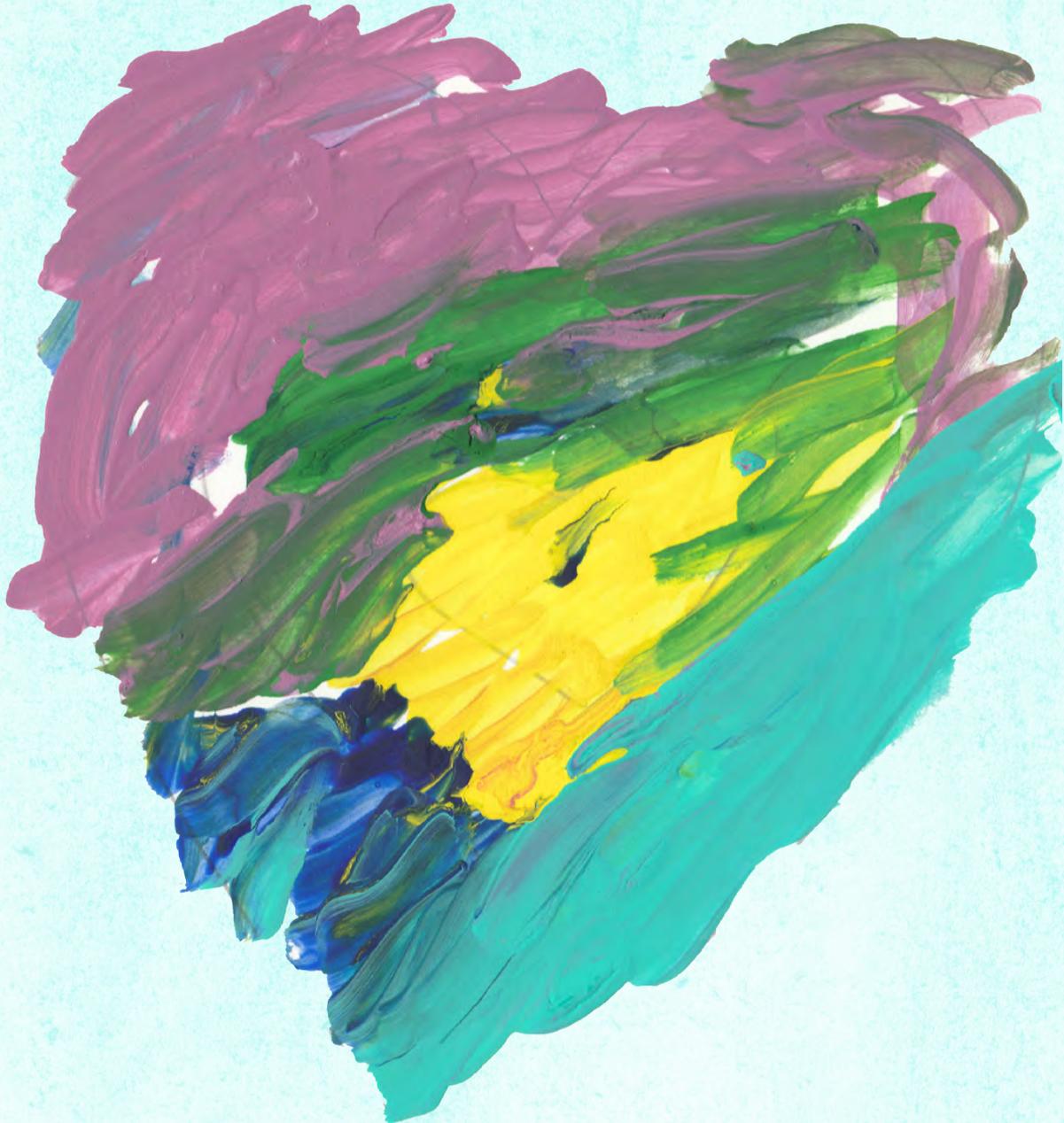


Our Hearts Are Full



Catholic Charities

Community Services

2020 ANNUAL REPORT



The Most Reverend
Salvatore R. Matano

A letter from The Most Reverend Salvatore R. Matano

My dear brothers and sisters in Christ,

2020 was a year of unprecedented challenges and trying times due to the COVID-19 pandemic, but we also were reminded that Jesus listened to us as we prayed for strength, courage and healing. We prayed, too, that those among us who were the most vulnerable and who felt the negative effects of this pandemic so very deeply are able to gain comfort, strength and care from our charitable agencies, like Catholic Charities Community Services.

Throughout 2020, Catholic Charities Community Services never closed its doors. The support of donors enabled the dedicated and courageous staff, along with the superb guidance of the senior leadership team, to continue to provide innovative, sustaining and compassionate care to those whom they have the privilege to serve in the name of Jesus. Even in these most challenging times, the Community Services staff lived their mission to enhance and strengthen the lives of their clients, provide services

to foster individual independence, striving always to build a just and compassionate society for all people to live with dignity as children of God.

We are confident in faith that God continues to hold in the palm of His hand those who are served by Catholic Charities Community Services and those who care for and support them.

Please be certain of my prayers and gratitude, asking the Risen Christ to let us know He is with us until the end of time and that He continues to bless us and embrace each person in His Sacred Heart.

Invoking the intercession of Our Mother Mary and our Diocesan Patron, Saint John Fisher, I remain

Devotedly yours in Christ,

The Most Reverend Salvatore R. Matano
Bishop of Rochester



Lori VanAuken

Because of you, our hearts are full of gratitude.

From all of us at Catholic Charities Community Services, we are so very grateful to you. Your words of encouragement, gifts and compassion over the course of 2020 supported our Catholic Charities family in a time of uncertainty and unimaginable challenges. We have deeply appreciated your support which helped us to secure Personal Protective Equipment to keep our staff safe while serving individuals in our residential programs, minutes for clients' cell phones so they could stay in touch with their staff and loved ones during times of quarantine, and even donations that helped pay for the funeral of a mom who left behind two children during this pandemic. Your gifts were proof that the clients, residents and staff were on your minds and in your hearts, and for that you have our sincere appreciation.

2020 was our 40th anniversary. What started as one residential site for 12 adults with intellectual and developmental disabilities has grown to serve thousands of people in our community - empowering them to live their best lives. Though our anniversary celebration plans were drastically altered, we honored this milestone by recognizing the commitment and passion of our wonderful staff who were working so very hard to walk alongside our clients in these turbulent days. Surprise deliveries of candies, coffee, pastries and lunches, along with *Heroes Work Here* signs, to our houses helped brighten spirits at our 13 residential sites. We held our first ever virtual auction with items

secured by members of our board of directors, who helped us to surpass our fundraising goal. Our Employee of the Year Recognition Luncheon went on as a Zoom celebration with lunches and special gifts delivered to all of our staff. Our 40th anniversary was commemorated by the strength of the human spirit and passion for our mission.

It is no doubt that 2020 has challenged us all. Though faced with your own struggles, you, our donors, continued to give to support our clients. Also noteworthy, our corporate partners - with worries about their own businesses - did not hesitate to help. New donors generously shared their gifts of support with people in need. And our staff - their smiles hidden by their masks - kept inspiring, kept empowering, and kept serving with compassion. As you read this report, we hope you will understand what a tremendous impact your gifts have had on our clients and staff.

Today, with your help, we continue to embrace new challenges and possibilities with dedication, compassion and innovation ... just as we have for 40 years.

With Gratitude,

Lori VanAuken
CCCS Executive Director

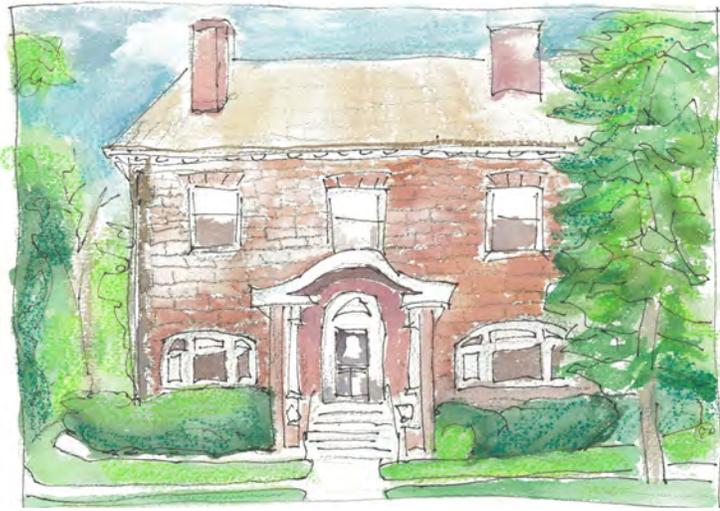
Dennis Fries
Board Chair



Dennis Fries



*Our hearts
are full of
compassion*



At Catholic Charities Community Services, we provide services that support, coordinate, advocate, and educate in order to foster individual and community empowerment. We deliver residential, vocational, and community services to individuals living with developmental disabilities. Our support of those living with a Traumatic Brain Injury allows them to achieve meaningful,

self-identified goals, using both a collaborative team approach and effective coordination of services. We provide care management for both adults and children and employment services to individuals with chronic illness(es), including but not limited to serious mental illness; substance use; asthma; COPD; diabetes; diseases of the heart; high blood pressure; obesity

and ADHD, to achieve their desired optimal health. We connect people who are living with HIV/AIDS and their families to medical treatment, housing and emergency services & supporting their journey towards reaching their vocational and employment goals. We strive to build a just and compassionate society for all individuals to live with dignity as people of God.

Diane Kruger – A precious life well lived

Our hearts are full of deep gratitude for one of our heroes – Diane Kruger, our dear friend, colleague, advocate, and Catholic Charities Community Services family member, who left this world suddenly on April 14, 2020.

Diane was an integral part of the CCCS family for 35 years working in the Developmental Disabilities Services Department. Through the years, Diane supported people with compassion, intelligence, a never-say-no attitude, an incredible sense of humor, and an infectious laugh. With a smile on her face, she always made time for anyone coming to her office, and she always had chocolate treats for all who entered. We miss Diane incredibly, but her legacy of love, laughter, dedication and commitment lives on. We are so grateful that we had the privilege of knowing such a beautiful, dear lady.

CCCS Services Have Grown

From one home for developmentally disabled adults in 1980, our services have grown to include behavioral health, care coordination and supportive services for individuals with chronic health challenges.

- 13 residential homes
- Community habilitation
- Employment services
- Fiscal intermediary services
- Self-Directed I/DD Services
- Service Coordination
- Care Management for adults & children
- Education support services
- Pre-vocational services
- Psychosocial rehabilitation
- Housing services
- Emergency rent/utility support
- Benefits assistance
- Advocacy
- Peer Supports

Services are provided to all people without regard to race, religion, ethnicity, sexual orientation, age, gender or ability to pay.



“I am very thankful for all the help you have been able to give me. You have been a Godsend to people who need help.”

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1972-1979 The Willowbrook Decree is the catalyst for NYS to develop programming for community placement of persons with developmental disabilities. Bishop Matthew Clark of the Diocese of Rochester commissions a task force to determine the unmet needs of persons with disabilities within the Diocese.



1982
Paul Pickering
named Executive
Director.



1988
Call to Care: Bishop Clark charges
Catholic Charities to begin serving and
caring for persons with HIV/AIDS.



1980 Humble Beginnings: Catholic Charities Residential Program responds to Bishop Clark and NYS by opening the Lyons Community Residence, offering 12 persons, who left institutional settings, a new place to call home.



1984-1988

Our first expansion! CCCS opens
6 more houses serving clients living
with developmental disabilities.

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1993

Clients take a Trip to Walt Disney World.



1993-1994

Expansion continues! CCCS opens Tryon Park and Cramer houses.



1998 services for persons with Traumatic Brain Injury (TBI) begin within the agency, providing care coordination and opportunities to live independently with our support.



1993-1994 Shelter and Care for All: AIDS Services expands to include rent subsidies and care management for persons with HIV/AIDS. Service Coordination and Community Supportive Services begins.

1996

1st Annual Golf Tournament tees off!



2000 New century, new name! Our agency is officially changed to Catholic Charities Community Services to encompass the variety of programs offered in the community.



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 Elmwood Dental Group

2002 AIDS Services offer "A Place for Every Child", providing permanency planning, foster care placement and ongoing support for children who have lost their primary caregiver to HIV/AIDS.



2007 The brand new and fully accessible Crowley House opens in Lyons, NY.



2010 AIDS Services expand to all Finger Lakes counties giving underserved, rural populations access to care management and health education.

2012 Make new friends and keep the old! CCCS hosts its 1st Annual *Breakfast with Friends*.



2005 Benton House opens in Penn Yan giving the comfort and peace of a new home to 6 residential clients.

2009 CCCS offers supportive services through the Nursing Home Transition & Diversion Waiver, providing adults with disabilities more independent living options within the community.



2011 David Keenan, TBI client, awarded "The President's Volunteer Service Award." A true testament to the success of our individuals who are encouraged to live their best lives.

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 St. Charles Borromeo Church
 St. Mark's Episcopal Church
 St. Pius Tenth Church
 St. Stanislaus Kostka Church
 St. Thomas More / Queen of Peace Parish
 Stuart's Spices

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 Ms. Jane R. Davis
 Ms. Kelly Davis
 Ms. Pat DeBuyser
 Ms. Laura Decker
 Ms. Carey Ann Denefrio and Mr. Tim Lyster
 Ms. Phyllis Desch
 Mr. Brian DeWind
 Mr. Joseph DiPasquale
 Mr. and Mrs. Norm Dole
 Ms. Mary Eggleston
 Ms. Michelle Feola
 Ms. Patricia Fernandez de Castro
 Dr. David Fries
 Mr. and Mrs. Chris Glover
 Mr. John Haas
 Mr. and Mrs. Keith Hamlin
 Ms. Deb Hodgeman
 Mr. and Mrs. James E. Holleran
 Mr. and Mrs. Otto Hoppe
 Mrs. Joyce Jones
 Ms. Lowanda Jones
 Ms. Deborah Kluss
 Mr. Brian Labigan
 Ms. AJ Lamberson
 Ms. Michelle Lester
 Ms. Wilda Liana
 Mr. and Mrs. John Lipari
 Mr. and Mrs. Kenneth Hundt
 Ms. Susan Marciano
 Ms. Gina Martin
 Mr. David W. Maxwell
 Mrs. Leah McCarley
 Mr. Thomas McElroy

Ms. Jen Mosich
 Ms. Patricia Nadiak
 Mr. Michael Nighan
 Mr. Ouzer and Ms. Beahon
 Ms. Teri Peters
 Ms. Laurie Phillips
 Dr. and Mrs. Stephen Presser
 Mr. James Prinzi
 Mr. and Mrs. Daniel Purcell
 Mr. and Mrs. Charles P Randisi
 Ms. Mary Rankin
 Mrs. Mary Ellen Reale
 Mrs. Iveth Reynolds
 Mr. and Mrs. Paul Richardson
 Mr. and Mrs. Royce Rogers
 Ms. Jennifer Rosenzweig
 Ms. Kathleen Routly
 Mr. William Russell
 Ms. Audrey Ryder
 Mr. and Mrs. Chris Shalvoy
 Ms. Kay Slattery
 Ms. Mary Sotir
 Ms. Lorraine Staunch
 Mr. James B. Sullivan
 Ms. Lisa Swisher
 Ms. Sally Weiss
 Ms. Alicen Yonts

The exceptional caregivers in the Rochester Group Homes
 Marianne Tucker
 Richard Van Keuren
 Sara and Richard VanDerMeid

In Memory of

Pando Brutovski
 Daniel Clas
 Maureen Fisher
 Adam Graham
 Leonard Gramlich
 Linda Hartnett
 Canice Karnisky
 Diane Kruger
 Laurie Mason
 Hank Moffitt
 My family for Christmas
 Nancy O'Mara
 Joyce Panepento
 Vincent Pellegrino
 Jason and Evan Pero
 Mary Riley
 Deborah Robertson
 Mary Sailus
 Andrew Schantz
 Deana Schermerhorn
 Gabriel Scorsone
 Sharon Toombs

In Celebration of

Barbara Lum
 Amanda Manning

In Honor of

Bob and Mary Bergin
 CCCS resident home staff workers
 CCCS Staff
 Peter Colosi
 Grace Coombs
 Charles DioGuardi
 Maureen Fisher
 Allison Heltz
 Diane Kruger
 Barbara Lum
 Laurie Mason
 My children
 Nancy O'Mara
 Susan Anderson and David Anderson
 Vincent Pellegrino
 Robert Ribble
 Deana Schermerhorn
 Susan Shaw

Catholic Charities Community Services is deeply grateful to all the individuals, corporations, foundations, government entities and our community, whose generous gifts have supported our work. Every effort has been made to ensure accuracy; nonetheless, in listings of this length, errors and omissions may occur. If you have has been misspelled, omitted, or listed incorrectly, please accept our apologies and bring the mistake to our attention so we can correct our records.

Our hearts are full of appreciation




2013 With 30 years of service, Paul Pickering retires. Lori VanAuken becomes Executive Director of CCCS. Health Homes and Fiscal Intermediary programs added.



There's no place like home.... CCCS moves its Main Office to 1099 Jay Street and "Spirit" from "Horses On Parade" is installed providing a reminder of our history.

2020 Reflecting on the Past, Envisioning the Future, Empowering the Community for over 40 years. Our strong foundation provided CCCS the strength to face the challenges of 2020, and the resiliency to carry us forward to the next 40 years.



2015

Pickering House opens, a supportive Individualized Residential Alternative in Penn Yan.



2017 CCCS marches in the Rochester St. Patrick's Day Parade as the Community Organization of the Year.

Step Up To Employment and NYS Office of Mental Health's Home and Community Based Services programs added.



2019 Darryl Strawberry hosts *Breakfast with Friends*, bringing over 500 attendees, allowing our message of determination and hope to continue to spread.

Our Penn Yan office expands, adding jobs and increasing our reach in the Finger Lakes community.



Celebrating
40
 Years



Our Mission

As an agency of Catholic Charities of the Diocese of Rochester, we are deeply committed to enhancing and strengthening the independence, inclusion, and individuality of persons with disabilities and those who are living with significant health challenges.

We provide services that support, coordinate, advocate, and educate in order to foster individual and community empowerment.

Our Vision

A just and compassionate society for all individuals to live with dignity as people of God.

Board of Directors

Jack Balinsky, *Ex-Officio*
 Dennis Fries, *Chair*
 Tim Mason, *Immediate Past Chair*
 Iveth Reynolds, *Vice-Chair*
 Matthew Livernash, *Treasurer*
 Stevan Ramirez, *Secretary*
 Sue Argüello
 Lucia Colindres-Vasquez
 Mary Dombovy, M.D.
 Myra Henry
 Mary Holleran
 Virgil Joseph
 Sarah Kwiatkowski
 Joseph Pocius
 Jim Prinzi
 Laura Purcell
 Lori VanAuken, *Executive Director*



“My CCCS staff has encouraged me to overcome barriers and believe in my own personal success.”

Catholic Charities Community Services

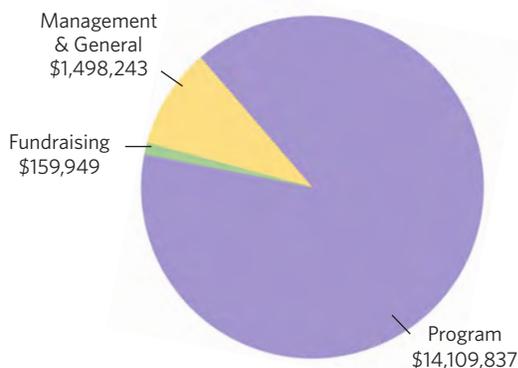
2020 Support and Revenue

Total: \$16,464,864

Medicaid	\$11,688,488
Grants & Contracts	\$2,932,316
Client Fees	\$916,923
Contributions	\$245,164
Other	\$648,802
Investment Income Appropriated for Operations	\$22,802
United Way	\$10,369

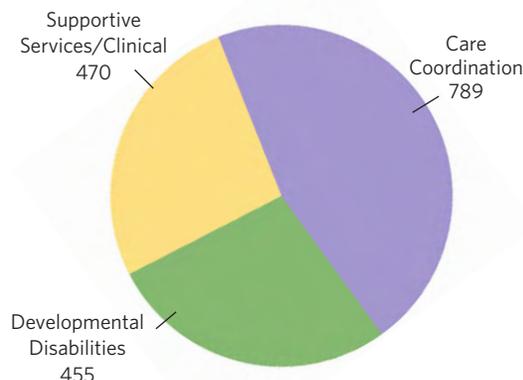
2020 Operating Expenses

Total: \$15,768,029



2020 Individuals Served

Total: 1,714



1099 Jay Street, Building J, Rochester, NY 14611
 Phone: 585-339-9800 Fax: 585-339-9377

Regional Office

2462 Route 54A, Suite 209, Penn Yan, NY 14527
 Phone: 315-536-2370 Fax: 315-536-2451

www.ccsrochester.org

Catholic Charities Community Services is a registered 501(c)(3) non-profit human services agency. All gifts to Catholic Charities Community Services are used solely in support of this agency and our mission to serve the individuals and families who need us.