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| 2010 Thank yous |

Wheels for Work-Tioga:

Dear Patty and staff of Tioga Outreach Center, I don't know how to even begin to thank you for all you have done for me & my family during a difficult financial time. I am a caseworker for a local agency and have the opportunity to make a difference and refer clients when THEY are having difficult times, but never imagined that my family and I would be in the very same boat. You were able to quickly get me in to apply for the Wheels for Work program when my car needed new brakes and rotors. Being the only person employed in my house right now has been a difficult journey, and I was so embarrassed to have to admit we needed assistance. Patty, you and the staff treated me so politely and I did not feel looked down upon. I was treated with dignity and understanding. Then, much to my surprise we were offered a bountiful food basket for Thanksgiving. It was such a blessing and came when things were so tight. Thank you for making sure we were able to have a WONDERFUL holiday. We can't thank the Catholic Charities Tioga Outreach Center enough.

Family Empowerment Services:

Thank you for all you have done through Community Connections. After working with you I realized there was a lot I needed to know about gaining confidence and making the system work for me. I now have confidence that I didn't know I possessed & now my life has changed! I am now confident to get all the help I need to change- I even see my kids & my Mom now- Thank you for everything- you were the only one that would listen to me.

Catholic Charities



Tompkins/Tioga

2010

| Annual Report |

*Providing help.
Creating hope.*

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

| A word from the Director |

I started my position as Executive Director of Catholic Charities Tompkins/Tioga at the end of 2005, over 5 years ago. To mark the occasion, I took a look back at the past five years of Catholic Charities in both counties. During that time, we focused on community outreach, since our county offices are relatively new. As a result we experienced quite a bit of growth in the numbers of households we were able to reach and assist.

In Ithaca, the number of households we assisted doubled from 678 households in 2006 to 1,350 in 2009, and then in 2010 increased another 30%, to 1,785 households. In Tioga County, there were over 1,800 visits to our Tioga Outreach Center Food Pantry in 2010, compared to 866 in 2006. Need for clothing appears to be especially critical—in 2006 there were 353 visits to the Tioga Outreach Center clothing closet, and in 2010 there were 1,223 visits. At the Samaritan Center 634 households visited the clothing closet in 2006; 1451 households came seeking clothing in 2010.

Since 2009's economic crisis, the increase in need has been staggering. Most of our new participants have not "been in the system" and have many issues and challenges in addition to the problem for which they are seeking assistance. Each week in Ithaca, over 160 people walk into our building and we receive between 150–200 phone calls. We have responded to the increase in need as best as we are able, adding staff when feasible. We find that if we take the time to listen, we can often unfold the complex set of problems and assist with the most critical needs.

Our volunteers in both counties are generous with their time and energy, and each offers unique talent and skills to make our services stronger. Our Samaritan Center clothing closet is staffed by a crew of 20+ dedicated volunteers, who sort clothing donations and listen to the challenges that our

clients often need to unload to listening ears. Our 15–20 Tioga volunteers logged in almost 5000 hours in 2010, providing the one-to-one service that our small staff is often too stretched to offer. They are good-natured and friendly, and help to dissipate some of the tension and stress common in those who are experiencing very hard times.

New programs initiated since 2005 include our Youth Engagement Services in Tioga County and our Immigrant Services Program in Tompkins County. We played a critical role in flood relief after damage from the 2006 flood in Tioga County, and partnered with several other agencies to provide the Housing First Program in Tompkins. We continue to focus on gaps in services, and are committed to finding programs to fill those unmet needs with creativity and flexibility.

It's hard to say where we'll be in another year. Budget cuts are straining our ability to continue some of our long-standing programs—our Wheels to Work program in Tioga was cut back severely by the state and will come to an end in 2012, and cuts in Tompkins threaten our much-needed security deposit program.

Through thick and thin, however, local residents and agencies in our communities support our work and rely on us to be there when crisis strikes friends, neighbors and family. We thank each of you for standing beside us and "being there" with us for those in need!

Thank you.

Christine Sanchirico, Executive Director



| 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.

| 2010 Program Statistics |

Tioga County

Tioga Outreach Center (unduplicated)	Households
Food Pantry	666
Clothing Closet	514
Personal Care Products	394
Emergency Financial Assistance	145
Beds4Kids	156

Volunteer Hours 4935

Wheels for Work (car loans & insurance) 44

YES Mentoring (Students) 15

Nutritional Outreach & Education Program (NOEP)

	Households
Food Stamp Prescreens	224
Food Stamp Referrals	174

| 2010 Thank you |

Tompkins programs:

I would like to take this opportunity to thank Catholic Charities staff for your friendly assistance in helping me obtain a monthly bus pass, as well as your advice in job hunting and toiletries. Thanks to your help I am able to commute from my home in Enfield to Ithaca's downtown area. Due to your employment advice, I have found a job. Thank you to all parties concerned for your much-needed assistance, not only in my case but also the diligent services you provide for Tompkins County.

| 2010 Client Highlights |

Tompkins Samaritan Center:

Rita works full time. When her husband was in the household, they were doing well financially. Unexpectedly, her husband revealed an affair and moved out of their home. Rita's income was not enough to cover the mortgage, utilities, and other expenses for herself and her children. After a few months of things spiraling out of control, Rita turned to the Samaritan Center for help with a shut-off notice from NYSEG and a huge back balance. After consultation with NYSEG, our staff agreed to provide a \$300 payment to prevent interruption of service and bring her back balance to a manageable level so she would qualify for a low-income assistance program.

| 2010 Financial Report |

Operating Support and Revenue

Grants & contracts	
Homelessness Prevention & Rapid Rehousing Program (HPRP)	\$300,445
Nutritional Outreach & Education Program (NOEP)	\$93,443
Other grants and contracts	\$531,079
Total Grants & Contracts	\$924,967

Unrestricted Support and Revenue

Unrestricted contributions	\$85,715
Special appeals	\$74,404
United Way	\$22,973
Temporarily restricted contributions	\$93,188
Temporarily restricted United Way	\$20,319
Diocese of Rochester	\$25,170
Other income	\$1,245
Total Operating Support & Revenue	\$1,247,981

Restricted Support and Revenue

Permanently restricted contributions	\$637
Gain/loss on Endowment & Board-restricted funds	\$52,482
Total Restricted Support & Revenue	\$53,119

TOTAL SUPPORT & REVENUE \$1,301,100

Expenses

Tioga Programs*	\$165,716
Tioga Emergency Financial Assistance	\$91,920
Tompkins Programs**	\$330,862
Tompkins Emer. Financial Assistance	\$139,772
Tompkins HPRP Emer. Fin. Assistance	\$243,424

Tompkins & Tioga NOEP \$86,981

Management, General & Fundraising \$121,840

TOTAL EXPENSES \$1,180,515

Emergency Financial Assistance Details

Food	\$15,336
Utilities	\$65,956
Transportation/car repairs	\$84,871
Prescriptions/medical	\$2,788
Housing	\$278,271
Personal care products, diapers, misc.	\$23,524
Immigrant assistance	\$4,367
Total Special Assistance	\$475,113

Tioga Outreach Center:

Last summer a young woman came to the Tioga Outreach Center with an electric shut off notice. She lived with her fiancé, their two year old daughter, and her fiancé's teenaged brother, for whom they had custody (the mother had recently passed away). The fiancé had occasional construction jobs but hadn't had an offer in months since most construction had come to a halt when the economy crashed. The family lives in an old metal trailer in the middle of a field, and they had been running an old air conditioner to cool the trailer, which heated up like an oven in the summer sun. However, lately the air conditioner had only been blowing warm air. The woman had a severe case of eczema on her face from the heat, and had lost her job because of her appearance. Tioga staff paid the current electric bill, arranged to have her put on a payment plan for the back balance, and found a local store willing to donate a new, energy-efficient air conditioner.

Food Stamp Outreach Program (NOEP):

The local Farmer's Market recently expanded their capability to accept Food Stamps through use of wireless EBT machines. An elderly woman who lives in downtown Ithaca and does not drive receives the minimum monthly benefit of food stamps (\$16) and was unaware that she could use her food stamps allocation to purchase local fresh produce. She was so grateful and happy to hear that she can walk over to the Farmer's Market and purchase fresh fruit and vegetables to enhance the staples that she receives from the local food pantry. She loves to cook, and her health and well-being will definitely benefit from the superior nutrition in the fresh produce.

Immigrant Services Program:

Our Immigrant Services Program staff assisted a single mother of three young children who came to Ithaca as a refugee from Burma in 2004 when she was 14. She needed assistance right away due to a complication during her third pregnancy that made her unable to work. Staff helped her find a home in public housing and receive public assistance. After her baby was born, staff worked with her to set goals. She hoped to find a good job, apply for citizenship, get her oldest child enrolled in school, and get her GED. The young woman is well on her way, now attending ESL classes while her children are in daycare and pre-K with the help of subsidized childcare. Her children have adjusted to their new schedules and her life has more structure and purpose.

| 2010 Program Statistics |

Tompkins County

Samaritan Center (unduplicated)	Households
Clothing Closet	1,451
Personal Care products	1,853
Emergency Financial Assistance	594
Diapers	277
Share the Warmth	567

Volunteer Hours 1744

Housing First (HPRP) (unduplicated) **Households**

Homelessness Prevention:	480
Rent and utility arrears, security deposits	

Family Empowerment Services **Individuals**

COMMUNITY CONNECTIONS	
Families	63
Adult Participants	77
Children & Teens	132

PARENT PARTNERSHIP	
Families	51

Immigrant Services (unduplicated) **Households**

Emergency assistance & case management, legal advocacy, citizenship and legal services	137
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Justice & Peace

- Mobilized community members to advocate for comprehensive immigration reform
- Raised awareness on workers rights through leadership in Religious Task Force for a Living Wage
- Organized campaign for City of Ithaca to join Sweat-free Purchasing Consortium to end sweatshops
- Promoted Martin Luther King Community Build at 12th Annual Breakfast Briefing for Religious Leaders

Nutritional Outreach & Education Program (NOEP)

	Households
Food Stamp Prescreens	289
Food Stamp Referrals	218

*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.