



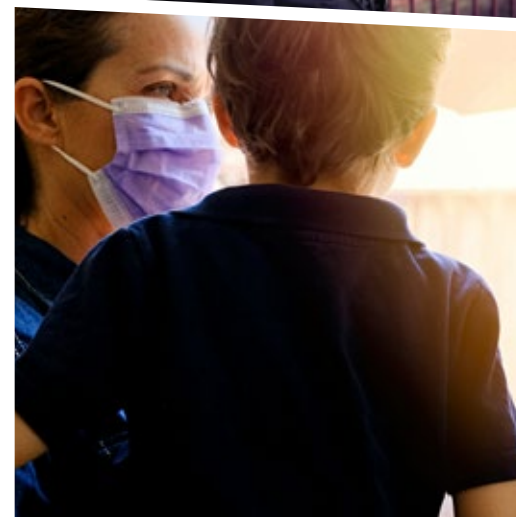
DEPAUL

2020 Annual Report



“A hero is an
ordinary individual
who finds the strength
to persevere
and endure in spite of
overwhelming obstacles.”

Christopher Reeve



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.

Dear Friends,

We truly could never have predicted the onslaught of upheaval, turmoil and loss the year 2020 brought with it. A series of disastrous environmental and societal events, coupled with the worst pandemic the world has experienced in over a century, drastically changed life as we knew it. However, what bubbled to the surface in many corners of our world, our nation, our communities, and clearly at DePaul, was courage, grace under pressure, and hope ... despite the sacrifice and strife.

When faced with extreme adversity, people consistently rose to the occasion, reaching within themselves to bring comfort, support and healing to those in need. The DePaul team, family members and friends, board members, people in the community, funders, supporters, and total strangers ... countless compassionate hearts worked oh so hard to care for and support those we serve. The times were unprecedented and so was the overwhelming response.

Masks, face shields, gloves, care packages, delivered food ranging from pizzas to fruit baskets to cookies, technology devices, craft supplies – the list of generous donations that kindly came our way is endless. We stayed connected, as socially-distanced visits were made possible through windows and on porches, and virtually using FaceTime and Zoom, along with good old-fashioned letters, car parades, outdoor concerts, and countless creative venues and activities. Through it all, dignity, respect, support, caring and kindness permeated every step.

The DePaul team embodied the very essence of what it means to be an essential worker. We remained committed to providing the highest quality care to those in senior living, mental health residential and support services, affordable housing, vocational programs, and addiction prevention and support.

The year 2020 could not help but affect us and our perspective. Change and adaptation became a constant. And through it all, we learned, we grew, and we came together to support one another. And of that, I am so very proud.

At our very core, we at DePaul are dedicated to working hard to make a difference for our people and our communities. In these unprecedented times, we are forever grateful for the countless acts of humanity that continue to raise our spirits and make each day brighter. We hope you'll join us in celebrating the good that we see daily at DePaul, as we navigate this ongoing journey together.

Sincerely,



Mark H. Fuller, President



COVID-19 and Its Impact On DePaul

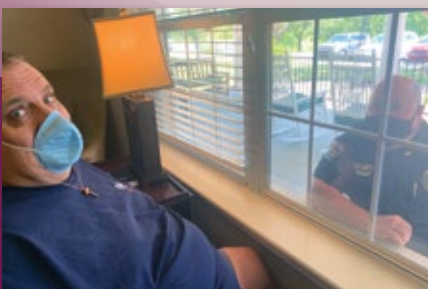
Thomas Merton once said, "You do not need to know precisely what is happening, or exactly where it is all going. What you need is to recognize the possibilities and challenges offered by the present moment, and to embrace them with courage, faith and hope."

Possibilities. As the pandemic took shape, they stretched endlessly before DePaul in ways both great and small. We recognized our unique position, to realize those possibilities and demonstrate leadership, serving as a comforting and bright light for those we serve at DePaul during the most challenging of times. The COVID-19 pandemic has been unprecedented in its scope and impact. DePaul staff rose to the occasion in their comprehensive, proactive and often heroic responses.

DePaul carefully and closely monitored federal, state and county resources, followed the mandates of our licensing bodies, and developed detailed and specific emergency plans that prioritized the health and safety of the individuals we serve, the individuals we employ, and the continuity of our operations. Countless masks, gloves, hand sanitizer, face shields, thermometers, coveralls and more were purchased for use by staff and residents. Infection control practices and protocols were used to combat the spread of the coronavirus. Other measures included staff

screenings, visitor screenings, visitor restrictions, regular testing, the implementation of mask protocols prior to nationwide mandates, the establishment of multiple policies in response to regulatory requirements, and increased infection control protocols at all sites. Challenges arose but DePaul was ready with measures taken to resolve the issues. Through it all, our committed team provided a solid foundation on which all could rely. In addition, DePaul was grateful to receive an overwhelming outpouring of support and donations from families, supporters and community members.

The pressures, emotions and exhaustion that people feel as a result of the global pandemic and ongoing challenges are real. We realized that by striving to do our best – empowering and helping others, benefiting those around us – we ultimately bettered our communities and our world. Our actions and our voices truly made a positive difference, creating and fostering community and fellowship that are the very heart of DePaul. Countless residents, consumers, families, supporters and community members were kind enough to recognize the DePaul team who will always be remembered not only for all they did but just how well they did it. Coming together for the collective good to make things better for all is who we are – today and always.





I'm so glad DePaul has my Mom's back.



Thank you for the donation of face masks. May God bless you all in a special way.



They all seem to be in good spirits! I miss seeing them – thank you for taking such good care of our loved ones!



Thank you so much for watching over the residents and my mom. It is probably one of the best places for her right now to stay safe. We look forward to seeing y'all soon. Thank y'all again.



It gives us comfort and peace of mind knowing our loved ones are safe and well cared for. Thank you for all you do.



This is wonderful - actually brought not only a smile – but a tear – it was so heartwarming.



Just discovered your Facebook. Found so many photos of my sister...Thank you. I will keep looking now.



Thank you so much for being so caring!! Your dedication has not gone unnoticed.



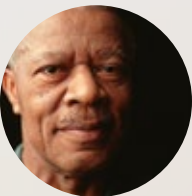
Thank you so much - for being my eyes and ears during this pandemic, for answering all my phone calls, day and night, and for calming my fears at all times.



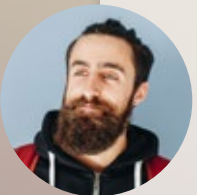
Thank you for keeping us posted with their pictures. We miss our families and know they are in good hands there. Keep the pictures coming please.



You made my eyes leak!! Thanks for taking care of my prize possession!



Great job! You always have a smile and happy personality. Thank you for taking care of our family members!!!



Words cannot express the gratitude that we have and owe you for always providing excellent care for our loved ones, but especially in this difficult and challenging time. Your work is extremely important in this fight that we all face. God bless and stay strong.



Thank y'all for taking care of our loved ones. It's hard not being able to visit but we must do whatever we can to protect one another. Prayer's for God's protective hand to be with all the staff and residents.



Thanks everyone. I love these wonderful people we have. Love doing this kind of work.



Heroes DO WORK there!!!



DePaul Affordable Housing Programs

For many in our world, getting enough to eat, residing in a safe neighborhood, having access to medical care, a good education, and other basic supports are out of reach. The devastation of the COVID-19 pandemic only served to magnify these gaps, which our dedicated DePaul team worked tirelessly to mitigate with additional resources and services for those in need.

Having the foundation of stable housing, a safe, affordable, decent roof over your head, can make all the difference between success, or sadly, life-long challenges. Housing is a fundamental human need. It should be a fundamental right. Why? Because without stable housing, lives and communities disintegrate.

At DePaul, we create and operate attractive, affordable housing solutions in urban, suburban and rural settings, along with supportive services that help people live more stable, productive lives. The end result is the respectful promotion of community relationships and countless examples of individual success.



The **Knitting Mill Apartments** in Perry, New York which opened in October 2019 are now fully occupied. The site has 48 units for income-eligible tenants; 34 of the apartments are supportive Empire State Supportive Housing Initiative (ESSHI) units which serve persons with a mental health diagnosis as well as those 55 and older with medical conditions. Once home to the Perry Knitting Company, the community has both one- and two-bedroom units.



Construction continued on the **Apple Blossom Apartments**, an affordable and supportive housing development located on an existing campus in Cheektowaga, New York. The site will feature three buildings named after apples grown in New York State, "Gala," "Empire" and "Cortland," and will have a total of 110 units, including 12 ESSHI units and 30 Apartment Treatment Program units, for income-eligible tenants. One building is designed with enhanced supports throughout to accommodate tenants who may be Deaf. The campus will also serve seniors and provide on-site services for tenants with a mental health diagnosis.

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



The **DeWitt Clinton Apartments**, which have a total of 80 units for income-eligible tenants, opened in Rome, New York in June 2020. Forty of the apartments are supportive ESSHI units. Named after a beloved neighborhood school that once stood in this location, the community has both one- and two-bedroom units as part of a 66-unit apartment building and 14 townhouses. The project offers on-site housing specialist support services including linkages to community services to assist persons in living as independently as possible. It is now fully occupied.

The **Starting Line Apartments** in Utica, New York opened in November 2020 and is named after the iconic Boilermaker Road Race. There are a total of 60 units for income-eligible tenants consisting of 54 one-bedroom and six two-bedroom apartments. The site has 30 ESSHI units and offers on-site housing specialist support services which provide linkages to community services that assist persons in living as independently as possible.



La Rosa Villas in LeRoy, New York opened in September 2020 on the site of the former Lapp Lumber Mill. With a total of 60 units for income-eligible tenants age 55 and older, units consist of six studio, 48 one-bedroom and six two-bedroom apartments. Thirty of the apartments are supportive ESSHI units and offer on-site housing specialist support services.





A total of 28 residents are now receiving housing and services at the **Clinton Avenue Apartments**, a Home Leasing project under development in Albany, New York. DePaul will eventually provide Empire State Supportive Housing Initiative (ESSHI) services to 40 people at the site. Families and individuals previously living in state hospitals and homeless shelters are being served. There is an extensive waiting list for the units as they become available.



DePaul began construction in May 2020 on the **Boxcar Apartments**, a 40-unit project in Albion, New York that will contain 20 ESSHI units. On-site housing specialist support services will include linkages to community services which assist persons in living as independently as possible. The site is expected to open in fall 2021.



Construction began in October 2020 on the **Lock 7 Apartments**, an 80-unit project in Oswego, New York that will contain 40 ESSHI units and offer on-site housing specialist support services. Support services include linkages to community services to assist persons in living as independently as possible. The site is expected to open in summer 2022.



DePaul received approval for and plans on a spring 2021 groundbreaking for the **Veddersburg Apartments** in Amsterdam, New York. The 62-unit project will contain 31 ESSHI units and is named for the original settler of that region, Albert Vedder.

DePaul received several awards in 2020 including the New York State Excelsior New Construction Honor Award for the **Upper Falls Square Apartments** in Rochester, New York, the Rochester Business Journal's Coolest Spaces 2020 for the **Upper Falls Square Apartments** in Rochester, New York, the Leadership in Energy and Environmental Design (LEED) for Homes Silver for the **DeWitt Clinton Apartments** in Rome, New York, the LEED for Homes Gold for **La Rosa Villas** in LeRoy, New York and the LEED for Homes Gold for the **Starting Line Apartments** in Utica, New York.



I tell everyone who will listen that I feel like I won the lottery the day my application was approved. I get a kick out of calling this my home, because it is so much more than 'an apartment' to me.

...For pulling together during these crucial times and keeping strength and solace through these times of uncertainty. Stay strong, we will get through this.

The DePaul team has done such a wonderful job with handling ongoing daily changes. I am so pleased at the hoops they continue to jump through to make sure all the residents are cared for as well as caring and supporting each other during this time. I am grateful to be part of such a wonderful team.

Upon moving in, I was greeted by a very welcoming, caring, and positive staff. This was a new and uncertain experience for me. After seeing my beautiful new apartment, I was extremely grateful and much more at ease...I have settled in and love the complex. The support I have received here has allowed me to move forward in my journey. The people, from the janitorial, maintenance, security, office, and support staff, continue to make my transition a breeze.



DePaul Mental Health Residential Programs

DePaul has been dedicated to providing hope and support to those with a mental health diagnosis for over 60 years. Housing is a foundational element of recovery and DePaul offers options with varying degrees of independence throughout New York State including licensed congregate treatment sites, apartment treatment programs, community residence-single room occupancy programs, supportive housing and transitional housing.



The COVID-19 pandemic brought the issue of mental health even further to the forefront. Not only did the pandemic impact the mental health of many around the world, it also potentially created increased barriers for those with a preexisting mental illness. In the United States, various studies indicated four in 10 adults reported symptoms of anxiety or depressive disorder, demonstrating an increase from those who reported such symptoms in prior years. The debilitating cycle included challenges with sleeping, eating and worsening chronic conditions manifested due to worry, isolation and stress over the coronavirus.

DePaul swiftly implemented additional supports to lessen the possible impact of the coronavirus on those in our mental health residential and support programs, ranging from socially-distanced interaction and support, access to Personal Protective Equipment (PPE), telemedicine connections, and socially-distanced recreation options. Living in a residential program also encouraged stability in essential areas that many in the world found compromised including safe housing, food security, and linkages to medical and other supportive services. Stability was reflected in the average occupancy for 2020, which hovered at 98 percent. In addition, DePaul experienced high utilization in **Care Management** and **DePaul Hopelink**

programs, as well as the **Reintegration Support Team** in Erie County, and served over 1,200 clients in the Monroe and Erie county-based **Representative Payee Programs** in 2020.

DePaul applied for and received a \$700,000 Coronavirus Aid, Relief, and Economic Security (CARES) Act grant for COVID-19-related expenses.

DePaul received a \$25,000 grant from the **Peter & Elizabeth Tower Foundation** COVID-19 Response Fund benefiting Living Opportunities of DePaul in Erie and Niagara Counties. The grant was used for personal protective equipment, wage enhancements, access to technology, phone cards, activity supplies and food costs.

DePaul received a \$20,000 grant from **The John R. Oishei Foundation** benefiting the Supportive Scattered-Site Housing Program in Erie and Niagara Counties for the purchase of furnishings, supplies and bus passes.

A full makeover of **The Remember Garden** maintained by DePaul in Highland Park in Rochester, New York, was completed thanks to donations of supplies, materials, labor and time from a number of businesses and individuals led by Christa Construction. Benches and pergolas were rebuilt, Lakeview Lawn & Landscape, Inc. contributed plantings and mulch, TMD Contracting donated installation, and Wm. B. Morse Lumber Co. provided materials. The garden is a living memorial to those who died while institutionalized over a century ago at the Monroe County Insane Asylum, Almshouse and Penitentiary, the approximately 700 unnamed graves that were discovered at Highland Park, and the strides that have been made to erase stigma surrounding mental illness. DePaul spearheaded its establishment.



DePaul Recreation



Physical, creative and social activity for individuals with mental health diagnoses can significantly support recovery. Yet with the onset of the COVID-19 pandemic, recreation and socialization options were greatly reduced or halted as people maintained recommended social distancing and hygiene protocols. So DePaul's **Recreation Program** got creative and continued programming in a new way, recognizing the vital importance and health benefits of recreation which provides an outlet for coping with stress and reducing boredom, while refocusing on positive experiences. Such outreach can significantly support recovery, especially during the COVID-19 pandemic when people were encouraged to explore healthy ways to spend their time while maintaining their physical and mental health.

Activities included the regular publication of activity books that included fun facts, quotes, trivia and puzzles which were distributed to the sites, along with busy bags, customized shopping bags, flowerpots to paint, seeds to plant, solo crafts, coloring contests, and the World of Hearts Campaign window decorating initiative. Technology bridged the way for bedroom bingo and other ventures, while the DePaul team distributed care packages or "Boredom Busters" in an effort to keep residents engaged. Meanwhile, socially-distanced celebrations for Halloween and other holidays went on the road to sites in Rochester and Buffalo, to the delight of all who participated.



DePaul Senior Living Communities

DePaul has long been dedicated to providing care for 2,000 seniors each year in senior living communities in New York, North Carolina and South Carolina. Services include assisted living, memory care and independent living where residents enjoy the comforts of home, a commitment to enhancing quality of life, and personal care services in supportive environments that foster community while promoting independence.

As the pandemic has unfolded across the nation, the vulnerable health status of older adults was at the forefront. DePaul swiftly implemented additional supports and new and innovative approaches to the delivery of care to lessen the possible impact of the coronavirus. This ranged from socially-distanced interaction and support, access to Personal Protective Equipment (PPE), telemedicine connections, and safe recreation options.

As part of DePaul's commitment to providing welcoming, homelike environments to those we serve, a number of projects were undertaken, including renovations and the addition of 20 new beds at **Wexford House** in Denver, North Carolina, and the completion of renovations at **Woodcrest Commons** in Henrietta, New York and **Glenwell** in Cheektowaga, New York. Renovations continued at **Woodridge** in Monroe, North Carolina.

Another senior living community joined the DePaul family with the acquisition of **Heritage Manor of Lockport** in Lockport, New York, a licensed adult home with 64 licensed beds and **Heritage Estates of Lockport** with 24 independent apartment units.

Twelve Oaks in Mount Airy, North Carolina was voted winner of Best Alzheimer's/Memory Care Unit by the 2020 Mount Airy News Mountie Awards.

Caregivers at DePaul's senior living communities recognized that activities and socialization are truly vital ingredients for happiness and satisfaction, especially during the COVID-19 pandemic. Creative activities included bedroom bingo, car parades, fast food Fridays, gardening, hallway trivia, happy hour cart, solo crafts, video chats with family and friends, and window concerts and visits.

Over a dozen centenarians were served in 2020.

DePaul Adult Care Communities, Inc. – New York received a \$150,000 grant from the **Mother Cabrini Health Foundation** to enhance the quality of life for older adults through technology. The Cabrini grant was used to purchase systems that permit improved virtual technology, offering a myriad of features allowing armchair travel, communication tools to facilitate outreach between residents and families, games, music and many welcome options.

“

*What makes a person
choose to serve ...?
Not just cleaning, cooking
and more grind, also bathing,
and other personal tasks.
Bad tempers,
why on me one asks?
It takes great heart, love and
devotion. My hat goes off to
them with great emotion.*

Written by a resident

”



“ Thank you so much for taking such good care of our loved ones – especially during these trying times. Allowing us to visit means so much to all of us, even though it means more work for you. It has not gone unappreciated. Thank you!

What you do does matter
– now more than ever.

Your devotion to the residents has never been appreciated more than now! Thanks to you, families have been able to see their loved ones celebrate another birthday.

Thank you for sharing your love and caring for others. May God continue to bless and keep you and your loved ones safe.

Every time I FaceTimed with my Mom or saw her, her smile let me know how much she was loved and cared for.

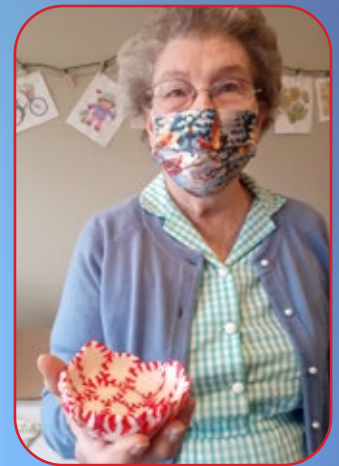
Each and everyone on the frontlines are greatly appreciated for your services! No task is too small for a thanks for what y'all do.

We are in this together! And together we will get through this! Daily prayers for each of you and God's protection.

A big SHOUT OUT to the EMPLOYEES for being who you are in this time. You're our FRONTLINES to those we hold DEAR.

I am totally grateful for the rules to keep us safe...I appreciate the staff and our DePaul family. We love you! Bless your hearts.

Thank you for the love
you show your residents.”



WorkGuide, a DePaul Vocational Program

DePaul **WorkGuide** provides essential linkages to persons with a disability seeking employment. The program matches consumers' talents and abilities with positions at well over 100 employers in Monroe County. Investment in vocational and supported employment programs guides people in successfully entering or reentering the workforce, providing supports that help in overcoming obstacles and dismissing stereotypes that sometimes surround employing those with a disability. Workplace accommodations are actually cost-effective and simple to implement, yielding employment and independence that ultimately benefit the employer, the consumer and the community.

The COVID-19 pandemic resulted in unprecedented changes in employment for America's workforce. Businesses ceased or scaled back operations and many state governments issued stay-at-home orders. The Department of Labor's Office of Disability Employment Policy showed the unemployment rate for those with a disability increased and opportunities for telework were not always available.

In 2020, WorkGuide achieved a significant number of placements, despite being greatly impacted by COVID-19 due to volunteering and hiring freezes, job losses, and consumers being fearful of returning to the workforce. WorkGuide was able to establish a new system and service model in order to maintain services by providing/billing for remote services during the shut-down in New York State. Adult Career and Continuing Education Services – Vocational Rehabilitation (ACCES-VR) referrals began to slowly increase in the third and fourth quarters of 2020.

- Provided services to 604 people in 2020.
- 294 people participated in placement services with the goal of achieving and maintaining competitive employment.
- 164 people maintained employment during the pandemic.
- 73 consumers started new jobs between March-September 2020.
- Staff supported 78 consumers who experienced job losses, layoffs or furloughs during COVID-19.
- 27 consumers were placed in internships. In March, volunteer work experiences were put on hold and businesses began accepting interns again in October of 2020.
- 126 people enrolled in Work Readiness and Self-Advocacy classes.
- 84 vocational assessments were completed for students and adults with disabilities.

WorkGuide began providing in-person services as needed in August 2020 to better support participants in achieving their employment goals.

DePaul WorkGuide received grants in 2020 from the **Daisy Marquis Jones Foundation** and the **M&T Bank Charitable Foundation** to provide supported employment with extended services to individuals with a serious mental illness.



“*WorkGuide held additional meetings with a participant to find out where the roadblocks were in the job search. WorkGuide continues to assess caseloads to see how to help best.*

A consumer reported to me that she was so grateful to work with WorkGuide. She reported being treated respectfully and with dignity.

WorkGuide coordinated with multiple parties to get in touch with a client who was having trouble understanding instructions for their job amidst COVID-19 protocols. This client does not know much English, is Deaf and does not have a phone or computer so this was particularly challenging.



DePaul by the Numbers - 2020

Founded in 1958

Services in 23 counties - spanning three states

Over 5,000 people served

Nearly 1,600 total employees

Operates nearly 4,000 beds

DePaul Beds

Affordable Apartments: 1,257

Mental Health Residential Programs: 1,801

Apartment Treatment Programs: 314

Community Residence

– Single Room Occupancy Programs: 575

Crisis Apartments: 21

Licensed Congregate Treatment Sites: 30

Single-Site Supported Housing: 351

Supportive Scattered-Site Housing: 498

Transitional Housing: 12

Hopelink

Short-Term Step Down: 18

Senior Living Communities and

Independent Senior Living: 1,605

New York: 638

North Carolina: 887

South Carolina: 80

WorkGuide

Provided services to 604 people

NCADD-RA

Reached 6,260 through community education/ awareness presentations, classroom presentations, networking, the NCADD-RA newsletter and professional trainings.

The Finger Lakes Prevention Resource Center reached 3,762 and Finger Lakes Addiction Resource Center reached a 1,723 through technical assistance, training, networking, presentations and awareness activities.





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

People with a substance use disorder are often looked down upon and blamed for their addiction, rather than being seen as people who have a disease and in need of care. Removing the stigma around addiction is one of the first steps to addressing this growing problem.

According to the National Survey on Drug Use and Health, 20.5 million American adults aged 12 and older are battling a substance use disorder. Despite these staggering statistics, the stigma of addiction persists. A recent study noted that fewer than one out of five Americans are willing to closely associate with someone suffering with addiction. Such stigma can discourage or even prevent people from seeking support and professional care, often leading to guilt and shame.

“

*Thank you for teaching
us about healthy
ways to manage stress.*

4th grade student

*Thank you for teaching
us about medicine.*

3rd grade bilingual student

*Thank you for your
time and teaching us.*

5th grade student

”

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 Addiction Resource Center, the Finger Lakes Prevention Resource Center, Hispanic Prevention Education Program, Professional Continuing Education, and the Total Approach Family Program. The Council, which celebrated 74 years of service to the community in 2020, provides education, information, support and referral services to individuals, families and the community.

In February 2020, NCADD-RA hosted a press conference where Senator Kirsten Gillibrand announced the bipartisan Family Support Services for Addiction Act to start a grant program for non-profits to provide family support for treatment.

What followed in 2020 was an exacerbation accelerated by the ongoing stress and uncertainty of the COVID-19 pandemic. The situation led to increased risk of substance misuse, and those with substance use disorders (SUD) proved more likely to develop COVID-19 and experience worse COVID-19 outcomes. According to the Centers for Disease Control and Prevention, Americans reported starting or increasing substance use as a way of coping with stress or emotions related to COVID-19. Overdoses also spiked since the onset of the pandemic.

In an effort to offer ongoing support and education, NCADD-RA provided virtual learning opportunities due to the constraints surrounding public gatherings during COVID-19. In addition, an NCADD-RA Facebook page was launched to collectively work toward keeping families, friends and the greater community connected. NCADD-RA messaging yielded over 2 million impressions through advertising, media interviews, articles, website traffic and social media.



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