

Mission-focused, results-driven

Affiliate Partner Highlights

Camp Stella Maris

Although known primarily for its summer-camp program, Camp Stella Maris makes excellent year-round use of its facilities by also offering a wide range of learning and experiential activities for individuals and organizations.

In 2012, the Resident Camp attracted 2,627 campers, a new record. The Day Camp hosted 344 campers and the Campership Program grew by 30 percent over 2011, with 421 campers. More families with a parent out of work needed some financial help to send their children to camp.

CSM's Adventure-Based Learning Experience for groups hosted more than 2,000 individuals, with retreats and general facility rentals adding nearly 3,000 more.

Just one example

For not-for-profits, collaboration is essential. CSM debuted a collaborative, one-week program with Sister Grace Miller and the House of Mercy in Rochester. For these mostly inner-city campers, the CSM community came together to provide needed essentials like sleeping bags, clothes and towels. The life lessons learned by everyone that week will leave a lasting impact on not only those children but the entire camp population that week.

Providence Housing Development Corporation

Although formally an affiliate of the Diocese of Rochester, Providence Housing Development Corporation is spiritually aligned with CCDR because of its mission to serve the poor.

In PHDC's case, that means developing more than \$20 million in affordable and supportive housing and managing 690 subsidized-rental apartment units in 20 different properties in three different counties during 2012.

Just one example

Providence Housing Development Corporation is converting the former Holy Rosary church, school, convent, and rectory into a mixed-use community, featuring both houses and apartments, for the mainly East Asian immigrants who populate the surrounding neighborhood on Rochester's west side.

All units are furnished with energy-efficient appliances. Some have washer/dryer hookups and all have access to the laundry facilities, lounges, a community room, and a well-lighted parking lot. All buildings are 100% smoke-free. Residents pay for heat and electric in the single-family homes and for electric in main-building apartments.

The result: plenty of housing at affordable rates for needy people and general brightening of a changing neighborhood.

What do 250,000 New York residents have in common?

All of their lives were beneficially touched by CCDR in 2012.

With the general need growing, we anticipate more and even greater accomplishments in 2013.



Financial information on Catholic Charities agencies will be available online after August 15, 2013. <http://www.dor.org/index.cfm/catholic-charities/>

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THE GOOD NEWS

SUMMER 2013

2012 AGENCY HIGHLIGHTS

A QUARTERLY PROGRESS REPORT FROM CATHOLIC CHARITIES OF THE DIOCESE OF ROCHESTER



ABOUT THIS ISSUE

"Run-of-the-mill" is not how we operate at CCDR. We're all about efficiency and effectiveness, and — dare we say it — out-of-the-box thinking. So instead of a run-of-the-mill 2012 annual report, we offer this special edition of *The Good News*, highlighting our agencies' most important contributions to community health and well-being last year. Plenty of stories here, but if you're looking for financial information, it will be on our web site, <http://www.dor.org/index.cfm/catholic-charities/>, after August 15, 2013.

God bless you for your support.

Diverging Roads

Wall Street soared, Main Street was gored, and CCDR continued enhancing the victims' lives

Two thousand twelve may go down in history as the Year of the Disconnect between Wall Street and Main Street—and one of the busiest years in history for CCDR.

Wall Street showed visible healing from the meltdown of 2008. Stock prices trended upwards, reaching record highs in early 2013. Many corporations returned to profitability and some even began accumulating cash. But while Wall Street celebrated, Main Street continued to suffer from economic uncertainty.

Throughout the diocese, the need for CCDR's abilities to salve both physical and psychological wounds continued to grow dramatically, especially in light of diminishing government funding of social programs.

At Catholic Family Center in Rochester, and in Steuben, Tompkins and Tioga counties, food-pantry demand increased as much as 83 percent from 2011.

Demand for emergency-assistance services, including immediate financial assistance, climbed to record highs throughout the diocese.

Finger Lakes provided HEAP emergency-heating assistance to more than 2,500 households in Ontario, Cayuga, Yates, and Seneca counties, even though the program duration was shortened from previous years.

At the Food Bank of the Southern Tier, the number of children in the Back Pack Program was up 30 percent and the agency distributed more than five percent more food than in 2011.

Providence Housing transformed the former Holy Rosary parish in Rochester into affordable apartments to help acclimate the largely immigrant and largely poor population in the area.

And at Camp Stella Maris, record enrollment included a number of impoverished children who lacked even the essentials — sleeping bags, clothing, and towels — all of which were provided by the camp community.

As you will read in this report, Catholic Charities of the Diocese



of Rochester continued to make significant differences in the lives of people who are suffering, often through no fault of their own.

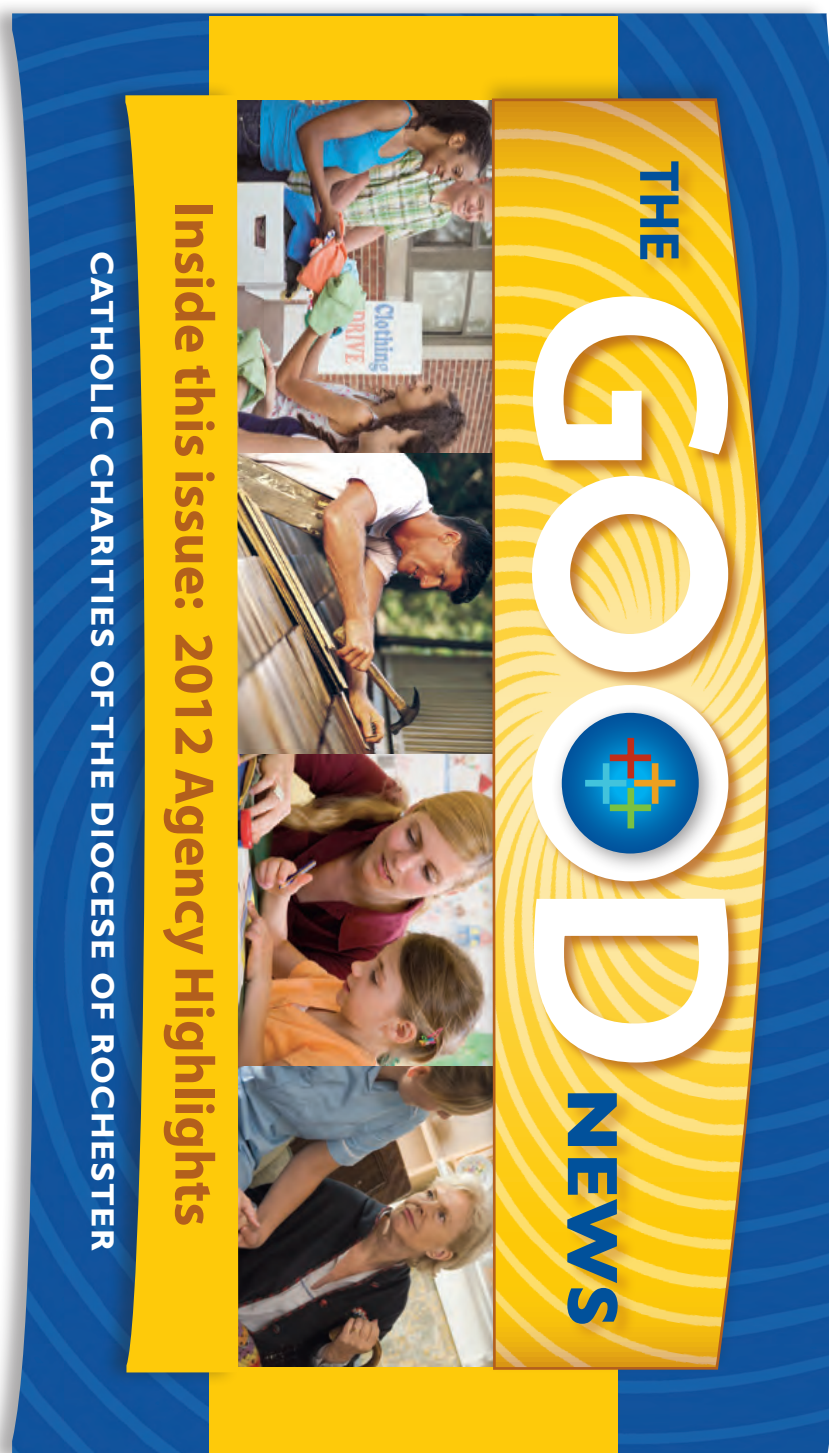
Each regional agency succeeded in its own way, applying local resources to local problems while working with neighboring social-service organizations to operate with greatest efficiency and least redundancy. While Catholic Family Center focuses its efforts on the urban and suburban needs of Rochester and Monroe County, agencies in Wayne, Chemung/Schuyler, Steuben, Tompkins/Tioga, and Livingston counties, and the four-county Finger Lakes area, specialize in the needs of smaller cities and rural communities.

Our specialty agencies continued to provide quality service to

their constituencies. The Food Bank of the Southern Tier made enormous strides in its efforts to eradicate hunger. Catholic Charities Community Services responded to changing needs and funding patterns in its work to serve developmentally challenged persons, persons suffering chronic illness, and those suffering traumatic brain injury.

Two affiliated agencies continued as integral partners in carrying out the mission of the diocese to serve those in need. Camp Stella Maris had a banner year. The main focus of the Providence Housing Development Corporation was the Holy Rosary property.

Collectively, there was an outpouring of support for those most in need.



THE GOOD NEWS
CATHOLIC CHARITIES DIOCESE OF ROCHESTER
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Mission-focused, results-driven

Energized by the magnitude of the need, Catholic Charities agencies served tens of thousands of individuals and families who might otherwise remain hungry, untreated, or ignored.

Regional Agency Highlights

Catholic Charities of Chemung/Schuylar Counties

For residents of Chemung and Schuylar counties, the need for emergency services was particularly acute. The agency helped more than 8,200 individuals in more than 500 households with the basic necessities of food, clothing, shelter (in the form of HEAP and supplemental utilities) and prescriptions.

The office saw increased activity in foreclosure-prevention services as well, helping 50 clients with face-to-face counseling and 64 homeowners with counseling and loss mitigation.

Just one example

But there was also good news. Through the agency's First Time Homebuyers program, which provides pre- and post-purchase education and purchase assistance, Matt and Ann Mayer bought a pleasant home in which to raise their daughter.

"Even after you buy the house, the support (from CCCS) ends up being like a family," said Matt Mayer. "You don't feel like you're alone and they made the process very easy."



Catholic Charities of Livingston County

CCLC provided services to approximately 7,000 individuals, with nearly one out of every 10 county residents requiring HelpWorks Emergency Services. Loss of employment created the most critical needs, and the agency saw more new applicants requesting more services than ever before.

In 2012, the agency was pleased to receive two new contracts from Livingston County — the Teenage Services Act (TASA) contract to provide medical, educational and other services to teenage parents in the county, and the county's Employment Casework contract.

Just one example

For the year following her son's birth, "T" was trapped in a rural apartment by a violent, controlling boyfriend. There were no breaks for the young mother, no transportation to population centers, and no support system—until caseworker Anna Salvaggio started visiting. Bolstered by Anna's counsel, T worked up the courage to escape the dangerous situation and found refuge in a battered-woman's shelter, where life is calmer, safer, and healthier for both mother and baby.



Catholic Family Center

Catholic Family Center, the Catholic Charities agency serving Monroe County, provided services to more than 33,000 people in 2012. Even more telling, the need for emergency assistance increased by almost 1,000 individuals, and food-pantry demand increased by 83 percent.

- Five drug-free babies were born while their moms were under the care of Restart Residential Services, providing a clear-headed start for them and clear savings to taxpayers.

- Community Resource Services collaborated with Foodlink to launch a mobile food pantry specifically targeted at growing issue of suburban poverty.

- 91 percent of parents in the Children, Youth and Families General Preventative program demonstrated improvements in parenting skills and knowledge.

- 16 young people "graduated" from the Unaccompanied Refugee Minor program with an appropriate discharge plan in place.

- The Refugee Resettlement Program initiated a medical case-management project aimed at helping refugee families receive specialized services for mental health and physical and developmental disabilities.

Just one example

For Bhutan refugee Padam Ghimirey and his family, the USA has come to mean "U Start Again," and Catholic Family Center has pointed the way to a new career and a new life in Rochester.

Tortured and imprisoned for protesting the dictatorial Bhutan government's restrictions on speech, religion, and language, Padam took the opportunity to immigrate to the U.S. via a United Nations High Commissioner for Refugees (UNHCR) plan. Landing in Rochester, he quickly began volunteering at CFC to give fellow Bhutanese/Nepalese immigrants a voice. Volunteerism led to full-time employment at CFC—first as a case aid and now as a case manager. The support he received helped build the courage to go on.

Today, Padam, his wife and three daughters are thriving in Rochester. And having already given Bhutanese/Nepalese immigrants a voice, Padam is now working to create a community center to help ease the transition he is so familiar with.

Catholic Charities of Wayne County

Rural Wayne County suffers from high rates of unemployment and underemployment, so the demand for financial assistance -- especially in the form of necessities like food and clothing--was particularly acute in 2012.

The agency provided more than 25,000 food items to 1,400 adults and 950 children through the Food Pantry and the Food Sense program in addition to the clothing mentioned above. The agency also provided more than 2,500 days of transitional housing for 52 migrant farm workers (average stay of 53 days) through its La Casa residence.

Counseling services were also oversubscribed. The Early Intervention Program provided more than 2000 hours of clinical services to 572 family members, with a success rate of more than 97 percent. Through Persons in Need of Supervision (PINS), 347 family members received more than 2,600 hours of case management and 435 hours of counseling services.

Just one example

CCWC's College Bound Program provided services to 121 students, with all seniors completing the program accepted into college.



Catholic Charities of Tompkins/Tioga Counties

CCTT's Samaritan Center was particularly busy in 2012, dispensing more than 30,000 items of clothing, serving more than 2000 households through the food pantry, helping nearly 1000 individuals navigate the federal food-stamp process, and helping 200 immigrants acclimate to life in the United States.

The agency also helped 33 percent more households with HEAP applications than in 2011.

Through its justice and peace initiatives, CCTT led local parishes in gathering more than 900 signatures on a petition to support greater access to mental health care for youth, and trained and led the delegation that delivered the petitions to state lawmakers on Albany Day.

Just one example

Over the last three years, Tioga Outreach Coordinator Laurie Ellis has provided outstanding leadership of day-to-day operations in Tioga County. She demonstrates the proactive leadership style that has been responsible for many of the agency's successes, developing operating manuals for all programs, coordinating the efforts of the agency's advisory board and its homeless coalition, organizing and running two model food pantries and managing the Tioga emergency assistance program.



Catholic Charities of Steuben County

Like its regional counterparts, the Steuben County agency saw dramatically increased demand for anti-poverty assistance in 2012. More than 22,000 individuals living in nearly 9,000 households received assistance. Food pantry demand was up 18 percent over 2011. Food-stamp applications in the county have grown 35 percent between 2008 and 2012.

In addition to its customary slate of Turning Point solutions, the agency also localized a national program, Bridges out of Poverty. Headed by justice and peace director Lynda Lowin, the Steuben County Bridges out of Poverty (SCBOP) program essentially translates justice and peace goals into community action, creating conditions that empower people to move out of poverty.

Bridges out of Poverty offers presentations, workshops, and a wide range of other tools designed to help impoverished individuals and families help themselves. So far, the Steuben County office boasts two certified trainers, with another employee becoming certified in the fall; three facilitators of the Getting Ahead program; and three co-facilitators in training. In 2012, the first Getting Ahead class graduated.

Just one example

A history of bad choices, loss of his driver's license, and heavy fines finally drove Noel and his wife Kayla to the first "Getting Ahead in a Just Gettin' By World" workshop offered through the Steuben County Bridges out of Poverty program last September.

Over the next three months, the couple learned the "hidden rules" of each economic class-and found strength within them to create a plan for change. Internalizing the workshop's strategy of examining life in poverty and envisioning where they want to be in the future, Noel and Kayla took an important first step--moving from a borrowed camper to a mobile home--but only after Noel had taught himself plumbing skills to make the home habitable.

Now, bolstered by the program's teachings, support from their church, monthly networking opportunities, and the mentorship of an "ally" in the community, Noel and Kayla work multiple jobs: Noel is driving and maintaining self-employment, and Kayla advanced from a temporary position to a full-time job with benefits. They credit Steuben County Bridges out of Poverty with helping them build a bridge toward an economically self-sufficient life.

Catholic Charities of the Finger Lakes

The Finger Lakes agency's programs were able to touch more than 17,000 residents of Cayuga, Ontario, Seneca, and Yates counties. More than 13,000 meals were served through the increasingly necessary Geneva Community Lunch program.

In an efficient collaboration with the United Way of Ontario and Cayuga counties, the agency's Emergency Assistance and HEAP programs touched nearly 3,000 people, while Supervised Visitation and Case Management programs provided direct assistance to more than 200 individuals.

Just one example

Due to a history of violence, jail time, and a sketchy living situation, "C" had lost not only custody of but also visitation rights with his young daughter.

But after participating in a multifaceted program with a CCFL case manager, C successfully achieved the stability and developed the parenting skills that allowed him to step into 2013 having achieved an important personal goal—playing a much more important role in his daughter's life.

Specialty Agency Highlights

Catholic Charities Community Services

Last year saw a rare changing of the guard for the agency, which thanked retiring Executive Director Paul Pickering for his three decades of exemplary service and welcomed veteran not-for-profit executive Lori Van Auken as a new guiding force.

The agency also made some operational adjustments to increase efficiency and respond to new Medicaid funding requirements. The former AIDS Services was rechristened the Health Coordination and Support Services Department. Its primary offering is now called care management (rather than "case" management), emphasizing the newly expanded role for overall chronic-illness management and the human kindness with which that management is applied.

In 2012, the agency served more than 800 individuals with developmental disabilities, AIDS, and brain injuries.

Just one example

Five years after being raped by her then-husband's friend, "M" was diagnosed HIV positive. AZT, the only HIV drug available at the time, made her sick and unable to work to support her three children, so she stopped taking it. Upon moving to Rochester, M's health had deteriorated—a blessing in disguise. In the hospital, she met Joyce, a CCCS case worker who helped M regain her strength, dignity, and confidence and get her life back on track. Now healthy again, M was so inspired that she is pursuing her own bachelor's degree in social work.



Food Bank of the Southern Tier

Often mistaken for a food pantry, the Food Bank of the Southern Tier is actually a not-for-profit wholesaler, ensuring that its "retailers" -- the food pantries in six southern-tier counties -- are sufficiently stocked to support needy families.

In 2012, FBST distributed nearly eight million pounds of food to 163 member agencies, some of which are affiliated with Catholic Charities and others not. Total food distributed was up five percent over 2011; requests were up more than three percent; and the Back Pack program served more than 10 percent more children than in 2011.

In addition to food, FBST continued providing assistance and technical support to hunger-relief agencies. Those services included door-to-door deliveries, nutrition education workshops and outreach materials; food safety and sanitation training; access to operational support and capital equipment grants; volunteer recruitment; fundraising; and networking opportunities with other social-service agencies.

Just one example

Without a team of dedicated (some might say "obsessed") volunteers, the agency would be much less efficient. One of those volunteers, Heather Markowski, rolls into work in her wheelchair three days a week. But the production room's work surfaces didn't match up with her seated height.

So Production Room Manager Earl Leonard had a special worktable built to keep Heather productive, happy, and ergonomically healthy.

