

# Cazenovia Recovery Systems 2015 Annual Report



## A Helping Hand

Ron and Kyle from Cozenovia Manor

*building futures*



**CAZENOVIA  
RECOVERY  
SYSTEMS**



# Guiding Statements

## 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.

## diversity

Cazenovia Recovery Systems Inc. will continuously seek to enhance its commitment to welcome and serve individuals of all backgrounds. This will be done through hiring practices, ongoing trainings and communications that value the differences among us.

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.

The agency 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.

## 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, many of whom have mental health diagnoses and significant medical challenges. Founded in Buffalo in 1981, 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).

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.



Cazenovia Manor in South Buffalo

# A Helping Hand



Throughout 2015, Cazenovia Recovery lent a helping hand to people and organizations all across Western New York. Last year presented our agency with countless opportunities to show our community that the help we provide is unique and highly effective.

Of course, caring for people in need forms the basis for everything that we do. As such, we continued to promote healing and recovery in our residents through our support services and treatment. Over 800 people received care from our agency in 2015. We asked our residents, “How has Cazenovia Recovery lent you a helping hand?” to learn just how our care changed their lives. You will see their uplifting responses throughout this report.

Despite challenging restrictions in funding, we continued to support homeless individuals in recovery by opening Unity House in Buffalo. This 24-bed program is a new community residence licensed by the New York State Office of Alcoholism and Substance Abuse Services.

We also provided help to an agency in Niagara County that was struggling to survive. Thanks to our efforts, their programs are now thriving under our umbrella. Niagara County residents can breathe a sigh of relief because they will continue to have access to important recovery services.

Although Cazenovia Recovery provides help to hundreds of people every year, sometimes we need assistance, too. Thanks to the generosity of the Tower Foundation, we began a dynamic relationship with the Institute on Trauma and Trauma-Informed Care in 2015. This partnership will instill Trauma-Informed Care into the very foundation of our agency. In fact, we were the first organization in Western New York to hire a full-time employee to implement Trauma-Informed Care throughout the entire organization. This will allow us to deliver even better treatment to our residents while simultaneously making Cazenovia Recovery a wonderful place to work.

Western New York is healthier, safer, and more hopeful thanks to the care we provide to people in need. I welcome you to see just how Cazenovia Recovery provided a helping hand to hundreds of people all over Western New York in 2015.

Suzanne L. Bissonette  
Executive Director

# Board of Directors

John Anderson  
President

Rosemary Duran  
Member

David H. Nelson  
Vice President

Susan A. Green  
Member

Catherine Braniecki  
Treasurer

Sharon M. Hayes  
Member

Neldria Staton  
Secretary

Andrea A. Mujahid-Moore, Esq.  
Member

# 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

KeyBank

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

# 2015 in Numbers

807  
residents served

92%  
utilization

75%  
had a history of  
homelessness

48 Veterans  
served

51% had a mental  
health diagnosis

## outcomes

we REDUCED  
emergency room use

91%

of residents had no emergency  
room visits during their stay with us

we REDUCED  
hospital admissions

99%

of residents had no hospital  
admissions during their stay with us

we REDUCED  
mental health  
inpatient admissions

99%

had no mental health inpatient  
admissions during their stay with us



“We have a sisterhood here.”  
-Catherine

# Casa Di Vita

Community Residence for Women

## OUTCOMES

100%

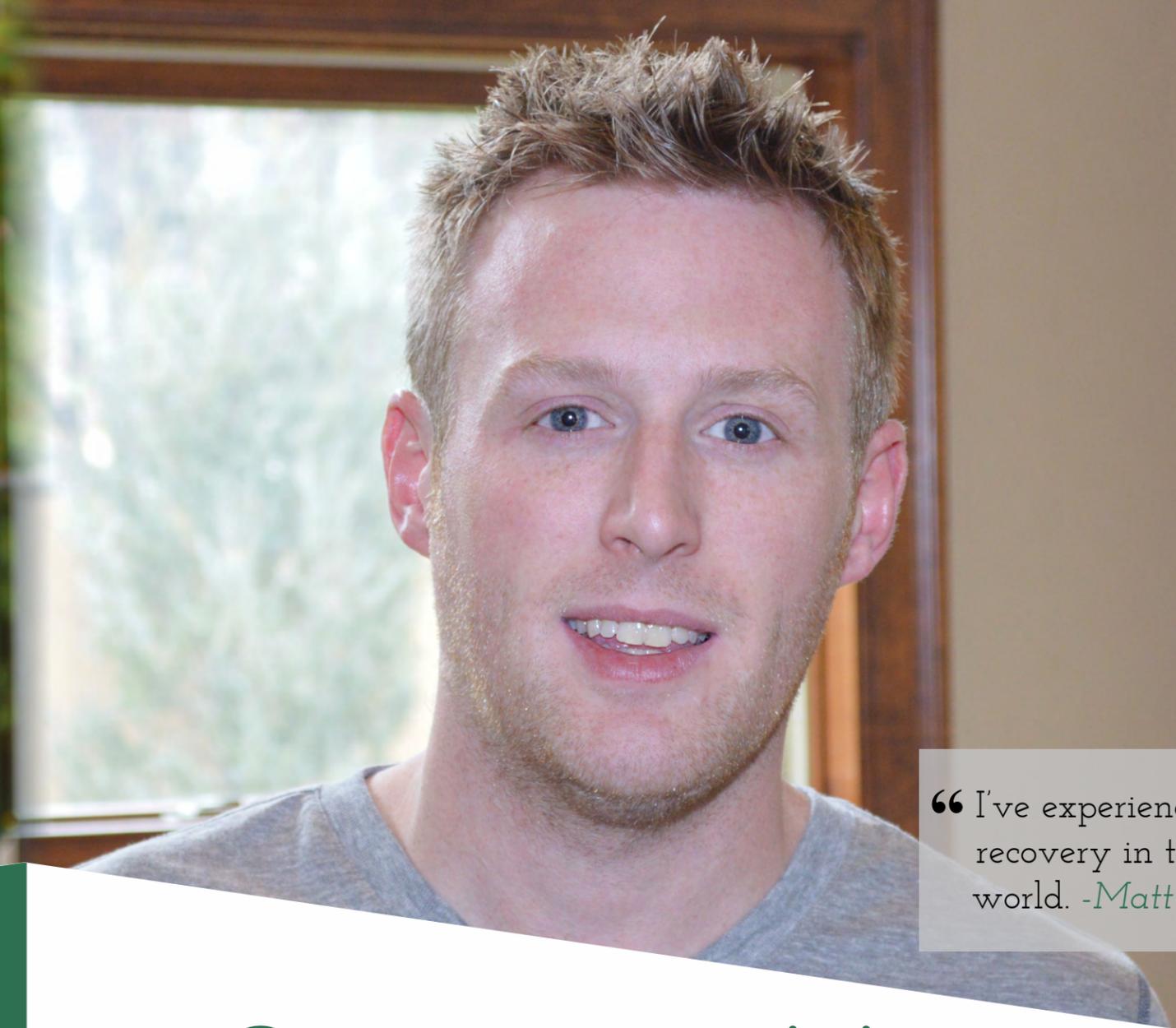
of residents had no hospital admissions

86%

had no medical emergency room visits

100%

had no behavioral health inpatient admissions



“I've experienced recovery in the real world.”  
-Matt

# Cazenovia Manor

Community Residence for Men

## OUTCOMES

77%

of residents remained abstinent

89%

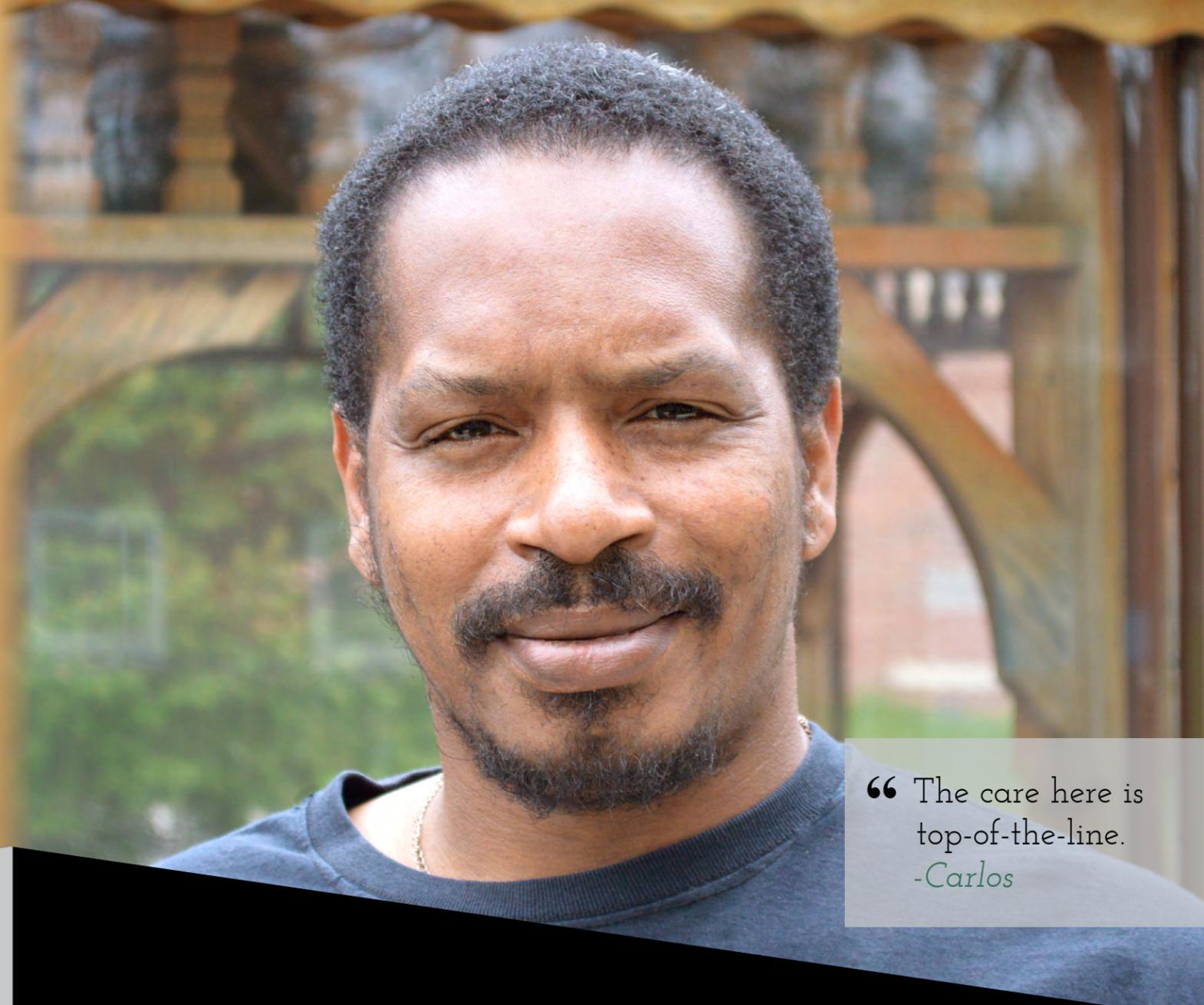
had no medical emergency room visits

100%

of successful residents transitioned to a less intensive level of care



“I’ve accomplished so many things.”  
-Marsha



“The care here is top-of-the-line.”  
-Carlos

## Housing

HUD & OASAS-funded apartments

### OUTCOMES

83%

of residents remained abstinent

97%

of residents had no hospital admissions

98%

had no behavioral health inpatient admissions

## Liberty Hall

Community Residence for Homeless Veterans

### OUTCOMES

78%

of residents remained abstinent

100%

were linked with VA medical services

100%

were linked to financial resources or benefits



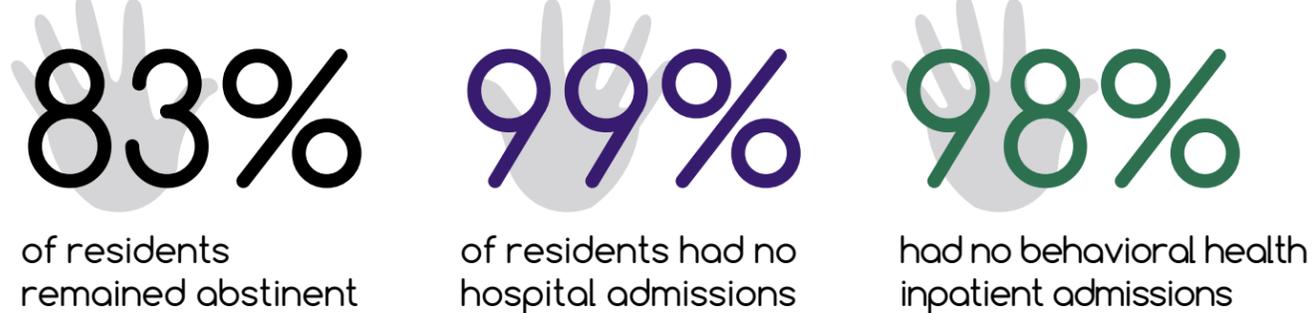
“I’m getting the support I need to reach my goals. -Jerry

“The staff want you to succeed. -Nick

# Supportive Living

OASAS-Supported Apartments

OUTCOMES



# Turning Point House

Intensive Residential Rehabilitation for Men

OUTCOMES





“It’s given me hope, self-respect, and dignity. -Michael



“I’ve created a foundation for a sober lifestyle. -Jessica

# Unity House

Community Residence for Homeless Men

## OUTCOMES

75%

of residents remained abstinent

100%

had no hospital admissions

100%

had no behavioral health inpatient admissions

# Niagara County



In 2015, Cazenovia Recovery Systems agreed to lend a helping hand to a fellow provider that was facing many challenges. Fellowship House, which operated residential programs in Niagara County similar to our own, was no longer able to manage the fast-changing environment in our field. Since its services were essential and could not be allowed to end, Cazenovia Recovery agreed to assume operations of its four programs: Madonna House, Somerset House, Sundram Manor, and a Supportive Living program.

Our agency and the new Niagara County programs prepared diligently for the transition, which formally took place on January 1, 2016. It was seamless, and our bed capacity expanded by 20 percent overnight.

Not only did Cazenovia Recovery’s major expansion into Niagara County ensure the future of these important programs, our agency is now stronger and more comprehensive than ever.

*building futures*



# CAZENOVIA RECOVERY SYSTEMS

## Erie County

### Casa Di Vita

*For women*

200 Albany St.  
Buffalo, NY 14213  
(716) 882-2108

### Housing

*For men, women, and parents with children*

1430 Main St.  
Buffalo, NY 14209  
(716) 894-7298

### Turning Point House

*For men*

9136 Sandrock Rd.  
Eden, NY 14057  
(716) 992-4972

### Cazenovia Manor

*For men*

486 N. Legion Dr.  
Buffalo, NY 14210  
(716) 822-8932

### Supportive Living

*For men, women, and parents with children*

605 Fillmore Ave.  
Buffalo, NY 14212  
(716) 894-7274

### Unity House

*For homeless men*

923 Sycamore St.  
Buffalo, NY 14212  
(716) 884-4952

### Administrative Office

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

## Niagara County

### Madonna House

*For women and women with children*

5586 Niagara St. Ext.  
Lockport, NY 14094  
(716) 438-9131

### Somerset House

*For women*

7397 Lake Rd.  
Appleton, NY 14008  
(716) 795-3719

### Sundram Manor

*For men*

431 Memorial Pkwy.  
Niagara Falls, NY 14303  
(716) 284-6228

### Niagara County Clinical Office &

### Supportive Living

76 West Ave.  
Lockport, NY 14094  
(716) 282-8510

## Genesee County

### Liberty Hall

*For homeless Veterans*

222 Richmond Ave.  
Batavia, NY 14021  
(585) 343-3094

[www.cazenoviarecovery.org](http://www.cazenoviarecovery.org)

 /CazenoviaRecovery

(716) 852-4331

 @CazRecovery