



Community Impact Report 2014-2015



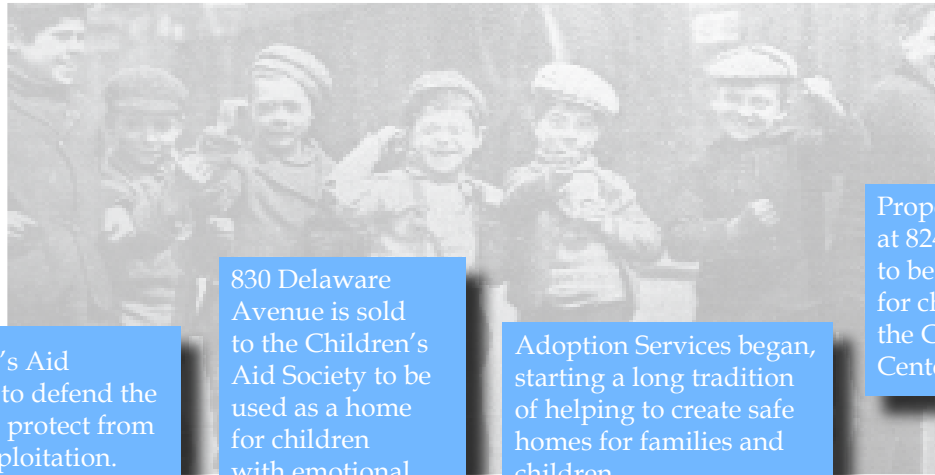
Child and Family Services



Child & Family Services
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(716) 842-2750

Through the Years

A look back at Child & Family Services



Buffalo City Children's Aid Society is established to defend the rights of children and protect from abuse, neglect and exploitation.

1873

830 Delaware Avenue is sold to the Children's Aid Society to be used as a home for children with emotional problems.

1942

Adoption Services began, starting a long tradition of helping to create safe homes for families and children.

1946

Property is purchased at 824 Delaware Avenue to begin a new program for children known as the Conners Children's Center.

1962

From Our President



Dear Friends,

We are living in a time of profound transformation. Changes in our capacity are needed to ensure the safety and success of all of our children and families. Our work is made possible because of the philanthropic support we receive from all the corporate and individual partnerships we have in the community.

I am pleased to provide this community impact report to you, our valued friends, who share our passion of strengthening families and keeping children safe in our community. Together, we have made progress in our mission-driven efforts of raising awareness, improving care and creating an impact in the lives of those we serve.

The needs of our community are greater than ever. The human services arena is changing and growing more complicated and competitive with each passing year. We are challenged to provide the highest quality service at the lowest cost possible. These changes to our landscape have demanded that we look at the way we operate through a different lens and take stock of who we are, where we want to go and how we want to get there. We have also made significant changes to our facilities to ensure a warm, welcoming and nurturing environment in our residential homes, clinics, mediation offices and administration buildings.

This year, as every year, we celebrate you, your support and belief in the work we do. Our shared sense of purpose helps us work effectively as a unified voice of change.

Sincerely,

Francisco M. Vasquez, Ph.D.

1969 Morey House group home is established for adolescent boys.

1972 Merger of Children's Aid Society and the Family Service Society approved to form Child & Family Services of Erie County, Inc.

1979 Haven House is established.

1986 Stanley G. Falk School begins operation with 18 students.

1987 Conners Residential Treatment Facility established.

2014 Haven House commemorates 35 years of helping domestic violence survivors.

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Child and Family Services

Something to Call Their Own

Residential Treatment: Focusing on the Children

Tommy, a child residing in one of our residential treatment programs, was having a bad day. Looking for a place to unwind, he selected a spot many children like to visit: the office of the Director of Residential Services, Kimberly Kadziolka. She always has a bowl of treats for the kids, a comfy chair for them to relax in and is always ready to listen. As Tommy entered her office one day, a piece of artwork caught his eye. The framed piece looked as if it belonged in an art museum. "Is that mine?" he asked. "I could see his self-esteem grow as he smiled," said Kimberly. This is just one little way to make the children feel special and important. The artwork displayed in the home is created by the children living there.



Over the last year, Child & Family Services' residential treatment buildings have undergone a series of renovations. Everything is new - from the couches, to the wall colors, to the beds in which the children sleep. It was part of a major initiative this year, placing a focus on improving and updating the environments in which we serve our children.

Sarah another child in our residential treatment program, had nothing to call her own and was borrowing things that were not hers. The team went shopping in hopes of giving her something special - something that was only for her. They came back with purple bedding, purple lamps, purple pillows - everything purple. Purple is her favorite color, Sarah finally had some things that belonged to her. Ever since, she stopped borrowing things that were not hers and loves to spend time in her very own purple bedroom.

The children were involved in the personalization of their home. Every new piece of furniture and picture on the wall was carefully selected to provide a more pleasant environment, to support the children and to aid in their recovery. These changes do not go unnoticed. The children are still excited over the renovations made especially for them.

82 children are housed in our residential treatment facilities.

- 11 Lee Randall Jones Community Residence
- 15 Morey House Group Home
- 28 Conners Children's Center Residential Treatment Facility
- 28 Conners Children's Center Residential Treatment Center





The MacPhee family, one of the families of Child & Family Services' community-based counseling program, recently enjoyed a much-needed family vacation at Camp Get-A-Way. Camp Get-A-Way is a not-for-profit organization dedicated to strengthening and supporting families.



More than 65 leaders participated in our Community Dialogue focused on building stronger systems of care for children and families. The questions raised in these discussions help with the work of the Erie County Community Coordinating Council on Children and Families.

The Child & Family Services and Stanley G. Falk School team were hard to miss at the 2015 J.P. Morgan Corporate Challenge.



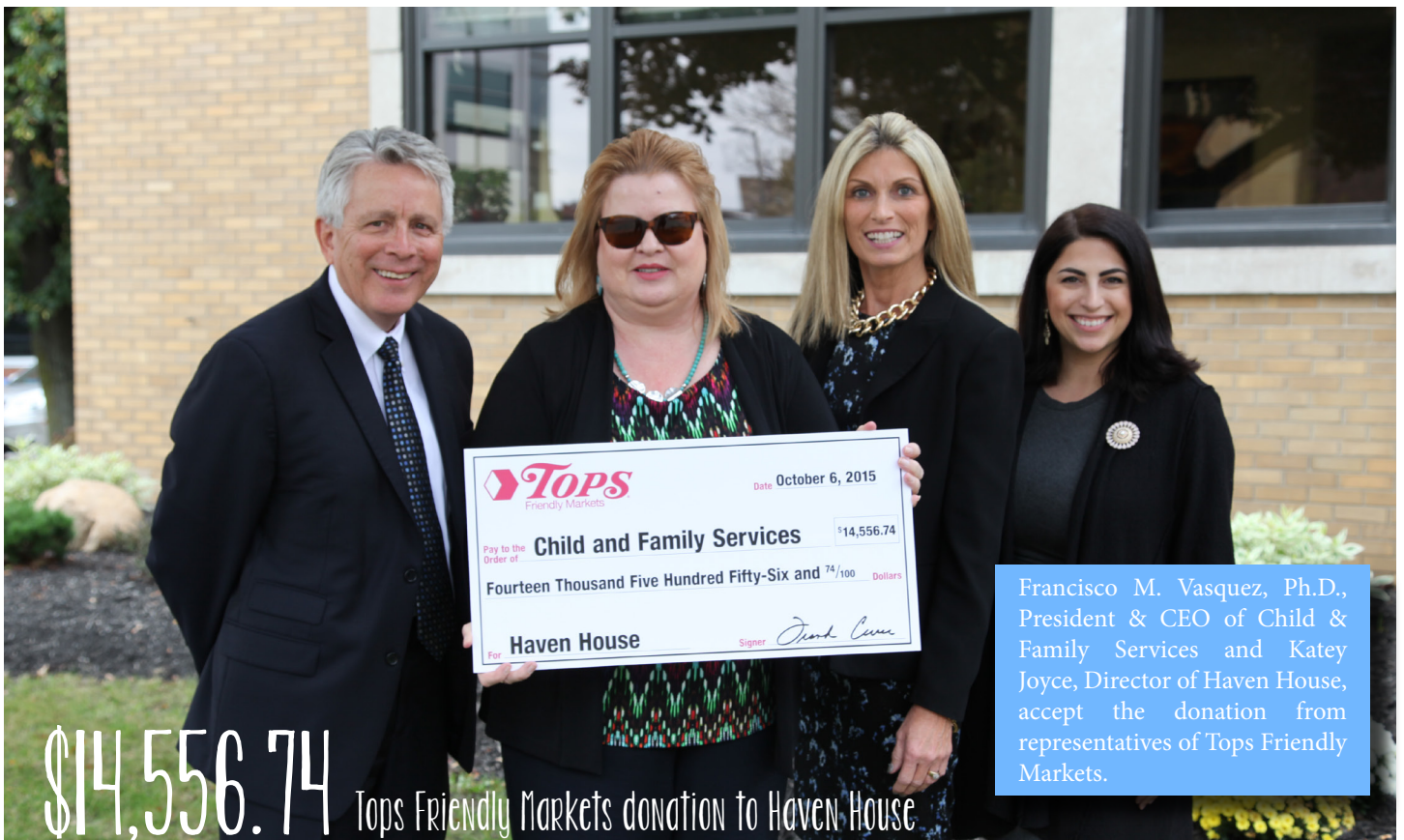
A Child at Any Age

Foster Care & Adoption Services



Donna Bove and her husband have eight children and twelve grandchildren. Her oldest child is thirty-three years old while her youngest, Mia, is three years old and is her first adopted child. Donna, after being inspired by her daughter who is also a foster parent, welcomed Mia into her home shortly after she was born. That moment began the Bove's journey through the adoption process.

Donna never expected to adopt and always thought Mia, after temporarily staying with her, would return to her birth mother. Even after beginning the process to become a foster parent, she'd often tell friends, "I'm too old to adopt." Mia stole her foster parent's hearts, eighteen months later when the Agency told her Mia could be adopted. Donna and her husband acted quickly and the adoption was finalized in March 2015.



Francisco M. Vasquez, Ph.D., President & CEO of Child & Family Services and Katey Joyce, Director of Haven House, accept the donation from representatives of Tops Friendly Markets.



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Focus on Sustainability

Withstanding the ever changing economy

Our continued effort to withstand the ever-changing economy helps to enhance the quality of life for the children and families we serve. Last year, Child & Family Services renovated and expanded the counseling clinic located at 330 Delaware Avenue in Buffalo. This year, to continue our focus on sustainability, we consolidated a number of our leased buildings.

Child & Family Services opened a new clinic located at 3901 Genesee Street in Cheektowaga. The counseling sessions are now in a more comfortable setting with a warmer more pleasing atmosphere. The new location brings a needed change of environment for the staff and the children and families they serve.



The new location for Counseling Services at 3901 Genesee Street in Cheektowaga.



The Center for Resolution & Justice's new home at Tri-Main Center.

The Center for Resolution & Justice (CRJ) moved to the Tri-Main Center, one of Buffalo's unique, mixed-

use spaces with offices, studios and light industrial facilities. Since the move, CRJ launched a series of community education events and activities as part of an ongoing effort to start conversations about conflict resolutions, peace and justice. Prospective mediators or those interested in mediation training, such as attorneys, social workers, students, retirees and former judges, can attend informational sessions to learn about the practice of mediation in Western New York.



Counseling Services at Genesee Street in Cheektowaga.

601 families resolved custody and visitation disputes. | 80% of custody cases at the CRJ reached full agreement on custody.



Katelyn James from Girl Scout Troop 3086 made 80 comfort bags for children in our care. Each bag included coloring activities, books, stuffed animals, inspirational messages and more.

The Art of Listening

Center for Resolution and Justice says goodbye to longtime volunteer

Nancy Whitelaw is testament of what one person can do to change lives, strengthen families and give back to the community.

Nancy served as a volunteer mediator with Child & Family Services' Center for Resolution and Justice (CRJ) for 17 years. Nancy has worked with 1,425 local families, made up of more than 3,000 parents and children, who chose to use the family mediation program to work through custody or visitation issues and/or to strengthen their relationship as co-parents. She is also an author, international traveler. Originally from Boston, Nancy is planning to return so she can be close to her family and enjoy retirement.



Nancy Whitelaw, seen here returning her badge, has 17 years of volunteer mediation experience.

Mediators are neutral. Instead of telling clients what to do, they take people through a delicate process in a way that allows those people in disagreement to communicate, negotiate and come up with a solution they both agree with. Over 50 volunteers work as mediators at the Center for Resolution and Justice.

There are many qualities that make a good mediator and Nancy has them all, including the ability to actively listen to the people she is working with. According to Nancy, "There is a reason why we have two ears and one mouth, so you hear twice as much as you talk".

Ron Brooks

Buffalo Bills player gives back in big way

Domestic violence knows no limits. These issues can affect any person at any time. Cornerback from the Buffalo Bills, #33 Ron Brooks understands this first hand and he is using his position to bring awareness.

Earlier this year, Ron's high school friend was killed by her boyfriend during a domestic dispute. He was unable to be in his hometown after receiving the news. He felt helpless when other friends admitted to being affected by domestic violence. Realizing just how widespread domestic violence is, he needed to find a way to make a difference and bring awareness to the issue.



Ron Brooks speaking at the 9th annual lighting Niagara Falls purple press conference in October.

After searching for local agencies that support domestic violence survivors, Ron found Child & Family Services' Haven House. In October, for Domestic Violence Awareness Month, Ron spoke at Child & Family Services' 9th annual lighting Niagara Falls purple press conference, showing his support for thousands of domestic violence survivors in our community. He also donated movie tickets for survivors at Haven House to enjoy a night out. Ron even asked for a special birthday gift this year, "October is my birthday month, and for my birthday, I want to give back to the women, children, and families affected by domestic violence". He began a GoFundMe page where he and the community raised \$2,500 for Haven House.



Ron, along with his girlfriend and daughter, visited Child & Family Services to discuss his support.

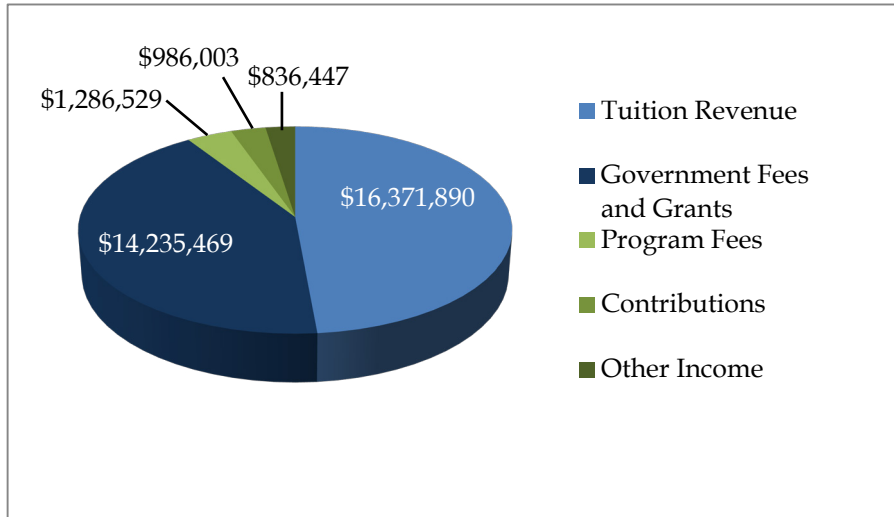
When you meet Ron, he's a gentle soul. Being in the National Football League, Ron understands he can proactively make a difference concerning domestic violence awareness. He has chosen to use his platform to make a difference in a big way.



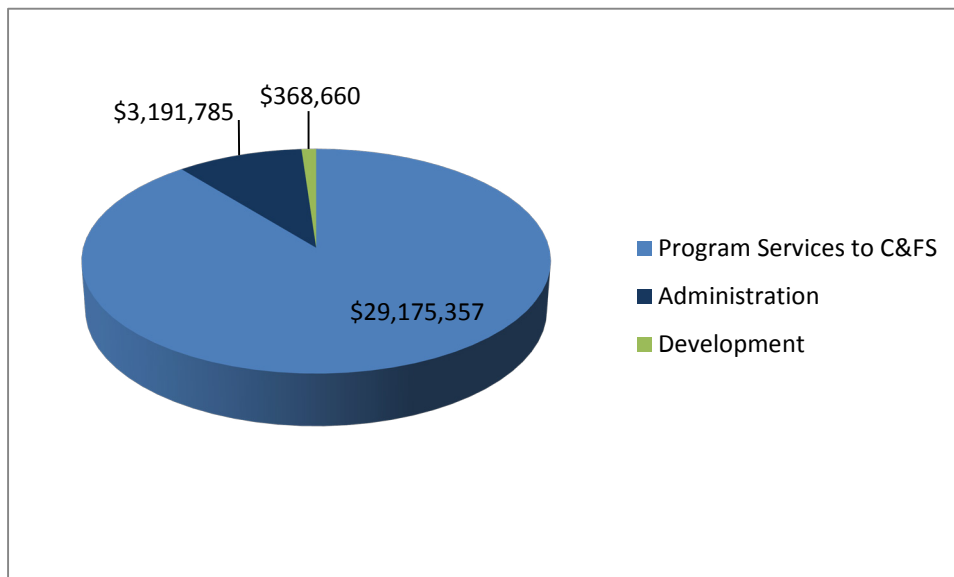
Ron Brooks, #33 from the Buffalo Bills presents his donation to Child & Family Services. Ron raised \$2,500 for Haven House through his GoFundMe page.

2014-2015 Financial Statement

Revenues



Expenses



Total Revenue

\$33,716,338

Total Expenses

\$32,735,802

Our Mission

Strengthening families and promoting the well-being of children through prevention, intervention, education and advocacy.

Our Vision

Safe and healthy children, families and communities.

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