



2023 ANNUAL REPORT

CAZ
RECOVERY

MISSION

Caz Recovery empowers people to pursue recovery from substance use disorders, build healthier lives, and reach their full potential.

VISION

Caz Recovery is committed to being an innovative leader in providing trauma-informed, person-centered, transformative, and quality behavioral health services.

CORE VALUES

Caz Recovery:

- Recognizes and respects the beliefs, ideas, and values of the individuals and communities the agency supports.
- Integrates knowledge about trauma into services and practices that foster choice, collaboration, empowerment, safety, and trust.
- Ensures that services are person-driven and not program-driven.
- Collaborates with individuals, family members, other agencies, and the community as a whole to meet each individual's needs.
- Acknowledges the integrative nature of health and wellness for recovery.
- Supports diversity and equity by ensuring an all-inclusive mindset throughout the agency and zero tolerance for discrimination of any kind.
- Recognizes that no organization can be all things to all people and will fully support the individual and their choice in securing the best services.

LINDSAY'S MESSAGE



In many ways, 2023 was all about reinforcing Caz Recovery's strong foundations as an organization.

I was elated to join the agency last year as its new CEO. With my extensive background in behavioral health, I've always heard wonderful things about Caz.

Upon becoming part of the team, it was immediately clear to me that the agency is set up for significant long-term success.

The fantastic staff here have been hard at work for years ensuring that Caz Recovery provides the best possible services and support to people with substance use disorders in Western New York. My hope is to further enhance our clinical treatment options and continue our focus on Trauma-Informed Care and evidence-based practices.

Throughout this report, we feature some of the most important aspects of our work: our outcomes, our residents, and our plans for the future. Caz Recovery is a critical safety-net provider, and this report showcases the life-saving work that our dedicated staff members accomplish each and every day.

Lindsay Herndon,
CEO

Demographics

796

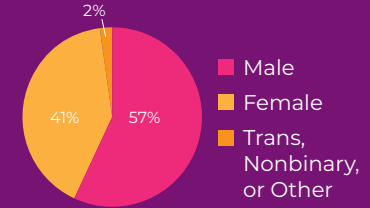
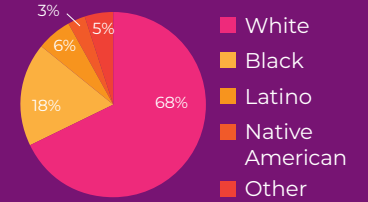
people supported

97%
had limited or
no income

90%
had histories of
homelessness

63%
had co-occurring
mental health
diagnoses

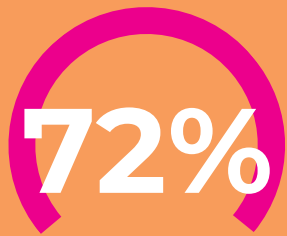
40
was the
average age



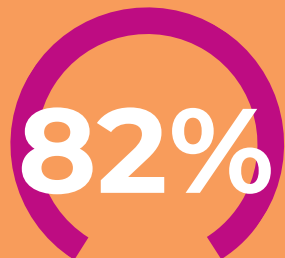
We support some of the most at-risk and in-need individuals in Western New York.

Outcomes

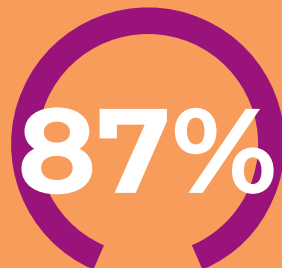
With that in mind, outcomes are at the very heart of what we do. Every day, we ensure that our services are the best they can be for our residents.



Had a successful discharge



Remained free of substances



Experienced no ER or hospital visits



Were satisfied with their care

STORIES



People with substance use disorders face many challenges, and stigma might be one of the most difficult.

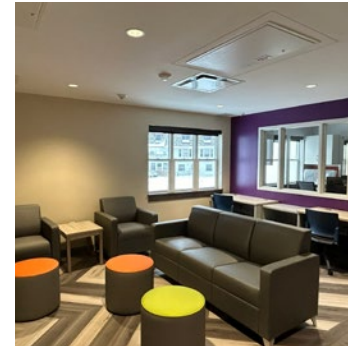
Our residents have experienced so much grief, trauma, and hardship in their lives. But they are also resilient survivors.



We love to share the stories of people like Tanya, MarkusAllen, and Jovan to show how our residents are building healthier lives and reaching their full potential.

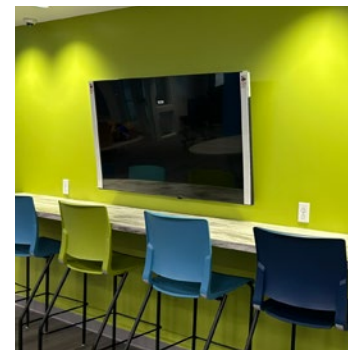
To learn more, visit cazenoviarecovery.org/stories

TURNING POINT HOUSE



The brand-new Turning Point House is now open!

The delightful new building features 30 beds with expansive interior spaces. Thanks to a successful partnership with the New York State Office of Addiction Services and Supports, we were able to build the facility from the ground-up while still working out of the old building.



Thanks to everyone who contributed to this monumental project.



We manage
over 280 beds
between our
nine different
programs.



LOOKING AHEAD

Last year was very positive for Caz Recovery, and we've got our eyes firmly set on the future.

Throughout 2024, we'll be planning for multiple service expansions into Niagara County. Work has already started on renovating Madonna House where we're adding even more beds for women in need. We're also looking to grow our Supported Housing offerings in the county.

Finally, we're working towards establishing a one-of-a-kind residential program for women with substance use disorders and their children.



In 2023, our
revenue was
\$14,123,393.





cazenoviarecovery.org