



# Lakeview

## Health Services

*Achieving goals. Advancing lives.*

*Like the stream to the river,  
and the river to the ocean...*



*We support your journey every step of the way*

# ANNUAL REPORT

## 2024



*Dear Friends and Colleagues,*

For me personally, 2024 was a year filled with deep gratitude—gratitude for the opportunity to serve an organization as unique and inspiring as Lakeview; gratitude for our dedicated staff who give so much of themselves to those we serve; and gratitude for the privilege, over the past 25 years, to learn from the strength and resilience of the individuals



**President and CEO**

*For Lakeview, 2024 was a year of progress and meaningful impact. I'm proud to share some key highlights:*

- **1,354 unique individuals** received services through Lakeview's programs.
- We increased our **total housing units by over 4%**, growing from 579 to 604 across the six counties we serve. An additional **20 supportive housing units** have been approved for 2025.
- Our **2024 Consumer Satisfaction Survey** scored Lakeview programs at **4.35 out of 5**, up from 4.28 in 2023—a reflection of our ongoing commitment to excellence.
- Lakeview was honored with the **2024 FLX Finest Gold Medal** for excellence in mental health services.
- **Prospect House**, our Residential Crisis Support Program, reopened in March 2024. Utilization and guest feedback have been overwhelmingly positive for this vital resource.
- We updated Lakeview's **Mission, Vision, and Values** to better reflect who we are, who we strive to be, and the principles that guide us forward.
- We said farewell to long-serving board members **Jason Feinberg** and **Tom Kime**, who concluded their terms with distinction, and welcomed **Lisa Wilson, Jamie Comenale, Jay DeChick and Olivia Savage** to the board.

The vision I was invited to share during my interview for Lakeview's CEO helped lay the foundation for the strategic progress we made throughout the year. Despite the challenges in our broader environment, I remain inspired by the measurable impact, everyday successes, and unwavering dedication of Lakeview's staff and those we serve. I want to extend my heartfelt thanks to every member of our team, our Board of Directors, and our community partners.

It is an honor to represent Lakeview and the life-changing work we do together. I look forward to all that we will accomplish in 2025 as we continue

**Achieving Goals and Advancing Lives.**

*With sincere appreciation,*

*Cathy*



## ***"The Recovery Center Saved Me"***

**M**att earned his master's degree and taught sixth grade for several years in the Southern Tier of New York. However, his position as a reading teacher was his favorite job since he could work with a very small group of children allowing him to have more time to help one-on-one. His calm and gentle nature fit perfectly with that setting. He simply wanted to help the students to learn and feel better about themselves.

Unfortunately, the panic attacks and depression that Matt suffered caused him to move away from teaching. He ended up residing in facilities that would treat him as needed but it wasn't the best life for him. Eventually, Matt was able to move to a residential setting in a home with other individuals in similar circumstances. The community home, located in a quiet residential neighborhood in Geneva, was better than the treatment center but it wasn't enough for Matt. "I have a master's degree and never expected to find myself in this situation". One day, the community program director suggested he visit Lakeview's Recovery Center just to check it out; to see if he might enjoy the many social and recovery-oriented offerings available to him there.

Matt was very shy and quiet at first, but he kept returning to the Recovery Center because he knew he belonged there. Slowly and hesitantly, he started joining in: the men's group, chair yoga, coffee and chat, and eventually feeling comfortable enough to sign up for outings like Letchworth hiking in early Spring, Valentine's Day bowling, as well as the many center's in-house activities. He enjoys painting and art projects, which are a challenge for him because he is color blind.

Matt attends the Recovery Center as much as he is able, up to five times per week. Matt's growth has been swift because he belongs.



Matt with Heather Daeffler,  
Recovery Center Program Manager

***"Lakeview Makes Me Happy"***

***"I am very appreciative of the help from Polly and Heather at the RC.  
My success there has given me hope for working with the  
Lakeview Apartment Program to find a place to live on my own."***

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### **Help us create success stories**

100% of your donation  
dollars are used to enrich  
the lives of our residents  
through social and  
educational activities.

### **Donate Here!**



Point phone camera,  
Click the link

**Or visit:**

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





## Our Mission

is to assist individuals to achieve personally meaningful life goals and realize their full potential by providing safe, affordable housing and support services.

## Our Vision

is to proudly stand as a leader in behavioral health services, employment opportunities, and affordable housing, driven by a steadfast commitment to excellence.

## Our Values

**Service** We strive to be a premier partner who serves our communities through evidence-based practices and innovative services.

**Excellence** We promote the highest level of competency and effectiveness in all that we do.

**Dignity** We treat everyone we serve and each other with courtesy, compassion, and respect.

**Integrity** We hold ourselves to the highest standard of honest and ethical behavior.

**Diversity** We create an inclusive environment where every individual feels valued for their unique qualities and experiences a sense of belonging.

**Learning** We support programs, services and opportunities that promote personal development and lifelong learning.

**Family** We recognize the importance of family relations and commitments for those we serve as well as those we employ.



## *Programs and Services / Six Counties Served*

Residential Housing Programs

Care Management

Community Support Services

Support Services

Affordable Housing

Recovery Center

CORE Services Peer

SPOA Services

**Ontario Seneca Tompkins Yates Livingston Wayne**

## Join Our Team!

*You can be a part of our commitment to excellence  
while making a positive impact.*



Lakeview Health Services is  
a premier provider of  
behavioral health care and  
housing in the Finger Lakes  
[www.lakeviewhs.org](http://www.lakeviewhs.org)



*We would love to have you join our team!*



**Lakeview Health Services  
Board of Directors  
2024-2025**

**Chairman**  
Christopher Button  
**Vice Chairman and Secretary**

Anthony Lister  
**Treasurer**  
Anita Maroscher

**Directors of the Board**

Maria Gigliotti  
Nia Jones  
Lisa Wilson  
Jamie Comenale  
Jay DeChick  
Olivia Savage  
Jose Canario  
Brooke Colizzi

**Lakeview Community Resources  
Board of Directors**

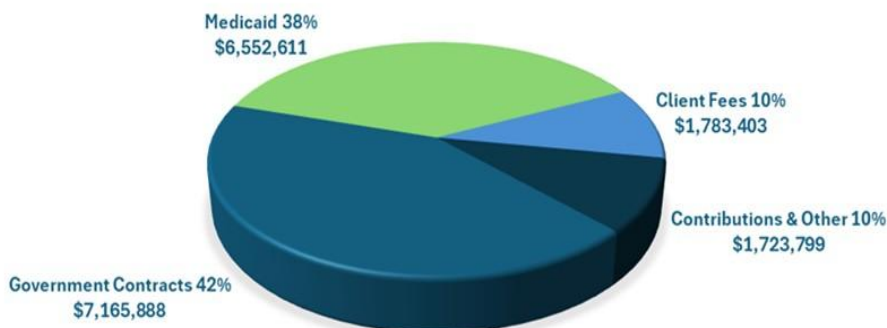
**Chairman**  
John Hovey  
**Vice Chairman and Treasurer**  
Sharon Steck  
**Secretary**  
Sandra Ansley  
**Director of the Board**  
Hugh Price

**Senior Management Team**

**President and Chief Executive Officer**

Cathy Lovejoy, MS  
**Chief Financial Officer**  
Naomi Gleason, BS  
**Chief Program Officer**  
Stephen Shultz, BA

## 2024 REVENUE



**Your support of NY State and County initiatives allows us to  
continue to provide our valuable services in our communities.**

**Your support provides life-enhancing experiences to those we  
serve. Thank you for Advancing Lives!**

Alesco Advisors  
Sandy Ansley  
Barclay Damon, LLP  
Lianne Bennett  
BME Associates  
Bonadio & Co., LLP  
Bonafiglia Foundation, Inc.  
Brown and Brown Insurance  
Christopher Button  
Kevin Carpenter  
Chemung County Mental Health  
Heather Daeffer  
East House  
Enterprise Fleet Management  
Finger Lakes Dental Care  
Five Star Bank  
Naomi Gleason  
Hubbard Street Group  
Keuka Appraisal Services  
Kowalski Legal PLLC  
Tim & Susan Larkin Charitable Fund  
Anthony Lister  
Cathy Lovejoy

Christina Mancuso  
Anita Maroscher  
Murphy's Will Move You  
Mark Pandolf  
Parkview  
Pathways, Inc.  
Peterson Financial Group  
Pike Residential  
P Jack LLC  
Plan Architectural Studio, P.C.  
Positive Steps Consulting  
Mary Schweitz  
Seneca Foods Foundation  
Steve Shultz  
USI Insurance Services  
West Fire Systems, Inc.  
Yates Community Services  
Toni Zeiser  
Our 2024 Benefit Golf  
Tournament Participants  
Our "Chip in to Help" Partners

**Thank You**

Lakeview Health Services, Inc. is a tax exempt, non-profit organization  
recognized under 501(c)(3) of the Internal Revenue Code. Review a copy  
of the most recently filed financial report at [www.charitiesnys.com](http://www.charitiesnys.com). For more  
information, contact the Attorney General's Office at: (212) 416-8401



# Thank you for your Years of Service!



**L-R /Years Front:** Lianne Bennett 15Y, Katrina Randall 5Y, Bethany Scaglia 10Y, Carrie Schaefer 15Y, Andrea Wilkinson 10Y, Lydia Solla 20Y, **Back L-R:** Erin Kifer 5Y, Christina Duffy 5Y, Jennifer Decook 10Y, Rachael Cosentino 10Y, Emily Feldman 5Y, Jaime Cornish 15Y, Randy Rucker 5Y

**Not Pictured:** Harry Merryman 15Y, Wade Coleman 10Y, Kim Hay 10Y, Rachel Danney-Brooks 10Y, Lanette Swarthout 10 Y, Stacy Rice 5Y, Zachary Keefer 5Y, Kimberly Ike 5Y, Scott Garrison 5Y

## Lakeview Provided More in 2024:

- We added 40 new apartments in Ontario & Seneca Counties and were approved for five new apartments in Livingston County 2025
- We provided training to enhance our staff's professional and personal lives:
  - Mental Health First Aid
  - Safe Zone and Safe Talk Training
  - Breath-Body-Mind™
- We added ten new positions to our workforce including new management level positions
- We added four new members to our governing board of directors
- Lakeview staff exceeded expectations during the holiday season by providing donations of non-perishable food, personal items and winter clothing. The donations were brought to the food pan-