Catholic Charities of Buffalo

2017 Annual Report

stronger together
In a world that’s increasingly independent and self-sufficient, it’s sometimes hard to feel connected. But at Catholic Charities, we don’t just foster a sense of togetherness – we rely on it. In 2017, our 475 employees across the eight counties of Western New York worked in concert with each other and numerous collaborative partners toward one collective goal: to improve the lives of our 150,000 clients. In these pages, you’ll hear from Tim, a client, and Kathleen, one of our leaders, to learn how we’ve put this goal into action. You’ll meet Estelle, a Buffalo resident who was named the top volunteer in the entire nation by Catholic Charities USA. And, you’ll see how we are stronger, together — in and for our community — when we collaborate.

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.
FINANCIAL REPORT
July 2016 – June 2017

TOTAL REVENUE $38,914,209

EXPENSES
- Program Services $35,036,876
- Administration 3,335,230
- Fundraising 1,356,110
- Retiree Health (Actuarial Projection) (523,881)
Total Expenses $39,204,335

Excess of Revenue over Expenses $ (290,126)

Net Assets Beginning $33,490,097
Net Assets Ending $33,199,971

For more information, go to ccwny.org/financial-information

REVENUE BREAKDOWN
$38,914,209
- Grants & Contracts $18,136,354
- Appeal Revenue $11,051,509
- Service Fees $ 6,824,801
- Bequests $ 699,894
- Other $ 2,201,651

SERVICE STATISTICS
People Impacted Across WNY 152,919

BY COUNTY

- Allegany 2,283
- Allegany 1,606
- Cattaraugus 2,283
- Chautauqua 14,447
- Erie 108,182
- Genesee 1,228
- Orleans 460
- Wyoming 2,343
- Niagara 20,506
- Unknown 1,864

BY SERVICE

- Aging Services 1,389
- Immigration & Refugee Assistance 2,280
- Basic Assistance Services 17,367
- Mental Health Services 16,176
- Children’s Services 1,102
- Parish Outreach & Advocacy 25,527
- Counseling Programs 6,121
- Preventive Services 2,148
- Court-related Services 2,763
- School Based Services 6,860
- Education & Workforce Services 690
- WIC 70,496
As one of four partners in the Economic Development Group, Inc. charged with developing Northland Workforce Training Center on Buffalo’s east side, we set to work on Catholic Charities’ part: serving the influx of students for the Center’s 2018 opening. With more than 40 years of workforce and education experience, Catholic Charities provides outreach, recruiting, career coaching and wrap-around case management to the partnership. Together, the Northland partners are focused on the future – educating and training youth and adults in advanced manufacturing, with the end goal of steady careers and livable wages.

Also, as the administrator of the Empire State Poverty Reduction Initiative (ESPRI), Catholic Charities is working with the City of Niagara Falls and other community partners, as well as the New York State Department of Labor, to bring the initiative to life. ESPRI’s goal is to create a pipeline of social, educational and training services to empower residents of Niagara Falls and propel them out of poverty and unemployment into stable, career-centered employment.

Catholic Charities became a provider of Children’s Health Home Care Management as well, through a collaborative effort with Encompass Family Health Home. As a health home provider, we work alongside a network of providers, health plans and community-based organizations to strengthen and empower children and their families. Care managers in the program provide care coordination, and give clients and their families the tools and support needed to become advocates of personal health and achieve overall well-being.
COUNSELING TOGETHER

There was a time when Tim Patterson couldn’t see a way out of the situation he was in. Struggling with immense grief over the unexpected death of a loved one and enrolled in a Suboxone program to maintain his sobriety, he was quickly losing faith. Coming to Catholic Charities, he said, changed everything.

“It meant everything to me. It saved my life,” he said. “I felt hopeless before I got there.”

Tim enrolled in Catholic Charities’ Chemical Dependency Treatment Program. He began receiving counseling and medication therapy to continue his path of sobriety. To work through his grief, he also started mental health counseling through Catholic Charities. Tim said it would have taken three months at his previous social service organization to get into mental health counseling. He was seen right away at Catholic Charities.

“They’ve helped me from day one. They finally got me to work out a lot of issues,” he said. “They don’t treat you like a number. They treat you like a person.”

He regularly meets with his counselors Bridget and Jessica, and said the stability of seeing the same therapists at an agency equipped to handle both his mental health and sobriety needs — together — has made a tremendous impact.

“The counseling I’ve done there is phenomenal,” he attests. “Today, I’m finally happy.”

Looking back to just a few years ago, Tim admits that he’s not sure he would have made it without us. Today, he likes to share his story with others and hopes to encourage people in need to seek help through Catholic Charities.

“If people are in a desperate situation, that’s the place to go to,” he said.

SERVING TOGETHER

Catholic Charities took several steps recently to create environments in which multiple service teams can work and collaborate in a single, central location. Increasingly, we’ve found that bringing our services together often enhances the quality of those services for our clients. We’ve seen clear improvements in client access communication and operational efficiencies.

In October 2017, we announced that renovations would begin on the former school at Holy Family of Jesus, Mary and Joseph Parish in Niagara Falls, to create a $2.4-million multiservice center. Located at 625 Tronolone Place across from our Children’s Mental Health Clinic, the center has since combined four program sites into one: Family and Community Services; Women, Infants and Children (WIC); Multisystemic Therapy; and Workforce and Education Services. Funding was made possible, in part, by the generosity of the James and Mary Glynn Family, the City of Niagara Falls and the New York State Dormitory Authority. The facility, which opened in the fall of 2018, has been named the Glynn Family Services Center, in recognition of the family’s $300,000 gift to the project and their generous dedication to Catholic Charities as a whole over many years.

In Buffalo, reuniting the Project HOPE (Helping Older People Excel) program with other Older Adult Services at 128 Wilson Street created a stronger alliance within our Senior Comprehensive Solutions team. Both programs provide care coordination for Erie County seniors, and operating them under one roof enhanced lines of communication, provided greater accessibility for clients and staff, and improved our collaboration and referral processes.

In Perry, we entered into an agreement with Community Action of Wyoming County and moved our Wyoming County office onto their Route 20A campus. This partnership not only tripled our office space, but it also provided an accessible, barrier-free site — along with the ability to help more people and offer more services by adding a second day each week. Our new site enables us to serve individuals and families seeking basic emergency assistance, counseling and referrals through Catholic Charities on Mondays and Wednesdays.

Our Wyoming County office in Perry
VOLUNTEERING TOGETHER

Working together is part of what makes Catholic Charities great, but that isn’t limited to our staff and clients. We also rely on hundreds of committed volunteers to maximize our efforts in assisting those most in need and vulnerable. In 2017, one of those volunteers stood out from the pack – not just in Buffalo, but in the entire country!

Estelle Anderson, a nonagenarian with a knack for sewing, was crowned Catholic Charities USA’s (CCUSA’s) 2017 Volunteer of the Year. Anderson has been volunteering with Ladies of Charity, a volunteer organization affiliated with Catholic Charities, for more than 20 years. The Buffalo resident devotes most of her volunteer hours to the Ladies of Charity Layette Program, which prepares and donates a set of newborn clothing, blankets and crib linens to in-need moms. This program lets Anderson’s seamstress talents shine, as she has sewn thousands of receiving blankets and crib sheets for babies.

Anderson was honored for her charitable works at the September 2017 CCUSA Annual Gathering in Houston, Texas. She – and all of our hundreds of volunteers – are just another way Catholic Charities is stronger, together.

For Kathleen Hall, Catholic Charities’ Niagara County District director, the Glynn Family Services Center stands as a tangible representation of that philosophy.

“Catholic Charities has a long history of supporting a systems-based approach to serving families in need,” Hall said. “The coordinated care at the Glynn Family Services Center continues this tradition.”

Housing multiple services in the same facility makes access easy and convenient for clients. Instead of traveling across town, they can simply cross the hallway.

“Offering immediate access to services and programs is now less burdensome for clients. It makes things less emotionally taxing and realistically achievable,” she said. “We are preparing them for a better chance at success with this model.”

Additionally, supervisors of programs located in the Center are meeting regularly to ensure optimal coordination, Hall said. They discuss everything from best uses of the building space and maintaining a client-centered environment, to best practices for client referrals and connecting them to services.


COORDINATING TOGETHER

Catholic Charities focuses on the whole person. When we consider our clients, we don’t just look at the presenting issue, but rather the whole picture – beyond and around the individual – in order to strengthen all areas of his or her life. To achieve this, through an atmosphere of interdependency and teamwork, our employees seek to link clients who have multiple needs with appropriate programs and services across Catholic Charities.