

232 Main Street, Binghamton, NY www.catholiccharitiesbc.org

April 26, 2012

Dear Community Members;

We are pleased to present our 2011 Annual Report, providing you with a brief look at some of the highlights of last year. While we achieved many of the goals we set for ourselves, we were also faced with challenges and setbacks. However, it seemed that there were always friends ready to help us as we weathered the floods of September, the ups and downs of the economy and the changes and transitions of our human services systems. Take a look at some of our successes of 2011 and plans for 2012 as we prepare to celebrate 75 years of service to our community.

Sincerely, Dennis Sweeney, President Board of Directors Lori Accardi Executive Director

FINANCIAL REPORT







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THE YEAR IN REVIEW: HIGHLIGHTS OF 2011

2011 was a year of new beginnings, bittersweet endings and unexpected challenges.

Join with us in looking at our annual report as we present our accomplishments of 2011 and plans for 2012.

Achievements and Response to Challenges included:

- Groundbreaking and commencement of our new building addition at 232 Main Street Binghamton. On July 13, 2011, local leaders, dignitaries and friends of Catholic Charities joined us in a ceremonial groundbreaking. Father John Putano graced us with a special blessing for all those associated with this project now and into the future.
- During 2011 there were three program closures. The changing needs of those we serve combined with flood casualty led to the closure of Madison House and Bridgeway, former convents offering 24 hour supervision for persons with mental illness. Together these two residences provided a combined 51 years of service to our community. Our Girls Group Home also closed based on the presence of more family strengthening services available in our community. This location currently houses part of our Family, Community and Parish division.
- The Human Resources Department successfully completed its automation project and is now able to produce reports to monitor our workforce and identify trends. In March, our Special Events Committee sponsored an agency wide Health and Wellness Fair featuring healthy snacks, yoga and zumba dance demonstrations with local health care representatives available to provide information.

- In the area of social media, we started our own Facebook page to keep in touch with our supporters. Like us at www. facebook.com/pages/Catholic-Charities-of-Broome-County . Toward the end of the year we began work to update our webpage as well.
- We were fortunate to be supported by community partners and donors which made possible the continuation of many important services. Our events schedule included the Feinstein Challenge in March and April, Wendy's Walk for Kids in June, and Jim Roma's Memorial Golf Tournament in July, the All Star Golf Tournament in September, the Thanks4Giving Turkey Trailer in November and Harvest for Hunger in December. These events support our food pantries, children's services and help us fill in gaps when donors dedicate funds to "where you need it the most." This is so important as we face unexpected funding cuts and changes in revenue streams.
- Agency board representatives worked on customizing the Catholic Charities USA Code of Ethics to be used as a gauge for our actions and planning.
- We were awarded a project contract to provide a Job Club for persons with mental illness; this will enhance our ability to help people get jobs.
- We launched Jessica's Corner in May 2011 in memory of Jessica Williams. Jessica's Corner is aimed at helping families with the daily essentials for their infants and children. We are honored to be a part of her legacy to our community.

COMING UP IN 2012

After the storm, comes the dawn. Despite epic flooding; Catholic Charities worked hard with the rest of our community to be there for those in need. We look forward to a brighter 2012 with gratitude to those who continue to support our mission. Up and coming in 2012:

- Completion of the fruits of our capital campaign, "Rooted in Tradition, Building for People of All Faiths." The building addition and renovation will be complete in summer of 2012.
- Celebration of 75 years of service to Broome County. We plan to celebrate our anniversary with a grand opening of our new enhanced agency headquarters at 232 Main Street this fall.
- Conversion of many of our case management services into Health Homes and case management. This will give us the opportunity to provide better care than ever as we help

people coordinate both their mental health and physical health care needs.

- Unveiling of our new website with improved ability to update information quickly.
- Continued participation on the Broome County Organizations Active in Disaster (BCCOAD) group which brings voluntary agencies together to respond in times of disaster. We anticipate continued involvement in providing flood relief support and services to those in need.
- Initiation of a new cycle of Strategic Planning to update our structure and services and to develop a common vision for the years ahead.

CHILDREN & YOUTH SERVICES

Services provided help families stay together, prevent placements in foster care or in out of home institutions, offer youth opportunities to learn independence through gaining new skills and honor the expertise of families with special needs children by employing these parents as advocates. Almost 3100 youth were served through counseling, case management, CYO or employment. The Coordinated Children's Services Initiative again saved Broome County a significant amount in prevented placements, over \$8 million.

- The Coordinated Children's Services Initiative helped 95% of youth served remain out of placement and conducted 226 wrap around planning meetings where families are supported to develop their own plans.
- CYO served 1763 youth throughout our parish and community network. The 15th Annual Celebration of Youth was held April 29 at St. John and St. Andrew Parish recognizing 27 area youth and their families with 350 in attendance. In support of education, twelve \$500 scholarships were provided by the Jim Roma Scholarship Fund for area graduating seniors.
- Gateway Center for Youth served 125 young people through individual counseling and group sessions designed to support areas such as self-esteem, improvement and anger management.

Coordinated Children's Services Initiative: Sometimes It Just Takes Cake

Julia had a very long history of truancy. The wraparound team worked to support her to attend school. The plan was "re-invented" many times. Julia continued to refuse to attend. A new provider came to the table and offered a simple deal. She would make the girl cake balls and bring them to school for her. She went to school on Monday morning, got her cake and has attended every day since. This is a reminder that the answer to a problem is just one new idea away. It also shows the solutions don't have to be huge grand plans.....the answer can be just cake.

Gateway Center for Youth

Dave was referred for individual counseling because his parent was concerned that he had dropped out of school, was using recreational drugs and was not coming home at night. He attended all 6 sessions and made great progress toward his goals through small goal setting and feelings management. At a 6 month follow up call, the parent reported Dave was working on his GED, not using recreational drugs and stable.



MENTAL HEALTH SERVICES

Through our mental health programs, we work in partnership with those we serve to achieve recovery. By including peers as part of our work force, those working toward recovery can be inspired. Each year more than 1400 adults are helped through ten programs.

Our most recent program addition includes Protective Services for Adults, serving over 400 people at risk of abuse and neglect. Financial management, assistance with medical appointments and medications and linkage to services to prevent homelessness are key components provided.

Other division highlights:

- A Stepping Stone, a peer staffed drop in center, served an average of 146 people each month. This year many of our Protective Services for Adults clients benefited from our self-help, recreational and daily lunch activities.
- Intensive Case Management was challenged to help our participants find safe and affordable housing in the wake of the September flooding.
- Four Seasons Club celebrated its 28th anniversary in March. The club first opened its doors on March 28, 1983 with the purpose of assisting our members to transition from the psychiatric center to the community. Currently the club has 150 members.
- Portfolios Café graduated 14 trainees as a result of its employment training and in preparation for job placement in the community.
- Protective Services for Adults served almost 500 people through case management and financial management services. Staff works with participants to teach budgeting skills, checking/savings account management and bill payment so that they can ultimately manage their own funds.



Four Seasons Club enjoying Christmas dinner.

Intensive Case Management Success Story

Michelle has been with the ICM program for over 2 years now. When Michelle was first admitted to ICM she was depressed, very isolated, not committed to treatment and was struggling with difficult issues. Within the last two years, Michelle has improved with amazing success. She volunteers and is on several committees in the community. They have increased her volunteer responsibility which reflects their confidence in her. Michelle attended the Independent Living Skills group and the financial classes where she gained skills in budgeting and eventually was awarded her own payee at the end of 2011. She has two children who are doing well, is self-sufficient, dependable and has met many obstacles in her life with courage and grace. Michele attends all her appointments independently and is able to access community resources that enhance her life. Michelle will be graduating from ICM services in the first quarter of 2012.



Harvesting potatoes with the Southern Tier Antique Tractor Club for our pantries!

Protective Services for Adults Success Story

Mark has been a Protective Services for Adults case management consumer since 2009 and had struggled immensely with his mental health issues. With the help of his case worker, he has been actively involved with his providers for some time now, has been self-employed for the past year doing construction work, attended and graduated from the financial management class, and is currently interested in returning to school. Mark will be discharged once he obtains approval to manage his own funds, anticipated in the first quarter of 2012.

FAMILY, COMMUNITY & PARISH

The Family, Community and Parish Division creates opportunities which ensure the welfare of families, neighborhoods,

parish members and communities. Through its Family Counseling Program (FCP) almost 1700 adults and children benefited from services such as

- Strengthening families;
- Marriage/relationship counseling;
- Parent-child relationships;
- Separation/divorce adjustment and;
- School adjustment

FCP offered its latest innovative program. "How to Make Friends with a Butterfly" at four local schools and at the Catholic Charities Summer Lunch and Reading Program in 2011.

The Pregnancy, Parenting and Adoption Program served 424 adults and children in 2011 through counseling, parenting classes such as "The Happiest Baby on the Block" and STEP-Early Childhood. Ten families completed a home study, two children were adopted and 22 people received post adoption services.

"Mother Teresa's has made it so my child doesn't realize we are going through a hardship, and for that I THANK YOU."



Most visible to our community, the Emergency Assistance Program and Mother

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"I enjoy my volunteer work. It gets me out of the
house and socializing. I feel good knowing I am filling
a need in the community."
(Retired and Senior Volunteer Program – RSVP)
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Teresa's Cupboard provided over 700,000 meals last year, the largest number in the history of the agency. New in 2011 was the presence of a Licensed Social Worker on-site one afternoon a week to offer parent education and counseling.

The Retired Senior Volunteer Program (RSVP) consists of 802 active volunteers who gave 78,945 hours of service in 2011 through 142 volunteer job opportunities at 47 not for profit agencies. RSVP facilitated 14 Living Health Workshops assisting with diabetes, arthritis and other chronic diseases. The door to door Transportation Service provided 7,168 rides to frail



seniors and the Good Morning Broome Program made daily calls to 40 individuals.

The Oak Street Senior Center located at St. Patrick's provided almost 3600 meals and continued to provide wellness activities such as an indoor walking group, yoga and Osteo-exercises.

" This is the BEST Senior Center I have been to, I have been to all of them in the area." (Oak Street Senior Center)





Happy pantry shelves!

" When it's a choice of prescriptions or food, thank you for being there so I don't have to make that choice."

(Emergency Assistance Food Pantry)

Some donations made to our pantries for the Feinstein Challenge.

DENTIAL SERVICES

2011 brought the closure of two long time residences for vastly different reasons. Madison House opened its doors in 1981 on the heels of the deinstitutionalization of patients from Binghamton Psychiatric Center. During its 30 years of delivering quality residential service, 507 residents were served. The advent of consumer choice and preference has reduced the need for large group homes as today people prefer to live in their own apartments.

Bridgeway was forced to close in 2011 following the devastating flood of September 2011; this residence also flooded in 2006. For 23 years this residence provided a high quality program and served 320 individuals over the years. Individuals residing at Bridgeway have been successfully relocated to apartments and it is anticipated that they will remain there.

Other Residential Services highlights were:

- Supportive Housing helped 45 people secure HUD rental assistance, doubling the number from 2010.
- 24 staff were trained to teach a number of required courses including CPR. First Aid, Medication Administration and Incident Investigation.
- A monthly average of 17 individuals received TLS Addiction Services.

My home at Tompkins Street

I like living at Tompkins. Living at Tompkins is teaching me to become independent so I can be on my own... I'm learning how to cook, take my own meds, how to match *my clothes because I like to look pretty... I have a lot of fun* here; I go to many parties, on vacations, doing crafts, going to parks and many things like taking a day off work every month to stay home. Staff is Great! They are friendly and I *enjoy spending time with them. They taught me not to say* "I can't "until I try. They teach me how to focus on being the best I can be...





OUR NEWLY EXPANDED MAIN OFFICE

As we release this annual report, progress on our new addition and renovations is proceeding rapidly. We have been blessed by a strong squadron of supporters including foundations, the Diocese of Syracuse, local parishes, community groups and businesses as well as individuals and our own employees. Each contribution has helped us to draw nearer to realizing the goals of our capital campaign expressed as "Rooted in Tradition, Building for People of All Faiths". With each small or large hurdle, the faith and will to succeed of our network has helped us to overcome each obstacle. While we were able to raise \$3.1 of our initial \$3.3 million goal, increasing costs of construction over the five years of the campaign has left us short approximately \$1.1.million. We continue to invite support to help us close this gap. It is not too late to donate!

We look forward to celebrating a Grand Opening of our new facility this fall in conjunction with the anniversary of 75 years of service to our community.



In the fall of 2011, the home of RSVP came down one chomp at a time.

After the debris was cleared, it was time to grow.



The sun was shining and the day was perfect for our official Groundbreaking Ceremony on July 13, 2011. Board President Dennis Sweeney welcomed everyone.



Diocesan Director of Catholic Charities Joseph Slavik commented on this long awaited day. Proud, grateful and enthusiastic, we officially were ready to move forward



Board members and friends "dig in" to pave the way for construction! The sun is still shining on Catholic Charities. Blessed with a mild winter, it has been perfect weather for all those involved in the building process. Employees look forward to moving in late spring.



SEPTEMBER FLOODS

On September 7, we experienced unprecedented flooding, only five years after the floods of 2006. Together with the rest of our parishes and community, we responded by quickly opening up five Relief Centers on September 15: St. Mary's of Kirkwood, St. Mary's of the Assumption, Oakdale Mall (St. James), St. Ambrose and Our Lady of Sorrows. Over 300 volunteers provided 6,816 hours of service to 8,000 people during the time the Relief Centers were open. Volunteers not only provided food, water, personal care items, clean up kits, infant care items and other necessities, but also interviewed and linked people to other resources. These centers were truly beacons of light during this time.



Since then, Catholic Charities has hosted the Disaster Case Management program which has served over 800 people through linking them to needed resources. Catholic Charities also administered \$100,000 of United Way Immediate Needs Assistance to almost 200 households.

Through the generosity of a second collection throughout our diocese and also through the efforts of individual and organizational donors, a Flood Relief fund was established of approximately \$250,000 to date. Distribution of these funds is on-going as part of a case management and community review process.

Security Mutual Life, local businesses and benefactors sponsored an evening of holiday celebration hosted by Kenny Rogers to raise funds to benefit those affected by the flood.



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This listing represents cash gifts only. Please call Marsha Maroney at 607-729-9166 if your records differ from ours.

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Lori and the Easter Bunny host the Feinstein Food Drive at Wal-Mart, Johnson City.



Antique Tractor Club line-up.



Administration Professionals Day 2011.

PROGRAM HIGHLIGHT

Jessica's Corner was created by the family of Jessica Williams to honor her memory by creating a fund to assist families in need with daily essentials for their infants and small children. Over 70 families have benefited from receiving items such as diapers, bibs, baby wash, shampoo, and other basic necessities. Because Jessica was a pantry recipient, our food pantries are a distribution place for this program and a place where her life and love for children will continue to be remembered and honored.





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