



CATHOLIC FAMILY CENTER

*Helping families and individuals
achieve their dreams.*



Dear Friends,

It is often said that the only thing that is certain is change, and never in our lifetimes has change come as quickly, dramatically and unexpectedly as it has in these last few months. The COVID-19 pandemic brought rapid and sometimes chaotic change to all of us; but what never changes or wavers is our dedication to serve the poor and vulnerable. Yes, change is certain, but what is also certain is that Catholic Family Center will always respond to those who need us most.

As this report is being written, it is unclear what new challenges we will face post-COVID. All we can be sure of is that the challenges to be faced will likely be significant. The needs of the poor will grow as the effects of high rates of unemployment crash through our community, and our budgets will be put to the test as New York State adjusts to a new reality.

Even though more change is inevitable, and the road ahead appears to be very bumpy, we have reason to be hopeful. Our hope is based in our strong faith, the dedication of our staff to provide high quality care, our innovative services and programs that are delivering excellent results, and most especially, our hope is amplified by all of you.

In this report, you will see an overview of all the good work accomplished in serving over 27,000 people in 2019. In addition, there's an in-depth view of our Family Prosperity initiatives, a very successful program that is designed to help the most desperate in our community find dignity and hope by overcoming barriers to employment. We are delighted to share the impressive results and introduce you to an inspiring participant, a talented mentor, and to give you an update from Candace, the mother whose story we shared in our 2018 Annual Report. What these examples show is that by partnering with our clients, **we help families and individuals achieve their dreams.**

As we delivered on our core mission of service, our leaders were also active on a variety of priority initiatives, including a strategic community-wide systems integration effort and a multi-county collaborative to ready community-based organizations for the inevitable changes coming with Medicaid reform. Because we realize that change is inevitable, we are doing all we can to make sure that we are influencing our future, not merely waiting for it to happen to us. **And we never lose sight of the fact that every day, people come to us when they are at one of life's lowest points and, every day, they are greeted with the love, compassion, and support that gives them hope.**

Your support enables us to provide a huge array of services that enable individuals to overcome life's challenges, so that they and their families can achieve their goals. We are grateful to each of you for this trust and commitment.

All of us at CFC thank you for your compassion, and for allowing us to be your hands in this sacred work.



Marlene Bessette,
President/CEO



Stephanie Schaeffer,
Chair, Board of Directors



I alone can not change the world, but I can cast a stone
across the waters to create many ripples. - *Mother Teresa*



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

July 16, 2020

Memorial of Our Lady of Mount Carmel

My dear brothers and sisters in Christ:

During this unprecedented and difficult time caused by the Coronavirus, we need daily to remind ourselves that Jesus hears our prayers. Even as we are so restricted in our normal interactions with family and friends, we are able to raise our voices as one family in prayer and now, with proper protocols in place, unite with Jesus in the Most Holy Sacrament of the Eucharist at Holy Mass as one is able to do so. According to our particular circumstances, we pray that those who need care can enter our charitable agencies and be comforted; that our streets will once again flourish with businesses and people able to make a living for their families; that our children and our grandparents may visit each other and be safe in their homes; that violence will give way to peace and every person be respected as a daughter or son of God. As we unite in prayer, Jesus is truly among us.

As we emerge from this pandemic disease, we will be a different society. Many will have far less. How shall we continue to help one another? Through your support, the staff of Catholic Family Center have continued to serve even through the darkest times, when many were and continue to be isolated and in pain. They have not forgotten the poor, the homeless, those facing personal struggles through all stages of life. They have responded in charity and love, changing how they serve, as required, but always remembering the mission to which they were called: to serve the most vulnerable among us. In answering this call, they are able to perform this work through your generosity and love.

May God continue to bless those who are served through the charitable work of Catholic Family Center! On this feast of Our Lady of Mount Carmel, we ask Our Blessed Mother, who so truly knew challenges and sufferings during her life, to intercede before her Son on our behalf.

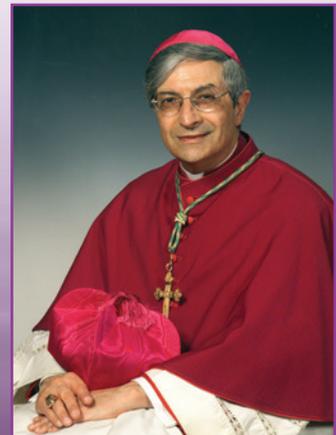
Assuring you of my prayers and gratitude, asking the Risen Christ to bless us and help us to know that He is with us always, even to the end of time, I remain

Devotedly yours in Christ,

+ Salvatore R. Matano

The Most Reverend Salvatore R. Matano

Bishop of Rochester



Candace Cabral — update 2020

*Candace's story was shared in the 2018 CFC Annual Report.
Here is her update for 2019 and 2020*



My story continues

Since last year, my biggest source of pride was and continues to be my children. My 14-year old son got his blazer this year. This is a big deal in his school because it means he is a leader. My 13-year old son made honor roll and was on the football team. My 4-year old is my fitness motivator; he encourages me to get up and get moving. And my 2-year old is blossoming in her verbal skills. The COVID-19 stay-at-home mandate has brought us closer than ever and has given us opportunities to have meaningful conversations in the moment instead of having to wait until the end of the school day.

And after my children, I am proud of how involved I have become in my community. I am an ambassador for Food-link, and am a part of the community advisory group

for RMAPI. My relationship with Healthy Moms and the Salvation Army continues, and I try to help others I meet to link with the services that will help them the most. The biggest challenge I have overcome is not as concrete. In the past year I have worked at learning to forgive and I have become less judgmental. Overcoming these challenges has freed me in ways I was not expecting.

In this past year, I feel I have truly found my voice. I have learned, from a lot of soul-searching, that while I may not have my high school equivalency (yet) or a perfect credit score (yet!), but I have a lot to offer my family and my community so I will continue to nurture my servant-heart and help when I can and where I am needed.



CFC Programs and Services Provide Hope and Support to those who need it most

Empowering the vulnerable by providing shelter, food, drug treatment and counseling

Strengthening families by supporting and connecting children and their families with the services they need to thrive

Welcoming refugees and immigrants by providing housing, job training, advocacy, language skills and citizenship

Building Community as we collaborate with other agencies and government to fight poverty and addiction

Enabling independence through employment skills, financial services and managing in-home services for seniors

Serving Rochester through social entrepreneurship



Catholic Family Center

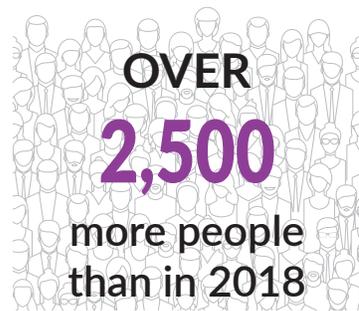
provided direct services to **27,623** people in **2019**.

Over 2,500 more people than in 2018.

More than **80%** of our clients live in the City of Rochester, **93%** have incomes **below \$25,000** and **74%** have incomes **below \$15,000**.

12% are designated as **homeless/transient**.

60% of children and youth served under our Children's Health Home Care Management program are living **below the Federal Poverty Level**.



Our **Emergency food and financial assistance** program saw its largest year over year increase in clients, a **50% increase**, and was the **biggest program growth area of the entire agency. 48% were children.**



This was in large part due to:

- **Increased need** was especially noted **during the federal shutdown** in early 2019,
- **Addition of bilingual and culturally competent staff** who conduct outreach to the surrounding neighborhood.

Children, Youth and Family

helped **600 children** avoid foster care.

97% of (CPS) **Child Protective Services** referred families kept their children in their homes.

Annual Cost

15x It is more than 15x more expensive to place a child in foster care than it is to maintain a **child at home**

\$1,500 – Maintaining a child at home

\$22,600 – Foster Care



Early Intervention Children's Health Home

launched, serving a total of **52 children** in its first full year

of operation. **33% of these children overcame their developmental delay and no longer need EI services.**



Youthbuild, a program providing job training and employment opportunities for youth 16-24, completed its **6th cohort in March 2020**.

- **63% of YouthBuild's 67 enrollees completed the program** vs a national average retention rate of 50%.
- **61% of our students** were **employed** immediately upon completion.

Aging & Adults

>8x It is more than 8x more expensive to provide services in an institution than it is to maintain an **elder at home**

86% of those served report achieving greater family stability

98% **Overall satisfaction** for our STAR (Support to Aging Residents) Program

Housing



As the largest provider of **Emergency Housing** in Monroe County, over **3,000 people** are sheltered in 3 locations annually



• **28% are children,**



• **53%** of all clients were transitioned to **permanent housing**

Francy Gonzalez — Bridges to Success Participant

Growing up in poverty without support at home is an ordeal that Francy Gonzalez never wants her three children to experience like she did.

“Poverty is not where it’s at,” Francy, age 27, said bluntly. A high school dropout, Francy has received government assistance over the years and worked seasonal jobs.

A big turning point came in 2017, when she enrolled in Bridges to Success. Francy credits her mentor, Hillary Bartoszek, with helping her to set goals, including passing the GED and enrolling in a Healthy Moms program. Hillary helped Francy get clothing for her children, and financial assistance to enable her to secure an apartment.

Francy’s goals included taking steps to learn how to launch her own business of healthy hair care products. She plans to apply for the cosmetology program at the Rochester Educational Opportunity Center.

Hillary has high praise for Francy. “Francy is a person who will do absolutely anything she can to better herself, better her situation, and to provide for her family.”

Leslie Mosman — Bridges to Success Mentor

For Leslie, mentoring came naturally well before she joined the staff of Bridges to Success.

A native of Puerto Rico, Leslie has helped several family members successfully relocate to Rochester. “When you see them be successful, it comes natural to be able to help people. I think that’s what my calling is,” Leslie said, chuckling.

As a mentor in Bridges to Success, Leslie first asks participants what they’d like to see happen in their lives. It could be advancing their education, or getting a job, or getting an apartment, even improving their physical and mental health.

Leslie then asks which goal they want to work on first. “What are the things you can do to attain that? We come up with the steps to get there.”

Participants seldom drop out of the Bridges program unless they move out of the area, Leslie said. “For the most part, they stay because they see themselves moving up, see themselves doing things that are good for them.”

Read Francy and Leslie’s full stories here:
cfcrochester.org/about/success-stories/

Our anti-poverty initiatives are demonstrating a **significant positive impact** and trajectory to self-sufficiency and independence for participants

Bridges to Success Participants

111% increase

average household monthly earned income since enrollment

100% increase

average employment level



Family Independence Initiative Participants

32%+ increase

average household monthly earned income since enrollment

24.4% increase

average employment level



Shawn Futch, Leslie Mosman, Marlene Bessette, and Francy Gonzalez

Catholic Family Center—
working to make a positive impact
in our community!

CFC Leadership & Staff are active in a variety of key community initiatives, including:

- Monroe County Systems Integration Project, where our President & CEO, Marlene Bessette, is in a leadership role.
- Executive Committee of the FLPPS Naturally Occurring Care Networks (NOCN) for Monroe County.
- Various workgroups of the Rochester Monroe Anti-Poverty Initiative (RMAPI), including Employment, Public Policy, and Social Service provision.
- Racial Equity and Justice Initiative of Rochester Steering Committee.
- Monroe County Opiate Task Force, an effort to assist with treatment barriers and improve access, and to work with other systems to reduce incarceration and improve treatment efforts.

Family Prosperity

Since 1917, Catholic Family Center's mission has been to partner with – and advocate for – the most vulnerable in our community, especially those facing poverty – to help them achieve their full human potential.

In 2016, Bridges to Success and Family Independence Initiative were selected as the first two public offerings from the Rochester-Monroe Anti-Poverty Initiative (RMAPI), a community-wide effort to help people achieve financial security and prosperity. These offerings are based on the idea of people having a trusted partner that supports them as they work towards achieving goals they set.

The ensuing two-year pilot of a pair of adult mentoring programs became an unprecedented collaboration among a trio of local non-profit organizations: Catholic Family Center, Action for a Better Community, and Community Place of Greater Rochester. Our agencies came together to lead a two-year pilot of a pair of adult mentoring programs. Bridges to Success paired individuals with a mentor to identify goals and overcome roadblocks to employment and the Family Independence Initiative helped families create social support networks that helped move them toward their financial goals.

For more information on enrollment, please visit www.btosrochester.org.

Building Community

This adult mentoring pilot also demonstrated the need for the community to collaborate in order to fight poverty on a system-wide level – creating change not only for program



Shawn Futch

“ We embarked on this journey in partnerships with Catholic Family Center, Community Place and RMAPI because it was in line with our mission, particularly because it takes a village to make a change within our community,”

Shawn Futch, Focus on Self-Sufficiency, Director at Action for a Better Community.

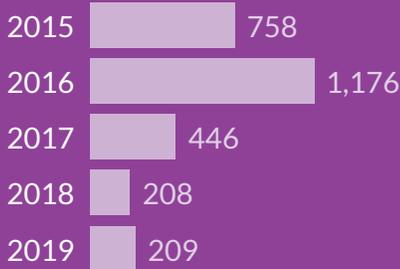
“ By helping families better navigate and access all the local services that already exist, they were able to make significant progress toward their financial goals,” Ron Rizzo, director of family prosperity programs at Catholic Family Center. “These programs helped remove the roadblocks in our service delivery system, and participants were able to find and keep employment, save money for emergencies, and make progress towards their life-long goals, like homeownership.”



Ron Rizzo

Refugees resettled in Rochester:

The majority of the small number of refugees resettled in Rochester in 2019 were Afghan, Congolese & Ukrainian.

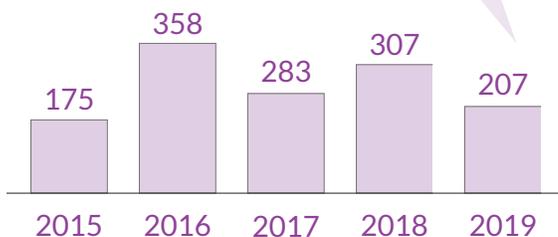


Rochester provided over 1500 volunteer hours of direct support to refugee clients in 2019.



Naturalization applications filed by the immigration team:

64% of the applicants were naturalized as US citizens!



Language Services



Our team of

30

interpreters provide

in-person interpreting assistance for

21 languages & dialects

5,985 hours for CFC clients
+ **2,146 hours** for external customers

Over **7,000 individual appts.**
(588/month average!)

Top 3 languages

Spanish (83%)

Arabic (7%)

Nepali (6%)

Our **Immigration walk-in policy** allowed for nearly **2,000 individuals** to be **provided with assistance**, including screenings and appointments for naturalization, family reunification, change of status, legal consultations, and work authorization applications. **This is a 60% increase over 2018.**

“My biggest joy comes from watching students from my Citizenship Preparation class become U.S. citizens!!!”
- CFC Immigration Specialist

47 unaccompanied refugee youth were served by generous foster families during 2019. **100% of those leaving foster care** had a clear transition plan to **safety and stability.**



NYS Kinship Navigator

Serving the needs of grandparents and other relatives who are caring for children not in foster care.

2,915 calls placed to NYS Kinship Navigator, serving all **62 counties** in NY state.

54,000+ hits on our website www.nysnavigator.org

Our **Kinship Integrative Network** supported **99 grandparents and other family members** who assumed responsibility to care and raise **over 175 children** in their families

- **98% of children** served were safely maintained in their kinship caregiver home
- Caregiver **stress reduced** by 70%

Honors and Achievements

Awarded 2 grants to rehabilitate Francis Center, our shelter for men

- \$4 Million to create 9 permanent supportive housing units and renovate the emergency shelter.
- \$1.1 million over 5 years for supportive services to the residents of these 9 new units.

NYS Kinship Navigator was awarded over \$633,000 in federal funds for a second year to develop enhanced programming and implement an evidence-based model for case assistance and support for kinship families across New York State.

Your Health Partners of the Finger Lakes, LLC. In 2019, CFC assumed the role of lead agency for this Behavioral Health Care Collaborative (BHCC) that was awarded a \$1.5 million grant through 2022 to improve health outcomes and prepare providers for value-based payments arrangements.

Bridges to Success, our adult mentoring program, was awarded funding from the Mother Cabrini Foundation to enroll a second cohort. Our first 2-year cohort participants demonstrated excellent progress towards achieving their goals, including: a twofold increase in employment and an average household income increase of 111%. Bridges to Success is operated in partnership with Action for a Better Community.

CFC secured another award from NYS to continue operation of our Career Pathways Program through the Rochester Workforce Consortium (RWC). This program operates as a joint collaborative with the Rochester City School District's Office of Adult and Career Education (OACES) and Career Start Rochester.

Visit our website to read more about these and other stories:
www.cfcrochester.org/news-center/

Stay connected with us by following our stories / blog on Medium.com, viewing our videos on our YouTube channel, and following us on social media: Facebook, LinkedIn, Instagram, and Twitter!



Our **Behavioral Health** Network continues to provide critical services for people who, in many cases, would have nowhere else to turn.

- **87%** of the **clients of our Mental Health Clinic** and **84%** of our **Restart Outpatient clients** have **incomes below \$15,000**.
- Our **expanded walk-in hours** and the availability of **Medically Assisted Treatment (MAT)** are two of our **most needed and relevant services**.
- Our clinics are **located next door to the Rochester Transit Center**, making access relatively easy.
- **11%** of our Mental Health Clinic clients **are children**. The Children's Mental Health program connected with 3 charter schools to **provide psychotherapy on site at least one day each week**.

An event to benefit programs & services of Catholic Family Center



Stay Tuned!

Thursday | December 3, 2020 | 5:30 - 8:30
Kodak Center

Would you like to volunteer to make our 2020 Empty Bowls a success? Please reach out to Jess Regan at jess@cfcrochester.org for more information.

Help Catholic Family Center feed the hungry and homeless in Rochester by joining us for Empty Bowls.



feed thy neighbor — Save the Date — feed thy neighbor — Save the Date — feed thy neighbor

CFC Board of Directors

2019 - 2020

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Martin F. Palumbos

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Michael J. Sullivan

Maryanne Townsend

Financials

Support:

Grants from Government & Other Agencies	18,961,937
United Way	778,830
Contributions & Bequests	1,238,729
Special Events	292,349
Diocese of Rochester	112,308

Total Support

\$ 21,384,153

Revenue:

Program Fees	9,375,229
Other**	904,950
Investment Income/(Loss)	80,397

Total Program Revenue & Support

31,744,729

Expenses

Program Services	\$ 28,234,143
Management & General	3,170,278
Fundraising	405,926

Total Expenses Before Other Items

31,810,347

Total Surplus/(Deficit) from Operations*

-65,618

Unrestricted Net Assets Beginning of Year

(1,028,613)

Unrestricted Net Assets End of Year

(1,094,231)

Restricted Net Assets End of Year

2,630,459

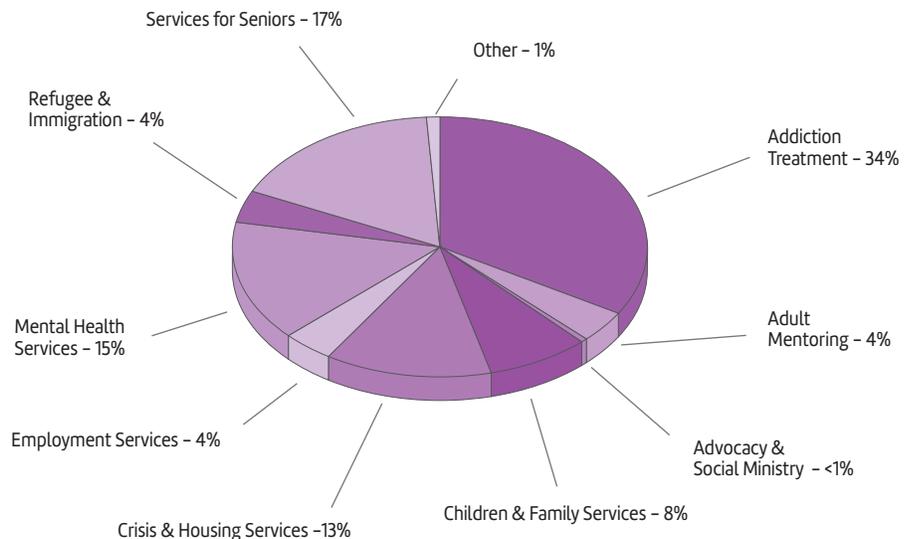
Total Net Assets

1,536,228

** Includes Adjustment to Prior Year Revenue of \$546K and \$290K in 2019 and 2018, respectively

* Positive operation results contributed to reducing negative unrestricted fund balance.

2019 Program Service Expenses





Adopt-a-family

This special group of loyal donors adopts families each year so that they might experience the warmth and cheer of gift giving and celebrating the Christmas season as part of a larger community. Some families will be in our shelters, some are refugee or immigrant families celebrating their first Christmas in the USA, some are families struggling with the challenges of poverty, who otherwise would not be able to make Christmas special for their children.

2019 Adopt-a-family Donors:

Jessica Adams
Jo Aloisio
Lisa Anzalone
Donna Auria
Shawn and Sarah Baker
Timothy and Karen Bancroft
Harris Beach, PLLC
Sarah Bernier
Bio-Optronics
Kathleen Blackburn
Ruth Blodgett
Valerie Bodkin
Megan Bonafede
Melinda Borshoff
Roger and Mary Jo Brandt
Terisa Bucks
Jessica Buechler
Corinne Burgess
Garrett Burns
Rod and Mary Ellen Campbell
Matt Cannuli
James Carboni
Joseph and Juliet Carello
Jen Casasanta
Jennifer Case
Scott and Rose Casella
William and Lauren Cherry
Patricia Comeau
Pam Cooper
Nancy Cranch
Karin Cross-Smith
Dawn Curtis
Mark Darrow
Sheri DeNormand
Gerard and Deedee DiMarco
Robin Dixon
Joan Dobles
Molly Dougherty
Caley Dougherty
Sylvester Downs
Eastman Kodak Company
Jennifer Eckl
Financial Aid Office/ESM
Excellus BlueCross BlueShield
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Colby Finn
Enrica and Thomas Fleming
Scott and Merrie Franklin
Cheryl Fuller
Lynn Galenza
Rachael Gootnick
Lindsey Hagan
Roxanne Haley
Caitlin Helm
Renee Hetzler
Holdsworth Klimowski
Construction
Melissa Holmstrom

William Hughes
Nikki Hull
Cynthia Jackling
David Jaenike
Kelly Jannotti
Elizabeth Jefferson
Elaine Jezsik
Alicia Johnson
Fallanne Jones
John and Kathi Jonson
Aimee Jozic
Christin Kelley
Richard Klosterman
Robin Knapp
Laura Korn
Christine Kralles
Michael Kristin
Charla Kucko
Eileen LaBorde
John Lacek
Quaana Lake
Sharon Lechon
Shirley Lee
Carly Lejniaks
Mason Leone
Caleb Lewis
Eileen Lindsay
Sam Lovetro
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Rebecca Merrill
Ann Marie and Brook Meyer
Kathleen Michael
Caroline Miller
Evie Mitrousis
Leslie Mock
Terri Nagle
Jamie Newell
Nixon Peabody, LLP
John and Julie Norris
Renee Ortiz
David and Susan Ortman
Brittany Palmatier
Laura Parker
Jessica Parrino
Chip and Sally Partner
Amy Passalugo
Karen Passero
Patriot Towers
Julie Paul

online
Save the Date

August 20 - September 10, 2020
On-line Auction and GoFundMe Campaign

What Hope Looks Like

Celebrating:
The Palumbos Family with the Partners in Philanthropy Award
Patty Gaffney Lovallo with the Spirit of Hope Award
CFC Staff who serve throughout this pandemic
All proceeds to benefit CFC's COVID-19 Impact Fund

Visit www.cfcrochester.org for additional information.

CATHOLIC FAMILY CENTER
Since 1957
We provide hope and they can do anything

Emily Pelkowski
Elizabeth Perry
Kim Petrone
Erin Petrone
Brian McGuigan
Kathryn Priddy
Osilia Puron
Darby Pyfrom
Caroline Reeves-Hillyard
Relph Benefit Advisors
Rhonda Rimmel
Sharon Reynolds
Robyne Rieger
Jeffrey and Jenna Roote
Jean Rossignolo
Steve Russell
Bonnie Sale
Robert Scanlon
Kelly Schiffhuaer
Malika Schill
Anna Schlia
Patty Schmidt
Lucy Schremp
Caitie Schwasman
Jona Scott
Shanique Service
George and Paula Sivity

Robert Skuse
Erica Smith
Karsten Solberg
Amanda Sparacino
Velvet Spicer
James and Jan Staffieri
Julie Streeeter
Judi Swanson
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Susan VanBuskirk
Kayla Velazquez
Velocitii, LLC
Roger and Patricia Vermilion
Darouny Vongphachanh
Michael and Emily Waller
Erin Ward
Stephen Webster
Dawn Weed
Laura Werwinski
Amy Melvin Woodring
Charles and Nancy Zinn

Empty Bowls Artists



Since 2005, the Empty Bowls movement has provided shelter, nutritious meals, and emergency services to tens of thousands of children, men, and women in the greater Rochester area. We recognize and thank the artists who donated bowls during 2019, which serve as a reminder of all the bowls that are empty in our community. They are the inspiration and heart behind this grass roots movement.

Cat Clay, LLC
Catherine Barry
Created by Us Pottery
Clayscapes
Claudia Gill
Midlakes High School
Our Lady of Mercy School for
Young Women
Cory Lynn Riemer
Emanuel Rosario-Diaz
Turk Hill Crafts School



Restart Residential

Telehealth Services are now available in Intensive Residential addiction treatment programs, making clinical support readily available, while reducing clinician travel time.

- **FIVE drug free babies** were born to mothers in our Intensive Residential programs in 2019.
- The men served by Freedom House, one of our addiction treatment residences, experienced a **57% successful completion rate**. This is a 10-point improvement over 2018.

YEAR in review



January – Restart Outpatient addiction services now include gambling treatment.

February – Handmade mittens warmed adult and children's hands all winter!



March – CFC Hope Gala, our largest fundraising event. Thank you!



May – Grateful to the many volunteers during United Way Day of Caring.



April – Celebrating our Social Workers



June – Celebrating World Refugee Day



August – "CFC at the Border" ⇐ read our stories on Medium.com!

December – Empty Bowls



November – Adopt a Family



September – Kinship Care Month

