



Catholic Charities
DIOCESE OF SYRACUSE
Broome County

*Creating Hope,
Transforming Lives*



2025 Annual Report

Our Mission



Catholic Charities of the Roman Catholic Diocese of Syracuse (Catholic Charities of Broome County) is dedicated to caring for those in need while promoting human development, collaboration, and the elimination of poverty and injustice. We strive to empower those served to transform their lives in the spirit of God's love and compassion.

Board of Directors

Our Board members bring thoughtful guidance shaped by years of leadership and deep roots in the community. They play a vital role in our governance and help ensure we stay true to our mission. We appreciate their time, insight, and commitment.

President: Jim Silkworth

Vice President: Mario DiFulvio

Secretary: Christopher Roma

Treasurer: Curtis Mills

Member at Large: Mark Liscia

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Jennifer Redmore

Andrea Rotella

Mary Roper

Mandy Welch



Creating Hope, Transforming Lives

Executive Director's Message

Dear Friends of Catholic Charities,

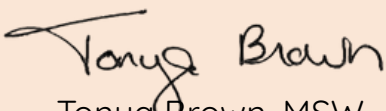
As we look back on this past year, we are reminded that our work is not merely a service, but a ministry. We felt a clear calling to deepen our presence within the community, striving to be the hands and feet of Christ. Our focus has been to strengthen the quality of our programs and operations, ensuring that every encounter reflects the love, dignity, and compassion of our faith.

This year's work is a profound reflection of **God's grace**. It was made possible through the tireless dedication of our staff, volunteers, board members, and partners. In the spirit of the **Body of Christ**, each of you has brought your unique gifts, heart, and faith to this mission. I am deeply grateful for your trust and for the way you help us carry out the Gospel message of service each day.

I also want to extend my sincere thanks to our Board of Directors. Their leadership and prayerful guidance have been essential as we steward the resources entrusted to us.

As you read through this annual report, I hope you see how faith in action continues to guide our path and strengthen the communities we serve. Thank you for walking alongside us and for living out our shared mission to **Create Hope and Transform Lives** in His name.

With gratitude,



Tonya Brown, MSW
Executive Director



A Year of Faith in Action: Our Year in Review



Creating Hope, Transforming Lives

Behind The Scenes: *Our Team*

When people see the impact of Catholic Charities of Broome County, they often see the programs, the events, the success stories, but behind every program is a passionate, hardworking team making it all happen.

We're more than staff. We're advocates, dreamers, problem-solvers, and community members who believe in change. Every day, our staff and volunteers show up for people who need them, giving their all, as they create hope for the individuals and families we serve.



Creating Hope, Transforming Lives

2025 Snapshot



Creating Hope, Transforming Lives

Thanks-4-Giving Turkey Drive

Our 2025 Thanks-4-Giving Turkey Drive was our most successful yet! The community saw a need and answered in a way that we've never seen before.

3,811 Turkeys donated

26,390 lbs Non-perishables collected

2,825 Families served through 211 sign-ups

51 Organizations & parishes that took part in distributing baskets and putting on community meals

116 Staff & volunteers



Creating Hope, Transforming Lives

Youth, Family, & Community Services

Youth, Family, and Community Services is here for young people and families when life feels overwhelming. We understand that every family's story is different, and sometimes a little extra support can make all the difference. No one should have to figure it out alone.

Whether it be through counseling, care management, residential support, or peer guidance, our staff walk alongside youth and caregivers with compassion and consistency. We focus on building trust, strengthening families, and helping young people grow their confidence and stability.

Our food pantries and volunteer programs help address both food insecurity and the need for connection. We understand that support looks different for everyone, and we are proud to be able to meet people where they are, and respond to those needs in heartfelt ways.

At the heart of this work is our mission to Create Hope and Transform Lives. Each day, we are honored to support individuals, children, and families as they move forward with strength and resilience.



Creating Hope, Transforming Lives

Boys Community Residence: Boys of Courage

“D” was in foster care for several years before being adopted by his foster parents. He then spent several years in an RTF placement before stepping down to the Boys of Courage. During his stay with us, he had no contact with his adoptive family. He attended school and was a member of the Varsity football team. He successfully developed relationships with both staff and other residents, although he remained very reserved in seeking out and building those connections. Over time, he became a leader in the house, often offering encouragement to other residents. “D” was well respected and liked by his peers.

As he began planning for his discharge around his 18th birthday, he expressed a strong desire to move into independent living. He had maintained a community connection from his time in the RTF, and they agreed to rent him a room and offered him employment working on their farm. He transitioned there, registered for school, joined the football team, and graduated this past June.

This Community Residence provides 24/7 support for adolescent males (13-18) with serious emotional challenges who need an intensive, structured, safe environment outside their home. Licensed by the New York State Office of Mental Health, the residence offers clinical and therapeutic services, daily living skills training, educational and vocational support, recreational activities, and family guidance. Youth receive help managing symptoms, building coping skills, and preparing for a successful transition to home, foster care, or less restrictive settings.



14

Boys and families served

5

Boys returned home to their family

1

Boy transitioned to a lower level of care



Creating Hope, Transforming Lives

Children & Family Treatment and Support Services (CFTSS)

CFTSS provides support for children under 21 and their families to address mental health needs early and keep children safely at home and in the community. Services include therapy, psycho-social rehabilitation, and peer support for both youth and families. Support can be provided at home, school, or in the community, helping to prevent hospital stays or out-of-home placements. Children and youth must be on Medicaid to participate, and referrals can be made by parents, caregivers, teachers, or service providers.

88%

Of parents report gaining skills to help communicate & advocate with their child's service providers after receiving this service.

Children's Health Home Care Management

Care Management helps youth and families get the support they need to succeed. A dedicated care manager serves as the central contact, coordinating with doctors, mental health providers, schools, social services, and other supports to make sure every child's need is met. Services include connecting children to healthcare, mental health treatment, social programs, education, housing, vocational support, and financial assistance. Care managers help families navigate complex systems, prevent overlap in services, and create a coordinated plan that keeps children safe, healthy, and supported.

79

Children connected to mental health and physical health providers

100%

Of children showed improvement based on standardized assessment of needs, functioning, & strengths.



Creating Hope, Transforming Lives

Functional Family Therapy

Functional Family Therapy (FFT) provides in-home or office-based family counseling for children ages 11 to 17 and their families. The program works with families whose children are at risk of placement or involvement with the juvenile justice system, offering weekly sessions tailored to each family's needs. In collaboration with Broome County DSS, FFT focuses on strengthening family relationships, improving communication, and building problem-solving skills to help youth stay safely at home and succeed in their communities.

\$4,225,641

Estimated cost savings from preventing out-of-home placements for FFT youth while receiving services in Broome County

98.9%

of families reported learning effective skills to improve their relationships as a result of FFT services

\$3,718,471

Estimated cost savings to Broome County during two-years following up

A family worked hard to strengthen their communication and parenting skills as they supported their child in preparing for adulthood. The family engaged the youth in the decision-making process for her future, helping her feel heard and empowered. With this support, the young person grew in her ability to express her mental health needs and advocate for herself. She also took important steps toward independence by securing employment, all while staying focused on her goals of graduating and continuing on to college.

Gateway Counseling

Gateway is a free, confidential program offering short-term counseling and parenting classes for Broome County youth. Through group programs on topics like anger management, self-esteem, social skills, and parenting, youth get the tools and support they need to grow and succeed. The program is open to all Broome County youth ages 8-21.

100%

Families reported improved communication

4

Parents were reunified with their children after completing Parenting Classes focused on communication, building self-esteem, child development, and positive discipline.

100%

Parents reported improved family relationships



Creating Hope, Transforming Lives

Family Peer Supports and Services

FPSS supports families raising children who face challenges at home, school, in placement, or in the community. At the heart of this service is the Family Peer Advocate (FPA), a parent who has personally experienced raising a child with mental health needs, disabilities, or involvement in the juvenile justice system. They've walked the walk and can truly relate to the struggles families face. Working closely with an FPA, parents receive guidance, encouragement, and practical support tailored to their needs. FPSS helps families build confidence, develop everyday skills, connect with helpful resources, and navigate transitions, all while fostering stronger family relationships and giving children the best chance to succeed.



A family working with Family Peer Support Services was experiencing homelessness after leaving an abusive relationship. The Family Peer Advocate (FPA) worked to build the parent's confidence and connection to community services, supporting the parent's advocacy for herself and her children's safety, mental health care, and education. Through this support the parent obtained stable housing for her family. The FPA taught the parent how to advocate with schools for appropriate school placements and IEP services for her children. The FPA provided information and referrals to community mental health services, and the parent connected her children to mental health counseling. The children have developed positive connection to their community attending youth groups and extracurricular activities. As the parent gained her own strength and confidence, she was ready to move forward and independently pursued recovery services working towards her sobriety. The parent continued their successful recovery process, has obtained stable employment and purchased a car further ensuring her families economic self-sufficiency and well-being with newfound strength and resiliency.

97% Of families had no new hotline reports

100% Youth avoided out-of-home placement, such as group homes, foster care, juvenile detention, or inpatient hospitalization



Creating Hope, Transforming Lives

Sharing Hope and Inspiring New Energy (SHINE)

M was enrolled in services in May 2025 while living with her grandmother under a safety plan, as she and her siblings could not live with their parents due to substance-related concerns. At the time of enrollment, M was struggling significantly with school attendance and had not returned to school after the first day of the academic year. Although her brother was already connected to CFTSS services, M was not ready to engage with any providers at first. After intake, M slowly began to build trust with program staff. As those relationships grew, she became more open to support and agreed to participate in outpatient therapy. She is now attending therapy every other week at Greater Binghamton Health Center with transportation provided by SHINE staff, which has helped her stay engaged and consistent. SHINE staff worked closely with the CFTSS team to support the family. Through this shared effort, M's mother was able to return home to help the grandmother with parenting. In addition, a younger sibling was approved for SSI benefits, bringing some added financial stability to the household. With steady support, advocacy, and strong relationships, M has made meaningful progress. Most notably, her school attendance has improved by more than 50 percent, showing increased engagement, greater stability, and a positive path forward.

SHINE offers intensive support to youth and families involved with DSS or Probation, helping prevent placement, reducing re-placement, and shortening stays when placement is necessary. The program strengthens families, builds skills, improves school attendance and performance, and reduces court involvement. Families work closely with an Intensive Family Worker, receiving personalized support through in-home coaching, parent guidance, skill building, crisis response, advocacy, and connection to community resources. SHINE also supports youth in placement, ensuring smooth visits, discharge planning, and transitions back home.

98%

of youth involved in the program had improvement in academic achievement and/or attendance

96%

of youth had no new court involvement since while working with SHINE

100%

of the families working with the SHINE program had no new abuse/neglect reports.



Creating Hope, Transforming Lives

Teen Transitional Living Program

TTLP provides a safe, supportive home for runaway or homeless youth ages 16 to 21. The program helps young people build life skills, gain confidence, and prepare for independence through case management, education and career planning, counseling, and recreational activities. Participants learn essential skills for self-sufficient living, including decision-making, money management, and independent living. TTLP is free, and all youth apply for temporary assistance through DSS. Eligible youth include males and females, including pregnant and parenting youth, who meet the HUD definition of homelessness.

A 16-year-old youth was admitted to TTLP due to ongoing conflict in her father's home. During her time in the program, she made significant progress across many areas of her life.

She graduated high school in June on the high honor roll and successfully transitioned to college in August. Throughout the summer, she maintained full-time employment and saved over \$3,000. She completed all financial aid and registration paperwork and took the initiative to visit several colleges she was interested in.

While in the program, she also obtained her driver's license and fully participated in and completed her mental health treatment. She remained connected to her family, continuing to build her relationships with her grandmother and sister through regular visits.

9

Youth successfully transitioned into permanent housing

4/4

Pregnant/Parenting youth actively worked on strengthening their skills and expanding their parenting knowledge

7

Community service projects completed

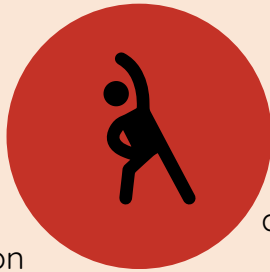


Retired Senior Volunteer Program (RSVP)

We stay focused on supporting seniors by showing up with care and connection. A key part of this work is the AmeriCorps Seniors RSVP program, along with Good Morning Broome, and Good Afternoon Broome programs. Through these initiatives, older adults volunteer their time to support neighbors with friendly check-ins and conversation.

28

Trained Bone Builder leaders provided osteoporosis-prevention exercise classes



211

Participants who attended Bone Builder exercise classes

18,972

Volunteer service hours



16

New volunteers

160

RSVP Volunteers

12

Non-profit organizations supported by RSVP volunteers

1820

Good Morning Broome calls



3180

Good Afternoon Broome calls



One long-time RSVP volunteer transitioned to the Good Morning Broome program to continue serving from home while caring for a partner. Through regular reassurance and birthday calls, the volunteer formed meaningful connections with participants, many of whom expressed joy and gratitude for the consistent social contact. The experience allowed the volunteer to remain active, engaged, and purposeful while meeting a critical community need. "The people I call seem so happy to receive the call. I have enjoyed all my volunteer jobs."



Creating Hope, Transforming Lives

Food Pantries: 100 Main Street & Mother Theresa's Cupboard

Our Food Pantries help individuals and families meet their basic needs with dignity and care. We provide nutritious food and necessities to those experiencing hardship. In addition to our regular pantry services, we offer a Summer Lunch Program to ensure children have access to healthy meals while school is out, a backpack drive, and we coordinate Thanksgiving baskets so families can share a holiday meal together.

Located inside both of the pantries is Jessica's Corner. Jessica's Corner helps local families by providing essential items for babies- items like diapers, baby wash, shampoo, onesies, bibs, and more. There's also emergency clothing available when families need it most. Week after week, these items go out to families in our community offering real help in difficult moments.

Through these programs, we're committed to helping our neighbors find nourishment, stability, and hope.

65,314

Individuals served at our pantries

71,078

Personal care items given

130

Jessica's Corner bags were provided to families in need

2767

Diapers & formula provided

419

Youth received gift cards thanks to generous donors & parishes

3045

Kids weekend snack bags handed out



Creating Hope, Transforming Lives

Residential Services

Our Residential Services Division provides safe, stable housing for adults who need varying levels of support while living in the community. Whether through Individualized Residential Alternative, Certified Apartment Program, or Supportive Housing, each program is designed to meet individuals where they're at and help them build greater independence over time.

From 24-hour care in a small community residence, offering regular staff support, or securing and furnishing an apartment, these programs focus on practical skill-building, health and medication management, budgeting, and strengthening connections to community life. More than housing, these services offer stability, structure, and encouragement to individuals so they can grow in confidence and maintain a place they are proud to call home.

Rooted in dignity and compassion, our Residential Services help create the foundation for long-term wellness and independence.



Creating Hope, Transforming Lives

Certified Apartment Program

The Certified Apartment Program offers an independent living option for people who need some support while integrating into the community. Individuals are provided with a fully furnished apartment, and all utilities are covered while they are in the program. Staff check in several times per week and are available 24 hours a day if needed. Apartments are located throughout the community. Staff support individuals with everyday life skills, managing health and medications, connecting with the community, building social skills, and other areas such as parenting, substance use, and coping with mental health challenges.



At the time of her admission to CAP, TE was experiencing significant challenges related to substance use and mental health. Throughout her enrollment, she focused on developing the skills needed for independent living, remained actively engaged in her recovery, attended ACBC consistently, and participated in ongoing mental health treatment.

As she made progress, TE secured employment and purchased a vehicle, both of which increased her independence and improved her access to community resources. Although she was approved for Social Security benefits, she chose to continue working because employment provided her with a sense of purpose and played an important role in supporting her long-term recovery.

Because of her success in CAP, TE was referred to SHP for continued support. Since transitioning to SHP, she has remained employed, sustained her recovery, and maintained stable housing. Reflecting on her progress, TE shared, "I am grateful for everything Catholic Charities has done for me. I would not be where I am today without the support I received."

18/21

of new admissions were successfully prevented from experiencing homelessness

70%

of individuals remained free from psychiatric hospitalization

13

Individuals transitioned into independent living—Either to Supportive Housing or on their own



Creating Hope, Transforming Lives

Individualized Residential Alternative (IRA)

The IRA is a small residence for adults living in the community, providing 24-hour support tailored to each individual's unique clinical and daily living needs. The program is designed to promote skill development, independence, and community participation for adults with intellectual or developmental disabilities. Support services include assistance with daily living, medication management, socialization, communication, self-advocacy, behavior skills, vocational or educational skill-building, and recreation or leisure activities.

NR is a 48-year-old individual who sustained a traumatic brain injury at age 18. After spending four years in a nursing home, he was offered the opportunity to move into a CCBC IRA. This transition has been transformative, leading to significant improvements in his daily living skills, independence, and overall quality of life.

In his new home, NR enjoys the comfort and dignity of having his own bedroom and private bathroom. He has visits from his family and has built meaningful friendships through program events, parties, and shared activities. He has also become an active member of his community, participating in shopping trips, local outings, and enrolling in a day program that provides consistent social engagement. These experiences had been unavailable to him for many years, making the impact of this move especially profound.

Staff often note NR's upbeat and enthusiastic personality. One of his signature responses—delivered with raised arms and a smile—is his cheerful “Why not,” a phrase that reflects his openness to new experiences and his growing confidence in daily life.

14

Individuals are able take meds either independently or with staff oversight

100%

Occupancy rate

11

Individuals have gained the skills to be able to stay home alone



Creating Hope, Transforming Lives

Supportive Housing

Supportive Housing is an independent living program that helps individuals with serious mental health challenges, including those leaving psychiatric or correctional facilities or experiencing homelessness. The program assists participants in obtaining safe, affordable housing, furnishing an apartment, providing rental assistance, and offering supportive and advocacy services. Participants also receive help managing finances and connecting with treatment and wellness programs. Housing can be in individual apartments throughout the community or in shared buildings.



319

Individuals provided with stable housing

223

Individuals remained free from psychiatric hospitalization while in Supportive Housing

BC has been part of the agency for many years in various roles and has been engaged with Supportive Housing since 2021. Over the past year, he has consistently attended a social program, remained committed to maintaining his mental health, and continued caring for himself with minimal support.

With assistance from SHP, BC has successfully sustained his housing for several years.

After previously applying for HUD, BC was approved in 2025 to receive housing assistance—an important step toward greater independence. Reflecting on his progress, BC shared, “I am very thankful for everything that Catholic Charities Supportive Housing has done for me and continues to help me when needed.”



Creating Hope, Transforming Lives

Warehouse

The Warehouse was created to provide individuals in our Certified Apartment and Supportive Housing programs with quality, affordable household items, from dishes to coffee makers to furniture for every room in their apartment. This start-up service provides individuals with quick access to what they need without having to wait for items to be ordered and delivered. Our staff work around the individual's schedule and deliver items at times that work best for them. This approach gives individuals more choice and flexibility, with the added support of residential staff who can help with delivery and setting up the apartment if interested.



423

Deliveries to individuals in our Certified Apartment Program and Supportive Housing Program



80

Household start-ups for individuals in Supportive Housing

78

Household deliveries to individuals in the Certified Apartment Program



Community Health Services Division

Our CHS Division encompasses programs that walk alongside adults who are navigating mental health challenges, life transitions, and challenging circumstances. We know that recovery is not a straight line, and progress often begins with having someone who listens, shows up consistently, and helps provide a clear path forward.

Through community-based treatment, care management, employment services, transportation assistance, protective services, peer training, representative payee services, and wellness programming, we provide support that makes daily life more manageable. Whether someone is working toward employment, learning to manage their health, staying connected to benefits, or simply looking for a safe place to belong, our team is there with steady guidance and encouragement.

Grounded in our mission to Create Hope and Transform Lives, the CHS programs are committed to helping each individual build confidence, maintain stability, and move toward a future that they can believe in.



Creating Hope, Transforming Lives

Assisted Competitive Employment (ACE)

The ACE program supports adults with mental health challenges in reaching their employment goals. Staff help with exploring career interests, preparing resumes and applications, practicing for interviews, and connecting with local employers. Once a job is secured, ongoing coaching and follow-up are available to help individuals adjust to the workplace, build confidence, and maintain long-term success in competitive, integrated employment. This program is unique because it not only focuses on developing vocational skills and pursuing career goals, but also offers mental health support, recognizing that managing stressors and symptoms is essential for success in the workplace.

49

Individuals were served this year - an increase of 206% from 2024

30

Individuals supported with job-ready resumes

5

Individuals prepared for job fairs, including resumes, applications, and interview readiness

18

Individuals gained competitive employment

2

Job offers secured

WA was living with his dad while he waited for housing and relied on his father for overall support in all areas. Eventually, he was able to secure an apartment with a roommate. However, when faced with losing the roommate, he not only grew anxious, but he realized that he needed a job so that he could pay his bills and not jeopardize his housing. Along with his sense of responsibility, came increased anxiety. With the support of the ACE Employment Specialist, he was able to discuss his stressors and obtain employment with the City of Binghamton as a substitute crossing guard. He was quickly promoted and given his own designated crosswalk. He remains employed 5 months later.



Creating Hope, Transforming Lives

Adult Health Home Care Management

Care Management offers coordination of care to Medicaid-eligible adults with serious mental illness or chronic medical conditions. Care Managers work with individuals and community providers to ensure all needs are addressed in a comprehensive manner, supporting health, wellness, recovery, and effective care. Care Managers help individuals access and coordinate the services they need, while Consumer Care Managers provide additional peer support to complement this continuum of care. The In-Shape program is available for individuals who want to improve their physical health and quality of life for adults with Serious Mental Illness. The program addresses the high risk of chronic disease and shorter life expectancy in this population by providing individualized support to manage physical health. Individuals must meet certain functional needs to qualify for Health Home Care Management services.

97 Less visits to the emergency room by individuals who were connected to a Care Manager

49% Individuals enrolled in the In-Shape Program reported losing weight.

29 Individuals gained competitive employment



TC was enrolled in Care Management Services in December of 2023. At time of admission to services, TC was homeless, struggling with addiction, physical health problems and untreated mental health issues. With the assistance of her care manager, TC was connected to providers to address her physical and behavioral health. She was able to obtain and maintain sobriety, recovered from a serious medical condition and stabilized her mental health. TC was connected to Supportive Housing and has been housed for a year and a half. She has obtained a full-time job, has a car, a dog, a cat, and she has enrolled in the Peer Advocacy Class. TC now has private insurance through her job. TC was recently discharged successfully from care management services in January 2026.



Common Ground Wellness Center

Common Ground Wellness Center brings together the former Four Seasons Psychosocial Club and Stepping Stone Drop-In Center into one more accessible, inclusive, and predominately peer-run space. It offers adults facing mental health challenges a safe, welcoming place to build relationships, explore work goals, reduce isolation, and strengthen everyday skills while focusing on recovery and wellness.

Members can take part in activities that interest them, including self-help groups, meditation, arts and recreation, skill-building and employment support, shared meals, and access to laundry and showers. Staff and peer staff are also available to help connect members to benefits, housing, employment, and other community resources.

53

Members connected to services such as housing, care management, or entitlements

5,110

Warm meals served

684

Participants in self-help groups strengthened skills to manage anger, reduce anxiety, & enhance overall wellness.

Member AR began attending Stepping Stone in June 2025 and shared that he had experienced homelessness for the previous two years, living under the Clinton Street Bridge. At the time, he was unable to access public benefits due to an outstanding bench warrant. Program staff provided consistent advocacy and support, assisting AR in resolving the warrant, completing necessary DSS paperwork, and accompanying him on multiple visits to DSS.

In December 2025, AR successfully secured housing and now rents a room in a boarding home. He proudly shared that he has since been able to obtain a bicycle for transportation and a new pair of shoes, and expressed that he is “sleeping good” and that “it’s nice to have a place to sleep,” reflecting the stability and sense of safety he has gained.



Creating Hope, Transforming Lives

Flexible Assertive Community Treatment (Flexible ACT Team)

Flexible ACT is a multidisciplinary mobile team providing a highly individualized approach to treatment, rehabilitation, and support. Flexible ACT offers varied intensities of community-based service delivery that lends flexibility and enhances continuity of care for adults with serious mental health challenges. A team of professionals, including a psychiatrist, nurses, social workers, and service coordinators, work together to help individuals manage symptoms, stay healthy, and live as independently as possible. Services are delivered wherever individuals live and include help with medication, daily living skills, and connecting to resources like housing, employment, and social activities.

Received OMH approval to expand services from

68

to

100

individuals



49

Individuals remained free from hospitalization

18

Individuals were discharged to a lower-level of care

When B first joined the ACT team in June 2022, team, he was very quiet and had little insight into his diagnoses or why he was receiving services. He met regularly with ACT while living with his father and was often hard to engage. Over time, B began to open up and became more comfortable working with the team. He moved into his own apartment through Supportive Housing and later chose to live with his mother in the same complex, which provided him with support and encouragement. He was able to gain employment at a local adult care facility and began working in food service for over a year. Having a job helped him grow in confidence and take greater ownership of his mental health. As he continued to do well, B worked with ACT to prepare for transition and connected with CTTC for ongoing treatment. When he was discharged in 2025, he shared how much he appreciated the support he received and felt ready for the next step.



Creating Hope, Transforming Lives

Individualized Placement and Support (IPS)

The IPS Employment Program is available to individuals enrolled in the Flexible ACT Team, helping people with mental health challenges find and keep competitive jobs in the community.

The program works with individuals who are ready to pursue employment, regardless of experience or barriers, and combines employment support with mental health treatment. Competitive, integrated employment is the focus, with staff building connections to local employers to create opportunities. Individuals receive guidance on benefits and work incentives, begin their job search quickly, and get ongoing support to succeed on the job.

18

Individuals served

85

Face-to-face visits

5

Individuals obtained employment

IPS Employment Specialist passed the WIP-C Certification through Cornell University to provide benefit counseling.



Creating Hope, Transforming Lives

Peer Support Institute

The Peer Support Institute is a free program open to anyone with lived mental health experience who wants to develop the skills to become a peer support specialist and advocate. Peer support specialists bring a unique understanding to their work, having lived through recovery themselves. Peer Specialists play a valuable role in mental health agencies as they help others achieve their goals and support them on their personal recovery journey. Training and support are provided by experienced Peer Specialists using the NYS Academy of Peer Services curriculum. Participants can join in-person or online, depending on their comfort level.

“Being a Peer Specialist means everything to me. Supporting others strengthens my own mental health and reminds me why this work matters.

Growing up, mental health wasn’t talked about. I was made to feel alone in experiences I didn’t understand. Now, I’m committed to breaking that silence and helping others know they’re not alone. This isn’t just what I do, it’s my career and my purpose.

As a Peer Specialist, I’ve come to realize that I’m capable of achieving anything I set my mind to. The courses have shown me that my lived experience is not only valid but invaluable. It has pushed me to challenge myself in ways I hadn’t in years, including returning to my GED classes with confidence knowing I can succeed and accomplish things I once believed were out of reach.” LP



14

Individuals have started the certification classes



Creating Hope, Transforming Lives

Protective Services For Adults/ Representative Payee

Protective Services for Adults (PSA) is a comprehensive program designed to support vulnerable adults and ensure their safety and well-being within the community. The program focuses on preventing neglect, exploitation, and abuse by providing individuals with the necessary services and resources to maintain their independence and quality of life. PSA works closely with individuals to assess their needs, offer protection, and connect them with appropriate community services, all while respecting their dignity and rights

Catholic Charities acts as a Representative Payee for managing Social Security or SSI benefits for individuals who are unable to do so themselves. Payees ensure benefits are used for current needs like housing, food, & medical care, keeping financial records, and reporting any changes to Social Security Administration. Any remaining funds that are not used during the month are kept for the individual's future needs. Community referrals are made through the Department of Social Services.

One of our representative payees supported an individual following the loss of his significant other, who was someone he relied on deeply. During that time, he checked in daily for guidance and emotional support to help him get through each day. Staff offered whatever support was needed and offered a steady presence to help him work through a very difficult and traumatic time.

Nearly one year later, he still stays in touch for more than financial needs. With the staff's ongoing support, he's been able to manage his emotions in a healthy way, make gains in his own mental health, and begin to find success in his path moving forward.

39

Individuals were helped to exit homelessness

Approximately 25% of individuals who receive Rep Payee services are enrolled the True Link debit card program allowing them to gain more independence & skills with their finances.



Creating Hope, Transforming Lives

Transportation

The Transportation Programs support recovery and community integration by helping individuals access programs, events, and essential community services.

Through this program, adults with mental health challenges can obtain reliable and affordable transportation for daily needs such as medical appointments, grocery shopping, support groups, and leisure activities. Individuals who meet eligibility requirements may purchase monthly bus passes at a reduced rate. The program reduces financial barriers and supporting successful participation in the greater community. Emergency bus passes are also available to qualifying individuals when needed.

In addition to bus pass assistance, van services provide scheduled transportation for individuals with mental health challenges, or physical ailments, to the formerly known Four Seasons program and now Common Ground Wellness Center, ensuring continued access to program activities and opportunities for meaningful engagement.

133

Unique
individuals
receiving
reduced pass
bus passes

1010

Bus passes
sold

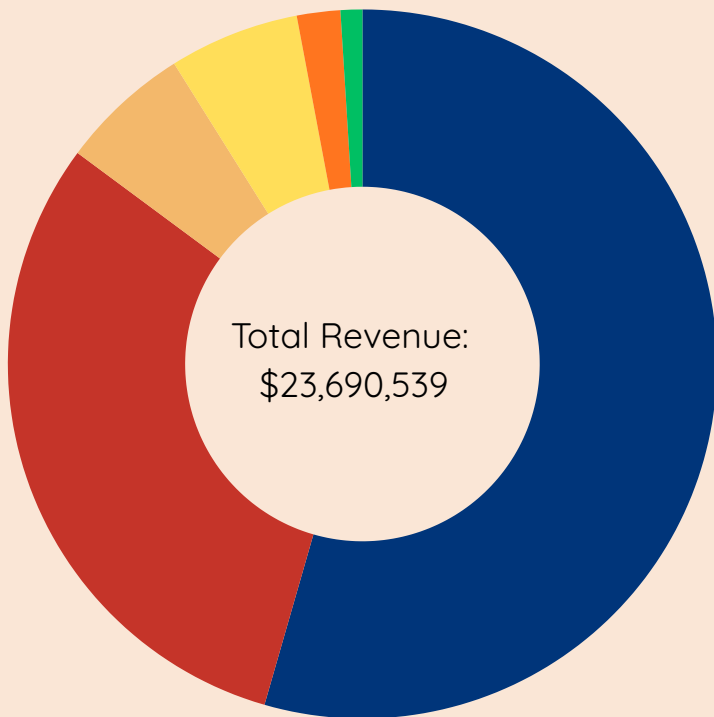
319

Van trips
provided



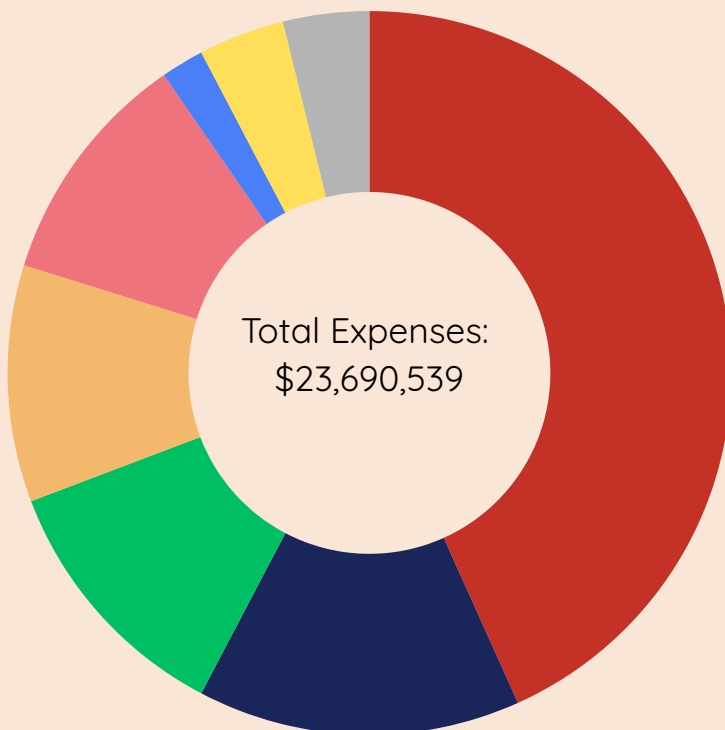
Financial Report

Revenue



| | |
|----------------------------|-----|
| Medicaid | 55% |
| Government Support | 31% |
| Program Fees | 6% |
| Other | 5% |
| Contributions/ Fundraising | 2% |
| Diocesan | 1% |

Expenses



| | |
|--|-----|
| Salaries | 43% |
| Fringe Benefits | 14% |
| Professional Fees & Equipment | 12% |
| Occupancy | 10% |
| Management | 11% |
| Travel & Training | 2% |
| Other | 4% |
| Reserves to support long-term operational sustainability | 4% |



Individual Donations

The following list reflects donors who made gifts to Catholic Charities of Broome County in 2025. Your generosity directly supports our mission to help vulnerable youth, adults, and families overcome their challenges and achieve stronger futures they deserve.

| | | |
|------------------------------|---------------------------|----------------------------|
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| Mr. & Mrs. Thomas Collart | Mr. & Mrs. David Guy | Ms. Jesse Lipson |



Creating Hope, Transforming Lives

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AJQ Sports Management & Marketing
Ancient Order of Hibernians
Auchinachie Services
BAE Systems
Benevity Community Impact Fund
Binghamton Breakfast Rotary Foundation
Boyea Family Charitable Trust
Broadview Federal Credit Union
Broome County Agricultural Society
Broome County Government
Broome County Republican Women's Club
CAF America
Centene Corporation
CF Football Booster Club
Chemung Canal Trust Company
Children's Charity of Greater Binghamton
Church of the Holy Family
Common Threads Quilters Guild
Community Foundation for South Central New York
Conrad and Virginia Klee Foundation
Cornerstone Community Church
Czechoslovak Moravian Club, Inc.
Endwell Family Physicians
Endwell Greens Ladies Golf Association
Estate of Agnes D. Horney
Excellus Health Plan, Inc.
Fidelity Charitable Gift Fund
First Presbyterian Church of Endicott, Inc.
Food Bank of the Southern Tier
Fred Riger Advertising Agency
Greater Binghamton Association of Realtors, Inc.
Heritage Campaign Inc.
Hibernian Parade Committee of Broome, Inc
IBM Corp. Dividend Payments
IBM Employee Services Center
Jacob and Rose Olum Foundation
Johnson City Elks 2821
Knights of Columbus No 206
Ladies Ancient Order of Hibernians
Law Offices of Michael J. Sullivan
Liberty Mutual
Lockheed Martin- CAF Cybergrant
Lockheed Martin Employees Political Action Committee
Locus Robotics Foundation
Ogden Hillcrest United Methodist Church
Put God First Foundation
Rich Interiors
Robert & Marilyn Harris Charitable Foundation Tr.
Rogers Service Group
SEPCO Incorporated
Slavik & Company, Inc.
St. Ambrose Church
St. Francis Secular Fraternity
St. Joseph's Church
St. Thomas Aquinas Church
St. Thomas Aquinas Holy Name Society
State Employees Federated Appeal
T-Mobile (Benevity)
Triple Cities Street Rods
TRUIST
United Way of Broome County
United Way of Greater Rochester
Visions Federal Credit Union
Walsh Foundation
West Endicott Hose Company No. 1



Looking Ahead: Our Season of Service

There is so much to look forward to as we continue this work together, rooted in our faith and Christ's call to love and serve one another. As we move into this next season, we are focusing our hearts on two vital pillars of our mission.

Extending the Table: Our Mobile Food Pantry

One of the most meaningful efforts ahead is the launch of our Mobile Food Pantry. Inspired by how Jesus met people where they were—on hillsides and at well-sides—this initiative allows us to go beyond our walls. We are committed to bringing nourishment, care, and connection directly to those in rural areas or those who are unhoused. It is a sacred step in ensuring that no child of God is forgotten, no matter where they are.

Pouring into Our People: Mentorship and Leadership

We are also looking ahead to building a stronger, more resilient team by launching a dedicated mentoring program. Just as Paul mentored Timothy, we believe in the importance of spiritual and professional investment in our staff. By fostering these intentional relationships, we ensure that our team is supported and equipped to serve with their full heart and purpose. This work is guided by our Leadership Team, whose experience and deep belief in our mission help us move forward with steady, thoughtful grace.

Our Foundational Call

At the heart of everything we do is our call to Create Hope and Transform Lives. This challenges us to listen with intention, serve with humility, and meet each person with the dignity they deserve. Whether someone comes through our doors or we meet them out in the community, we remain committed to showing up with compassion and doing our very best for everyone.

Thank you for being a vital part of our story. We are truly blessed by your support as we continue to walk alongside our neighbors.



Interested in learning more about us?

Please visit our website or follow us on social media to see all of the great work we are doing.



catholiccharitiesbc.org



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