ANNUAL impact REPORT 2022

VILLAofHOPE

rebuild. recover. renew.

New ERA New HOPE



A MESSAGE FROM OUR LEADERSHIP

Dear Friends of the Villa,

As I reflect on this past year and my last report as President/CEO, I am deeply humbled by how the Villa has continued to provide life-changing, life-saving services to individuals and families.

This year, "A New Era - New Hope" honored Villa of Hope's 80 years of service. Villa of Hope continuously prides itself on being able to assess and respond to the community's changing needs, as demonstrated by the evolution of programming and services over the last 80 years. This past year we began renovating one of our existing buildings to become the site of our second integrated (mental health & substance use) outpatient clinic, The Steven Center for Behavioral Health. We also opened a new building, the Gregory E. Polisseni Living Hope Treatment Center, located on our Dewey Avenue Campus in Greece, NY.

In partnership with youth, adults and families who live with trauma, mental health and substance use, Villa of Hope provides medical detoxification services, medication-assisted treatment, and mental health counseling. These critical programs are the first step in Rebuilding Relationships, Recovering Potential and Renewing Hope for the future.

When we combine these critical programs with our other areas of expertise (alternative education environments, workforce development/community restoration programs, and care coordination services), we are on plan to achieve our Vision 2030: To advance equity by transforming the social foundations (where people live, learn, work, and play that affect physical health) of our neighbors, thereby elevating health outcomes.

By embracing this strategy, Villa of Hope is creating a holistic approach to serve significant community needs and to achieve health equity for all.

Many of you have been part of our story for years, and even more, have joined us along the way. Know that your support and commitment to our programs are critical and have added tremendous value to be able to achieve all we have. Thank You!

It has been my honor and privilege to be a steward of this amazing organization for the past twelve years.

I am confident this organization will continue to be a beacon of hope to this community for many more years!

With Gratitude,

hiting M. Au



CHRISTINA M. GULLO, MSW, MBA President/CEO

OUR MISSION

Villa of Hope partners with individuals, families and communities to **Rebuild** relationships, **Recover** potential and **Renew** hope for the future.

OUR VISION

Villa of Hope will advance equity by transforming the social foundations of our neighbors, elevating lifelong health outcomes for our community.



rebuild. recover. ren?w. 4

VILLA OF HOPE LEADERSHIP

BOARD OFFICERS

5

Christopher Bell, Board Chair Carrie Fuller Spencer, Vice Chair Michael Burns, Secretary

BOARD MEMBERS

Andrew Bodewes Erick G. Bond, Sr. Korey Brown Rebecca Burkey Dawn DePerrior Kimberly-Ann Hamer Curtis Johnson David Krusch, M.D. John Loury Theresa Marsenburg Thomas McCorry Thomas K. McInerny, M.D. Sangita Patel Angelica Perez-Delgado Camille Simmons Terri Snider Dawn Sullivan John Treahy



David Vogt Robert Wendler Nancy Wilkes Christina Gullo, Ex Officio Ke'Shara Webb, Ex Officio

YOUNG PROFESSIONALS BOARD OFFICERS

Ke'Shara Webb, Chair Lauren Dlugosh, Past Chair Kayla Mayville, Chair-Elect Danielle Winkler – Head, Secretary

YOUNG PROFESSIONALS BOARD MEMBERS

Mike Adams Nick Engels Dominick LaPenna Miranda Leo Quentin Marsh Ryan Miller Emily Piccione Mark Shannon

EXECUTIVE LEADERSHIP TEAM

Christina M. Gullo, MSW, MBA President/CEO John Barnes Interim Chief Financial Officer Carrie Carl, LCSW-R Chief Operating & Compliance Officer Lindsay Gozzi-Theobald, MS Chief Program Officer Wynndy R. Turner, MA, SPHR, SHRM-SCP Chief Of Organizational Culture

ASSOCIATIONS

LICENSES

New York State Department of Health New York State Education Department New York State Office of Addiction Services and Support New York State Office of Children and Family Services New York State Office of Mental Health

MEMBERSHIPS AND PARTNERSHIPS

American Association of Children's Residential Centers American Marketing Association Association of Fundraising Professionals Bivona Child Advocacy Center Building Bridges Initiative Child Workforce Wellness Initiative Children's Health Home of Upstate New York (CHHUNY) Consortium of Alcohol and Substance Abuse Services – Region II Council of Agency Executives Council of Family and Child Caring Agencies Darkness to Light Collaborative Finger Lakes Regional Planning Consortium Finger Lakes Regional Youth Justice Team Greater Rochester Chamber of Commerce Greater Rochester Health Foundation Greater Rochester LatinX Round Table Greece Central School District Greece Regional Chamber Kiwanis Club of Greece Lead Peak Performance Monroe County Juvenile Justice Council Monroe County Office of Mental Health Monroe County Systems Integration Project New York Association of Alcoholism and Substance Abuse Providers New York State Coalition of 853 Schools NYS Coalition for Children's Mental Health Services New York State Council for Community Behavioral Healthcare **Opioid Task Force** Penfield Central School District Penfield-Perinton Kiwanis Project RISE Steering Committee

RASE Roc Mental Health and Addiction Workgroup Recovery Net Collaborative Rochester-Monroe Anti-Poverty Initiative Rochester Regional Coalition Against Human Trafficking Roc-Tac Rotary Club of Greece Safer Monroe Area Reentry Team School-Clinic Hospital Collaborative SUNY Empire State College Trillium Health United Way of Greater Rochester and the Finger Lakes Your Health Partners

ACCREDITATIONS

Council on Accreditation

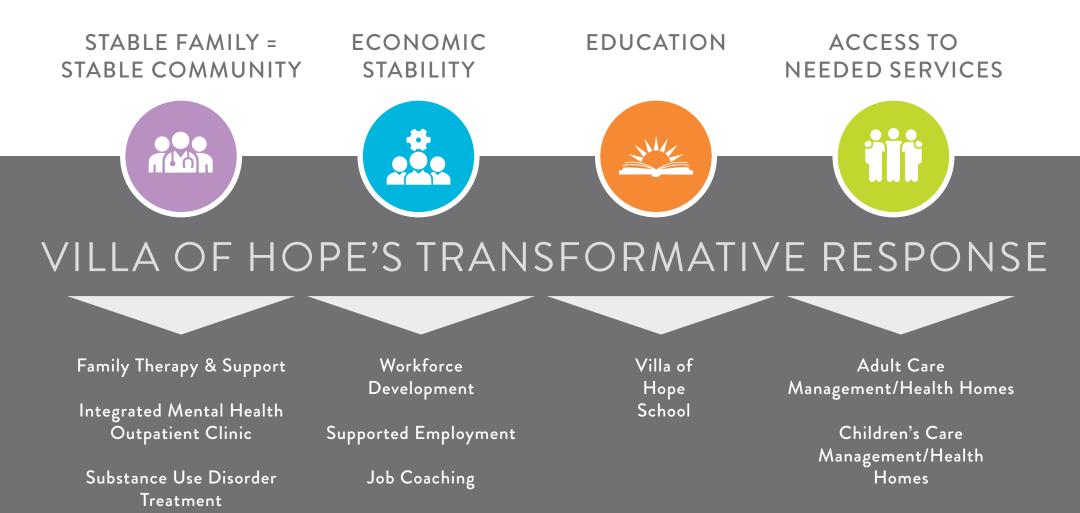
CERTIFICATIONS Sanctuary[®] Model Certification

WHAT GUIDES US TO DO THE WORK WE DO?

Compassion. Empowering. Healing.



VILLA OF HOPE PROGRAMS ADDRESSING SOCIAL DETERMINANTS OF HEALTH



Hope Place

Your personal journey is our passion.

Because YOU matter.





VILLA OF HOPE BELIEVES THAT RELATIONSHIPS ARE BASED ON CARING, HOPE AND RESPECT. WE MAINTAIN OUR COMMITMENT TO EXCELLENCE BY SURVEYING OUR PROGRAM RECIPIENTS AS WELL AS GUARDIANS TWICE PER YEAR.

WHAT DOES THIS MEAN FOR THE PEOPLE WE SERVE?

IT MEANS ALL OF US ARE WORKING TOGETHER TO FOSTER GROWTH BY PROVIDING A CONTINUUM OF CARE WITH EMPHASIS ON MENTAL

HEALTH. THE VILLA BUILDS TRUSTING RELATIONSHIPS, VALUES INDIVIUAL

JOURNEYS, AND SUPPORTS PEOPLE EVERY STEP OF THE WAY.



CARE

66 Having someone to talk to that's willing to understand and take into account what I'm saying is really helpful." - Youth in Behavioral Health Clinic

CTHE RESPONSE TIME FROM MY WORKER IS AMAZING AND SHE REALLY HELPS ME WHEN I'M STRUGGLING WITH FINDING MY PATH."

- Care Management Client

66 This Program Saved My Life." - Substance Use Disorder Client

"Our child is doing better at Villa of Hope School than any other program in the past."

- Villa of Hope School Guardian

RESPECT

66 HAVING AN ADVOCATE, SOMEONE TO BE MY VOICE

WHEN I CAN'T BE." - Adult Behavioral Health Client

"I AM INCLUDED IN ALL DECISIONS MADE."

12

RENEWED HOPE Claire's story

K hen I came to Villa, I had no hope. Only because of Woody, Villa of Hope's Medication Assisted Treatment Program Coordinator, his gentle demeanor and words of wisdom; I would never be where I am today."

Claire came to Villa of Hope during a very dark time in her life when her mental health and addiction spiraled. Failed relationships and addiction started at a very young age for Claire. Born a male into a family with seven siblings, Claire often felt sheltered, isolated, and introverted, which then led to her first drinking habits which began at the age of 16. For many years Claire trusted she had her use under control and even drank in front of her family for social gatherings, which was accepted and promoted. This social

acceptance only opened the door for her. "I was the life of the party when I drank with people and felt I could connect."

Despite her setbacks, Claire found herself successful in her job and financially stable. "I felt like I deserved a drink. I work hard, pay my bills, and had no desire to live beyond my job." At this point in Claire's life, none of her family knew she was struggling with addiction. She was very good at hiding it and denied it to herself and others. However, she could not stop and had little control.

Claire soon found herself opening the doors to new substances beyond alcohol. "As soon as I had my first taste of crack, I had to have more," Claire recalls. Claire talks about how the crack's progression was similar to her alcohol. Her desire to have more went from zero to nonstop quickly and she didn't know her threshold to stop or know what amount was enough.

The turning point for Claire was shortly after she continuously used it for 3 days. She started to hallucinate and feel beliefs that were truly not happening. In her mind, the only way that she could stop these thoughts was to attempt to end her own life.

Claire spent nearly two weeks in the ICU and this was the first time her parents were able to see how bad her mental state and addiction were. "Going to the hospital nearly saved my The doors that were opened for Claire allowed her to rebuild her relationships with her family and recover her untapped potential. Claire remembers before she even left the hospital how appointments with the Villa of Hope were already set in place to help focus on her recovery and continuum of care.

After Claire's hospital stay, she went back to her home. "I thought deep what I wanted. I wanted to get clean." This mindset was hard to keep, and she started to get back into the drugs just as hard as she did before. "I got scared again, and I didn't know how to switch

"Going to the hospital nearly saved my life. This was the first time I was connected with resources like Villa of Hope that truly addressed both my addiction and mental health. I never knew nor did my family that these services existed."

life. This was the first time I was connected with resources like Villa of Hope that truly addressed both my addiction and mental health. I never knew nor did my family that these services existed." tracks or stop using." Claire knew at this point she needed more interventions. She needed to focus both on treating her mental health and addiction.

Woody, who was my counselor,

listened to every concern of mine, never judged me, and very gently suggested that a 12-step program would work. "I had every excuse and never thought that this type of program would be for me. I mentioned I don't know if I have the willpower. Woody stated, "Willpower isn't what it's about. You need to let go and take suggestions to try something different. You already know where your willpower will take you." That quote intrigued Claire and stuck with her to start attending meetings and working the programs available at Villa of Hope as well as that of AA. Claire's neighbor, who was sober for 20 years, attended meetings with her. She felt an instant connection. "People weren't ashamed. They no longer felt controlled by their addiction, and I wanted that."

Claire has been attending meetings, and she remains connected with Woody. She also uses Villa of Hope's Behavioral Health outpatient clinic for medication management. On November 1, Claire celebrated one year of continuous sober recovery. Through being at meetings, and seeing people newer than herself share their own struggles, Claire shares that she has felt like she has a gift to help and share her experience, strength, and hope. This is what led Claire to continue her recovery with Villa of Hope.

Claire has just finished her peer recovery certification. She has found those classes to challenge her perceptions and behaviors so that she can grow and be more helpful to others. With her experience and new certification, Claire will be able to work in a career that can help others who are working their way through rebuilding their lives with recovery.

"I don't know if people truly know all the help Villa of Hope has offered me. But I feel a passion to now serve those who once were in my shoes and offer the same service that was offered to me."

THE IMPACT of Recovered Potential

Talented, outspoken and a strong will to succeed describes a young Villa of Hope client who continues to make strides in our Workforce Development Program. This young lady relocated to Rochester, NY from a small poverty-stricken town in Dominican Republic with her mother. They came in hopes of building a better economic-base for their family. The client aspires to become a registered nurse and real estate broker. She wants to eventually go back to her home town to eliminate health disparities and rebuild her community. With her goals in mind, the Villa of Hope's Workforce Development Program was able to design a program that feeds into both of her career goals. She completed a paid internship with a local

insurance company. She spends her day fulfilling administrative tasks for a group of insurance agents and meets with a licensed practical nurse mentor three days a week during her lunch break, to plan her pathway to nursing. This new mentorship initiative is provided to all youth who are in our progressive 3-tier Workforce Development Program.

The Villa of Hope Workforce Development Program's success does not always end with just the client. The Villa can also provide familial impact through wraparound services. This was the case for this young lady. While working with her family, we learned that her mother was interested in obtaining employment as well, but needed some support. We were able to enroll her mother in the Villa of Hope's Workforce Development community-based program for adults. Through this program, her mother received job readiness skills development, coaching and job placement assistance. Currently, the client and her mother are working for the insurance company. This is an example of how the Villa of Hope's wrap-around approach can impact generational socioeconomic trajectories.

With her goals in mind, the Villa of Hope's Workforce Development Program was able to design a program that feeds into both of her career goals.





THE IMPACT of Belonging

Samantha shares her journey at Villa of Hope School and how the proper placement gave her hope because she knows she now has the appropriate support for her future.

Samantha came to the Villa of Hope School as a freshman needing a smaller environment and extra support to help her physical and mental health needs. Samantha struggled in typical education placements where school settings might have been able to support her physical needs, but they lacked to meet her mental health needs while still providing enriching opportunities. Samantha talks about how Villa of Hope is finally a place to learn with the flexibility to fulfill her needs as a student. The Villa is a school that can quickly adapt to change and still meet the requirements for a well-rounded education.

"I like the options and electives presented with Villa of Hope. Any student attending can enter programs such as Work Based Learning or Food Service and express themselves through classes like Art or Technology."

Samantha has expanded her skill set and interests by taking on a Work Based Learning internship assisting with Villa of Hope's Agency Advancement and marketing team. She works to support the team two days a week for a total of three hours and has completed projects such as writing blogs, social media graphics, and completing her first newsletter.

"I want someone outside the school to know that every child is welcome in this school and treated with dignity, no matter their story. Every student in the school has an opportunity to grow and have an equitable education at the Villa."

ELEVATING Life Outcomes

S hania did not know the help she needed when she came to the Villa of Hope's Care Management Program. When referred to her Care Manager, she would not answer the phone, texts, or emails. Refusing to give up on hope, her Care Manager, Jennifer Keys, reached out to her therapist to see if there were alternative communication methods with Shania. Jennifer knew if she could have the opportunity, she could make an impact.

Jennifer was eventually able to break the barrier of communication and build rapport with Shania. Over the four years they've been working together, she went from a frequent visitor to the emergency room and homeless to securing housing and obtaining employment. The skills she has gained have elevated her life outcome for her and her family.

"When I first met Shania, she could not say anything nice about herself. She thought of herself as a terrible person, and her anxiety made it nearly impossible for her to go anywhere."

In just a year, Shania has made so much growth with the Care Management team there to support her. She is able to accept feedback and uses it appropriately to apply it to her life when she has to pivot. She is able to advocate for herself and her children's needs. When she feels she isn't heard, or her thoughts are not coming out clear, she has learned the skills to regroup and try again. "These are the life skills Shania hoped to have for her family to be a better provider and change the trajectory for her children," Jennifer states.

Shania likes the routine and predictability she knows she can rely on with Villa of Hope programs. It gives her the stability to know that her Care Manager is only a phone call away now. However, Shania showed her team the greatest growth by vocalizing she is ready to elevate her skills by working with others in Care Management. She has grown to the level that she is able to branch out to others for feedback.

"Shania is making gains and learning competencies she didn't think she was capable of. She created a future for herself, and her family that she didn't think was possible when we first met. She knows when to lean in for help, and the Villa will always support her journey."

SPEAN FLUENT SARCASM

ere -

5

·

8)

00

36

2.67

THE GREGORY E. POLISSENI LIVING HOPE TREATMENT CENTER

The Gregory E. Polisseni Living Hope Treatment Center opened for recovery on November 10, 2022 and will serve community youth starting at age 16 and up as well as adults who need direct access to medically supervised inpatient withdrawal and stabilization services. This program is specialized for those suffering from mild to moderate withdrawal, coupled with situational crisis (i.e., unstable living environments or who are unable to detox on their own without withdrawal complications). Offering short-term, 3-7 days medical inpatient treatment that focuses on physically stabilizing patients who are stopping the use of alcohol and/ or other drugs, the new facility will provide structured, around-the-clock treatment under the watchful care of physicians, nurse practitioners, physician's assistants, nurses, clinical aides, and substance use disorder therapists. The Villa of Hope is proud to provide groundbreaking and life-changing opportunities for adolescents and adults to find hope, recover and rebuild their lives through specialized recovery programs.

16

GREGORY E. POLISSENI LIVING HOPE TREATMENT CENTER

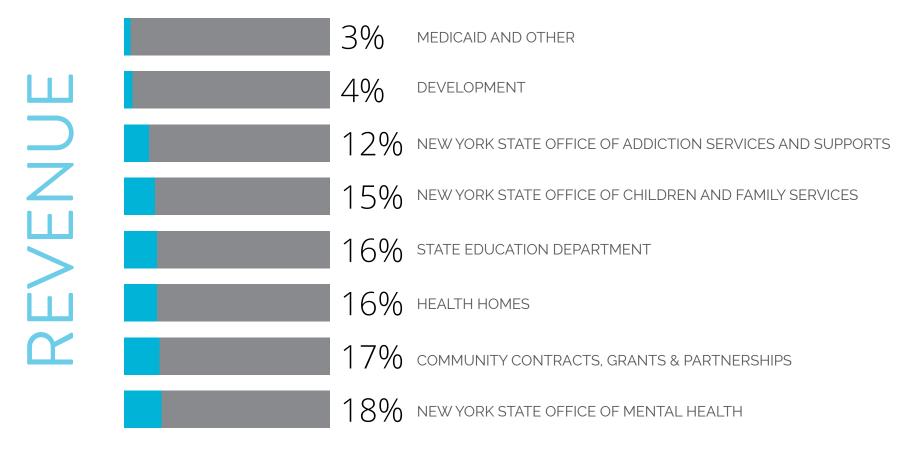
FDC

THE STEVEN CENTER FOR BEHAVIORAL HEALTH

/DMAR

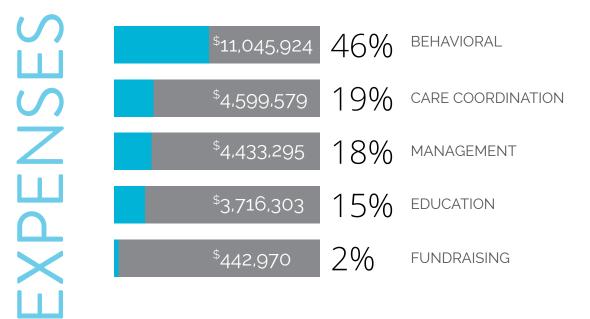
The Steven Center for Behavioral Health is our second Integrated Outpatient Clinic that will be located on our Greece Campus, coming in early 2023. Our Behavioral Health Clinic will be able to provide treatment uniquely customized to the individual client by our licensed therapists. For mental health concerns, our goal is to assist clients and families with understanding and managing issues such as Post Traumatic Stress Disorder, Attention Deficit Hyperactive Disorder, mood disorders, psychotic disorders, substance abuse, and disruptive disorders. We offer evaluation and treatment for children, individuals and families, which include, medication management, group therapy, cognitive behavioral therapy, and psychological testing. For substance use disorders, we provide family, individual and group therapy as well as Medication Assisted Therapy (MAT) and relapse prevention, in an outpatient setting. This clinic will be an extension of Villa of Hope's continuum of care that we offer with the Treatment Center and our LIFE House Residential program.

FINANCIAL HIGHLIGHTS



*FEDERAL GOVERNMENT FUNDING RELATED TO THE PANDEMIC HAS NOT BEEN INCLUDED





25

THANK YOU TO OUR CONTRIBUTORS

Gifts given July 1, 2021 to June 30, 2022

\$10,000 +

Anonymous Bolaños Lowe Peggy S. Boucher* Rebecca & Timothy Burkey* Charles and Mary Crossed Foundation Carol & Richard Crossed Trish & Andrew Crossed DiPasquale Construction, Inc. ESL Federal Credit Union Excellus BlueCross BlueShield Florence M. Muller Foundation Glover-Crask Charitable Trust Greater Rochester Health Foundation KeyBank Foundation Corporate Responsibility Ted Kuzniarek, Upstate Pharmacy, Ltd* Lead Peak Performance, LLC Linda & Harry Messina Claudia & Paul M. Moriarty* Mary Anne Palermo* Rochester Area Community Foundation Rochester Colonial* The Polisseni Foundation. Inc. Todd Trust (George L. & Elizabeth C.) United Way of Greater Rochester and the Finger Lakes Julie & Jerry Warner * William McGowan Charitable Fund

\$5,000 - \$9,999

Anonymous Advantage Federal Credit Union Nela & Michael Amico Nancy & Erick G. Bond* Kate & Erick B. Bond* Burke Group Elizabeth & Michael Burns*

Sue & John (Ted) Cordes* Dawn & Steve DePerrior * Nan & Chris DiPasquale Garber Automotive Garth & Gwen Hankinson Ann & Gary Inzana Jill Knittel, JK Executive Strategies* Robert Luken* Mr. & Mrs. Edward Maruggi Nancy & Tom Willkes * Park Grove Realty Paychex Karen & Frank Rakoski **Research Foundation For SUNY** Sage Rutty & Co, Inc. Terra Science and Education Whirlwind Music Woods Oviatt Gilman, LLP

\$2,500 - \$4,999

Anonymous Mr. Donald F. Barone Bivona Child Advocacy Center Karlee & Alvaro Bolaños Bond, Schoeneck & King, PLLC Brown & Brown of NY, Inc. CAUSE+EFFECT Strategy Ms. Chetna Chandrakala* Constellation Brands, Inc. Deerfield Country Club DGA Builders, LLC. East House **ENALAS** Ms. Patricia Grassi* Christina Gullo and John Mueller* The Bernard and Patricia lacovangelo Family Foundation

Infinite Auto Jambella Project Services, Inc Junior Builders Exchange Keidel's Janitorial Services, Inc. Christine R. Klos* LaBella Associates LeChase Construction Service, LLC Lisa & Christopher Leverett* Kristin & William Lowe Marguerite Traphagen Foundation Tom McCorry* Nexo Group, LLC Catherine & Vinnie Orlandini* Jan & Michael F. Osborn* Park Grove Realty Ben Pearson Gerianne & Dave Puskas* Mary Fran & Scott Saylor St. Ann's Management Company, Inc. Al N. Kinel, Strategic Interests, LLC Streamline Healthcare Solutions The Bonadio Group The Summit Federal Credit Union Tompkins Charitable Gift Fund Vision Automotive Group

\$1,000 - \$2,499

Anonymous Jean C. Arena Laurie Baker Rebecca & John Barnes Shannon & Justin Bassett Christopher Bell* Tina & Andrew Bodewes* Emily Boynton Korey Brown*

Caldwell Manufacturing, Co. Carolyn Carl* Lisa & John Caruso* Cobblestone Capital Advisors,LLC Caterina & Eric Cook* Amy Crossed Paul R. D'Aiutolo* Del Lago Resort & Casino Joan L. Feinbloom John Firth Gannett Foundation Ted Gartland Lindsay Gozzi-Theobald & Ronald Theobald* Shea Green Harter Secrest & Emery LLP Henry E. Isaacs Quality Home Remodeling James B. Isaac Curtis A. Johnson, Esq. & Laura A. Myers, Esq.* Susan & John Keidel Dr. & Mrs. David Krusch* Mary Leader Michelle Lee* Dr. Cait and Mr. John Loury* Mark Lucas Sylvia Mace John Maggio Tricia Marsherall, Marsherall Partners, LLC* Lawrence Martling Kerry McDonnell Linda & Danile Merrick Julia & Joseph Miller* Gail Morelle* Diane & Angelo Nole* James North Thomas O'Gara Bernice & Bernard O'Sullivan Jeff Paille Elizabeth A. Palermo

Paragon Compliance, LLC Paris-Kirwan Associates, Inc. Passero Associates Robert Persichitti MacKenzie & Adam Pettinella* Cory Pettinella RDG + Partners Carol & Craig Ramsdell* Teresa & Steve Richards* Rochester Americans and Knighthawks John Sartini, Jr. Terri & Keith Snider* Kimberly Smith* Carrie Fuller Spencer & Michael Spencer* Dawn Sullivan* John P. Treahy* Trillium Health Wynndy R. Turner* The Honorable James A. Vazzana and Mrs. Dina Vazzana Elizabeth C. Ciaccio & David Vogt* Kimberle & Bob Ward* Robert Ward Joann & Nicholas Wargo Mike Weldon Robert Wendler* Jessica Wilson & Van Griffin Robert Yawman*

\$500-\$999

Anonymous Karen & Eric Bradshaw Sean Carroll Christina & Shane Chatham Twanda & Ben Christensen Paul J. Churnetski Mary Lu Clark CyberGrants

DiMarco Constructors LLC Tom Doran Equitable Advisors Frank Sapienza, Frontier Glass Inc. John R. Geraghty Brian Hedges Elizabeth & John Hessney Marc Johnson Kyle Ann & Brian Justice Philip Knauf Jakob Lill Jackie Marchand and Kit Fruscione Marcus-Ring Family Fund Mike McDonnell Nate Merz Ken Metz John Oliveri Ann & Michael Osborne Our Lady of Mercy School for Young Women Nick Polisseni Splash Car Wash Chris Taylor **Bijal Thakkar** The DiMarco Group Mark Vitale Jen & Matthew Wallace Jacqueline & Andy Wambach Wells Fargo Kimberly Wilcox

* Champion of Hope Society Member

For questions, please contact Major Gifts Officer, Catherine Orlandini at (585) 329-3281 or catherine.orlandini@villaofhope.org.

New ERA New HOPE

