# HOPING, INSPIRING, BELIEVING

ANNUAL | 2018





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# **Our Mission:**

The Mission of Catholic Charities of the Roman Catholic Diocese of Syracuse is to empower people in need to transform their lives. We strive to reflect God's love and compassion in all that we do.

# **Dedication:**

This annual report is dedicated to the Broome County Catholic Youth Organization (CYO). This program, under the auspices of Catholic Charities for over five decades, was transitioned to a team of parish leaders in 2018 to carry on the great tradition of instilling the values of teamwork, leadership, good sportsmanship and service to others. About 1,000 young people participated in CYO each year, with more than 100 volunteers involved in the program. In addition to Broome County's Catholic parishes, other organizations fielded teams, including the Jewish Community Center, Binghamton Boys and Girls Club, and Wyoming Conference Children's Home. In recent years, the CYO Celebration of Youth recognized young leaders and twelve years ago, the Jim Roma Sr. Memorial CYO Scholarship program was formed to provide awards to youth whose involvement in school, youth ministry, CYO or community service has made a positive contribution. Best wishes for continued success!

# **Dear Community Members,**

I am pleased to present our 2018 Annual Report: "Hoping, Inspiring, Believing." Each day our staff and volunteer force of over 500 people partner with members of our community to offer hope in overcoming challenges like food insecurity, poverty, illness and special needs, homelessness and unemployment. Together they create success stories that inspire, powered by belief in the capacity of others. You will also find testimonies by our staff about why they choose to work at Catholic Charities. This year, for the first time, we are proud to produce a special report on Encompass Health Home. We are especially proud of our 4 star rating, given by the NYS Department of Health based on our achievements in promoting positive health outcomes. We are deeply grateful to be supported by our community through volunteer work, through monetary and in-kind donations and by a talented Executive team and staff, Diocesan leadership, and Board of Directors that make it possible to serve over 50,000 people each year. In this year of Grace declared by Pope Francis, we give thanks for the many kindnesses that come our way. "We are all responsible for the life of the community, of the common good..." (Pope Francis, 1/1/19); may such grace carry us forward as we continue our work in 2019.

> Lori A. Accardi, LMSW, Executive Director



# **YEAR IN REVIEW**

In 2018, Catholic Charities of Broome County worked on a number of transitions that included the transfer of Medicaid Service Coordinators to a newly constituted Coordinated Care Organization, Prime Care, developed initiatives with Managed Care Organizations to help persons with a serious mental illness access supportive services under Home and Community Based Services (HCBS), implemented HCBS services such as peer and family support and worked to prepare for the Children's Flex Team to convert to a combination of Children's Health Home, under Encompass and Child and Family Treatment and Support Services ( CFTSS).

Encompass Health Home focused on developing new quality audits and processes as well as performance data which will allow for continued improvement. Special attention was given to agency care management services to address workforce issues of high turnover.

This included increased training, slower ramp up of caseloads, lowered caseloads and creation of a wellness committee. Turnover was reduced by 30%.

Work was also begun on a diocesan wide project to reduce poverty based on the Padua model in Texas and other similar services in Rochester and Boston. These models focus on the use of brain science in changing how people in poverty approach solutions and have been shown to have long term effectiveness in moving and keeping people out of poverty. It is anticipated that grant application efforts will be successful in 2019.

Annual events such as the Thanks4Giving Drive and Harvest for Hunger telethon continued to be successful. The Thanksgiving appeal has been enthusiastically embraced by police and other first responders as well as local businesses and organizations.













# MORE THAN JUST A WORKPLACE

# Insights on What Makes Catholic Charities A Great Place to Work

What makes Catholic Charities such a great place to work? Two employees, Beth Palmieri and Katherine Caesar, give their take on how the workplace has inspired them in both their lives and careers.

Beth Palmieri, Supervisor of the Family Peer Advocate Program, has been working for Catholic Charities for 18 years. Over that time, Beth has worked with hundreds of clients and impacted the lives of many. A powerful moment when Beth realized her positive impact happened in public, where she ran into a client that introduced Beth to her co-workers as "the person that helped her to find her voice." As a Peer Advocate, it's important to not speak for your client, but to empower them to speak for themselves.

Beth says that when she gets up to come to work in the morning, she's happy to come to work. "In eighteen years, you live a lot of life

"I feel respected.
I feel like what I'm
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that I'm appreciated
for what I do."

and Catholic Charities has always been there to support me with my family. They may not know that they were supporting me, but I have always felt comfortable enough to put my family's needs first." The support from fellow staff members makes working

for Catholic Charities a positive experience. "I feel respected. I feel like what I'm doing matters, and that I'm appreciated for what I do.

And when I walk away at night, I think – I did my best today and that's okay – which is the best part about working for Catholic Charities."

Katherine Caesar, a Registered Nurse and Care Management Supervisor at the Health Home, "Knowing they're out there doing their best to help people in the community live their best lives is pretty awesome."

has been working for Catholic Charities for 6 years. Along with Beth, she agrees that Catholic Charities is an amazing place to work and is proud to be a part of the Catholic Charities family: "Coming in and seeing them every day and knowing they're out there doing their best to help people in the community live their best lives is pretty awesome."

Katherine explains that whether you've been working here for eighteen years or just a few months, everyone has different strengths and brings something different to the table. For Katherine, having an employee genuinely say to her thank you for supporting me, is really something to be proud of. Not only are the relationships with her team important, it's also the impact that you can have on someone's life. "You meet somebody for the first time and they're in such a bad place, and you just do what you have to do to help them. And in the end, you help them a great deal."



Beth Palmieri, Family Peer Advocate Program Supervisor



Katherine Caesar, Encompass Care Management Supervisor

Our hope is that the pride which Catholic Charities employees find in their work inspires more to join our family. The Catholic Charities Family currently consists of over 400 employees and over 150 volunteers and interns. Each year, about 50 staff are recognized for years of service in increments of 5 years (about 10 of the 50 celebrate work anniversaries of 20+ years.) All staff are valued as the most important agency resource and supported to develop to the best of their potential, whether as entry level direct support staff or professional staff. A focus on the individual and their family as well as flexibility are cultural values of the agency.

At Catholic Charities, we recognize the work of our employees with several awards, including STAR awards, which are given for Service, Teamwork, Attitude, and Respect. "To be a STAR, you must shine your own light, follow your own path, and don't worry about the darkness, for that is when STARS shine brightest."



# An Eagle Scout Spreads His Wings

After discovering a need for shelving at Mother Teresa's Closet last May, Eagle Scout Sean began working on two units with adjustable shelving and clothing rods. Through the process of fundraising, construction, and assembly, the shelves found their new home this January. His shelving units make clothing, shoes, and other supplies more accessible to those visiting or working at the Closet.

Sean was glad to help Catholic Charities and says giving back to the community is important because a small contribution can go a long way.

**VOLUNTEERS: 11** 

**HOURS: 234** 

**SUPPORTING BUSINESSES:** 

Lowe's, Home Depot, Taylor's Neighborhood Pizza

# **RESIDENTIAL SERVICES**

In 2018, 683 people participated in housing and support services, designed to improve health and quality of life. Medicaid Service Coordination (MSC) was provided to 261 individuals and successfully transitioned to a Coordinated Care Organization in July.

Housing options were provided to 432 individuals with behavioral health issues or developmental disabilities; including 317 individuals in Supported Housing, 40 individuals in certified apartments, 21

individuals in Damon Hall and 10 persons in the Boys Community Residence. Satisfaction survey ratings ranged from 93% to 100%.

The 12 bed Intermediate Care Facility (ICF) and the 8 Individualized Residential Alternatives (IRA) housing 32 adults had no turnover in residents, demonstrating that individuals are satisfied with their housing and are successfully aging in place. Satisfaction ratings were 98% (ICF) and 96% (IRAs).



# Baskets of Joy

Baskets of Joy began about 7 years ago at the Ave Maria Parish, in Parker, CO. Similar to the Giving Tree at Christmas time, those children who might not receive an Easter basket because of financial hardship, are receiving them out of the generosity of the Church of the Holy Family parishioners. We hope to expand to other local churches to help even more children.

Zoe Gamache volunteered nearly 20 hours helping at the Church of the Holy Family fish frys with the adoption of the children, putting some of the baskets together from monetary donations and with loading the Catholic Charities vans.



## Mike

After losing his home in one night, Mike and his children suddenly found themselves homeless. With the help of EIP, Mike now lives in a nice, three-bedroom home in a good school district and feels optimistic for the future.



# Chrissy

Struggling to plan a budget, Chrissy found herself without the funds to heat her family's home. After guidance from EIP, Chrissy now better understands how to prioritize and save a proper amount of funding.

# Empowering Clients with Skills for Economic Independence

The Economic Independence Program was designed to help people who are struggling in life to increase their financial stability. It's an individualized program that asks those who voluntarily participate what they need in order to move their lives forward and gain economic independence. For most individuals, it's a matter of just getting a foothold, following a plan, and not giving up that helps them find success.

# YOUTH, FAMILY & COMMUNITY SERVICES

In 2018, YFCS served 21,099 youth, 27,050 adults and 3,740 seniors through fifteen distinct programs designed to foster youth development and support families. Many of the youth served are at high risk of out of home placement and psychiatric hospitalization.

Community Respite served 149 youth through therapeutic recreation to allow families respite when raising a child with special needs. All of these youth stayed out of placement and the hospital while participating in services and for at least one year after.

The Children's Flex Team (CFT) is a Home & Community Based Services (HCBS) Waiver program that provides intensive family services to support seriously emotionally disturbed children to live at home and participate in their school and community. In 2018, 62 youth and families were served. While receiving CFT services, 89% of youth were kept out of placement and 90% remained out of placement 2 years after CFT services.

Catholic Charities' two food pantries provided 678,495 meals to 45,233 individuals; of this number, 42% were children and 8% were seniors. Pantry and emergency services are linked to our Economic Independence Program (EIP) which assisted 40 people in working on barriers to moving out of poverty. The Mentoring Program, working in conjunction with EIP and provided by individuals with lived experience in poverty, provided support to 16 people in 2018.

# MENTAL HEALTH SERVICES

A total of 1005 individuals received services in 2018. The Assertive Community Treatment Team (ACT) served 79 adults, providing the full range of treatment and community support services to support recovery.

85 individuals received Employment Services including job development, placement and job coaching. Protective Services for Adults (PSA) provided case management and representative payee services to 508 individuals, helping to prevent victimization, homelessness and neglect. Four Seasons Social Club admitted 18 new members, serving a total of 79 individuals with an increased focus on offering group activities.

The 290 Café served daily breakfast and lunch to employees and club members and had two trainees graduate to community employment. Stepping Stone Drop-In continues to provide a safe, non-threatening environment staffed by peers, offering participants an opportunity to socialize and enjoy various activities. Total visits were 4091, with a daily attendance of 16. There were 138 discounted bus passes sold each month to help individuals attend medical appointments and other community services.

# Preserving Dignity: Meeting Clients Where They're At

Home and Community Based Service (HCBS) began during 2017. It is a service which became increasingly popular in 2018 as referrals more than quadrupled from the previous year. The number of referral sources increased from 4 in 2017 to 9 in 2018. HCBS currently provides services to 84 individuals. The goal is to keep people out of hospitals and rehabilitation centers by providing support to individuals in their home or community rather than an office setting. There are nine different areas of support. The most popular is habilitation (HAB) which offers support in budgeting, shopping within a limited budget, cooking, cleaning, organizing a household and learning how to mail correspondence. People typically have limited experience in these areas and seek opportunities to practice skills. Empowerment and Peer Support is also very popular as it pairs the individual with someone who has lived and experienced mental health symptoms. This service has a wait list of 37 individuals. Individuals receiving HCBS receive 2 to 3 visits per month for a period of 6 to 9 months.

Ruby

Diagnosed with cancer, Ruby had given up on life and spent most of her time in bed. After starting this program, she found herself starting to get up and walk again with new motivation and a mindset that "life is worth living."

## Tracey

Following a suggestion from her Mental Health Counselor to do some volunteer work, Tracey has found new purpose by meeting with people at Catholic Charities: "without that one small glimmer of hope, I'd probably be dead by now."

## Brandan

A recovering addict, Brandan has learned through HCBS how to better manage stress and feels more confident planning a budget. He is thankful for the counselors who are always focused on his well-being and where he is at in the moment.







# **FINANCIALS**

## Revenue

56% Medicaid

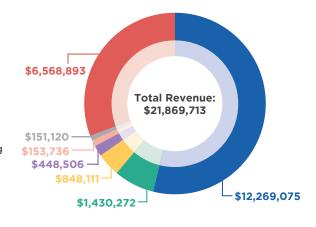
**30%** Government Support

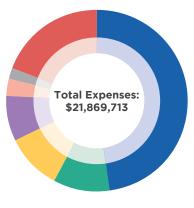
**07%** Program Fees

04% Other

**02%** Contributions/Fundraising

01% United Way01% Diocesan





## Expenses

48% Salaries

19% Fringe Benefits

10% Professional Fees & Equipment

10% Occupancy

08% Management

03% Travel & Training

02% Other



\$54,000

was raised through the Harvest for Hunger Appeal. In addition, \$54,000 was raised through our annual appeal, Sharing Our Blessings. These funds are dedicated to the overall operations of Catholic Charities and the 40+ programs it operates.



4,100

turkeys were given over the holidays through baskets and local dinners with the help of our parish partners and community organizations. Over 8.000 people were served.



2,926

meals were provided through The Children's Summer Lunch program to 230 children with weekend snack bags; over the course of the year, over 3,053 children were provided with food on the weekends.



665

gift cards were provided to children over age 10 at Christmas along with food baskets.



1,667

Jessica's Corner bags were given out containing infant care items, in memory of Jessica, a former pantry recipient.

# **LOOKING AHEAD**

We look forward to working on new initiatives with new partners:

- Through Home and Community Based Services Infrastructure funding, we will be working with Excellus and Fidelis, Medicaid Managed Care, to provide assessments for individuals eligible for Health and Recovery Plans (HARP). We anticipate reaching out to over 400 individuals with a serious mental illness in Broome to connect them with needed support services.
- In conjunction with the Office of Mental Health, we will be continuing to implement a High Fidelity Wrap Program which serves children at the highest level of need through a team based approach. Team members have been in training and include care managers and family and youth peer advocates.
- We will be converting the Children's Flex Team into two sets of services: Individualized Care Coordinators will become Children's Health Home Care Managers and other team members will be augmented to provide Child and Family Treatment and Support Services. Services will include therapy, rehabilitation services and family peer support. This is expected to expand the number of children and families that will have access to these services and will occur in coordination with Medicaid Managed Care Organizations.
- Plans are underway to bring together a number of programs that are out of space into a new facility. This will allow for future expansion and integration of services.





5 Ways that you can make a difference



are always welcomed at our Main Street and Mother Teresa's Cupboard pantries.



honoring or remembering a loved one is another way to show your support.





Please let us know if you have questions by contacting us at our Main Office at 607-729-9166 and we will be happy to assist you.



VOLUNTEER YOUR TIME.
Internships are also available.

MONTHLY GIVING provides ongoing support an

provides ongoing support and can be arranged online, via credit card or by mail.

MOKING O GIFT THROUGH YOUR WILL is another powerful way to make a difference.





# **BUSINESS & ORGANIZATION DONATIONS**

## \$25,000+

Heritage Campaign, Inc

### \$10,000-\$24,999

Security Mutual Life Insurance Company of NY Shriber, Harvey & Elizabeth Prior Charitable Foundation St. Joseph Church St. Thomas Aquinas Church

### \$5,000-\$9,999

Frederick C Harriman, Estate St. Ambrose Church

Wegman's Food Markets, Inc.

#### \$2.500-\$4.999

America's Charities
BAE Systems
Bridgeware Systems, Inc.
IBM Employee Services Center
Tom Race Memorial Golf Tournament
State Employees Federated Appeal
Triple Cities Street Rods
United Way of Broome County

## \$1,000-\$2,499

Council
Church of the Holy Family
D.L. Ziebarth Marketing, Inc.
Excellus Health Plan, Inc.
Fidelity Charitable Gift Fund
First Presbyterian Church of Endicott, Inc.
Give With Liberty
IBM Retiree Charitable Campaign
Most Holy Rosary Church
Ogden Hillcrest United Methodist Church
Raymour & Flanigan
The Benevity Community Impact Fund

Binghamton-Oneonta Building & Construction Trades

#### \$500-\$999

Accurate Refrigeration
D & I Silica, LLC
Endwell Family Physicians
Hibernian Parade Committee of Broome, Inc.
Olum's of Binghamton, Inc.
Seton Catholic Central High School
St. Anthony of Padua Church
Robert H. Weissflog Fund

#### \$250-\$499

Ancient Order of Hibernians
Broome Co. Assn. of Highway Officials
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DT Associates
Endicott Sertoma Club
Ladies Ancient Order of Hibernians
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#### \$100-\$249

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#### \$10-\$99

American Legion Post 80 Church of the Holy Trinity Coughlin & Gerhart, LLP Czechoslovak Moravan Club, Inc. Davidson, Fox & Company, LLP Mang Insurance Agency, LLC Matthews Auto Group, Inc Network For Good Ready To Rummage St. Cyril's Parish Parish of Sts. John & Andrew West Side Mini Mart

## WITH THANKS TO OUR DONORS

Through your generosity, you made a difference in the lives of people of all ages in our community. Children living in poverty and seniors isolated by physical challenges, families suffering from economic circumstances such as job loss and illness, people with special needs such as mental illness and developmental disabilities – all benefited because you cared enough to share your time, talent and treasure.

## INDIVIDUAL DONATIONS

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

### \$10.000-\$24.999 Anonymous

### \$5.000-\$9.999 James Walsh

#### \$2.500-\$4.999

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Frank Urban

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