



CATHOLIC CHARITIES OF BUFFALO
2017 Annual Report



**STRONGER
TOGETHER**

STRONGERTOGETHER

In a world that's increasingly independent and self-sufficient, it's sometimes hard to feel connected. But at Catholic Charities, we don't just foster a sense of togetherness – we rely on it. In 2017, our 475 employees across the eight counties of Western New York worked in concert with each other and numerous collaborative partners toward one collective goal: to improve the lives of our 150,000 clients. In these pages, you'll hear from Tim, a client, and Kathleen, one of our leaders, to learn how we've put this goal into action. You'll meet Estelle, a Buffalo resident who was named the top volunteer in the *entire nation* by Catholic Charities USA. And, you'll see how we are stronger, together — in and for our community — when we collaborate.

OUR 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.

OUR VISION

Catholic Charities will be a 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.

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ADMINISTRATION

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Director of Older Adult Services

Rosa Rojas

*Executive Assistant to the President/CEO
and Board of Trustees*

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Joyelle Tedeschi

Director of Family and Community Services

David R. Wirtner

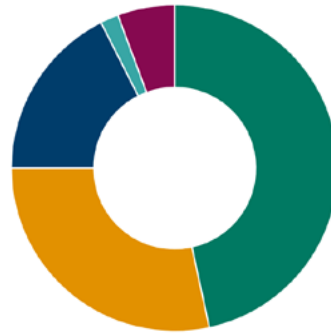
Director of Information Technology

FINANCIAL REPORT

July 2016 – June 2017

TOTAL REVENUE	\$38,914,209
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EXPENSES	
Program Services	\$35,036,876
Administration	3,335,230
Fundraising	1,356,110
Retiree Health (Actuarial Projection)	(523,881)
Total Expenses	\$39,204,335
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Excess of Revenue over Expenses	\$ (290,126)
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Net Assets Beginning	\$33,490,097
Net Assets Ending	\$33,199,971

For more information, go to ccwny.org/financial-information



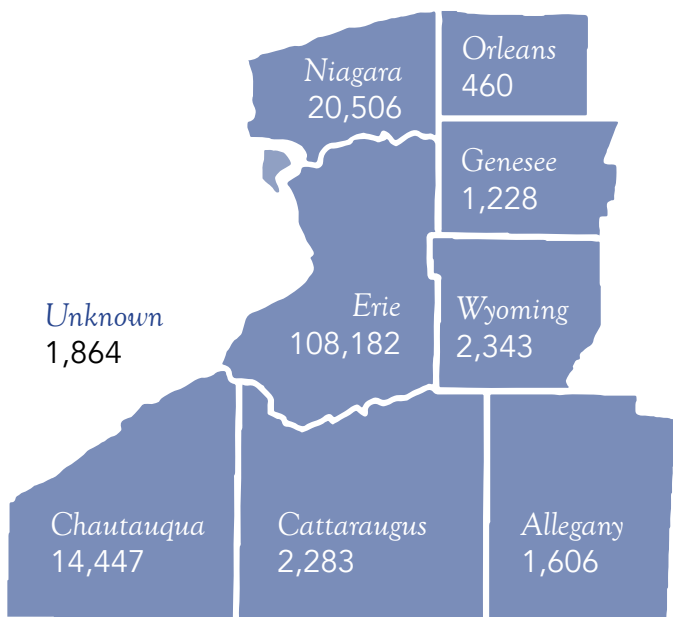
**REVENUE
BREAKDOWN**
\$38,914,209

Grants & Contracts	\$18,136,354
Appeal Revenue	\$11,051,509
Service Fees	\$ 6,824,801
Bequests	\$ 699,894
Other	\$ 2,201,651

SERVICE STATISTICS

People Impacted Across WNY
152,919

BY COUNTY



Aging Services
1,389

Immigration & Refugee Assistance
2,280

Basic Assistance Services
17,367

Mental Health Services
16,176

Children's Services
1,102

Parish Outreach & Advocacy
25,527

Counseling Programs
6,121

Preventive Services
2,148

Court-related Services
2,763

School Based Services
6,860

Education & Workforce Services
690

WIC
70,496

BY SERVICE

WORKING TOGETHER

Catholic Charities is proud to impact the lives of 150,000 clients across the eight counties of Western New York, and we recognize that some of that service is only maximized – or even made possible – through the strength of collaboration with our community partners.

Here are a few of our 2017 highlights:

As one of four partners in the Economic Development Group, Inc. charged with developing Northland Workforce Training Center on Buffalo's east side, we set to work on Catholic Charities' part: serving the influx of students for the Center's 2018 opening. With more than 40 years of workforce and education experience, Catholic Charities provides outreach, recruiting, career coaching and wrap-around case management to the partnership. Together, the Northland partners are **focused on the future – educating and training youth and adults** in advanced manufacturing, with the end goal of steady careers and livable wages.

Also, as the administrator of the Empire State Poverty Reduction Initiative (ESPRI), Catholic Charities is working with the City of Niagara Falls and other community partners, as well as the New York State Department of Labor, to bring the initiative to life. ESPRI's goal is to create a pipeline of social, educational and training services to empower residents of Niagara Falls and propel them out of poverty and unemployment into **stable, career-centered employment**.

Catholic Charities became a provider of Children's Health Home Care Management as well, through a collaborative effort with Encompass Family Health Home. As a health home provider, we work alongside a network of providers, health plans and community-based organizations to **strengthen and empower children and their families**. Care managers in the program provide care coordination, and give clients and their families the tools and support needed to become advocates of personal health and achieve overall well-being.



Kimberly Slew (above, left), Health Home Program Care Manager, and Malik, client



ESPRI's staff (from left) Sierra Brown, case manager; Cassandra Salter-Smith, care coordinator; and Jeff Pirrone, project director

Client Tim Patterson

COUNSELING TOGETHER

There was a time when Tim Patterson couldn't see a way out of the situation he was in. Struggling with immense grief over the unexpected death of a loved one and enrolled in a Suboxone program to maintain his sobriety, he was quickly losing faith. Coming to Catholic Charities, he said, changed everything.

"It meant everything to me. It saved my life," he said. "I felt hopeless before I got there."

Tim enrolled in Catholic Charities' Chemical Dependency Treatment Program. He began receiving counseling and medication therapy to continue his path of sobriety. To work through his grief, he also started mental health counseling through Catholic Charities. Tim said it would have taken three months at his previous social service organization to get into mental health counseling. He was seen right away at Catholic Charities.

"They've helped me from day one. They finally got me to work out a lot of issues," he said. "They don't treat you like a number. They treat you like a person."

He regularly meets with his counselors Bridget and Jessica, and said the stability of seeing the same therapists at an agency equipped to handle both his mental health and sobriety needs — together — has made a tremendous impact.

"The counseling I've done there is phenomenal," he attests. "Today, I'm finally happy."

Looking back to just a few years ago, Tim admits that he's not sure he would have made it without us. Today, he likes to share his story with others and hopes to encourage people in need to seek help through Catholic Charities.

"If people are in a desperate situation, that's the place to go to," he said.

SERVING TOGETHER

Catholic Charities took several steps recently to create environments in which multiple service teams can work and collaborate in a single, central location. Increasingly, we've found that bringing our services together often enhances the quality of those services for our clients. We've seen clear improvements in client access communication and operational efficiencies.

In October 2017, we announced that renovations would begin on the former school at Holy Family of Jesus, Mary and Joseph Parish in Niagara Falls, to create a \$2.4-million multiservice center. Located at 625 Tronolone Place across from our Children's Mental Health Clinic, the center has since combined four program sites into one: Family and Community Services; Women, Infants and Children (WIC); Multisystemic Therapy; and Workforce and Education Services. Funding was made possible, in part, by the generosity of the James and Mary Glynn Family, the City of Niagara Falls and the New York State Dormitory Authority. The facility, which opened in the fall of 2018, has been named the Glynn Family Services Center, in recognition of the family's \$300,000 gift to the project and their generous dedication to Catholic Charities as a whole over many years.

In Buffalo, reuniting the Project HOPE (Helping Older People Excel) program with other Older Adult Services at 128 Wilson Street created a stronger alliance within our Senior Comprehensive Solutions team. Both programs provide care coordination for Erie County seniors, and operating them under one roof enhanced lines of communication, provided greater accessibility for clients and staff, and improved our collaboration and referral processes.

In Perry, we entered into an agreement with Community Action of Wyoming County and moved our Wyoming County office onto their Route 20A campus. This partnership not only tripled our office space, but it also provided an accessible, barrier-free site — along with the ability to help more people and offer more services by adding a second day each week. Our new site enables us to serve individuals and families seeking basic emergency assistance, counseling and referrals through Catholic Charities on Mondays and Wednesdays.

Our Wyoming County
office in Perry



VOLUNTEERING TOGETHER

Working together is part of what makes Catholic Charities great, but that isn't limited to our staff and clients. We also rely on hundreds of committed volunteers to maximize our efforts in assisting those most in need and vulnerable. In 2017, one of those volunteers stood out from the pack – not just in Buffalo, but in the entire country!

Estelle Anderson, a nonagenarian with a knack for sewing, was crowned Catholic Charities USA's (CCUSA's) 2017 Volunteer of the Year. Anderson has been volunteering with Ladies of Charity, a volunteer organization affiliated with Catholic Charities, for more than 20 years. The Buffalo resident devotes most of her volunteer hours to the Ladies of Charity Layette Program, which prepares and donates a set of newborn clothing, blankets and crib linens to in-need moms. This program lets Anderson's seamstress talents shine, as she has sewn thousands of receiving blankets and crib sheets for babies.

Anderson was honored for her charitable works at the September 2017 CCUSA Annual Gathering in Houston, Texas. She – and all of our hundreds of volunteers – are just another way Catholic Charities is stronger, together.

Catholic Charities USA.
Working to Reduce Poverty in America.

CCUSA President and CEO Sister Donna Markham (left) awards Estelle Anderson



Jasmine Price (left), social worker, and Kathleen Hall, Niagara County district director



COORDINATING TOGETHER

Catholic Charities focuses on the whole person. When we consider our clients, we don't just look at the presenting issue, but rather the whole picture – beyond and around the individual – in order to strengthen all areas of his or her life. To achieve this, through an atmosphere of interdependency and teamwork, our employees seek to link clients who have multiple needs with appropriate programs and services across Catholic Charities.

For Kathleen Hall, Catholic Charities' Niagara County District director, the Glynn Family Services Center stands as a tangible representation of that philosophy.

"Catholic Charities has a long history of supporting a systems-based approach to serving families in need," Hall said. "The coordinated care at the Glynn Family Services Center continues this tradition."

Housing multiple services in the same facility makes access easy and convenient for clients. Instead of traveling across town, they can simply cross the hallway.

"Offering immediate access to services and programs is now less burdensome for clients. It makes things less emotionally taxing and realistically achievable," she said. "We are preparing them for a better chance at success with this model."

Additionally, supervisors of programs located in the Center are meeting regularly to ensure optimal coordination, Hall said. They discuss everything from best uses of the building space and maintaining a client-centered environment, to best practices for client referrals and connecting them to services.

"The value of coordinated, client-centered care cannot be understated," Hall said. "Better together – for clients and staff alike."