



# Called to Serve

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**CATHOLIC  
CHARITIES**  
HOPE for all seasons

*Catholic Charities of Buffalo*  
2018 Annual Report

Founded in 1923, the mission of Catholic Charities is simple: **to serve those most in need.** Now 95 years later, that same call to service has become a cornerstone of who we are and what we are called to do. It has been passed down through the generations, from the very first staffers at Catholic Charities to our 475 employees today. We take great pride in caring for Western New Yorkers throughout our eight counties. Last year alone, we met the needs of more than 152,000 individuals, providing them the tools to become empowered, productive and healthy. And as a Catholic agency, we take particular care in modeling our approach after Jesus' example, ensuring that all people and their unique needs are not just fulfilled, but also met with dignity, respect and compassion. In these pages, you'll read about our legacy and commitment to service, and you'll see that it is more than just a passion at Catholic Charities — it is a calling.

CALLLED to Serve

## Board of Trustees

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### Vice Chairman

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## Administration

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William Sukaly

### Director of Family and Community Services

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### Director of Information Technology

David R. Wirtner

## OUR Mission

Catholic Charities of Buffalo is a Catholic-sponsored human service agency serving anyone in need in the eight counties of Western New York. Believing all persons are created by God, we empower individuals, children and families to achieve and maintain meaningful, healthy and productive lives.

We advocate for those in need — particularly those who are poor and most vulnerable.

## OUR Vision

Catholic Charities will be a community leader in providing quality, effective and efficient human services.

We will be the premier agency of choice for clients, donors, employees and volunteers.

We will be the beacon of hope for those in need.

## OUR Values

Compassion, Integrity, Empowerment, Diversity, Teamwork

# FINANCIAL *Report*

JULY 2017 – JUNE 2018

TOTAL REVENUE **\$40,842,176**

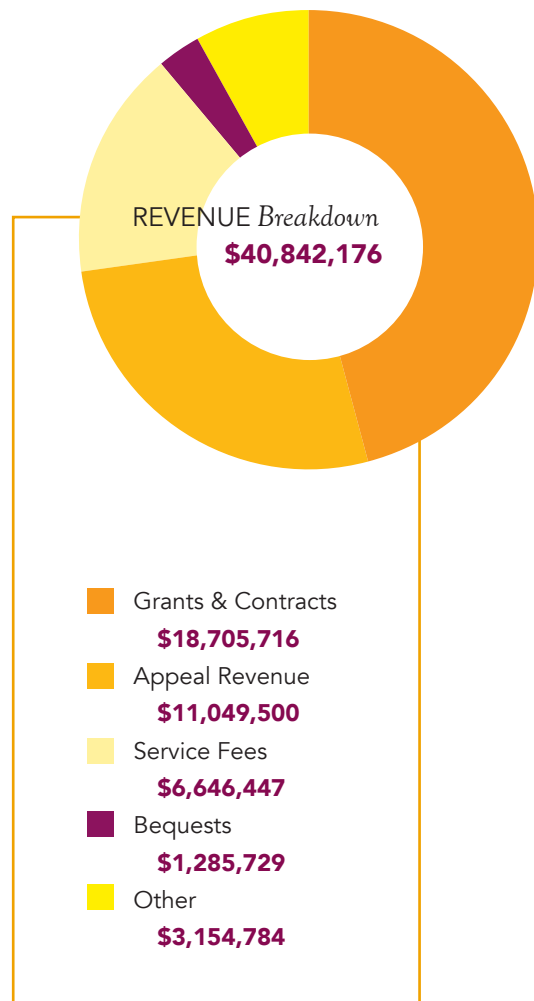
## EXPENSES

Program Services	<b>\$33,961,111</b>
Administration	<b>\$ 2,819,895</b>
Fundraising	<b>\$ 1,650,811</b>
Pension (Frozen Defined Benefit Plan)	<b>\$ 825,900</b>
Retiree Health (Actuarial Projection)	<b>\$ 664,522</b>
Total Expenses	<b>\$39,922,239</b>

Excess of Revenue over Expenses **\$ 919,937**

Net Assets Beginning	<b>\$33,199,971</b>
Net Assets Ending	<b>\$34,119,908</b>

For more information, go to [ccwny.org/financial-information](http://ccwny.org/financial-information)



# SERVICE *Statistics*

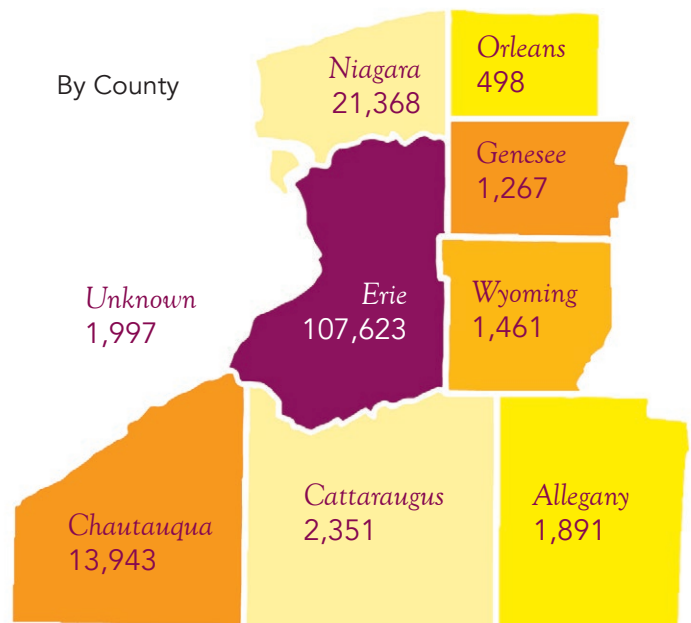
PEOPLE IMPACTED  
ACROSS WNY

**152,399**

By Service

Aging Services	<b>1,427</b>
Basic Assistance Services	<b>15,746</b>
Care Coordination Services	<b>574</b>
Children's Services	<b>3,352</b>
Counseling Programs	<b>5,155</b>
Court-related Services	<b>2,650</b>
Education & Workforce Services	<b>559</b>
Immigration & Refugee Assistance	<b>1,631</b>
Mental Health Services	<b>15,464</b>
Parish Outreach & Advocacy	<b>29,151</b>
Preventive Services	<b>753</b>
School Based Services	<b>6,310</b>
WIC	<b>68,509</b>

By County







## Employee Spotlight:

### KELLY LOVERDI

#### *Going Above and Beyond for a Family in Crisis*

Earlier this year, Kelly Loverdi was faced with a challenge. A seasoned therapist with the Multisystemic Therapy Program (MST), she was no stranger to difficult cases. MST is designed to help youth experiencing chronic problematic behaviors, such as truancy, verbal and/or physical aggression, running away and criminal activity. By its very nature, MST's work is challenging; but this case was especially so.

A young girl ran away and was living away from home, not attending school and using drugs. The behaviors stretched from days to months to years.

"The parents were ready to give up," said MST Supervisor Brenda Litfin. "Most people would see this case as a lost cause, but Kelly jumped in with both feet and heart, ready to help."

And help she did! MST's goal is to set youth on track for success and give caregivers the tools to navigate any future relapses. While there were many ups and downs throughout guiding and supporting the family, Kelly met the program's goal when the case closed.

Brenda explained, "She built engagement with the caregivers and the child. She brought together supports from local police, the sheriff's office, the school and the family. She coordinated one big effort with all of these key figures and got the child back in the home. But it didn't end there. Over the next five months, the child ran away again several times. Each time, Kelly helped the parents follow their plans, plug loopholes and get the child back home and safe again. In the end, the child was finishing her final exams, living at home and showing new signs of a repaired relationship with her parents. Kelly never gives up."

Kelly, however, credits her success to the family.

"Closing a case is always a little bittersweet," she said. "Although some of this child's behaviors were still present at closing, they had significantly decreased since opening the case. More importantly, I feel this family had the steps and skills to continue interventions and be successful. I really appreciate that MST emphasizes the positive and helps the family see the strengths they already have."

Kelly, an MST therapist for 11 years, sums up her work by saying it focuses on strengths, advocacy and change.

"Ultimately, we advocate for families to effect positive change and we help them use their strengths to do it," she said.

"Most families come to us at a very difficult time, often feeling overwhelmed and hopeless. Experiencing a positive change with the family and seeing how, with support, they can make sustainable changes, keeps me motivated."

Service to those in crisis, like the many families Kelly helps, is needed now more than ever, she explained.

"I believe wholeheartedly in the mission of Catholic Charities," said Kelly. "Specifically, I believe advocating for those in need, especially those who are poor and most vulnerable, couldn't be more important during this tumultuous time in our nation's history. It is all too common to see poor and vulnerable populations being mistreated, which makes the work we do so important."

*"Experiencing a positive change with the family and seeing how, with support, they can make sustainable changes, keeps me motivated."*

Sam Yuwar, left, and Greg White, lead the Domestic Violence Program for Men, now in its 31<sup>st</sup> year.



*The ultimate goal is to “end social and racial injustice.”*

## *Program Spotlight: Domestic Violence Program for Men*

### *Holding Men Accountable, Working to Repair Injustices*

Our mission is to advocate “for those in need — particularly those who are poor and most vulnerable.” Most of our programs serve the vulnerable directly, but our Domestic Violence Program for Men (DVPM) is aimed at adult men who perpetrate acts of domestic violence against their intimate partners.

We have offered this program for 31 years as a service to domestic violence courts, civil and criminal justice courts, or court agents such as parole, probation and child protective service officers. Across Western New York’s eight counties, mandating agents use DVPM to hold men accountable for their actions.

“We work at local, state and national levels to bring about social change needed to end men’s violence against women,” said Greg White, the program’s coordinator for 27 years. “Social change is the most important work we do. We bring true equity to victims and work to repair the injustices which marginalize the most vulnerable in our communities.”

Men must complete 26, 40 or 52 sessions, dependent on their court order. Voluntary and self-referred men can also attend for a minimum of 26 sessions. Weekday, Saturday and evening sessions are offered, based on income and the offender’s number of dependents. Participants must agree to and follow attendance policies as part of their accountability. Each person’s level of compliance enables the court to determine if the mandate is taken seriously.

“The courts and their agents who mandate men to the program are our primary clients,” said DVPM staffer Sam Yuwar.

Our program is a New York Model for Batterer Program and endorsed by the New York State Coalition Against Domestic Violence, National Organization for Men Against Sexism (NOMAS), NYS Office for the Prevention of Domestic Violence and local domestic violence coalitions.

Greg offers outside agencies national-level training throughout the year. He presents at state, national and international conferences and at the annual National Training Institute on the NY Model for Batterer Programs. Also, Catholic Charities has hosted an annual workshop for seven years.

Because of Catholic Charities’ long-time commitment to the program, Greg has been able to continually evolve it, ground it in best practices, and offer state-of-the-art information.

“The ongoing relationship between the Erie County Integrated Domestic Violence Court and the Domestic Violence Program for Men — both nationally known models — is critical to holding men accountable for acts of domestic violence against an intimate partner,” affirmed Colleen Gibbons, Erie County IDV Court Resource Coordinator.

The program’s success is not based on the number of men who come through the doors, but rather, on the number held accountable — which was over 800 men in 2018, including those mandated and self-referred.

Yet, for all of the good work the program does, Greg’s ultimate goal, understandably, is to “end social and racial injustice... and put ourselves out of business.”





# LEGACIES *of Service*

**SISTER MARY MCCARRICK**  
*Diocesan Director*  
 2009-2018

*"The work Catholic Charities is doing is God's own work. Christ has no body now on earth but ours, so you are reaching out as the body of Christ to bring healing and hope to those who are poor and most vulnerable in Western New York."*

When then-Bishop Edward Kmiec asked **SISTER MARY MCCARRICK** to be our Diocesan Director in 2009, she agreed — on the condition that, if someone better-suited came along, she would happily step aside. That day never came.

Looking back on her nine years in the position until her recent retirement, one could argue that, as the first woman religious Diocesan Director, she made immediate strides. However, it's her entire tenure that really speaks to her character and spirit — both as a leader and servant of Christ.

Her journey at Catholic Charities began in the 1980s as a social worker in the Perry Projects and Lackawanna's First Ward. Sister Mary quickly felt her colleagues' enthusiasm.

"Throughout that time, I worked with dedicated, energetic people," she said. "Great people to work with, very committed to mission, and able to get things done for the clients."

When she returned as diocesan director, she discovered that same drive and work ethic.

"I was met again with a strong mission, great energy and commitment by the employees, and that's what kept me going," she added.

Sister Mary's own commitment as diocesan director cannot be understated. She led the annual Appeal with the fine-tuned dexterity of a passionate advocate for those in need and a strong fundraiser. Forward thinking, she increased the department's focus on advancement, better ensuring the tradition of giving to Catholic Charities — and driving a 30 percent increase in the annual Appeal's average gift per donor.

Aside from her day-to-day duties, she served on the Boards of Directors of the Response to Love Center, Diocesan Counseling Center and Foundation for the Roman Catholic Diocese of Buffalo. She was a member of the Board of Delta Development of Western New York

and president of its 12 senior housing corporations. She also served Catholic Charities and the Diocese of Buffalo as a member of the St. Joseph Fund, Cantalician Center and Lay Employee Pension Fund.

Among the accolades she received as diocesan director were an honorary Doctorate of Humane Letters from Christ the King Seminary in 2017 for her commitment to the Catholic faith and serving those in need, and the Bishop Francis J. Mugavero Award by the New York State Council of Catholic Charities Directors in 2018 for contributions to charity and social justice.

No matter how busy she became with budgets and fundraising, our commitment to those in need was always at the forefront. She often began meetings and workshops with a "mission moment," snippets of correspondences that came across her desk — an email or a handwritten letter — demonstrating how Catholic Charities had changed a life. Those anecdotes allowed her to tell our story to so many — and in doing so, she revealed the heart of her mission.

"The work Catholic Charities is doing is God's own work. Christ has no body now on earth but ours, so you are reaching out as the body of Christ to bring healing and hope to those who are poor and most vulnerable in Western New York," she said. "I am thankful to have been part of that."



"Called to Serve" fittingly describes **DENNIS C. WALCZYK**'s 22-year career with Catholic Charities of Buffalo. It also speaks to his entire career, and the way he lives each day.

Dennis is the consummate servant leader. Compassion, humility, integrity, listening skills and a passion for his work are a few of his standout characteristics.

Working among those who are vulnerable and may not have a voice fulfilled Dennis' call to serve with passion and compassion. His leadership and service have encompassed much – from helping people meet short-term needs to moving them beyond day-to-day survival with long-term solutions. He also worked toward lasting change for our community, including social justice efforts, and encouraged his staff to do the same.

In 1997, Monsignor Henry Gugino, then diocesan director, convinced Dennis to make the move from Crisis Services to Catholic Charities' Chief Operating Officer. In 2003, Bishop Henry Mansell appointed him Chief Executive Officer, and last year, the Board of Trustees added the title of President to his CEO role.

Dennis instituted significant organizational changes as his roles expanded. He formalized strategic planning and augmented quality improvement by introducing the Lean Six Sigma method. He added senior-level positions focused on quality improvement and compliance, and led the charge to voluntarily become an accredited human service agency by the Council on Accreditation (four times). He increased our board's size, involvement and engagement, especially in oversight and strategic planning.

He was also instrumental in growing the organization fiscally. Revenue doubled,

from \$20 million to \$40 million. He emphasized responsible stewardship through financial stability, building reuse, and co-locating programs – particularly when in the best interest of clients and communities.

A hallmark of his leadership has been collaboration. He embraced collective programming with service partners and funders, including projects targeting students in area Catholic and non-Catholic elementary schools. He also oversaw workforce development initiatives in Erie and Niagara counties including the Northland Workforce Training Center and Niagara Falls Empire State Poverty Reduction Initiative.

"I have been truly blessed and fortunate to have been able to serve our community as the COO, then CEO, of Catholic Charities," Dennis reflected. "This has been the most rewarding, challenging and meaningful job I've ever had."

Social justice is embedded in Dennis' call to serve. Catholic Charities is involved in VOICE Buffalo, the Niagara Organizing Alliance for Hope, the Buffalo Immigrant Leadership Team, the Homeless Alliance of WNY and groups in several other counties. He fosters similar efforts with local organizations and his parish, St. Joseph University.

Dennis has been a leader among Catholic Charities' directors through the New York State Catholic Conference and Catholic Charities USA and received accolades from many groups.

Even when painted with this broad brush, his service has made a substantial and valuable impact on Catholic Charities – its staff, volunteers, clients, and the community at large. Although he is closing this chapter, he is merely opening a new one: spending more time with his grandson, fishing, and continuing his call to serve in new arenas.

## DENNIS C. WALCZYK

*President and  
Chief Executive  
Officer*

2003-2019



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At the CCUSA Annual Gathering in Buffalo in 2018, Sister Mary and Dennis accept a gift from the Annual Gathering's 2019 host, Jim Gannon, CEO/executive director of Catholic Charities Archdiocese of Santa Fe.





## Program Spotlight: Workforce & Education

*New East Delavan Site  
Serves a Growing Demand*



Left: Bob Gibson of 716 Ministries (middle) instructs Students Malik Stanley and Michael Williams.  
Right: Students Dante Menniweather, Zyre Hutcherson, Derrick James, Pay Rot Khin in high school equivalency prep class.

In November 2018, Catholic Charities Workforce and Education Services opened its new site at 1001 East Delavan Ave. in Buffalo. Conveniently situated on an NFTA bus line, and close to the main thoroughfares of Bailey Avenue and Genesee Street, it was more accessible than our previous east side location on Kerns Avenue. The move quickly paid off. Within six weeks, the site had to add another high school equivalency prep class to meet the demand of an underserved community.

During its first year of operation, "East Delavan" served 225 students – 86 of whom were placed in employment, college or vocational training, and 30 of whom received high school equivalency (HSE) diplomas. To overcome some of the obstacles that students faced outside of the classroom, a food cupboard and clothes closet were established, and a series of financial literacy workshops were held throughout the year.

In addition to helping a large age range of students – from teenagers to older adults – obtain their HSE

diploma, get remedial help in math and reading, and brush up on soft skills, job readiness and retention, the East Delavan team has also positioned itself as a resource for serving needs beyond the classroom.

**Due to the high demand for skilled laborers in Western New York, Catholic Charities has worked to bridge the link between employers and people in need of livable wage jobs.** Collaborating with Ontario Specialty Contracting, Mader Construction Company, and the John W. Danforth Company, Catholic Charities founded the East Delavan Academy in late 2018 in conjunction with 716 Ministries. It gives hands-on training to students ages 18 and older and helps them obtain trade certifications. Students also receive tutoring, case management and wrap-around services, and job placement assistance and retention services. The Academy graduated its first class of four students in June 2019 and began training a second crop of students three months later, with a December 2019 anticipated graduation date.

This fall, our East Delavan site will also become home to Catholic Charities' CORE (Creating Opportunities and Restoring Equity) program, a collaboration with Peaceprints of Western New York and the Erie County Sheriff's Office. Designed for adults who have been involved in the criminal justice system, CORE will offer temporary transitional employment, along with job coaching and career development. Other services will include tutoring, case management and wrap-around services, job placement assistance and retention services.

"Years ago, this was the home of an American Axle plant, and it was filled with hardworking, ambitious people. Today we are proud to be able to once again fill this space with individuals who want to work hard and pursue and achieve their goals," said Jeffrey Conrad, director of Catholic Charities Workforce and Education. "We're excited to be on the forefront of that and feel privileged to be sharing in these successes."