



Catholic Family Center

A large, diverse crowd of people is arranged in a heart shape on a white background. The people are of various ages, ethnicities, and are wearing colorful clothing. The heart is formed by the density of the crowd, with the top and bottom points being the most densely packed.

This *hope* we have
HOPE as an anchor
of the soul, a hope
both sure and steadfast...

Hebrews 6:19

Continuing the positive ripples of hope
in our community.



Over **32,000**
Men, women, children & families
Served by Catholic Family Center in 2015

Annual Report | **2015**

Catholic Family Center

Fighting Poverty & Rebuilding the Family

Providing services to break the cycle of poverty
and rebuild the family for 100 years.

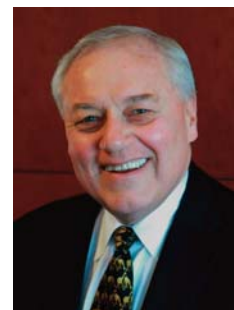


Catholic Family Center

Dear Friends,

We are honored to share with you the results of Catholic Family Center's work during 2015. For almost 100 years, we have provided comprehensive and coordinated services in support of a single mission: to help the poor and those vulnerable to poverty achieve their full human potential. From the youngest to the oldest in our community, we proudly served 32,000 individuals, helping thousands of people regain their dignity and independence. We hope you will take a moment to read our stories and learn from the facts how our services not only provide immediate help but enable the kind of hope that changes lives.

Notably, CFC delivered very strong financial results through a continued focus on quality and process improvement to drive efficiency and effectiveness in how we deliver our program results. A bright star in this story is the turnaround of our Mental Health Clinic, and you will get to know Kristie Elias, our Director, and the results of her team in a feature story in this Annual Report. In 2015 Catholic Family Center emerged as a catalyst of the change required to break the cycle of poverty in our community. Several of us played a central role in moving the community to action as part of the Rochester Monroe Anti-Poverty Initiative, fulfilling our strategic imperative to "Make CFC a leader and catalyst for social change addressing the systemic causes of poverty in the Greater Rochester area." Marlene was named Non-Profit Executive of the Year during the 2015 Greater Rochester Awards in large part due to her personal leadership in this work to attack poverty.



Although our results and community contribution in 2015 are cause for celebration and gratitude for all you have done to support the mission of Catholic Family Center over the years, the challenges facing our community have never been greater. Locally, as in the rest of the country, we are facing a heroin epidemic that is escalating and impacting populations heretofore believed to be immune to the scourge of chemical addiction. More than half of the children of Rochester live in poverty, which has earned Rochester the distinction of having the highest rate of child poverty in the Nation. Our larger World is experiencing a wide-spread refugee crisis amidst a growing political climate of intolerance and fear. Yet, our commitment to our mission never wavers, and your support and involvement inspires us to keep going...in fact, you make this all possible. We are truly grateful for your continued support.

May God bless you and your loved ones.

Sincerely,

Handwritten signature of Marlene Bessette in black ink.

Marlene Bessette,
President/CEO

Handwritten signature of Martin F. Palumbos in black ink.

Martin F. Palumbos,
Chairperson, Board of Directors

"Catholic Family Center must move from being a provider of quality services which meet the immediate needs of the poor to become a leader and catalyst for social change in addressing the root causes of poverty in the Rochester area."

– Marlene Bessette, Centerline 2015



OFFICE OF THE BISHOP
 1150 Buffalo Road
 Rochester, NY 14624-1890
 (585) 328-3210



June 3, 2016
The Solemnity of the Most Sacred Heart of Jesus

My dear Brothers and Sisters in Christ:

It is a challenging time for our community. We are daily faced with the sobering statistics of a growing population living in poverty and vulnerable people all too easily falling into poverty. There is a growing local and national concern over the usage of opioids, and how the growing addiction is affecting families and unborn children. These statistics affect all of us, regardless of religious affiliation, income level, or zip code. In human terms, there are more and more of our cherished children, young adults, families and elderly needing our help, humbly asking us to extend to them mercy and love.

During this *Extraordinary Jubilee Year of Mercy*, we are reminded that mercy, when it is received and freely given, transforms us. This year, the Church renews its dedication to serve our suffering sisters and brothers. In the Holy See's *Year of Mercy* logo, Jesus, the personification of Mercy, gazes upon a man He is carrying in such a way as to console, pardon and instill hope. Now, more than ever, we are called upon to "go and do likewise." (Luke 10:37).

In answering this call to serve, Catholic Family Center and its dedicated staff need our prayers, as well as volunteer and financial support. Not only is Catholic Family Center the only faith-based human services agency that provides a continuum of comprehensive services for all stages of life, it also is taking an increasing leadership role in our community as a catalyst for social consciousness in accordance with Holy Scripture and the consistent teaching of the Church.

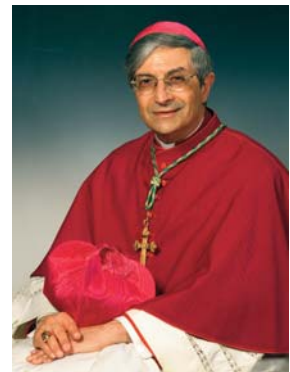
May God continue to bless those who are served through the noble work of Catholic Family Center!

Assuring you of my prayers and gratitude, I remain,

Devotedly yours in Christ,

Salvatore R. Matano

The Most Reverend Salvatore R. Matano
 Bishop of Rochester



Catholic Family Center



*Rebuilding
 the heart of
 the family*

Mission Statement:

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.

Together we can serve more!

50% of 1,628 women and children in emergency housing moved to permanent or transitional housing
33% of 862 men & children in emergency housing moved to permanent or transitional housing
 total placements: **1,142**

Only 2 in 5 eligible seniors currently participate in SNAP (Supplemental Nutrition Assistance Program), leaving nearly 5.2 M elders without the nutrition assistance for which they are eligible. At the same time, nearly 5 M Americans aged 60 and over are considered food insecure or very food insecure.

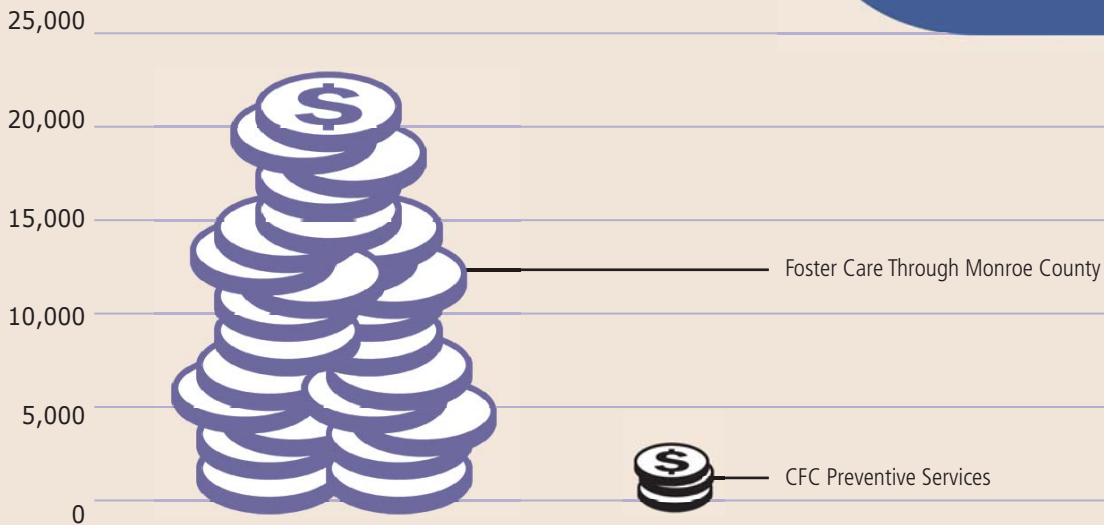


Provided **2,349** hospitality bed-nights in our emergency housing

Average Annual Cost per Child is

14x greater to foster a child than to provide preventive services to the family!

99% of children served remained in the home with their parents or caregivers. Not only is this best for the family, it is best for our community.



93% of early childhood developmental delays resolved or successfully transitioned to school district



“CYF Preventive Services continue to provide cost effective interventions to address and provide therapeutic support to Monroe County families in need. Clinical services are family centered with the goal of reducing the risk of placement to foster care for children.”

— Gina Montanarella, Director,
 Children, Youth and Family Services

Catholic Family Center

Reconnecting people to their dignity

New Mental Health Clinic
"walk in" service gave us
45% the capacity
to serve
more clients

Meet the Staff: featuring Kristie Elias, Director, Mental Health

Kristie Elias has been the director of Catholic Family Center's Mental Health Clinic since November 2011, when she was asked to take over a department that seemed to be on a fast track to closure. Rather than hunkering down to wait for the ax to fall, Kristie got to work implementing changes that not only kept the clinic open, but made it thrive.

When Kristie took the helm, the clinic served an average of 580 clients per month and had run significant deficits for multiple years – at times reaching several hundreds of thousand dollars. She hit the ground running, making changes that needed to be made and involving the clinic in several statewide and national improvement initiatives. The efforts energized her team of clinicians, and by 2013, the clinic served an average of 898 clients per month, and the deficit was cut in half. This remarkable turnaround has continued, with the clinic serving an average of 1,075 clients monthly in 2014 and 1,557 in 2015, with continued financial improvement. In April of 2016, the clinic opened a satellite at 1645 St. Paul Street, expanding its client base and providing needed services in a part of the city that lacks them.

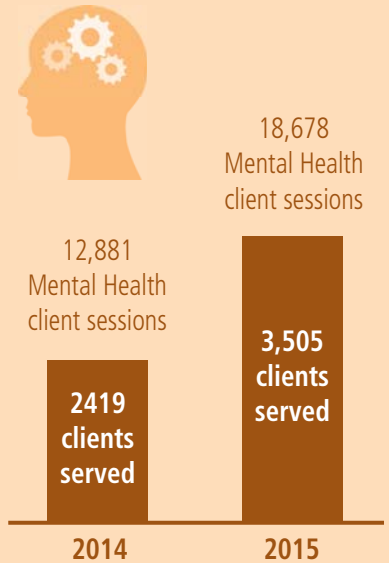
One of the key changes at the clinic is the implementation of walk-in hours three mornings a week. During walk-in hours, a client can be evaluated and seen by a clinician on the same day, a far cry from the typical community practice of waiting many weeks to obtain a mental health appointment. Walk-in hours have both spurred financial improvements, and addressed a serious community need. The new satellite clinic on St. Paul Street will offer walk-in hours three afternoons a week, creating 6 potential times for immediate access to mental health care.

The revitalized Mental Health Clinic received welcome recognition from the NYS Office of Mental Health when it was awarded a three-year license in 2015, and received "exemplary" recognition for its walk-in services as well as for caseload and service utilization management. Three years is the longest licensing period granted by OMH, and for context, three years ago the OMH was reluctant to grant the clinic licensing for longer than a 6 month period at a time.



Kristie also leads by example as an active social advocate, and serves as a member of the Catholic Charities of New York State Behavioral Health group, which conducts legislative advocacy around behavioral health issues in the New York State legislature. She is an active member of the Monroe County Mental Health Clinic Providers Learning Collaborative, where some of the changes in the CFC clinic have been held up as exemplary. She is also a member of the County's Adult Access group and the RPC Chief's group, and a regular participant in activities sponsored by the NYS Council on Community Behavioral Health Care.

It was hard to fathom, in 2011, that our Mental Health Clinic could become an integral part of CFC's success story, but Kristie Elias has led her team to this success with creativity, good humor, and grace under pressure.



Catholic Family Center Providing a route to recovery

89% of Restart clinic clients discharged had no further arrests

68%
of Restart Rehabilitation
clients remained in program
after 3 months

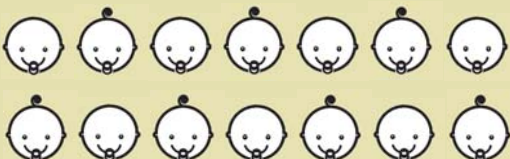


Up to
300,000 NYS children have
lost their parents to drugs and alcohol.
Not since the crack epidemic of the 1980s
and 1990s have so many children been at
risk because of parental drug addiction.
(Katherine Q. Seelye, "Children of the Heroin
Crisis may find Refuge in Grandparents Arms",
NY Times, May 21, 2016)

**But, Grandma cannot do it alone. She needs
the help provided by Kinship Navigator and
Catholic Family Center's Kinship program.**



15 Drug-free babies born to our
Restart Residential clients



When you meet Michael Marianetti, you will be struck by how thoughtful and deeply self-reflective he is. As a "graduate" of our Restart outpatient program, Michael has gone through a 20 year journey through opioid addiction, prison, and homelessness, and has emerged a caring man, engaged in his community and looking forward to his future.

At 14, Michael began experimenting with hallucinating drugs, and at 18 was arrested for selling LSD. During his time in prison, he had what he describes as a spiritual awakening, and participated in a prison ministry program. For Michael, this helped establish an external focus on how drug usage impacts the lives of others. However, after prison, Michael didn't quite stay "clean". He began casually smoking marijuana and drinking beer, and by the end of his parole period, Michael was back to using his drug of choice, heroin. "A hell on my soul was unleashed, and I became depressed, feeling I had let down my higher power," Michael shares.

Over the next several years, Michael spent more and more of his money and time supporting his drug usage, and eventually lost his job, his apartment, and many of his relationships. He lived in an abandoned house for nearly two years before a staph infection in his leg became so debilitating he was admitted to the hospital for surgery. While the date of his admission is his official "sobriety" date, Michael considers the date he stopped taking all prescription pain medication as his personal "clean" date to mark and remember. Michael participated fully in Catholic Family Center's Restart Outpatient programs, and became committed and focused on learning everything he could about the resources available to him to support his new path. "I enjoyed the processing and relationship building that happens in group," Michael adds. "I'm working now as a mentor to others in AA. Their journeys inspire me, by helping me to get out of myself and reach out to someone else in need...to be of service to God."

"Michael came to Restart because he wanted to get well," Geri Gigliotti, Michael's counselor at Restart reported. "His passion and commitment makes us want to be better counselors for all we serve."

Michael beams when he talks about his future. "I plan to go to school for either pastoral care or social work, and am looking forward to improving my relationships, particularly with my father and my brother. My advice to anyone going through this journey is to listen to what is going on from others on this path. Hear the common factors that everyone is going through, and understand what is true for you. So many are in denial about their disease, and how the use of opiates will change your life forever. There are no shortcuts or casual options on the road to living clean, and serving our higher purpose."



Catholic Family Center Catalyst for the change required to break the cycle of poverty in our community



In 2015, CFC played key leadership roles in the Rochester-Monroe Anti-Poverty Initiative (RMAPI), an unprecedented community-wide effort to reduce poverty in the Rochester and Monroe County region by 50 percent over the next 15 years. Our CEO Marlene Bessette co-chaired the initiative's Systems Design Team, charged with providing direction and support in the formative stages of the initiative. John Paul Perez, Director of Housing, co-chaired the Housing Workgroup charged with developing anti-poverty recommendations in the housing domain. Ron Rizzo, Director of Strategy developed and led the delivery of a consistent and disciplined methodology to over 200 RMAPI workgroup participants. These efforts resulted in the workgroups producing 33 anti-poverty recommendations that were published in the September 2015 RMAPI Progress Report.

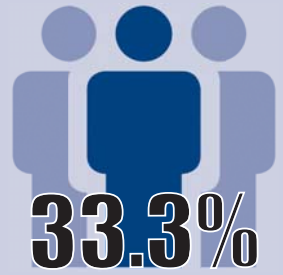
Taking action to end poverty

50%



1 in 2 Children live in poverty

They were born into it, their parents were born into it, and unless that cycle is broken – they'll never escape



33.3%

1 in 3 Adults live in poverty

"Our CFC staff are active on community initiatives that tackle the growing and complex issues older adults face regarding hunger, long term care, healthcare, transportation, housing and preparing our area to be livable and accessible for everyone. Solutions must be multi-faceted, creative and involve all of the stakeholders."

– Jennifer McDermott, Director, Aging Services.



It is over **12** times more expensive to provide services in an institution than it is to maintain an elder at home!



CFC Adult & Aging Services saves taxpayers' dollars by helping elders remain independent at home!



Catholic Family Center Easing the transition in a new place they call home

7 of 7 unaccompanied
refugee minors graduated
High School
(5 to college,
1 to VOC Ed,
1 to workforce)



A common thread of uncommon courage

“How lucky I was to have made a decision that would grant me the opportunity to work with people every day who have shown personal strength and perseverance that one cannot measure” says Lisa Hoyt, BSW, Director of Catholic Family Center’s Refugee, Immigration & Language Services Department. “I have witnessed the work ethic that they [the refugees in the program] have, saving every possible dollar in hopes of one day owning a home, a car, taking a vacation ... making a better life for themselves and their children.”



For over three decades, CFC has helped resettle approximately 800 individuals per year from a number of varied origins and traditions. The department employs over 30 staff – more than half of whom are former refugees/clients themselves who now can finally attend college, own their first home, raise their children in safety, achieve their citizenship and even vote! All of these are things that we American-born have assumed as fundamental rights when many refugees in our program were never even considered a citizen in their own countries.

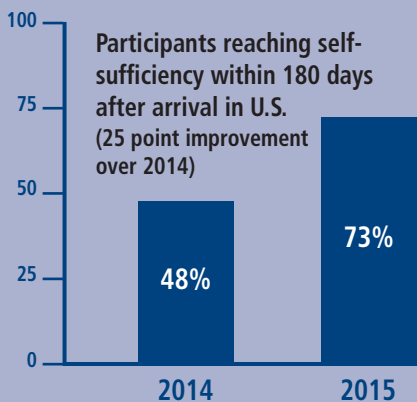
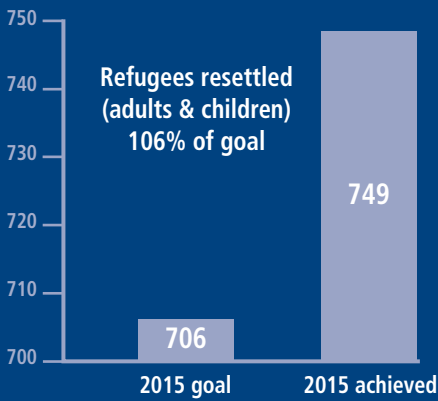
The United States has always been a shining example of hope for liberty. In CFC’s Refugee, Immigration & Language Services Department, Clients and employees alike are proudly showing their patriotism as U.S. citizens by participating in community partnerships, paying taxes, becoming good neighbors, and sharing their stories to extend their support towards other refugees in need.

“My life has been forever changed by the opportunity to live and work with refugees... Refugees are families – mothers, fathers, kids...who want the opportunity to make a better life for themselves and their children. In witnessing their journey and seriousness of purpose, I truly believe that we are the lucky ones!”

“Resettling refugees allows us to express our best American values – hope, opportunity and freedom. In resettling 800 refugees each year, we see first-hand how much it means to share those values with people who have been forced by the worst of circumstances to flee their homes. In a climate where political leaders seek to use refugees to inspire fear and discrimination, CFC continues to lead advocacy efforts that help create a welcoming community for New Americans and promote the inherent dignity of persons from all nations and religions.”

— Jim Morris, AVP Family Services

Pictured to the left are recent graduates of our Refugee Program who now serve on the staff of Catholic Family Center – Nay Thorn (Burma), Deg Adhikari (Bhutan), Obaida Omar (Afghanistan) and Tek Acharya (Bhutan). We look forward to introducing each of them to you in the coming months.



Honors Received and Grants awarded, enabling new initiatives and innovation for the community we serve...

Mental Health Clinic received maximum operating license of 3 years from NYS Office of Mental Health, receiving “exemplary” recognition for its walk-in services as well as caseload and service utilization management.

New client services and programs launched in 2015, yielding a total of \$3.5 million for the agency in new program money over the next several years, including:

The Children, Youth, and Family Services Department received a 5 year grant of \$102,980 per year from the NYS Office of Children and Family Services (OCFS) to provide programming and case management for kinship families. This program will work in tandem with the NYS Kinship Navigator, a statewide information and referral service also operated by CFC, to provide a wide range of support for relative caregivers and the children in their care.

The Refugee, Immigration, and Language Services (RILS) Department is the lead agency in new funding from NYS for the Rochester Workforce Consortium for a wage subsidy program, providing \$200,000/year over the next 5 years. The consortium is a strategic partnership created in 2014 between CFC, the Rochester City School District’s Office of Adult Career and Education Services (OACES), and Career Start to support successful employment of traditionally hard to place individuals.

The Mental Health Clinic was one of 40 Article 31 clinics across NYS to receive a “Vital Access Provider” (VAP) designation and funding award. We received \$1.5 million over two years for a three-pronged initiative to create long term fiscal stability for our Mental Health programs.

Aging and Adult Services received funding through NY Connects to expand services to provide information, referral, and options counseling to refugee and immigrant seniors.

RILS also received a highly competitive grant for \$250,000 from the Federal US Citizenship and Immigration Service (USCIS) to bolster CFC’s immigration volunteer recruitment and training, and to conduct outreach to immigrant populations, with the goal of increasing naturalization (citizenship).



The Children, Youth, and Family Services Department also received \$142,500 in funding from OCFS for “Roots of Permanency,” a program to support families post-adoption, particularly families in which a former foster child is being adopted.



The Housing Services Department received \$90,431 in funding from the City of Rochester to play a lead role in coordinating client access to permanent housing for homeless clients in our shelters, and other shelters in the community.

Thank you for your generous donations made in 2015

\$25,000+

Anonymous
Richard A. and Tamyé G.
Lozyniak

\$10,000 - \$24,999

Bank of America Charitable
Foundation
Martin F. and Maureen Palumbos
Arthur B. and Leslie C. Roberts

\$2,500 - \$9,999

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Catholic Family Center

Catholic Family Center is a regional office of Catholic Charities of the Diocese of Rochester. Our work is rooted in the values of Catholic Social Teaching.

Catholic Family Center

Investing in the community to end the cycle of poverty



2015 Financial Statement

Support

| | |
|---|-------------------|
| Grants From Government & Other Agencies | 16,250,480 |
| United Way | 736,505 |
| Contributions & Bequests | 440,388 |
| Special Events | 368,700 |
| Diocese of Rochester | 122,523 |
| Total Support | 17,918,569 |

Revenue:

| | |
|--|-------------------|
| Program Fees | 6,023,036 |
| Other | 516,299 |
| Investment Income/(Loss) | (48,290) |
| Total Program Revenue and Support | 24,409,641 |

Expenses

| | |
|-------------------------------------|-------------------|
| Restart Substance Abuse Services | 6,695,417 |
| Children & Family Services | 5,303,834 |
| Aging & Adult Services | 4,562,728 |
| Homeless & Housing Services | 2,548,527 |
| Mental Health & Counseling Services | 1,803,752 |
| Re-Entry/Workforce Development | 222,499 |
| Office of Social Policy | 151,861 |
| Total Program Expenses | 21,288,618 |

| | |
|--|-------------------|
| Management & General | 2,351,709 |
| Fundraising | 440,013 |
| Total Expenses Before Other Items | 24,080,340 |

| | |
|---|----------------|
| Total Surplus/(Deficit) Before Other Items | 329,301 |
|---|----------------|

| | |
|---------------------|------------------------|
| Miscellaneous Items | 925,523 ⁽¹⁾ |
|---------------------|------------------------|

| | |
|--------------------------------|------------------|
| Total Surplus/(Deficit) | 1,254,824 |
|--------------------------------|------------------|

⁽¹⁾ Adjustment for prior years revenue

*Moving women
from dependence
to independence*



CEO Marlene Bessette

Rochester Business Journal & United Way of Rochester Executive of the Year | October 27, 2015

Catholic Family Center CEO, Marlene Bessette, was honored as the non-profit Executive of the Year at the 2015 Greater Rochester Awards. The Greater Rochester Awards program recognizes and honors non-profit staff, executives, volunteers and programs that make our community a better place to live.

Marlene was selected for her transformative leadership of Catholic Family Center as well as her leadership role in the Rochester Monroe Anti-Poverty Initiative. Through her commitment and resolve, Marlene has dramatically improved Catholic Family Center's finances and streamlined and improved services to the many families we serve.



*"We really believe that Catholic Family Center can be a catalyst for social change in Rochester."
Marlene Bessette,
RBJ vol 30, number 15,
March 6, 2015*



"We all have known of Marlene's heroic effort in connection with the capable leadership of CFC while simultaneously playing a key role in the Rochester Monroe Anti-Poverty Initiative. It is truly gratifying to see that her efforts have been recognized by the larger community and she will receive the much due honor she so rightly deserves." – Martin Palumbos, Catholic Family Center Board of Directors Chairperson.

Added Marlene, "I never intended to leave Xerox after the social service leave, but I literally fell in love with the ability to have real purpose in my work." We are certainly grateful that she did, and are grateful to all of you who have joined us in support of our mission.

*"Your support makes all of this possible.
Thank you."*



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Terence M. Klee
Terrance B. Mulhern
Estella Norwood Evans
Douglas E. Parker III
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