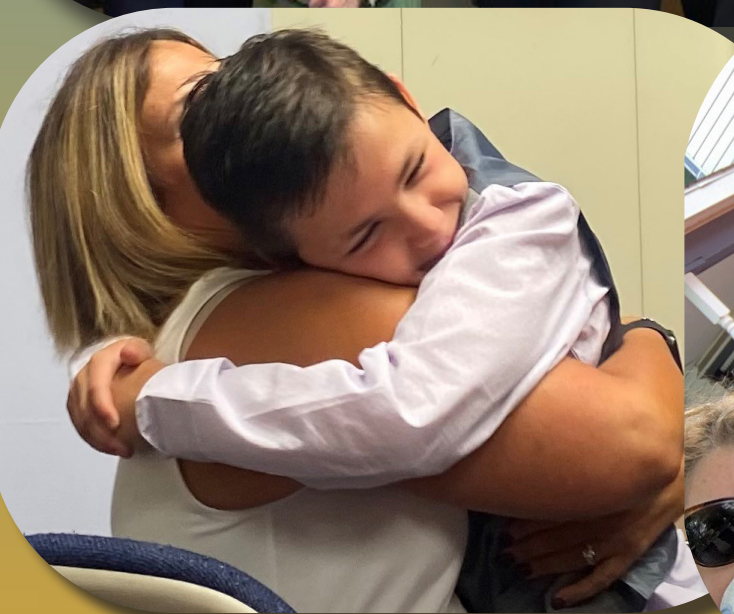




Child and Family Services



Community
Impact
Report

2020-2021

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A Message from Our President & CEO

When I began my position of President and CEO for Child & Family Services in 2020, I thought I knew exactly what I was getting into; I would be involved with a dynamic, caring workforce in a wonderfully giving community with exceptional partners. Shortly thereafter, COVID-19 arrived and along with it the illness, tragedies, workforce shortages and major disruption the whole world was experiencing. And what have I learned since this time? This is exactly what I thought I was getting into; a chance to lead an organization of talented, dedicated teammates and to experience on a daily basis the seemingly unbounded generosity of our community.



In the following pages, you will read examples of how our Agency has made a positive impact on our neighbors in WNY. You will learn more about our programs, find examples of great perseverance, and sense the dedication of our employees. This is but a small sample of the work that our team has been able to complete over the past year. Despite the difficult circumstances from the COVID-19 pandemic and labor shortage, our mission driven workforce has answered the call to action every day. I am inspired by the dedication that the C&FS team has for our community.

Though the passion remains consistent, C&FS and Falk School have showcased their adaptability throughout the last year. For example, our Center for Resolution and Justice (CRJ) partnered with the Center for Elder Law & Justice, Neighborhood Legal Services Inc., and Western New York Law Center to host application events for the Emergency Rental Assistance Program. These events helped both tenants and landlords who were having difficulties with rent due to the pandemic. In addition, our counseling program continues to offer flexible arrangements for visits that include both virtual and in-person appointments. Increased resources were added to educational programming in Residential Treatment Services with the addition of a full-time Learning & Development Manager and creating more learning spaces for the children.



Hosting a party for the children in Residential. (L-R) Nelly Johnson, wife of Buffalo Bills player Jaquan Johnson. Pamela Dunn, C&FS Residential Treatment Services' Operations Manager. Elizabeth McPartland, President & CEO of C&FS.

Other partnerships were created to help to spread our resources further throughout the community – these include the Buffalo Bills, the Buffalo Sabres, the Albright-Knox Art Gallery, Neighborhood Legal Services Inc., the African Heritage Food Co-op, the Pride Center of WNY, and others.

Child & Family Services in in our 150th year of service to the region. When we all work together – our C&FS team, our partners, and our supporters – great things can be achieved.

Sincerely yours,

Elizabeth McPartland

Facts & Figures (July 2020-June 2021)

RESIDENTIAL TREATMENT

72

CHILDREN LIVED IN OUR RESIDENTIAL TREATMENT HOMES

COUNSELING

40,303

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

FOSTER CARE & ADOPTION

15

CHILDREN ADOPTED

13

NEW FAMILIES CERTIFIED AS FOSTER PARENTS

100

CHILDREN PROVIDED CARE

70

CURRENT FOSTER PARENTS

HAVEN HOUSE

332

INDIVIDUALS PROVIDED SHELTER

211

ADULTS

121

CHILDREN

1,231

24-HOUR HOTLINE CALLS

1,848

INDIVIDUALS PROVIDED COUNSELING AND/OR ADVOCACY BY HAVEN HOUSE



Ensuring Representation for All

The Adopt-a-Family Program is about sharing - gifts, resources, and opportunities. When Development and Database Coordinator Misty Harris began working on the program, she found a meaningful way to add to the holiday giving.

“When I was younger, my parents would had trouble finding dolls that looked like me,” said Misty. “There are more options available now, so it is nice for the kids to see themselves reflected in the gifts they receive.”

Misty created a new wish list with more gifts to better reflect the many races and ethnicities of the families we serve. The resulting feedback was overwhelmingly positive. “After the holidays, so many parents said that their kids were excited to receive toys that reflected their race. One parent told us that when his daughter opened her doll, she started screaming, ‘Look, that’s me! That’s me!’ She felt seen in that moment,” Misty explained. “This is about representation. When a black child sees a black doll or action figure, it makes them feel valued.”



Diversity in toys has become more expansive, serving as a better representation of all the kids who play with them.



Chantele Thompson, Chief Equity and Inclusion Officer at C&FS

The past few years have brought diversity, equity, and inclusion (DEI) to the forefront of social consciousness. While DEI has always been a core value of Child & Family Services, we have taken further measures to bolster our DEI measures. Child & Family Services’ Chief Equity and Inclusion Officer, Chantele Thompson, joined the Agency in 2020. Since then, Chantele has implemented new strategies with the goal of educating and developing an open dialogue regarding diversity.

“Our goal is to create and maintain an environment where all people – no matter their race, religion, sexual orientation, gender identity, physical capabilities – are celebrated all year long,” said Chantele.

Finding a Forever Home through KinGAP

Margaret* had watched her friend struggle with mental health and unstable housing for some time. Regardless of how hard she tried, she could not get through to her. Her friend was not just hurting herself; she had three children who were also suffering. This is where Margaret was able to step in and help.

Margaret had previously been a foster parent to these children and maintain a positive, loving relationship throughout the years. Through the Agency's foster care program, KinGAP, Margaret was able to become a permanent placement for the children after just six months. This was really important for the kids because they knew Margaret and felt comfortable with her.

The KinGAP program is designed for foster children to achieve permanency with a committed adult in their life after that adult has been their foster parent for at least six months. The program provides financial supports, service linkage and other medical care to the foster parent while they care for the children. However, unlike actual adoption, KinGAP does not legally terminate a parent's rights. Instead, caseworkers work with both child's birth parent/s and prospective guardian to explore permanency options to determine what placement is in the best interest of the child or children. This can help to preserve long-term family ties.

In Margaret's case, she is grateful to Child & Family Services that the Agency was there to help facilitate really difficult conversations with her friend as they managed the care for her children.

Child & Family Services first started providing KinGAP services in 2018. If you would like to learn more, please call 716-882-0555.



Discovering Comfort at the Stanley G. Falk School

Before the interview with Aeden started, she was catching up with Ms. Murray at the reception desk. “I’m so glad to have a chance to talk about my time here,” said Aeden. “Falk is my home, you are all my family!”

“Oh, we love you, Aeden!” Ms. Murray replied with a chuckle.

That is the type of genuine interaction that made Aeden so comfortable at the Falk School. Now, as she is about to finish her undergraduate degree, Aeden gushes about the lengths to which the staff at the Falk School would go to make sure she felt that she belonged. As a freshman coming from public school, there was a big adjustment that she needed to make as a new student. At first, she was hesitant.

“When I arrived at Falk, I was very stubborn,” said Aeden “I had never been in a setting this small before, so that was very different for me. I did not want to do anything I was told to do. As the years went on, I wished I had found Falk way sooner.” At the Falk School, instruction is provided according to each student’s Individualized Education Plan. Students receive instruction in highly-structured classroom setting with a 6:1 student-to-teacher ratio.



The Stanley G. Falk School had 42 students graduate from high school in 2021.



Aeden stood in front of student artwork at the Rossler campus of the Stanley G. Falk School.

Aeden is not only proud to be the first in her family to go to college, but she is also excited to pursue her master’s degree in political science and public health. She just completed an internship at the Falk School and will spend her last semester as an intern in Disney’s College Program. It will be her first time living away from home, but she knows that she is prepared thanks to the Falk School.

“Being here for four years in high school, I think I grew a lot. I can see other people’s perspectives and understand where they are coming from,” Aeden said. “They teach you how to be an adult – how to think and take care of yourself. It’s not just academic; it’s about developing a lifestyle so you can go out into the world.”



Erie County's High Risk Team for Domestic Violence

Phillis* and her seven-year-old son, Cody,* sat peacefully enjoying their breakfast. Cody asked for some more milk in his cereal. As Phillis poured milk into the bowl, she took note of how calm everything was. Things were much quieter than they had been in the past. She smiled to herself, thinking about how far they had come.

Just a few months ago, Phillis and Cody were living in a domestic violence situation.

Prior to the arrest of Phillis's abuser, Haven House's High Risk Team had been helping Phillis put together evidence. Working with Haven House, Phillis learned what she needed to be done both in terms of building a case and keeping herself and her family safe. "We made it clear how important documentation is," described Sarah, Domestic Violence Advocate at Haven House. "She took screenshots and made folders of every piece of evidence that she had. We also helped her change the locks and set up cameras at her house for protection."

Erie County's High Risk Team (HRT) specializes in cases that display significant danger of a potential domestic homicide. This includes both working one-on-one with those who need immediate help and educating the community on risk factors, signs of potential domestic violence, available resources, and what to do if a loved one is experiencing domestic violence.

Sarah has continued to help Phillis prepare for the legal proceedings, attending the court dates as emotional support. "I was sitting outside the courtroom as Phillis came out, and I noticed two things," remembered Sarah. "She was shaking, but she was also smiling from ear to ear. She was so proud of herself because she knew that she could handle everything that was coming her way."

"When we first started working with Phillis, she didn't know what her next steps should be, and all she kept talking about was her son. More than anything, she wanted to make sure he was safe," said Sarah. "Now that she and her son are safe, she is starting to think about her own future. It's amazing to see."



Child and Family Services
Haven House

**Anyone feeling unsafe can
contact Haven House by:**

- calling the confidential 24-hour Haven House hotline at (716) 884-6000**
- messaging the new Haven House online chat system at cfsbny.org/our-services/hh/hh-chat/**

Please use whichever service is safer for you!

Financial Information

for the year ended June 30, 2021

Changes in unrestricted net assets:

Operating Activities

Tuition Revenue	\$21,206,876
Governmental Fees and Grants	\$21,001,327
Program Fees	\$6,988,605
Investment Income	\$1,579,351
Contributions	\$1,045,361
Other Income	\$66,265

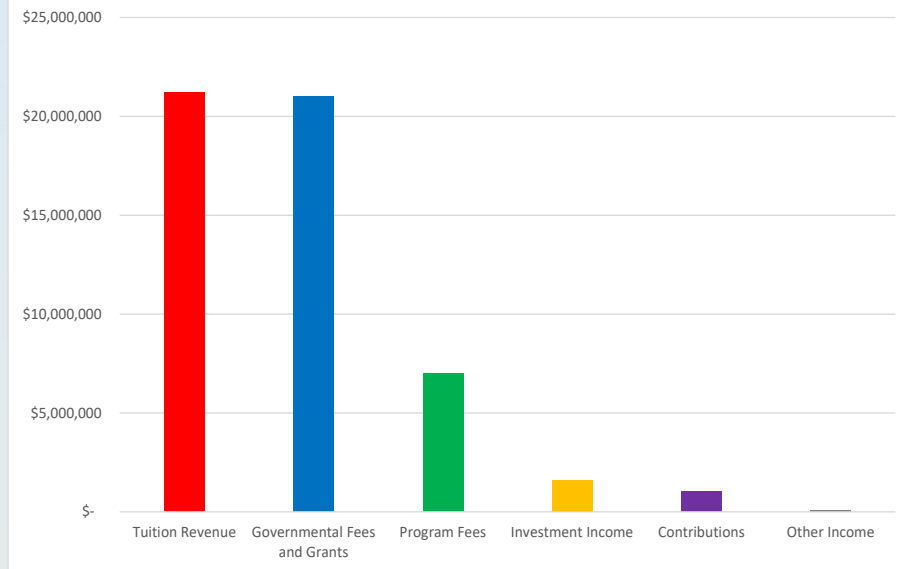
Total Revenues **\$51,887,785**

Expenses

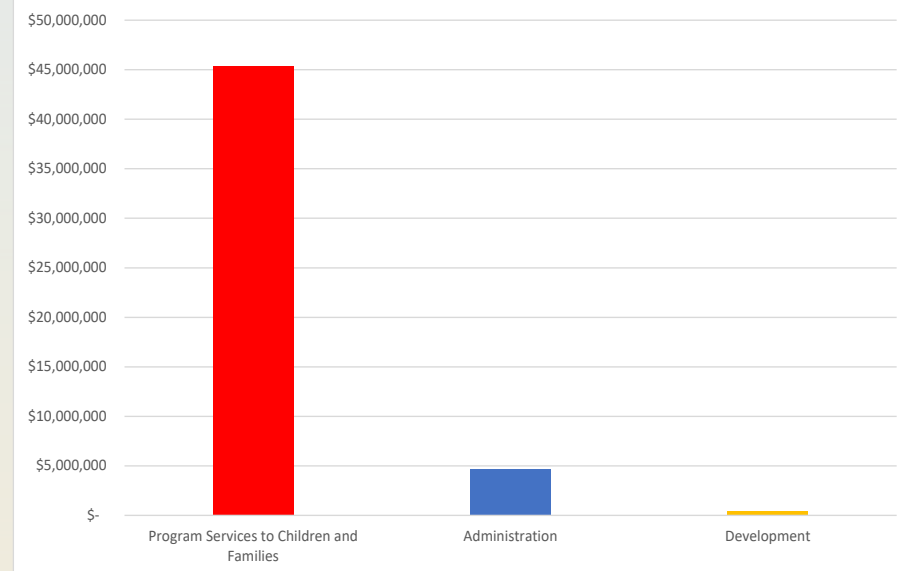
Program Services to Children and Families	\$45,406,262
Administration	\$4,722,789
Development	\$437,680

Total Expenses **\$50,566,731**

Total Revenue



Total Expenses



Net Income: \$1,321,054

2020-2021 Grant Awards

Circle of Hearts (\$10,000+)

The Children's Guild Foundation

The Community Foundation for Greater Buffalo

NFADA Charitable Foundation

Circle of Family (\$5,000-\$9,999)

The Frank G. Raichle Foundation

The John R. Oishei Foundation

New York Bar Foundation

Circle of Love (\$2,000-\$4,999)

Sullivan Family Foundation

Guardian's Circle (\$1,500-\$1,999)

The Almar Family Foundation

Circle of Hope (\$1,000-\$1,499)

Enterprise Holdings Foundation

Independent Health Foundation, Inc.

Marie and Frederic Houston Fund at the Community Foundation

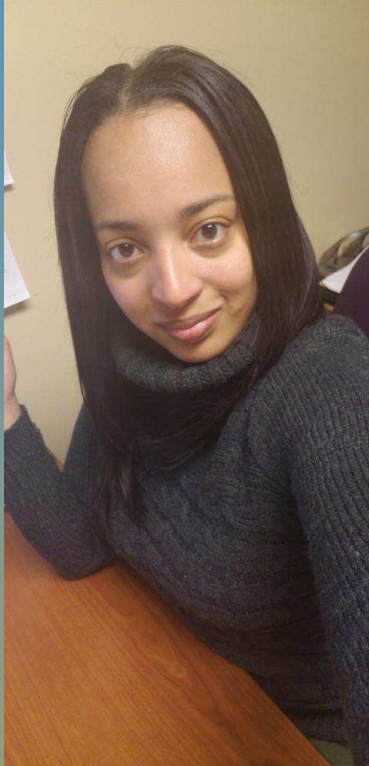
Ronald & Sandra Isaacs Charitable Endowment Fund

Circle of Friends (\$100-\$249)

Bell Bequest at the Community Foundation for Greater Buffalo



Desmond Truesdale, children's program team lead at Haven House in front of one of the children's activity centers paid for by the NFADA Charitable Foundation grant.



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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