

“ *The greatness of a community is most accurately measured by the compassionate actions of its members.* ”  
- Coretta Scott King





## *A message from our President:*

**Community isn't just about where we live** — it's about how we support one another.

At DePaul, we build communities that offer more than housing and services; we create places where people feel a sense of belonging, stability and hope. These communities inspire and lift us all up.

**Together, we accomplished lasting change in 2024.**

We opened the Port Byron Apartments, bringing 69 much-needed affordable, supportive apartments to an underserved area. We made infrastructure upgrades at the Carriage Factory Apartments in Rochester and the Riverside Apartments in Buffalo. Construction kicked off on the True North Development in Rochester and continued on the Mosaic Apartments in Schenectady. Plus, the Pan-American Square Apartments in Buffalo reached a major milestone, completing electrification and earning PHIUS+ 2018 and Source Zero Pre-certification.

We expanded our reach with an additional 22 crisis apartments for individuals diagnosed with a mental illness who need residential support, and 50 Supportive-Scattered Site Housing beds. We were awarded funding and development for two 14-bed supportive residences in Erie and Ontario Counties; and an 80 bed CR-SRO in Erie County.

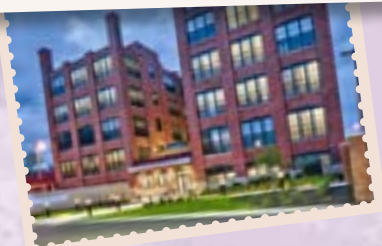
A two-year, \$50,000 Resident Services Grant helped improve lives at the Veddersburg Apartments in Amsterdam. And Westwood Commons in North Chili was honored with the Gates-Chili Chamber of Commerce's 2024 Innovative Business Award.

We also stood up for causes we care about, supporting organizations like the Alzheimer's Association and the National Alliance for Mental Illness (NAMI). Our commitment to Diversity, Equity and Inclusion (DEI) remained strong with employees participating in Racial Equity Summits in Buffalo and Rochester and by providing trainings on Sexual & Gender Diversity.

These accomplishments in DePaul's Annual Report show what we can achieve when we come together. I can't thank you enough for your support and for believing in our mission of caring for people in need. **Keep reading to see the impact we made in 2024!**



Mark Fuller, DePaul President





## ***Affordable Housing Programs***

DePaul Properties, Inc. creates and operates attractive, affordable housing solutions in urban, suburban and rural settings within environments that promote respectful community relationships.



The **Veddersburg Apartments** in Amsterdam were recognized by the Rochester chapter of the Construction Specification Institute with the Value Engineering Award which promotes and recognizes efforts and creative solutions to meet project budget demands. Several vacant and blighted structures along East Main Street were demolished to make way for the three-story building that includes sustainability features like Energy Star or equivalent heating and cooling equipment, appliances and light fixtures.

In addition, the National Equity Fund and Morgan Stanley selected the Veddersburg Apartments as the recipient of a \$50,000 Resident Services Grant. The grant award was used to enhance the ability to provide a range of essential services, including activities, personal hygiene items, food, household supplies, and bus fare.



Niagara County Legislator Rick Abbott sponsored a \$3,000 contribution through the new Niagara County Community Partnership Grant that allowed the purchase and installation of accessible apartment doors at the **Packet Boat Landing Apartments** in Lockport.

Congressmember of New York's 24th District Claudia Tenney toured DePaul's **Lock 7 Apartments** in Oswego in August along with employees from DePaul, the City of Oswego, Conifer Realty, LLC, the New York State Association for Affordable Housing (NYSFAH), Home Leasing, LLC, Housing Visions, and Rochester's Cornerstone Group, Ltd. The Lock 7 Apartments, named the 2023 Project of the Year Upstate by NYSFAH, served as the backdrop for a conversation about the importance of affordable housing and Low-Income Housing Tax Credits.





DePaul celebrated the opening of the **Port Byron Apartments** in Port Byron in June. Containing 69 units for income-eligible tenants with 30 supportive Empire State Supportive Housing Initiative (ESSHI) units, five developers had passed on the undertaking of replacing the former 39-unit Church Street Apartments until DePaul stepped in.

### Construction continued on the following ...

Containing 60 total units including 30 supportive ESSHI units, progress continued on the **Mosaic Apartments** in Schenectady (the community was completed in spring 2025).



Electrification of the **Pan-American Square Apartments** on Delaware Avenue in Buffalo was completed. The energy efficient design features 150 units for income-eligible tenants that include 20 supportive ESSHI units and 80 Community Residence – Single Room Occupancy (CR-SRO) units. The community is expected to open in 2025. The project has achieved the PHIUS + 2018 & Source Zero Pre-Certification in 2022 and is looking to achieve several more certifications.

**The True North Development** in Rochester will consist of three sites, two containing 70 units for income-eligible tenants with 35 supportive ESSHI units. The third site will be a clinic and wellness center run by Finger Lakes Area Counseling and Recovery Agency, Inc. (FLACRA) in partnership with Person Centered Housing Options (PCHO) and Rochester Interfaith Development Corp (RIDC) faith group. DePaul celebrated the start of construction on the True North Development with a groundbreaking ceremony in December.

## Recreation

DePaul's Recreation Program provides support to our **Monroe County Mental Health Residential Programs** in the community.

DePaul recognizes the vital importance of recreation and the health benefits of activities for individuals with mental health diagnoses, both of which can significantly support recovery.

In 2024, DePaul's Recreation Department logged over 4,700 participants in on and off-site activities.



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

DePaul offers housing options with varying degrees of independence including licensed congregate treatment sites, apartment treatment programs, community residence—single room occupancy programs and supportive housing across New York.



All DePaul Community Services, Inc. programs received a post-audit three-year certification, the highest level achievable.

DePaul received funding to add two additional crisis apartments to the 22 that already exist in Genesee, Livingston, Monroe, Orleans, Wayne and Wyoming counties. These 24 apartments are utilized to temporarily house and support any individual diagnosed with a mental illness who needs residential support. The program served 67 residents in 2024 with the average length of stay being 75 days.

DePaul was awarded 50 total Supportive-Scattered Site Housing beds in Erie, Genesee, Livingston, Niagara, Orleans and Wyoming Counties.

Over \$6.7 million in renovations and replacement of the HVAC system were completed at the **Carriage Factory Apartments** in Rochester. Approximately \$1.3 million in foundation repairs were concluded and roof repairs began at the **Riverside Apartments** in Buffalo.

Floor replacements and water mitigation were completed, and generator replacement began at **Seneca Square** in Buffalo. Elevator repairs started at **Kensington Square** in Buffalo. Additional renovations continued at the **Wyoming County Apartment Treatment Program** in Warsaw; floors, porches and garbage corrals were replaced at the **Neighborhood of the Arts (NOTA) Apartments** in Rochester, and there were HVAC repairs along with bathtub and floor replacements at **Ridgeview Commons** in Rochester.

## ***Hopelink***

Hopelink at Shelter Cove in Churchville is a short-stay residence in which individuals who are hospitalized have exclusive access to a unique residential alternative upon discharge from the medical hospital.

The average length of stay for individuals discharged from UR Medicine/Strong Memorial Hospital was 49 days. **Hopelink** has an 80 percent success rate of finding permanent housing for clients.





## DePaul Reintegration Support Team

The DePaul Reintegration Support Team (DRST) assists DePaul residents in acclimating to new living situations and in obtaining necessary skills that allow the achievement of maximum levels of independence.



The DRST served 235 clients in 2024 and provided 477 groups at the Erie County SROs. Topics are decided collaboratively based on resident and staff feedback.

The DRST opened two more site stores for a total of three operating stores located at **Seneca Square** and **Kensington Square** in Buffalo and the **Ebenezer Square Apartments** in West Seneca. The site stores are entirely resident-operated and allow residents to purchase needed items such as snacks, personal hygiene products and recreational items for a low cost while simultaneously providing access to residents with limited mobility due to lack of transportation, accessible location, and physical or mental health limitations.

Volunteer positions include cashier, stocker, and food preparation. The DRST staff provide the training and assistance required to operate the site stores. Profits from the stores are reinvested to purchase additional supplies, equipment, and stipends to support the volunteers. These skills can later be used in paid work or volunteer positions in the community.



## Representative Payee

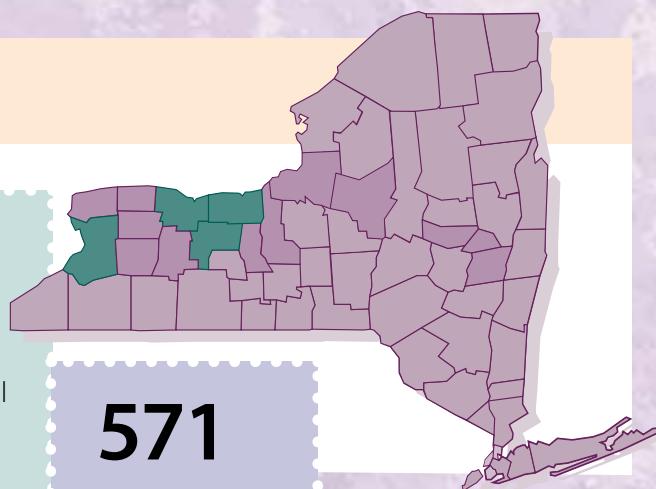
DePaul is certified to serve as a representative payee for interested individuals residing in Erie, Monroe, Ontario and Wayne counties.

**840**

Clients served through DePaul Community Services.

**571**

Clients served through Living Opportunities of DePaul.



## WorkGuide

WorkGuide, a DePaul vocational program, provides essential linkages for people with a disability seeking employment. The program matches consumers' talents and abilities with positions at well over 100 employers in Monroe County.



**WorkGuide** secured Office of Mental Health Ongoing Integrated Supported Employment (OMH OISE) funding for the Supported Employment Program, allowing a double in enrollment from 20 people to 41.

In August 2024, WorkGuide was approved to provide Potentially Eligible (PE) services for students between the ages of 14-22 who are not connected with Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR), allowing more control over generating referrals from school districts and/or community programs. Outreach began in September with Hope Hall School, Hillside, Villa of Hope and BOCES. Three students began receiving services in October.

WorkGuide was awarded a contract with the **New York State Commission for the Blind** to effectively serve individuals with barriers to employment beginning January 2025.

**576** **People** served across all employment programs.

**84** **People** enrolled in Work Readiness and Self-Advocacy classes.

**85** **New job** placements were established.

**228** **People** participated in placement services with the goal of achieving and maintaining competitive employment.

**50** **People** successfully reached the 90-day employed milestone goal for ACCES-VR.

**6** **OMH OISE graduates** achieved independence in maintaining employment.

**\$77,000** **Highest annual income** achieved with hiring from minimum wage to entry-level positions.

## Care Management

DePaul's Care Management Program provides an extra layer of support for DePaul residents who face medical and/or mental health issues, particularly those experiencing frequent emergency room visits or hospitalizations.



DePaul's Care Management Program served 213 clients in 2024. The program served 51 individuals at the Health Home Plus level of intensive services. Care Management supported staff education and development throughout 2024 by continuing to host bachelor's level Psychology students from Niagara University.

## Senior Living Communities

DePaul's four senior living communities in Western New York provide assisted living, memory care and independent living options 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.



DePaul celebrated three centenarians in 2024!

**Heritage Manor of Lockport** underwent \$89,000 in renovations including upgrading the nurse call system and deck replacements.

The sale of **Woodcrest Commons** in Henrietta was finalized on September 1, 2024.

**Wheatfield Commons** and **Glenwell** senior living staff received several awards at the Network in Aging of WNY's Taste of the Network! Wheatfield Commons received the People's Choice Award and Glenwell was awarded Best Dessert as well as the Senior Choice Award of Best Entrée.

**Westwood Commons** staff were honored to receive the Gates-Chili Chamber of Commerce's 2024 Innovative Business Award at an annual gala in October. This award is given annually to "recognize a business in the community which has stimulated economic growth and commerce, with regards to product demand and/or originality of the enterprise or product/service."







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

The NCADD-RA works to reduce the impact of alcohol, other drugs and problem gambling by providing education, information, support, and referral services to individuals, families and the community.

The NCADD-RA celebrated the 78th Annual Luncheon in May featuring Keynote Speaker Dr. Stephen L. Dewey who presented "Understanding the Science of Substance Use Disorder."

A new Credentialed Alcoholism and Substance Abuse Counselor class began September 2024, with full scholarships available through a New York State Office of Addiction Services and Supports (OASAS) Addiction Professional Scholarship Program. This was the first time in the NCADD-RA's history that they were able to provide full tuition scholarships.

The NCADD-RA is now in the fourth year of receiving funding through NYS OASAS State Strategic Opioid Response Grant to support the ongoing work of Team Awareness Workplace Wellness and other prevention efforts in Monroe County.



## ***Diversity, Equity and Inclusion***

DePaul believes in fostering a truly inclusive culture where everyone belongs. Our commitment includes empowering individuals to reach their full potential by eliminating barriers and amplifying all voices.

DePaul continued to enhance Diversity, Equity and Inclusion (DEI) efforts by offering independent and group trainings and learning experiences in a variety of areas.



**63 Employees** gathered for the Racial Equity Summit sessions held in Buffalo and Rochester where Sara Taylor and Dr. Latise Hairston presented "Amplifying Diverse Voices Through Equity: A Call to Action for Social Justice."

**9 Employees** attended the Women Empowering Women Conference in Rochester in March.

**8 Employees** attended the third annual Colors of Success Leadership Award ceremony in Rochester in September.

**123 Employees** attended Dr. Bek Orr's virtual presentations on Sexual & Gender Diversity as well as LGBTQIA+ Allyship in August and September.

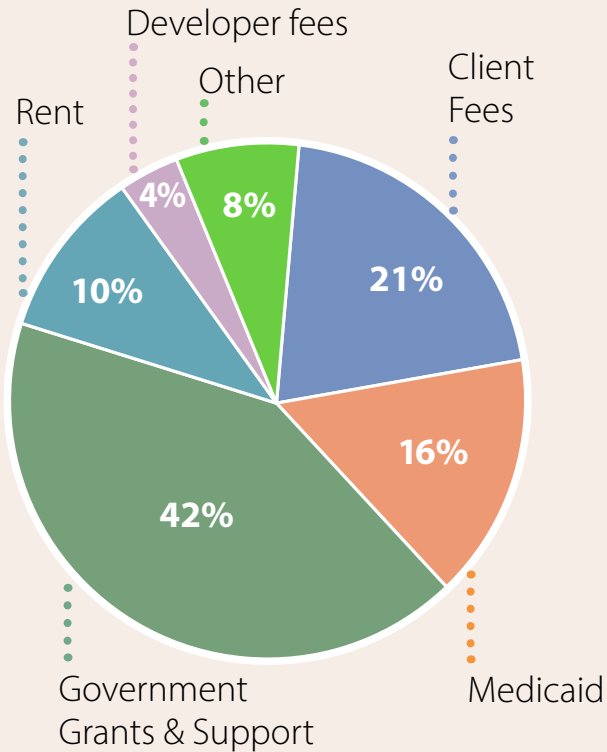
# DePaul 2024 Annual Financial Summary\*

Total Revenue: \$105,929,556 • Total Expenses: \$126,932,790

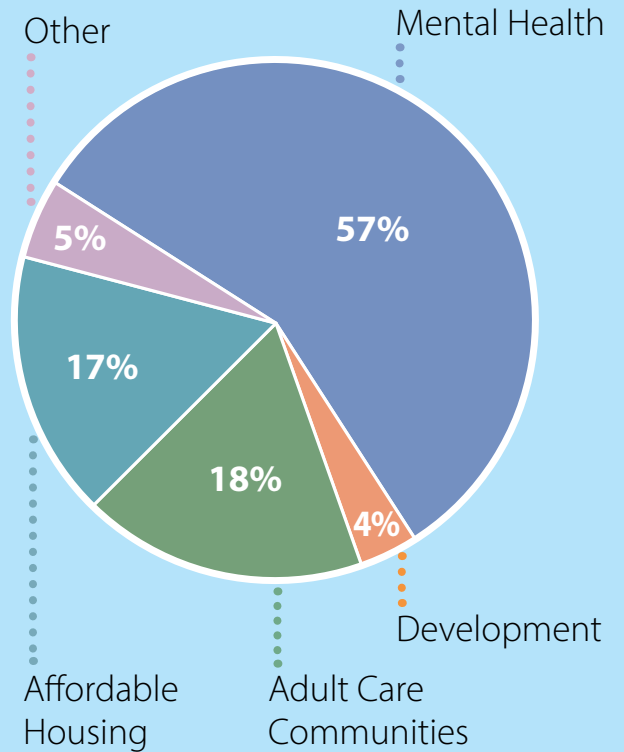
Total Expenses Before Depreciation: \$107,082,681

\*Unaudited

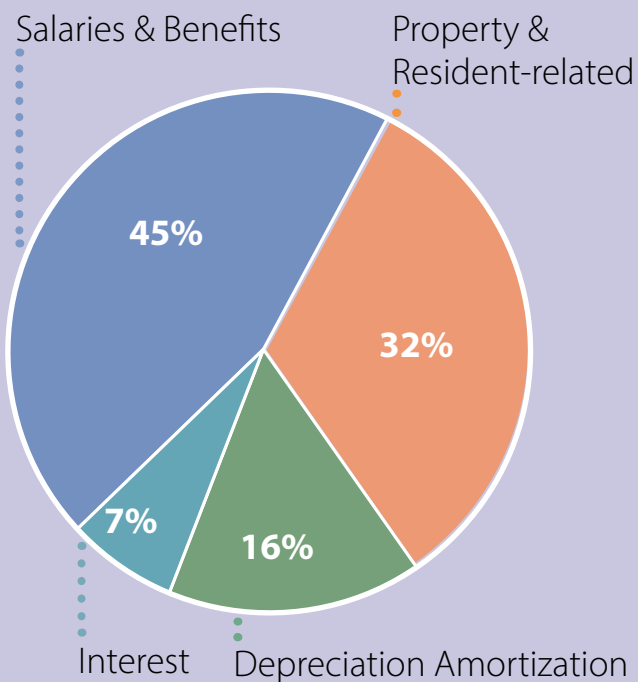
## Annual Revenue by Source



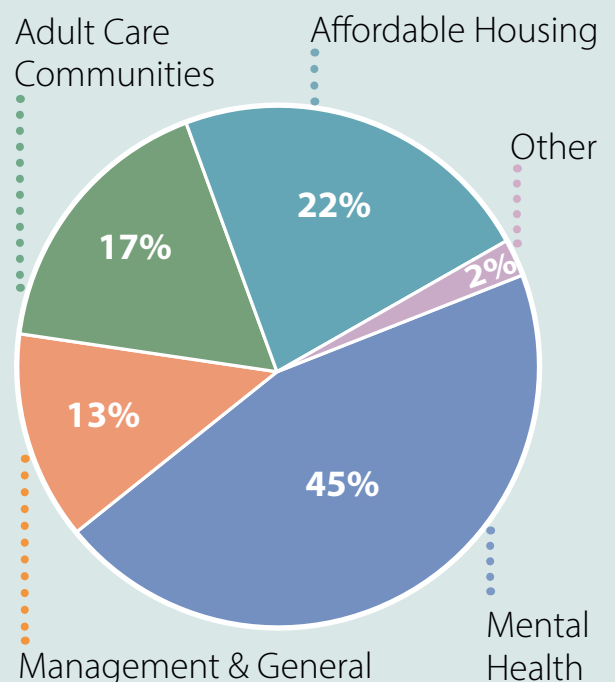
## Annual Revenue by Program



## Annual Operating Expenses



## Annual Expenses by Program





## 2024 Board Members

**W. Stewart Beecher, M.D.**  
*Chairperson, DePaul Group*  
Anthony L. Jordan Health  
Center – Retired

**Brenda A. Bremer, M.D.**  
Private Practice – Retired

**Timothy M. Culhane**  
Deloitte & Touche – Retired

**Timothy D. Dieffenbacher**  
FrontView REIT, Inc.

**Anthony Di Giovanni, IV**  
New York School for the Deaf

**Ann Marie Dinino**  
Monroe County Office of  
Mental Health – Retired

**Lisa B. Elliot, Ph.D.**  
Rochester Institute of  
Technology – NTID

**Lisa Famiglietti**  
Kuno Creative

**Melissa L. Farrell**  
*Secretary, Affiliates Board*  
Spectrum Health &  
Human Services

**Gabriel Geiger**  
Lifespan of Greater Rochester

**Jared P. Hirt, Esq.**  
Evans Fox, LLP

**Christopher G. Humphrey**  
*Vice Chairperson, Affiliates Board*  
Community Bank N.A.

**Adam Jones**  
Premium Mortgage Corporation

**Ellen B. Kremer**  
Social Worker – Retired

**Robert G. Lamb, Jr., Esq.**  
*Secretary, DePaul Group*  
Lamb Law Offices

**Louis J. Litzenberger**  
Greece Central School District  
– Retired

**Dr. Keith McGriff**  
Glove House, Inc.

**Kevin M. Mucci**  
*Chairperson, Affiliates Board*  
J.D. Chapman Agency, Inc.

**Komekia E. Peterson**  
University of Rochester

**Kelley Ross Brown, Esq.**  
*Vice Chairperson, Group*  
Woods Oviatt, Gilman, LLP

**Gerald J. Scott**  
New York State Office of  
Mental Health – Retired

**James R. Yarrington**  
Rochester Institute of  
Technology

## Senior Leadership

**Mark Fuller**  
*President*

**Chris Berson**  
*Vice President,  
Chief Information Officer*

**Gillian Conde**  
*Vice President,  
DePaul Properties, Inc.*

**Lisa Corrigan**  
*Vice President,  
Quality Management  
& Corporate  
Compliance Officer*

**Britt Lui**  
*Vice President,  
Human Resources*

**Jon Penna**  
*Vice President,  
Chief Legal Officer*

**Chris Syracuse**  
*Vice President,  
Mental Health Residential*

**Kelly Thompson**  
*Vice President,  
Chief Financial Officer*



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## DePaul Overall

*DePaul, founded in 1958, serves more than 5,000 people in 15 counties and maintains 3,095 units.*

### Affordable Housing Apartments: 1,686

*(Includes 357 ESSHI and 147 SP-SROs)*

### Mental Health Residential Beds

Apartment Treatment Program: **314**

Community Residence

– Single Room Occupancy Programs: **575**

Crisis Apartments: **24**

Licensed Congregate Treatments Sites: **30**

Single-Site Supported Housing: **504**

Supportive Scattered-Site Housing: **573**

### Senior Living

Senior Living Community Beds: **418**

Independent Senior Living Apartments: **24**



**depaul.org**