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Photos courtesy of Laura Sikes/Catholic Charities USA



| Our Mission |

The mission of Catholic Charities Tompkins/Tioga is to help build communities that care for all people by reducing poverty, promoting healthy individual and family life, collaborating with faith communities, and advocating for social justice.

Catholic Charities Tompkins/Tioga

2009 | Annual Report |

*Providing help.
Creating hope.*

324 W. Buffalo St., Ithaca, New York 14850
www.CatholicCharitiesTT.org

| A word from the Director |

The numbers behind the numbers

2009 was one of the busiest years in the history of CCTT. The economic crisis hit our communities hard, and people in need streamed into both of our locations to seek assistance. Each staff person and volunteer was stretched to the limit, and I am so grateful to all for their resilience, compassion, and hard work.

In this annual report, we present our audited financial figures and programmatic statistics. These reports don't tell the whole story, however, so here are some of the numbers that you don't see in our statistics. I hope these give you a better idea of what we do every day:

900 Number of calls received in one month at our Samaritan Center front desk.

100 Number of new households signing up for Samaritan Center Services each month.

220 Number of households visiting the food pantry at the Tioga Outreach Center in one month.

2064 Number of visits to the Tioga Outreach Food Pantry in 2009

2900 Number of items distributed at the Samaritan Center Clothing Closet in July 2009.

1000 Number of items distributed at the Samaritan Center Clothing Closet in July 2008.

135 Number of beds distributed through the Beds-4-Kids program in Tioga County.

33 Number of boxes full of Personal Need Items collected at the United Way of Tompkins County Day of Caring for the Samaritan Center to distribute to families in need.

100+ Number of attendees at Voices of Hope, the annual event presented by the Margaret Driscoll Justice and Peace Memorial Fund, featuring speaker Noam Schuster whose topic was "Oasis of Peace, a Vision of Jewish Palestinian Coexistence."

90 Number of attendees at Community Resource Forums presented by the CCTT Tioga Outreach Center for the Tioga County human services community in 2009. Topics were Senior Services, Emergency Services, and Food Resources.

175 Number of people who receive the weekly Tioga Resources and Happenings e-mails from Angela Klopff, Tioga Outreach Center Director.

1055 Number of coats received by families in Tompkins County during the 17th annual Share the Warmth winter clothing collection and giveaway, a collaboration between the Ithaca and Trumansburg Rotary Clubs, CCTT's Samaritan Center, Cornell University, Ithaca College, and Ithaca Re-Use.

189 Number of holiday gift and food baskets distributed by the Tioga Outreach Center.

17 Number of CCTT staff.

30+ Number of volunteers who provide regular hours at our two locations.

14 Number of CCTT Board members.

25 Number of grants and contracts that supported our 2009 programs in both counties.

597 Number of financial gifts received in 2009.

It was a busy, productive and rewarding year. We are very grateful to our donors, friends, and collaborators for your outstanding support, good will, and generosity.

Thank you.

Christine Sanchirico, Executive Director

| 2009 Program Statistics |

Tioga County

| | |
|--|-------------------|
| Tioga Outreach Center (unduplicated) | Households |
| Food Pantry | 594 |
| Clothing Closet | 475 |
| Personal Care Products | 315 |
| Emergency Financial Assistance | 152 |
| Volunteer Hours | 4380 |
| Wheels for Work (car loans & insurance) | 20 |
| YES Mentoring (Students) | 15 |
| Nutritional Outreach & Education Program (NOEP) | Households |
| Food Stamp Prescreens | 408 |
| Food Stamp Referrals | 299 |

| 2009 Client Highlights |

Tioga Office

An elderly man came to visit our Tioga Outreach Center food pantry in his electric wheelchair. He asked to plug the wheelchair in, as he had come a long way along the busy road, and the battery was nearly dead. He was worried about making it back home. He went on to tell staff that he was unable to get to the food pantry all winter since the electric wheelchair is his only transportation. He was very happy to receive the food. Staff let him know that if he couldn't get in due to weather again to call and they would bring him food. One of our volunteers also offered to follow him home in case his battery went dead so that he wouldn't be stranded on the side of the road.

Immigrant Services Program (ISP)

An immigrant gentleman who was diabetic and receiving Medicaid had sent his application to update his expired green card, but never heard back. He could not afford an attorney to find out why his new green card was not issued and assumed he no longer had legal status. When his DSS caseworker asked for his green card to continue receiving Medicaid, she saw it had expired and told him he was no longer eligible. When his Medicaid was cancelled, he was no longer able to continue being seen by the doctor who was treating his diabetes. He sought treatment from the Ithaca Free Clinic but could not afford the prescriptions that were

| 2009 Financial Report |

Operating Support and Revenue

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|--|--------------------|
| Grants & contracts | |
| Homelessness Prevention & Rapid Rehousing Program (HPRP) | \$292,911 |
| Nutritional Outreach & Education Program (NOEP) | \$98,375 |
| Other grants and contracts | \$440,272 |
| TOTAL GRANTS & CONTRACTS | \$831,558 |
| Unrestricted contributions | \$72,627 |
| Special appeals | \$58,838 |
| United Way | \$35,598 |
| Temporarily restricted contributions | \$86,190 |
| Diocese of Rochester | \$25,343 |
| Other income | \$6,920 |
| Total Operating Support & Revenue | \$1,117,074 |

Restricted Support and Revenue

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|---|--------------------|
| Permanently restricted contributions | \$14,103 |
| Gain/loss on Endowment & Board-restricted funds | \$57,760 |
| Total Restricted Support & Revenue | \$71,863 |
| TOTAL SUPPORT & REVENUE | \$1,188,937 |

Expenses

| | |
|--------------------------------------|--------------------|
| Tioga Programs* | \$143,355 |
| Tioga Emergency Financial Assistance | \$58,958 |
| Tompkins Programs** | \$269,962 |
| Tompkins Emer. Financial Assistance | \$129,682 |
| Tompkins HPRP Emer. Fin. Assistance | \$280,503 |
| Tompkins & Tioga NOEP | \$101,074 |
| Management, General & Fundraising | \$93,138 |
| TOTAL EXPENSES | \$1,076,672 |

Emergency Financial Assistance Details

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|--|-------------------|
| Food | \$16,141 |
| Utilities | \$71,999 |
| Transportation/car repairs | \$32,951 |
| Prescriptions/medical | \$1,609 |
| Housing | \$307,210 |
| Personal care products, diapers, misc. | \$17,623 |
| Immigrant assistance | \$21,610 |
| Total Special Assistance | \$469,1437 |

formerly paid for by Medicaid. He came to see our Immigrant Services Program Director and requested financial help to buy his medicine. She inquired about his immigration status and he told her he thought he was illegal. She contacted the US Immigration Service and found out his green card was sent but may have been lost in the mail. She paid to have another green card issued, contacted his DSS caseworker and his Medicaid case was reinstated.

Nutritional Outreach & Education Program (NOEP)

Don, a senior who had been laid-off last year, had a part-time job delivering pizza. When he called Catholic Charities for help, he said he was surviving on left-over pizza from the restaurant, and spending what little extra cash he had on food for his dog. His car needed substantial repairs, and he had to use his own car in order to keep his delivery job. After prescreening him for Food Stamp eligibility, we calculated that due to his low-income and relatively high shelter expenses, Don was eligible for the maximum monthly allotment of Food Stamp benefits. This was a huge relief to him, and as he mentioned when he was leaving: "...the first good news I've had in a long time..."

HPRP—Housing First

A participant approached Catholic Charities for assistance with a utility termination. In conversation with HPRP staff, the participant mentioned other challenges she and her husband face. HPRP staff was able to connect this woman to other services provided by Catholic Charities: food stamps application with NOEP, mortgage counseling in Elmira, and prescription assistance and personal needs through the Samaritan Center.

John, a young man working a great job, was laid off. He was getting unemployment and was not eligible for any other assistance because his unemployment benefit was too high. Unfortunately the sudden loss of income made it impossible for him to pay his bills. John was struggling to pay his rent. Since we were out of funds for rent assistance, we assisted him with his NYSEG bill so he would have enough money to start a payment plan with his landlord.

***TIOGA PROGRAMS:**
Tioga Outreach Center, Wheels to Work, Youth Engagement Services

****TOMPKINS PROGRAMS:**
Samaritan Center, Immigrant Services Program, Family Empowerment Services, Housing First (HPRP), Justice & Peace Ministry.

Note: HPRP Program is one-time stimulus funding.

| 2009 Program Statistics |

Tompkins County

| | |
|--|-------------------|
| Samaritan Center (unduplicated) | Households |
| Clothing Closet | 1,111 |
| Personal Care products | 1067 |
| Emergency Financial Assistance | 286 |
| Diapers | 218 |
| Share the Warmth | 567 |

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|------------------------|-------------|
| Volunteer Hours | 1722 |
|------------------------|-------------|

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|---|-------------------|
| Housing First (HPRP) (unduplicated) | Households |
| Homelessness Prevention: | 115 |
| Rent and utility arrears, moving costs, security deposits | |

| | |
|------------------------------------|--------------------|
| Family Empowerment Services | Individuals |
| COMMUNITY CONNECTIONS | |
| Families | 71 |
| Adult Participants | 96 |
| Children & Teens | 231 |
| PARENT PARTNERSHIP | |
| Families | 50 |

| | |
|--|-------------------|
| Immigrant Services (unduplicated) | Households |
| Emergency assistance & case management | 104 |

Justice & Peace

- Presented 2nd Annual Margaret Bigham Driscoll Justice & Peace Memorial Fund's "Voices of Hope" event
- Hosted 11th Annual Breakfast Briefing for Area Religious Leaders
- Convened bimonthly meetings of the Parish Social Ministries
- Continued to hold a leadership role in Tompkins County Religious Task Force for a living wage

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|--|-------------------|
| Nutritional Outreach & Education Program (NOEP) | Households |
| Food Stamp Prescreens | 269 |
| Food Stamp Referrals | 219 |