



*Rising to the*

# Challenge of Change



2009  
Annual Report

# A Message from the President



Dear Friends,

“Vision without action is merely a dream.  
Action without vision just passes the time.  
Vision with action can change the world.”

– Joel A. Barker

The past year challenged DePaul to evolve, adapt and grow in the face of an unsteady world-wide economy, funding cuts, increased regulatory expectations, a changing marketplace and innovations in the delivery of care. As a steward of best practices and a recognized provider of quality services, DePaul is known for rising to the challenge of change.

We place those we serve at the center of all we do. In times of uncertainty, we resolved to think and act differently by investing in solutions and forward-thinking programming to better provide care. DePaul's direction now and for the future requires continual learning and a willingness to embrace change and evolving expectations in order to thrive in a new era.

This year's annual report theme, “Rising to the Challenge of Change,” acknowledges the obstacles facing our agency, funders, supporters, care delivery systems, families, and most importantly—those we serve—in an increasingly complex world where we're required to do more with the same or fewer resources. The report demonstrates that, despite the challenges, DePaul continued to develop new programs and enhance existing initiatives to improve the quality of life for those in our care.

The year 2009 was indeed remarkable and the progress life-changing for many.

- Construction began on the \$35 million Bullshead Commons campus located on West Main Street in Rochester. The mixed-use housing project will provide housing and services for those with a mental health diagnosis as well as affordable housing. It will contain Halstead Square, a 75-bed Co unity Residence-Single Room Occupancy (CR-SRO) program; the Main Street Community Residence, a 14-unit apartment building; and the Brown Street Apartments, a 24-unit apartment building.

The project was made possible through the collaboration of the following DePaul partners: New York State Housing Finance Agency, M&T Bank, Southern Tier Environments for Living, SWBR Architects & Engineers, PC; Christa Construction, LLC; New York State Office of Mental Health, Monroe County, City of Rochester, JP Morgan Chase & Co., and the Supportive Housing Network of New York.

- DePaul opened the Warsaw Supervised Apartments, a program that represents the first model of New York State Office of Mental Health “homes of the future.”



- The Batavia Treatment Apartment Program, an innovative, mixed-use program that provides community-integrated housing for those with a mental health diagnosis as well as affordable housing for people in the community, was funded and constructed.
- Assisted Living Program (ALP) beds were implemented in DePaul Adult Care Communities – New York State.
- Construction began on the DePaul Developmental Services Individual Residential Alternative for persons with a dual diagnosis of mental illness and mental retardation in North Chili.
- DePaul was able to continue renovating many of its North Carolina Senior Living Communities.
- Plans were finalized for a January 2010 conversion of the Continuing Day Treatment Program and the DePaul Clubhouse in Monroe County to a Personalized Recovery Oriented Services (PROS) program.
- The National Council on Alcoholism and Drug Dependence – Rochester Area received a \$250,000 grant to improve prevention services in the Finger Lakes Region and establish a prevention resource center.

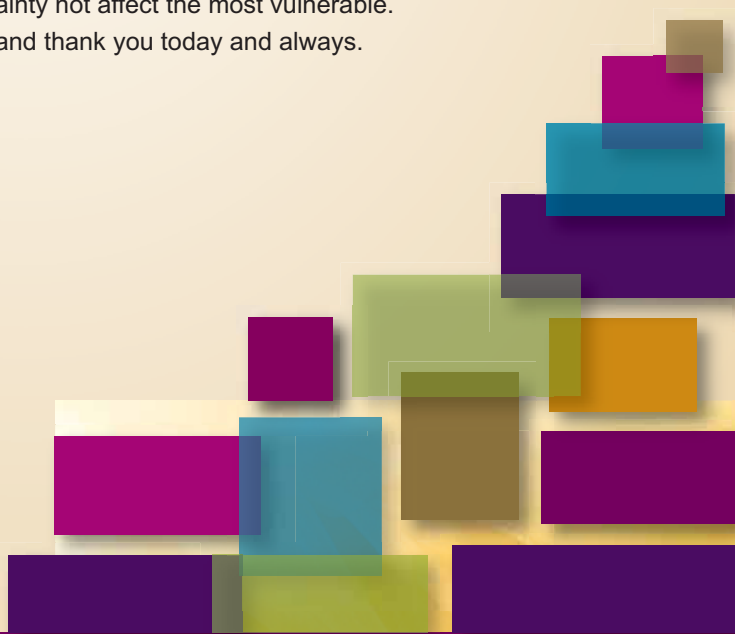


We are indeed fortunate. One year ago, the present and future of our world were shrouded in economic uncertainty. For DePaul—and many others—it looked like the momentum from a global financial freefall could put programs in jeopardy. Though the initial danger appears to have passed, we recognize that there are many unknowns and our efforts to meet the challenges of change will continue.

I am so proud of what we collectively accomplished. It's amazing to me that across all DePaul residential programs, we recorded nearly one million occupied bed days in 2009. This and all of the initiatives above came to fruition thanks to funders and supporters with vision and fortitude, a committed volunteer board and a dedicated employee team. We at DePaul are resolved that this climate of economic uncertainty not affect the most vulnerable. We remain grateful for your unwavering support of our mission and thank you today and always.

Sincerely,

**Mark H. Fuller**  
*President*

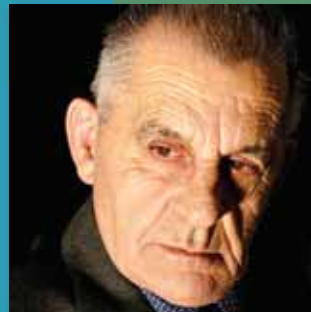


# DePaul Addiction Prevention and Support Programs

## DePaul Problem Gamblers Treatment Program

### National Council on Alcoholism and Drug Dependence – *Rochester Area*

Addictions Counselor Credential Training  
Community Presentations  
Finger Lakes Prevention Resource Center  
Hispanic Prevention/Education Program  
Problem Gambling Prevention Program  
Total Approach Family Program



The National Council on Alcoholism and Drug Dependence – Rochester Area (NCADD-RA) works to reduce the impact of alcohol, other drugs, and problem gambling by providing information, education, support, and referral services to individuals, families and the community. In 2009, the program made 10,250 client/educational/professional support contacts at professional trainings, community health fairs, and community mobilization outreach efforts and networks.

NCADD-RA also launched three media awareness campaigns encompassing billboard, Web and print mediums as well as collateral materials to heighten public awareness to problem gambling, Fetal Alcohol Spectrum Disorder and prescription/over-the-counter medication misuse. Some 30 million impressions were estimated to have been made.

A \$250,000 three-year grant was awarded to NCADD-RA to develop the Finger Lakes Prevention Resource Center that provides training and technical assistance to coalitions in the 12-county region.



The Finger Lakes and Western New York Regional Technical Assistance and Training Center grant was successfully completed. Ninety sessions, covering five University of Albany-based modules on the integration of tobacco use interventions into chemical dependency programs, reached over 2,200 OASAS prevention and treatment providers.

NCADD-RA also received one of the two 2009 awards for the Program of Excellence in Addictions Education presented by the Institute for Professional Development in the Addictions.

The DePaul Problem Gamblers Treatment Program saw a 27 percent increase over 2008 in the number of individuals served. Appointments are now available via Skype, a video phone conferencing program which allows people to connect via the Internet, in an effort to reach clients who are unable to physically or geographically access treatment.



# Reflections from DePaul's Addiction Prevention and Support Programs



## DePaul Problem Gamblers Treatment Program Survey Comments

"The program and its staff and members are more like family...individuals you trust and can share your secrets without fear. Love this program and my counselor."

"Without DePaul I would've never made it. It saved my marriage and my life."

## The Finger Lakes Prevention Resource Center – Making a Difference

"Agency prevention and treatment staff are overwhelmed. The Finger Lakes Prevention Resource Center has picked up the bar and walked right alongside us making a huge impact on prevention strategies in Seneca County in just these few short months."

**Mary P. Grace, LCSW, CASAC, CPP**  
*Program Director, Prevention and Treatment  
Seneca County Community Counseling Center*

"The Finger Lakes Prevention Resource Center has made some remarkable strides since its inception barely six months ago. Before I barely knew of their existence, I had an email of their available services. And they have not stopped their mission of providing research-based substance abuse and problem gambling prevention services, ever since."

The quality of the trainings is excellent and I am eager to see what upcoming topics are offered."

**Terry Whitt**  
*The Partnership For Ontario County, Inc.  
Drug Free Communities Project Director*

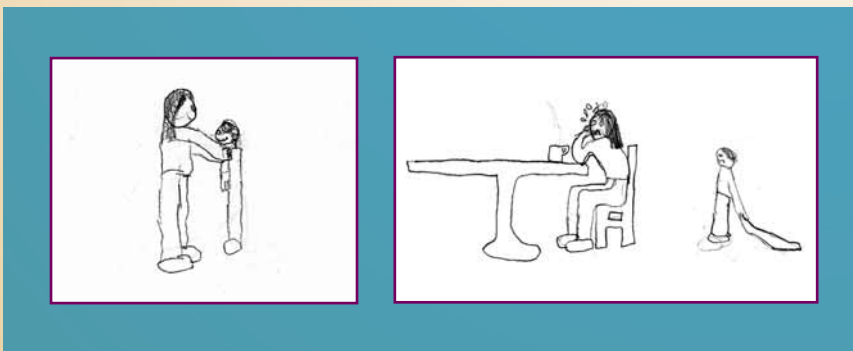
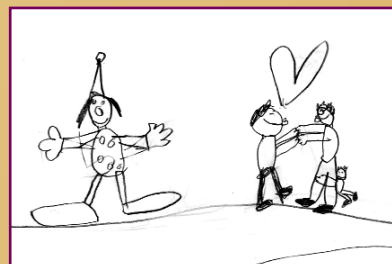
## Total Approach Family Program – Dedicated to Helping Others

"As a result of this program I plan to use the knowledge gained by openly discussing issues."

...A foster parent

"I learned that my mom could get angry and get mad/frustrated because of her alcohol/drug use and it's not a good healthy choice."

...A child in the 9-12 age group



*Illustrations by children ages 9 to 12 who are participants in NCADD-RA's Total Approach Family Program depicting the personal effects of chemical dependency on their families.*

# DePaul Mental Health Residential Programs



Community Residences  
Shelter + Care for the Homeless  
Single Room Occupancy Programs  
Supported Housing  
Transitional Housing  
Treatment Apartment Programs



DePaul Mental Health Residential Programs provide a continuum of housing options to mental health consumers in Western New York. Transitions in the residential programs reflected the current trend to convert community residence beds to apartment-based programming.



The 12-bed **Warsaw Supervised Apartment Program** opened in January 2009 in Warsaw, New York. A relocation of the eight-bed community residence in the town of Warsaw and the four-bed treatment apartment program in the village of Warsaw, program occupancy has remained consistently at 100 percent. This is the first model of New York State Office of Mental Health "homes of the future."

Construction began in April 2009 on the **Batavia Treatment Apartment Program**, an innovative, mixed-use program that provides community-integrated housing for those with a mental health diagnosis as well as affordable housing for people in the community. Funded by Division of Housing and Community Renewal tax credits, the project was completed on December 23, 2009. Residents will move in beginning in January 2010.



In October 2009, construction began on the \$35 million **Bullshead Commons** campus on West Main Street in Rochester, New York that will consist of **Halstead Square**, a 75-bed Community Residence-Single Room Occupancy Program; the **Brown Street Apartments**, a 24-unit affordable housing building, and the **Main Street Community Residence**, a 14-bed community residence. The mixed-use housing project received \$9.6 million in federal stimulus funding. The project is anticipated to open in 2011.



The 64-bed **Ridgeview Treatment Apartment Program** in Rochester, New York has been open one year with a consistent occupancy of 100 percent.

Consumers in the Rochester-based **DePaul Community Services Community Residence Program** participated in the Wegmans Eat Well, Live Well Challenge.

Wii are having fun! All DePaul residential mental health programs now have a Wii gaming system. The video units are frequently used and enjoyed at the sites with special interest in the Wii Fit interactive game.

# DePaul Mental Health Treatment, Rehabilitation and Support Programs



Continuing Day Treatment

DePaul Clubhouse

Family Support Group

Representative Payee Program

Plans were finalized between the New York State Office of Mental Health, Monroe County and DePaul to move forward with the **Personalized Recovery Oriented Services (PROS)** model of service first discussed in 2004. PROS is a comprehensive, recovery-oriented program for individuals with a serious and persistent mental illness. The goal of the program is to integrate treatment, support, and rehabilitation in a manner that facilitates the individual's recovery.

The DePaul City Center site in Rochester was built around the principles of PROS and will accommodate the changes in services. The **DePaul Continuing Day Treatment Program** and the **DePaul Clubhouse** in Monroe County will convert to a PROS program in early January 2010.

## Bill...*Valuing Independence*

The Supported Housing Program has been a great fit for Rochester native **Bill R.**, 54. The former resident of the Warsaw Community Residence and the Warsaw Supervised Apartment Program, Bill has spent much of his life in various programs learning to cope with anxiety and depression, in addition to dyslexia. He has also maintained his sobriety for over 20 years.

The self-described jokester and radio buff, whose motto is "life is too short, you may as well have a good time" is now successfully living independently in an apartment in Warsaw, New York. "The time was right to move on," he said. "The longer you stay the harder it is to go. I had to try – I could've crashed and burned – but I think I'll make it instead!"

Once employed by a Rochester nursing home for 13 years before his medications failed to work and the pressures of his illness took their toll, Bill hopes to find a job in the future, possibly using his expert mechanical skills. Right now, he volunteers at the local food bank and historical society, is a peer advocate, and is a member of a social club. He gets together with friends for drive-in movie nights, barbecues at Letchworth Park, shopping, and scouting flea markets.

"I'm enjoying a quieter lifestyle," he said. "DePaul has been a supportive cheering section for me. I'm working on improving myself and developing a wider support system."



## Karim...*A Steady Road to Recovery*

**Karim T.** is clearly proud of his apartment at the Ridgeview Commons Treatment Apartment Program in Rochester, New York...and he should be. It's immaculate, tastefully decorated with personal touches, and a symbol of independence and success.

The 33-year-old first came to DePaul 15 years ago as a resident of the Elmgrove Community Residence and a client of the Continuing Day Treatment Program. Over the years, he's worked diligently to achieve goals that supported his recovery. He worked for a number of years at DePaul's T-Shirt Factory and is currently considering entering a vocational program that will allow him to pursue his dream of working with animals. He also has his sights on moving into Supported Housing one day and getting a dog of his own.

Living at Ridgeview has truly bolstered Karim's confidence, allowing him to try many new things. He shops for groceries and household items, cooks his own meals, uses a debit card, and attends social events and activities at Ridgeview and in the community...and he enjoys an occasional meal at the Chinese buffet around the corner.

"I love it here," he said. "This is special. I'm working hard on my goals. I know you don't get this opportunity every day. Mark Fuller (DePaul's President) has taken good care of me!"



# DePaul Developmental Services

Advocacy

After-School Respite Program

Day Habilitation

Individual Residential Alternatives

Information and Referrals

Medicaid Service Coordination

Residential Habilitation

Respite Program

Training Opportunities



**DePaul Developmental Services (DDS)** helps individuals with developmental disabilities obtain connections to vital services including information and referrals, advocacy, in-home and after-school respite services, Medicaid service coordination, and family reimbursement services. The growing need for services is evident and DePaul continues to explore additional residential and supportive program options.

After over five years of planning, construction began in October 2009 on the six-bed **Individual Residential Alternative (IRA)** for individuals with a dual diagnosis of a developmental disability and mental illness. The program will be licensed by the New York State

Office of Mental Retardation and Developmental Disabilities and is scheduled to open in March 2010.

Lobbying efforts by parents of consumers and DePaul staff members continued in an effort to retain funding for a six-bed IRA serving individuals with Prader-Willi to be built alongside the six-bed IRA currently under construction.

The **Respite Program**, the largest in Monroe County, served 277 consumers in 2010, for a total of 18,869 contacts and 355,736 units of service.

## David...

### *Dedicated to Progress*



**David A.**, 26, is a young man who values his freedom. A resident of DePaul Developmental Services' Broadway Individual Residential Alternative for the past three years and a participant in the Day Habilitation Program, David spent the first five years of his life in a foster home with 12 other children. He and his brother were adopted and David moved to Rochester where he found school challenging. After graduation, he moved to a group home that proved too restrictive.

Then he came to DePaul where staff worked with David to achieve his goals and "treated him like an adult." He helps with cooking, cleaning, shopping and takes pride in being more responsible. He enjoys his five housemates and the camaraderie they share. He's now able to leave the house on weekends and visit his fiancé and is receiving the support to "do what he needs to do."

Through the Day Habilitation Program David performs volunteer work at the Red Cross, Meals on Wheels and at the Rochester Animal Shelter. His family had several pets growing up and he thinks he may one day wish to work with animals. In the meantime, he's submitting employment applications around town and is working on getting his own apartment and driver's license.

"DePaul has helped me achieve a lot," he said. "I'm a different person now, more confident and more independent, thanks to the support I get at DePaul."



# DePaul Vocational Programs

## DePaul's T-Shirt Factory WorkGuide

DePaul's vocational programs encourage the exploration of career goals and assist people in finding employment.

WorkGuide provides a wide range of services to assist consumers ages 18 and older in obtaining long-term employment in their chosen field. Programs are offered in English and Spanish to Monroe and Livingston county residents who qualify for Vocational and Educational Services for Individuals with Disabilities (VESID) services.

In 2009, WorkGuide experienced exponential growth as numbers continued to climb in Supported and Transitional Employment Programs. Over a two-year period, the Transitional Program experienced a 251 percent increase in admissions while the Supported Program saw a 60 percent increase in admissions. Pre-employment evaluations jumped 223 percent during that time. The number



of intensive placements, where WorkGuide assisted unemployed people in obtaining employment, grew 65 percent. Consumers placed in internships increased 225 percent and the number of extended placements increased 300 percent. These dramatic increases speak to the pivotal role vocational services play in the recovery process.

DePaul's T-Shirt Factory, an affirmative business that employs people with a mental illness, completed 803 jobs in 2009. Forty percent of discharges were to competitive employment. The shop also enhanced its capabilities through the purchase of additional graphics software and photochromatic ink.



## Lisa...Poised to Fly

Having a solid support system is vital to Lisa K. and to her recovery. An employee of DePaul's T-Shirt Factory for six years and part of DePaul's residential mental health program for 17 years, Lisa is about to embark on a new career as a part-time peer counselor at a local agency, a position for which DePaul's T-Shirt Factory provided a solid foundation.

"I started as a receptionist at the T-Shirt Factory and focused on being a team player," she said. "I went on to taking orders, assembling orders and helping out in whatever way I could."

"Having a place to call work really boosted my self-esteem," she explained. "We're like family. It's been a very positive experience."

Now Lisa, 47, is focused on the future. She moved into the Ridgeview Commons Treatment Apartment Program late last year and is working toward a move into Supported Housing. A graduate of SUNY-Brockport, Lisa sings and plays guitar, is active in her church, enjoys movies, canasta and learning new things, and is truly looking forward to her new role.

"I hope to change lives in a positive way," she said. "I am a good support person. This new job fits me and I fit the job. The support I found at DePaul and from other people in my life has made a difference."



# DePaul Senior Living Communities

Licensed Adult Homes  
Memory Care Units  
Assisted Living Programs



**DePaul Senior Living Communities** provide quality, affordable residential services at sites in 16 locations throughout Western New York and North Carolina. In 2009, 1,766 seniors enjoyed the comforts of home and personal care services in supportive environments that promote independence and quality of life.

**DePaul Senior Living Communities – New York** implemented three new Assisted Living Programs (ALPs) with a total of 56 beds in April 2009. The programs provide additional Medicaid-reimbursable services to individuals who require more care than what the traditional adult home provides, but don't yet require skilled nursing services.

Nearly every site in **DePaul Adult Care Communities – North Carolina** division underwent renovation in 2009. Projects were completed at **Southfork** in Winston-Salem, North Carolina; **Chatham Commons** in Cary, North Carolina; **Greenbrier** in Fairmont, North Carolina; **Twelve Oaks** in Mt. Airy, North Carolina; **Woodridge** in Monroe, North Carolina; and **East Towne** in Charlotte, North Carolina. Renovations also began at **Oakview Commons** in Four Oaks, North Carolina, **Heath House** in Lincolnton, North Carolina and **Cambridge House** in Hildebran, North Carolina.

In order to meet a growing need for services for those with Alzheimer's disease and other forms of dementia, **DePaul Adult Care Communities – North Carolina** converted a total of 70 assisted living beds to **Memory Care Unit** beds at **Twelve Oaks, Southfork** and **Greenbrier**.

## Minnie...

### *A Home Away from Home*

When Minnie Corigliano, 78, was a mother with two school-age children and a full-time job, she and her husband cared for her aging parents in their home. One year after losing Jerry, her beloved husband of 58 years, the time came for Minnie to relocate from her own home in Rome, New York to her daughter's home in Rochester. The grandmother of four and great-grandmother of three debated whether perhaps a move to assisted living might be a better option for everyone. "I took care of my parents," she said. "I know how it is."

Minnie and her daughter, Melinda Ferrari, truly are best friends. After seven months of living with Melinda and her husband, Louis, owners of the popular Lugia's Ice Cream and LDL Pools in Spencerport, New York, mother and daughter decided to explore their options. When they walked into Westwood Commons in North Chili, they saw "happy residents, caring staff, a welcoming feeling, and an immaculate environment" and knew this was home.

"I love it here," says the glamorous redhead with perfectly manicured nails who is known for her caring ways. "I can't say enough how wonderful the people are. There is always something to do. The food is delicious. People can't do enough for you. Plus, my daughter is only five minutes away. This gives us a chance to be friends."



Melinda couldn't agree more. "This is truly a home away from home. I didn't know what to expect but we're blessed. Mom is in better shape now than she's been in years."



## Nancy...*Compassionate Care and Peace of Mind*

Nancy Lomax, 77, first heard about Woodridge, a DePaul Senior Living Community in Monroe, North Carolina, from a friend who came to visit. She learned a Memory Care Unit would soon be opening at the site, toured, and immediately began making arrangements for her beloved husband, Rowland, to be admitted on the day it opened in 2008. Rowland had lived in two other settings prior to calling Woodridge home. "I never felt good leaving him to go home after visiting him at the other communities," she said.

Health issues soon required that Nancy, a mother of two daughters, five grandchildren and two great-grandchildren, become a Woodridge resident herself. Though she originally planned to return to her home following therapy and services, she was unable to do so. The move allowed her to be with her husband every day until he passed away after living one-and-a-half years at the community. When a hospitalization in the critical care unit prevented her from attending Roland's funeral, she received visits from many staff members who came to buoy her spirits. It's something she comments on frequently as it made a difference.

Now, the former respiratory therapy technician doesn't want to be anywhere but at Woodridge. She remains involved and engaged enjoying a supportive group of friends, informational activities and



events, brain teaser games, reading and attending socials. "This is home now," said Nancy, who is known around Woodridge for her gracious, gentle-spirited ways, intellect, and sweet, warm smile. "The care and compassion my husband received was wonderful. Woodridge is the place to be if you need assistance."

# DePaul Recreation

**DePaul's Recreation Program** provides services to all DePaul programs both at the Recreation Center and daily at program sites in the Rochester area. Services include outings, crafts, groups, seasonal sports, and team experiences. Popular events included sledding at Black Creek Park, a sock hop, a progressive dinner, game night, a tour of the airport and control room, trips to the farmer's market, Seabreeze Amusement Park, Niagara Falls and Cummings Nature Center; camping at Darien Lake Theme Park, a cookout, the fire safety social, the DePaul Senior Olympics, the annual Brian



Salerno Memorial Basketball Tournament and the annual Bill Smouse Memorial Softball Tournament.

The Recreation Center is also regularly used by DePaul Developmental Services After-School Program and NCADD's Hispanic Prevention/Education Program.

# Raising Awareness

After five years, the **Remember Garden** in Highland Park was completed and dedicated in May 2009. DePaul staff played a key role in raising funds and organizing efforts to build this memorial garden that honors over 700 people who were buried in unmarked graves on the grounds of the former Insane Asylum, Penitentiary and Almshouse that now lie within the park.

In conjunction with Mental Health Month and the May dedication of the Remember Garden, DePaul Community Services sponsored the public display, **"The Lives They Left Behind: Suitcases from a State Hospital Attic"** hosted at the DePaul City Center. This traveling exhibit looked into the lives of people who lived at Willard Psychiatric Center at the turn of the last century, examining their personal belongings that were found in the attic when Willard closed.



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## Statistics

### Program Beds

#### DePaul Senior Living Communities

<b>New York</b>	584
<b>North Carolina</b>	886
	<b>1,470</b>

#### DePaul Community Services

##### **Mental Health Residential Programs**

<b>Single Room Occupancy (SRO) Programs</b>	500
<b>Supervised Community Residences</b>	178
<b>Treatment Apartments</b>	180
<b>Supported Housing</b>	419
	<b>1,277</b>

#### DePaul Developmental Services

<b>Individual Residential Alternatives</b>	<b>7</b>
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<b>Total number of beds</b>	<b>2,754</b>
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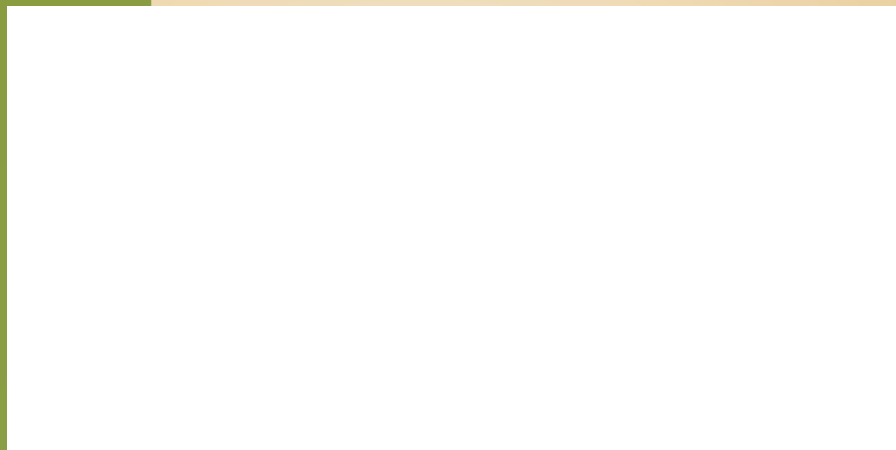
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