

# Working TOGETHER to STRENGTHEN Community Families

Giving back, paying it forward, doing the right thing, the golden rule... it's about helping each other and advocating for those who don't have a voice.

Ed and Diane Denning will tell you that they believe in the Rochester community and chose to raise their family here. "I believe we all have an obligation to contribute what we can to help the community thrive," says Ed. "When the community thrives we all benefit." While balancing Ed's career as a Financial Planner with Sagemark Consulting and raising four young children, the Dennings make time to give back. "We feel very fortunate and blessed to have the life we do," says Diane. "Giving back to the community we believe in feels good." Ed and Diane chose to focus their energies on two organizations that resonate strongly with them. For Ed, that is Catholic Family Center. Since 2002, he has been a member of the Board of Directors and currently sits on the Fundraising and Marketing Committee, a subcommittee of the Board. He is also a member of the Board of the Rochester Businessman's Charitable Organization (RBC) whose annual golf tournament has raised more than \$1 million dollars to support the work of local health and human services providers, including Catholic Family Center. For Diane, who has a Ph.D. in Counseling with advanced training in Marriage and Family Therapy, the U of R's Institute for the Family is her primary focus. She has worked with them for nearly two years and currently chairs their Campaign Committee. How do they do it all? Both will say they depend on the support of the other. "We help each other," says Diane. "We know that the organizations we support are focused on making the community better for all."



www.cfcrochester.org

Graphic design provided by Betsy Martin. Photography provided pro-bono by Ken Riemer Productions.



*"I choose to rise up out of the storm and see that in moments of desperation, fear & helplessness, each of us can be a rainbow of hope, doing what we can to extend ourselves in kindness to one another. And I know for sure there is no them... there is only us."*

– Oprah Winfrey



Fact: The average homeless person served by Catholic Family Center is a 5 year-old boy.



## TASTY TREATS Lighten Trauma of Homelessness for children

VOLUNTEER KIMBERLY WOOD SHARES  
BAKING TALENT WITH RESIDENTS OF  
WOMEN'S PLACE & SANCTUARY HOUSE

Kim Wood took cake decorating classes with her mother several years ago for fun. Wanting to donate special cakes or cupcakes to local charities, she did her research and chose to share her time and talent with Catholic Family Center. "I feel very strongly about women's issues and helping women to be stronger," says Kim. "Knowing how tough it must be for their children as well, it's fun to make things for them and their children. For my Halloween cupcakes, I specifically thought of young boys when I made the eyeball cupcakes! Most of the time, when I drop off the treats, at least one of the residents (mother or child) stops me to look at what I have. They always get very excited... EVERYONE needs a little lift in their life and it is so gratifying to see it in others."

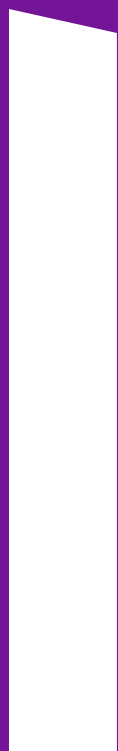
# From Being HELPED to HELPING

When a fire destroyed her home on Clifford Ave. back in 2006, Lillie Graham turned to Community Resource Services (CRS) – CFC’s emergency services center. “They gave me clothing, food, and pots and pans,” says Lillie. “It was a blessing to me.” In December of 2008 when Lillie was in need of clothing, knowing CRS was close by in her neighborhood, she visited the center’s clothing cupboard. She saw that the clothes needed some straightening and offered to help. Lillie took charge that day and hasn’t missed a day since! “Rain, sleet, snow...nothing keeps me away. I love this place and all the people here. This is my work now and I’d rather spend my time helping others.” From client to volunteer...Lillie brings a unique perspective on serving those less fortunate. “God won’t let you suffer for nothing. And why would I want to sit around when I can help somebody else?” Wise words from a caring woman doing good work.



## A HAND UP, *not a* HAND OUT

Shawn and Tonia Long would want you to know that the two low-interest loans they received from CFC’s Wheels for Work Program, one in 2002 and the other in 2006, were not a hand out. They were a blessing that enabled Shawn to maintain employment and Tonia to safely transport their children to doctors’ appointments, educational activities, etc. According to Shawn, “Before we received the first loan, we were borrowing a car and were in pretty dire straits. Safe, reliable transportation is so important and a big plus when you’re working and raising a family.” Family comes first and always for Shawn and Tonia. Bringing up 11 children on one income is a challenge, but they embrace it and do what is necessary to make it work. “The Wheels loans came with payments that were reasonable, so paying them back was doable for us,” says Shawn. “We’re so grateful for the Wheels for Work program and all the good people at CFC who worked with us.”





## Annual Report 2008

# Mission Statement

Rooted in love, justice and trust, a respect for the dignity of life and a spirit of hope, Catholic Family Center partners with people – especially the vulnerable and those facing poverty – to help them achieve their full human potential.

# Vision Statement

Catholic Family Center's passion, superior outcomes and persistent advocacy for people in need – especially the vulnerable and those facing poverty – inspires the investment and confidence of clients, funders, donors and faith communities and influences community decisions.

*together...whole solutions*

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Dear Friends,

“We are confronted by the fierce urgency of **now**.” These words were spoken by Rev. Dr. Martin Luther King Jr. in a speech he gave in April of 1967 during times that were then trying the soul of our country. The words were no less relevant in 2008. Our community was confronted by a very troubled economy leading to jobs lost, increased crime and family violence, substance abuse, and homelessness. The trend continues today. The bottom line is this...more and more people are being made vulnerable and are slipping into poverty.

It is important to note:

- Almost half of all those living in poverty are white and over 7 million in the US are living in rural areas. However, African American and Hispanics are much more likely to live in poverty. Extreme poverty is concentrated in the urban core of major cities. That fact holds true here in the Rochester community.
- Over half of US families living in poverty have one family member working full time, but not making a living wage.
- An individual working fulltime making minimum wage only earns \$14,872 per year.

How do families live on that?? They come to Catholic Family Center (CFC) at the end of the month for food, donations of clothing, vouchers to pick up prescriptions, money to pay the heat and electricity. **Now**...more and more, we’re seeing families who’ve never had to ask for help coming to us for the basics of daily life. At our emergency services office we’ve seen:

- a 75% increase in families seeking help with clothing;
- an 80% increase in families seeking help with food because they can’t make ends meet between monthly food stamp allotments or what they can afford from their salaries;
- and we’ve seen a 100% increase in phone calls for assistance with heating bills and rent.

**Now** more than ever, we must ensure that programs that support families can continue. Programs such as job training, employment, skill building, child care subsidies



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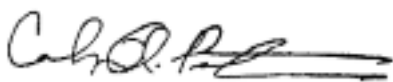
and programs that empower people to move out of poverty and reach their full human potential so that they can contribute to our society.

At CFC, we have seen the results of preventing more costly responses to families' and individuals' urgent needs. For example:

- Eviction prevention programs save the costs of homeless facilities. In CFC's homeless shelters the cost is \$1,200 per person per month and we are frequently over capacity in all shelters. An eviction avoided keeps a family from homelessness and a burden is lifted from taxpayers.
- Programs that support offenders to re-enter and stabilize in their communities save money by reducing re-offending and re-incarceration at a cost for incarceration alone at \$37,000 per year. Not to mention costs of the legal system.
- Maintaining our elders at home through programs like CFC's Expanded In Home Services to the Elderly (EISEP) save taxpayer dollars. The estimated annual costs of an EISEP participant is \$1242 for case management and \$3328 for the in-home aide service (4 hours a week). It costs under \$5,000 for EISEP to sustain an older adult in their own home for an entire year, versus the \$108,000 typical annual cost of a nursing home. It is over 21 times more expensive to provide services in an institution!

**Now**....government funding sources are strained as the economy struggles. As more and more people lose their jobs or must work at jobs that don't pay a living wage, this troubling trend continues to grow. At CFC, we're committed to working together with all community stakeholders to find real solutions to the problems that plague our poorest and most vulnerable citizens. Working together – business leaders, faith communities, human service providers and government – we can rise up out of this storm, fight poverty, and help all people, especially the vulnerable, achieve their full human potential.

We truly are all in this together.



# Service Excellence in 2008



## AGING & ADULT SERVICES

- FLAGS (Financial, Legal and Adult Guardianship Services) developed a method for analyzing the budgets of more than 1000 financial management clients and filing IT-214 forms for eligible individuals. Clients received approximately \$25,000 in NYS rebates. At the same time, we applied for the one-time \$300 federal 2008 stimulus payments, resulting in over \$125,000 for our clients.
- As a result of a grant from the Greater Rochester Health Foundation, TRansportation ACcess for Older Adults (TRAC) began - a collaboration with Medical Motors as the lead, an Eldersource mobility specialist coordinating trips provided by STAR and other transportation providers throughout the community. Monroe County Office for the Aging has partnered with us in the development of this exciting new pilot.
- The Kinship Care Resource Network (KCRN) received the Catholic Charities USA Strengthening Families Award. Supported by the Annie E. Casey Foundation, this award recognizes exceptional programs in the Catholic Charities network that take a holistic approach to providing services to support healthy family relationships, improve the overall financial situation of client families, and enhance their communities.

## CHILDREN, YOUTH & FAMILY SERVICES

- CYF was asked to, and did, develop an intensive, evidenced based, clinical therapeutic foster care program by Monroe County DHS and in collaboration with Monroe County Department of Human Services.
- Preventive Services served a total of 430 families and 1,181 children. Preventive Services provides home based counseling for families whose children have been determined to be at risk of abuse, neglect or out of home placement. 97% of the families served by Preventive Services remained together.
- CYF expanded the Early Intervention program by adding a seventh ongoing service coordinator. CFC's Early Intervention program provides ongoing service coordination for families with children up to age 3 who have a developmental disability.

## EAP OF ROCHESTER & COUNSELING SERVICES

- EAP - Upgraded 75% of EAP Contracts to include the Personal Advantage Work Life Program. This expanded services to clients and their families and allowed for increased revenue to the EAP.
- EAP ended 2008 with a substantial surplus, providing CFC with unrestricted funds to support other programs.
- CFC Counseling Services expanded the community collaboration through Army Strong and Army One Source-Ceridian to provide counseling to returning Vets and their families.

## HOMELESS & HOUSING SERVICES

- The Eviction Prevention program was awarded a grant through the HIP SHIP program to assist individuals and families at risk for homelessness or who are about to become homeless through eviction to either relocate to a decent property or stop the eviction process. The grant also allows for the development of a stabilization and/or prevention plan to help clients avoid similar situations in the future.
- H & H was selected by Monroe County as one of the alternative sites for clients to apply for heat assistance in 2008. This program is seasonal and runs from November to May.
- H & H was awarded a grant through HUD to fund 14 additional apartment units at Lafayette Housing. The award is for \$395,316 over a three year period.

## MENTAL HEALTH

- Mental Health saw 82% of its clients rate the services they received here as Excellent or Very Good and a total of 100% as Excellent, Very Good or Good. 80% indicated that their situation had gotten better and 98% said they would return if they felt it necessary while 97% said they would recommend counseling services to a co-worker, friend or family member.
- 2008 saw the first full year of our Co-Occurring Disorders program, the most integrated such program in the region.
- Mental Health participated in a Rapid Cycle Process Improvement initiative which helped to expedite the billing process in the clinic. This and other changes resulted in a more comprehensive billing process and cut the processing time by 7-10 days.

## OFFICE OF SOCIAL POLICY

- Educated Monroe County parishes on Climate Change issue and collected 4,306 signatures addressing the reduction of Green House Gases in the Northeast. The petitions were presented to New York legislators in Albany.
- Led discussions on Faithful Citizenship throughout the diocese and collaborated with the Rochester Voter Alliance to register 5,485 voters. Reminder phone calls to vote were made the week before the election.
- Facilitated the visit of 52 CFC clients, staff, and parishioners to meet legislators in Albany to address issues of concern as part the New York State Catholic Conference Albany Forum.

## REENTRY

- The program opened 60-bed Orleans Reentry Unit in Albion.
- The program opened the Reentry One-Stop Office at 80 West Main Street.
- The program obtained two grants form the US Attorneys' and RIT to staff the Rochester Safe and Sound Initiative for gang-related youth.

## REFUGEE, EMPLOYMENT & LOAN SERVICES

- Refugee Resettlement successfully resettled over 600 Refugees to the Rochester area from all over the world. Welcomed new populations of Burmese, Bhutanese, Iraqi and Great Lakes Region African refugees.
- Despite the tough economy, Employment Services placed over 250 individuals in jobs over the course of 2008.
- Loan Services provided over 80 used-car loans to low-income working families – helping them keep jobs and reduce their reliance on public assistance. They also provided Financial Education workshops to over 600 individuals!

## RESTART OUTPATIENT TREATMENT

- 96% of clients completing involvement with Networks case management successfully transitioned to employment, school or job training, or successfully obtained disability benefits to support their longer term recovery.
- Restart's Outpatient clinic successfully engaged 95% of the family members of our clients to support their long term recovery.
- 109 clients participated in our newly integrated mental health and chemical dependency treatment at Troup Street in 2008, improving access to care and assuring that both problems receive the attention needed throughout treatment.

## RESTART RESIDENTIAL PROGRAMS

- Liberty Manor and Freedom House were awarded three year licenses by the New York State Office of Alcoholism and Substance Abuse Services. They join Hannick Hall, that was awarded a three year license in 2007, in having significant compliance in the site review process.
- CD Prevention served 286 students in 2008. Of these, 95% had a decrease in at risk behavior as measured by the Risk and Protection Outcome Survey.
- Healthy Sisters' Soup and Bean Works employed 32 women, sold \$150,982 of products to support operations and exceeded both output and outcome objective targets for the year.

## With Special Gratitude to the Following Who are Part of the Heart of Our Family Society

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St. John Fisher College  
St. John of Rochester Church Christian  
Service Committee  
St. Vincent DePaul of Churchville  
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Mr. and Mrs. Donald Schummer  
Mr. and Mrs. Robert N. Seidel  
Mr. Scott Singer  
Mr. and Mrs. Brad Smith  
Mr. Ronald Stacy and Ms. Nancy DeRycke  
Mr. and Mrs. Dennis Syracuse  
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Mr. and Mrs. Michael T. Tomaino  
The Top Deal – aka Holiday Inn Express  
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Ms. Jane L. Tschiderer  
Underberg & Kessler  
UNUM Provident  
Mr. and Mrs. Mario Urso  
Visiting Nurse Service  
Ms. Massie Washington  
Mr. and Mrs. W. James Whelan  
Mr. and Mrs. Philip J. Wiegand  
Mr. and Mrs. Keith G. Williams  
Wilmac Company  
Wilmorite, Inc.  
Winton Distillery Corp.  
Mr. and Mrs. Claude Wright  
Ms. Regina Wright  
Xerographic Solutions  
Mr. and Mrs. James E. Zimmerman

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Anonymous  
Ambiance  
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Mr. & Mrs. James M. Anderson

Mr. Steve Anderson  
Dr. and Mrs. Richard Andolina  
Ms. Rebecca Aquayo  
Dr. and Mrs. Charles Avallone  
Mr. David Ball  
Ms. Mary Ann Barletta  
Ms. Jenny Barone  
Ms. Ruth Barone  
Mr. and Mrs. George Basil  
Mr. James F. Baum  
John and Susan Bell  
Mr. and Mrs. William Bellows  
Mr. Robert Bergin  
Mr. Mike Besztery  
Mr. and Mrs. Anthony J. Bezila  
Mr. John Bisognano & Ms. Myra Beth Morgan  
Ms. Elynore J. Booth  
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Boulder at the Market  
Mr. and Mrs. Paul Brayer  
Ms. Agnes Brogan  
Mrs. Theresa D. Bronte  
Ms. Marie Bruno  
Mr. Douglas Buckley  
Ms. Eileen E. Buholtz  
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Michael J. and Linda A. Burr  
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Walter and Mary Ann Campbell  
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Catholic Charities USA  
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Mr. and Mrs. John M. Dennee  
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Mr. and Mrs. Robert & Sharon Dydyk  
Ms. Florence Dynski  
Ms. Eileen Earley  
Echo Tone  
Mr. and Mrs. Donald Eggleston  
Ms. Anne Eichas  
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Fairport United Methodist Men  
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 NA, Local 435  
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 Mr. and Mrs. John V. Wright  
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 Mr. and Mrs. Robert D. Zarcone  
 Mr. and Mrs. Kevin Zweibel

## Catholic Family Center

UNRESTRICTED FINANCIAL RESULTS  
FOR THE YEAR ENDING 12/31/2008  
(WITH COMPARATIVE TOTALS FOR 2007)

	<b>2008 Results</b>	<b>2007 Results</b>
<b>Support and Revenue:</b>		
<b>Support:</b>		
Grants from Government and other Agencies	16,170,884	14,595,862
United Way	1,293,034	1,272,135
Contributions	678,551	839,255
Special Events	244,915	186,988
Diocese of Rochester	128,134	125,887
Foundation Support	94,385	144,909
<i>Unrestricted Support</i>	<u>18,609,903</u>	<u>17,165,036</u>
<b>Revenue:</b>		
Program Fees	4,331,165	3,932,680
Other Assets Released from Restriction	554,067	217,474
Other	393,539	391,391
Investment Income/(Loss)	(40,131)	79,931
<i>Unrestricted Program Revenue and Support</i>	<u>23,848,543</u>	<u>21,786,512</u>
<b>Expenses:</b>		
Restart Substance Abuse Services	5,629,319	5,625,466
Children, Youth & Family Services	3,500,893	3,211,346
Aging & Adult Services	3,299,216	3,117,334
Homeless & Housing Services	3,042,592	2,483,032
Refugee, Immigration & Employment Services	2,282,792	2,108,236
Mental Health & Counseling Services	2,119,789	2,100,577
Re-entry Taskforce	520,657	112,924
Office of Social Policy	152,432	158,985
<i>Total Program Expenses</i>	<u>20,547,690</u>	<u>18,917,900</u>
Management & General	3,066,263	2,380,995
Fundraising	544,714	538,159
<i>Unrestricted Expenses Before Other Items</i>	<u>24,158,667</u>	<u>21,837,054</u>
<i>Unrestricted Surplus (Deficit)</i>	<u>(310,124)</u>	<u>(50,542)</u>



## DIOCESE OF ROCHESTER

1150 Buffalo Road · Rochester, NY 14624-1890

(585) 328-3210 · FAX (585) 328-3149

*Bishop's Office*



Dear Friends,

Jesus Christ taught his followers this simple, but powerful, truth..."What you do for the least of my brothers and sisters, you do for me." It is a timeless lesson that guides the work of Catholic Charities of the Diocese of Rochester and of Catholic Family Center, an integral part of Catholic Charities. Your generous support of our mission underscores Jesus' profound message.

Catholic Family Center has a long and commendable history of serving the least of our brothers and sisters. In 2008, the need for their critical services grew as vulnerable families and individuals suffered the effects of the economic downturn. Catholic Family Center (CFC) continues the good fight against poverty in our community by providing services that help people reach their full human potential and by advocating for the needs of those who have no voice.

I congratulate and thank Carolyn Portanova, President & CEO, the CFC Board of Directors, staff and volunteers for their hard work and dedicated service. In these challenging times, they have persevered, working together to achieve excellent outcomes that resonate with our key stakeholders.

I extend my deepest thanks to all of you for your spirit of generosity that is reflected in gifts of time, talent and treasure. We are blessed by your continued support.

With every good wish, I remain,

Your brother in Christ,

† Matthew H. Clark  
Bishop of Rochester

*God's Love Endures Forever*