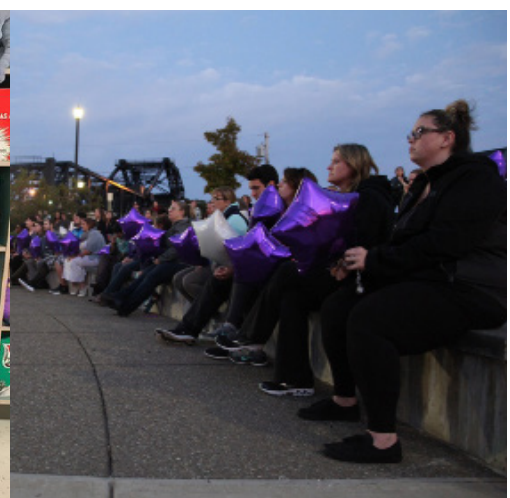




Child and Family Services

CHILD & FAMILY SERVICES 2018-19 COMMUNITY IMPACT REPORT





Child and Family Services

2018-2019
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A Message from Our President/CEO Francisco M. Vasquez, Ph.D.

Dear Friends,

We want to thank you.

It has been a year of significant growth at Child & Family Services. Renovations at the 330 Delaware Avenue counseling center are near completion, creating a warmer, more welcoming environment for all of our current and potential clients. The Stanley G. Falk School completed its first year and began its second at a new location in Kenmore, allowing the school to serve over 600 students at its three campuses and four satellite locations. Our Foster Care & Adoption program expanded to accept families and workers in need of a new agency. Haven House offered educational classes to survivors, helping them better understand and increase awareness of the impact of abuse on individuals and families.

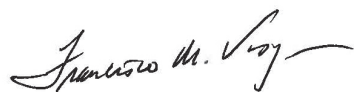
While celebrating our successes, we recognize the challenges we face today – specifically, ever-increasing demands to deliver sustainable and responsive services. With the support of our donors and grant funding, Child & Family Services is making significant progress. The need for change has led to new accomplishments. It has also strengthened our commitment to be a catalyst for growth, prosperity and sustainability.

We are focused on building a foundation in our community where ideas are expressed through meaningful conversations that lead to change in perceptions and action that will have a positive impact on the children, families and individuals served by our Agency. We believe in the power of partnerships to make a difference in people's lives, and we value the enduring commitment of longstanding friends of the Agency to promote positive change for our community.

As we move forward, we will continue to stand for the needs of the WNY community. We are fortunate to have had so many join us in our mission. Our programs and services have been able to help thousands, and this is all made possible by partners like you.

For this, and for your continued support, we thank you.

Sincerely yours,



Francisco M. Vasquez, Ph.D.



The Programs of Child

COUNSELING

EVERYONE COULD USE A LITTLE HELP FROM TIME TO TIME. OUR SKILLED TEAM WORKS TO CREATE A SAFE, CONFIDENTIAL, AND COMFORTABLE PLACE FOR PEOPLE TO FIND THE CARE AND HEALING PEOPLE NEED.

FOSTER CARE & ADOPTION

THE FOSTER CARE PROGRAM AIMS TO STRENGTHEN FAMILIES BY HELPING PARENTS DEVELOP THE SKILLS THEY NEED TO PROVIDE A SAFE AND STABLE ENVIRONMENT FOR THEIR CHILDREN.

WHEN CHILDREN CANNOT RETURN TO LIVE SAFELY WITH THEIR OWN FAMILIES, THE ADOPTION PROGRAM MATCHES THEM WITH LOVING, COMMITTED FAMILIES.



Child and Fa

HAVEN HOUSE

HAVEN HOUSE WORKS TO PREVENT DOMESTIC VIOLENCE/INTIMATE PARTNER VIOLENCE AND PROMOTE PEACE IN THE HOME. THE CONTINUUM OF CARE INCLUDES A FULLY-INCLUSIVE EMERGENCY SHELTER IN A CONFIDENTIAL LOCATION, LONG-TERM TRANSITIONAL HOUSING, AN EXTENSIVE COUNSELING AND AN ADVOCACY PROGRAM.

& Family Services

ff
Family Services

CENTER FOR RESOLUTION AND JUSTICE (CRJ)

DISAGREEMENTS HAPPEN. AND WHEN THEY DO, MEDIATION CAN HELP. OUR MEDIATION PROGRAMS HELP PEOPLE SOLVE THEIR PROBLEM, NO MATTER THE SITUATION OR SETTING.

CRJ ALSO OFFERS EDUCATION AND TRAINING WORKSHOPS THAT PROVIDE SKILLS-BASED TRAININGS, CONSULTATION AND COACHING SERVICES.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

PROVIDING CLIENTS A PROACTIVE, COMPREHENSIVE AND COST-EFFECTIVE EAP BENEFIT FOCUSED ON MAXIMIZING AN EMPLOYER'S HUMAN CAPITAL BY PROVIDING DIRECT SERVICES TO BOTH THE COMPANY AND ITS EMPLOYEES.

STANLEY G. FALK SCHOOL

THE STANLEY G. FALK SCHOOL PROVIDES EDUCATIONAL PROGRAMMING FOR STUDENTS AGED 5-21 YEARS, WHO HAVE SPECIAL LEARNING, SOCIAL, AND EMOTIONAL NEEDS.

RESIDENTIAL

THE RESIDENTIAL SERVICES PROGRAM PROVIDES INDIVIDUALIZED INTENSIVE TREATMENT FOR BOYS AND GIRLS UP TO AGE 21 THAT ARE UNABLE TO REMAIN IN THEIR OWN HOMES DUE TO THEIR BEHAVIORAL AND EMOTIONAL NEEDS.



A Legacy of Giving

Michael Munster, Longtime C&FS Donor, Tells His Story

“There [is] a lack of easily accessible and affordable mental health care in all of our communities, and it’s so difficult at times to find a good provider, especially when help is needed for children and teenagers,” longtime Child & Family Services Donor Michael Munster told us. “I have a close family member who struggled with that over the years and finding somewhere reliable and trustworthy to go for mental health care was always difficult.”

Michael lived in Buffalo for a several years in the early 2000s. While here, he served on the C&FS Foundation Board of Directors for three years. Despite moving out of the city fifteen years ago for work, Michael has remained active with the organization. Not only has he continued to donate to C&FS, but he has listed the agency as a beneficiary in his will. This will make Michael one of the founding members of the Promise Circle, our newly-founded legacy society. When discussing his history with C&FS, Michael reflected on the importance of giving.

Growing up in the town of Poole in England, Michael learned that people from all circumstances often needed assistance. “I was brought up to believe and value that we should care about the well-being of everyone in our communities. Neighbors, friends and sometimes strangers were always there to lend support if needed, you never felt you were on your own,” said Michael. Even with his altruistic mindset, he recognized that there are institutional and societal roadblocks that make it difficult for some to get the help that they need. According to a 2018 study conducted at the University of Buffalo, one in five children has a mental health condition. The same study found that there is a shortage of health care professionals focusing on the mental well-being of today’s youth.

Given the encompassing need for mental health resources, Michael expressed his appreciation for inclusivity at C&FS. “[C&FS] knows the community that it serves and the fact that these services are provided to whoever comes along is so important. Anybody can come to Child & Family Services for help and assistance. I respect and admire that philosophy,” Michael explained. “There are a lot of people who really need help but don’t have the means to help themselves, and agencies like C&FS deserve all the support they can get. I recognize that every dollar donated is important and targeted to critical community needs.”



Michael and Kathleen at Niagara Falls.

Sustainability is one of the pillars that has enabled our organization to operate successfully for as long as it has. In order to be sustainable, we need to constantly progress. The assurance of the agency’s sustainability is one of the reasons that Michael made the decision to put us in his will. We asked Michael how he envisions the evolution of C&FS in the future. “I’d love to see the counseling area grow,” Michael said. “We’ve had conversations on how best to help that, possibly through the further education of the staff or providing some sort of financial support for people needing those services.”

Now residing in New Hampshire with his wife, Kathleen, Michael continues to donate to C&FS. One might wonder why Michael feels so strongly about C&FS that he continues to donate even when he lives in another state. “It’s because of the work that you do, the type of work that is done there and the impact [you have] on the community,” Michael said. “Even though I don’t live there anymore, I have great memories of my time in Buffalo and I appreciated the services provided by Child & Family Services. If you want to get a sense of enriching the community in which you live, this is a great organization to support. There’s a lot of good that Child & Family Services does throughout the Buffalo community.”

Moving Onward and Upward

Counseling Center at 330 Delaware Renovated to Promote Inclusivity

Onward and Upward, the renovation project at our 330 Delaware Avenue counseling center, was developed to improve accessibility for our clients. The project involves constructing an elevator that will enable our patients to reach the second-floor counseling offices without needing to climb stairs. In addition to this, bathrooms have been upgraded to accommodate all of our clients and a new HVAC system will control the temperature of the building. The waiting area has been revamped to promote a warm and welcoming atmosphere.



The new reception area greets our guests.

When asked about the renovations, Director of Clinical Services Gretchen Szymanski elaborated, “We have clients with mobility issues that make going up the stairs extremely difficult or impossible. The stairs have also been a challenge for some families – specifically those with strollers and small children. The elevator will alleviate the challenge of getting these families upstairs to the services that they need.”

Contributions from the John R. Oishei Foundation, The Margaret L. Wendt Foundation, the Cumming Foundation and the Dormitory Authority of the State of New York, among others, made Onward and Upward possible. “The John R. Oishei Foundation is pleased to support the renovations to the Child & Family Services Counseling Center, primarily because these upgrades truly promote inclusion by ensuring that they meet ADA standards,” said Larry Cook, Vice President and Program Officer of The John R. Oishei Foundation. “By addressing physical barriers to mobility, the Center has become far more accessible, particularly for anyone with physical limitations.”

34,925
number of
counseling sessions
for clients in 2018



A renovated bathroom, more accessible for all of our clients.

The face of 330 Delaware has been forever changed by our Onward and Upward project. Our goal as an organization is to be able to provide help to anyone who needs it, no matter their circumstances.

We are grateful to the donors and contributors who made this project possible.



Breaking ground for the new elevator.



Building the elevator shaft.



The elevator and new entryway.

Finding Our Voice

How Supporters Are Expanding Our Reach in the Community



A strong voice can bring a story to life. For a voice to develop strength, a speaker must display knowledge, skill and passion. We know that Child & Family Services has incredible stories to tell, and we take pride in the fact that we have so many that are eager to help us tell them.

One of the most influential voices for C&FS is our Ambassador Committee. During the Committee's meetings, volunteer ambassadors from various WNY organizations learn about the inner-workings of C&FS so they can spread our mission and vision throughout the community. For example, the Ambassadors recently took a tour of Haven House to gain a firsthand perspective as to how the facility operates.

363
children, women,
and men provided
shelter at Haven
House in 2018.
Will you tell their
story?

“As an Ambassador of Child & Family Services, I am always eager to learn better ways to share information about the Agency and the services that they provide to our community,” said C&FS Ambassador Lauren Lewis, partner of StaffBuffalo. “I am

always in awe of the dedication of the Child & Family Services team and their commitment to growth opportunities to continuously make the Agency better, spread the mission, and to be a resource to those who need the services of the Agency.”

The passion of our Ambassador Committee extends beyond these meetings. A group of C&FS staff and



Ambassadors recently attended the StoryGrowing WNY event “Change the Story, Change the World” at the KeyBank Center. Presented by the Health Foundation for Western & Central New York and The John R. Oishei Foundation, guest speaker Andy Goodman of The Goodman Center taught methods of effective storytelling as our group practiced communicating the C&FS story to others. After the seminar, our participants were eager to put their new knowledge into practice. “StoryGrowing was a great way to learn how to use stories to explain to others what the Agency does to help those in need,” Ms. Lewis said. “It helps to bring to life exactly what the Agency does when you can tell the success stories in story form.”

Word of mouth is a powerful tool for C&FS. The palpable emotions from our storytellers are often what convinces others to get involved with our organization.

We would like to thank everyone who tells our story - for contributing to our voice.



Staff and Ambassadors at the StoryGrowing WNY event.

Developing Digital Skills

The Stanley G. Falk School Expands its Technological Training for Students

This past summer, the computer lab in the Stanley G. Falk School Cambridge Campus was completely renovated. It now contains six new Mac desktop stations for the students and an Apple TV. These computers have Adobe Photoshop, Illustrator, Premiere, and InDesign installed. Elyssa Harper, teacher of Digital Media at the Falk School, says that the new technology has been incredibly beneficial to the students – particularly those who have struggled with their artistic abilities in the past. She said, “If they don’t have confidence in their drawing abilities, to be able to take a digital image and manipulate it on the computer in front of them without having to worry about pen and pencil is an incredible gift. The computer allows them to get their creative side out.”



Mac desktops in the Apple Lab at the Falk School.



Falk students hard at work on their digital projects.

Students in Ms. Harper’s digital media class recently participated in the Buffalo Auto Show poster design contest. One student, Zion Hall, placed third in the competition. Ms. Harper emphasized that the students’ creativity is not limited to class assignments, though. Some students can be found working in the computer lab during their lunch breaks. “A few students have gotten into Premiere and are doing things like making YouTube opening credit scenes using the design elements they have learned,” Ms. Harper explained. “One student is working on his creative story writing where he is designing characters by hand then scanning them into the computer to work on digitally in Photoshop and Illustrator. Another is scaling out actual dinosaur heights to visual scale. His project is pictures of dinosaurs compared to the height of humans.”

When asked what changes she was seeing in her students, Ms. Harper says that she has seen an increase in her students’ patience and confidence. “We have a lot of focus on literacy – reading and writing – but also technical literacy, having that extra artistic and tech-savvy step. I’ve seen students who are adamant that they are not creative in any way, shape or form come up with amazing work. This translates to job skills – for example, they can make resumes in multiple different programs. It is nice for them to be able to see that digital work is artwork – it doesn’t have to be a painting or drawing for it to have artistic merit.”

600+
students at the
Stanley G. Falk
School

Thanks to the contributions of our donors, the Stanley G. Falk School is in the process of becoming a 1-to-1 school, which means that each student will have access to a computer.



Zion Hall’s award-winning poster design.

Expecting the Unexpected

The Process of Going from Foster Family to Adoption



The Schwarzzott family on Jonathan's adoption day.

"I'm not going to lie, it's chaos," Olivia said with a laugh. "It's craziness, but it's us and it works for us."

In twelve years, Olivia and Ryan Schwarzzott have fostered 15 children. "We wanted to help others," Olivia told us when asked about how they became involved in foster care. "We wanted to help kids who needed love and support. We wanted to help parents overcome issues and bring their family back together." On November 30, 2018, they completed the adoption of their newest son – two-year-old Jonathan. Jonathan became the seventh boy the couple has adopted after Jerry (15), Kyle (14), Marcus (12), Grant (12), Angelo (11), and Nolan (4).

13
children adopted
in the past year at
C&FS

Raising seven boys can be a handful. Olivia knows their situation is not typical of most families. "We have a very interesting and diverse dynamic, but I definitely wouldn't change it for anything. These kids did not ask to be in the situation that they were brought into," said Olivia. "The children want the same simple thing in life as everyone else. They just want to be loved."

The importance of proper foster care training cannot be overstated. Through training, foster parents learn how to manage a child's emotional and social needs. According to a 2015 study by the American Academy of Pediatrics, children in foster care suffer a high incidence of developmental delays, as high as 25% in some age groups, rates of clinical Post Traumatic Stress Disorder are as high as 25%, and over 80% of children aging out of foster care have received a psychiatric diagnosis. Olivia has seen this, and knows how vital the proper setting can be for a child's development. "Being in the right environment can help get them through [some of their issues] and learn healthy ways to deal with them," she explained. "In some cases, though, children might need professional assistance. Counseling can be critical in certain situations."

Foster care does not always lead to adoption. If possible, the goal is to reunite children with their biological parents. An adoption day is emotional for all involved, so it is understandable that Olivia couldn't help but think about Jonathan's birth parents. "When [the adoption] is happening, it is bittersweet because you know they are officially yours and they are not going anywhere, but in the back of my mind I wonder about the birth parents," said Olivia. "How are they

feeling? They must be going through struggles. But I am grateful to them, knowing that they are giving this child a better life."

82
foster parents at
C&FS



The Schwarzzott boys, ranging in age from 2-15 years.

Financial Information for the year ended June 30, 2018

Changes in unrestricted net assets:

Operating Activities

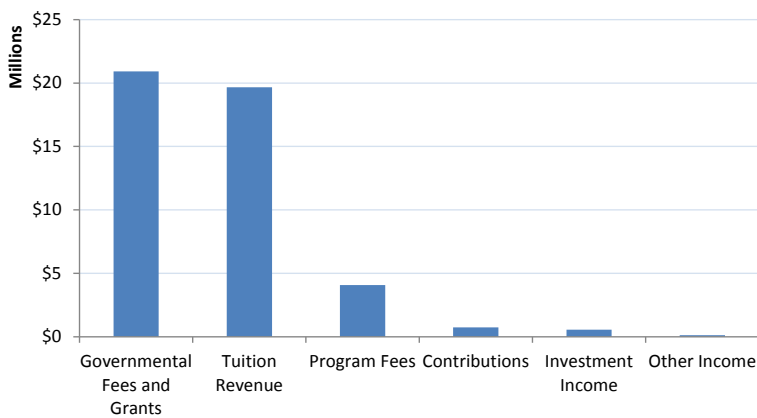
Governmental Fees and Grants	\$20,917,077
Tuition Revenue	19,665,318
Program Fees	4,069,852
Contributions	745,635
Investment Income	554,960
Other Income	129,386
Total Revenues	<u>\$46,082,228</u>

Expenses

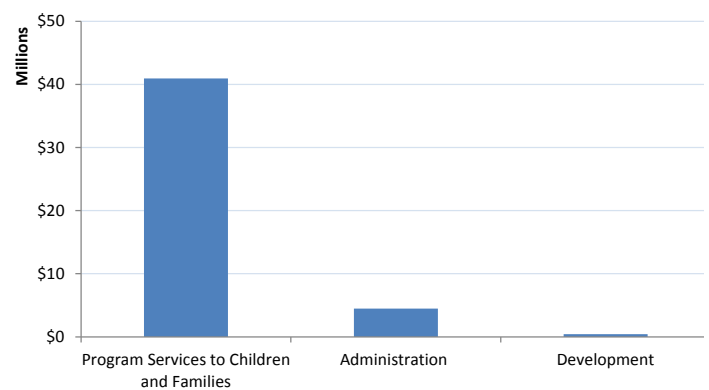
Program Services to Children and Families	\$40,925,485
Administration	4,481,970
Development	435,085
Total Expenses	<u>\$45,842,540</u>

Net Income **\$239,688**

Total Revenue



Total Expenses



Mission

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

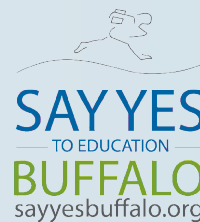
Vision

Safe and healthy children, families and communities.

Follow us:

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info@cfsbny.org



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