

**Catholic Family Center
2011 Annual Report**

*New
Beginnings
from Deep
Roots*



Catholic Family Center

Mission

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.

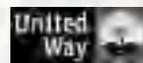


Catholic Family Center

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585-546-7220

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.





Bishop's Office

DIOCESE OF ROCHESTER

1150 Buffalo Road · Rochester, NY 14624-1890

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My Dear Friends,

Through the good stewardship and support of people like you and with the energy and initiative of a caring, compassionate staff, Catholic Family Center continues to be a beacon of hope and light for those in need in our community. Our sisters and brothers served by Catholic Family Center inspire us with their courage and their journey toward self-sufficiency. Their stories lift our spirits and remind us of Christ's steadfast love.

Looking back at 2011, we recognize and appreciate the legacy of Carolyn Portanova and we celebrate the new vision and strategic leadership brought by Mark Wickham. CFC's roots are firmly planted in the Scriptures and Catholic Social Teaching. Mark is guiding the work of the Agency with a deep understanding of how they nourish the fruit of our labors. His strong commitment to CFC's Mission will ensure the Agency's continued success as we face the challenges and changes on the horizon.

I want to give special thanks to all those who support Catholic Family Center, a subsidiary of Catholic Charities of the Diocese of Rochester. Your generous donations of time, talent and money make this work of love possible. Your continued commitment and your goodwill are great blessings.

With every good wish, I remain

Your brother in Christ,

† Matthew H. Clark
Bishop of Rochester

God's Love Endures Forever

“Every new beginning comes from some
other beginning’s end”



Dear Friends,

We are honored to share with you this report of Catholic Family Center’s (CFC) excellent work in the year 2011.

The year was marked by significant change for the Agency, culminating in Carolyn Portanova’s retirement on December 31. From the beginning of her tenure, Carolyn led the Agency with courage and vision, ensuring CFC’s roots were firmly and deeply entwined around the health and well-being of this community. From these roots, we embark on a new beginning. We do this together and with great excitement for the opportunities that lie ahead to *serve and advocate*.

While there were some signs of economic recovery in 2011, the aftermath of the recession continued to be felt by those in our community who are vulnerable and facing poverty. One of the most telling and disturbing statistics comes out of CFC’s Community Resource Services program where families and individuals in crisis turn for emergency help: food pantry needs for people living in this community increased by 69% in 2011.

Helping people to achieve their full human potential through self-sufficiency infuses all of Catholic Family Center’s programs and services, the majority of which also save taxpayers’ dollars. Among the inspiring success stories you will read later in this report is that of Jennifer Grimmage and her two young daughters. This family survived domestic violence, Jennifer’s medical and mental health challenges, unemployment and homelessness. With CFC’s help, they found stable housing at our Lafayette II supportive living program, Jennifer has purchased a car, is seeking full time employment and the children are in daycare and school. Not only is this family healthier and well on the road to self-sufficiency, but our services saved taxpayers’ dollars. Lafayette I & II provide permanent, supportive housing at 1/6th the cost of emergency homeless shelter housing.

Poverty continues to take its toll on families and individuals throughout Monroe County. An alarmingly large number of our clients (44%) have aggregate household incomes of less than \$15,000. This is unacceptable. Through our persistent advocacy, we give voice to those who too often go unheard. The needs of our clients and community must be brought to light and addressed by people of

influence. Catholic Family Center reaches out through diverse channels of communication to government officials, private sector business leaders, community partners and faith communities asking for support to:

- Champion reinvestment of dollars saved by the reconfiguration of State programs such as Medicaid, the prison systems and hospital systems into community-based recovery and housing services;
- Protect programs that are proven to save taxpayer dollars and improve lives, such as our Kinship, Preventive Care, Supportive Housing and Reentry services;
- Enact mandates that allow equal access to Mental Health Care for: clients returning to work who are not able to afford medications and counseling, teens and children.

These are just a few of the community needs on which we are shedding much needed light.

Thank you for your continued commitment to Catholic Family Center's work. We are blessed by your generosity and faith in our Mission. Your continued support will make our community healthier and stronger.



Mark A. Wickham
President & CEO



Maryanne H. Townsend
Chairperson, Board of Directors

Catholic Family Center at a Glance - 2011

- 33,217 people provided services designed to help achieve full human potential
- Number of programs: 47
- Number of locations providing services: 28
- Nearly 50% of clients reside in areas where the poverty rate is 15% or higher
- 30% of clients reside in areas where the poverty rate exceeds 30%
- 44% of clients have aggregate household incomes less than \$15,000
- 25% of clients served are over the age of 65
- 27% of clients served are under the age of 21
- 57% of clients served are female

A Mother Prevails Over Adversity, Begins Anew



Jennifer Grimmage came to Rochester in late 2010 with her two little girls, escaping an unhealthy relationship. She got a job and an apartment for her family. “This was the first time I’d been on my own with the kids and balancing work, school schedules, daycare, and bus schedules. It was so hard,” says Jennifer.

For a time things went well, but then she suffered a number of medical issues that caused a downward spiral into depression. Jennifer could no longer work, lost her job, and ultimately was evicted from her apartment. With nowhere to go and no family support, she was referred by DHS to Catholic Family Center’s (CFC) Sanctuary House emergency shelter for homeless women and children. “It was really bad to look into my kids’ faces and know they couldn’t understand,” she says. “That first day when the counselor looked at me and said ‘it’s going to be all right’ I felt such hope.”

Shelter staff soon recognized that Jennifer and her children were dealing with complex problems that required a comprehensive approach to service delivery. They connected Jennifer to Samantha Colson, a counselor in CFC’s emergency

services program at Community Resource Services. After meeting with Jennifer to address her ongoing depression, Samantha also determined that she needed additional parenting support. Jennifer was connected to CFC’s Incredible Years parenting program, a key component of Preventive Services in the Agency’s Children, Youth & Families department. She was also connected to mental health services in the community to treat her depression. Ultimately, with the aid of her counselor, Jennifer was placed in CFC’s Lafayette II supportive housing program.

“When my girls saw the apartment they were so excited,” says Jennifer. “My oldest said, ‘Mommy, I feel like I’m a millionaire’.”

Today, Jennifer and her children are in stable, safe housing with our continued supportive services. Jennifer has been able to purchase a car and is actively job searching, and the children are in daycare and school. When asked about her goals for the future, Jennifer quickly pointed out her love of cooking and feeding people, so she’s focusing on studying culinary arts. She also acknowledged her fears of success and being alone. “This is my year of overcoming fears. With all of the support and connections through Catholic Family Center, good things are falling into place. I am so very thankful.”

“I felt such hope...I am so
very thankful.” 

New Roots in Peaceful Soil



Hamedine and Mariame Mbodji are originally from the country of Mauritania, in West Africa. Hamedine worked as a police officer until war broke out and conditions became brutal and unsafe. Hamedine's life was threatened and he was faced with the decision to either stay in their home country and be killed, or go to a refugee camp. In 1990, Hamedine and Mariame left their families and went to Senegal with their son. Little did they know that the refugee camp in Senegal would be their new home for the next 19 years.

Because they weren't citizens of Senegal they were unable to work or send their son to school. While in Senegal, Mariame had five more children, all of whom were forced to stay in the camp and not allowed to attend school. Those 19 years were "difficult," according to Mariame, but the family was able to find the blessings in even the darkest of situations. "We were safe, and we had food every day," said Mariame.

In 2002, Hamedine and Mariame were able to apply to come to America in search of a better life for their family. They waited four years after applying until they finally received the good news that their family had been accepted. "We were so happy," said Mariame. "There was dancing."

In 2006, they arrived in America and were helped by Catholic Family Center's Refugee Resettlement program. "I say of Catholic Family Center – thank you!" said Hamedine. CFC case workers helped the Mbodjis get their green cards, enroll in school, find affordable housing, and start the paperwork to become U.S. citizens. "In America, if you have a right to something, then they will give it to you. In other countries, it's not so. There is a freedom here, with lots of opportunities," said Mariame.

After many obstacles, long periods of waiting and very hard times, Hamedine and his family gathered together on February 9 for his Naturalization Ceremony in which he finally received official U.S. citizenship.

"I'm so happy to have the American citizenship," said Hamedine.

"There is a freedom here,
with lots of opportunities."



Strength Blossoms with Hope

Just looking at KeKe Robinson, you'd never be able to tell that she spent most of her past living with alcoholic parents, spending time in and out of foster care, struggling with drug addiction and living on the streets. Her radiant smile, "can do" attitude and dynamic laugh hide all of that, but it has been a hard journey for KeKe.

Deciding she didn't want to die on the streets, KeKe found shelter at the local YWCA and started attending Catholic Family Center's PROS (Personalized Recovery Oriented Services) program. She was connected to Cheryl Steele, a Rehab Specialist with CFC. Cheryl works as KeKe's counselor, but the connection between the two of them runs much deeper. With Cheryl's help, KeKe has learned invaluable lessons that have helped her come to terms with her past, and move forward with her future. "The most important lesson I learned was 'not giving up,'" said KeKe. "I've also learned how to deal with people better, become organized, focused, my self-confidence has increased, and I've learned a lot of life skills."

KeKe is finishing up her education at BOCES where she is studying Specimen Processing Technology. She expects to finish in June, and start an internship with Strong Memorial Hospital. She also recently learned she is doing very well in her class. As KeKe's counselor, there's nothing that makes Cheryl prouder than seeing her achievements. "I've never met anyone as positive as her [KeKe], she lights up a room when she comes in, and people look forward to seeing her," continued Cheryl. "The streets have swallowed up people with similar backgrounds, and they've never returned. But with hard work, KeKe has overcome."

KeKe has also written a book of poems entitled *The Rarest of Jewels* that is set to be published in June. The book pays homage to KeKe's tough past, but also serves as a reminder that with hard work and dedication...anything is possible.

"The most important lesson I learned was 'not giving up.'"



The Roots of Wisdom in Age

Melba is an energetic 77-year-old Brockport resident who lives independently, thanks in part to Catholic Family Center's (CFC) STAR program. STAR (Service to Aging Residents) is a program that helps older adults in our community maintain an independent lifestyle with the assistance of transportation, grocery shopping, chores, errands and much more.

When Melba went through a series of health problems in 2009, she knew to call CFC for help. She was connected to our STAR program and was assigned a case manager and a driver, Joyce Cranmer. Now, three years later, Melba still receives driving services from Joyce and is able to make it to all of her doctors' appointments. "I consider Joyce my friend – we talk and laugh, and I enjoy our time together," says Melba.

Melba has two daughters, one who lives in New Jersey, and one who works full time in Canandaigua. If it were not for the STAR program, Melba would have to live in a nursing home in order to receive the medical attention she requires. Thanks to STAR, her family has peace of mind and Melba has remained independent. "My family depends on Joyce and we are very pleased with the service," says Melba.



**"I consider Joyce my friend – we talk and laugh,
and I enjoy our time together."**



Planting the Seeds of Security



Karen Smiley has always been a “planner.” With a nearly perfect credit score, good financial sense, and a steady full-time job, her life was a picture of the American Dream. That is, until Karen went through a terrible breakup after being in an unhealthy relationship. She ended up with a mountain of debt, a credit score in the low 400’s, and eventually had to declare bankruptcy.

Out of curiosity, Karen pulled a credit score on herself one day and she didn’t like what she saw. She mapped out a plan of action, and decided which creditors needed to be paid off first. She also took a proactive approach and called Catholic Family Center’s Credit Education Bureau. “I spoke with Chad and he told me the consultation fee was \$40. I was floored! I thought that was really cheap, so I set up a meeting with him,” said Karen.

Immediately, Karen felt comfortable with Chad Rieflin (Director of the Credit Education Bureau) as he explained and taught her ways to repair her credit score and get her financial life back on track. “I was at the first meeting for 1 ½ hours. It was the best \$40 I ever spent,” said Karen.

Armed with her checklist from the Credit Education Bureau and the willpower to make a change, Karen slowly began paying down debt and establishing healthy credit so that she could increase her credit score. Her personal goal was to increase her score to the 600’s in one year. Within six months, Karen’s credit score went from 426 to the 600’s. “There is hope. And there are people out there to help you. I’ve even passed along some of the information Chad gave me to my own friends,” said Karen.

After one year, Karen met with Chad again to review her progress. Her credit score was in the 700’s, she had managed to save a substantial amount of money and buy a car, put a roof on her home, and start a kitchen remodel. “There are so many services that no one knows about, and the Credit Education Bureau is one of them,” said Karen. “For the small fees you pay for the Credit Education Bureau, it’s worth it tenfold!”



“There are so many services that no one knows about, and the Credit Education Bureau is one of them.”

Aging & Adult Services

- Aging & Adult community-based services directly helped 11,728 older adults and their caregivers through: case management, subsidized home-care, money management, transportation, information and referral support, access to benefits and entitlements, and emotional support. Of those that completed a client satisfaction survey, 96% reported they were satisfied with the services they received. The cost of supportive services for an older person in their home is approximately \$6,000 a year, vs. the estimated cost of \$96,000 a year for that person to have access to Medicaid and move prematurely into a skilled nursing facility.
- Over 900 seniors maintained their mobility and independence through STAR transportation to essential errands/medical appointments, home maintenance access, shopping and linkage to resources (over 11,000 trips and over 8,000 supportive contacts) including those coordinated by TRAC - the Transportation Access program. The vast majority (78%) of these participants are very low income.
- Over 675 older adults received case management (over 18,500 hours!) and subsidized in-home care (over 67,000 hours) or other supportive services in our community through EISEP. Ninety-three percent of CFC's participants maintained or improved in their functioning levels as a result of our assistance.

Children, Youth & Family Services

- Preventive services provided home-based counseling services to 284 Monroe County families whose children (totaling 685) are at risk of abuse and neglect due to a variety of issues including undiagnosed mental health issues, domestic violence, substance abuse, unstable/unsafe housing, use of excessive corporal punishment, and lack of knowledge and parenting skills related to normal childhood development developmental stages. CFC's annual cost per child in preventive services is \$1300 vs. the average annual cost of foster care per child at \$23,868, or \$56,600 for therapeutic foster care. Ninety - eight percent of the families served in CFC preventive programs remained intact at termination of services.
- Fifteen children were placed into permanent families through adoption. Three of these placements were for children identified as older special needs, and five of these children were international placements.
- The specialized foster care program for unaccompanied refugee minors served 44 youth in 2011 where 71% of these youth had fewer than two foster home placements since their entrance into the program. One-hundred percent of the youth discharged from foster care had a clear transition plan with identified supports and ongoing service needs outlined.

CYF's Refugee, Immigration & Language Services

- The total number of refugee arrivals was 714 individuals representing 10 different countries including Bhutan, Burma, Somalia, Cuba, Iraq and the Congo.
- CFC resettled 419 Bhutanese bringing the five year total for Bhutanese resettlement to 1,200 individuals. The resettlement of this group has been very successful. This community has grown from scratch over the last five years to become a well established population that is able to assist incoming families in practical, productive ways.

EAP of Rochester

- Was responsible for over 25,800 lives spanning over 85 companies and 115 locations. The primary focus is in the Rochester region, though service is provided in all surrounding counties as well as multiple states as necessary.
- Client satisfaction surveys provided a very positive response to services with 10 out of 12 categories rated at 92% or better.
- EAP developed and provided a new training for the City of Rochester on Prevention of Workplace Violence. Training was specialized for their needs and policy regulations. Our “Taking Charge” training for five area Senior Health facilities (SHAGR) successfully launched and received excellent reviews by both employees and their managers. This program focuses on reducing on-the-job conflict, increasing problem solving skills, reducing absenteeism, increasing productivity and improving communication.

Housing Services

- Community Resource Services (CRS) provided services to 2,930 households in 2011, which equates to approximately 4,930 individuals.
- 100% of families seeking emergency assistance resolved their immediate crisis.
- 87% of clients referred to the counseling program achieved their goals.
- Of those seeking assistance for emergency housing issues, 70% were able to maintain housing for at least six months.
- Food pantry needs for individuals living in the community increased by 69% in 2011. CRS served 1,664 households in 2011, versus 984 in 2010.

Mental Health Center

- Converted to electronic medical records.
- Sessions were provided to 5,938 clients.

Personalized Recovery Oriented Services (PROS)

- Converted to electronic medical records.
- Served 99 individuals: 22 clients entered life roles (were discharged), 18 clients became employed, two enrolled in college, and two clients obtained volunteer positions in the community.

Office of Social Policy & Research

- Gathered 4,260 signatures from the Catholic parishes in Monroe County calling for funding for public transportation, “Wheels for Work” and subsidized child care for low income workers in New York State. These petitions were presented to legislators in Albany.

- Organized the visits of CFC clients, staff, and parishioners to meet legislators in Albany in March as well as visits to the legislators' home offices during the summer.
- Co-authored *In the Spirit of St. Francis and the Sultan: Catholics and Muslims Working Together for the Common Good* and revised *The Challenge and Spirituality of Catholic Social Teaching* (Orbis Press).

Restart Outpatient Services

- 95% of the clients graduating from the Outpatient clinic have engaged significant others in treatment and created a crucial support to sustain recovery.
- Through Recovery Connection, 90% of clients received initial outreach contact within 24 hours. This increases potential for engagement for this population of clients with a history of chronic chemical dependency and mental health issues, and reduces the likelihood of costly emergency room visits.
- JADE achieved a 62% reduction of arrests for participants from 12 months *prior* to JADE to the 12 months *following* release to JADE, a challenge for this population which is identified as a result of their arrest history. (JADE is a program for women coming out of prison who have co-occurring substance abuse & mental health issues.)

Restart Residential Services

- Served a total of 867 people. The seven residential programs served 530 men or women and the CD Prevention program served 337 students. Additionally, 32 children were in residence with a mother in Liberty Manor (11 children) and Hannick Hall (21 children). Hannick Hall and Liberty Manor improved their retention rates by, on average, 10%. Residential programs meet or exceed state targets for six month retention rates by, on average, 7%. The intake processes for the Monroe County Residential Programs were centralized for greater efficiency. The result was a 4% increase in utilization and improved relationships with our referral sources.
- Four drug free babies were born to women in treatment at Liberty Manor (one) and Hannick Hall (three). Restart Residential also provided training that has been approved by the New York State Office of Alcoholism and Substance Abuse Services to staff, and 18 training sessions were held on nine separate approved topics. If staff has to pay for this training in the community it would have cost close to \$10,000.

Workforce Development

- Employment Services helped place over 250 individuals in jobs with a retention rate of 68%. CFC served an additional 180 individuals through Employment Preparation Services.
- The Credit Education Bureau provided Financial Wellness Services to over 120 individuals, in addition to delivering Youth Entrepreneurship Programs in partnership with the City of Rochester.
- Healthy Sisters' Soup & Bean Works helped 28 women in recovery gain the skills needed for employment while selling \$150k worth of soup through 100 retailers.
- Reentry Services served 250 adults and 160 youths reentering our community from incarceration - maintaining a recidivism rate of 13% which is substantially lower than National & NYS averages.

Catholic Family Center

Financial Results - For the year ending 12/31/2011

(With Comparative Totals for 2010)

	2011	2010
	<u>Results</u>	<u>Results</u>
<u>Support and Revenue:</u>		
Support:		
Grants from Government and other Agencies	18,560,037	19,035,269
United Way	1,026,410	1,119,410
Contributions	659,657	970,317
Special Events	242,682	223,891
Diocese of Rochester	128,469	126,385
Foundation Support	103,350	
<i>Total Support</i>	<i>20,720,605</i>	<i>21,536,082</i>
Revenue:		
Program Fees	4,535,638	4,691,469
Other	464,069	427,459
Investment Income/(Loss)	16,395	148,864
<i>Total Program Revenue and Support</i>	<i>25,736,707</i>	<i>26,803,874</i>
<u>Expenses:</u>		
Restart Substance Abuse Services	6,559,999	6,721,917
Children & Family Services	5,502,472	5,518,671
Aging & Adult Services	3,522,812	3,648,414
Homeless & Housing Services	3,128,299	2,847,766
Mental Health & Counseling Services	2,097,935	2,002,872
Re-Entry/Workforce Development	1,865,574	2,179,965
Office of Social Policy	154,005	156,528
Total Program Expenses	22,831,096	23,076,133
Management & General	2,939,414	3,752,511
Fundraising	253,830	279,441
<i>Total Expenses Before Other Items</i>	<i>26,024,340</i>	<i>27,108,085</i>
<i>Total Surplus (Deficit) Before Other Items</i>	<i>(287,633)</i>	<i>(304,211)</i>
Miscellaneous Items	(671,621)	610,864
<i>Total Surplus (Deficit)</i>	<i>(959,254)</i>	<i>306,653</i>

Annual Report 2011

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Mr. John R. Lynch & Mrs. Laura Saxby Lynch
M&T Bank
Mr. Charles J. McMahon
Mr. & Mrs. James Markese
Mr. & Mrs. Andrew Mathews
Mr. & Mrs. Harry P. Messina, Jr.
The Million Dollar Round Table Foundation
Mitchell-Nagel & Associates
Mr. & Mrs. Martin Mucci
Mr. Paul Musclow
Nixon Peabody, LLP
Mr. & Mrs. Martin Palumbos
Passero Associates, PC
Paychex, Inc.
Mr. David Rakov
RBS Citizens, NA
Rochester Business Journal
Sage Rutty & Company, Inc.
Mr. and Mrs. Tony Sagona
Mr. & Mrs. James A. Schmidlin
Schuler-Haas Electric Corp.
The Summit Federal Credit Union
Toshiba Business Solutions
Ms. Maryanne Townsend
University of Rochester Medical Center
The Marie C. & Joseph C. Wilson Foundation
Woods Oviatt Gilman, LLP
Zonta Rochester

\$10,000

Bank of America Charitable Foundation
Century Mold Co. Inc.
Excellus BlueCross BlueShield
First Niagara Bank Foundation
Glover-Crask Charitable Trust
M&T Charitable Foundation
Mrs. Jane Napier
Mr. & Mrs. Art Roberts
Ms. Pamela S. Wilkens White

\$20,000 and above

Mr. & Mrs. Joseph M. Bell
Catholic Charities
Daisy Marquis Jones Foundation
The Jane F. Napier & William J. Napier
Charitable Lead Trust
Mr. Joseph M. Loboza
Max & Marian Farash Charitable Foundation
Raskob Foundation for Catholic Activities, Inc.
Rochester Area Community Foundation
Mr. and Mrs.* Frank M. Stotz

\$100,000

Mr. & Mrs. James Philipponne

* = deceased

Catholic Family Center

87 North Clinton Avenue • Rochester, NY 14604-1458

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