



Catholic Family Center

Help that works. Hope that lasts.
Since 1917

*Helping to change
the face of
poverty.*





Dear Friends,

From the youngest to the oldest in our community, we proudly serve tens of thousands of individuals. While Rochester continues to be gravely affected by the opioid epidemic that is spreading across the country, and the ongoing struggle to lift children out of poverty, Catholic Family Center maintains compassionate and high quality services to Rochester's most vulnerable citizens. You will hear from Ron Rizzo about **the principles behind our prosperity initiatives in Rochester**, and will have the opportunity to meet Erica King, who leads our Crisis Resource Services, to understand the **impact of adding case management services to those in crisis**. And, as always, we have a client story or two to further illustrate the positive change your support brings to our community.



Other bright moments from 2016 include **\$6M of funding awarded to CFC for new initiatives** to support this work: approximately \$3M over two years to pilot 2 Partner-Navigator offerings that have proven effective in other communities; \$1.3M over four years to integrate primary health care into our behavioral health services; and \$1.7M to renovate and expand Sanctuary House, which provides shelter and housing for women and their children. Our Mental Health Clinic opened a new satellite clinic at 1645 St. Paul Street. And we began taking intact families, including fathers, at Women's Place, now called *Place of Hope*. CFC is now one of three emergency shelters that provide services to men with families or children.



Our results and community contribution in 2016 are cause for celebration and gratitude for all you have done to support the mission of Catholic Family Center. Yet the challenges facing our community continue to grow. Our larger World is experiencing **the worst refugee crisis since World War II** amidst a growing climate of intolerance and fear. New York's movement towards Medicaid redesign holds both peril and promise for our services, and there are a number of draconian budget cuts under consideration at the federal level that could change or eliminate needed services to children and families, as well as older Americans. **Now more than ever, delivering on our mission and celebrating our successes, person by person, family by family keeps us going and your involvement inspires us and makes this all possible.** Thank you for helping to make the next 100 Years of service possible.

May God bless you and your loved ones.

Sincerely,

Marlene Bessette

Marlene Bessette,
President/CEO

Martin F. Palumbos

Martin F. Palumbos,
Chairperson, Board of Directors



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

My dear brothers and sisters in Christ:

It is a challenging time for our community and our world. We are faced daily with the sobering statistics of a growing population living in poverty and vulnerable people all too easily falling into poverty. Families are seeking help to stay together, and many among us are dealing with the challenges of depression and mental illness. Concern is growing locally and nationally over the treatment of people fleeing persecution and seeking refuge here, and how this is affecting families and children. In human terms, more and more of our cherished children, young adults, families and elderly need our help, humbly asking us to extend to them mercy and love.

Kindly keep in prayer our sisters and brothers seeking a place of light, a place of safety, a place of refuge from oppression. Our prayer is rooted in those two great Gospel commands: to love God and to love our neighbor. 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 in our community 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 teachings of the Church.

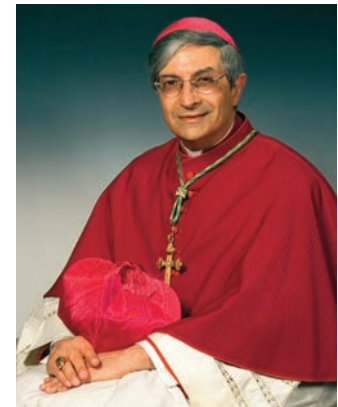
May God continue to bless those who are served through the noble work of Catholic Family Center!

Assuring you of my prayers and gratitude and asking for a remembrance in your good prayers, I remain

Devotedly yours in Christ,

+ Salvatore R. Matano

The Most Reverend Salvatore R. Matano
Bishop of Rochester



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.



Lisa Lewis - The Queen of Multitasking

For those of you not already familiar with Lisa Lewis, we'd like you to get to know this phenomenal woman and leader. **Lisa has led CFC's housing programs since 2003, and currently serves as Vice President for Crisis and Stabilization Services.** Her scope of responsibility is wide, and includes operations, program implementation, financial oversight, and recruitment and management of staff.

During Lisa's tenure at CFC, Housing Services has grown from a two-shelter program (Francis Center and Women's Place) to a division that **serves over 8,000 households annually at 7 different locations:** shelters Francis Center (men), Sanctuary House (women and children) and Place of Hope (intact families, men with children); permanent supportive housing through the LaFayette program and Son House; the

DuBois Residential Program for men returning to the community from prison; Community Resource Services (emergency services, food, and short-term case management for individuals in crisis); and the Home Energy Assistance Program (HEAP).

When departmental staff was asked to describe Lisa, they described her as the **"Queen of Multitasking," and as a leader that is firm but fair.** Lisa is the epitome of leading by example, has an infectious laugh, and leads her teams through challenging times with encouragement and humor.

A hallmark of Lisa's work is her ability to adapt programs to meet the changing needs of the clients we serve. For example, in recognition of a shortage of places for couples and men with children in need of shelter, in 2016 the Women's Place
(Continued on next page)

AGING AND ADULT SERVICES



\$
— or —
12X \$\$\$\$\$\$
\$\$\$\$\$\$
it is over 12 times more expensive to provide services in an institution than it is to maintain an elder at home.



served by EISEP (Extended In-home Services) enabling them to remain independent in their own homes.



served by STAR (Support to Aging Residents) providing transportation to doctor appointments, grocery stores and pharmacies.

NYS KINSHIP NAVIGATOR

Reached all parts of NY State. Serving the needs of grandparents and other relatives who are caring for children not in foster care.



2,794 calls placed to NYS Kinship Navigator originating from all **62** counties in NY state.

46,000 hits on the website www.nystatenavigator.org





Lisa Lewis (Continued from previous page)

shelter for women and children transitioned to become Place of Hope. **The shelter is now one of only 3 in Rochester that serve intact couples and men with children.**

It is not unusual for Lisa to find herself playing the role of construction manager, no more so than at present. In December 2016, CFC was awarded \$1.68 million from the Homeless Housing Assistance Program (HHAP) to renovate Sanctuary House and increase the number of beds available at the facility. Lisa is now overseeing the transition of clients from Sanctuary House during the renovation and all of the details and complications that accompany a project of this magnitude.

Lisa received her MPA with distinction from SUNY Brockport. She serves as a Peer Reviewer for the Council on Accreditation, and is an active member of multiple community initiatives including Coordinated Access, Monroe Reentry Services, and the Continuum of Care. She is a member of the Board of Trustees of the Discovery Charter School.



A favorite quote of Lisa's is:

"Think of managing change as an adventure, it tests your skills and abilities. It brings forth talent that may have been dormant. When we think of leaders we remember times of change, innovation, and conflict." — Charles E. Rice, CEO, Barnett Bank

What better inspiration for the leader of a division that **primarily helps clients at a point of personal and family crisis, and in a social and political environment in which the only certainty is continuous change!**

CRISIS AND STABILIZATION SERVICES



As the largest provider of emergency housing in Monroe County, nearly **1900** people are sheltered in **3** locations annually.



Place of Hope

created in April 2016 to **allow families in crisis to remain together**, we now accept intact families, couples without children, single women with children, and men with children.



Meet Yomary Malave

Everyone knows the expression that history repeats itself. In 2013, Yomary looked at her life with much disappointment as she was in an abusive relationship, with a little girl of her own – just like her mother had been. While her mother’s story ended with her untimely death; Yomary found the courage to break this cycle of violence, foster care and poverty for herself and for her daughters. Now safe with her daughters in their own home, and a student at MCC, she says, **“I have a message for people and a sense of purpose.”**

“My father was never in the picture.”

Yomary and her mother lived in California for many years. After witnessing her mother’s abusive relationships (one after another), and her death, Yomary was put in the foster care system at seven years old.

In 2013, Yomary found herself alone, with a little girl of her own to care for. She reached out to her maternal grandmother in Rochester, who dropped her off at Catholic Family Center’s Lafayette program for women and children. Making several attempts to rekindle relationships with her biological father and the rest of her mother’s family, she realized for certain that she was in fact – Alone! She shares that she felt “defeated”, and that she was most upset that she had repeated her mother’s life: Abusive relationships... Homeless... Family-less... Hopeless... **Dreamless...**

“I never dreamed. I feel like I can do anything now.”

Since entering the Lafayette program, Yomary has enrolled in Monroe Community College (MCC) and has been on the Dean’s list every semester. She has spearheaded a club called “Society of Survivors”, S.O.S, which is specifically for those who have gone through the foster care system and suffered abuse; and is currently in the process of writing her own biographical novel. She now lives in a Rochester suburb, where her beautiful daughters are enrolled in school.

Her final message for us is about her little girls. She explains that she was frustrated by her lack of knowledge and resources; and not being aware that she was, indeed, strong enough to make life everything she had wanted it to be. She said: “We’re here to make our children’s lives better than our own – here to make a difference for the next generation and to teach them the lessons we’ve had to learn the hard way. **It’s amazing to be given the opportunity to have my story told.**”

“I never gave up. There were so many times I just wanted to give up. But I couldn’t leave my daughters in the same situation I’d been.”



Effectively helping families on their path to success

The journey to sustainable financial security is a long and often circuitous one. Although the path is frequently described as one of “moving from crisis to stability and on to growth and independence”, the reality is that many individuals and families that appear stable **are actually just one issue away from catastrophe**. An illness, car breakdown or child care cancellation can be all it takes to rocket some back over to instability and crisis. People often don’t know how to navigate systems and find the services and supports they need to avoid such a setback. In 2016, CFC launched several initiatives designed to help people achieve the prosperity they seek.

CFC is the lead agency for the Rochester Monroe Anti-poverty Initiative’s (RMAPI) Partner-Navigator initiative to help people find the support they need to address issues, avoid setbacks, and keep moving on the path to self-sufficiency. **Two models are being piloted**—the Bridges to Success Program, utilizing professional coaching, and the Family Independence Initiative, where groups of 5-8 families work together to provide peer support for the members’ aspirations. Ron Rizzo, CFC’s Director of this effort, said, “These pilots are the direct result of 2 years of work coordinated by RMAPI to collect community feedback through surveys, town hall meetings, and other gatherings. **A resounding theme was a call for help in navigating the complex system** of social supports through some form of guidance, whether a trusted staff professional or through the power of people helping each other.”

Our Community Resource Services program (CRS), located on Joseph Avenue in the City of Rochester, has long had the purpose of helping people obtain basic needs such as food and shelter. CRS has daily walk-in hours for people to access food, diapers, and hygiene products, as well as service referrals and housing assistance. In response to our renewed focus on the root causes of poverty, CRS has re-tooled its protocols to include an in-depth assessment of each participant’s income, housing, transportation, child care, social supports, health, education, and financial situation. Participants are then connected with appropriate community services. Some clients receive ongoing support to bring them closer to stability and growth. CRS staff are able to help participants find the supports they need while **incorporating the trauma-informed care principles of safety, trust, choice, collaboration, and empowerment**. According to CRS Clinical Supervisor Erica King, “Integrating case management into our crisis services allows us to provide better quality assistance to those we serve to help them **achieve ongoing stability and be able to obtain a better quality of life for their families.**”

Together with our community partners, CFC is helping people overcome the barriers that have been preventing them from securing and retaining living-wage employment, and providing mobility and prosperity for themselves and their families.



Ron Rizzo and Erica King

CHILDREN, YOUTH & FAMILY



- respected by community partners

• Largest provider of Family Services in Greater Rochester

Preventative Service Team = **500 Children** kept out of Foster Care

at a cost of about **\$1,500/yr.**
vs. over **\$22,600/yr.** for Foster Care

98% were able to maintain their children at home

serving
206 families
in **2016**



Meet Jackie Wallace

As told to staff member, Molly Hicks

“I am resilient. I can go through some things, but come back and hold on to the present.”

Francis Center opened as part of Catholic Family Center’s housing program in the early 90’s. Approximately 1,000 men receive emergency housing each year. It was at Francis Center in 2013 when Jackie Wallace began his journey towards sobriety. Jackie began experimenting with drugs when he was just 13 years old. Raised by a single mother with three younger brothers, Jackie makes it clear that he indeed had a great childhood; full of dreams to become a musician or an actor as he never minded being in the spotlight. As he continued with his story, he paused a moment to say that if at 13 years old he could have somehow seen what his life would become – losing custody of his children, becoming jobless, homeless – he would have chosen better friends.

Jackie explains that the hardest part of his journey was first admitting that he had a problem because he felt he had lost himself. Only after finally “surrendering to the process of healing, being so desperate for something different”, he was able to accept the help he knew he needed at Francis Center.

“I’m very proud to say I am employable now.”

Jackie has since been enrolled at Monroe Community College (MCC) in the Human Services Associate’s program. Making the Dean’s List each semester, he now is patiently awaiting graduation in December and looking forward to give back by helping others who find themselves in situations similar to his own.

“It’s a real special day for me.”

Jackie’s biggest motivator was an overwhelming fear of death. “I didn’t want to die still using, not having accomplished anything in life, and just becoming another statistic.” Jackie continued by sharing his hopes and desires. His joy was almost palpable. I watched him as he talked about wanting to be productive on a daily basis, being able to willingly give back and help others, and rebuilding broken relationships. He beamed like a ray of bright sunshine when he told me that for the first time, he feels a sense of purpose.

HEALTHY SISTERS



Healthy Sister’s Personal Investment Fund

14 participants earned a combined total of **\$4,400** placed in a personal fund for specific goals - housing security deposit, education costs, etc.



2016 CFC Honors and Awards - \$6 Million in Funding for New Initiatives in 2016

Rochester/Monroe Anti-Poverty Initiative

- CFC successfully applied to be the lead agency for RMAPI’s Partner-Navigator Initiative.
- Other partners in the initiative are Action for a Better Community and The Community Place of Greater Rochester, Inc.
- Pilot’s goal is to improve economic security for 300 families, using two program models which will be evaluated for effectiveness.
- Funding for the two-year pilot is approximately \$3 million over 2 years.

Mental Health Clinic

Satellite office opened at **1645 St. Paul Street** meeting the needs of **200 existing clients** who live and work in the vicinity.

\$1.3M awarded over **4 years** from the Federal Substance Abuse and Mental Health Services Administration (SAMHSA) to integrate **primary care into behavioral health services** (Goal = to reduce the need for hospital care, to provide a seamless supportive environment.)



Homeless Housing Assistance Program (HHAP)

- CFC’s Crisis Stabilization Services Department was awarded \$1.68 million from HHAP in December 2016.
- This funding is to renovate and expand Sanctuary House, which provides emergency shelter and transitional housing for women and their children.

Creating a Culture of Trauma-Informed Care

- CFC is one of 8 local organizations to be selected to receive funding and technical support to implement trauma-informed practices throughout the agency.
- We are working with the organization Community Connections from Washington, DC to implement their best practice model of assessment and improvement.
- The principle of trauma-informed care is to engage clients in an environment of safety, trust, choice, collaboration and empowerment, and will become the foundation of everything we do.

REFUGEE, IMMIGRATION & EMPLOYMENT SERVICES

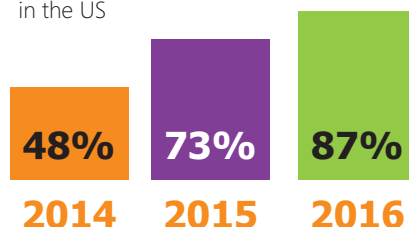
- the “gold standard” for New York State



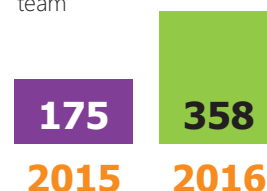
1,178 refugees arrived in **2016**,
750 were expected.

New resettlement office opened in **Ithaca** as a CFC sub-office (Catholic Charities Tompkins-Tioga)

Refugees reaching self-sufficiency within 180 days in the US



Naturalization applications filed by the immigration team



Thank you for your generous support in 2016

Organizations

\$25,000+

Raskob Foundation for Catholic Activities, Inc.
Rochester Area Community Foundation

\$10,000 - \$24,999

Bank of America Charitable Foundation
JP Morgan Chase
M&T Bank

\$2,500 - \$9,999

Adams Bell Adams, PC
ADMAR Construction Equipment & Supplies
Alesco Advisors LLC
Alouette Tool Co., Ltd.
The Bonadio Group
Bond, Schoeneck & King, PLLC
Brown & Brown of Rochester NY
Charles & Mary Crossed Foundation
Church of the Transfiguration
Complemar
Democrat & Chronicle
Don's Original
Excellus BlueCross BlueShield
FAHS Construction
Harris Beach PLLC
High Falls Brewing Co., LLC
Highland Hospital
LECESSE Construction Company
Lincoln Financial Group
Max & Marian Farash Charitable Foundation
The Jane F. & William J. Napier Charitable Lead Trust
Passero Associates LLC
Paychex, Inc.
Piehler Motorsports, LLC.
St. John Fisher College
Toshiba Business Solutions
United Way of Greater Rochester
University of Rochester Medical Center
WHEC TV 10

\$1,000 - \$2,499

Bank of America
Barclay Damon, LLP
Canandaigua National Bank
Committee of 25
Crosby-Brownlie, Inc.
DePaul Community Services, Inc.
Exelon Corporation

Fidelity Investments Charitable Gift Fund
Get-it-Straight Orthodontics, PC
GLC Business Services
GMR Associates Inc.
Howe & Rusling, Inc.
Isaac Heating & Air Cond. Inc.
JC Jones & Associates, LLC
Klein Steel Service, Inc.
Kovalsky-Carr Electric Supply Company, Inc.
Midwest Asset Acceptance Group
Nixon Peabody, LLP
NOCO Energy Corp
Parkview Health Services Of New York LLC
Pharos Systems
Rochester Gas & Electric
Rochester Institute of Technology
Sage Rutty & Co., Inc.
St. Louis Church of Pittsford
Sundance Marketing, LLC
The Appcon Group, Inc.
The Summit Federal Credit Union
Wegmans Food Markets, Inc.
Woods Oviatt Gilman LLP

Individuals

\$25,000+

Anonymous

\$10,000 - \$24,999

Richard A. and Tamyie G. Lozyniak
Art and Leslie Roberts

\$2,500 - \$9,999

Jim and Suzanne Ashmore
Shawn and Sarah Baker
Rev. Michael J. Bausch
Eric and Marlene Bessette
Mr. Gunter P. Borrosch
Roger and Mary Jo Brandt
John and Diane Caselli
Mr. Thaddeus Dmochowski
Larry and Katherine Eldridge
Dr. Gerald and Annette Gacioc
Mrs. MaryAnn Guarre
PJ and Ellen Guisto
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Tom and Kathy Johnson
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Harry and Linda Messina
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Walter and Barbara Parkes
Mrs. Helen Pluta

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Laurie and Tony Sagona
Larry and Marylouise Steinwachs
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\$1,000 - \$2,499

Jack Balinsky
Donald and Joan Bausch
Mr. Andre J. Bessette
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Odysseus Adamides and Mary Tantillo
Michael and Judith Tobin
Mike and Beverly Tomaino
Mr. John R. Strowe and Mrs. Kimberly A. Valentine
Mr. Michael T. Williams
James and Karen Zielinski

Special Events Donors

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Anthony Road Winery
Blue Toad Hard Cider
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The Coca-Cola Company
Di Paolo Baking Company
Digitaz Photography
dogTown
Don's Original
EPI Printing
Robert & Janet Fien
Genesee Brew House
Genesee Brewing Company
Genesee Valley Club
Joseph A. Floreano Rochester Riverside Convention Center
Julia K Caters
Lake Beverage Corporation
Lanovara Specialty Foods
Legacy at Erie Station
Ludwigs Center Stage Cafe
Martin Designs
Max of Eastman Place
North American Breweries
Pam Rockcastle
Rohrbach Brewing Company
Savoia Pastry Shoppe
Tasteful Connections
World Cavalcade of Golf

...and countless others who support CFC every day!



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.

2016 Financial Statement

Support

Grants From Government & Other Agencies	18,096,297
United Way	778,830
Contributions & Bequests	528,224
Special Events	375,114
Diocese of Rochester	122,523

Total Support 19,900,988

Revenue:

Program Fees	6,863,108
Other	496,944
Investment Income/(Loss)	(143,672)

Total Program Revenue and Support 27,404,712

Expenses

Restart Substance Abuse Services	7,213,370
Aging & Adult Services	4,536,398
Refugee Resettlement	3,897,424
Homeless & Housing Services	2,757,645
Mental Health & Counseling Services	2,548,928
Children & Family Services	2,482,757
Other	164,435
Office of Social Policy	151,139

Total Program Expenses 23,752,096

Management & General	2,530,796
Fundraising	468,964

Total Expenses Before Other Items 26,751,856

Total Surplus/(Deficit) Before Other Items 652,856

Miscellaneous Items (82,954) ⁽¹⁾

Total Surplus/(Deficit) 569,902

⁽¹⁾ Adjustment for prior years revenue

FLAGS (Financial, Legal, Adult Guardian Services)



→ **91%** of clients **achieved housing stability** (target - 80%)

→ **87%** of clients **secured new services or benefits** (target - 20%)

→ **37%** of clients with **drug, alcohol, or mental health services** accepted & followed up on appropriate service referrals (target - 25%)



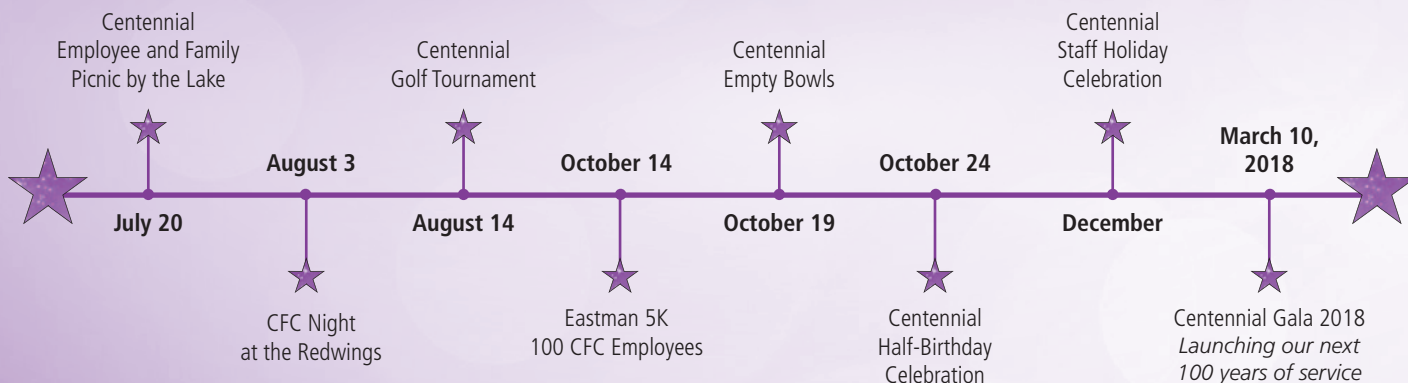
LANGUAGE SERVICES



4,789 hours of **in-person interpreting assistance** for CFC clients.

5,084 hours of **in-person interpreting assistance** for external customers.

Join us at one of our Centennial Milestone Events!



Looking Ahead to the Next 100 Years

A HISTORY OF GIVING

4 people in our community have made over **200** gifts to CFC

20 people in our community have made over **100** gifts to CFC

more than **500** people in our community have committed to CFC annually for more than **5** consecutive years

24 community members have invested in CFC's mission annually for more than **20** consecutive years

each of our events average **500** attendees who have donated over **\$2M** to CFC since **2014**

over **200** volunteers donated over **6,000** hours each year at a value of **\$170,000** of services to CFC clients



Together we can do more

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