

**Overcoming
Bias**

**Planting the Seed
for
*Change***



Annual Report 2017

A Message from the President

Dear Friends of DePaul,

Since 1958, DePaul has tirelessly served people in great need in our community – those with a mental health diagnosis in recovery, seniors, and people requiring affordable housing, vocational assistance, and addiction prevention and support. Over the years, as care and services have evolved and become more complex, we've also seen society vary in the level of respect, acceptance and compassion shown to those in need. Misperceptions and misinformation have the potential to influence how we view those different from ourselves. So we ask, in this age of unconscious bias, how does that affect those in our care? And what can we, as individuals, do about it?

Over the last twenty years, the concept of unconscious bias and our understanding of it has erupted. Countless studies conclusively demonstrate that human beings have bias. It permeates most variants of human identity including race, gender, sexual orientation, body size, religion, language, height, hair color, age, and mental and physical health status. We need not ask, "Do we have bias?" but instead, "Which biases are ours?"



"We tend to accept information that confirms our prior beliefs and ignore or discredit information that does not. This confirmation bias settles over our eyes like distorting spectacles for everything we look at."

Kyle Hill

The impact has the potential to be dramatic. So often we hear monikers casually tossed around using hurtful terms to describe those with a psychiatric illness. We see elderly people treated dismissively instead of being revered for a lifetime of accrued knowledge and experience. Persons seeking gainful employment or affordable housing are viewed through a judgmental lens, while the disease of addiction is sometimes tragically not seen as a disease at all. How can we, as individuals and a community, work to maximize potential, celebrate differences and stop judging if we are unaware of the forces that influence the choices we make? Total elimination of bias is unlikely, however, we can mitigate the impact of bias through education, awareness and conversation, while working together to decrease stigma and increase understanding.

Author Anna Quindlen once wrote, "Anything can happen when human beings allow ideology to trump their humanity, when they elevate an idea above the lives of individuals. Anything can happen and it too often does."

And so DePaul has worked, sometimes against the grain, to always place our fellow human beings first. We've focused a critical eye on causes of community concern, catalysts and needs, and listened to a wide variety of voices that encourage inclusion over bias. We've delivered solutions that work - and are seen by most as absolutely the right thing to do.

In 2017 that included DePaul developing housing for income-eligible tenants and those with a mental health diagnosis, assisted living options for seniors, and programs for those in need of vocational services and addiction prevention and support. And as a result, people are thriving. Personal growth, increased independence, improved wellness – all are realized in supportive settings that are the result of partnerships, plans and processes that work.

To confront bias and dilute its negative impact, one must encourage constant inquiry and analysis into how solutions are designed in a productive, thoughtful effort that shifts the undercurrent of a biased mindset. People can indeed go beyond what they once thought possible and for nearly 60 years, DePaul has proudly seen the positive impact that has made on individuals, their loved ones and the community. Thank you for joining DePaul on this journey and for your support along the way.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Mark H. Fuller'. The signature is fluid and cursive, written over a light blue background.

Mark H. Fuller
President

Seeing Beyond

BIAS

**In the words of Ralph Waldo Emerson,
“People only see what they are prepared to see.”**

**We are grateful for the DePaul family
who see potential in everyone we serve and in all we do.**

“I enjoy working at DePaul as every day we get to see
someone doing something they never thought possible.

‘I never thought I would play sports again.’

‘I never thought I would be able to have a job
and pay my own bills.’

‘I never thought I would have my own apartment.’

‘I never thought I could be happy again after my
wife died and I had to move.’

‘I never thought I could face the effects of addiction.’

It is a joy and a privilege to see what people can accomplish
and to be a part of helping them make it happen.”



DePaul Affordable Housing Programs



Joseph L. Allen Apartments

In September of 2017, DePaul opened and achieved full occupancy at the **Joseph L. Allen Apartments**, a new three-story, 52,500 square foot, 51-unit community for income-eligible tenants representing a \$17.6 million investment on Albany Street in Schenectady, New York's Hamilton Hill neighborhood. The Joseph L. Allen Apartments are named in honor of Schenectady's first African American City Councilman, a beloved and revered community member, and serve as a catalyst for change in an area that is experiencing improvement and growth. The apartments fill a critical need for new, quality affordable housing in the neighborhood and offer supportive case management through a partnership with Schenectady Community Action Plan (SCAP) to assist in linking tenants to needed services in the community. The new studio, one- and two-bedroom apartments feature fully equipped kitchens with a range, refrigerator and microwave, a wall-mounted flat screen TV including basic cable service, and in-unit storage. Heat, air conditioning, hot water and electric are included in the rent and community laundry facilities are available at no cost to the tenant.



Having a home you love...

Building a solid personal foundation not only starts at home, but with a home. Quality affordable housing in a community that has linkages to employment, healthcare, supportive services and other amenities can lead to improved quality of life. Stable housing often equals improved health, greater economic self-sufficiency and healthier relationships. If housing costs are too high, persons with lower incomes often use a larger percentage of income toward housing at the expense of vital needs such as food, utilities or health-related expenses. Affordable housing can help bridge that gap, benefitting individuals and ultimately communities.

Construction continued on the **Packet Boat Landing Apartments**, a 60-unit project for income-eligible tenants in Lockport, New York. The name 'Packet Boat Landing' is derived from the packet boats used on the Erie Canal and Barge Canal system in New York State during the 18th and 19th centuries. The project contains 21 Supported-Single Room Occupancy units funded through the New York State Office of Mental Health. Funded in part by New York State Homes and Community Renewal, the project will have one-bedroom apartments and will provide linkages to services to accommodate tenants with special needs. It is anticipated to be complete in the spring of 2018.



Packet Boat Landing Apartments





Upper Falls Square Apartments

DePaul began construction in February 2017 on the **Upper Falls Square Apartments** in Rochester, New York following collaboration with the City of Rochester, the New York State Office of Mental Health, New York State Homes and Community Renewal, New York State Housing Finance Agency (NYSHFA) the Coalition of NorthEast Associations (CONEA), Rochester City Hall and Mayor Lovely Warren, Councilmember Michael A. Patterson and other community stakeholders, JPMorgan Chase Bank, Red Stone Equity Partners and M&T Bank. Seventy-five existing beds from Cornerstone, a Single Room Occupancy Program, will be relocated to the new campus which will feature two buildings with 150 units of integrated

housing that promotes health and wellness. The project will offer studio, one- and two-bedroom apartments for income-eligible tenants and will provide linkages to services to accommodate tenants with special needs. The Upper Falls Square Apartments are a key component in the rebirth of the Hudson Avenue corridor. The anticipated completion date is the fall of 2018.



In December 2017, construction commenced on the **Skybird Landing Apartments**, 60 units of housing for income-eligible tenants in Geneseo, New York that will also provide linkages to services to accommodate tenants with special needs. The project will link tenants to needed services in the community to promote and maintain independence. Each one- and two-bedroom apartment will feature a fully equipped kitchen with a range, refrigerator and microwave, and a wall-mounted flat screen TV including basic cable service and in-unit storage. The project will be centrally located near local amenities that tenants may need such as grocery shopping, schools, places of worship, medical care, banks, libraries, government agencies and general shopping.



Skybird Landing Apartments

DePaul was truly honored to be named the **New York State Association for Affordable Housing (NYSFAH) Not-For-Profit of the Year!** The award is presented to a "not-for-profit organization that demonstrates excellence in either the development of affordable housing or the delivery of services to residents."





Christina Serrano... The Future Awaits

Having a safe, well-maintained, supportive place to live is something many take for granted. On her own since she was 16, Christina Serrano, knows what it's like to do without. She's slept on trains, in the park and in shelters. She's experienced the passing of her parents and abusive partnership situations. But now she and her 16-year-old son have found a new beginning at the Joseph L. Allen Apartments in Schenectady, New York.

Christina, 35 and a Brooklyn native, had long searched for a downstate apartment but the waiting time to obtain affordable housing in that region often took five to ten years. She eventually moved to Schenectady when her son was three to look for housing and to be closer to her older sisters. Over the years, she found work in dog grooming, with a summer youth program and through temporary service agencies. Her PTSD, anxiety, bipolar disorder and depression eventually became overwhelming and she could no longer maintain gainful employment. She extracted herself from an abusive situation and her case worker connected her with her new apartment where she now resides with her son and therapy dog.

"Since I've been here, I've really come to love the staff," she said. "I cook for people. My family is proud of me."

She continues on about how proud she is of her son, now 16, and how well he does in school. The Joseph L. Allen Apartments have provided a supportive environment in which to thrive.

The future is bright for Christina who speaks with enthusiasm about her goal of obtaining her GED and studying to be a veterinary technician.

"I was so lucky they picked me," she said. "This is a beautiful place. I love my apartment. It's really helped in my recovery."



DePaul Mental Health Residential and Support Programs

Many people erroneously believe that mental health disorders are rare and “happen to someone else” when in fact an estimated 65 million Americans, or one in five, suffer from some form of mental disorder in a given year. There are more than 200 classified forms of mental illness. Some of the more common disorders are depression, bipolar disorder, schizophrenia and anxiety disorders. Mental illnesses may be caused by a reaction to environmental stressors, genetic factors, biochemical imbalances or a combination of these factors.

Unlike physical illness, where treatment is normally sought, only 41 percent of adults in the U.S. with a mental illness received mental health services in the past year. Statistics show that half of all chronic mental illness begin by age 14; three-quarters by age 24. Despite effective treatment, there are long delays—sometimes decades—between the first appearance of symptoms and when people get help. However, with proper care and treatment many individuals learn the skills to cope with or recover from a mental illness.

DePaul is committed to raising awareness, early identification and intervention, and community education with the goal of eliminating stigma that can be a barrier to getting help. In 2017, 58 percent of those discharged from DePaul’s Residential Mental Health Programs moved on to a more independent level of care, demonstrating that housing integrated with services provides effective supports and positive mental health outcomes.



Ebenezer Square, a DePaul Community Residence — Single Room Occupancy Program

Ebenezer Square, a DePaul Community Residence-Single Room Occupancy Program in West Seneca, New York, quickly achieved 100 percent occupancy demonstrating community need. The 100-unit program, which opened in October 2016, was reviewed by the New York State Office of Mental Health and New York State Homes and Community Renewal with very positive ratings. Ebenezer Square also received the Leadership in Energy and Environmental Design (LEED) for Homes Platinum Certification.

Renovations continued at the **Ridgeview Commons Apartment Treatment Program** in Rochester, New York which included increased office space and an upgrade to the community room, along with work in the residential building stairwells. A \$10,000 grant was received from M&T Bank to assist with the project.

The bed capacity increased from six beds to eight beds at **DePaul Hopelink at Shelter Cove**, the medical transition residence in Churchville, New York. The program is a short-stay residence for adults being discharged from a medical hospital that began operation in January 2016 and is a collaboration with



DePaul Hopelink at Shelter Cove

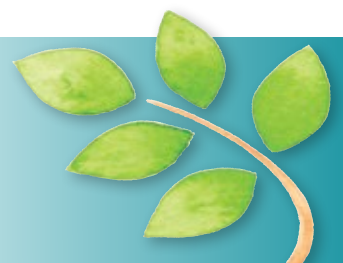
Strong Memorial Hospital/University of Rochester Medical Center. It serves as a therapeutic, short-term solution for individuals who cannot return to their place of residence or for individuals who lack a permanent residence upon discharge from the hospital. The overall goal is to provide individuals with the support they need, enabling either a return to their residence or securing a residence that is appropriate for their long-term needs. The program served 42 people in 2017 who were hospitalized at Strong Memorial Hospital/University of Rochester Medical Center for health-related issues and no longer required the acute services provided by the hospital.

DePaul operated a psychiatric transition program at **Cornerstone, a DePaul Community Residence-Single Room Occupancy Program** in Rochester, New York, for patients deemed psychiatrically stable.

Beds are contracted for by Rochester Regional Health and 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 2017, the beds served 119 clients.

Both DePaul Hopelink at Shelter Cove and the psychiatric transition program at Cornerstone received state-wide recognition for their innovative approach to care.





DePaul's Care Management Program provides an extra layer of support for residents who are struggling with medical and/or mental health issues, particularly those who are 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, with the goal of reducing ER visits and hospitalizations. They partner with residential staff as well as a client's current providers to streamline care, clarify recommendations, and support clients in following through on recommendations for care. There is great need for this service and DePaul's Care Management Program increased to 130 members in Rochester and to 110 members in Buffalo.



Parkside, A DePaul Community Residence-Single Room Occupancy Program

As part of DePaul's focus on environment as a key component for recovery, building renovations, upgrades and technology infrastructure improvements continued at **Parkside, a DePaul Community Residence-Single Room Occupancy Program** in East Rochester, New York. These were made possible in part by



DePaul's Carriage Factory Apartments were selected as the 2017 Network Residence of the Year by the Supportive Housing Network of New York. The award is presented to sites that provide permanent supportive housing with services offered on site.



Carriage Factory Apartments

- Apartment Treatment Programs**
- Care Management**
- Community Residence-Single Room Occupancy Programs**
- Crisis Housing**
- Hopelink Program**
- Licensed Congregate Treatment Sites**
- Permanent Supported Housing for the Homeless**
- Psychiatric Transition Program**
- Representative Payee Program**
- Residential Services for persons who are Deaf/Hard of Hearing and Using American Sign Language**
- Supported-Single Room Occupancy Programs**
- Supportive Scattered-Site Housing**
- Transitional Housing**

\$1.4 million in renovation funds from the New York State Office of Mental Health.

DePaul's grant-funded **Medicaid Redesign Team (MRT) Supported Housing Program in Niagara County** received state-wide recognition from the New York State Department of Health in Albany. The program provides supported housing to Niagara County's health home care management recipients, the majority of whom lack safe, affordable housing and have a diagnosis of a psychiatric disability and/or other physical disabilities. DePaul facilitates the leasing of 55 individual, landlord-owned apartments located throughout Niagara County and assists clients with obtaining a lease with a landlord, provides partial rental stipends, advocates for clients' rights, and provides related supports to clients.

DePaul is certified to serve as a representative payee for interested individuals residing in Monroe, Erie, Wayne, and Ontario counties, ensuring that income is used for the personal care and well-being of the individual DePaul is representing. The **Representative Payee Program** served 1,335 individuals in 2017.

David Kulpinski ... A Healing Journey

As David Kulpinski, 65, reflects back on his life, he recalls an idyllic childhood in Webster, New York filled with nature hikes and neighborhood pals, his passion for swimming and academics, and a loving family gone too soon. A member of the National Honor Society and a high school athlete who lettered in swimming, David went to Columbia University with dreams of becoming a doctor. While there, signs of a psychiatric disability appeared and David left school, traveled the country with friends and ended up in Florida

working as a lifeguard. He eventually returned to Rochester where he held a number of jobs, enjoying most those that involved working with people. In the midst of his journey, David relied on his unwavering faith to buoy him when times were difficult.



David often heard voices, was subsequently hospitalized and lived in a variety of residential programs including some of DePaul's original community residences established during the 1980s. Today, he's delighted to have found a home that makes him happy at Parkside, a DePaul Community Residence-Single Room Occupancy Program in East Rochester, where he's lived since 2015.

"These are my people," David said emphatically. "This is my new life. It's a safe, healthy, comfortable place to grow and to heal. I can't tell you how good DePaul is." He particularly appreciates the food, macaroni and cheese being his favorite, and the great staff who you can "go to with any problem."

He's truly made the most of being part of a community, regularly attending church and volunteering at a charity second hand shop. A dapper dresser, David still enjoys the activities of his youth which include swimming at the YMCA, hiking and reading.



Ridgeview Commons Apartment Treatment Program



"These are my people. This is my new life. It's a safe, healthy, comfortable place to grow and to heal. I can't tell you how good DePaul is."

David Kulpinski

David strives to always improve and his next big step is a move to the Ridgeview Commons Apartment Treatment Program where he will enjoy greater independence in his very own apartment. He plans on connecting with the surrounding community just as he did in East Rochester and, as a lifelong animal lover, may even volunteer at the Seneca Park Zoo. "I'll have my own kitchen and will be able to shop, cook what I like, and live more independently."

"I hope anyone out there who needs a sign of hope and a sign of help...hopefully they can see that I got help here at DePaul," said David. "Good help. And if someone sees this and they need help, they're in a dark spot, a tough place, you can go to DePaul for help...it certainly helped me."

DePaul Addiction Prevention and Support Programs

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

Addiction is a complex disease of the brain and body that involves compulsive use of one or more substances despite serious health and social consequences. Addiction disrupts regions of the brain that are responsible for reward, motivation, learning, judgment and memory. It damages various body systems as well as families, relationships, schools, workplaces and neighborhoods.

The National Council on Alcoholism and Drug Dependence – Rochester Area (NCADD-RA) works to reduce the impact of alcohol, other drugs and problem gambling. The Council, which celebrated 71 years of serving the community in 2017, provides information, education, support and referral services to individuals, families and the community. In 2017, 13,952 individuals were reached through direct services such as community presentations, groups, health fairs, networks, coalitions and inquiries, as well as over 800 through professional trainings. Twenty-eight students attended the Addictions Counselor Credential Training (ACCT) program. Utilizing print, electronic and social media, four media campaigns covering Fetal Alcohol Spectrum Disorder, underage drinking, prescription/over-the-counter drug abuse and problem gambling yielded nearly three million media impressions.



The Council facilitated and chaired the Opioid Task Force of Monroe County, a wide group of partners encompassing multiple sectors from across the community, assembled for the purpose of addressing the opioid epidemic. NCADD-RA also saw a significant increase in community requests for

presentations/training, especially in regard to opioids. NCADD-RA also participates in Rochester Mayor Lovely Warren's Heroin Task Force and developed printed and web-based resources to support the community.

NCADD-RA received a grant in February 2017 from the New York Council on Problem Gambling allowing for the sixth collaborative outreach project. 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 attended the 2017 Annual NCADD-RA Luncheon featuring nationally-recognized expert Bertha K. Madras, Ph.D. who spoke on drug challenges and the need for creative solutions.



Using a \$100,000 New York State Office of Alcoholism and Substance Abuse Services grant, NCADD-RA launched a new Finger Lakes Addiction Resource Center covering the nine-county Finger Lakes Economic Development Zone in July 2017. The program began collecting data from the region and multiple directories were created with treatment provider listings.

NCADD-RA was one of only 14 pilot programs across the country launching a new Community Anti-Drug Coalitions of America (CADCA) Medication-Assisted Treatment Program.

The Council worked with 20 coalitions in the Finger Lakes region through NCADD-RA's Finger Lakes Prevention Resource Center providing training and technical assistance and also increased student education in multiple schools/classrooms via NCADD-RA's LifeSkills Training program.

"I think this presenter should come back because she inspires everyone to make good decisions in life and to learn about the world."

— 5th grade student, Rochester City School District

"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, Rochester City School District

"All the sessions were helpful to me. Especially how addiction is a disease and understanding the effects on the children in the family which will help me be a better parent."

— Foster Parent, Department of Human and Health Services

DePaul Recreation

Recreation is unique in its ability to build capacity in personal, social, economic and environmental realms that lead to healthy individuals and communities. Meaningful recreation and leisure experiences can have a positive impact on recovery, health and quality of life. Participation in active, engaged living can help people surmount 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, and developing skills that contribute to improved health and recovery.

In 2017, a variety of activities and programs appealed to many interests. Highlights included seasonal sports, groups, arts and crafts including jewelry-making, intricate coloring projects and painting, themed socials such as a talent show and luau party, games, outings to Corbett's Glenn, the Lilac Festival at Highland Park, Lamberton Conservatory, fishing at Black Creek Park, the Maplewood Park Rose Festival, concerts at Ontario Beach Park and exploration at the Rochester Museum and Science Center.

A team assisted with the Remember Garden spring clean-up in Highland Park, while a Green Team participated in a community clean-up project. DePaul also hosted the Annual Brian Salerno Basketball Tournament and the Annual Bill Smouse Memorial Softball Tournament.

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 37 people attend per session.



Georgetta B. ... the Kindest Soul

Georgetta B. is a gentle soul who exudes kindness with every soft-spoken word she utters. A resident of the Carriage Factory Apartments in Rochester, New York, Georgetta is a constant presence at the day recreation program held two days per week at DePaul's Recreation Center where she particularly enjoys the arts and crafts activities as well as the outings.

The stylish, 36-year-old Rochester native graduated from high school and went on to hold several jobs including her favorite as an aide in the Rochester City School District where she spent three years. She was ultimately diagnosed with a seizure disorder and then began exhibiting signs of a psychiatric disability including depression and hearing voices. Following a hospitalization, Georgetta entered a DePaul Licensed Congregate Treatment Site in 2009, eventually transitioning to an Apartment Treatment Program and now to the Supportive Scattered-Site Housing Program.

She loves her apartment and enjoys the independence she experiences through grocery shopping, cooking and maintaining her own place. Her family members have always been a strong source of support and Georgetta regularly sees her siblings and talks with her mother who resides out of state. She also has a new goal of doing volunteer work in the community.

Georgetta looks forward to her time at DePaul's Recreation Center where she can explore her creative side, talk with friends and go shopping at some of her favorite haunts like the Dollar Tree and Walmart. "I really like the recreation staff," she said. "They are good people and really warm. I look forward to coming here every week. All my needs are being met."

She recognizes that there are others in the community facing similar struggles and to them she advises, "Take a chance. Get help. Don't let that be the issue that stops you. Reach out because help is there. DePaul is wonderful. It's a really great place."





DePaul Senior Living Communities

The poet Maya Angelou once said, "Family isn't always blood, it's the people in your life who want you in theirs: the ones who accept you for who you are, the ones who would do anything to see you smile and who love you no matter what." DePaul Senior Living Communities provide care, services and activities that celebrate these deep connections between staff and residents, representing the strong bonds that are made between seniors and their caregivers.

People are living longer, healthier lives. In 2017, DePaul was proud to have served 14 centenarians! Yet it's evident that a growing number of seniors are facing challenges that make living independently difficult. With that, the need for assisted living and memory care is increasing. In 2017, DePaul served over 2,000 individuals in senior living communities in New York, North Carolina and South Carolina where residents received the comforts of home, a commitment to enhancing quality of life, and personal care services in supportive environments that promote independence.

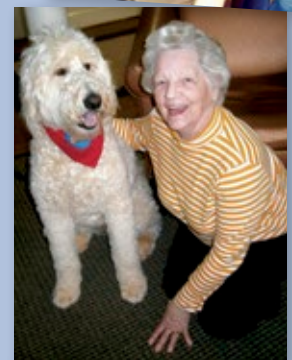
DePaul Senior Living Communities fully integrated **Prestwick Village**, a 100-bed DePaul Senior Living Community in Laurinburg, North Carolina, which was purchased in the fourth quarter of 2016. Occupancy of Prestwick Village was increased from 73 percent upon acquisition to 97 percent at year-end.



Community need led to the construction of 12 additional independent living apartment units at the **Villas at Rolling Ridge**, a DePaul Independent Senior Living Apartment Community in Newton Grove, North Carolina. Three buildings, each with four units, are currently being built with plans to open in the spring of 2018.



Caregivers at DePaul's senior living communities recognize that activities and interaction are vital ingredients for happiness and satisfaction. A diverse array of community involvement options, activities, entertainment and socialization opportunities help DePaul residents live life to its fullest. Activities in 2017 included exercise such as dancing and balloon volleyball, a myriad of crafts, intergenerational activities, pet therapy, luncheons at places of worship and area restaurants, sip and paints where residents enjoy sparkling grape juice and receive art lessons, Santa arriving on a Harley Davidson, horse and buggy rides, hayrides, and rides on antique tractors; senior wellness fairs, visiting a local figure skating club, lights on the lake, visiting the New York Transportation Museum, viewing whitetail deer, fall foliage tours, touring a maple syrup sugar shack, the Cobblestone Art Center and conservatory; viewing the solar eclipse, many live, local entertainers, a visit to a tree farm and aquarium, sending care packages to local soldiers, sending love drops (homemade cookies) to local businesses, a visit from Wee Miss U.S.A., and gardening and woodworking activities.



Don "Duke" Duquette... The Consummate Family Man

Marcia Noto describes her father, Don "Duke" Duquette, coming to live at Wheatfield Commons as "a miracle, nothing short of amazing." Duke, as he is lovingly called, had moved from the home he shared with his late wife, Helen, into a smaller home near several of his children. He began to experience symptoms associated with aging and all agreed that a move to assisted living would be a supportive step to help Duke maintain his independence. Duke's daughter, Linda Rossi, happened to see an ad for Wheatfield Commons, a new DePaul Senior Living Community in Wheatfield, New York, which was right in Duke's old stomping grounds. They toured and he moved in six days later.

"He was quite receptive," said Marcia. "He had passed by this area every day for 38 years. Wheatfield's location, amazing staff and beautiful setting – it felt like home. He accepted the transition with his usual grace."

The youngest of four boys whose mother passed away when he was eight, Duke grew up in North Tonawanda, New York with a dog named Stubby and played football for North Tonawanda High School. Funds for college were stretched thin, yet he found a way to attend earning a football scholarship to the University of Buffalo where he graduated with a degree in manufacturing



engineering. He married his high school sweetheart, Helen, and worked for Harrison Radiator in Lockport for nearly 40 years. During Duke and Helen's 60-year marriage, they welcomed four children including sons, David and Jeffrey, in addition to his daughters, as well as eleven grandchildren and four great-grandchildren. A devoted family man, the Duquette home became the place where the kids and their friends made many a memory. A skilled and avid woodworker, he created treasured pieces for his family, took them on many campouts, was a long-time scoutmaster, and instilled a love of birdwatching in his children. In addition, he and Helen traveled largely by motor home to 49 of the 50 states, with the exception of Oregon, and all through Canada.

His keen sense of humor and welcoming presence have made Duke the virtual mayor of Wheatfield Commons. Since he moved in, Duke's appetite has improved, his outlook has become more positive and he's settled in to his new place which is beautifully decorated with mementos of a life well lived

including furniture that he crafted, precious family photos and religious items. Though he thoroughly enjoys outings and visits with his wonderful family, he looks forward to coming home to Wheatfield Commons.

"It's truly serendipitous," said Marcia. "Everything here is amazing!"

Wheatfield Commons, a DePaul Senior Living Community, in Wheatfield, New York in Niagara County, opened to much community interest in the fall of 2017. The 55,000-square-foot senior living community provides both assisted living and memory care accommodations and has 80 assisted living beds and 34 memory care unit beds.

Wheatfield Commons offers gracious, single-floor living in a well-appointed setting. The community features spacious, furnished private and semi-private suites with a choice of floor plan and fully equipped bathrooms in every resident room. A covered front porch greets residents and visitors as they enter the warm and inviting community. Welcoming living areas with fireplaces and beautifully decorated dining areas are all part of an accommodating, enriching atmosphere where residents receive the highest quality services



and care. Close to shopping, restaurants and places of worship, Wheatfield Commons is nestled in a park-like suburban setting with inviting grounds and courtyards.



Nonie Roberson...

The Epitome of Southern Charm

Surrounded by impeccable furnishings in her welcoming home at The Villas at Rolling Ridge, Nonie Roberson, 83, epitomizes Southern charm and grace.

A native of Virginia Beach, Virginia, Nonie and her husband, "Robbie," once had a large home with a big yard requiring much upkeep. Following Robbie's passing 14 years ago, Nonie, a mother of two sons, then moved to North Carolina to be close to her granddaughter, her only grandchild. She transitioned from a smaller home to an apartment. Unhappy with radiator heat and a window unit air conditioner, Nonie moved to The Villas at Rolling Ridge, a DePaul Independent Senior Living Apartment Community in Newton Grove, North Carolina, two years ago and is truly delighted with her new surroundings.

"The first night I slept here, I felt at peace" she said. "I felt very much at home. I was so comfortable. There is one thing that DePaul knows how to do—there's a lot of things you know how to do—but you sure did make nice, cozy, livable villas."

A woman with many hobbies who is active in her church, Nonie finds that her fellow residents are all close. "We all get along great down here." In addition, Nonie's adorable black poodle, Lacie, provides welcome company not only for Nonie but other residents as well.

"I have a little black poodle that lives here with me and she really loves the bedroom. In fact, she loves the whole place. She was so at home the first day that we came here and so was I."

Nonie truly appreciates her new lifestyle. "So many of my friends come and they say, 'Why don't we have more of these



around? These are absolutely gorgeous.' And that makes me proud, and proud of DePaul. You have given us real homes. Homes that we love to invite our neighbors into, that we love to sit on the porch and laugh and talk and have good times. And you've given us the ability here in these homes to really have everything that we need."

She added, "Thank you for the vision that you've had, for the foresight and planning. Thank you for our surroundings, for as I said, it is a good thing that you have done. You have helped many, you have inspired many. You have given many people a higher standard of living."

"The first night I slept here, I felt at peace. I felt very much at home. I was so comfortable. There is one thing that DePaul knows how to do ... you sure did make nice, cozy, livable villas."

Nonie Roberson



WorkGuide – a DePaul Vocational Program

Individuals with a disability may face challenges when seeking employment and may not have received needed supports or gained access to all the available services. Foundational elements such as training, education, rehabilitation and career development are vital in helping persons with disabilities have rewarding careers.



DePaul WorkGuide offers 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, resumé preparation and interviewing skills, job and career development, placement and coaching, and extended services.

The Transitional Employment Program assesses a person's areas of interest, experience and aptitude to identify jobs, careers and eventual internships prior to seeking paid employment.

In 2017, WorkGuide placed 131 people in new jobs across all WorkGuide programs while 58 people were placed in internships through the Transitional Program. Placements showed diversity which reflected customer choice including UPS worker, certified nursing assistant, teaching assistant, medical biller, screen printer, courier, lab technician, full-time maintenance worker, graphic designer, computer refurbisher, game master, customer service/retail, medical billing specialist, engineering assistant and hair stylist. Sixty-eight people reached the 90-days-employed rehabilitation mark for 2017.



In addition, WorkGuide served 96 individuals who are Deaf, hard of hearing and those using American Sign Language. To provide the best possible services, WorkGuide hired a Vocational Counselor of Deaf Services in 2017 and all WorkGuide staff are enrolled in various levels of ASL classes.

Suzette Evringham...

Enthusiastic, thorough, committed, tenacious. All are words that accurately describe Suzette Evringham, 29, a Human Resource Assistant at the University of Rochester and a client of DePaul's WorkGuide Program. Suzette was referred to WorkGuide via ACCES-VR following her graduation from Rochester Institute of Technology with a Bachelor's degree in International Studies and a Master's degree in Human Resource Development. She was struggling to find a job in her field due to a lack of experience and a communication barrier.

Suzette was born Deaf and was "raised by wonderful Deaf parents along with my Deaf sister and brother," she said. "The deafness became a communication barrier in the workplace environment. They felt uncertain with how to deal with the communication barrier."

Suzette entered the WorkGuide Transitional program in June 2016 and started the pre-placement evaluation before starting her volunteer placement experience in November 2016. The initial goal was for Suzette to gain short-term volunteer experience, specifically in the Human Resource field with the Catholic Family Center as a Human Resource Assistant. Upon completion, she continued working with the WorkGuide staff for her next job opportunity.

"During the entire process, I also met with the staff to revise my resumé, cover letter, and discuss strategies in the job search process."

She went on to work as a Deaf Communication Specialist at



Dedicated to Excellence

the Center for Disability Rights and is currently a Human Resource Assistant at the University of Rochester where she processes the employee life cycle into the Human Resources Management System including hiring, transferring, promotions, terminations and retirements for employees.

"The experience at WorkGuide was wonderful, especially with the resources that they offered," Suzette said. "It helped me gain volunteer placement experience related to the Human Resource field. That solid experience helped me to land my current full-time position. WorkGuide staff offered a lot of constructive feedback and especially the positive reinforcement, which really helped. Their constant coaching, support and encouragement helped put the drive in me. They also listened to my desires, expectations and goals, then utilized them to help me find my career path."

A proud aunt to her adorable niece and four nephews to whom she's very dedicated, Suzette also loves to do jigsaw puzzles, go on camping trips and travel around the world.

Suzette is enjoying obtaining hands-on professional experience in her current role and hopes to work her way into increasingly more challenging positions in the human resources field.

"There is always something out there for you," she said. "You just need to be determined and persistent in your job and life search process, regardless of the barriers that are out there."

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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 by the Numbers – 2017

Affordable Housing

Addiction Prevention and Support

Mental Health Residential and Support Programs

Senior Living

Vocational Programs

Founded in 1958

Services in 21 counties spanning three states

Over 5,000 people served

1,527 employees

998 full-time employees

529 part-time employees

DePaul Beds

Affordable Housing Units 739

Mental Health Residential Programs

Apartment Treatment Programs 314

Community Residence –
Single Room Occupancy Programs 650

Crisis Apartments 17

Licensed Congregate Treatment Sites 30

Supported-Single Room Occupancy Programs 51

Supportive Scattered-Site Housing 447

Transitional Housing 12

Short-Term Transition 16

1,537

Senior Living Communities

New York 550

North Carolina 847

South Carolina 80

1,477

Trainings

16,018 attendees completed 248 different trainings

Popular trainings

- American Sign Language (ASL)
- Clients in the Court System
- Strategies for Challenging Behavior
- Co-occurring Disorders
- Mental Health First Aid

Audits

Completed 5,078 audits and 4,028 utilization reviews.

Activities

Provided 30,576 activities for our seniors.

Recreation activities had 8,176 attendees for all offerings.

Information Technology

IT handled over 13,435 helpdesk tickets; an average of 105 tickets per day.

DePaul received over 2 million emails; 1.8 million of them were considered valid to the agency.

DePaul's main network connection transfers over 2.2 petabytes of information per year; which is more than Google processed every day in 2008.

Social Media and Websites

DePaul's websites received 212,502 visits and 498,225 page views in 2017.

DePaul's Facebook, Twitter and Pinterest posts reached 674,502 people in 2017 and received 784,744 interactions.

NCADD-RA reached 13,952 individuals through direct services such as community presentations, groups, health fairs, networks, coalitions and inquiries, nearly three million through media impressions and over 800 through professional trainings.

Representative Payee Program

Served 1,335 people.

Accounting

Processed 16,500 checks and over 24,000 credit card transactions in 2017.



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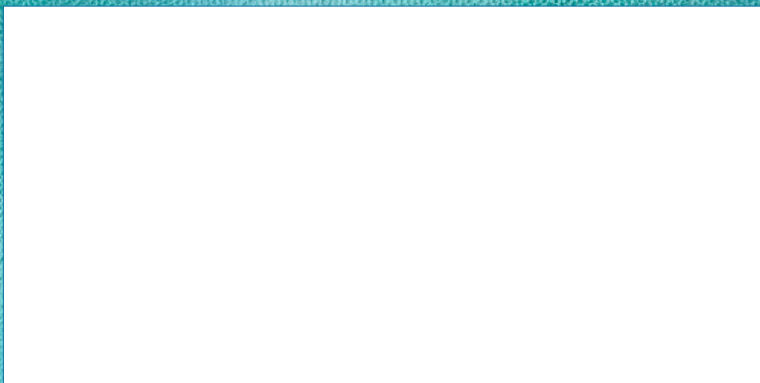
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