Helping families and individuals achieve their dreams.
Dear Friends,

It is often said that the only thing that is certain is change, and never in our lifetimes has change come as quickly, dramatically and unexpectedly as it has in these last few months. The COVID-19 pandemic brought rapid and sometimes chaotic change to all of us; but what never changes or wavers is our dedication to serve the poor and vulnerable. Yes, change is certain, but what is also certain is that Catholic Family Center will always respond to those who need us most.

As this report is being written, it is unclear what new challenges we will face post-COVID. All we can be sure of is that the challenges to be faced will likely be significant. The needs of the poor will grow as the effects of high rates of unemployment crash through our community, and our budgets will be put to the test as New York State adjusts to a new reality.

Even though more change is inevitable, and the road ahead appears to be very bumpy, we have reason to be hopeful. Our hope is based in our strong faith, the dedication of our staff to provide high quality care, our innovative services and programs that are delivering excellent results, and most especially, our hope is amplified by all of you.

In this report, you will see an overview of all the good work accomplished in serving over 27,000 people in 2019. In addition, there’s as an in-depth view of our Family Prosperity initiatives, a very successful program that is designed to help the most desperate in our community find dignity and hope by overcoming barriers to employment. We are delighted to share the impressive results and introduce you to an inspiring participant, a talented mentor, and to give you an update from Candace, the mother whose story we shared in our 2018 Annual Report. What these examples show is that by partnering with our clients, we help families and individuals achieve their dreams.

As we delivered on our core mission of service, our leaders were also active on a variety of priority initiatives, including a strategic community-wide systems integration effort and a multi-county collaborative to ready community-based organizations for the inevitable changes coming with Medicaid reform. Because we realize that change is inevitable, we are doing all we can to make sure that we are influencing our future, not merely waiting for it to happen to us. And we never lose sight of the fact that every day, people come to us when they are at one of life’s lowest points and, every day, they are greeted with the love, compassion, and support that gives them hope.

Your support enables us to provide a huge array of services that enable individuals to overcome life’s challenges, so that they and their families can achieve their goals. We are grateful to each of you for this trust and commitment.

All of us at CFC thank you for your compassion, and for allowing us to be your hands in this sacred work.

Marlene Bessette, President/CEO

Stephanie Schaeffer, Chair, Board of Directors

I alone can not change the world, but I can cast a stone across the waters to create many ripples. - Mother Teresa
My dear brothers and sisters in Christ:

During this unprecedented and difficult time caused by the Coronavirus, we need daily to remind ourselves that Jesus hears our prayers. Even as we are so restricted in our normal interactions with family and friends, we are able to raise our voices as one family in prayer and now, with proper protocols in place, unite with Jesus in the Most Holy Sacrament of the Eucharist at Holy Mass as one is able to do so. According to our particular circumstances, we pray that those who need care can enter our charitable agencies and be comforted; that our streets will once again flourish with businesses and people able to make a living for their families; that our children and our grandparents may visit each other and be safe in their homes; that violence will give way to peace and every person be respected as a daughter or son of God. As we unite in prayer, Jesus is truly among us.

As we emerge from this pandemic disease, we will be a different society. Many will have far less. How shall we continue to help one another? Through your support, the staff of Catholic Family Center have continued to serve even through the darkest times, when many were and continue to be isolated and in pain. They have not forgotten the poor, the homeless, those facing personal struggles through all stages of life. They have responded in charity and love, changing how they serve, as required, but always remembering the mission to which they were called: to serve the most vulnerable among us. In answering this call, they are able to perform this work through your generosity and love.

May God continue to bless those who are served through the charitable work of Catholic Family Center! On this feast of Our Lady of Mount Carmel, we ask Our Blessed Mother, who so truly knew challenges and sufferings during her life, to intercede before her Son on our behalf.

Assuring you of my prayers and gratitude, asking the Risen Christ to bless us and help us to know that He is with us always, even to the end of time, I remain

Devotedly yours in Christ,

The Most Reverend Salvatore R. Matano
Bishop of Rochester

July 16, 2020
Memorial of Our Lady of Mount Carmel
Candace Cabral — update 2020

Candace’s story was shared in the 2018 CFC Annual Report. Here is her update for 2019 and 2020

My story continues

Since last year, my biggest source of pride was and continues to be my children. My 14-year old son got his blazer this year. This is a big deal in his school because it means he is a leader. My 13-year old son made honor roll and was on the football team. My 4-year old is my fitness motivator; he encourages me to get up and get moving. And my 2-year old is blossoming in her verbal skills. The COVID-19 stay-at-home mandate has brought us closer than ever and has given us opportunities to have meaningful conversations in the moment instead of having to wait until the end of the school day.

And after my children, I am proud of how involved I have become in my community. I am an ambassador for Foodlink, and am a part of the community advisory group for RMAPI. My relationship with Healthy Moms and the Salvation Army continues, and I try to help others I meet to link with the services that will help them the most. The biggest challenge I have overcome is not as concrete. In the past year I have worked at learning to forgive and I have become less judgmental. Overcoming these challenges has freed me in ways I was not expecting.

In this past year, I feel I have truly found my voice. I have learned, from a lot of soul-searching, that while I may not have my high school equivalency (yet) or a perfect credit score (yet!), but I have a lot to offer my family and my community so I will continue to nurture my servant-heart and help when I can and where I am needed.
It is more than 8x more expensive to provide services in an institution than it is to maintain an elder at home.

86% of those served report achieving greater family stability.

Overall satisfaction for our STAR (Support to Aging Residents) Program is 98%.

As the largest provider of Emergency Housing in Monroe County, over 3,000 people are sheltered in 3 locations annually.

- 28% are children.
- 53% of all clients were transitioned to permanent housing.

The Catholic Family Center provided direct services to 27,623 people in 2019. Over 2,500 more people than in 2018.

More than 80% of our clients live in the City of Rochester, 93% have incomes below $25,000 and 74% have incomes below $15,000.

12% are designated as homeless/transient.

60% of children and youth served under our Children’s Health Home Care Management program are living below the Federal Poverty Level.

Our Emergency food and financial assistance program saw its largest year over year increase in clients, a 50% increase, and was the biggest program growth area of the entire agency. 48% were children.

The increase was in large part due to:

- Increased need was especially noted during the federal shutdown in early 2019.
- Addition of bilingual and culturally competent staff who conduct outreach to the surrounding neighborhood.

Early Intervention Children’s Health Home launched, serving a total of 52 children in its first full year of operation. 33% of these children overcame their developmental delay and no longer need EI services.

Children, Youth and Family helped 600 children avoid foster care.

97% of (CPS) Child Protective Services referred families kept their children in their homes.

Annual Cost

$1,500 – Maintaining a child at home

$22,600 – Foster Care

It is more than 15x more expensive to place a child in foster care than it is to maintain a child at home.

YouthBuild, a program providing job training and employment opportunities for youth 16-24, completed its 6th cohort in March 2020.

- 63% of YouthBuild’s 67 enrollees completed the program vs a national average retention rate of 50%.
- 61% of our students were employed immediately upon completion.
Francy Gonzalez — Bridges to Success Participant

Growing up in poverty without support at home is an ordeal that Francy Gonzalez never wants her three children to experience like she did.

“Poverty is not where it’s at,” Francy, age 27, said bluntly. A high school dropout, Francy has received government assistance over the years and worked seasonal jobs.

A big turning point came in 2017, when she enrolled in Bridges to Success. Francy credits her mentor, Hillary Bartoszek, with helping her to set goals, including passing the GED and enrolling in a Healthy Moms program. Hillary helped Francy get clothing for her children, and financial assistance to enable her to secure an apartment.

Francy’s goals included taking steps to learn how to launch her own business of healthy hair care products. She plans to apply for the cosmetology program at the Rochester Educational Opportunity Center.

Hillary has high praise for Francy. “Francy is a person who will do absolutely anything she can to better herself, better her situation, and to provide for her family.”

Leslie Mosman — Bridges to Success Mentor

For Leslie, mentoring came naturally well before she joined the staff of Bridges to Success.

A native of Puerto Rico, Leslie has helped several family members successfully relocate to Rochester. “When you see them be successful, it comes natural to be able to help people. I think that’s what my calling is,” Leslie said, chuckling.

As a mentor in Bridges to Success, Leslie first asks participants what they’d like to see happen in their lives. It could be advancing their education, or getting a job, or getting an apartment, even improving their physical and mental health.

Leslie then asks which goal they want to work on first. “What are the things you can do to attain that? We come up with the steps to get there.”

Participants seldom drop out of the Bridges program unless they move out of the area, Leslie said. “For the most part, they stay because they see themselves moving up, see themselves doing things that are good for them.”

Read Francy and Leslie’s full stories here: cfcrochester.org/about/success-stories/

Our anti-poverty initiatives are demonstrating a significant positive impact and trajectory to self-sufficiency and independence for participants

Bridges to Success Participants

| 111% increase | average household monthly earned income since enrollment |
| 100% increase | average employment level |

Family Independence Initiative Participants

| 32%+ increase | average household monthly earned income since enrollment |
| 24.4% increase | average employment level |

Catholic Family Center—working to make a positive impact in our community!

CFC Leadership & Staff are active in a variety of key community initiatives, including:

- Monroe County Systems Integration Project, where our President & CEO, Marlene Bessette, is in a leadership role.
- Executive Committee of the FLPPS Naturally Occurring Care Networks (NOCN) for Monroe County.
- Various workgroups of the Rochester Monroe Anti-Poverty Initiative (RMAPI), including Employment, Public Policy, and Social Service provision.
- Racial Equity and Justice Initiative of Rochester Steering Committee.
- Monroe County Opiate Task Force, an effort to assist with treatment barriers and improve access, and to work with other systems to reduce incarceration and improve treatment efforts.
Family Prosperity

Since 1917, Catholic Family Center’s mission has been to partner with – and advocate for – the most vulnerable in our community, especially those facing poverty – to help them achieve their full human potential.

In 2016, Bridges to Success and Family Independence Initiative were selected as the first two public offerings from the Rochester-Monroe Anti-Poverty Initiative (RMAPI), a community-wide effort to help people achieve financial security and prosperity. These offerings are based on the idea of people having a trusted partner that supports them as they work towards achieving goals they set.

The ensuing two-year pilot of a pair of adult mentoring programs became an unprecedented collaboration among a trio of local non-profit organizations: Catholic Family Center, Action for a Better Community, and Community Place of Greater Rochester. Our agencies came together to lead a two-year pilot of a pair of adult mentoring programs. Bridges to Success paired individuals with a mentor to identify goals and overcome roadblocks to employment and the Family Independence Initiative helped families create social support networks that helped move them toward their financial goals.

For more information on enrollment, please visit www.btosrochester.org.

Building Community

This adult mentoring pilot also demonstrated the need for the community to collaborate in order to fight poverty on a system-wide level – creating change not only for program

“We embarked on this journey in partnerships with Catholic Family Center, Community Place and RMAPI because it was in line with our mission, particularly because it takes a village to make a change within our community,”

Shawn Futch, Focus on Self-Sufficiency, Director at Action for a Better Community.

“By helping families better navigate and access all the local services that already exist, they were able to make significant progress toward their financial goals,” Ron Rizzo, director of family prosperity programs at Catholic Family Center. “These programs helped remove the roadblocks in our service delivery system, and participants were able to find and keep employment, save money for emergencies, and make progress towards their life-long goals, like homeownership.”

Ron Rizzo
Refugees resettled in Rochester:
The majority of the small number of refugees resettled in Rochester in 2019 were Afghan, Congolese & Ukrainian.

<table>
<thead>
<tr>
<th>Year</th>
<th>Refugees Resettled</th>
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<tbody>
<tr>
<td>2015</td>
<td>758</td>
</tr>
<tr>
<td>2016</td>
<td>1,176</td>
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<tr>
<td>2017</td>
<td>446</td>
</tr>
<tr>
<td>2018</td>
<td>208</td>
</tr>
<tr>
<td>2019</td>
<td>209</td>
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Rochester provided over 1500 volunteer hours of direct support to refugee clients in 2019.

Language Services

Our team of 30 interpreters provide in-person interpreting assistance for 21 languages & dialects:

- 5,985 hours for CFC clients
- 2,146 hours for external customers

Over 7,000 individual appts.
(588/month average!)

Top 3 languages:
- Spanish (83%)
- Arabic (7%)
- Nepali (6%)

Naturalization applications filed by the immigration team:

- 64% of the applicants were naturalized as US citizens!

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<thead>
<tr>
<th>Year</th>
<th>Applications Filed</th>
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<tbody>
<tr>
<td>2015</td>
<td>175</td>
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<tr>
<td>2016</td>
<td>358</td>
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<td>2017</td>
<td>283</td>
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<td>2018</td>
<td>307</td>
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<td>2019</td>
<td>207</td>
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Our Immigration walk-in policy allowed for nearly 2,000 individuals to be provided with assistance, including screenings and appointments for naturalization, family reunification, change of status, legal consultations, and work authorization applications. This is a 60% increase over 2018.

“My biggest joy comes from watching students from my Citizenship Preparation class become U.S. citizens!!!”
- CFC Immigration Specialist

NYS Kinship Navigator
Serving the needs of grandparents and other relatives who are caring for children not in foster care.

- 2,915 calls placed to NYS Kinship Navigator, serving all 62 counties in NY state.
- 54,000+ hits on our website www.nysnavigator.org

Our Kinship Integrative Network supported 99 grandparents and other family members who assumed responsibility to care and raise over 175 children in their families:
- 98% of children served were safely maintained in their kinship caregiver home
- Caregiver stress reduced by 70%

unaccompanied refugee youth were served by generous foster families during 2019. 100% of those leaving foster care had a clear transition plan to safety and stability.
Honors and Achievements

Awarded 2 grants to rehabilitate Francis Center, our shelter for men
• $4 Million to create 9 permanent supportive housing units and renovate the emergency shelter.
• $1.1 million over 5 years for supportive services to the residents of these 9 new units.

NYS Kinship Navigator was awarded over $633,000 in federal funds for a second year to develop enhanced programming and implement an evidence-based model for case assistance and support for kinship families across New York State.

Your Health Partners of the Finger Lakes, LLC. In 2019, CFC assumed the role of lead agency for this Behavioral Health Care Collaborative (BHCC) that was awarded a $1.5 million grant through 2022 to improve health outcomes and prepare providers for value-based payments arrangements.

Bridges to Success, our adult mentoring program, was awarded funding from the Mother Cabrini Foundation to enroll a second cohort. Our first 2-year cohort participants demonstrated excellent progress towards achieving their goals, including: a twofold increase in employment and an average household income increase of 111%. Bridges to Success is operated in partnership with Action for a Better Community.

CFC secured another award from NYS to continue operation of our Career Pathways Program through the Rochester Workforce Consortium (RWC). This program operates as a joint collaborative with the Rochester City School District’s Office of Adult and Career Education (OACES) and Career Start Rochester.

Visit our website to read more about these and other stories: www.cfcrochester.org/news-center/

Stay connected with us by following our stories / blog on Medium.com, viewing our videos on our YouTube channel, and following us on social media: Facebook, LinkedIn, Instagram, and Twitter!

Our Behavioral Health Network continues to provide critical services for people who, in many cases, would have nowhere else to turn.
• 87% of the clients of our Mental Health Clinic and 84% of our Restart Outpatient clients have incomes below $15,000.
• Our expanded walk-in hours and the availability of Medically Assisted Treatment (MAT) are two of our most needed and relevant services.
• Our clinics are located next door to the Rochester Transit Center, making access relatively easy.
• 11% of our Mental Health Clinic clients are children. The Children’s Mental Health program connected with 3 charter schools to provide psychotherapy on site at least one day each week.

Stay Tuned!
Thursday | December 3, 2020 | 5:30 - 8:30
Kodak Center

Would you like to volunteer to make our 2020 Empty Bowls a success? Please reach out to Jess Regan at jess@cfcrochester.org for more information.

Help Catholic Family Center feed the hungry and homeless in Rochester by joining us for Empty Bowls.
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2019 - 2020
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Financials

Support:
- Grants from Government & Other Agencies: 18,961,937
- United Way: 778,830
- Contributions & Bequests: 1,238,729
- Special Events: 292,349
- Diocese of Rochester: 112,308

Total Support: $ 21,384,153

Revenue:
- Program Fees: 9,375,229
- Other**: 904,950
- Investment Income/(Loss): 80,397

Total Program Revenue & Support: 31,744,729

Expenses:
- Program Services: $ 28,234,143
- Management & General: 3,170,278
- Fundraising: 405,926

Total Expenses Before Other Items: 31,810,347

Total Surplus/(Deficit) from Operations*: -65,618

Unrestricted Net Assets Beginning of Year: 1,028,613

Unrestricted Net Assets End of Year: (1,094,231)

Restricted Net Assets End of Year: 2,630,459

Total Net Assets: 1,536,228

** Includes Adjustment to Prior Year Revenue of $546K and $290K in 2019 and 2018, respectively
* Positive operation results contributed to reducing negative unrestricted fund balance.

2019 Program Service Expenses

- Services for Seniors – 17%
- Mental Health Services – 15%
- Employment Services – 4%
- Crisis & Housing Services – 13%
- Children & Family Services – 8%
- Advocacy & Social Ministry – <1%
- Adult Mentoring – 4%
- Addiction Treatment – 34%
- Refugee & Immigration – 4%
Empty Bowls

Since 2005, the Empty Bowls movement has provided shelter, nutritious meals, and emergency services to tens of thousands of children, men, and women in the greater Rochester area. We recognize and thank the artists who donated bowls during 2019, which serve as a reminder of all the bowls that are empty in our community. They are the inspiration and heart behind this grass roots movement.

Cat Clay, LLC
Catherine Barry
Created by Us Pottery
Clayscapes
Claudia Gill
Midlakes High School
Our Lady of Mercy School for Young Women
Cory Lynn Riemer
Emanuel Rosano-Diaz
Turk Hill Crafts School
Telehealth Services are now available in Intensive Residential addiction treatment programs, making clinical support readily available, while reducing clinician travel time.

- **FIVE drug free babies** were born to mothers in our Intensive Residential programs in 2019.
- The men served by Freedom House, one of our addiction treatment residences, experienced a **57% successful completion rate**. This is a 10-point improvement over 2018.

**YEAR in review**

**January** – Restart Outpatient addiction services now include gambling treatment.

**February** – Handmade mittens warmed adult and children’s hands all winter!

**March** – CFC Hope Gala, our largest fundraising event. Thank you!

**May** – Grateful to the many volunteers during United Way Day of Caring.

**June** – Celebrating World Refugee Day

**April** – Celebrating our Social Workers

**August** – “CFC at the Border” read our stories on Medium.com!

**November** – Adopt a Family

**December** – Empty Bowls

**September** – Kinship Care Month