

2022

Catholic Charities
Family and Community Services



Annual Report

*Moving
Forward*

Building on our Foundation

**Catholic Charities Family
and Community Services
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Laurie Sagona
Timothy Sheehan
Deborah M. Stendardi
Michael J. Sullivan
William Tehan
Maryanne Townsend

+ deceased

Dear Friends,

2022 was a year of building on the foundations of two great agencies! The combination of Catholic Family Center (100+ years of serving Rochester) and Catholic Charities Community Services (45 years of serving Monroe and 11 surrounding counties) enabled 25,000 people to access life-changing services.

In 2022, our combined agency of Catholic Charities Family & Community Services grew to over 900 dedicated employees who provided support and care to individuals of all ages and backgrounds. Our clients, who are working toward self-sufficiency and healthier lives, include refugees who are coming to our country, individuals facing the challenges of substance use and behavioral health issues, those with developmental or intellectual disabilities, and people living with a traumatic brain injury, chronic illnesses, HIV/AIDS, homelessness, and more.

Support provided to Catholic Charities Family & Community Services comes in so many forms - volunteering time, sharing expertise, leveraging connections to community assets and opportunities, and of course, financial giving. Through this annual report, you will see how your gifts have been critical to our mission and vital to our ability to build on our foundation. Your continued gifts will allow us to move forward, impacting even more individuals and families throughout our region.

Thank you for your past support of both legacy agencies and for the very generous gifts you have given to Catholic Charities Family & Community Services in our first year.

In gratitude



Lori VanAuken
CCFCS Executive Director



Luke Mazzochetti
Chair, CCFCS Board of Directors



Lori VanAuken and Luke Mazzochetti

Karen Dehais, Catholic Charities new Diocesan Director and President



In January 2022, Karen Dehais became the President and Diocesan Director of Catholic Charities of the Diocese of Rochester. A Western New York native with a career dedicated to strengthening nonprofit organizations for greater impact, Karen aims to build on Catholic Charities' 105 years of service and ensure we are ready to meet community needs for decades to come.

Throughout the 12 county Diocese of Rochester, the Catholic Charities
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A letter from

The Most Reverend Salvatore R. Matano

My dear sisters and brothers in Christ:

Charity is that virtue “by which we love God above all things for His own sake, and our neighbor as ourselves for the love of God.” (Catechism of the Catholic Church, no. 1882). Charity is perfectly seen in the union of the Most Sacred Heart of Jesus, revealing the redeeming mercy and compassion of Christ towards humanity, and the Immaculate Heart of Mary, that woman of extraordinary faith, who teaches us that the only appropriate response from every human heart that receives the love of her Son is to love Him in return and then to extend it to our neighbors. Here we have the foundation and font of Catholic Charities Family and Community Services (CCFCS).

This Annual Report highlights stories of charity - the love first received from Jesus Christ, made manifest in the compassionate service given by the dedicated staff, leadership and volunteers of CCFCS.

As reflected in this report, 2022 was the first year of Catholic Charities Community Services and Catholic Family Center joined together; with the collective hard work and dedication of over 900 employees, nearly 25,000 people were positively impacted by the vast array of care provided throughout the Diocese! Many of these charitable works and services are made possible through the gifts of donors, like you, who support CCFCS staff as they serve every stage of life, helping our sisters and brothers to realize their great dignity as daughters and sons of God, made in His image and likeness.

Please join me in praying for the staff, volunteers and clients of Catholic Charities Family and Community Services. May those who have received this transforming gift of God’s love revealed in the Sacred Heart in turn continue to be instruments of Christ’s peace and healing in our world, so in need of His Divine Presence.

Asking the Lord’s blessing upon our many efforts to serve God’s people, in whom we daily see the face of Christ, I remain

Devotedly yours in Christ,

+ Salvatore R. Matano

The Most Reverend Salvatore R. Matano
Bishop of Rochester



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Karen Dehais, Catholic Charities new Diocesan Director and President

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family of agencies meets basic needs, advances economic security, pursues housing solutions, strengthens families and children, delivers compassionate mental health and addiction care, supports individuals with intellectual and developmental disabilities, welcomes immigrants and refugees, and more.

Karen brings a unique understanding of Catholic Charities’ mission, having served in positions of leadership for Catholic Charities of the Diocese of Albany and the Archdiocese of New York, and in consulting roles with other Catholic Charities agencies.

She succeeded Jack Balinsky who retired from his 30-year career leading Catholic Charities.

Building Our Workforce

927 employees provided direct services to nearly 25,000 people across 12 counties in 2022.



■ CCFCS increased the base wage for all frontline residential staff to \$17.25 an hour.



■ 441 CCFCS employees received NYS Longevity and Retention Bonuses for their work throughout the pandemic.

Our Mission

Catholic Charities Family and Community Services walks with the most vulnerable as they journey toward independence, with dignity, to reach their full human potential. As a member of the Catholic Charities of the Diocese of Rochester, we advocate for those in need throughout every stage of life, and work in partnership with faith communities of all denominations and with those who are committed to addressing local needs.

Across our agency, employees are offering testimonials that illustrate the fulfillment of the 2022 merger between Catholic Charities Community Services and Catholic Family Center: building on both agencies' strong foundations.

“I think what really hits me is how when I get a client who is homeless, hopeless, ill and without resources, they can have their lives totally turned around thanks to the technology, resources, and agency supports at my disposal at CCFCS. It’s so amazing to me that less than a year later that person can be living an entirely new life. It’s humbling that this is my job. I can’t believe we get to be angels for a living.”

– Rebecca A., Specialized Case Manager, Adult Health Homes program

“I am a better person than I was when I started working here.”

– Honus W., Case Manager, Refugee Resettlement & Immigration

■ Our staff offers 84 programs in the following service categories:

- Behavioral Health
- Care Management
- Coordinated Care and Support
- Employment Services
- HIV/AIDS
- Housing and Stabilization
- Intellectual and Developmental Disabilities
- Refugee and Immigration Services
- Services for Older Adults and Seniors
- Support for Families and Children



Maria H. is a former client of CCFCS who now works as a Housing Peer Navigator in our Supportive Services Program.

“I am able to help somebody the way I was helped. It’s life changing.”

Building Stronger Families

For the past 3 years, CCFCS has provided over \$10,000,000 to households that had fallen behind on rental payments, including \$1,770,000 in 2022.

■ Our Community Residences served over 246 adults, supporting them as they reintegrate with family and community. 81% graduated to the next level of care.

■ 98% of families working with preventive services staff in our Children Youth and Family Services program were able to keep their children at home.



More than 1,100 older adults received services from our Expanded In-Home Services for the Elderly Program (EISEP) and Support to Aging Residents (STAR).

“You were there for my mother as she was aging, and our family will never forget it.”

– Rich E., CCFCS Donor

In 2022, our Community Resource Services (CRS) department helped 450 individuals in Monroe County stay in their homes, provided 94 families with one-time emergency needs, and 50 additional families with access to more nutritious food.

“Catholic Charities Family and Community Services is like family to us. When we’re in trouble we know who we can call, and someone will help. You’re all our family now.”

– A family dealing with chronic illness, housing, food, and transportation challenges

CRS has transitioned back from pandemic emergency assistance to its original role as a community center for addressing basic household needs. Many families remain in a fragile economic state due to food and housing instability. CCFCS has been and is prepared to help.



■ Kinship Navigator serves the needs of grandparents and other relatives and family friends who are caring for children full time. Almost 2100 individuals in 62 counties across NYS were supported in this program.



CCFCS expanded treatment services for women in recovery and their children:

Barrington House is the first treatment home in Monroe County to allow mothers to stay with their children during substance use recovery, providing accommodations for 23 women and 5 children.

In Newark, Hannick Hall reopened after a \$5,700,000 renovation designed to increase capacity for 30 women and 8 children. It is the only program of its kind in Wayne County.

Project Anchor

Monroe County awarded CCFCS \$2,500,000 to run a monthly rental supplement program, designed to help low-income families whose rent exceeds more than 30% of their monthly income.

ESL Food Insecurity Project

With a \$398,000, 2-year grant from the ESL Charitable Foundation, CRS will offer food security case management and education to CCFCS clients. The program coincides with the reopening of our food pantry for the first time since early 2020.



Building a Home for Refugees

CCFCS delivered direct resettlement services to more than 2,600 refugees in 2022.

Ukrainian War Crisis Response

In 2022, CCFCS responded to the Ukraine War Crisis and became one of the largest hubs for Ukrainian assistance in the country. From February to December, we served 531 Ukrainians who fled the war, to seek haven with friends and relatives in the Rochester area.

Yuliia K., her husband and young son fled Ukraine amid air alerts the day the war began, and she had this to say:

“It’s terrible when people have to leave their home suddenly. I looked into my son’s scared eyes, embraced him, and said, “I will be always near you...Mum would never leave you.” When we left Ukraine and came to the United States, of course, I was crying, because my previous life was broken. When we came to Rochester, our friend told us about Catholic Charities Family and Community Services. In a new country, everything is different, but with Catholic Charities, day by day I started to feel more comfortable here. My dream was to help



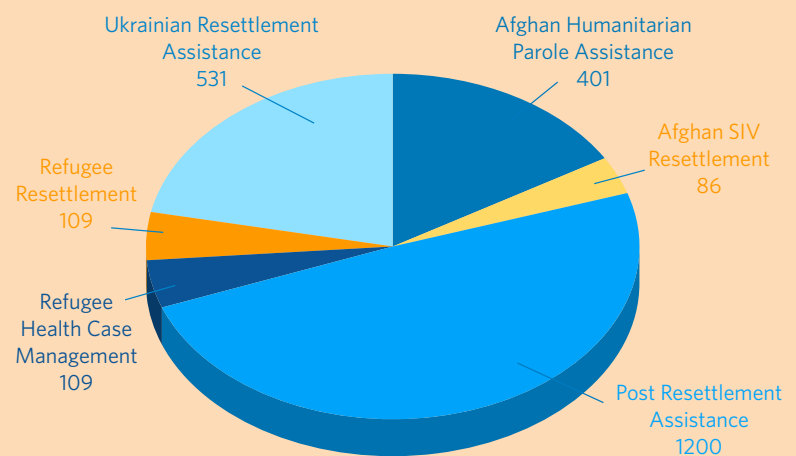
people the same way people helped me. I was hired as a case manager working in Refugee Resettlement at CCFCS, and now I am part of a great team whose mission is to support all who need us.”

Afghan Advocacy

With assistance from community partners and our own volunteers, CCFCS organized an immigration assistance effort to help more than 400 Afghan humanitarian parolees apply for asylum. CCFCS continues to advocate for permanent residency status for those Afghan families who are building new lives in Rochester after fleeing during the U.S. withdrawal from Afghanistan in August 2021.



Total number of refugees served in 2022:



- Our Refugee Employment Services program provided 200 individuals with job training and helped place 76 refugees in local jobs, thanks to our partners at Caldwell Manufacturing, Strong Staffing, Qualitrol, Advance Glass Industries, and Nu Way Auto Parts.
- In 2022, the Unaccompanied Refugee Minor Foster Care Program placed 37 teens from around the world in foster homes throughout Monroe County.
- Our Language Services Department provided 6,000 hours of interpreting services in 15 languages, including Amharic, Arabic, Cambodian, French, Russian, Somali, Spanish, and Ukrainian.



Building Community

In 2022, volunteers donated over 6,784 hours to CCFCS.

- CCFCS entered a partnership with Rochester Cornerstone Group on new housing for seniors at the Marketplace Mall in Henrietta. CCFCS will provide supportive services to 34 tenants.

YouthBuild received \$2,400,000 from the City of Rochester under the American Rescue Plan Act. In 2022, 65 young people graduated from YouthBuild with the skills they need to enter the construction trades.



- 1,836 individuals were served in shelters and supportive housing programs. A majority moved to permanent housing.

- 77 individuals with intellectual and developmental disabilities live in 12 residential homes across three counties.



“I have a job, I’m shopping for a car, my apartment was repaired. Things are happening and I feel pretty good about that. Thanks for helping me. I appreciate everything you do.”

– Client in Traumatic Brain Injury Program

“I’ve been assisted with everything I’ve needed to begin my new journey away from homelessness. I’m truly grateful for the love and support.”

– Housing client in Supportive Services

Our Supportive Services Division is providing vocational services to more clients than ever. CCFCS expanded these services across the Finger Lakes region to help more than 200 people with disabilities and significant health challenges achieve their job goals.



- CCFCS is one of 10 local non-profit and government agencies teaming up with the City of Rochester for a pilot program to connect individuals on the streets to resources for food, clothing, shelter and healthcare.

- 304 individuals with I/DD received Self-Directed Services.



Thanks to our donors, our Share the Joy holiday gift program had a record-breaking year, providing gifts for more than 2,400 clients.

“When my client opened her door and saw the Christmas gifts, she raised her hands over her mouth and started crying. This was a moving moment for me because this client has been going through so much physically and financially.”

– Willie T., Housing Program Specialist

Building Health and Wellness

For her role improving the health of the community during the pandemic, our CEO Lori VanAuken was named to the Power 30 Health Care List by the Rochester Business Journal.

■ 2,400 clients were served by the Outpatient Behavioral Health Clinic



■ 397 clients were served by the Integrated Care Program, almost double from that of 2021. Integrated Care allows clients to receive outpatient mental health and substance use treatment from one provider at the same location.



■ We served over 300 adults in our Intensive Residential treatment homes, which focus on stabilization and rehabilitation from substance use disorder.

CCFCS is now a designated provider of Community Oriented and Recovery Empowerment (CORE) services, making it easier for individuals with serious mental illness and substance use disorder to receive clinical services in their own home or community.

“I didn’t think I deserved to be healthy. I should be dead, but you just wouldn’t stop. You kept advocating for me. You helped me more than you could ever know.”



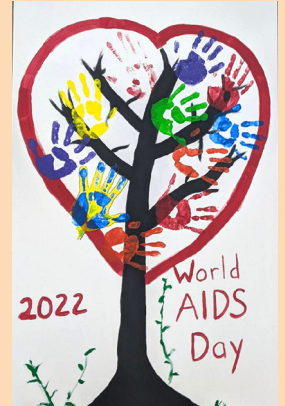
– A young client who was trafficked, pregnant, overcoming addiction and Hepatitis C when she began working with CCFCS Care Coordination. Now she has a healthy child, her own home, and has started a small business.

“You’re the only one I trust and the only one who has always been there for me.”

– 13-year-old Children’s Health Home client



Over 742 adults and children are enrolled in our Care Coordination Programs, including 575 in Health Home Care Management.



■ 95% of our clients with HIV/AIDS have viral loads that are undetectable and 90% are compliant with HIV testing.

■ CCFCS offers on-site mental health services to students at three charter schools in the city of Rochester.



“This was a year of success stories for clients in the Traumatic Brain Injury Program. Linda P. bought her first home, Sharon S. got a part-time job after not working for 20 years, and Alex C. is taking classes at MCC.”

– Shellie F., Care Coordination Program Supervisor



Our Donors: Thank you!

Support from our donors goes directly to fund the programs and services we provide for our 25,000 clients. We gratefully acknowledge all whose generous gifts have supported our work.

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 Christopher John Roe
 Mary Kay Rogers

Carly and Michael Rooney
 Jeffrey and Jenna Roote
 Patrick Ryan
 Elezabi Sahar
 Lauren Salzman
 Sample Soap
 Christina Santiago
 Gregory Santoli
 Ramil Sapinoro
 Stephanie Scarpulla
 Kari Schenck
 Lucy Schremp
 Susan Schuler
 Seabreeze Amusement Park
 Serta Simmons Bedding, LLC
 Kailyn Sheldon
 Elizabeth Sherman
 Alayna Simmions
 David and Elizabeth Simpson
 SimuTech Group
 Philip Skorokhodov
 Skywave Communications Inc.
 Jamie Smith
 Nathan Smith
 Jeffrey Snider
 St. Leo The Great Church
 James and Jan Staffieri
 Catherine Steadman
 Stephanie
 Kim Stock
 Deacon Jim Streiger
 Ashley and John Taillie
 Target
 Michael Tepper
 Deborah Terwilliger
 The Gem Lab
 The Parish of the Holy Family
 The Women's Club of Pittsford
 Stephanie Thrasher
 ToyotaLift Northeast
 Steven Trax
 Trinity Communion Church
 Kirk Trombley
 Michael Tubbs
 Laurel Turner
 Vault Rochester
 Alli and Chris Villa
 Volvo Cars Rochester
 Laurie Walker
 Walmart Greece #1610
 Walmart Supercenter #1744
 Walmart Supercenter #2785
 Erin Ward
 Megan Wasik
 Samantha Webster
 Stephen Webster
 Elizabeth Weeden
 Wegmans
 Jen Wehrle
 West Walworth Zion
 United Methodist Church
 Christina Westmiller
 Michelle and Keith Williams
 Amanda Willing
 Woodcliff Hotel and Spa
 Keith Wright
 Mary Wychowski
 Lisa Zaleski
 Valerie Ziarniak
 Suzanne Zingaro
 Nancy Zinn
 Michelle Zwirecki
 + Deceased

In Honor Of:

Donna Anderson
 Robert and Mary Bergin
 Marlene and Eric Besette
 Alexander Bissell
 Dara Brands
 Bryan Busacco Jr. and Shannon Busacco
 Mark and Angela Busacco
 The CCFCS Senior Executive Team
 Most Reverend Matthew H. Clark
 Peter and Adell Colosi
 Bob & Judy Condrate
 Maryann Connolly
 David and Rosemary Cook
 Ann and John Cummings
 Sarah DeLucenay
 Ann Esch
 Mike Evans
 The Casey Family
 Cathy Feely
 Robert and Janet Fien
 Aline Glavin
 Gary Harris
 Vijaya Lakshmi Kameshwari
 Daniel Kapp
 Leo and Cynthia Kesselring
 Matthew and Donna Livernash
 Clara Lombardo
 Morgan Lord
 Mary Ann Lovelock
 Thomas McDermott
 Kristine and Marvin Mich
 Mom
 Sally and Chip Partner
 Margaret Pettinella
 June Romano
 Matthew Sullivan
 Charles & Shirley Turner
 Lori VanAuken
 Jim Vande Velde

In Memory Of:

Gunter Borrosch
 Ida and Domenic Bozzelli
 Pando Brutovski
 Marie Casa
 Arnold F. Ciaccio
 John J. Considine Jr.
 Reverend Sebastian Contegiacomo
 Cathy Grant
 John J. Guarre
 Linda Hartnett
 Jeannette N. Hauck
 Dr. J. Raymond Hensler
 Father George Heyman
 Sharon Lee Holley
 Carolyn Huntington
 Aaron Jerva
 Verne Johnson
 Susan Kennedy
 Leo Klein
 Diane Kruger
 George Lipani
 Marjorie R. Magnanti
 James Messenger
 Helen Mikolji
 Grace Mulroy
 Daniel O'Neill Jr.
 Barbara Patyk
 Sheila Pickering
 Giovanna Ragusa
 Raphaella and Alfred Restaino
 Ann Rohan
 Marjorie Ryan
 Gabriel Scorsone
 Bernice Scott
 Vito Slapelis
 Jeanne Sloan
 Michael A. Termine
 Ann Tiberio
 James Tucker
 Richard Van Keuren
 Michael G. Vickers
 Geraldine Woedy
 Wilma Yohonn



Catholic Charities Family and 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 been misspelled, omitted, or listed incorrectly, please accept our apologies and bring the mistake to our attention so we can correct our records.

Financial Report

2022 Support

Grants from government & other agencies	28,045,067
United Way	655,000
Contributions & Bequests	701,913
Special events	135,340
Diocese of Rochester	10,857
Total Support	29,548,177

2022 Revenue

Fees for services	19,543,349
Other	518,212
Total Revenue	20,061,561

2022 Expenses

Program	43,977,864
Management & General	5,219,740
Fundraising	512,100
Total Expenses Before Other Items	49,709,704

Total Surplus/(Deficit) from Operations **(99,966)**

Depreciation on assets	1,410,329
Loss on investments	570,572

Total Change in Net Assets **(2,080,867)**

2022 Net Assets*

Net assets without donor restriction	3,484,196
Net assets with donor restriction	3,045,013
Total net assets	6,529,209

*2022 reflects the first year of the completed merger of Catholic Family Center and Catholic Charities Community Services



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