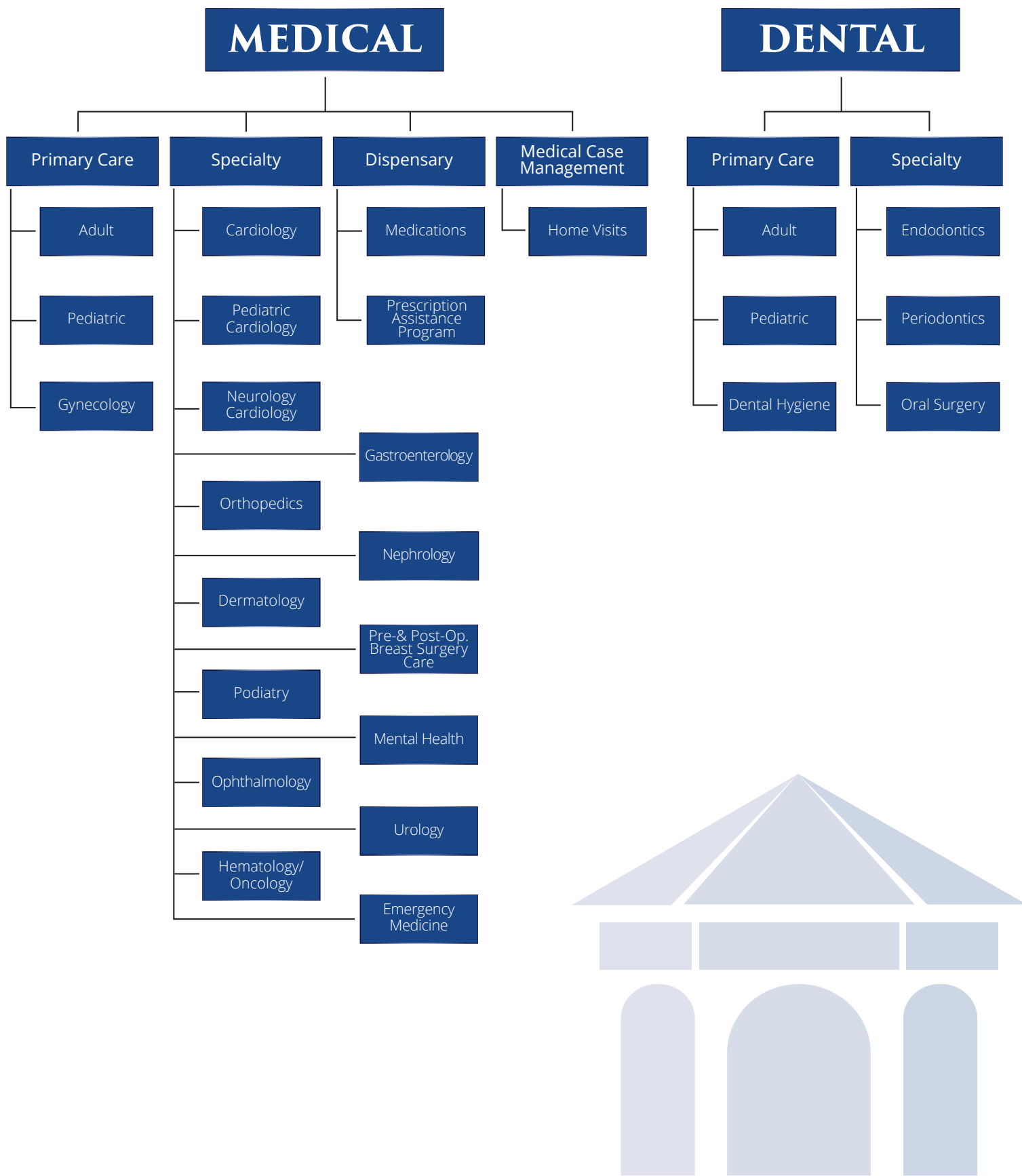
** Estate Of Dorothy Rom*

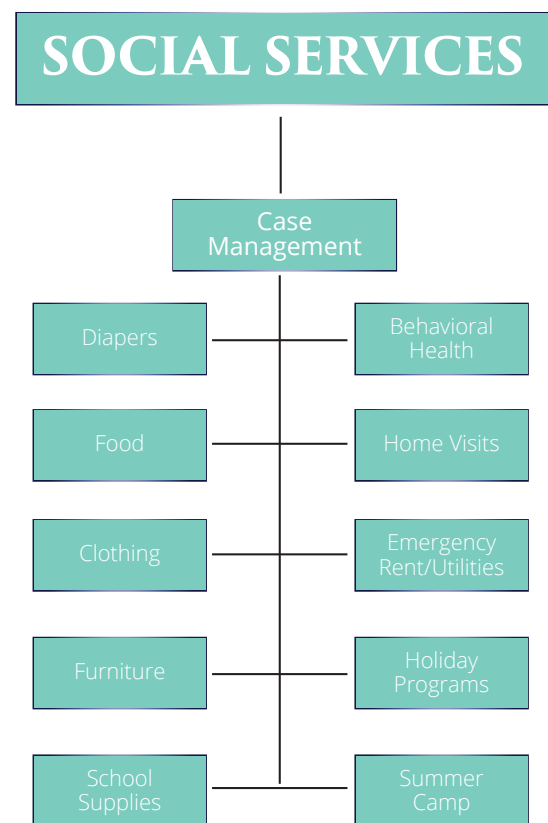
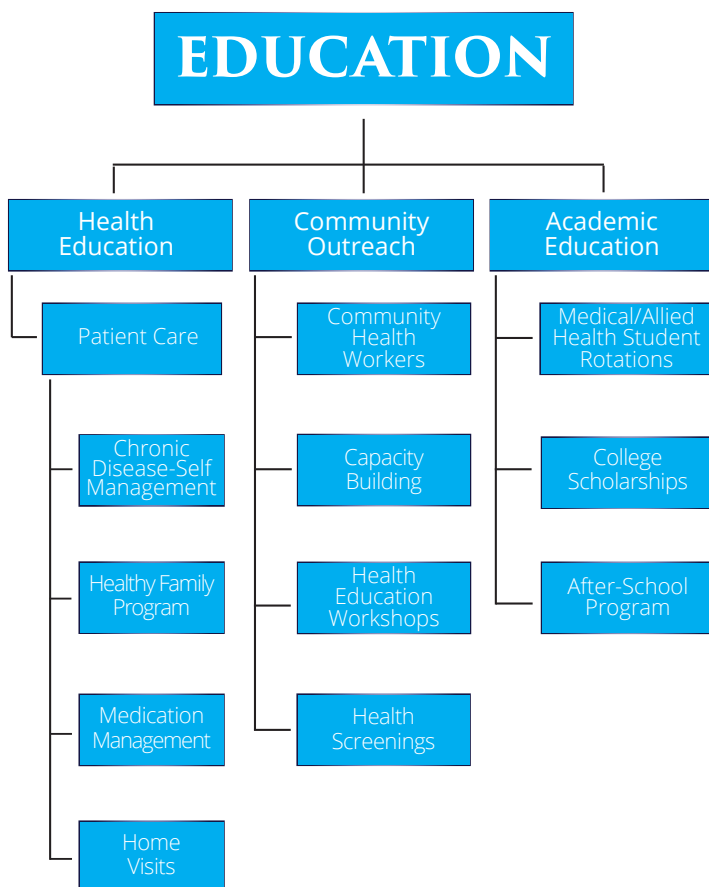
** Estate Of Jacqueline Waldeck*

** Deceased*

To notify us about your planned gift and/or for questions about Caridad Center and our Legacy Society Program please contact Scott Giebler, sgiebler@caridad.org, or call (561) 853-1638.

Caridad Center Services





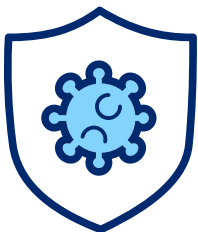
Caridad Center’s mission and vision is to upgrade the **health, education,** and **living standards** of underserved children and families; and to eliminate the cycle of poverty for the families we serve in South Florida.

Serving Our Community During COVID-19



When the pandemic was thrust upon us, Caridad Center felt it was our duty and responsibility to do our part to fight the spread of the virus in our community. To address concerns over limited access to testing in underserved communities, the Center formed partnerships and went out in the community to begin testing residents in those challenged areas. If we cannot control the spread of the virus in any faction of the population, you lose control to stop the spread of the disease throughout all population groups. The virus does not care about race, gender, or wealth status. In May & June 2020, Caridad performed 444 COVID-19 tests in underserved communities in Lake Worth and Lake Worth Beach.

To increase the amount as well as the frequency of our COVID-19 testing at the Center, Caridad developed a special and separate testing area just outside of our clinic entrance. This provided us the opportunity to escalate testing as well as provide enhanced safety measures against the spread of the virus for all patients visiting the Center. In August, two large tents with portable A/C units were secured and installed in our parking lot. Caridad continues to provide weekly COVID-19 testing for our community. From March 1-December 31, 2020; 1,313 COVID-19 tests were administered at the Center.



Caridad administered
1,313 COVID-19 tests at
the Center in 2020



Caridad performed
444 COVID-19 tests
in the community

When the pandemic started, our ability to continue providing access to life-saving medical care was of the utmost importance. Our Pandemic Response Team acted quickly to implement an Emergency Hotline to ensure our chronically ill, high risk patients, as well as patients with medical and/or dental emergencies received the appropriate medications and medical care. During this past fiscal year, over 7,000 medications retailed valued at over \$2 million dollars were distributed at no cost to our patients. In 2020, the demand for treatment from our Mental Health Counseling Program rose significantly. Due to the pandemic many of our patients experienced increased stress levels, depression, anxiety, isolation, and financial distress. Over 824 behavioral health visits were realized this past fiscal year.

The economic crisis caused by COVID-19 resulted in an escalation in the demand for our social services programs. Unfortunately many of our patients and families experienced a surge in hunger and homelessness. The distribution of groceries and other food assistance programs became a frequent weekly occurrence from our pantry. 1,686 food service offerings were disseminated to needy families through our car loop system. Close to 100 families facing financial insecurities received aid for rent and utilities. Clothing as well as children and baby supplies were provided to 1,492 families. The importance of Health Education especially during a pandemic cannot be understated. 1,844 people participated in our educational programs on how to prevent the spread of COVID-19. In 2020, Caridad distributed to our community 3,645 masks as well as COVID-19 educational materials.



Caridad provided over **7,000 medications** valued at over **\$2 million dollars** to patients at no cost.



Caridad's Mental Health Counseling Department realized **824 patient visits**.

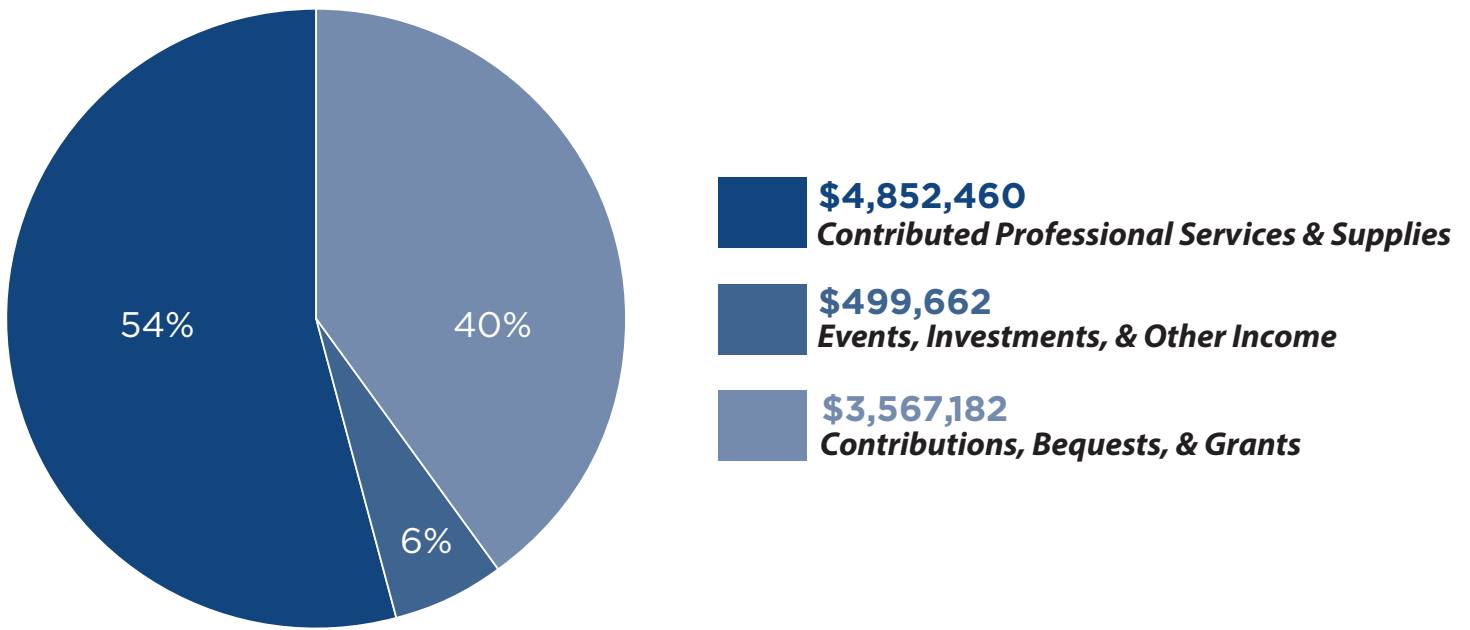


3,645 COVID-19 masks and educational materials were distributed.

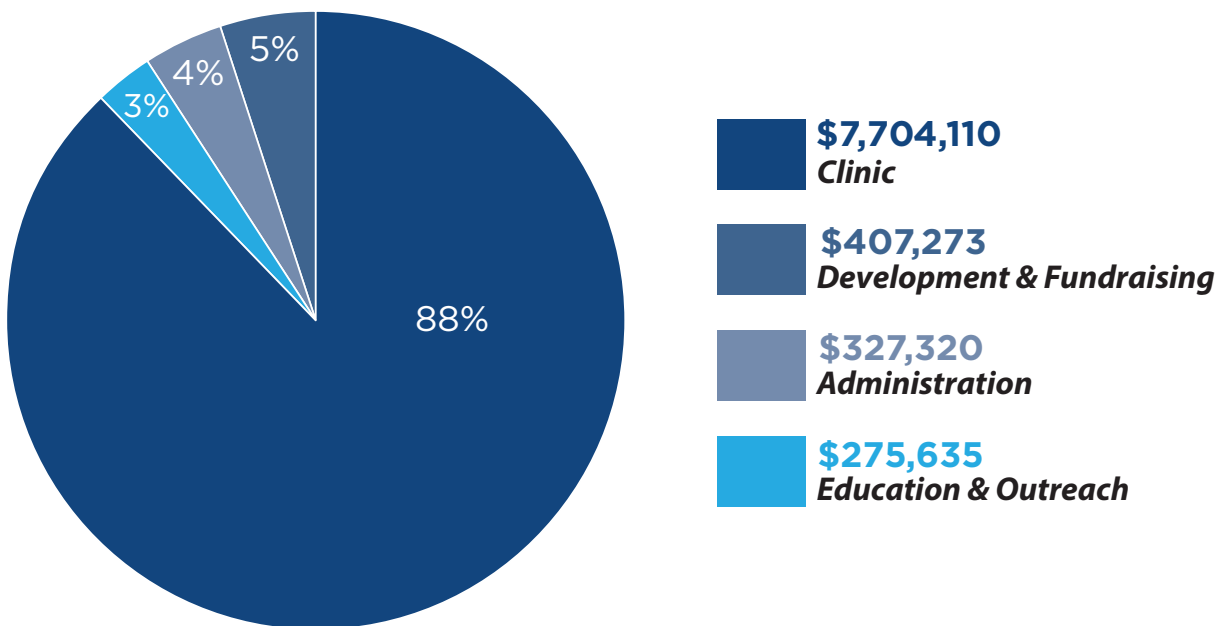


2020 Financials

Revenue and Support



Operating Expenses

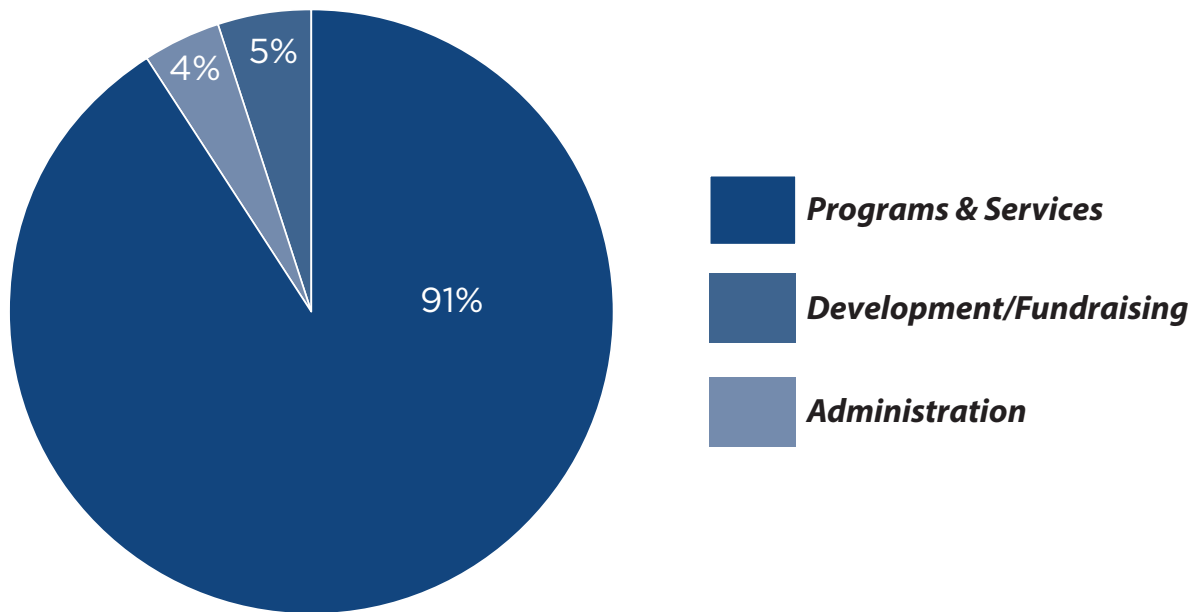


*Financial information provided is not audited. Audited financials will be made available to the public as soon as we receive them.

Caridad Center is Efficient

For every \$1.00 donated/contributed, 91 cents goes directly to our programs to serve the poor and uninsured children and families of Palm Beach County.

Organizational Efficiency



Accreditations



Charity Navigator is the largest and most utilized charity assessment organization that evaluates charitable organizations across the United States. Caridad Center has received a 4-Star Rating by the prestigious Charity Navigator for nine consecutive years and counting.



GuideStar is an information service specializing in reporting on U.S. non-profits to donors and grantmakers. Caridad Center was awarded the 2020 Platinum Seal of Transparency, which is the highest distinction awarded to non-profits.



Nonprofits First is a leading resource of experienced professionals, consultants, and volunteers that strive to strengthen the administrative and operational capacity of non-profit organizations in Palm Beach County. Caridad Center was recognized for Accredited Excellence, which is the highest distinction given to non-profit organizations.



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Connect with us:



amazonsmile

Please visit us:
www.caridad.org