



Chemung & Schuyler

215 East Church Street  
Elmira, New York 14901  
607.734.9784  
cs-cc.org

*Help that Works. Hope that Lasts!*  
United Way Community Partner

CHEMUNG & SCHUYLER

# CATHOLIC CHARITIES ANNUAL REPORT 2017



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## Dear Community Partners,

**What does home mean to you?** Home is love without judgement. It is hope that says, no matter how many times you fall, someone cares enough to continue to help you on your journey to success.

At Catholic Charities, we are “home” for families that have lost everything. No matter the reason: job loss, health issues, drug addiction, domestic violence, etc., we won’t give up. We know success doesn’t happen over night. And for those that want our help, we will be there to help them back on their feet and guide them to long term self-sufficiency.

Our annual report is an opportunity to reflect on the tremendous work that has been accomplished by the safety net that is Catholic Charities. We couldn’t achieve the success we have without each and every donation and volunteer that contributes to our good work. In addition, I would like to offer a special thank you to our **Circle of Hope**, a coveted group of individuals and businesses that has gone above and beyond in the last year to ensure the success of Catholic Charities. It is our honor to provide each of you with an outlet to provide hope to so many.

I ask for your continued support. Our work is not done. Each day, a child, mother, father, uncle, grandmother, friend... could potentially slip through the cracks. My aspiration is that in seeing the exceptional work that is being done, you will renew your commitment to Catholic Charities. Change doesn’t happen over night. However, armed with courage and commitment, we will continue to make a difference.

Respectfully,

Charles Nocera, Executive Director

# *Client Success: A Mother's Love*



Imagine losing your son, but he's still alive. For Sandy, this is her reality. Nine years ago, Sandy's son, William, went to a party and came home a completely different person. A car accident at the age of 20, left Will with a broken neck and severe brain damage. He overcame the odds, first by surviving, but then by walking normally. Unfortunately, the damage to his temporal lobe was irreversible. Will had to relearn everything from tying his shoelaces to feeding himself. He even temporarily forgot who his mother was. Worst of all, Will wasn't the same person. What was once the young man Sandy referred to as her "best friend" - loving, kind, with so much potential; was now impulsive, unpredictable and violent.

Inundated with prescription painkillers, Will quickly began abusing. When the doctors finally realized what was happening, they pulled him off all his medications without physical therapy or other pain remedies. This led to alcohol abuse. Will was out of control. He would lash out at his family, threatening and attacking them. Sandy searched for help, but no one could deal with Will. In a last-ditch effort to save her son, the family finally pressed charges after an attack, forcing Will into treatment. This one effort would "again" change the course of Will's life.

After receiving treatment and detoxing in Syracuse, Will came to Elmira for additional drug rehab. Thankfully, a therapist there made a referral to Catholic Charities.

Unlike other programs that couldn't assist Will, Catholic Charities was equipped to help and accepted him into their Supervised Community Residence Program, a transitional, rehabilitative group home for adults who have been diagnosed with a serious and persistent mental illness (SPMI). Over the next two years living at Catholic Charities' Community Residence, Will would gain many skills, including taking his medications regularly, increased memory, reading, daily chores like vacuuming and cleaning, laundry and banking. "He's doing awesome," comments Sandy. "Bobbi and her staff have come a long way with him and they have so much patience." And while Catholic Charities can't turn William back into the man he once was, Sandy has this to say, "He is healing and we are getting accustomed to 'the new Will.' (Catholic Charities') Community Residence is the best program out there. I don't have to worry about his safety anymore. They have opened the door of opportunity for my son and I am so, so grateful."

Catholic Charities is truly grateful to be able to assist William and appreciative of Sandy's kindness. In addition to sharing her son's story, Sandy has made countless donations to help the individuals in our programs. Thank you so much for your support, Sandy. We are grateful for the opportunity to serve our community. For more information on our Community Residence or other Catholic Charities' programs, please visit [www.cs-cc.org](http://www.cs-cc.org) or call 607.734.9784.

# Staff Recognition: Cliff Kress



There aren't many people in this world that you can say are "truly committed and willing to help anyone." But when it comes to Cliff Kress, you absolutely can. These are some of the words used by colleagues to define Cliff: "hardworking, loyal, happy, no complaining, vital to bringing in clients, mentor, can't think of a better person, guidance, trainer, problem solver, selfless, patient, truly an asset to our Agency, dedicated, strong advocate, straight shooter, stands behind his beliefs, excellent at what he does, the best, everyone likes, welcoming, able to handle tremendous stress, team player, humility, instrumental, person-centered, and builds strong relationships."

Cliff Kress began his career as a relief staff at the Catholic Charities' Community Residence (CR) in 2006. He transitioned quickly to a full time Residential Case Manager at the CR and after three years moved to the Catholic Charities' Main Office as a Housing Case Manager, a position he held for five years. In 2014, Cliff became an Intake/Admissions Case Manager, a position he still holds. Over his twelve-year career with Catholic Charities' Gateways Community Living Program, Cliff continues to demonstrate his compassion and commitment toward helping people with mental illness recover and successfully live more independent lives. On behalf of your colleagues, thank you, Cliff!

# Our 2017 Impact

## FOOD, CLOTHING, MEALS

**6,530** adults and children received support services through the Samaritan Center ranging from bread and produce, personal care items, infant formula, clothing and prescription assistance

During an average month, **274 households** received emergency food from Schuyler Outreach Food Pantry.

**24,912 free meals** were served at the Elmira Community Kitchen with the assistance of **232 volunteers**.

## HOUSING

**330 individuals** were provided with emergency shelter and received meals and support on their journey toward permanent housing.

**423 individuals** received financial and/or case management assistance to regain independent living or to prevent displacement from their homes.

**281 individuals & families** were provided long-term housing assistance with case management and residential support services.

**Of the above mentioned housing programs:**  
**85%** served were homeless for the first time at admission

**82%** served remained in or were discharged to stable, permanent housing

**92%** of those discharged to permanent housing remained in stable housing two years after discharge

**21 youth** in Foster Care were given the guidance and support to become healthy, independent adults.

**80 families** were provided mortgage foreclosure prevention counseling with **57 foreclosures** being prevented.

## VICTIM & RSVP SERVICES

**197 victims** of crime and domestic violence received advocacy and support to develop healthier lives.

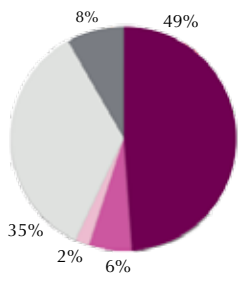
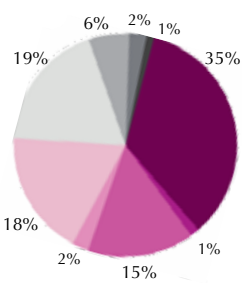
**335 seniors donated 11,303 hours** of their time through the RSVP of Schuyler & Yates Counties.

# Our 2017 Financials

Catholic Charities of Chemung/Schuyler operating funds come from federal, state and local government grants and contracts, Medicaid, Program Income, United Way, Diocesan Support, Private Contributions and Investment Income. In 2017, our total operating revenues for the fiscal year were \$6,027,758, exceeding operating expenses to result in net assets of \$218,662.

In keeping with our commitment to fulfill our mission, our expenditures – personnel, specific assistance, operating and administrative, stimulate our local economy through employment, renting from local landlords and purchasing from local vendors.

Our general and administrative costs totaled \$483,895 or 8% of our 2017 operating expenses. Catholic Charities is proud to report that the majority of our operating revenue was spent on programs including direct client assistance.



Support & Revenues:	
Federal & State Awards	\$2,081,510
Diocesan Support	\$80,031
County/Other Awards	\$931,377
United Way	\$143,665
Medicaid	\$1,093,714
Program Income	\$1,126,384
Contributions/Fundraising	\$354,878
Investment Return	\$149,176
Other Income	\$67,023
<b>Total Revenues</b>	<b>\$6,027,758</b>

Expenses:	
Personnel Costs	\$2,836,633
Specific Assistance	\$360,988
Fundraising	\$116,803
Operating	\$2,010,777
General/Administrative	\$483,895
<b>Total Expenses:</b>	<b>\$5,809,096</b>

<b>Net Surplus/(Deficit):</b>	<b>\$218,662</b>
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# Our 2017 Donors

In deep appreciation of your support, Catholic Charities is pleased to acknowledge your gifts which include cumulative donations beginning 1/1/17 to 12/31/17.

## Circle of Hope

*A coveted group of individuals and businesses that has gone above and beyond in the last year to ensure the success of Catholic Charities.*

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United Way of Schuyler County, Inc.  
United Way of the Southern Tier  
United Way of Tompkins County  
Vulcraft of New York, Inc.  
Walmart #3221  
Walmart Foundation  
Watkins-Montour Rotary  
Wegmans Food Markets, Inc- Elmira  
Westminster Presbyterian Church  
Westside United Methodist Church  
Wilson Restaurant Equipment

\* Deceased

If your name is misspelled or missing, please accept our apologies & contact us at 734-9784 x2145 so that we can correct the error.



Chemung & Schuyler

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CHEMUNG & SCHUYLER COUNTY  
**CATHOLIC CHARITIES**  
ANNUAL REPORT 2017

*Our Mission*

*Inspired by the Gospel and Catholic Social Teaching, our mission is to help fulfill Catholic Charities of the Diocese of Rochester's commitment to build a just and compassionate society rooted in the dignity of all people by reducing poverty, promoting healthy individual and family life, collaborating with faith communities and advocating for justice and peace.*

*We are committed to serving all individuals in need – regardless of racial, ethnic, cultural or religious origins, ability to pay, or mental, physical or developmental challenges.*