

ANNUAL REPORT 2019

Helping Our
Community Thrive

Catholic Charities

of Steuben

FROM THE DESK

Dear Friends,

2019 was a good year for Catholic Charities of Steuben, full of change and progress. We welcomed new staff, expanded our services, created a plan to guide our work, and continued to build partnerships that will have a lasting and positive impact.

We're proud to be working with a wide range of dedicated caring individuals and organizations. From government through to the faith community, there's a genuine groundswell and focus on helping people in need throughout our community. Together, our investment in providing person-centered service has helped over 20,000 people.

We also welcomed Tabitha Brewster as our new Chief Executive Officer, building on the legacy of our former Executive Director, Laura Opelt. Laura was a consummate strategic planner, very dedicated to the vision of Catholic Charities of Steuben. With Tabitha's leadership and skill set in building highly collaborative teams and strong community relationships, we are all very excited for what the future holds.

We've been constantly growing and learning ways to continue to meet the vast needs to pave the way for a better future. Our success is the community's success. With the ongoing support of our donors, partners, Board, and volunteers, Catholic Charities of Steuben is ready for the challenges and achievements ahead in 2020.

While this report reflects 2019 information, for the most up-to-date details on how we are working through COVID-19 please visit the website at www.catholiccharitiessteuben.org, visit us on Facebook, or sign up to receive our monthly e-newsletter.

Gary Pease
Board Chair

Tabitha J. Brewster, Ph.D
Chief Executive Officer

MISSION AND VISION

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, which helps fulfill Catholic Charities of the Diocese of Rochester's commitment to build a just society rooted in the dignity of all people.

To be recognized as a leader in providing services that effectively address the physical, emotional and spiritual needs of individuals and families, that develop self-sufficiency, and that protect, preserve and promote the dignity of persons.





Kinship Family & Youth

A service priority for Catholic Charities of Steuben

HEALTHY FAMILIES STEUBEN

Healthy Families Steuben (HFS), is an affiliate of Healthy Families New York - a Healthy Families America accredited home visiting program that matches parents with knowledgeable and caring home visitors. Home visitors develop healthy relationships with families and partner with parents to support them in responding in a sensitive and nurturing manner to their young children. HFS offers comprehensive support services designed to promote positive parent-child interaction, healthy child development, healthy relationships, family self-sufficiency, and connections to community resources when needed. Additionally home visitors help to increase critical supports in order to build protective factors and minimize stress, which is a risk factor for child abuse and maltreatment. Home visiting services are voluntary, relationship based, culturally sensitive, family centered, strength-based (building on parental competencies) and grounded in the parallel process; which means that the relationships we build with parents and families serve as a model for the supportive, positive relationships we help them cultivate with their children.

Healthy Families Steuben consists of 17 staff including Program Manager, Program Supervisors, Family Support Specialists and Family Resource Specialists. In 2019, average staff retention was 11 years! Ten staff have been with the program for over 10 years. Three of these ten staff members have been with the program for over 20 years.

In April 2019, Healthy Families New York was accredited by Healthy Families America (HFA). This accreditation demonstrates adherence to best practice in the areas of policy, training quality assurance/technical assistance, evaluation, and administrative guidance to the system. This accreditation also demonstrates the ability for Healthy Families New York to ensure that all sites within the system can adhere to the HFA Best Practice Standards and provide high quality HFA home visiting services to families. This accreditation is effective through June 2024.

In 2019, Healthy Families Steuben worked in partnership with 246 families completing 3,120 home visits.

- 100% of children were connected to a medical provider.
- 100% of parents were connected to a medical provider.
- 100% of children were up to date with recommended immunizations at 1 year of age.
- 100% of families were assessed for the risk of lead exposure.
- 60% of new families entered the program prenatally.
- 60% of families had fathers engaged in home visits.
- 369 developmental screens completed
- 604 referrals were made by program staff to community partners
- 82% of parents were employed, or enrolled in an education or job training program
- 21 families successfully completed the program in 2019.
- 46% of new mothers breastfed for at least 3 months.

04 | Annual Report 2019

In 2019, two staff became Certified Lactation Counselors (CLC's), for a total of five in the program. CLC's provide breastfeeding support and education to participants of Healthy Families Steuben as well as breastfeeding education to program staff. In addition, CLC's participate at local Baby Cafe with other community partners, providing support and education to those in attendance.

Seven staff became Certified Child Passenger Safety Technicians this year for a total of 13 program wide. Technicians provide critical education to participants and community members regarding child passenger safety and appropriate use of car seats. Because HFS program works with parents of children 5 and under, this is an invaluable service!

In 2019, the program received 998 referrals from various community partners. Healthy Families Steuben continues to be a proud, committed partner of Kids On Track Steuben. Kids On Track Steuben is the Implementation Partnership in Steuben County advancing the goals of United Way of the Southern Tier's Kids On Track initiative. The overarching goals of Kids On Track include school readiness, grade-level academic performance at 3rd grade, and high school completion. To advance these goals, the Kids On Track Implementation Partnership coordinates the efforts of multiple programs to achieve outcomes in the areas of child development and safe, nurturing environments for children including a streamlined referral process for prenatal families and families with young children.

Books and literacy information are provided to families to promote early literacy. In 2019, HFS distributed over 1,000 books to participants due to various community collaborations including ProAction, Inc's Read To Me Steuben program.

In March, 2 additional staff members participated and were certified in the use of the Growing Great Kids curriculum from Great Kids, Inc (GKI). GKI's mission is to partner with parents to reduce their stress and grow the essential parenting and life skills that will empower them to provide their children with a safe, loving home, and the inner strengths to reach their highest developmental potential. They accomplish their vision by developing and delivering training, curricula and other tools focused on building the competencies of parents and the professionals who work in programs, sharing their vision, who serve parents and their pre-birth to age five children. All HFS home visiting staff and supervisors are now certified to use the GGK curriculum.

"To someone considering the program I would say go for it - they are awesome and care so much for the whole family and they are there for you whenever you need help or someone to talk to. I promise anyone who involves themselves with healthy families will love and appreciate and learn a lot from them. It takes a village to raise a child and they are my-our village!!!"

"Wonderful staff, very supportive, non-judgmental, so helpful. They never have a bad day - at least they don't show it. I love the holiday get-together's, the books - everything!!!"

SUPPORTIVE HOME AND PARENT ENRICHMENT (SHAPE)

SHAPE (Supportive Home And Parent Enrichment) is a family preservation service that helps families build the strengths that set the stage for the joy and togetherness they want for themselves. Families work to: improve knowledge and skills, develop close nurturing relationships, tap into their resiliency when challenges arise, and connect with concrete supports to address any barriers to family success.

Our goals are to: Promote and strengthen family life, and self-reliance; to increase parents' skills as their children's primary caregiver and improve family relationships with school and community; and maintain highest professional standards of presentation and collaboration in the community at large.

SHAPE served a total of 177 families in 2019 within three counties (Allegany, Steuben, and Yates).

There are monthly and yearly outcomes that need to be achieved for the three counties we work with.

- For Allegany County we exceeded our target goals in improved parenting skills; improved family relationships; ability to access community resources; and completed their goals.
- For Steuben County we met or exceeded our target goals for improved parenting skills; children remaining with or reunited with family; and family engagement.
- For Yates County we met or exceeded our target goals of: youth remaining safely in their home; increased school attendance and performance; improved family skills in conflict resolution; and improved life, social and anger management skills.

ACCOMPLISHMENTS

Our Yates County SHAPE program continues to grow as we secured funding to provide a new service service for DSS, which was Skill Building. Due to the growth of services we have identified a new larger space to better meet our needs and relocated the program.



SHAPE client feedback from April and September surveys:

STEUBEN

"worker is available anytime & is very supportive"

"worker was great. Very well educated in her line of work & a great listener"

"she has been very helpful, more than I expected "

"worker is very good at what she does, is very supportive & makes me feel comfortable"

"amazing worker, helps me every way possible"

YATES

The caseworker "has been amazing. She's probably saved my life, no joke, more than once."

"I wouldn't change anything about her (the caseworker). Her calm & caring demeanor have been a blessing on more than one occasion."

The caseworker is "good communicator, good at identifying areas of stress & problems"

"she is amazing & has been super helpful"

"she has made a huge impact on the kids"

THERAPEUTIC FOSTER CARE

Our Therapeutic Foster Care Program specializes in the care of children and youth with significant psychological, social, emotional, or behavioral needs who can respond to close relationships within a family setting, and whose special needs require more intense or therapeutic services than are found in traditional foster care. Kinship serves to strengthen and enrich the quality of life for family members. Furthermore, we honor the dignity and worth of every human person. We believe there is no substitute for the family unit. We recognize family to be the relationship between persons that fosters each individual's mental, emotional, spiritual, and physical growth. We foster kinship and interdependence as the highest form of personal development.

Services provided by our staff include case planning, permanency planning, and coordination of medical care and educational plans for each child in our program. In addition, we provide ongoing support and care for foster parents, including weekly contact with a Child and Family Support Worker and planned respite.

Emergency assistance is available 24/7 by foster care staff who provide after-hours on call coverage.

Kinship staff work closely with the referring departments and the birth families to effectively and safely plan for the future of each child, which may include returning the child to his or her parents or another family member or preparing the child to live independently. We work diligently to promote permanency for each child in our care.

In 2019 we have served 41 youth within our program. Of the youth we served, 70% achieved their permanency goal of reunification with family or relatives or were adopted by their foster parents; which is an 10% increase from last year. We had a sibling group of 3 adopted by their foster parents in September after being in foster care for 2 years!

ACCOMPLISHMENTS

- We received our Health Licensure and expect to begin providing enhanced services in 2020.
- We received approval to be a designated provider for Children and Family Treatment and Support Services and Children's Home and Community Based Services and expect to start providing those services to the youth in our program in January 2020.

ADDITIONAL SERVICES



Kids Adventure Time (KAT)

KAT a strengths-based, structured, collaborative therapeutic recreation program for at-risk youth (and their siblings) ages 5-14 in Yates County, and has been operating since 1998. The staff to youth ratio is 1:3, with staffing composed of hired employees, voluntary agency staff and community members, and TANF eligible summer youth employees.

Number of children served: 16
5-9 year olds: 5
10-14 year olds: 11

Bath Community Child Day Care

Every day at BCCDC is a day of play and 2019 was no exception. What adults typically see as child's play is children exploring and interacting with the world around them. It is children making sense of their environment. It is children engaging in relationship building, strengthening life skills and problem solving. And at BCCDC we believe that children learn best through meaningful play.

Number of children served: 127
Number 5 and under: 60
6-8 year olds: 41
8-12 year olds: 26
Families scholarshipped: 15





Substance Free Living

A service priority for Catholic Charities of Steuben

PREVENTION SERVICES

STEUBEN COUNCIL ON ADDICTIONS

The Steuben Council is an information and referral based program that provides prevention education services to schools, communities and organizations across Steuben County. By educating and raising awareness with youth and adults on substance use and abuse issues, we hope to reduce the prevalence of substance use and its negative consequences in the community. This would make our communities healthier, safer and more positive. In 2019, 52,565 individuals were reached through Community Outreach efforts across Steuben County. Messages provided information to raise awareness to youth and adults to reduce the prevalence of substance use and its negative effects on our communities. This was accomplished through billboards, county wide displays, participation in Health Fairs and tables at schools.



The Steuben Council on Addictions' programming yielded the following results in 2019:

Of the 1,996 individuals who participated in science and evidence based programming: 1,410 completed a Pre/Post test and 1,343 (or 95%) reported engaging in positive decision making that lead to improved, responsible, and healthy behaviors especially in targeted areas of: substance use/abuse, sexual activity, bullying and criminal behavior.

Of the 2,882 individuals who participated in a non-evidenced based prevention program: 1,519 completed a Pre/Post test, with 1,494 (or 98%) of youth enrolled reporting that they engaged in positive decision making that lead to improved, responsible, and healthy behaviors especially in targeted areas of substance use/abuse, sexual activity, bullying and criminal behavior.

OTHER PREVENTION SERVICES PROGRAMS



Bath Area Hope for Youth

In 2019, 82 youth were enrolled in Bath Area Hope for Youth's individual and small group prevention counseling program. Seventy-eight percent demonstrated measurable reductions in student behavior problems, increased school attendance, improved academic performance, improved self-esteem, and increased family connection.



John Southard Youth Recreation Program

The John Southard Youth Recreation (JSYRC) program engages youth in physical, artistic, and mental/social interaction while providing alternative, drug-free activities.

In 2019, 152 children registered for the summer program.

Drug Free Committee

The Fifth Annual Youth Action Forum was held with 120 individuals participating.



The Steuben Coalition implemented the 2019 Prevention Needs Assessment survey in all thirteen school districts, with 5,545 youth in grades 6th, 8th & 12th participating.

RESIDENTIAL SERVICES

The Residential Program provides services to adult male individuals in recovery at an OASAS licensed *Community Residence* in Bath and a *Supportive Living Program* in Bath, New York.

Accomplishments for 2019:

- In 2019, we focused on recruiting and retaining full staff in the residential programs. Additionally, we increased staff credentialed as Qualified Health Professionals to 47% within the program.
- In 2019, we made many physical and environmental improvements to the Community Residence.
- In May 2019, we completed an integration to an Electronic Health Record (AWARDS), improving the efficiency, timeliness, and compliance of documentation within the program.
- In September 2019 we completed an OASAS Part 820 regulation transition which has been successful as evidenced by program and QI Compliance Measure audit improvements.
- In 2019, we started providing peer services within the Community Residence to assist our clients in the early days of their recovery. The peer was integral in getting our residents involved in various AA, NA and other self-help groups within the community.
- In 2019, we began offering more alumni activities to engage those that have completed our programs and be a solid support system for them.
- We continue to make improvements to the programs we offer to our residents offering more structure and a variety of tools to give them a solid foundation for which they can continue to build on their recovery upon leaving our programs.

Impact:

- The Community Residence (18 beds) and Supportive Living Program (totaling 18 beds) continue to improve individuals' lives by fostering a healthy recovery environment for Men in early recovery from a substance use disorder.
- In 2019, our Community Residence served 69 men who have substance use disorders for a total of 5,988 patient days. We had a 91% utilization of our capacity for the year. 92% of the men discharged from our program transitioned to stable housing (37% to SLP, 55% other housing), and the remaining 8% were incarcerated.
- In 2019, our Supportive Living Program served 33 men who have substance use disorders for a total of 5,288 patient days. We had an 80.5% utilization of our capacity for the year. 100% of the men discharged from our program moved to stable housing.
- In our Supportive Living Program for 2019, 37.5% of our clients gained employment, 12.5% of our clients were enrolled in higher education, and the remaining 50% provided volunteer services to area agencies, to include, but not limited to: Turning Point, Loyola/CASA, Salvation Army.
- In 2019, 11 of our residents were able to complete the Recovery Coach Academy training providing them the courses they need to become Certified Recovery Peer Advocates. This gives them a credential opening many employment opportunities and allowing them to give back to others battling addiction.
- Residents are empowered to take an active role in their recovery, their health, and well-being.
- 100% of residents are linked with a primary care provider within 7 days of admission, a substance abuse provider, and if needed, are linked with mental health services while residing in our programs.

THANK
YOU

About a year & a half ago my life had completely hit rock bottom. I had been a drug addict for many years but things had finally totally fell apart. I was on probation, homeless, and still using everyday. Probation eventually forced me into rehab for 33 days. Without the Weider House I wouldn't have had any where to go after rehab so I'd once again be homeless. Which means I'd be back using & selling drugs to survive. The program gave me a safe place to work on fixing myself and taught me the tools I needed to stay sober. It's been over a year and a half now that I've been in the program and I'm proud to say I'm still sober. This program has saved my life in more than one way. Thank you Weider House/Supportive Living!!

Sincerely,
Curtis N.



TURNING POINT

Following our agency mission “to build communities that care for all people by strengthening and preserving family life; promoting healthy child, individual, and family life; working to reduce poverty; and advocating for social justice and peace”, Turning Point is committed to empowering those living in poverty to improve the quality of their lives by providing emergency/supplemental food, short-term financial help, transportation assistance and community referrals.

Turning Point is proud to provide clients with *healthy food options*:

- In 2019, 1866 households (comprised of 4461 individuals) were served by our food pantries. 21,773 pantry related services were provided over the year.
- Our Fresh Farmacy pilot program, which provided fresh fruits and vegetables through a prescription from participating physicians, concluded in 2019. 56 households (comprised of 155 individuals) participated in this pilot. 3054 units of Fresh Farmacy services were provided over 2019. 21 physicians signed on as partners, with others continuing to show interest. Due to limited capacity, the creation of a wait list was necessary. We have applied for foundation grant funding to support this expanding service. Our 2020 goal is to strengthen the data collection behind this program and make it value based payment ready.
- This healthy food initiative is strengthened with our partnership with Cornell Cooperative Extension's nutrition education program. Participation in classes teach clients how to choose, prepare and store healthy foods. Additionally, our NOEP Coordinator meets with clients to provide an easier connection while applying for Supplemental Nutrition Assistance Program (SNAP) benefits. 315 households (consisting of 607 individuals) were educated and/or assisted with their SNAP application.

Turning Point is proud to provide clients with *Short term financial assistance*:

This may include funds for utility bill payments, securing/keeping safe, affordable housing or prescription assistance.

\$45,752.93 was provided to assist 234 families (consisting of 616 individuals) with utility payments and \$80,568 to shelter 160 households (consisting of 355 individuals).

Our prescription program assisted 52 patients receive their prescribed medications at a yearly expense of \$1691.32. 52% of these patients were 50 years or above, while 13% were 21 or younger.

Plans to further enhance our mobile services created through our prior FLPPS grant are currently underway. We have established MOU's with Ira Davenport Hospital and UR Medicine/ St. James Hornell Medical Village, where we offer Patient Transition and other basic needs services in community medical facilities. Another mobile location we are excited to begin providing services within is the Steuben County Jail. We look to 2020 to enhance these services with the hiring of a Recovery Coordinator and Basic Needs Coordinator focused on inmates transitioning back into the community.

We realize that we cannot provide every service our clients may need. In those cases, we refer to our community partners. An impressive 9,343 in house and community referrals were made during 2019. One exciting area we are expanding is our referral network to Medicaid's Adult Health Homes (AHH), Children Health Home programs (CHH), and Home & Community Based Services (HCBS) provided at Catholic Charities sister agencies and other community partners. We are partnering with UNITE-US to enhance our referral system. This collaboration will help us see these referrals to their completion.

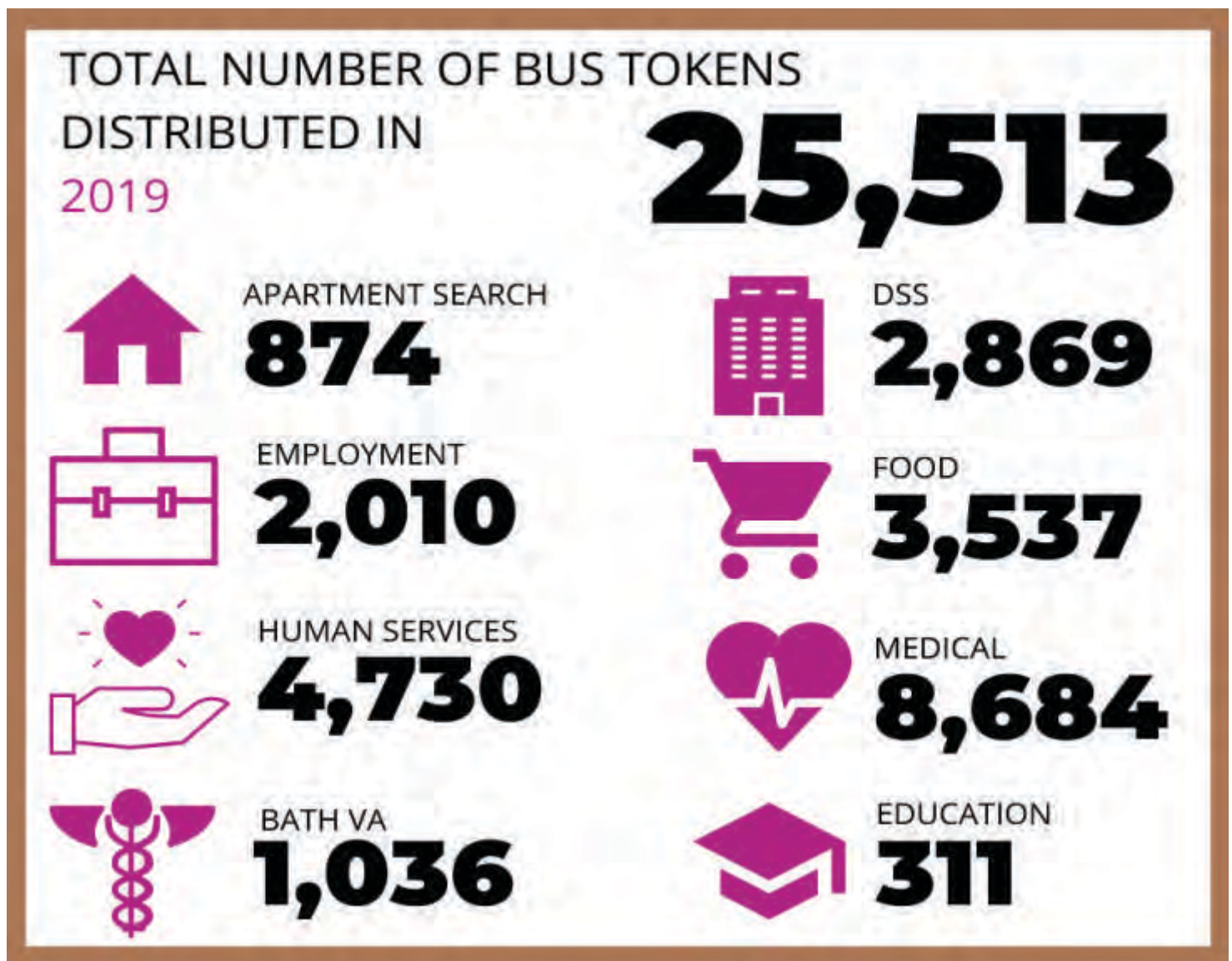
IN MEMORIAM

Turning Point and the entire Steuben community suffered an immense loss this year when Sister Susan Cain was called home by her Lord on May 6, 2019. She served as the director of the Steuben County Rural Ministry for over 19 years after teaching math at Our Lady of Mercy High School for 10 years and at Notre Dame High School for 28 years. In 2005 she was named Canisteo Grange Citizen of the Year and in 2013 received the McAuley Award from Notre Dame High School. Although Sister Cain stepped down as director in 2013, she continued to be closely involved with the Rural Ministry. In fact, she served in the Rural Ministry right up until March, entering her 62nd year as a Sister of Mercy. Sister Susan devoted herself to the area's poor and served as the face of the ministry by warmly welcoming clients and engaging community members for volunteerism and donations. Words cannot express how much she has been missed, yet her presence is still felt in the ministry she was so devoted to. This year 180 children were provided with backpacks filled with school supplies and 2,988 children and adults received Holiday baskets, gifts and stockings. With her desire for each child to receive chocolate in their Easter Basket, a plan to expand her Christmas and Easter mission to Bath and other Steuben County communities will occur in 2020.

Turning Point is continuing to secure *improved health outcomes*:

- Funding was provided by the Finger Lakes Performing Provider System (FLPPS). In 2018 we worked to connect individuals to primary care providers, medical insurance coverage and non-emergency medical transportation. We continue these services to connect to primary care but enhanced the focus on connection to dental and other specialties.
- The partnership developed in 2011 with Fidelis Care has continued to help low-income families and individuals access health coverage by assisting 1,383 individuals enroll in free or low-cost medical insurance.

Through our collaboration with the Institute of Human Services (IHS) and Medical Answering Service (MAS), 25,513 bus tokens were provided to 7,911 individuals.



SUCCESS STORIES

A success story that demonstrates the effect of Peer services provided is of a young family consisting of a mother and her young daughter. The daughter presented to Turning Point and through engagement with a peer, shared that she was currently a victim of a domestic violence situation. After being provided resources to a local domestic violence agency, the peer accompanied the client to the Department of Social Services and used her own life experience to navigate the family court system.

She was also connected to Arbor Development to assist in finding safe, affordable housing. After being navigated to a primary care physician, the young woman's doctor referred her to the Fresh Farmacy program. She participated in the program successfully from 5/17/19-11/15/19, graduating and learning how to choose, eat, and purchase healthy fresh fruits and vegetables.

One of the biggest success stories has been the individual achievement of each participant and the relationships developed by staff to help the client achieve their goals. A few examples include: One participant struggled to remember to keep her weekly appointments. She was very disengaged and even admitted to throwing her whole weeks' worth of produce away. While she did have a Wellness Plan in place, the goals were all health-related ones identified by her doctor. It became apparent that an adjustment needed to be made with client engagement and participation leading the goal choices. After this Wellness Plan change, she began showing up every week. She shared she felt a sense of achievement and that she felt more "heard" by her worker. A stronger connection between staff member and client was achieved. Through this connection, she started trying a variety of produce and began to see improved health outcomes.

Another participant started the program as a self-proclaimed "hermit", living in a camper on top of a rural hill outside of town, with anxiety about being in public. After becoming more comfortable with the staff member that provided her weekly case management, she began to step outside of her comfort zone-even enrolling in the Food Bank of the Southern Tier's Speakers Bureau program. Through this 10-week public speaking and advocacy training program, this individual has become a leader for change in the community, speaking to audiences and sharing her lived experience.

JUSTICE & PEACE

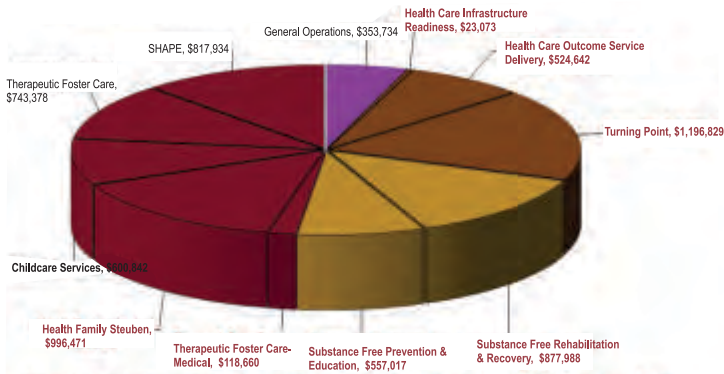
Justice and Peace is a thread woven through all of the work of Catholic Charities of Steuben. At the same time, it is the arm of the organization that works to influence public policy and encourage action regarding social justice issues. We engage the community and faith communities through educational programs, materials, and linkages to service opportunities.

In 2019, Catholic Charities of Steuben partnered with many faith-based organizations to advocate for the passage of the Farmworkers Fair Labor Practices Act, ending the exclusion of farmworkers from basic rights, and granting equal treatment under labor laws. In New York State, farmworkers are among the most vulnerable workers. We helped circulate petitions to local parishes, provide education, and advocated with legislature, to ensure the voices across rural Steuben county are heard.

We appreciated the opportunity to partner with community parishes once again in The Catholic Relief Services Operation Rice Bowl(ORB). In 2019, \$4,121.56 was contributed across Steuben County. 75% of these contributions (\$3,090.87) help make a real difference globally including: improving small-scale agriculture, building village wells/sanitation systems, maternal and child health and education. 25% of contributions (\$1,030.39) help alleviate hunger in our local communities. 2019 Operation Rice Bowl grantees included: Hornell Turning Point Food Pantry, Corning Community Food Pantry, Mustard Seed Ministries, and Loaves and Fishes Food Pantry.

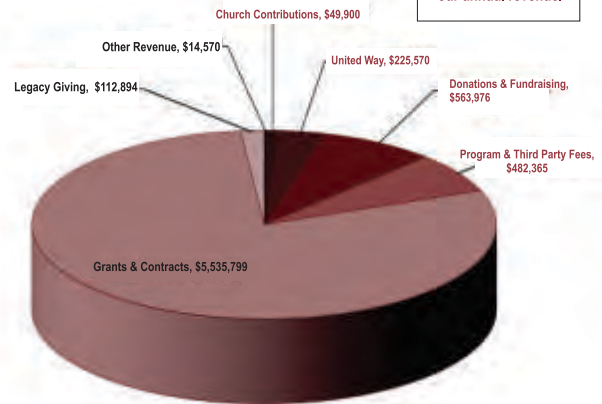
FINANCIAL INFORMATION

Where the money went to in 2019...



New service initiative connecting families to better health outcomes. Grant funds will provide resource to increase service work and infrastructure to connect people in poverty to a primary health care provider and services that will improve the quality of their overall health. Overall 57% of our agency services will be evaluated and become part of the new Health Care Initiative service delivery System.

Where the money came in 2019...



Thank you to our community for providing over 13% of our annual revenue.

KEY



Where the Money Went to in 2019....

General Operations	\$	353,734
Health Care Infrastructure Readiness	\$	23,073
Health Care Outcomes Service Delivery	\$	524,642
Turning Point	\$	1,196,829
Substance Free Rehabilitation & Recovery	\$	877,988
Substance Free Prevention & Education	\$	557,017
Therapeutic Foster Care-Medical	\$	118,660
Healthy Families Steuben	\$	996,471
Childcare Services	\$	600,842
Therapeutic Foster Care	\$	743,378
SHAPE	\$	817,934
Total Expenses	\$	6,810,567
	\$	6,810,567

Where the Money Came From in 2019....

Other Revenue	\$	14,570
Church Contributions	\$	49,990
United Way	\$	225,570
Donations & Fundraising	\$	563,976
Program & Third Party Fees	\$	482,365
Grants & Contracts	\$	5,535,799
Total (unrestricted)	\$	6,872,269
Legacy Giving	\$	112,894
Board Restricted Investment Earnings	\$	244,701
Total Income	\$	7,229,865

Unaudited financial information

RECOGNIZING OUR VOLUNTEERS

Catholic Charities of Steuben (CCS) is pleased to announce the recipients of our 2019 Annual Awards. Each year CCS recognizes individuals or organizations in Steuben County for outstanding commitment to our agency, its mission, and the service priorities that combine to advance our mission, including Kinship Family and Youth, Substance Free Living, and Turning Point. The theme for this year's Awards Dinner was Fostering Healthy Communities.

Awardees were recognized at a dinner held Tuesday, October 29, 2019 at the Bath Country Club "Par 4 the Course" Restaurant in Bath, NY. More than 100 people were in attendance. Of note were Assemblyman Philip A. Palmesano (R, C, I), and Molly Safreed for Congressman Tom Reed (R), who each presented official proclamations from their



respective offices to the award winners. Awards included the Friends of Catholic Charities Award, the William and Dorothy Belknap Award, the Lorie Gerstel Award, the Barbara Fairbanks Award, the Therapeutic Foster Care Parent of the Year Award, the Works of Love Award, the Spirit of Turning Point Award, the Andy Mazzella Compassion Award, the Golden Shoe Award, and the Robert Turissini Award.



The highest community honor, the Friends of Catholic Charities Award, recognizes an individual or organization that has helped CCS achieve its mission of building community, strengthening families, reducing poverty, and



advocating for social justice. The 2019 honor went to Mary Beth Debus of Buffalo, NY. In presenting the award, CCS Board Chair Gary Pease said, "There is one person who stands out as having helped our organization make great gains in helping our clients to connect with health care and obtain better health outcomes, and that is Mary Beth Debus. Mary Beth worked with us as a consultant over the past two years. We are very proud of the accomplishments we have made, under the guidance of Mary Beth, in the area of improving health outcomes for our families and clients."

19| Annual Report 2019

The Works of Love Award recognizes the extraordinary effort of a member of the faith community who collaborates with CCS to act on social justice issues and serve the most vulnerable in our community, advancing CCS' mission through various works of love. The 2019 award went to the Daughters of the King chapter in Hornell, NY. Accepting the award on behalf of the chapter were Amy Davies and Kathy McGregor. The Daughters of the King chapter in Hornell participate in the STEPS Walk, which raises both awareness and funds for so many people in need. In addition, this past year they also donated several “meal kits” – bags containing shelf-stable food so individuals who were hungry could have a meal. CCS' Turning Point Rural Coordinator, Steve Olix, presented the award saying, “The importance of this gesture cannot be understated. Thank you from all of us at Catholic Charities of Steuben, especially Turing Point Hornell. Your gesture has been key in furthering the mission and fostering healthy communities. You've reached so many individuals with your kindness. It truly is a work of love.”



The Andy Mazzella Compassion Award was established in honor of Andy Mazzella, who dedicated many years of service to CCS both as a volunteer and paid staff, working with deeply felt compassion to assist low income families in our community who are struggling. This award gives special recognition to those individuals in CCS or in the Steuben County community who have given selflessly of themselves to improve the human condition of others. In 2019, the award went to Bea Magsamen of Bath, NY. CCS Development Director Paula Smith presented the award, saying, “Every day I see Bea fostering healthy communities by greeting people with kindness, dignity, and respect. It is because of the compassion of this volunteer that whenever I travel to a conference or tabling opportunity, I make

sure to collect toiletries and giveaways to bring back to Bea. She will take these 'donations' and put together toiletry care packages for people who are homeless or others in need, or use the “giveaways” to hand out to the kids she sees at the agency. Her thoughtfulness to improve the lives of others has truly made an everlasting impression on me.”



The Spirit of Turning Point Award recognizes a volunteer whose contribution helps to advance the work of Turning Point, either through advocacy, education, building relationships, developing resources, or increasing capacity. In 2019, CCS chose to honor Ellie Brown of Bath, NY. Ms. Brown is a volunteer at the Turning Point Bath location. In presenting the award, CCS' former Turning Point Assistant Director, Olivia Dates, said, “Ellie delivers superior customer service, treating all individuals that walk through the front door with dignity and respect. She dedicates at least 20 hours per week – sometimes more – as a receptionist, greeter, and listener. Her commitment to customer service helps to foster a healthy community by creating a warm, welcoming, and therapeutic environment for anyone coming into Bath Turning Point. This individual is truly a blessing to our team and we could not provide service to our fullest capacity without her.”



RECOGNIZING OUR VOLUNTEERS

The William and Dorothy Belknap Award was established to honor this couple who saw a need in the Bath community for youth services and recreational activities, so they took the initiative to start Bath Area Hope for Youth. The award recognizes an individual or organization who has, through their efforts and dedication, promoted the work of CCS in providing Substance Free Living Prevention Services to youth, families, and communities. The 2019 award went to the Corning-Painted Post School District (C-PP). Accepting the award on behalf of C-PP were John Whaley, Principal at Severn Elementary School; Miriam Cummings, Social Worker at Erwin Valley Elementary School; and Laurie Friends, Social Worker at Gregg Elementary School.



Jim Bassage, CCS' Prevention Services Director, presented the award saying, "For the last three and half years C-PP has worked closely with CCS' Steuben Council on Addictions program to provide prevention education opportunities within their entire school district, including all elementary schools, the middle school, and high school. They have identified prevention education as an issue to champion, and over the last three-and-a-half years we have continually increased the number of classroom programs offered in the elementary schools, brought recovery speakers into their high school health classes, and most recently helped to address e-cigarette/vaping issues with our Teen Intervene program. C-PP wants their students to have current and vital information, so they can make positive life choices. C-PP values the success of their students and show this by providing them with opportunities to learn new skills, which in turn help them lead healthier lives."



The Barbara Fairbanks Award recognizes an individual or individuals who exemplify Barb's strong commitment to advocating for the children of Steuben County through their support of CCS' Kinship Family and Youth programs. Recipients believe in strengthening families and bringing hope to children, as well as demonstrate a passion for advocating for children and providing opportunities to enrich their lives. This is shown by consistently providing support to one or more Kinship Family and Youth programs, giving of themselves or their resources beyond what is expected, and by being a positive voice for Kinship Family and Youth in the community. The 2019 recipient was Wendy Recktenwald of Arkport, NY.

In presenting the award, CCS' Director of Child Welfare Services, Melissa Nichols Mahany said, "For the past two years, Ms. Recktenwald has selected our Therapeutic Foster Care (TFC) and SHAPE Steuben programs to receive toy donations collected at an annual dinner she hosts for her family and friends. We were presented with so many toys, clothes, and gifts for the youth and families in our programs, it took two trucks to deliver the donations to our office. The following year, Recktenwald took the fundraiser to a new level by hosting the gathering in a public location, publishing an article in the local paper calling on the community to help, and contacting Walmart for donations. Wendy collected even more than she had the previous year. We are overwhelmed by the generosity of Ms. Recktenwald's family, friends, and the community who bought donations for our programs."

21 | Annual Report 2019

The Foster Parent of the Year Award was established to recognize the qualities of foster parents that are so important to the success of our youth and CCS' Therapeutic Foster Care program. These qualities include: an ability to work in partnership with Therapeutic Foster Care staff, DSS caseworkers, birth parents, service providers and others; an understanding of Therapeutic Foster Care's philosophy of fostering – knowing what it means to be therapeutic foster care parents; attendance at ongoing trainings to improve their skills and knowledge; and a commitment to maintaining a house full of difficult children safely and lovingly. The 2019 recipient was Clyde and Kathi Buchanan of Springwater, NY.



Michele Strazzeri, CCS' Therapeutic Foster Care Clinical Supervisor/Medicaid Managed Care Liaison, presented the award, saying, "This couple has been foster parents with Catholic Charities Therapeutic Foster Care since 2016. From the first day, they have been dedicated foster parents to numerous children. They have had children of all ages and abilities in their home and have shown every one of them the same kindness and care that they had with their own biological children. They travel endlessly to get these children to all their medical appointments and family visits; some being many hours away. They also have extended their kindness and friendship to some of these children's biological families. They have opened their home to them and try to help them build a better relationship with their children to be able to reunite with them successfully. "Family is huge for this couple. They are the hub of their own large family and welcome everyone into their home with open arms. It is not uncommon when you are at their home that there are also other family and friends there too. Daily friendly visits are the norm. This couple not only fosters children, but fosters families as well. They truly embody the concept of Fostering Healthy Communities. We all feel very fortunate to have these foster parents as part of our Catholic Charities family."



The Lorie Gerstel Award was established in 2019 in memory of Lorie Gerstel, a long-time member of CCS' Board of Directors and the Steuben Council on Addictions Advisory Council. Lorie was a staunch supporter of the efforts of substance abuse services and prevention in Steuben County. The award recognizes a person or agency who has, through their efforts, supported and helped to advance substance abuse services in Steuben County. The inaugural award recipient was Julie Haar of Hammondspport, NY. Ms. Haar works at Steuben County Alcoholism and Substance Abuse Services



In presenting the award, CCS Residential Director Trinity Cowburn said, "While participating as a member of the Steuben County Drug Court Team, Julie worked tirelessly to get participants into the right treatment program and has supported their recoveries in so many ways. She recognized the unique challenges and limited resources women with substance abuse disorder face while participating in Steuben County Drug Court and helped to get them support for the trauma that led them into addiction. Ms. Haar is actively involved with the self-help community. Julie is currently providing addiction services to Steuben County inmates to help them break their addiction and get support when they are released. This is not a job for her, but a true passion which shows in the extraordinary care she provides to all the

beautiful lives she touches. She is a tireless advocate for more services and programs in the community to improve the lives of those who suffer from addiction as well as those in recovery. Additionally, Ms. Haar has educated so many other team members about addiction and how to assist participants to give them the greatest chances of success in drug court. She is a light in this dark world of addiction and greets every soul she encounters with a smile, a warm hug, and a lot of love. She is known for her beautiful approach of blending compassion and tough love. Her apparent ability to support an individual's onerous consequences without divorcing any care or compassion for that individual is a rare ability and is something that, along with all her other gifts, makes her an outstanding canddate for this award."

The Golden Shoe Award recognizes the individual walker or team who raised the most funds for CCS' annual Steps To End Poverty in Steuben (STEPS) Walk. The one mile walk not only raises funds to support Turning Point's poverty programs, but also raises awareness about poverty in Steuben County. The walk takes place in three locations across Steuben County corresponding to Turning Point locations in the Bath, Corning, and Hornell/ Canisteo areas. Funds raised in each location stay in that location. The 2019 Golden Shoe Award recipient was Kacey Blaney of Jasper, NY. Ms. Blaney has participated in the STEPS Walk for the past five years. In total, she has raised almost \$8,000 for our neighbors in need. This is her 3rd Golden Shoe Award. In presenting the award, CCS Development Director, Paula Smith, said, "Through her efforts, for which we are so very grateful, this year's award recipient has truly helped us to foster healthy communities. We are so very blessed to have her support."



The Robert Turissini Award for Extraordinary Service was established by the CCS Board of Directors as a special way to honor outstanding employees. Bob Turissini was instrumental in establishing Catholic Charities of Steuben. His dedicated service and leadership as the first CCS Board Chair guided the agency from its creation in 1997 to position the agency for success today.



This year's recipient was Grant Development & Data Management Director Sue Bozman of Hammondsport, NY. CCS Development Director, Paula Smith, presented the award, saying, "Ms. Bozman is integral to our agency's ability to foster healthy communities. She continually, year over year, goes above and beyond to ensure we have the necessary funding in place to run our agency's programs. This year, in particular, Sue has secured several significant grants for our organization. In addition to grant writing and database management, Ms. Bozman willingly jumped in to take over supervision of our Data

Coordinator this year when there was a gap in supervision. She also provides training on Raiser's Edge and Awards, is heavily involved in reporting out to our funders, works events (like this one), is responsible for our Annual Report, and is a dedicated, valued, and respected member of the Development Team."

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Without the amazing generosity and support of all our donors, we could not have achieved the results and outcomes and helped our community THRIVE.

Helping children and families become stronger and successful.

Helping neighbors in financial crisis turn a corner in their lives and get on a path to self-sufficiency.

Helping build public awareness and knowledge about substance use and its consequences.

For a complete list of donors, please visit
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