

# Catholic Charities Caregiver Support Services

## 2010 Annual Report



Thank You

The work we do is made possible by the generous support of individuals, families, and the following agencies, foundations, and businesses.

**Administration on Aging**

**Albany County Department for Aging**

**Albany County Youth Bureau**

**Brookdale Foundation**

**Catholic Charities of the Diocese of Albany**

**NYS Department of Health**

**NYS Office for the Aging**

**NYS Office of Children & Family Services**

**Rensselaer County Unified Family Services - Aging**

**Stewarts Shops**

**United Way of the Greater Capital Region**

## Gifts

*Catholic Charities Caregivers Support Services offers families and friends a way to recognize and celebrate the life of a loved one.*

*These contributions help us to continue to make life better for those who care for friends and relatives in need. Caregivers Support Services is thankful for gifts made in memory of loved ones*

### *2010 Memorial GIFTS*

***In Memory of Thomas F. Connell III***

*Friends & Colleagues of Joan A. Connell  
Friends & Colleagues of Terry Connell  
Washington Fruit & Produce Company*

***In Memory of Nora Davis***

*Ginny O'Brien*

***In Memory of Grace DeSalvo***

*Nancy T. Daggett*

***In Honor of Rose Esposito***

*Theresa Buchanan*

*The staff and board of Caregivers Support Services are pleased to list the names of a few friends who decided this year to become partners with our office. The partnership drive was noted in our newsletter. Thank you for joining, and we hope that more partners will step up to join us in 2011. We deeply appreciate the generosity and support of our partners.*

### *Partners*

Theresa Buchanan  
Mark Ryan  
Mark Salocks  
Jean P. Terry  
Theresa Waitt

Gifts to help support the agency are welcome. If you are interested in making a contribution to this agency and need additional information, please contact Renée G. Benson at 518-449-2001.

## Table of Contents

Mission Statements.....	5
2010 Board of Director Listing .....	6
Board President & Executive Director Letter .....	7
Elder Caregiving .....	8-11
Elder Caregiving Emergency Respite .....	9
Elder Caregiving Evaluation Results .....	10-11
Kinship Caregiving .....	12-14
Kinship Caregiving Evaluation Results .....	14
Information and Assistance .....	15
Volunteers .....	15
Publications .....	15-16
Collaborative Participation .....	16
Fiscal Overview .....	16-18

## **Catholic Charities Mission**

Catholic Charities, a ministry of the Catholic Diocese of Albany, is committed to active witness on behalf of the Scriptural values of mercy and justice.

Catholic Charities, recognizing human need at all stages of life, responds to all persons regardless of race, creed, or lifestyle, with special emphasis on the economically poor and the vulnerable.

Catholic Charities serves and empowers persons in need, advocates for a just society, calls forth and collaborates with women and men of good will in fulfillment of its mission.

## **Caregivers Support Services Mission**

Follows the mission of Catholic Charities by working with this one aim: To make life better for those who care for friends and relatives in need.

# 2010 Board of Directors

Mark McCarthy	President
Carol A. Brinkman	Vice-President
Steven Willard	Treasurer
Nancy Daggett	Secretary
Jason J. Ellis	Member
Deanna Fox	Member
Michele Puelo O'Hare	Member
Michael Seereiter	Member
Margaret Wallingford	Member
Renée Benson	Agency Executive Director

In 2010 the agency welcomed new board members Michael Seereiter, Meg Wallingford, and Michele Puleo O'Hare. The agency thanks Ginny O'Brien, who served as Board President, and Pamela Rehak, who served as as Treasurer, as they rotate off the Board in 2010. The agency and Board are grateful to Mark McCarthy for his work as President and to Carol Brinkman for serving as Vice-President. The agency and Board are also grateful to Steven Willard for serving as Treasurer and to Nancy Daggett for continuing as Board Secretary. All of these members have worked to position the agency for continuing success.

## Letter from the Board President & Executive Director

The year 2010 was another busy year for Caregivers Support Services. The State budget deficit is a reality, with many unknowns for the programs that have contracts with New York State. We have already seen budget cuts, including the complete loss of all legislative member items, reductions in our county contracts, and most significantly the potential elimination of funding for the Kinship Services provided across the state. The \$2.7 million that had funded 21 programs across the state was reduced to less than \$400,000 in this year's state fiscal budget. Today, as we are drafting this letter on May 2, 2011, we still do not know how the State Office of Children and Family Services intends to use the slight funding it is receiving.

With this significant unknown yet to be learned, we must still share with you how successful the agency's two programs continue to be. As you read this Annual Report you will see that both programs continue to meet or exceed their established goals. Over the last five years the agency has literally come to the support of thousands of individuals and families. New and innovative work for the region has been initiated by this agency over the last five years, such as the emergency respite program. And statewide the agency has been the leader in new ideas, resulting in such statewide changes as the establishment of the Lifespan Respite collaboration and—new in 2011—the first NYS consumer-directed reimbursement respite-voucher program.

This agency is small, dynamic, and adaptable. With the realization that funding was at risk, we have created a caregiver mentoring program, which we hope will help families support each other more directly if funding is lost.

It is always a privilege to work with the board members and the community. Each of us at Catholic Charities Caregivers is honored to work with the families we serve. The Caregivers we support inspire us to continue our work even during difficult financial times. We know that even when the state cuts funding, families will try to continue to care for their family members. It is with this in mind that we try to find ways to continue our support to these families. Caregivers Support Services thanks our board for their continued support, and our funders for your continued belief in the value of supporting families and the caregivers and families whose lives we try to improve.

*Mark McCarthy*

Board President

*Renée G. Benson*

Executive Director

## **2010 Program Achievements Elder Caregiving**

The Elder Caregiving program supports caregivers as they care for their frail and elderly spouses, parents, and friends. It assists caregivers in maintaining their loved ones at home rather than have them placed in nursing homes. Respite services provide a temporary relief from the responsibilities of caring for a loved one with a chronic illness or functional or cognitive impairment. Respite services include annual grants to fund home care, adult day care, and facility-based services that help caregivers cope with the physical, emotional, and financial strains of their responsibility. Support services include individual and group support facilitated by a social worker providing caregivers with educational information, emotional support, referrals to other community service providers, and encouragement.

This past year, 341 caregivers contacted the agency and received support services. When clients called, they spoke with an RN or social worker who helped to identify their needs, discussed the level of care needed, and pointed them to other community programs for which they might qualify. An average of three to four hours is spent with each of these callers in determining the best services and fit for each family. Individuals accessed companion services, home-health-aide services, adult-day-care services, assisted-living services, or nursing-home respite services during 2010. A total of 83 individuals received support in the form of agency-hosted support groups, telephone support, and face-to-face counseling. 58 of these individuals attended support groups. (Some people received multiple services but are only counted once in our aggregate number of 341.)

A number of studies reflect the impact of such services. For example, one such study found that if respite care delays institutionalization of every person with Alzheimer's disease by as little as a month, \$1.12 billion is saved annually. A study in 1995 found that as respite use increased, the probability of nursing-home placement decreased significantly. A study completed in 2008 demonstrated that nursing-home placement could potentially be delayed up to six months when the use of respite is combined with counseling services. Another study in 2009 reported that reducing caregiver stress is a key factor in delaying nursing-home placement. Family caregivers are better able to manage their responsibilities, thus allowing them to keep their loved ones at home longer.

The agency surveyed clients via mailings, telephone calls, and support groups, contacting 105 respite clients and 33 support clients in 2010; support group participants also participated in a number of abbreviated surveys during the year. With a 48% return rate, 95% of the respite clients said they believed that respite services helped them to continue caring for their loved ones at home when the alternative would be placing them in a nursing home or other institutional care facility. In addition, 98% of the clients served said they believed that the services helped reduce the stress they encountered in performing their caregiving duties and responsibilities. All of the survey respondents who used support services (individualized or group support) indicated that the service was beneficial, that is, reduced stress, increased their coping and caregiving skills, and helped them to manage the challenges of caregiving. Results from the abbreviated survey were identical. (See boxed report on page 11 for further details.)

Services were provided to caregivers regardless of race, creed, or lifestyle. Very-low-income caregivers who were eligible for Medicaid were not served by our program because they were eligible for respite services directly through Medicaid. Medicaid recipients were referred to their case worker for respite services but were told they were eligible to attend the agency support groups. All of the service recipients were frail and elderly individuals over the age of 60.

### **Elder Caregiving Emergency Respite program**

In 2010, five emergency calls were received from Albany (3), Rensselaer (1), and Washington (1) counties. These were calls that either came in during hours that the office was closed or were calls that required immediate attention. The office was able to provide emergency support for two out of the five cases; in one case in June from Rensselaer County, a caregiver requested help to sit with a loved one who could not be left alone. The family was exhausted and out of options.

We were able to provide emergency respite for the family, and they were profoundly grateful. In August we received a call for emergency assistance from a caregiver in Washington County. This caregiver was a 67-year-old, sole caregiver for his mother. He was experiencing a medical emergency that required immediate attention. With the help of the Washington County Department for Aging and a contracted respite provider, our RN coordinated 24-hour care for this loved one with advanced dementia. In both of these cases, our agency provided care at a critical time in these caregivers' lives. This was an excellent opportunity for our agency to work together with a local Office for Aging and community provider. In a third request for emergency assistance, our agency linked a family with three contracted providers to help with coordinating care for a very difficult situation. Emergency funds were not requested, only referrals to trusted home health care agencies. This agency has a long-standing and trusted relationship with many of the service providers, so we were able to make these referrals knowing that the family would receive the care that they desperately needed.

Emergency care was provided for the families in Rensselaer and Washington Counties in the amount of \$900. This office continually promotes our program with emergency-room personnel in 18 hospitals, 14 Adult Protective Services, and 14 Offices for the Aging. Telephone calls and arranged visits are also made available. All are contacted by mail explaining our emergency program, which also includes provision of a beeper phone number, providing 24-hour coverage by our social worker, elder caregiving respite coordinator, and registered nurse. Overall, in the five years of providing this service, we have received a total of 29 calls from nine different counties (Albany, Greene, Otsego, Rensselaer, Saratoga, Schenectady, Schoharie, Warren, and Washington). We have been able to arrange care for the majority of these cases. The Emergency Respite Program is providing much needed assistance for families in emergency situations. Emergency room social workers and nurses have been extremely receptive to this program, as have other professional caregivers of the frail and elderly in the community.

The Elder Caregiving program partners with caregivers who provide the primary element in helping people to maintain their dignity and quality of life in keeping their loved ones at home, where they wish to stay!



## **Elder Caregiving Evaluation Findings Elder Caregiving 2010 Final Evaluation Report**

Total Respite Clients Number Contacted: 105  
Total Respite Clients Number Responded: 50  
Response Rate: 48%

*Percentage is out of the number responding.*

1. Which of the following respite services did you or your loved one receive?
  - Home health aide – 16
  - Day care – 24
  - Companion - 8
  - Assisted Living – 0
  - Adult Home – 2
  - Nursing home – 0
  - Total – 50
  
2. If you received respite services, has this helped you to continue to care for your loved one at home as opposed to placing your loved one in a Nursing Home or other Institutional Care Facility?
  - Yes 45 (90%)
  - No – 1 (2%)
  - N/A – 4 (8%)
  - No response – 0 (0%)
  
3. If you received respite services, do you feel that the respite experience helped to provide you, as a caregiver, with stress relief from your caregiver duties and responsibilities?
  - Yes – 47 (94%)
  - No – 0 (0%)
  - N/A – 3 (6%)
  - No response – 0 (0%)
  
4. Overall, did the services you received help you maintain your own physical and/or emotional health?
  - Yes – 4 (68%)

- No – 0 (0%)
- N/A – 2 (4%)
- No response – 14 (28%)

Total group or individual counseling clients counted: 83  
 Total group of individual counseling clients surveyed: 33  
 Surveyed Rate: 40%

**Percentage is out of the number responding.**

Types of support provided (numbers are indicative of multiple supports)

- Telephone support or one-on-one – 22
- Support Group attendance - 33

Survey respondents were asked to respond to the following questions by indicating “Yes,” “No,” or “Not Applicable.”

1. If you received one-on-one or telephone support, did it help to provide stress relief and to increase your coping skills?

- Yes - 22
- No - 0
- N/A - 11

If you attended a support group, did it help to lessen stress?

- Yes - 32
- No - 1
- N/A - 0

3. If you attended a support group, did the support group help you to better manage the challenges of caregiving?

- Yes - 28
- No - 1
- N/A - 3
- No Response - 1

4. If you received any information or assistance about other community services or resources, did the assistance decrease stress or help to improve your caregiving skills?

- Yes - 29
- No - 1
- N/A - 1
- No Response - 2

5. Did our support services help you keep your loved one safe and secure?

- Yes - 21
- No - 0
- N/A - 9
- No Response - 3

Overall, did the services you received help you maintain your own physical and/or emotional health?

- Yes - 30
- No - 0
- N/A - 1
- No Response - 2

Likewise, 100% of “applicable” responses from 33 separate surveys collected at the end of support group meetings indicated that participants felt that the group helped to lessen stress, helped to better manage the challenges of caregiving, helped to improve caregiving skills, and helped to maintain their physical and/or emotional health. Furthermore, 22 caregivers noted on their surveys “I’ve *discovered that I’m not alone*” in their caregiving burdens. Of the 46 support groups offered to caregivers in 2010, many sentiments were shared verbally as well as written directly on the surveys, stating “*having this support group has given me the ability to cope and to carry on under sometimes daunting circumstances so thank you*”. Another caregiver noted that I am “*most appreciative of insights gained during discussions at Caregiver meetings.*”

## **2010 Program Achievements Kinship Caregiving**

The Kinship Caregiving program is a regional program serving Albany, Rensselaer, and Schenectady counties. The program provides support to grandparents and other relatives who have taken over the care of a relative's child who would otherwise be at risk of placement in foster care. The program provides services to the caregiver and child, with a focus on achieving specifically identified goals, including strengthening the bonds in the kinship family relationship and coping successfully with the family disruption. The program helps the family stabilize and function at its healthiest level.

Program services include information and assistance, case management, support groups, youth programming, social and recreational activities, intergenerational educational programs, technical assistance and resources, individualized support, and emergency material support. Services are aimed at helping promote positive problem solving, reducing stress, and improving the odds that the youth will stay out of foster care. They also help caregivers gain confidence in their roles. Group youth activities help encourage youth to actively participate and enjoy themselves while providing a welcome break for the caregivers.

Caregivers get help through our program in meeting needs for successful family functioning. We provide supports that help reduce caregiver burnout and help families to manage the unanticipated burdens that they shoulder when they undertake the task of raising children. Basically we are trying to strengthen the skill sets and resources for adult caregivers so they may help the children safely recover from emotional or physical wounds and have a healthy and stable home life with their own family. By keeping them with their family members they already know, we help them maintain their personal family culture. We also help the caregivers when they need assistance or support navigating the family court system, or the educational system, or mental health systems. We offer family activities to build cohesiveness in the family unit. Because of limited budgets, the relative caregivers often need help with making ends meet. The material support that our program provides is on an as-needed and as-available basis, and is usually in the form of food cards, gas cards, bus passes, diapers, clothing, furniture, toiletries, and the like.

In 2010 the Kinship Caregiving program served 80 families, consisting of 99 caregivers and 163 youth. A sampling of some of the workshops and activities that our program provided during the year is as follows:

- A Legal Workshop with Gerry Wallace, Esq.
- The Seeing Red Series( an anger management and peacemaking workshop for children)
- Learning to Fly: Living Up to and Beyond Your Potential workshop followed by a trip to Siena College for a meet and greet with Coach Fran McCaffery and Siena basketball players
- Visits to the Henry Hudson and Suits-Bueche Planetariums during April break
- Summer picnics

- The New York City Ballet at SPAC
- School is Cool--Back to School Preparation Program
- The Stronger Families Program Series
- Movie Night at the Palace Theatre
- Holiday Celebration
- Holiday Lights in the Park

Throughout the year 2010, our program staff participated in a number of local community councils, committees, collaborations, and partnerships that helped others learn about our programs and services. One of our major partnership developments was the establishment of a tri-county initiative with full partnership of the county commissioners from both the Department of Social Services and the Department of Aging for Albany, Schenectady, and Rensselaer Counties. We have received full support from these partners and have worked collaboratively throughout the year in meeting the needs of kinship caregiving families. A second partnership that developed was with the CWCIP, Child Welfare Court Improvement Project. This project was designed to support the Albany County's Family Court mandate to promote the safety, permanency, and well-being of abused and neglected children. Kinship Caregiving actively participates on this committee as part of a Concurrent Planning work group; seeing kinship caregiving as a viable alternative to foster care. As well, this year, we have continued to work in consultation with The Kinship Caregiving programs of our sister agencies, Catholic Charities of Columbia and Greene County and Catholic Charities of Schoharie County.

Much of what we do could not be accomplished without the kindness and generosity of others. Donations in 2010 were considerable and helped us meet the needs of our families. The support provided included holiday gifts, camper scholarships, back to school supplies, first aid and emergency preparedness kits, recreational outings, furniture, clothing and household items that were collected and delivered to families in need.

### **Intergenerational Work**

#### **Stronger Family Program Overview**

Our Stronger Family Program is adapted from Strengthening Families Program (SFP), a nationally and internationally recognized parenting and family strengthening program. SFP is an evidence-based family skills training program found to significantly reduce problem behaviors, delinquency, and alcohol and drug abuse in children and to improve social competencies and school performance. SFP builds on protective factors by improving family relationships, parenting skills, and the youth's social and life skills.

#### **Program Contents**

SFP sessions include all the critical core components of effective evidence-based parenting programs (CDC, 2008), including caregiver and child practice time in the family sessions learning positive interactions, communication, and effective discipline.

The caregiver sessions review appropriate developmental expectations, [ teach caregivers to interact positively with children (such as by showing enthusiasm and

attention for good behavior and letting the child take the lead in play activities; increasing attention and praise for positive children's behaviors; positive family communication, including active listening and reducing criticism and sarcasm; family meetings to improve order and organization; and effective and consistent discipline, including consequences and time-outs.)

The children's skills training content includes communication skills to improve caregiver, peer, and teacher relationships, hopes and dreams, resilience skills, problem-solving, peer resistance, feeling identification, anger management, and coping skills.

The family practice sessions allow the caregivers and children time to practice what they learned in their individual sessions in experiential exercises. This is also a time for the four group leaders to coach and encourage family members for improvements in caregiver/child interactions. The major skills to learn are Child's Game (similar to therapeutic child play, where the parent allows the child to determine the play or recreation activity), Family Meetings and effective communication exercises, and Parent Game, or effective discipline. Home practice assignments improve generalization of new behaviors at home.

### **Implementation**

Sessions are held monthly at two separate locations: Trinity Place in Albany (1st Wednesday of the month) and SCAP Head Start in Schenectady (2nd Wednesday of the month). Every effort is made to reduce barriers to participation. A "simple," healthy family meal is provided at each session. A monthly raffle will be used as incentive for group participation and dedication. Extra raffle tickets will be given to those who complete homework and carpool. Every caregiver will receive one ticket for their attendance. At this time the feedback from the families has been very positive. In addition, attendance has remained stable throughout. We are looking forward to continuing with this successful program model well into the future.

# 2010 Kinship Caregiving Survey Results

**Total number of clients that responded:** 35  
**Total number of clients contacted:** 61  
**Response rate is:** 57%

**As a result of Catholic Charities Caregivers Support Services Kinship Care Program:**

**I feel my parenting skills are more effective.**

11 strongly agreed	32%
18 agreed	52%
2 disagreed	5%
1 strongly disagreed	3%
3 did not respond	8%

**The amount of time I spend with the children has increased.**

14 strongly agreed	41%
15 agreed	43%
2 disagreed	5%
1 strongly disagreed	3%
3 did not respond	8%

**I have had more opportunities for shared recreational and memory making experiences.**

20 strongly agreed	57%
10 agreed	29%
1 disagreed	3%
1 strongly disagreed	3%
3 did not respond	8%

**I have been given useful resources or social supports.**

18 strongly agreed	52%
13 agreed	37%
1 disagreed	3%
0 strongly disagreed	0%
3 did not respond	8%

**I feel less isolated in my role as a caregiver.**

18 strongly agreed	52%
11 agreed	32%
3 disagreed	8%
1 strongly disagreed	3%
2 did not respond	5%

**I have received helpful information.**

21 strongly agreed	60%
11 agreed	32%
0 disagreed	0%
0 strongly disagreed	0%
3 did not respond	8%

**The kinship care staff listens to me.**

24 strongly agreed	68%
8 agreed	24%
0 disagreed	0%
1 strongly disagreed	3%
2 did not respond	5%

**I have received emotional support.**

22 strongly agreed	62%
10 agreed	29%
1 disagreed	3%
1 strongly disagreed	3%
1 did not respond	3%

**I have received material support.**

19 strongly agreed	55%
12 agreed	35%
2 disagreed	5%
0 strongly disagreed	0%
2 did not respond	5%

**I would recommend the program to others.**

27 strongly agreed	78%
5 agreed	14%
0 disagreed	0%
1 strongly disagreed	3%
2 did not respond	5%

## **Information and Assistance Services**

One service the agency provides is informing people in the community about local services. All staff members relay helpful information concerning appropriate resources as they speak on the telephone with caregivers and at support group meetings. Additional information is provided at educational presentations in the community. The individual caregiver receives assistance in defining their needs, and appropriate referrals are made to other support services in local communities if that proves helpful. The agency responded to over 427 non-client requests in 2010 for information about such subjects as grief counseling, Adult Protective Services, financial issues, access to legal advice, services for people with disabilities, transportation, and veterans' services and benefits.

## **Volunteers and Interns**

The agency counts on the support of volunteers. In 2010 it benefited from 1,560 hours of their work. A volunteer's work ranges from program assistance to administrative help. Many volunteers work at the office providing administrative assistance twice a week for two hours each day. The work of administrative volunteers varies from assisting in entering data in our various data bases to helping with mailing, assembling agency packets, filing, and shredding. Program volunteers help staff members administratively with the various programs. For example, volunteers who work with the Kinship Caregiving program participate in managing the monthly newsletter mailings and preparing for group activities. Volunteers in the Elder Caregiving program help with tracking various contracts and statistical data collection for our reports. One volunteer does all of our editing for publicly released materials.

The help from our volunteers allows our office to operate with one part-time administrative assistant, who is in the office for 13 hours a week. This helps reduce our overhead so that we can be more competitive with our grants and foundations.

Volunteers serve a vital role on the Catholic Charities team because they are all working collaboratively toward one end: making life better for those who care for friends and relatives in need.

## **Publications**

The publications activity of the agency in 2010 continued to be exciting and varied. The newsletters offer meaningful information on a number of topics in every edition. The *Reach Out* newsletter continues to have a strong circulation of more than 1,000 copies. It is provided free to the clients of the program and others who request it. The cost of the newsletter is covered by local advertising.

The website, now in its fifth year, is working out well. For the third year in a row it was recognized in the "100 Sites and Support Resources for Hospice Workers and Nurses." (<http://www.nursingassistantcentral.com/blog/2008/100-sites-and-support-resources-for-hospice-workers-and-nurses/>).

In January 2010 the Kinship Care Chronicle celebrated its third year. This monthly newsletter features articles relevant to kinship caregiving and parenting issues, and it also includes a monthly program calendar. The feedback on the content and delivery of the Kinship Care Chronicle has been very positive. In December 2009 the Kinship Caregiving program began sharing its Chronicle with kinship caregiving programs in Columbia, Greene, and Schoharie counties—beyond our Albany, Schenectady, and Rensselaer County program area.

### **Collaborative Participation**

Because Catholic Charities Caregiver Support Services believes that positive change requires a community to work together, the agency proudly participates in the following collaborative efforts in the community:

Albany County's Child Welfare Court Improvement Plan

Albany County Mental Health Planning Committee (member)

Albany County's Long Term Care Council

Capital Region Caregiver Coalition (member)

Capital District Senior Issues Forum (steering board member)

Catholic Charities USA (member; member on aging committee)

Diocesan Commission on Aging (member)

Geriatric Mental Health Alliance of New York (member)

New York Children's Action Network (member)

New York State Family Caregiver Council

NYS Kinship Coalition (member)

Schenectady Long Term Care Consortium (member)

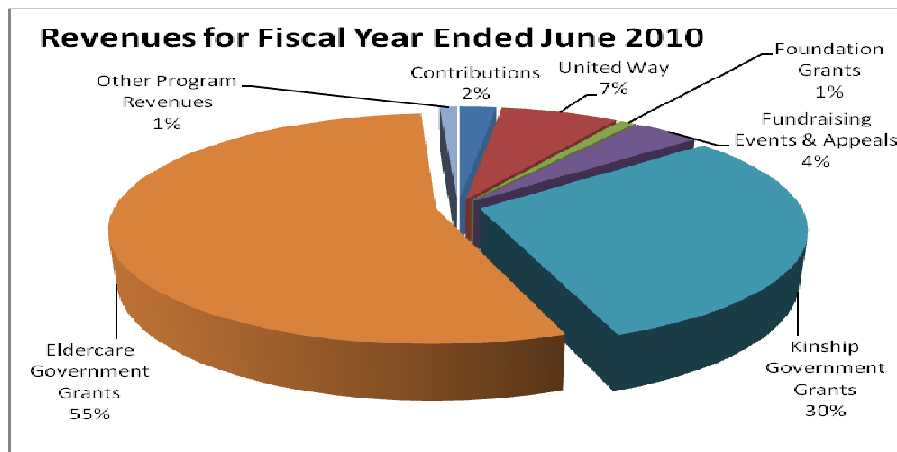
### **Fiscal Overview**

Catholic Charities Caregivers Support Services has experienced a 50% growth in revenues over the past five years. The majority of the growth can be attributed to an increase in government contract revenues, which have grown by 68%. This trend is expected to decline.

A training and replication program for the Kinship Caregiving program reported revenues for the first time in 2009/2010.

Revenues for fiscal year ended June of	2010 \$	2009 \$	2008 \$	2007 \$	2006 \$
Contributions	11,141.73	10,018.99	9,768.75	6,673.72	6,507.70
United Way	35,836.12	38,224.64	20,179.06	20,257.33	21,045.23
Foundation Grants	4,833.33	9,199.98	9,583.34	2,166.66	9,333.36
Fundraising Events & Appeals	20,469.35	15,286.61	20,950.25	22,344.39	10,954.00
Government Grants and Contracts (Kinship)	154,200.32	166,628.48	168,979.00	134,443.85	59,649.20
Government Grants and Contracts (Eldercare)	278,336.03	205,100.31	255,713.59	210,618.36	197,816.58
Other Program Revenues	5,481.76				
Catholic Charities Allocation				6,000.00	32,004.00
<b>Total Revenues</b>	<b>510,298.64</b>	<b>434,440.02</b>	<b>475,405.24</b>	<b>395,830.59</b>	<b>330,802.37</b>

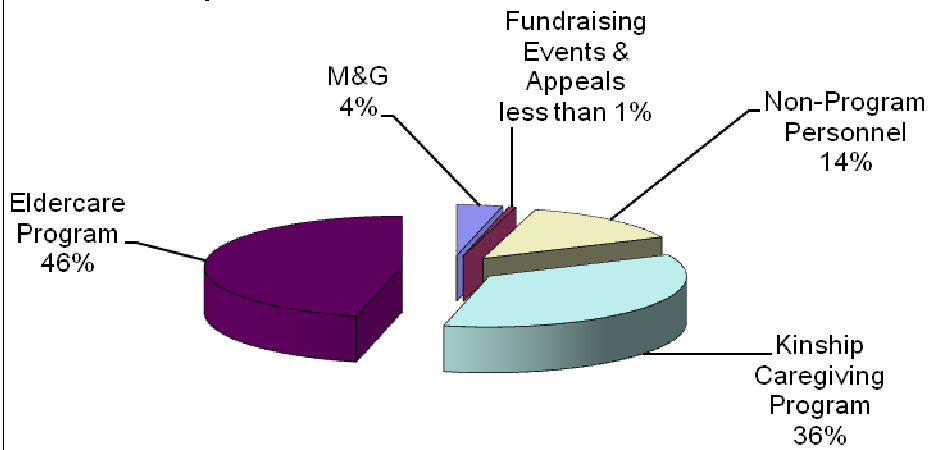
In the past year the agency experienced an increase in revenues from contributions, fund raising, and government grants associated with the Elder Caregiving program. Revenues from the United Way, foundation grants, and government grants associated with the Kinship Caregiving program decreased. Revenues received from all government grants increased by 16%.



Caregivers Support Services has been successful in decreasing expenses reported as Management & General (administrative overhead) over the past five years. Management & General expenses have decreased from 16% in Fiscal Year 2006 to 4% in Fiscal Year 2010. Fundraising expenses remain at or near 1% for the five year period.

A total of 82% of all expenses in Fiscal Year 2009 were attributed to program expenses. Only 67% of all expenses in Fiscal Year 2006 were program-related. The percentage of expenses associated with the Kinship Caregiving program increased from 19% to 36% because of the program's growth over the past five years. Actual dollar amounts spent on the Elder Caregiving program did not decrease; however, as a result of overall agency growth, the percentage of expenses attributed to the Elder Caregiving program decreased from 48% to 46%.

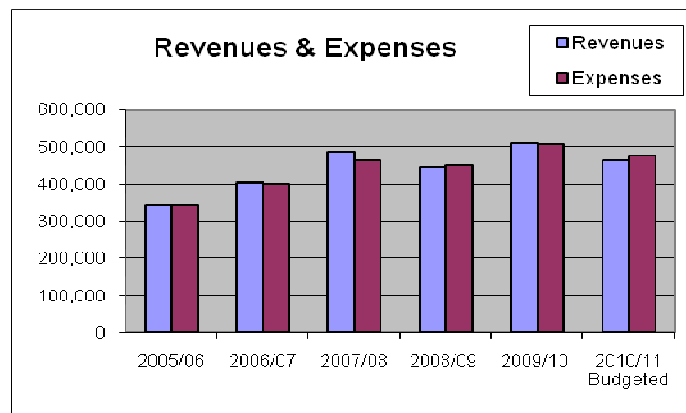
### Expenses for Fiscal Year Ended June 2010



During this growth period revenues have kept pace with expenses. Fiscal Year 2009/2010 closed with an increase to the fund balance. Revenues exceeded \$500,000 for the first time in the agency's history.

The agency's budget for 2010/2011 returns to 2008/2009 levels and shows a slight deficit in revenues over expenses. An extremely conservative approach was used in the budgeting process. Revenues were accounted for in the budget only if the agency had a signed contract or written notification that the funds had been granted. As of December 31, 2010, the agency is reporting a surplus of revenues over expenses.

Caregivers Support Services asked for and was granted an allocation from the System of Catholic Charities for the first time since 2007. This allocation accounts for 11% of the agency's budget in 2010/2011.



## TESTIMONIALS

I can never say enough “good things” about Catholic Charities Caregivers Support Services! You were there for me during the most difficult time of my life ... the group leader made me and all other members of our support group feel welcome, understood, and part of an extended family. Only those going through such painful, heartbreaking times (in my case, watching my beloved mother succumb to Alzheimer’s) can appreciate the support of such a trusted compassionate group!!

I thank God for Catholic Charities Staff and all the support, love and guidance over the past couple of years. Our dear Mom is now in Heaven with the Supreme Caregiver. We miss her a great deal. I’m grateful for all the tools that the support group and Catholic Charities staff shared.

*Always Grateful, Nick Audi, April 2011*

Catholic Charities Kinship Care program has been a blessing for me, my children & my grandchildren.....Their support group offers me a chance to meet with other grandparents who are going through a lot of the same problems & stresses that I have to deal with everyday. My worker at kinship care is the very best...an inspiration to everyone, very informative, never judgmental, she always gives 150% to us and no matter what the problem is she is always there for us. The Kinship Care Program has taught be how to advocate, introduced me to many different resources for assistance that have benefited myself & my grandchildren to have peace of mind including family court issues, medical issues, financial issues, legal issues, mental health issues, mentors for the children, support groups and so much more. The Kinship Care Program has improved the quality of life for me & my family. Thank You

*Kathleen Pratt*

If it wasn’t for Kinship Care of Catholic Charities we would not be able to meet with other caregivers and understand that we were not alone going through this challenge.

*Wanda Willson 2011*

I get the security of having someone to talk to when I am having a tough day. The staff at caregivers has been there for me and I have attended support groups and felt a cohesion to a vast array of caregivers who are showing one another that they are not alone and that even on the toughest day, it is possible. -

*Wayne Shatraw 2011*

If I didn’t have Kinship Care, I wouldn’t be able to get the support I do for my family. Even when I was in the hospital, they were there for us.

*Diana Woehrle 2011*

Caregivers has done so much for Ray and I over the past 10 – 12 years. Helen has always had a patient ear. Thank everyone in Caregivers.

*Leslie 2010*

There are no words to express to you how grateful I am for this much needed gift except to say thank you – thank you –thank you. This gift will help with my husband’s homecare. He has been battling Parkinson ’s disease for the past 10 years and is homebound.

*Mrs. D. November 2010*

I would like to thank everyone who made my family Christmas so much more special. We loved everything we got. It makes me feel so good inside to know that there are people out there that still care.

*Mickey and family January 2011 (a Kinship Family)*