2024 Annual Report

Creating Hope, Transforming Lives



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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.

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CONTENTS

Letter from the Executive Director	, 4
Youth, Family & Community Services Division	.5
The Jack O'Rourke Family Counseling Program	6
Parenting, Pregnancy, and Adoption	7
Functional Family Therapy (FFT)	8
Gateway	9
Family Navigator	10
Family Peer Supports and Services	11
Children & Family Treatment and Support Services (CFTSS)	12
Sharing Hope And Inspiring New Energy (SHINE)	13
Family Care Management	14
Retired Senior Volunteer Program (RSVP)	15
Emergency Services	
Food Pantry System	17
Emergency Financial Assistance Program	20
Residential Services For Youth	
Teen Transitional Living Program (TTLP)	21
Boys of Courage – Community Residence	22

Residential Services Division	.23
Certified Apartment Program (CAP)	. 24
Supportive Housing Program (SHP)	. 25
Warehouse	. 26
Individual Residential Alternative (IRA)	. 27
Community Health Services Division	.28
Assisted Competitive Employment (ACE)	. 29
Protective Services for Adults (PSA) / Representative Payee	. 30
Peer Support Partnership with Broome County Public Library	. 31
Four Seasons Social Club	. 32
Stepping Stone-Drop In Center	. 33
Fransportation	. 34
Assertive Community Treatment (ACT Team)	. 35
Adult Health Home Care Management	. 36
Financial Report	.37
Business & Organization Donations	.38
Individual Donations	.39
Looking Aboad	/1
Looking Ahead	.41

Letter from the Executive Director

Dear Friends,

2024 has been a year of great change in the agency. We wished our previous Executive Director, Lori Accardi, much success in her retirement and I stepped into what I believe will be the most rewarding position I have ever held.

The agency had to face many challenges during the year. We met those challenges united as a team. We reorganized and restructured many programs and departments with the goal of creating efficiencies that would strengthen our ability to carry out our mission to **Create Hope and Transform Lives**. We expanded the leadership team to ensure the voice of the staff were heard. Their experience and input were building blocks for positive change. All staff rallied behind these efforts—working hard to do more, at times with less, and to be visible in our community. We reached out and participated in many community events. We shined a bright light on the heart of our agency, the caring hearts of our staff, volunteers, board members and generous supporters.

I want to extend a very heartfelt thank you to all who helped us carry out Christ's mission. Your support is vital in helping us strengthen our work and build a community we can all be proud of. I also want to recognize our Board of Directors and the role they play in the success of our agency. They help guide our mission and lead initiatives that make a difference, not just within our agency, but across Broome County.

In the pages of this report, you'll see how our shared commitment and belief in our vision are making a difference in the lives of those we serve. Thank you for being a part of this journey with us.

With gratitude,









Youth, Family & Community Services Division

The Youth, Family, and Community Services Division is dedicated to supporting individuals and families through counseling, education, and essential resources. Our programs provide guidance to navigate life's challenges, strengthen relationships, and promote overall well-being. By fostering resilience and healthy lifestyles, we help families and individuals build brighter, more stable futures within their communities.

The Jack O'Rourke Family Counseling Program

Our Family Counseling Program focuses on strengthening families, supporting healthy relationships, and guiding individuals through life's toughest challenges. We provide marriage and relationship counseling, parent-child counseling, and intensive individual therapy to help clients navigate major losses and life's hardships with resilience. Last year, 8% of our clients were at or below the poverty level, 10% received means-tested government assistance, and 38% of adults we counseled faced economic stress. Additionally, 46% of adults reported that a physical or medical condition contributed to their stress, highlighting the vital need for compassionate, comprehensive support.

124 families were served, consisting of 129 adults and 17 children.

218 additional family memberswere positively
impacted by our
intervention.

1,361 sessions
(individual, couple
and family) were
provided.

By the Numbers: Lives Changed and Futures Transformed

100%

report positive
changes coping
with their emotions
or concerns that
brought them to
therapy.

100%

report a decrease in isolation or feelings of loneliness.

100%

report increased interest and enjoyment in activities.

96%

report utilizing coping skills, mindfulness, techniques or strategies learned in therapy.

100%

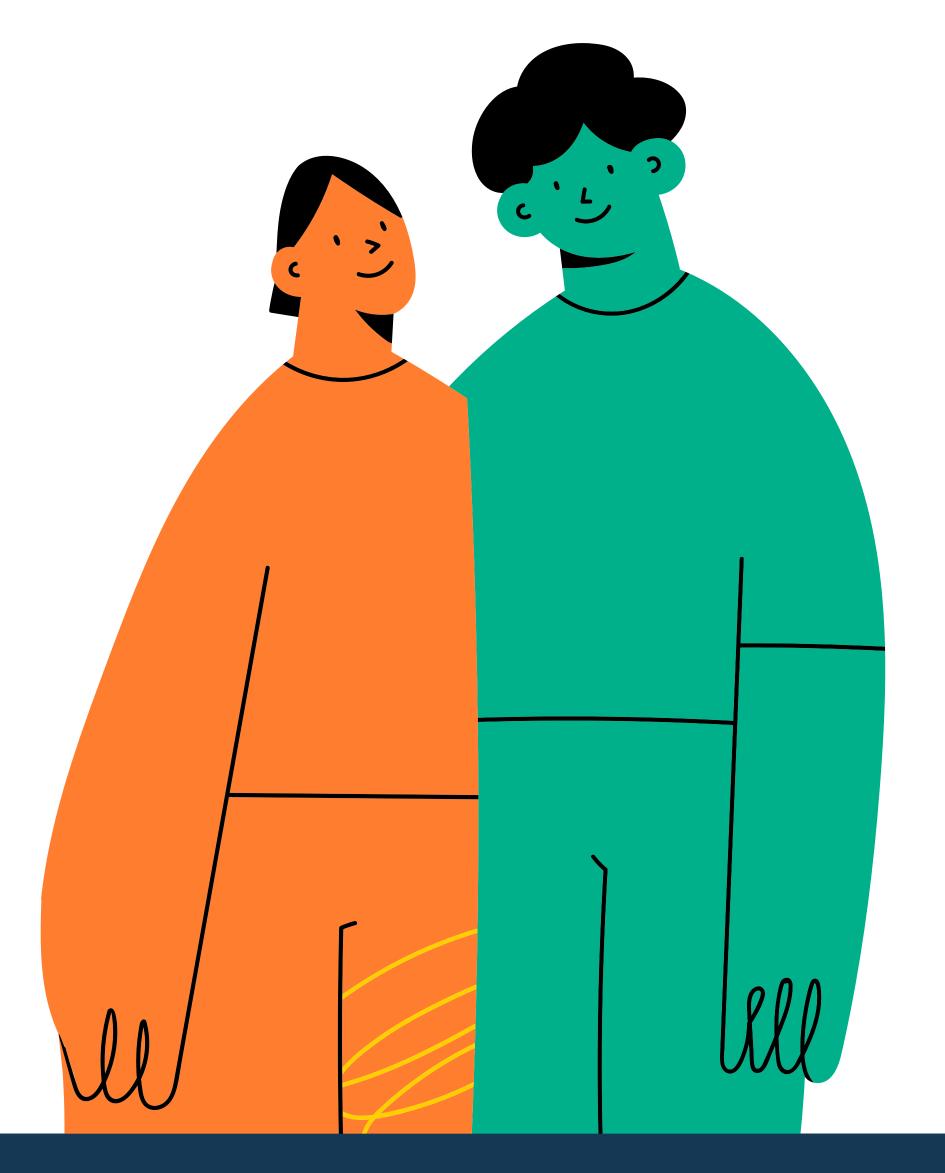
report change or improvement in their relationship with others since participating in therapy.

Finding Strength Through Support

At 68, a devoted mother found herself overwhelmed as she welcomed her adult child back home, navigating the challenges of their mental health and substance abuse struggles. The weight of stress, anxiety, and depression felt unbearable—until she turned to Catholic Charities for counseling. Through compassionate guidance, she learned to set healthy boundaries, communicate more effectively, and prioritize her own well-being. As she rediscovered her own identity beyond motherhood, her anxiety eased, and hope returned. With newfound strength, she continues to support her child while also embracing the life she deserves.

Tools for Building a Better Future

Told they would never graduate, a determined teenager nearly lost hope—until Catholic Charities provided the support they needed to persevere. Through counseling, they built confidence, learned independence skills like shopping on their own, and found the courage to self-advocate when facing bullying. Education on healthy routines—better sleep hygiene, nutrition, and regular physical activity—helped reduce stress and anxiety. With these tools, they not only graduated but are now preparing for college this fall, proving that with the right support, resilience can overcome even the toughest challenges.



Parenting, Pregnancy, and Adoption

We maintain adoption records for adoptions completed through Catholic Charities of Broome County and St. Mary's Orphanage, ensuring all requests for identifying or non-identifying information follow proper procedures. Those seeking identifying records can register with the NYS Adoption Registry for access, providing a secure and structured way to reconnect with their history.

4 adoptive families
provided pictures
and updates
for birth parent
records.

8 individuals requested St Mary's adoption records. **5 individuals**requested birth
certificates and
Catholic Charities
adoption records.

Finding Home Again

When a youth and their sibling were placed with kinship caregivers, adjusting wasn't easy. The youth, used to fending for themselves, struggled with new rules and supervision, while their sibling clung to strict structure to cope with anxiety. Meanwhile, tensions between caregivers and the parent made co-parenting feel impossible. Through Functional Family Therapy, things began to change. The family learned to communicate openly, helping the children feel heard and supported. Mindfulness techniques eased emotional struggles, and a shared goal emerged—putting the children's well-being first. Over time, conflicts softened and trust grew. With the ongoing support of kinship caregivers, the youth successfully transitioned home, supported by a network of care, stability, and love.

Journey to Stability

At 17, this young person was struggling with depression, family conflict, and a pattern of running away. Referred to Functional Family Therapy, they worked alongside their family to build healthier communication and reduce tension at home. Over time, the changes made a lasting impact—family conflict eased, and the teen no longer felt the need to run. They became more engaged in school, avoided social drama, and found a sense of stability. They have now proudly graduated high school and are thriving.

Functional Family Therapy (FFT)

Functional Family Therapy (FFT) provides weekly in-home or office-based counseling for families with children at risk of out-of-home placement or involvement in the juvenile justice system. Through structured support, FFT helps families strengthen communication, resolve conflicts, and create a more stable, positive home environment—keeping families together and empowering them to thrive.

44 youth were served, with a total impact on 90 children (including siblings) and 59 adults.

By the Numbers: Families Strengthened

100%

of youth who
participated in FFT
avoided out-ofhome placement.

98%

of surveyed clients remained out of placement at 24 months after receiving FFT services.

100%

report improved
communication and
reduced conflict
after closing with
FFT services.

100%

100%

report youth report improved behavior improved parenting skills after closing with and improved supervision after closing with FFT services. closing with FFT services.

Gateway

Gateway provides a wide range of services designed to support individuals and families in need. These include case management, counseling, and various psycho-educational groups such as parenting and anger management programs. The program addresses a variety of challenges, with the most common issues being education and vocational struggles, anxiety, depression, self-esteem, relationship conflicts, parent-child conflicts, financial stressors, and the impact of growing up in an environment with alcohol or drug abuse. For parents, Gateway offers STEP classes for children from birth to five years of age, aimed at improving parenting skills and strengthening relationships, as well as STEP Elementary for parents of school-age children. Anger management groups, featuring interactive activities, help both youth and parents learn practical skills for fostering positive behavior and managing emotions.

99 youth/families
were served, with
an average of 8
sessions.

12 youth/parentsparticipated in the
Anger Management
group.

26 parentsparticipated in
STEP parenting
 classes.

Turning Anger Into Art and Empathy

Twelve youth and their parents participated in an anger management program focused on creating a supportive home environment through shared learning. Parents and children practiced new skills together, engaging in hands-on activities that made tough topics like family separation and bullying more approachable. As a result, youth became more open about the emotional triggers behind their anger, and parents gained a deeper understanding of their children's emotional needs. This led to breakthroughs in family communication, with parents adopting a more empathetic approach and practicing new skills at home. One of the most impactful moments was seeing how art helped the youth channel their anger in healthy ways, turning a challenge into a creative outlet. This program not only strengthened families but also empowered the youth to manage their emotions with greater confidence.

A Parent's Journey of Hope and Healing

After being referred by DSS, a determined parent took part in the STEP 0-5 parenting classes, eager to create a more positive environment for her family. Throughout the program, she actively engaged, asking thoughtful questions and learning new strategies to manage her child's tantrums and turn challenging moments into opportunities for connection. By focusing on redirection and building healthier interactions, she began to see significant changes in her home. The parent also worked on her own coping skills, learning to manage stress and approach parenting with a calm mindset. By the end of the program, her confidence soared. With a heart full of pride, she shared, "I can get my kids back now!"

Connecting the Dots for Family Wellness

A concerned parent reached out for help after her son's visit to CPEP, seeking support for his mental health. The Family Navigator quickly stepped in to ensure her family could access the right care. Together, they explored therapy options and worked through the paperwork, making sure her son had everything in place for his first counseling session. The Family Navigator also helped her connect with Catholic Charities' Family Peer Support services, and a referral was made to the SPOA for additional care management. When the parent struggled to find summer activities for her son, the Family Navigator provided local resources and event information, ensuring he stayed engaged and active. Grateful for the support, the parent felt hopeful and empowered, knowing her son was on the right path toward mental health care and a brighter future.

A Path to Healing and Support

After being discharge from CPEP, a youth struggling with self-harm and depression was referred to our services. With guidance and support, the family navigated the process of beginning mental health treatment. Over time, the family made incredible progress. They learned to communicate more openly with providers and advocate for their child's needs at school. The youth began to verbalize his emotions instead of hiding them and made the empowering choice to move away from self-harm. Meanwhile, the parent discovered the importance of caring for her own health, ensuring she stayed physically strong to support her family.

Family Navigator

The Family Navigator program provides short-term case management and parent support services, helping families navigate various community resources. It offers assistance with referrals, transitional services following hospitalization or placement, and outreach to connect individuals with providers they may not otherwise have access to. This program aims to support families in accessing the services they need for stability and growth.

case management and parent support or referrals to community providers.

45 outreach activities

were completed with
community providers,
hospitals, CPEP, schools,
primary care, and
community service fairs.



Family Navigator
Transitional services
were connected to
community services to
prevent hospitalization.

in Family Treatment
Court were connected to
case management, food
pantry donations, family
peer support and other
community services.

8 parents were provided
STEP parenting classes
addressing specific parenting
concerns and skills needed
as a requirement for family
court in their process to
reunite with their children.

Family Peer Supports and Services

Family Peer Supports and Services—through the Broome County Mental Health Department (BCMH)—provides parents and caregivers with the tools, resources, and encouragement they need to navigate challenges and support their child's well-being. Through skill development, community connections, and parent/caregiver training, Family Peer Advocates (FPAs) help families build confidence, strengthen natural support systems, and advocate for their child's needs. Whether guiding parents through school and mental health systems, offering emotional support, or connecting families to vital community services, FPAs play a crucial role in empowering caregivers to create a more stable and supportive environment for their children.

160 youth
and 70 families
were served.

By the Numbers: Families Supported

100% successfully

successfully prevented youth placement.

100% report satisfaction with the service and would

recommend it to others.

Securing the Right Home

With support from their FPA, a family navigated a difficult housing situation, working with their landlord to secure a new home that better meets their needs. They're creating a fresh start filled with stability and opportunity.

Essential School Supports

A dedicated mom successfully advocated for her son's return to their school district with the help of her FPA, ensuring essential supports will be in place when he transitions next year. Together, they're helping him build positive relationships and develop skills for a successful future.

New Job, New Outlook

Encouraged by her FPA, a determined mom took a bold step forward—securing a new job she truly enjoys and prioritizing her own health. With growing confidence, she's feeling more capable of managing life's challenges and embracing a brighter future.

Children & Family Treatment and Support Services (CFTSS)

Children and Family Treatment and Support Services (CFTSS) provide essential mental health and support services to children and families, helping them build skills, strengthen relationships, and access the care they need. These services include:

- Other Licensed Practitioner (OLP): Provides clinical assessments, therapy, and treatment planning.
- **Community Psychiatric Supports and Treatment (CPST):** Helps children develop coping strategies, manage emotions, and improve daily functioning.
- **Psychosocial Rehabilitation (PSR):** Focuses on skill-building to enhance independence and social engagement.
- Family Peer Supports and Services (FPSS): Offers guidance, advocacy, and emotional support to caregivers navigating their child's mental health needs.

Together, these services empower families to create a stable, supportive environment where children can thrive.

50 youth/
families were
served (some
with multiple
services).

By the Numbers: Progress Made

100%

100%

felt that they were making progress towards their goals. report satisfaction with the service and would recommend it to others.

A Family Rebuilds Trust and Communication

A mother and her daughter were struggling with serious communication breakdowns. The child was refusing to go to school, staying out all night with friends, and running away from home, leading to multiple police interventions. With the support of the FPA, the family has made tremendous progress. The mother and daughter are now communicating in a way that allows them to truly hear each other. The child is no longer fighting with her sisters or running away and is attending school regularly. The mother has also developed a strong relationship with a local police officer, who checks in to ensure the family is doing well. This transformation has brought a renewed sense of stability and connection to their home.

A Mother Learns to Advocate for Her Child's Needs

A parent is now able to communicate effectively with school staff to ensure her child's needs are met. In the past, she struggled to stay calm during these conversations, but with the guidance of her FPA, she has developed new communication skills and is handling discussions with greater confidence and composure.

A Young Girl's Path Back to School

After missing more than a year and a half of school, a determined young girl found a fresh start through the SHINE program. With the unwavering support of her parents, a dedicated Juvenile Services caseworker, and the Binghamton School District, she embraced a path back to education. Through educational planning, skill-building, and intensive family meetings, she and her family worked to create a structured, supportive environment.

Her father, now equipped with stronger parenting strategies, helped reinforce the importance of school with both encouragement and accountability. Slowly but surely, her attendance improved, and so did her outlook on learning. In just three months, she not only returned to school but also met every goal set for her. With a renewed sense of confidence and direction, she successfully completed the SHINE program, leading to the closure of her diversion case. What once seemed like an impossible journey became a story of resilience, growth, and a brighter future ahead.

Sharing Hope And Inspiring New Energy (SHINE)

The SHINE program provides intensive case management and support services for youth and families involved with the Department of Social Services (DSS) or Probation. The program helps prevent placement, reduce replacement, and improve school attendance, family functioning, and overall well-being. Families work with an Intensive Family Worker for up to 18 months, receiving services such as in-home coaching, parent support, skill-building, crisis response, and coordination of additional services. SHINE also supports youth during placement and helps prepare for a successful transition back home.



The average length of stay in placement was 7 months.

4 youth returned home from placement.

By the Numbers: Youth Supported

96%

successfully prevented youth placement.

100%

families had no abuse/neglect reports.

88%

of meetings were attended by families.

100%

youth had no new court involvement since SHINE.

Family Care Management

The Care Management program is a strengths-based approach that brings together a team to support a youth and their family in identifying and accessing necessary services, such as medical and behavioral healthcare, social services, education, financial assistance, vocational support, housing, and more. The Care Manager oversees the coordination of care, ensuring that the team collaborates effectively with the child, their parent or guardian, family supports, and service providers to address the family's needs and improve overall health and well-being.

With the support of Care Managers, clients have enhanced their socialization skills and made positive connections with other peers by being referred to and connected with various community programs and organizations throughout Broome County. They've also learned coping skills to help them handle their emotions in a positive way. Care Managers have reported that clients are able to be discharged because of the positive changes that the client is making, which has resulted in clients improving their behavior within school and at home.

By the Numbers: Skills Developed

100%

report they feel better
overall and that they've
developed the skills
that are important to
them in order to make
positive changes.

100%

of caregivers have reported they've seen a change within the client since working with their Care Manager. 100%

of caregivers would recommend the program to others. Non- Medicaid
Care Management
served **30 youth/**families.

Medicaid Care
Management
served 95
youth/families.



Building Trust and Overcoming Fears

When one client first entered the program, they were unsure about working with providers and hesitant to seek help. However, with the unwavering support of their Care Manager, they built a trusting relationship that helped them overcome these fears. This newfound confidence led them to begin mental health treatment, where they now see a therapist and have medication management—tools that have made a significant difference in their life.

Their journey didn't stop there. Initially reluctant to pursue a job, they gradually opened up to the idea with encouragement from their Care Manager. They took a big step by applying for jobs and are now able to discuss their challenges and barriers with their mental health provider. Their progress is a powerful reminder of how support, encouragement, and personal growth can lead to positive change.

Retired Senior Volunteer Program (RSVP)

The Retired & Senior Volunteer Program (R.S.V.P.) empowers older adults to make a meaningful impact in their communities by connecting them with volunteer opportunities that match their personal interests and skills.





New Recruits

RSVP recruited **16 new volunteers** to provide the community's agencies with the support needed to accomplish their missions.



Bone Builder Classes

28 trained RSVP Bone
Builder exercise leaders led
26 weekly classes serving
2,421 volunteer hours to
195 participants to prevent
osteoporosis and provide
relief from pain and stiffness
for individuals with arthritis.



Tai Chi

RSVP led **4 Tai Chi classes** throughout Broome County with **50 participants.**



Good Morning Broome

Through The Good Morning
Broome Program, 14 trained
RSVP Telephone Reassurance
callers made 1,266 wellness
phone calls to isolated and/or
homebound seniors.



Good Afternoon Broome

Through the Good Afternoon
Broome Program, 4 RSVP
Social Connection trained
volunteer callers provided
1,680 phone calls to 10
participants providing social
connections to seniors who
were isolated.



Food Pantry

a total of **6,768 hours** to serving at the Catholic Charities of Broome County Food Pantry System.





159 RSVP
volunteers
served a total of
19,658 hours.



RSVP volunteers
served 13
non-profit
organizations in
Broome County.

From Caregiver to Community Builder

After a fulfilling career in nursing, one retiree was determined to continue making a difference in her community. Through the RSVP AmeriCorps Senior program, she became a Bone Builders trainer, offering valuable sessions on how seniors can maintain strong bones through nutrition and physical activity. But it was more than just health education—she created a welcoming space for seniors to come together, share their stories, and combat loneliness. Her dedication has not only led to improved health outcomes but has also helped build a more connected, supportive community.

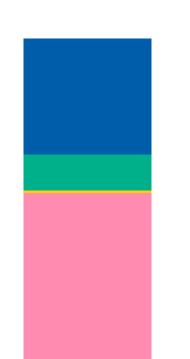


EMERGENCY SERVICES

Food Pantry System

Our pantry system serves as a vital resource for individuals and families in need, providing food, clothing, and essential support. A dedicated team of staff and volunteers operate two locations (the Community Empowerment Center on 100 Main Street and Mother Teresa's Cupboard) to offer more than just supplies—they provide hope, dignity, and a helping hand to those facing hardship.

Our pantries are serving a growing number of non-English-speaking individuals. To ensure everyone feels welcome and supported, we've introduced printed materials and flyers in multiple languages. Additionally, a dedicated cell phone is now available to help pantry workers and clients access interpreter services, making communication easier and more inclusive.



1,064,715 meals

were served at our two pantries to **70,981 individuals**, representing 21,924 households.

- Children (25,432)
- Seniors (7,911)
- Veterans (510)
- Adults (37,638)



Jessica's Corner

148 Jessica's Corner bags

were provided to families in need. 3,773 individuals received diaper assistance, with a total of **282,975 diapers** distributed throughout the year. **123 cans of formula** were also provided.



Summer Lunch Program

15,540 meals were provided to children in need through 3,108 grab-and-go bags, each containing five days' worth of nutritious lunches, ensuring access to healthy food throughout the summer.



Personal Care Items

70,964 personal care items were distributed from both pantries.



Christmas Gift Cards

416 teens received gift cards through the Christmas
program, thanks to generous
donations from local churches
and private donors.



School Supplies

1,080 backpacks filled with school supplies were distributed to area children in September 2024, thanks to a partnership between the Food Pantry and WBNG.



Referrals

2,314 people were referred to other services, including:
WIC, VA, Food Stamps, Public
Assistance, Medicaid, NYSEG,
Pantry Mentor, or Other.



2,070 backpacks were given to unhoused individuals on the street providing 16,560 ready-made meals (8 meals per bag).

3,028 backpacks were delivered to unhoused individuals temporarily living in a shelter/hotel providing 24,224 meals (8 meals per bag).

3,401 emergency home deliveries were provided to reduce food insecurities for individuals who may not be able to access the food pantry.

Delivering Hope and Meeting Families Where They Are

Catholic Charities of Broome County and GloryShines
Foundation Inc. have joined forces to tackle food
insecurity among unhoused families, bringing
essential groceries directly to those staying in hotels,
motels, and shelters due to the county's housing crisis.

One mother of three, temporarily living in a hotel after losing her job, struggled to access food without transportation. Thanks to this partnership, volunteers delivered fresh produce and groceries straight to her door, lifting a heavy burden. "It's comforting to know my kids won't go hungry," she shared, grateful for the support that brought both nourishment and hope.

Through the Unhoused Pantry Delivery Program, families receive one delivery per month, ensuring accessibility and dignity. Every Tuesday, GloryShines volunteers deliver food, working hand in hand with Catholic Charities to provide relief and stability.

This initiative is proof of the power of collaboration—ensuring no one is forgotten, one delivery at a time.





Our Harvest for Hunger and Hope telethon raised over \$16,000.



Our Thanks-4-Giving food and turkey drive collected over **3,300 turkeys**. 3,045 Thanksgiving baskets and an additional 266 turkeys were distributed through the efforts of the parishes, other organizations and Catholic Charities serving **over 13,000 people** in Broome County.



Providing Shelter and Hope for a Young Family

In the face of unimaginable hardship, a young mother found herself at a crossroads, with nowhere to turn. Recently homeless and without family support, she was struggling to find shelter for herself, her newborn, and her two-year-old son. With limited resources and a temporary hotel stay quickly running out, she was at risk of having no safe place for her children to sleep.

Desperate for help, she reached out to our Emergency Financial Assistance program, hoping for a lifeline. Recognizing the urgency of her situation, our team immediately sprang into action. We were able to extend her hotel stay, offering her and her children a safe haven while she worked with the Department of Social Services (DSS) to secure more stable housing.

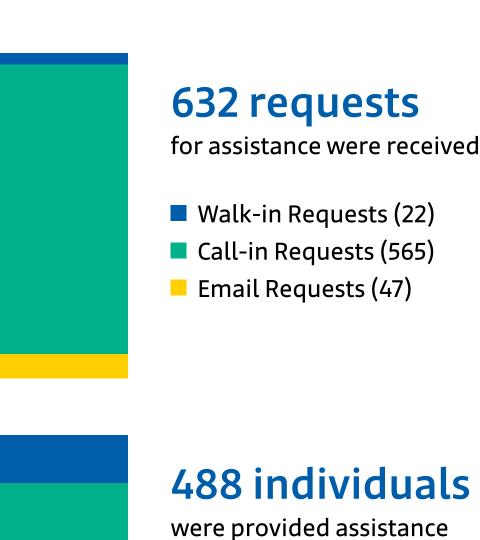
But we didn't stop there. We connected her to vital resources, including food, baby supplies, and WIC, to ensure she had what she needed to care for her children. With this crucial support, DSS was able to place her in a transitional housing program, offering her a fresh start.

Because of the generosity of our community and donors, we were able to keep a mother and her two young children safe, offering them not only shelter but also hope for a brighter future.

EMERGENCY SERVICES

Emergency Financial Assistance Program

The Emergency Financial Assistance program provides short-term financial support to individuals and families facing urgent, unforeseen circumstances. Designed to help those in crisis, the program offers limited assistance to cover essential needs, such as housing, utilities, and other critical expenses, to ensure immediate safety and stability. By offering a lifeline during emergencies, the program helps individuals and families regain their footing and work toward long-term solutions.



Received monetary funds (72)

Received referrals (416)

Most Common Requests

- Service navigation
- Housing financial assistance (rent/mortgage)
- Homeless shelter fees (motels)
- Help with finding housing
- Utility payments
- Furniture needs
- Security deposits
- Fuel/heating
- Misc. (college application fees, gas cards, medical supplies)

A total of **\$14,862.28** was spent on assisting those with an emergency, averaging \$206.42 per family.

RESIDENTIAL SERVICES FOR YOUTH

Teen Transitional Living Program (TTLP)

The Teen Transitional Living Program (TTLP) provides a safe and supportive home for unhoused youth ages 16-21, helping them build a path toward independence. Through intensive case management and a range of services, TTLP empowers young people with the skills they need to transition from crisis to stability. From meeting basic needs to career planning, independent living skills, and community connections, TTLP equips youth with the tools to achieve self-sufficiency and long-term success.

19 youth
were served and
staff provided 2,481
contact hours.

Residents
participated in
4 community
service projects.

this year. One was discharged to independent living, 2 reconnected with their family 4 went to live with a friend, 1 went to Job Corp, 1 went to college and 1 went to

permanent OPWDD housing.

57 group sessions were provided to residents on the following topics: banking, budgeting, financial literacy, cooking, nutrition, employment, interview preparation, hygiene, LGBTQ+ services, home maintenance and ownership, cleaning, teambuilding, community resources, interpersonal skills, healthy relationships, dating.



In December, we attended the 2024
Runaway and Homeless
Youth (RHY) National
Grantee Training in
Atlanta Georgia as part of the Teen Transitional
Living Program's
Federal Grant

Finding Community and Building a Future

At 18, a young man found himself alone—aging out of foster care with no safety net to catch him. After spending months bouncing between the streets and temporary stays at a warming center, he was referred to TTLP—a moment that changed everything. During intake, he received a warm winter coat, food, and hygiene products—small comforts that made a world of difference after going without for so long. But the program's support went much deeper. He was immediately connected with a primary care physician to address his health concerns. With guidance from TTLP, he applied for and started receiving benefits, while also navigating the complex process of securing crucial identification documents.

Determined to build a better future, he worked closely with the Cornell Cooperative Extension for employment support and enrolled in a manufacturing program at Broome Community College. This experience not only gave him job skills but also helped him develop social and independent living skills. For the first time in his life, he felt safe enough to let his guard down, to build relationships, and to believe in his own potential. He even expressed that, for the first time ever, he felt like part of a community.

Armed with new confidence, he secured his first job at Walmart. He learned to navigate his community by bike and public transportation. After careful consideration, he applied and was accepted to Job Corps, where he could further his skills and training. With the foundation built at TTLP, he made a seamless transition into Job Corps, stepping into his next chapter with resilience, confidence, and the skills to shape his own future.

Finding a Path to Independence

Arriving at the program after a difficult period in the Comprehensive Psychiatric Emergency Program (CPEP), this young person faced overwhelming challenges. His family had cut ties, his social interactions were minimal, and he struggled with personal care and independent living skills.

With dedicated support, new opportunities emerged. A school placement led to graduation, and although college didn't go as planned, he learned many valuable lessons. He was connected with a job skills coach and eventually secured employment. With ongoing support, he also reconnected with his family and participated in several successful home visits.

While at Boys of Courage, he took part in various activities that pushed him beyond his comfort zone and cultivated personal growth. He developed an interest in animals and participated in therapeutic equine programming. He also gained important independent living skills, such as cooking and hygiene, marking significant progress in his development. With determination, he transitioned into the Teen Transitional Living Program—paving the way toward permanent housing and long-term stability.

RESIDENTIAL SERVICES FOR YOUTH

Boys of Courage – Community Residence

Boys of Courage is a New York State Office of Mental Health-certified residential program designed for adolescent males ages 12-18 with a primary mental health diagnosis. The program provides comprehensive restorative services, including socialization skills, independent living skills, behavioral management training, counseling, health services, daily living skills, medication management training, and family support. Through structured support and guidance, Boys of Courage empowers youth to develop the skills and resilience needed for a brighter future.

Community Engagement

- Residents participated in the bike program in collaboration with the Lee Barta Community Center. They learned how to repair bikes and earned their own bike at the end of the program.
- Residents attended Cooking Classes offered through Cornell Cooperative Extension.
- Residents were involved in community sports and clubs, including Conditioning Club, Magic Club, Anime, Track, and Football.
- Residents volunteered at the food pantry, the Thanks-for-Giving Turkey Drive, United Way Day of Caring, and Ramp-it-up.
- 3 youth were employed, 1 at Southern Tier Auto and 2 at Weis.
- Residents participated in community activities and tried new things including attending the YMCA, football and rugby games at Cornell, basketball games at Binghamton University, hockey games, baseball games, local holiday activities, state and local parks, swimming, and picnics.

12 youth
and their families
were served: 6
admissions and 5
discharges.



Residential Services Division

The Residential Services Division provides a range of housing and support programs designed to empower individuals facing mental health challenges, developmental disabilities, and other complex needs. Through our programs, we offer safe housing, personalized support, and resources to promote independence and community integration. These services help individuals build stability, gain independence, and connect meaningfully with their communities.



Certified Apartment Program (CAP)

The Certified Apartment Program (CAP) offers safe housing for individuals 18 and older who are diagnosed with severe and persistent mental illness. This program is designed to support and assist individuals in achieving their goal of community integration. Residential staff work closely with clients to create personalized goals that align with their desires, abilities, and readiness to live independently in the community. CAP offers a range of restorative services, including community integration, socialization, medication management, and daily living skills, all aimed at promoting independent living and helping clients to thrive in their own homes.

57 individuals were served throughout the year (the program has a 44 occupancy).

CAP started 2024 at 59% occupancy and ended the year at an average of 89% occupancy.

Overcoming Darkness

At 36, this woman came to Catholic Charities after spending time in a homeless encampment, vulnerable to the dangers of sex trafficking and battling heavy drug abuse. After a year-long hospitalization at GBHC due to a diagnosis of schizoaffective disorder, she found hope when she entered the Certified Apartment Program. While the road wasn't easy at first, she has made incredible strides. She has embraced her treatment plan, remained committed to her sobriety, and attends ACBC five days a week. With support from the program, she's looking forward to moving into her own apartment through the Supportive Housing Program.

Turning the Page

After spending years incarcerated, a 39-year-old man entered the Certified Apartment Program, determined to turn his life around. With a diagnosis of bipolar disorder and a history of substance use disorder, he faced significant challenges. However, through hard work and dedication, he successfully completed substance abuse services and anger management treatment. Now, fully compliant with his medication, appointments, and parole conditions, he has made remarkable progress. Supported by his close-knit family and engaged with mental health services, he's learning essential skills for independent living. He's eagerly working toward the next chapter, looking forward to transitioning into Supportive Housing.

Supportive Housing Program (SHP)

The Supportive Housing Program (SHP) is a person-centered initiative that empowers individuals to choose where and how they live. Designed for adults 18 and older with a primary mental health diagnosis, SHP supports participants in securing safe, affordable, and permanent housing in their preferred location and living arrangement. The program provides assistance with apartment setup, including furniture, household expenses, and rental stipends. Beyond housing, SHP helps residents build community connections and achieve personal goals, fostering long-term stability and self-sufficiency.

322 individuals
were served
throughout the year
(the program has a
268 occupancy).

SHP paid over

1.2 million in
rental stipends
for the year.

A **20 bed** county grant was awarded to increase the program occupancy in 2025.

A Mother's Ongoing Journey

When this mother entered the Supportive Housing Program in 2018, she was in crisis—reeling from the sudden separation from her son and facing overwhelming mental health challenges. With the steady support of the Supportive Housing team, she began to rebuild. Whether it was a ride to a court appearance, parenting classes, or being connected with community resources, every act of support helped her take one step closer to healing and stability. The program provided not just rides and resources, but a network of encouragement that helped her stay focused and hopeful. Today, she's living independently with Section 8 housing, continuing her fight for reunification with her son while balancing her mental health with the support of her providers. Her journey isn't over, but she's moving forward with strength and self-reliance.

Building Self-Advocacy

At 61, this woman faced immense challenges, from battling cancer twice to struggling with severe panic attacks that made it difficult for her to advocate for herself. She fought—and beat—both. Over time, with steady support and encouragement, she built the confidence to speak up for herself and navigate life on her own terms. Today, she's living independently with Section 8 housing and continues to thrive. Her strength is undeniable, and her journey is a testament to resilience and self-belief.

A Story of Transformation and Gratitude

A 50-year old man had struggled with mental health challenges that strained his relationships and left him feeling lost. But since joining SHP, his life has turned around. With a safe apartment to call his own, he's gained confidence, repaired his relationships with family and friends, and learned the importance of budgeting and responsibility. His apartment is well-kept, and he's taking pride in his independence. Thanks to the support and encouragement from Catholic Charities, he now sees himself moving beyond the program and even giving back to the community that helped him thrive. He's pursuing his passion for the performing arts and looking ahead to a promising future, ready to embrace new opportunities and share his success with others.

Warehouse

The Catholic Charities of Broome County warehouse was developed to provide individuals in our Residential Mental Health programs with quality, affordable household items from dishes, brooms, coffee makers to furniture for every room in the apartment. This start up service is provided to our Certified Apartment and Supportive Housing program individuals. It allows clients quick access without waiting for companies to order these items and then schedule delivery dates. Our staff work with the clients' time constraints and deliver items when it is best for them. This gives the clients options, choices and comfort as their residential support staff are there to help with the delivery and setting up of the apartment if the individual requests help.

72 startups were provided this year, which include everything needed to furnish an apartment.

The warehouse also replaced broken or used items for individuals throughout the year.

Notable Highlights

- Consolidated inventory to make processes faster and more effective
- Prioritized purchasing from local vendors to support the community and promote sustainability



Brothers Find Stability in a Barrier-Free Home

For over two decades, two brothers, aged 73 and 56, have called the IRA home. They had lived in a multilevel house since 2001, but as they grew older and faced medical challenges, navigating stairs became increasingly difficult. The brothers' future together in the same home was uncertain, and there was a possibility they might have to be separated. But with a dedication to their well-being, Catholic Charities reimagined their living situation. A barrier-free home was transformed into an 8-bed IRA. This new, one-level home allowed the brothers to continue living together in a space where they could truly feel at home. It's a place where they can stay for the rest of their lives, if they choose, ensuring they remain together and supported as they continue to thrive in a new chapter.

Living with Freedom

At 56, a blind woman made the decision to move into an IRA after living at home her whole life. Faced with the challenges of navigating a new environment, unfamiliar housemates, and staff, the transition wasn't easy, especially with the difficulty of managing stairs in her new home. In December, she was given the opportunity to move into the newly renovated IRA—a barrier-free space designed with her needs in mind. Since the move, she has blossomed. She navigates her new home independently, interacts confidently with her housemates, and has embraced her newfound independence. This home is more than just a place to live—it's a lifelong space where she can thrive and enjoy the freedom she deserves.

Individual Residential Alternative (IRA)

Individualized Residential Alternatives (IRAs) are small, community-based homes with 3-8 beds, designed to provide adults with developmental disabilities a safe, supportive environment where they can develop skills, integrate into the community, and work towards greater independence. These person-centered residences offer permanent housing and 24-hour staff support tailored to meet the unique needs of each individual. Through supervision and personalized assistance, IRAs help residents thrive in their daily lives and in their community.

32 individuals
were served
throughout the
year (the program
has a 32-person
occupancy).

The IRA program

transitioned from 8 homes

to 7 to more effectively
meet the evolving needs
of the individuals currently
residing in the program.





Community Health Services Division

The Community Health Services Division is dedicated to assisting individuals facing mental health challenges by providing a wide range of supportive services designed to enhance recovery, promote well-being, and build independence. Through a combination of peer support, resource access, and individualized care, the division offers programs that address critical needs such as employment, housing, transportation, and mental health treatment.

Assisted Competitive Employment (ACE)

The Assisted Competitive Employment (ACE) program supports individuals with a mental health diagnosis in obtaining and maintaining integrated and competitive employment. ACE provides a comprehensive range of services to help individuals succeed in the workforce.

The program focuses on:

- Identifying vocational strengths and interests
- Developing resumes and completing applications
- Practicing interview skills
- Managing benefits
- Providing ongoing mental health support
- Training and coaching on-the-job skills
- Assisting with promotions, career advancement, or job searches



Notable Highlights

- Several enrolled individuals were able to celebrate over one year of continuous successful competitive employment
- We added a part time Peer Specialist to provide role modeling and mental health support
- We purchased a much needed vehicle in order to more readily provide services

One Participant's Path to Becoming a Peer Specialist

When this individual first joined the ACE program, they were seeking a fresh start and guidance to navigate the path to employment. With a mental health diagnosis, they faced unique challenges but were determined to make a change and pursue a meaningful career. Through ACE's personalized support, they began to gain the confidence and skills needed for success. As they progressed, they found their passion in helping others who shared similar experiences, and it sparked a desire to become a certified peer specialist. With ongoing support from the ACE program, they completed the necessary certification and transitioned into a full-time position as a peer specialist.

Finding Safe Housing Against All Odds

In 2024, an elderly client was living in an abandoned, condemned building with no utilities, facing extreme hardship. With the support of his Representative Payee and Health Home Care Management team, his situation began to change. His Rep Payee worked tirelessly, reaching out to compassionate landlords who had a history of helping clients in need. Together with the Program Supervisor, they found him a safer, warmer home, shielding him from the harsh winter temperatures. The client expressed immense gratitude for the caring and dedicated team that never gave up on him. With continued support, his relationship with his Rep Payee remains strong, and she continues to help him navigate his financial needs.

Protective Services for Adults (PSA) / 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.

446 total individuals were served by managing their Social Security resources and ensuring their bills are all paid and personal needs are being met.

79 individuals were served
by providing face to face
visits in the community and
addressing issues such as
homelessness and transitions
of care from hospital stays or
incarceration.

367 individuals receive financial management only because they may receive other supports in the community or are able to manage their overall care without additional support.

Peer Support Partnership with Broome County Public Library

The Peer Support Partnership is a collaboration between Catholic Charities and the Broome County Public Library, aimed at providing vital support to library patrons and vulnerable individuals in the downtown community. The program offers a safe, non-judgmental space for anyone seeking assistance—whether they need a moment of rest, a referral, or simply someone to talk to. Peer Specialists, trained and certified professionals with lived mental health experience, play a pivotal role in making individuals feel comfortable and understood. The peer staff have helped a handful of unhoused individuals secure housing and find competitive employment. They've also assisted with everyday tasks like completing benefit applications, setting up phones and emails, providing walking directions to food pantries and clothing banks, helping obtain identification, and offering a listening ear to those in need.



The average daily attendance increased from 33 individuals in 2023 to 38 individuals per day in 2024 with a total of 6,236 visits for the year.

"You two are a Godsend.
You've been here for me,
you've listened to me, and
you've been through the
same struggles I have."

-Peer Support Lounge Patron

"The Peer Support Lounge has become a safe and welcoming space for individuals who might otherwise feel overlooked."

-Peer Support Lounge Patron

From Burnout to Peer Empowerment

After more than two decades supporting others as a Direct Support Professional, one Four Seasons member found herself in need of a change. Years of stress and burnout began to weigh heavily, and she realized it was time to focus on her own healing. With encouragement and support from Four Seasons, she began her journey of self-discovery—prioritizing mental health, rediscovering her strength, and recognizing that her lived experiences had powerful value. She bravely stepped away from her long-time role and embraced a new path, one grounded in empathy and shared recovery. Now working at Stepping Stone Drop-In and nearing completion of her Peer Certification classes, she's using her story to inspire others.





Four Seasons Social Club

The Four Seasons Social Club is a peer driven program that provides a safe environment for individuals with a mental illness to socialize with others while focusing on recovery through community inclusion. The Club is a place for individuals to live and learn new life skills related to daily living, volunteerism and employment. Members are at the heart of everything we do—shaping activities, offering support to one another, and building a sense of belonging. Through time, friendships are formed and members learn how supporting one-another can make a difference on the overall wellness and well-being of others.

64 individualswere served
throughout
the year.

New members
have been younger
on average than
previous years,
however **53% of members are 55+**.

Approximately 3,720
warm meals were
served to members
who might not
otherwise have one.



Stepping Stone-Drop In Center

Stepping Stone Drop-In Center is a welcoming, judgment-free space for individuals living with mental illness who prefer a low-pressure, flexible environment. There's no attendance requirement—just a desire for connection and support. Run entirely by peer staff, Stepping Stone offers a place to relax, build community, and take part in self-help groups, one-on-one support, and optional outings and activities. Whether someone wants a quiet space, a listening ear, or a warm meal (lunch is served daily!), they'll find it here. It's a place where healing happens naturally, at your own pace, with people who truly understand.

Notable Highlights

- Year two of the Care Closet saw strong participation and continued community impact
- Stepping Stone staff raised over \$300 during their second year participating in the CHOW Walk for Hunger
- Several individuals transitioned from unhoused to housed thanks to peer advocacy, with support in securing furnishings and transportation through local resources



200 unique individuals were served throughout the year.

Peer staff helped
207 individuals
with advocacy
and connection
to community
resources.



Leading by Lived Experience

When this individual first began using Catholic Charities services, budgeting felt like an uphill climb. But with steady support and determination, he took steps forward—starting with a few hours a week at the Four Seasons Café, then later joining the team at Stepping Stone. Along the way, he completed his Peer Certification and discovered a passion for helping others on similar paths. He began mentoring peers, leading development groups, and advocating for mental health and recovery at community events. Today, he proudly serves as Supervisor of Stepping Stone Drop-In, where he continues to empower others through education, advocacy, and peer connection. His journey shows how lived experience can light the way for others—and that healing can grow into leadership.

Hope, Help, and a Fresh Start

Arriving at Stepping Stone unhoused, overwhelmed, and struggling to find direction, this woman received support from the Drop-In staff to navigate the complicated housing process and apply for services. After several months, she finally had a place to call home. Though she started with an empty apartment, she didn't have to fill it alone. The staff connected her with Samaritan House and even helped her pick up and deliver furniture and décor—transforming her space into a true home. Her story is a powerful reminder that with the right support and a little belief, new beginnings are always possible.

Riding Toward Recovery

For one individual, getting to the Four Seasons Club felt impossible. The bus was overwhelming—too loud, too crowded, and full of triggers that led to panic attacks and constant worry. But everything changed when she started using the van service. With a quieter, more comfortable ride, her anxiety eased. She began showing up regularly, connecting with others, and embracing the community. The van didn't just get her from point A to point B—it gave her the confidence to step back into the world. Now, she's thriving—proving that with the right support, even the most daunting barriers can be overcome.

Transportation

Our Transportation Program provides affordable access to public transit for adults living with mental health challenges. Whether it's a ride to a medical appointment, the grocery store, or a support group, this service helps make daily life more manageable.

By reducing transportation costs, the program promotes greater independence, social connection, and active participation in the community—because everyone deserves the freedom to move forward.

In addition, the program offers van service to members of the Four Seasons Club. This essential support allows individuals—who may face barriers related to mental health conditions such as anxiety or depression, or physical limitations—to attend Club activities they would otherwise be unable to access.

passes sold in
2024 which was
in increase of 13
passes from 2023

The van service provided regular transportation for 11 Four Seasons members.

Assertive Community Treatment (ACT Team)

The Assertive Community Treatment (ACT) Team provides comprehensive, community-based care for adults with Serious Mental Illness (SMI). This multi-disciplinary team offers personalized psychiatric treatment, rehabilitation, and support to help individuals achieve recovery, manage wellness, and address key needs like employment, housing, and social connection. Designed for adults with long-term or frequent hospitalizations, the ACT Team provides the intensive, ongoing support needed to thrive outside of institutional settings, ensuring individuals have the resources and guidance they need to lead fulfilling lives in their communities.

84 individuals were served by making
4,635 contacts
throughout the year.

In 2025, the ACT program will expand capacity from 68 to **100 individuals** through a new initiative from the Office of Mental Health.

Recovery and Resilience

When this client first came to the ACT team, she was living in a hotel, without supports, and had experienced multiple psychiatric hospitalizations. With the team's help, she secured entitlements, identification, and Social Security benefits. Through medication management and counseling, her mental health was stabilized, and she was able to find housing through the Certified Apartment Program. By the end of 2024, she had successfully transitioned out of the ACT team, now with solid supports in place. She started individual therapy through a community provider and, for the first time, felt safe and ready to fully invest in her recovery. Today, she continues to thrive, making significant progress and embracing the life she always deserved.

A Life Transformed with Support

This client's journey has been filled with challenges, from homelessness and substance use to years of incarceration. After his release and a stint in out-of-area treatment, he returned to the community in late 2024, seeking support. Struggling with limited resources and a lack of stability, he often found himself relapsing, but he was determined to turn things around.

With the support of our Care Management team, he gained access to critical resources like SNAP benefits, Social Security, and SSI entitlements. His financial management improved with the help of our Rep-payee services, and we helped him secure stable housing—a turning point in his recovery. Now with a roof over his head and a commitment to substance use treatment, he's made remarkable progress.

One of his greatest achievements? His parole officer, impressed by his dedication, has applied for his release from life parole. Beyond that, he has reconnected with family members he lost touch with years ago and is planning to move closer to them, rebuilding relationships that once seemed lost. This client's story shows the power of resilience, the importance of community support, and the belief that with the right help, it's never too late to rebuild and thrive.

Adult Health Home Care Management

Adult Health Home Care Management provides individualized, person-centered support to help adults with chronic medical and/or behavioral health conditions navigate their recovery journey. Care Managers coordinate access to a wide range of services, ensuring comprehensive care that addresses all aspects of a person's health and well-being. This includes connecting individuals with needed resources and supporting them in achieving their recovery goals. Additionally, Consumer Care Managers offer peer support, complementing the continuum of care to guide individuals through their recovery process.

692 individuals were served through the Medicaid Health Home Care Management Program.

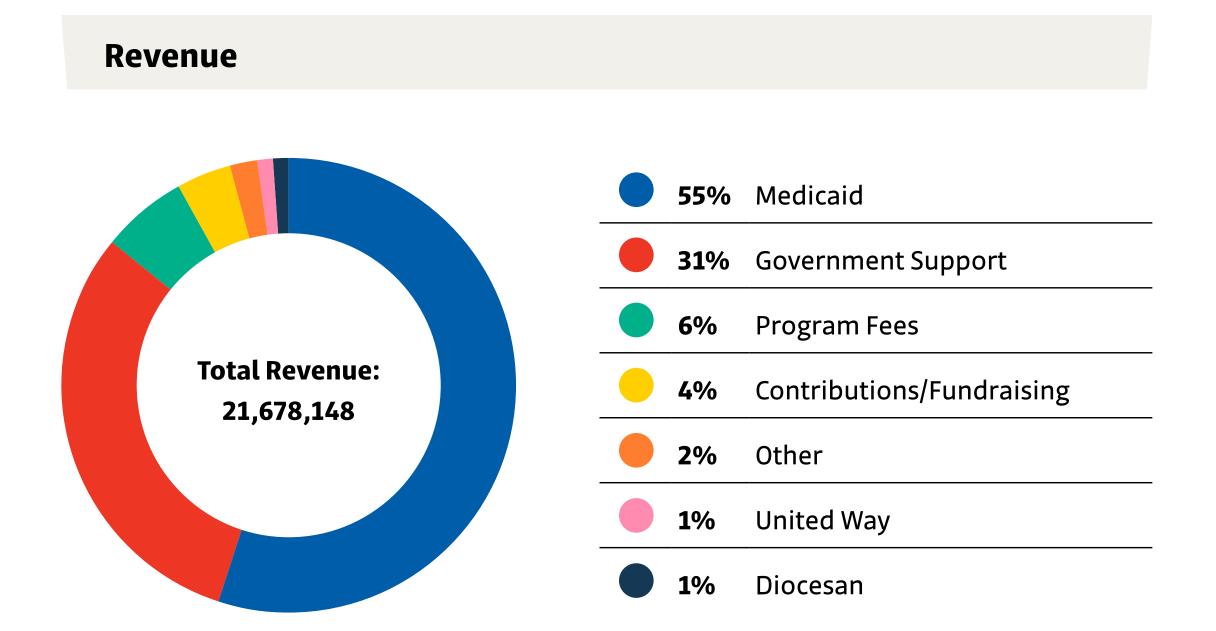
42 individuals were served through the Non-Medicaid Health Home Care Management Program.

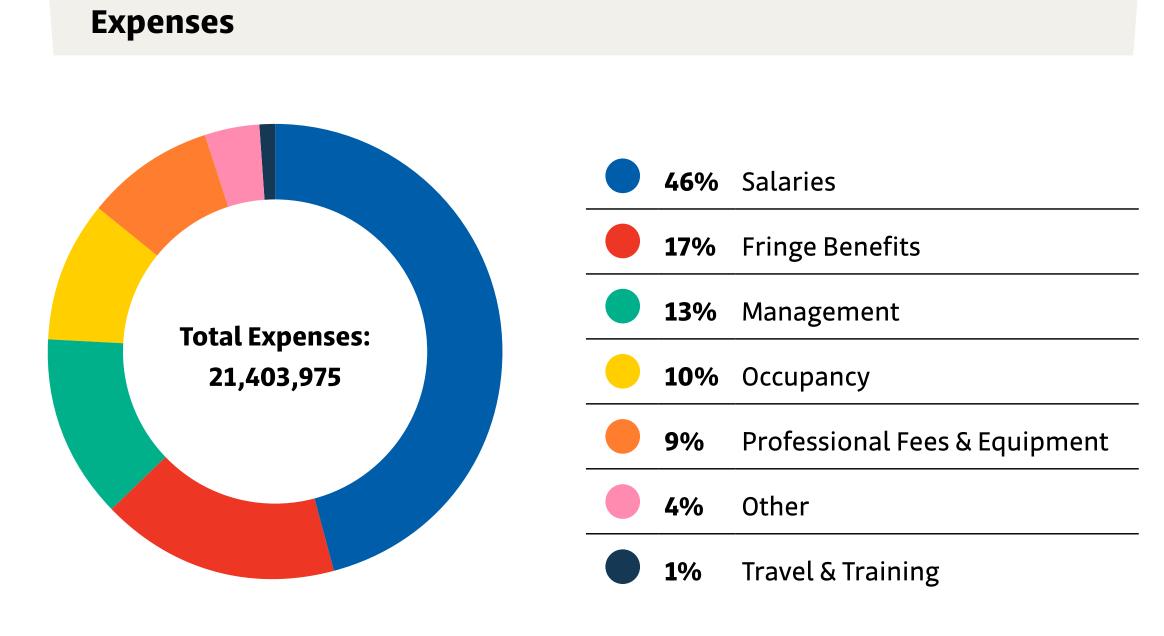
additional support through the InShape program, which focuses on nutritional and exercise related goals with a care manager who is also a personal fitness trainer and a nutrition expert.





Financial Report





Business & Organization Donations

\$25,000+

Tioga Downs Racetrack, LLC
Put God First Foundation

\$10,000 - \$24,999

The Harvey and Elizabeth Prior Shriber Charitable Foundation Church of the Holy Family

\$5,000 - \$9,999

BAE Systems

Mothers & Babies Perinatal Network

St. Ambrose Church

St. Joseph's Church

Security Mutual Life Insurance Company of NY

Broadview Federal Credit Union

\$2,500 - \$4,999

BAE Systems - Endicott

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United Way of Broome County

Walsh Foundation

Children's Charity of Greater Binghamton

\$500 - \$999

AJQ Sports Management & Marketing

Community Foundation for South Central New York

Food Bank of the Southern Tier

Greater Binghamton Association of Realtors, Inc.

Hibernian Parade Committee of Broome, Inc.

Ladies Ancient Order of Hibernians

Liberty Mutual

Ogden Hillcrest United Methodist Church

Slavik & Company, Inc.

Triple Cities Street Rods

Visions Federal Credit Union

\$250 - \$499

Most Holy Rosary Church Scoville-Meno Honda

\$100 - \$249

Coughlin & Gerhart, LLP
Czechoslovak Moravian Club, Inc.
Jacob and Rose Olum Foundation
Vacri Construction Corporation

\$10 - \$99

CC - Binghamton Food Pantry

CC - Four Seasons Club

Cornerstone Community Church

IBM Corp. Dividend Payments

Lockheed Martin Employees Political Action Committee

M & P Rogers Electric, LLC

TRUIST

Individual Donations

\$25,000+

Mr. William H. Cornell

\$10,000 - \$24,999

Mr. & Mrs. Bruce Boyea
Estate of Judge Robert W. Coutant

\$5,000 - \$9,999

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\$1,000 - \$2,499

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\$500 - \$999

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Mr. & Mrs. Oliver Riley	Mr. Harold Lewis	Mrs. Maureen Mangan	Ms. Katherine Muggeo	Ms. Virginia Redmon

Mrs. Michelle Feyerabend

Ms. Kathleen Tait

Looking Ahead

There's a lot to be excited about as we look ahead, and one of the biggest things on the horizon is our Mobile Food Pantry. This new initiative will help us expand our reach and bring food and support straight to the people who need it most, especially those who are unhoused and often overlooked. It's a big step forward in making sure no one goes without the essentials, no matter where they are.

Behind this effort is a Leadership Team with years of experience, deep wisdom, and a true passion for the mission of Catholic Charities. Their knowledge and steady hands have helped shape who we are today, and their hearts continue to lead us forward with purpose and care.

At the center of it all is our commitment to create hope and transform lives in our community. It reminds us to listen first, to serve with humility, and to do everything we can to meet people where they are. We're committed to giving our very best to every person who walks through our doors or whom we meet on the street.

We're also excited about the future with fostering new partnerships, a bigger presence in the community, and more opportunities to walk alongside those in need. Through it all, we stay rooted in our faith and the mission Christ gave us—to love, to serve, and to care for one another.

Thank you for being part of this journey. We couldn't do it without you.











