

Connecting Care and Compassion









CCFCS FINANCIAL REPORT

2024 Support

Grants and Contracts	\$32,396,146
Contributions	5,569,070
United Way	592,935
Special Events	73,117
Total Support	\$38,631,268

2024 Revenue

Fees for Services	\$28,775,176
Other	347,058
Total Revenue	\$29,122,234
Total Support & Revenue.	\$67,753,502

2024 Expenses

Program	
Management & General.	
Fundraising	709,318
Total Expenses	. \$62,039,017

Excess of Support and Revenue over Expenses..... \$5,714,485

2024 Net Assets

Without Donor Restrictions ... \$5,594,405 With Donor Restrictions 8,090,227 Total Net Assets 2024 \$13,684,632

Other Changes in Net Assets:

Net Appreciation	\$336,456
Gain on Disposal of Prop	
and Equipment	0
Change in Net Assets	\$6,050,941

Dear Friends,

Because of our clients, staff, and generous supporters, Catholic Charities Family and Community Services (CCFCS) has grown to become one of the largest human services agencies in Western New York. Every day, we offer shelter and stable housing, food assistance, care coordination, access to health care, and employment support for all who turn to us for help.



In 2024, philanthropist Tom Golisano donated \$5 million to CCFCS to acknowledge our service to individuals with Intellectual and Developmental Disabilities. His faith in our work is both humbling and inspiring. At a time when non-profits are forced to do more with less, this gift will allow us to continue fulfilling our mission to serve the community with care and compassion.

We have so many more reasons to be thankful as we enter another year of service to our neighbors, friends, and families in need.

- Due to unprecedented changes from the federal government, we have had to close our Refugee Resettlement Program. However, in keeping with our mission, CCFCS remains committed to welcoming New Americans. In 2024, we resettled 1,200 newly arrived refugees. We served thousands more through a variety of programs to help refugees and immigrants achieve stability and self-sufficiency. You can read more about our exceptional Refugee Employment Services program in this annual report.
- CCFCS launched a new program called Permanency Resource Centers, serving adoptive parents, grandparents, legal guardians, and kin caregivers in Monroe, Schuyler, Steuben, and Wayne Counties.
- We provided 27,596 sessions for children and adults seeking mental health and/or substance use treatment at our Outpatient Behavioral Health Clinic in Rochester.
- Through the new Emergency Rental Assistance Program (ERAP), we began working with LawNY to help eligible individuals avoid eviction, helping to stabilize housing for hundreds of people.

It is a privilege to serve. Thank you for your on-going support and your faith in our work.

With thanks,

L'ori VanAuken

CCFCS President and CEO

Iveth Reynolds

Chair, CCFCS Agency Council

In 2024, philanthropist Tom Golisano donated \$5 million to CCFCS as part of a \$360 million donation to 80 non-profit agencies across Upstate New York. CCFCS President & CEO Lori VanAuken accepted the gift from Mr. Golisano in a ceremony at the Golisano Institute for Business and Entrepreneurship in Rochester.



September 17, 2024

A LETTER FROM The Most Reverend Salvatore R. Matano

My dear sisters and brothers in Christ:

In his letter announcing the 9th World Day of the Poor during this Jubilee Year of Hope, our new Holy Father, Pope Leo XIV, wrote eloquently about the Church's mission and responsibility to those in need:



"The gravest form of poverty is not to know God. As Pope Francis wrote in Evangelii Gaudium: 'The worst discrimination which the poor suffer is the lack of spiritual care. The great majority of the poor have a special openness to the faith; they need God and we must not fail to offer them his friendship, his blessing, his word, the celebration of the sacraments and a journey of growth and maturity in the faith' (No. 2000).... The poor are not a distraction for the Church, but our beloved brothers and sisters, for by their lives, their words and their wisdom, they put us in contact with the truth of the Gospel."

As we reflect upon the work of Catholic Charities Family and Community Services (CCFCS), especially the stories and statistics contained within this Annual Report, we realize they are about more than mere numbers – they describe encounters with real persons, made in the image and likeness of God. These, our sisters and brothers, encounter Him whenever we put our Catholic faith in action, allowing the light of Jesus Christ to shine brightly in our communities. In 2024, over 21,000 individuals and families throughout our twelve counties were served with compassion, advocacy, and support through the programs of CCFCS. Whether assisting a family in crisis, welcoming a refugee, sheltering the homeless, or offering pathways to stability, Catholic Charities continues to be a beacon of Christ's mercy and love.

Each year, this Annual Report serves as a reminder to all of us, the dedicated staff and volunteers, as well as our generous donors and partners in mission, that we have the sacred obligation to bring the Gospel to those whom we serve. "By recognizing that God is our first and only hope, we too pass from fleeting hopes to a lasting hope. Once we desire that God accompany us on the journey of life, material wealth becomes relativized, for we discover the real treasure that we need." (Pope Leo XIV, Message for the 9th World Day of the Poor).

To all of you, I extend my heartfelt gratitude for your generosity and fidelity to this mission of the Church. Your prayers, gifts, and service embody the commandment to love and uphold the dignity of every person as a beloved child of God.

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. Matan

The Most Reverend Salvatore R. Matano Bishop of Rochester

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MESSAGE FROM

Karen Dehais

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

As Catholic Charities continues its mission in the 12-county Diocese of Rochester, our commitment to building just and compassionate communities remains steadfast. Rooted in the Gospel call to serve, we work each day to advance the dignity of every person and to accompany our neighbors through times of challenge and transition.

Throughout our Diocese, our Catholic Charities agencies strive to address food insecurity, pursue housing solutions, advance economic mobility, strengthen families and children, deliver compassionate mental health and substance use care, welcome immigrants and refugees, and much more. These are not simply services being provided; they are tangible expressions of our belief in the God-given worth of each person and our shared responsibility for the common good.

The need in our communities continues to grow, and so too does our resolve to address not only urgent crises but also the root causes

of poverty and inequity. Catholic Charities is meaningfully present in every corner of our Diocese—urban neighborhoods, suburban communities, and rural regions—bringing hope and care to people of all faiths and backgrounds.

I remain profoundly grateful for the dedication of our staff, volunteers, community partners and donors. Together, we embody the enduring mission of Catholic Charities: to accompany our neighbors with compassion, to challenge injustice, and to help build communities where every person can flourish.

CATHOLIC CHARITIES FAMILY AND COMMUNITY SERVICES

1,065 STAFF

178 VOLUNTEERS

25,000 PEOPLE SERVED



12 COUNTIES 33 SITES

80 PROGRAMS

CCFCS: The go-to community resource from Lake Ontario to the Southern Tier

- 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 & Apartments
- Refugee Resettlement Center

- 7 Residential Substance Use Treatment Programs
- YouthBuild Construction Training Center
- Case Management for People with Traumatic Brain Injury
- HIV/AIDS Care Management
- · Services for Older Adults
- Support for Families and Children



"With Catholic Charities, you're not just a client. You are family, you are home."

- Shalanda P., Behavioral Health Clinic client

OUR IMPACT BY THE NUMBERS

AGING SERVICES

1,700 individuals provided with subsidized in-home supports, transportation, case management, and other direct services



BEHAVIORAL HEALTH

2,232 individuals served by Outpatient Clinic

1,115 clients provided with residential drug treatment services

206 clients served by home and community-based mental health and outpatient supports

COMMUNITY RESOURCE SERVICES

796 households provided with emergency food assistance

330 households provided with rental assistance

COORDINATED CARE – CHRONIC ILLNESS AND TRAUMATIC BRAIN INJURY

409 adults and children served by Health Homes program

58 adults with Traumatic Brain Injury provided with care management

EMPLOYMENT SERVICES

27 young adults completed YouthBuild program

167 adults with disabilities and other health challenges provided with vocational rehabilitation services



386 adults enrolled in Refugee Employment Services program

HIV/AIDS SERVICES

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

HOUSING AND STABILIZATION

1,586 individuals served in emergency shelters and supportive housing

100 homeless individuals received medical respite care

INTELLECTUAL AND DEVELOPMENTAL DISABILITIES

425 clients received Self-Directed Services

91 individuals living in I/DD residences



LANGUAGE SERVICES

12,732 interpreting sessions offered in 58 languages

8,800 calls to new on-demand phone interpreter service

REFUGEE AND IMMIGRATION SERVICES

7,400 refugees and immigrants served by 7 programs, including direct post-resettlement, employment, legal assistance, and health case management



1,200 newly arrived refugees provided with direct resettlement services

2,083 clients provided with assistance on applications for citizenship, green cards, work permits, and asylum

SUPPORT FOR FAMILIES AND CHILDREN

449 children and 235 families received preventive and intervention services, kinship care, adoption, foster care, and pregnancy counseling services



"It's incredibly rewarding to see so many of our clients succeed. Refugees are ready to work and to contribute. And more local employers are aware of that. Everyone wins."

Lameisha Mack

When Moses B. arrived in Rochester from Liberia in 2024, he wondered how he would provide for his wife and children. Today, he's one of 30 refugees employed by Jamestown Container in Rochester. Over the past several years, the packaging manufacturer has come to appreciate CCFCS as a reliable partner in building a skilled, highly motivated workforce. And it's not the only local employer who thinks so. More than 100 Rochester businesses, schools, health care organizations and non-profits employ refugees who started their journey to economic self-sufficiency in the Refugee Employment Services Program (RES) at CCFCS.

RES serves up to 500 refugees every year and has placed more than 370 refugees in local jobs since 2019. Over the same period, more than half of the refugees placed in jobs by RES became self-sufficient within 90 days of employment. That remarkable achievement is just one reason RES was awarded a record-setting, \$5.4 million job preparation and placement grant from the NYS Office of Temporary and Disability Assistance, Bureau of Refugee Services. The 5-year grant is already being used to ramp up

job readiness programs and partnerships, including English language lessons, transportation support, and outreach to employers.

Lameisha Mack supervises a diverse team of 13, including former refugees. Together, they assist refugees who've been in the U.S. 5 years or less, providing services that include employment assessment, resume preparation, job search and completion of job applications, accompanying clients to interviews and orientations, and follow-up to ensure retention.

It's not unusual for former refugees to visit RES to share their successes: obtaining driver's licenses, mastering on-the-job safety courses, securing promotions. Some build on their early success to start small businesses of their own.

Moses B. says Jamestown Container has been very welcoming and friendly. His job is a source of pride as his family settles into new routines at home, at school, and in the community. "It's the beginning of many good things for me and my family," he says. "I appreciate everything."

"We get to watch the American dream come true for a lot of people."

Lameisha Mack

2024 IMPACT OUR PEOPLE

"When I say we have saved lives, I mean it. Everyone in this agency has a huge heart."

- Seana Denning

Seana Denning's advocacy for her clients isn't just a job, it's a calling. Seana's 23-year tenure at CCFCS is marked by her compassion, problem-solving, and leadership. Seana is one of the program directors for the CCFCS Health Homes Programs, which serve children and adults with chronic health challenges. The goal of the program is to help clients stay healthy and out of the hospital or emergency room, by addressing barriers to care, including mental health and trauma.

For Seana, it's vital work. She is known for dropping everything to help a client – including a 9-year-old girl whose father had died and whose mother was unable to care for her. When she went to live with her grandmother, she was referred to the Health Homes program by a school social worker. Over the next several years, Seana worked to connect her to mental health services and other community resources. This support proved crucial when the girl's grandmother died. She moved back in with her mother, who at that point was not only dealing with substance use disorder, but a very serious illness. When the girl found her mother unconscious, Seana was the first person she called, and Seana remained by her side weeks later at her mother's funeral. Today, this girl is a junior in high school and determined to graduate. When that happens, Seana will be seated in the front row to cheer her on.



Because Seana embodies the mission and values of Catholic Charities, she was named CCFCS Employee of the year in 2024. Co-workers, community partners, and clients all agree: Seana forges relationships built on trust and a mutual desire to succeed, always leading with honesty, transparency, joy, and a belief in the dignity of all.



"I don't think people understand generational neglect, abuse, poverty. Our clients don't ask to be born into these situations. You and I may have some of the same problems, but we have resources. We have support. Our clients don't. And that's where Catholic Charities comes in. We let them know they're not alone and help guide them to better outcomes."

Seana Denning



2024 IMPACT OUR CLIENTS



"I like cooking, and I like DJing, and I like to cook up the beats for everyone so they have a great time!"

– Mark F.

When Mark F. spins tunes for an audience, he's fulfilling one of his biggest wishes – to build a career as a disc jockey. He has plenty of support to help make his dreams come true. Mark is a 22-year-old in the CCFCS Self-Directed Services Program for individuals with Intellectual and Developmental Disabilities. He meets every week with his Direct Support Professional, John Lyon. John helps Mark achieve his goals at home and in the community. When Mark wanted to learn how to cook, John didn't just take him to cooking lessons, he taught him how to google recipes and accompanied him to the grocery store to teach him how to shop for the ingredients in his favorite dishes. When Mark decided he wanted to DJ, he joined Bach to Rock music school.

John takes him to weekly DJ lessons and DJ gigs in the community. Everything Mark and John do is designed to help Mark live a life of autonomy, based on his own choices.

In the two years Mark has been enrolled in Self-Direction, the change has been profound. Where he used to be reserved, Mark engages in conversation. He is learning new skills every day. He's more confident and more curious about the world around him. Mark's parents say if Mark is safe and happy, they are at peace.

Under the Self-Directed Services program at CCFCS, people hire, schedule and supervise the staff who support them. In fact, Mark interviewed John for the job.

Today, Mark works Monday through Friday at Arc Deli, a division of the Arc of Monroe. With John's help, he took driving lessons. He's acquired memberships to the zoo, local museums, and the YMCA. He's cooking plenty of dishes, including pizza and eggs. And he's playing music at local events. Mark calls himself "DJ Chef" because he's living the life he chooses, by his own design.



"Everybody deserves to live the life they want to live and do the things they want to do. I can be there for Mark, change my hours, and be very flexible to meet his needs. I am there to cheer him on. Self-Directed Services is an amazing program."

- John Lyon, Direct **Support Professional** "I knew about Catholic Charities, I donated to Catholic Charities. It's so satisfying to volunteer for them now."

Mike Lutz

The Community Resource Services program (CRS) at CCFCS receives well over 100 calls per week from individuals who are facing extremely difficult challenges. Mike Lutz is often their first point of contact, and he takes his role to heart.

As an Intake Volunteer, Lutz helps get information to people who reach out for financial assistance, pending eviction or food insecurity. Not only does he provide each caller with the information they need to follow up on resources, he also documents their situation so that staff can respond personally and quickly to each caller.

Lutz graduated from St. John Fisher University and graduate school at the University of Buffalo. He then spent 40 years as a professor of computer science and software engineering at RIT. When he retired, he wanted to stay connected to the community. At the time, he was inspired by the love of his wife and three grown children and the wisdom of his parents and teachers, who emphasized the importance of helping others.

Volunteering at CRS allows Lutz to use his skills as a teacher, but in meaningful new ways. Mike provides crucial information to people in crisis. They call because they need food, rental assistance, or clothes. If he can guide even one person to a better outcome, he is grateful.



"We're all part of this larger community and giving back and helping those who can't help themselves for whatever reason – I find it incredibly fulfilling."

Mike Lutz

2024: A YEAR OF GIVING BACK



Evening with Friends



Back to School Drive



Empty Bowls



Share the Joy

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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