

building futures



CAZENOVIA RECOVERY SYSTEMS

2014 Annual Report



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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 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.

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About the Agency

We are a private not-for-profit organization that operates residential programs for adults with substance use disorders and co-occurring substance use 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 (OASAS) and the New York State Office of Mental Health (OMH).

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

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Andrea A. Mujahid-Moore, Esq.
Member

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Executive Director's Message



Last year, our agency went through some truly incredible growth. To say the least, 2014 was a banner year for Cazenovia Recovery Systems.

Practically overnight, we gained two more Community Residences and our Supportive Living program nearly doubled in capacity. We are especially proud of the way in which this expansion was handled, considering its swift nature.

Much of the first half of the year was spent acclimating our new staff and programs to our agency's culture. The transition, as expected, went smoothly, and it has since put our agency in an even stronger and more secure position than before. We also took on a Young Adult Housing program that contributed to the continued progress of our HUD Housing programs.

There have been many new developments within our agency, but Cazenovia Recovery Systems thrives when dealing with change. In fact, we get much of our strength from our residents, who show us day after day that change and hard work can have extremely positive outcomes. Throughout this report, you will read exactly how our residents are building futures, thanks to the dedication and expertise of our staff and programs.

Cazenovia Recovery Systems remains the premier residential services provider to individuals with substance use diagnoses in Western New York. We look forward to continued service to both our residents and communities throughout the area.

Suzanne L. Bissonette, JD
Executive Director

Looking Ahead

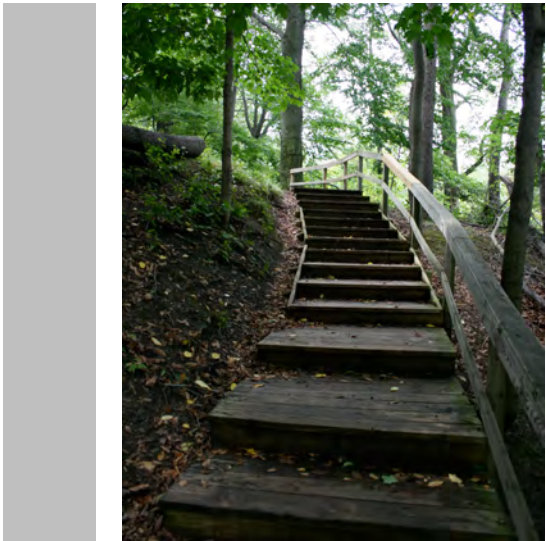
Cazenovia Recovery Systems, Inc. is always on the forefront of providing treatment and services for substance use disorders and we consistently adapt our practices to reflect the current realities of our field.

Earlier this year, our agency made the difficult decision to close Visions Place due to changes in funding prioritization within our local continuum of care. The program will cease operations in summer 2015 along with New Beginnings and Ivy House, two Community Residences licensed by the New York State Office of Alcoholism and Substance Abuse Services (OASAS). The two OASAS programs will combine into Unity House, which will operate in the building that formerly housed Visions Place. The loss of Visions Place, while unfortunate, allows us to focus on what we do best: providing stellar residential treatment services for individuals in recovery from substance use.

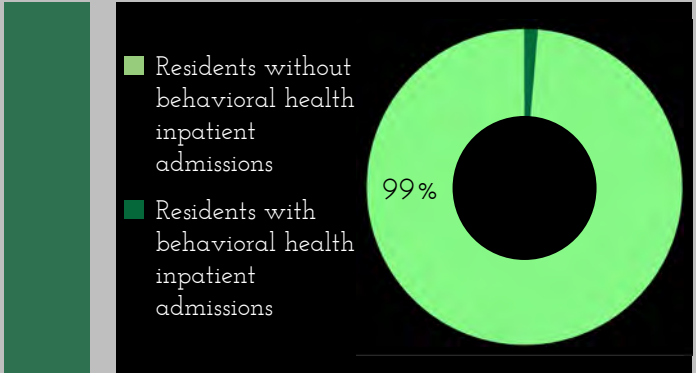
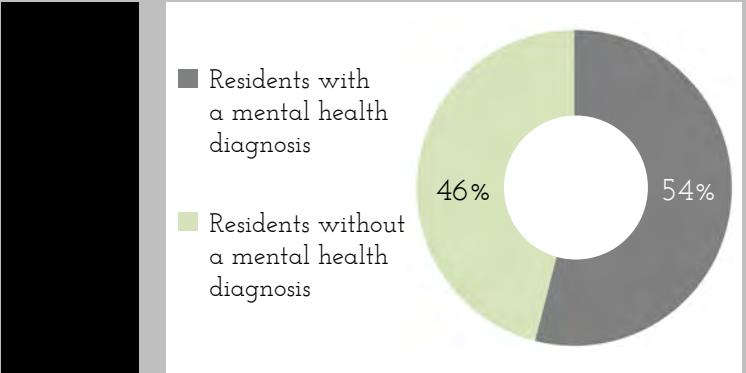
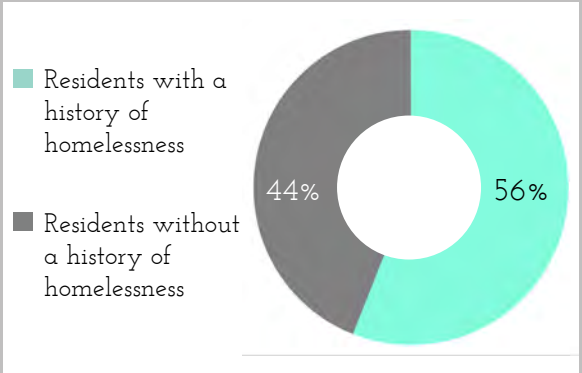
Later in 2015, we expect to begin a new housing program that will serve 32 chronically homeless individuals with mental health disorders who are also in recovery from substance use.

Our agency has proven experience assimilating struggling programs in order to make them successful again. In a show of confidence for our expertise, Fellowship House approached us to manage and transfer licenses of their three programs in Niagara County to Cazenovia Recovery. The license transfer will become official as of January 1, 2016, when we will grow by another 18% upon taking over their beds.

Building futures is what we do. With these changes, not only will our agency have a bright future, but residents throughout Western New York can continue to expect the same quality of care that Cazenovia Recovery Systems has delivered for over thirty years.



By the Numbers



Casa Di Vita

Casa Di Vita became a part of the Cazenovia Recovery family at the start of 2014. It is unique among the agency’s continuum of care since it caters exclusively to women. Located on Buffalo’s vibrant west side, Casa Di Vita is, like our other Community Residences, licensed by OASAS.

Stacy is grateful for the opportunity to gradually adjust to independent living. “Casa Di Vita makes it easier for me to not have to rush right into life,” Stacy said. She feels supported at the program and finds the staff to be “very insightful and helpful.”

Meanwhile, Charlene enjoys the accountability and openness of the program. “The counselors are great. They’re very caring and understanding,” she said. “Casa Di Vita has helped me to stay clean and focus on my vocational goals.” Charlene is planning on becoming a physical therapy assistant and has taken advantage of the wonderful services Casa Di Vita offers. While she’s excited to progress further into independent living, she knows that moving means leaving where she’s called home. “It’s a wonderful place.”

Statistics

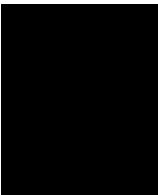
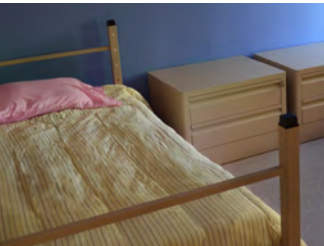
- 64 residents were served throughout 2014
- 70% of residents benefited from integrated treatment of dual diagnoses
- 34 was the average age

Outcomes

Target	Actual	Outcome
70%	75%	Abstinence rate
85%	98%	Residents without hospitalizations
95%	98%	Residents without behavioral health inpatient admissions
83%	100%	Successful residents who moved to more independent living



“It’s a wonderful place.”-Charlene



Cazenovia Manor

Cazenovia Manor in South Buffalo is our agency’s oldest program, and overlooks Cazenovia Creek. As a Community Residence for men, it is designed to assist individuals who have been in recovery for a short time and offers its residents support and structure as they make their way back to independent living.

Anthony appreciates the individualized pace of the program. “It’s nice to slowly ease my way back to independence,” he said. He also finds the staff to be “extremely helpful.” He went on to say that “the counselors honestly care and there’s an instant bond between residents and staff.”

Jessie has moved into being a role model for new residents at the program, and it has given him “courage, inspiration, and a chance to give back.” He credited much of his success to the support he receives at Cazenovia Manor, which he described as “astonishing.” When asked what he would say to someone considering attending the program, Jessie said, “You’re going to a great place. Cazenovia Manor is where you want to be.” His smile shows how deeply his gratitude runs.

Statistics

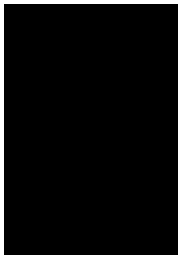
- 113 residents were served throughout 2014
- 34% of residents benefited from integrated treatment of dual diagnoses
- 35 was the average age

Outcomes

Target	Actual	Outcome
95%	100%	Residents without behavioral health emergency visits
85%	88%	Residents without emergency room visits
85%	98%	Residents without hospitalizations
80%	100%	Successful residents who moved to more independent living



“Cazenovia Manor is where you want to be.” -*Jessie*



HUD Housing

At this level of care, residents live in their own independent apartments and relapse prevention is stressed. “They give you freedom,” said Rachel, a Housing resident who has been a part of the program for a year. “They put a lot of trust in you.” Typical lengths of stay range from a few months to a few years, depending on the program. The long-term nature of care means that the staff and residents develop very strong bonds. Rachel explained that “they’re not just counselors, they feel like family.”

Once she found out she was pregnant a year and a half ago, Rachel became determined to stay clean and get her life in order. “My life revolves around my son,” she said. She set up an ambitious plan that involved going to school to become a dialysis technician. She is determined to give her son a better life.

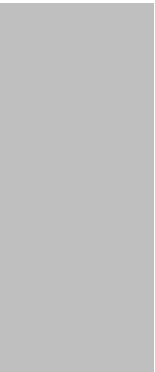
Rachel cited the Housing program and the assistance it has provided her as major influences in her new life. “It’s helped me tremendously,” she said. Now, she’s almost finished with school and she expects to have a job soon. “Everything that I’ve put my mind to is happening. It’s a really good feeling.”

Statistics

- 129 residents were served throughout 2014
- 42% of residents benefited from integrated treatment of dual diagnoses
- 44 was the average age

Outcomes

Target	Actual	Outcome
55%	71%	Abstinence rate
85%	98%	Residents without behavioral health emergency visits
85%	91%	Residents without hospitalizations
85%	96%	Residents without behavioral health inpatient admissions



“Everything that I’ve put my mind to is happening. It’s a really good feeling.” - Rachel



Rachel



Ivy House

Like Casa Di Vita, Ivy House joined the Cazenovia Recovery family at the beginning of 2014. The program is a Community Residence for men similar to Cazenovia Manor and New Beginnings and is located on the east side of Buffalo.

Peter, a resident of Ivy House, said he enjoys the various groups, meetings, and available transportation the program offers. Like many of our residents, he finds the support offered by our programs to be especially helpful. “The structured environment has helped keep me focused,” he stated.

Tim plans to become a certified personal trainer and dietician after finishing the program. He believes that “eating healthy and going to the gym are positive distractions.” He thanked Ivy House for helping him return to daily living activities. Tim also appreciates the family-like atmosphere at the program. “Everyone gets along. We all take recovery very seriously, but we can joke about it, too. Having fun in recovery is very important.” Tim’s view is essential for success in recovery.

Statistics

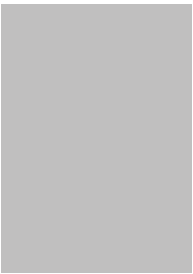
- 79 residents were served throughout 2014
- 30% of residents benefited from integrated treatment of dual diagnoses
- 34 was the average age

Outcomes

Target	Actual	Outcome
70%	72%	Abstinence rate
85%	95%	Residents without emergency room visits
85%	99%	Residents without hospitalizations
83%	100%	Successful residents who moved to more independent living



“Having fun in recovery is very important.” - *Tim*



Liberty Hall

Liberty Hall is located on the serene grounds of the Veterans Administration (VA) in Batavia, NY. As an OASAS-licensed Community Residence designed specifically for Veterans, it is particularly attentive to Veterans’ issues. The program partners with the VA Healthcare for Homeless Veterans program to provide supportive services, including access to both health care and occupational assistance.

Eric is delighted with the landscape that surrounds the Liberty Hall program. “It’s gorgeous out here,” he said. He is thankful for the support he receives at Liberty Hall. “There’s always someone available to assist us with anything we need. This place has given me the ability to focus on my recovery.” Liberty Hall strives to ensure a comfortable path to recovery for Veterans, and Eric rightfully pointed out that “Liberty Hall isn’t just helping me, it’s helping my family.”

Family is also important to Carlos, who credits reconnecting with his son and daughter as one of the most important parts of his recovery. Carlos explained that the staff has helped him learn more about himself and the process of recovery. “The care here is top-of-the-line,” he said.

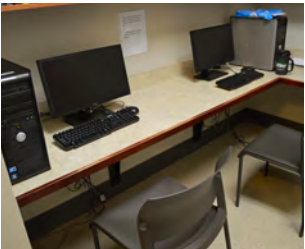
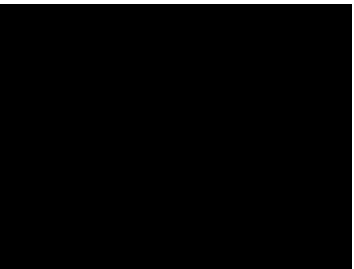
Statistics

- 42 residents were served throughout 2014
- 81% of residents benefited from integrated treatment of dual diagnoses
- 54 was the average age

Outcomes

Target	Actual	Outcome
70%	79%	Abstinence rate
55%	100%	Residents linked with financial resources
85%	100%	Residents linked with VA counseling services
55%	93%	Residents who enhanced their employability through vocational training or similar VA programs

“Liberty Hall isn’t just helping me, it’s helping my family.”
-Eric



New Beginnings

New Beginnings is one of our agency’s oldest Community Residences, and is located on Buffalo’s diverse and thriving west side. Tommy has taken advantage of the complete continuum of care offered by Cazenovia Recovery. He successfully completed a six-month stay at Turning Point House and, after he finishes his treatment at New Beginnings, he’s planning on moving to Supportive Living. “If it wasn’t for Cazenovia Recovery, I wouldn’t be in such a positive place.”

Tommy has only the highest of praise for the staff at New Beginnings. When asked about the care being provided at the program, he said that his counselors have been “great, friendly, and phenomenal.” He believes that the tireless efforts of staff members have been critical to his recovery.

He’s grateful for the opportunities offered at the program, including linking him with educational connections. In fall 2015, he’s planning on attending civil engineering classes at Erie Community College. “Coming here would be the best thing for recovery,” he said.

Statistics

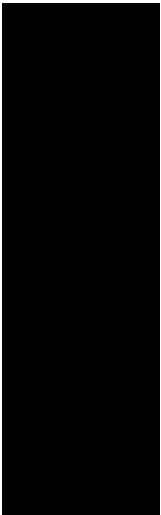
- 64 residents were served throughout 2014
- 48% of residents benefited from integrated treatment of dual diagnoses
- 40 was the average age

Outcomes

Target	Actual	Outcome
70%	70%	Abstinence rate
85%	92%	Residents without emergency room visits
85%	100%	Residents without hospitalizations
80%	100%	Successful residents who moved to more independent living



“Coming here would be the best thing for recovery.” -Tommy



Permanent Supportive Housing

Debra is enrolled in our Permanent Supportive Housing program and lives in an independent apartment of her own. This program, while similar to our HUD Housing Programs, is instead overseen by and funded through OASAS. Permanent Supportive Housing can support up to 14 individuals in recovery.

Family gives Debra her motivation. “I stopped using due to my children so they could have a better life,” she said, and she recognizes that her family is stronger than ever. “We have a relationship now that no one can break.”

To Debra, her Housing Specialists have been wonderfully supportive. She was excited to note that, “They’ve helped me get the things I’ve needed for my family. There’s nothing they won’t do to help.” Her daughter felt the same when she said, “It doesn’t even feel like a program anymore. It feels like family.” Debra echoed this sentiment. “The program has been so good to us.”

Statistics

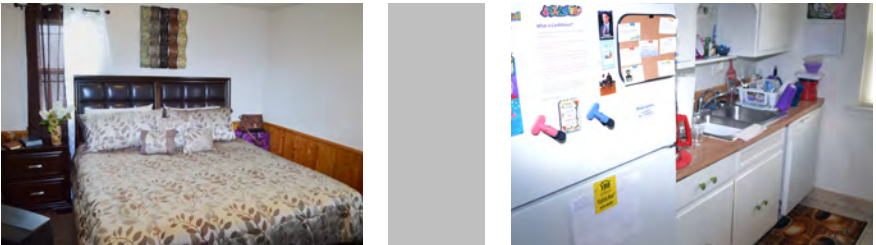
- 17 residents were served throughout 2014
- 29% of residents benefited from integrated treatment of dual diagnoses
- 46 was the average age

Outcomes

Target	Actual	Outcome
55%	59%	Abstinence rate
85%	100%	Residents without emergency room visits
85%	100%	Residents without hospitalizations
15%	35%	Residents employed for 15 or more hours per week



“The program has been so good to us.” - *Debra*



Supportive Living

In 2014, our Supportive Living program grew by almost 50% and served over 200 people. Our reach expanded into new areas of Lackawanna and throughout Buffalo. The program is OASAS-licensed and is an important step in an individual’s transition to independent living.

Hank lives in an apartment that Cazenovia Recovery acquired in 2014 that is located in Lackawanna. He has been there since October. “I’m starting to get my life back together,” he stated. Hank is also grateful for the new friends he’s made and what he has learned about people. He was very excited to thank his Supportive Living staff members whom he called “outstanding and professional.” Overall, he finds the staff to be “extremely supportive” of him and his recovery.

Matt has been with Supportive Living for 14 months. He credits the program with helping him navigate Erie County’s Social Services system. The changes in Matt are easy to see: “I’m healthier, I’ve got a place to live, and people are helping me look for work,” he said. “Everything is better in my life.”

Statistics

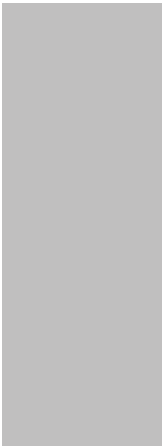
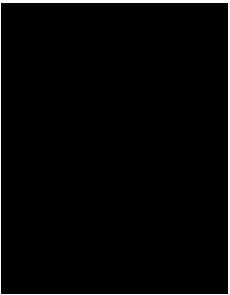
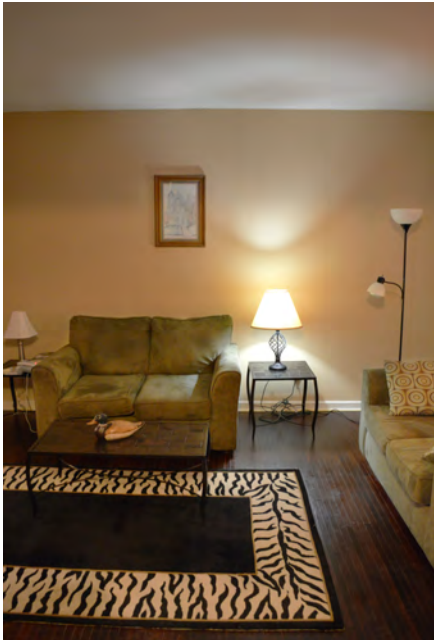
- 239 residents were served throughout 2014
- 52% of residents benefited from integrated treatment of dual diagnoses
- 39 was the average age

Outcomes

Target	Actual	Outcome
70%	73%	Abstinence rate
90%	97%	Residents who remained in treatment after 30 days
95%	99%	Residents without hospitalizations
70%	73%	Successful residents who moved to more independent living



“Everything is better in my life.”
-Matt



Turning Point House

Turning Point House is an Intensive Residential Rehabilitation program that is designed for men who have had numerous unsuccessful attempts at recovery. Residents usually stay between six to nine months. Mike, a resident of Turning Point House since October, understood that a long-term recovery program was “the best option” for him. He went on to say that “the program has really helped me get to know myself and grow as a person.”

At the same time, Turning Point House has given Malcolm “inner peace.” He explained that “it has helped me to handle stress and stabilize my mood and life.” Turning Point House strives to show its residents that life in recovery is possible.

The program is located in Eden, NY on four acres of secluded wooded property. The grounds of Turning Point House feature a hiking trail, warmly dubbed the “Serenity Trail,” along with a garden. Both Malcolm and Mike enjoy being away from the stress and pace of the city. “There’s no better place to find yourself than in the woods,” Mike said.

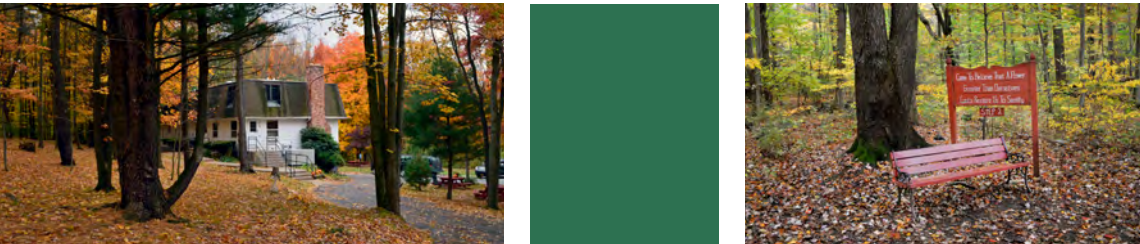
Statistics

- 67 residents were served throughout 2014
- 72% of residents benefited from integrated treatment of dual diagnoses
- 38 was the average age

Outcomes

Target	Actual	Outcome
85%	93%	Abstinence rate
85%	87%	Residents without emergency room visits
90%	96%	Residents without hospitalizations
95%	100%	Successful residents who moved to more independent living

“The program has helped me to get to know myself.”
-Mike



Visions Place

Visions Place is another unique program within Cazenovia Recovery, as it is licensed by the New York State Office of Mental Health (OMH). The program serves chronically homeless individuals who have severe and persistent mental health disorders along with a substance use disorder. It is capable of serving up to 24 individuals who stay in one-bedroom apartments.

As a resident of Visions Place since November, Ray is very grateful for the help he has received thus far. The support provided by the staff at the program has helped him to “realize that goals are possible.” The program assists residents with working on personal and vocational skills while learning to manage their mental health. “Anything worth doing is worth working for,” Ray said.

Ray’s stay at Visions Place has truly inspired him. “There are things out there that are beautiful. There is life outside of the world that I knew.” Ray serves as a perfect example of someone who is building his own future with the help of Cazenovia Recovery Systems.

Statistics

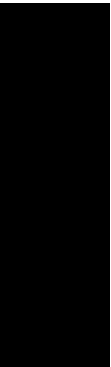
- 73 residents were served throughout 2014
- 100% of residents benefited from integrated treatment of dual diagnoses
- 38 was the average age

Outcomes

Target	Actual	Outcome
55%	56%	Abstinence rate
88%	92%	Residents without behavioral health inpatient admissions
85%	88%	Residents without emergency behavioral health hospitalizations
88%	93%	Residents without hospitalizations



“There is life outside of the world that I knew.”-Ray



Recovery Day

Our third annual Recovery Day was a great success. After months of planning and preparation, the event served as a testament to our agency's commitment to individuals in recovery.

Assemblywoman Crystal Peoples-Stokes, who offered to serve as a community speaker for the event, proclaimed that people in recovery are “miracles” and that they have taught her that “anything is possible.” Her speech helped to reaffirm the work that our agency does and that recovery truly is a reality.

There were many new and exciting parts to Recovery Day in 2014. First was a children's tent, which featured activities for kids like arts and crafts, face painting, and a popcorn machine. Second was the Recovery Day art show that included pieces submitted from our residents in all kinds of mediums like drawing, painting, and sculpture. Third was yoga, which helped our race runners and walkers warm up and cool down.

Turnout over the previous year doubled to almost 400 people in attendance throughout the day. Though the weather chose not to cooperate, Recovery Day was still as inspiring as ever.

Recovery Day 2015 will take place on Saturday, September 12.

CAZENOVIA RECOVERY SYSTEMS
Recovery
day!



HAWNY Award

In December, Cazenovia Recovery was awarded the 2014 Monsignor Henry J. Gugino Organizational Service Award by the Homeless Alliance of Western New York (HAWNY). The award recognizes the achievements of an agency that has provided outstanding service to homeless individuals while also helping to eliminate the causes of homelessness.

Our agency devotes considerable amounts of resources to provide services to homeless individuals in recovery throughout Western New York. In 2014, 56% of our residents had a prior history of homelessness. Meanwhile, we provided services to 34 individuals who were chronically homeless. Caring for and providing stability for this population is at the heart of our work.

Al Halley, our Chief Operations Officer, was presented the award during HAWNY’s 10th annual Homeless Alliance Luncheon on December 12. Al stated that he was “very appreciative to have this award bestowed upon our agency.” Always the consummate invigorator, he took the opportunity to inspire the luncheon’s attendees by stressing that everyone should “always look for a reason to be of service.”



From left to right: Mark Poloncarz, Erie County Executive; Al Halley, our C.O.O.; Byron McKinney, Housing SPOA Coordinator at the Erie County Department of Mental Health, and Dale Zuchlewski, Executive Director of HAWNY

Funding

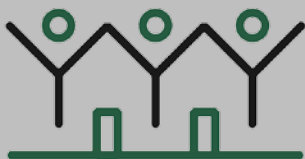
Operational Funding

- New York State Office of Alcoholism and Substance Abuse Services
- New York State Office of Mental Health
- Erie County Department of Mental Health
- United States Department of Housing and Urban Development
- United States Veterans Administration - Grant & Per Diem Program
- Key Bank
- The Peter and Elizabeth C. Tower Foundation
- Departments of Social Service throughout New York State including Erie County
- Cazenovia Recovery Systems, Inc.

Capital Contributors

- New York State Office of Alcoholism and Substance Abuse Services
- New York State Office of Mental Health
- New York State Homes and Community Renewal
- United States Veterans Administration - Grant & Per Diem Program
- Federal Home Loan Bank - M&T Bank
- Key Community Development Corporation

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