



2025 Annual Report



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LETTER FROM our EXECUTIVE DIRECTOR

2025 proved to be an amazing year for CCSL exemplified by tremendous work as we focus our energies on our mission. We added two important mission-based programs to our portfolio. We opened a Warming Station in collaboration with Livingston County DSS at the Livingston County Campus in Mt. Morris, providing warmth and support to individuals who are experiencing homelessness. In Steuben County we opened a Community Kitchen in Hornell, providing hot food weekly for people who need a nutritious meal.

We added offices in Corning, NY, an area that we felt needed a bigger CCSL presence.

Our staff worked diligently on a strategic plan; the blueprint we needed to sustain our future and entered 2026 with defined goals. We completed leadership training in 2025, helping to position our managers with the tools they need to be better leaders to our staff.

While 2025 held many celebratory moments, it is true that the needs of our community continue to increase in ways that are concerning. The number of people who were at our doors with food insecurities, who needed emergency services, or who had no place to go continues to increase. Many of our programs experienced increased referrals. 2026 will add Office of Mental Health Housing Beds, an OASAS Workforce Retraining initiative and Youth Intervention programs.

Throughout the next pages you will read about our many programs and how they serve individuals who find themselves struggling in this world. It is through these programs that we “give people hope” and help them to feel like “they matter” in this big world.

We are thankful for our CCSL advisory council and the help they provide to guide our direction. I wish to acknowledge the commitment and determination of our staff, volunteers, donors, and community partners who have worked hard to support us.

We are looking forward to 2026 with innovative programs, more mission focused strategies and opportunities to help more people. Whatever your part has been in our journey, thank you for supporting our important mission.

Sincerely,

Wendy Recktenwald

Executive Director
Catholic Charities Steuben/Livingston
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LETTER FROM our agency council

Dear Friends and Supporters,

As the Chair of the Agency Council, it is both an honor and a privilege to reflect on the journey of Catholic Charities Steuben/Livingston over the past year.

In 2025 we continued our efforts serving our Livingston and Steuben counties as one unified organization, hope based and mission focused. The agency had an extremely impactful year in the communities, including the opening of a new warming station in Livingston County and a new community kitchen in Steuben County.

Through the hard work of our 150+ dedicated staff, we remain committed to the communities we serve, guided by our mission of building a just and compassionate society rooted in Catholic Social Teachings, and the dignity of ALL people.

Our work is made possible due to the support of our donors, volunteers, staff, and community partners. Your belief in our mission is foundational to our ability to serve our communities.

As we continue the journey forward, I want to thank each of you for your outstanding support and commitment to Catholic Charities Steuben/Livingston. Together, we will continue to make life changing impacts across Livingston, Steuben, and the surrounding counties.

Sincerely,

Christopher O'Brien

Christopher O'Brien
Chair, Agency Council



our mission

Catholic Charities Steuben/Livingston mission is to build communities that care for all people by strengthening and enriching the quality of life for individuals, families, and children; working to reduce poverty; and advocating for social justice.

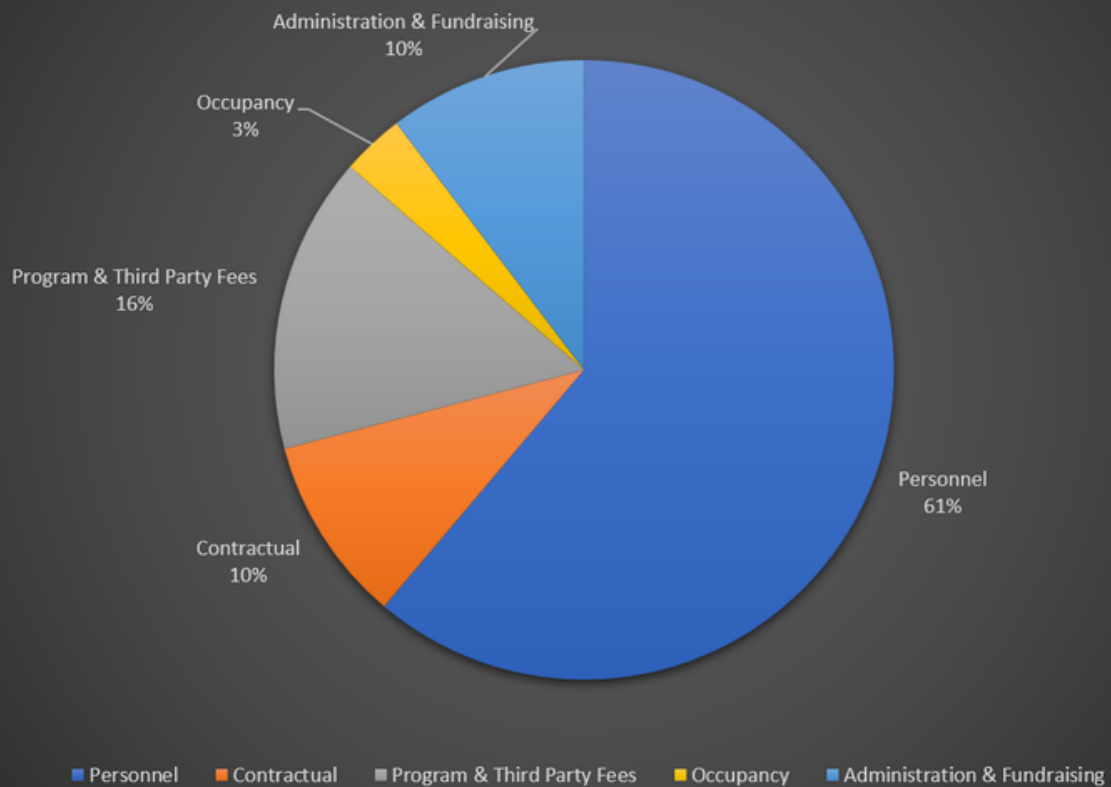


financial statement

Catholic Charities of the Diocese of Rochester	
dba Catholic Charities Steuben/Livingston	
2025 Annual Report Data*	
Income:	
Grants & Contracts	\$7,853,153
Donations & Fundraising	\$862,863
United Way	\$274,551
Program & Third Party Fees	\$1,287,937
Board Restricted Investment Earnings	\$ -
Church Contributions	\$ -
Other Revenue	\$176,602
Total Income	\$10,455,106
Expenses:	
Personnel	\$7,152,311
Contractual	\$1,137,551
Program & Third Party Fees	\$1,810,461
Occupancy	\$384,052
Administration & Fundraising	\$1,209,022
Total Expense	\$11,693,397
*from 2025 audited financial statement	

financial statement

Catholic Charities Steuben/Livingston 2025 Expenses



our services

EMERGENCY SERVICES

In 2025, Emergency Services continued its strong commitment to addressing the top priorities identified in Livingston and Steuben Counties, poverty, food insecurity, and financial crisis. These challenges remained prevalent throughout the year, and our programs were intentionally structured to provide both immediate support and long-term stability for the individuals and families we serve.

Building on the foundation laid in previous years, our team expanded the reach and impact of our services, including our financial literacy program, which is now fully integrated across all Emergency Services offerings. This program has become a valuable tool for empowering clients to build resilience, strengthen financial decision-making, and reduce their vulnerability to future crises.

While services remained anchored at our 3 main locations in Mt. Morris, Bath, and Hornell, our case managers continued to meet clients at satellite sites throughout the community. This flexible, client-focused approach helped overcome transportation barriers that persist for many households in our service area.

Throughout the year, the Emergency Services team provided **20,037** services to households across both counties. We supported **18,986** households (duplicated) **3,397** unduplicated, representing **46,712** individuals (duplicated) **8,696** unduplicated. **58%** of households utilized our services once: with **42%** utilizing an average of **7** times. Our food pantries remained a vital resource, supplying ingredients for **291,071** meals, with notable continued usage among seniors.

Our role as the Pop-Up and Mobile Pantry Coordinator for the Mt. Morris and Bath Mobile Pantries strengthened regional access to emergency food resources. These partnerships allowed us to bring additional produce, dairy, and staple items directly into underserved communities.

We remain deeply grateful for the ongoing support of our community partners, donors, and volunteers. Their time, dedication, and generosity enable us to deliver high-quality, compassionate services every day. Together, we continue to build a stronger, more resilient community.



TEMPORARY HOUSING

Our Temporary Housing Program's goal is to provide support to families that are experiencing homelessness by finding safe, affordable, permanent housing. We provide our clients with services that help them overcome barriers that prevent them from finding permanent housing such as assistance with obtaining their own personal records and identification documents, setting personal and career building goals, connecting them with additional programs and resources, financial literacy classes, assisting with housing searches and applications, transportation for related needs and helping find childcare. In 2025 we served approximately 11 families in the Housing program. This year continued to present significant challenges for the homeless population. Landlords remain highly selective, often requiring high credit scores, income at least three times the rent or unwilling to work with DSS clients. Affordable housing is still very limited and waiting lists can be years long. Despite these challenges, we have seen strong outcomes. Many clients have overcome barriers and were able to secure permanent housing.

FAMILY CENTERED SERVICES

Family Centered Services' goal is to provide support to families that are experiencing homelessness by finding safe, affordable, permanent housing. We provide our clients with services that help them overcome barriers that prevent them from finding permanent housing such as assistance with obtaining their own personal records and identification documents, setting personal and career building goals, connecting them with additional programs and resources, financial literacy classes, assisting with housing searches and applications, transportation for related needs and helping find childcare. In 2025 we served approximately 20 families in the Family Centered Services program. This year continued to present significant challenges for the homeless population. Landlords remain highly selective, often requiring high credit scores, income at least three times the rent or unwilling to work with DSS clients. Affordable housing is still very limited and waiting lists can be years long. Despite these challenges, we have seen strong outcomes. Many clients have overcome barriers and were able to secure permanent housing.

help for families

SUPPORTIVE HOME AND PARENT ENRICHMENT (SHAPE) & KIDS ADVENTURE TIME

SHAPE is a strength based in-home parenting program that works with families in Allegany, Steuben and Yates counties for the preservation of families. Families work to strengthen parenting skills, improve child development knowledge, learn conflict management strategies, access community resources, and more. Our goals are to support and strengthen family life and self-reliance. Referrals come from the Department of Social Services. In 2025 SHAPE served a total of 107 families, with 237 children within those families, across all three counties.

SHAPE Yates also offers skill building and Kids Adventure Time (KAT) services. Skill building is designed to work with parents and children to promote a healthy home environment and teach daily skills, coping skills and academics, with referrals from Community Services. In 2025, the skill building program served 44 families/children. KAT is an out-of-school experience for children ranging from 5-14 years of age who have identified issues, which can include CSE classifications, mental health diagnosis and/or difficult family situations. The KAT program is a safe place for children to focus on building social skills and healthy relationships with referrals coming from skill building, Community Services, a variety of school districts, and more. In 2025, the KAT program ran from February 19th-21st, April 14th-16th, July 8th – August 14th, August 21st, and October 3rd, 10th, 17th, and 24th, with a total of 486 units of service throughout the year and 41 unique units served.

HOME-BASED CRISIS INTERVENTION (HBCI)

The Home-Based Crisis Intervention (HBCI) program is a short-term, intensive service designed to stabilize youth ages 5 to 20 who are at imminent risk of out-of-home placement. Referrals can be made by anyone, however the majority of referrals come from hospitals, schools, and parents/guardians of youth experiencing crisis symptoms which has significantly increased accessibility to critical intervention services.

The CCSL HBCI program continues to have remarkable growth in 2025. Now operating as an independent, stand-alone program, it has continued to provide essential services in Yates County, Livingston County, Allegany County and Wyoming County. CCSL currently employs 7 crisis interventionists and in 2025 enrolled 39 children across all four counties. The team will continue to strengthen community partnerships and enhance outreach efforts to ensure that referral sources are well-informed about program goals and eligibility criteria.

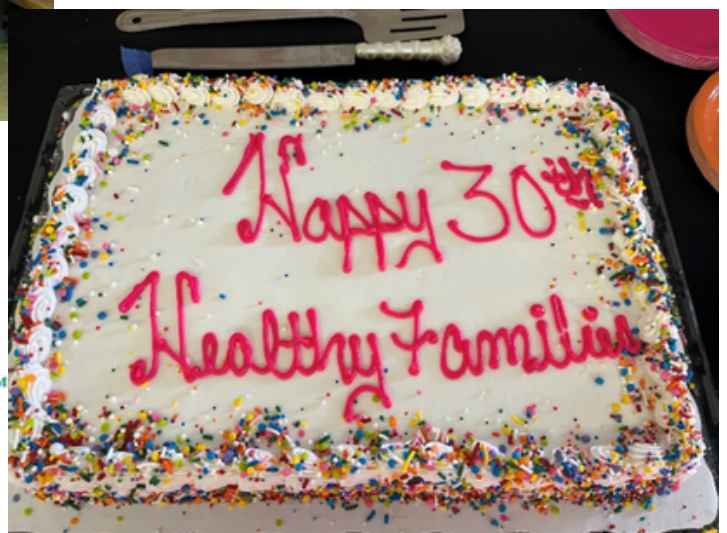
The HBCI team remains committed to continue to provide critical, time-sensitive interventions to even more youth in crisis, reinforcing CCSL HBCI's mission to provide comprehensive, life-stabilizing support to those who need it most.

HEALTHY FAMILIES

Healthy Families Steuben/Livingston and Schuyler/Tompkins are programs of Healthy Families New York, an affiliate of Healthy Families America. Healthy Families staff strive to talk with all new and expecting parents in the communities we serve. Our goal is to identify family strengths and provide appropriate information and referrals for any challenges a family may face to help babies get off to a healthy start. At Healthy Families, we believe early nurturing relationships are the foundation for healthy development that lasts a lifetime. Our evidence-based, in-home support is designed to help parents build a strong foundation for raising happy, healthy, safe, and smart children. Healthy Families services are always free and voluntary.

Last July, Healthy Families Steuben/Livingston celebrated 30 years of service with a 90's themed birthday party held on our actual anniversary, July 10, at Hickory Hill Camping Resort in Bath. Families, past and present, came together to enjoy pizza, cake, swimming, and a graduation ceremony honoring this year's participants. Two team members were honored with certificates from Healthy Families New York for their longevity in the program: Marlene Shiloh with 30 years and Tammy Steart with 25 years. In the past year, Healthy Families Steuben/Livingston served 288 families and completed 3,535 home visits.

Additionally, Healthy Families Schuyler/Tompkins served 29 families with 331 completed visits in 2025. Fully staffed throughout the winter, the Schuyler/Tompkins team focused on capacity-building projects to increase referrals and expand program reach. One capacity-building project that was launched in October was a childbirth preparation class serving four families in the Watkins Glen community.



DSS PARENTING EDUCATION

In-home parenting support provides individualized guidance to help families strengthen parenting skills, improve understanding of child development, enhance family relationships, and create safer home environments. In 2025, evidence-based parenting services were delivered to 26 families referred by the Livingston County Department of Social Services, representing a **44% increase** from the previous year. Providing services in the home reduces transportation barriers and increases access to support for families.



HOPE (HELPING ONE PERSON EXCEL) YOUTH MENTORING

The HOPE (Helping One Person Excel) Youth Mentoring Program serves youth in Livingston County between the ages of 6 and 18. Our goal is to establish a one-on-one match with an adult mentor for every youth/mentee enrolled in the program. Upon joining, mentors commit to one year of service and meet with the youth/mentee for a minimum of 4 hours a month for enrichment activities together. These activities can provide the youth/mentee with opportunities that may not have been available to them otherwise.

Every youth/mentee enrolled in the HOPE Program is included in our activities and events. Even if they are waiting to be matched with a mentor. Some of our group activities have included a bowling party, and an Eclipse Event, swimming, trail hikes, field trips to surrounding area museums and many more!

We encourage mentors and youth teams to get creative with projects by identifying community needs. For example, The HOPE Little Library was built by a formerly enrolled mentee and youth team. They didn't just stop there, they continued their initiative by collecting books to stock the Little Library, free to the community. Thus, supporting one of their community's needs for many more years to come. In 2025 we served seventeen youths, however small, our numbers are growing and we will continue to support our youth in our communities with a wonderful opportunity to join our HOPE program.

THERAPEUTIC FOSTER CARE

The Therapeutic Foster Care (TFC) Program provides structured family-based placements for children and adolescents who have experienced trauma, neglect, abuse, or significant behavioral and emotional challenges that cannot be safely managed in traditional foster care settings. Youth referred to the program often require a higher level of supervision, consistent behavioral interventions, and coordinated clinical services.

Each child is placed in a trained therapeutic foster home where caregivers receive specialized instruction in trauma-informed parenting, behavior management, de-escalation techniques, and documentation of daily functioning. Caseworkers conduct regular home visits, monitor safety and well-being, and coordinate services with mental health providers, schools, medical professionals, and the Local Department of Social Services. Services include individualized service planning, crisis support, caregiver coaching, and ongoing assessment of behavioral progress.

The primary goals of the program are placement stability, improved emotional and behavioral functioning, school participation, and progress toward permanency. Permanency planning may include reunification with birth family, placement with relatives, or another long-term permanent resource. The program served 30 youth during the past year and continues to address complex needs through coordinated care and consistent oversight.



FAITH IN ACTION

Faith in Action is a volunteer program that provides free transportation to medical appointments, grocery/pharmacy pick-ups, assists, friendly visits, telephone calls, yard work, and minor home repairs to individuals enrolled in Livingston County.

The mission of Faith in Action is to provide one-on-one assistance provided by volunteers to support elderly and/or health impaired individuals and their families for independent living at home. To be enrolled in the program, individuals need to be a minimum of 60 years old OR receive Social Security Disability. In 2025, 586 services were provided to 115 clients, and 46 unduplicated clients. These services were completed with the help of 30 volunteers and one staff member.

specialized services - youth & adult

CHILDREN'S HEALTH HOME CARE MANAGEMENT

Children's Health Home Care Management is a service designed to link and connect high needs children with resources and services in their homes and communities. Navigating complex health systems can be difficult for children and families and that is why we are here to help!

Eligible children are assigned a Care Manager, who becomes the central point of contact for the child's team – comprised of medical and mental health professionals, school professionals, SPOA, CPS, DSS, vision and dental care providers, and specialized in home supports. The team of providers then works together to support the youth in achieving their individualized goals of wellness. Eligible children must have a Serious Emotional Disturbance, two or more chronic health conditions, or HIV/AIDS along with appropriateness criteria. Children with these high needs often require a team of people working on various parts of the care plan, to gain optimal success. The Care Manager acts as the main point of contact to move the team forward and keep the team working on common goals. Parents and caregivers of high needs children are eligible caregiver support workers, as well. The Care Manager conducts regular assessments with each child to examine progress and shares these assessments with the care team. The Care Manager conducts regular meetings with the team, and uses a Person-Centered approach, by encouraging youth and family input to the care plan. Care managers provide face-to-face visits with the children on their caseloads monthly in their home, school, or community, and other billable contacts with the care team throughout the month.

The Children's Care Management program is funded by NYS Medicaid and is value-based payment. Catholic Charities Steuben/Livingston proudly contracts with CHHUNY (Children's Health Home of Upstate New York) to provide care management to Medicaid-eligible children. The Care Management program also contracts privately with the Livingston County Mental Health office to provide these services to Livingston County children who have private health insurance. Currently, care management services are open to eligible children in Livingston, Steuben, and Wyoming Counties, and the program served 65 children in 2025.



ADULT AND CHILDREN MANAGED CARE PROGRAMS

The adult and children managed care programs, which consist of Community Oriented Recovery and Empowerment (CORE), Children and Family Treatment Support Services (CFTSS) and Home and Community Based Services (HCBS) programs are designed to restore, rehabilitate, and support an individual's developmentally appropriate functioning as necessary for the integration of the individual as an active and productive member of their family, school/workplace, and community with the goal of achieving minimal on-going professional intervention.

Services assist with implementing interventions on a treatment plan to compensate for, or eliminate, functional deficits and interpersonal and/or behavioral health, mental health and substance recovery related barriers associated with an individual's behavioral health, physical, and mental health needs. Activities are often "hands on" and task oriented, intended to achieve the identified goals or objectives set forth in the individual's individualized treatment plan. These services must include assisting the individual to develop and apply skills in natural settings.

CCSL managed care programs deliver short-term, home and community-based services where an individual lives, works or attends school, and socializes within their community. Services are trauma-informed, person-centered, and culturally responsive. The average length of program involvement is 6 months.

In 2025, services were provided to 95 adults. 45% of clients were female, 55% were male. 68% of Medicaid clients were enrolled with Fidelis Healthier Life, 20% with Excellus, with the remainder comprised of MVP and United Healthcare Community Plan. Some referred adult CORE clients continue to be deemed ineligible due to lacking the required Medicaid Exception Code.

In 2025, services were provided to 187 children and youth. 41% of clients were female, 57% were male and 2% were transgender/other. 53% of clients were enrolled with Fidelis Healthier Life, 31% with Excellus, with the remainder comprised of MVP or United Healthcare Community Plan.

We are proud of the continued partnership with Livingston County for the provision of non-Medicaid Psychosocial Rehabilitation services for adults and non-Medicaid youth skill building for children residing in Livingston County. Services were provided to 16 individuals who did not have Medicaid or lacked the required Medicaid exemption code. We are interested in pursuing a contract for non-Medicaid services in neighboring communities in 2026.





addiction services prevention & support

PREVENTION SERVICES

The Prevention Education Programs under Prevention Services are certified through NY State's Office of Addiction Services and Supports (OASAS). Prevention education programs provide relevant substance use and misuse education and information through classes, community events, advertising, and publicity to Steuben County children and youth grades K-12, and adults. Prevention education also focuses on all topics relating to healthy living, problem-solving, and violence prevention. The more risk and protective factors our programs address across the lifespan, the better children, youth and adults are as they journey across the lifespan.

These services are not only school based but presented in afterschool programs, community-based programs, and in conjunction with other service organizations; all with the purpose of preventing substance use/misuse and other harmful behaviors. Prevention services also serve the community through information dissemination via newsletters, billboards, posters, brochures and more to help increase knowledge and awareness.

The Prevention Counseling program is a key prevention program in the Haverling School District. Through its individual and group youth counseling service, staff can address potential or emerging problems before they manifest into more dangerous addictive and risky behaviors including substance abuse, antisocial behavior, and school absenteeism, all which can develop into poor long-term social and academic functioning.

Prevention Services also provides the educational requirements of the Impaired Driver Program (IDP) through the New York State Department of Motor Vehicles. This program consists of a 7-week course working with those that have experienced impaired driving offenses in hopes to educate and prevent future offenses and connect participants with services such as assessments and counseling.

2,341

Total Youth served with Evidenced Based Curriculums

27

Total Prevention Counseling Youth Served

1,941

Total Youth served with Custom Designed Curriculums

41

Total Youth Served via Teen Intervention



impaired driver program

9 Classes

82 people completely completed

53 Referrals for assessments were made

RESIDENTIAL SERVICES

Our Residential 820 Reintegration Program offers a path to recovery from Community Residence to Scattered Sites. The focus of our program is holistically focused on that recovery is best served when all areas- physical, mental, emotional, social, vocational, and spiritual needs are met while focusing on a substance free lifestyle. The Weider House Community Residence is an 18-bed OASAS 820 licensed facility with an average length of stay between 3 - 9 months. The Scattered Sites program is an 18 scattered bed OASAS 820 licensed program with an average length of stay between 6 – 18 months. The Community Residence and Scattered Sites Program continue to improve individuals' lives by fostering a healthy recovery environment for men in early recovery from a substance use disorder. In 2025, our Community Residence served 40 residents who have substance use disorders, and Scattered Sites served 36 residents.

One of the clients that has completed our community residence and is currently in our scattered site program shared the following testimonial to be shared with this annual report. His story appears on the next 2 pages.



"I was asked to write a letter about my experience while I was a client at Catholic Charities Weider House in the Supportive Living Program.

I was at Weider house for 90 days in honestly. I didn't even want to come there after doing a detox, and twenty-eight-day inpatient was all I needed because that worked the last twenty times right, WRONG!!!! I also thought I needed a co-ed halfway house, not an all-male one, because, of course, I wanted to add unhealthy relationships to my broken baggage of life's duffel bag. Thank God, my higher power and male decided. Otherwise, so writing this Know, of course, I see all this for what it is.

To be clear, one program or another, they're all the same. It takes two things to make it a successful experience in one of these many programs out attended, the first is that everything in treatment or life in general is what you make of it, you control the experience, your perspective is your outcome, the second is staff. The people that work at these facilities are key.

It's the most important part without the proper guidance, Help, care, nothing can follow see. I'm not on legal; this is the very first and only time I've ever been in treatment, completely of my own free will, AND free will is a mother blanket, see I didn't know how to live my life. I couldn't control my life and to finally be so broken and, on your knees, begging to be shown the way how does one do this? While it's simple, the proper people showed you the way it's been working since 1935 Alcoholics Anonymous does the same thing. So, staff is so important.

If anything is taken from my testimony, it's staff and the staff at Weider House were truly amazing and I'm not just blowing smoke or I wouldn't of taken the time to create this, the employees, the staff, the counselors, the Add the kids all the way down to the drivers where something that I took complete advantage of, gaining the most from them to doing what they asked and truly learning. Making my stay one of the most beneficial, from the director Ciji down to the driver, Mason and everyone in between.

When you get to any treatment center, you are assigned a counselor mine was way younger than me and not in recovery herself! In the past, I would have been non receptive to any and everything she said and demonstrated, but by having this paradigm shift in my perspective, from being beaten and so broken, I was able to look up to her and be shown how to live. See because I wasn't living my life, life was barely living inside me.

See because I wasn't living my life, Life was barely living inside me. Over the next 3 months, she and I formed a great relationship, and I never had one of those. If I'm being honest, autumn showed me more than just recovery. How to manage time? How to have boundaries? How to be a normal member of society, how to take care of my legal, how to get legal identification, how to go to court, getting me out of numerous warrants, picked me up from jail kept me in the program!! I mean, she was better than most paid lawyers, encouraged me to go to school. The list goes on and on. I don't have enough paper to explain in all the ways she helped me.

When I completed Weider House, she passed the baton to Danielle who is the supportive living counselor, she was everything, and more as well, are one on ones, aren't just her staring at a laptop and asking me questions. It's like having a talk with a big sister or someone who completely is looking out for your well-being, she's actually engaged in truly listening, caring compassionate things in my active addiction, I wasn't used to relationships that I've formed that I never had much less were used to, and they will be the last counselors, for substance abuse I will ever have, and I'll remember them in my experience through Catholic Charities. For the rest of my life, they were truly the best all the counselors there were I felt like I was on everyone's caseload seriously.

Where and what place can you go and have client based healthy relationships with every staff member from residential director in clinical supervisor to admissions, counselor and recreational planner, it would be another page to list all the names. I end this with saying that I don't think my recovery would have remained or be where it is today without Catholic Charities."

~RWW



In 2025, the following statistics apply to our Community Residence:

Our top 5 counties served:

- 1.Steuben – 71.1%
- 2.Chemung – 13.3%
- 3.Monroe – 4.4%
- 4.Niagara – 4.4%
5. Allegany/Schuyler/Onondaga – 2.2 %

Ages served:

- 22-25 4.4%
- 26-35 33.3%
- 36-45 35.6%
- 46-55 15.6%
- 56+ 11.1%

Education:

- GED – 20%
- High School Diploma – 33.3%
- Lowest education achieved before drop out – 8th

Mental Health:

- Co-occurring Mental Health – 71.1%
- Ever Experienced Trauma- 57.8%

Top 5 Primary Substances:

- 1.Methamphetamine – 36%
- 2.Alcohol – 33%
3. Heroin- 15.6%
- 4.Other Opiate/Synthetic – 8.9%
- 5.Crack – 4.4%



In 2025, the following statistics apply to our Scattered Sites Program:

Our top 5 counties served:

- 1.Steuben – 54.5%
- 2.Allegany – 15.4%
- 3.Monroe – 13.6%
- 4.Livingston/Monroe 7.7%
- 5.Niagara – 4.4%

Ages served:

- 22-25 9.1%
- 26-35 45.5%
- 36-45 22.7%
- 46-55 9.1%
- 56+ 13.6%

Education:

- GED – 15%
- High School Diploma – 50%
- Lowest education achieved before drop out – 8th grade education

Mental Health:

- Co-occurring Mental Health – 59.1%
- Ever experienced Trauma- 54.5%

Top 5 Primary Substances:

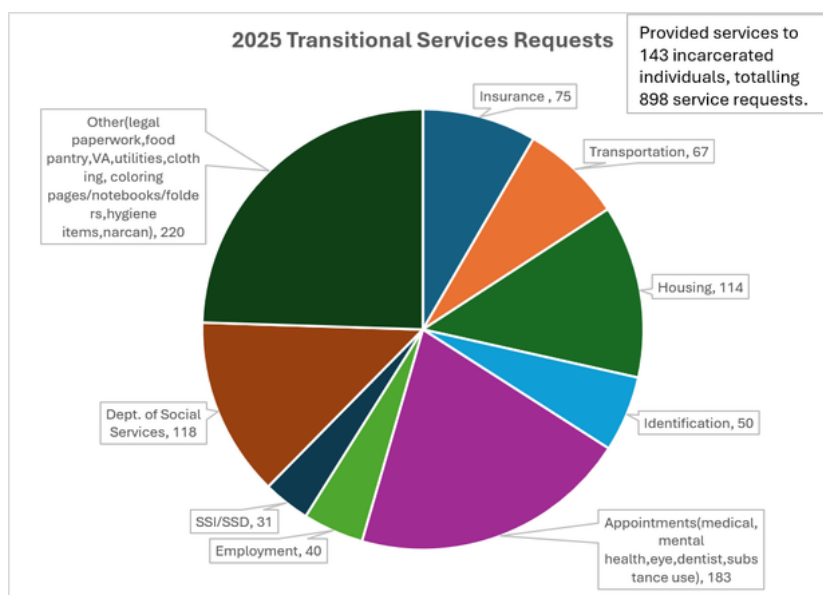
- 1.Methamphetamine – 27%
- 2.Heroin – 27%
- 3.Alcohol – 22.7%
- 4.Other Opiate/Synthetic – 9.1%
- 5.Cocaine/Crack – 4.5%

EMPLOYMENT CASE MANAGEMENT

The Employment Case Management Program is designed to help individuals build the skills necessary for long-term employability or provide support to those experiencing a long term barrier to employment. We collaborate with Livingston County Workforce Development and continue to provide clients with a range of employment-oriented activities including GED courses, English as a Second Language, and Job Readiness Training. We continued to break down individual barriers, such as lack of childcare, transportation and proper training. In 2025, over 180 clients were served through our employment program, many of whom achieved new or enhanced employment opportunities leading to greater economic stability.

JAIL SERVICES

Our Jail Services Team provides Transitional Services at Livingston County Jail, supporting incarcerated individuals as they prepare for their release dates. Services include assistance with housing, referrals to the Department of Social Services, mental health and primary care appointments, substance use treatment, SSI and Disability benefit reinstatement, medical insurance enrollment, and connections to community-based resources tailored to individual needs.



The team also facilitates evidence-based Cognitive Behavioral Intervention (CBI) classes at Livingston County Jail and Steuben County Jail. These programs focus on building positive thinking patterns and improving decision-making skills to support long-term success and ultimately reducing recidivism. In 2025, the program exceeded all targets—119% intake, 168% enrollment, and 115% completions. Curricula include Decision Points, Interactive Journaling, Anger Management, and Parenting Skills in Prison and Beyond, serving both male and female participants.

Our Second Chance (Re-entry Services) Program concluded in September 2025 after successfully serving 73 individuals over a three-year grant period. The Re-entry Services Caseworker began working with participants up to three months prior to release, helping them set goals, discuss resources, and develop a transition plan while fostering a supportive relationship. After release, our caseworker provided essential support, including transportation to appointments, probation assistance, securing housing and employment, and accessing emergency services.

Re-entry Services extended Transitional Services into the community to provide individualized support to promote successful reintegration. Through these combined efforts, we strengthened our ability to help individuals build stable, productive lives after incarceration.

AGENCY COUNCIL



Karen Dehais

Diocesan Director

Dr. Dennis O'Connor

Physician

Keuka Family Practice

Christopher O'Brien - Chairperson

Finance Chief of Staff

Corning Incorporated

Joanne Privitera

Retired Kindergarten Teacher

Keshequa Central School

Marianne Furfure – Secretary

Retired Family Court Judge

Wendy Recktenwald

Executive Director

Carly Gaudino

Relationship Manager

ESL Federal Credit Union

David Velasquez

Division VP and Director

Precision Glass Solutions

Corning Incorporated

Andrew Huber

Associate & Senior Consultant

Cayuga Partners

Valorie Whitehill

Hornell Partners for Growth

Business Improvement District

Manager

Beth Ann Jacobs

Secretary

Our Lady of the Valley Parish

Kiera Kuhn

Regional Director of Quality

URMC - Noyes



we are
here
for you