



c&fs
Child and Family Services

**Community
Impact
Report
2019-2020**

Table of Contents

Message from Our President & CEO.....	Page 3
Program Data.....	Page 4
Haven House Economic Empowerment.....	Page 5
Falk Reads.....	Page 6
New Website/Community Dialogue.....	Page 7
Heartlight/Onward and Upward.....	Page 8
A Family Comes to Understand One Another.....	Page 9
Raise 716/Harry Potter Week.....	Page 10
Financial Information.....	Page 11

Board of Directors

John R. Rodgers
Chair

William Loecher
Vice Chair

Anthony Mrozik, Jr. CPA, MBA
Treasurer

Christine Garvelli
Secretary

Elizabeth McPartland
President & CEO

Board Members

Susan Arena
Diane J. Ceravolo
Betsy Constantine
Cheryl Duggan
Albert Erni

Tracy Heneghan
Linda A. Kahn
Timothy E. Kupinski,
AIA

Kevin O'Leary
Matthew V. Spencer
John C. Spitzmiller, Esq.
Tamara Tempfer,
RN, MSN, PNP
Richard A. Wall, Ph.D.
Michael K. Walsh
Kristina M. Young

Senior Management

Elizabeth McPartland
President & CEO
EMcPartland@cfsbny.org

Mary Czopp
Chief Development Officer
MCzopp@cfsbny.org

Laura Yager
Chief Risk Officer
LYager@cfsbny.org

Ian Long
Chief Financial Officer
ILong@cfsbny.org

Dawn Mirand
Superintendent, Stanley G. Falk School
DMirand@falkschool.com

Erica Reger
Chief Human Resources Officer
EReger@cfsbny.org

Melissa Royer
Executive Administrative Assistant to the CEO
MRoyer@cfsbny.org

A Message from Our President & CEO

I would be remiss if I did not begin by addressing the COVID-19 crisis. It has dominated the news cycle, and its impact will be felt well into the foreseeable future. I did not imagine that my first day as President & CEO of Child & Family Services would be spent in my own house, but sometimes we need to adjust to our circumstances. That is exactly what we at C&FS have done.

Our C&FS team currently provides essential services to thousands of individuals in our community. Mental health counselors, social workers, mediators, Stanley G. Falk School teachers and others have utilized various forms of videoconferencing to keep in contact with the people we serve. All of our programs continue without interruption. I take great pride in our response to these conditions.

With this said, I do not want to lose sight of the incredible work that our Agency has accomplished during the past twelve months, including those preceding the COVID-19 outbreak. The stories in this report showcase the positive impact we have had on individuals and families. These stories are heartwarming, yet hardly scratch the surface of what those we serve have been able to achieve with our support.

Moving forward, we will continue to lead with quality and sustainability. We have been here for Western New York for more than 147 years. With the assistance of our partners and supporters, we will continue to find ways to help those we serve overcome any obstacles they face.

Sincerely yours,

A handwritten signature in dark ink, reading "Elizabeth McPartland". The script is fluid and cursive, with the first name "Elizabeth" written in a larger, more prominent hand than the last name "McPartland".

Elizabeth McPartland



2019 FACTS & FIGURES

FOSTER CARE & ADOPTION

17

CHILDREN
ADOPTED

17

NEW FAMILIES
CERTIFIED
TO BECOME
FOSTER PARENTS

110

CHILDREN
PROVIDED
CARE

73

CURRENT
FOSTER
PARENTS

HAVEN HOUSE

282

INDIVIDUALS PROVIDED SHELTER

194 ADULTS

88 CHILDREN

1,852

24-HOUR HOTLINE CALLS

925

INDIVIDUALS PROVIDED
COUNSELING AND/OR
ADVOCACY BY HAVEN HOUSE

RESIDENTIAL TREATMENT

80

CHILDREN
LIVED IN OUR
RESIDENTIAL
TREATMENT HOMES

COUNSELING

35,746

CLIENT SESSIONS, CONSISTING OF
COUNSELING, PSYCHIATRIC AND
HEALTH MONITORING SESSIONS



Haven House celebrated its
40th anniversary in 2019!

Since opening, Haven House
has served over
32,000 people!

Economic Empowerment at Haven House

Amelia* was looking for a job, but was not sure how to effectively begin her search. Having been through an abusive relationship that left her with several injuries and health limitations, she had been forced to stop working. After time passed, she was able to look for the means to support herself. Amelia came to Haven House with an initial goal of simply working on her résumé.

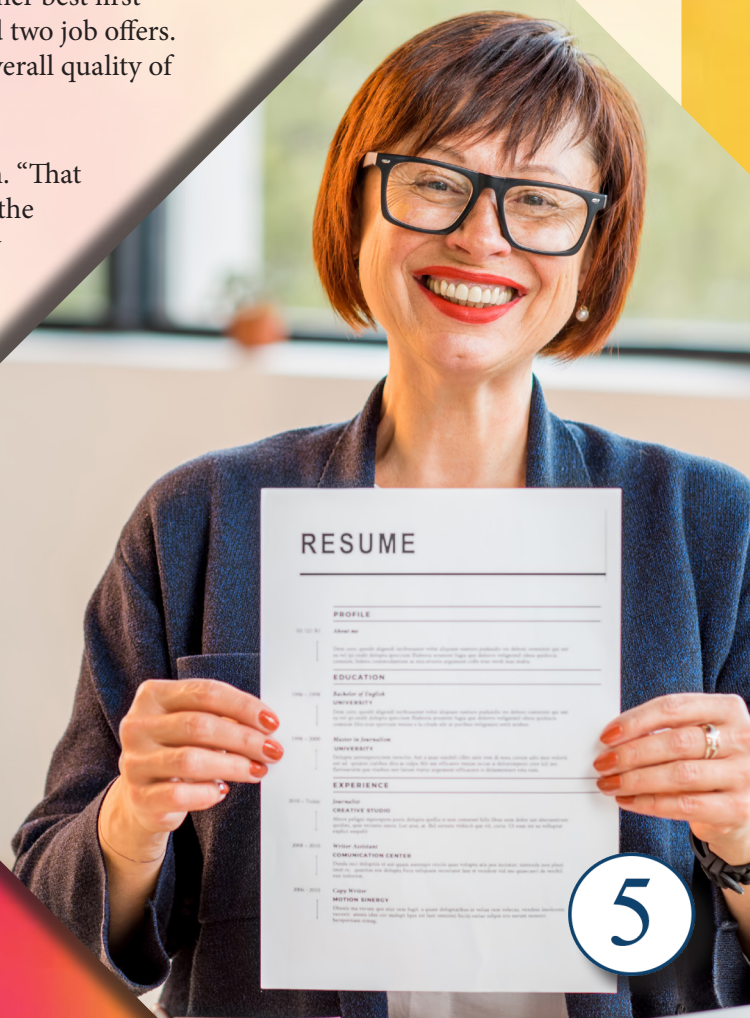
“When survivors sit down with me, it shows their commitment toward building a better life for themselves,” remarked Beth Bennion, Economic Empowerment Specialist at Haven House. “Positive results will typically quickly follow.”

Abusers often dominate the finances within a relationship, making it difficult for survivors to escape. For the survivors who do escape, they are often left without fundamental knowledge regarding how to provide for themselves financially. The Economic Empowerment Program has been active for many years at Haven House and offers a wide range of programming and support for survivors of domestic violence who want to foster financial independence.

Beth and Amelia crafted a résumé together, prepared for three interviews and found appropriate outfits at Haven House’s boutique to help Amelia make her best first impression. The results were inspiring – Amelia immediately earned two job offers. These choices allowed Amelia to decide which fit was best for her overall quality of life.

“Amelia constantly heard ‘no’ while living with her abuser,” said Beth. “That is all behind her now. Last month, she opened a savings account for the first time ever. Her goal has now transitioned from financial stability to actual financial growth.”

Economic Empowerment is a division of the Counseling and Advocacy Program (CAP) at Haven House. Since 1979, **over 70,000 survivors of domestic violence in WNY have benefitted** from this and many other CAP services such as counseling, art empowerment and court advocacy.





What is your favorite book?

“*Toy Story* books!” shared one student.

“Monster trucks!” shared another.

“I’ll show you!” beamed a third grader. He then walked to his green bin of books, selected a book focused on bald eagles, and proceeded to read the book cover-to-cover with confidence and pride.

Since 2018, elementary and middle school students at Stanley G. Falk School have been immersed in American Reading programming. American Reading Company is a game-changing formative assessment for reading that alters the daily behaviors of teachers, students, and administrators. In addition to a bevy of valuable materials and electronic resources, the program incorporates “step” reading. Every fifteen minutes of independent reading earns students one step. Students log their steps both in school and at home to stay focused and on track. Teachers offer classroom and individual rewards and incentives for step reading. For example, one class at Roosevelt celebrated with a donut party when all students reached 100 steps, one grade 5 student chose to spend time with the Principal as a reward, and another classroom is working towards earning a spaghetti lunch party when they reach their 300-step mark!

“The teachers I work with at Falk are some of the most loving teachers I work with, and I work all across the country,” praised Gail Farrell, the Falk School’s Educational Consultant Coach from American Reading Company. “I see the openness to raising the academic rigor and how expectations and standards have skyrocketed.”

“The impact of creating a culture of readers has translated to staff as well,” said Laura Collins, Principal of Falk’s Elementary Roosevelt and Satellite Campuses. “Teachers spend quality time discussing books they enjoy reading. Students see this love of reading modeled and are now viewing reading as an exciting and rewarding opportunity instead of viewing reading as a forced experience. This helps build a lifelong love of reading.”

Falk students combined to read over 21,000 minutes during the 2019 winter break!

So what do students love about reading?

“I like figuring out words you have to sound out,” responded one student.

“I like reading enough to move up color levels and earning my reading steps,” answered another student.

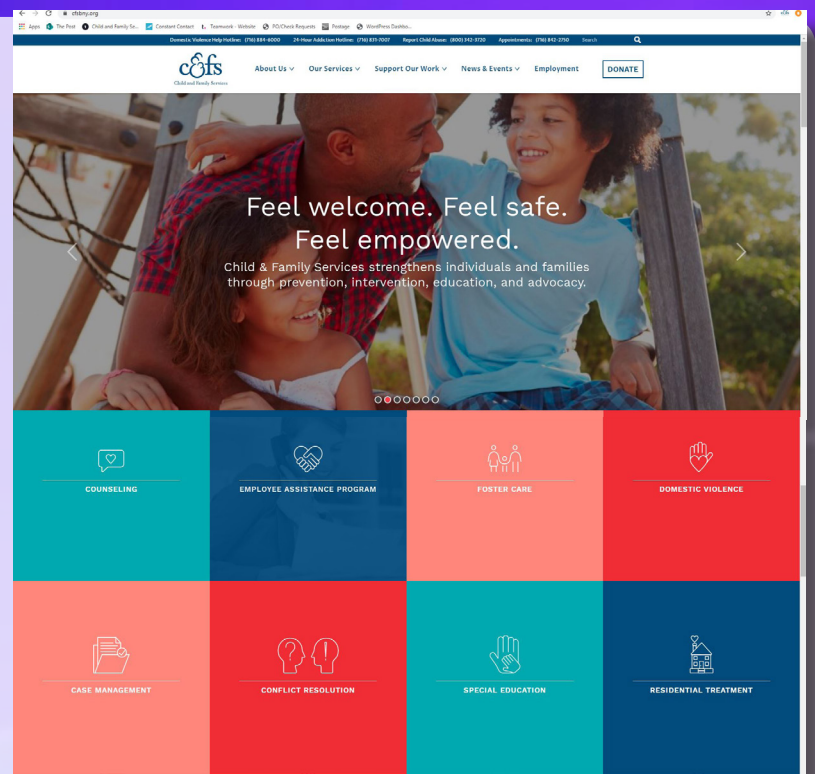
“The best thing about reading is just reading!” beamed a proud third grader.



The New Child & Family Services Website

We are thrilled to announce that we have launched our new and improved website found at www.cfsbny.org! Sporting a sleeker, modern design that accentuates a warm feeling for the site's visitors, the new C&FS website better connects us to the community. The site features information on all of the Agency's various programs while also spotlighting recent news, events, and photographs.

A huge thank you goes out to all supporters who made the development of this new website possible – including The John R. Oishei Foundation, The Community Foundation for Greater Buffalo, The Peter and Elizabeth C. Tower Foundation, and the Erie County Department of Mental Health.



Hosting a Community Dialogue

In August, C&FS hosted its annual Community Dialogue event at the Westin Buffalo. Partnering with the Erie County Anti-Stigma Coalition, the day's conversation revolved around changing the way people view mental health, illness, and wellness. Approximately one in five Western New Yorkers are living with a mental health diagnosis, yet many of these people suffer in silence. Guests discussed examples of mental illness

discrimination they have witnessed in their lives, and learned the ways that we can reduce the stigma surrounding mental illness. One of these ways was to take the pledge to speak out against mental illness discrimination and to avoid using words such as “crazy,” “psycho,” “nuts,” and “insane” in everyday conversations as a way to reduce the negative implications that are associated with them.

You can take the pledge at letstalkstigma.org!



Heartlight

First through the doors! The 20th annual Heartlight was the first event to be held at the new 500 Pearl/Aloft in April. Guests enjoyed food, games, and live music throughout the event. The evening concluded with the inspiring story of Jason (pictured left), a Stanley G. Falk School student who worked diligently toward his college acceptance. A special thanks goes out to our lead sponsor for Heartlight, West Herr.

Onward and Upward!

After months of construction, we cut the ribbon on our Onward and Upward renovation project this past June. The goal of Onward and Upward was to make the entire building accessible for all guests, ensuring that everyone is able to get the help they need. This months-long mission saw the addition of an elevator to the 330 Delaware Avenue counseling center. The waiting area was also renovated, bathrooms were updated, and sections of the HVAC system were upgraded.

Thank you to all the funders who made this project possible - including the Dormitory Authority of the State of New York, the Margaret L. Wendt Foundation, The John R. Oishei Foundation, The James H. Cummings Foundation and The Rupp Foundation.





A Family Comes to Understand One Another

Erica* and her grandmother Hazel* had a tense relationship. Erica had been living with Hazel for several months in order to care for her grandmother, whose seeming inability to care for herself concerned her family. Hazel, though, preferred to have her own space. The conflict came to the forefront when Hazel accused Erica of trying to steal her home and money.

Hazel's attorney recognized that this matter involved a complicated inter-family dispute and believed that bringing everyone together for a mediation session could help the family more than going to court. The attorney referred Hazel to C&FS' Center for Resolution and Justice (CRJ). CRJ's staff had phone conversations with Hazel and Erica to get a better understanding of their perspectives of the problem, learning that this conflict involved more than just Erica and Hazel. After some discussion, all family members agreed to participate in a mediation run by CRJ.

During the two-hour session, the mediators gave Hazel and Erica a safe space with uninterrupted time to share their concerns. With the assistance of the mediators, the family was able to have a difficult conversation where each member was given the opportunity to speak and be heard. Hazel now realized that Erica was in fact not trying to take the house, but was working with her cousins to decide how they would take care of their grandmother's house when she no longer could. Erica finally heard how proud her grandmother was of her, and how all she wanted was for her to be ambitious about pursuing her goals.

All of the family members, including Erica and Hazel, left the mediation with a greater understanding of how to move forward in a positive and peaceful manner. The atmosphere in the room shifted from one of hostility and cold glances, to one of laughter and understanding.





Helping to Raise 716

When Michael Paglicci and Emilia Federice learned that some foster children transport their possessions with trash bags because they don't have anything else, they were shocked. "Next thing you know, Emilia and I are collecting backpacks," said Michael, referring to their "What's in a Bag?" fundraiser aimed at benefitting the children of Child & Family Services. "We've given over a hundred backpacks at this point."

Michael and Emilia also joined **C&FS' Raise 716** committee, which has a goal of raising unrestricted funds for the Agency. "Our goal is to leave our mark in some way," explained Michael. "That's what Raise 716 is for us – a way to support an organization as a whole instead of one specific [program]. Child & Family Services does more than foster care. There are so many other resources that they provide."

Your unrestricted donation can help ensure C&FS is here for the children and families of WNY for years to come!



Hogwarts Casts a Spell on Residential

"We do not need magic to transform our world. We carry all of the power we need inside ourselves already." Our residential staff took this J.K. Rowling quote to heart when they organized a Harry Potter-themed week for the children in Residential Treatment. The kids decorated doorways based on their "Hogwarts house" for the week, imbuing each with references to the beloved series. They also participated in activities similar to those found in the series, such as "answering questions in their magic classes" (trivia game) or taking their first "flying lessons" (dance contest). Based on their smiling faces, the kids were spellbound by the week!



Financial Information

for the year ended June 30, 2019

Changes in unrestricted net assets:

Operating Activities

Governmental Fees and Grants

\$21,436,433

Tuition Revenue

\$20,608,279

Program Fees

\$6,075,519

Contributions

\$1,482,699

Investment Income

\$273,205

Other Income

\$187,981

Total Revenues \$50,064,116

Expenses

Program Services to Children and Families

\$44,794,257

Administration

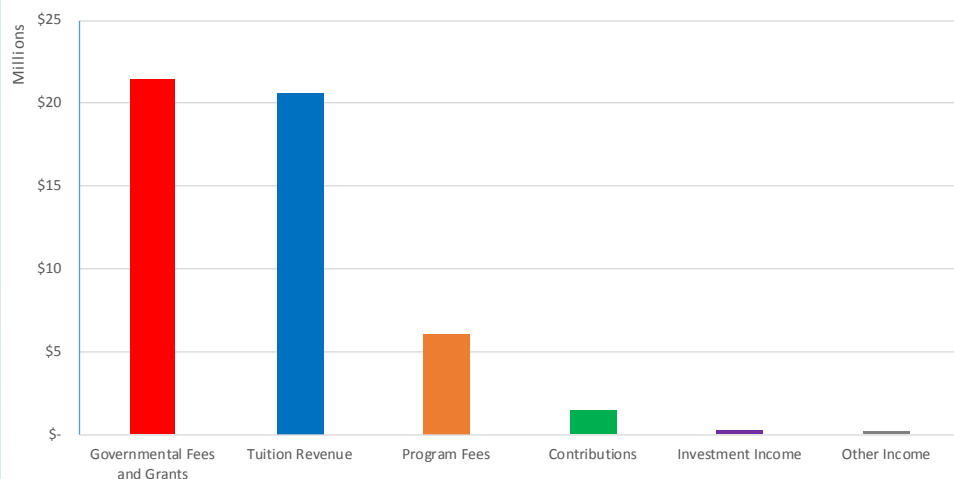
\$4,557,956

Development

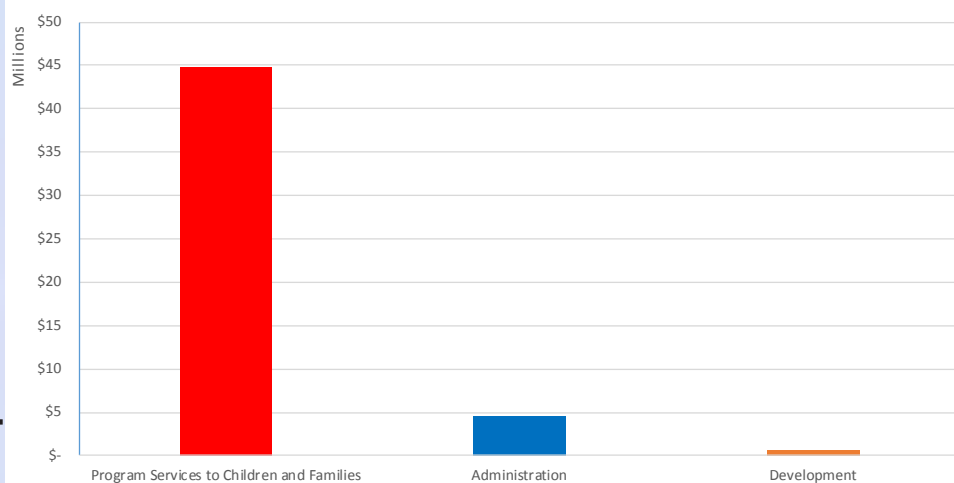
\$538,922

Total Expenses \$49,891,135

Total Revenues



Total Expenses



Net Income: \$172,981

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:

www.cfsbny.org

info@cfsbny.org



330 Delaware Avenue
Buffalo, NY 14202
(716) 842-2750