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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.



Lori A. Accardi, LMSW, Executive Director

### DEAR COMMUNITY MEMBERS:

2014 has been a year of great transition and preparation for change as many of our services move to a managed care environment and we pursue new

program models and relationships with our parishes and sister Catholic Charities agencies within our diocese and state. Our theme is "Moving with Change, Guided by Mission" which relates to our reliance on mission to help us navigate this change. There is great potential to help others in new ways which promote health and wellness, recovery and which offer innovative approaches to poverty reduction and special needs. Please join us in looking back at some highlights of 2014. We are grateful for the leadership of our Board of Directors, the support of our donors and the tireless and enthusiastic efforts of our staff and volunteers, all striving to bring about positive changes together with those that we have the privilege to serve. www.catholiccharitiesbc.org

This annual report is dedicated to Charlie Barrett, Board Treasurer, community leader and friend of the poor and vulnerable. We are proud to call him our friend as well.



Always in our hearts.
The Board and Staff of Catholic Charities

# 2014 PARISH OUTREACH PROJECT

On February 19, 2014 the board hosted a meeting with local priests and faith leaders to discuss how Catholic Charities can strengthen and renew our relationships with our parishes and community partners. Three areas identified included: improved communication; collaboration around meeting the special needs of the vulnerable; and a combined voice to advocate for lasting impactful change. To address these, a liaison within Catholic Charities as well as designations of liaisons within each of our parishes was made. Individual introductory meetings were then scheduled.

The meetings with the parishes allowed information to be shared regarding the multitude of services offered by Catholic Charities as well as the services that the parishes offer, focusing on ways we can collaborate. One opportunity is for CCBC to provide some technical assistance to the parishes that run independent food pantries. There may be opportunities to assist with

volume purchasing of food, transitioning to client choice pantry services and working together on developing a service to assist clients with Economic Independence Plans.

Since July Catholic Charities has responded to over 478 individuals/families that have come for assistance either through parish referrals or self-referral to the agency for help. As CCBC and the parishes continue to work together to address the needs of the community our efforts will be publicized in the parish bulletins. This will improve communication and provide opportunities to continue to educate not only about what services are available but how parishioners can help.



# **YEAR IN REVIEW**

There was tremendous growth during 2014 as the Adult Health Home developed specialized teams for outreach and engagement and offered integrated care management services to those with chronic medical and behavioral health issues. Through the agency and its partners,

almost 3,700 people were touched by this service and linked with wellness, recovery and specialty medical services.

An innovative new team was formed to provide early intervention mental health related services: the Southern Tier Connections Team. Offering services within the first two years of the onset of symptoms, this team offers hope and a very specialized service for those who hear voices or see things that others don't.

The Supported Housing Program achieved the highest placement level in the state for persons formerly housed in psychiatric centers, nursing homes, or other restrictive settings. Because of its positive track record, it was expanded by 55 beds to assist in helping people stay out of the hospital, decrease emergency room visits and provide help to those exiting psychiatric hospitals.

Similarly, the Children's Flex Team was expanded by 6 slots to strengthen the community support system for children with serious emotional issues and their families. This confidence in our services was echoed by increases in Hope Appeal and Fidelis Care grants which support services such as



the Family Counseling Program, Emergency Assistance and Elderly Services.

Other initiatives included support to veterans in conjunction with other local groups, a more formalized approach to serving walk ins at the main office, participation in a Catholic Charities USA strategic planning project, the Balanced Scorecard and work on reviewing and restructuring our salary structure and compensation plan. Work continued on developing closer relationships with parishes. We began work on an additional 37 parking spaces at the main office and look forward to this expanded space in the spring of 2015.

In the fall of 2014, some of us traveled to the annual Catholic Charities USA conference and were honored by a special video appearance by the Holy Father, Pope Francis I who encouraged members of the Catholic Charities network to continue to be the hands of Christ: "You are the salt, leaven and light that provides a beacon of hope to those in need."

Finally, we began work on how to better tell the story of the good work of Catholic Charities through developing a Marketing/ Communication plan based on board, donor and client feedback.

### HIGHLIGHTS OF RESIDENTIAL SERVICES

- Satisfaction Surveys completed, by individuals receiving mental health housing, indicated a 90% satisfaction with services.
- Eleven Medicaid Service Coordinators provided assistance to 275 individuals.
- 355 adults and 12 children were provided with mental health housing. This is an increase of 21 from the previous year.
- The OMH Housing Redesign Proposal was accepted and resulted in the permanent addition of 12 beds being added to the existing mental health housing beds.
- A part time peer position was added to the staff of Damon Hall.
- 44 individuals with intellectual/ developmental disabilities were provided with housing.





# Looking closer at Residential Services

The Boys Community Residence is a supervised living environment for eight adolescent boys who have a principal mental health diagnosis. In 2014, the program welcomed five new youth and facilitated discharges for eight. Of the eight youth transitioning out of the program; five youth were successfully reunited with their families, one youth was referred to adult services, two youth transitioned to a higher level of care, and one young man is completing his first year of college and receives continued support from program staff who maintain regular contact.

A youth guided approach is utilized by the program staff which aims to promote youth engagement within the residential setting. The boys are encouraged to exercise their voice and choice. The program staff is trained to use strength based techniques while supporting the youth as they develop the skills and ability to attain their goals. Many of the youth in this program have



# Carl's Story

Carl has had many struggles in his young life including a history of placements, numerous emergency room visits and hospitalizations.

During his stay, Carl graduated from high school, maintained high honor roll during his senior year and was a member of the track team. The residence held a 'going away to college party' for Carl last summer and almost all of the staff and residents attended to support him. Carl was excited and nervous to begin his college career but never waivered in his commitment to pursue his education. Carl began his freshman year at a SUNY College in the fall of 2014 and has maintained a 3.2 GPA during his first semester!

Program staff assisted Carl with exploring and securing tuition assistance programs and have continued to provide support to help with adjusting to college and to ensure the best possible college experience. This included helping to arrange supportive services as needed. Residence staff maintain regular phone contact with Carl and he has visited the program during college breaks.

All of these efforts along with Carl's determination to succeed are working well and we look forward to seeing him grow and develop further. We are very proud of Carl and honored to have contributed to his success.

experienced some type of childhood trauma prior to placement. Providing trauma informed care is an essential component of the program which increases the potential for each youth to feel safe and supported. There is a strong focus on increasing family involvement and improving relationships, increasing academic success, skill development in several different areas,

and reuniting the youth to their families when possible.

Family driven services are important in empowering families to be an active member of their child's treatment which in turn increases the chances of a successful transition home for the youth.

### HIGHLIGHTS OF MENTAL HEALTH SERVICES

- 68 dedicated staff served a total of 5,681 individuals throughout the various program in 2014, an increase of 3,814 over the previous year.
- The Health Home served a total of 851 individuals through care management and 2,798 in outreach and engagement to help people who have chronic conditions including behavioral health and medical conditions.
- Protective Services for Adults
   provided case management services
   to 203 people at risk of abuse and
   neglect and helped 254 individuals
   manage their finances.
- Mental Health Transportation
  helped people to maintain their
  independence by providing 279
  people with discounted bus passes
  and 14 people with van services.
- Four Seasons, a psychosocial club, with over 120 members, provided 16 employment placements and helped 230 persons with clothing from its Wares Like New Thrift Shop.

# Larry's Story

Larry was an over the road truck driver for 36 years before becoming involved with Catholic Charities. In 2009 Larry experienced a loss that turned his life in a difficult direction. With help from Catholic Charities, Larry has been able to get back on the road again.

In the latter part of 2014, the Adult Health Home added Larry as a part time Peer Recovery Coach in order to promote peer

## Looking closer at Mental Health Services

In the latter part of 2014, the Adult Health Home added a part time Peer Recovery Coach in order to promote peer involvement. Peer Staff are individuals who have received services and who are able to engage others in recovery because they have that experience. They provide a variety of services including work on wellness, transportation to appointments and social support. Catholic Charities has employed peers since the 1990's including parents of special needs children and individuals who have experience with the mental health system.



involvement. Larry offers a unique point of view because he has received services, which enable him to inspire confidence and become a positive role model for current members. Peer Recovery Coach's are able to assist members with providing linkages to other services including mental health, legal, housing, medical, financial, education and parenting services. They also facilitated a Mindfulness Meditation Group and plan to continue these and other peer groups in the upcoming year.

### HIGHLIGHTS OF YOUTH, FAMILY & COMMUNITY SERVICES

- The Division served 3,217 youth and families, 811 adults and seniors and provided programs that strengthen families, keep youth out of placement and hospitals, help seniors give back to the community and promote health and wellness and result in significant cost savings to Broome County.
- The Coordinated Children's Services Initiative (CCSI) worked with 271 youth in 128 families, and kept 93% of the youth out of placement; this represents a cost savings of \$8,154,975 to the county.
- The Family Counseling Program served 704 adults and 482 children.
   Pregnancy, parenting and adoption services were also provided to 107 adults and 12 children.
- 1,680 youth participated in **CYO**, with 1,010 being new members.
- 95% youth reported improved interpersonal skills including negotiation, leadership, teaching others and team playing.
- The Food Pantries provided a total of 815,535 meals; the Binghamton pantry hosted a summer lunch program serving 100 children who also received 625 weekend food bags.
- Of the 25 Portfolios Café trainees served, 14 successfully graduated and 9 moved on to work in the community.
- RSVP Transportation provided 4,075 trips for 77 seniors in Binghamton and the Town of Union. Over 300 seniors were served in the nutrition program and other activities at our Oak Street Senior Center.

# Looking closer at Youth, Family, and Community Services

At Catholic Charities, part of our mission is to make sure that each person who turns to us has at least the basics, including food. Last year our Emergency Services provided 54,369 persons with a total of 815,535 meals through our Binghamton and Endicott (Mother Teresa's Cupboard) food pantries.





# Dave's Story

Dave is married and has five children. He is retired from NYS DOT. Dave currently works at BCC as a Civil Engineer Professor.

Even though he's retired, he has a busy life. When he's not working, Dave volunteers at the food pantry two mornings a week. He takes care of his granddaughter



one day a week, coaches softball, which he has been doing for over 25 years, and is an active member of St. Joseph's Parish.

Dave feels that it is his responsibility to volunteer and give back to his community. He encourages his children to volunteer as well because volunteering instills respect and compassion for others and provides a view of today's realities.

Looking closer at Youth, Family, and Community Services continued...

About 5,000 people visit the pantries each month. Many who come to us in need are very vulnerable: 43% are children and 6% are elderly. Through client choice, the food resources we have are stretched as people choose only what they will use. The pantries strive to provide as much fresh produce and healthy foods as possible in order to promote good health and wellness. The work of the pantries is made possible through the help of 56 adult and 106 high school volunteers. An onsite Licensed Social Worker provides counseling services in situations that extend beyond basic needs. Last summer, 105 children and 50 parents attended the Summer Lunch program held at Redeemer Lutheran Church where 101 children completed the

Books Program (reading for 8 hours). 625 weekend food bags were given out to 105 children and 63 children earned backpacks. Jessica's Corner, named in memory of a former pantry recipient, grew with the help of baby items available for purchase at reduced cost from the Southern Tier Food Bank. AmeriCorps volunteers helped to put together packages containing 72 layettes and gift bags containing infant care items. 1,355 packets of diapers were given out as well.

Catholic Charities is blessed to receive many donations of food, personal care items and monetary donations in order to meet the many needs in our community.

# **UPCOMING IN 2015**



There are many exciting changes on the horizon, which bring with them many challenges. We anticipate continuing to strengthen existing partnerships and to explore ways to work together with others to advance our mission.

- Work begun in 2014 to expand the Adult Health Home to serve children will result in an application which incorporates the first ever multi-diocesan effort to serve high need children. Talks are in progress to forge relationships with seven of the eight dioceses in order to bring the strength and diversity of Catholic Charities to children who have special emotional and medical needs. This is an unprecedented coming together, which has the potential to strengthen our services statewide.
- Catholic Charities will explore new ways to help people move out of poverty including working with people to create Economic Independence Plans and through building on existing emergency services.
- Efforts are underway to incorporate peer advocacy within our services. This is based on the idea that people with lived experience

with receiving services can provide a unique perspective in helping others in similar situations. This may include parents of special needs children, youth who have graduated from services or people who have received behavioral health services.

- Work is in progress to look at ways that we can work with our sister agencies within the Syracuse diocese to share expertise and to improve service operations.
- The Catholic Charities Summer Challenge will provide an opportunity for 76 adventurous people to raise funds to support our programs through rappelling down the side of a local building.
- We look forward to strengthening our parish relationships and to working on new projects together including improving joint efforts to feed the poor and forging closer ties to our counseling services.

# **THANK YOU**





### WITH THANKS TO OUR DONORS AND SUPPORTERS

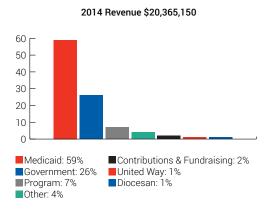
With your help we were able to make our community a better place to live for many less fortunate including the poor, persons with special needs, the elderly and for all challenged by

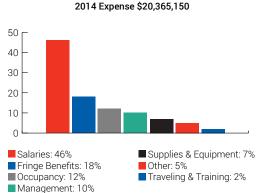
economic circumstances which prevent them from having the basics: food, shelter, clothing, health care and the essentials for living in dignity. Highlights included:

 Raised over \$110,000 in food and monetary donations through the Feinstein Challenge to fill our pantry shelves

- Celebrated our First Annual Gala to raise funds for our endowment, to assure that future generations will be helped
- Provided over 8,000 people with Thanksgiving baskets and dinners and collected over 3,700 turkeys with all the fixings
- Held our first Annual Appeal to support donations for our ongoing operational needs and to mitigate funding cuts
- Provided over 550 older children with Christmas items and their families with food baskets
- Raised funds through our Harvest for Hunger appeal to help people during and after the holidays with food
- With the help of our western Broome parishes, provided food and assistance with evictions, prescriptions, clothing and other basic needs

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\$10,000 - \$24,999

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