



If your vision is for a year, plant wheat.  
If your vision is for ten years, plant trees.  
If your vision is for a lifetime, plant people.

*Chinese Proverb*

Dear Friends,

Fabienne Fredrickson said, "The day that you plant the seed is not the day you eat the fruit."

There is much truth in that statement. I recently received a message detailing the great difference DePaul made in the life of the sender's loved one. It described seemingly small acts of kindness delivered by our staff members that provided guidance, support, even joy. One intrinsically understood the pleasure and pride derived from having a home that was welcoming, clean, safe – and all yours. It was a pleasure to hear how, over time, the person developed the capacity for increased independence, how the seeds of hope now planted were anticipated to encourage unexpected and positive change. I am proud to say, messages of this nature are frequently received at DePaul. We never tire of hearing about the daily successes that occur because DePaul's committed employees took the time to provide not only excellent service but to truly care.

I often consider how long it takes for an inspiration, an idea, a plan, or a dream to come to fruition. How many special people and unique talents must align to change a life and ultimately make a difference in the world? What critical steps must happen in order to provide housing, assistance with the activities of daily living, meals, activities, vocational options, or addiction prevention and support initiatives? There are truly endless facets required to better the lives of those in need.

Housing, in fact, can easily take up to a decade to open, beginning from when community need is initially identified to when people actually move into their new home. In between, DePaul collaborates with funders, local and state officials, architects, construction contractors, and countless agencies, individuals and supporters who work together to build not just a home, but frequently a foundation for a person's future.

Whether it's affordable housing, senior living or mental health residential options – DePaul provides well-planned, well-designed, welcoming homes, along with a host of services and supportive programs delivered by committed staff who leave no stone unturned in helping to make a difference. When someone engages with DePaul's housing and services, they become part of the DePaul family, and we are honored that many feel that connection forever. For over 60 years, DePaul has supported the abundant and varied needs of people who have entrusted us with their care. The smallest acts of kindness – a warm smile, taking a moment to listen, being polite and respectful – have great influence and the ability to cultivate growth and renewal.

At DePaul, we make connections. Many years ago, the seeds of our current strength were planted in the relationships we forged so that we might provide quality services and care to increased numbers of people in need. As others retrenched, electing not to expand populations and communities served, DePaul chose a different path. We believed that growth and the ability to plant seeds of hope would come from providing the highest quality care, continuously examining what we offer, and expanding our areas of outreach.



Those elements anchor DePaul as a respected community support organization that invests in people and places, mission and vision, today and tomorrow, all while improving the experience for those we are honored to serve. The forethought committed to so many years ago and our investment in those sometimes forgotten by society has indeed encouraged people to succeed when they might not have thought that was possible.

Thank you for supporting DePaul and for being part of our journey.

Sincerely,



Mark H. Fuller  
President, DePaul



**"The day  
that you plant  
the seed is not  
the day you  
eat the fruit."**

*Fabienne Fredrickson*



### **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

A person's most critical expense is housing. The stability provided by a roof and four walls allows people to focus on other priorities such as their health, family or employment. Uncertain housing or paying so much for rent that it impacts basic necessities can be devastating.

The concept of affordable housing is often fraught with the same misconceptions seen with other social policies directed toward assisting populations who are vulnerable and with lower income. Sadly, people are sometimes categorized as undeserving of assistance. Yet this assistance can be life changing. DePaul's affordable housing options offer true support, and for those who live there, these buildings are so much more than just a roof and four walls.



In March 2019, DePaul opened the **Skybird Landing Apartments** in Geneseo, New York, containing 60 units for income-eligible tenants which are now fully occupied. Thirty of the units are Empire State Supportive Housing Initiative (ESSHI) units and provide on-site housing specialist support services that promote stability, health and independent living for persons with histories of unstable housing. The grand opening included a reproduction of a warbird plane borrowed from the National Warplane Museum in Geneseo.



The **Apple Blossom Apartments** in Cheektowaga, New York are under construction and will have a total of 110 units for income-eligible tenants, including 12 supportive ESSHI units. The existing building is being renovated to include 15 additional one-bedroom units for a total of 30 units. The campus will also include two new buildings each containing 40 units and will serve seniors, persons who are Deaf and those with a mental health diagnosis who are receiving supportive services.

DePaul opened the **Knitting Mill Apartments** in Perry, New York in October 2019, which include a total of 48 units for income-eligible tenants. Thirty-four of the apartments are supportive ESSHI units. Once home to the Perry Knitting Company, the building has both one- and two-bedroom units.







The **DeWitt Clinton Apartments** in Rome, New York will have a total of 80 units for income-eligible tenants and is anticipated to open in spring 2020. Named after a beloved neighborhood school, the project will have both one- and two-bedroom apartments and townhomes as part of a 66-unit apartment building and a 14-unit townhome building. Forty of the apartments are supportive ESSHI units.



Fifteen people moved into the **Clinton Avenue Apartments**, a Home Leasing development in Albany, New York. DePaul will eventually provide supportive ESSHI services to 40 people at the site and has admitted individuals and families from state hospitals and homeless shelters. There is an extensive waiting list for the units as they become available.



**La Rosa Villas** in LeRoy, New York is anticipated to open in summer 2020. There will be a total of 60 units for income-eligible tenants age 55 and older consisting of six studio, 48 one-bedroom and six two-bedroom apartments. Thirty of the apartments are supportive ESSHI units.



Construction began on the **Starting Line Apartments** in Utica, New York. Anticipated to open in fall 2020, the project will have a total of 60 units for income-eligible tenants consisting of 54 one-bedroom and six two-bedroom apartments and will offer on-site housing specialist support services. Thirty of the apartments are supportive ESSHI units that will include linkages to community services to assist persons in living as independently as possible.



DePaul received initial approvals for the **Boxcar Apartments**, a 40-unit project in Albion, New York that will contain 20 supportive ESSHI units. Construction will begin in 2020.



DePaul's commitment to providing affordable housing is strong with a number of other projects at various stages of exploration and development throughout New York state.



# Dorothy S.

## ...Home Sweet Home

What does home mean to you? For Dorothy S., a resident of the Skybird Landing Apartments in Geneseo, New York since 2019, home is a place with beautiful surroundings, new friends, a convenient location, and supportive people who are always there to help.

"I was one of the first tenants," she said. "I watched Skybird being built and couldn't believe I got in. It's very affordable and everything is included. From my apartment, I can see deer walking around and during the winter, it looks like a Christmas card. The staff here are wonderful. They can't do enough for you. I've never seen anything like it."

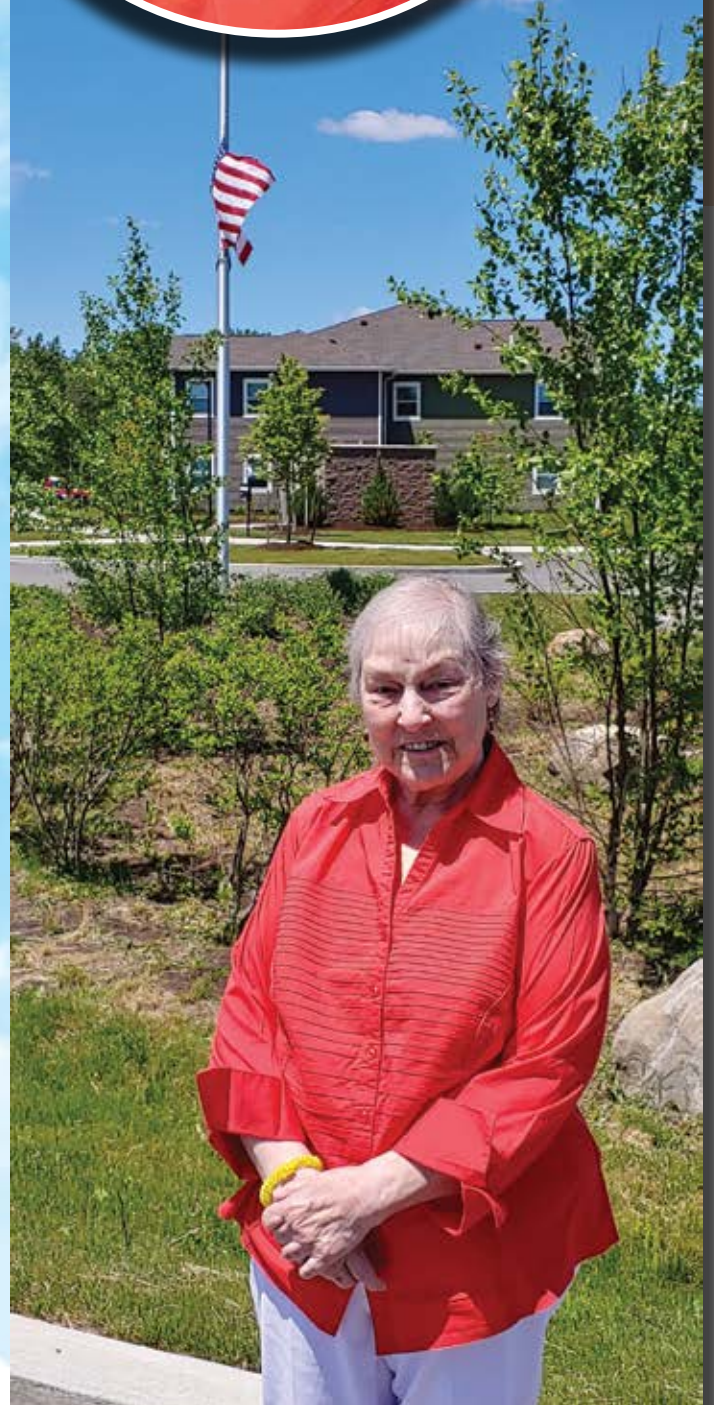
Dorothy, 75, was born in Rochester but spent most of her life in the Livonia and Lakeville, New York area, growing up as one of ten siblings, seven of whom still live in Livingston County. Her cherished family – her daughter, three grandchildren and three great-grandchildren – all live in the county as well.

She worked all her life, starting at the age of 14 when Dorothy got her first waitressing job at the Milky Way restaurant. She went on to waitress in other settings and eventually retired from being a school bus driver, a role she loved. "It was the perfect job, a good fit – I loved those little guys. I needed them just as much as they needed me," she said.

Dorothy and her late husband, Fred, laughed every day. When Fred passed away, Dorothy moved to Geneseo from Livonia but found that rent in her former apartment was increasingly steep, especially for someone on a fixed income. Living at the Skybird Landing Apartments has enabled Dorothy to get caught up on debts incurred during her husband's illness. "It's about half of what I once paid in rent," she said. "I am so happy to be here. It's almost too good to be true."

An avid reader with particular appreciation for history and mysteries, Dorothy also loves to cook, her specialties being German and Italian cuisine. She learned from her father, a chef, who always advised her to cook from her heart and not a recipe for the best results. She recently had her hip replaced and has a goal of walking three miles back and forth to the library to keep in shape. She also volunteers at the Moose Lodge in their kitchen one or two days a week.

And every day, she is thankful for her home at the Skybird Landing Apartments. "It's just so nice here," she said. "People wave, say good morning. It's broadened my friendships. It's just a great mix of people. Someone is always there to help if you need it."





# DePaul Addiction Prevention and Support Programs

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

Addiction is an intergenerational disease, seen just as frequently in the family tree as cancer or diabetes. A serious brain disease, addiction targets the parts of the brain responsible for goal setting and motivation. Addiction also puts people at risk for other health concerns, thus those with addiction often simultaneously struggle with physical or mental health diseases.

Those with addiction are often unfairly stigmatized, in situations heavily fraught with misinformation. Even today, addiction is often seen as a personal failure despite overwhelming evidence to the contrary. With addiction-related deaths and related issues climbing, it's imperative that we continue to seek the most effective methods for prevention, treatment and recovery, and provide support and resources for those impacted by the disease of addiction. It's no longer a stranger at risk of addiction. Whether it be a family member, co-worker, neighbor or friend, it's often someone you know.

The National Council on Alcoholism and Drug Dependence – Rochester Area (NCADD-RA) works to reduce the impact of alcohol, other drugs and problem gambling. Programs include the Addictions Counselor Credential Training (ACCT) Program, community education for adults and youth, the Finger Lakes Prevention Resource Center, the Finger Lakes Addiction Resource Center, Hispanic Prevention Education Program, Professional Continuing Education and the Total Approach Family Program.

The Council, which celebrated 73 years of serving the community in 2019, provides information, education, support and referral services to individuals, families and the community. In 2019, a total of 8,333 people were reached through community education and awareness presentations, school/community health fairs, community networks and mobilization activities, along with 700 professionals attending 24 trainings. The ACCT program graduated its twenty-second consecutive class in December of 2019.

In January 2019, the NCADD-RA went live with a new resource-rich website which is highly utilized by many seeking information.

The "Too Good for Drugs" curricula was presented in multiple classrooms and schools, making an impact on youth around Monroe County.

NCADD-RA noted a rise in requests for workshops and keynote speakers for schools, hospitals, colleges/universities, etc. especially areas addressing the opioid epidemic, marijuana and vaping, Fetal Alcohol Spectrum Disorder and the impact of addiction on families. Twenty-seven Continuing Education Unit (CEU) workshops were also provided.

The annual luncheon, hosted in May 2019, featured Dr. Judson Brewer, the Director of Research and Innovation at the Mindfulness Center and associate professor of psychiatry at the School of Medicine at Brown University. Brewer is internationally known for his work in mindfulness training for addictions and is the author of the book, *The Craving Mind*.

In response to a community-wide need, NCADD-RA continued to lead the Opioid Task Force of Monroe County and initiated new collaborative efforts. A State Opioid Response (SOR) Community Coalition grant for September 2019 through September 2020 was also received by NCADD-RA's Finger Lakes Prevention Resource Center.



# DePaul Mental Health Residential Programs

Heart disease, diabetes, cancer – all are diagnoses we should not and do not wait years to treat. In fact, prevention is seen as key in each situation and if symptoms arise, medicine immediately works toward reversing symptoms and preventing further harm.

This is the same approach that should be taken with a serious mental illness. When symptoms appear such as anxiety, loss of sleep, feeling tired for no reason, feeling low or hearing voices, action should occur. Though early signs may never manifest in anything more serious, they must be monitored in case they don't resolve on their own, as it typically takes ten years from the time signs first appear until an individual receives the correct diagnosis and critical proper treatment.

To ignore symptoms could effectively mean losing a decade in which interventions could have changed and improved lives. Often those are the years when people actually have supports such as a home, family, friends, school or a job that would help their efforts to succeed, quickly recover and live full and productive lives.

DePaul is dedicated to raising awareness and community collaboration with the goal of eradicating stigma in the hope that those who need help receive it. Recognizing that housing is a critical factor in recovery from a serious mental illness, DePaul offers housing options of varying levels of independence in communities throughout New York state. The range of options includes licensed congregate treatment sites, apartment treatment programs, community residence-single room occupancy programs, supportive housing and transitional housing.

Dear DePaul Staff,

For all you have done, I thank you. Going above and beyond your jobs. Treating me equal and empowering me to get the knowledge in order to move forward in life. Your kindness, your communication and paper-work. Encouraging me towards the right path in health, life and happiness. You changed my life.

Combined with other community-based supports, stable housing is a foundational piece of the equation, helping people manage their symptoms and remain connected to families, social networks, communities, and future goals such as employment and educational opportunities. Outcomes are overwhelmingly positive and costs are far lower than the alternatives which may include the revolving door of incarceration, hospitalization and homelessness. In 2019, approximately 60 percent of those discharged from DePaul's Mental Health Residential Programs moved on to a more independent level of care, demonstrating that housing integrated with supportive services provides a foundation for positive outcomes.





DePaul received a three-year licensure for all licensed mental health residential programs in Erie, Genesee, Orleans and Wyoming counties.

Thirteen new Department of Housing and Urban Development (HUD) permanent supported housing beds were added in Erie County.

DePaul received a \$320,000 annual award through the New York State Office of Mental Health and the Erie County Department of Mental Health to hire a reintegration team which includes two occupational therapists, a substance abuse counselor and a certified peer advocate. The reintegration team is designed to help clients who are moving into DePaul's residential programs from the Buffalo Psychiatric Center better adjust to community living.



Extensive renovations were completed at Parkside, a DePaul Community Residence-Single Room Occupancy program in East Rochester, New York which included a new roof, new generator, and repairs to many of the bathrooms.

DePaul's Hopelink programs are short-stay residences for adults being discharged from a medical hospital and serve as a therapeutic 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. Individuals placed at DePaul Hopelink are eligible to receive services and therapies, if indicated, from home care nurses to occupational and physical therapy. DePaul staff help clients learn about and connect with resources in the community reducing unnecessary emergency department visits and/or rehospitalizations. They also assist with meals, coordination and transportation to appointments, linkages to more permanent placement and entitlements. The residences are staffed 24 hours per day, seven days per week by DePaul housing specialists.

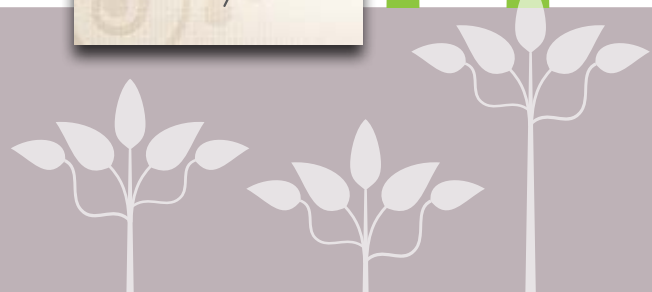
Hopelink at Shelter Cove in Churchville, New York is funded by the University of Rochester/Strong Memorial Hospital and primarily serves people with medical and orthopedic issues. In 2019, Hopelink at Shelter Cove served 62 people for an average length of stay of 57 days. The program assisted 77 percent of those served in obtaining safe, secure housing, while also reducing visits to the emergency room and hospitalizations.

Hopelink at Cornhill in Rochester, New York is funded by Rochester Regional Health and serves people with either medical or psychiatric issues. In 2019, Hopelink at Cornhill served 56 people for an average length of stay of 48 days. The program assisted 65 percent of those served in obtaining safe, secure housing.

In 2019, Hopelink programs referred 11 people into licensed DePaul mental health residential programs and one into a DePaul senior living community.

"This program has allowed me to heal and make great progress. I don't think I would have done this well if I had gone elsewhere. You gave me a safe and caring place when I had no where else to go... This program is **FANTASTIC!**"

"Thank-you just doesn't seem enough for what this program has done for me. Staff from the start have made me feel welcomed and cared for when I felt very scared."



## DePaul Mental Health Residential Programs *(Care Management)*

In 2019, DePaul increased the number of people served in the Care Management programs in Monroe and Erie Counties by 26 percent. This allowed greater numbers of DePaul residents to receive person-centered care that encourages the achievement of care plan goals and optimizes health outcomes for people with complex health issues and needs. In addition, the number of higher-need health home clients served increased 66 percent in 2019.

Care Management also rolled out a new stop-light crisis plan which is now used across DePaul. Results have been positive, yielding increased engagement. Other areas of impact include increased participation in community programs and activities such as adult day health programs, occupational, physical and speech therapy, meals, and programs at the YMCA and the Pieters Family Life Center. Individuals have also received assistance getting subacute rehab services and placement in adult care and skilled nursing settings if needed, as well as linkages with home- and community-based services which support individuals with socialization, skill-building, education, and vocational/employment goals.



# Kirk B.

## ...A Lesson in Bravery

Kirk B., 38 and a resident of Edgerton Square in Rochester, New York, has never asked for a lighter burden but instead sought broader shoulders on which to carry his load. Born in Harlem, he was raised there by his beloved, church-going grandmother following his mother's passing when he was four.

Growing up in the City was not always easy. The area where he lived was lacking in opportunity and often filled with violence, drugs and negative influences. Kirk took refuge in basketball and has many childhood memories of a game at which he excelled, that took him to "another place" and kept him out of trouble. He also enjoyed singing in the Children's Aid Society Choir.

At 15, seeking a quieter environment, he made his way to Rochester to live with a relative. There he attended high school, eventually returning to Harlem where he once again encountered negative influences. Kirk came back to Rochester for an employment opportunity working security.

Following the passing of his grandmother, Kirk lost his family support system and felt utterly alone. His subsequent journey found him grappling with emptiness, depression, unstable housing, and eventual homelessness. Ever the survivor, he righted himself and found stable employment in environmental services. He also volunteered coaching kids in recreational basketball, an experience he truly enjoyed. "It's not so much about the game but about being a big brother," he said, "helping kids understand

what it means to be a man."

At his core, Kirk is a peaceful soul who desires to live a quiet life, the result of seeing things that most cannot imagine.

Always striving to persevere, Kirk found his life upended, when at his last residence, he became a victim of violence and was left with no personal supports to recover from a stabbing by a roommate.

Following his operation and recovery in the hospital, Kirk arrived at DePaul Hopelink at Shelter Cove, where he had additional time to heal, enjoy "really good food" – his favorite being baked chicken, collard greens, and cabbage – and determine a new and safe path forward. He moved on to become a resident at DePaul Edgerton Square.

"I have hope now," he said. "I really didn't know when I was laying on the ground if I was going to die. This is the push I needed to get better. It's very nice here. There's support. There is even a laundry room and a basketball court. I was really lost and I needed a new team. I have one now, and it's making me work harder."

Kirk was always committed to "change his path in life." Though his journey has had hills and valleys, Kirk states he's "comfortable getting where I need to be." That includes goals of achieving greater independence and a job where he can expand upon his skills.

"I've been through depression and grief," he said. "I know what it's like to have no family at all. Now, I'm less stressed, more comfortable. I eat healthy. It's safe here, people are nice, and I'm around positive energy. It's changed my life."

Kirk B.'s continued journey toward success and happiness, despite the odds, is truly a lesson in bravery.





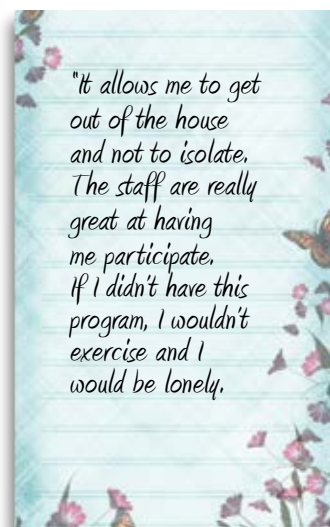
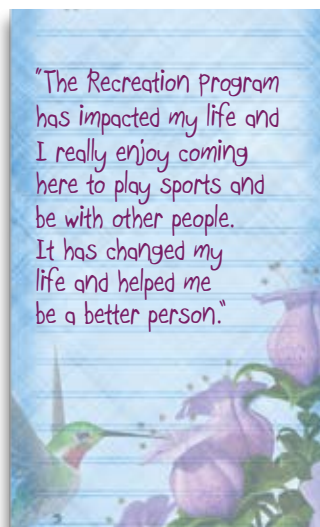
# DePaul Recreation

The overall health benefits of physical, creative and social activity for individuals with mental health diagnoses can significantly support recovery. Benefits range from reduced symptoms to increased engagement, along with weight reduction and improved cardiovascular health. Recreation provides an outlet for coping with stress and reducing boredom, focusing instead on increased social inclusion, camaraderie and communication among participants. By fostering these positive experiences, people explore healthy ways to spend their time, potentially avoid negative choices, work to regain confidence, and often see improvement in their moods and physical health, as well as reductions in anxiety.

DePaul's Recreation Program provides support to DePaul's Mental Health Residential Programs at both the DePaul Recreation Center and at sites in the Rochester, New York area. The program is committed to enhancing quality of life, building confidence and self-respect, and developing skills that contribute to overall health and recovery. Day programs are provided two days per week, offering clients small group activities, games, crafts, sports, outings and team experiences. An average of 37 people attend each session.

In 2019, the program provided seasonal sports such as bocce ball, softball and basketball, arts and crafts including jewelry-making, intricate coloring projects, painting, themed and holiday socials, outings to the NAMI Walk, the Lilac Festival at Highland Park, Charlotte Beach and Ontario Beach Park, Cumming Nature Center for a maple sugaring event, the Waterloo Outlet Mall, Letchworth State Park for a picnic, hiking and swimming, Seabreeze Amusement Park and various fall hayrides.

In addition, DePaul Recreation hosted teams for the 15th Annual Brian Salerno Basketball Tournament in April 2019, the 28th Annual Bill Smouse Softball Tournament in September 2019 and the DePaul Senior Olympics for DePaul's New York Senior Living Communities in October 2019. A team also assisted with the annual Remember Garden clean-up in Highland Park in Rochester, New York.



# WorkGuide, a DePaul Vocational Program

People with disabilities are a diverse group of individuals with a wide array of talents and abilities. They work in all areas of the economy, from healthcare to manufacturing, from retail to information technology, to name a few. In addition to income, employment provides a sense of purpose, opportunities to learn and grow, and a chance to engage with others. Perhaps most importantly, work offers the vital element of hope.

It's important to invest in effective vocational strategies and supported employment programs that help people successfully enter or reenter the workforce, along with supports that help them hurdle any obstacles and dispel negative stereotypes regarding employing those with a disability. The vast majority of workplace accommodations are actually cost effective and simple to implement with a desirable end result of employment and independence.

According to the U.S. Bureau of Labor Statistics, in 2019, 19 percent of persons with a disability were employed. In contrast, the employment-population ratio for persons without a disability was 66 percent. Across all age groups, persons with a disability were much less likely to be employed than those with no disability often due to fear of losing government-provided comprehensive medical benefits. The result is that unemployment amongst those with a disability is more than three times that of the general population. We pay a price in terms of untapped talent, less fulfilled lives, ramifications not to just the person but the family, lost productivity, and increased public spending on disability income and health care.

Programs such as DePaul WorkGuide create unique opportunities that break through barriers, helping those with a disability reach their full employment potential. In 2019, 656 people were served by DePaul WorkGuide including 111 people who were placed in competitive employment, 39 people placed in internships, 53 placements who were transitioned out of "intensive" services, and 158 people who were supported in long-term services. In addition, 85 people were served in self-advocacy and work-readiness training classes for adults and students. Jobs retained in 2019 included a Spanish translator, pharmacy tech, and a value-based payment analyst. Employers included the University of Rochester, the Monroe County Clerk's Office and Amazon.

In 2019, WorkGuide received a new five-year contract from Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) which adds services for youth and students and includes groups and classes, in addition to one-on-one services. Partnerships were established with the Rochester School for the Deaf and the Monroe One BOCES, where WorkGuide staff began hosting work readiness training classes.

*Zoe R.  
Fighting her  
way through  
to success*



Zoe R.'s smile is broad and warm as she recalls her youth in Jamaica as one of nine siblings. She arrived in Rochester decades ago, having come to the area after her parents immigrated to the United States. She eventually became a mother of three daughters and one son, and grandmother to five. Zoe, who is 60, attended cosmetology school in Rochester and received her license to be a hair stylist, a craft she practiced for 20 years, eventually operating her own shop where she specialized in weaves. She then became a daycare provider. A car accident and another injury left Zoe on disability, however, she soon tired of not feeling productive.

"I felt life was going by too quickly and wanted to get out of the house, get back out into the world," she said.

After hearing about WorkGuide, she reached out to find what she was seeking. Training and classes in vocational skill building led Zoe to a six-month volunteer position at Unity Hospital where she served as a greeter and gained valuable experience. Zoe is now employed at Summit Independent Living at Jewish Senior Life as a companion.

"She likes me and I like her," said Zoe. "I go in and make sure everything is clean, bring her coffee, make sure everything is proper for her, make her bed, comb her hair. We talk a lot. People have told me that I've made a big difference in her life; that since I've been there, she has changed. I enjoy what I do!"

A lover of reggae music who once could dance all night, Zoe now enjoys crocheting doilies and is an active member of her faith community where she especially appreciates





# DePaul Senior Living Communities



the talents of the choir. She is interested in taking a sewing class and is focused on the future, possibly returning to hair styling.

"Life is going by so fast, but I won't let health stop me," she said. "You have to force yourself, because life doesn't stop. The WorkGuide experience has been amazing. When I came here I didn't know how to do hardly anything. I hadn't been to school in so long. They worked with me and showed me the way. I call if I have a problem and go to my appointments every two weeks. They helped me learn how to advocate for myself. It's a good program that I would recommend to anyone. People don't realize that when you get into an accident or are hurt, you feel like your life stopped. Once you find a place where you can go help yourself and find yourself again, it's amazing. It was the right time and the right thing."

Zoe's advice to people facing something difficult is to always fight through it and don't give up. "My kids and family are proud of me now. They know I'm a fighter and support me. I promised I would do this to the best of my ability. This means the world to me."

Providing care for seniors is one of the greatest responsibilities we have. Today in the United States, there are nearly 29,000 assisted living communities with nearly one million licensed beds. Over 450,000 employees serve in the assisted living profession. Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, or the smallest act of caring delivered by those who are so committed to supporting our seniors. It makes a critical difference and the need for care and services is only increasing.

Approximately 10,000 people turn 65 each day. According to census forecasts, that number is set to rise, reaching nearly 12,000 people within the next 10 years. Baby boomers, born after World War II, from 1946 to 1964, have changed the face of the United States for more than 70 years and continue to do so as more enter their senior years, a demographic shift often referred to as a "gray tsunami." Baby boomers are now estimated to total 73 million people. By 2030, all boomers will be at least age 65. According to U.S. census projections, older adults will outnumber children under age 18 for the first time in U.S. history by 2034.

According to Dr. Grace Whiting, president and CEO of the National Alliance of Caregivers, "The mismatch between old and young will have implications across the coming years."

"We aren't having enough children to take care of us in our old age," she said. "Look at my family: my in-law was one of six children, my husband and I were one of two, and we don't have kids. Extrapolate that out, and that's what's happening nationwide."

Whiting's comments demonstrate the increasing need for caregiver and health services for people over age 65. DePaul's senior living communities provide a vital resource and support for seniors and their families resulting in decreased isolation, improved health, and a sense of community and purpose.



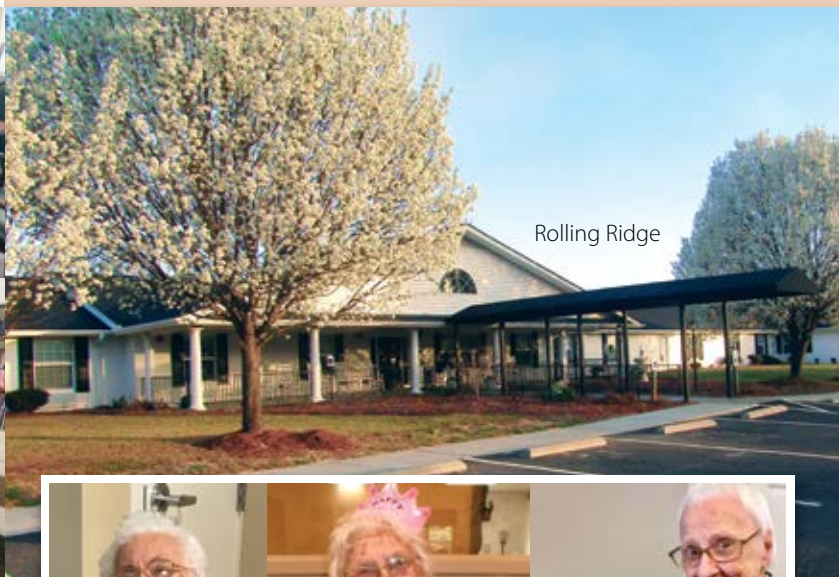
# DePaul Senior Living Communities



In 2019, DePaul served over 2,000 individuals in 18 senior living communities in New York, North Carolina and South Carolina, providing assisted living, memory care and independent living services. The comforts of home, a commitment to enhancing quality of life and personal care services provided in supportive environments all foster community while promoting independence. The need for care and services remained significant in 2019, with occupancy maintained at high levels, often at 100 percent in various communities.

In its commitment to provide welcoming, homelike environments to those in our care, DePaul began significant upfit/renovations and additions at three DePaul Senior Living Communities including Glenwell in Cheektowaga, New York, Woodcrest Commons in Henrietta, New York, and Southfork in Winston-Salem, North Carolina. Improvements included paint, wall coverings, flooring, lighting, common space reconfiguration and furnishings.

At Wexford House in Denver, North Carolina, significant renovations and the addition of 20 beds were completed in December 2019. Renovations included paint, wall coverings, flooring, new lighting, the addition of porte cochere, expansion of the lobby and living areas, furnishings, and a gas fireplace for residents and guests to enjoy. The additional beds will allow greater numbers of seniors in need to receive services and care in a high-need location.



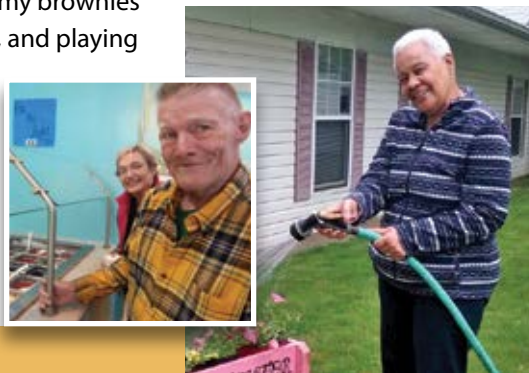
Rolling Ridge



The United States has approximately 80,000 centenarians and DePaul was proud to have served ten of those who reached 100 or more years in 2019!

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 DePaul residents live life to its fullest.

Activities in 2019 included farm tours, baseball games and safaris, visits to zoos, local festivals and the Aviation Museum, viewing leaves and the Blue Ridge Mountains from a private clubhouse, shopping outings to Dollar Tree and Goodwill, rides to the local ice cream shop, to get a fish fry on Fridays, and to an old-fashioned soda fountain, entertainment by Elvis impersonators, country line dancers and a ventriloquist, visits with young beauty queens and registered therapy dogs, enjoying Southern food for Black History Month and planting succulents to celebrate Cinco de Mayo, coffee club and ice cream socials, gardening, crafting and quilting for a fall craft fair, ugly sweater contests, self-care with chair yoga, Zumba, homemade lip scrubs, manicures, pedicures, and hand massages, celebrating the holidays with Easter egg hunts, a Father's Day car show, and edible crafts such as mummy brownies and Grinch-kabobs, and playing games including Uno with giant cards, dreidel and the ever-popular bingo!







*Mrs.  
Faye Carr*



*Mrs.  
Sarah  
"Jeanette"  
Baker*



*Mrs. Jean  
Jackson*

# *The Golden Girls* *of Rolling Ridge... Thriving Together*

They are lovingly referred to as the Golden Girls of Rolling Ridge. The welcoming DePaul Senior Living Community in Newton Grove, North Carolina is home to Mrs. Faye Carr, 79, Mrs. Sarah "Jeanette" Baker, 81, and Mrs. Jean Jackson, 83. Mrs. Carr and Mrs. Jackson are sisters and Mrs. Baker is their sister-in-law, married to Mrs. Carr and Mrs. Jackson's only brother.

All became part of the Rolling Ridge family in the last two years. When one by one they began to experience the difficulties of aging and managing at home, they reunited at the assisted living community and are thriving on the compassionate care they receive and the loving support they provide each other. All of the ladies were very familiar with Rolling Ridge as they often came to visit other church members who already resided there, and they enjoyed doing things for others who called Rolling Ridge home.

All are natives of Sampson County, with Mrs. Faye and Mrs. Jean born and raised right in Newton Grove and Mrs. Jeanette born and raised in Piney Grove. All graduated from high school and Mrs. Faye attended the Atlantic Christian College.

They went on to pursue careers with Mrs. Jean employed as a bookkeeper at the Sampson County Farm office and FCX, a farm feed store. Mrs. Jeanette was the manager of Edna's Dress shop in Newton Grove. Mrs. Faye moved to Raleigh and was the office manager for the North Carolina State Board of Embalmers and Funeral Directors.

It was in the tight-knit community of Newton Grove that the ladies met the husbands with whom they would spend their lives. Mrs. Faye knew her husband, Eugene Raynor Carr, all her life. They started dating in Raleigh and resided there until they retired. Mrs. Jean's husband was Donnie Carroll Jackson. They met though a cousin, began dating and were "married and lived happily ever after," having one son who passed away as a young child. Mrs. Jeanette met her husband, James Lewis Baker, through relatives. They began courting as they called it, married, and had two children, Paula and James Jr.

Now widowed, the ladies are home and happy together at Rolling Ridge. All three like living at Rolling Ridge stating it's very nice. As the eldest of the three, Mrs. Jean feels responsible for the other two sisters. They enjoy eating together along with their other friends, always laughing and looking forward to socializing. Meals are actually a highlight, with favorites including Mrs. Faye enjoying a daily cooked breakfast and Mrs. Jeanette being a fan of supper with fresh vegetables. Mrs. Jean likes all foods and says, "I've never had a bad meal here!"

Mrs. Faye is a fan of having her nails done while Mrs. Jeanette likes the worship groups that visit, along with the children from area schools. Mrs. Jean loves all activities saying, "It's much better than being lonely at home watching TV."

The trio are very complimentary about their new home and the caring staff at Rolling Ridge. On any given day, they can be found doing what they love, sitting on the porch and being with each other. Mrs. Jeanette summed it up nicely. "It's the nicest place I know of except home."



## Jerry Yazback...

### Appreciating all that life holds

Jerry Yazback is a man of principle. His beloved parents instilled in him what became his life philosophy – to treat others with respect and as you would like to be treated. A people person, Jerry is a great listener and conversationalist, who has quickly become an integral member of the Westwood Commons family.

Born and raised in Rochester, New York with his older brother Tony, Jerry grew up appreciating his close-knit neighborhood in the 10th Ward near Edgerton Park where he loved the playground, softball and baseball, eventually becoming an umpire for youth and adult leagues. A lifelong reader and fan of legal thrillers, he spent much time in the local library, eventually getting his first job as a page at the Edgerton Branch Library where he was able to enjoy a sense of community and exchange stories with fellow bibliophiles.

He graduated from St. John Fisher College with a Bachelor's degree in History and from SUNY Geneseo with a Master's degree in Library and Information Science and was soon drafted into the United States Army where he received several promotions and achieved the rank of Staff Sergeant ultimately working in the Quartermaster School Library in Virginia. After two years of service, Jerry returned to his hometown and went on to a thirty-year career as a librarian working in several branches of the Rochester Public Library System ultimately becoming head librarian at the Maplewood Community Library.

Following retirement, Jerry worked for many years in the clubhouse at his townhome community where he also maintained a lending library. He made the move to Westwood Commons just over a year ago, after two-story living, home ownership and all its responsibilities got to be too much. There he could remain close to his three adored children, Kimberly, Michael and Alisaar, and their families including grandsons, Antonio and Giovanni, whose soccer games he faithfully attends. He recalls days at the family camp in the Bristol Hills and many family dinners which he still enjoys.

"I am so very proud of all of them," he said. "They are such good people and hard workers. We are very close and I could not ask for more."

His family helped with the transition to life at Westwood Commons with their visits and support. Jerry eased into getting involved in activities beginning with Wii Bowling, which he now loves. Jerry has made many friends and also participates in arm archery, bocce, shuffleboard and a variety of card and dice games, where he's become quite the competitive player. He's even got a favorite meal, looking forward to the Friday fish selection, whether it be cod, halibut or salmon, paired with rice pilaf.

He enjoys his scenic room overlooking the courtyard and the cheery "sunlight lounge" as he calls it, where he reads and watches deer and other wildlife. He's also become the resident librarian for the Westwood Commons library where he keeps the collection organized and helps his fellow residents with selections. Jerry's love of literature has also led him to share poetry, read over the PA system in celebration of National Poetry Month, to the delight of residents and staff.

"The staff and residents are marvelous. We have great conversations and I've really found my niche. I have the best of all things at my disposal," said Jerry. "I really count my blessings."

## DePaul by the Numbers - 2019

Founded in 1958  
Services in 23 counties  
– spanning three states  
Over 5,000 people served  
Nearly 1,600 total employees  
Operates over 3,500 beds

### DePaul Beds

**Affordable Housing Units: 1,057**

#### Mental Health

**Residential Programs: 1,710**

Apartment Treatment Programs: 314  
Community Residence – Single  
Room Occupancy Programs: 575  
Crisis Apartments: 17  
Licensed Congregate Treatment Sites: 30  
Short-Term Transition: 18  
Supported-Single Room  
Occupancy Programs: 251  
Supportive Scattered-Site Housing: 493  
Transitional Housing: 12

**Senior Living Communities: 1,517**

New York: 550  
North Carolina: 887  
South Carolina: 80



**Accounting** processed over 16,000 checks and approximately 21,000 credit card transactions. Managed over 200 credit cards used by staff.

**Communications** – DePaul's websites received 245,394 visits and 598,789 page views. DePaul's Facebook, Twitter, LinkedIn, Instagram and Pinterest posts reached 1,305,568 people in 2019 and received 1,785,470 interactions. One hundred and twenty-five media placements were made in print, electronic and online publications.



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**IT Department** – Tickets handled by the Service Desk decreased by nine percent from 2018 due to significant upgrades of older technology and proactive outreach. Cyber security measures were effective in blocking emails with malicious content which increased 50 percent over 2018. Simulated phishing tests and employee trainings resulted in drastic improvements in being able to identify suspicious emails. The implementation of multi-factor authentication for all computer users greatly improved overall security.

**NCADD-RA** reached a total of 8,333 people through community education and awareness presentations, school/community health fairs, community networks and mobilization activities, along with 700 professionals attending 24 trainings.

**Recreation** had 8,376 attendees for all offerings. Provided 30,940 activities for our seniors.

**Staff Development and Training** tracked 90 different training topics throughout the year including live and online training for groups and individuals. In 2019, 1,185 staff members completed over 8,400 trainings.

**Quality Management** completed 4,824 chart audits and 3,480 utilization reviews.

**WorkGuide** served 656 people including 111 people who were placed in competitive employment, 39 people placed in internships, 53 placements who were transitioned out of “intensive” services, and 158 people who were supported in long-term services.

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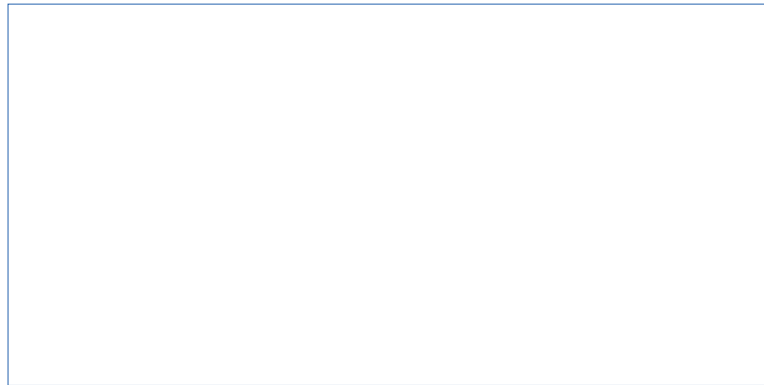
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