



Catholic Charities
DIOCESE OF SYRACUSE



2016 ANNUAL REPORT
CREATING HOPE, TRANSFORMING LIVES

BISHOP'S MESSAGE

Dear Brothers and Sisters in Christ:

It is my pleasure to once again provide you with the Annual Report for Catholic Charities of the Diocese of Syracuse. Pope Francis said, "What we are called to respect in each person is first of all his life." Throughout these pages, you will read examples of the many ways that Catholic Charities respects the dignity of every living person.

In a time when the dignity of migrants and refugees across the world is challenged, I am especially proud of the efforts put forth by Catholic Charities to welcome and resettle such families who find themselves in Central New York. "Christian compassion," Pope Francis stated, "is expressed first of all in the commitment to obtain knowledge of the events that force people to leave their homeland, and, where necessary, to give voice to those who cannot manage to make their cry of distress and oppression heard." Refugees in our communities know that they can turn to Catholic Charities for assistance in their time of transition.

Equally important are the multitude of other ways that Catholic Charities respects the dignity of all human life: offering food, shelter, and clothing, providing support to our veterans, assisting those struggling with substance abuse, and more. The work of Catholic Charities' staff and volunteers, as well as the generosity of those who support this critical work with donations, are examples of our Baptismal calling to act as witnesses to our Christian faith.

I invite you to read this report and join me in prayer for all those served by Catholic Charities and the incredible men and women who meet their needs on a daily basis.



"Refugees in our communities know that they can turn to Catholic Charities for assistance in their time of transition."



Cordially yours in Christ,

Most Reverend Robert J. Cunningham
Bishop of Syracuse

DIRECTOR'S MESSAGE

Dear Friends,

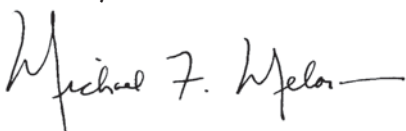
“The whole is greater than the sum of its parts.” I’m sure there’s a mathematician or two who would argue the veracity of this statement. But if you’re the Interim Diocesan Director of Catholic Charities, like me, I can assure you that this statement is not only accurate, but representative of our work across the diocese. Catholic Charities serves the seven counties of our diocese. In each county, local Catholic Charities’ leadership works with key government and community stakeholders in both identifying and addressing emerging community needs. Often times, we tailor our programs and services to meet the specific needs of a community. For example, this year, Cortland County Catholic Charities opened a new supportive housing program, Riverview Apartments, that serves individuals with mental health needs. The community identified a need for this type of service and Cortland Catholic Charities, in partnership with Christopher Community, rose to the occasion to develop this housing option.

There are many examples of this type of innovative work occurring at the county level. But it is also worth mentioning that Catholic Charities continues to focus on our collective efforts across the region. This year, under the auspices of Broome County Catholic Charities, we were able to open a new Children’s Health Home program that provides care management services for children with significant mental or physical health issues. What is so monumental about this program is that it not only serves the seven counties in our diocese, but it also serves the Dioceses of Rochester, Buffalo, Albany, and Ogdensburg. Our diocese has also worked closely with Le Moyne College to offer a leadership program for Catholic Charities staff. Inspired and developed by Joe Slavik, the previous Diocesan Director, the program had its second graduating class in May with over 20 students representing the seven counties we serve.

As we move into the future, we will continue to meet local needs while also exploring ways we can coalesce our collective skills and competencies to support those in need across our region. In the meantime, I’m delighted to serve as the Interim Diocesan Director and am in awe of our incredibly talented and compassionate staff, volunteers, and boards of directors.

The world keeps changing. Our commitment to the poor and disenfranchised is a constant. In the end, we strive to reflect God’s love and compassion in all that we do.

Sincerely,



Michael F. Melara
Interim Diocesan Director



“In each county, local Catholic Charities’ leadership works with key government and community stakeholders in both identifying and addressing emerging community needs.”

ENCOMPASS HEALTH HOME

The Future of Care Management



“If we can help just one person through our person-centered practices and how we do business, then it’s all worth it.”

To meet the ever-increasing health needs of people in our communities, Catholic Charities collaborated with its partners across upstate New York to create a Health Home Serving Children (HHSC) program named Encompass.

Encompass Health Home is an evolving network of over 60 care management agencies throughout 48 counties experienced in serving individuals through a diversity of services across all ages. It is led by Catholic Charities in each of 5 regions: Albany, Buffalo, Rochester, Syracuse and the Northern Region. The administrative operations are provided by Catholic Charities of Broome County.

“We’ve really grown into the program,” said Julie Smith, HH Division Director. “The staff is a core group of very dedicated individuals, who are tremendous and hardworking. They have such vision and hope for the program. If we can help just one person through our person-centered practices and how we do business, then it’s all worth it.”

Every Care Manager has access to the electronic health record of the client, which has greatly improved how services and care are coordinated. It allows staff to enter notes and care plans along with access to real time alerts on diagnosis, prescriptions, medical tests, crisis center visits and ER visits. This helps to monitor the client’s progress and development by:

- Ensuring a child gets appointments with doctors, dentists, mental health providers or specialists along with appointment reminders
- Inviting people considered important to keeping the child healthy, safe and on track to a meeting with the family to talk about how it can be done together
- Linking families and children with others who have been in similar situations so that they can share their successes and be inspired
- Being available to help whenever needed, 24/7

Robin Cotter, Executive Director of Catholic Charities of Chenango County, says this about the project: “Our coordinators have been able to build strong relationships with the children and families, and understand the vulnerable nature of the population that we serve. With this additional support, it has been a truly amazing experience to watch the families flourish through their individualized care and help build a foundation for them for their future.”





2016 ANNUAL REPORT

CATHOLIC CHARITIES PARTNERS WITH LE MOYNE COLLEGE TO DEVELOP & DELIVER LEADERSHIP TRAINING

In 2015, representatives of Catholic Charities and Le Moyne College's Madden School of Business met to discuss developing a leadership training program for middle managers from Catholic Charities throughout the diocese.

Joe Slavik, former Diocesan Director, Mike Melara, Executive Director of Onondaga County and now Interim Diocesan Director, and Denise Cavanaugh, Executive Director of Oneida/Madison County met with Fr. David McCallum, Dr. Renee Downey Hart and Dr. Dennis O'Connor from Le Moyne's Madden School of Business to discuss the curriculum for the Reflective Leader Development Series. According to Denise Cavanaugh, "Directors from all Catholic Charities offices in the diocese collaborated on this program. Everyone had input on the types of training they felt would be most helpful."

The program, an offshoot of Succession Planning, helps organizations provide meaningful training to "rising stars." The training is specific to Catholic Charities, so the learning is relevant and has clear applications. The sessions include a Mission Driven Approach to Leadership Development, the Intrapersonal and Interpersonal Dimensions of Leadership, Peer Coaching, Strategic Thinking and Change, and Executive Leadership. In addition, CFOs from area agencies present a 2-hour session on finances.

Representatives identified by senior management were invited to participate in the training and other interested staff members were welcome to submit an application.

The first training occurred in the fall of 2015 and another session followed in the spring. According to Dr. Downey Hart, "The folks who participated have been impressed with the level of instruction, and the instructors have been impressed

with the level of participants. These are active and exciting classes; we are so pleased to be working with you."

Christina Costello, MD, Director of Health Services for Catholic Charities who took part in the training said, "The training was fantastic. I've had leadership roles previously but no formal training. When it was presented, I jumped at it. It was wonderful and energizing. And it was immediately helpful."

Dr. Downey Hart also noted that everybody "seemed energized and grateful to have gone through the experience. There was tremendous camaraderie among the attendees. The hope is that the group will continue to work together."

According to Mike Melara, "The program has exceeded our expectations and we're so thankful to our colleagues at Le Moyne College as well as to Joe Slavik for his vision in making this program a reality. This program helps us to build our leadership talent to address the challenges that lie ahead for our agency and the people we serve."



Here are more comments from participants:

"It framed the content of leadership perfectly."

"It was wonderful and energizing."

"I got a greater sense of clarity— my place, my responsibilities to myself and my staff."

"It was a tremendous honor to have been given this opportunity."

"I felt valued and have a sense that senior leadership has a vision for me for growth within the organization."



WELCOME THE STRANGER

Catholic Charities Remains Committed to Welcoming and Resettling Refugees

Pope Francis said, “We must view refugees as persons, seeing their faces and listening to their stories, trying to respond as best we can to their situation. To respond in a way which is always humane, just and fraternal. We need to avoid a common temptation nowadays: to discard whatever proves troublesome. Let us remember the Golden Rule: Do unto others as you would have them do unto you.” —Pope Francis’ Address to Congress in 2015

The Refugees Receiving Services ARE Succeeding!

The refugees we serve did not come to America to remain the same, they came for a better future and that is why they always struggle to succeed.

—Sister Joana Baidoo, I.H.M., Refugee Ministry, St. Vincent de Paul Parish

Refugees Enrich Us!

The refugees, whom we call “new Americans,” have enriched us by their spirituality. They have such great resiliency in what I would call the spirituality of hopefulness. Despite everything that they’ve experienced in their lives, they come and say, “Nothing can separate us from the love of Christ, nothing.” They have had profound experiences of suffering and they continue to say “God is always with us.”

—Rev. John F. Rose, Director, Christ the King Retreat House

Success Story

Manyiel Awet was born in South Sudan but spent much of his childhood in Kenya. “My sister was young and she was really, really sick when I was a kid and there were no doctors around to treat her. And literally a vet, a person who treats animals, just with basic medical knowledge, decided to go buy medicine and that was it, my sister was well. So I figured that was the path that I would pursue.”

His family went from South Sudan to Kenya and then to Australia before he came to the United States to pursue his dream of becoming a doctor. He has completed medical school and is awaiting his residency.

Manyiel said he would like to “be a mentor and help other kids, show them that you can have a life despite all the bad things that might happen in our lives.”



REFUGEE SERVICES

Of **1,514**
refugees resettled,
1,134

are now self-sufficient, meaning
they have lodging and are employed.
Many continue to receive necessary
services and to build language skills.

Of **757**
individuals resettled in 2016,
52%
were children under age 18.



2016 ANNUAL REPORT

THE SMALL THINGS WE DO MAKE A BIG DIFFERENCE EVERY DAY

Here are a few touching examples from around the Diocese.

BROOME

Volunteer Touched by Those He Serves Spearheads Fundraiser

Bill Donahue, an IBM retiree, is a dedicated volunteer at our Main Street Food Pantry. As Bill began to experience first-hand how crucial the pantry is for so many people in his community, he had a desire to do more.

A classic car collector since the age of thirteen, Bill is a member of the Triple Cities Street Rods, a local car club. With the help of his fellow club members, they raised money for the food pantry as part of their fundraising efforts. Over the years the club has raised more than \$26,000! Proceeds have also helped fund the Children's Summer Lunch Program, which feeds 80-100 children daily. The car club has also supported holiday programs for children and families through their annual Cruise-In Pasta Dinner and Car Show.



*“You think, when I leave the earth,
did I leave a mark? Even as small
as it is, I can say I did something.”*

—Bill Donahue

CHENANGO

A Supportive Living Environment Leads to a Diploma on the Wall

Donald Holden recently graduated from high school. It was a very big moment for him, considering that he had been living in an unsupportive home environment and was not enrolled in any formal education program. With the help of his Health Home coordinator, Donald found housing within a residential facility in the agency, and was enrolled back into school in both an educational and culinary program. In addition, we gave him assistance to apply for benefits and services to become self-supportive.

He thrives in the residential program with the help of supportive staff and a stable living environment. He is a role model resident, assisting staff and other residents without hesitation. He also puts his culinary skills to work and loves to assist in making dinner for the residents. With continued support from our agency, he will begin his journey into a productive adulthood.



CORTLAND

Supported Housing Program Provides Dignity to Homeless Victim of Abuse

Escaping decades of abuse by her own family, an autistic woman found something unexpected— a new place to call home. She chose Cortland because she had a memory of visiting once as a child. The helping hands and dedication of the staff at Catholic Charities of Cortland County would soon guide her, as they do with countless others, into a brighter future.

Alone, traumatized, and homeless, she was greeted at the doors of our Peer Services Program with welcoming arms. Staff got the ball rolling with a short drive to the new Homeless Transitional Program where peace of mind and a warm welcome awaited. Staff there stabilized her situation, assessed her needs and rapidly referred her to the proper programs. She welcomed assistance from our supportive Health Homes staff, but found home and family at our new River View Supported Housing Program. This is but a glimpse of why great things are happening in Cortland County.



ONEIDA/MADISON

Woman Labeled “Worthless” Blooms in Residential Program

Starla was told constantly by her family that she was stupid, that she would never amount to anything, and that she was worthless. Her family offered her no encouragement to live a full life.

As an adult, Starla struggles with developmental delays, a mental health diagnosis, and with illiteracy. She recently became a client of the Catholic Charities Residential Program. The staff has worked with her daily since her arrival to improve her self confidence as well as her literacy skills. Since her arrival at the residence, Starla has begun to recognize letters in the alphabet and can identify her medications by looking at the letters in their names. This may sound like a small accomplishment to some, but to Starla it is just the beginning. She has hope for the first time in her life, and she is eager to continue learning and transforming her life with support from Catholic Charities.



Nicole Farino, Senior Residence Counselor (left) with Starla



2016 ANNUAL REPORT

THE SMALL THINGS WE DO MAKE A BIG DIFFERENCE EVERY DAY *continued*

ONONDAGA

Project Joseph Provides Career Opportunities

On a sunny October day, Mike Caruso, the leader on a special Project Joseph assignment, surveyed his crew's work with satisfaction. His team of six had just spent several hours fixing gravestones at St. Agnes Cemetery in Syracuse. The crew is made up of men from the Project Joseph program which offers paid training in landscaping and building maintenance. It is one of the Capacity Building programs of Catholic Charities of Onondaga County, all of which are designed to help people develop skills for an independent life. Project Joseph helps recent refugees establish themselves and native-born Syracuseans break the cycle of poverty.

"It's nice to look back and see what you did in a day, you know?" Caruso said, spreading an arm out to encompass both his team and the newly tidied rows of memorials. "It's meaningful work."



OSWEGO

Bilingual Case Manager Serves Migrant Population

To accommodate the needs of the growing migrant population in their area, Oswego Catholic Charities partnered with the Spanish Apostolate to hire a staff person fluent in Spanish to assist the migrant workers. The need for a bilingual case manager was clear to those who worked in the food pantry. Communication was very difficult and there was a cultural barrier as well. The newly hired Case Manager, Milcary Hernandez, started by going out into the community, to the farms where they worked and to the churches where they worshipped but very soon word spread and people in need of help started coming to see her at Catholic Charities.

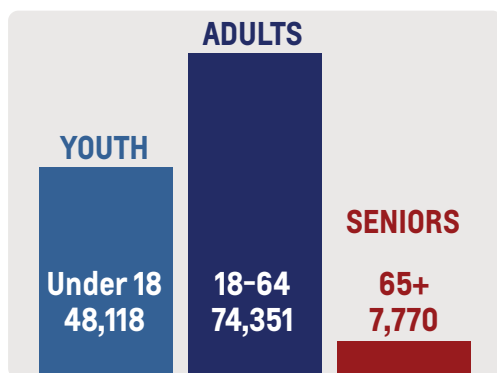
She met a mother with three children who was a victim of domestic violence. The woman was forced to sleep on a concrete floor in a basement and was afraid to leave the house because she feared deportation. A friend brought her into the food pantry. Milcary said, "We were able to help her and the children, to keep them safe. People know they can trust us."

Catholic Charities is now helping the migrant population meet medical needs, get dental work, apply for benefits, and seek legal services if necessary. Being able to communicate is the key that opened the door to assisting so many in need.



CATHOLIC CHARITIES OF THE DIOCESE
OF SYRACUSE PROVIDED SERVICES TO

130,239 INDIVIDUALS



73,064

Receive Public Assistance (56% of those we serve)

61,916

Are Below Poverty Level (46% of those we serve)

\$16,020 family of 2 • \$24,300 family of 4

PREPARED FOOD PROGRAMS:



Summer Lunch:
6,955 Meals

Child & Adult Care
Food Program:
18,000 Meals

FOOD PANTRIES:

58,920 Clients

881,257
Pounds of food provided

SHELTER



THANK YOU VOLUNTEERS!

937 Volunteers Donated

123,629 Hours of Service this past year.

Several volunteers are former clients!





2016 ANNUAL REPORT

2016 AREA REPORT

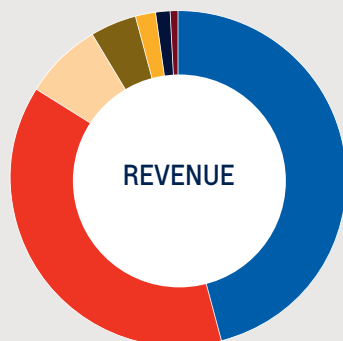
REVENUE

	Broome	Chenango	Cortland	Oneida/Madison	Onondaga	Oswego	Total
Government Funding	\$7,072,873	\$872,828	\$3,430,892	\$2,557,993	\$12,313,086	\$2,025,933	\$28,273,605
Program Service Fees	\$13,908,454	\$2,065,379	\$97,352	\$4,693,507	\$1,475,345	\$1,061,014	\$23,301,051
Investment & Management	\$325,069	\$2,899	\$25,802	\$272,202	\$2,081,228	\$38,738	\$2,745,938
Bequest & Contributions	\$157,762	\$80,317	\$56,647	\$229,236	\$732,253	\$3,405,980	\$4,662,195
United Way	\$226,929	\$36,292	\$55,000	\$53,898	\$711,717	\$85,600	\$1,169,436
Diocesan Support	\$153,641	\$99,997	\$70,144	\$176,856	\$232,844	\$125,095	\$858,577
Special Events	\$127,709	\$11,247	\$70,000	\$32,959	\$211,511	—	\$453,426
TOTAL	\$21,972,437	\$3,168,959	\$3,805,837	\$8,016,651	\$17,757,984	\$6,742,360	\$61,464,228

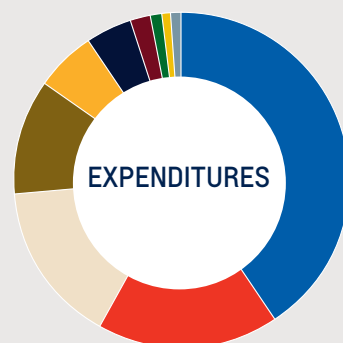
EXPENDITURES

	Broome	Chenango	Cortland	Oneida/Madison	Onondaga	Oswego	Total
Residential Services	\$10,176,979	\$1,330,824	\$1,762,966	\$5,297,332	\$4,717,484	—	\$23,285,585
Mental Health Services	\$6,442,835	\$799,012	\$788,224	\$555,155	\$411,459	\$1,062,974	\$10,059,659
Emergency Assistance	\$389,860	\$130,458	\$110,826	\$177,103	\$1,367,585	\$280,974	\$2,456,806
Children & Family Services	\$2,195,559	\$563,366	\$512,456	\$361,572	\$3,853,813	\$1,477,119	\$8,963,885
Elderly Services	\$165,284	—	—	—	\$426,968	—	\$592,252
Employment & Training	\$193,382	—	\$32,249	—	\$375,232	—	\$600,863
Refugee Services	—	—	—	—	\$3,463,897	—	\$3,463,897
Administrative Services	\$2,261,841	\$416,139	\$393,012	\$967,547	\$1,904,574	\$396,808	\$6,339,921
Other Indirect Services	\$28,632	—	—	\$257,645	\$671,923	\$138,365	\$1,096,565
Fundraising	\$118,065	\$3,143	—	\$55,885	\$313,959	\$23,462	\$514,514
TOTAL	\$21,972,437	\$3,242,942	\$3,599,733	\$7,672,239	\$17,506,894	\$3,379,702	\$57,373,947

Annual Financial Report Fiscal Year: January–December 2016



Government Funding	\$28,273,605	46.00%
Program Service Fees	\$23,301,051	37.91%
Investment & Management	\$2,745,938	4.47%
Bequests & Contributions	\$4,662,195	7.59%
United Way	\$1,169,436	1.90%
Diocesan Support	\$858,577	1.40%
Special Events	\$453,426	0.74%
Total	\$61,464,228	100.00%



Residential Services	\$23,285,585	40.59%
Mental Health Services	\$10,059,659	17.53%
Children & Family Services	\$8,963,885	15.62%
Administrative Services	\$6,339,921	11.05%
Refugee Services	\$3,463,897	6.04%
Emergency Services	\$2,456,806	4.28%
Other Indirect Services	\$1,096,565	1.91%
Employment & Training Services	\$600,863	1.05%
Elderly Services	\$592,252	1.03%
Fundraising	\$514,514	0.90%
Total	\$57,373,947	100.00%



Catholic Charities
DIOCESE OF SYRACUSE

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Stephen Frawley
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ACKNOWLEDGEMENTS

We would like to thank the following staff people for assisting with this report:

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Aaron Bach, Cortland

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