

# What moves your heart?



*Let the work of Catholic Family Center  
be a motivating force.*

*Hand in hand... heart to heart...*

*we will work together to save lives, strengthen families and ensure  
a safer, healthier, more vibrant community for our children.*



Catholic Family Center

## *Mission*

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

## *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.



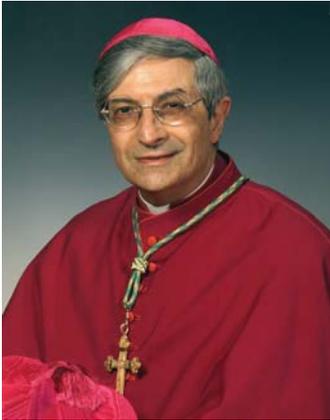


## Office of the Bishop

1150 Buffalo Road · Rochester, NY 14624-1890

(585) 328-3210 · FAX (585) 328-3149

June 2014



My dear Brothers and Sisters in Christ,

Since my arrival in the Diocese of Rochester I have had the opportunity to meet many wonderful people in our parishes, schools and apostolates, among them those who comprise the vast network of the Catholic Charities in the Diocese of Rochester. I am truly impressed by the number of people served through the many ministries of Catholic Charities, which annually positively affects the lives of 250,000 persons through its nine divisions and two affiliates. Almost every area of life is enhanced through Catholic Charities in the Diocese of Rochester.

Throughout the pages of Holy Scripture we read of Jesus constantly ministering to the needs of those whom others had forgotten. He healed the sick, made the deaf hear, to those without speech He gave the gift of being able to praise God, He raised up the crippled and restored sight to the blind. Through these miraculous cures, Jesus was laying the foundation for the second great commandment: "to love our neighbor," which rests upon the first great commandment, "to love God," as Jesus so loved his Heavenly Father.

In fulfilling this great commandment to love one another as Jesus has loved us, we recognize the need for Catholic Family Center's services, which is particularly acute in the city of Rochester and the need is growing – this is highlighted by the recognition that we are among the 5 major cities in the country with the highest concentration of poverty.

With its breadth of services Catholic Family Center is uniquely positioned to be a powerful change agent in the battle against the systemic causes of poverty – from children at risk who benefit from our early intervention programs, to young adults in our addiction treatment programs, to the elderly in our programs designed to keep them in their homes – Catholic Family Center provides whole solutions for whole families.

Catholic Family Center is the primary conduit between the parishes and the community in need – and we pray that the many hands and hearts yearning to do the Lord's work will help the most vulnerable of God's children.

With a continued remembrance in my prayers, I remain

Devotedly yours in Christ,

*+ Salvatore R. Matano*

The Most Reverend Salvatore R. Matano  
Bishop of Rochester

## *Catholic Family Center—Facts you need to know* ♥

- ♥ Sixty-seven percent of clients served had incomes of less than \$15,000, an increase of 13% since 2012.
- ♥ Fifty-two percent of our total client population lives in one of the 10 most impoverished zip code areas in the City of Rochester, up from 48% in 2012.
- ♥ Sixty percent of our clients are women, as are 78% of our clients over the age of 65.
- ♥ Approximately 22% of our clients come from outside the city of Rochester, up from 16% in 2012; the suburbs with the largest numbers of clients include Greece, Irondequoit, Gates-Chili, Henrietta and Webster.

### **Catholic Family Center:**

- ♥ is this community's largest provider of comprehensive, integrated human services to vulnerable and poor families and individuals, regardless of race, religion, age, gender or economic circumstances.
- ♥ is an Agency of Catholic Charities of the Diocese of Rochester.
- ♥ provided direct services to 33,878 people in 2013, 843 more than in 2012.

*Your heart will understand why  
we need your support now more than ever.*

Dear Friends,

We are honored to share with you Catholic Family Center's (CFC) 2013 Annual Report. As the new President/CEO and Board Chair, we are proud to have the opportunity to lead the agency on a path that will guarantee that our Mission, helping the poor and most vulnerable to achieve their full human potential, is fulfilled. As you will see on the following pages, our work continues to touch people's lives in so many wonderful ways. Still, this is a challenging time for CFC.

Our clients count on us to help them through life's struggles with poverty, substance abuse, immigration, mental health concerns and all types of family issues. Serving them is our passion! We provide a breadth and depth of direct human services that are second to none in Rochester, NY and throughout Monroe County. CFC's history is rich and our future is bright, yet we recognize there is important work to be done in order to ensure the sustainability of our critically necessary services. To this end, we are engaged in a comprehensive strategic review of our operations using proven methodologies to guide our planning, achieve operational efficiency and strengthen the agency's financial position. We are excited by our potential and energized as we write the next chapter in Catholic Family Center's story!

The gifts you have shared with CFC over the years have made it possible for us to protect the most vulnerable members of our community. We look forward to working together to continue to save lives, strengthen families and ensure a safer, healthier, and more vibrant community. We are truly grateful for your continued support.

May God bless you and your loved ones.

Sincerely,



Marlene Bessette  
President & CEO



P.J. Guisto  
Chairperson, Board of Directors

## *Allyson Stoughton, Ongoing Service Coordinator, Early Intervention*

### *♡ Proud Mother of Four-Year-Old Lily*

As the single mom of a six-month-old baby, Allyson was experiencing economic hardship. She sought help from Catholic Family Center's (CFC) Community Resource Services (CRS) where she met Margy Shavick, CRS Clinical Supervisor. "I had never been on my own with my baby and Margy taught me how to advocate for myself and Lily. She connected me to community services and helped me get back on my feet," says Allyson.

Lily "had some words at 18 months old but then she lost them," recalls Allyson. Her doctor recommended Early Intervention (EI) Services and Allyson chose CFC's EI program because of the very positive experience she had at CRS. They began working with an Ongoing Service Coordinator in October of 2011. "She was wonderful and supportive and helped me learn about resources in the community." Lily, who was diagnosed with Apraxia of Speech, Sensory Integration Disorder, and Hyperkinesia/ADHD, was connected to a provider who specializes in developmental delays and to a speech therapist. At just over 2½ years of age, Lily said "Mommy" and "I love you" for the first time. Now at the age of 4½, Lily is preparing to start kindergarten.

Allyson, who graduated from SUNY Brockport with a Bachelor's Degree in Communications Studies & Psychology, came "full circle" (as she proudly describes it) when she was hired by CFC as an EI Ongoing Service Coordinator in November of 2013.



*"Choosing CFC to have a small impact in my daughter's life turned out to have the most important impact. I love that I can now share my love for CFC with others who need us."*

## *Samaritan Harvest: The “Compassion Connection” Between Those Who Want to Give and Those in Need* ♡

Grant Wolfe will tell you that since 1999 God has grown Samaritan Harvest from a one person, one-day-a-week commitment to an interdenominational ministry seven days a week that has substantially impacted hunger in our area. The residents and staff at Catholic Family Center’s shelter for homeless men couldn’t agree more. Back then, Grant worked full-time for Wegmans as a night crew chief. Seeing food being disposed of that he thought could be donated, he asked *why?* Motivated by the response of *there’s no one to pick up it up and deliver it*, Grant began making a pick up one night a week and delivering the food to local soup kitchens. That was the birth of Samaritan Harvest, a ministry of Spencerport Assembly of God Church. The ministry exists to rescue food that would otherwise go to waste and transport it to soup kitchens and community outreach programs safely and free of charge, thus reducing hunger and providing witness to God’s love.



Pictured left to right are Mitch Wakefield, Grant E. Wolfe, Pastor Dan Soto and William Jones. (Mitch and Will are former residents of Francis Center).

## *Samaritan Harvest (cont.)*

Today, Samaritan Harvest provides approximately three million pounds of food annually to more than 80 organizations in a 10 county area. Francis Center, Catholic Family Center's shelter for homeless men, is one of those organizations blessed by the work of this amazing group of volunteers. "For years now, they have delivered more than \$200 worth of fresh produce a week to Francis Center," says Lisa Lewis, VP of Residential Services. "Their work not only contributes to budget savings for us, but because of Grant and his dedicated volunteer staff, we're much better able to provide healthy, nutritious meals to men who are working to stabilize their lives and become independent."

According to Grant, food retailers and vendors have come to rely on Samaritan Harvest as the "compassion connection." "They want to give and they know we are reliable and committed so they can count on us to get the food where it's most needed." With a small but mighty army of 40 volunteers, warehouse space the ministry rents, and a one-ton, flat-bed, stake-body farm truck that has most definitely seen better days, Samaritan Harvest makes a real difference in the communities it serves – so much so, that they were recognized by New York State for "cost efficiencies while making a substantial impact on hunger," and received the Greater Rochester Area Coalition Award for Faith in Action, in addition to numerous letters of recognition from the people they serve.

In addition to surplus food pick-up and delivery, Samaritan Harvest generates fresh produce via participation in the Prison Farm Project and provides seeds and plants to the Rochester Urban Garden Project enabling families to raise their own fresh produce.

*"I believe people need Christ even more than food,  
but when they're hungry it's hard to hear His message."*

## *Luay Abawi, Overcoming Adversity and Embracing Opportunity ♡*

Ask any of the staff members in Catholic Family Center's Refugee, Immigration & Language Services to describe the clients they serve and one word you'll hear repeated over and over again is: resilient. That word definitely describes Luay Abawi, a young man who, with his mother, father and younger brother, escaped oppression and danger in Iraq.

Luay dreamed of being a dentist. But in Saddam Hussein's Iraq the education system was structured to favor employees of the government and their families. Only those with the very highest grade averages in high school could pursue medical or dental studies. And the children of government employees got an automatic +5 grade point advantage. Because of this, he was not able to pursue that dream, even though he had very good grades. Instead, Luay studied Engineering, graduating with his Bachelor's Degree in 2006. Initially, he worked as an electrician where he focused on improving both his engineering skills and his mastery of English. In 2007, he was hired by the largest telecommunications company in Iraq as a Radio Frequency Design engineer doing special projects for the U.S. Army. "I designed cell phone coverage for the U.S. bases and worked in the 'Green Zone' or 'International Zone' which was very dangerous," says Luay.

## Luay Abawi (cont.)

Both Luay and his father worked on U.S. military projects until 2010 when the situation became just too dangerous and their lives were at stake. The family fled to Jordan where they lived and worked for 2½ years. While there they applied for refugee status through the International Organization for Migration.

Luay's smile broadens and his eyes shine when he recalls the day he arrived here in Rochester – March 1, 2012. After an exhausting 48 hours of travel that began in a rare but fierce snow storm in Jordan, he landed at the Rochester airport at 11:30 p.m. and was greeted by his case manager and an interpreter. "It's hard to be new in a country," says Luay. "It was so good to have them meet me and help me get settled." His family was complete again in June of 2012 when his father, mother and younger brother joined him in their new homeland. Among the resettlement services provided to Luay was employment preparation through the Employment Services program. Those services and assistance from his job counselor helped Luay get a job at Wegmans.

Fast forward two years and Luay has come a long way. He continues his part-time employment at Wegmans, as well as a position as a Research Assistant at RIT doing research in Automatic Modulation Recognition. In addition, he cares for his mother and younger brother (sadly, his father passed away last December after a battle with cancer), and he's pursuing his Master's degree in Telecommunications Engineering Technology at RIT. Luay speaks very highly of the support he received from CFC's Refugee Resettlement Services, crediting them with helping him establish a solid foundation on which to build a new life. It should be noted that Luay never sat passively by, but on his own sought opportunities to learn and grow, advocating for himself and his family.



*"I really don't feel that I've accomplished enough and I keep my goals very high. But I also know nothing is impossible."*

## *Carmella Nardone, Expanded In-Home Services for the Elderly (EISEP)*

*♡ Client Since March 2007*

Inspiring...Caring...Giving...Joyful. These are just a few of the words that describe Carmella Nardone. This strong woman worked for years in retail at stores like Woolworth's and Neisner's where she loved dealing with people. Even when caring for her husband who suffered from Alzheimer's she looked forward to helping customers and colleagues alike.

Unbroken by the loss of her husband and then her son, Carmella continued to be the rock her family could depend on. Health challenges made it necessary for her to move into the College Green Drive apartment complex for older adults 13 years ago. Carmella embraced the community and the community embraced her. She has made many friends there and encourages them to stay involved and active. Carmella lends a helping hand whenever a neighbor needs it...like her 96-year-old neighbor across the hall who was recently hospitalized. Carmella took in her mail and newspaper and called her regularly just to chat and lift her spirits.

It was her best friend who, more than seven years ago, urged Carmella to look into Catholic Family Center's services for elders. "That's how it all started," she says. "Everyone at Catholic Family Center was so good to me and they connected me to services I needed to be able to stay here in my apartment." These services include fully subsidized help with housekeeping, a Personal Response System (PERS), referral for a grab bar in the laundry room and referral for transportation/shopping assistance. Carmella speaks very highly of the aide service she has every Wednesday and the regular phone calls she gets from Todd Plank, her EISEP case manager. "He checks up on me and advocates for me. I'm so grateful."

Carmella points out that she thanks God regularly for Catholic Family Center. "I can't help but think sometimes this is all too good to be true and will it last?" From the heart of the Catholic Family Center family, the answer is "yes, Carmella, it will last...thanks to our generous community and the United Way."



*"Just the other day I passed a neighbor in the hallway and she said 'Carmella, you're always smiling... doesn't anything get you down? I said, 'if it's in your heart you just push to do it.' "*

## *Andrea R. - Liberty Manor Graduate, Mother, Daughter, Sister & Friend ♡*

Andrea tried to kill herself at the age of 14, before she started using drugs. "I stepped in front of a car and let it hit me." She survived but the pain of life struggling with mental health issues caused her to numb herself with cocaine. Bad choices, including committing nine felonies, resulted in jail time with the possibility of additional prison time looming. In November of 2013, after 5½ months in jail, she entered treatment at Catholic Family Center's Liberty Manor, an intensive residential substance abuse treatment program.

"I had tried Liberty Manor in 2011 but I wasn't ready to be truthful and work the program honestly," says Andrea. "When I went back in November, I was given a fresh clean slate to start over which frankly surprised me, but I was able to rebuild trust and accountability." Part of "being ready" to move forward was Andrea's acceptance of her three children living in adoptive families (her two oldest, ages 7 & 6, were adopted by her mother, while her youngest, age 4, was adopted by the family who fostered him as a baby). "I know their family situations are what is best for them, and while that knowledge is painful for me, I'm determined to move forward with rebuilding my life." Having her two oldest children with her on weekends at Liberty Manor and occasional visits with her youngest child, were a real plus, as was the program's focus on rebuilding family and coping with family dynamics. "The class Sam (Sametrius Brigham, Assistant Program Manager) taught and the book she used (*Wellness Self-Management Plus*) really addressed addiction and mental health issues together and that was so helpful for me."

Andrea "graduated" from the Liberty Manor program in April of 2014 and is now residing in a supportive living apartment. She goes to church three times a week, attends Bible study, volunteers twice a week at the Coffee Connection, goes to Narcotics Anonymous meetings and works her twelve-step program, attends group programs twice a week at her place of residence and takes mixed martial arts classes. Andrea truly embraces the opportunities that each new day brings. "Now when I make a bad decision I forgive myself, move on and learn from it. I don't stay stuck in the problem, I stay in the solution."

Andrea's supportive living situation allows her to have her children with her two weekends a month and that also contributes to her determination to stay well and maintain her recovery. "My family and friends are very supportive and that lets me see myself as a person first, not as an addict. Drugs were a part of my history, but they're not part of my today or my tomorrow. I feel very blessed and fortunate."



*"Everything I'm doing now pulls me out of the darkness and into the light.  
It keeps me real and honest and that's so important to my recovery."*

# Results Resonate

## **Aging & Adult Services Department**

- Ninety percent of frail older participants in our Expanded In-home Services for the Elderly Program (EISEP) maintained or improved in at least one of five functional areas (social, economic, physical, mental health, activities of daily living).
- Ninety-five percent of clients in our Guardian and Adult Protective Services Case Management Service achieved housing stability.
- Ninety-nine percent of people who called Eldersource for assistance were satisfied and reported that their call increased their ability to locate and obtain appropriate elder care services.

## **Children, Youth & Family Services**

- Unaccompanied Refugee Minors Program: eight youth graduated from high school in June. Six will be going on to college. These are youth that came to the program less than four years ago with limited English language skills.
- Preventive Services: 95% of families served maintained their children in their home without need for foster care placement.
- Preventive Services are more cost-effective for the community: \$1,563 per child vs. \$22,639 for foster care.

## **Housing Services**

- The construction of Son House Apartments was completed in November 2013. In collaboration with Providence Housing Corporation, this 21 one-bedroom apartment program took in its first group of clients on December 1, 2013. Son House provides permanent supportive housing to the most vulnerable population of chronically homeless individuals, providing an enormous cost savings to the community. It was also the first completed Medicaid Redesign Team program for the state of New York.
- Sanctuary House had 55% of its clients move into permanent housing...the highest success rate in this category in over five years.
- The Dubois Residential Program, for parolees with no available housing, had 65% of all program clients go into permanent housing.

## **Mental Health Clinic**

- Implemented walk-in hours that have been well utilized.
- Completed 1,066 evaluations compared to 525 in 2012.
- Totaled 10,778 sessions attended.

## ♡ Office of Advocacy & Parish Social Ministry

- Gathered 5,128 signatures from the parishes of Monroe County in support of child care subsidies for low-income working families. As a result of this collaboration with other advocates, funding from New York State for child care in Monroe County was increased by \$1.75 million in 2014. This will cover an additional 200 families.
- Improved relationships with Assembly and Senate legislators through visits of CFC clients, staff, pastors, and parishioners in Albany in March and visits to the legislators' home offices during the summer.
- Advocacy effort to increase the Cost of Living Adjustment for CFC staff was successful in providing an increase of wages for staff working in behavioral health services.

## ♡ Refugee, Immigration & Language Services

- Resettled 750 refugees in the Rochester community from 10 different nationalities and helped over 100 legal permanent residents apply for citizenship.
- Placed more than 250 refugees in employment opportunities in the local workforce.
- Provided over 10,000 hours of interpreting and translation assistance to local community organizations working with non-English speakers.

## ♡ Restart Outpatient Services

- Ninety-two percent of the clients who completed treatment in the Chemical Dependency Clinic had no further arrest as a result of involvement in treatment.
- Seventy-two percent of the clients referred to the Recovery Connection program were successfully engaged within 24 hours of referral which allowed them to address immediate crisis issues and develop plans for stabilization in substance abuse and mental health treatment.
- One-hundred percent of the clients who completed the Outpatient Rehab program demonstrated improved life skills assisting them in maintaining abstinence and moving toward self-sufficiency.

## ♡ Restart Residential Services

- Ninety-five percent of the men in CFC's community residences maintained or improved their employment status, which includes going to school, training or obtaining employment.
- Ninety-six percent of the clients participating in the Hannick Hall program successfully discontinued their use of substances prior to discharge.
- Eighty-six percent of the men who completed the Freedom House program successfully transitioned to outpatient treatment and maintained stability in the community.

# Catholic Family Center

## Financial Results - For the year ending December 31, 2013

### **Support and Revenue:**

#### Support:

Grants from Government and other Agencies	\$16,591,841
United Way	796,547
Contributions & Bequests	501,938
Special Events	272,879
Diocese of Rochester	122,523
Foundation Support	81,300

**Total Support** **\$18,367,028**

#### Revenue:

Program Fees	\$4,805,271
Other	304,928
Investment Income/(Loss)	234,682

**Total Program Revenue and Support** **\$23,711,909**

### **Expenses:**

Restart Substance Abuse Services	\$6,212,591
Children & Family Services	5,131,066
Aging & Adult Services	4,774,861
Homeless & Housing Services	2,610,204
Mental Health & Counseling Services	1,130,947
Re-Entry/Workforce Development	547,605
Office of Social Policy	160,905

**Total Program Expenses** **\$20,568,179**

Management & General*	\$3,529,631
Fundraising	344,462

**Total Expenses Before Other Items** **\$24,442,272**

**Total Surplus/(Deficit) Before Other Items** **(\$730,363)**

Miscellaneous Items	(353,542)
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**Total Surplus/(Deficit)** **(\$1,083,905)**

\* Includes \$705,000 of reserves for prior years' receivables

## Thank you for your generous donations made in 2013

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Mr. & Mrs. Arthur Roberts

### \$20,000 and above

John H. & Mary E. Coleman Charitable  
Remainder Trust

\* = deceased

Donations made "in honor/memory of" are always much appreciated. If you have not already done so, please consider remembering Catholic Family Center in your will.

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John McBride  
Timothy Meath  
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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 agency of Catholic Charities of the Diocese of Rochester.*