

*Providing
help that works, and
hope that lasts.*





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

"Rochester is one of the poorest cities in the United States and the problem is getting worse.

Poverty crushes the human spirit and traps people in hopelessness regardless of age, race, or religion. Catholic Family Center listens carefully to people's unique circumstances whether they are fragile senior citizens, newly-arrived refugees, families and individuals struggling with homelessness, mental illness, substance abuse, or poverty.

We embrace all who come to us with compassion and connect them to solutions that provide hope."



My dear Brothers and Sisters in Christ:

It is a challenging time for our community. One only has to pick up the newspaper or watch the local evening news to know that many families and individuals are struggling to make ends meet: to provide for the basic sustenance of life, food clothing shelter, heat and light, for themselves and especially for their children.

In fact, our community, sadly, now ranks among the top five cities in our nation for concentration of poverty, a devastating statistic that, in human terms, means many, many families need our help, desperately and urgently.

Thankfully, in Monroe County, New York, we are blessed to have Catholic Family Center, the largest and oldest of our network of Catholic Charities agencies in our 12-county Diocese, working diligently and tirelessly not only to end the cycle of poverty but battle other issues and challenges, many related to poverty, that tear at people's lives and well-being. Through a vast and impressive array of critical services, Catholic Family Center helps families and children stay safe and thrive, assists the elderly in remaining independent in their own homes, provides emergency shelter to the homeless and food for

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the hungry, aids people with mental illness or addictions, and provides hands-on experience to help people re-enter the workforce, among many other services.

Now, more than ever, in a time when need is on the increase, Catholic Family Center is uniquely positioned to help to break the cycle of poverty as the only faith-based human services agency that provides a continuum of comprehensive services for all stages of life, while also taking a leadership role in the community as a catalyst for social change.

And now, more than ever, Catholic Family Center and its dedicated and tireless staff need our prayers, as well as volunteer and financial support. I know I can count on you for both.

May God continue to bless the noble work of Catholic Family Center!

Assuring you of my prayers and gratitude, I remain,

Devotedly yours in Christ,



The Most Reverend Salvatore R. Matano
Bishop of Rochester



Dear Friends,

It is our honor to present the 2014 annual report for Catholic Family Center. As the only faith-based human services agency that offers a wide range of programs for the youngest to the oldest in our community we proudly served 32,000 individuals in Monroe County. In the course of the year we helped thousands of people regain their dignity and independence with chemical addiction and mental health treatment. We resettled hundreds of refugee families into new lives. We helped families stay together through intervention and parenting support programs and enabled seniors to maintain independence in their homes. We helped people get jobs, become citizens and provided emergency services of food, shelter, and clothing when people had nowhere else to turn. Our services not only provide immediate help but frequently change lives. We hope you take a moment to read the stories of just a few of the people that we are privileged to serve.

Sadly, our mission has never been more critical. The rate of poverty in Rochester and the surrounding community is staggering and continues to worsen. The facts that one of every two children in the city of Rochester live in poverty and that we have the highest rate of extreme poverty of any comparably sized city in the nation means that our services are needed now more than ever. This reality led us to revisit and refine our objectives through a strategic planning process conducted in 2014.

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Marlene Bessette
President/CEO



P.J. Guisto
*Chairperson,
Board of Director*

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CFC now seeks to not only serve the poor and vulnerable, but to take a lead role in the community to help our clients address the causes of poverty in their lives. We look forward to sharing with you how this refined mission takes shape over the coming years and we welcome your input and continued support as we offer help that works and hope that lasts.

We are also happy to report that focused efforts in 2014 delivered improvements in our processes, technology and operations such that we are confidently offering cost effective services of the highest quality.

We are blessed to be called to this mission and doubly blessed with your support, which makes our work possible. We are truly grateful for your continued support.

May God bless you and your loved ones.

Sincerely,

Marlene Bessette,
President/CEO

P.J. Guisto, Chairperson,
Board of Director



Tynesha Rice, Committed and Loving Mother

Tynesha Rice struggled with drug addiction and homelessness, but the love of her five-year-old daughter Jazelle gave her the courage to change her life. Referred from the Restart Substance Abuse Outpatient program, she and her daughter moved into Liberty Manor in March of 2014. While at first Tynesha wanted to separate herself from the sixteen other women in treatment, they soon became a close-knit support system. Liberty Manor also provided the highly structured environment needed for full recovery. Tynesha was especially grateful for what Liberty Manor provided for her daughter. "People were so good to her and she was so comfortable there," Tynesha says. "We were surrounded by positive people and that is what gave us positivity."

After six months in the program, Tynesha graduated and was connected to a new job and apartment. "Because of Liberty Manor, I am the mom I am today and I can say that I'm proud of the mom I am!" Her daughter Jazelle is now in kindergarten and doing very well. "It's hard to believe that a year ago we were homeless," Tynesha remembers. "Now, we are completely blessed."

*success stories:
overcoming addiction*



"We were surrounded by positive people and that is what gave us positivity."



Sid'ra Cook, Resilience Personified

Sid'ra Cook has faced many daunting challenges. As a young college student in Rochester, she experienced a boyfriend's assault which left her with a broken jaw. As an older college student in Atlanta, she dated another man and ended up pregnant at the age of 24.

Despite these challenges, she earned a Bachelor's Degree in Sociology and a Master's Degree in Elementary Education. As a kindergarten teacher in Maryland, Sid'ra struggled to raise her young daughter alone. Following a series of financial and emotional crises, they moved back to Rochester to be closer to family support. Faced with overwhelming demands following news of her daughter's pregnancy, Sid'ra slipped

⇒ into depression, lost her job and ultimately was evicted from her apartment. Sid'ra, her daughter and grandson were homeless.

They found emergency housing at Catholic Family Center's Sanctuary House shelter for homeless women and children. Her case manager connected Sid'ra to stable housing and CFC's Mental Health Clinic where she has received counseling for depression and support while undergoing breast cancer treatment. Sid'ra credits CFC and her faith in God with helping her get back on the right path and giving her hope for the future. She gives back by volunteering in Rochester elementary schools and is taking an online course in Special Education with a goal of returning to full-time teaching in the fall.

Important Facts about CFC's Clients:

- Seventy-three percent of clients served had household incomes of less than \$15,000, an increase of 9% since 2013, and 87% had incomes below \$25,000.
- Sixty-one percent lived in one of the ten most impoverished ZIP code areas in the city of Rochester, up from 52% in 2013. About 2,500 clients are designated as homeless/transient, and have no address to report.
- Approximately 23% of CFC's 2014 clients resided in suburban Monroe County, about the same percentage as in 2013, with suburban clients predominantly coming from Brighton, Irondequoit, Greece, Hilton, Webster, Gates-Chili, and Henrietta.

... CFC and her faith in God
helped her get back on the right path.



Nawar Ashour, Serving with Bravery and Determination

Born in Babylon, Iraq in 1984, Nawar Ashour lived daily life amid the unrest of the Middle East. As Nawar grew older, he developed a deep passion for helping others in his broken community. After Nawar received his degree in physics, he became a social worker for the resettlement of refugees. Nawar was inspired by the humanitarian efforts of the United States and decided to work with the U.S. Marines and US AID Agency as a social worker. For safety reasons, Nawar kept his involvement with the United States a secret from everyone but his wife. However, his involvement was discovered by a militant group who began sending him death threats. Nawar wanted to protect his wife and infant son and began moving the family from place to place. Meanwhile, he applied to immigrate to the United States. Eventually, the U.S. Embassy awarded Nawar a Special Immigration Visa. ➡

➡ The Ashour family brought nothing with them to America, but they were met at the airport by a case worker from Catholic Family Center (CFC) who helped them to settle in. With his case worker's support and guidance, Nawar was empowered to advocate for himself. He obtained his driver's license within two months of arriving in America and began taking classes at Monroe Community College. He is currently employed as a Case Manager at CFC's shelter for homeless men, Francis Center, and in the fall Nawar will begin pursuing a Master's in Business Administration from the Rochester Institute of Technology. His dream is to obtain his Ph.D. and ultimately to work in the White House so that he can help an even greater number of people in need. "I want to give people hope and prove to them that anything is possible," he says. His life is certainly proof of that.

Catholic Family Center:

- is the Monroe County division of Catholic Charities of the Diocese of Rochester.
- partners with people – especially the vulnerable and those facing poverty – to help them achieve their full human potential.
- offers compassionate and comprehensive services to families and individuals in need across all stages of life.
- provided direct service to 32,046 people in 2014, regardless of their religion, race, age, gender or economic circumstances.

"I want to give people hope..."

Results Resonate

Aging and Adult Services

- 94% of our Adult Guardianship Services clients achieved housing stability during 2014.
- 91% of the frail older participants in our Expanded In-home Services for the Elderly Program (EISEP) maintained or improved in at least one of five functional areas (social, economic, physical, mental health, activities of daily living).
- 87% of STAR clients reported improving or maintaining their ability to live independently as a result of their services from STAR.

Children, Youth & Family Services

- Unaccompanied Refugee Minors (URM) Program: Nine youth graduated from high school, seven went on to college, one to a vocational program and one was reunified with family out of state.
- Adoption placed 8 Older Special Needs Children from various states, with only one disruption in placement.
- Parents and Children Together-General Preventive (PACT Program) served 154 families including 405 children. 94% of families maintained their children at home without foster care.

Healthy Sisters' Soup and Bean Works

- Healthy Sisters' completed 18 years of service to women in recovery, and in 2014 served 44 women - 72% of whom successfully graduated into employment, education or training programs. Their ages spanned 21 to 56 years, and their duration in the program ranged from one month to one year.

Housing Services

- Housing Services' Community Resource Services (CRS) served 6,757 individuals in 2014. Seventy-eight percent live in one of the top-10 most impoverished ZIP code areas in the City of Rochester; 47% live in one of the top-5 most impoverished ZIP code areas.
- CRS received approximately \$88,000 through the Bishop's Appeal for assistance with utilities. The funds provided assistance to 173 households, serving a total of 409 individuals. 71% (122) of these families sought assistance with utility shut-off notices.
- One-hundred percent of the 27 clients housed at Son House remained in permanent housing for six months to one year.

Mental Health Clinic

- In 2014 our Mental Health Clinic served 3,092 clients: 2,874 adults and 218 children.
- The clinic transitioned to a new Electronic Medical Record that supports e-prescribing. This will allow for better integrated care with Restart Outpatient and Residential Services, and for paperless records which support better communication within the department.
- Client sessions attended increased to 12,895, up from 10,778 in 2013.



Office of Advocacy & Parish Social Ministry

- Gathered 5,062 signatures from the parishes of Monroe County in support of programs that provide parenting skills to teen age and low-income parents such as Healthy Families and the Maternity and Early Childhood Foundation.
- Improved relationships with Assembly and Senate legislators through visits of CFC clients, staff, pastors, and parishioners in Albany in March and visits to the legislators' home offices during the summer.
- Led initiative to establish a new faith-based community organization, Rochester Alliance of Communities Transforming Society (Roc/ACTS), to bring together urban and suburban, Latino, African-American, and Anglo faith communities addressing systemic change in Monroe County.

Refugee, Immigration & Language Services

- Resettled 705 refugees in the Rochester community from 14 different countries.
- Helped 150 legal permanent residents apply for U.S. citizenship.
- Placed over 190 refugees in full-time employment at local employers.
- Delivered 6,700 hours of in-person interpreting assistance for CFC clients, and 10,700 hours for external customers.

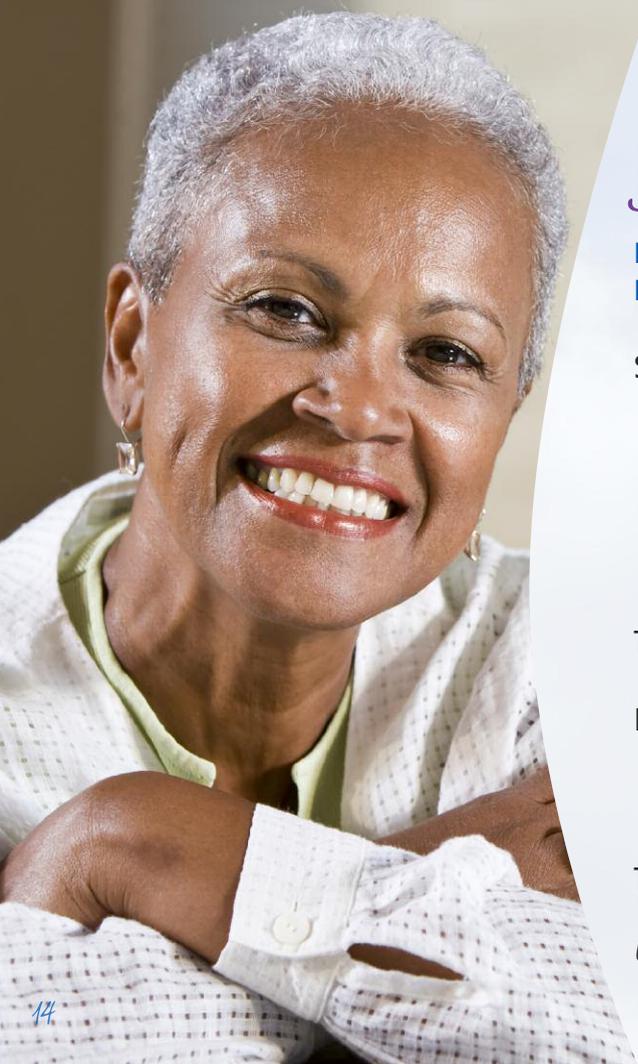
Restart Outpatient Substance Abuse Treatment Services

- Ninety-eight percent of the 1,973 Outpatient Clinic services clients who completed treatment reported no further arrests as a result of involvement in treatment.
- Seventy-nine percent of the clients referred to the Recovery Connection program were successfully engaged through contact within 24 hours, allowing them to address immediate crisis issues and develop plans for stabilization in substance abuse or mental health treatment.
- Ninety-seven percent of the 276 Outpatient Day Rehabilitation clients reported improved family relationships.

Restart Residential Substance Abuse Treatment Services

- Ninety-five percent of the clients served by the Barrington Community Residence maintained or improved their employment status.
- Ninety-five percent of those discharged from the Hannick Hall program reported discontinued use of substances.
- Eighty percent of the 205 Chemical Dependency Prevention students showed a decrease in their at-risk behavior as measured by the Risk and Protection Outcome Survey.





Catholic Family Center

Financial Results

For the year ending December 31, 2014

Support:

Grants from Government and Other Agencies	\$16,895,219
United Way	791,940
Contributions and Bequests	513,815
Special Events	354,232
Diocese of Rochester	122,523
Foundation Support	40,851

Total Support **\$18,718,580**

Revenue:

Program Fees	\$5,410,670
Other	405,848
Investment Income/(Loss)	91,441

Total Program Revenue and Support **\$24,626,539**

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Expenses:

Restart Substance Abuse Services	\$6,530,763
Children and Family Services	5,240,038
Aging and Adult Services	5,211,135
Homeless and Housing Services	2,810,988
Mental Health and Counseling Services	1,227,054
Re-Entry/Workforce Development	384,550
Office of Social Policy	149,153

Total Program Expenses **\$21,553,681**

Management and General	\$2,400,546
Fundraising	393,749

Total Expenses Before Other Items **\$24,347,976**

Total Surplus/(Deficit) Before Other Items **\$278,563**

Miscellaneous Items ** (1,210,689)

Total Surplus/(Deficit) **(\$932,126)**

** Adjustment required for a Defined Benefit Pension Plan



Thank you for your generous donations made in 2014

\$10,000+

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Church of the Transfiguration
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Please... consider remembering Catholic Family Center in your will,
and let us know if you have already done so!



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