



# No amount of *Kindness*

no matter how small,  
is ever wasted.



# Kindness



No kind action ever stops with itself. One kind action leads to another. Good example is followed. A single act of kindness throws out roots in all directions, and the roots spring up and make new trees. The greatest work that kindness does to others is that it makes them kind themselves.

— *Amelia Earhart*



Kindness

Remember, there's no such thing as a small act of kindness. Every act creates a ripple with no logical end.

— Scott Adams



DIOCESE OF ROCHESTER

1150 Buffalo Road · Rochester, NY 14624-1890

(585) 328-3210 · FAX (585) 328-3149

**Bishop's Office**

Dear Friends,

This year, Catholic Charities of the Diocese of Rochester celebrates 100 years of service to the poorest and most vulnerable of our brothers and sisters. As we celebrate, we recommit our hearts and spirits to continuing this good work.

Catholic Family Center has long been an integral part of Catholic Charities, doing critically necessary work to help people develop their full human potential. With a dedication to providing high quality, comprehensive family services, the leadership and staff of Catholic Family Center work together with community partners to address the broadest spectrum of human need for people in all stages of life.

I congratulate and thank Carolyn Portanova, President & CEO, the CFC Board of Directors, staff and volunteers for their hard work and continued commitment to improving the health and well-being of the citizens of the greater Rochester community.

I extend my deepest thanks to all of you for your continued support. Your gifts of time, talent and treasure make it possible for us to live out Christ's teachings in our work each and every day. We are blessed by your generosity.

With every good wish, I remain,

Your brother in Christ,

† Matthew H. Clark  
Bishop of Rochester

*God's Love Endures Forever*



Dear Friends,

When it comes to strengthening vulnerable families and individuals so they can reach their full human potential, no amount of kindness, no matter how small, is ever wasted. In 2009, your acts of kindness, great and small, helped Catholic Family Center touch the lives of more than 53,000 people, providing direct services to more than 34,000 of our family members, friends, neighbors, and co-workers. We are deeply grateful for your support.

While you may get tired at times of hearing about the ravages of the bad economy, the reality is this: in Monroe County, 13.1% of the population lives in poverty (92,713 individuals). Even more disturbing...18% of children in the County live in poverty (29,855 children). Of all families living in poverty, 61.4% are comprised of single women with children.\* Today, more and more families are facing the real possibility of slipping into poverty. The faces of those people might surprise you. A study published in January by the Brookings Institute revealed this troubling fact: *Suburbs are home to the largest and fastest-growing poor population in the country.*

Earlier this year, our national organization, Catholic Charities USA, published a report of the increasing demand for emergency services among member agencies. The report paints a disturbing picture of the growing needs among the working poor and middle class families. It is this picture our staff sees every day. Perhaps there is no better example than the daily log of clients seeking emergency help at Community Resource Services. We see families and

\* Poverty Report 2010, NYS Community Action Association

individuals coming from suburbs like Irondequoit, Gates, Pittsford, Webster, Greece, not just the City of Rochester. They are seeking help with the basics of everyday life...food, clothing, help with utilities. These families are often forced to make dire choices: *Do I pay the mortgage or put food on the table?*

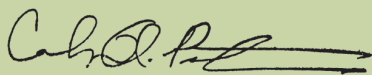
As adults, we hope that our children will listen to what we say. But we also know that our children are watching what we do—that is, how we spend our time, our talent and our money. If they see us reaching out in acts of kindness, deeds of charity and justice to help those most vulnerable among us—this will leave a lasting imprint on them. The message inherent in acts of kindness about loving our neighbor will become a living legacy to our children and grandchildren.

So, in closing, we ask you to join us in promoting acts of kindness – great and small – that will make it possible for vulnerable families and individuals to achieve independence with dignity.

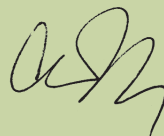
- Offer your time to volunteer in programs that help families move toward stability and independence;
- Offer a job to a man or woman returning from prison;
- Advocate for laws that strengthen families;
- Every day, look for the dignity in each person regardless of their life circumstances;
- Pray for those who live in poverty and those who return from prison;
- Make a financial gift in any amount to support the work of Catholic Family Center.

Now, more than ever, they need us. Now, more than ever, we need you.

Thank you.



Carolyn A. Portanova  
President/CEO



Tony Adams  
Chairperson, Board of Directors

No act of kindness,  
no matter how small, is ever wasted.



Kindness is the language which the deaf can hear and the blind can see.  
— Mark Twain

## Kindly Sharing Her Story So That Others May Be Helped

“The hardest part of dealing with mental illness is the poverty,” says **Karen Beck**. Diagnosed with Bi-Polar Disorder in 1987 while in college, she speaks eloquently from personal experience about the challenges of achieving independence with dignity. Though she finished college, Karen was unable to work and struggled through hospitalization, homelessness, a failed marriage and the bureaucracy of social service support systems that didn’t always work. “You learn a lot about money when you’re poor.”



Fast forward to today and you’ll find Karen has overcome adversity with the help of her faith and the services of Catholic Family Center (CFC). She credits the staff of CFC’s Financial, Legal & Adult Guardianship Services (FLAGS) with alleviating a great source of anxiety for her – managing finances. “The money piece is so stressful for someone dealing with illness,” says Karen. “I knew I needed help and through a friend from church got connected to this program at CFC that helps me manage my money. I haven’t wanted for anything since I started it.” Karen uses words like respect, dignity, patience and kindness when she describes her experience with the FLAGS staff.

With admirable strength of will, Karen is pursuing her Masters in Theology at Colgate Rochester Divinity School, teaching at Writers & Books and looking forward to a bright future. When thanked for her act of kindness in sharing her story, Karen was quick to point out that she truly wanted to do whatever she could to help CFC. “When people give to CFC, it’s like a drop in a pool of water, it ripples out to those of us who are helped and then we will pay it forward. It’s the human way.”

## *Kindly Sharing Time and Talent Transforms Both Receiver and Giver*

Patricia Cassidy began her volunteer service with Catholic Family Center (CFC) in October of 2009. She expressed an interest in volunteering after one of CFC's Workforce Development Representatives visited the manufacturing company where she worked inquiring about jobs for our refugees. She was so moved by the work CFC does to help newly arriving refugees, that she wanted to learn more about the agency's programs and services.



Pat met in late September with CFC's Volunteer Services Manager and together they identified a volunteer opportunity that met both Pat's interests and the agency's needs. Pat assisted the Mental Health Department by organizing and inputting all the information collected in the departmental client satisfaction survey. After this project was completed, Pat expressed an interest in working with our Refugee population, so was placed in the ESL and employment preparation program. This all was still not enough for Pat so she offered to help out in the Fundraising & Marketing Department, where she has been an asset to the team, helping with Gala, and various other projects.

“My work at CFC has made me aware of a whole new world of need and the importance of giving back,” says Pat. “Seeing our community and culture through the eyes of families who've essentially come through hell to get here, is both humbling and tremendously inspiring. I'm in awe of the scope and quality of the work the agency does and feel blessed to be a part of it.”





Wherever there is  
a human being,  
there is an opportunity  
for a kindness.

— Seneca Proverb

## *A Kindly Given Gift Brightens A Child's Life*

So often we hear about violence perpetrated by young people in our community who've chosen a destructive path in life. Such news can overshadow the everyday acts of kindness many young people do without fanfare or expectations of a shining spotlight. Zachary Partner is one such young person whose generosity made life brighter for a refugee child resettled by Catholic Family Center.

It was a red and white bike Zach had outgrown. He'd heard from his mom about a family who fled war and persecution in Congo to come to this country with virtually nothing. One of the children in the family, a little boy, had no toys, let alone a bike. "It felt right to donate the bike," says Zach. "It's a waste when you don't need something and there is such a good cause that could use it." Wise words from a caring teenager.





# Service Excellence in 2009

Catholic Family Center (CFC) is committed to achieving superior outcomes as a provider of critically necessary, comprehensive services to vulnerable families and individuals. For this reason, in 2007 CFC launched the Family Investment Initiative, an innovative program designed to weave our services together to create a comprehensive, integrated, strength-based, and family-centered system of care. We have had great success with care coordination for some of our most complex clients. This work of bringing together programs and services in a holistic approach to service delivery has become a routine part of the way we approach client service at CFC and is directed by CFC's Family Care Manager.

## Aging and Adult Services

- The Transportation Access for Older Adults (TRAC), an innovative senior transportation program that addresses the transportation needs of older adults, is a seamless referral system between CFC, the transportation volunteer consortium, Medical Motor Service and Monroe County Office for the Aging that enables older adults to work with one mobility specialist to directly schedule rides with multiple providers. Calls to Eldersource (for transportation) went up 85% from 2008 to 2009 (662 to 1228!)
- EISEP provided case management to almost 700 frail older adults and subsidized 1440 days of respite at adult day programs, almost 60,000 hours of aide service and 46 Personal Emergency Response systems to ensure the safety and independence of our participants. Care Managers in Eldersource opened more than double the amount of complex Care Management cases (368 to 870) compared to previous year.
- Kinship (the local Kinship Resource Network and NYS Kinship Navigator) implemented a statewide electronic database that compiles all outcome data to improve reporting and tracking of Kinship services. NYS Kinship Navigator had over

3,000 callers in 2009, a 200% increase from 2008.

## Children, Youth & Family Services

- Preventive services provided home based preventive counseling to 345 families, touching the lives of 853 children, to help build strengths in families, and prevent out of home placement of children. Out of home placement was avoided in 98% of the families receiving services.
- The URM Foster Care program, which provides specialized foster care services to refugee youth, instituted the utilization of an independent living skills assessment to assist the foster care staff in developing individualized independent living skills goals for clients. The program is operating near full capacity, serving 38 of contracted number of 40 youth in care.
- Therapeutic Foster Care began last May and at start up, 11 families were transferred to CFC for services. CFC was instrumental in assisting Monroe County's Adoption Unit in securing permanency through foster parent adoption for two of the initial 11 youth.
- Refugee Resettlement was reorganized under Children, Youth & Family as a result of recognizing the synergy and common

vision between the two departments. CFC resettled 761 refugees with a focus on achieving self-sufficiency.

### **EAP & Counseling Services**

- EAP secured a grant in collaboration with Senior Health Alliance of Greater Rochester to provide Taking Charge- Life Skills Training for CNA's Certified Nursing Assistants. This grant will provide about \$35,000 in 2010 and potentially \$100,000 in 2011-12
- Counseling Department acquired a grant from Monroe County Stop DWI and we are providing training to area schools on how to prevent DWI , and trauma intervention with victims and their families
- Counseling Departmental completed the 2009 Performance Report for United Way meeting all statistical targets.

### **Homeless & Housing Services**

- Children at Sanctuary House & Women's Place benefitted from a mini-grant via Unity Health System's Health Care for the Homeless. The purpose of the program, called Healthy Hero, is to: provide healthy snacks for the children; teach them skills and activities to increase physical and mental health; give children and mothers new skills that promote positive lifestyle change.
- Monroe County selected H&H as the employer of report for this year's HEAP program. HEAP ran from November 3, 2009 to May 2010.
- H & H worked with Project Homeless Connect Rochester (PHCR), the City of Rochester and Monroe County to host a one day event at the Blue Cross Arena on October 15<sup>th</sup> from 9am-3pm. The goal was to help homeless people in the community get better access to the services they need to survive.

### **Mental Health**

- Seven consumers in Intensive Psychiatric Rehabilitation Treatment (IPRT) successfully attained part-time and full-time employment, four of whom passed their probationary period which entails the successful completion of 90 days at their work site. 20 consumers have continuously maintained their employment with on-going supports from the Long Term Follow Along program.
- IPRT focused on advertising and marketing, and created a new reader-friendly brochure which is also on-line. This has increased our referral sources resulting in receiving 126 referrals in 2009
- The Mental Health Clinic saw a 24.7% increase in the number of encounters with clients during 2009. The Co-Occurring Disorders Clinic was over 100% utilized and exceeded it's operational target for 2009. The program continues on the path to provide a fully integrated approach to clients with both a substance use and mental health disorder.

### **Reentry Services**

- Reentry was asked to accept funds from the Division of Criminal Justice Services to begin incorporating services for adolescents reentering the community from placement in youth facilities. This project is a collaboration with the Office of Children and Family Services and the Boys and Girls Club.
- Reentry opened a new location at 1645 St. Paul Street, with 14,000 sq. ft. of space, providing significant program space and an 8,000 sq. ft. auditorium with stage that will allow Reentry to offer meeting space to other community agencies.
- Reentry began serving clients in a family-focused reentry program, David's Place. David's Place is funded under federal

Second Chance funds, and enables Reentry to extend services to former offenders and their families, ensuring better supports and faster stabilization.

### Restart Outpatient

- The Day Rehabilitation program had an increase in demand of 26% from the previous and provided a total of 9413 visits.
- All 71 participants of the Networks Case management program that completed treatment were in contact for their 6 months of follow up and reported abstinence six months after completing a successful treatment episode and demonstrated continued stability in recovery.
- A total of 99.6% of all clients completing treatment in the outpatient clinic report no further arrests or convictions with a vast majority of them being originally referred for criminal justice involvement.

### Restart Residential

- The Restart Residential Department doubled in size with the addition of three community residences and a supportive living apartment program. These programs, staff and clients made a successful transition to CFC from DePaul Addiction Services. Our funder, the New York State Office of Alcoholism and Substance Abuse Services will only provide a one year license for transitioning programs so it also meant preparation for licensure review while learning a new electronic medical record system. One year later we have a stable staff whose programs are well integrated into the substance abuse services that are offered by CFC. The programs all have two or three year licenses.
- CFC's residential treatment facilities for women welcomed four drug free babies. The cost to care for a drug free baby in a CFC Residential Treatment program for six

months is about \$4,800, and the infant is able to be with mom for healthy bonding. Mom gets to practice parenting with program support. The cost of one month in a Neonatal Intensive Care Unit is more than \$95,000.

### Social Policy & Research

- Gathered 3,116 signatures thanking our legislators for passing the expansion of State Children Health Insurance Program (SCHIP) which provided health insurance for 4 million low-income children
- Organized the visit of 49 CFC clients, staff, and parishioners to meet legislators in Albany to discuss issues of concern as part the New York State Catholic Conference Albany Forum.
- Worked with the City of Rochester to organize the first Interfaith Conference, "One City, Many Faiths, One Hope," at the Hyatt Hotel, October 13-14 with the participation of 420 people.

### Workforce Development

- Employment Services placed over 200 clients in jobs during 2009 despite a challenging economy. The program also helped 30 students complete formal vocational English training.
- Loans provided 93 low-income, working families with used car loans to help them maintain employment and family stability through reliable personal transportation, all with a repayment rate of 95%. The program also provided Financial Education Workshops (on topics such as budgeting and credit repair) to over 600 individuals in our community.
- Healthy Sisters' Soup & Bean Works helped 28 women in transition earn a steady paycheck, develop self-confidence and learn the job skills needed to successfully reenter the workforce; all while selling over \$150,000 worth of beans!

# Catholic Family Center

Financial Results - For the year ending 12/31/2009  
(With Comparative Totals for 2008)

	<u>2009</u> <u>Results</u>	<u>2008</u> <u>Results</u>
<b><u>Support and Revenue:</u></b>		
<b>Support:</b>		
Grants from Government and other Agencies	18,414,752	16,759,665
United Way	1,268,897	1,422,453
Contributions	1,429,729	914,280
Special Events	236,206	244,915
Diocese of Rochester	122,523	128,134
Foundation Support	44,894	94,385
<i>Total Support</i>	<u>21,517,001</u>	<u>19,563,832</u>
<b>Revenue:</b>		
Program Fees	4,433,144	4,336,739
Other	423,777	387,210
Investment Income/(Loss)	253,116	(380,816)
<i>Total Program Revenue and Support</i>	<u>26,627,038</u>	<u>23,906,965</u>
<b><u>Expenses:</u></b>		
Restart Substance Abuse Services	7,059,825	5,733,152
Children & Family Services	5,081,509	4,658,913
Aging & Adult Services	4,096,474	4,243,557
Homeless & Housing Services	2,980,607	3,042,592
Mental Health & Counseling Services	1,637,678	2,119,789
Re-Entry/Workforce Development	1,915,377	1,645,429
Office of Social Policy	148,354	152,432
<i>Total Program Expenses</i>	<u>22,919,824</u>	<u>21,595,864</u>
Management & General	3,413,847	3,066,263
Fundraising	337,481	544,714
<i>Total Expenses Before Other Items</i>	<u>26,671,152</u>	<u>25,206,841</u>
<i>Total Surplus (Deficit) Before Other Items</i>	<u>(44,114)</u>	<u>(1,299,876)</u>

Annual Report 2009



## 2009 Donors

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\* = deceased



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How far  
you go in life  
depends on your being  
tender with the young,  
compassionate with the aged,  
sympathetic with the striving and  
tolerant of the weak and strong.  
Because someday in your life  
you will have been all of these.

— George Washington Carver

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# Mission

Rooted in love, justice and trust, a respect for the dignity of life and a spirit of hope, Catholic Family Center partners with people – especially the vulnerable and those facing poverty – to help them achieve their full human potential.

# Values

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.

