



GUIDING NEW BEGINNINGS

2021 ANNUAL REPORT



WHO WE ARE: OUR MISSION & VISION

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 (WNY). Believing all persons are created by God, we advocate for equity and justice for all people and empower individuals, children and families to achieve and maintain meaningful, healthy and productive lives.

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.

“Believing all persons are created by God, we advocate for equity and justice for all people and empower individuals, children and families to achieve and maintain meaningful, healthy and productive lives.”

Who We Are

Catholic Charities of Buffalo brings HOPE for all seasons to the people of WNY. We're known for our expertise and compassion, a focus on positive outcomes, and the ability to adjust as needs change. Through our 57 programs and services, we execute our mission in the name of Christ.



A family gratefully accepts bags of hygiene and cleaning products during a pop-up event in Niagara Falls hosted by Catholic Charities in December 2020.

Who We Serve

We help people from all walks of life from 80 locations across all eight counties of WNY, including those in need and most vulnerable – children, older adults, families and adults – regardless of their religion, race, age or gender.

What Sets Us Apart

As the most comprehensive of any human services provider serving all eight counties of WNY, we strengthen and empower people to achieve healthy, meaningful and productive lives. We build networks of family members, community members and partner providers to ensure our clients receive high-quality care and referral support for long-term success.

Our Legacy

With our 100th anniversary inching ever closer, we reflect on the legacy of Catholic Charities of Buffalo with a few unique facts. Did you know we...?

- Started in 1923 with 16 agencies, including four homes for the aged, two protective homes, two day nurseries, and three field agencies
- Added offices in Cattaraugus, Chautauqua, Genesee and Niagara counties by 1932
- Moved the downtown office to 525 Washington Street in 1951
- Kept all offices open during the Blizzard of '77 to help those affected by the storm
- In 1984, hosted President Ronald Reagan for the dedication of the Santa Maria Towers in Buffalo. Catholic Charities' leaders, staff and city dignitaries attended the event
- Have raised more than \$450 million in Appeal funds during our 98 years

LETTER FROM THE PRESIDENT & CEO



Dear Friends,

Looking back over this past year, my heart is filled with gratitude and HOPE. Thanks to the generous support of our donors and the tireless efforts of our volunteers and employees, Catholic Charities has continued to be a beacon of HOPE to our community.

Appeal 2021 finished at just over \$9 million, a more than 7 percent increase over 2020. We provided assistance to over 125,000 of our neighbors through one or more of the 57 programs we operate in more than 80 locations all across the eight counties of Western New York. I'll share just a few examples.

Behavioral health has been an important pillar of our services for decades. In this past year, the challenges of the pandemic increased the need for this service as well as the challenges for delivering it safely. Catholic Charities therapists adopted telehealth clinical services as quickly as possible, to safely provide support to those who need it most. In addition to providing safety and convenience to our clients, this technology also allows our staff to serve clients while caring for their own families' needs.

Food insecurity continues to be a challenge for many in our community. The pandemic certainly brought attention to this issue as families lost jobs and fell into unexpected, financial hardship. All nine of our food pantries saw clients impacted by the pandemic — including more than 2,600 people who had never come to us before. In all, we distributed more than 48,500 bags of food during its height.

Many school-aged children face learning and emotional challenges. Our In-School Social Work Program developed innovative ways to work with students and families as they learned remotely,

including secure telehealth sessions and virtual/bitmoji classrooms. Catholic Charities social workers served over 4,000 students during the 2020-21 school year in either small groups or classroom presentations.

As we continued serving this past year, we convened senior staff, supporters and community stakeholders to develop a strategic plan to guide us through the next five years. We will focus our energies and the resources entrusted to us by our donors to affect positive change in three areas of need:

- Increase financial/economic stability,
- Improve mental wellness, and
- Strengthen individual and family stability and connectedness.

Much work lies ahead, but we have a great team and a community that guides and supports us, so I see a bright future for our part in continuing to serve the Western New York community in 2022 and beyond.

My HOPE for the future is based on Catholic Charities' 98-year legacy, the accomplishments of this past year, the support of our community and dedication of our volunteers and employees, and most of all, on the grace of our loving God in whose name we operate this most important ministry. Together, we will guide new beginnings that provide HOPE... for all seasons.

Peace and Blessings,

A handwritten signature in black ink that reads "Deacon Steve Schumer". The signature is fluid and cursive.

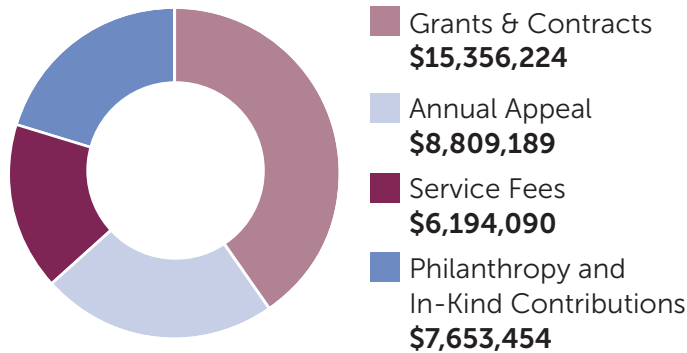
Deacon Steve Schumer

FINANCIAL REPORT

July 2020 – June 2021

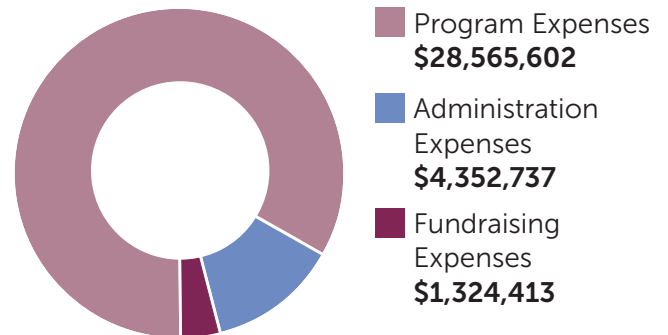
TOTAL REVENUE AND SUPPORT

\$38,012,957



TOTAL EXPENSES

\$34,242,752



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

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NUTRITION SUPPORT SPOTLIGHT

Food Pantries

The pandemic caused countless issues for people of all walks of life, but perhaps none were affected more adversely than low-income individuals and families.

All nine Catholic Charities' food pantries saw clients who were there because of the hardships inflicted by the pandemic – including nearly 2,600 clients who had never turned to us before for help. Those individuals represented nearly 5,000 total household members which received close to 14,800 bags of food.

During the pandemic's height, our Food Pantry team numbered 16 staff members. Three locations were also able to continue their on-site volunteers based on their facility layouts and geographies — and as soon as COVID numbers began declining and vaccinations were widely implemented, we were thrilled to welcome our volunteers back at our other locations. Catholic Charities is grateful to have been able to continue to serve these families in need, quickly shifting resources and ramping up those areas which reflected the most critical needs of the community during this devastating crisis.

WIC Services

Our Women, Infants & Children (WIC) program had an active year too. It received a Gold Breastfeeding



A local family carries several bags of items following a Diaper Days event in Dunkirk hosted by WIC.

Award of Excellence from the USDA's Food and Nutrition Service Special Supplemental Nutrition Program. We were one of just 102 WIC agencies across the U.S., and one of just seven in the state, to receive this award this year. We also

collaborated with Highmark BlueCross BlueShield of WNY for Diaper Days events in Erie, Niagara and Chautauqua counties, in which free tote bags filled with baby diapers, wipes, first aid kits, hand sanitizer, baby toothbrushes and health resources were distributed.

“Catholic Charities is grateful to have been able to continue to serve these families in need during this devastating crisis.”

Lastly, our WIC program was one of seven recipients of a \$55,000 Advancing Health Equity to Achieve Diversity (AHEAD) grant from the National WIC Association. This funding is being used to analyze social determinants of health during nutrition counseling and connect families to area resources. In addition, the grant is educating the community and local health care providers on how WIC promotes health equity.

GIVING BACK BY PAYING IT FORWARD



In 2020, Channon Piwowarczyk of Lancaster used her stimulus check to buy food for Catholic Charities' pantries. Piwowarczyk, who said she was once on the receiving end of the pantries, wanted to give back to Catholic Charities because of the much-needed assistance she received in the past. Channon is at right in the photo as she drops off some of the donated items to Eileen Nowak, Catholic Charities Parish Outreach and Advocacy director, at the Russell J. Salvatore Food Pantry and Outreach office in Lackawanna.

WORKFORCE & EDUCATION SPOTLIGHT

Following the pandemic's outbreak, our Education and Workforce Training programs, like many across the country, transitioned to online learning. Laptops were provided to several students thanks to a donation from Ignite, allowing students and teachers to stay connected and reinforcing face-to-face interactions through online applications. It also strengthened the bonds between students and instructors, who delivered academic packets, food, bus passes and even birthday presents to students' homes.

DID YOU KNOW?

The average person earns \$200/week more* if they earn a high school diploma!

**According to the U.S. Bureau of Labor Statistics*

After the lockdown was lifted, students returned to the classroom and a job training program which focused on the telecommunications industry. This four-week course gave students hands-on training in copper and fiber optics, grounding and bonding, and 5G systems. Upon completion, they received C-Tech credentials and case management and employment services, including job placement support.

We also collaborated with MENTOR New York to train our staff in evidence-based best practice mentoring services. Employees learned skills to

ON-SITE WORK EXPERIENCE



Jamiere Johnson, left, and Lester Santiago take a break from weeding flower beds and trimming bushes at the Delavan-Grider Community Center. Helping with landscaping

duties at the center during the summer of 2020 gave the young men work experience. They were participating in our Tomorrow's Youth Today program, which provides assistance to out-of-school or unemployed people between the ages of 16 and 24. It helps clients prepare for the high school equivalency test and offers tutoring, college/vocational training, and placement services.

effectively support young people's personal and professional growth and coach supervisors with a mentoring mindset.

In all, our team empowered 1,002 people from 47 different zip codes with high school equivalency preparation and exam scheduling, tutoring, college/training placement services and employment searches last year.

AGES SERVED

Under 18	330
18-24	246
Over 24	426

KEY PROGRAM INDICATORS

High School Equivalencies Earned	173
Employment/Educational Placements	178

MENTAL WELLNESS SPOTLIGHT



School-aged children were especially vulnerable during the lockdown. Learning and emotional issues were rampant, so our In-School Social Work Program worked creatively with students and families.

They designed virtual classrooms using bitmojis to keep students engaged and having fun. Our social workers strengthened their virtual counseling skills and developed social emotional classroom presentations that could be supported virtually or in socially distanced classrooms. Proudly, we reached 100% of our students during the school year. When asked, 91% of the more than 4,000 students served said they learned something new during the 2020-21 school year.

Telehealth Critical to Serving Clients

The pandemic struck those dealing with mental health issues the hardest. Suicide rates, drug and alcohol deaths and depression statistics all saw sharp spikes across the nation and beyond. Here in Western New York, the trends were no different, and we knew it was critical that we stay connected to as many of our clients as possible, no matter what form that support took. We immediately moved to telehealth at the

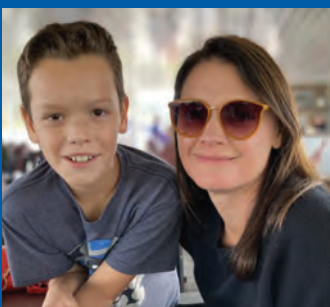
onset of the lockdown and quickly followed up with a full application and approval for the continued provision of those services. In fact, our team was among the first to be approved for permanent telehealth by the

state Office of Mental Health.

“91% of the more than 4,000 students served said they learned something new during the 2020-21 school year.”

The results were evident, as we were able to maintain roughly 95% of our pre-pandemic patient caseload. It also led to a 7% reduction in appointment “no-shows,” as clients realized telehealth’s simplicity and accessibility. Although in-person sessions have now returned, we try to accommodate patient preferences (in-person vs. remote) when possible, to maximize client engagement.

GOING ABOVE & BEYOND



Andrea Spako and her son, Ashton (left), worked with Katie Jodush, a counselor with the In-School Social Work program at Southern Tier Catholic School, for the past few years. Jodush helped Ashton and other students adjust to the challenges of the pandemic by working with them to better understand their feelings about the changes happening around them. When Spako decided to pull Ashton out of school for a few months, Jodush met with him remotely to reinforce the coping skills he had learned in the classroom. When Ashton returned to school, Spako said she noticed an improvement in his behavior, thanks to the sessions he had with Jodush.

OUR SERVICES BY COUNTY

Allegany

- Basic Needs
- Care Coordination
- Family Safety & Stabilization
- In-School Counseling & Support
- Mental Wellness

Cattaraugus

- Basic Needs
- Care Coordination
- Family Safety & Stabilization
- In-School Counseling & Support
- Mental Wellness

Chautauqua

- Basic Needs
- Family Safety & Stabilization
- In-School Counseling & Support
- Mental Wellness

Erie

- Basic Needs
- Care Coordination
- Education & Workforce Training
- Family Safety & Stabilization
- Immigration & Refugee Assistance
- In-School Counseling & Support
- Mental Wellness
- Older Adults Support

Genesee

- Basic Needs
- Education & Training
- Family Safety & Stabilization
- In-School Counseling & Support
- Mental Wellness
- Older Adults Support

Niagara

- Basic Needs
- Care Coordination
- Family Safety & Stabilization
- In-School Counseling & Support
- Mental Wellness

Orleans

- Basic Needs
- Family Safety & Stabilization
- Mental Wellness
- Older Adults Support

Wyoming

- Basic Needs
- Family Safety & Stabilization
- Mental Wellness

How To Give

You can help us support your neighbors across Western New York in so many ways. Pledges and credit card donations can be made on our website. You can text GIVEHOPE22 to 44321. You can also give appreciated stocks or mutual funds, or a vehicle that's no longer needed. You can even make your gift via the United Way!

Please, donate today by either using the enclosed envelope or visiting ccwny.org/donate. We are forever grateful for your support!



Front cover photo: A refugee family who recently arrived in Buffalo share a lighter moment.

