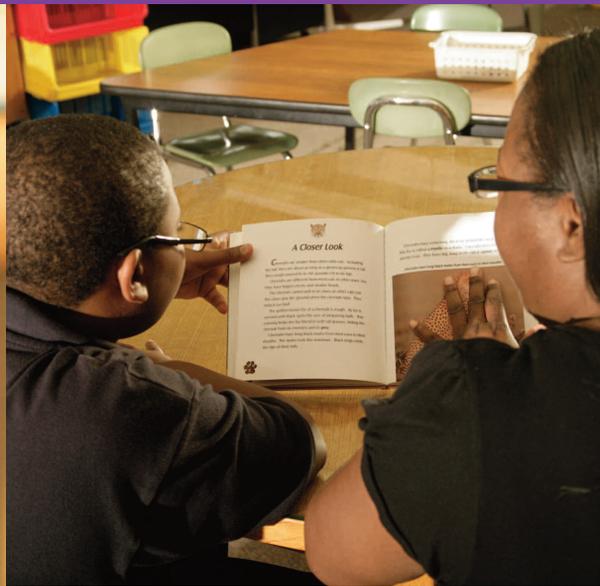




Catholic Family Center

The Dollars & Sense of Catholic Family Center's Services

ANNUAL REPORT 2010



The Dollars & Sense of Catholic Family Center's Services

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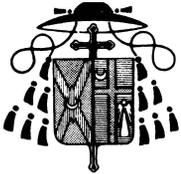
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We must
ensure that the needs
of the least among us
are a priority.



Bishop's Office

DIOCESE OF ROCHESTER
1150 Buffalo Road · Rochester, NY 14624-1890
(585) 328-3210 · FAX (585) 328-3149

Dear Friends,

Jesus Christ taught us this simple but powerful lesson... “What you do for the least of our brothers and sisters, you do for me.” As our country and state continue to struggle with potentially devastating economic challenges, we must ensure that the needs of the least among us are a priority. Charity and love, while absolutely crucial, are not enough. We have a moral obligation to change the structures, economic and social, that create the incongruity of the richest nation on earth shot through with pernicious and growing poverty.

Catholic Family Center, an integral part of Catholic Charities for more than 90 years, does God’s work by providing high quality human services that meet the needs of the poor and vulnerable, and by persistently advocating for our brothers and sisters with key influencers in government, business and community organizations to address the broadest spectrum of human need.

I congratulate and thank Carolyn Portanova, President & CEO, the CFC Board of Directors, staff and volunteers for their hard work and continued commitment to the Mission and Vision of Catholic Family Center that inspires all of the services they provide.

I also want to commend and thank all those who support CFC and Catholic Charities with their time, talent and treasure. Your generosity is truly a blessing.

With every good wish, I remain,

Your brother in Christ,

† Matthew H. Clark
Bishop of Rochester

God's Love Endures Forever

The Dollars & Sense of Catholic Family Center's Services

Catholic Family Center serves those in need AND saves taxpayers' dollars!

Dear friends,

Catholic Family Center serves those in need AND saves taxpayers' dollars!

How is this possible? Let us share a few powerful examples.

Services provided through Catholic Family Center's Aging and Adult program, like Expanded In-Home Services, can help delay or avoid the need to move a loved one to a nursing home. On average, **it costs \$5,000 to sustain an older adult in their home for one year, versus \$60,000 for Medicaid reimbursement to place the same older adult in a nursing home.**

In Monroe County, more than 2,500 people return from prison incarceration each year. Catholic Family Center's Reentry Services cost on average \$1,500 per person annually versus the \$55,670 it costs to house a prisoner for a year in New York State. **CFC has helped 450 clients re-enter the community at a cost of \$675,000 versus the \$18 million in taxpayer dollars it would cost for their continued incarceration.** Even more compelling is the fact that CFC's recidivism rate is 12% compared to the national rate of 39%. This translates into a safer community.

In 2010, Catholic Family Center witnessed the birth of **six drug-free babies** born to residents in our residential drug treatment facilities. **Each drug-free baby saves taxpayers more than \$100,000** in high-risk ob/gyn delivery costs, not to mention the future costs of remedial education expenditures, and health challenges.



...made possible by the support of generous donors, funders and community partners...

The dollars and cents of Catholic Family Center's services are clearly compelling. What is even more compelling about our services are the dollars and sense they make as part of a holistic community response to the needs of those who are vulnerable and facing poverty. In a *Democrat and Chronicle* column by Mark Hare published on April 4th of this year, Mr. Hare shared this wisdom, *"We are in very hard times. Government funding is under the gun. And private charities...face hard choices in light of increasing demand. I wouldn't want to be making those choices. But I do know that...this is a dangerous time to make cuts. We are rich in human services here [in Rochester]. Lives are being saved every day...Belt tightening when it comes to caring for those in need will make us weaker, not stronger, as a community."*

We've shared the facts about the dollars and cents/sense of our services, but we hope that it is the client stories you will read in this report that will touch your heart. They are real success stories **made possible by the support of generous donors, funders and community partners like you.** We trust that Catholic Family Center's passion, superior outcomes and persistent advocacy for people in need will continue to inspire your confidence in us and your investment in our services.

Thank you.

Carolyn A. Portanova
President & CEO

Tony Adams
Cairperson, Board of Directors



Independence *with* Dignity *at* Every Age

Evelyn Weed first started using CFC's EISEP (Expanded In-Home Services for the Elderly Program) in 2005 when she had a series of health issues. During this time, her husband Edward was also suffering with Alzheimers and his condition required extra care that Evelyn just wasn't able to provide.

Through EISEP, Evelyn and Edward were assigned a CFC case manager who assessed their needs and began connecting them to supportive services. The case manager arranged for Edward to start attending St. Ann's Community two times per week for daycare, accompanied by Evelyn, with transportation provided. Edward and Evelyn received a hot meal and there were activities for both of them to enjoy. Evelyn also received help around their home with cleaning, chores and daily tasks.

Unfortunately, in 2010, Edward lost his fight against Alzheimers and Evelyn said goodbye to her sweetheart of 50 years. Instead of being placed in a nursing home, Evelyn stayed independent in her community center with the help of EISEP. "I can't praise EISEP enough for all that they have done," says Evelyn. "I would never have been able to make it through all of this by myself."

Life has indeed been different now that Edward is gone, but Evelyn is coping well. She enjoys sorting mail with her girlfriends, going to educational workshops provided by the center, and shopping each Wednesday at Wegmans; all while maintaining her independence with dignity.



An Ounce *of* Prevention *is worth a* Pound *of* Cure

Tomika Lyons was referred to CFC's Incredible Years program after a surveillance camera spotted her spanking her 8-year-old son and someone reported it. "I was reluctant to go to CFC at first," says Tomika. "I didn't want to be there, but after a while I started listening . . . and I can honestly say that the tactics have helped."

Prior to coming to CFC, Tomika would lose her temper easily with her son. He had behavioral issues and enjoyed arguing and debating with her. Her frustrations would mount and she would punish him for days at a time.

While Tomika was in the Incredible Years program, she began to learn different discipline techniques that would help her control her temper and the situation. "I learned things like the 'ignore process,' 'the time-out method,' how to state my piece without an explanation and how to punish bad behavior appropriately," says Tomika.

Since coming through Incredible Years, Tomika says not only has her son's behavior at home improved, but he is doing better in school as well. Had Tomika not received the help of CFC's Incredible Years program, she believes, "My anger would have gotten the best of me. I was overwhelmed with his behavior, and he probably would have ended up in foster care."



Worth Taking *A* Chance

Alex Acosta knows what it's like to grow up poor in rough neighborhoods where boys and young men of color often make bad decisions and end up on the wrong side of the law. "I was one of those kids, so I know what my clients are going through and can build strong relationships with them based on shared experience and honesty." Alex, a case manager at CFC's Reentry Services, works with Rochester Safe & Sound (RSS), a collaborative program led by RIT and closely aligned with the Federal Bureau of Justice Assistance and local law enforcement agencies. RSS targets 16 – 26 year olds who are on probation or parole, identified as gang members or gang affiliates, and are at very high risk for further criminal activity. The main focus of the program is helping these young people stabilize their lives by connecting them to treatment for behavioral health issues, education in all aspects of life skills development and employment preparation/job search skills so they can achieve independence with dignity.

According to Alex, these are young people who haven't had people in their lives that really care about them. "I'm really invested in their success because I know what it's like to succeed, so I won't give up on them. Not only do I connect them with the services they need, I make sure they follow through and utilize the services." John Harper, Director of Reentry Services to whom Alex reports, says, "Alex maintains a high level of accountability in his program and his clients know his expectations of





them. He builds a mentoring relationship with them, acts as a surrogate parent in many ways, and establishes a level of trust that ensures success.”

Alex recently shared in the success of 21-year-old Ali Dade who proudly brought in his first paycheck for his mentor to see. Ali, who began the RSS Program in October of 2010, had been living at the Salvation Army, had no family support system, never completed high school or earned a GED and had experienced the criminal justice system. With Alex’s intensive support and follow up, Ali enrolled in a GED program, got connected to DHS and stable housing, and began

the journey to full time employment. Six months later, Ali has earned his GED, is in stable housing and is working full time. “I told him he should be proud of his accomplishments because I surely am,” says Alex.

Ali’s success underscores the powerful fact that the recidivism rate for the more than 80 young people who have been through the RSS program is only 9%, compellingly lower than the national recidivism rate for convicted felons. Young people’s lives are improved, the community is safer and all at a cost that literally saves taxpayers’ dollars.

Service Excellence in 2010

Aging & Adult Services

- Eldersource, the single point of entry for aging and disability related services, served 13,816 clients (information, referral and assistance via phone) with 90% reported increased knowledge to locate and obtain appropriate elder care services; 2,486 Care Management/ Case Assistance clients with 99% maintaining or advancing one grade in the OARS (functionality) score; and provided caregiver support to 4,098 Caregivers with 95% increasing their knowledge of available community resources.
- Expanded In-Home Services for the Elderly Program (EISEP) provided 699 older adults with case management and subsidized aide service in order to keep them safe and independent in their own homes delaying the need for nursing home placement and Medicaid.
- Customer service was enhanced through a new computer-based uniform phone log system which provides staff with real-time tracking and coordination of client and caseworker calls and communications. Over 28,104 telephone calls were logged in the Financial, Legal and Adult Guardianship Services (FLAGS) program. Improved response time gives staff on coverage the ability to support current service requests, eliminates duplicate call-backs and conflicting instructions. Over 76,000 checks were written to pay rent, utilities, bills and other client expenses to 1,660 non-duplicated FLAGS clients in 2010.

Children, Youth & Family Services

- The Unaccompanied Refugee Minor Foster Care and DUCS Foster Care programs were at full utilization for 2010 with 46 youth in care. The DUCS program forged a very successful partnership with Westside Health Services where all our DUCS youth can now go to receive their

medical care. We expect 11 youth to graduate from high school in June 2011 and eight out of the 11 youth have college plans.

- 100% of Preventive staff are training in Trauma Focused Cognitive Behavioral Treatment (TF-CBT). The goal of TF-CBT is to address the biopsychosocial needs of children who meet the criteria for Post Traumatic Stress Disorder or present with other issues relating to traumatic life experiences.
- Early Intervention (EI) staff were trained in and began to use a new computer EI system (NYEIS) in order to provide efficient, expedited services to kids in EI.
- Refugee Resettlement resettled almost 700 refugees in 2010 and helped give them an opportunity to establish hopeful, productive lives in Rochester.

Housing Services

- Community Resource Services (CRS) received on August 1 a new contract from United Way to enhance case management services with funding of approximately \$641K. The program direction involves working with families and individuals, particularly those who seek emergency services multiple times, to address both their basic needs (food, clothing, shelter, etc) and their psychosocial needs that serve as a barrier to self-sufficiency. Counseling Staff at CRS provide assessment, short-term therapy, and referral to longer-term services within CFC or elsewhere.
- In October of 2010, as HEAP employer of record for Monroe County Dept of Human Services, we expanded to a second site located at 1460 Lyell Avenue. This program provides basic HEAP assistance to vulnerable populations, self-employed individuals and families, and furnace repair to homeowners.

The Dollars & Sense of Catholic Family Center's Services

Service Excellence in 2010 cont.

- Lafayette II – In August of 2010, CFC received a contract with funding of \$394K over the next three years to add 13 additional two-bedroom apartments to expand the affordable housing program. In partnership with Providence Housing, staff work to acquire apartments and start the occupancy phase for new clients.

Office of Social Policy

- Gathered 5,206 signed postcards from the Catholic parishes in Monroe County calling for comprehensive immigration reform; delivered postcards to the offices of the U.S. Senators and Members of Congress representing Monroe County.
- In collaboration with Catholic Charities Community Services we organized presentations in 32 parishes commemorating the 100th Anniversary of Catholic Charities. These talks were given by CFC board members and staff.
- Organized visits of CFC clients, staff, and parishioners to meet legislators in Albany to discuss issues of concern as part the New York State Catholic Conference Albany Forum in March and led visits to the legislators' home offices during the summer.

Mental Health

- IPRT(Intensive Pscyh Rehabilitation Training) was approved for conversion to PROS (Personalized Recovery Oriented Services) with clinic, which will allow clients to be served in a more holistic manner because services will include Psychiatric and Nursing staff; 109 clients were served with 31 successful discharges of which 10 were employed, two were enrolled in college, and two had volunteer positions; the VESID funded supported employment program served 19 and six of those were closed due to maintaining employment for 90 days.

- The Mental Health Clinic served more clients than ever before in its 25 year history, including a growing percentage of children and adolescents; the Clinic served 746 clients, a 10.68% increase over the clients served in 2009; provided a total of 7,383 clinical visits; and successfully implemented the NYS Office of Mental Health, Clinic Restructuring Initiative as of 10-01-10. This included major changes in services, billing, regulations and documentation standards.

- EAP of Rochester was responsible for over 28,000 lives spanning over 92 company locations with a primary focus in the Rochester region, though service is provided in all surrounding counties as well as multiple states as necessary; Client satisfaction was evaluated over six areas with a combined satisfaction score of 91% for responses of "Excellent" and "Very Good"; EAP was again successfully credentialed by COA, a distinction not held by other competing EAP's.

Reentry Services

- Served a total of 540 participants. 320 participants successfully completed services. Overall, the program had a recidivism rate of 12%, far below the statewide average.
- DCJS (New York State Department of Criminal Justice Services) awarded CFC a two year grant through Monroe County to coordinate and develop resources for youth returning to the community from state custody, typically Industry.
- The Abraham Project (fatherhood initiative) served 63 fathers (and families), in overcoming the emotional and financial barriers to effective parenting and relationships with their children.

The Dollars & Sense of Catholic Family Center's Services

Service Excellence in 2010 cont.

Restart Outpatient

- The Recovery Connection Case Management Program successfully demonstrated a savings of 63% in Medicaid costs spent on chemical dependency services in the 24 month period following enrollment in the program.
- In 2010, the Jail Diversion Enhancement Program (JADE) reduced the number of days spent in jail by program participants by 28% and total arrests by 76% in the 12 months following involvement in the program.
- 98% of the clients completing treatment in the outpatient clinic and day rehabilitation program reported no further arrests since admission.

Restart Residential

- Liberty Manor and Hannick Hall had six drug free babies born to women in these Intensive Residential Drug treatment programs. Also, eight children reunited with their mothers during treatment and nine children were admitted with their moms on the same day. None of these children had to be separated from their mothers because of drug treatment. Women who are able to remain with children stay in treatment longer.
- Freedom House men continued their tradition of traveling to Albany for the New York Catholic Conference Albany Forum. This is a unique opportunity for men who are in early recovery from drug addiction to tell their stories to State legislators and to be part of the advocacy effort for the Catholic Conference. It is a very empowering and enlightening experience for everyone.

- The Chemical Dependence Prevention program saw over 100% of the targeted number of students for the year. Students seen by program staff had an 80% improvement in at-risk factors such as family or school problems.

Workforce Development

- Employment Services prepared and placed 240 clients in jobs despite a difficult job market. The program also helped over 30 students complete formal Vocational English Training resulting in employment.
- Loan & Financial Education Services provided 118 low-income, working families with used car loans to help them maintain employment and family stability through reliable personal transportation, all with a repayment rate of 95%. The program also provided Financial Education Workshops (on topics such as budgeting and credit repair) to over 600 individuals in our community.
- Credit Education Bureau became part of CFC, providing a variety of one-on-one financial health counseling and financial wellness services to over 450 individuals in the community. CEB also partnered with the City of Rochester to successfully operate the BizKid\$ Youth Entrepreneurship Program.
- Healthy Sisters' Soup & Bean Works helped 25 women in recovery develop self-confidence and learn the job skills needed to successfully reenter the workforce; all while selling \$150,000 worth of beans through 100 US retailers.

Catholic Family Center

Financial Results - For the year ending 12/31/2010
(With Comparative Totals for 2009)

<u>Support and Revenue:</u>	<u>2010 Results</u>	<u>2009 Results</u>
Support:		
Grants from Government and other Agencies	19,035,269	18,414,752
United Way	1,119,410	1,268,897
Contributions	970,317	1,429,729
Special Events	223,891	236,206
Diocese of Rochester	126,385	122,523
Foundation Support	60,810	44,894
Total Support	21,536,082	21,517,001
Revenue:		
Program Fees	4,691,469	4,433,144
Other	427,459	423,777
Investment Income/(Loss)	148,864	253,116
Total Program Revenue and Support	26,803,874	26,627,038
Expenses:		
Restart Substance Abuse Services	6,721,917	7,059,825
Children & Family Services	5,518,671	5,081,509
Aging & Adult Services	3,648,414	4,096,474
Homeless & Housing Services	2,847,766	2,980,607
Mental Health & Counseling Services	2,002,872	1,637,678
Re-Entry/Workforce Development	2,179,965	1,915,377
Office of Social Policy	156,528	148,354
Total Program Expenses	23,076,133	22,919,824
Management & General	3,752,511	3,413,847
Fundraising	279,441	337,481
Total Expenses Before Other Items	27,108,085	26,671,152
Total Surplus (Deficit) Before Other Items	(304,211)	(44,114)
Miscellaneous Items	610,864	590,704
Total Surplus (Deficit)	306,653	546,590

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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

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.



Catholic Family Center

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www.cfcrochester.org

Catholic Family Center is a fully accredited human service agency providing care to all people regardless of age, sex, religious affiliation or socioeconomic standing. CFC is a regional office of Catholic Charities of the Diocese of Rochester.

