Dear Friends,

Each smiling face you’ll see throughout this report is the result of your compassion and generosity. On behalf of the thousands of children, adults and families you helped this year, thank you.

At Child & Family Services, members of our community - you - are the foundation of our mission. Like you, we believe that everyone has the right to lead a happy, healthy and productive life. We believe that strengthening families leads to stronger, safer communities. Like you, we know how vital this mission is and are dedicated to doing all we can to make a difference.

And, we know that we couldn’t do it without you.

Whether you donated basic supplies to help women and children at Haven House, purchased a ticket to one of our annual fundraisers or made a financial gift to support the Agency, you are directly responsible for bringing joy to those who turn to us for help.

While words cannot express the gratitude we extend to you, our supporters, we hope that the stories you’ll read in this Community Impact Report will give you a glimpse of the triumphs, achievements and smiles you make possible every single day.

Sincerely,

Francisco M. Vasquez, Ph.D.
President and CEO
Mission
Child & Family Services is dedicated to its mission of strengthening families and promoting the well-being of children through prevention, intervention, education and advocacy.

Vision
Safe and healthy children, families and communities

2012-2013 Board of Directors

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Financial Information

Revenue and expenses for Child & Family Services and the Stanley G. Falk School from July 1, 2012 through June 30, 2013

**Total Revenue:**

- **Tuition Revenue**: 46.48%
- **Government Fees & Grants**: 44.94%
- **Program Fees**: 3.64%
- **Contributions**: 2.59%
- **Other Income**: 2.35%

Total Revenue: $33,664,652

**Total Expenses:**

- **Program Services to Children & Families**: 88.58%
- **Administration**: 10.14%
- **Development**: 1.28%

Total Expenses: $33,430,154

**Financial information reflects all programs operating during the 2012-2013 fiscal year.**
2012 Adopt-a-Family Donors

Thank you for making holiday wishes come true for children and families served by the agency!

Susanne Amico
Debbie Arias
Friends at ATTO Technology, Inc.
Laura Barnum
Friends at Berenson Corp.
Hilda Biscaro
Julie Bradt
Grace Brightman
Friends at Buffalo Envy All Stars
Friends at Buffalo Filter
Friends at Canisius College - College Student Personnel Graduate Association
Patrick & Renee Carroll
Friends at Center for Skin Integrity
Friends at Child & Family Services - HR Department
Friends at Collegiate Village
Friends at Community Connections of NY
Mary Cornwell
Friends at Corto's Salon
Friends at Crowley Webb
Friends at Dance Time
Thomas DeAngelo
Friends at Delta Sonic/Benderson Development
Friends at Diagnostic Imaging Associates
Kirsten DiCarlo and Friends
Friends at ECVA
Friends at Elderwood Senior Care
Friends at Elderwood Village at Glenwood
Friends at Ellicott Development
Friends at Energy Curtailment Specialists, Inc.
Friends at Erie County Forensic Mental Health Department
Stacy Evans
Friends at FedEx Trade Networks
Friends at Ferguson Electric
Friends at Freed Maxick CPAs, P.C.
Amy Gallo
Ann Marie George
Friends at Goodyear Dunlop Tires
Julie Gourlay
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Friends at Imperial PFS
Melissa Klopfer
Chris & Laura Kowalski
Joshua & Michele Lynch
Tammy Lytle
Friends at M&T Bank
Friends at Magavern Magavern Grimm LLP
Abbey Marchiano
Cara Meidenbauer
Lisa Menchetti
Friends at MOPS Club of Cheektowaga/Lancaster
Cara Monaco
Kelly Moore
Heather Morgante
Friends at National Fuel Gas
Friends at NCAComp, Inc.
Friends at Northeast Agencies, Inc.
Friends at Old Navy #5426
Friends at People Inc.
Friends at Practice Management Center/McKesson
Friends at Practicefirst Medical Management Solutions
Friends at Precision Manufacturing Group
Christina Quinn
Amanda Ratajczak
Cara Reich
Friends at Rich Products Corporation - Human Resources Department
Kathleen Scutt
Maureen Shadle
Jessica Siron
Anne Slater
Erin Taylor
Friends at The Bonadio Group
Friends at The Boulevard Towers Apartments
Friends at The Children's Place
Friends at The Children's Place of Orchard Park
Friends at The Exigence Group
Friends at The Park School
Jessica Thursam
Eva & Thomas Toy
Friends at UB Girls Leadership & Outreach
Friends at UBS Financial Services
Friends at United Healthcare
Friends at University at Buffalo School of Management
Friends at University Orthopedic Services, Inc.
Friends at VWR Education
Friends at Wegmans
Meredith Wegrzyn
Raymond Welch
Friends at West Herr Automotive Group
Friends at WGRZ-TV
Mary Lynn Whissel
Scott & Susan Willis
Friends at WNED
Friends at Women of the Moose Chapter 2384
A SURVIVOR’S STORY

After years of violence at the hands of her spouse, she saw an ad for Haven House’s confidential, 24-hour hotline in a community newspaper and decided to call. That one phone call helped her change her life.

“'I started attending a local support group for domestic violence survivors, led by Haven House. At first, I was afraid it wouldn't be confidential and that there would be a lot of people telling me to just ‘toughen up’ and get over it. But, that wasn’t the case at all. I immediately felt like I was understood, like I wasn’t being judged,” she explains. She also attended counseling through Haven House. “They helped me realize that I have choices in my life and empowered me to make decisions that would make my life better. My counselor was there to tell me it was OK. She made me feel like anything was possible, and reminded me that I was strong enough to do whatever I needed to make life better for myself and my children.” With the support of Haven House staff, she was able to return to school, earn a degree, secure a job and build a safe and happy life for herself and her family.

2,003 Haven House clients received help and support through the Counseling and Advocacy Program.

The Economic Empowerment Program helped 111 women take control of their financial situations.

3,866 24-hour hotline calls were answered.

Haven House provided life-saving shelter to 266 women and 213 children from Erie County.
HELPING PARENTS RESOLVE DISPUTES

After years of successful co-parenting following their separation, Gladys and Ken were surprised to find themselves in Family Court. Minor disagreements had eventually grown into more serious arguments about all sorts of things. Mom felt dad did not respect her time, and dad felt mom would not cut him a break. Their children felt caught in the middle.

When the situation escalated, Ken and Gladys were linked with a mediator through Child & Family Services’ Center for Resolution and Justice (CRJ). At first, both parents were very angry and suggested that extreme changes be made to the children’s visitation schedule. With the help of their mediator, the parents opened up to each other to discuss their struggles and how the issues affected them personally. As they talked about their children’s needs and their own needs as parents, they were able to find more and more common ground and came to better understand each other’s perspectives.

Both parents were able to talk through their issues and create a parenting plan that works for their entire family. They now have a healthier relationship and are able to focus on spending time with their children.

The Center for Resolution and Justice provided services to a total of

<table>
<thead>
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<th>3,338</th>
<th>1,810</th>
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<td>individuals in the form of intakes, referrals or direct service.</td>
<td>parents used mediation services to help make parenting decisions that were in the best interests of their children.</td>
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<td>individuals were referred to the Center for Resolution and Justice and received help settling their disputes without going to court.</td>
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(L-R) Ruby Davis, CRJ mediator and Michelle L. Tarbox, Director of Operations at the CRJ.
A FOREVER FAMILY IS FORMED

In 2007, just a year after they were married, Lisa Catanese and Shaun Fryling contacted Child & Family Services to learn about becoming adoptive parents. “I was unable to have children,” Lisa said. “We knew early in our relationship that we were meant to help kids. We share a passion for children.”

Over the next several years, Shaun and Lisa were foster parents to numerous boys and girls, and eventually adopted four children: Justice, 12, Ashley, 8, DeAndre, 7, and Maryann, 5. “A ‘forever family’ is a beautiful gift . . . for the kids as well as the families that adopt them,” explains Lisa.

“Our family has changed over the past few years, and it has been an amazing journey. It’s not always easy, but well worth it in the end.” For Justice, “the best parts of being adopted are life feeling like new, having a fresh start, getting a new family, knowing you’ll always be together and not having to worry about the future anymore.”

The Foster Care & Adoption Program helped finalize the adoptions of 85 children and adolescents were placed with certified foster and adoptive families.

11 boys and girls who now have ‘forever families’ to call their own.

13 new families were certified to become foster or adoptive families.

15 families learned effective parenting skills through Visit Coaching services.
DESTINY’S STORY

Destiny, now 12, came to Child & Family Services several years ago because she was having a hard time controlling her emotions and behaviors. She was enrolled in the Family Mental Health Program and began attending the Stanley G. Falk School.

Through counseling, Destiny developed healthy alternatives for managing her feelings and behaviors in a positive way. Counselors also worked with Destiny’s mom and siblings to help them learn skills to better handle difficult situations at home.

Destiny has made tremendous progress with the help of the treatment and support she and her family have received. She now understands the different options and tools available to help her better manage her actions. While she often felt on edge before, she is now much more calm and level-headed. Instead of fighting with her siblings, she is able to enjoy spending time with them. The whole family has a closer, stronger relationship.

1,690 individuals received help overcoming life’s obstacles through mental health counseling and therapy services.

100% of youth surveyed in the Anger Management Program said they have been encouraged to talk things out with the adults they work with.

94% of individuals surveyed in the Family Mental Health Program said they are now better able to talk about things that are important to them.

84% of students who received counseling services maintained or improved their school attendance.
Residential Treatment Program

HEALING THROUGH HORSEBACK RIDING

Jordan came to Conners Children’s Center so that he could learn to make safer choices for himself and develop skills to improve his relationship with his family. As part of his treatment plan, he participates in recreational therapy activities, including therapeutic horseback riding.

Working with the horses and learning how to care for them has helped Jordan overcome physical and emotional obstacles and has also been a truly enjoyable experience. He has formed a special bond with Nick, his favorite horse, and looks forward to his regular trips to the Buffalo Therapeutic Riding Center.

Recently, Jordan had the opportunity to demonstrate his new riding skills at a horse show, where he received a certificate and ribbon for his efforts. “It made me feel really happy when I got to be in the show. I was really proud of myself,” Jordan said. Through treatment, Jordan has improved his self-esteem and self-worth, which is helping him to build healthier relationships with adults and peers.
Employee Assistance Program

HELPING EMPLOYEES OVERCOME OBSTACLES

Upstate New York Transplant Services (Unyts) has utilized the Employee Assistance Program (EAP) since April, 2006. The EAP provides employees with access to vital services including mental health counseling, on-site personal enrichment and wellness seminars, 24-hour telephone crisis counseling, and consultation and referral services for child-care resources, budgeting concerns and more.

“It is a great resource for our staff,” says Roxane Hurley, Vice President of Human Resources at Unyts. “Sometimes an employee just needs to talk about a situation with someone who is removed from the workplace and has an unbiased perspective. When employees meet with the EAP counselors, they know that the counselor is only focused on them and helping them solve their problem - not on office politics or the company’s bottom line.”

The EAP also hosts several on-site seminars for Unyts employees each year. “We’ve had presentations on workplace safety, conflict resolution, using humor in the workplace and dealing with stress on the job. EAP presenters are always very attentive to staff questions, and very concerned about ensuring our staff get a lot out of the presentation.”

Unyts employees turn to the Employee Assistance Program for support when facing issues at home and in the workplace.

943 area employees received consultation and referral services. These individuals work at NINETY-THREE different local employers and SIXTY-FIVE nationally-based employers.

3,795 employees received vital health and wellness information at NINETY-ONE work site personal enrichment events and FIFTEEN health and wellness events.

40 employees attended on-site critical incident stress debriefings related to traumatic incidents that occurred in the workplace. Trained counselors helped employees learn skills to cope with and manage stress related to the incidents.

Unyts employees received consultation and referral services. These individuals work at NINETY-THREE different local employers and SIXTY-FIVE nationally-based employers.
High school students at the Stanley G. Falk School had the opportunity to pursue their passion for the arts with former Buffalo Bills’ Linebacker, Bryan Scott.

Bryan, a musician and long-time arts enthusiast, launched the ARTventure Program through his Pick Your Passion Foundation for the Arts. The program gives students a once-in-a-lifetime opportunity to learn about the arts by partnering with local venues to host hands-on field trips. The Stanley G. Falk School was the first school in Western New York selected to participate in the program.

The ARTventure Program kicked off with a field trip for 20 Falk School students who accompanied Bryan to the Anderson Art Gallery at the University at Buffalo. The group toured exhibits, learned about the different works of art and enjoyed an interactive art class where they made their own paintings on canvas. “The fact that Bryan took the time to go on the trip with us made it extra special,” says Caitlin, a Falk School Student.

The group also had the opportunity to visit Shea’s Performing Arts Center and Kleinhan’s Music Hall. “I especially liked going to Shea’s because acting is something I really want to do, and I learned that it is actually possible to fulfill your dreams,” explains Jasmine, a Falk School Student.

The ARTventure Program inspired students and showed them that it is possible to achieve their goals with hard work and dedication. “Bryan taught me that ‘if you can dream it, you can do it,’ and he is a living example of that,” says Caitlin. We thank Bryan Scott and the ARTventure Program for bringing this unforgettable experience to the students at the Falk School.