

# THE GOOD NEWS

2020 ANNUAL REPORT

A PROGRESS REPORT FROM CATHOLIC CHARITIES OF THE DIOCESE OF ROCHESTER



## Diocesan Catholic Charities 2020 Annual Report

I am very pleased to report that the efforts of Catholic Charities to serve the poorest and most vulnerable members of our community continued in 2020 despite the COVID pandemic. I express my utmost gratitude to the Board and staff leadership and frontline workers of Catholic Charities for their willingness during the pandemic to keep the doors open and providing ongoing services. Once again in 2020, we continued to touch the lives of more than 250,000 individuals in our 12 County Diocese, despite the health risks to especially our front line staff. The specific activities of each of our agencies are outlined within this Annual Report.

Also included within this Annual Report, in addition to our 2020 financial report, is our service matrix which describes in detail the various services provided by our nine Catholic Charities agencies, Camp Stella Maris, Providence Housing as well as Catholic Relief Services and Catholic Campaign for Human Development activities. As you can see from this information in 2020, Catholic Charities continued to reach out to the poorest and most vulnerable in our 12 County Diocese. Not surprisingly, in a year of economic challenges, we found an ever-increasing demand for emergency assistance to which we were able to respond. We continued to provide services amidst the COVID pandemic even within the context of the Diocese of Rochester filing for bankruptcy in light of the Child Victims Act and a large number of lawsuits brought against the Diocese. It needs to be emphasized that the Catholic Charities Corporation did not file for bankruptcy and that our services were not impacted in 2020. We were most pleased

that we continued to receive Catholic Ministry Appeal funding from the Diocese.

During 2020 significant attention was given to restructuring the agency in light of continuing concerns about long term funding stability. Beginning in spring 2020, discussions were begun between three separate pairs of agencies: Catholic Charities of Steuben and Catholic Charities of Livingston County, Catholic Charities of Wayne County and Catholic Charities of the Finger Lakes, and Catholic Charities Community Services and Catholic Family Center. These discussions ultimately resulted in the integration of each of these three pairs of agencies which will be implemented in 2021 and 2022.

I want to recognize also the outstanding job which Kathy Johnson did as Chief Financial Officer, Barbara Poling as Diocesan Catholic Charities Human Resources Director, Robert Trusiak as Diocesan Catholic Charities Corporate Compliance Director and Tom Veeder, Director of the Diocesan IT Department with whom we contract for services.

In closing, I especially want to recognize the strong leadership and support provided by Bishop Salvatore R. Matano and the Diocesan Board of Directors chaired by Tony Adams, without whom the continuing success of Catholic Charities would not be possible.

Jack Balinsky  
Diocesan Director

## 2020 Financial Report

### SUPPORT AND REVENUE:

	Without Donor Restrictions	With Donor Restrictions	Total
Grants and contracts.....	\$ 41,752,459	-	\$ 41,752,459
Program service fees.....	26,649,401	-	26,649,401
Contributions.....	10,834,693	2,685,523	13,520,216
Food in-kind assistance.....	11,344,514	-	11,344,514
Investment income appropriated for operations.....	169,480	-	169,480
Adjustment of prior year revenue.....	-	-	-
Other.....	1,479,980	-	1,479,980
Net assets released from restrictions.....	2,236,136	(2,236,136)	-
<b>Total operating support and revenue.....</b>	<b>94,466,663</b>	<b>449,387</b>	<b>94,916,050</b>

### OPERATING EXPENSES:

Program services.....	78,682,405	-	78,682,405
Support services.....	8,696,802	-	8,696,802
Fundraising.....	1,820,389	-	1,820,389
<b>Total operating expenses.....</b>	<b>89,199,596</b>	<b>-</b>	<b>89,199,596</b>

### EXCESS (DEFICIENCY) OF OPERATING SUPPORT AND REVENUE OVER OPERATING EXPENSES.....

5,267,067 449,387 5,716,454

### OTHER ITEMS:

Net (depreciation) appreciation of investments.....	707,942	605,380	1,313,322
Investment income appropriated for operations.....	-	(169,480)	(169,480)
Loss on disposal of property and equipment.....	418	-	418
Net assets released from restrictions for acquisition of property and equipment.....	39,496	(39,496)	-
Effect of change in insurance liability.....	(53,795)	-	(53,795)

**CHANGE IN NET ASSETS.....** 5,961,128 845,791 6,806,919

**NET ASSETS - beginning of year.....** 14,381,292 7,181,940 21,563,232

**NET ASSETS - end of year.....** \$ 20,342,420 \$ 8,027,731 \$28,370,151

## REGIONAL ROUNDUP

### Catholic Charities Community Services

2020 – one of the hardest years for all of us could have been even more trying for our clients if it were not for the heroic efforts of our **Catholic Charities Community Services** staff and community who came together in the face of COVID 19.

Residential services to those with intellectual/developmental disabilities continued without interruption thanks to the staff members who continued to work through the pandemic every day. Their selfless dedication helped to ensure minimal COVID illness in our residential program. And with the generosity of our community partners, we were able to procure over \$140,000 in grants to ensure continued support for both clients and staff. Through four different grants from the United Way/Rochester Area Community Foundation's Community Crisis fund, **CCCS** was able to help clients with phone bills so they could access telehealth care appointments; we procured tablets for clients to use to continue working on their health care goals by meeting with their health educator as a group, but virtually. We were also able to access adequate Personal Protective Equipment and air purifiers through those grants. Additionally, with a very generous gift from the Golisano Foundation, upgraded laptops, webcams, and scanners were able to be purchased that allowed case managers and care coordinators to continue providing much needed service to their clients remotely through ZOOM technology. These grants allowed us to maintain these added necessities without sacrificing in other areas of need. Additionally, by securing a PPP loan from the Federal government, we were able to offer our residential staff hazard pay.

The most difficult aspect of the pandemic was loss of life. Our Case Managers and Care Coordinators from multiple departments throughout **CCCS** worked together to support one young family. She was a young mother with three children – the youngest only 11 years old – who was dying and whose children had no one to take care of them. A staff member providing services for the youngest child summoned the help of several of her colleagues in other departments who were working with the mother and some of the other family members. As the young mom went into hospice care, this group of compassionate and dedicated people worked together tirelessly



to put a plan in place for the children – health care services, housing, and future custodial planning for the youngest child. Together, they made sure that funeral arrangements were set, there was food for the family, and they stood by the sides of the children as they said goodbye to their mother. They continued to offer support to the 11-year-old while he awaited long-distance family members who were coming to Rochester to bring him home with them. Together, the staff of **CCCS** made the hardest of times just a little more bearable.

Our **CCCS** family was deeply impacted and saddened by the loss of one of our very own heroes. Diane Kruger, our dear friend, colleague, advocate, and **Catholic Charities Community Services** family member left this world suddenly on April 14, 2020. Diane was employed by **CCCS** for 35 years working in the Developmental Disabilities Services Department. Through the years, Diane supported people with compassion, intelligence, a never-say-no attitude, an incredible sense of humor, and an infectious laugh. With a smile on her face, she always made time for anyone coming to her office, and she always had a special treat of chocolate candy to go along with that smile. Diane's dedication and commitment to truly important issues concerning all people involved with **CCCS** has been missed and will forever be so. Hers was a precious life, well lived, and we are so grateful that we had the privilege of knowing such a beautiful, dear lady.

### Catholic Charities of Chemung/Schuyler Counties

For **Catholic Charities Chemung/Schuyler** the most important events of the year were hiring Nancy Koons as the new Executive Director and Ashley Kerrick as the new Director to oversee Schuyler County programs. Nancy came to the agency with more than twenty-five years background in Catholic organizations in the mid-West while Ashley had been working for the agency for several years.

Obviously COVID 19 heavily influenced how services were delivered in 2020:

- Food pantries in both counties continued to provide food and the agency's shelter continued to welcome the homeless. Required to reduce capacity by 50%, the Homeless Shelter housed clients in motel rooms. Case managers worked on site to provide case management services to upwards of 75 individuals.
- Elmira Community Kitchen closed the dining room in March. With all volunteers being furloughed, staff stepped in to prepare 34,541 to-go lunches for those who needed a supplemental meal.
- Housing Counseling Services staff continued to engage remotely with prospective homebuyers, offering financial fitness coaching, and helping homeowners experiencing economic stress because of the pandemic avoid foreclosure and loss of their home.
- Schuyler Outreach Pantry provided approximately 150 meals to families at Easter, Thanksgiving and Christmas. The annual back-to-school backpack giveaway creatively and seamlessly transitioned from an in-person event to COVID-friendly parking lot "drive through", serving nearly 200 children.
- In October our First Step Victim Services, in collaboration with another agency, hosted a virtual community event of panelists, "Isolated Not Alone", addressing implications the COVID shutdown was having on victims of crime and domestic violence. Additionally, a pandemic driven "Safe to Say" campaign was launched through coordinated efforts of Chemung, Schuyler, and Steuben Counties to "Shine the Light on Domestic Violence" – promoting empowerment of local businesses to receive and respond to the needs of domestic violence victims by referral to local domestic violence service providers.

The year 2020 brought crisis in the form of a pandemic resulting in extreme increases in emergency services, yet it was also a call to remain mission driven. This was evident in the willingness and eagerness of staff and generous donors to be extraordinarily present to members in our community who found themselves in dire need, many for the very first time. It was a year of challenges, and a year of many blessings.

## FOSTERING HOPE AND RESPECT FOR HUMAN DIGNITY OVERSEAS

*Catholic Charities Diocese of Rochester* partnered with *Catholic Relief Services* during 2020 to uphold the dignity of human persons - foster hope - and embody Catholic social and moral teaching *globally*. Despite the pandemic and the challenges it presented, Catholic Charities Diocese of Rochester regional Justice and Peace staff encouraged and assisted 55 parishes, schools, and campus communities across the Diocese to participate in *Catholic Relief Services (CRS) Rice Bowl* during Lent 2020 - offering ideas and online resources rooted in Catholic Social Teaching. Catholic Charities regional offices collaborated with participating parishes, schools, campus communities to distribute the 25% local share of *Lent 2020 CRS Rice Bowl* alms in grants to 29 local hunger relief organizations (including many parish food pantries and meal programs) across the Diocese. Justice and Peace staff joined with Catholic Relief Services national office staff to advocate for successful passage by Congress of the *Global Child Thrive Act* and to advocate for equitable global distribution of Covid-19 vaccines.

## Catholic Charities of the Finger Lakes



The challenges of the pandemic provided a number of opportunities for our **Catholic Charities of the Finger Lakes** team. One of our Drug Court Treatment programs in Cayuga County closed due to State funding cuts. However, we were able to reposition our two full-time Case Managers employed under that program into a new Drug Court Treatment program, acting as liaisons and advocates for clients throughout the County completing their court requirements.

Our Community Lunch Program experienced significant and positive evolution as our daily client participation more than doubled with the onset of COVID restrictions. We converted from a sit-down service to take-away, and adapted our distribution systems to meet the increased de-

mand. We are grateful to the many volunteers and donors who contributed to keep our doors open and thriving during this very challenging year!

Our Emergency Assistance Program branched out in new ways during 2020 as well. By serving on the Board for the FEMA Emergency Food and Shelter Programs in Cayuga, Seneca, and Ontario Counties, we helped secure funds under Phase 37 and CARES to provide rental assistance, utility payments, and food vouchers for qualifying residents. Some of these sources were completely new to us and we have continued to expand our presence on these Boards and with the other participating agencies – wonderful examples of how we collaborated locally to open new conduits for assistance monies to serve our local residents in need.

## Food Bank of the Southern Tier

In 2019 **The Food Bank of the Southern Tier** distributed 13.3 million pounds of food through our network of Hunger Relief agencies across Broome, Chemung, Steuben, Schuyler, Tompkins and Tioga Counties. In one dramatic moment our world changed with COVID 19.

Traditional food resources suddenly became unavailable due to supply chain shortages.

Grocery store shelves were bare and food prices increased. Schools and businesses closed and overnight the **Food Bank** received an increase of 300% in food requests. In response to these changed conditions, the **Food Bank** launched several new initiatives:

- Overall ten community food distribution locations were established throughout the region. Each one was designed to serve up to 500 households using a contactless drive through model.
- Several Food Hubs were set up to replace cancelled warehouse volunteer shifts and pack emergency food boxes to be delivered

to high need populations such as seniors, veterans and families with young children.

- Even at the height of the pandemic, 88% of food pantries and meal sites adapted their operations to remain open.
- A call in and online registration system was established and took in 11,200 phone calls over ten months.

In 2020 we served 264,109 household requests for food, a 20% increase from 2019:

- 2,700 children were served through the Backpack program.
- 104,139 requests for food came to Mobile Food Pantries and COVID 19 Community Food distributions.
- 11,547 requests came through College Pantries and College Mobile Food Pantries.
- 5,962 requests came through School Food Pantries and school agencies.
- 198,120 requests came through Meal Sites.

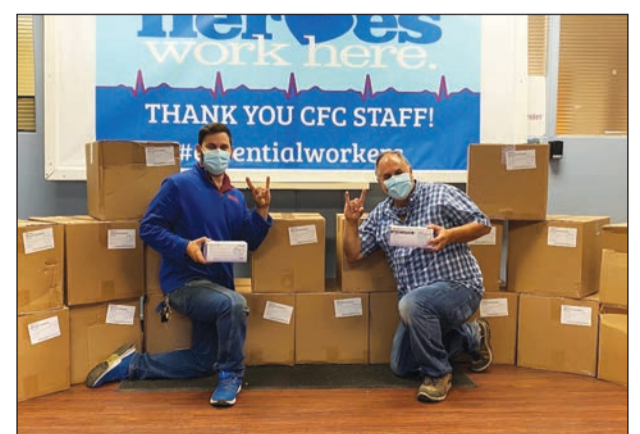
All of this extraordinary work was due to the dedicated commitment of staff and the support of those in the community, many of whom were first time donors.

## Catholic Family Center

That the year 2020 was a year like no other is a given. The COVID-19 pandemic has taken a toll on us all, and in many ways a disproportionate one on the poor and vulnerable individuals and families served by **Catholic Family Center**. With all its challenges and difficulties, however, this unprecedented year also cast a spotlight on the determination and dedication of **CFC** staff to make sure that our clients continued to receive critical services and supports. In just a few of many examples:

- Our agency distributed \$1.3 million in rental assistance, participating in the COVID-related emergency COVID -19 rental assistance funds distributed by the City and the County. The program expects to receive and distribute as much as \$5 million more in emergency funds for rent in 2021.
- **Bridges to Success Adult Mentoring** participants had regular virtual meetings with their mentors and continued to make progress toward stability even in this pandemic environment. Twenty-one participants actually improved their employment status in 2020.
- At the start of the pandemic emergency in March, NYS enacted emergency regulations reducing restrictions on the provision of telehealth. The State guidance came out on a Friday. In response, Restart Outpatient pivoted from 100% in person services to almost exclusively virtual services in a period of 3 days. Staff were provided with mobile equipment that would allow for work from home, and administrative staff developed new billing codes, guidance on new documentation requirements, and training on these elements. By Wednesday of the following week, telehealth was fully activated and the team was trained.
- Housing and Crisis Stabilization Services reopened Place of Hope as a warming center, providing safe and necessary shelter for people not eligible for social service placement.
- To help keep our programs well-staffed, our HR team held several drive-through recruitment days at various locations.

In 2020, our staff's commitment and dedication was a beacon of hope during some dark days. They saw clients on front porches, in parks, over Zoom, and in our 24/7 residences and shelters. They celebrated generous donations of PPE and supplies. They supported each other as well as our clients, checking in, making each other laugh, and comforting each other in times of sadness.



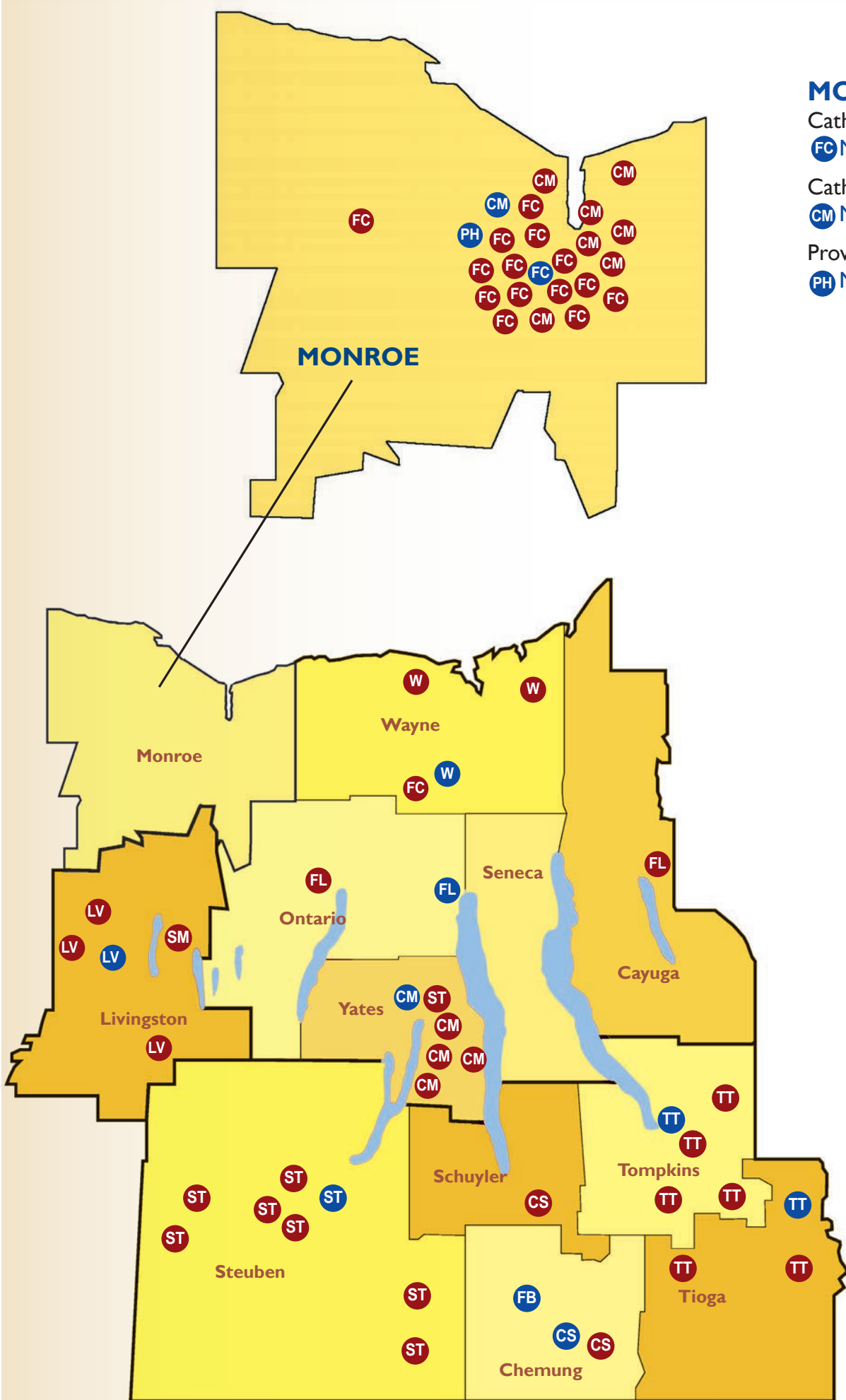


# Catholic Charities

## of the Diocese of Rochester, Inc.



We help our neighbors develop skills for life. We empower them to lead healthy, productive independent lives. We provide a place where people can grow in personal dignity.



### MONROE COUNTY

- Catholic Family Center (FC)
  - # Main Office # Program Sites
- Catholic Charities Community Services (CM)
  - # Main Office # Program Sites
- Providence Housing - Main Office (PH)
  - # Main Office

### AREAWIDE

- Catholic Family Center (FC)
  - # Main Office # Program Sites
- Catholic Charities Community Services (CM)
  - # Main Office # Program Sites
- Catholic Charities of Livingston County (LV)
  - # Main Office # Program Site
- Catholic Charities of the Finger Lakes (FL)
  - # Main Office # Program Site
- Catholic Charities of the Steuben County (ST)
  - # Main Office # Program Site
- Catholic Charities of Tompkins/Tioga (TT)
  - # Main Office # Program Site
- Catholic Charities of Chemung/Schuyler (CS)
  - # Main Office # Program Site
- Food Bank of the Southern Tier (FB)
  - # Main Office
- Catholic Charities of Wayne County (W)
  - # Main Office # Program Site
- Camp Stella Maris (SM)
  - # Program Site

# Main Office # Program Site

Not included here are the 32 properties managed by Providence Housing and the 164 food pantries and soup kitchens supported by the Food Bank.

# CATHOLIC CHARITIES OF THE DIOCESE OF ROCHESTER, INC.

Agency	Emergency Services	Family Functioning/ Financial Self Sufficiency	Special Needs	Housing Services	Nutrition Security
<p><b>Catholic Family Center</b></p>	<ul style="list-style-type: none"> <li>• 4,398 individuals</li> </ul>	<ul style="list-style-type: none"> <li>• Aging &amp; Adult Services - 2,619 individuals</li> <li>• Children Youth &amp; Family - 1,231 individuals</li> <li>• Kinship Navigator - 4,203 individuals</li> <li>• Refugee and Immigration - 1,764 individuals</li> <li>• Workforce Development - 551 individuals</li> </ul>	<ul style="list-style-type: none"> <li>• Mental Health Clinic - 2,149 individuals</li> <li>• Restart Drug Program (Outpatient &amp; Residential) - 3,240 individuals</li> </ul>	<ul style="list-style-type: none"> <li>• Shelters &amp; Supportive Housing - 2,334 individuals</li> </ul>	
<p><b>Catholic Charities Community Services</b> (Serving 12 Counties)</p>	<p>Over 55,000 persons in our Twelve County Diocese received Emergency Assistance in 2020.</p>		<ul style="list-style-type: none"> <li>• Developmental Disabilities - 611 individuals</li> <li>• Care Coordination - 824 individuals</li> <li>• Supportive Services/ Clinical - 492 individuals</li> </ul>	 <p>Catholic Charities helped 30,000 families with clothing assistance in 2020.</p>	
<p><b>Catholic Charities of Chemung/Schuyler Counties</b></p>	<ul style="list-style-type: none"> <li>• Clothing - 2,253 individuals</li> <li>• Diapers &amp; Formula - 130 families</li> <li>• Samaritan Center Outreach - 884 services delivered</li> <li>• Homeless Shelter- 580 individuals</li> <li>Housing for Parolees- 27 individuals</li> </ul>	<ul style="list-style-type: none"> <li>• Retired Seniors Volunteer Program (RSVP) - 177 individuals</li> <li>• Tax Return Assistance - 291 applications</li> <li>• Victims of Crime - 244 individuals</li> <li>• Runaways/Homeless/Trafficked Youth- 8 youth</li> </ul>	<ul style="list-style-type: none"> <li>• Managed Care for Adults - 180 individuals</li> <li>• Managed Care for Children - 17 children</li> <li>• Home and Community Based Services - 83 adults and 10 children</li> </ul>	<ul style="list-style-type: none"> <li>• Homeless Prevention - 297 individuals</li> <li>• Housing Case Management - 392 individuals</li> <li>• Mortgage Foreclosure Preventions - 716 individuals</li> <li>• First Time Homebuyers - 7 families</li> <li>• LaFrance (in conjunction with Providence Housing) - 20 individuals</li> </ul>	<ul style="list-style-type: none"> <li>• Food Pantry- 4,614 individuals</li> <li>• Community Kitchen - 34,541 individuals</li> </ul>
<p><b>Catholic Charities of Livingston County</b></p>	<ul style="list-style-type: none"> <li>• Help Works Emergency Assistance - 1,756 families</li> </ul>	<ul style="list-style-type: none"> <li>• Faith In Action Volunteer Transportation Services - 105 individuals</li> <li>• Employment Case Management - 168 individuals</li> <li>• Individual &amp; Family Therapy- 9 families</li> <li>• Parenting Classes &amp; Case Management- 10 families</li> <li>• Hope Youth Mentoring - 44 Children</li> </ul>	<ul style="list-style-type: none"> <li>• Home and Community Based Services - 25 individuals</li> <li>• Transitional Jail Counseling - 109 individuals</li> <li>• Children's Health Home Case Management - 31 children</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency Housing - 15 families served</li> </ul>	<ul style="list-style-type: none"> <li>• Food Pantry - 3,700 individuals</li> </ul>
<p><b>Catholic Charities of Steuben County</b></p>	<ul style="list-style-type: none"> <li>• Turning Point - 26,919 services</li> </ul>	<ul style="list-style-type: none"> <li>• Substance Abuse Prevention - 3,005 individuals</li> <li>• Healthy Families - 232 families</li> <li>• Family Preservation SHAPE - 150 families</li> </ul>	<ul style="list-style-type: none"> <li>• Weider House Community Residence - 63 individuals</li> <li>• Supportive Living - 23 individuals</li> <li>• Center of Treatment Innovaton Mobile Clinic - 54 individuals</li> <li>• Therapeutic Foster Care- 46 children</li> </ul>	<ul style="list-style-type: none"> <li>• Rental Assistance - 464 Families</li> <li>• Utility Assistance - 310 families</li> </ul>	<ul style="list-style-type: none"> <li>• Food Pantry - 14,890 individuals</li> </ul>
<p><b>Catholic Charities of the Finger Lakes</b> (Serving 4 Counties)</p>	<ul style="list-style-type: none"> <li>• Emergency Assistance - 1,658 individuals</li> </ul>	<ul style="list-style-type: none"> <li>• Family Case Management - 92 individuals</li> <li>• Supervised Visitation- 1,224 individuals</li> <li>• Post Adoption/Guardian Services- 225 individuals</li> <li>• Social Security Assistance- 363 individuals</li> </ul>	<ul style="list-style-type: none"> <li>• Drug Court Case Coordination - 794 individuals</li> </ul>	<ul style="list-style-type: none"> <li>• Case Management Support to Homeless - 1,109 individuals</li> </ul>	<ul style="list-style-type: none"> <li>• Geneva Community Lunch Program - 20,888 meals served.</li> </ul>
<p><b>Catholic Charities of Tompkins/Tioga Counties</b></p>	<ul style="list-style-type: none"> <li>• Tioga Emergency Financial Assistance - 1,603 households</li> <li>• Tompkins Emergency Financial Assistance - 1,922 households</li> <li>• Clothing Closet - 1,086 households</li> <li>• Tompkins Emergency Personal Care Products- 955 households</li> <li>• Utility Assistance - 10 households</li> <li>• Transportation Services- 26</li> </ul>	<ul style="list-style-type: none"> <li>• Immigration Services Direct Services - 193 individuals</li> <li>• Free Legal Services - 35 households</li> </ul>	<ul style="list-style-type: none"> <li>• Development Disabilities Employment - 20 households</li> <li>• ACCESS-VR-32 - 32 households</li> </ul>	<ul style="list-style-type: none"> <li>• Rental Assistance - 106 individuals</li> <li>• Transitional Housing (A Place to Stay) - 6 single homeless women</li> </ul>	<ul style="list-style-type: none"> <li>• Food Pantries - 891 individuals</li> <li>• Community Meals - 24 households</li> <li>• Supplemental Nutrition Assistance Program (SNAP) - Prescreens 350 households - Applications 200 households</li> </ul>
<p><b>Catholic Charities of Wayne County</b></p>	<ul style="list-style-type: none"> <li>• Housing Stability Assistance-115 families</li> <li>• Utility Shutoff Assistance - 75 families</li> <li>• Emergency Prescription Assistance - 35 individuals</li> <li>• Wolcott Clothing Center - 1,720 families</li> </ul>	<ul style="list-style-type: none"> <li>• College Bound - 190 students</li> <li>• General Counseling - 145 Individuals</li> <li>• Healthy Relationships Educaton-1,215 individuals</li> </ul>	<ul style="list-style-type: none"> <li>• Persons in Need of Supervision - 110 individuals</li> </ul>	<ul style="list-style-type: none"> <li>• La Casa - 15 individuals</li> </ul>	<ul style="list-style-type: none"> <li>• Newark Food Closet - 2,700 individuals</li> </ul>
<p><b>Food Bank of the Southern Tier</b> (Serving 6 Counties)</p>	 <p>In 2020, there were 264,109 household requests for food - a 20% increase from 2019.</p> <ul style="list-style-type: none"> <li>• 104,139 requests for food at mobile food pantries and COVID 19 community food distributions</li> <li>• 11,500 requests for food through college pantries and college mobile food pantries</li> <li>• 5,962 requests for food through school food pantries and school agenices</li> <li>• 109,120 requests for food through meal sites</li> </ul> <p>17,662,229 pounds of food distributed, a 33% increase from 2019 3,848,281 lbs. of produce distributed, a 38% increase from 2019</p>				
<p><b>Camp Stella Maris</b></p>	<ul style="list-style-type: none"> <li>• Summer Programs: - Family Camping Program 319 families</li> <li>• Year Round Programming -Teambuilding 23 groups</li> <li>-Facility Rental 11 groups</li> <li>-After School Program 49 groups</li> </ul>				
<p><b>Providence Housing Development</b></p>	<ul style="list-style-type: none"> <li>• 2,074 individuals</li> <li>• 1,127 units in 32 projects</li> </ul>				

## REGIONAL ROUNDUP

### Catholic Charities of Tompkins/Tioga Counties

Like all of our sister agencies in **Catholic Charities**, a major focus of **Catholic Charities of Tompkins/Tioga's** work in 2020 was responding to COVID. Special initiatives we undertook included:

- Providing small Mobile Food Pantries in Tioga and delivering food to families and seniors.
- Through our kitchen in Tioga, providing pre-boxed food and meals to go.
- Providing food cards to individuals, mostly immigrants, in Tompkins County.
- Bagging and delivering clothes to people.
- Providing Zoom trainings to immigrants to help them understand COVID and helping them with unemployment paperwork.
- Providing Zoom groups for our Fatherhood program to keep fathers involved.

Happily, in addition to responding to COVID, we were able to add several programs to our agency:

- Expanding OPWDD services with community habilitation and Pre-Vocational services.
- Providing community meals and opening a kitchen in our Nichols site in Tioga County.
- Adding employment services through OASAS.
- Adding a new contract through OMH to do extended employment.

The addition of these new programs enabled us to expand our staff in OPWDD services, the OASAS program and the hiring of a chef for our kitchen.

### Catholic Charities of Wayne County



COVID brought a number of challenges and opportunities to our **Catholic Charities of Wayne County** team. Before the end of the year, we were informed by Wayne County DSS that due to State funding cuts, they would not be able to renew our PINS (Persons in Need of Supervision) contract for 2021. This program employed a full-time Program Supervisor and two full-time Case Managers. We repositioned our Program Supervisor to now lead our new Children's Health Home Program, which commenced in January 2021.

Our Childhood Counseling & Intervention Program and College Bound Program both converted to hybrid virtual interactions quickly and proved a vital connector in our local schools. The districts we serve were so

pleased with our quick adaptation that they have already signed up again for the next school year. Both programs are growing in Wayne County, and will soon expand into our newly integrated Finger Lakes counties as well.

We were pleased to help United Way of Wayne County as their go-to agency to roll out their Project Uplift funds locally (as provided by Eastman Savings & Loan.) Already working with United Way on five programs locally, we worked with them to help residents affected by COVID maintain their homes and keep their families intact during the crisis. We were pleased to also receive their Award of Excellence for Exceptional Campaign Performance recognizing our 100% employee participation again, now for the seventh year in a row!

## CATHOLIC CAMPAIGN FOR HUMAN DEVELOPMENT

Founded by the US Catholic Bishops in 1969, the Catholic Campaign for Human Development (CCHD) is an anti-poverty program aimed at addressing the roots causes of poverty and oppression. Through a national collection taken up in dioceses across the country, CCHD supports grassroots organizations led by low-income people effecting social change. **Catholic Charities'** Justice & Peace staff promote the national collection each year, which raised over **\$59,000**.

In 2020, after a rigorous grant review process by CCHD national staff, Justice & Peace staff and other Diocese of Rochester Catholic leaders, four organizations within the Diocese of Rochester were approved for major national CCHD grants by Bishop Matano and the US Conference of Catholic Bishops. They are:

1. **Alianza Agricola**, a farmworker organization whose members advocate for workplace and civil rights for these essential workers whose labor feeds us
2. **The Tompkins County Workers Center**, which promotes living wages and assists workers who are victims of wage theft
3. **City Roots Community Land Trust**, a group of low-income people renovating blighted properties and becoming homeowners in inner city Rochester; and
4. **Refugees Helping Refugees**, an organization of and for refugees providing English classes, job skills training, and tenants organizing so their members aren't exploited by their landlord

**Catholic Charities** Justice & Peace staff members also oversaw the small local CCHD grants program, funded by a portion of the Diocesan collection. In 2020, over \$14,000 was allocated from the collection for these programs. Small CCHD grants were awarded to six grassroots groups around the diocese. These community efforts are empowering marginalized people, including farmworkers, inner city teens and formerly incarcerated people, to know their rights and reclaim their dignity.

## Providence Housing Development Corporation



This past year can best be described as a year of challenges, opportunities and tasks successfully completed across all of **Providence Housing Development Corporation's** businesses: property management, housing the homeless and development of new projects. The overriding fact was the pandemic and its impact.

As the manager of over 1,000 units of housing, serving over 1,700 residents, **Providence** is deemed an essential business. The property management staff did not have the option of working remotely. With proper protocols put in place, the property management staff maintained the properties beautifully and assisted the residents whenever possible. None of **Providence's** properties became a "hot spot" and the management staff remained very healthy. This was indeed a blessing.

The pandemic did have a tremendous impact on **Providence's** ability to collect rent, especially on those projects described as "workforce housing." Many of these residents lost jobs, faced increased childcare issues as schools remained closed or helped care for sick family members. Many of these residents could not pay their rent. **Provi-**



*LaFrance Apartments in Elmira*

**dence's** rent receivables more than doubled. **Providence** survived by obtaining a PPP loan and instituting its first fundraising campaign in over seven years. The campaign's sole purpose was to raise funds for rent relief for residents struggling to pay rent. The campaign, which targeted Providence's vendors primarily, raised over \$30,000 and over twenty-five families received direct credit for past due rent.

The pandemic also increased the demand for homeless prevention in our communities, especially Monroe County. Federal, State,

and local governments made more grant funds available. **Providence** received new or enhanced grant funds to address this issue. The goal of this program is two-fold: find safe, affordable housing for the homeless or for people in danger of becoming homeless by sending rent directly to landlords and providing support services to those individuals so that they can successfully stay in their new homes. **Providence** expanded its grants administration staff to ensure that a case manager is in regular contact with these residents to assist them with issues that may impact their ability to remain in permanent housing.

On the development side, the LaFrance project in Elmira, New York, was successfully completed. This 37-unit project targets 20 residents who require supportive services and an additional 17 residents who need affordable housing. The facility is beautiful, and the project was fully occupied in the first quarter of 2020. **Providence** partnered with **Catholic Charities of Chemung/Schuyler County** in the endeavor. **Catholic Charities** is providing the support services for this project.

**Providence** is actively pursuing funding for three new projects. These proposed projects are located in Hilton, New York, Ithaca, New York, and Bath, New York. In addition, **Providence** is developing a pipeline of other potential projects throughout the Diocese of Rochester. The demand for affordable never ceases.

## Catholic Charities of Steuben/Livingston County



2020 was undoubtedly one of the most challenging years in US history and one that will never be forgotten. It certainly impacted our already struggling clients in so many ways. We are so proud of our dedicated staff, leaders, and board members for rising to the challenges and providing loving, caring service in response to the COVID-19 crisis. In 2020, **Catholic Charities of Steuben** was able to provide a total of 28,016 services. **Catholic Charities of Livingston County** was able to provide 7,033 services in 2020.

In addition, in response to the ever-changing legislative and government requirements, we have merged the Steuben County and Livingston County **Catholic Charities** organizations to provide more scale and synergies to meet these challenges and do more good for more people. The cooperation and teamwork of these two organizations have been awe-inspiring and optimizes the skills

and commitment of both organizations. We are certainly STRONGER TOGETHER, and our many clients will significantly benefit from this integration.

Some highlights from 2020 include:

- Child Care Services - transitioned classroom care and learning to accommodate support to students who were participating in virtual or hybrid learning models
- Residential Services - a certification received to open a new four-bed supportive living home in Hornell, NY
- Center of Treatment Innovation (COTI) - new program via State opioid response grant to provide mobile treatment, support in Steuben County
- Peer Services – Provided peer services and certified peers in residential, COTI, and Home and Community Based Services (HCBS) across counties
- Telehealth - Implemented telehealth services to continue providing essential programming
- Homeless Emergency Solutions Grant (ESG-CV) - housing contract to provide case management services along with help with rental arrears and ongoing rental assistance in Livingston County

## Camp Stella Maris

For the first time in 94 years camp was unable to operate our beloved summer programs due to the COVID pandemic. We are so grateful to our **Camp Stella Maris** family. Our staff, alumni, campers, families, and donors made it possible for us to weather the storm and be in the position to be able to start up again in 2021. Early on, our Alumni Association organized virtual Primetimes, 30 minute peer-lead reflections which brought together generations of former staff to pray for Camp's survival. Our camper families, though disappointed that summer camp was cancelled, either rolled over their cash deposits or donated them to help out. Donations came in from all over the country accompanied by notes of how **CSM** changed the donor's life. Clearly our Camp family was in this with us.

While we were unable to operate as a summer camp, we were able to open as a campground and opened our 23 cabins up to families throughout the summer. **CSM** Family Camping quickly became a hit and families from all across the state were flocking to the eastern shore of Conesus Lake to spend a few nights at our beautiful facility. Over one-third of our families were new to **CSM** and all of them left loving the experience.



# Advocating For The Dignity Of The Human Person



Pope Francis teaches in his encyclical, *Deus Caritas Est*: “The just ordering of society and of the state is a central responsibility of politics.....the Church cannot and must not take upon herself the political battle to bring about the most just society possible. She cannot and must not replace the State. Yet at the same time she cannot and must not remain on the sidelines in the fight for justice. She has to play her part...”

Our Catholic faith calls us to serve the most vulnerable and to advocate for justice in social structures. **Catholic Charities** ministry in the **Diocese of Rochester** ad-

vocates for social justice public policies at all levels of government and we share our experience of serving those in need with elected leaders and the wider community. Our positions are consistent with the New York State Catholic Conference, United States Conference of Catholic Bishops, and **Catholic Charities USA**.

We seek to partner with the Diocesan Catholic community as we advocate for public policy that respects the dignity and sacredness of the human person. During 2020 **Catholic Charities** regional Justice and Peace staff offered information,

resources, training, and encouragement to parishes across the Diocese on a broad range of public policy issues including: Physician-Assisted Suicide, Energy Efficiency Aid for Catholic Schools, Addictions, Mental Health, Child Poverty, Housing, Care for God’s Creation. Lead by Fr. Dan Condon and the Diocesan Public Policy Committee, **Catholic Charities** Justice and Peace staff reached out to parishes inviting them to participate in the annual 2020 Diocesan Public Policy Advocacy Weekend – an opportunity for parishioners to speak up in opposition to legalization of Physician Assisted Suicide in New York State.



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**THE GOOD NEWS**

CATHOLIC CHARITIES OF THE DIOCESE OF ROCHESTER

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