

CAZENOVIA RECOVERY SYSTEMS

2013 Annual Report

Suzanne Bissonette, JD
Executive Director

Susan A. Green
President, Board of Directors

August 2014

building futures



CAZENOVIA RECOVERY SYSTEMS



ABOUT the agency

We are a 501(c)(3) nonprofit organization that operates residential programs for adults with substance abuse disorders and co-occurring substance abuse and mental health disorders. The organization is governed by a Board of Directors and is licensed and regulated by the New York State Office of Alcoholism and Substance Abuse Services and the New York State Office of Mental Health.

We offer four levels of community residential service including intensive residential rehabilitation, community residential treatment, supportive living, and supported housing. Each of our programs is part of a total continuum of care, and our residents receive individualized treatment and support services based on their specific circumstances.

mission

Cazenovia Recovery Systems, Inc. is a private not-for-profit corporation whose primary purpose is to provide a comprehensive continuum of substance use and mental health residential treatment services to men and women in recovery. We are a vital partner in building successful lives in recovery and providing safe, affordable neighborhood housing that is sensitive to the needs of the community.

vision

Cazenovia Recovery Systems, Inc. will provide the highest quality residential services available, which will empower each person to build a better life.



FOREWORD

The previous four years saw a considerable amount of growth for the agency, along with some major accomplishments.

Our residents continued to be our primary focus, and there are countless recovery success stories throughout the agency. Residents reunited with their families, learned the value of contributing to their communities through volunteering, resumed their education, and many found gainful and satisfying employment. The steady expansion of our services certainly played a pivotal role in their recovery.

In 2010, the agency opened Amherst Station Apartments, a modern 24-unit facility designed to meet the growing need for affordable and environmentally-friendly housing. The complex also houses our agency's Administrative Office, and the entire structure was designed to be green and energy-efficient while meeting specifications from the Green Building Council. It was developed in partnership with NYS Homes & Community Renewal; Key Bank; Federal Home Loan Bank (M&T and First Niagara); BRD Construction; Fontanese, Folts, Aubrecht, Ernst Architects, PC; Kirst Commercial Real Estate; and Oxford Consulting.

The next year saw our agency introduce a community residence designed to help Veterans with a substance use disorder. Liberty Hall supports 18 male Veterans in recovery through a partnership with the Batavia Veterans Affairs (VA) Medical Center. The program is licensed by the New York State Office of Alcoholism and Substance Abuse Services (OASAS) and funded by the VA Homeless Grant and Per Diem Program.

Next, in 2012, Cazenovia Recovery Systems created an event designed to increase awareness of substance use recovery. Recovery Month, which is held in September nationwide and is sponsored by the Substance Abuse and Mental Health Services Administration (SAMHSA), served as an inspiration for Cazenovia Recovery's event. The first annual Recovery Day was held on Saturday, September 15, 2012 in McCarthy Park in Buffalo and featured a 3K walk / run, cookout, speaker jams, and other family-friendly activities. Recovery Day continues to celebrate the accomplishments of those in recovery while educating the community on recovery-related issues. It also gives individuals in recovery a chance to appreciate how far they've come in a public and celebratory setting. It has been held during the second weekend in September ever since.

In a further show of support for our nation's Veterans, our agency served as a development partner with Finger Lakes Addictions Counseling and Referral Agency (FLACRA) of Clifton Springs, New York, in the opening of Cadence Square in late 2013. The program was developed for military Veterans who are homeless or at risk of homelessness and has 17 apartments open to eligible male and female Veterans and their dependents. Eight supportive living units and eight community residence units accommodate an additional 26 individuals in one- or two-bedroom settings.

Also in 2013, Cazenovia Recovery collaborated with Horizons Health Services to transfer 40 of their beds into our Supported Housing program. These beds contributed to the continued gradual expansion of our U.S. Department of Housing and Urban Development (HUD) Housing Programs, which served a total of 108 individuals in 2013.

By the end of 2010, Cazenovia Recovery Systems had served a total of 514 residents, but by the close of 2013, the number of residents served annually grew to 637, reflecting the increased need for residential services for people in recovery from substance use. This report first features a look ahead to Cazenovia Recovery's upcoming goals and activities, then agency-wide statistics for 2013, and finally, statistics for each of our specific programs.



CAZENOVIA RECOVERY SYSTEMS

LOOKING ahead

While the previous three years brought some remarkable growth to Cazenovia Recovery Systems, 2014 looks to be our most transformative year yet due to unprecedented expansion within the agency thanks to assistance from OASAS, the New York State Office of Mental Health, the Erie County Department of Mental Health, HUD, VA, and Key Bank, our principal investor.

On January 1, 2014, Cazenovia Recovery assumed operations of a Supportive Living program and two Community Residences from another local agency. Overnight, our agency's bed capacity grew from 270 to 349. One community residence, Casa Di Vita, is located on Buffalo's vibrant West Side and is capable of serving 19 women in recovery from substance use. Cazenovia Recovery welcomed the opportunity to develop a specialized trauma-informed program for the women at Casa Di Vita, where we have integrated our experience with women's services and community residential services into one specialized program. Casa Di Vita now allows us to provide an appropriate degree of intensity and structure to meet the specific needs of its women while assisting them to build better lives.

The second Community Residence, Ivy House, which is located on Broadway in Buffalo's East Side, serves men in recovery from substance use. Our agency has a long history of providing community residential services to single men in programs very similar to Ivy House. For instance, we already provide community residential services to 24 men in Cazenovia Manor, 16 men in New Beginnings, and 18 male veterans in Liberty Hall in Batavia, NY. Assuming operations at Ivy House was an easy accomplishment for Cazenovia Recovery.

In addition to the Community Residences, Cazenovia Recovery also assimilated an accompanying Supportive Living program into our already existing program, which increased its capacity from 61 beds in 2013 to 105 beds in 2014. The transition went smoothly, and our agency was permanently awarded the additional Supportive Living beds, along with the Community Residence programs, in May of this year.

In March, we began operations of our Young Adult Housing (YAH) program, which is now one of our Housing Programs funded through HUD. The YAH program serves 20 unaccompanied individuals between the ages of 18-25 who are either homeless or at risk for homelessness and have a history of substance use. Residents receive security deposits, rent, appliances, furniture, and more to help them settle into what is usually their first apartment.

Late 2014 will see the start of our HUD Shelter + Care program, and this will be our first foray into Niagara County. Shelter + Care, which will become one of our Housing Programs, is expected to serve between 12 – 16 men and women per year who have a history of substance use. We look forward to developing long-lasting and effective relationships in Niagara County.

In order to meet the growing demand for our services, Cazenovia Recovery will soon purchase additional office space near Buffalo's world-famous Central Terminal at Fillmore and Paderewski Drive. This location will house our now-expanded Supportive Living staff along with our developing vocational program.

Cazenovia Recovery Systems has an exciting future made possible by committed staff, thriving community supports, a dedicated Board of Directors, and inspirational residents who consistently demonstrate that recovery is possible.



Suzanne Bissonette, JD
Executive Director



Of the 637 individuals served in 2013...

262 were enrolled in a program on January 1, 2013.

375 entered programs throughout the year.

222 had planned discharges.

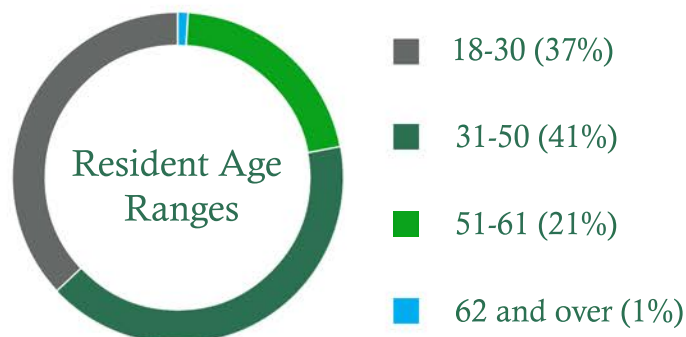
259 were enrolled in a program on December 31, 2013.

31 were veterans.

505 had a previous history of homelessness.

20 were Hispanic or Latino.

617 were Non-Hispanic or Non-Latino.



community residences

CAZENOVIA MANOR



Cazenovia Manor, our agency's first program, is a Community Residence designed to serve individuals with a substance use disorder who are in need of professional support as they make their transition to abstinence and independent living. The program opened in 1986 and recently went through a major renovation in 2008. Located near Fredrick Law Olmsted's Cazenovia Park in South Buffalo, Cazenovia Manor can serve 24 men in recovery from substance use.

As a Community Residence, it provides a natural transition for individuals progressing from a more intensive level of care, such as Turning Point House, into a supportive setting with additional community involvement. Residents are able to focus on vocational and educational goals as they advance in their recovery while still requiring a supervised support structure. Further recovery skills are encouraged throughout a resident's stay, along with daily living skills. With an average three-month length of stay, Cazenovia Manor offers a myriad of services to its residents, including individualized service and treatment planning, counseling (both individual and group), case management, vocational services, and more. Program residents receive full support in their mental health and physical well-being as they progress on their individual road to recovery. This program, like all of our Community Residences, is licensed by the New York State Office of Alcoholism and Substance Abuse Services (OASAS).

STATISTICS

RESIDENTS SERVED

2011	2012	2013
103	98	108

RESIDENTS SERVED with a mental health diagnosis

2011	2012	2013
38%	38%	34%

AVERAGE AGE

2011	2012	2013
40	39	41

OUTCOMES

ABSTINENCE RATE

Target	2013
70%	83%

RESIDENTS WITHOUT Emergency Room visits

Target	2013
85%	92%

RESIDENTS MOVED ON to more independent living

Target	2013
80%	100%

community residences

LIBERTY HALL



Liberty Hall, which opened in 2010, is Cazenovia Recovery Systems' Community Residence Program designed specifically for male Veterans with a substance use disorder who are homeless or at risk of becoming homeless. Located on the grounds of the Batavia, NY Veterans Affairs Medical Center, the program can serve 18 men in recovery. Our Veterans typically stay at Liberty Hall for six months or more. The program is licensed by OASAS and funded by the U. S. Department of Veterans Affairs (VA) Homeless Grant and Per Diem Program.

Many military Veterans face numerous challenges upon their return home and on their road to re-adaptation. According to the VA, about 45% of homeless Veterans suffer from mental illness and –with considerable overlap– slightly more than 70% suffer from alcohol or other drug use problems. The National Coalition for Homeless Veterans strongly believes that all programs designed to assist homeless Veterans must focus on helping Veterans reach the point where they can obtain and sustain employment. The most effective programs for homeless and at-risk Veterans are community-based, nonprofit, “Veterans helping Veterans” groups, which include transitional housing that offers the camaraderie of living in structured, substance-free environments with fellow Veterans who are succeeding at bettering themselves. Liberty Hall is one of these programs and thus serves as a critical component to the continuum of care for Veterans in Western New York.

STATISTICS

RESIDENTS SERVED

2011	2012	2013
46	40	43

RESIDENTS SERVED with a mental health diagnosis

2011	2012	2013
61%	62%	60%

AVERAGE AGE

2011	2012	2013
53	55	51

OUTCOMES

ABSTINENCE RATE

Target	2013
70%	81%

RESIDENTS LINKED with financial resources

Target	2013
55%	100%

RESIDENTS LINKED with VA services

Target	2013
85%	100%

community residences

NEW BEGINNINGS



New Beginnings is a Community Residence that is capable of serving up to 16 men at one time who are aged 18 years and older with substance use disorders. The program, which is located in the West Side of Buffalo, has served the community for over twenty years and has supported hundreds of residents throughout its history.

Much like Cazenovia Manor and Liberty Hall, New Beginnings is a Community Residence that provides individuals with the opportunity to focus on their recovery while still receiving a certain level of supervised support. Community involvement and independence are encouraged, along with development of daily living skills. Residents are assisted in developing employment skills, educational skills, or both. Many of our residents use their time to focus on the development of personal goals, and so they often volunteer within the community or pursue previously-unattainable educational objectives. Program residents receive full support as they make their transition to abstinence and independent living. New Beginnings, along with each of our programs, offers residents the use of Erie Community College's recreational and fitness facilities, which include a swimming pool, weight room, track, and more. This allows the residents to experience a holistic, whole-body approach to recovery. New Beginnings is licensed by OASAS.

STATISTICS

RESIDENTS SERVED

2011	2012	2013
75	72	73

RESIDENTS SERVED with a mental health diagnosis

2011	2012	2013
45%	33%	36%

AVERAGE AGE

2011	2012	2013
41	39	38

OUTCOMES

RESIDENTS WITHOUT Medical Inpatient Admissions

Target	2013
85%	99%

RESIDENTS WITHOUT Emergency Room visits

Target	2013
85%	97%

RESIDENTS MOVED ON to more independent living

Target	2013
83%	100%

HUD PROGRAMS

HOPE, Supported Housing,
Supportive Living II & III



Cazenovia Recovery's Housing Programs are available to individuals seeking a positive living experience while continuing to pursue a stable recovery program. Our apartments serve homeless men and women who have been diagnosed with substance use and/or mental health disorders. Emphasis is placed on relapse prevention strategies and daily living skills, along with vocational and educational activities. These programs receive funding from the U.S. Department of Housing and Urban Development (HUD).

The Housing Opportunities Promoting Empowerment (HOPE) Program serves individuals with a substance use diagnosis who have been homeless for at least one year or who have had four episodes of homelessness in the previous three years. The HOPE Program is capable of serving 14 individuals and is designed to be "Housing First" so that residents receive a stable housing situation and then focus on their recovery from substance use.

Supported Housing, which expanded by 40 beds in 2013, serves individuals with co-occurring disorders of substance use and mental illness. This program also receives funding through the Erie County Department of Mental Health and can serve 40 homeless individuals.

Supported Living II can serve 17 homeless individuals who have a history of substance use and who have also maintained a period of abstinence through completion of a substance use program. Supportive Living II also receives funding through Cazenovia Recovery.

Finally, Supported Living III, which is also funded by the Erie County Department of Mental Health, can serve 20 homeless individuals who have a history of substance use along with a diagnosis of some form of mental illness.

STATISTICS

RESIDENTS SERVED

2011	2012	2013
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62	60	108
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RESIDENTS SERVED

with a mental health diagnosis

2011	2012	2013
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55%	60%	44%
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AVERAGE AGE

2011	2012	2013
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51	48	48
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OUTCOMES

ABSTINENCE RATE

Target	2013
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70%	73%
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RESIDENTS WITHOUT

Emergency Room visits

Target	2013
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85%	87%
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RESIDENTS EMPLOYED

15+ hours per week

Target	2013
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15%	16%
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permanent SUPPORTIVE HOUSING



Permanent Supportive Housing staff members work closely with residents to assist them in finding and obtaining apartments in Buffalo and nearby communities. The program consists of a variety of one, two, and three-bedroom apartments located in areas specifically chosen by the resident. Cazenovia Recovery also provides services and assistance with relapse prevention, rental subsidies, and more. Residents primarily focus on vocational planning and independent living skills, which help them sustain a stable living environment.

The program is similar to the HUD Housing Programs, though it is funded instead through OASAS and can serve a total of 15 individuals. Residents must have a history of substance use, including prior completion of a substance use treatment program, and be homeless or at risk for homelessness.

STATISTICS

RESIDENTS SERVED

2011	2012	2013
19	19	17

RESIDENTS SERVED with a mental health diagnosis

2011	2012	2013
37%	21%	24%

AVERAGE AGE

2011	2012	2013
45	47	46

OUTCOMES

ABSTINENCE RATE

Target	2013
55%	65%

RESIDENTS WITHOUT Emergency Room visits

Target	2013
85%	87%

RESIDENTS EMPLOYED 15+ hours per week

Target	2013
15%	41%

intensive residential rehabilitation

TURNING POINT HOUSE



Established in 1990, Turning Point House is an intensive residential rehabilitation facility for men who were unable to achieve long-term recovery in previous attempts. The program, which is located on four acres of wooded rural property in Eden, NY, offers residents a restorative experience within a highly structured environment. With a 21-bed capacity, this program provides 24-hour / 7-days-per-week on-site supervision.

In order for residents to achieve and maintain long-term recovery, the average length of stay for successful treatment completion is six months and is divided into a phased structure that allows each resident to move through the treatment experience at their own individualized and progressive pace. Residents identify personal conflicts and explore their beliefs about life, trauma, and interpersonal relationships while learning to cope with life experiences without relying on substance use. Turning Point House is licensed by OASAS.

STATISTICS

RESIDENTS SERVED

2011	2012	2013
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78	75	68
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RESIDENTS SERVED with a mental health diagnosis

2011	2012	2013
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44%	49%	53%
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AVERAGE AGE

2011	2012	2013
------	------	------

41	37	41
----	----	----

OUTCOMES

RESIDENTS WITHOUT Medical Inpatient Admissions

Target	2013
--------	------

90%	98%
-----	-----

RESIDENTS WITHOUT Emergency Room visits

Target	2013
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85%	85%
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RESIDENTS MOVED ON to more independent living

Target	2013
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95%	100%
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SUPPORTIVE LIVING



Supportive Living is a structured program designed to meet the needs of individuals who have achieved a period of abstinence and stability but still need some support with their ongoing recovery goals. The program, which serves both males and females, was one of Cazenovia Recovery's first programs, and our initial Supportive Living apartment opened on Macamley Street in Buffalo in 1989. By the end of 2013, Cazenovia Recovery's Supportive Living program was capable of serving a total of 61 individuals in recovery with an average stay of 6 — 9 months.

Throughout their stay, residents live in peer-connected apartments located near the agency's Community Residences, which provide Supportive Living residents with additional support whenever needed. A major focus is placed on independence and responsibility for their recovery. Therefore, residents participate in supportive programming designed to help them with their employment, vocational, educational, and self-help goals. Applicants must be at least 18 years of age, have a diagnosis of substance use, and can independently function without 24-hour supervision. This is a self-funded program that receives support from a variety of Social Service Departments from different counties.

STATISTICS

RESIDENTS SERVED

2011	2012	2013
153	162	161

RESIDENTS SERVED with a mental health diagnosis

2011	2012	2013
61%	54%	53%

AVERAGE AGE

2011	2012	2013
43	41	38

OUTCOMES

ABSTINENCE RATE

Target	2013
55%	74%

RESIDENTS IMPROVED or maintained employment status

Target	2013
41%	51%

RESIDENT RETENTION after one month

Target	2013
85%	92%

mental health & substance abuse
residential program

VISIONS PLACE



Visions Place is designed for chronically homeless individuals who have severe and persistent mental illnesses along with a substance use disorder. The program, which was opened in 2004, is capable of serving 24 men and women in single rooms and shared community spaces. Program supervision runs 24/7 and provides residents with a safe and nurturing environment which allows them to properly focus on both managing their mental illness and recovery from substance use. Residents achieve housing stability as they learn how to manage the specific symptoms of their mental illness. Program participants also begin to identify the underlying issues that led to their substance use and are educated on the consequences of long-term addiction as they develop personal and vocational skills.

Because of the compelling nature of the program, residents receive a customized treatment plan designed to meet their specific health and recovery needs. An average stay at Visions Place typically runs from six months to two years. Visions Place is licensed by the New York State Office of Mental Health (OMH) and partially funded by both HUD and the Erie County Department of Mental Health.

STATISTICS

RESIDENTS SERVED

2011	2012	2013
50	51	59

RESIDENTS SERVED with a mental health diagnosis

2011, 2012, & 2013

100%

AVERAGE AGE

2011	2012	2013
40	38	37

OUTCOMES

ABSTINENCE RATE

Target	2013
50%	68%

RESIDENTS LINKED to potential income services

Target	2013
40%	52%

RESIDENTS WITH employment income

Target	2013
20%	39%

cultural diversity

Cazenovia Recovery Systems, Inc. will continuously seek to enhance its commitment to welcome and serve individuals of all backgrounds. In this diverse and socially changing environment, the agency will assist individuals to improve the quality of their lives through recovery-oriented services and a safe living environment. We will seek to ensure a climate that will embrace all, regardless of their differences, ideas, beliefs, or cultural values. Our safe living environments will recognize and respect the beliefs, ideas, and values of the individuals and communities the agency serves. This will be done through hiring practices, ongoing trainings, and communications that value the differences among us.

board of directors

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Susan Green

Clinical Associate Professor
University at Buffalo
School of Social Work

VICE PRESIDENT

Catherine Braniecki

Vice President of CRA Compliance
Community Development Banking
Key Bank

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Transitional Services, Inc.

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Opportunity Specialist EOS
United States Department of
Housing and Urban Development

David Nelson

Attorney
Dadd & Nelson
Attorneys & Counselors at Law

Neldria Staton

Civil Engineer

Sharon Hayes

Center Manager
Planned Parenthood



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CAZENOVIA RECOVERY SYSTEMS

ADMINISTRATIVE OFFICE

2671 Main Street
Buffalo, NY 14214
(716) 852-4331

CASA DI VITA

Community Residence for Women
200 Albany Street
Buffalo, NY 14213
(716) 882-2108

CAZENOVIA MANOR

Community Residence
486 North Legion Drive
Buffalo, NY 14210
(716) 822-8932

HOUSING PROGRAMS

2671 Main Street
Buffalo, NY 14214
(716) 852-4331

IVY HOUSE

Community Residence
2025 Broadway
Buffalo, NY 14212
(716) 893-1652

LIBERTY HALL

Community Residence for Veterans
222 Richmond Avenue
Batavia, NY 14020
(585) 343-3094

NEW BEGINNINGS

Community Residence
376 Dewitt Street
Buffalo, NY 14213
(716) 884-4952

SUPPORTIVE LIVING

1430 Main Street
Buffalo, NY 14209
(716) 894-7274

TURNING POINT HOUSE

Intensive Residential Rehabilitation
9136 Sandrock Road
Eden, NY 14057
(716) 992-4972

VISIONS PLACE

Mental Health & Substance Abuse
Residential Program
923 Sycamore Street
Buffalo, NY 14212
(716) 893-8598

cazenoviarecovery.org

building futures



Cazenovia Recovery Systems, Inc.
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to learn more about our agency, visit
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