



Catholic Charities

Community Services

2018-2019 Biennial Report

*Encouraging Inclusion
Celebrating Independence
Promoting Individuality*



MESSAGE FROM

Executive Director, Lori VanAuken and Board Chair, Tim Mason

As we approach the last quarter of 2020, we look back at 2018 and 2019 through a very different lens than any of us would have expected. Who would have thought when we created our strategic plan in early 2019 what being “resilient” in times of unprecedented change would really mean!

The COVID-19 pandemic and the associated economic downturn was something that no agency could even imagine, let alone plan for. The world became different overnight, but our plan for resiliency in ever-changing times helped us to respond to the daily changes and the growing needs of the people we continue to serve. With your help—our generous donors, funders and corporate partners—we were able to ensure stability for our fragile population.

- None of our clients, who are living with Traumatic Brain Injuries, were hospitalized during the pandemic. Our staff made sure that they had food and medications to keep them safe.
- Our residential program for individuals with intellectual developmental disabilities had no cases of COVID.
- Our essential employees came to work in protective equipment, provided by so many who made and donated masks and gloves, keeping our residents safe from the virus.
- Our housing and behavioral health teams, responded to the worry and anxiety of our clients through tele health made possible with donated computers.

This report reminds us of what “normal” life was like in 2018 and 2019. The pages of this report are filled with the names of our financial supporters who helped us to create the stories and photos of fun-filled cookouts and baseball games; sunny days filled with crafts at camp; volunteers spreading holiday joy and working together to spruce up our residences; and highlights of our signature fundraisers.

As you reminisce with us, please know this ... Catholic Charities Community Services is very ready, extremely relevant, and as resilient as ever to support the inclusion, independence and individuality of the people we have the privilege of serving in our new “normal” world.

With warm regards,

Lori VanAuken
Executive Director

Tim Mason, Chair
Board of Directors

Breakfast (in a Blizzard) with Friends

The arrival of “Winter Storm Riley” tried to take center stage at Breakfast with Friends on Friday, March 2nd, with a foot of heavy wet snow falling the night before. However, many intrepid guests made it through the snow to be part of what was a warm, intimate morning of inspiration, celebration and recognition. 2018’s keynote speaker, Elizabeth Vargas, television journalist and co-host of the ABC news magazine *20/20*, shared a powerful and personal story surrounding her struggles with anxiety and alcohol. It was a message of hope and healing. Our client speaker, Xanthe “Zan” Everett, followed with her own moving story of compassion, struggle and love. In her remarks, Zan said, “Throughout our journey, my family, my husband, my children and Catholic Charities Community Services formed a circle of love and support. We could not have seen the beautiful blessings we have seen without the help and hope provided by Catholic Charities Community Services.”



Elizabeth Vargas captivates CCCS friends.



Xanthe, Sharita and William Everett.

The 2018 *Heart and Soul Award* was presented to Jack Balinsky, Director of Catholic Charities of the Diocese of Rochester, for his vision that helped to vastly expand the programs and presence of Catholic Charities in a 12-county service area.



The 2018 *Community Champion Award* was presented to Ibero American Action League, which was celebrating 50 years as the voice of Rochester’s Latino community with an impressive history of advocating and serving many people, including those with developmental disabilities.

(Left) The *Community Champion* award was accepted by Hilda Rosario Escher, now retired Ibero President and CEO, joined here by Lori VanAuken and Jack Balinsky, recipient of the *Heart and Soul Award*.

Just Another Great Day on the Links

With gorgeous weather, a beautiful setting, and our dedicated and generous participants, the 22nd Annual Golf Tournament was a perfect day. We were delighted to return for the second year to the prestigious Country Club of Rochester. With 166 players teeing off, we knew we were in for some fun competition! Bryan Busacco Sr. drove in a Hole-in-One and won a Carnival Cruise!



It's not often you get a hole in one, right Bryan?



Executive Director Lori VanAuken poses with Team M&T.

2018 events

2018 and 2019 Executive Committee

- Jack Balinsky
Ex-Officio
- Tim Mason
Chair
- Stevan Ramirez
Vice-Chair
- Matthew Livernash
Treasurer
- Iveth Reynolds
Secretary
- Timothy Sheehan
Diocesan Board Rep
- Lori VanAuken
Executive Director

2018 – At Large

- Sue Argüello
- Michael Chabalik
- Dennis Fries
- Linda Hartnett *
- Mary Holleran
- Maria Infield
- Virgil Joseph
- Sarah Kwiatkowski
- Joseph Pocious
- Charles Steinman
- Jason Tonkery

2019 – At Large

- Sue Argüello
- Mary Dombovy MD
- Dennis Fries
- Mary Holleran
- Virgil Joseph
- Sarah Kwiatkowski
- Joseph Pocious
- Jim Prinzi
- Laura Purcell
- Charles Steinman
- Jason Tonkery

* deceased

2018

awards and recognitions



Residents and staff enjoy working with United Way Day of Caring volunteers to spruce things up at our 13 residential homes.

Our Mission

Catholic Charities Community Services is deeply committed to enhancing and strengthening the inclusion, individuality and independence of persons who are living with disabilities and 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.

RBJ Women of Excellence Lori VanAuken

2018 was the inaugural year for Rochester Business Journal's Women of Excellence Award, and we celebrated with Catholic Charities Community Services Executive Director Lori VanAuken, who was named one of 2018's Women of Excellence. "These honorees inspire those around them through their actions, words and deeds," said Suzanne Fischer-Huettner, publisher of Rochester Business Journal. The staff and leadership team of Catholic Charities Community Services experiences Lori's excellent leadership on a daily basis and were so proud that she was recognized by the Rochester community for her dedication and service.

Direct Support Professional Award Tiffany Love

Tiffany Love received the 2018 Direct Support Professional Award from the New York Alliance for Inclusion and Innovation at the North Western Direct Support Professional Conference. Tiffany embodies our mission in her passion, enthusiasm and competency of her work with individuals with developmental disabilities, and Catholic Charities Community Services is so happy that she is part of the team!

Founding of Linda Hartnett Employee Recognition Fund



Linda Hartnett

On May 17, 2018, Catholic Charities Community Services lost a great friend with the passing of Board of Directors member, Linda Hartnett. Linda was an integral part of the Catholic Charities Community Services Quality Management Committee from 2016–2018. She not only served our agency with distinction, she spent 40 years in service to others as a nurse, teacher and administrator. In her honor, the Employee Recognition Fund, which was created in order to help recognize and reward the incredible work of our loyal and dedicated staff, was renamed the Linda Hartnett Employee Recognition Fund.



2018 Support and Revenue

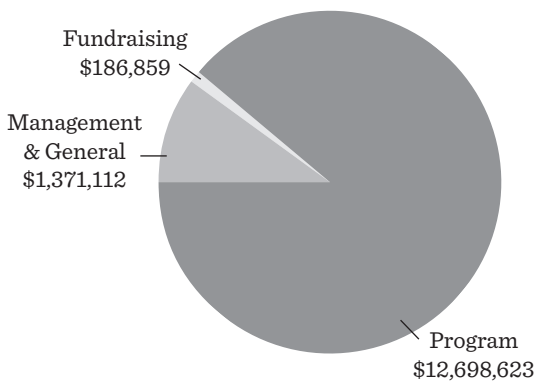
Total: \$14,222,900

Medicaid	\$10,272,950
Grants & Contracts	\$2,462,541
Client Fees	\$925,463
Contributions	\$293,398
Other	\$226,223
Investment Income	
Appropriated for Operations	\$22,610
United Way	\$19,715

2018 financials

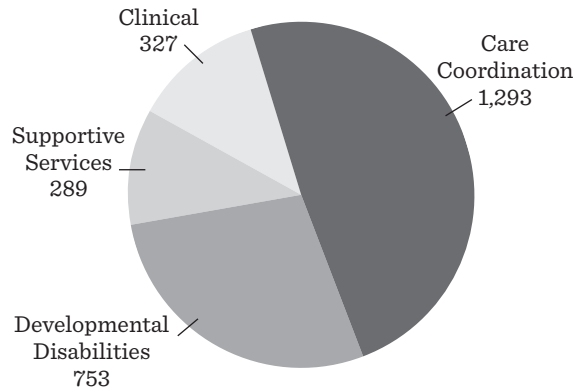
2018 Operating Expenses

Total: \$14,256,594



2018 Individuals Served

Total: 2,662



“We feel that it is important to give back to our community when we have been so richly blessed. If every company would just choose one organization to support, just think where we would be.”

- Anonymous

2018 Corporate Partners

- | | | |
|---|--|--|
| Accelerated Mailing Services | Great Tie Consulting | Q Tours of Western NY |
| Alesco Advisors | Holy Sepulchre Cemetery & Ascension Garden | Tom Schnorr RE/MAX |
| Ancient Order of Hibernians | Hoselton Auto Mall | Recognition Experts |
| Canandaigua National Bank | Hurlbut Care Communities | Reliant Community Credit Union |
| Candace Shira Associates/
Cross Staff Investments, Inc. | Ibero-American Action League, Inc. | Rochester Colonial Manufacturing |
| Catholic Family Center | Jaguar Land Rover Rochester by Piehler | Rochester Management, Inc. |
| Christa Companies/CSD Housing | Jazz 90.1 | Sirness Services, Inc. |
| Ciccarelli Advisory Services | Kammholz Law PLLC | South Wedge Properties, LLC |
| CMI Communications | M & T Bank | Steve Boerner Typography
and Design, Inc. |
| Companion Care of Rochester | Mason Digital | The Chabalik Group |
| Complete Payroll Processing | Mason Marketing | The Termine Family
in memory of Michael Termine |
| Daisy Marquis Jones Foundation | MediSked, LLC | Toshiba Business Solutions |
| Developmental Disabilities Giving
Circle at Rochester Area
Community Foundation | MidWest Asset Acceptance Group | Trillium Health |
| Tom Ioele ER Associates | Nagel Consulting, LLC | Tri-Mar Consulting |
| Excellus BlueCross BlueShield | New York Life | W.B. Mason Co., Inc. |
| First Capital Payments | Oak Orchard Health | Waldorf Risk Solutions |
| Frontier Glass, Inc. | Panther Graphics | Wegmans |
| Full MeaSure | Psychex | 13WHAM |
| | PMA Companies | Woods Oviatt Gilman LLP |
| | Providence Housing | |

2019

events

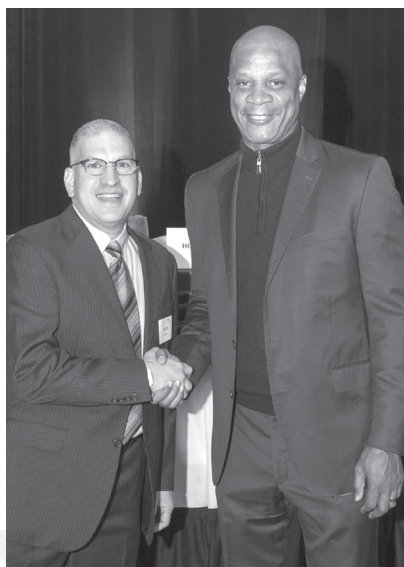


Standing tall, Darryl Strawberry is joined by board members. L to R: S. Kwiatkowski, S. Ramirez, J. Pocius, D. Strawberry, L. VanAuken, M. Holleran and I. Reynolds.

His story of hope, self-discovery, recovery and redemption was genuine and moving, and a powerful reminder of the stories of courage and resiliency our clients live every day.

Knocking it out of the Park – Breakfast with Friends 2019

On Friday, March 15, over 500 friends—old and new—gathered for the eighth annual Breakfast with Friends at the Rochester Riverside Convention Center. The day was filled with inspiration and messages of hope, help and triumph. 2019's keynote speaker, Darryl Strawberry, delivered an emotional and heartfelt talk about his struggles as a child, as an athlete, and as someone with a substance use disorder. His story of hope, self-discovery, recovery and redemption was genuine and moving, and a powerful reminder of the stories of courage and resiliency our clients live every day. Though some might think that Darryl Strawberry would be a hard act to follow, our client speaker commanded the room from her first words, "Hello. My name is Chris Votraw and it is a miracle that I am standing here before you." From that moment forward, Chris held the room as she continued with her story of the significant health challenges she has faced since birth, and the important role that Catholic Charities Community Services played in allowing her to live independently and with dignity... her hope and our mission.



Presenting Partner Mark Gionta of Rochester Colonial Manufacturing with Darryl Strawberry.

The 2019 *Community Champion Award* was presented to the Strong Center for Developmental Disabilities, represented by Executive Director Susan Hetherington. For the past 33 years, The Center has influenced policy changes and educated us all on the importance of including people of all abilities in our communities and is a reliable resource for agencies and educators, parents and families.

2019's *Heart and Soul Award* went to President and Founder of Challenger Miracle Field of Greater Rochester, Ron Kampff. A place of inclusion, Challenger Miracle Field's mission is to provide people with developmental, physical or intellectual disabilities a barrier-free, safe and accessible place to experience the health benefits and joy of play through baseball, other team sports and adaptive recreational equipment.

New Year, New Plan ...

Launching the 2019-2021 Strategic Plan

Beginning in 2018, a group of staff, leadership and board members worked together to create the strategic framework for 2019-2021 to shape the direction for Catholic Charities Community Services to continue to fulfill our mission to enhance and strengthen the inclusion, individuality and independence of persons who are living with disabilities and significant health challenges. We created three strategic goals to position the agency to compete in a new environment in which the ability to demonstrate value is critical. Our goals were 1) maintain an exemplary work force and culture, 2) sustain excellence in our service delivery and client outcomes, and 3) secure smart growth and enduring relevance.

We have a compassionate and high-performing workforce and want to reward them by supporting their professional development and offering career advancement opportunities. We are under several contracts that reimburse our work based on the outcomes we achieve rather than the fee-for-service models of the past. Our ability to demonstrate value and deliver our services in a strong, culturally competent way will contribute to our continued success as we compete in this managed care environment. We will achieve smart growth by investing in collaboration with other agencies, streamlining operations, diversifying funding and introducing new, relevant services.

Hamburgers, Hotdogs, Sun and F.U.N.

We always look forward to our agency-wide summer cookout where clients, staff, and their families gather together to eat, play, catch up and relax in the summer sun! Who doesn't love a little fun, food, kickball and karaoke? The memories made are those we hold dear ... especially during those winter months!



Clients and staff from our Self-Directed I/DD program enjoy the sun. l. to r. Lynn Mahar, Sean Mahan, Stephanie Clinton

Swinging Away on a Sunny Summer Day

The sun shone brightly on the sold-out 23rd Annual Golf Tournament to benefit Catholic Charities Community Services which took place again at the legendary Country Club of Rochester on Monday, July 29, 2019. Along with the 18 challenging holes, there were special contests, including a chance for golfers to test their skill against an LPGA Junior, 13-year-old Julia Zigrossi. Julia came out on top almost every time!



Warming up on the putting green at Country Club of Rochester

2019

events

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 issues.

- 13 residential homes
- Community habilitation
- Employment services
- Fiscal intermediaries
- 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

2019

events



Nothing is sweeter than a kiss from Mittsy. David Russell, who receives community habilitation, is congratulated by the Red Wings mascot on his rendition of "God Bless America."

"This is our sanctuary."

When it seems there is no help, our clients say that Catholic Charities Community Services provides sanctuary and support through care coordination, housing subsidies, peer support and referrals to other services.

CCCS Roots for the Home Team

Clients and staff of CCCS gathered together on August 22nd for an end of the summer celebration - and what better way to celebrate than at the ballpark! We were so proud to be able to hold the American Flag during the National Anthem at Frontier Field and hear our friend David Russell, sing *God Bless America* during the 7th inning stretch. The Red Wings and Frontier Field were the perfect hosts and there were a lot of laughs and love from Spikes and Mittsy.

The Turkeys Have Landed

Catholic Charities Community Services was so grateful to Woodcliff Hotel and Spa for their donation of 300 turkeys for distribution to clients in need. 2019's gift will mark the eighth year that Woodcliff has been making a special Thanksgiving dinner possible for our clients. We are so lucky to have their ongoing support to help us make this day of family and celebration possible for so many.

Gifts of Love

A huge thank you to all our corporate partners, area parishes, community groups and families who helped to make Christmas possible for over 500 of our clients. After years of having no place to call home, one of our client families was about to move into their own place. An exciting and life-changing moment for them, to be sure, but they had very little with which to fill the house. A generous corporate partner stepped up and gave \$4,000 in gift cards, furniture, appliances, games, art, toys and home décor to make this house of theirs a home ... a home for the holidays.



Christmas is a team project at CCCS ... all hands on deck when it's time to unload the presents. Staff member, Justin Webb pitches in.

2019 Deacon Stanley Zawacki Award

Executive Director Lori VanAuken received the 2019 Deacon Stanley Zawacki Award for her commitment and dedication to community service. This annual award is presented by the Diaconate of the Rochester Diocese and is given to “honor a person or persons who have exemplified a ministry in a diaconal sense of service.” Congratulations to Lori, and we thank her for continuously leading Catholic Charities Community Services with with dedication and commitment.

2019 Joyce Binder Memorial Award

Joan Nowak received the prestigious Joyce Binder Award, which was presented by the New York State Intellectual and Developmental Disability (I/DD) Nurse’s Association to an outstanding nurse specializing in intellectual and/or developmental disabilities, who has made a significant contribution to the advancement and practice of supporting individuals with I/DD through the demonstrated attributes of caring, compassion, advocacy, mentoring, leadership, dedication, education and research. Joan has been with us for over 30 years, and she continues to inspire with her loyalty, dedication, her compassion and commitment to her clients.

Step Up to Employment!

Catholic Charities Community Services was awarded a five-year contract to assist people living with HIV in achieving their employment goals. In order to accomplish this, we created *Step Up to Employment*, a new service in Rochester and the surrounding counties which will support people in securing and maintaining competitive employment with health care benefits. The program is funded by the Office of Temporary Disability Assistance (OTDA) and is designed to work toward identifying and removing barriers to employment.

And So We Grow

On November 14, we hosted a ribbon cutting to formally celebrate the expansion of our Regional Offices in Penn Yan. We were delighted to see so many friends and advocates at our ribbon cutting and big reveal of our new space! Our expansion was made possible through a deferred loan from the Finger Lakes Economic Development Center and a Community Development Block Grant derived from funding received from the New York State Housing Trust Fund Corporation. Catholic Charities Community Services has agreed to expand employment opportunities and hire additional staff before March 31, 2021, at which time the loan will be forgiven. Executive Director Lori VanAuken spoke to the crowd before the official cutting and said, “We are so delighted to be able to expand into this beautiful new space, and we are excited to say that we have already hired the first of our new employees.” CCCS is so grateful to be given the opportunity to expand into the big and beautiful new space we so needed.



New employee, Samantha Swarouth wields the “big scissors” well.

2019 awards and recognitions

“We are so delighted to be able to expand into this beautiful new space, and we are excited to say that we have already hired our first new employee.”

– Lori VanAuken,
Executive Director CCCS
on the occasion of our
Regional Office Ribbon
Cutting on November 14

2019

financials



2019 Support and Revenue

Total: \$14,995,894

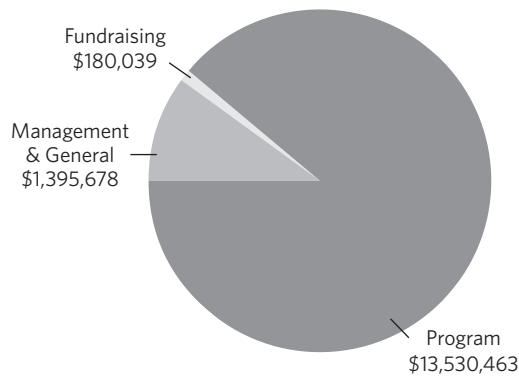
Medicaid	\$ 10,678,943
Grants & Contracts	\$2,702,384
Client Fees	\$923,981
Contributions	\$273,328
Other	\$381,098
Investment Income	
Appropriated for Operations	\$22,454
United Way	\$13,706

“Thank you Catholic Charities Community Services! We thank God for bringing CCCS to help us out when everything looked to be hopeless. God bless you all.”

- Words of a client family

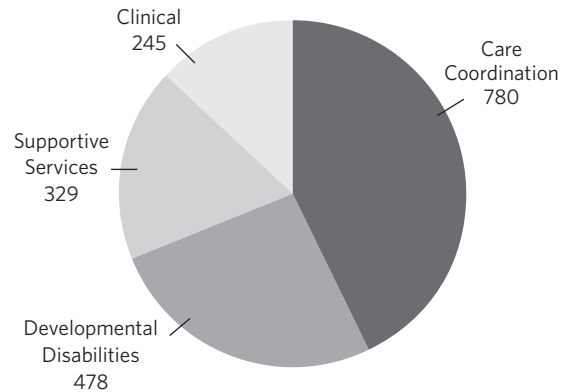
2019 Operating Expenses

Total: \$15,106,180



2019 Individuals Served

Total: 1,832



2019 Corporate Partners

- | | | |
|--|--|---|
| Ancient Order of Hibernians
BPOE #1722
Canal View Financial Advisors
Canandaigua National Bank
Candace Shira Associates/Cross
Staff Investments, Inc.
Challenger Miracle Field of Greater
Rochester
Cicarelli Advisory Services
CMI/AV
CNB Mortgage Company
Complete Payroll Processing
Daisy Marquis Jones Foundation
Developmental Disabilities Giving
Circle at Rochester Area
Community Foundation
Excellus BlueCross BlueShield
Family and Friends of Linda Hartnett
Frontier Glass, Inc.
Full MeaSure | Gallo & Iacovangelo, LLC
Genesee Regional Bank
Great Tie Consulting
Holy Sepulchre Cemetery &
Ascension Garden
Hoselton Auto Mall
Jack Balinsky
Jaguar Land Rover Rochester by Piehler
Liberty Mutual
M & T Bank
Mason Digital
Mason Marketing
MCE Solutions, LLC
MediSked, LLC
MidWest Asset Acceptance Group
Nagel Consulting
New York Life
Panther Graphics
Paychex
Photikon Corporation | PMA Companies
Power and Construction Group, Inc.
Prime Care Coordination
Providence Housing
Recognition Experts
Rochester Colonial Manufacturing
Rochester Management, Inc.
South Wedge Properties, LLC
Strong Center for Developmental
Disabilities
Termine Family
in Memory of Michael Termine
Tri - Mar Consulting
Trusiak Law
UBS The Chabalik Group
W.B. Mason Co., Inc.
Waldorf Risk Solutions
Wegmans
Wilson Sporting Goods Company
Woods Oviatt Gilman LLP |
|--|--|---|

Thank You!

2018
& 2019

donors

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Ms. Patricia Able
Ms. Karen Accorso
Mr. Doug Ackley
Mr. Jimmy Adams
Ms. Jacqueline Adamski
Ms. Catherine Akers
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Mr. Dane Alexander
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Ms. Cindy Coons
Mr. Stephen Cooper
Dr. Denis Cormier
Mr. and Mrs. Bruce Corsello
Mr. and Mrs. David A. Cortese
Mr. Dean Costanza

“Her mere presence made all the difference.” These were the words of gratitude of a mother of a ten-year-old child with autism whose Catholic Charities Community Services care manager was able to advocate for much-needed services at his school.

Mrs. Laura Crandall
 Ms. Christine Cravatta
 Mr. Sumner Crissy
 Mr. Louis Cristo Esq.
 Ms. Victoria Critchley
 Mr. Mark Cronin
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