



BUILDING NEIGHBORHOODS
...CREATING COMMUNITY



2018 ANNUAL REPORT

A Message from the President

Dear Friends,

Health. Home. Job. Community. Family. These words strike a chord deep inside all of us. They are critical elements that provide a sense of security, control, belonging and identity. They are also major factors in determining positive outcomes and improved health for persons with a psychiatric disability, seniors, and those in need of affordable housing, vocational services and addiction prevention and support – the very populations served by DePaul.

In the words of David Erickson, Ph.D., “Health happens in neighborhoods.” Factors that determine good health and well-being are multifaceted and include conditions in a person’s life along with conditions in their home and community. Is housing safe, stable and

affordable? Is there an accessible source of healthcare? Is a chronic disease or condition able to be effectively managed with available resources? Can a person access fresh fruits and vegetables or do conditions of food insecurity exist? Is there a social, family or professional network that can provide support when needed? If a person can work, do they have a job? Is there access to transportation?

The evidence linking environment to well-being is undeniable. When those resources are lacking, significant numbers of people find themselves compromised, sometimes unable to hurdle once surmountable challenges. Consider the following. A person is living in untenable conditions without access to affordable housing and basic amenities. They have diabetes and do not have a reliable source of refrigeration. Insulin, which is vital to managing their symptoms, cannot be safely stored at the proper temperature. Their health hangs in the balance.

The scenario can be expanded to include those with a mental health diagnosis who lack the ability to link to clinical supports and rapidly decompensate without staff who can recognize symptoms and assist. In another instance, the ability to obtain gainful employment without guidance from a vocational counselor could result in a downward spiral into poverty, a lack of health insurance and ultimately compromised health. Hard to imagine? Perhaps – but these are situations that can arise for many living without basic supports found in a neighborhood.

**“Health happens
in neighborhoods.”**

- David Erickson, Ph.D.
Federal Reserve Bank of San Francisco



The concept of neighborhood includes both place-oriented geographic components as well as elements that are people-oriented and social. DePaul has found there are many issues which compromise health and well-being that can be mitigated and even solved through the concept of neighborhood and the supports that come with it. Residing in an assisted living community, a senior may now experience improved health by having increased social connections and consistent nutritious meals instead of peanut butter on crackers which was the easiest meal to make when living alone. A person with a mental illness may now be able to manage medications that diminish symptoms when living in an apartment treatment program where their living environment is safe and homelike and counselors provide guidance and support. Those with limited incomes may be able, possibly for the first time in their lives, to live in a welcoming, clean, stable and affordable apartment with access to supportive services that improve health and promote self-reliance. These new buildings or redeveloped sites often also serve as a catalyst for community improvement, revitalizing once declining areas.

At DePaul, the neighborhood may be an actual community or an inviting building that people call home, employees who truly care and provide a network of professional supports, or others served within a site or program whose friendship offers more than we often know. These connections are basic threads in everyone's life that encourage sanctuary, joy, healing and health. And it all starts with neighborhoods. It all starts with DePaul and those who have made DePaul a respected and valued community partner for 60 years. Thank you for your support and for making the journey possible.

Sincerely,



Mark H. Fuller
President



Celebrating DePaul's
60 years of service!



Hometown. At home. Homeland. Home team. There's no place like home. Home is a word that resonates. As people, we have fundamental attachments to place and space. Our homes and neighborhoods enable us to build lives and memories, becoming a vital source of what makes us happy and whole.

"There is pretty strong evidence that the environment in which people live is closely linked to their well-being," says Graham Rowles, a gerontology professor at the University of Kentucky. "We have a need for a place that is called home. Home provides security, control, belonging, identity, and privacy, among other things. But most of all, it's a place that provides us with a centering—a place from which we leave each morning and to which we return each evening."

Though home is a basic human need, it's something not all are fortunate to have. DePaul has long recognized that having quality affordable housing in a community with linkages to employment, healthcare, supportive services and other amenities yields improved quality of life. With stable housing often comes improved health, greater economic self-sufficiency and healthier relationships. When individuals use a disproportionate percentage of their income on housing, they risk not having funds for basics such as food, utilities or healthcare. Affordable housing is key to preserving individual and community health.



DePaul Affordable Housing Programs

In April 2018, DePaul opened the **Packet Boat Landing Apartments**, a \$17.7 million project for income-eligible tenants in Lockport, New York. The three-story, 62,000-square-foot affordable housing development features 60 new one-bedroom units, including 21 with supportive services. Named after the historic packet boats on the Erie Canal, this development helps combat homelessness by combining affordability with supports. New York State Homes and Community Renewal and the New York State Office of Mental Health provided funding for the project.

All apartments have fully equipped kitchens, a wall-mounted TV including basic cable service, and in-unit storage. Heat, air conditioning, hot water and electricity are included in the rent and community laundry facilities are available at no cost to the tenant. Tenants have access to a community room, lounges and a computer lab and free Wi-Fi in common areas. An open house was held in May 2018.



Packet Boat Landing Apartments



DePaul continued construction on the **Skybird Landing Apartments** in Geneseo, New York which will have a total of 60 units of housing for income-eligible tenants. The name of the project pays homage to Geneseo's National Warplane Museum, a warbird and military history museum founded in 1994. Thirty of the apartments are Empire State Supportive Housing Initiative (ESSHI) units and will provide on-site housing specialist support services that promote stability, health and independent living for persons with histories of unstable housing. DePaul broke ground on the project which features six buildings in December 2017 and anticipates completion in the spring of 2019.



Skybird Landing Apartments



Upper Falls Square Apartments



Knitting Mill Apartments

Construction began in October 2018 on the **Knitting Mill Apartments** in Perry, New York which will have a total of 48 units for income-eligible tenants. Thirty-four of the apartments are supportive ESSHI units. On-site housing specialist support services will be provided to tenants with histories of unstable housing in order to promote stability, health and independent living. Once home to the Champion Knitting Mill, the project will have both one- and two-bedroom units and is anticipated to open in fall 2019.



DeWitt Clinton Apartments

Construction began in December 2018 on the **DeWitt Clinton Apartments** in Rome, New York which will have a total of 80 units that will include 40 supportive ESSHI units. The project will have a combination of one- and two-bedroom units and townhomes and will offer on-site housing specialist support services to tenants with histories of unstable housing in order to promote stability, health and independent living. Named after a beloved neighborhood school that once occupied the site, the project is anticipated to open in 2020.

DePaul opened the **Upper Falls Square Apartments** in Rochester, New York in October 2018 following collaboration with the City of Rochester and Mayor Lovely Warren, New York State Homes and Community Renewal, the New York State Office of Mental Health, the New York State Housing Finance Agency, Red Stone Equity Partners, LLC, M&T Bank, JPMorgan Chase, the Coalition of North-East Associations (CONEA), Rochester City Hall, Councilmember Michael A. Patterson, Christa Construction, SWBR Architects and other community stakeholders. The multi-story 142,000-square-foot complex features two buildings containing a total of 150 apartments, 75 of which include on-site housing specialist support services to help people with special needs live independently.

The development is among the first in the State to be supported by Homes and Community Renewal's Green Bonds program, which issues tax-exempt bonds certified by The Climate Bond Initiative. The project was supported by investments from New York State Homes and Community Renewal and the New York State Office of Mental Health. Additional financial partners include the City of Rochester, M&T Bank, Red Stone Equity Partners, LLC, and JPMorgan Chase.

The \$48 million development was built on about three acres of property that was once the site of condemned homes until they were razed by the City of Rochester. The buildings were named in honor of prominent community leaders dedicated to making a difference including the late Ellen Stubbs, a nurse who gave her time and talent to the Anthony L. Jordan Health Center, Community Health Care Association of New York, and other local organizations, and Minister Raymond and Maxine Scott who have a decades-long commitment to bettering the Rochester community including work with the Reynolds Street Church of Christ, Faith Temple and the Freedom, Independence, God, Honor, Today (FIGHT) organization.

DePaul received funding for the **Apple Blossom Apartments** in Cheektowaga, New York in December 2018. The former Living Opportunities of DePaul administration building was demolished to make way for the new project which includes a total of 110 units for income-eligible tenants. The existing Apple Blossom apartment building will be renovated to include 15 additional one-bedroom units for a total of 30 units. New construction will include two new buildings each containing 40 units. Forty-eight units will be reserved for individuals with mental illness who will have access to on-site supportive services. The project will provide affordable housing options to the community's most vulnerable including seniors, individuals with a mental health diagnosis and individuals who are Deaf.



Apple Blossom Apartments

Harley and Cynthia Thornhill

...Together and Living a Dream



Harley and Cynthia Thornhill have truly made their apartment at the DePaul Packet Boat Landing Apartments in Lockport, New York a home. It's filled with art they enjoy or have created, personal photos, inspirational sayings and of course their two emotional support dogs, Spud and Roxie. There they enjoy cooking a mean gumbo, the camaraderie of good neighbors, faithfully watching Jeopardy and the security and peace of mind that they have a convenient, clean, well-designed, stable home.

But it wasn't always that way. Harley, 60, originally hailed from the Smoky Mountains where he grew up in poverty and entered the army at 17. The 6'7" action movie fan with piercing blue eyes once struggled with a mental health diagnosis and addiction, working sporadically at jobs ranging from a bouncer, to a golf caddy, to a carpenter, often experiencing homelessness and its devastating side effects.

Cynthia, 59, a native of New York state, began studying medieval history at the State University of New York at Geneseo. She left school, married for the first time and had her daughter, eventually returning to get her Licensed Practical Nurse degree working in several settings including Buffalo Psychiatric Center. Cynthia too faced challenges with her own mental health diagnosis and eventually was unable to work.

Both were engaged in treatment for their diagnoses when fate brought them together. Seven years ago, Harley and Cynthia met at

church, and it was, as they say, electric. "I just knew I'd marry him," she said. "I'm just blessed to be married to her," echoed Harley.

Prior to becoming part of the Packet Boat Landing community, they had each other but their living situation was less than satisfactory. They dealt with mold, poor living conditions, an unresponsive landlord and high rent. Fast forward to the spring of 2018 when they learned about Packet Boat Landing.

"It's just unbelievable," said Cynthia with joy in her voice. "It's really nice. We've never been in a new place before. People with lower incomes usually get older houses where the electricity isn't... you know the best, you gotta make sure no one's using the toaster when you plug the hair dryer in. Things like that. It's been a blessing really. It's perfect."

And now, life is good if not great. A home that is beautiful and affordable with access to supports does wonders for the psyche and the soul. They are able to enjoy Cynthia's daughter and grandchildren and they've made some friends. It's truly a dream come true and it's one they want to last.

"I'll be here as long as they let me," Harley exclaimed. "I have some nice friends and a safe place to lay my head and not worry about anything. People seem to have a better attitude here. I think a lot of it is because of the people who work here. They go out of their way to make us feel at home."

DePaul Addiction Prevention and Support Programs

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

Unfortunately, it's common for people to wonder why or how people become addicted, sometimes mistakenly believing those affected are lacking morals or willpower. Some think those with addictions can simply make a choice to stop. The reality is that addiction is a complex disease and quitting requires far more than the intent to do so. Substances affect the brain in a way that makes quitting a challenge. As we continue to learn more, supports and treatments have been identified that can help conquer addiction, encourage a return to a productive life, and support not only the person but families, relationships, schools, workplaces and neighborhoods that are also greatly impacted by the disease of addiction.



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 72 years of serving the community in 2018, provides information, education support and referral services to individuals, families and the community. In 2018, a total of 8,333 individuals were reached through community education and awareness presentations, school/community health fairs and community networks and mobilization activities, along with over 700 professionals attending 24 trainings. The ACCT Program graduated its twenty-first consecutive class in May 2018 and began a new class in September 2018.

Utilizing print, electronic and social media, community awareness campaigns in 2018 targeted Underage Problem Gambling, Prescription Drug/Over-the-Counter Medication Misuse, Fetal Alcohol Spectrum Disorder and Underage Drinking, reaching over 500,000 people with each campaign. Additional media efforts addressed the growing issues surrounding youth vaping and e-cigarettes.

The number of community requests for presentations/trainings, especially in regard to opioids, increased and evidence-based curricula on LifeSkills Training and Too Good for Drugs were presented to elementary school youth in both Spanish and English.

A grant received in February 2018 from the New York Council on Problem Gambling was NCADD–RA's seventh collaborative multi-dimensional prevention project focused on reducing underage gambling with a primary target audience of youth ages 12 to 17.

NCADD-RA hosted and facilitated meetings of the Opioid Task Force of Monroe County, whose membership consists of more than 50 partners from multiple sectors of the community assembled to address the opioid epidemic.

A large, well-attended conference, "The Opioid Epidemic: A Community Responds," featuring panelists and speakers, was also offered in April 2018 followed by the annual luncheon in May 2018 featuring Carlton Hall, MHS, who presented "Changing the Conversation: The Role of Prevention, Treatment and Recovery Communities in a time of National Crisis."



DePaul Mental Health Residential Programs

Retaining and maintaining housing is a significant issue faced by some people with mental illness. The potentially overwhelming effects of mental illness may result in a tenuous housing situation, possibly resulting in the loss of one's home. A safe, secure place to live is vital to recovery, along with access to services that enable those with a mental health diagnosis to live as independently as possible. Without this basic necessity, people cycle in and out of homelessness, jails, shelters and hospitals. A safe and supportive place to live provides stability, allowing people to link with supports and set and achieve goals.

Recent reports show that 32 percent of homeless people reported a mental health diagnosis. In addition, depression rates are more than ten times higher in the homeless population. There is indeed a two-way relationship between mental health and homelessness which poses an obstacle to obtaining mental health treatment and support, securing stable housing, finding and maintaining a job, being physically healthy, having supportive relationships and achieving overall recovery.

DePaul is dedicated to raising awareness, early identification and intervention, and community education with the goal of eliminating stigma that can be a barrier to seeking help. In 2018, 63 percent of those discharged from DePaul's Residential Mental Health Programs moved on to a more independent level of care, demonstrating that housing integrated with services is foundational, providing effective supports and positive outcomes.



Living Opportunities of DePaul administrative offices were relocated into new office space in Depew, New York in March 2018, making way for additional housing development at the Apple Blossom Apartments on the Cheektowaga, New York campus.



Thirty-one new **Supportive Scattered-Site Housing** slots were awarded to DePaul in Erie County, New York. Also, DePaul was given additional annual funding to provide increased supports which now include an occupational therapist, an addictions counselor, a registered nurse and a peer counselor. An additional seven Supportive Scattered-Site Housing slots were awarded and filled in Niagara County.



In July 2018, DePaul completed renovations at the **Ridgeview Commons Apartment Treatment Program** in Rochester, New York. The community building now has upgrades in the community room and increased office space, along with improvements in residential building stairwells.



The bed capacity increased from eight to ten beds at **Hopelink at Shelter Cove**, a medical transition residence in Churchville, New York. The program is a short-stay residence for adults being discharged from a medical hospital that began operation in 2016 and is a collaboration with Strong Memorial Hospital/University of Rochester Medical Center. It serves as a therapeutic, short-term solution for individuals who cannot return to their place of residence or for individuals who lack a permanent residence upon discharge from the hospital. The overall goal is to provide individuals with the support they need, enabling either a return to their residence or securing a residence that is appropriate for their long-term needs. The program served 58 people in 2018.

DePaul opened **Hopelink at Cornhill**, a medical/psychiatric transition residence at the former Cornhill Community Residence in Rochester, New York in September 2018. The program serves patients from any of the Rochester Regional Health systems in Monroe County. Individuals placed at DePaul Hopelink at Cornhill are eligible to receive services and therapies, if indicated, from home care nurses, occupational therapy and physical therapy providers. DePaul staff help clients learn about and connect with resources in the community to help them reduce unnecessary emergency department visits and/or re-hospitalizations. They also assist with meals, coordination and transportation to appointments, linkages to more permanent placement and entitlements. The residence is staffed 24 hours per day, seven days per week by DePaul housing specialists. The program served 16 people in 2018.



DePaul's **Care Management Program** provides an extra layer of support for residents who are struggling with medical or mental health issues, particularly those who are experiencing frequent emergency room (ER) visits or hospitalizations. Care managers work with clients to identify problem areas and create a plan to improve their overall health, with the goal of reducing ER visits and hospitalizations. They partner with residential staff as well as a client's current providers to streamline care, clarify recommendations and support clients in following through on recommendations. The program expanded in Buffalo and Rochester to serve 200 clients and now includes "Health Home Plus" clients who are recognized as having high needs.



Home environment is key to recovery and DePaul maintained that commitment with continued renovations to **Parkside**, a DePaul Community Residence-Single Room Occupancy Program in East Rochester, New York. Renovations began in 2016 and include building improvements, technology infrastructure upgrades, and building renovations including elevator repairs. These were made possible in part with \$1.4 million in renovation funds from the New York State Office of Mental Health.



DePaul made preparations to provide Supportive Scattered-Site Housing services to tenants in 40 units at the **Clinton Avenue Apartments**, a new development operated by Home Leasing in Albany, New York which involves the rehabilitation of 70 historic row houses.

Mitchell Boutté

...A Long Journey Home



Hills and valleys. Mitchell Boutté has experienced both in his journey through life and toward recovery. Mitchell, 57, was adopted as a baby, and lived with his parents, two sisters and a brother in many places including Louisiana, Rochester, New York, Texas and California. A divorced father of three, he primarily worked driving a truck for 20 years until addiction to alcohol and a mental health diagnosis overtook him. The decline was dramatic, leading Mitchell to temporarily falter and lose the people and things most important to him. Things reached a crescendo when he went on a self-destructive, 13-day binge while living alone in a decrepit rooming house.

"I was so broken," he said. "I couldn't take it anymore." That led to a 911 call, hospitalization and eventual placement at DePaul's Hopelink at Shelter Cove Program, a short-stay residence in Churchville, New York, for adults being discharged from a medical hospital which is a collaboration with Strong Memorial Hospital/ University of Rochester Medical Center. At Hopelink, he was able to begin the healing process and turn his life toward hope. "Shelter Cove was safe," he said. "It was my sanctuary."

His next stop was getting an apartment at the DePaul Upper Falls Square Apartments. "You have to come from where you were to realize where you are," he said. "I used to wear many masks but this place has done wonders for my psyche. I don't cry anymore. It's so very nice to enjoy happiness."

Mitchell is taking advantage of the many opportunities and supports that come his way. He's attending a Personalized Recovery Oriented Services (PROS) program where he takes courses, learning coping skills for managing his PTSD and depression. He also facilitates a class for others in recovery, finding that he has a knack for encouraging people to share and heal. And he's considering his options, entertaining becoming a peer support specialist and possibly doing voice-over work, a longtime interest. He's also hoping to do more baking, his specialty is cheesecake, get a therapy dog and most importantly, reestablish relationships that have been damaged over the years.

"DePaul saved my life," he said with emotion, "at Shelter Cove and at Upper Falls Square. The people at DePaul...I thought it was too good to be true. It takes effort to recover—and inner strength—but my prayers were answered. I feel I'm home."



"DePaul saved my life, at Shelter Cove and at Upper Falls Square. The people at DePaul...I thought it was too good to be true. It takes effort to recover—and inner strength—but my prayers were answered. I feel I'm home." - Mitchell Boutté

DePaul Recreation

Mental wellness is key to overall health. Leisure, sports and recreation activities can provide the potential for balance in life, reducing stress and depression and improving one's overall mood. This enhanced quality of life can result in increased self-esteem and satisfaction resulting in significant implications for a person's mental health and, in turn, physical health. Recreation is truly essential to recovery and is unique in its ability to build capacity in personal, social, economic and environmental arenas, leading to improved individual and community health.

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

In 2018, the program provided a variety of activities and options that appealed to a broad range of interests. Highlights included seasonal sports such as bocce ball and basketball, arts and crafts including jewelry making, intricate coloring projects, painting, themed socials such as a Valentine's Day and luau party, games, outings to Corbett's Glenn, the Lilac Festival at Highland Park, Lamberton Conservatory, Cumming Nature Center, and the Maplewood Park Rose Festival, fishing at Black Creek Park, concerts at Ontario Beach Park and exploration at the Rochester Museum and Science Center.

In addition, DePaul hosted teams for the Annual Brian Salerno Basketball Tournament in April 2018, the 27th Annual Bill Smouse Memorial Softball Tournament in September 2018 and the DePaul Senior Olympics for DePaul's New York senior living communities in October 2018. A team also assisted with the annual Remember Garden spring clean-up.



*Stacy K. ...Involved
and Inspiring*



If staying engaged and involved is the key to improved health and wellness, Stacy K., 56, is committed to making the most of a myriad of opportunities and activities provided by DePaul's Recreation Program. A regular at the day program, she also participates in activities sponsored by Recreation at her home, Edgerton Square, a DePaul Community Residence—Single Room Occupancy Program in Rochester, New York.

Her sunny smile flashes as Stacy animatedly talks about her favorite craft activities which include collages, latch hook creations and coloring. In addition, she enjoys outings, cards and a good game of bocce. At Edgerton Square, she attends parties and bingo and looks forward to spending weekends with her mom where she walks, gardens, goes swimming, sees her brothers and their families, and sometimes bakes wonderful treats like a pineapple upside down cake.

Stacy always has something positive to say about her nearly 20 years at DePaul. "I am a better person because of the people at DePaul," she said. "The meals are good and there are very nice people here who have really helped in my recovery."

With an eye toward the future, Stacy is dedicated to "working on things" including the possibility of moving to a more independent setting. One thing's for sure – she will remain a mainstay of the Recreation Program, cultivating her creativity and doing things that make her happy.

DePaul Senior Living Communities

Connection to others is vital to good health. Researchers often acknowledge the health benefits of social capital and the resulting linkages that foster trust, connection and participation. This is essential for seniors, because both health and social connection tend to decline with age. People retire from jobs, lose friends and spouses, and see family members move away, sharply reducing daily social contacts and stimulation, which in turn has a direct impact on mental and physical health and community engagement.

Senior living communities are best designed to maximize connectedness, sharing and friendship that can positively impact mobility, cognitive function, independence, health and overall happiness. Studies reveal that people with high levels of social activity, even with risk factors such as smoking or a history of disease, actually have significantly lower rates of decline and disability than someone who has low levels of social activity. Higher levels of social interaction, even those that are peripheral, can greatly impact the elderly.

Senior living communities play an important role in fostering connections. Dining rooms where you eat with companions, common areas in which to gather, opportunities to engage in meaningful activities and conversation, outdoor courtyards that encourage walking, and dedicated staff who truly care can decrease isolation and improve health for our seniors while building community and purpose.

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 2018 included holiday light tours and plays, choir practice, karaoke, rhythm band, sing-alongs, musicians and singers, including a ukulele player, a Dolly Parton tribute day, the ever-popular Elvis impersonators, library visits, resident council, word search, trivia, today in history, science for seniors, men's social club, a Girls Just Want to Have Fun day of pampering, popcorn and movies, rock n' roll fitness, walk-fit, chair exercises, daily devotionals, rosary, visits to the casino, going out to lunch and shopping, needlepoint, adult coloring, painting and jewelry making, line dancing, fire department and K-9 unit visits, making holiday cards, crafts and cookies, tea parties, coffee club and ice cream socials, gardening, and playing games such as Left Center Right, Keno, Rummy, SkipBo, puzzles and table tennis.

In 2018, DePaul served over 2,000 individuals in senior living communities in New York, North Carolina and South Carolina, providing assisted living, memory care and independent living services. Residents received the comforts of home, a commitment to enhancing quality of life and personal care services in supportive environments that promote independence and foster community.



Wheatfield Commons, a DePaul Senior Living Community in Wheatfield, New York that opened in the fall of 2017, achieved 100 percent occupancy in June 2018. The community has 80 assisted living beds and 34 memory care unit beds. Wheatfield Commons' occupancy projections were exceeded by 300 percent, confirming community need.

Plans were developed for renovations at several DePaul Senior Living Communities including **Glenwell** in Cheektowaga, New York, **Horizons** in Canandaigua, New York, **Woodcrest Commons** in Henrietta, New York, **Southfork** in Winston-Salem, North Carolina, and **Wexford House** in Denver, North Carolina which includes a 20-bed addition and dining room expansion.

In 2018, DePaul completed construction of and opened 12 new independent living units at **The Villas at Rolling Ridge** in Newton Grove, North Carolina, which are now fully occupied, bringing the total to 20.





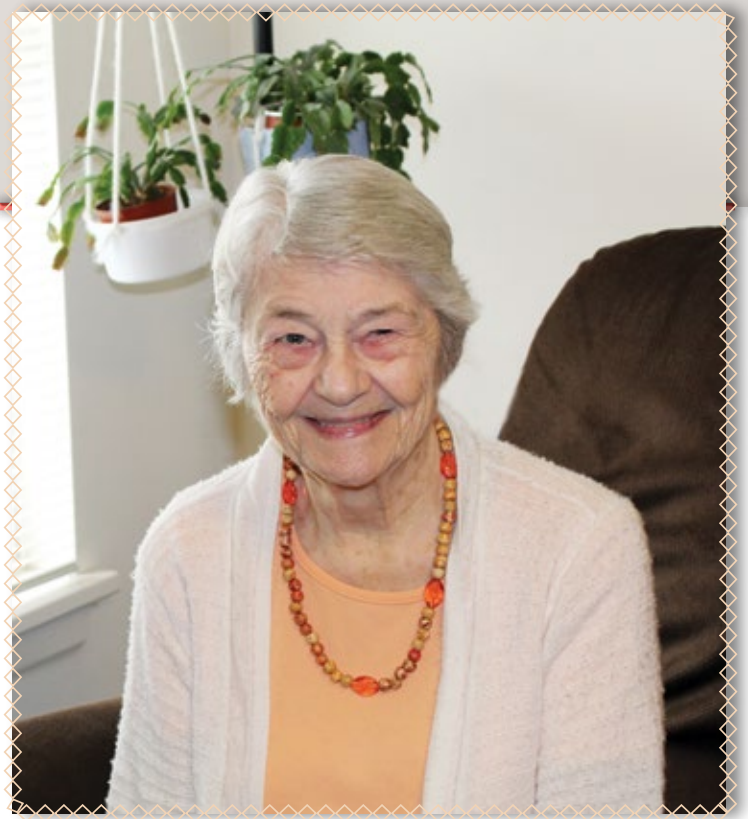
Joyce Vembre ... An artist at heart

At 88, Joyce Vembre is considered the “baby” of her dining table companions, two of whom are centenarians, at Westwood Commons, a DePaul Senior Living Community in North Chili, New York. Born one-half mile down the road from Westwood Commons, Joyce became a resident just over three years ago following a vascular occlusion that left her legally blind and needing some extra assistance. Ironically, she knew of Westwood Commons from nearly 20 years prior, when she looked into placement for her own mother.

“You know, the thing is, this is perfect for me,” she said. “I just need a little help. I can still take my own shower and make my bed. You know, and they’re cooking, they’re doing my meds. Meds are an important thing because I wouldn’t be able to see. I’m safe here.”

A graduate of Churchville High School and an attendee of Rochester Business Institute, Joyce worked as a secretary at several local businesses while raising four children, primarily as a single mother. It was at one of her positions that she met her second husband from whom she is now widowed. Her supportive family includes her daughters, 11 grandchildren and her sister.

Joyce was always an active member of the community, supporting her church, the Open Door Mission, and other volunteer efforts, along with enjoying sewing and making her own clothing, quilting, crocheting, doing puzzles and art, bowling and baking delectable sweet rolls and kuchen. She has maintained her ties to her faith community and stays involved with her creative side by painting and creating lovely pieces in Westwood Commons’ activities program that now adorn her walls.



Joyce’s cozy room overlooking the courtyard at Westwood Commons is reflective of her interests and warm demeanor. She’s personalized it with treasured pictures, afghans and special touches throughout. She’s made friends, stays involved and active, and is known for sporting colorful, funky socks with flair. Joyce is truly at home at Westwood Commons.

“Everyone is very nice here,” she remarked. “If we need help, they are always there. What’s also important is my daughter knows I’m taken care of and she can relax. She doesn’t have to worry; she doesn’t have to be running over.”

Brenda Rucker

...Thriving Again

Mother of two daughters, grandmother, great-grandmother, daughter, sister. Faithful caregiver. Sweet and outgoing. A big, big heart. A college-educated textile machine operator and seamstress. A descendant of slaves whose heritage included living on her family's property acquired post-emancipation by her great-great-grandmother in Troutman, North Carolina.

An A-student and athlete, Brenda would have been her family's fourth high school valedictorian had it not been for segregation in the 1960s that redrew district lines and sent her to a new school in her senior year. Brenda Rucker is all of these things and so much more.

A resident of Heath House, a DePaul Senior Living Community in Lincolnton, North Carolina, for one year, Brenda found herself in compromised health after caring for family members and neglecting herself. It became apparent she would benefit from the care and services provided in assisted living. Her daughter, Sahara Hamilton, lived in Lincolnton and arranged for Brenda to become a part of the Heath House community.

"My mother is the go-to person in our family," said Sahara. "She was the caregiver for many including two of her siblings, her children, her sister's children. She always worked as a seamstress and growing up she trained us to be strong and independent. We had routines and we always ate together as a family. We are very close but when you are not doing things for yourself, you can't do them for others."

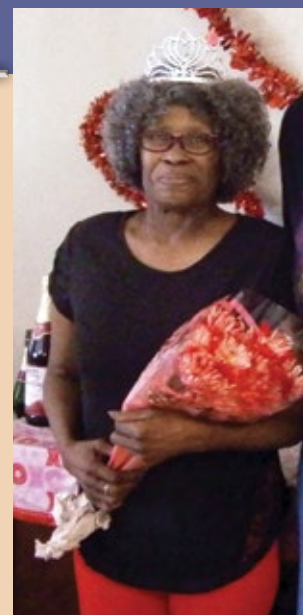
Initially, Brenda did not embrace the idea of moving from her home in Troutman to Heath House but she recognized over time that it would allow her to grow and heal.

"My mother never went to a doctor and didn't care for herself. By being at DePaul, my mom could receive the quality of life that she didn't have before she came to DePaul," said Sahara. "I am so pleased. I'm really ecstatic. She's gained rapport with everyone. There is a huge change. I am getting to see my mom loving and living life again in a way she hadn't because of the care she's getting. My sister also really just wished to see mom live and thrive."

The former member of a social club, the "Owls and the Owlets," where she was once active, Brenda was even crowned Valentine Queen at Heath House where she's the belle of the proverbial ball. She's setting goals and maintaining them, enjoying reading, coloring, word puzzles, television, music, sewing and making friends. "Heath House is a good experience if you want to progress and see yourself as a different individual," Brenda said.

"I wouldn't make any other choice but where she's at," added Sahara.

"I am getting to see my mom loving and living life again in a way she hadn't because of the care she's getting." - Sahara Hamilton



WorkGuide, a DePaul Vocational Program

According to the Institute on Disability at the University of New Hampshire 2018 Annual Report on People with Disabilities in America, there are 20,444,249 people with disabilities of working age and only 7,572,805 of those individuals are employed. Of Americans without disabilities, 77 percent are employed compared to 37 percent of Americans with disabilities who are employed, illustrating the gaps that remain between disabled and non-disabled Americans who are seeking employment. Vocational rehabilitation supports persons with functional, psychological, developmental, cognitive, emotional or health disabilities in overcoming barriers to accessing, maintaining or returning to employment, encouraging independence and improved community wellness.

WorkGuide offers many services to assist consumers in obtaining long-term employment in their chosen field. Programs are offered in English, Spanish and American Sign Language (ASL) to Monroe County residents who qualify for Adult Career and Continuing Education Services–Vocational Rehabilitation (ACCES-VR). The Supported Employment program assists people with disabilities in obtaining and maintaining competitive employment and provides services including comprehensive vocational assessment, resume preparation and interviewing skills, job and career development, placement and coaching, and extended services. The Transitional Employment Program assesses a person's areas of interest, experience and aptitude to identify jobs, careers and eventual internships prior to seeking paid employment.

The program works with over 100 potential employers and continued to show diversity with placements that reflected customer choice including adjunct professor, tutor, Department of Motor Vehicles clerk, peer counselor, appointment coordinator, medical secretary, residential counselor, landscaper, county office clerk, engineer assistant, welder, human resources assistant, car salesperson, baker and driver.

Living life on life's terms. It's a mantra Greg Williams, a client of DePaul WorkGuide, has applied to both himself and those he has helped along the way.

Greg, 62, was born and raised by his parents in a close-knit family in Rochester, New York, with five brothers and one sister. He graduated from John Marshall High School where he excelled at sports, especially enjoying football and basketball.

At the time, mental health was not a widely-discussed topic and it took Greg many years to be diagnosed with depression and a systemic chemical imbalance. Prior to his diagnosis, life took an unfortunate turn when Greg began experimenting with substances, a form of self-medication, which led to incarceration. At that point, he made up his mind to make changes in his life, leading to treatment, continuing his education to become a paralegal, and helping others as a peer mentor. It was life-changing. After 20 years, Greg returned to Rochester where he worked as a paralegal and reconnected with life as he once knew it.

An avid body builder, Greg eventually damaged his back, had surgery, became addicted to painkillers, and fell into a deep depression. "It really took me under," he said. "I couldn't walk and could barely function."

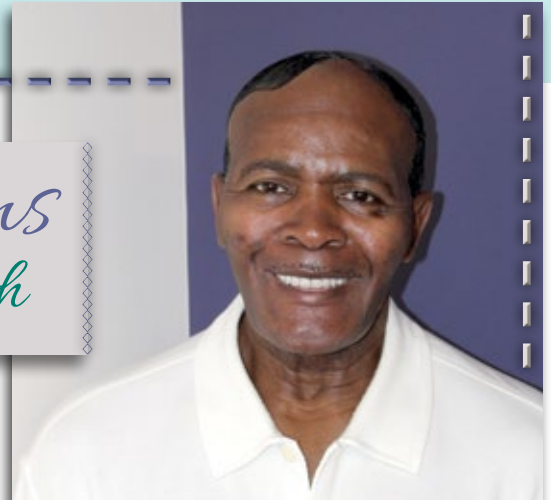
He was unable to work and struggled to find a solution when he happened upon a yoga specialist who provided a strength and stretching regime that gave Greg both relief and hope to push forward. After three years, Greg discontinued all use of painkillers and through "hope and the grace of God" he was walking again, no longer depressed and ready to re-enter the workforce.

This father of a 21-year-old son decided to explore his options through the DePaul WorkGuide Program. His vocational counselor provided a comprehensive assessment - which pointed toward a career in human services - resume preparation, interviewing skills, and job development and placement. Greg is now helping individuals, first as a residential associate, and now as a peer recovery coach at the Catholic Family Center where he guides people to "structure, refocus, enable and equip." In his words, he is "100 percent dedicated and overjoyed to help people who are suffering from what I had." He is employed full-time and is fully independent.

Through it all, Greg's spiritual connection to God kept him grounded. Active in his faith community, Greg is a pillar of his church. "Nothing happens without God," he reflected with sincerity. That and his wife, Jackie, who has been his self-described rock.

For Greg, DePaul WorkGuide was pivotal in his journey toward finding employment, retaining a career ladder job and renewed independence. "DePaul really cares about helping you," he said. "They helped me get to a point of self-satisfaction, learning and living life on life's terms. They were and continue to be there for me. I love that I have a job where you can really show you love mankind. I do – and you can't fake that."

Greg Williams
...Grounded in Faith



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Our Mission

DePaul, a progressive, private not-for-profit organization founded in 1958, is committed to providing quality services including assisted living services for seniors; residential and support services to persons with mental illness in recovery, some of whom have a history of homelessness; addiction prevention and support services, vocational programs and affordable housing. DePaul assists individuals in achieving their optimum level of independence and success in the environment of their choice, while remaining sensitive to assessed community needs and available resources.

Trainings

16,198 attendees completed 260 different trainings.

New trainings offered in 2018 included...

- A series of trainings specific to mental health diagnoses.
- Counseling skills training for mental health programs.
- Mental Health First Aid training specific to working with the senior population was developed and implemented.
- A training titled “Security – How to Protect Yourself and Your Agency” was added to mandatory staff trainings.
- Expanded New Employee Orientation training for senior living programs in New York.

DePaul by the Numbers - 2018

- Affordable Housing • Addiction Prevention and Support
- Mental Health Residential and Support Programs
- Senior Living • Vocational Programs

DePaul Beds

| | |
|---|--------------|
| Affordable Housing Units | 949 |
| Mental Health Residential Programs | |
| 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..... | 147 |
| Supportive Scattered-Site Housing..... | 478 |
| Transitional Housing..... | 12 |
| | 1,591 |
| Senior Living Communities | |
| New York..... | 550 |
| North Carolina..... | 847 |
| South Carolina..... | 80 |
| | 1,477 |

Media, Social Media and Websites

- DePaul’s websites received 359,947 visits and 779,633 page views.
- DePaul’s Facebook, Twitter and Pinterest posts reached 1,185,176 people in 2018 and received 1,690,446 interactions.
- 119 media placements were made in 66 venues.

Information Technology (IT)

- In 2018, IT saw an increase in service desk ticket volume of approximately 31 percent over the previous year.
- DePaul received approximately six million emails - 60 percent of these (over 3.6 million) were delivered; of the 40 percent that were stopped, 2.2 million were blocked as spam, and over 320,000 emails were blocked due to some kind of malicious content.
- IT completed an email upgrade, moving over 900 email accounts from an internally hosted email server to Microsoft’s Office 365 hosted email service.

Founded in 1958

Services in 21 counties
spanning three states

Over 5,000 people served

Over 1,500 total employees

Operates nearly 3,500 beds

Accounting

Processed approximately 17,000 checks and 20,000 credit card transactions in 2018.

Activities

Provided 31,025 activities for our seniors. Recreation activities had 8,376 attendees for all offerings.

Quality Management

Completed 5,206 audits and 4,021 utilization reviews.

NCADD-RA

In 2018, 8,333 individuals were reached through community education and awareness presentations, school/community health fairs and community networks and mobilization activities, along with over 700 professionals attending 24 trainings.

Representative Payee Program

Served 1,370 people between residential sites and the community.

WorkGuide

In 2018, WorkGuide served 661 people, placed 162 people in new jobs across all programs and placed 59 individuals in internships to develop work skills, a number that far exceeds the average. In addition, the Transitional Employment Program served 262 individuals in 2018 and 67 people receiving Intensive Job Coaching Services reached the 90-days-employed rehabilitation mark.

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