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 advocates 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.
Regional Roundup

For Catholic Charities Chemung/ Schuyler County

This year can best be described as a year of challenges, opportunities and tasks successfully accomplished across all of Providence Housing Development Corporation’s businesses: property management, housing the homeless and development of new projects. The pandemic was the pandering 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 all we could to offer our residential staff hazard pay. We were also able to provide adequate Personal Protective Equipment and air purifiers through those grants. Additionally, with a very generous gift from the Catholic Charities Development Fund and a response grant to provide mobile treatment services, 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 reopened, lacked care for sick family members. Many of these residents could not pay their rent. Providence’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 tenors, 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 sustainable housing for the homeless or for people in danger of becoming homeless by sending rent directly to landlords and providing case management services to those individuals so that they can successfully stay in their new homes. Providence expanded its grants administered by the State to ensure that a case manager is in regular contact with these residents to assist them with issues that may prevent their ability to remain in permanent housing.

On the development side, the LaFrance project in Elmira, New York, was successfully funded. The project targets 20 new single-family homes for people who reside in Chemung and Schuyler counties, plus 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 a new development in both counties. Projects are located in Hilton, New York; Ithaca, New York; and Bath, New York. In addition, we are developing a pipeline of other potential projects throughout the Diocese of Rochester. The demand for affordable never ceases.

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 a position to respond in 2021. Early on, our Alumni Association organized virtual Primetime, 30 minute peer-led 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 CMS 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 through the Family Cabin program. This 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 CMS and all of them left loving the experience.
Michaels in 2020, after a rigorous grant review process by CCHD national staff, Justice & Peace staff and other Diocese of Rochester Catholic leaders.

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 based on COVID cases. 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 demand. We are grateful to the many volunteers and donors who contributed to keep our doors open and thrive during this very challenging year.

The Catholic Charities of the Finger Lakes is a Catholic agency dedicated to serving the needs of people in need. The Catholic Charities of the Finger Lakes is committed to serving the needs of people in need and helping them to understand COVID and the challenges it presents.

In 2020 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 of our world changed with COVID 19.

Traditional food resources suddenly became unavailavle 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 changes 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 COVID 19 Community Food distributions.

1,547 requests came through College Pantries and College Mobile Food Pantries. 5,962 requests came through School Food Pantries and school agencies.

196,120 requests came through MealStreak.

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.

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.

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 no longer 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 Counselling & 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 within 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 UnitedWay 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 our Award of Excellence for Exceptional Campaign Performance recognizing our 100% employee participation again, now for the seventh year in a row.

Founded 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. Allianza Agricola, a farmer-oriented 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 oversee 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 organizations led by low-income people effecting social change. 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-baked 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.

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Regional Roundup

Catholic Charities of Tompkins/Tioga Counties

Catholic Charities of Wayne County

Food Bank of the Southern Tier

Catholic Family Center
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 Rochester, Inc.

<table>
<thead>
<tr>
<th>Agency</th>
<th>Emergency Services</th>
<th>Family Functioning/Financial Self Sufficiency</th>
<th>Special Needs</th>
<th>Housing Services</th>
<th>Nutrition Security</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catholic Family Center</td>
<td>4,316 individuals</td>
<td>Aging &amp; Adult Services - 2,638 individuals</td>
<td>Mental Health Clinic - 5,949 individuals</td>
<td>Builders &amp; Supportive Housing - 2,234 individuals</td>
<td></td>
</tr>
<tr>
<td>Catholic Charities Community Services (Serving 12 Counties)</td>
<td>Over 55,000 persons in our Twelve County Diocese received Emergency Assistance in 2020.</td>
<td>Development Disabilities - 242,383</td>
<td>Over 55,000 tenants with clothing assistance in 2020.</td>
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</tr>
<tr>
<td>Catholic Charities of Chemung/Schuyler Counties</td>
<td>3,631 individuals</td>
<td>Clothing - 2,253 individuals</td>
<td>Mental Health Services - 180 individuals</td>
<td>Food Pantry - 40,614 individuals</td>
<td></td>
</tr>
<tr>
<td>Catholic Charities of Livingston County</td>
<td>2,236 individuals</td>
<td>Substance Abuse Prevention Program (SAP) - 10,365 individuals</td>
<td>Medical House Community Residence - 60 individuals</td>
<td>Food Pantry - 25,760 individuals</td>
<td></td>
</tr>
<tr>
<td>Catholic Charities of Steuben County</td>
<td>2,567 individuals</td>
<td>Family Care Management - 52 individuals</td>
<td>Rental Assistance - 467 families</td>
<td>Food Pantry - 9,896 individuals</td>
<td></td>
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<tr>
<td>Catholic Charities of the Finger Lakes (Serving 4 Counties)</td>
<td>2,457 individuals</td>
<td>Supervised Visitation - 1,224 individuals</td>
<td>Mental Health Services - 144 individuals</td>
<td>Food Pantry - 3,310 individuals</td>
<td></td>
</tr>
<tr>
<td>Catholic Charities of Tompkins/Tioga Counties</td>
<td>3,615 individuals</td>
<td>Post Adoption/Guardian Services - 225 individuals</td>
<td>Children’s Health Home - 46 children</td>
<td>Food Pantry - 3,841 individuals</td>
<td></td>
</tr>
<tr>
<td>Catholic Charities of Wayne County</td>
<td>3,090 individuals</td>
<td>Social Security Assistance - 41 individuals</td>
<td>Community Residence - 611 individuals</td>
<td>Food Pantries - 221 individuals</td>
<td></td>
</tr>
</tbody>
</table>

### Food Bank of the Southern Tier (Serving 4 Counties)

- 194,148 requests for food at mobile food pantries and COVID-19 community food distributions
- 142,400 requests for food through college pantries and college mobile food pantries
- 5,312 requests for food through school food programs
- 3,841,281 lbs. of food distributed, a 33% increase from 2019

### Camp Stella Maris

- 2,874 individuals
- 1,172 with 26 projects

### Providence Housing Development

- 15 individuals
- 22 groups
- 1,332 units
- 844 services delivered
- 11,500 requests for food through college pantries and college mobile food pantries
- 3,841,281 lbs. of food distributed, a 33% increase from 2019

In 2020, there were 264,109 household requests for food:
- 22% increase from 2019
Not included here are the 32 properties managed by Providence Housing and the 164 food pantries and soup kitchens supported by the Food Bank.

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<tr>
<td>Catholic Family Center</td>
<td>4,218 individuals</td>
<td>• Aging &amp; Adult Services - 2,219 individuals</td>
<td>• Mental Health Clinics - 3,149 individuals</td>
<td>• Renal Support</td>
<td>• Food Pantry - 2,254 individuals</td>
</tr>
<tr>
<td>Catholic Charities Community Services</td>
<td>Over 55,000 persons in our Twelve County Diocese received Emergency Assistance in 2020.</td>
<td>• Family Violence Intervention</td>
<td>• Development Disabilities/Intellectual Development</td>
<td>• Family Services</td>
<td>• Cereal Pantry - 1,086 individuals</td>
</tr>
<tr>
<td>Catholic Charities of Chemung/Schuyler Counties</td>
<td>• Clothing - 2,233 individuals</td>
<td>• Substance Abuse Prevention - 2,085 individuals</td>
<td>• Managed Care - 23 individuals</td>
<td>• Food Pantry - 1,414 individuals</td>
<td></td>
</tr>
<tr>
<td>Catholic Charities of Livingston County</td>
<td>• Help Works - 2,719 services</td>
<td>• Family Violence Intervention</td>
<td>• Managed Care for Children - 19 individuals</td>
<td>• Community Kitchen - 1,061 individuals</td>
<td></td>
</tr>
<tr>
<td>Catholic Charities of Steuben County</td>
<td>• Turning Points - 5,319 services</td>
<td>• Substance Abuse Prevention - 2,085 individuals</td>
<td>• Managed Care for Children - 19 individuals</td>
<td>• Food Pantry - 2,781 individuals</td>
<td></td>
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<tr>
<td>Catholic Charities of the Finger Lakes (Seneca, Steuben, Yates Counties)</td>
<td>• Emergency Assistance - 1,468 individuals</td>
<td>• Family Violence Intervention</td>
<td>• Managed Care - 23 individuals</td>
<td>• Food Pantry - 1,414 individuals</td>
<td></td>
</tr>
<tr>
<td>Catholic Charities of Tompkins/Tioga Counties</td>
<td>• Tugs Emergency Financial Assistance - 801 individuals</td>
<td>• Immigration Services - 192 individuals</td>
<td>• Managed Care - 23 individuals</td>
<td>• Food Pantry - 2,781 individuals</td>
<td></td>
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<td>Catholic Charities of Wayne County</td>
<td>• Family Violence Intervention</td>
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In 2020, there were 264,109 household requests for food. ~ a 20% increase from 2019.
- 114,380 requests for food at mobile food pantries and COVID-19 community food distributions
- 11,580 requests for food through college partners and college-wide food pantries
- $252,000 for food through school district food programs and school agencies
- 19,170 requests for food through retail sites
- 17,662,229 pounds of food distributed, a 33% increase from 2019
- 3,848,281 lbs. of produce distributed, a 38% increase from 2019
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 Campaign’s 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, 10 organizations were funded. 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.

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.

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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 UnitedWay 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!

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 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 demand. 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.

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.

• 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 of our in response. Restart Outpatient pivoted from 100% in person services to almost exclusively virtual services in a period of 5 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 responded quickly to set up 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, on 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 comfort each other in times of sadness.

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, an 8% increase from 2019.

• 2,700 children were served through the BackPack program.

• 104,139 requests for food came to Mobile Food Pantries across COVID 19 Community Food distributions.

• 11,547 requests came through College Puts in 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.
For Catholic Charities Churum/ Schuyler the most important events of the year was hiring Amy Koos as the new Ex- ecutive Director and Ashley Kerrick as the new Director to oversee Schuyler County programs. Nancy was able to operate 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 manage- ment services to upwards of 75 indi- viduals.  
• Elimra Community Kitchen closed the dining room in March. With all volun- teers being furloughed, staff stepped in to prepare 34,541 to-go lunches for those in need.  
• Housing Counseling Services staff con- tinued to engage remotely with pro- spective homebuyers, offering financial counseling, financial coaching, and helping homeown- ers experiencing economic stress be- cause of COVID 19. Members worked on site to provide case manage- ment and support services to upwards of 75 indi- viduals.  
• Scholarship Outreach Pantry provided up- to three weeks of food, per family, at Easter, Thanksgiving and Christmas. The annual back-to-school backpac give- away creatively and seamlessly transi- tioned from an in-person event to CO- VID-friendly packing lot “Drive Through”, serving nearly 200 families.  
• In October our First Step Victim Servic- es, in collaboration with another agency, hosted a virtual conference on sexual violence with a panel of experts. “Isolated Not Alone”, addressing im- plications the COVID reduction was having on victims of sexual and domestic violence. Additionally, a par- ticipant-driven “Safe to Say” campaign was launched through coordinated efforts of Churum, Schuyler, and Steuben Coun- ties to “Shine the Light on Domestic Vi- olence” – promoting empowerment of local businesses to receive and respond to the needs of domestic violence vic- tims.  
• The Food Pantry became a “hot spot” and the management and staff maintained the properties beau- tifully and protective of the protocols put in place, the property manage- ment staff maintained the properties beau- tifully and protected the protocol put in place, the property manage- ment staff maintained the properties beau- tifu. 

Our CCCC family was deeply impacted and added to that dedication to our our very own heroes. Diane Kruger, our dear friend, colleague, advocate, and Catholic Charities Community- wide Service Family Council member, lost her fight with this disease on March 3rd. Diane supported people with compassion, intelligence, a never-say-no attitude, an incredible sense of humor, and an infectious laugh. With- smile on her face, she always made time for any- one coming to her office, and she always had a special treat of chocolates ready to go along with that smile. Diane’s dedication and commitment to truly important issues concerning all people was unwavering, with CCCC staff missed and will forever be. 

The year 2020 was undoubtedly one of the most challenging years in US history and one that will never be forgotten. It was certainly an impactful- al year. The challenges caused by the COVID 19 pandemic were a magnitude of what we were prepared for across the board. Leaders, and board members for rising for the challenges and providing loving, caring ser- vice in response to the COVID 19 crisis. In 2020 Catholic Charities of Steuben County provided a total of 28,016 services. 

2020 was a year unlike any other in our history, and one where the needs of our clients were more pronounced than ever before. With the pandemic, we were forced to operate in new ways. We learned to adapt to the changing landscape, and were able to continue to provide the services and support our community so desperately needed. 

The goal of this program is two-fold:  
• Child Care Services - transitioned classroom care and learning to accom- modate support to students who were in school and learning virtually or hybrid learning- models  
• Residential Services - a certification was received to open new funded sup- portive living in Hornell, NY  
• Center of Treatment Innovation (CTI) - new program in Ithaca and expanded its services.  

For the first time in 94 years summer camp was un- successful for people in danger of becoming homeless. We are so grateful for the summer camp. Our camper parents, campers, families, and donors made it possible for us to continue our mission and camps in 2021 with a reduced capacity due to the COVID pandemic. We are so grateful for the summer camp. Our camper parents, campers, families, and donors made it possible for us to continue our mission and camps in 2021 with a reduced capacity due to the COVID pandemic.
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 remain on the sidelines in the battle to bring about the most just society…….the Church cannot and must not take upon herself the political activity of politics…….the just ordering of society and of the state is a central responsibility of the Church.”

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 advocates 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 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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**2020 Financial Report**

<table>
<thead>
<tr>
<th>Support and Revenue</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants and contracts</td>
<td>$41,752,459</td>
</tr>
<tr>
<td>Program service fees</td>
<td>36,449,403</td>
</tr>
<tr>
<td>Contributions</td>
<td>10,834,693</td>
</tr>
<tr>
<td>Food in-kind assistance</td>
<td>13,344,514</td>
</tr>
<tr>
<td>Investment income appropriated for operations</td>
<td>169,480</td>
</tr>
<tr>
<td>Adjustment of prior year revenue</td>
<td>-</td>
</tr>
<tr>
<td>Other</td>
<td>1,479,980</td>
</tr>
<tr>
<td>Total operating support and revenue</td>
<td>94,466,663</td>
</tr>
<tr>
<td>Net assets released from restrictions</td>
<td>2,236,136</td>
</tr>
<tr>
<td>Total</td>
<td>96,702,800</td>
</tr>
</tbody>
</table>

**Operating Expenses**

| Program services | 78,682,405 |
| Support services | 8,996,802 |
| Fundraising | 1,820,389 |
| Total operating expenses | 99,499,596 |

**Excess (Deficiency) of Operating Support and Revenue over Operating Expenses**

| 5,267,067 |

**Other Items**

| Net (depreciation) appreciation of investments | 707,942 |
| Investment income appropriated for operations | - |
| Loss on disposal of property and equipment | 418 |
| Net assets released from restrictions | (39,496) |
| Effect of change in insurance liability | (53,795) |

**Change in Net Assets**

| 5,961,128 |

**Net Assets - end of year**

| $20,342,420 |

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**Catholic Charities 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 a 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 Truskol as Diocesan Catholic Charities Corporate Compliance Director and Tom Heeder, 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