

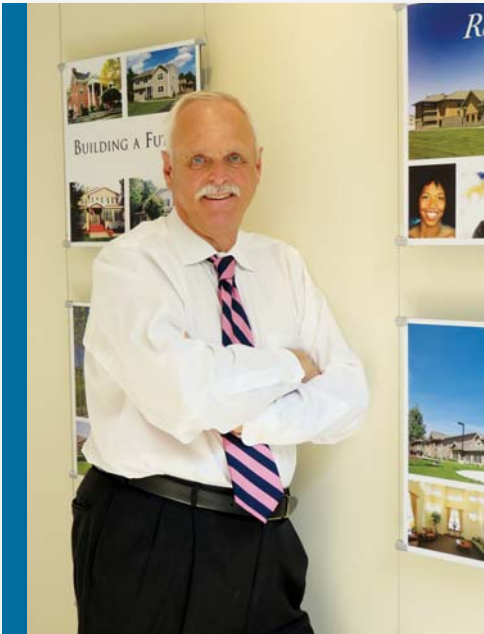


*everyday heroes*



*Annual Report 2016*

# A Message from the President



*Dear Friends,*

Revered American television legend Fred Rogers once said,

*"We live in a world in which we need to share responsibility. It's easy to say 'It's not my child, not my community, not my world, not my problem.' Then there are those who see the need and respond. I consider those people my heroes."*

Recognizing a need and taking action – that, in effect, sums up DePaul. I am very fortunate to be part of an agency that has so many everyday heroes. There are no capes or superpowers that vanquish ills. No, instead you'll find a dedicated and humble group of employees, board members, volunteers, and supporters who are a steadfast, reliable resource and constant support in the lives of those we serve.

During my tenure at DePaul, the environment surrounding service provision in our community greatly evolved. When I began my career, DePaul consisted of an outpatient clinic. Over the years, DePaul has become an organization that operates over 3,000 beds in three states, serving thousands of people annually. Today, programs encompass a wide range of services including senior living, mental health residential and support services, vocational programs, addiction prevention and support, and affordable housing. Through all of the growth and forward-thinking expansion, our DePaul family of caregivers and friends have helped people thrive.

So many at DePaul have devoted themselves to fostering the development of therapeutic relationships, providing a holistic approach to care, recovery and healing in many areas of life. With a focus on inclusion, we find there is a palpable energy, joy, satisfaction and sense of achievement for those in our care, for they too are heroes who diligently work to surmount life's challenges.

DePaul's everyday heroes approach caregiving in a hands-on and supportive manner topped off by a genuine, down-to-earth approach that has brought hope and courage to countless individuals. People are empowered to go beyond what they once thought was possible while respect, dignity, and compassion are woven into the very fabric of our organization.

Sometimes the quiet heroes, those in the proverbial trenches doing good if not great things every day, don't receive the accolades they truly deserve...but often don't desire. Those at DePaul who help and take action, those who see a need and respond, those who make small strides and differences each and every day, truly have a sustainable authenticity that is deserving of recognition, if only to inspire others to be a little more like them.

At DePaul we recognize that it is indeed *our* people, *our* community, *our* world, and they are *our* challenges to solve. Thank you for your support, encouragement, dedication and loyalty, and for being a friend to DePaul.

Sincerely,

Mark H. Fuller  
President

*heroes every day*

## *Our Mission*

DePaul, a progressive, private not-for-profit organization founded in 1958, is committed to providing quality services including assisted living services for seniors; residential and support services to persons with mental illness in recovery, some of whom have a history of homelessness; addiction prevention and support services, vocational programs and affordable housing. DePaul assists individuals in achieving their optimum level of independence and success in the environment of their choice, while remaining sensitive to assessed community needs and available resources.





# DePaul Affordable Housing Programs

Having access to affordable, quality housing in a neighborhood that is connected to jobs and other amenities makes life better for people. Research demonstrates there is a positive relationship between stable, affordable housing and improved health, increased academic performance and greater economic self-sufficiency.

Construction of new affordable housing creates a host of jobs, while vacant or underutilized parcels are transformed, increasing the value of the property and neighboring areas. Communities truly benefit from the revitalization of neighborhoods and promotion of economic and social integration.

DePaul develops attractive affordable housing options in urban, suburban and rural settings which encourage respectful community relationships. DePaul is committed to investing in communities and the many people in need who benefit from quality housing.



In October 2016, DePaul completed construction of and opened the Ebenezer Square Apartments, containing 100 apartments for income-eligible tenants in West Seneca, New York. The \$24.4 million mixed-use development features the latest in solar technology and includes New York State Office of Mental Health (NYS OMH) Community Residence - Single Room Occupancy Program services for 75 individuals. A long-vacant former big box store was demolished to accommodate the 124,000-square-foot, three-story structure containing 96 one-bedroom and four two-bedroom units with kitchens and bathrooms.

In addition to offering modern, well-appointed apartments,

Ebenezer Square provides stable housing in a service-enriched, recovery-oriented setting to adult individuals with a psychiatric disability. Licensed by the NYS OMH, residents have 24/7 access to care and can receive living skills training, medication management, linkages to medical and dental care, health education, as well as educational and vocational services. Residents also have access to off-street parking, lounge areas on each floor, outdoor picnic areas and a community room. Staff and security are on-site 24-hours a day.

This project joins affordable housing with supportive residential programs, creating a truly integrated community that fosters recovery and independence. Surrounding property values have increased and the units were fully occupied within eight weeks.



The name Trolley Station Apartments pays homage to the site's former use as a stop on a trolley line designed to transport employees to a large orphanage built in Canandaigua after the Civil War. Opened in September 2016, the site features 48 newly-constructed units of affordable housing in the town of Canandaigua, New York. The \$14.4 million, 49,090-square-foot building, funded in part by New York State Homes and Community Renewal, incorporates the latest in solar technology

and offers one- and two-bedroom apartments for income-eligible tenants, along with a lobby, reception and security station, community room, kitchen and a central courtyard. In addition, individuals with a psychiatric disability in recovery receive onsite supported housing case management to assist with household management skills and linkages to medical, educational, vocational and social services as part of the onsite Supported-Single Room Occupancy Housing (SP-SRO) Program.



Construction continued on the Joseph L. Allen Apartments, a new three-story, 52,500-square-foot, 51-unit affordable housing community for income-eligible tenants, representing a \$17.9 million investment on Albany Street in Schenectady, New York's Hamilton Hill neighborhood. Funded in part by New York State Homes and Community Renewal, the new apartments will fill a critical need for new housing in the neighborhood, which lacks new quality affordable apartments, and will offer supportive case management to assist in linking tenants to needed services in the community. Schenectady Community Action Plan (SCAP) will provide New York State Office of Mental Health supported housing services onsite. The Joseph L. Allen Apartments are named in honor of Schenectady's first African American City Councilman, a beloved and revered community member, and are anticipated to be complete by September 2017.



Collaboration and planning continued with the city of Rochester, the New York State Office of Mental Health, New York State Homes and Community Renewal, the Coalition of NorthEast Associations (CONEA), Mayor Lovely Warren and Rochester City Hall, Councilmember Michael A. Patterson and other community stakeholders, Chase Bank and M&T Bank to relocate beds from Cornerstone, a DePaul Single Room Occupancy program, to Upper Falls Square, a newly-built campus which will feature 150 units of integrated housing that promote health and wellness. The project will offer onsite supportive case management services and feature studio, one- and two-bedroom apartments for income-eligible tenants that are part of a larger vision for the rebirth of the Hudson Avenue corridor. As part of this master plan for community revitalization, parcels were secured, multiple community meetings occurred, and construction is anticipated to begin in the first quarter of 2017.

Construction began in November 2016 on Packet Boat Landing, a 60-unit project for income-eligible tenants in Lockport, New York that, as part of its features, will provide 21 Supported-Single Room Occupancy Housing (SP-SRO) Program beds through the New York State Office of Mental Health and gives preference to seniors and veterans. The project, funded in part by New York State Homes and Community Renewal, will have one-bedroom apartments and offer onsite supportive case management services.



All new DePaul projects are being built to utilize solar energy to reduce electric costs. This began with the Rochester View Apartments in 2015. The goal is to have solar pay approximately 50 percent of the power on all projects going forward.



YOU  
ARE  
Strong

## *Thomas Ware III – Embracing simple pleasures*

From his engaging Southern drawl to his love of jokes, Thomas Ware III is a man who takes life one day at a time. Thomas, 42, became a resident of the Trolley Station Apartments in October 2016 by way of Virginia where he was residing in housing that presented limitations. Thomas was injured when struck by an automobile at the age of two and was left with a brain injury. Over time, it was apparent that Thomas would benefit from being closer to his father and stepmother Ellen, residents of Canandaigua, New York. They learned of Trolley Station and realized it would be the perfect home for Thomas and would allow them to help him with transportation and any other needs. "My Daddy and Ellen have helped me so much," said Thomas. "I really love them."

A fan of word search puzzles, comedy, country music, and of course a good laugh, Thomas loves his new home where he regularly attends a cooking class and socializes with his neighbors. He also checks in with staff every morning, sharing a few jokes and to just say hello.

"My apartment is new and clean and I love being independent," he said. "I have friends and I'm settled. There is always something to do - game night, watching movies and playing cards. People here are so nice. They listen to me if I have a problem."

"I thank the Lord every day for this place," said Thomas. "And I thank Daddy and Ellen for not settling for something else and finding Trolley Station."



# DePaul Addiction Prevention and Support Programs

## National Council on Alcoholism and Drug Dependence – Rochester Area (NCADD-RA)

The National Council on Alcoholism and Drug Dependence – Rochester Area (NCADD-RA) celebrated its 70th anniversary in 2016, working 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 2016, 6,678 individuals were reached through direct services such as presentations, groups, health fairs, networks, coalitions, and inquiries and over 700 through professional trainings. In addition, 25 students attended the Addictions Counselor Credential Training (ACCT) program. Four media campaigns covering Fetal Alcohol Spectrum Disorder, underage drinking, prescription/over-the-counter drug abuse and problem gambling yielded over five million media impressions.



NCADD-RA received a grant in February 2016 from the New York Council on Problem Gambling allowing for the fifth collaborative outreach project. The primary target audience in 2016 was youth ages 12 to 17. The multi-pronged YOU(th) Decide Project aims to increase awareness to the issue of underage gambling and the importance of decreasing

youth access to gambling among parents of school-aged youth and community leaders.

Over 150 individuals from human services, schools and universities, medical, criminal justice, government, coalitions and families attended the annual NCADD-RA luncheon held in May 2016 featuring keynote speakers Dr. Charles Morgan, Medical Director, New York State Office of Alcoholism and Substance Abuse Services, and Robert Lindsey, CEO of New York State Friends of Recovery, who provided passionate and informative presentations.

DePaul's NCADD-RA spearheaded the organization of a wide group of partners from the community to address the rapidly-growing opioid epidemic. Members of the Monroe County Opioid Task Force include substance use disorder professionals, health, education, law enforcement, government and parents who began the process of identifying both community assets and barriers in Rochester and Monroe County, developing a mission statement, and goals to identify strategies and priorities to address these pervasive issues.

Requests for speakers, primarily to adults/parents, significantly increased and mainly focused on the Opioid Crisis, Current Trends, Fetal Alcohol Spectrum Disorder, and the Family and Addiction. Venues included colleges, school board associations, grand rounds at area hospitals, and the New York State Alcoholism & Substance Abuse Providers Conference in Saratoga. In addition, NCADD-RA facilitated regional networking quarterlies, provider trainings, technical assistance, and guidance to 20 coalitions in the Finger Lakes region through the Finger Lakes Prevention Resource Center.

- Addictions Counselor Credential Training
- Community Education for Adults and Youth
- Finger Lakes Prevention Resource Center
- Hispanic Prevention/Education Program
- Professional Continuing Education
- Total Approach Family Program

### NCADD-RA Making a Difference



*"Members were at many different levels of understanding of the topics discussed prior to the meeting but left better informed and with resources to continue that learning curve."*

– Participant in the Current Trends presentation to the Monroe County School Boards Association

*"It's hard for me to cry but I let it happen in this group. People don't understand the kind of pain I have because of my family and what it's been like for me. This group helped me open up for the first time in my life."*

– Participant, Total Approach Family Program, LifeSkills Training

*"The presenter was able to hold the attention of the class with ease, engaging students in conversation every day. She was able to get the most reluctant students to participate. Absolutely excellent."*

– 6th Grade Teacher



BE  
fearlessly  
authentic

## ***Kathy S. – Faith-filled strength***

Warm, welcoming, and a true delight, Kathy is a woman whose life has truly been a winding odyssey filled with challenges, courage and faith. A resident of Ebenezer Square, a Community Residence-Single Room Occupancy Program in West Seneca, New York, Kathy, 59, is over the moon about her new home, decorating it with personal treasures representative of her journey. “Everything here means something,” she said about the collected rocks, mermaids, mementos passed down from relatives, artwork and the special touches that make her house a home.

The move into her new supportive setting represents a fresh start for Kathy who has faced various challenges including mental health, physical health and addiction issues, abusive life situations, codependence and homelessness in her quest to become “authentic and well.” First introduced to alcohol at the age of eight, Kathy’s efforts to achieve sobriety were successful until she encountered personal, physical and mental health setbacks that periodically restarted the cycle.

Through it all, she managed to further her education and build a career, working first as a window display manager for a major department store and eventually going back to school to become a licensed practical nurse and an academic counselor working with those who have a legal and addiction history. Her mental health diagnosis, the loss of her parents and other challenges led to breakdowns which in turn prevented her from maintaining gainful employment.

The move to Ebenezer Square marks a whole new beginning for Kathy, an avid reader who also loves to cook and color. She has the support of her counselors, two brothers, friends who create a sense of family, and those at her AA meetings.

“My whole heart believes I am here for a purpose,” Kathy said. Her faith has been foundational and she feels nothing is “by mistake.” “God is always working on you.”

“I finally feel I am getting my life together,” she said. “It’s a beautiful thing and it’s taken a while. But this building – it’s so beautiful. The counselors and staff are all so caring. Every aspect of my well-being is considered. I am so grateful that I was accepted here. I have a lot of friends and I don’t feel alone. We have pot luck dinners, the bus takes you where you need to go. I couldn’t be more happy.”



# DePaul Mental Health Residential Programs

Mental health residential programs are key to the recovery process, leading to improved outcomes and the ability to transition on to increasingly more independent levels of care. According to the National Alliance on Mental Illness (NAMI), one in four adults – approximately 61.5 million Americans – experiences mental illness in a given year. One in 17 – about 13.6 million – live with a serious mental illness such as schizophrenia, major depression or bipolar disorder. DePaul is committed to raising awareness, early identification and intervention, and community education with the goal of eliminating the stigma that can be a hindrance to getting help. In 2016, nearly two-thirds of those discharged from DePaul's Mental Health Residential Programs moved on to a more independent level of care, illustrating that housing integrated with services provides effective supports that lead to positive mental health outcomes.

To meet community needs, DePaul relocated beds to the Lyell Road Licensed Congregate Treatment site in Rochester, New York and expanded the Erie County Apartment Treatment Program at the Edgebrook Estates Apartments from 14 beds to 16 beds.

DePaul began operating its second psychiatric crisis step-down program at Cornerstone, a DePaul Community Residence-Single Room Occupancy Program in Rochester, New York, for patients deemed psychiatrically stable. Two beds were purchased by Rochester Regional Health and operate in the same way as the existing six beds currently contracted for at Cornerstone by Strong Memorial Hospital – University of Rochester Medical Center. The well-utilized community resource provides non-licensed beds that accommodate patients leaving the hospital who have no place to go following discharge. In total, the beds served 53 clients for an average length of stay of 45 days or less.

DePaul's Care Management Program provides an extra layer of support for DePaul residents who face medical and/or mental

- Apartment Treatment Programs
- Licensed Congregate Treatment Sites
- Community Residence-Single Room Occupancy Programs
- Supported-Single Room Occupancy Programs
- Supportive Scattered-Site Housing
- Transitional Housing

health issues, particularly those experiencing frequent emergency room visits or hospitalizations. Care managers work with clients to identify problem areas and create a plan to improve their overall health. In 2016, the DePaul Health Home Care Management Program expanded in Rochester to 132 slots and in Buffalo to 98 slots.

Supportive Scattered-Site Housing Program slots increased from 40 to 55 in Niagara County following negotiations with the Homeless Alliance of Western NY, the Niagara County Office of Mental Health and Niagara Falls Memorial Medical Center.

As part of DePaul's focus on environment as a critical component for recovery, McKinley Square, a DePaul Community Residence-Single Room Occupancy Program in Buffalo, New York, was renovated to include new flooring, paint and other improvements.

DePaul received continued funding from Wyoming, Orleans, Genesee, Livingston and Wayne counties to continue the operation of 13 short-term crisis residence apartments due to the success of the program which serves people with a mental health diagnosis and their dependents who are experiencing a housing crisis.



## DePaul Support Programs



Launched in 2016, DePaul Hopelink at Shelter Cove and DePaul Hopelink at East Ridge are short-stay residences for adults being discharged from a medical hospital. The programs serve as therapeutic, short-term solutions for individuals who cannot return to their place of residence or individuals who lack a permanent residence upon discharge from the hospital. The overall goal is to provide individuals with the support they need, enabling either a return to their residence or securing a residence that is appropriate for their long-term needs.

DePaul Hopelink at Shelter Cove serves people who are currently hospitalized at Strong Memorial Hospital – University of Rochester Medical Center for health-related issues and no longer require the acute services provided by the hospital. The program has served 39 clients since its inception in January 2016. Its success has led Strong Memorial Hospital to explore adding two additional beds to the program.

DePaul Hopelink at East Ridge serves adults who are currently hospitalized at one of Rochester Regional Health's hospitals for health-related issues and no longer require the acute services provided by the hospital. The program has served 40 clients since its inception in April 2016.

# DePaul Senior Living Communities

As the number of seniors in our nation increases, so does the need for assisted living and memory care. In 2016, DePaul served over 2,000 individuals in senior living communities in New York, North Carolina and South Carolina. Residents received the comforts of home, a commitment to enhancing quality of life, and personal care services in supportive environments that promote independence.



*Prestwick Village*

DePaul purchased Prestwick Village, a 100-bed assisted living community in Laurinburg, North Carolina in October 2016. Prestwick Village provides a welcoming home-like environment, caring staff who strive to promote respect and dignity for all residents, beautifully furnished private and semi-private bedrooms with full bathrooms, pleasantly-landscaped grounds and a full range of amenities.



*Wheatfield Commons*

Construction began in 2016 on Wheatfield Commons, a DePaul Senior Living Community, in Wheatfield, New York in Niagara County. The community will provide gracious, single-floor living in a well-appointed setting. A covered front porch will greet residents and visitors as they enter a warm and inviting community. Welcoming living areas with fireplaces and beautifully decorated dining areas are all part of an accommodating, enriching atmosphere where residents will receive the highest quality services and care. A cozy family dining room will be available for private use and special occasions. An oversized Jacuzzi-style soaking tub in the spa room and individual mailboxes are also part of the design.

The community will feature spacious, furnished private and semi-private suites with a choice of floor plan and fully equipped bathrooms in every resident room. Close to shopping, restaurants and places of worship, Wheatfield Commons is nestled in a park-like suburban setting with inviting grounds and courtyards.

Wheatfield Commons will offer a personal approach to delivering support and services while encouraging family members to be actively involved in the care of their loved ones.

The community is slated to open in the fall of 2017 and will welcome residents in both assisted living and memory care accommodations.



*Villas at Rolling Ridge*

Substantial renovations and a 19-bed addition were completed at Rolling Ridge, a DePaul Senior Living Community in Newton Grove, North Carolina. In addition, the Villas at Rolling Ridge in Newton Grove, North Carolina, were completed and fully occupied. The eight apartment units represent DePaul's first foray into independent senior living.

Caregivers at DePaul's senior living communities recognize that activities and socialization are truly vital ingredients for happiness and satisfaction. A diverse array of community-involvement options, activities, entertainment and socialization opportunities help residents live life to its fullest. Activities in 2016 included exercise such as dancing and balloon volleyball, a myriad of crafts, intergenerational activities, pet therapy, visits to local fire departments, botanical gardens and veteran memorials, luncheons at places of worship and area restaurants, virtual travels with Flat Stanley – as far as Japan, Italy and even to the Super Bowl – walking challenges, classic car shows, fruit picking, local farmers markets and seasonal food socials, fishing, baseball games, an outing to the American Kazoo Company and a sneak peek at a local outdoor art installation in progress.





## Bob and Betty Sigmon – Enjoying life together

Native North Carolinians Bob and Betty Sigmon came to Wexford House, a DePaul Senior Living Community in Denver, North Carolina, under a year ago following a stay in skilled nursing rehabilitation.

Bob, 80, and Betty, 82, have been married 42 years and their devotion to one another is evident. They are usually sitting together holding hands while they enjoy bingo, music, socials, worship services, visits from family members and pet therapy, a particular favorite as they had five dogs when they lived independently.

Bob and Betty appreciate the fact that they are together in assisted living care. They truly enjoy home-cooked Southern meals at Wexford House and are happiest appreciating one another's company.

During their working years, Betty was a sock knitter at a knitting mill and Bob worked at an electric supply company. They have four children, two grandchildren, five step-grandchildren and two great-grandchildren. Both come from large families, Bob as one of eight and Betty as one of six. Family members learned of Wexford House through a local physician and thought it was a good fit to meet their growing needs.

They've settled right in. According to Betty, "I've enjoyed meeting a lot of people here and really like all of the activities." "Everyone here takes good care of me," added Bob.



*wonderful  
life*

## Ron Janicki – Thriving again

Ron Janicki, 75, is the oldest of five siblings who grew up right in Cheektowaga, New York. A graduate of the State University of New York at Morrisville, he worked at several factory and trucking jobs and is the proud father of his son, a physician who lives out of state, and grandfather of four.

Ron came to Glenwell, a DePaul Senior Living Community in Cheektowaga, New York, 18 months ago from a skilled nursing facility. At that time Ron's sister Elaine indicated he had lost a lot of weight, looked unhealthy, was on many medications, and didn't have hearing aids which made it difficult to communicate. Concerned, she sought assisted living options as Ron did not require nursing home care.

Elaine visited Glenwell and loved the community. When an opening arose in the Glenwell Assisted Living Program (ALP) program, Ron moved in. Ron went from doing very little, not being able to hear, not eating well, being depressed and sleeping much of the time to becoming a different man. He now participates in activities and outings and the DePaul Senior Olympics, has made friends, and sits and has conversations in the common areas. He tells his sister he loves it here. "He smiles now!" she said. "He eats well and loves the food. He has gained weight and looks healthy."



Glenwell staff can also see the difference, noting that he initially kept to himself but now has truly come out of his shell.

"I go to exercise class, play Jeopardy, and like to go out for lunch," Ron said. "The food is good and I like to sit outside or go for a walk. I also attend Mass and have new friends. The staff are friendly and they make my life better. They do a good job at Glenwell."



# DePaul Recreation

Enjoyable, meaningful recreation and leisure experiences can have a positive impact on recovery, health and quality of life. Engagement in active living provides a positive, strengths-based and effective outlet for those surmounting the challenges of living with mental illness. DePaul's Recreation Program provides support to DePaul's Residential Mental Health Programs at both the DePaul Recreation Center and at sites in the Rochester, New York area, enhancing quality of life, building confidence and self-respect, developing skills and contributing to improved health and recovery.

The variety of activities and programs provided at DePaul appeal to many interests. Highlights in 2016 included seasonal sports, groups, arts and crafts including jewelry-making, intricate coloring projects, and painting; games, themed socials such as the Valentine's Day dance and St. Patrick's Day party, outings to

Seabreeze Amusement Park, Highland Park, the House of Guitars, Record Archive, Springdale Farm, the Rochester Public Market, the Rochester Rhinos, the Rochester Red Wings, Letchworth State Park, Cumming Nature Center, Lamberton Conservatory, and a favorite restaurant as part of a Breakfast Club. Participants also received free haircuts at the Continental School of Beauty, went on community walks, and had fun at social hours where they shared memories and ideas. Other highlights included the Annual Brian Salerno Basketball Tournament and the Annual Bill Smouse Memorial Softball Tournament, as well as an Olympic-style event.

The DePaul Recreation Program also provides a day program two days per week, offering clients small group activities, games, crafts, sports, outings and team experiences. An average of 40 people attend per session.





# *inspiration*



## ***Onie J. – Striving toward independence***

Soft-spoken with a radiant smile, Onie is a resident of Edgerton Square, a DePaul Community Residence-Single Room Occupancy Program in Rochester, New York, and a regular participant in the day program held twice a week at DePaul's Recreation Center.

A former school bus monitor and child care worker, Onie grew up in Rochester as part of a large family. Diagnosed with anxiety and depression, Onie, 50, lived with her mother for many years and eventually came to DePaul after a brief stay in family care. Onie has a daughter and two grandsons who she enjoys seeing and she is very pleased to be learning the skills needed to live on her own including doing her own laundry, cleaning her room and setting goals for the future.

A woman of faith who also likes to watch old TV shows, she especially enjoys coming to the DePaul Recreation Center where she can express her passion for arts and crafts including coloring, sewing and making wreaths.

"Everyone here is very helpful," she said. "We talk, work together, and have fun. It helps me socialize and interact with others."

Known as the "Uno Queen" for her proficiency with the game, Onie also enjoys singing and going on outings to destinations such as Seabreeze Amusement Park and participating in the NAMI walk.

"I'd like to stay with DePaul a while," she said. "I have a group of friends and I'm learning a lot."

# WorkGuide - a DePaul Vocational Program

Foundational elements such as training, education, rehabilitation, and career development can be pivotal in helping persons with disabilities have rewarding careers. Individuals with disabilities can truly benefit from vocational programs and opportunities to be employed in jobs integrated within their communities.

DePaul WorkGuide offers a wide range of services to assist consumers in obtaining long-term employment in their chosen field. Programs are offered in English and Spanish to Monroe County residents who qualify for Adult Career and Continuing Education Services – Vocational Rehabilitation (ACCES-VR). WorkGuide's Supported Employment program assists people with disabilities in obtaining and maintaining competitive employment and provides services including comprehensive vocational assessment, resume preparation and interviewing skills, job and career development, placement and coaching, and extended services. The Transitional Employment Program assesses areas of interest, experience and aptitude to identify jobs, careers and eventual internships prior to

seeking paid employment. WorkGuide is an approved Employment Network and also employs certified benefits counselors to help ensure a smooth transition for those receiving benefits who move on to self-sufficiency through employment.

In 2016, WorkGuide placed 118 people in new jobs across all WorkGuide programs while 50 people were placed in internships through the Transitional Program. Placements continued to demonstrate diversity that reflected customer choice including mental health therapy aide, administrative assistant, engineer, registered nurse, warehouse associate, library page, hotel housekeeper and porter, electronics tester, clerical support, sales associate, activity assistant, patient access associate, guest relations, farm worker, transportation specialist, and billing assistant. There were 131 people who exceeded the ACCES-VR goal of earning \$9.50 per hour and 79 people exceed the ACCES-VR goal of working over 30 hours per week. Employment Network/Ticket to Work income increased by over 21 percent.



*never  
give up*

***Ramar Brimacomb –  
Focused on success***

A man with a plan. That is Ramar Brimacomb, 23, and a resident of Wheatland-Chili who is enrolled in the DePaul WorkGuide program. Following graduation from high school, Ramar participated in a BOCES program in forensic science offered by Roberts Wesleyan College where he also volunteered in the security department. Ramar had a longtime desire to perform security work. "It's in my nature to protect," he said.

Not sure of what to do next, Ramar was encouraged by his parents to obtain an ACCES-VR referral to WorkGuide. There he was linked with WorkGuide Vocational Counselor Ed Diaz who assisted Ramar in completing the proper coursework to obtain his security license. Ed also gave Ramar direction on his resume, cover letter, and the completion of job applications which resulted in Ramar retaining a position as a security guard. Ed meets with Ramar every two weeks to discuss his progress and future goals.

"I've worked with Ramar for 2-½ years and have enjoyed seeing him grow," said Ed. "His commitment, follow through and dependability have led him to retain increasingly more responsible positions. He's really taken the initiative and shined."

Ramar now has his sights set on taking additional coursework and upgrading the level of his security license.

Step by step, Ramar is committed to achievement and success. He spends a lot of time with his family and is a big fan of his mom's homemade macaroni and cheese and his dad's barbecue sauce. Affectionately called Uncle Marmar by his nephews and niece, Ramar enjoys drawing, playing video games and watching movies with Ashley, his girlfriend of seven years. He also recently purchased a car.

"I may have a learning disability but I can do what anyone else can do," he said. "I love my job. I love protection. Without everyone's support I would never have gone this far."



# Every Day at DePaul

For most organizations, it's not part of a balance sheet and likely not even in a business plan, but DePaul believes building a rewarding workplace culture is vital to ensuring that the highest quality care is delivered to those in our programs. In our nearly 60 years of service, DePaul has focused on developing a strong organizational culture that invests in people and creates careers with meaning and longevity. In fact over 35 percent of employees have been making a difference at DePaul for five years, nearly 20 percent for 10 or more years, and some for over 35 years!

We assimilate employees into the DePaul mission of helping people in need. Everyone has a critical role and a sense of purpose in that process. The following comments from DePaul employees highlight why we are so proud of our dedicated team!

DePaul puts residents first.

It's rewarding to help people.

The teamwork of all employees is wonderful.

It is my utmost honor to serve.

Seeing a client succeed in any way brings an irreplaceable smile to my face.

DePaul is committed to quality for staff and residents.

I assist in enhancing a life forever.

I know I make a difference.

I feel welcomed and interconnected for a greater purpose.

My co-workers are great and I have the best supervisor!

I enjoy the teamwork, communication across lines, the fairness and just being a part of an ever-growing organization.

You bring happiness to the residents and they bring it to you!

DePaul is friendly, respectful, selfless and accepting.

I enjoy the satisfaction that you get when you see a happy resident; the smiles on their faces are unforgettable.

Meaningful and challenging work in a supportive environment.

Through helping others improve their lives, I improve myself daily.

It's like having another family. We are all kin.

Great work atmosphere.

I love bringing joy and happiness to the residents. They are like family and I cherish them as such.

# 2016 Board Members

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# DePaul by the Numbers – 2016

Founded  
in 1958

Affordable Housing  
Addiction Prevention and Support  
Mental Health Residential  
and Support Programs  
Senior Living  
Vocational Programs

Over  
**5,000**  
served

Services in  
**21** counties  
spanning three states

**1,470** employees  
**947** full-time employees  
**528** part-time employees

## DePaul Beds

### Senior Living Communities

New York	436
North Carolina	847
South Carolina	80
Independent Senior Apartments	8
	<u>1,371</u>

### Mental Health Residential Programs

Apartment Treatment Programs	314
Community Residence-Single Room Occupancy Programs	650
Crisis Apartments	17
Licensed Congregate Treatment Sites	30
Supported Housing	471
Supported-Single Room Occupancy Programs	26
Transitional Housing	30
Short-Term Transition	22
	<u>1,560</u>

## DePaul Affordable Housing Units – 688

NCADD-RA reached **6,678** individuals through direct service such as presentations, groups, health fairs, networks, coalitions, and inquiries; **5,707,854** through media impressions, newsletter readers and the resource directory and over **700** through professional trainings.

**NCADD-RA**

## IT

IT handled over **7,600** helpdesk tickets; an average of **29** tickets per day.

DePaul received over **1.4** million emails; **1.3** million of them were considered valid to the agency.

DePaul's main network connection transfers over **221** terabytes of information per year; enough data to store the whole Library of Congress **15** times!

DePaul to date, has generated over **341** mega watts of power from our solar arrays; enough to power **34** average homes for a year.

## Activities

**32,485**  
activities for our  
seniors

Recreation activities had  
over **9,000** attendees  
for all offerings.

## Trainings

**10,404** attendees completed  
nearly **130** trainings

Completed  
**4,758** audits  
and **3,978**  
utilization  
reviews.

Served **1,450**  
in DePaul's Representative  
Payee Program.

## Rep Payee

DePaul's websites received **214,639** visits  
and **492,751** page views in 2016.



DePaul's Facebook posts on all pages  
reached **866,121** people in 2016.

Videos on the Facebook pages for DePaul's senior living  
communities have been viewed **46,278** times.

DePaul's Twitter account made  
**157,862** impressions in 2016.



Social Media

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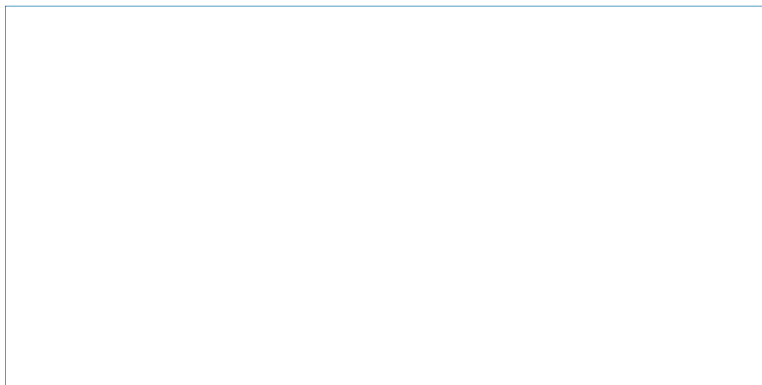
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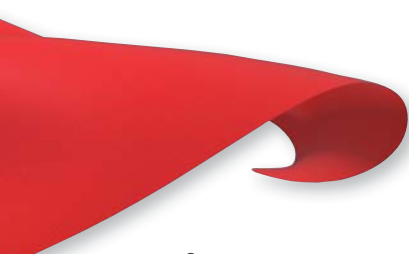


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