Helping to change the face of poverty.
Dear Friends,

From the youngest to the oldest in our community, we proudly serve tens of thousands of individuals. While Rochester continues to be gravely affected by the opioid epidemic that is spreading across the country, and the ongoing struggle to lift children out of poverty, Catholic Family Center maintains compassionate and high quality services to Rochester’s most vulnerable citizens. You will hear from Ron Rizzo about the principles behind our prosperity initiatives in Rochester, and will have the opportunity to meet Erica King, who leads our Crisis Resource Services, to understand the impact of adding case management services to those in crisis. And, as always, we have a client story or two to further illustrate the positive change your support brings to our community.

Other bright moments from 2016 include $6M of funding awarded to CFC for new initiatives to support this work: approximately $3M over two years to pilot 2 Partner-Navigator offerings that have proven effective in other communities; $1.3M over four years to integrate primary health care into our behavioral health services; and $1.7M to renovate and expand Sanctuary House, which provides shelter and housing for women and their children. Our Mental Health Clinic opened a new satellite clinic at 1645 St. Paul Street. And we began taking intact families, including fathers, at Women’s Place, now called Place of Hope. CFC is now one of three emergency shelters that provide services to men with families or children.

Our results and community contribution in 2016 are cause for celebration and gratitude for all you have done to support the mission of Catholic Family Center. Yet the challenges facing our community continue to grow. Our larger World is experiencing the worst refugee crisis since World War II amidst a growing climate of intolerance and fear. New York’s movement towards Medicaid redesign holds both peril and promise for our services, and there are a number of draconian budget cuts under consideration at the federal level that could change or eliminate needed services to children and families, as well as older Americans. Now more than ever, delivering on our mission and celebrating our successes, person by person, family by family keeps us going and your involvement inspires us and makes this all possible. Thank you for helping to make the next 100 Years of service possible.

May God bless you and your loved ones.

Sincerely,

Marlene Bessette, President/CEO
Martin F. Palumbos, Chairperson, Board of Directors
My dear brothers and sisters in Christ:

It is a challenging time for our community and our world. We are faced daily with the sobering statistics of a growing population living in poverty and vulnerable people all too easily falling into poverty. Families are seeking help to stay together, and many among us are dealing with the challenges of depression and mental illness. Concern is growing locally and nationally over the treatment of people fleeing persecution and seeking refuge here, and how this is affecting families and children. In human terms, more and more of our cherished children, young adults, families and elderly need our help, humbly asking us to extend to them mercy and love.

Kindly keep in prayer our sisters and brothers seeking a place of light, a place of safety, a place of refuge from oppression. Our prayer is rooted in those two great Gospel commands: to love God and to love our neighbor. Now, more than ever, we are called upon to “go and do likewise.” (Luke 10:37).

In answering this call to serve, Catholic Family Center and its dedicated staff need our prayers, as well as volunteer and financial support. Not only is Catholic Family Center the only faith-based human services agency in our community that provides a continuum of comprehensive services for all stages of life, it also is taking an increasing leadership role in our community as a catalyst for social consciousness in accordance with Holy Scripture and the consistent teachings of the Church.

May God continue to bless those who are served through the noble work of Catholic Family Center!

Assuring you of my prayers and gratitude and asking for a remembrance in your good prayers, I remain

Devotedly yours in Christ,

+ Salvatore R. Matano
The Most Reverend Salvatore R. Matano
Bishop of Rochester

Mission Statement:

Catholic Family Center partners with people - especially the vulnerable and those facing poverty - to help them achieve their full human potential. A division of Catholic Charities of the Diocese of Rochester, CFC offers compassionate and comprehensive services to families and individuals in need across all stages of life.
Lisa Lewis - The Queen of Multitasking

For those of you not already familiar with Lisa Lewis, we’d like you to get to know this phenomenal woman and leader. Lisa has led CFC’s housing programs since 2003, and currently serves as Vice President for Crisis and Stabilization Services. Her scope of responsibility is wide, and includes operations, program implementation, financial oversight, and recruitment and management of staff.

During Lisa’s tenure at CFC, Housing Services has grown from a two-shelter program (Francis Center and Women’s Place) to a division that serves over 8,000 households annually at 7 different locations: shelters Francis Center (men), Sanctuary House (women and children) and Place of Hope (intact families, men with children); permanent supportive housing through the LaFayette program and Son House; the DuBois Residential Program for men returning to the community from prison; Community Resource Services (emergency services, food, and short-term case management for individuals in crisis); and the Home Energy Assistance Program (HEAP).

When departmental staff was asked to describe Lisa, they described her as the “Queen of Multitasking,” and as a leader that is firm but fair. Lisa is the epitome of leading by example, has an infectious laugh, and leads her teams through challenging times with encouragement and humor.

A hallmark of Lisa’s work is her ability to adapt programs to meet the changing needs of the clients we serve. For example, in recognition of a shortage of places for couples and men with children in need of shelter, in 2016 the Women’s Place

(Continued on next page)

AGING AND ADULT SERVICES

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<tr>
<td>12X</td>
<td>700 SENIORS</td>
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it is over 12 times more expensive to provide services in an institution than it is to maintain an elder at home.

served by EISEP (Extended In-home Services)

enabling them to remain independent in their own homes.

served by STAR (Support to Aging Residents) providing transportation to doctor appointments, grocery stores and pharmacies.

NYS KINSHIP NAVIGATOR

Reached all parts of NY State.
Serving the needs of grandparents and other relatives who are caring for children not in foster care.

2,794 calls
placed to NYS Kinship Navigator
originating from all 62 counties in NY state.

46,000 hits on the website www.nystatenavigator.org
Lisa Lewis (Continued from previous page)

shelter for women and children transitioned to become Place of Hope. The shelter is now one of only 3 in Rochester that serve intact couples and men with children.

It is not unusual for Lisa to find herself playing the role of construction manager, no more so than at present. In December 2016, CFC was awarded $1.68 million from the Homeless Housing Assistance Program (HHAP) to renovate Sanctuary House and increase the number of beds available at the facility. Lisa is now overseeing the transition of clients from Sanctuary House during the renovation and all of the details and complications that accompany a project of this magnitude.

Lisa received her MPA with distinction from SUNY Brockport. She serves as a Peer Reviewer for the Council on Accreditation, and is an active member of multiple community initiatives including Coordinated Access, Monroe Reentry Services, and the Continuum of Care. She is a member of the Board of Trustees of the Discovery Charter School.

A favorite quote of Lisa’s is:
“Think of managing change as an adventure; it tests your skills and abilities. It brings forth talent that may have been dormant. When we think of leaders we remember times of change, innovation, and conflict.”

– Charles E. Rice, CEO, Barnett Bank

What better inspiration for the leader of a division that primarily helps clients at a point of personal and family crisis, and in a social and political environment in which the only certainty is continuous change!

CRISIS AND STABILIZATION SERVICES

As the largest provider of emergency housing in Monroe County, nearly 1900 people are sheltered in 3 locations annually.

Place of Hope
created in April 2016 to allow families in crisis to remain together, we now accept intact families, couples without children, single women with children, and men with children.
Meet Yomary Malave

Everyone knows the expression that history repeats itself. In 2013, Yomary looked at her life with much disappointment as she was in an abusive relationship, with a little girl of her own – just like her mother had been. While her mother’s story ended with her untimely death; Yomary found the courage to break this cycle of violence, foster care and poverty for herself and for her daughters. Now safe with her daughters in their own home, and a student at MCC, she says, “I have a message for people and a sense of purpose.”

“My father was never in the picture.”

Yomary and her mother lived in California for many years. After witnessing her mother’s abusive relationships (one after another), and her death, Yomary was put in the foster care system at seven years old.

In 2013, Yomary found herself alone, with a little girl of her own to care for. She reached out to her maternal grandmother in Rochester, who dropped her off at Catholic Family Center’s Lafayette program for women and children. Making several attempts to rekindle relationships with her biological father and the rest of her mother’s family, she realized for certain that she was in fact – Alone! She shares that she felt “defeated”, and that she was most upset that she had repeated her mother’s life: Abusive relationships… Homeless…Family-less…Hopeless…Dreamless…

“I never dreamed. I feel like I can do anything now.”

Since entering the Lafayette program, Yomary has enrolled in Monroe Community College (MCC) and has been on the Dean’s list every semester. She has spearheaded a club called “Society of Survivors”, S.O.S, which is specifically for those who have gone through the foster care system and suffered abuse; and is currently in the process of writing her own biographical novel. She now lives in a Rochester suburb, where her beautiful daughters are enrolled in school.

Her final message for us is about her little girls. She explains that she was frustrated by her lack of knowledge and resources; and not being aware that she was, indeed, strong enough to make life everything she had wanted it to be. She said: “We’re here to make our children’s lives better than our own – here to make a difference for the next generation and to teach them the lessons we’ve had to learn the hard way. It’s amazing to be given the opportunity to have my story told.”

“I never gave up. There were so many times I just wanted to give up. But I couldn’t leave my daughters in the same situation I’d been.”
Effectively helping families on their path to success

The journey to sustainable financial security is a long and often circuitous one. Although the path is frequently described as one of “moving from crisis to stability and on to growth and independence”, the reality is that many individuals and families that appear stable are actually just one issue away from catastrophe. An illness, car breakdown or child care cancellation can be all it takes to rocket some back over to instability and crisis. People often don’t know how to navigate systems and find the services and supports they need to avoid such a setback. In 2016, CFC launched several initiatives designed to help people achieve the prosperity they seek.

CFC is the lead agency for the Rochester Monroe Anti-poverty Initiative’s (RMAPI) Partner-Navigator initiative to help people find the support they need to address issues, avoid setbacks, and keep moving on the path to self-sufficiency. Two models are being piloted—the Bridges to Success Program, utilizing professional coaching, and the Family Independence Initiative, where groups of 5-8 families work together to provide peer support for the members’ aspirations. Ron Rizzo, CFC’s Director of this effort, said, “These pilots are the direct result of 2 years of work coordinated by RMAPI to collect community feedback through surveys, town hall meetings, and other gatherings. A resounding theme was a call for help in navigating the complex system of social supports through some form of guidance, whether a trusted staff professional or through the power of people helping each other.”

Our Community Resource Services program (CRS), located on Joseph Avenue in the City of Rochester, has long had the purpose of helping people obtain basic needs such as food and shelter. CRS has daily walk-in hours for people to access food, diapers, and hygiene products, as well as service referrals and housing assistance. In response to our renewed focus on the root causes of poverty, CRS has re tooled its protocols to include an in-depth assessment of each participant’s income, housing, transportation, child care, social supports, health, education, and financial situation. Participants are then connected with appropriate community services. Some clients receive ongoing support to bring them closer to stability and growth. CRS staff are able to help participants find the supports they need while incorporating the trauma-informed care principles of safety, trust, choice, collaboration, and empowerment. According to CRS Clinical Supervisor Erica King, “Integrating case management into our crisis services allows us to provide better quality assistance to those we serve to help them achieve ongoing stability and be able to obtain a better quality of life for their families.”

Together with our community partners, CFC is helping people overcome the barriers that have been preventing them from securing and retaining living-wage employment, and providing mobility and prosperity for themselves and their families.

CHILDREN, YOUTH & FAMILY

- respected by community partners
- Largest provider of Family Services in Greater Rochester

Preventative Service Team = 500 Children kept out of Foster Care
at a cost of about $1,500/yr.
vs. over $22,600/yr. for Foster Care
98% were able to maintain their children at home

serving 206 families in 2016
Meet Jackie Wallace
As told to staff member, Molly Hicks

Francis Center opened as part of Catholic Family Center’s housing program in the early 90’s. Approximately 1,000 men receive emergency housing each year. It was at Francis Center in 2013 when Jackie Wallace began his journey towards sobriety. Jackie began experimenting with drugs when he was just 13 years old. Raised by a single mother with three younger brothers, Jackie makes it clear that he indeed had a great childhood; full of dreams to become a musician or an actor as he never minded being in the spotlight. As he continued with his story, he paused a moment to say that if at 13 years old he could have somehow seen what his life would become – losing custody of his children, becoming jobless, homeless – he would have chosen better friends.

Jackie explains that the hardest part of his journey was first admitting that he had a problem because he felt he had lost himself. Only after finally “surrendering to the process of healing, being so desperate for something different”, he was able to accept the help he knew he needed at Francis Center.

“I’m very proud to say I am employable now.”

Jackie has since been enrolled at Monroe Community College (MCC) in the Human Services Associate’s program. Making the Dean’s List each semester, he now is patiently awaiting graduation in December and looking forward to give back by helping others who find themselves in situations similar to his own.

“It’s a real special day for me.”

Jackie’s biggest motivator was an overwhelming fear of death. “I didn’t want to die still using, not having accomplished anything in life, and just becoming another statistic.” Jackie continued by sharing his hopes and desires. His joy was almost palpable. I watched him as he talked about wanting to be productive on a daily basis, being able to willingly give back and help others, and rebuilding broken relationships. He beamed like a ray of bright sunshine when he told me that for the first time, he feels a sense of purpose.

“I am resilient. I can go through some things, but come back and hold on to the present.”

HEALTHY SISTERS

Healthy Sister’s Personal Investment Fund

14 participants earned a combined total of $4,400 placed in a personal fund for specific goals - housing security deposit, education costs, etc.
2016 CFC Honors and Awards -
$6 Million in Funding for New Initiatives in 2016

Rochester/Monroe Anti-Poverty Initiative
• CFC successfully applied to be the lead agency for RMAPI’s Partner-Navigator Initiative.
• Other partners in the initiative are Action for a Better Community and The Community Place of Greater Rochester, Inc.
• Pilot’s goal is to improve economic security for 300 families, using two program models which will be evaluated for effectiveness.
• Funding for the two-year pilot is approximately $3 million over 2 years.

Mental Health Clinic
Satellite office opened at 1645 St. Paul Street
meeting the needs of 200 existing clients who live and work in the vicinity.

$1.3M awarded over 4 years from the Federal Substance Abuse and Mental Health Services Administration (SAMHSA) to integrate primary care into behavioral health services (Goal = to reduce the need for hospital care, to provide a seamless supportive environment.)

Homeless Housing Assistance Program (HHAP)
• CFC’s Crisis Stabilization Services Department was awarded $1.68 million from HHAP in December 2016.
• This funding is to renovate and expand Sanctuary House, which provides emergency shelter and transitional housing for women and their children.

Creating a Culture of Trauma-Informed Care
• CFC is one of 8 local organizations to be selected to receive funding and technical support to implement trauma-informed practices throughout the agency.
• We are working with the organization Community Connections from Washington, DC to implement their best practice model of assessment and improvement.
• The principle of trauma-informed care is to engage clients in an environment of safety, trust, choice, collaboration and empowerment, and will become the foundation of everything we do.

REFUGEE, IMMIGRATION & EMPLOYMENT SERVICES
- the “gold standard” for New York State

New resettlement office opened in Ithaca as a CFC sub-office (Catholic Charities Tompkins-Tioga)

1,178 refugees arrived in 2016,
750 were expected.

Refugees reaching self-sufficiency within 180 days in the US

<table>
<thead>
<tr>
<th>Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>48%</td>
<td>73%</td>
<td>87%</td>
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Naturalization applications filed by the immigration team

<table>
<thead>
<tr>
<th>Year</th>
<th>2015</th>
<th>2016</th>
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<tbody>
<tr>
<td>175</td>
<td>358</td>
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Thank you for your generous support in 2016

**Organizations**

$25,000+
- Raskob Foundation for Catholic Activities, Inc.
- Rochester Area Community Foundation

$10,000 - $24,999
- Bank of America Charitable Foundation
- JP Morgan Chase
- M&T Bank

$2,500 - $9,999
- Adams Bell Adams, PC
- ADMAR Construction Equipment & Supplies
- Alesco Advisors LLC
- Alouette Tool Co., Ltd.
- The Bonadio Group
- Bond, Schoeneck & King, PLLC
- Brown & Brown of Rochester NY
- Charles & Mary Crossed Foundation
- Church of the Transfiguration
- St. John Fisher College
- Piehler Motorsports, LLC.
- Paychex, Inc.
- Passero Associates LLC
- The Jane F. & William J. Napier Charitable Lead Trust Foundation
- The Appcon Group, Inc.
- Sundance Marketing, LLC
- The Summit Federal Credit Union
- Wegmans Food Markets, Inc.
- Woods Oviatt Gilman LLP

**Individuals**

$25,000+
- Anonymous

$10,000 – $24,999
- Richard A. and Tamye G. Lozyniak
- Art and Leslie Roberts

$2,500 - $9,999
- Jim and Suzanne Ashmore
- Shawn and Sarah Baker
- Rev. Michael J. Bausch
- Eric and Marlene Bessette
- Mr. Gunter P. Borrosch
- Roger and Mary Jo Brandt
- John and Diane Caselli
- Mr. Thaddeus Dmochowski
- Larry and Katherine Eldridge
- Dr. Gerald and Annette Gacioch
- Mrs. MaryAnn Guare
- PJ and Ellen Guisto
- Tom and Cathy Huber
- Mr. Daniel J. Hurley
- Tom and Kathy Johnson
- Alasdair and Shannon MacKinnon
- Harry and Linda Messina
- Marty and Maureen Palumbo
- Walter and Barbara Parkes
- Mrs. Helen Pluta
- Mr. David Rakov
- Laurie and Tony Sagona
- Larry and Marylouise Steinwachs
- Ms. Maryanne H. Townsend
- Mario and Linda Urso
- Mr. William Williams
- Mr. and Mrs. Ronald Zarrella

$1,000 - $2,499
- Jack Balinsky
- Donald and Joan Bausch
- Mr. Andre J. Bessette
- Dr. John D. Bisognano
- Dr. William Bowen and Mrs. Carole Bowen
- Mr. David Brogan
- Mr. Fred Burruto and Mrs. Lauren Burruto
- Don and Stephanie Campanelli
- Joe and Juliet Carello
- Paul and Margaret Churnetski
- Mrs. Anne L. Cline
- Ms. Mary K. Collins
- Mark and Colleen Crane
- Richard and Carol Crossed
- John and Mary Curran
- Henry and Kathleen DePippo
- Mr. Larry Eiler
- Mr. John J. Foley
- Mike and Judy Goonan
- Koen and Lori Goornam
- Kenneth and Katherine Grant
- Michael and Bonnie Kane
- Walter and Linda Kearns
- Mark and Kathleen Keogh
- Terry and Sheila Klee
- Joe and Patty Lovallo
- Mrs. Judith E. MacMillan
- Thomas and Ellen Maguire
- Alfred and Ruth Marchetti
- Mr. Charles J. McMahon
- Marty and Darcy Mucci
- David and Audrey Peartree
- Joe and Florence Pellerite
- The Petrucci Family
- Jim and MaryAnn Philippone
- Kevin and Sarah Pickhardt
- Carolyn Portanova
- Mrs. Janice C. Powalski
- Mr. Michael T. Williams
- James and Karen Zielinski
- Mr. Marc B. Lande and The Honorable Anthony and Paul and Stephanie Schaffer
- Mr. Michael T. Williams
- James and Karen Zielinski

Special Events Donors
- Abbott’s Frozen Custard
- Anthony Road Winery
- Blue Toad Hard Cider
- City Blue Imaging Services
- The Coca-Cola Company
- Di Paolo Baking Company
- Digitaz Photography
dogTown
- Don’s Original
- EPI Printing
- Robert & Janet Fien
- Genesee Brew House
- Genesee Brewing Company
- Genesee Valley Club
- Joseph A. FIOREANO ROCHESTER RIVERSIDE CONVENTION CENTER
- Julia K Caters
- Lake Beverage Corporation
- Lanovara Specialty Foods
- Legacy at Erie Station
- Ludwigs Center Stage Cafe
- Martindale Designs
- Max of Eastman Place
- North American Breweries
- Pak Rockcastle
- Rohrbach Brewing Company
- Savoia Pastry Shoppe
- Tasteful Connections
- World Cavalcade of Golf

…and countless others who support CFC every day!

**Catholic Family Center**

Catholic Family Center is a regional office of Catholic Charities of the Diocese of Rochester. Our work is rooted in the values of Catholic Social Teaching.
2016 Financial Statement

**Support**
- Grants From Government & Other Agencies: 18,096,297
- United Way: 778,830
- Contributions & Bequests: 528,224
- Special Events: 375,114
- Diocese of Rochester: 122,523
- **Total Support**: 19,900,988

**Revenue:**
- Program Fees: 6,863,108
- Other: 496,944
- Investment Income/(Loss): (143,672)
- **Total Program Revenue and Support**: 27,404,712

**Expenses**
- Restart Substance Abuse Services: 7,213,370
- Aging & Adult Services: 4,536,398
- Refugee Resettlement: 3,897,424
- Homeless & Housing Services: 2,757,645
- Mental Health & Counseling Services: 2,548,928
- Children & Family Services: 2,482,757
- Other: 164,435
- Office of Social Policy: 151,139
- **Total Program Expenses**: 23,752,096

**Total Expenses Before Other Items**: 26,751,856

**Total Surplus/(Deficit) Before Other Items**: 652,856

**Miscellaneous Items**: (82,954) (1)

**Total Surplus/(Deficit)**: 569,902

(1) Adjustment for prior years revenue

**FLAGS (Financial, Legal, Adult Guardian Services)**

- **91%** of clients achieved housing stability (target - 80%)
- **87%** of clients secured new services or benefits (target - 20%)
- **37%** of clients with drug, alcohol, or mental health services accepted & followed up on appropriate service referrals (target - 25%)

**LANGUAGE SERVICES**

- **4,789** hours of in-person interpreting assistance for CFC clients.
- **5,084** hours of in-person interpreting assistance for external customers.
Join us at one of our Centennial Milestone Events!

August 3
Centennial Employee and Family Picnic by the Lake
July 20

August 14
Centennial Golf Tournament

October 14
Eastman 5K 100 CFC Employees
October 19
Centennial Empty Bowls

October 24
Centennial Half-Birthday Celebration
December

March 10, 2018
Centennial Gala 2018 Launching our next 100 years of service

Looking Ahead to the Next 100 Years

A HISTORY OF GIVING

4 people in our community have made over 200 gifts to CFC

20 people in our community have made over 100 gifts to CFC

more than 500 people in our community have committed to CFC annually for more than 5 consecutive years

24 community members have invested in CFC’s mission annually for more than consecutive years

200 attendees who have donated over $2M to CFC since 2014

over 200 volunteers donated over 6,000 hours each year

at a value of $170,000 of services to CFC clients

Together we can do more

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