



Child and Family Services



# 2012-2013 Community Impact Report

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



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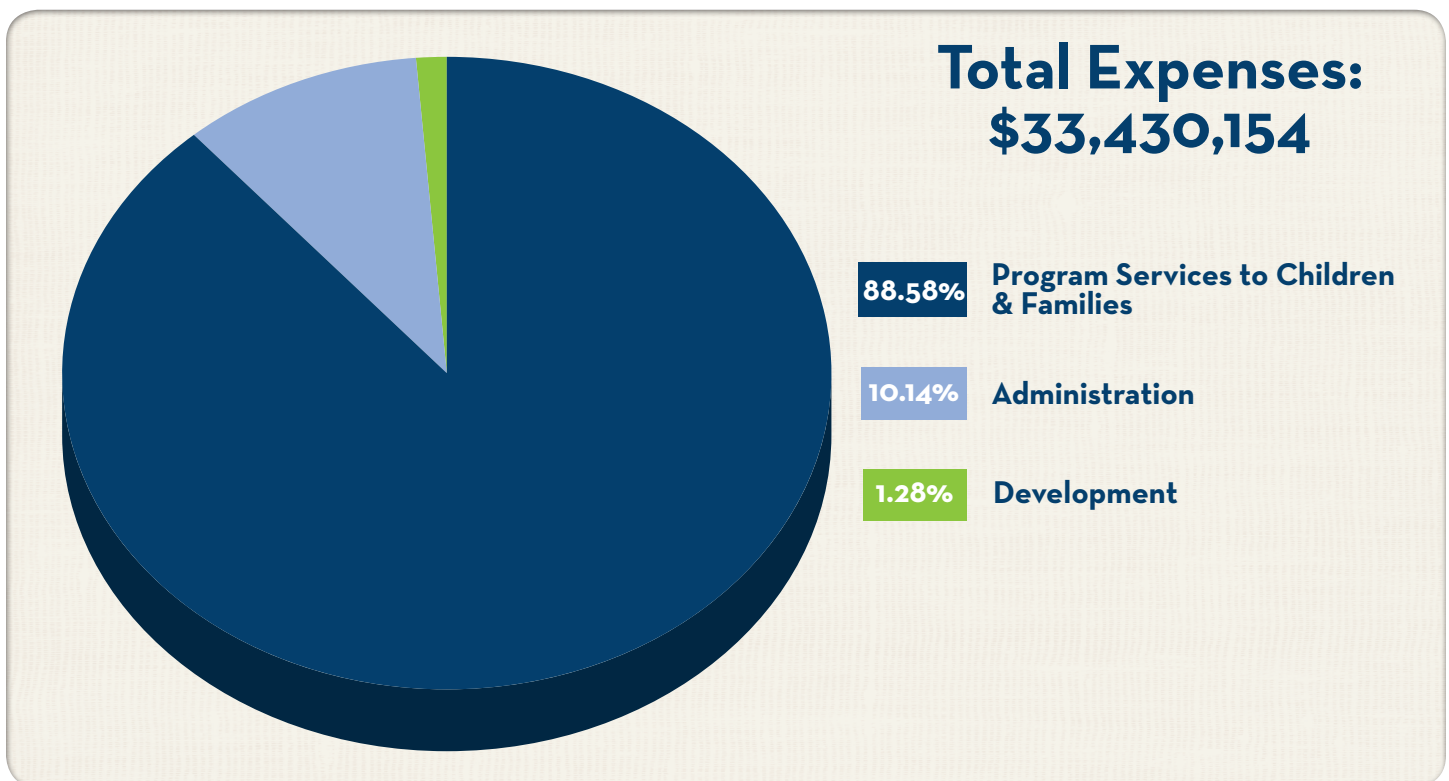
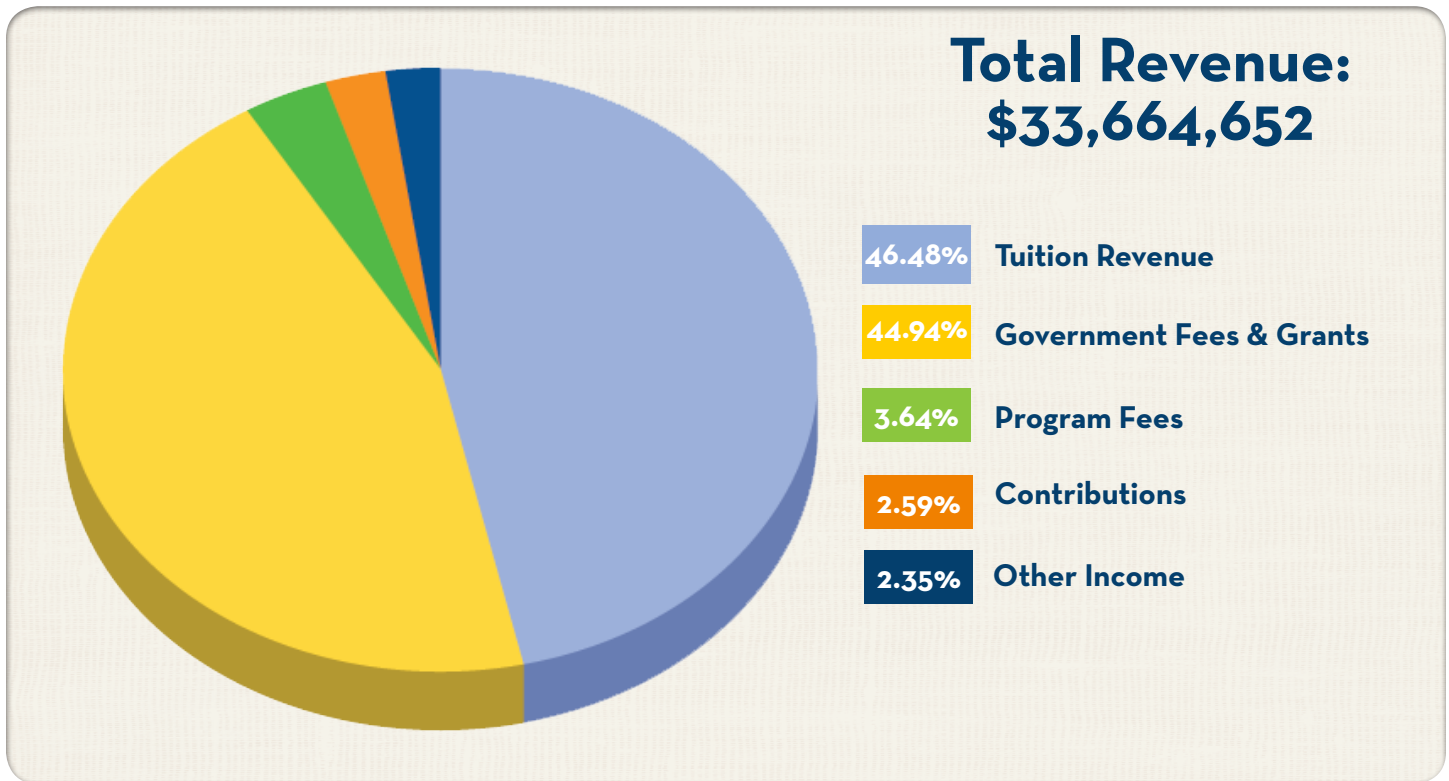
**Tamara Tempfer,  
RN, MSN, PNP**

**Michael K. Walsh**

**Kristina M. Young**

# Financial Information

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



\*\*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  
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Thomas DeAngelo  
Friends at Delta Sonic/  
Benderson Development  
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Jessica Thursam  
Eva & Thomas Toy  
Friends at UB Girls Leadership &  
Outreach  
Friends at UBS Financial  
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Orthopedic Services, Inc.  
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Friends at WGRZ-TV  
Mary Lynn Whissel  
Scott & Susan Willis  
Friends at WNED  
Friends at Women of the Moose  
Chapter 2384

# Haven House

THE **POWER** IS IN  
**YOUR HANDS**



**STOP DOMESTIC VIOLENCE**

24-Hour  
Domestic Violence  
Hotline Response for  
Erie County:

**(716) 862-HELP (4357)**

or

**(716) 884-6000**  
(for shelter)

For deaf or hard of hearing  
call 711.

All calls are confidential.  
Counselors are available to  
help you 24-hours a day.

## 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.

# Center for Resolution and Justice



(L-R) Ruby Davis, CRJ mediator and Michelle L. Tarbox, Director of Operations at the CRJ.

## 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

# 3,338

individuals in the form of intakes, referrals or direct service.

# 1,810

parents used mediation services to help make parenting decisions that were in the best interests of their children.

# 1,335

individuals were referred to the Center for Resolution and Justice and received help settling their disputes without going to court.

# Foster Care & Adoption



Top Row (L-R): Shaun, Lisa, DeAndre and Maryann  
Bottom Row (L-R): Justice and Ashley

## 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

# 11

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

# 85

children and adolescents were placed with certified foster and adoptive families.

# 13

new families were certified to become foster or adoptive families.

# 15

families learned effective parenting skills through Visit Coaching services.



# Family Mental Health



Destiny is building skills which are helping her become a confident, successful and happy young adult.

## 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



Jordan loves being in the saddle and spending time with the horses as part of his treatment plan at Conners Children's Center.

## 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.

# 11

boys and girls received 24-hour care and support at Lee Randall Jones Community Residence.

# 14

youth received 24-hour care and support at Morey House Group Home.

# 26

children received 24-hour care and support at Conners Children's Center Residential Treatment Facility.

# 30

children received 24-hour care and support at Conners Children's Center Residential Treatment Center.

# Employee Assistance Program



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

## 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.”

# 943

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

# 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.

# 3,795

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

# Stanley G. Falk School



Stanley G. Falk School students learned about the arts with Bryan Scott through the ARTventure Program, part of his Pick Your Passion Foundation for the Arts.

## STUDENTS EXPLORE THE ARTS WITH BRYAN SCOTT

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.

