



# HOPE *responds*



2022 ANNUAL REPORT

# Who We Are

## 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 advocate for equity and justice for all people and empower individuals, children and families to achieve and maintain meaningful, healthy and productive lives.

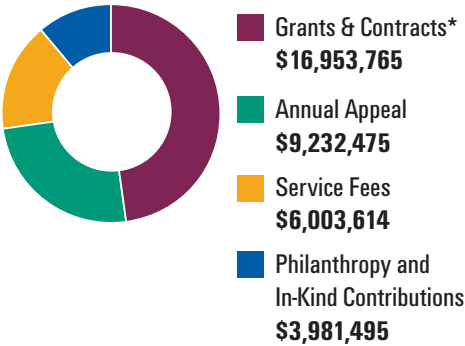
## VISION

- 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.

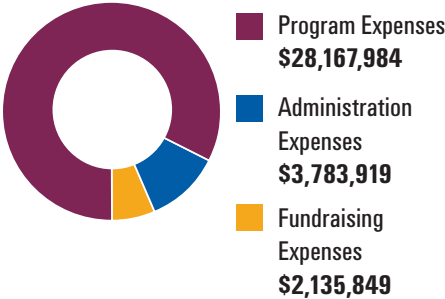
## OUR STEWARDSHIP

July 2021 – June 2022

TOTAL REVENUE AND SUPPORT  
**\$36,171,349**



TOTAL EXPENSES  
**\$34,087,752**



## HOW WE SERVE WNY

Basic Needs	16,196
Education & Training	1,866
Family Safety & Stabilization	4,147
Food Pantries & WIC	92,934
Immigration & Refugee Assistance	620
In-School Counseling & Support	5,452
Behavioral Health	11,651
Older Adults Support	1,397
<b>TOTAL SERVED</b>	<b>134,263</b>

For more: [ccwny.org/financial-information](https://ccwny.org/financial-information).

\* includes Payroll Protection Program funds

# President and CEO Message

After a time of darkness, it's good to regroup, reflect, reorganize. Catholic Charities embraced that shift. Our mission and vision have focused and recharged us with renewed optimism and efficiency, and like a beacon reached in the dark, we've leaned on and led with HOPE.

We are a steadfast beacon for individuals and families across WNY. When the light is reached, HOPE responds. Catholic Charities was established Oct. 30, 1923. As we celebrate our centennial, we're also paving the way for advancing our mission, and God's call, to serve WNY for the next 100 years. We're continuing our legacy while strategizing and transforming to align with current and future needs.

Senior leaders and their teams make progress as they delve into the strategic goals of our new five-year plan: increasing financial and economic stability for those we serve, improving mental wellness and strengthening individual and family stability and connectedness. These efforts mean making a meaningful difference for clients and prioritizing resources to best serve our community.

We also celebrate fiscal success. For the first time in two years, we note a



*Deacon Steve shares a laugh with Foster Grandparent Patricia Bellamy and students at Buffalo Public School 31.*

surplus of revenue over expenses. From an operational standpoint, we broke even this year, thanks to cost controls and revenue enhancement.

I am so grateful for our annual Appeal's success! We exceeded our goal – \$9.5 million – for the first time since the pandemic. This is due to the generous and faithful support of thousands who reached into their pockets and hearts to help the 134,000 people and families we served in 2022.

Change and growth are constants. Yet, thanks to our donors' generosity – and our employees' and volunteers' dedication, compassion, integrity and teamwork – we're able to continue carrying out our mission.

A handwritten signature in black ink that reads "Deacon Steve Schumer".

**Deacon Steve Schumer**  
**President & CEO**

# Reimagined Space

## *Renovations to Central Intake*

First impressions are important, and Central Intake – at 525 Washington St. in downtown Buffalo – is often the first stop at Catholic Charities for many at a time of vulnerability or desperation. Last year, this office received a welcomed upgrade that also brought safety to the forefront.



*Staff and friends at the reopening.*

Central Intake handles emergency assistance with basic needs such as finances, food, utilities, personal care, clothing, household items and prescriptions. Clients are also assessed by our staff and given referrals for any appropriate additional services or

resources, such as housing assistance, counseling, education or job training.

“We wanted those who come here to feel invited into a safe space – one that looks less institutional,” said Deacon Steve Schumer, president and CEO. “The renovation is an example of our donors’ dollars at work. Annual Appeal funds make our Central Intake services possible, and they supported this renovation as well, along with a grant from The John R. Oishei Foundation.”

The Washington Street office has served as downtown Buffalo’s emergency assistance hub since 1951. The new layout allows for increased attention to both health and safety. Clients are assessed at semi-private windows where they may receive immediate assistance or are invited to a more private space within the reconfigured area, if needed.

This renovation lets us provide services more efficiently in a calm, comfortable space with a greater focus on client privacy and support.



Care bags prepared for those in need in the community.

“During the pandemic, these changes allowed us to serve clients in-person and yet have that safety in place,” says Keesha Habeeb, program manager, who adds that her “staff and our clients appreciate the updated, much cleaner look.”

## IN-KIND DONATIONS TO OUR NINE FOOD PANTRIES

Catholic Charities receives many, many in-kind donations from generous individuals and organizations each year. Our nine food pantries benefit from many of them, but other programs are also supported in this way across Catholic Charities.

Here is a sample of in-kind donations to our pantries:

Sam’s Club	\$71,183
Trader Joe’s	\$140,826
Walmart	\$44,530
Wegmans	\$175,024
<b>TOTAL</b>	<b>\$431,563</b>

## BOARD OF TRUSTEES AND LEADERSHIP TEAM

### BOARD OF TRUSTEES

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### LEADERSHIP TEAM

Deacon Steve Schumer, *President and CEO*

Jenna Bichler, *Senior Director*

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Joseph Farrauto, *Chief People Officer*

Meichle Latham, LCSW-R, *Chief Operating Officer*

Megan Lostracco-Reed, MPH, *Senior Director*

Julie Lulek, *Senior Director*

Clara Moran, *Chief Development Officer*

Michael Murphy, *Senior Director*

Deneb Pirrone, *Corporate Compliance and Quality Officer*

Michael Quinn, *Chief Financial Officer*

Ryan Undercoffer, *Senior Director*



*As an assistant machine operator, Pamir prepares to start a job.*

# One Year Later:

## *A New Life for a Young Man from Afghanistan*

Life has changed a lot in the past year for Pamir, a 19-year-old Afghanistan native who escaped his home last fall as the Taliban took control of the country.

Many lived in constant fear, he explains, unsure if they would make it home alive at the end of the day. Shootings and explosions were part of everyday life, and news of the Taliban's takeover was devastating.

"It was a really terrible moment," Pamir says. "Nobody believed they were coming back."

The decision was made for Pamir to come to the U.S. However, just getting out of the airport proved to be dangerous. Because of the massive crowd, many died before even reaching a plane, he recalls, but he was one of the lucky ones. On Sept. 3, 2021, he left his family and traveled more than 6,000 miles for the chance at a new life.

Pamir is one of 121 individuals among 43 families who were welcomed and resettled by Catholic Charities in the Buffalo area under the federal government's Afghanistan parole program since the fall of 2021.

Pamir arrived at Fort McCoy, an army base in Wisconsin. In November he flew to Buffalo, where he was met by a Catholic Charities caseworker and his uncle. They took him to an AirBnB, which he would share with several other clients for the next month.

Through a partnership with 716 Ministries, Pamir soon received training on U.S. workplace culture, including arriving on time for a job, conflict resolution and customer service skills.

"It's a very different culture here, especially for women," he attests.

In January, Pamir began working at Dual Print and Mail in Cheektowaga, thanks in part to a recommendation from a 716 Ministries mentor. He is also working toward his high school equivalency diploma with plans to attend college and earn a computer science degree.

Pamir is now able to help support his family, all of whom remain in Afghanistan. While the distance is

hard for him and his family, he has no regrets.

"I was happy with my family, but safety (was an issue)," he says. "Every day, we saw people dying. It hurts a lot."



*Pamir maintains one of the printing presses.*

Thanks to Catholic Charities, Pamir says he now has the skills to be independent and he is looking forward to the future for the first time in his life.

"I'm a productive person. I bought a car, got my license, and I'm working. Now I see my future is brighter," he says. "In the past there was no hope, no education, no improvement. Now I'm so happy."

# Turning Tragedy *into* Opportunity

It took a tragedy for Treynelle Johnson to turn his life around. On Jan. 18, 2021, his sister was shot and killed in Buffalo.

Although the loss was devastating to his family, Treynelle decided to channel his grief into something good. He decided to earn his high school equivalency (HSE) diploma.

“I don’t know how to explain it,” he says. “It just pushed me to do better and get out of the streets.”

*Treynelle Johnson talks with his mentors.*

Previously, Treynelle was never interested in school and left high school before graduating. After completing his HSE, he approached his mother, Melyssa Johnson, about furthering his education. With her support, he enrolled in Catholic Charities’ East Delavan Academy, learned basic construction skills and obtained his carpentry certification.

Treynelle admits there were times when he doubted himself. But with



the encouragement of the program's staff members, he succeeded.

"It was hard because, you know, it's school," he explains. "I thought I couldn't pass the test, but (the staff members) pushed me. (They) helped me out a lot."

Treynelle has big plans for his future. He hopes to own a carpentry business.

"I plan to start my career, take whatever knowledge from that career and whatever else I do, and put it into my business," he says.

His mom is very proud of what he's accomplished and will always support him.

"As long as it's positive, I've got him," she says. "I'm his cheerleader. Always have been and always will be."

*Scan to learn more about our construction program.*



## SKILLS TO CREATE A BETTER ME

A workforce development program designed to offer alternatives to youth at-risk of gun violence racked up impressive results in its first six months. "A Better Me" enrolled 41 students, facilitated four life and career readiness workshops, and offered opportunities to boost job skills and foster open-mindedness.

Students earned roofing and OSHA-10 certifications, as well as security licenses with Buffalo Special Investigations & Security. They also took part in the East Side Bike Club training program, after which they earned a free bike. Eleven co-enrolled in our high school equivalency (HSE) prep program to gain college readiness and employment aid.



*Students learned basic bike mechanics.*

In all, 21 became employed from this cohort and 18 attained a variety of new, documented skills. One ambitious graduate received his HSE diploma, graduated from East Delavan Academy with construction skills, earned his security license, and is now employed as a full-time security guard. The range of experiences allows participants to explore many possibilities and realize their potential as productive and influential members of their communities.

# Together for Mental Health

In recognition of Mental Health Awareness Month in Allegany County, two Wellsville High School students partnered with Catholic Charities for “Together for Mental Health: A Free Community Event,” to help raise awareness for and stop the stigma surrounding mental health.

Isabelle Tinder and Felicity Morrison, who conceived of the event, believed it was important to vocalize what they had gone through so that it might encourage others to do the same if they are struggling.



*Event organizers Isabelle and Felicity.*

While Isabelle initially rejected the idea of seeing a counselor, it has helped her immensely.

“If I hadn’t gotten the counseling and help that I needed, I would be in a much darker place than I am now,” she says.

Felicity originally began counseling for anxiety and depression but was ultimately diagnosed with attention deficit disorder.

“If people would have been able to talk to me about it and the fact that these are normal things, it would have been so much easier for me to go through the standardized school system, because now I can have accommodations,” she explains. “If we normalize mental health, future generations can learn from what we went through to get to this point.”

Held May 20, Together for Mental Health featured information and activities, live music, and family fun from various community resources and local businesses. An art show and silent auction, basket raffle, and t-shirts sales helped to raise \$1,081 to support mental health services in the county. The Wellsville Chamber of Commerce, Wellsville and Genesee Valley school districts, and Allegany County Department of Social Services also assisted with planning, support, and awareness for the event.

*Scan to hear more from Isabelle and Felicity.*



*Bags are packed for Buffalo  
United Front service area.*



# United Response

## *with Food, after Tragedy*

After the senseless act of violence May 14 on Jefferson Avenue, Catholic Charities leapt into action by increasing our reach to our neighbors, particularly with their critical need for food.

Prior to this, Catholic Charities helped more than 8% of East side residents and invested more than \$3.4 million of services in the area from several sites. However, during this significant time of pain and tragedy, it was important to step up in a bigger way. In the days immediately following, Catholic Charities increased its days of operation at its Rich Street Food Pantry, located about a mile from the tragedy, to provide food assistance.

Our Bishop Kmiec, Lovejoy and Town Square food pantries also sent nearly 43,000 pounds of food,

including perishable items such as breads, prepared meals, and produce, along with throngs of non-perishable and basic-need items to Buffalo United Front's service area to assist with the relief. We also provided care packages and gift cards for each of the victims' families.

Over the next several weeks, Catholic Charities staff and volunteers spent many hours on Jefferson Avenue, assisting Buffalo United Front and listening to people from throughout the community share their stories about how this tragedy impacted them. We also heard firsthand how much our presence meant to them, and we will continue to help them find HOPE and healing throughout the months and years to come.

# Appeal 2022

## *Reaches \$9.5 Million Goal*

For the first time in four years, Catholic Charities achieved its annual Appeal goal – which this year was \$9.5 million – with a total of \$9,562,329.69 in cash and pledges. Following our kick-off in January, more than 29,000 donors and 600 volunteers stepped up to help make this year's Appeal a success.

The funding raised will help fund 57 programs and services administered across the eight counties of WNY, along with several ministries that benefit all parishes through the Fund for the Faith. Programs and services provided by Catholic Charities, which include basic emergency assistance, mental health counseling,

workforce training, youth and family support services, and more, helped more than 125,000 individuals, children and families in 2021.



*Appeal team reveals the amount raised.*

View a list of some of our most supportive donors at [ccwny.org/supporters](https://ccwny.org/supporters)

## HOW TO GIVE

You can help us support your neighbors across Western New York by donating directly on our website. We also accept vehicle donations and appreciated stocks or mutual funds. You can even make your gift via the United Way! To donate, please use the enclosed envelope or visit [ccwny.org/donate](https://ccwny.org/donate). Thank you for your support.

