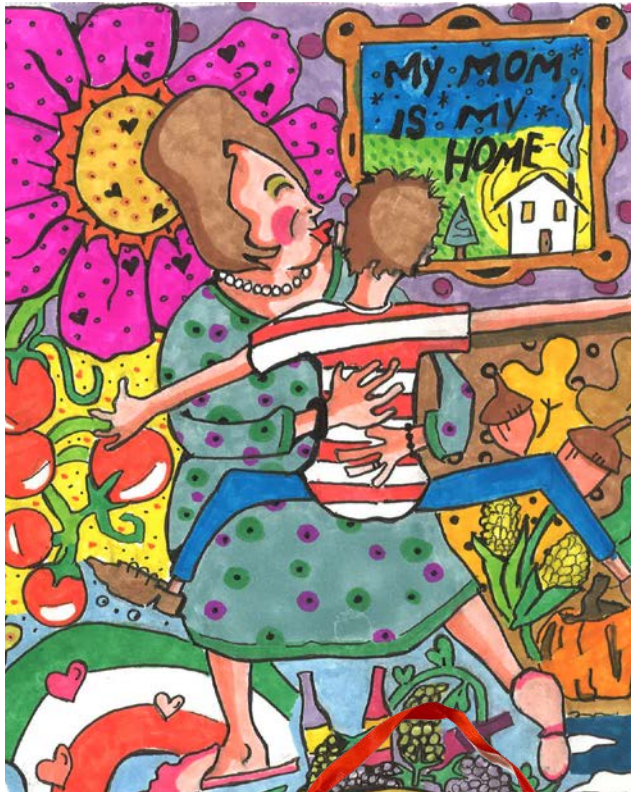


“Home is wherever lives the heart.”

Shalonda Ostrom
DePaul Resident

Drawing by Stephen Burgoon



Collages
by Lock 7
Apartments
Residents



Drawing by Micheal H.



 **DePaul**
2025 Annual Report

Exploring the meaning of home through art by those we serve and our team.



DePaul Overall

To ensure DePaul's long-term success in providing compassionate, person-centered care for the individuals we serve, we engaged in a comprehensive strategic planning process that established clear, long-term goals supported by actionable plans.

Included in the planning process was a refresh of our mission, vision, and values. A sub-committee of leadership led this effort thanks to valuable feedback from our employees and board members.

With the support of over 900 dedicated employees and over 3,000 total beds, DePaul remains well-positioned to fulfill our mission and grow our impact well into the future.

Dear Friends,

The meaning of home is deeply personal. In celebration of DePaul's refreshed mission, vision, and values, brought to life through the letters of **HOME**, we invited those we serve and our team to share what home means to them. The responses truly moved me:

"Home is a feeling that lives inside of me."

"The sound of laughter from the people I hold dear."

"A place to call my own."

"My Mom is my home."

"Home is where dignity is practiced, quietly, every day."

However you define it, there is a place to call home at DePaul.

Our core values guide us as we live out our mission to build the foundation for lasting change through compassionate, person-centered services and exceptional housing. Since 1958, we've remained steadfast in our vision to create a future where everyone thrives and stigma is replaced with dignity and belonging.

Hope is found here. We witness it every day: the residents taking their first steps toward recovery; the spark of rediscovering passions; making new friends; the pride and independence in receiving keys to a beautiful new apartment; the courage to envision new possibilities after years of uncertainty. Even when the road ahead feels daunting, hope beckons us forward.

Opportunity is endless at DePaul. Each person's story, talents and aspirations inspire unique pathways for growth and purpose. Finding employment, strengthening life skills, forming meaningful connections, and achieving milestones are all within reach here. Just as importantly, our dedicated team has opportunities to serve, lead, and grow personally and professionally in work that truly matters.

Mission-driven defines our daily actions. Our work is rooted in the belief that stable, affordable housing and deeply individualized care are not privileges but rather fundamental components of human dignity. At DePaul, we hold ourselves to the highest standards because the individuals in our care deserve nothing less.

Everyone belongs here. We foster a welcoming community where each voice is valued and respected. In this spirit of inclusion, our programs go beyond services to foster true belonging as we empower individuals to build lives defined on their own terms.

Thank you for supporting our work every day. Because of you, a place to call home is more than a building, a feeling, or an experience. As one resident beautifully expressed, "Home is wherever lives the heart."

Sincerely,



Mark H. Fuller
President, DePaul



Collages by Elizabeth Wheeler and Lock 7 Apartments Resident



Photograph by Patricia Young



Affordable Housing Programs

DePaul’s Affordable Housing Programs develop and manage exceptional affordable housing across New York State. Our communities combine safe, cost-effective housing with services that help residents lead stable, fulfilling lives. We foster inclusive environments that encourage personal growth and strong community connections.

DePaul celebrated the opening of the **Mosaic Apartments** in Schenectady in June. The development provides 60 units for income-eligible tenants with 30 supportive apartments reserved for individuals experiencing homelessness, including 25 apartments for adults with a mental health diagnosis as well as five apartments reserved for those age 55 and older.

“When building a mosaic, you take broken pieces and make it into something beautiful. We’re all together in this community thanks to DePaul staff. This has allowed me to gain my independence back and I’ve been able to be productive once again.”

- Mosaic Apartments resident Michelle

“I was homeless before and I finally now have a place to feel comfortable and get to know people. Actually having a spot to lay your head, cook a meal and spend time with your family...that’s what it is important.”

- Mosaic Apartments resident April

The **Pan-American Square Apartments** in Buffalo opened in October. Eighty beds from McKinley Square were relocated to Pan-American Square. The 150-unit multi-family affordable housing development consists of three connected buildings providing integrated permanent supportive housing and high-quality, energy-efficient homes for individuals and families.

Since opening, the **Pan-American Square Apartments** has received four awards: the Community Award by the Buffalo/Western New York Chapter of the American Institute of Architects, PHIUS+ 2018 Source Zero Certification, the AIANYS Excelsior Award, and the Innovation Award from the Construction Specifications Institute Rochester.

Construction continued on the following:

The **True North Development** in Rochester will consist of three sites with two containing 70 units for income-eligible tenants with 35 supportive Empire State Supportive Housing Initiative (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 Corporation (RIDC) faith group.

The **Pine Camp Apartments** in Watertown will provide 120 apartments for income-eligible tenants with 70 receiving supportive services.

DePaul was awarded three new developments:

Joseph Hodge Square in Buffalo, named in honor one of the city's first non-native settlers, will replace McKinley Square.

Next Steps of Erie County in Buffalo and **Next Steps of Ontario County** in Canandaigua, both providing 14 beds, are a new type of transitional residence for adults with a serious mental illness.

DePaul received funding for two developments:

The **Granary Apartments** in Wheatfield received \$15 million from the Homeless Housing and Assistance Program (HHAP) and \$16 million from the New York State Office of Mental Health (OMH). The affordable housing development will provide 80 units including 40 ESSHI beds, 20 Single-Site Supportive Housing beds and 20 Apartment Treatment Program beds in collaboration with Community Missions of Niagara Frontier, Inc.

The **Debra L. Schimpf Apartments** in Schenectady received \$9.5 million from the Homeless Housing and Assistance Program (HHAP). The affordable housing development will provide 60 beds including 34 ESSHI beds.

Trolley Station Apartments Property Manager

Melissa Dymond was presented with a New York State Commendation Award by Senator Pam Helming for her quick and effective response during an emergency in which a resident required the Heimlich maneuver. Melissa's decisive action helped ensure the resident's safety.



Collages by Lock 7 Apartments Residents



Senior Living Communities

DePaul's four senior living communities in Western New York provide assisted living, memory care and independent living options. 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 four centenarians in 2025!

Glenwell in Cheektowaga and Wheatfield Commons in North Tonawanda made an impact at their local Walks to End Alzheimer's. Glenwell reached a new fundraising record of over \$9,000.



DePaul Poem

The halls at DePaul have a rhythm of their own—a mix of quiet sanctuary and the steady hum of shared lives. It's a place designed to be the ground beneath your feet when the world feels a bit too shaky. Here is a poem reflecting that sense of transition and community.

The Anchor and the Key	We're gathering the fragments of our days,
The heavy door clicks shut behind the rush,	And finding places where the soul can sleep.
A sanctuary found in structured calm.	From shadows where the footing used to fail,
The city's roar is traded for a hush,	To coffee steam and light across the wood,
And nervous nerves are offered steady balm.	We learn to tell a different kind of tale—
It isn't just the ceiling or the floor,	Of being seen, and held, and understood.
Or mail slots lined in rows against the wall;	The walls are more than plaster, lath, and beam;
It's knowing there's a lock upon the door,	They're boundaries that let a life begin.
And someone there to answer if you call.	Within this space, we dare to hold a dream,
We pace the common rooms and shared hallways,	And finally let the morning light come in.
Each carrying a history, soft and deep.	

Poem by Amiraclé Jahara Daniels

NCADD-RA

National Council on Alcoholism and Drug Dependence - Rochester Area

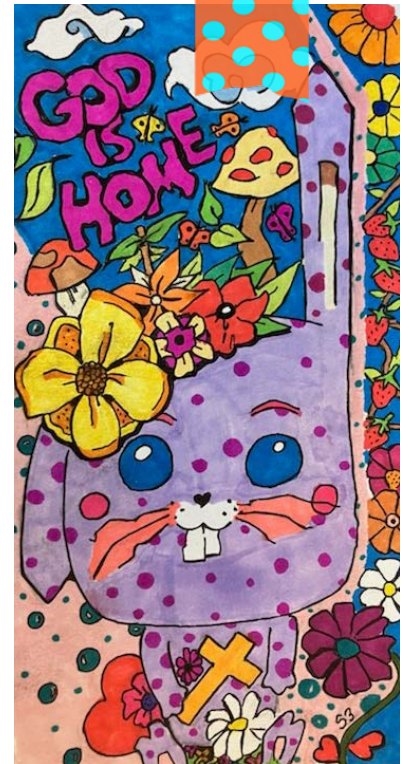
DePaul's NCADD-RA works to reduce the impact of alcohol, other drugs, and problem gambling by providing education, information, support, and referral services to individuals, families, and the community.

The NCADD-RA celebrated the 79th Anniversary Annual Luncheon in May featuring Keynote Speaker Dr. Bertha Madras who presented "Marijuana and Psychedelics: Essential Facts Everyone Should Know."

For the first time, a grant from the New York State Office of Addiction Services and Supports (OASAS) Addiction Professional Scholarship Program allowed NCADD-RA to provide full-tuition scholarships for the Addictions Counselor Credential Training.

The NCADD-RA is now in the fifth 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.

Drawing by
Stephen
Burgoon

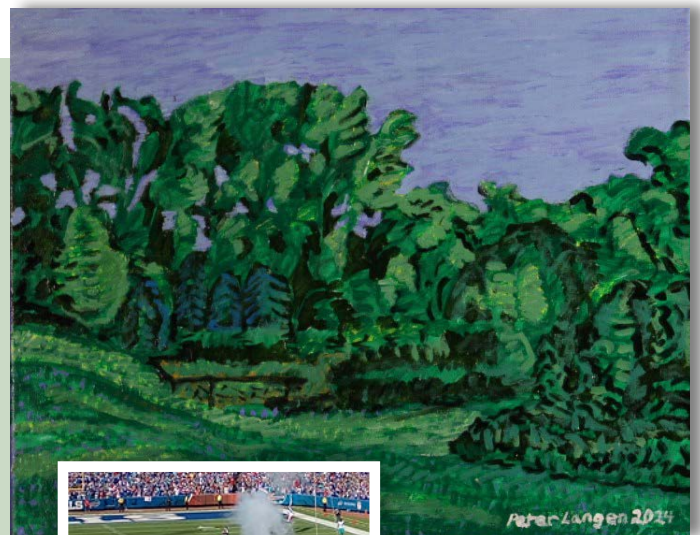


Recreation Program

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.

The program served an average of 40-45 participants per day during the biweekly social club and offers over 5,000+ events and activities per year!



Painting by
Peter Langen



Photograph by
Damon Williams

Mental Health Residential Programs and Support Services

DePaul offers a comprehensive range of mental health residential services providing varying levels of support to help individuals live as independently as possible. With a focus on dignity, stability, and person-centered services, our programs create supportive environments where individuals can thrive.

The Care Management program in Erie and Monroe counties served 180 individuals. The program provides a supplemental service available to assist residents in managing physical and mental health conditions to prevent hospitalizations and improve overall quality of life.

The DePaul Reintegration Support Team (DRST) in Erie County served 174 individuals. The DRST team assists residents in acclimating to new living situations and in obtaining necessary living skills that allow the achievement of maximum levels of independence.

Supportive Housing staff moved into a new office space on Liberty Street in Batavia.

"My role at Parkside came into my life at the perfect time! This job helps support me and my family and the residents I work with are a joy. My job at Parkside feels like a second home, and I'm proud to be growing and making a meaningful impact here."

- Symone Rowe

Photograph by Patricia Young



Painting by Mark S. Luffman

Collage by Lock 7
Apartments Resident

WorkGuide

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

WorkGuide received grant awards from ESL Charitable Foundation and Empire State Development for office renovations to increase capacity and enhance accessibility. Upgrades have improved functionality of the office and increased privacy for customers.

WorkGuide was awarded a contract with the New York State Commission for the Blind to serve individuals with additional barriers to employment. The partnership began in January 2025 and WorkGuide has provided services to four individuals with blindness/low vision thus far.

- 486 customers served
- 68 customers obtained jobs in their chosen field of interest
- 674 Deaf and Hard of Hearing adults and youth served since 2013
- 14 Supported Employment candidates graduated from WorkGuide

Representative Payee Program

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

- 775 clients served by DePaul Community Services
- 576 served by Living Opportunities of DePaul

Home is not a street,
not walls or doors or keys.
Home is a feeling that lives inside of me.
It's the sound of laughter
from the people I hold dear,
the comfort of their presence
whenever they are near.
It's walking through the doorway
to the smell of meals once made,
childhood memories rising
in every scent that stayed.
Home is love and joy and excitement,
with a few ups and downs along the way—
but through every moment shared,
it's where my heart will always stay.
Because home is not a place you find,
it's a feeling you carry from the start.
And at the end of every journey,
home is wherever lives the heart.

Thank you, DePaul,
for bringing us together as one community
and helping us find that feeling of home.

Poem by Shalonda Ostrom



Drawing by Kecia Y. DuBoise

Drawing by Kecia Y. DuBoise



Hopelink at Shelter Cove

DePaul's Hopelink at Shelter Cove in Churchville is a short-stay residence providing a unique residential alternative upon discharge from the hospital.

Hopelink welcomed Dr. John Dorsey and Dr. Amber Charlebois for a visit to learn about our innovative residential alternative. The program continues to receive inquiries from across the United States from organizations seeking to replicate this model.

Diversity, Equity, and Inclusion

DePaul believes in fostering a truly inclusive culture where everyone belongs. We continue to enhance Diversity, Equity, and Inclusion (DEI) efforts by offering independent and group trainings and learning experiences in a variety of areas.

- Introduced Voices of DePaul, an employee storytelling series conducted both in-person and virtually. Over 80 employees attended Celebrate HerStory in March for Women's History Month!
- Sixteen employees attended the Rochester Business Journal's Women's Leadership Summit and eight employees attended the Women Empowering Women Conference in Rochester.
- Celebrating monthly awareness campaigns with signage, toolkits, webinars, activities, events, and more.



What Home Means to Me

A place to relax

A place to feel safe

A place to call my own

A place to sleep

A place to eat

A place to welcome family and friends

A place to be myself

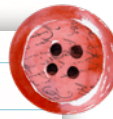
A place to have a relationship with my husband

A place to be happy

A place to celebrate

My home is a place to live

Poem by Valerie L. Davis



Photograph by Damon Williams

2025 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
– Retired

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,
DePaul Group*
Woods Oviatt, Gilman, LLP

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

James R. Yarrington
Rochester Institute of
Technology



Drawing by Kecia Y. DuBoise



Collage by Lock 7 Resident



Photograph by Patricia Young



Painting by Damon Williams

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