



2021 ANNUAL REPORT

OUR MISSION

Catholic Charities of Onondaga County is dedicated to caring for those in need while promoting human development, collaboration, and the elimination of poverty and injustice. We strive to empower those served to transform their lives in the spirit of God's love and compassion.



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A Message from Our Executive Director

Dear Friends,

It is a blessing to be a part of a community that comes together in unity to serve and care for others regardless of the circumstances. The year 2021 brought many challenges. The constant twists and turns of navigating a pandemic, keeping our emergency services open 24/7 to help people who are struggling, labor shortages that stretched our staff in countless ways, and the ongoing efforts to establish a new location for our men's shelter were difficult, to say the least. Thanks to you - our staff, Board of Directors, volunteers, and donors - and your unwavering willingness to stand by us, innovate with us, and invest in us, we never missed a beat.

It is a grand task to try to capture what we do with words. This year's annual report will feature significant milestones and moments that we are proud of - a mere slice of the successes we have accomplished together. Finding a new home for our men's shelter and developing a holistic approach to our housing services may be our crown jewel. No less significant is turning on a dime to resettle more than 300 Afghan refugees fleeing a brutal regime, perhaps our finest hour as an agency. Finally, ensuring that our youngest clients have access to early childhood education and a fighting chance of breaking free from the poverty they were born into speaks to our commitment to poverty reduction.

Nothing we accomplish we do alone. Our mission is clear and simple; the work is hard and complex. Thank you for standing by us on our journey to create hope and transform lives.

Sincerely,

A handwritten signature in blue ink that reads "Mike Melara". The signature is fluid and cursive, with the first name "Mike" and last name "Melara" clearly legible.

Michael F. Melara
Executive Director

CRISIS PROGRAMS

Our **Crisis Response** programs are a lifeline for individuals and families who have fallen on hard times and require immediate assistance. We provide emergency shelter and housing services and assist with medical co-pays, utility payments, clothing, and food. Our team works closely with area providers to establish a strong network of crisis support. The need for support is great in our city. Thirty percent of our general population and 48% of our children are living in poverty. It doesn't take much. A job loss, an illness, or one bad decision can put an individual or family living at or below the poverty line in crisis.



PROGRAMS

- Homelessness & Emergency Services
- Men's Shelter
- Emergency & Housing Assistance
- Permanent Supportive Housing
- Relocation Assistance
- Supportive Services for Veteran Families
- Food Pantry



Program Highlight

The Catholic Charities Housing Services Center Gets a New Home on Erie Boulevard East

Catholic Charities was faced with the daunting task of relocating our men's shelter to make way for a major economic development project that would bring much-needed economic opportunity to Syracuse's South Side. Finding a new home for 350 men who need emergency shelter each year was challenging, but after a two-year search, extensive planning sessions, and community meetings, we found a suitable location that would help us rethink how we serve the homeless and housing vulnerable.

The parcel of land at 1801 Erie Boulevard E. offers us the opportunity to bring all of our housing services onto one site to provide a full spectrum of care to vulnerable individuals and families in need of housing. **The Catholic Charities Housing Services Center (HSC)** will house an 80-bed emergency men's shelter, eight apartments for homeless men considered to be highly vulnerable, office space for Housing Services staff, and a culinary kitchen for workforce development initiatives. The center will also provide critical onsite health and mental health services to clients in need.

The HSC will be paired with the Intake Center, currently open 24/7 and located downtown at our Emergency Services location. Working together with the city and other shelter providers, Catholic Charities will help anyone in need of emergency housing find appropriate shelter and provide transportation to that shelter night or day, rain or shine.

Our ability to address homelessness and housing instability in the city of Syracuse will be greatly enhanced by the HSC. The initial construction phase is scheduled to be completed in the fourth quarter of 2022.

Sustainability Snapshot

- Supportive Housing: 96% of formerly homeless residents remained stably housed in 2021
- Rapid Rehousing: 89% of homeless persons served became stably housed



614

Clients at Risk of Homelessness Housed

348

Individuals Provided Emergency Shelter

1,422

Emergency Financial Rental and Utility Assistance for Clients

339

Former Homeless Individuals and Families Housed Permanently

STABILITY PROGRAMS

Our **Stability Services** provide a solid foundation upon which individuals and families emerging from a crisis can firmly stand. Our aim is to eliminate the barriers that lead to prolonged poverty, trauma, and reliance on systemic infrastructures that reduce independence. Our stability efforts often bridge the gap between finding consistent help and finding none at all.

For individuals with severe health or mental health issues to remain stable, they need support in managing their medical and behavioral health, while also keeping a roof over their heads. For the elderly who want to age at home, stability means getting to a doctor's appointment, food security, and help with finances or a minor household repair. Stability for refugees arriving in the United States to start a new life requires legal support, a place to live, schools for their children, health care, and learning a new language and culture. Many need extra support in dealing with the trauma and grief of fleeing a war-torn country and leaving loved ones behind. The social, cultural, economic, emotional, and psychological resources we provide equip our clients with the stability they need to move toward self-actualization and a better life.

PROGRAMS

- Health Services Coordination
- Children's Health Home
- Adult Health Home
- Elderly Services

REFUGEE SERVICES

- Refugee Resettlement
- Refugee Youth
- Employment
- Citizenship & Immigration Legal Services



Program Highlight

Welcoming Refugees and Setting Them Up for Success

The terror caused by the Taliban in Afghanistan forced tens of thousands of Afghan refugees to flee to the United States and other countries for safety. Our **Refugee Resettlement** team received little advance notice about the number of refugees who would be placed in Syracuse, a Sanctuary City, to start a new life. Arrivals began in September 2021, with Catholic Charities resettling more than 300 refugees within just a few months.

Thanks to **UnitedHealthcare**, Catholic Charities Northside CYO was awarded an Empowering Health grant of \$174,000 to help refugees gain access to medical services. Refugee advocates, known as “Navigators,” engaged directly with families to connect them with health care benefits. This direct support helped new refugees gain a better understanding of the American healthcare system and how it can be used for primary and preventative care.

Sustainability Snapshot

- Adult Health Home: 55% of adults served with severe health and mental health conditions did not have a single ER visit in 2021
- Refugee Youth: 86% of youth ages 13-18 had improved positive youth development outcomes (academic, health, social/emotional, community engagement)
- Elderly Services: 93% of older adults served were able to remain safely in their own homes, avoiding long-term care placement



1,299
Refugees Assisted

321
Refugees Resettled

205
Children
383
Adults Provided with Health
Home Care Management
Services

551
Seniors Over the
Age of 65 Served

CAPACITY BUILDING PROGRAMS

Creating a positive and nurturing environment that encourages personal growth while providing education, vocational training, and skill enrichment is fundamental to our **Capacity Building** programs. Our staff works closely with families who often require more comprehensive and direct support resources to help them thrive. Whether they are clients recovering from substance abuse or participants in need of effective parenting strategies, every program is designed to enhance their ability to apply different skills in dynamic situations.

PROGRAMS

- Clinical, Family, and Peer Support Services
- Counseling and Better Beginnings
- Hope Connections
- Family Preservation, Healthy Start, ParentChild+, Parent Education, and Permanency

DEVELOPMENTAL SERVICES

- Universal Pre-K
- Community-Based Services for Youth & Teens
- Skill-Building
- School-Based Services



Program Highlight

Preschoolers Moving Upward and Onward

Over the course of two years, parents and children who enroll in our ParentChild+ program blossom in more ways than one. The program is delivered directly to families in their homes as well as to child care providers in need of additional support. The goals of the program are to promote literacy, supply parents with helpful resources to positively engage their children, and meet families where they are in order to help them grow. The children receive books and tools to help them become pre-school ready, while their parents learn effective ways to encourage each child's development.

One of the most impactful aspects of the program are the Early Learning Specialists who visit the families in-person twice a week. This in-person element of the program required adjustments due to the pandemic; however, the participants and staff found other ways to meet. Through Zoom calls, FaceTime interactions, and weather-permitting outdoor visitations, the show went on. In 2021, the children in both the child care provider sites and the families served enjoyed celebratory ceremonies held in their most important primary learning environment: their homes. Of 41 children on the program roster, 100% graduated from the phase they were in, sporting a nice cap and big smiles while eating homemade pizza from kits prepared by the Culinary Arts for Self-Sufficiency program.

Sustainability Snapshot

- Literacy skills increased from 5% to 21%
 - Mathematic skills increased from 3% to 12%
 - 81% increase in social-emotional capacity
 - 73% increase in language capacity, including English as a New Language learners
 - 91% increase in cognitive capacity
- Lullaby League: 100% of participants demonstrated an improved understanding of the positive and negative outcomes associated with behaviors during pregnancy



17,073

Meals Served Over Four
Child Care Center
Pre-K Sites

1,430

Children and Youth
Participated in Educational
Programming

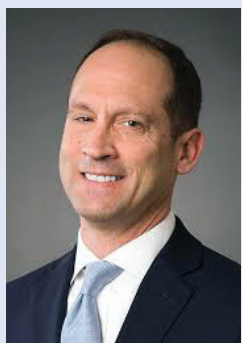
486

Parents Equipped with
Enhanced Child Rearing
Skills

275

Clients Received
Employment Coaching

A MESSAGE FROM OUR BOARD PRESIDENT



Dear Friends,

Do I mention in Catholic Charities' annual report that we were drinking Champagne? That was the question before me. The optics could obviously be a problem. Drinking Champagne is not, and should not, be a routine occurrence at social services organizations like Catholic Charities.

Hopefully, I could explain to the satisfaction of our supporters why it was justified on this one, exceptional occasion.

2021 was a tumultuous year for every human services non-profit, and an especially challenging one for Catholic Charities. Navigating a pandemic in one of the poorest cities in our country is difficult enough, but add to that the task of finding a new home for our men's homeless shelter, and our challenge was even more heightened.

One of the standout moments was a surprise celebration for Executive Director, Mike Melara, and Chief Financial Officer, Lindsay Cronkright, after they closed on the purchase of 1801 Erie Boulevard E. – the location of our new Housing Services Center. There we all were, in late October, standing in the dank basement of a derelict 1950s truck showroom. With plastic flutes of Champagne raised, we sighed with joy and relief. What a moment! We had crossed the threshold after a two years-long search for our new home. At this new location, once complete, our housing program will transform homeless services in a way that will be an

example for other shelters to inspect and follow. We are breaking ground here in more ways than one.

One would be hard-pressed to find a better collaboration between the public and private sectors to help those in most need of help – Catholic Charities, the City of Syracuse, Onondaga County, and JMA Wireless did just that.

Yes, we began 2021 uncertain about where our efforts would land us. But thanks to dedicated and courageous staff, a committed community, and many generous donors like you, we ended the year on a high note worth celebrating. Cheers to us, and to you!

Sincerely,

Julian B. Modesti
President, Board of Directors



THE CATHOLIC CHARITIES
House of Providence
AWARDS

PRESENTED BY

J.W. Burns and Company Investment Counsel

We celebrated our 36th Annual House of Providence Awards on September 29, 2021, honoring three community members for their outstanding commitment and service to the most vulnerable members of our community. Sharon Owens received the Humanitarian Service Award, Hank Centore received the President's Award, and Monsignor Neal Quartier, Ph.D., LCSW, BCD, received the Bishop's Award.

Thank you to our 2021 Signature and Major Sponsors:

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Murphy and Nolan, Inc.

Christopher Community, Inc.

M&T Bank

NBT Bank

JMA Wireless

Pope John XXIII Roman Catholic Church

Excellus BlueCross BlueShield

Wegmans Food Markets, Inc.

BPAS

Rich & Gardner Construction Company, Inc.

93Q

SAVE THE DATE!

The 37th Annual House of Providence Awards is scheduled to take place on Wednesday, September 28, 2022 at the OnCenter in Downtown Syracuse and via virtual livestream to celebrate the extraordinary contributions of our esteemed honorees: Monsignor Charles J. Fahey, Bishop's Award recipient; Jaime Alicea, President's Award recipient; and Ann Rooney, Humanitarian Service Award recipient. Please join us!

More
Information Here



LEAVE A LEGACY

Giving to a charitable organization is a unique expression of your values, world view, and relationships. When you create a charitable legacy, it becomes a reflection of your life. Establishing a charitable legacy through estate planning is a powerful way to impact future generations and provide for the organizations and causes you care about.

For nearly 100 years, Catholic Charities of Onondaga County has worked hard to ensure that our doors are always open to serve people in need. This is only possible through your compassion and generosity. You already have a significant legacy through your lifetime giving, but now you might want to consider making a lasting legacy for future generations through your financial or estate plan.

Catholic Charities is proud to partner with the Central New York Community Foundation to help you consider a legacy gift with your advisors to find an approach that works for you.

For more information on how you can include Catholic Charities of Onondaga County in your financial or estate plan, please contact:

Thomas M. Griffith, VP, Development
Central New York Community Foundation
TGriffith@cnycf.org
315-883-5544



Or

Brenda Parkerson, Chief Development Officer
Catholic Charities of Onondaga County
bparkerson@ccoc.us
315-362-7528

GIFTS OF APPRECIATED STOCK

Did you know that giving stocks that have increased in value over time can be better than giving cash?

"By donating stocks, I was able to give more to Catholic Charities and make a bigger impact on people in need in our community than if I had given cash."

Chris Gorman, Board Director, Catholic Charities of Onondaga County

Giving appreciated securities can be an ideal way to support our work. This strategy helps you avoid long-term capital gains taxes and could give you an income tax deduction for the full market value of your securities. To find out how you can make your charitable dollars go farther and have a greater impact on the people we serve, please contact Brenda Parkerson, Chief Development Officer, at 315-362-7528.

KEY DONOR BENEFITS OF A GIFT OF STOCK

	Selling the securities and donating the cash	Donating the securities directly	Just donating cash
Market value of stock	\$10,000	\$10,000	N/A
Cost Basis	\$2,000	\$2,000	N/A
Gain	\$8,000	\$8,000	N/A
Taxes on the gain	\$1,904	\$0	N/A
Gift to Catholic Charities	\$8,096	\$10,000	\$10,000
Income tax deduction	\$2,591	\$3,200	\$3,200
Total Benefit	\$10,687	\$15,104	\$13,200

**Assumes 32% marginal income tax rate, 20% capital gains tax and 3.8% surtax on net investment income*

We encourage you to consult with a trusted financial advisor regarding your particular tax situation. This scenario is for illustrative purposes only. Your situation may be different.

HONOR ROLL OF DONORS

Gifts made between January 1, 2021 - December 31, 2021

The Honor Roll of Donors acknowledges the cumulative giving of all individuals and organizations that supported Catholic Charities of Onondaga County with a financial contribution during the period of January 1, 2021 to December 31, 2021.

Special recognition is given to members of the 1923 Society, our premiere giving society named for the year Catholic Charities of the Roman Catholic Diocese of Syracuse was incorporated. 1923 Society members have made unrestricted gifts totaling \$1,000 or more annually.

- **Circle of Light Members** have made an annual unrestricted gift of at least \$10,000
- **Leadership Members** have made an annual unrestricted gift of at least \$5,000
- **Sustaining Members** have made an annual unrestricted gift of at least \$1,000

The publication of the Honor Roll is intended to recognize and thank all Catholic Charities of Onondaga County donors. We have made every effort to ensure this list is comprehensive and accurate. Any errors of omission or fact should be reported to Catholic Charities' Communications Manager at 315-362-7527 or tcerutti@ccoc.us.

1923 SOCIETY

CIRCLE OF LIGHT MEMBERS

\$10,000 and above

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Edward and Sharon Barno
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Christopher Community, Inc.
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Mary Jane Fennessey
Ken and Molly Gray
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SEFCU

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JMA Wireless
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\$1,000-\$4,999

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Excellus BlueCross BlueShield

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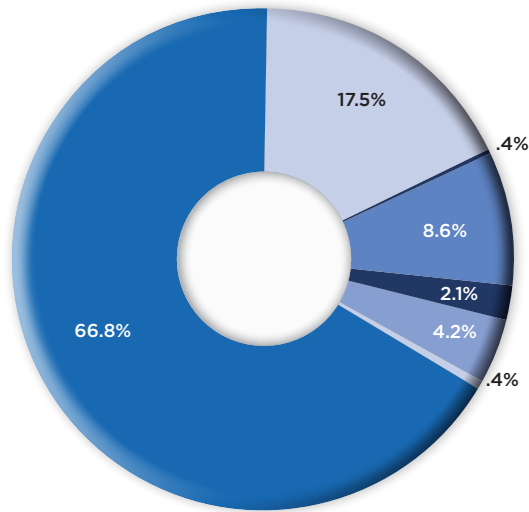
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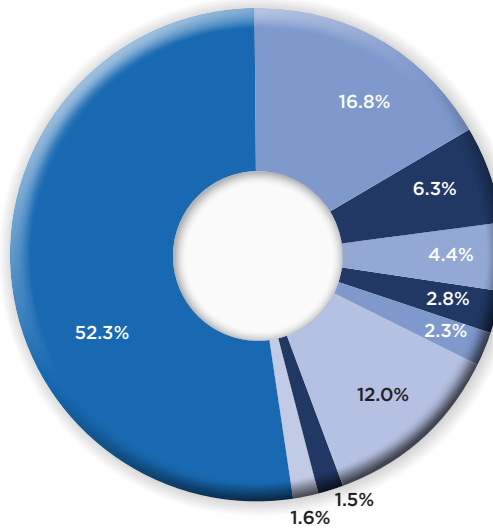
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2021
Revenue by Source



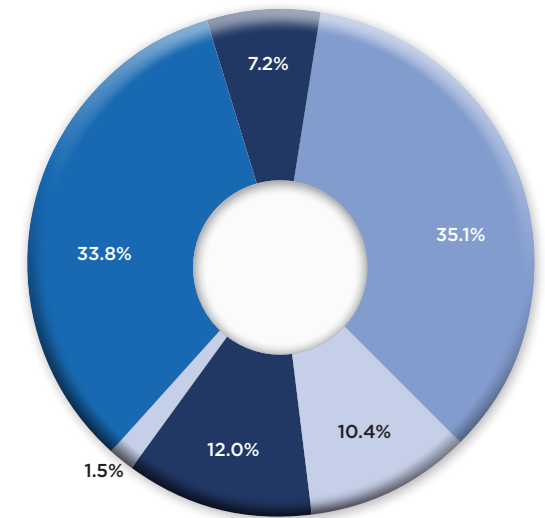
- 66.8%** Government Support
- 17.5%** Special Events & Contributions
- 0.4%** Investment Income
- 8.6%** Program Service Fees
- 2.1%** Rental Income
- 4.2%** Management & Accounting Fees
- 0.4%** Consulting & Other Income

2021
Expense by Object



- 52.3%** Staff
- 16.8%** Occupancy
- 6.3%** Professional Fees
- 4.4%** Specific Assistance
- 2.8%** Food and Program Supplies
- 2.3%** Transportation and Equipment
- 12.0%** Management and General
- 1.5%** Fund Development
- 1.6%** In-Kind Rent

2021
Expense by Program

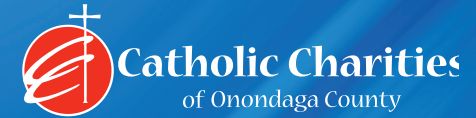


- 33.8%** Residential Services
- 7.2%** Mental Health Services
- 35.1%** Refugee, Child and Family Services
- 10.4%** Other Program Services
- 12.0%** Mangement and General
- 1.5%** Fund Development

Revenue by Source	Government Support	\$14,650,022
	Special Events & Contributions	3,837,861
	Investment Income	80,438
	Program Services Fees	1,896,875
	Rental Income	463,118
	Management & Accounting Fees	930,073
	Consulting & Other Income	81,857
	TOTAL	\$21,940,244

Expense by Object	Staff	\$11,464,626
	Occupancy	3,683,597
	Professional Fees	1,378,384
	Specific Assistance	972,049
	Food & Program Supplies	609,977
	Transportation & Equipment	509,081
	Management & General	2,630,248
	Fund Development	336,986
	In-Kind Rent	346,885
	TOTAL	\$21,931,833

Expense by Program	Residential Services	\$ 7,412,159
	Mental Health Services	1,577,464
	Refugee, Child and Family Services	7,699,389
	Other Program Services	2,275,587
	Management & General	2,630,248
	Fund Development	336,986
	TOTAL	\$21,931,833



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2021

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Gifts and pledges can be paid over the phone or by credit card. Please call 315-362-7695.

📄 Make a gift of appreciated assets

Arranging a transfer is the easiest and preferred way to give appreciated stock. Please call 315-362-7528 to receive instructions for your broker.

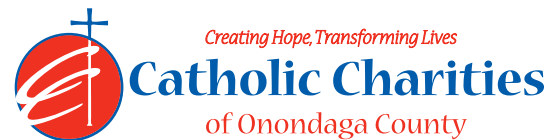
👤 Leave your legacy

Make an enduring gift to Catholic Charities of Onondaga County by including us in your estate plan or will. For more information, call us at 315-362-7528.

👋 Volunteer

Provide critically needed volunteer support! Our wide range of programs provides many different opportunities for volunteers. To find the right opportunity for you, contact us at info@ccoc.us.

If you have any questions or need any additional information, please call us at 315-362-7527.



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