



POWERFUL DREAMS
INSPIRE
POWERFUL ACTION

ANNUAL REPORT 2019

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OUR MISSION:

The Mission of Catholic Charities of the Roman Catholic Diocese of Syracuse is to empower people in need to transform their lives. We strive to reflect God's love and compassion in all that we do.

DEDICATION:

This annual report is dedicated to Most Reverend Bishop Douglas J. Lucia, 11th Bishop for the Diocese of Syracuse, appointed by Pope Francis on June 4, 2019. Bishop Lucia began his service by visiting a Catholic Charities homeless shelter in Syracuse and shortly after honored us with a visit to tour our Lady of Hope Intermediate Care Facility, our pantry at 100 Main Street and the Four Seasons Club. We wish Bishop Lucia the very best as he ministers to the many in need in our diocese and pray for his good health and strength in the days ahead.



DEAR COMMUNITY MEMBERS,

Catholic Charities isn't just about helping people work through life's challenges, it's about encouraging people to discover the strengths within them and helping them make their dreams come true. To do this, our Catholic Charities team brings together people of great skill and potential who also have the desire to bring out the best in others. This can start powerful chain reactions leading to new initiatives such as creation of a Peer Institute, new children's services, expansion of Supported Housing and help for people who dream of moving out of impoverished conditions that include homelessness, unemployment, and poor health. In many ways, 2019 was the launch pad for new services and efforts to strengthen services together with our collaborative partners. As we came right up against the tsunami wave of world pandemic in 2020, the efforts begun in 2019 have carried us forward and sustained us. Many thanks to every member of our community who supported the work of Catholic Charities in 2019: volunteers, donors, staff, Diocesan leadership and our Board of Directors. Special thanks to those who trust us enough to reach out for help; it is our honor to serve and together we are all enriched by the synergy of working together. Who knew the world might change in an instant; it is good to be together on this journey as we see each other safely through and on to continuing to build powerful dreams leading to powerful actions.

Sincerely,
Lori A. Accardi, LMSW,
Executive Director



COVID RESPONSE

Catholic Charities of Broome County, as an essential services provider of a variety of human services including mental health, health home care management, residential services for special needs populations and basic needs services such as food and personal care/household supplies, continued to provide its services throughout the pandemic by using the following strategies;

- Stabilizing the workforce
- Providing a residential salary differential and alternate leave days for non-residential staff
- Changing the ways that services are provided including the use of telehealth and pre-boxed meals as well as meal delivery and drive by birthday parades and car parades to show support to clients in their neighborhoods
- Establishing a COVID- Leave No One Behind Fund to respond to community needs

During the course of the pandemic, there have been unanticipated benefits as well as drawbacks and challenges. The future will require us to continue to evolve our services and facilities to be able to respond effectively to community needs as well as safeguard and support our workforce and those that we serve.

To date we have provided over 330,000 pounds of food and served over 100 people through our Leave No One Behind fund with such items as rental assistance, medical supplies, PPE, household supplies and basic necessities.

Stay tuned as we continue to find new ways to serve during this unprecedented pandemic.

AGENCY HIGHLIGHTS

415 Individuals were provided with housing through Mental Health or Intellectual/Developmental Disabilities residences including supported and certified apartments, Damon Hall and Our Lady of Hope Intermediate Care Facility.

Community Support was provided to 390 adults at risk of abuse.

The Four Seasons Club celebrated its 36th year of operations.

Youth, Family and Community Services served 701 families and 2,951 individuals through family counseling, Functional Family Therapy, Family Connections Center youth and school support counseling and group work as well as family support services and case management.

Youth residential services were provided to 34 youth and 3 infants and 11 youth were served through the Boys of Courage Community Residence.

Mother Teresa's Cupboard and the Main Street pantry served 17,440 households consisting of 41,806 persons. The Pantry Mentoring program, provided by staff with lived experience in poverty, helped 53 people make progress in moving out of poverty.

306 senior volunteers through the Retired and Senior Volunteer Program gave back to their community through 20 not for profits and also helped with providing Bonesavers, Tai Chi and Osteoporosis exercise classes in the community.



SUPPORTED HOUSING

Supported Housing Services was started by the Office of Mental Health in the 1990's. Joe Gosney, Manager of Residential Services at Catholic Charities, describes the flexibility of this housing program: "The program really is kind of broken down to three areas, which is startup, stipend, and then support services. And you can have any one or all three." Hundreds of people have been helped by this program.

William is now in an apartment after being in a group home. "To be moving from the group home to the apartment program, I think that was the best thing," he comments. "It's nice to have support and still have a lot of independence."

Freda received assistance in moving into an apartment. She carries an interesting perspective since she used to be in this career field. "You don't do it for the paycheck. You do it because it means something." She is very thankful for this program. "I couldn't have made it without them."





CHILD AND FAMILY TREATMENT SUPPORT SERVICES

“I think any program that helps those people that fall through the cracks is extremely important. And I think these people have fallen through the cracks in the behavioral health system,” Licensed Practitioner Tom Phillips indicates.

Barbra, a CFTS client, has been meeting with Amy Wilson for about a year. “There was a lot of trouble with the children where they weren’t able to just cope with everyday life,” Barbra notes. After working with Amy, Barbra remarked about her children, “I’ve seen them calm down. I’ve seen a change in our family dynamic.” She was glad they viewed the family as a unit, with individual needs. She emphasized the compassion of the people in this program. “I think that’s important to know—they really care about your family.”

PEER INSTITUTE

It's much easier to receive help from someone who has experienced what you are struggling with. The Peer Institute at Catholic Charities gives a place for peers in mental health to receive training so that they can effectively give help to others. Each individual has lived experience with their own mental health challenges and successes. After completing coursework, these individuals can receive a New York State peer specialist certification.

Brandan Campbell wants to help those who are suffering in silence. By helping them, he's also helping himself. With the peer certification, he noticed that he recognized the topics in the class, but he now has a better understanding and context of them. Speaking about the peer certification credentials, he said, "With those, we're able to have a say on our client's, our patient's care."

Lori Albrechta's story started as one of misdiagnosis. She was able to achieve the balance she needed in her life with the help of a therapist and a doctor. "Like many, many others that are either working in this field or receiving services in this field, the first focus is illness. And we're all here to talk about wellness." Lori liked of the customization of the peer certification coursework for slower or faster learners.

Aaron Bennett lived in a group home with Catholic Charities during a difficult season in his life. "To be able to give back in the same way that that was given to me, the people that were surrounding me, and do that again for someone else was very meaningful." He said about the certification, "It's an accomplishment that you can be proud of."

Lizanne Clifford was a parent partner, and appreciates the perspectives between the client and the peer. Towards the end of filming the panel interview, she added, "I also want people to know what a fun job this is. Every day brings something new—a new experience, a new lesson to be learned. . . . Every day is special."

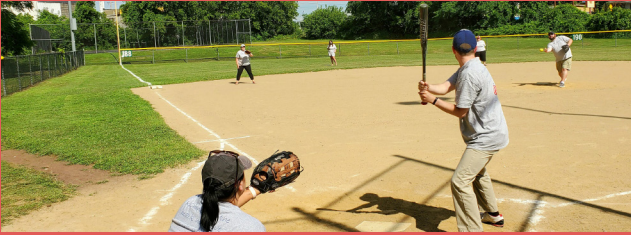




CATHOLIC CHARITIES FOOD PANTRY AND COMMUNITY ENPOWERMEN CENTER

Kindness is the mark we leave on the world.

Creating Hope, Transforming Lives
Catholic Charities
 DIOCESE OF SYRACUSE
 Broome County



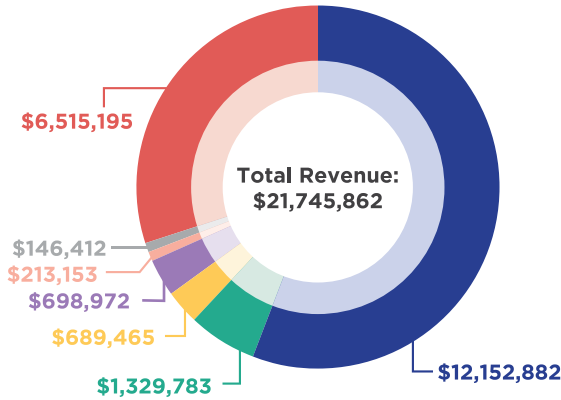
Catholic Charities
Strong
 T-SHIRT CONTEST



FINANCIALS

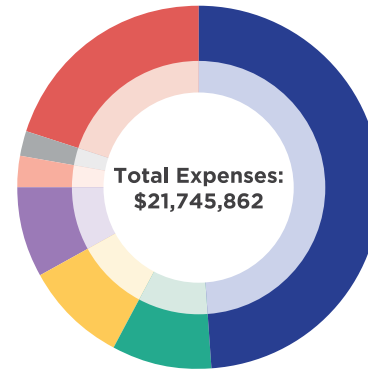
Revenue

- 56%** Medicaid/MCO
- 30%** Government Support
- 06%** Program Fees
- 03%** Other
- 03%** Contributions/Fundraising
- 01%** United Way
- 01%** Diocesan



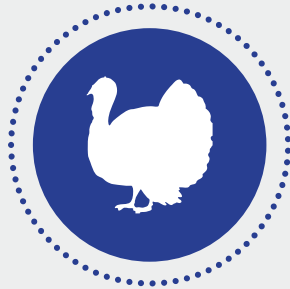
Expenses

- 48%** Salaries
- 20%** Fringe Benefits
- 09%** Professional Fees & Equipment
- 09%** Management
- 08%** Occupancy
- 03%** Travel & Training
- 02%** Other



\$30,000

was raised through the Harvest for Hunger telethon in two nights with the help of WBNG and Facebook Live interviews.



3,616

turkeys were given over the holidays through baskets and local dinners with the help of our parish partners and community organizations. Over 7,000 people were served.



1,945

meals were provided through The Children's Summer Lunch program to children and their parents. 413 bags of food were sent home with children on the weekends



573

gift cards were provided to children over age 10 at Christmas along with food baskets.



265

Jessica's Corner bags were given out containing infant care items, in memory of Jessica, a former pantry recipient. 23 people received infant layettes, 1,431 people received diapers and 202 people received cans of formula.

LOOKING AHEAD TO 2021:

POWERFUL DREAMS INSPIRE POWERFUL ACTION

The best laid plans for 2021 will have to take into consideration the potential impact of COVID-19 on life as we know it. With that in mind, however, powerful dreams imagined are expected to manifest in 2021. This will include:

- Establishing a Peer Institute with the help of the Mental Health Empowerment Project to develop a cadre of persons with lived mental health experience to provide Peer Empowerment Services.
- Continued implementation of the Encompass Cabrini project including enrolling more adults and children who need care management to achieve positive health outcomes, growing our Care Management Agency network, improving the quality of services through use of a Performance Management Report Card and incentives and finding new ways to engage children and families in need.
- Providing Care Management through our new location on the first floor of Canal Plaza, an affordable housing project on the Northside of Binghamton, in addition to placement of 12 individuals with special needs in apartments. This will include creation of a Wellness Center to encourage healthy eating and exercise as well as incorporation of mindfulness in everyday living.
- Pantry services will be redesigned and include supportive services such as financial literacy and mentoring in keeping with an empowerment model; the Binghamton pantry layout will be changed to promote social distancing and Mother Teresa's Cupboard will be relocated to a new home.

LEAVE NO ONE BEHIND

The 2020 Catholic Charities Annual Appeal, Leave No One Behind, is being dedicated to those impacted by COVID-19.

The goal of this fund is to respond to unanticipated, unmet basic needs such as food, shelter, clothing, household supplies, personal care items, medical supplies or services and other items that are vital to maintaining households at a time when so many of our Broome County residents are now unemployed unexpectedly or who were already economically challenged before COVID-19.

LEAVE NO ONE BEHIND MEANS:

- Not leaving the unemployed behind as we help them with being able to pay bills such as rent and water.
- Not leaving the elderly and isolated behind as we help with meal delivery for those who no longer have anyone to shop for groceries.
- Not leaving children and young families behind as we help with diapers and baby supplies.
- Not leaving the homeless behind as we provide them with the means for safe and clean shelter and help others find/keep affordable housing through help with security deposits.
- Not leaving those with special needs behind as we help people with a serious mental illness or chronic medical condition access food, medical supplies/services and other basic necessities.



YOU CAN HELP NATHAN.

Nathan faces mental health and economic challenges in normal times, which become worse when normal supports and community outings become limited. Being able to connect with staff who are supportive and receive needed supplies (that are otherwise hard to find) helps.

Residential and Mental Health Services

YOU CAN HELP SOPHIA.

Sophia loves her children, but is struggling as a parent. Pain and guilt over what she has put them through is pushing her to the edge. She doesn't want a "hand-out." She needs help and support.

Youth, Family and Community Services

YOU CAN HELP ALICE.

Alice used to purchase groceries with the help of a family member but is now isolated at home with no one to assist her. Meals, groceries and household supplies from our pantry system help her remain safe and independent.

Mother Teresa's Cupboard

WON'T YOU JOIN US?

We continue to pray for our community and world to be healed of this epidemic and that our collective will to help each other will bring us all safely through this.

Compassion and quality set the standard for the extraordinary diversity of services that we offer as we continually strive to be responsive to the community that we serve.

With the generosity of our donors and friends, we can ensure that the good work and critical services we offer continue and strengthen those most in need. This appeal will help us to continue the important work that we do for the people in our community.

100% of all funds donated will be dedicated to this purpose for Broome County residents impacted by COVID-19.

Sincerely,
Lori A. Accardi, LMSW
Executive Director

BUSINESS & ORGANIZATION DONATIONS

\$25,000+

Heritage Campaign, Inc

\$10,000-\$24,999

America's Charities
Security Mutual Life Insurance Company of NY
Shriber, Harvey & Elizabeth Prior Charitable Foundation
St. Ambrose Church
St. Joseph Church
St. Thomas Aquinas Church
Wegmans Food Markets, Inc.

\$5,000-\$9,999

Bert Adams Disposal, Inc.
Church of the Holy Family
Community Foundation for South Central New York

\$2,500-\$4,999

BAE Systems
Centene Management Company/Fidelis NY
Fidelity Charitable Gift Fund
IBM Employee Services Center
Joy In Childhood Foundation Inc
Tom Race Memorial Golf Tournament
Triple Cities Street Rods

\$1,000-\$2,499

BAE Systems
First Presbyterian Church of Endicott, Inc.
IBM Retiree Charitable Campaign
Ladies Ancient Order of Hibernians
M & T Bank Corporation
Most Holy Rosary Church
Ogden Hillcrest United Methodist Church
State Employees Federated Appeal
Trinity Memorial Episcopal Church

\$500-\$999

Binghamton-Oneonta Building & Construction Trades Council
Endwell Family Physicians
Gault Chevrolet Company, Inc.
Hibernian Parade Committee of Broome, Inc.
Olum's of Binghamton, Inc.
Price Chopper's Golub Foundation
St. Paul Episcopal Church

\$250-\$499

American Legion Auxiliary Unit 1700
Broome Co. Assn. of Highway Officials
Claude Garrison Memorial Inc.
Coughlin & Gerhart, LLP
East Middle School
FJC
Liberty Mutual
LIUNA Local 785
Orion Realty Of Binghamton, Inc
St. James Church
Studer's Body Shop & Garage
The Benevity Community Impact Fund
The Jacob and Rose Olum Foundation
Walmart Foundation

\$100-\$249

American Carpatho-Russian Citizens Club
Catholic Schools of Broome County
Czechoslovak Moravan Club, Inc.
Empire State Medical Foundation
Empire State Medical Scientific and Educational Foundation
E-Z Red
Horizons Federal Credit Union
LMEPAC
OCM Boces Mid Level Administrators Assoc
Ouaquaga United Methodist Church
Pacemaker Steel and Piping Co., Inc
SEPCO Incorporated
Shafer's Tours
St. Patrick's Church
Star Group
Tioga Tool, Inc.
TRUIST
Woman's Club of Endicott, New York
YourCause, LLC

\$25-\$99

Binghamton City School
Cornerstone Community Church
Finucan Chiropractic
First Ward Senior Citizens
Give With Liberty
Headley Mcanus
Matco Electric Corporation
Staffings of Binghamton, Inc.
Transfiguration Monastery

WITH THANKS TO OUR DONORS

Through your generosity, you made a difference in the lives of people of all ages in our community. Children living in poverty and seniors isolated by physical challenges, families suffering from economic circumstances such as job loss and illness, people with special needs such as mental illness and developmental disabilities – all benefited because you cared enough to share your time, talent and treasure.

INDIVIDUAL DONATIONS

This listing represents cash gifts only. Please call 607-729-9166 if your records differ from ours.

\$10,000+

Lola F. Schumann

\$5,000-\$9,999

Natalie Offringa-Beaton

\$2,500-\$4,999

Charles Swetitch
James C. Walsh

\$1,000-\$2499

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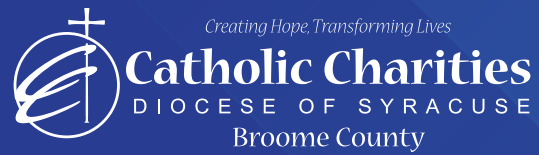
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