Or two years. It was just over two years ago that Pope Francis was elected the 266th pope, making history as the first pontiff to take that name—a bold move that was likely a sign of things to come. Our diverse world is taking note of Pope Francis’ ability to live and speak simply, humbly and with an affinity to those who are poor.

Much like the “Francis Effect” he’s created, Catholic Charities has made an immeasurable difference in the lives of people in our region over the past year. Adults, children, families—in just one year, all had their hope restored, their hearts made whole and their lives changed for the better.

So while numbers will always be important in an annual report, this year we’re focusing on the good and the powerful stories of change.

A LOT CAN CHANGE IN A YEAR.
MESSAGE FROM THE CHAIRMAN OF THE BOARD

Dear Friends,

We see many examples in sacred scripture of the effects of transformation. In the Old Testament writings, God’s people fell away many times, only to have a change of heart and return. Moses left a princely life to lead God’s people out of slavery and into the wilderness. In the New Testament, the persecutor Saul experienced a stunning transformation and, as Paul, became Jesus’ principal advocate even unto death.

Transformation on a variety of levels is the hope and the outcome for people in need who turn to Catholic Charities. Young adults embrace change when they receive their high school equivalency, job readiness training and college preparations. Older adults have a changed life with a safer environment through an enhanced support network. Refugees are afforded a new life—an opportunity for change half a world away from where they began.

As you will read, one may seek help for a particular need and later receive relief in other areas. Catholic Charities looks beyond simply the need first presented to discover any other burdens weighing on a life, suppressing wholeness. The work of Catholic Charities ultimately seeks to return lives to a place of wholeness, and for this, change is a must.

More than 140,000 people turn to our 60-plus locations across our diocese in one year—how reassuring to reflect on the remarkable transformation that amounts to! All who support Catholic Charities through time, talents and gifts help sustain this gift of the Catholic Church to people in need. My prayerful best wishes and deep gratitude are with you, our friends, clients, donors, clergy, volunteers and staff.

Yours sincerely in Christ,
Most Reverend Richard J. Malone
Bishop of Buffalo
Chairman, Board of Trustees

“THE WORK OF CATHOLIC CHARITIES ULTIMATELY SEEKS TO RETURN LIVES TO A PLACE OF WHOLENESS, AND FOR THIS, CHANGE IS A MUST.”
In a non-profit organization, change is the only constant, as the saying goes. We work for change—to improve our program outcomes, better our bottom line and, most significantly, restore lives.

Catholic Charities realized several Board, administrative and program changes in 2014. Four new trustees were appointed to the Board: Father Gregory Dobson, Christina Orsi, Deacon Miguel Santos and Stephen Ulrich. Tish Brady, former Director of Family and Community Services, was appointed Chief Operating Officer, filling a role that had been vacant for 10 years. Maria Picone was named Director of Family and Community Services and Meichle Latham was appointed Director of School Based Services.

Funding that helped to initiate or sustain programs included a $100,000 grant from the Ralph C. Wilson Foundation to assist veterans, active military and their families. The Vision Military program now provides case management for past and current military members and is assessing areas of greatest need. A $211,000 grant from Fidelis Care, the New York State Catholic sponsored Medicaid managed care plan, to sustain the In-School Social Work program serving students, families and faculty at several Catholic grade schools, marked a decade of support for the program. Our Education and Workforce Development Department received a $610,000 contract from the Buffalo and Erie County Workforce Investment Board, Inc. to further the Tomorrow’s Youth Today program helping local residents gain a High School Equivalency certificate and job readiness skills.

We are most appreciative of all those who make this work possible—our wonderful clients, staff, trustees, volunteers, partners, donors and funders.

Dennis C. Walczyk
Chief Executive Officer

MESSAGE FROM THE CEO

As scripture reminds us, “there is a time for every purpose under heaven.” (Ecc. 3:1) From birth to death, our lives are filled with transition, with change. Catholic Charities is committed to walking through change with our clients, changing lives for the better and to transforming our communities, one life at a time.

As within you will meet four individuals who transformed their lives with the help of our services: the Tomorrow’s Youth Today education and job readiness program, our Central Intake emergency assistance, Monsignor Carr Institute mental health clinics and Ladies of Charity, an affiliate organization. Each client came to us with different needs. Working with Catholic Charities, each experienced a positive change.

Catholic Charities itself is always changing and improving. Catholic Charities is now a Better Business Bureau accredited charity, having met its 20 Standards for Charity Accountability. The rigorous evaluation is based on four main categories: governance, mission effectiveness, charity finances and fundraising and informational materials. The high standards, developed by BBB Wise Giving Alliance, offer information that can help donors to feel confident they are making a sound giving decision.

We are inspired by the possibilities of positive change offered by our 70 programs across Western New York. Your deep belief in our mission and your continued generosity allow us to provide needed services to our community. In the name of our clients, staff and volunteers, I thank you. It is truly God’s work we do together.

May God reward your generosity!

Sister Mary McCarrick, OSF
Diocesan Director

MESSAGE FROM THE DIOCESAN DIRECTOR
Through a grant awarded to the Monsignor Carr Institute (MCI) Clinics in 2011 by the NYS Office of Mental Health, Catholic Charities has created a more advanced approach to care.

Its success has rooted integrated care in our mental health clinics, benefitting those we serve. “Two key aspects of integrating primary care in our clinics is for clients to receive good health care, and to increase awareness between primary care and mental health providers of what the other is doing,” said Brian O’Herron, Clinical and Aging Services director. “The ultimate goal is to get people linked to a primary care provider in their own community.”

Nurse Practitioner Colleen Bracken said her efforts with MCI clients “can help fill the gaps and assist with transition for those who change doctors or lose health insurance.” She noted that MCI’s chemical dependency treatment clients can often get a required health assessment quickly by seeing her.

The number of clients seen and clinics involved has nearly doubled in the past year, growing from 185 clients in 2013 to 368 in 2014. With oversight by Arry Green, clinic supervisor, supported by an MCI steering team of other supervisors and managers, integration is expanding to the three Niagara County children’s clinics, beyond the Humboldt and Rich Street sites. MCI is also integrating care by offering diabetes education, funded by Univera Healthcare in Buffalo.

Counseling clients like Callie Greene appreciate the added dimension of care. “I was in a bad place when I first went to the clinic. But [they] treated me with respect and gave me what I needed,” she said.

Callie recalled at least twice when Colleen was able to help her, identifying Callie’s leg pain as neuropathy—a possible effect of diabetes—and prescribing medication that offered relief. On another visit, Colleen prescribed a cream for a rash Callie developed, which Colleen recognized as eczema. “She helped me a lot,” Callie added. “I can talk to her like I can talk to my therapist and my doctor there—they’re all very good.”
“I WAS IN A BAD PLACE WHEN I FIRST WENT TO THE CLINIC ... BUT [THEY] TREATED ME WITH RESPECT AND GAVE ME WHAT I NEEDED.”

- CALLIE GREENE
“HER WORK ETHIC, DRIVE AND WILL TO SUCCEED ARE UNBELIEVABLE.”

– KEN JAROSZ

WORKING TOWARD
At the age of 16, Janelle Fagan left school after attempting several alternative placements with no success.

“I don’t like to sit,” Janelle, 22, explained. “I like to stay busy, I like to work.”

Even when she wasn’t in school, she worked in construction and washed dishes at a restaurant. Janelle is a single mother and sole provider for her three-year-old son. Growing up with four siblings, she watched her mother struggle as a single parent and did not want the same for her family. “My son has changed my life in all ways,” she said.

Through a partnership between Catholic Charities and the Erie County Department of Social Services, Janelle began a maintenance position at Catholic Charities’ Lackawanna Food Pantry and Outreach, but became more interested in what was taking place in the classrooms down the hall.

In Fall 2014, Janelle put herself in those classrooms, enrolling in Tomorrow’s Youth Today (TYT), which provides education and employment services in Erie County to youth ages 16-24, including High School Equivalency instruction, college preparation, job readiness training, résumé and cover letter writing, and job search resources. She also gained volunteer hours for the program working in the Lackawanna Community Garden, which donates its harvest to the Lackawanna Food Pantry.

“A BRIGHTER FUTURE

“Her work ethic, drive and will to succeed are unbelievable,” said Ken Jarosz, Employment Services team leader in Catholic Charities’ Education and Workforce Development Department, who has worked with Janelle since she began in the TYT program.

After earning her High School Equivalency, Janelle focused on enrolling in college and is attending Erie Community College in the fall. By summer 2015, she was hired by Ladies of Charity, a volunteer affiliate organization of Catholic Charities that fulfills basic needs and operates a used clothing store in Buffalo.

“I’m excited and proud,” said Janelle of her accomplishments. “I’m not going to stop here.”

Left: Janelle Fagan at the Lackawanna Community Garden
When the building Rodtrice Matthews and her two children were living in was condemned because of flooding, they had no choice but to enter a homeless shelter.

After residing just a week at the Temple of Christ Church shelter, Rodtrice, who was working part-time, was connected with Catholic Charities’ Central Intake in January 2014. The Central Intake staff at the Washington Street, Buffalo, site helps with basic needs, including financial, food, prescriptions, housing and heat, in emergencies.

Through the Erie County Emergency Solutions Grant (ESG), not only were Rodtrice and her children in a new apartment the following month, she was also on her way toward self-sufficiency. A similar grant serves Buffalo residents.

“At Catholic Charities, they do not look down on you. There was so much sincerity and love,” said Rodtrice. “Everyone wants to help you do better for yourself.”

The ESG provides funding for Catholic Charities to work with individuals and families who are homeless, helping them locate and maintain permanent housing, create a budget and address any barriers to stability, such as employment or safety concerns. A case manager helps clients set goals toward economic independence, particularly regarding rental assistance.

Shortly after Rodtrice settled into her new home, she began a job as a home health aide. By working hard to take on more cases, she increased her hours and was able to contribute more toward her rent each month. “She has always been very motivated, very optimistic,” explained Tavializ Cardona, housing case manager. With Tavializ’ guidance and her own perseverance, Rodtrice accomplished every goal she set and now successfully balances school, work and family. “She has worked out a plan that seems manageable and I have faith that she will accomplish it all,” said Tavializ.

Rodtrice is now paying the majority of her own rent and studying Criminal Justice at Buffalo State College, with the ultimate goal of becoming a judge.
“THERE WAS SO MUCH SINCERITY AND LOVE ... EVERYONE WANTS TO HELP YOU DO BETTER FOR YOURSELF.”

– RODTRICE MATTHEWS

SELF-SUFFICIENCY
“...the only way I kept warm was the blankets she gave me.”

– Jean Pierre Threet
Maria Gordon met with veteran Jean Pierre Threet, assessed his needs and reached out to Ladies of Charity.

As Catholic Charities Vision Military Program Coordinator, Maria also picked up his Fresh Start package, including pots, pans, dishes, blankets and more and took them to Jean Pierre since he didn’t have transportation.

A volunteer organization of women and girls started in 1941, Ladies of Charity is affiliated with Catholic Charities, helping those like Jean Pierre get back on their feet. “It was a help because I didn’t have anything,” said Jean Pierre, of the Fresh Start package he received for his new apartment. “Last winter, the only way I kept warm was the blankets she gave me,” he explained. “The only dishes I still have are the ones Catholic Charities gave me.”

Leona Prinzbach, a 20-year volunteer of Ladies of Charity who coordinates Fresh Start, along with her fellow volunteers, unpack and organize all of the donations and pack the boxes and bags for individuals and families referred by Catholic Charities. Last year, volunteers packed 4,277 boxes and bags serving nearly 2,000 individuals. “The program relies primarily on donations,” Leona said. “We sometimes get large donations like towels and bedding from hotels.

Fresh Start is one of several Ladies of Charity resources that serve thousands in need in Western New York each year. Other resources include clothing via the Lots of Clothes store in Buffalo, which provides clothes at no cost to clients and low cost to everyone else, as well as backpacks filled with school supplies, First Communion outfits, layettes for newborns and Christmas gifts for children and teens. Volunteers also offer a children’s reading program in Buffalo and scholarships to Catholic school graduates entering Catholic high school.

Many of the veterans Maria helps are rebuilding, and they don’t realize that household goods are available to them. “It’s such a relief and I know I can rely on the Ladies,” Maria explained. Leona agrees the group’s services and its hundreds of volunteers are unknown to many. “We’re a pretty well-kept secret. People don’t realize until they get down here how much good is being done.”
MSGR. HENRY J. GUGINO SOCIETY

Following the 2014 Appeal, Catholic Charities established the Msgr. Henry J. Gugino Society in recognition of Appeal donors who contribute at the level of $20,000 or more. The new society is named to honor the legacy of the sixth director of Catholic Charities (1995-2002), Msgr. Henry J. Gugino, who died in 2002 after 25 years of service. He was the driving force behind establishing Delta Development housing for seniors and those of moderate income, and he created a COO position and developed the agency’s first strategic plan, among other achievements. A reception will be held each year in appreciation for the generosity of its members. The following donors reflect the 2015 members.

Anthony & Janice Ogorek Philanthropic Fund
Mr. and Mrs. Robert Joseph Attea
Mrs. Catherine Beltz
Mr. and Mrs. Anthony Brunsing
Catholic Health System*
Delaware North Companies Inc.
Mr. and Mrs. John P. DeLuca, Jr.
Mr. Donald T. Denz
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HealthNow New York Inc.
Joy Family Foundation
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M&T Bank
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Queen of Martyrs Parish
Ralph C. Wilson Foundation
Mr. and Mrs. David Rogers
Russo Family Charitable Foundation
The Honorable H. Kenneth Schroeder, Jr.
The Cottrell Foundation
Tops Markets Inc.
Uniland Development Corporation
Univera Healthcare
Vogt Family Foundation*

*New Member
†Departed

Top: Gloria Roetzer, MD and Anthony Ogorek at the Msgr. Henry J. Gugino Society reception; Middle and bottom, respectively: Peggy and Frank Frandina; Maureen and John Hurley and Katherine Juhasz at the Msgr. John J. Conniff Society reception
The Monsignor John J. Conniff Society is a leadership group of contributors and friends of the Appeal. Started in 2006, the society recognizes the legacy of Msgr. John J. Conniff, the Buffalo native and fifth director of Catholic Charities (1965-1995) who died in 2007. The Msgr. Conniff Society is composed of Appeal contributors of individual gifts of $5,000 or more, corporate gifts of $10,000 or more, or for service as Appeal Chair. A reception is held annually to thank members.

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Mr. Frederick G. Attea
Mr. and Mrs. Richard Aubrecht
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Mr. and Mrs. Donald J. Barnett
Basil Family Dealerships
Mr. and Mrs. Joseph F. Basil, Sr.
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Mr. and Mrs. Richard J. Bene*
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Mrs. Maria W. Cieslar
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Dr. Edward G. Eberl
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Mr. and Mrs. Joseph Foyle
Mr. and Mrs. John Gatti
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Mr. Joseph Gietler*
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Dr. and Mrs. Thomas Madejski
Mader Construction Company Inc.
Mr. and Mrs. Carlo Madonia, Jr.
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Mr. John P.* and Mrs. Geraldine Maley
Ms. Mary E. Mancini*
Mr. and Mrs. James W. Mangus
Mr. and Mrs. Gary Marchiori*
Mr. and Mrs. Charles Martin
Mr. Paul Perlman and Mrs. Mary Elizabeth Mattimore*
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Mr. and Mrs. William P. Montague*
Mr. and Mrs. Carl Montante
Mr. and Mrs. William P. Murphy
Mr. Kevin Murrett
Mr. and Mrs. David J. Nasca
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Mrs. Sharon Neuner
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Mr. and Mrs. Reginald B. Newman, II*
Dr. and Mrs. Michael F. Noe
Mr. and Mrs. Kevin O’Connell
OSC Charitable Foundation
Mr. and Mrs. Robert E. Pollock
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Mr. Thomas Ronan
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Mr. John L. Russ
Mr. Ed Russell and Ms. Rebecca Bartels*
Mr. and Mrs. Gerald Saxe
Mr. and Mrs. Paul F. Schaefer’
Mr. and Mrs. C. Jake Schneider
Schneider Development, LLC’
Mr. and Mrs. Mark C. Schubert
Mr. and Mrs. Robert Shanahan
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Mrs. Norine Swan
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Mr. John R. Soltyiska
St. Mark School
Miss Mary Ann Stegemeyer’
Dr. and Mrs. Philip R. Sullivan
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Mrs. Mary Wessel†
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Rev. Msgr. Robert J. Williamson
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Mr. and Mrs. Raymond Wupperer
Rev. Msgr. Michael J. Yunk
Mr. and Mrs. Paul A. Zadner
Ms. Laura Zaepfel
Mrs. Robert W. Zahn

*New Member
†Departed
Ninety years of support and service to the Western New York community; that’s the milestone achieved by the Catholic Charities Appeal this year.

Chaired by Michael and Maureen Pratt, the 90th campaign achieved $11,001,057.29, exceeding its $10.8 million goal! At the final announcement on June 30, Most Reverend Richard J. Malone, bishop of Buffalo, thanked clients, donors and staff, noting that by coming together, in the words of our theme, we were “Heart at Work.” The theme expressed Catholic Charities’ response to individuals and families who have nowhere else to turn. It also embodied the efforts of more than 500 Catholic Charities staff members who reach out in service, and signifies the generosity of donors and volunteers whose gifts and time sustain the work of Catholic Charities.

Joining Michael and Maureen Pratt on the Appeal Leadership Team were Vice Chairs and Leadership Gift Chairs Jake and Katie Schneider, Parish Chair Rick Cronin, and Community Chair Mary Elizabeth (Beth) Mattimore.

The Corporate Division, led by William Lawley Jr. and Kathy Lawley Best, raised more than $1 million for the second year in a row. The Community Division increased its total by seven percent, aided by community fundraiser proceeds, including a St. Joseph’s Table at Frank’s Sunny Italy restaurant in Buffalo and the raffle of a motorcycle.

To thank our donors and volunteers, a Leadership Circle event was held at Christ the King Seminary. Bishop Malone celebrated a Mass of thanksgiving, and many joined in a reception to thank donors of $1,000 or more, as well as the Parish Chairs of Appeal 2014 for their generosity. Bishop Malone inducted donors of $5,000 or more into the Monsignor John J. Conniff Society at the annual reception he hosted in August.

Further recognizing our most generous donors, the Monsignor Henry J. Gugino Society was established for donors giving of $20,000 and above. Monsignor Henry Gugino served the agency for 25 years and was a Diocesan Director for seven years before he died in 2002.

With the constant support of a strong foundation of donors, leadership, volunteers, staff and clients, we continue to be “heart at work,” helping those in need in our community.
## SERVICE STATISTICS

**PEOPLE IN NEED IMPACTED: 142,655**

### By Service

<table>
<thead>
<tr>
<th>Service</th>
<th>People Impacted</th>
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<tr>
<td>Aging Services</td>
<td>1,312</td>
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<tr>
<td>Basic Assistance Services</td>
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### By County

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<td>Orleans</td>
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## FINANCIAL REPORT

**JULY 2013 - JUNE 2014**

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<td>EXPENSES</td>
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<td>Program Services</td>
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<td>EXCESS OF REVENUE OVER EXPENSES</td>
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<td>CHANGE IN TEMPORARY RESTRICTED NET ASSETS</td>
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<td>POST RETIREMENT BENEFIT OBLIGATION</td>
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<td>NET ASSETS BEGINNING</td>
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<tr>
<td>NET ASSETS ENDING</td>
<td>$32,258,969</td>
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### Revenue Breakdown

- **CONTRACTS & GRANTS:** $16,891,106 (44.66%)
- **APPEAL REVENUE:** $10,981,642 (29.04%)
- **SERVICE FEES:** $7,348,236 (19.43%)
- **OTHER:** $1,456,050 (3.85%)
- **BEQUESTS & OTHER CONTRIBUTIONS:** $1,144,895 (3.02%)

### Revenue Breakdown

- **TOTAL REVENUE:** $37,821,929
- **EXPENSES:** $37,276,723
- **EXCESS OF REVENUE OVER EXPENSES:** $545,206
- **CHANGE IN TEMPORARY RESTRICTED NET ASSETS:** $175,312
- **POST RETIREMENT BENEFIT OBLIGATION:** $50,701
- **NET ASSETS BEGINNING:** $31,487,750
- **NET ASSETS ENDING:** $32,258,969
We are grateful to these organizations which support our programs.
OUR SERVICES WERE ABLE TO HELP MORE THAN 142,000 PEOPLE THROUGHOUT OUR COMMUNITY LAST YEAR—THE IMPACT IS SIMPLY IMMEASURABLE.

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Paul Snyder, III  
Stephen M. Ulrich  
Laura Zaeplef  

Trustees Emeritus  
Donald Barnett  
Patrick F. Reilly  
John C. Dwyer  

ADMINISTRATION

Sister Mary McCarrick, OSF, LCSW-R  
Diocesan Director  
Dennis C. Walczyk, MPSSc  
Chief Executive Officer  
Tish Brady, LCSW, CASAC  
Chief Operating Officer  
Ann H. Brittain  
Director, Immigration and Refugee Assistance  
Rose C. Caldwell  
Director, Communications and Public Relations  
Beverly Eagan  
Corporate Compliance Officer  

Joseph Farrauto  
Director, Human Resources  
Keith Hamm  
Director, Information Technology  
Meichle Latham, LCSW-R  
Director, School Based Services  
Karen Mecozi  
Controller  
Brian O’Herron, MEd, MBA  
Department Director, Clinical and Aging Services  
Maria Picone  
Department Director, Family and Community Services  

Eileen Nowak  
Department Director, Parish Outreach and Advocacy  
James J. Nowak, MS  
Assistant Department Director, Clinical and Aging Services  
Rosa Rojas  
Executive Assistant to the CEO  
Darrell Slisz  
Director, Education and Workforce Development Department  
Michael Venezia, LCSW-R, ASQ-CQM, CLSSGB  
Director, Performance Quality Improvement Services  

MISSION Catholic Charities of Buffalo is a Catholic sponsored human service agency serving anyone in need in the eight counties of Western New York. Believing all persons are created by God, we empower individuals, children and families to achieve and maintain meaningful, healthy and productive lives. We advocate for those in need—particularly those who are poor and most vulnerable.

VISION Catholic Charities will be the community leader in providing quality, effective and efficient human services. We will be the premier agency of choice for clients, donors, employees and volunteers. We will be the beacon of hope for those in need.
Services Provided Across Western New York
Adoption Counseling and Assistance
Advocacy and Referral
Basic Emergency Financial Assistance
Counseling for Individuals, Couples and Families (including trauma)
Domestic Violence Classes for Men
Domestic Violence Victims’ Counseling
Ladies of Charity
Our Kids: Parent Education & Awareness
Parish Outreach and Advocacy

County-Specific Services
Allegany & Cattaraugus
Food Pantry & Outreach (Franklinville and Wellsville)
Intensive Case Management
Kinship Caregiver Program
Multisystemic Therapy Program
Support Groups: DV Victims, Grief, Caregiver, Suicide Survivors, Tough Love

Chautauqua
Chautauqua County Outreach
Friendly Phones, Friendly Visitors
Multisystemic Therapy Program
WIC (Women, Infants and Children) Nutrition Program

Erie
Adoption and Foster Care
Catholic Charities Service Corps
Chemical Dependency Treatment
High School Equivalency Education & Work Readiness
Immigration and Refugee Assistance
Marriage Counseling
Mental Health Services (adult and child)
Monitored Exchange
Multisystemic Therapy Program
Pantries (Buffalo, Lackawanna and Getzville)
Parent Education Programs
Preventive Services (including Kinship Preventive)
School-Based Services
Therapeutic Supervised Visitation
WIC (Women, Infants and Children) Nutrition Program
Senior Services: A Gathering Place; Comprehensive Care; Foster Grandparent Program; Project HOPE; Telephone Assurance Program

Genesee, Orleans and Wyoming
Friendly Phones
Home Visitation Program
Preventive Services

Niagara
In-School Social Work
Msgr. Carr Institute Children’s Mental Health Clinics
Multisystemic Therapy Program
WIC (Women, Infants and Children) Nutrition Program