

# Connecting Care and Compassion



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## Dear Friends,

At the heart of everything we do at Catholic Charities Family and Community Services (CCFCS) is a deep and abiding commitment to the people we serve in the villages, towns and cities where we live and work. Year after year, this enduring mission is reflected in the stories of our clients, our staff, and you, our generous supporters.



Indeed, in 2023 this mission allowed us to achieve several milestones. Here are just a few of them:

- With the backing of the NYS Office of Addiction and Substance Abuse Supports (OASAS), CCFCS developed a cutting edge, integrated health care program for individuals with a triple diagnosis of intellectual and developmental disability, substance use disorder, and mental illness. Called Tri-D, it is the only program of its kind in New York State and one of just a handful of such programs in the United States.
- To ensure they have the help they need to successfully age in place, CCFCS developed on-site supportive services for residents of the new Marketplace Senior Apartments in Henrietta.
- CCFCS was the only agency in the Finger Lakes region to be awarded a New York State grant to provide housing services and emergency financial assistance for people living with HIV/AIDS.

You can read about more milestones in this annual report.

Our mission is to walk alongside all who turn to us for care – over 21,000 clients from Lake Ontario to the Pennsylvania border. Our impact is told through their stories and the programs and partnerships that move us forward in service to the community. We cannot do this work without you, and we are most grateful.

With thanks,

Lori VanAuken  
CCFCS President and CEO

Luke Mazzochetti  
Chairperson, CCFCS Board of Directors



The heart on the cover of this annual report was painted by **Antoinette “Toni” Gerstner**, who lives in one of our homes for adults with intellectual and developmental disabilities.



Antoinette “Toni” Gerstner

## A LETTER FROM The Most Reverend Salvatore R. Matano

My dear sisters and brothers in Christ:

*"One cannot truly encounter the Risen Jesus without being set on fire with enthusiasm to tell everyone about Him. Therefore, the primary and principal resource of the mission are those persons who have come to know the Risen Christ in the Scriptures and in the Eucharist, who carry His fire in their heart and His light in their gaze. They can bear witness to the life that never dies, even in the most difficult of situations and in the darkest of moments."*

These words of Our Holy Father, Pope Francis, written for World Mission Sunday in 2023, capture the mission and work of Catholic Charities Family and Community Services. In this 2023 Annual Report, you will read of individuals who, motivated by faith, carried the fire of the Risen Christ to over 21,000 of our sisters and brothers who found themselves in the darkest of moments; with compassion and care, they were treated with the dignity and respect due to every person, made in God's image and likeness, from the very moment of conception until God, according to His will, calls us home.

The fire of the Risen Christ continues to motivate the staff and volunteers of Catholic Charities Family and Community Services to serve its clients, our sisters and brothers in Christ, throughout our 12-county Diocese, helping them to achieve personal milestones on their path to self-sufficiency. These achievements are made possible through the care and generosity of individual donors, community partners and corporate sponsors, for which I am deeply grateful.

Please join me in praying for the staff, volunteers and clients of Catholic Charities Family and Community Services, so that, having encountered the Risen Jesus, with His fire in their hearts and His light in their gaze, they will continue to bring Christ's peace and healing into our world.

Asking the Lord's blessing upon our many efforts to serve God's people, in whom we daily see the face of Christ, I remain

Devotedly yours in Christ,

*+ Salvatore R. Matano*

The Most Reverend Salvatore R. Matano  
Bishop of Rochester



## MESSAGE FROM Karen Dehais

President and Diocesan  
Director, Catholic  
Charities of the Diocese  
of Rochester



As Catholic Charities rounds out our 107<sup>th</sup> year of service, our commitment to building just and compassionate communities and advancing the dignity of all people throughout our 12-county Rochester Diocese is unwavering.

CCFCS is a compassionate and essential partner in addressing the growing needs in our communities. Together with all our agencies, Catholic Charities is at the ready to assist people of all faiths and backgrounds who experience a wide variety of challenges. We leverage the expertise and strength throughout our system to ensure we have greatest impact possible as we strive to meet basic needs, promote health and wellness, advance individual economic opportunity and advocate for justice.

The scale of need in our communities continues to grow, so Catholic Charities is focused on expanding efforts that target the root causes that leave so many people in poverty and without the ability to fulfill basic needs. Catholic Charities continues to be meaningfully present in the 12 counties of the Diocese, serving all our neighbors with care and compassion in urban and suburban areas and throughout our rural regions.

## CCFCS FINANCIAL REPORT

### 2023 Support

Grants and contracts	\$27,556,926
Contributions	916,599
United Way	641,355
Special events	57,644
<b>Total Support</b>	<b>\$29,172,524</b>

### 2023 Revenue

Fees for services	\$23,712,457
Other	394,124
<b>Total Revenue</b>	<b>\$24,106,581</b>
<b>Total Support &amp; Revenue</b>	<b>\$53,279,105</b>

### 2023 Expenses

Program	\$47,524,897
Management & general	4,514,931
Fundraising	563,126
<b>Total Expenses</b>	<b>\$52,602,924</b>

**Excess (Deficiency) of  
Support and Revenue  
over Expenses**

**\$676,181**

Other changes in net assets:

Net appreciation	\$425,411
(depreciation) of investments	
Gain on disposal of property and equipment	
<b>Change in net Assets</b>	<b>\$1,101,592</b>

### 2023 Net Assets

Without donor restrictions	\$4,424,297
With donor restrictions	\$3,209,394
<b>Total Net Assets 2023</b>	<b>\$7,633,691</b>

# CONNECTING CARE AND COMPASSION

With an unwavering commitment to the foundational belief that every person is precious, Catholic Charities Family and Community Services is dedicated to the common good and well-being of all people – of every race and creed.

For children, adults, seniors and families who face the hardships and challenges of aging, mental illness, substance use, HIV, poverty, intellectual and developmental disabilities, family resettlement, and more – across a 12-county region from Lake Ontario to the Southern Tier – Catholic Charities Family and Community Services is the go-to community resource.

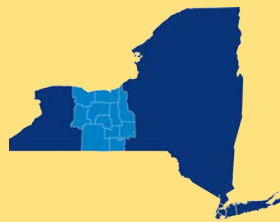
We offer a diverse portfolio of welcoming, safe, high quality direct support programs and services, delivered by a committed and experienced team, with the highest level of competence, care and compassion.

Catholic Charities Family and Community Services advocates for and empowers all those we serve toward healing, belonging, and independence, while working together to enhance the quality and dignity of their lives now and for the future.

**997**  
STAFF

**201**  
VOLUNTEERS

**21,010**  
CLIENTS



**12**  
COUNTIES

**33**  
SITES

**80**  
PROGRAMS



- 13 Homes for Adults with Intellectual and Developmental Disabilities
- Food Pantry
- Community Resource Center
- Outpatient Behavioral Health Clinic
- 2 Emergency Shelters
- Permanent Supportive Living Houses and Apartments
- 7 Residential Substance Use Treatment Programs
- YouthBuild Construction Training Center
- Refugee Resettlement Center
- Case Management for People with Traumatic Brain Injury
- HIV/AIDS Care Management
- Services for Older Adults
- Support for Families and Children

**“It feels great helping others.”**

– JUAN RODRIGUEZ,  
Assistant Resident Manager of Francis Center,  
our homeless shelter for men

# OUR IMPACT BY THE NUMBERS

## AGING SERVICES

**1,023** individuals provided with subsidized in-home supports, transportation, case management, and other direct services

## BEHAVIORAL HEALTH

**2,347** individuals served by Outpatient Clinic

**803** individuals provided with residential drug treatment services

**186** individuals served by home and community-based mental health and outpatient supports



## COMMUNITY RESOURCE SERVICES

**587** households provided with emergency food assistance

**268** households provided with rental assistance

## COORDINATED CARE - CHRONIC ILLNESS AND TRAUMATIC BRAIN INJURY

**330** adults and children served by Health Homes program

**59** adults with Traumatic Brain Injury provided with care management

## EMPLOYMENT SERVICES

**30** young adults completed YouthBuild program

**168** adults with disabilities and other health challenges provided with vocational rehabilitation services

**300** adults enrolled in Refugee Employment Services program



## HIV/AIDS SERVICES

**297** individuals provided with case management, health education, medical transportation, housing, employment and other support services



## HOUSING AND STABILIZATION

**1,486** individuals served in emergency shelters and supportive housing

**100** homeless individuals received medical respite care

## INTELLECTUAL AND DEVELOPMENTAL DISABILITIES

**415** individuals received Self-Directed Services

**86** individuals living in I/DD residences

## LANGUAGE SERVICES

**8,894** interpreting sessions offered in 40 languages

**3,915** calls to new on-demand phone interpreter service

## REFUGEE AND IMMIGRATION SERVICES

**4000+** refugees and immigrants served by 7 programs, including post resettlement, employment, and health case management.

**500** newly arrived refugees provided with direct resettlement services

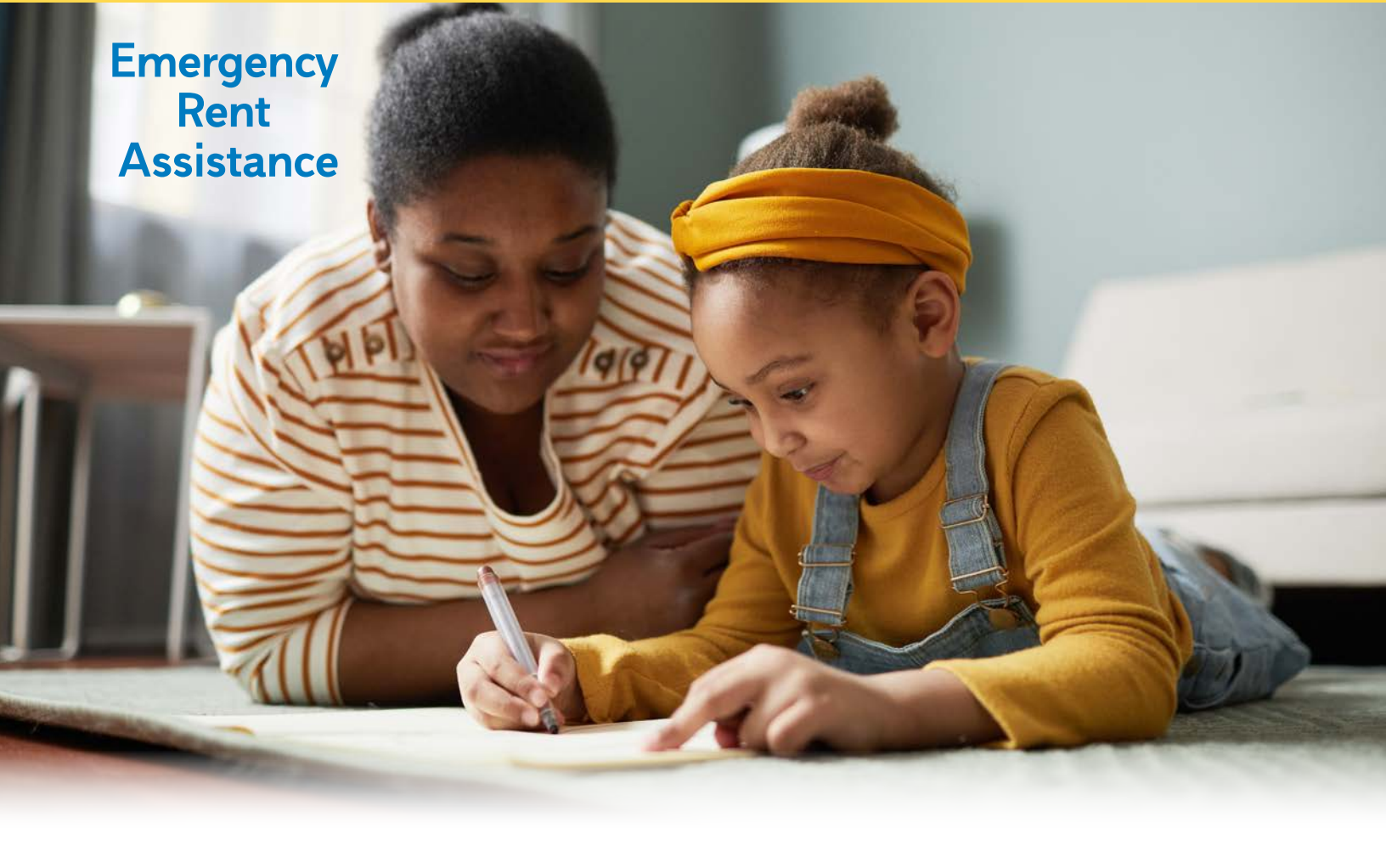
**1000** refugees and immigrants from Afghanistan and Ukraine provided with legal assistance



## SUPPORT FOR FAMILIES AND CHILDREN

**425** children and **185** families received adoption, foster care, kinship care, pregnancy counseling, intervention and preventive services

### Emergency Rent Assistance



“I love Catholic Charities Family and Community Services for helping me. I just kept imagining myself and my four young children being homeless and I was frightened that I wouldn’t have any alternatives.”

In 2023, Diana Chavez and her children were facing an uncertain future when their landlord moved to evict them from their home. Already traumatized by poverty and domestic violence, Diana was terrified she would lose her children to homelessness. In a referral from Child and Family Services of Monroe County, she turned to CCFCS for help.

Case managers from our Project Anchor program immediately began working with Diana to find new housing. Project Anchor took shape after the pandemic to address the ongoing crisis in affordable

housing across New York State. It’s designed to help low-income families whose rent exceeds more than 30% of their income. Within months of being launched at CCFCS, more than 100 families were enrolled in Project Anchor – families like Diana and her children, who are desperately fighting to maintain a stable home.

Demand for housing assistance is at an all-time high. Today, Project Anchor is helping 183 families with rental subsidies, and expects to help hundreds more in the months to come. Diana is now living in a new home in a safer neighborhood, and her children are thriving at school. For the first time in years, she is hopeful and confident about the future.

“My CCFCS team kept their word, they listened, and they helped my family. Thank you!”

“I tell them, ‘I know how you feel,’  
because I really do.”

At CCFCS, it's not unusual to meet staff who have walked the same path as their clients. Obaida Omar's personal and professional journey makes her uniquely qualified for her role as Manager of Preferred Communities, a Health Case Management program for newly arrived refugees. Obaida is a former refugee who fled the violence and turmoil in Afghanistan during the Soviet invasion of the 1980s. After resettling in the U.S., she went on to marry, make a career in social work, and raise a family. She cherishes her role as mother to three children: her daughter and son, both pharmacists, and her youngest son, who has a developmental disability. Obaida uses this lived experience to help others, targeting her work to refugee families who are experiencing acute or chronic medical and mental health conditions or who need urgent care.

For her efforts, Obaida was named a 2023 Health Care Hero by the Rochester Business Journal. It's a tribute that sheds light on the program she champions. The Preferred Communities program is a lifeline for our refugee clients who grapple with traumatic experiences, language barriers, and the intricacies of the healthcare system. Obaida and her team offer crucial assistance as these families navigate their journey toward healing, well-being, and new life in the U.S.

## Obaida Omar



“Helping refugee families find their way to health and stability is more than a job. It's my calling and a way to give back to the community that once welcomed me when I came here as a refugee myself.”

## 2023 IMPACT OUR CLIENTS



Alvin Metcalf III

mentors, helping young people obtain driver's licenses, complete high school educations, secure mental health counseling, and more. In addition, thanks to our partnership with Flower City Habitat for Humanity, students get valuable on-site training, helping build and rehabilitate affordable housing in Rochester. In 2023, YouthBuild was awarded \$2.4 million from the City of Rochester under the American Rescue Plan Act, allowing it to move to a new and larger training site. The site is conveniently located on a bus line and offers both classroom and workshop space for students.

Since 2018, 160 young people have graduated from YouthBuild with certification in the construction trades. Alvin is one of them. Soon after he completed the program, he was hired by Habitat for Humanity as a Construction Team Leader. He calls it one of the happiest moments of his life.



"I learned so much about myself in YouthBuild. I became more patient and generous with others, especially my classmates. I learned how to do something I never thought I'd do. A job is easy to get, but YouthBuild gave me a career."

Alvin Metcalf III grew up in Rochester, attended high school in Florida, then moved back with no car, no job, and few prospects. He was struggling to find direction in life when friends and family steered him toward YouthBuild, the national career and technical program run in Rochester by Catholic Charities Family and Community Services.

YouthBuild offers youth ages 18 to 24 hands-on construction training and job placement. But it's more than a vocational program. CCFCS staff serve as vital

"I wake up every day knowing I'm building my career, and I don't have to depend on anybody else. That's what YouthBuild gave me. I still wear my YouthBuild hat every day. It's my pride and joy!"





Terry Klee

“One of my own employees was helped by Catholic Charities and it changed her life. I know what great work they do. It’s wonderful to be able to give back.”

Over the past 20 years, Empty Bowls has evolved into a cherished fundraising tradition at Catholic Charities Family and Community Services. No one has had more of a hand in its success than Terry Klee.

Klee is the long-time owner of Don’s Original, an iconic Rochester restaurant. After joining the board of directors for Catholic Family Center in 2004, Klee quickly realized he could be of service promoting and sponsoring Empty Bowls, the grassroots soup dinner fundraiser designed to raise awareness about hunger and homelessness. Klee provided Empty Bowls with food from his own restaurant, solicited other food and beverage vendors to take part, and brought his own kitchen staff to work the event. Every year since, Empty Bowls has jumped in revenue and attendance.

In 2023, nearly 500 people turned out for Empty Bowls and donated more than \$50,000 – both record numbers. Klee and his team were there as always, serving with generosity and good cheer. We are forever indebted to him for his leadership and support.

“I can’t say enough about how great Empty Bowls is. The concept is so meaningful. I hope Empty Bowls goes on forever.”



# OUR DONORS THANK YOU!

Support from our donors goes directly to fund the programs and services we provide for our clients.  
We gratefully acknowledge all whose generous gifts have supported our work.

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