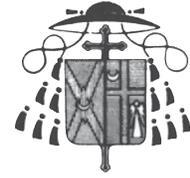


Catholic Family Center
2012 Annual Report

*Your
heart will
understand*





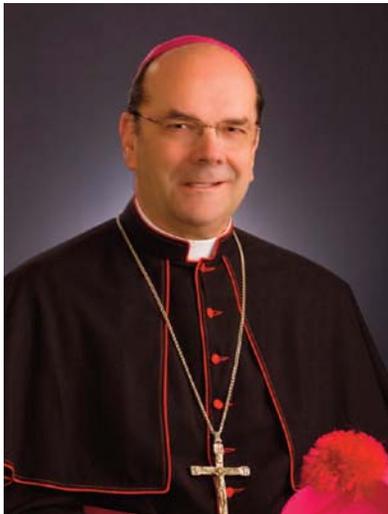
Bishop's Office

DIOCESE OF ROCHESTER

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July 2013



Dear Friends,

Christ's love sustains us through times of challenge and change. As we look back on 2013, we can reflect on the times of trial and celebrate the times of triumph. Our brothers and sisters served by Catholic Family Center (CFC) have certainly known challenging trials and experienced the triumph of achieving self-sufficiency. The client stories shared in this Annual Report will help you understand the humanity that is at the heart of the work of this integral Catholic Charities Agency.

Last year was a time of transition for CFC as the new vision and strategic leadership of Mark Wickham unfolded. He and his staff saw the need for their critical services grow as vulnerable families and individuals suffered the effects of an economy that is slow to recover. CFC continues the fight against poverty in the Rochester community by providing services that help people reach their full human potential and by advocating for the needs of those who have no voice.

Special thanks go to all those who support Catholic Family Center and Catholic Charities with generous donations of time, talent and treasure. We are blessed by your continued commitment to our work and your good will.

Cordially yours in Christ,

† Most Rev. Robert J. Cunningham
Apostolic Administrator of Rochester



God's Love Endures Forever



Dear Friends,

It is an honor for us to present this report of the excellent work done by Catholic Family Center's dedicated staff at all levels in 2012.

The year 2012 was a challenging and busy one for Catholic Family Center (CFC). Leadership transitions and external funding issues required steadfast faith in our Mission and vigilance in managing our budget. We are proud to say that those high level strategies worked to keep the Agency strong and our clients on track to reach their full human potential. It is also important to note that last year:

- ④ CFC provided direct services to more than 33,000 people in the greater Rochester community;
- ④ The vast majority of our clients (67%) had incomes of less than \$25,000;
- ④ Food pantry needs at Community Resource Services increased 83%;
- ④ Clients struggling to meet basic needs came to us, not only from the City of Rochester, but the suburbs as well, including Greece, Gates-Chili, Irondequoit, Webster and Pittsford.

Our programs continued to provide high quality services, in most cases meeting or exceeding program goals, in spite of flat funding for many. Our staff did an outstanding job in 2013. You will read more about the results achieved later in this report.

CFC continued to give voice to the needs of our clients through community outreach efforts. These included presentations to parishes, professional organizations and community partners; conversations and meetings with elected officials, government and foundation funders; and the every day advocacy of staff for the people they serve.

As we work to strengthen the lives of families and individuals, we are confident that your hearts will understand how important it is for us to continue what is truly God's work. We are very grateful for the continued generosity and support of this great community we call home.



Mark A. Wickham
President & CEO



Maryanne H. Townsend
Chairperson, Board of Directors



The Face of Serenity, Courage and Wisdom

Sarah Kampnich arrived at Hannick Hall, one of CFC's residential substance abuse treatment facilities for women and women with children, one week before Christmas, 2012. In her arms was two-week-old Karlee. "This program has completely changed my life," says Sarah. She had been through other treatment programs without success. Sarah speaks from the heart about the dedication and caring of the Hannick Hall staff. They made sure she and her baby girl wanted for nothing as she worked toward sobriety and independence.

According to Sarah, "The staff made this very personal and spiritual. They fight for you and stand behind you. They saved my life." She also highlighted the full spectrum of therapy and education she experienced. "I learned so much from the support groups and speakers on subjects like nutrition, smoking cessation, and career counseling. I got my certificate in parenting, healthy living and anger management."

What are Sarah's goals and dreams for herself, baby Karlee and her other two daughters? With a peaceful smile and strength of purpose in her voice, she says, "I want a little house in the country with a garden where I can live a simple life with my God and my family." Would Sarah encourage our community to support the work of Hannick Hall and other CFC programs like it? Absolutely! "Hannick Hall has made me a wonderful mom, a more productive member of society, and shown me I'm worth something, I'm worth a good life."





A Life Enriched

Sitting on Chris Beaton's couch on a sunny early summer day, it is difficult to imagine the very dark days that he has worked so hard to put behind him. Chris spent 17 years in the military including the first two years of the Iraq War. While he did not enter the military with a drinking problem, his demons followed him back to the States. Chris began drinking to help him dull the pain of his experiences. Eventually, the heavy drinking led him to be hospitalized as an inpatient at Strong Memorial Hospital. "I was a mess," says Chris. After his discharge from Strong, Chris spent extensive time at the John L. Norris Treatment Center.

Diagnosed with Bi-Polar Disorder, PTSD and Anxiety, Chris has been working with John Paul Perez from Catholic Family Center's (CFC) Housing Services to stabilize his life and be independent. He has been a resident of CFC's Lafayette Housing Program since 2006. The program provides permanent, supportive housing and case management services. While Chris says he has butted heads with John Paul from time to time, he acknowledges that he has always received support when he needed it. "Sometimes I've had a hard time with navigating the system, but the people at Catholic Family Center have always helped," said Chris.



Chris maintains his recovery, recognizing that mental health is important, so he faithfully attends AA meetings. "I like to hear what others have to say." Chris asserts that if he didn't feel a sense of self-worth, then he would become unproductive. Happily, Chris recently learned that he is eligible for an educational grant through the Veterans Administration. He plans to refresh and expand his IT knowledge base and skills. "Being in this process, people that have nothing can be helped by giving them more than basic survival necessities. Making it possible to have goals is what is important; because boredom can be a killer."

Chris's 16-year-old son has been living with him now for four years. Before that, Chris said he didn't really know his son; that he wasn't around and was away a great deal. Today, they share a homey two bedroom apartment and a strong bond. It is clear that the apartment isn't just an apartment, it is a home. Chris smiles easily and then admits, "If I weren't in this program, I couldn't have kept my son."





Renaissance Woman

Beverly Ford, 70, has her Nursing degree and EMT certificate hanging on the walls in her Kennedy Towers home. Beverly's cozy apartment is handicapped accessible accommodating her wheelchair. In spite of severe mobility restrictions resulting from a fractured hip in 2008, as well as a host of other medical issues, Beverly is very proud to be independent in her own home. She credits the support she receives from CFC's Expanded In-home Services for the Elderly Program (EISEP).

Beverly has, since 2007, been with EISEP, a program that helps older adults with paying for assistance with house-keeping and/or personal care and non-institutional respite services. EISEP also matches each client with a case manager who determines what help is needed and provides on-going guidance to the client and family.

Beverly acknowledges that without EISEP, she would not be able to maintain the level of independence she enjoys. She has days where she has trouble cooking or washing her hair and on those days appreciates the help the most. As she looked around her apartment Beverly said, "Without EISEP, I couldn't live here and the other options in the city weren't right for me."

Beverly has many friends in Kennedy Towers. "We all take care of each other here." In the lobby of her building she is greeted by name by her friends and neighbors as she points out the community room and speaks animatedly about the activities held there. Her 98 year-old mother, who is confined to a nursing home, is the only family Beverly has in the area, so her neighbors and friends are important connections for her.

Beverly possesses a charitable nature; is an animal lover, a music aficionado and a dedicated member of her church. Beverly adopted her cat, Bella, when the cat was two years old. Bella, now eight, had been abused and took quite some time to come around but is now her constant companion. Beverly has been a member of the Rochester Theater Organ Society since the 1960's. Sitting in Beverly's living room is an old keyboard and a music collection that is quite large.

When asked what she would say to anyone in the community about supporting EISEP, Beverly stated, "EISEP is my saving grace. It is a very, very essential service."





A Generous Gift of Time and Talent

When life circumstances caused Nate Patterson to leave his counselor's position at Catholic Family Center's (CFC) Alexander St. residence, he made sure staff knew he'd still be around to help. "My last day was Memorial Day 2012, I took Tuesday off and then began volunteering on Wednesday."

Nate trained his successor at Alexander St. and continued to grocery shop and help out wherever he could. Because he had developed a cost- and time-effective grocery shopping process for the residence, Nate was asked to expand his volunteer work to encompass the food needs of other residences. He has worked closely with Foodlink to maximize food budget dollars and purchase different types of food that result in nutritious and appealing meals for the residents.

Nate likes to cook for the residents, another volunteer service he provided once a month. "Clients really appreciate the good meals and I get to see the smiles on their faces. That's where the reward comes in and you can't buy that kind of reward." When the boiler broke down at Freedom House last fall, he was once again called into service, providing transportation for residents and cooking meals while they were temporarily relocated. Of his volunteer work, Nate says, "One of the major things in my opinion is the fact that we ask clients to volunteer as part of their treatment, so my volunteering was a good example for them to see. I tell them volunteering is a good way to build job skills and can lead to a job." In fact, Nate is living proof of that fact. He began a new job at CFC on April 28 as program coordinator at Freedom House!



Mily
5/28/12





Results Resonate

Aging & Adult Services Department

- 87% (535/612) of participants surveyed achieved greater family stability in at least one of 6 areas (stable housing, financial well-being, needed treatment, personal goals, benefits & services, and family connections).
- EISEP - (686 total participants)
90% of the frail older adult participants maintained/improved in one of 5 functional areas per their Older American Resource Scale (OARS) rating.
- Eldersource - 15,662 total participants were helped- seniors/caregivers/professionals.

Children, Youth & Family Services

- Preventive Services (all programs) served 260 families and 615 children. 96% of families avoided foster care placement of their children. The program also ran 3 Incredible Years groups for the year.
- Unaccompanied Alien Children (UAC) Program secured legal representation for all youth in care by means of a grant awarded to Erie County Bar Association's Volunteer Legal Services Project. Prior to this development, the program depended on pro bono attorneys to represent the youth.
- Early Intervention Service Coordination served 672 children. 80% of children served either had their delay resolved or successfully transitioned to the school district.

Housing Services

- Food Pantry Increases
2011 we served 2044 children
2012 we served 2928 children
- Community Resource Services (CRS)
CRS also saw 30% increase in households who needed: counseling, basic needs services, and wrap-around referrals.
- Francis Center
Francis Center decreased the number of individuals that leave shelter and go into expensive higher levels of care (such as hospitals) by over 50%.

Mental Health Clinic

- Hired a Psychiatric Nurse Practitioner to implement a medication clinic.
- Implemented and began tracking clinic productivity.
- Received grant from New York State Office of Mental Health to establish the co-located Children's Services at Woodward Health Center.

Office of Social Policy & Research

- Gathered 4,432 signatures from the parishes of Monroe County in support of the Nurse Practitioner Modernization Act (A.5308/S.3289) which allows nurse practitioners with specialized training in psychiatry to provide care without requiring an agreement with a collaborating physician. These petitions were presented to legislators in Albany.



- Organized the visits of CFC clients, staff, pastors, and parishioners to meet legislators in Albany in March and visits to the legislators' home offices during the summer.
- Won First Place in the 2012 Catholic Book Award for "Educational Books" from the Catholic Press Association of the United States and Canada for *The Challenge and Spirituality of Catholic Social Teaching* (Orbis Press, 2011).



Refugee, Immigration & Language Services

- CFC resettled 787 refugees and Cuban/Haitian entrants in Rochester.
- According to NYS data 20% of all NYS resettled refugees come to Rochester. Since CFC is the only local resettlement agency, that means 1 out of every 5 refugees resettled in NYS come through our doors. On a national level, of the 58,238 refugees arriving to the U.S., 1 out of every 100 refugees is resettled through CFC.
- CFC launched a new service delivery system for naturalization assistance by creating a workshop model involving regular staff and a corps of trained volunteers. This model allows CFC to serve clients in a more efficient and cost-effective way.
- Language Services experienced another year of growth providing over 10,000 hours of interpreting to CFC programs as well as to over 30 different local community service providers, allowing them to effectively deliver services to non-English speakers.

Restart Outpatient Services

- Due to increased demand for services, the Restart Outpatient Clinic increased average daily census by 19% and the Day Rehab by 29%.
- 96% of the clients completing treatment successfully engaged family members or significant others in the treatment process, supporting the family's health and wellness that has been affected by the addiction within the family system.
- 99% of the clients completing treatment had no further arrests or convictions despite previous histories of criminal justice involvement.

Restart Residential Department

- The Chemical Dependence Prevention program was successful in meeting its target to assist students in reducing risk behaviors they might lead to drug use. 80% of 308 students had a decrease in their at risk behaviors as measured by the New York State Office of Alcoholism and Substance Abuse Services' Risk and Protection Outcome Survey.
- Liberty Manor and Hannick Hall had twenty two children in residence with mothers who were receiving drug treatment. This includes five drug free babies born to women who admitted while pregnant.
- The residential programs served 564 men and women. While our primary focus is drug treatment, our clients have complex lives with medical, mental health and legal problems. We know that stable services and supports in other life areas are critical to sustain recovery. Overall:
 - 54% achieved or partially achieved the drug/alcohol goals that were set at admission.
 - 90% were attending self help groups or meetings.
 - 97% had no arrests in the 30 days before discharge.
 - 82% had no emergency room visits in the prior 30 days before discharge.



Catholic Family Center at a Glance – 2012

 Largest Comprehensive Family Service Agency in greater Rochester

 An Agency of Catholic Charities of the Diocese of Rochester

 Direct services provided to more than 33,000 in Monroe County

 52% of clients served had income of less than \$15,000

 Young and Old: 15% of clients served were under 12 years of age;
23% of clients served were over 65 years of age

 84% of clients served resided in the City of Rochester, 16% resided in the suburbs

 59% of clients served were female

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.



Thank you for your generous donations made in 2012

\$1,000 - \$2,499

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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.

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Contributing Writer: Christine Whitley

