

CC WORKS



SUMMER 2016

A WORD FROM THE CEO...



Vincent W. Colonno

Welcome to another edition of Catholic Charities Works! As the days get longer and the weather gets nicer, our thoughts here at Catholic Charities are turning to summer. This summer we'll be helping children and families in Oneonta have a nutritious lunch, which can be a challenge for families who rely on school lunch programs when school is in session; we'll also be helping low-income kids have a memorable summer at Camp Scully and Sunnyside; and assisting our seniors with meals on wheels and other valuable programs. Though vacation time for many is fast approaching, we'll be working hard all summer to serve the people who need our help – and that happens thanks to your volunteer efforts and thoughtful donations!

This issue of CC Works will highlight our new Ombudsman program, which helps ensure the best care for seniors in long-term care facilities; it highlights the Albany Law Enforcement Assisted Diversion program, helping get people

the services they need; and welcomes St. John's / St. Ann's Center into our family of programs. There's an interview with Kirsten Keefe, Esq., a member of our board, as well as the Development Corner, upcoming events, and much more. This year we're getting ready to celebrate our 100th anniversary in 2017, an important milestone for our organization. Stay tuned for more information on ways to get involved with this historic anniversary as we approach 2017!

The best part of being involved with Catholic Charities is knowing how much the work we do, together, helps people in need right here in our communities. Thank you for your caring involvement and I hope you have a happy and healthy summer for you and your loved ones.

Take Care,

Vince



Night at the Museum is fast approaching! Visit www.ccrda.org for ticket information to the year's best party at the State Museum.



Bishop Edward Scharfenberger serves lunch at St. John's / St. Ann's Welcome Table – read more about the Center on page 3.



Congratulations to Catholic Charities Disabilities Services on the recent "Top Workplace" award by the Times Union!

BOARD MEMBER PROFILE

By Mary Pat Hickey



Kirsten Keefe

before serving in the US Peace Corps in Thailand teaching English and AIDS education.

Kirsten had also worked in England as a live-in assistant for a woman with cerebral palsy during college which led Kirsten to think about a career in disability law. When she returned to the US, Temple University Law School in Philadelphia was Kirsten's next stop. As a newly-minted lawyer, Kirsten got a job in the foreclosure unit in Community Legal Services in Philadelphia, helping low income homeowners. That was at a time when subprime mortgage lending was really taking off and though her intent was to do disability law, Kirsten got hooked on consumer law.

One of her most cherished trips was to Calcutta, India, a place she had visited while in the Peace Corps. She had wanted to spend a month working with Mother Teresa, but hours after buying her plane ticket, Kirsten learned that she had just died. So instead of working with her, Kirsten attended Mother Teresa's funeral...an experience and an honor she will never forget. She stayed on to work with the Missionaries of Charity for the next few weeks, with volunteers from around the world.

Kirsten moved back to the Capital Region in 2003 and has continued working on subprime mortgage lending and foreclosure issues with the Empire Justice Center. She joined the board of Catholic Charities in 2014 and has served as Secretary since 2015.

Kirsten loves the "Caring Beyond Belief" Catholic Charities tagline, "because it really sums up what our agencies, staff, and volunteers do day in and day out for people." She has been impressed by all of the CC agencies she has learned about or had a chance to visit, with all staff members she has been able to meet, as well as by how committed board members are to CC and its mission. Unless there is a real change in the economic structure of America, Kirsten fears the demand for our services will only grow and begin to include those who in the past would have been considered middle class.

Kirsten believes that Catholic Charities is on a good and strong path right now, and she prays for continued good leadership and the wonderful support CC receives. Personally, Kirsten appears to be in that same place as she prepares for her August wedding to Douglas Baehm. We wish them the very best!

Kirsten Keefe has always worked in non-profits. Since growing up outside of Troy and attending Sacred Heart Middle School, the Academy of the Holy Names, and the College of the Holy Cross, her journey has taken her to areas with some of the neediest among us.

Kirsten worked for the Epilepsy Foundation of Greater Chicago for a year after her college graduation,

LEAD PROGRAM LAUNCHES IN ALBANY

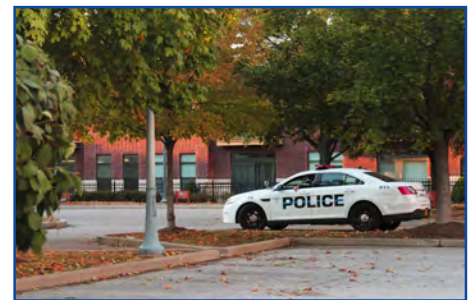
By Eileen Spath

"I believe this has the potential to transform the way the City of Albany addresses homelessness, poverty, drug use and mental illness," said Keith Brown, former Executive Director of Catholic Charities Care Coordination, when discussing LEAD.

On April 1st, the City of Albany implemented its new Law Enforcement Assisted Diversion (LEAD) Program, allowing officers to choose to divert low-level offenders away from the criminal justice system and towards social service providers. Instead of facing criminal charges, LEAD participants are given a case manager who works to get them the social service help they need in areas ranging from housing to mental health treatment.

Brown played an active role in bringing the program to Albany, coordinating with the Albany Police Department and helping to secure Medicaid funding for the program. Catholic Charities is also taking an active role, accepting diversions directly from the APD and providing valuable case management for the participants.

In describing the program, Brown explained that case managers create a care plan for each person diverted and begin advocating for different services. LEAD participants are identified by the Albany Police Department. Using their judgement, an officer may feel an individual picked up for a low-level, non-violent offense would be best served by getting case management help – for addictions, homelessness, social services, etc. – rather than the alternative of the criminal justice system. In the case where a business or individual has been the victim of an offense (say, shoplifting), the victim has to agree to the plan of diversion before it can be carried out.



Ideally, diverted participants would have immediate access to services, but that is not always the case. When services are not available, explains Keith, Catholic Charities case managers are "aggressive in keeping people engaged." By staying engaged, case managers can make sure people are getting help once services and resources are available.

Albany is just the third city in the country to adopt the LEAD program, but it has already proven successful in its other locations. Seattle, where the program began, has shown a 58% drop in recidivism - relapse into criminal behavior - in LEAD participants. Brown hopes to see similar results in the Albany area. Not only can LEAD help to curb unnecessary incarceration in Albany, but it also serves as an example for other cities nationwide looking to do the same.

Keith Brown, former director of Catholic Charities Care Coordination Services, is now the Project Director for the Albany LEAD Program, working to implement LEAD in Albany and in advocating for diversion programs in communities throughout the country. We wish Keith well in his new role!

VOLUNTEERS IN ACTION!

Thank you to all our volunteers, including members of the St. Thomas the Apostle School community, the Catholic Charities Guild who hosted a fashion show for Community Maternity Services, and the volunteers of St. John's / St. Ann's Center!



ST. JOHN'S/ST. ANN'S OUTREACH CENTER THE NEWEST ADDITION TO THE CATHOLIC CHARITIES FAMILY

By Sister Betsy Van Deusen



Vince Colonno and Gloria "Cookie" Towle-Hilt take a break from serving lunch at the Welcome Table



Chef Chris from Druthers' Brewpub in Albany poses for a quick picture with Barbara Quinn, St. John's / St. Ann's Center director. Druthers Brewing Company has been donating a delicious prepared lunch (including their famous mac and cheese) once a month to the Center's guests.

St. John's/St. Ann's, an outreach center in the impoverished South End of Albany, has been providing help to area residents for over 40 years. This January the Center became a program of Catholic Charities Tri-County Services after having previously been affiliated with St. Francis of Assisi Parish. The Center offers a food pantry four days a week, a soup kitchen, called the Welcome Table on Tuesdays and Saturdays, "Indoor Farmer's Market" two days a week at which fresh produce is available to the community, and Holiday programs.

"What makes St. John's St. Ann's special," Barbara Quinn, the Program Director since 2006, said, "It's a safe place to come; there is such caring between the staff, volunteers and our neighbors. We do make a difference in people's lives."

Judi Doody, the Program Assistant, said, "There are no divisions, we are all in it together." Judi and Barbara also spoke glowingly about the Welcome Table that invites guests to come and sit at a table and be served their meal, so the soup kitchen has more of a restaurant feel.

Gloria Towle-Hilt (Cookie) has served as a volunteer at the Welcome Table since the late 1980's and while a teacher at Farnsworth Middle School began bringing students to serve lunch regularly, an experience that continues to this day. She looks forward to Tuesdays and Saturdays because, she says, "it is a way to connect with the neighbors and to see Christ. I love the opportunity we have to invite others into service at the Welcome Table."

Grace Roznowski, who started volunteering because "it was my parish," has been coming every Thursday since 1983. Grace feels good about helping others and says that, "everyone should have a way to help somebody or somebodies every day." Grace can be seen on any given day finding a set of sheets for one of the neighbors, or checking someone in for food pantry, or sorting donated clothes on the racks so they look neat.

When asked how they felt the transition to Catholic Charities has been, all four felt it has gone very smoothly. Barbara appreciates the support she has received. We are glad to have you!

CATHOLIC CHARITIES ANNUAL GATHERING

More than 300 volunteer board members and staff attended our 2016 Annual Gathering in May!



DONOR PROFILE: LAETITIA RHATIGAN

Laetitia Rhatigan has been a donor of Catholic Charities for more than twenty years and a supporter for even longer than that. She first became involved with Catholic Charities when she worked for the Community Maternity Services agency, helping to open programs in Herkimer, Warren, and Washington Counties. Today, Laetitia works for the Diocese of Albany but she hasn't forgotten her commitment to Catholic Charities. Each year she makes a modest donation to our mission, to take part in the good work happening close to home.



Laetitia Rhatigan

"I support Catholic Charities because I see it as an extension of my own ability to serve the needy – you can't get there on the spot to serve, but you can do it through Catholic Charities. When there is something that you can support, I don't hesitate. I appreciate their work in the realm of social justice, to support and advocate for the needy, and I've seen firsthand what happens with [donated] money. I know there isn't a whole lot that goes to administrative [costs]... I'm totally committed to the work as an extension of my own need to serve."

-Laetitia Rhatigan

On behalf of all those who benefit from Laetitia's commitment, we are grateful for her and the many donors like her who support our mission!

You can make an online gift at www.ccrda.org

WELCOME, KATE!

We are very pleased to welcome **Kate Qualters**, our new Development Director! Kate joined Catholic Charities in February and has previously worked in fundraising at Excelsior College, Albany Medical Center, and Union Graduate College. Drop Kate a line to say hi at kate.qualters@rcda.org or by calling (518) 453-6650.



Kate Qualters

LONG-TERM CARE OMBUDSMAN: MAKING A DIFFERENCE IN SOMEBODY'S LIFE

by Grit Carotenuto

Making a difference in people's life is what the volunteer ombudsmen do on a regular basis. The Long Term Care Ombudsman Program operated through Catholic Charities Senior and Caregiver Support Services serves residents of 93 different facilities throughout ten counties in our Diocese. Ombudsmen visit an assigned nursing home or assisted living facility on a weekly basis. Volunteer ombudsmen help residents and their families understand and exercise their rights to quality of care and quality of life. Volunteers have made a world of difference in residents' lives by improving communication between facility staff and residents, encouraging changes in activities to provide more personalized choices, increase quality of care by bringing issues to the facility's attention and helping to resolve issues and complaints. Ombudsmen have even helped two individuals move from a nursing home setting back into an assisted living residence and their own home.

Catholic Charities cannot do this work alone and is looking for volunteers. Anybody 21 years or older with strong interpersonal and communication skills looking to advocate for a vulnerable population may be a good fit for the program. Volunteers will complete a comprehensive 36 hour certification training that includes classroom

and first hand experiences, and receive staff support on a regular basis. There is also the opportunity for peer support and in service trainings on a monthly basis. The program asks for a year-long commitment to visit an assigned facility for 2-4 hours per week allowing for a flexible schedule. We are looking for volunteers in all counties. To learn more about the program, contact Kathryn Horan at 518-372-5667 or at info@cathcharschdy.org.



WIN A TRIP FOR TWO TO
Ireland
*Valued at over
\$4,000.00!*

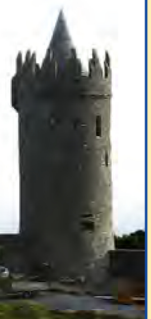
The Prize Includes:

\$2,000 toward airfare
2 nights at the Killarney Plaza Hotel in Killarney
1 night at the Menlo Park Hotel in Galway
1 night at Jacksons Hotel in Ballybofey
2 nights at Fitzpatrick's Castle in Dublin
A self-drive automatic car for one week
with unlimited mileage and basic insurance
All Irish taxes, service charges

To benefit clients served by Catholic Charities
Prize drawing will take place at the Night at the
Museum fundraiser on Thursday, June 23, 2016.
Entrants need not be present to win.

\$30 for one ticket
\$50 for a pair of tickets

Contact Erica Warner for tickets
erica.warner@rcda.org
(518) 453-6654





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UPCOMING EVENTS

Join us for one of these fantastic events to support Catholic Charities!

NIGHT AT THE MUSEUM

Join Catholic Charities as we host our signature event on **June 23rd, 2016 at the NY State Museum**. This year we are honoring Fr. Kenneth Doyle and the Capital Region Builders and Remodelers Association. Tickets are \$125 each or \$75 for young professionals under 40 years old. Visit www.ccrda.org for more information and tickets.

NIGHT AT THE JOE

June 30th. Check out a great game of baseball with our hometown Valley Cats, and support Catholic Charities Disabilities Services. The annual "Night at the Joe" fundraiser helps provide for the people we serve. Tickets are \$25. Visit www.ccdservices.org for more information

OPENING NIGHT AT THE BALLET

July 20th, Saratoga Performing Arts Center. Come out to see the NYC Ballet perform "A Midsummer Night's Dream" and support Catholic Charities of Saratoga, Warren, and Washington Counties. Tickets available by calling 518-587-5000

PHILADELPHIA ORCHESTRA OPENING NIGHT

August 3rd, Saratoga Performing Arts Center. Come join us for an exclusive, pre-symphony champagne reception with light fare and appetizers. Following the reception, we will be treated to the opening night performance of The Philadelphia Orchestra. Tickets are \$75 and all proceeds support Catholic Charities Care Coordination Services and Catholic Charities Disabilities Services. For more information visit www.ccdservices.org