



THE MINISTRY OF CARING INC.

# Annual Report 2020

A YEAR LIKE NO OTHER



# THE MINISTRY OF CARING INC.



**Serving the poor since 1977**

115 East 14th Street  
Wilmington, DE 19801-3209

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## OUR MISSION

The Ministry of Caring, incorporated in Delaware on April 27, 1977, is committed to serving those living in poverty.

Our programs, staff and volunteers offer our neediest neighbors hospitality and support while providing basic needs to help them gain self-sufficiency, restore their self-worth and renew their hope for the future.

We feed the hungry – with no questions asked – and provide emergency shelter, permanent and supportive housing including the region's only residence for homeless people living with HIV/AIDS.

We provide job assistance, training opportunities and support for the unemployed, affordable childcare, dental services and medical care for the poor, and donated clothing, furniture and home goods for anyone in need.

To reduce homelessness, we create safe, affordable housing for income-eligible seniors, sponsoring establishment of Sacred Heart Village I & II, the latter through U.S. Department of Housing & Urban Development's Section 202, and our new Village of St. John through HUD's Low-Income Housing Tax Credit program.

Our deepest core belief, in all we do, is simple but compelling, that the poor should never be treated poorly but with dignity, respect and love.

## A LETTER FROM THE EXECUTIVE DIRECTOR

**Dear Friends,**

When 2020 began, the year seemed normal except for the oddity of its date evoking perfect vision.

Emmanuel Dining Room was serving close to 13,500 meals a month and our three childcare programs provided 1,100 days of infant and preschooler care each month. Pierre Toussaint Dental Office was bustling with 1,325 patient visits in January and February alone, and our Job Placement Center/ Samaritan Outreach saw about a hundred clients every week.

All the senior apartments were occupied – with waiting lists – at our three affordable senior housing sites and the Village of St. John, the most creative and costly project in ministry history, entering its first full year of operation.

The ministry's dedicated staff, volunteers and supporters shared the enthusiasm and optimism that each new year brings, with extra energy from the fall's incredibly successful fundraising celebration of Emmanuel Dining Room's 40th year of feeding the homeless and poor.

We had finished a great year and started another, but it was impossible to foresee what was coming.

Soon, Delaware Governor John Carney declared a State of Emergency that grew to a stay-at-home order with gatherings banned. Only essential personnel were allowed to work and many ministry programs were closed in an abundance of caution. Emmanuel Dining Room made an immediate and expensive shift to takeout meals. Even as all fundraisers were canceled and we immediately put into effect universal precautions recommended by the U.S. Centers for Disease Control and Prevention, we vowed we would not abandon the homeless, poor and newly unemployed during this unprecedented, uncertain time.

And we did not, not even after my March 2 diagnosis with life-threatening bladder cancer.

Over my long journey with the excellent medical staff of Johns Hopkins Hospital in Baltimore, ChristianaCare Oncology Hematology and St. Francis Hospital in Wilmington, the ministry and I both survived this year of 2020 – a year like no other – because of the prayers, love, help and generosity of more kind people and groups than I could possibly begin to thank by name here.

So I thank God for each and every one of you, from a Middletown mother-daughter team who stitched us masks to donors who brought truckloads of food, from ministry staff who stepped up for added duty to volunteers who made 10,000+ sandwiches, from those who sent "extra" checks to the many who tended me so kindly through medical complications and recovery.

We see clearly with our current 20/20 vision of 2020 that each of you and all of you together got us through this year – truly one like no other – as we coped with unknowable variables but, thanks to you, maintained our mission of serving the poorest among us.

As I reflect on the year now, your unfailing generosity and the limitless beauty of your hearts leave me speechless.

May the Lord bless and reward you for your kindness to me, to the ministry and to the poor.

**Gratefully,**

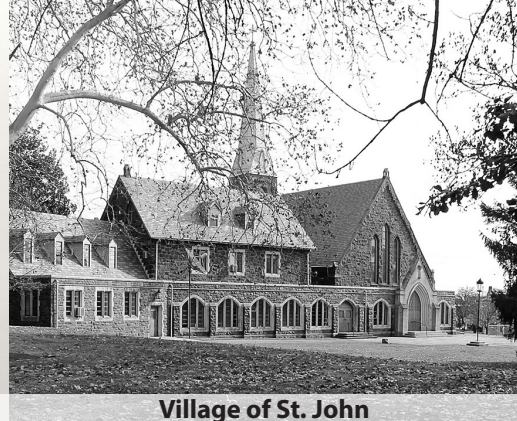
**Brother Ronald Giannone, OFM Cap.**







Mother Teresa House



Village of St. John



Sacred Heart Village I

# OUR SPONSORED ORGANIZATIONS

The ministry is honored to support and serve as the sponsor of several separately incorporated organizations, all dedicated to serving the homeless and poor in our community. The newest of these is the Village of St. John Inc., which opened last fall, created for transformation of and operation of affordable senior housing at the former Church of St. John at Concord Avenue and North Market Street in the historic Old Brandywine Village of Wilmington.

## Mother Teresa House Inc.

Permanent residence for adults living with HIV/AIDS  
829 North Church Street  
Wilmington, DE 19801-4311  
(302) 428-3183

## Sacred Heart Village I Inc.

Subsidized housing for low-income seniors  
920 North Monroe Street  
Wilmington, DE 19801-1337  
(302) 654-5407 • TDD (302) 428-0801

## Sacred Heart Village II Inc.

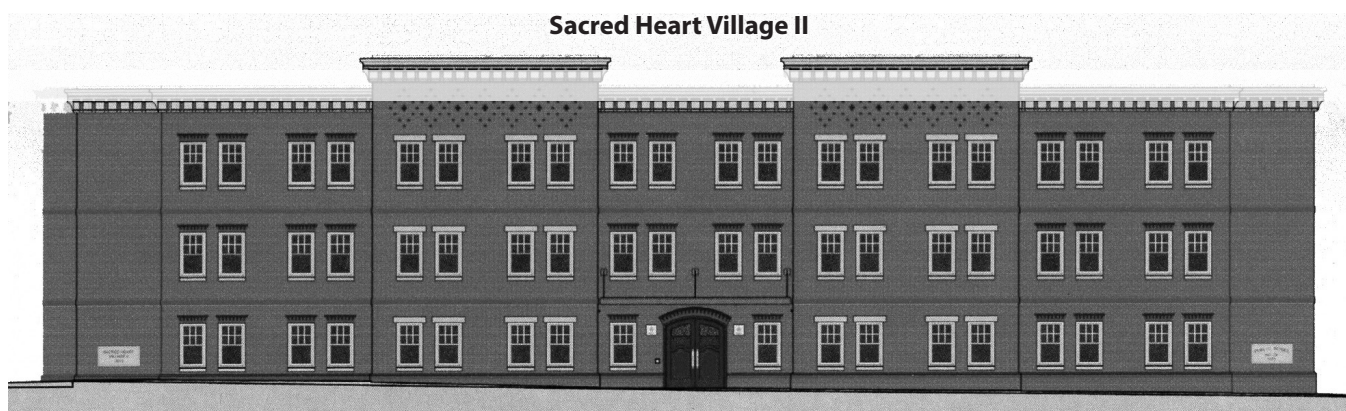
Subsidized housing for low-income seniors  
625 East 10th Street  
Wilmington, DE 19801-4039  
(302) 300-3771 • TDD (302) 428-0801

## Village of St. John Inc.

Subsidized housing for seniors of low- to moderate-income  
2020 North Tatnall Street  
Wilmington, DE 19802-4821  
(302) 467-1021 • TDD (302) 421-9852

## Sacred Heart Housing Inc.

Developing affordable housing  
115 East 14th Street  
Wilmington, DE 19801-3209  
(302) 652-5523 • Fax (302) 652-1919



Sacred Heart Village II

# DEDICATION

This report is dedicated to two very special ministry employees: Louisa Teoli, the ministry's longest-serving employee and Personal Assistant to the Executive Director, and Francis X. Norton Center Fitness Trainer Michelle Glazier.

In February 2020, Founder and Executive Director Brother Ronald Giannone, OFM Cap., announced that Louisa needed a kidney transplant, and would be starting the highly involved matching process of which 3,000+ people join the waiting list each month, according to the National Kidney Foundation. Of the 100,000+ waiting, fewer than a fourth get kidneys each year, typically after waiting for 3 ½ years.

Among those touched by the appeal for a donor, published in the ministry's staff newsletter, was Michelle Glazier. A little while later, Michelle asked for the phone number potential donors could call. In a truly serendipitous turn of events, Michelle was determined to be a compatible cross-match for Louisa's kidney exchange transplant. "I made that phone call and never looked back," Michelle told Louisa.

On October 19, 2020, the two ministry employees completed a successful transplant surgery at ChristianaCare. Louisa, overwhelmed with gratitude for her wait's relative shortness, the prayers from Brother Ronald and others and, of course, Michelle's selflessness said, "Giving someone back their life is incredible."

We are inspired by Louisa and Michelle's dedication and selflessness, both in their work at the ministry and throughout their transplant process. We are grateful for their involvement in the ministry and wish them continued strength in their recovery.



Kidney donor Michelle Glazier, left, and recipient Louisa Teoli visit before their kidney transplant surgery in October. We thank ministry supporter Brad Glazier, Michelle's husband, for this picture and his professional photography for the Gift of Life Program that led to the couple's longtime support of organ donation.



The February 10 issue of the ministry's staff newsletter, at left, announced Personal Assistant to the Executive Director Louisa Teoli's need for a kidney transplant. Though the donor-matching process can take more than 3 ½ years, the issue inspired Francis X. Norton Center Fitness Trainer Michelle Glazier to complete cross-match testing. After the results came back as compatible, the transplant was completed in October.



# LEADERSHIP & ENERGY

## BOARD OF DIRECTORS

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**Michael Rickert**

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**Alonzo Wells**

### HONORARY MEMBERS

**Bernadette D. Buccini**

**Julie P. Cawley (deceased June 2020)**

**The Honorable Louis Freeh**

**Jack Krol**

**Carmela Randall**

**Gordon B. Sanders**

## GUILD EXECUTIVE COMMITTEE

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**Mary Ann Wozniak**

## SOMBER SITUATION

Before COVID-19 hit, more than one of every 10 Delawareans was living in poverty.

Our 11.3 percent poverty rate, sadly, already was exceeding the nation's 10.5 percent average based on federal poverty thresholds of \$16,521 for two-person households, \$26,172 for four and \$35,129 for six – amid a profound and persistent shortage of affordable housing.

With just 37 affordable homes available for every 100 extremely low-income renter households, most poor families were spending more than half their income on housing alone.

Delaware's poverty is deepest in minority-majority Wilmington, and studies show the U.S. median income for households of color lags at half the median income of white households.

Overall, one of every eight Delawareans was struggling with hunger, Feeding America

## MEETING THE CHALLENGE

Our Emmanuel Dining Room immediately shifted to takeout meals when pandemic precautions banned group gatherings.

We required masks and full personal protection equipment, enacting strict new sanitation procedures when only our essential personnel were permitted on Delaware's roads and highways, also suspending many programs to protect our staff, volunteers and all we serve.

Residents of our housing programs endured guest restrictions and loss of activities.

All fundraisers were canceled in an abundance of caution, as our new costs – from hand sanitizer to takeout food packaging – skyrocketed.

Still, Brother Ronald said, we would not abandon the poor now or ever.

Our staff, volunteers, donors and community responded with profound love and generosity that allowed the ministry to continue serving the poor, including the newly unemployed.

We thank God for all who helped us meet 2020's uncertainty and unprecedented



*International Night Dinners, fundraising since 1983 to feed the poor, were suspended along with other fundraisers, including our signature event, the Emmanuel Dining Room Auction.*

reported pre-pandemic, and that rose to one of every five among children.

In that bleak context, pandemic restrictions suddenly put tens of thousands of Delawareans out of work, creating a harsh, life-changing challenge for them as well as the ministry.



*With strict COVID-19 precautions, Sacred Heart Village I, shown here, and other ministry housing avoided widespread coronavirus outbreaks that plagued similar sites nationwide.*

challenges, with deepest gratitude for our dedicated frontline staff heroes.

At Emmanuel Dining Room West, a first-time guest said through tears that he'd always sent the ministry checks but now – jobless for the first time and run out of money – he thanked us for being here to feed him.





## Ministry of Caring

**139 REGULAR STAFF, 27 SUPPORT STAFF**

### REGULAR STAFF

- 90** Full-time
- 23** Part-time
- 3** Resident Managers
- 2** Lutheran Volunteer Corps Members
- 1** House of Joseph Training Program Member
- 3** Contractual Services Staff Members
- 17** Pool Staff

### SUPPORT STAFF

- 7** St. Francis Health Care Staff
- 5** National Able Network Members
- 13** Capuchin Poor Clares
- 2** Permanent Volunteers

## Our courageous 2020 ministry staff

During this unprecedented year, The Ministry of Caring Inc. employed a total of 194 staff members – unduplicated by organizations – who faithfully served the homeless and poor at our many programs and services.

## Mother Teresa House

**2 REGULAR STAFF**

- 1** Resident Manager
- 1** Part-time

## Sacred Heart Oratory

**2 REGULAR STAFF, 4 SUPPORT STAFF**

### REGULAR STAFF

- 2** Contractual services

### SUPPORT STAFF

- 4** Permanent Volunteers

## Sacred Heart Village I

**9 REGULAR STAFF, 1 SUPPORT STAFF**

### REGULAR STAFF

- 9** Full-time

### SUPPORT STAFF

- 2** Pool Staff
- 1** Other

## Sacred Heart Village II

**4 REGULAR STAFF, 2 SUPPORT STAFF**

### REGULAR STAFF

- 4** Full-time

### SUPPORT STAFF

- 1** House of Joseph Training Program Member
- 1** Permanent Volunteer

## Village of St. John

**4 SUPPORT STAFF**

- 4** House of Joseph Training Program Members





# PARTNERS IN COMPASSION

The ministry’s service depends on and is made stronger by our ecumenical partners, all sharing compassion for the poor. Our volunteers, blessedly too numerous to thank by name, also magnify our service with their partnership and commitment. Each of us – and our community as a whole – is strengthened by each other’s love and generosity, as well as the network of caring we create together.

**Capuchin Friars** are an Order of little brothers inspired by ideals of St. Francis of Assisi, living in community and providing support for programs of the Ministry of Caring.

**AmeriCorps** is a federally funded program, founded in 1994, that matches members to work for one year with programs such as the Ministry of Caring in direct service to most-needy clients.

**Capuchin Poor Clares** are an Order of cloistered nuns who came to Wilmington from Mexico in 1986. They support the ministry with their constant prayer and help with a variety of tasks including laundry and meal preparation for shelter residents and assembling of our mailings to supporters.

**Foster Grandparent Program of Delaware** is a federal mentoring program operated by Delaware’s Office of Volunteerism for adults ages 55+ who are dedicated to helping children and serve in our childcare and other programs throughout the ministry.

**Jewish Family Services of Delaware** provides counseling services and case management for our clients on a referral basis.

**Lutheran Volunteer Corps** is a one- or two-year national volunteer service program for young people who want to explore their spirituality and work for social justice – adding a wonderful dimension to the ministry’s services to the poor and homeless.

**Methodist Action Program**, one of the ministry’s oldest partners, makes Old Asbury Methodist Church in Wilmington available, rent-free, to house Emmanuel Dining Room East.

**Ministry of Caring Guild** is a dedicated corps of volunteers who plan and host year-round fundraising events that are crucial to supporting the operation of ministry programs.

**St. Francis Healthcare** partners with the ministry through the St. Clare Medical Outreach program, a medical van serving the uninsured and the House of Joseph II, a permanent residence for people living with advanced stages of HIV/AIDS.

**National Able Network** operates the federal Title V program for employment of low-income seniors, providing staff throughout the ministry.

**Our Emmanuel Dining Room Meal Partners** are a unique, ecumenical group whose members rotate monthly, preparing and serving nutritious breakfast and midday meals to the homeless and poor – no requirements, no questions asked – at Emmanuel Dining Room’s three sites. Their remarkable roster includes nearly 100 generous churches, synagogues, temples, mosques, other faith groups, businesses, clubs, other organizations and groups of friends who together provide essential support and kindness for our dining room guests, whom they welcome with friendliness, dignity and respect that bridges all differences among us.

# HELP FROM HOME

Stay home orders don’t stop ministry supporters



Denny and Lynn Nealon, respectively far left and right, made hundreds of sandwiches for the poor with their children, from left to right, Regan, Denny, Ryan and Kara.



Sean Cunningham, 6, is ready to bake chocolate chip cookies, doing his part at home for a class project to help Emmanuel Dining Room. *(Cunningham Family Photo)*



When ministry supporter Peggy Strine told neighbor Megan McGlinchey she had baked cookies for Emmanuel Dining Room, Megan’s daughter Norah shared the idea at St. Mary Magdalen School and built a team that baked and donated 6,000+ cookies! *(McGlinchey Family Photo)*



# 2020 IN REVIEW: A YEAR LIKE NO OTHER

## JANUARY

The year began normally with all ministry programs operating smoothly with no hint of the changes the approaching COVID-19 pandemic would bring. We received numerous program donations with deep gratitude and welcomed volunteers – young and not-so-young – at Emmanuel Dining Room's three locations and other program sites throughout the ministry.



**DuPont donation**

## FEBRUARY

The ministry's AmeriCorps program – known as the CaringCorps – hosted its first health fair at Sacred Heart Village II, one of the ministry's affordable senior housing sites. A measure of the event's success was attendance by residents of all three of the ministry's senior-housing complexes.

In addition to receiving a free lunch, door prizes and goodie bags, residents who attended the "Health is Wealth Fair 2020" mingled and visited tables where they could ask questions and get information about health resources such as Medicare, the Delaware Quitline for smoking cessation, and the ministry's fitness center at Sacred Heart Village I.

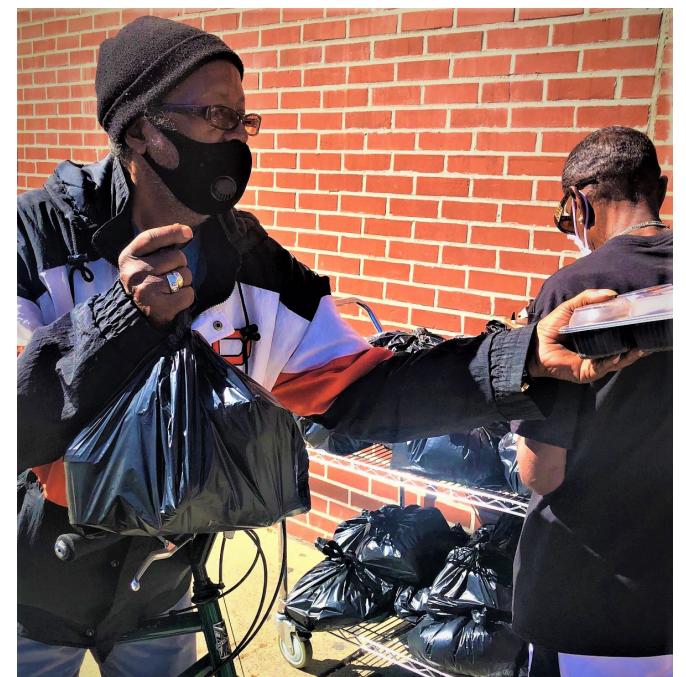


**AmeriCorps health fair**

## MARCH

Emmanuel Dining Room immediately shifted to takeout meals after Delaware Governor John Carney issued a State of Emergency Order with a stay-at-home order and ban on group gatherings. The ministry developed strict pandemic protocols and reduced programs to comply with the order, maintaining Emmanuel Dining Room and senior housing, with vehicle tags issued to limited staff to allow their continued service to the poor as essential personnel. Masked volunteers turned out March 30 at Emmanuel Dining Room West to help unload one of the year's largest – and most appreciated – donations with two truckloads of supplies from fresh vegetables to takeout containers and personal protection equipment.

**Also in March** – On March 2, the ministry's world changed as Brother Ronald was diagnosed with life-threatening bladder cancer. Staff, board members, benefactors and friends rallied to support him at St. Felix Friary and countless appointments at ChristianaCare's Helen F. Graham Cancer Center, the Johns Hopkins Hospital in Baltimore and St. Francis Hospital in Wilmington – all working hard to keep our programs running smoothly in his absence.



**Takeout at Emmanuel Dining Room**



**Meal partners**

## APRIL

Many members of Emmanuel Dining Room's ecumenical meal partnership network shifted from supplying monthly dine-in meals to donation drives and deliveries, such as Westminster Presbyterian Church, shown with Program Director ReeNee LaFate.



## MAY

After being recognized by The News Journal/Delawareonline.com as a “local hero,” ministry supporter Louise Eliason was featured by People magazine on May 4 for organizing a network of 120 helpers from her family, church and neighborhood to make and deliver sandwiches along with other donations added to Emmanuel Dining Room takeout meals. “I was looking for a way to give back,” Louise told The News Journal, “and that was it.”

**Also in May** – In another pandemic adaptation, the annual fundraising sale of Joe Corbi’s frozen pizzas and other goodies shifted to outdoor car-deliveries, raising a record amount of about \$3,000 to cover a variety of expenses at the ministry’s Child Care Center and Guardian Angel Child Care for preschoolers and Il Bambino for babies. Also this month, a special collaboration of meal sponsorship provided work for employees of Harry’s Savoy Grill, one of our top supporters’ closed restaurants, but also delivered delicious dinners to residents of ministry housing on May 20.



**Louise Eliason**



**Joe Corbi’s pizza sale**



**Homemade masks**

## JUNE

The ministry received the gift of 150 handmade masks, crafted by the mother-daughter duo Vicky and Amy Kendall of Middletown. Deputy Director of Development Priscilla Rakestraw welcomed the donated masks, marveling over the craftsmanship and fabrics. “These will mostly go to protect our seniors,” she said. “Aren’t they just beautiful?”

## JULY

Girl Scouts of the Chesapeake Bay, Troop 1093 of Middletown, worked hard to earn 16 cases of Girl Scout Cookies for donation to Emmanuel Dining Room. Boxes were given with takeout meals to our dining room guests who enjoyed the treats full of love and nostalgia.



**Girl Scout Troop 1093**

## AUGUST

Affordable childcare for parents returning to work became a key factor in Delaware’s economic recovery, especially for low-income families. After many months of closure due to COVID-19, the ministry stepped up to reopen Guardian Angel Child Care and the Child Care Center following health & safety standards on August 3.



**Christina Sanchez and her students**

**Also in August** – As Brother Ronald faced surgery for life-threatening bladder cancer, many ministry staff, volunteers and friends attended his Special Mass for the Sick at Sacred Heart Oratory. Catholic Diocese of Wilmington’s Bishop W. Francis Malooly anointed him with the Sacrament of the Sick, and many took a moment before leaving to wave to Brother Ronald at the altar, gesture air-hugs or throw him masked kisses. On August 31, we rejoiced upon receiving this email from Chief of Staff Debbe Philips:



**Special Mass for the Sick**



**Debbe Philips**  
To: MOC-Everyone

Mon 8/31/2020 6:41 PM

Dear Co-workers:

I have been informed that Br. Ronald is now in recovery. His surgery went extremely well. Thanks for your continued prayers!



## SEPTEMBER

Receptionist/Accounting Clerk Sue Harris and her husband Chuck made a special effort to collect more than a dozen gallons of hand sanitizer, refillable small bottles and dozens of washable cotton face masks from a free COVID-19 supply drive by Federal Emergency Management Agency (FEMA) and private donors through New Castle County and Charity Crossing.



**COVID-19 supply drive**

## OCTOBER

Distribution Center Manager Sean Bolton collected and organized hundreds of coats throughout the month in preparation for the Coat Open Houses in November and December. The four open houses, held November 25 and December 1, 29 and 30, were open to anyone in need – no registration required – and demonstrated our value of treating those in need with dignity and respect by giving hundreds of men, women and children the chance to choose their winter coats and accessories.



**Sean Bolton**



**Distribution Center Coat Open House**

## NOVEMBER

For the first time since Emmanuel Dining Room began feeding the hungry in 1979, we provided to-go meals on Thanksgiving instead of our traditional family-style meal. Additionally, more than 600 families – close to 3,000 people – received food at 99.5 Mix WJBR-FM's Turkeython 2020, cosponsored by the ministry with support from the Lantana Square ACME Market in Hockessin. For the first time, families picked up their Turkeython food at Daniel S. Frawley Stadium in Wilmington.



**Turkeython drive-up**

**Also in November** – The ministry held its only fundraiser of the year – and its first ever virtual fundraiser – “Count Me In!” The hour-long event produced by our Communications Department proved a tremendous success.

## DECEMBER

Although we could not gather for our traditional holiday breakfast and team photo, staff members were overjoyed to receive this December 7 holiday message from Brother Ronald, updating his medical condition as cancer-free, praising God for his recovery:



**Brother Ronald Giannone**  
To: MOC-Everyone

Mon 12/07/2020 10:46 AM

My dear Relatives and Friends,

It's been since mid-September that I wrote to you regarding my health. This December marked nine months of a long journey since being diagnosed with bladder cancer, which still is not finished. But I am grateful to Almighty God for His wonder in making me cancer-free. Your prayers and love have sustained me on this journey. I thank and bless you for it!

...

I take this opportunity to wish you, your family and all your loved ones the joy and peace of Christmas. And to my beloved friends, a joyful and Happy Chanukah!

Love and prayers,

*Br. Ronald*



# COURAGE AT THE FRONTLINE

## Ministry of Caring continues vital food & housing programs in a time of crisis

When the pandemic hit, the ministry was forced to close all services except our most basic and vital food and housing programs for the first time in 43 years. In this op-ed published April 10, 2020, by The News Journal/Delawareonline.com, Brother Ronald reminds the city to help our neighbors through a collective crisis full of grief and loss.

### Opinion

DELAWAREONLINE.COM ■ FRIDAY, APRIL 10, 2020 ■ 7A

■ **Mike Feeley**, Executive Editor, mfeeley@delawareonline.com  
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■ For more editorial content, visit [delawareonline.com/opinion](http://delawareonline.com/opinion)

### Honoring our heroes and sharing hope for recovery

**Your Turn**  
Brother Ronald Giannone  
Guest columnist

As we brace for the hardest, most uncertain time of the coronavirus pandemic — already claiming more than 1,000 lives daily in the United States — I storm heaven with prayer, as do so many others here in Delaware, across our country and around the world.

I pray for the devastated families of those who have died, the sick who struggle to survive and the courageous people who risk themselves daily at the front lines of this crisis: our first responders, nurses and doctors, farmers and producers, caregivers, and grocery, supply and delivery personnel.

Their dedication and sacrifice uplift and inspire everyone during our difficult but essential isolation, such as human history has never seen.

I pray for these heroes' continued courage and strength, and for the fortitude and endurance of the newly unemployed along with those whose lives already were burdened by chronic poverty and hunger even before this unprecedented challenge.

In our country, the wealthiest and most powerful in the world, we cannot and must not now forget the poor and hungry, many of whom have no shelter from this terrible storm.

At the Ministry of Caring, where our 19 programs usually provide the homeless and poor with help from job training/placement to dental/medical care to child care, concern for the health and safety of those we help during this coronavirus forced the most difficult decision of our 43 years: closure of all services except our most basic and vital food and housing programs.

We continue to operate our housing programs, affordable senior housing sites and Emmanuel Dining Room, where, at three locations, as many as 500 men, women and children were served in restaurant style. We replaced this service to meet the needs of today with takeout meals at breakfast and noonday.

I thank God for our incredibly dedicated staff and volunteers who are sacrificing deeply to keep feeding and housing the neediest among us.

We are feeding more people than last year, and we're housing 325 people per night from infants to seniors in their 90s.

Our gratitude is beyond words for supporters who have come forward to help us in a financial struggle we have never known, including cancellation of our Emmanuel Dining Room Auction, planned for this month, which was expected to raise a third of its annual operating budget.

Our budget is now crushed by buying takeout supplies for more than 500 daily meals and disposable scrubs, gloves, masks and head covers for our own front-line heroes distributing meals. We also must supply masks and gloves to protect our senior residents.

Although we are challenged for financial support and other donations, we are committed to carry on — especially as we see more of the newly unemployed people and, especially, more children in need of food at the Emmanuel Dining Room — and continue to reach out for support so we can continue serving the most vulnerable among us as we have since 1977, with kindness and respect that lifts spirits and renews hope.

These are deeply sad days for us all as we grieve the deaths of so many from a sickness we have never known and quickly have grown to fear.

There was similar loss, grief and fear

a century ago for our parents and grandparents in the influenza pandemic, estimated to have taken 500 million lives around the world.

As we face this new coronavirus storm, we do not know when the crisis will end or how many lives will be lost.

We must not despair but persist in our efforts with God's grace to keep ourselves, our families, friends and neighbors safe from infection. We must observe the necessary precautions and, despite our isolation, remain both hopeful — and helpful.

Our suffering reminds us to help our neighbors, who may be enduring greater pain and need than our own.

We need to continue our support of neighbors who live in poverty and hunger and suffer silently. I ask God to comfort those enduring the loss of loved ones and know that, surely, He will bless the kind, generous people who remember the most vulnerable, the homeless and poor, during this catastrophe.

And may He hold our heroes in the palm of His hand.

Brother Ronald Giannone is a Capuchin friar and founder/executive director of the Wilmington-based Ministry of Caring. To help, go to [www.ministryofcaring.org](http://www.ministryofcaring.org).

# THROUGH THE YEARS

## Growing in service to the poor

- **1976** – Brother Ronald arrives in Delaware to work at Capuchin retreat
- **1977** – With retreat director's blessing, Giannone follows calling to serve the poor & opens Mary Mother of Hope House as region's first shelter for homeless women
- **1978** – Ministry buys & renovates burned unit by Mary Mother of Hope House, doubling capacity
- **1979** – Travelers Aid asks ministry to fight hunger crisis; ministry starts weekly Emmanuel Dining Room
- **1980** – Dining room grows to five weekdays at Old Asbury Church
- **1981** – Ministry converts fire hall into Emmanuel Dining Room West & Mary Mother of Hope House II; starts weekday meals
- **1982** – Meals become daily; Old Asbury renamed Emmanuel Dining Room East; first Emmanuel Dining Room Auction starts tradition
- **1983** – Mary Mother of Hope House II family shelter opens; meals top 100,000 annually; Guild starts International Night dinners
- **1984** – Ministry starts breakfast program
- **1985** – House of Joseph I shelter opens for employable homeless men; DuPont Co. gives site for Job Placement Center
- **1986** – State asks ministry to add third dining room; Capuchin Poor Clares arrive from Mexico
- **1987** – Emmanuel Dining Room South opens at state service center
- **1988** – New Mary Mother of Hope House III doubles housing capacity
- **1989** – Distribution Center opens; supporters start Ministry of Caring Guild



Sister Mary Cordula Brand, OSF, proposed the ministry's conversion of this vacant fire hall to house Emmanuel Dining Room West at ground level and Mary Mother of Hope House II upstairs.



- **1990** – Job Placement Center gets larger site; ministry buys large building for Child Care Center
- **1991** – Ministry & St. Francis Hospital partner to start medical outreach van
- **1992** – Child Care Center opens; Distribution Center gets new building; medical van starts on ministry's 15th anniversary
- **1993** – Ministry buys 103-107 North Jackson Street for eight units of transitional housing; HUD awards ministry five-year grant of \$940,245 for transitional housing
- **1994** – Emmanuel Dining Room reaches 2 million meal milestones; AmeriCorps joins ministry
- **1995** – Ministry opens Pierre Toussaint Dental Office for the poor
- **1997** – House of Joseph II opens as state's only residence for the homeless living with HIV/AIDS
- **1998** – Guardian Angel Child Care opens; ministry develops transitional housing, starts Sacred Heart Housing Inc. to develop affordable senior housing
- **1999** – Sacred Heart Village construction, ministry's largest project, begins at former church complex
- **2000** – Ministry opens Sacred Heart Village as first affordable housing site for income-eligible seniors
- **2001** – Sacred Heart Village opens with 77 units for very low-income seniors
- **2002** – Ministry marks 25 years; dining rooms top 3 million meals; Bethany House opens for women with special needs; Francis X. Norton Center opens for seniors & community
- **2003** – Il Bambino opens to care for infants of homeless & low-income parents
- **2004** – Ministry honors Methodist Action Program, giving rent-free dining room site for 25 years; funding cuts to services for the poor hit ministry hard during nationwide decline in charity giving



*House of Joseph II opened as the state's only home for people living with HIV/AIDS.*

- **2005** – Pierre Toussaint Dental Office tops 2,000 appointments providing care to low-income patients
- **2006** – Sacred Heart Transitional Residence opens for women
- **2007** – Maria Lorenza Longo House opens long-term women's housing; ministry 30th anniversary event raises \$1+ million
- **2008** – TV's "Extreme Makeover" builds house for past shelter resident, donates tons of supplies
- **2010** – Padre Pio House opens for men with special needs; Sacred Heart Village I adds fitness center
- **2011** – Mother Teresa House starts housing men & women living with HIV/AIDS
- **2013** – Ministry's Facebook page reaches 300 "Likes"
- **2014** – Ground is broken for Sacred Heart Village II for very low-income seniors
- **2015** – Ministry announces senior housing plan at closed Cathedral Church of St. John
- **2016** – Scattered administration offices consolidate in donated/renovated former convent
- **2017** – Sacred Heart Village II opens with 26 units for very low-income seniors; all three childcare sites earn state's top five-star rating; ministry marks 40th anniversary with major fundraiser & publication of its book, "40 Years of Hope & Charity"
- **2018** – Ministry's largest project, Village of St. John, starts to convert historic church site into senior housing; ministry starts Samaritan Housing as alternative to state hotel vouchers
- **2019** – Village of St. John opens; ministry celebrates Emmanuel Dining Room's 40th anniversary
- **2020** – Covid-19 hits; Emmanuel Dining Room shifts to takeout; ministry has first virtual fundraiser



*After substantial renovation, Bethany House became permanent housing for women with special needs.*



STATEMENT OF FINANCIAL POSITION

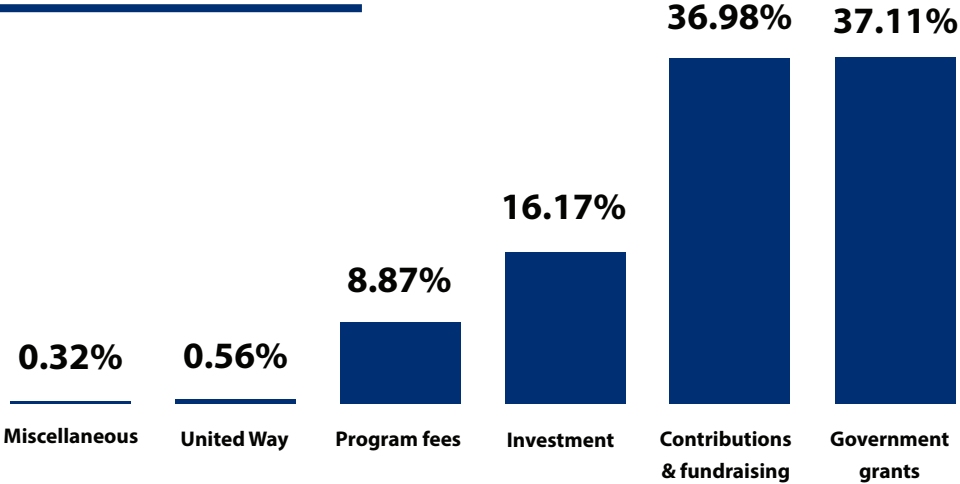
	2019	2020
ASSETS		
Cash & cash equivalents	\$ 2,248,067	\$ 3,639,223
Cash & cash equivalents, restricted for investment in capital	1,858,556	2,353,201
Grants receivable	873,742	1,145,317
Program fees receivable	86,858	58,645
Promises to give, net	544,402	425,248
Prepaid expenses & other assets	147,440	165,935
Developer fee receivable	855,753	703,423
Due from affiliated organizations	1,338,025	1,618,079
Mortgage escrow accounts	413,786	436,461
Qualified affordable housing project escrow	184,765	207,576
Investments	13,215,951	14,443,727
Investment in qualified affordable housing project	5,881,833	5,881,769
Property & equipment, net	15,788,440	15,295,792
Beneficial interests in charitable trusts	1,222,950	1,303,051
TOTAL ASSETS	\$ 44,660,568	\$ 47,677,447
LIABILITIES		
Accounts payable	225,777	393,951
Accrued expenses	201,815	233,488
Security & other deposits	39,899	40,080
Development fee payable	427,877	277,430
Due to affiliated organizations	69,859	35,785
Conditional grant, Paycheck Protection Program loan	0	1,023,562
Conditional grant, other	0	800,000
Line of credit	1,210,325	1,225,537
Note payable	0	15,999
Mortgage payable, bank	367,302	319,959
Mortgages payable, Delaware State Housing Authority	944,446	944,446
TOTAL LIABILITIES	\$ 3,487,300	\$ 5,310,237
NET ASSETS		
Without donor restrictions	36,066,412	36,997,477
With donor restrictions	5,106,856	5,369,733
TOTAL NET ASSETS	\$ 41,173,268	\$ 42,367,210
TOTAL LIABILITIES AND NET ASSETS	\$ 44,660,568	\$ 47,677,447

This summary reflects the financial position of the Ministry of Caring as of December 31, 2020, but is not a complete financial statement. Copies of the IRS Form 990 and complete financial statement audited by Belfint, Lyons & Shuman, PA, are available online.

SCHEDULE OF ACTIVITIES

	Operating revenue	Investment income	Capital support /other	Total income	Total expenses	Net revenue
Administration	\$ 2,012,893	\$ 730,686	\$ 301,207	\$ 3,044,786	\$ 3,737,072	\$ (692,286)
Emmanuel Dining Room	1,476,045	66,187	0	1,542,232	1,081,252	460,980
Mary Mother of Hope House II & III	612,513	9,059	0	621,572	368,726	252,846
Mary Mother of Hope House I	354,281	33,736	0	388,017	395,032	(7,015)
House of Joseph I	237,733	5,341	0	243,074	219,167	23,907
Job Placement Center	320,973	33,939	0	354,912	608,729	(253,817)
Mary Mother of Hope Transitional Residence	77,011	6,727	0	83,738	73,458	10,280
Child Care Fund	917,079	851,468	0	1,768,547	1,105,007	663,540
St. Francis Transitional Residence	216,236	20,045	0	236,281	197,417	38,864
House of Joseph II	1,128,844	28,834	0	1,157,678	1,187,520	(29,842)
Samaritan Outreach	57,953	0	0	57,953	37,694	20,259
Pierre Toussaint Dental Office	99,954	13,555	0	113,509	100,323	13,186
House of Joseph Transitional Residence	0	0	0	0	(2,606)	2,606
Nazareth House Transitional Residence	147,455	913	0	148,368	316,483	(168,115)
Ministry of Caring Guild	430,659	0	0	430,659	33,891	396,768
Bethany House Transitional Residence	129,250	0	0	129,250	64,100	65,150
Sacred Heart Residence	112	0	0	112	(54,507)	54,619
Francis X. Norton Center	55,450	0	0	55,450	52,920	2,530
Maria Lorenza Longo House	23,483	0	0	23,483	25,730	(2,247)
Padre Pio House	6,791	0	0	6,791	27,091	(20,300)
House of Joseph Holistic Housing	105,839	0	0	105,839	(31,115)	136,954
Rapid Rehousing	313,824	0	0	313,824	334,355	(20,531)
Samaritan Holistic Housing	199,962	0	0	199,962	60,140	139,822
House of Joseph Training Program	110,790	0	0	110,790	1,977	108,813
Subtotal	\$ 9,035,130	\$ 1,800,490	\$ 301,207	\$ 11,136,827	\$ 9,939,856	\$ 1,196,971

FUNDING SOURCES AS PERCENTAGE OF TOTAL INCOME





# THE MINISTRY OF CARING INC.



## SERVING THE POOR SINCE 1977

115 East 14th Street, Wilmington, DE 19801-3209  
(302) 652-5523  
ministryofcaring.org

### **Andrisani Building**

Counseling services  
1803 West Sixth Street  
Wilmington, DE 19805-3005  
(302) 428-3702

### **Bethany House I**

For women with special needs  
601 North Jackson Street  
Wilmington, DE 19805-3241  
(302) 656-8391

### **Bethany House II**

For women with special needs  
615 North Jackson Street  
Wilmington, DE 19805-3241  
(302) 656-8391

### **Child Care Center**

Early learning center for children  
of poor & homeless parents  
221 North Jackson Street  
Wilmington, DE 19805-3649  
(302) 652-8992 • Fax (302) 652-8945

### **Distribution Center**

Supplies, furniture & clothing  
1410 North Claymont Street  
Wilmington, DE 19802-5227  
(302) 652-0969 • Fax (302) 594-9478

### **Emmanuel Dining Room East**

Feeding the hungry  
226 North Walnut Street  
Wilmington, DE 19801-3934  
(302) 652-2577

### **Emmanuel Dining Room South**

Feeding the hungry  
500 Rogers Road  
New Castle, DE 19720-1398  
(302) 577-2951

### **Emmanuel Dining Room West**

Feeding the hungry  
121 North Jackson Street  
Wilmington, DE 19805-3670  
(302) 652-3228 • Fax (302) 652-2576

### **Francis X. Norton Center**

Multi-purpose facility  
917 North Madison Street  
Wilmington, DE 19801-1497  
(302) 594-9455 • Fax (302) 428-3655

### **Guardian Angel Child Care**

Early learning center  
for children of working parents  
1000 Wilson Street  
Wilmington, DE 19801-3432  
(302) 428-3620 • Fax (302) 428-3622

### **House of Joseph I**

Emergency shelter for men  
1328 West Third Street  
Wilmington, DE 19805-3662  
(302) 652-0904 • Fax (302) 594-9472

### **House of Joseph II**

Residence for men & women  
living with HIV/AIDS  
9 West 18th Street  
Wilmington, DE 19802-4833  
(302) 594-9473 • Fax (302) 594-9494

### **House of Joseph Transitional Residence**

For employable men & women  
704 West Street  
Wilmington, DE 19801-1524

### **Il Bambino**

Infant care for children of working parents  
903 North Madison Street  
Wilmington, DE 19801-1439  
(302) 594-9449 • Fax (302) 594-9450

### **Job Placement Center**

Employment service for the disadvantaged  
1100 Lancaster Avenue  
Wilmington, DE 19805-4009  
(302) 652-5522 • Fax (302) 594-9434

### **Margaret Nusbaum House**

Permanent housing for women  
207 South Van Buren Street  
Wilmington, DE 19805-4020

### **Maria Lorenza Longo House**

Permanent supportive housing for women  
822 Jefferson Street  
Wilmington, DE 19801-1432  
(302) 652-1758 • Fax (302) 652-1759

### **Mary Mother of Hope House I**

Emergency shelter for women  
1103 West Eighth Street  
Wilmington, DE 19806-4605  
(302) 652-8532 • Fax (302) 594-9434

### **Mary Mother of Hope House II**

Emergency shelter for women with children  
121 North Jackson Street  
Wilmington, DE 19805-3670  
(302) 652-1935 • Fax (302) 594-9475

### **Mary Mother of Hope House III**

Emergency shelter for women with children  
515 North Broom Street  
Wilmington, DE 19805-3114  
(302) 652-0970 • Fax (302) 594-9496

### **Mary Mother of Hope Permanent Residence**

For women  
818 Jefferson Street  
Wilmington, DE 19801-1432

### **Nazareth Holistic Housing**

For couples or families  
898 Linden Street  
Wilmington, DE 19805-4423  
106 North Broom Street  
Wilmington, DE 19805-4241

### **Padre Pio House**

Permanent housing for men with special needs  
213 North Jackson Street  
Wilmington, DE 19805-3649  
(302) 658-6123

### **Pierre Toussaint Dental Office**

Dental service for the poor  
830 Spruce Street  
Wilmington, DE 19801-4205  
(302) 652-8947 • Fax (302) 652-8994

### **Samaritan Outreach**

Assistance for the unsheltered homeless  
1410 North Claymont Street  
Wilmington, DE 19802-5227  
(302) 594-9476 • Fax (302) 594-9478

### **St. Francis Holistic Housing**

For women with children  
103-107 North Jackson Street  
Wilmington, DE 19805-3648  
830 Spruce Street  
Wilmington, DE 19801-4205