

The “Spirit of Welcoming”

Empowering people. Enriching lives.



REPORT TO THE COMMUNITY
2017



HERITAGE
CHRISTIAN SERVICES

Welcome...

In a fractured world, it can feel natural to pull inward to avoid the sharp edges of conflict. But the only way to heal today's fractures – to make it safely past the shards – is actually to pull together. To lessen the distance. To become whole. To welcome.

It starts with conversation, with getting to know someone else. That leads to community and relationships. And we find that when you welcome community, that's when you welcome true change.

Every society and every time period has had its own list of people who were not welcome. That created a fracture, a break. Children were expected to be seen but not heard. Women were to be in the kitchen. African Americans were sent to their own schools, supposedly separate but equal. And people with disabilities were forced to live behind locked doors.

Each time the way forward has been to welcome.

And this time – when our industry is changing, our workforce pool is shrinking and our society is reeling for direction on how to treat people – the answer is still to welcome.

So, welcome to the conversation. Together, let's welcome the change we need in order to be a stronger, more whole, society.



Marisa Geitner – President & C.E.O.



Samantha Bunce with Marisa Geitner

Photo on front cover:

The Flower City Pickers (L to R): Stephen Wayne, Brad Sheffield, Matthew Griswold & Jabez Turner

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President and C.E.O.

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Senior VP of Operations

Ron Little
Senior VP of Finance

Anna Mulcahy
Senior VP of Finance

Mark Zawacki
Executive Director of HCS Foundation
& VP of Advancement

Charles Collard
Regional VP – Western NY

David Desmond
Regional VP – Finger Lakes

Michelle Labossiere-Hall
Associate VP of Customized Services

Joan Parker
Associate VP of Education & Employment

Ways you can welcome

It all starts with conversation, so join us at our events throughout the year. Begin volunteering. Strike up a friendship. Invite someone to your book club or to the gym. Talk to leaders at your job about hiring a person with a disability. Engage with us on social media.

Then, focus on deepening relationships and on understanding what challenges other people face in the community. Meet regularly for coffee. Save a place on the pew. Visit each other's homes. Cheer for your favorite team together or listen to that jazz group you both love.

Once you have common ground, insist on equal ground. Notice when people aren't included. Address policies and language that hold people back or treat them as less than. Talk to lawmakers, friends and family members about what you've learned and about what needs to change. Invite others to join the conversation, experience community and work for change.



"Friends"

– Sarah Besig & Mariya Incardona

Jesus, knowing their thoughts, took a little child and had him stand beside him. Then he said to them, "Whoever welcomes this little child in my name welcomes me; and whoever welcomes me welcomes the one who sent me. For it is the one who is least among you all who is the greatest."

— Luke 9:47-48

Heritage Christian Services

Our Agency

Heritage Christian serves thousands of people throughout the greater Rochester and Buffalo areas by working to ensure that everyone feels valued and respected and has opportunities to do what matters most to them in life.

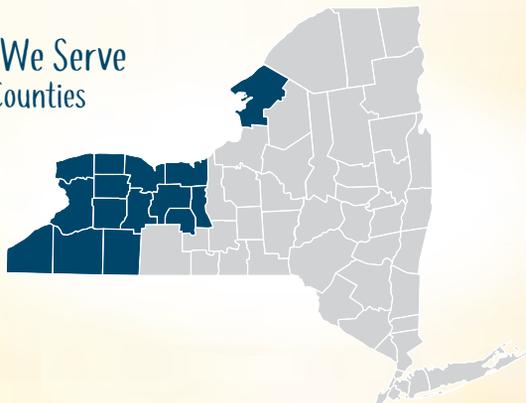
To make that possible, HCS offers residential support, care coordination, respite, day and community habilitation and employment supports. In addition, it provides child care services. The agency received a Compass designation by the Office for People With Developmental Disabilities for being one of New York state's top service providers and earned national accreditation from the Council on Quality and Leadership for Person Centered Excellence.

Our Mission

To provide a living and working environment that reflects the love of Christ in action; support and respect for each individual's gifts, strengths and needs; opportunity to mature, learn and grow; a life of dignity, worth and expression to which all are entitled as God's created children.

This is their rightful HERITAGE.

Where We Serve by NYS Counties



Our Community Impact Programs reach more than **22,500** people a year:

-  **A Second Thought Resale Shop**
-  **Center for Human Services Education**
-  **Employment Alliance**
-  **Expressive Beginnings Child Care**
-  **Heritage Christian Stables**
-  **International Ministries**
-  **Pieters Family Life Center**
-  **Springdale Farm**

Allegany	Niagara
Cattaraugus	Ontario
Chautauqua	Orleans
Erie	Seneca
Genesee	Wayne
Jefferson	Wyoming
Livingston	Yates
Monroe	

Welcoming Conversation

Conversations about faith haven't always gone well for Bill Farlow because he hasn't always felt respected or heard. But he kept trying until he found a place where he can be himself, a place that is home.



We want Heritage Christian to feel like home to others, too, so we welcomed several tough conversations in 2017. **Those conversations are helping us recruit, retain and educate talented employees and influencing our culture:**

- ❑ Along with the NYS Coalition BFair2DirectCare campaign, **we advocated for a living wage for direct care workers.** Lawmakers began to understand the importance of the role – and the danger of losing workers to the fast food industry – and they intend to push for funding for salary increases in 2018 and beyond. Still, we can't let it fall off their agendas. We must continue to advocate.
- ❑ When you work with people, there's always potential for the unexpected, so we're learning about **a new approach to how we handle safety issues.** We're looking at all of the variables and engaging employees – especially those closest to the incident – in the learning process. We believe that will do more to decrease accidents and lead to increased staff retention and better outcomes for individuals who choose our services.
- ❑ People want to feel valued, so we now offer an online platform where employees can recognize each other for great work. **We also made it simple for parents, siblings and others throughout the community to offer words of appreciation and encouragement to staff members** by creating an online form that's shared with staff members and their supervisors. You can find that link here: HeritageChristianServices.org/HighFive.

We believe that the more we welcome conversation, the more people will feel welcome here and the more they will feel welcome to shape conversations in the larger community.

Bill Farlow

Welcoming Community

If anyone understands the need to pull together, it's Ruth Roberts. Anytime she hears of a way to help the community – from collecting books for children to gathering games and activities for people living in nursing homes – she jumps in and does what she can.

She makes the first move. She welcomes and strengthens community across ages and abilities.

Thankfully, she isn't alone. People who participate in our day programs volunteer more than 80,000 hours a year to help the community – and more than 112,000 hours if you include the volunteer work they do at places we operate, like Springdale Farm. **We've also hosted 1,297 volunteers from outside of our agency this year.**

Another way we've reached out to build community as an agency is to offer **American Sign Language classes**, including to people who welcome guests to our offices. In addition, through the Center for Human Services Education, **we've helped educate more than 7,000 people throughout the state** on how to better support people with disabilities who want a competitive career – a career that introduces them to true workplace inclusion.

We also continue to support our International Ministries program, which partners with people in Guatemala to build houses, deliver medical supplies and offer staff support at a summer camp for people who have disabilities. Just this year, **we've built three houses and provided 80 pounds of school supplies.** And it all made the world a little bit smaller and hearts a lot closer.

Ruth Roberts



Welcoming Change

A group of volunteers with the Flower City Pickers has taken conversation and community a step further and welcomed true change.

They started as strangers, as volunteers who were just learning the ropes at the Rochester Public Market. They've become a dependable – essential – part of the organization that distributes food to people in need. Now, Flower City Pickers can expand its volunteer days. Now, everyone is a full part of the group.

Like the volunteers at the public market, we've noticed needs in our community this year and worked with others we know and trust to create change.

We've seen our partners break ground and **begin building Heritage Gardens**, an affordable apartment complex that will welcome people we support and possibly people we employ. **We've worked with additional partners to pilot MySupport.com**, a website that makes it easier for individuals with disabilities to hire their own staff and live the kinds of lives they want, when they want and where they want.

Thanks to generous donors, **we've collected \$1.2 million in contributions** this year for the Heritage Christian Services Foundation. Funds from the Foundation are used to pay for things that government funding can't quite cover, things like renovating homes to meet the changing needs of those we serve and extra support for employees.

Also, **we've worked with 173 businesses in Rochester and Buffalo to provide job opportunities for talented people who have disabilities**. The Employment Alliance, a program of HCS, serves more than 260 people who are looking for paychecks, meaningful careers and the social connections that come from spending time with co-workers and customers.

But there's room for more change, **room for us to work together to extend the welcome.**

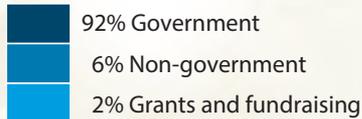
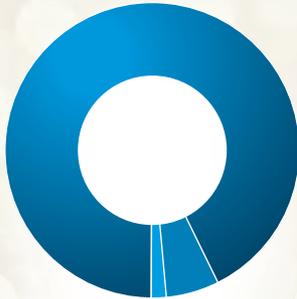
The Flower City Pickers



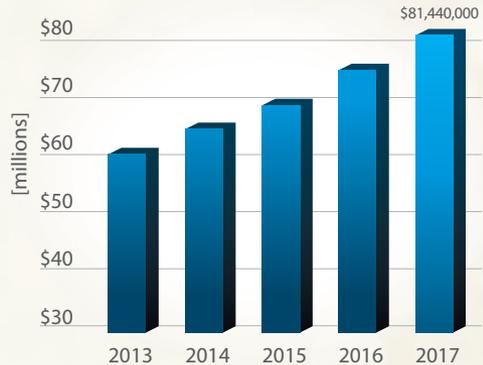
Financial Report 2017

Revenue

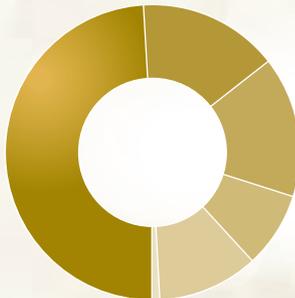
Revenue sources



Revenue prior years



Expenses by program



These numbers have not yet been audited.

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Onni Peck



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Nothing is more critical to our mission than
recruiting and retaining support staff. Our
people make a difference everyday.

A special thanks to our sponsors:



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