

CATHOLIC CHARITIES COMMUNITY SERVICES Connections

SPRING-SUMMER 2019



EXECUTIVE MESSAGE

Lori VanAuken

Executive Director

Relevant, Ready and Resilient

About one year ago, you may have completed a survey, joined a planning session or were interviewed by a staff member to help us shape the direction of Catholic Charities Community Services for the next three years. Thank you for your honest comments and ideas.

You have helped our board and staff to identify three strategic priorities for 2019–2021 that will position the agency to compete in a new environment, where the ability to demonstrate value is a critical competency for success. The strategic priorities include maintaining an exemplary workforce, sustaining excellence in our service delivery and client outcomes, and focusing on smart growth.

Our constituents have told us that our employees are profoundly compassionate and knowledgeable. “His help and encouragement makes a difference to me,” and “I don’t know where I would be if I didn’t have her in my life to help me find a place to live,” are comments we hear about our staff from the people we serve. Our strategic plan continues to focus on staff retention, reward high performing employees and support their professional development through a variety of training programs, high quality supervision, career advancement opportunities, and other innovative retention strategies.

A commitment to quality services has been part of our history and is linked to successful outcomes such as staying healthy, being stably housed, holding a job and being included in the community. Our strategic plan calls for excellence in delivering services and using data that describes

Please turn to **Relevant, Ready, and Resilient** on page 3

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Breakfast With Friends

Pictured here with Breakfast with Friends Presenting Sponsor Mark Gionta of Rochester Colonial, 2019’s special guest Darryl Strawberry hit it right out of the park at this year’s sold-out event on March 15, which raised \$95,000. **PAGE 4**



Day of Caring

From pruning to painting to raking, friends from businesses throughout the community showed up in force.

PAGE 2

Catholic Charities

Community Services



Our Mission

Catholic Charities Community Services, in conjunction with Catholic Charities of the Diocese of Rochester and those we serve, is deeply committed to enhancing and strengthening the independence, inclusion, and individuality of persons with disabilities and those who are living with significant health challenges.

We provide services that support, coordinate, advocate, and educate in order to foster individual and community empowerment. We strive to build a just and compassionate society for all individuals to live with dignity as people of God.

Board of Directors

- Jack Balinsky, *Ex-Officio*
- Tim Mason, *Chair*
- Stevan Ramirez, *Vice Chair*
- Matthew Livernash, *Treasurer*
- Iveth Reynolds, *Secretary*
- Sue Arguello
- Dennis Fries
- Mary Holleran
- Virgil Joseph
- Sarah Kwiatkowski
- Joseph Pocius
- Charles Steinman
- Jason Tonkery
- Lori VanAuken, *Executive Director*

Joining the Board on July 16, 2019:

- Mary Dombovy, MD, MHSA
- James Prinzi
- Laura Purcell

Catholic Charities Community Services

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Rochester, NY 14611
Phone: 585-339-9800
Fax: 585-339-9377
Email: cccs@dor.org

Regional Office

One Keuka Business Park
Penn Yan, NY 14527
Phone: 315.536.2749
Fax: 315.536.2451

Services are provided to all people without regard to race, religion, ethnicity, sexual orientation, age, gender or ability to pay.

www.cccsrochester.org



Schuler-Haas Electric Corp. takes care of our Westerloe house.



Staff and residents, alike, take pride in working together with our volunteers on Day of Caring.



Many hands make light work of raking fall's leftover leaves at one of CCCS' residential sites.



A fresh coat of paint makes everything bright for springtime at our Newcastle location.

DAY OF CARING

A Beautiful Day for Beautifying CCCS!

May 9th dawned as a very lovely day for this year's United Way Day of Caring. Catholic Charities Community Services was delighted to have over 100 volunteers join us to clean up, clear out and spruce up our facilities. Community members and employees from the following businesses worked hard to make us look great! They included MediSked, Ortho Clinical Diagnostic, Hillside Family of Agencies, Wegmans, Xerox, Schuler-Haas, and Mason Digital—many of these businesses return year after year to spend their Day of Caring with Community Services. We are so grateful!



Spikes really loves CCCS, and he will be joining us at Frontier Field on August 22nd.

ROCHESTER RED WINGS

Take Me Out to the Ballgame!

Join clients and staff of CCCS as we head to Frontier Field to see the Red Wings play on Thursday, August 22, 2019. The gates open at 6:00 pm and the game starts at 7:05.

Come see CCCS holding the *big* flag during the National Anthem and stay to hear our friend, David, sing *God Bless America* during the 7th inning stretch. Enjoy a “plate,” and see

Rochester’s home team run the plates.

Clients and staff each get one free ticket. This great event is made possible through the generosity of donors who believe that our clients should be able to access fun, recreational activities and who also want to reward our hard-working staff with a night out at the game ... and maybe a box of Cracker Jack. ❖

Relevant, Ready, and Resilient *from page 1*

client success to articulate our value to Managed Care Organizations, which are new funders. Already, we hold several contracts that reimburse our work based on achieving outcomes rather than the traditional fee for service model. Strong, culturally competent service delivery and the ability to show value will contribute to our success in securing value-based contracts and competing in this managed care environment.

Smart growth is the third strategic priority in our plan. Knowing the cost of doing business, working and investing in collaborative networks, further streamlining operations, leveraging the many strengths of our sister Catholic Charities agencies,

diversifying funding, and introducing relevant services to our constituents are strategies we are using to plan and sustain the growth of Catholic Charities Community Services.

On behalf of our board and staff, thank you for sharing your perspectives with us and helping us to shape a plan that positions the agency to continue to thrive: by being *relevant* to the community and those we serve; *ready* for value-based performance and managed care contracts; and *resilient* in these times of unprecedented change for the human services sector. ❖

Special thanks to Cenette Burdine of Burdine & Company, who assisted with our strategic planning process.

KUDOS

Lori VanAuken receives Deacon Stanley Zawacki Award

On Saturday, May 11, CCCS’s own Executive Director Lori VanAuken received the Deacon Stanley Zawacki



Award. This annual award is presented by the Diaconate of the Rochester Diocese and is given to “honor a person or persons who have exemplified a ministry in a diaconal sense of service.”

Named for Deacon Stanley Zawacki, who became a part of history on April 17, 1982, when he was ordained in the Diocese’s first class of permanent deacons. Besides his “day job” as a community relations manager for Xerox, Mr. Zawacki lived a commitment to community service every day.

Lori received the award for her involvement in community service. Betsy McDermott also received the award posthumously.



Long-time Employee is a New Graduate

Cheryl Shepard, pictured here with son Caleb and daughter Dani, has been with CCCS since 1987 when she started her career as a direct support professional. Now a program supervisor of five residential sites, Cheryl serves on the Empire State Justice Center’s Surrogate Decision-Making Team and teaches first aid and CPR through the Red Cross. She received her master’s degree in Health Administration from Roberts Wesleyan in May 2019.



Eighth Annual Breakfast with Friends is a Home Run!

On Friday, March 15th, over 500 friends—old and new—gathered for the eighth annual Catholic Charities Community Services' Breakfast with Friends at the Rochester Riverside Convention Center. After Executive Director Lori VanAuken called all to be seated, she invited long-time CCCS client, David Russell to the podium for a heartfelt rendition of *God Bless America*. The opening prayer was offered by the Most Reverend Bishop Salvatore Matano.

This year's keynote speaker, Darryl Strawberry, delivered an emotional and heartfelt talk about his struggles as a child, as an athlete, and as someone with a substance use disorder. A legend of a man, he dazzled on the baseball field, then fell from grace through drugs and alcohol, suffered some serious health challenges, and, in the end, found redemption through his faith. Darryl Strawberry is a four-time World Series champion, a former sports analyst, a husband, a father and, now, an ordained minister. His story of hope, self-discovery, recovery and redemption was genuine and moving, and it mirrored the stories of courage and resiliency our clients live every day.

The crowd listened intently to the story of Chris Votraw, who has



Darryl Strawberry with members of our Board of Directors. Pictured left to right – Sarah Kwiatkowski; Stevan Ramirez, vice chair; Joe Pocious; Darryl Strawberry; Lori VanAuken, executive director; Mary Holleran; Iveth Reynolds, secretary.

has had significant health challenges since birth, ultimately sustaining a traumatic brain injury. She has received services from Catholic Charities Community Services since 2003. CCCS has assisted her with organizational and financial management as well as medical advocacy and transportation services. Chris articulated the important role that CCCS has played in allowing her to live independently and with dignity.

Living My Best Life

Hello. My name is Chris Votraw and it is a miracle that I am standing here before you ...

At only eleven days old, Chris Votraw contracted meningitis. As a result, she was diagnosed with hydrocephalus at two months old and had to have two shunts inserted into her brain to drain the excess fluid. Her parents' faith and the prayers of their St. Augustine's Church community helped to sustain her for many years. Unfortunately, when she was eleven years old, one shunt malfunctioned resulting in a

traumatic brain injury.

Learning became a challenge, but her parents, both teachers, provided education 24/7 during her teenage years. Eventually, she obtained her high school diploma as well as an Associates Degree in Social Work.

After college, she joined the convent in Watertown, NY, but after three years moved to Rochester and joined the Sisters of St. Joseph here. She enjoyed her religious life, but eventually had to leave due to complications with her shunt. It was then that

she had to live on her own for the first time in her life.

That was a challenge, but she feels blessed to have found Catholic Charities Community Services. Her service coordinator helped settle her into her first apartment and continue to assist her in various ways.

With the help of CCCS, she is able to live independently—managing her calendar, budget and medical appointments. Also through their help, she has obtained assistive technology—her tablet that verbally prompts



Long-time CCCS client, and Breakfast with Friends speaker, Chris Votraw

her on a daily basis. Her CCCS service coordinator programs her calendar remotely and that helps her "to live her best life!"



Since 2015, CCCS has been honoring individuals and organizations which exemplify CCCS's mission, vision and values with two awards, the Community Champion Award and the Heart and Soul Award. This year's Community Champion Award went to Strong Center for Developmental Disabilities, which, over the past 33 years, has done work that has influenced policy changes and heightened awareness of the importance of community inclusion for individuals with developmental disabilities. The Center is an important partner and resource to our community and to CCCS as we work to further our mission of inclusion, independence and individuality. Past recipients of this award include Rene Reixach, Jr., of Woods Oviatt Gilman LLP; Wegmans Corporation; Mary L Dombovy, MD and Dennis Fries; and Hilda Rosario Escher, President & CEO of Ibero American Action League.

2019's Heart and Soul Award was presented to Ron Kampff, Founder and President of Challenger Miracle Field of Greater Rochester. His passion to build Miracle Field so that children and people of all abilities can play together captured the hearts of so many in our community. His work epitomizes what the Heart and Soul Award is all about—*an individual who has significantly advocated, supported, encouraged and promoted a just and compassionate society for all*. Past recipients include CCCS's founding Executive Director, Paul Pickering; Bishop Emeritus Matthew Clark; former CCCS board member, Nancy O'Mara; and Diocesan Director of Catholic Charities, Jack Balinsky. Both awards are designed and hand-crafted by renowned local wood and metal artist, Mark McDermott.

Key sponsors for this year's event include Rochester Colonial Manufacturing, M&T Bank, Wegmans and Mason Marketing/Mason Digital. Once again, the Daisy Marquis Jones Foundation offered a matching 2:1 grant for all gifts received at the Breakfast. We are delighted and grateful to announce that \$95,000 was raised, and the crowd left the venue totally inspired. As one guest commented, "This morning's Breakfast has moved me to reach out and help others." ❖

SAVE THE DATE

March 13, 2020

For the ninth Breakfast with Friends and celebration of our 40th anniversary of service to the community.



Winner of 2019's Heart and Soul Award, Ron Kampff, Founder and President of Challenger Miracle Field



CCCS client (and agency tenor) David Russell sings *God Bless America*



Fast friends

We are Grateful!

Without the amazing generosity of our sponsors, Breakfast with Friends would not be possible. We are so very grateful for your support.

PRESENTING SPONSOR

Rochester Colonial Manufacturing Corp.

BENEFACTOR

M&T Bank

SUPPORTERS

Mason Marketing/
Mason Digital
Wegmans

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MediSked, LLC
PMA Companies/
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Woods Oviatt Gilman LLP
Full MeaSure
Strong Center for Developmental Disabilities
Paychex



IN OUR CLIENTS' WORDS

Call Me "Mr. Grateful"

From the beginning, CCCS has been like a Godsend for me . . . let me go back a bit before I was affiliated CCCS.

In 2014, after living and working in Buffalo for about 15 years, my health began to fail me, and my family, who lived in Rochester, came to bring me here to get medical care.

It was a very sudden transition. I was admitted into intensive care in the hospital, and then spent a month in a hospice home. Through the Grace of God, I was discharged and lived with family. A visiting nurse was assigned to provide care in the home. And she did more than that, she suggested that I connect with Catholic Charities Community Services.

What a difference that piece of advice has made in my life. I was immediately assigned a case manager and then put in contact with a housing peer navigator, Melissa Edington. She helped me get my first apartment, and then I was able to live independently again.

Beyond that, I have had an engagement service coordinator who helped me obtain other mental health services which were very beneficial to me.

Finally, Willie Torres, my new housing retention specialist, asked me an important question. He said, "We have to set a goal plan and put it into motion . . . *what is your plan to move forward?*" Feeling so comfortable with Willie, I was able to share with him my interest in returning to work. He told me that CCCS has programs that would help me achieve that goal. Not only that, I've moved from a studio apartment into a new one-bedroom unit.

Overall, I am extremely satisfied with the services I've received through CCCS. They are an agency I would highly recommend. Working with the people there has been so heartwarming, and I am truly grateful for their caring and compassion. CCCS has been a life-changing experience.

Giving & Helping



JANUARY THANK-A-THON

Just Say Thank You

Each year in January, the members of our Board of Directors gather at our offices to phone donors and just say thank you. Pictured: Mary Holleran



PARISHES HELPING OUT

Filling Our Pantry

St. Pius X and St. Charles Borromeo—Social ministries from these two churches routinely and generously fill our pantry for our clients. Thank you!

ONGOING FUNDRAISING

Cans and Bottles Turn into Dollars for CCCS

Save up your bottles and cans and turn them in at T&T Bottle and Can Retrieval Center at 485 Spencerport Rd, Gates, NY 14606. Every bottle you return turns into six cents for CCCS. We make every penny count.



“Your program has made so many things possible for me that I never would have even had the courage to think about. It’s about more than just employment. It gave me a new start to my life.”

STEP UP TO EMPLOYMENT

More Than Just Employment

Catholic Charities Community Services was awarded a five-year contract to assist people living with HIV in achieving their employment goals. In order to accomplish this, CCCS has created Step UP to Employment, a new service in Rochester and the surrounding counties which will support people in securing and maintaining competitive employment with health care benefits.

The program is funded by the Office of Temporary Disability Assistance (OTDA) and is designed to work toward identifying and removing barriers to employment. CCCS will create individual plans that outline what each person needs to have in place in

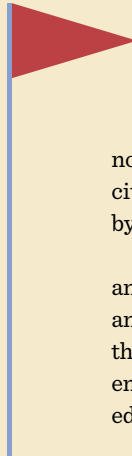
order to be successful in the work world. Everyone has unique needs and talents; together, we create a plan of support to meet their individual employment goals.

Criteria for program participation includes a diagnosis of HIV/AIDS, New York State residency, United States citizenship, as well as meeting income guidelines set forth by our funders.

Program participants will be assigned a case manager and a job coach who will help develop their personal goals and identify appropriate and desirable workplaces for them. Each individual’s support staff can help prepare for employment through benefits advisement, skills training, education, job search resources and placement.

In addition, the case manager will assist with the overall coordination of medical care and services in order to remove that barrier to employment. CCCS also offers an opportunity for program participants to receive cash benefits when specific employment milestones are met.

CCCS is so proud to offer employment services to clients and to partner with businesses in the community. The funding by OTDA not only helps us to make our Step Up to Employment program a reality, but also allows us to expand our service delivery. CCCS has had such an enthusiastic response to the program. ✚



Yes! I will support Catholic Charities Community Services

Enclosed is my gift of:

- \$50 \$100 \$250 \$500
- \$1,000 Other: _____
- Make your gift count even more with a gift matched by your employer. (Please enclose a completed matching gift form from the company.)
- I have included Catholic Charities Community Services in my will.
- Please contact me about leaving Catholic Charities Community Services in my will.

Please clip out this form and mail it along with your donation to:

Catholic Charities Community Services, Development Department,
1099 Jay Street, Building J, Rochester, NY 14611

Or donate online at www.cccsrochester.org

Form of payment:

- Check enclosed
- Please charge my: VISA MC AmEx Discover

Card # _____

Security #: _____ Exp. Date: ____ / ____

Signature (required): _____

Name: _____

Billing Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

You may contact me via email at: _____

SAVE THE DATE!

9th Annual
**Breakfast
with Friends**

You will not want to miss our very special guest speaker—gold-medal winning Paralympian, physician and world-renowned Irish Tenor

Ronan Tynan.

His talk, “Hitting the High Notes and Living Life to the Fullest” will inspire you along with our very own clients’ stories of living their best lives.

This promises to be a very special event—don’t miss it!

Friday, March 13, 2020

8 a.m.

**Rochester Riverside
Convention Center**

