



**2021-2022  
Community  
Impact Report**





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# A MESSAGE FROM ELIZABETH MCPARTLAND



*"I'VE LEARNED THAT PEOPLE WILL FORGET WHAT YOU SAID, PEOPLE WILL FORGET WHAT YOU DID, BUT PEOPLE WILL NEVER FORGET HOW YOU MADE THEM FEEL."*

**- MAYA ANGELOU**

When someone comes to Child & Family Services, it is often during one of the most vulnerable times in their life. We have supported those seeking to improve their mental health. We have found forever families for children needing permanency. We have empowered survivors of domestic violence to forge second chances for themselves. This year, we have assisted more than 10,000 individuals.

Our Agency takes great pride in what we have been able to accomplish. Revenue and other statistics found in this annual Community

Impact Report quantify the size of our impact, yet they only tell a piece of the story. Our impact is also measured by how those we serve feel during and after we work together. Do they feel safe? Valued? Empowered? Loved?

Child & Family Services is fortunate. Thanks to our loyal supporters, our generous funders, and our enthusiastic colleagues, we are strong. We are proud that we have been able to expand our service offerings, and you can read about several of our new programs in the following pages. The true goal of this Community Impact Report, though, is to illustrate the full results of our efforts – the stories of how individuals have been affected by our Agency, including how they progressed, and how they feel.

I hope you feel inspired and uplifted as you read these examples of our work. We look forward to continuing this journey with you.

Sincerely yours,

Elizabeth McPartland, LMSW, MBA  
President and CEO, Child & Family Services





# STATISTICS & FIGURES

## JULY 2021 TO JUNE 2022

**194 ADULTS, 92 CHILDREN  
PROVIDED SHELTER**

**2,227 CALLS  
TO THE 24-HOUR HOTLINE**

**HAVEN HOUSE**

**1,687 INDIVIDUALS PROVIDED  
COUNSELING AND/OR ADVOCACY**

**61 CHILDREN STAYED  
IN OUR RESIDENTIAL  
TREATMENT HOMES**

**RESIDENTIAL  
TREATMENT**

**37,251 TOTAL  
CLIENT SESSIONS  
(COUNSELING,  
PSYCHIATRIC, AND  
HEALTH MONITORING)**

**COUNSELING**

**121 CHILDREN PROVIDED CARE**

**12 CHILDREN ADOPTED**

**17 NEW FAMILIES CERTIFIED AS  
FOSTER PARENTS**

**FOSTER CARE & ADOPTION**





# NEW PLAYGROUND ENERGIZES HAVEN HOUSE

THANKS TO THE GENEROSITY OF THE JOSEPHINE GOODYEAR FOUNDATION AND THE RUSSELL FAMILY CHARITABLE TRUST, FAMILIES CAN NOW BE FOUND PLAYING TOGETHER ON A PLAYGROUND ALL THROUGHOUT THE DAY.



“IT HAS BEEN A GAMECHANGER FOR THE KIDS AND PARENTS.”

A few years ago, members of the Haven House team sat down to put together a wish list. When they wrote the list, the item at the top said “playground.”

“We were looking for something that would let the kids just be kids. Maybe, for a little while, they won’t be thinking about why they are here,” said Connie Logan, Office & Data Manager at Haven House. “The playground brings more fun into everyone’s lives.”

“I work right above the playground,” said Phuong Brady, Shelter Manager at Haven House. “I often open my window just to listen to all the laughter. It has been a game changer for the kids and parents.”

When a domestic violence survivor is at Haven House, the staff wants to help them feel secure by providing a sense of normalcy. The playground represents a traditional childhood joy, an outlet for the kids to unleash their energy.

“I feel like the courtyard is alive now. You will see kids and families out there almost any time of the day,” said Connie Logan. “Families in the shelter are taking their lunches and dinners out there. They are mingling with each other more. I saw a mom out there with her three kids. She had taken a blanket out for a picnic while her kids were playing.”

Connie shared a story of a young boy with special needs whose family has been in and out of Haven House. She used to see him by the sprinkler, sitting by the water without much expression. After just a week with the playground, Connie says that she has already seen him running around with a big smile on his face several times.

“It just makes you feel great when you see that type of progress,” smiled Connie.



If you or a loved one needs help, call Haven House’s 24-hour hotline at **716-884-6000** or visit [www.cfsbny.org/hh-chat](http://www.cfsbny.org/hh-chat).



# CARING FOR THE MENTAL HEALTH OF PROFESSIONALS

In January 2022, Child & Family Services' Employee Assistance Program (EAP) partnered with the Bar Association of Erie County to form the Member Assistance Program (MAP) to support attorneys' mental health. This means that any active member of the Bar Association will have access to EAP's mental health services for themselves and their families.

"So many law workers are employed at small or solo practices," said Julie Loesch, Senior Director of EAP. "With this new program, we wanted to give access to EAP's benefits to those who might not typically be able to receive them."

MAP has already made an impact on members such as Alice\*, an attorney at a boutique firm.

Alice had been a model co-worker, but recently she was having a difficult time coping with the passing of her son. Her bubbly personality had become reserved. She was also struggling to remain organized at work, leading to incomplete tasks. Her issues went beyond work, though. It was not a secret that, hoping to find a way out of debt, Alice could be found at the casino on a regular basis.

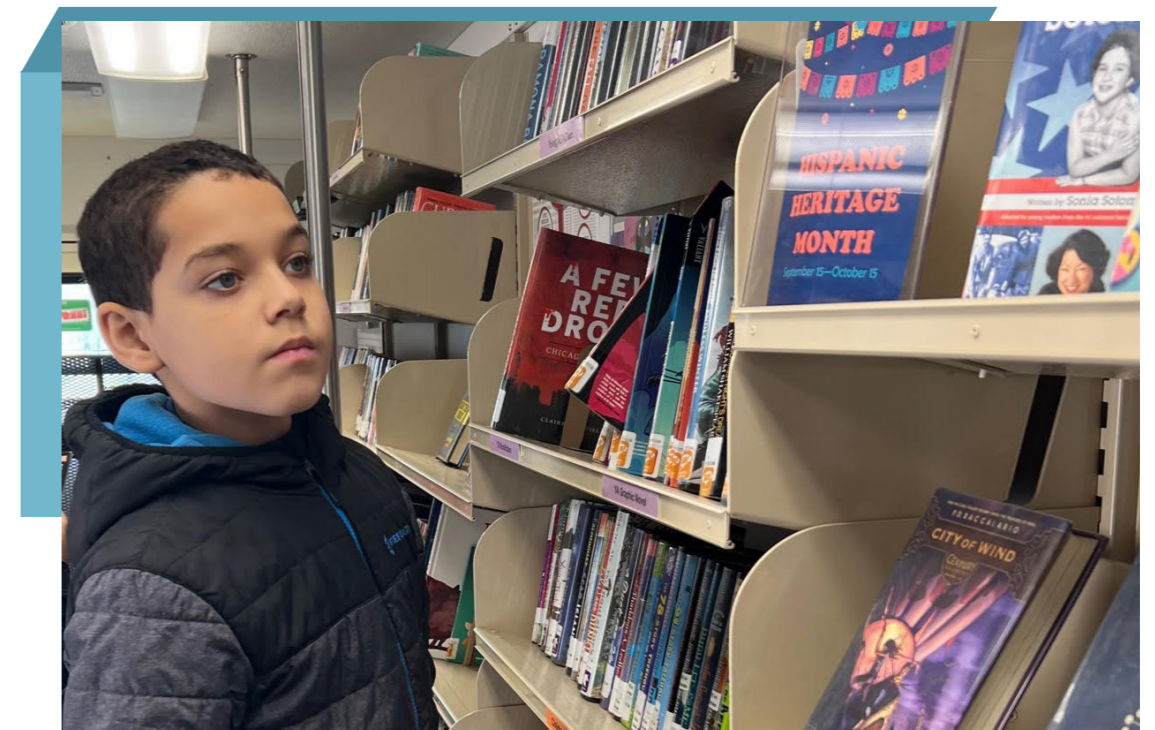
A concerned friend and colleague recommended MAP's services to Alice, who is now actively engaged in addressing her depression, financial concerns, and gambling addiction. Alice's counselor created a structured plan to get Alice's finances back in order. Alice has been seeing this counselor weekly to work on her mental health.

Knowing that she is in a safe and judgement-free setting, Alice has been able to talk about things that she had been holding in for years. "It is like the weight on my shoulders is getting lighter with each session," said Alice. "Being able to reach out to someone when I am feeling down – I don't feel like I have deal with everything on my own."



To learn more about MAP, visit [www.eap.cfsbny.org](http://www.eap.cfsbny.org) or call 716-681-4300.

\*Name changed for confidentiality.



## STRENGTHENING INCLUSIVITY AT FALK

The Stanley G. Falk School was awarded the Tower Foundation Strengthening Partner Capacity grant for "Racially Literate Instructional Practices & Interactions." This capacity building project funded by The Elizabeth and Peter Tower Foundation provides funds to organizations that serve young people with learning disabilities, intellectual disabilities, mental illness or substance use disorders.

These funds have been used to support a partnership with the Evolving Education Project aimed at providing professional development to Falk teachers and staff. Three trainings have taken place and four more are still to come. In the first training session led by Dr. Tiffany Nyachae, the group discussed community norms.

"We highlighted specific norms that should be challenged," said Hope Melendez, Teacher Aide and member of the Falk School's Diversity Equity and Inclusion Committee. "For example, women – especially women of

color – tend to feel the need to please others, even if they are denying their own needs. We need to foster environments that empower these women to use their voices. When these women are treated as equals, they will treat themselves as equals."

Through these conversations, participants discovered how to more effectively lead their students and co-workers. Funds were also allocated to update and diversify Falk's classroom libraries, reflecting the varied backgrounds of the students – meaning more books with Black, Indigenous, and People of Color (BIPOC) authors and content representative of students of all backgrounds.

"When I was growing up, conversations of diversity, equity, and inclusion were not happening," Hope said. "It's nice to see it happening now."

To learn more about the Stanley G. Falk School, visit [www.falkschool.com](http://www.falkschool.com).



# Supporter Spotlight

**ROSEMARIE O'BANNION HAS BEEN A FIXTURE AT CHILD & FAMILY SERVICES FOR NEARLY TWENTY YEARS. WHEN SHE MOVED BACK TO BUFFALO IN 2004, SHE KNEW SHE WANTED TO HELP SUPPORT DOMESTIC VIOLENCE SURVIVORS AND MADE A CALL TO HAVEN HOUSE.**

Rosemarie quickly became part of the family here at the Agency. She is often the first person called whenever help is needed. Every year, Rosemarie volunteers for the Agency's two main fundraisers by creating auction baskets and help with pre-event set up. At one point, she even temporarily suspended her retirement when the Development Department asked if she was interested in working with them part-time.

"I think the reason I remain so committed to the Agency is that it touches on so many different facets of the community," said Rosemarie. "I was drawn in by Haven House, but then I learned about all of the other programs over time. They're all so important to individual people and segments of the community. You never know which service you might need."

While Rosemarie praised the staff's care and their dedication has always impressed her, she highlighted the Agency's adaptability during the COVID-19 pandemic, including the virtual dueling piano fundraiser in 2021.

"You can tell that accessibility is becoming more of a focus," Rosemarie explained. "The Agency keeps adding more programs to help people. Even with fundraising, it was much more formal in the past. Now, the events have the same purpose but want people to have fun, too!"



Rosemarie has not only been generous with her time over the years, but also with donations. "These contributions help wherever they are needed the most. All of these initiatives require a huge amount of financial structure in order to continue to operate. It's all important – support from local organizations, grants, and individual donations."

When asked what her plans are for her future with C&FS, she joked that the Agency would never be able to get rid of her. "It's part of my psyche now," laughed Rosemarie. "I look forward to it. I look forward to volunteering. I look forward to seeing the staff. I look forward to hearing the stories of how the Agency is helping people."

**Thank you for your years of dedication and support, Rosemarie!**



**ROSEMARIE O'BANNION WALKS THE RUNWAY AT THE 2015 FASHION SHOW WITH A TWIST.**





## WE ARE PROUD TO ANNOUNCE A NEW PROGRAM, YOUTH ASSERTIVE COMMUNITY TREATMENT (ACT), IN ERIE AND NIAGARA COUNTY.

Governor Hochul awarded Child & Family Services the contract to establish the first Youth ACT program in Western New York. Through the Youth ACT, Child & Family Services is able to fill an existing gap by giving support to youth who are at the highest risk of entering or re-entering residential or inpatient care. By providing services in the home or community, the team can preserve family integrity and prevent unnecessary out-of-home placement for youth ages 10 to 21 years old. Youth impacted by serious emotional disturbance can be supported by in-home services including case management, therapy, education and skill building.

Success for youth requires both effective treatment and services that are flexible enough to meet families ever changing needs. Youth ACT employs a wraparound, strength-based care coordination model which is child-centered and family-focused. This happens while promoting wellness for each child and family member. It ensures effective interventions by applying a creative and collaborative partnership with the family, treatment providers, community-based services, and other natural supports.

“The Youth ACT program will bridge the gap between residential, hospital level services, and community-based services. It helps meet the needs of our youth and families where they are at so they can be most successful,” said Gretchen Szymanski, Senior Director of Clinical Services.

To learn more about this program, please visit our website at [www.cfsbny.org](http://www.cfsbny.org).

ON THE AFTERNOON OF SATURDAY, MAY 14, 2022, THE LANDSCAPE OF THE JEFFERSON AVENUE COMMUNITY INSIDE TOPS CHANGED FOREVER WHEN A MASS SHOOTING TOOK THE LIVES OF 10 VICTIMS AND INJURED THREE OTHERS.



Memorials remain around the newly renovated Tops, where a shooter opened fire driven by racism and hate. The news of this mass shooting quickly spread throughout the country. At the same time, our nation saw what it truly means to live in the City of Good Neighbors.

Immediately following the shooting, volunteer efforts were mobilized to provide aid, safety and basic human needs. Child & Family Services serves over 50 families who live in the immediate area of the attack and more than 500 families who live in surrounding areas. However, our work is just getting started as families begin to recover. To help provide for them, the Agency created the Buffalo Families Fund. This fund was established to help the families directly affected by the tragedy.

Some of our families still have difficulty leaving their homes to do tasks such as grocery shopping or taking their children to school. We can help bring stability by collecting monetary donations and gifts cards to help buy groceries, medications, cleaning supplies and other household and security-related items.

“In order to give our families a chance to heal, we have to give them the resources they need to get through everyday life. We are incredibly grateful to all of our supporters whose donations have helped others a chance to rebuild,” Mary Czopp, Chief Communications and Development Officer.

To date, we have raised **over \$12,000** for our families. If you would like to contribute, please visit Child & Family Services’ Buffalo Families Fund at [www.cfsbny.org/bff](http://www.cfsbny.org/bff).





# KEEPING FAMILIES CONNECTED DURING TOUGH TIMES

**CHILD & FAMILY SERVICES' NEW FAMILY VISITATION PROGRAM MAKES SURE THAT EVEN WHEN FAMILIES ARE SEPARATED, THEY REMAIN IN EACH OTHERS' LIVES.**

Phoebe\* had not seen all of her children together at the same time in nearly a year. Due to the difference in ages and schedules, the kids were living with various relatives. After determining that Phoebe needed to see her children in a supervised setting, Erie County's Family Court referred her to the Family Visitation Program.

As part of the Family Visitation Program, Phoebe has been enrolled in skill-building classes for parents. "Our hope was always to get her more access to her children than what the court allowed," said Amber Haulton, Family Visitation Team Lead. "The best case scenario for the family is to be at their home."

On the day of their first family dinner at the C&FS visitation center, Phoebe arrived early. One by one, her children walked through the doorway to a warm embrace from their mother.

"I could see the joy in their faces when they were together," said Amber. "I have already spoken to families who have told me how much they appreciate what we are doing for them. It makes me feel like we are making a difference. The ultimate goal is reunification, and this is one of the steps that a family can take on that journey."



Phoebe and her kids enjoyed their first dinner as a complete family in over eleven months. The kids talked about what they have been up to – how school was going, the friends they were hanging out with, and some upcoming events that excited them. After dinner, they laughed as they played board games. As everyone departed at the end of the night, Phoebe was still beaming, tears of joy in her eyes.

After more visitations and continued success in her skill-building classes, Phoebe was granted the right to have weekly unsupervised dinners with her children in her own home. She told Amber that these visits are the highlight of her week, as they allow her family to be together in a natural environment. Phoebe said that she is more inspired than ever to do whatever it takes to get her kids back together under one roof permanently.

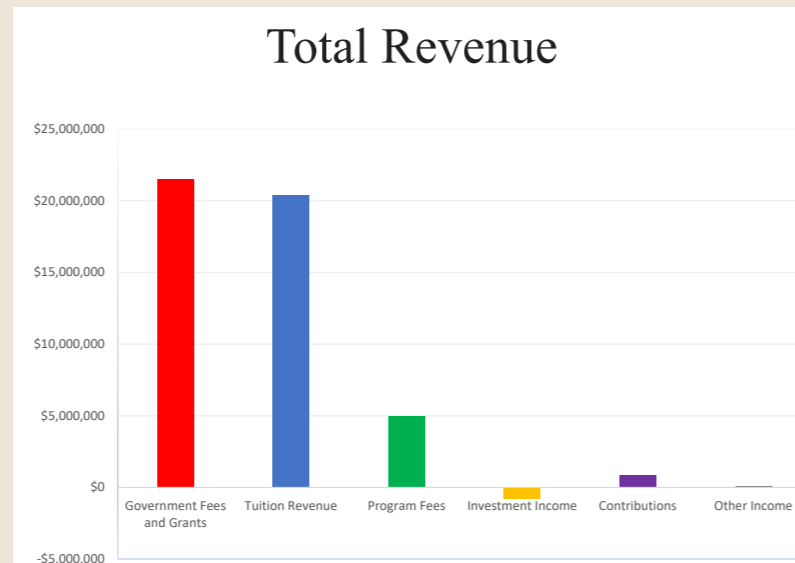


# Financial Information

## Changes in Unrestricted Net Assets:

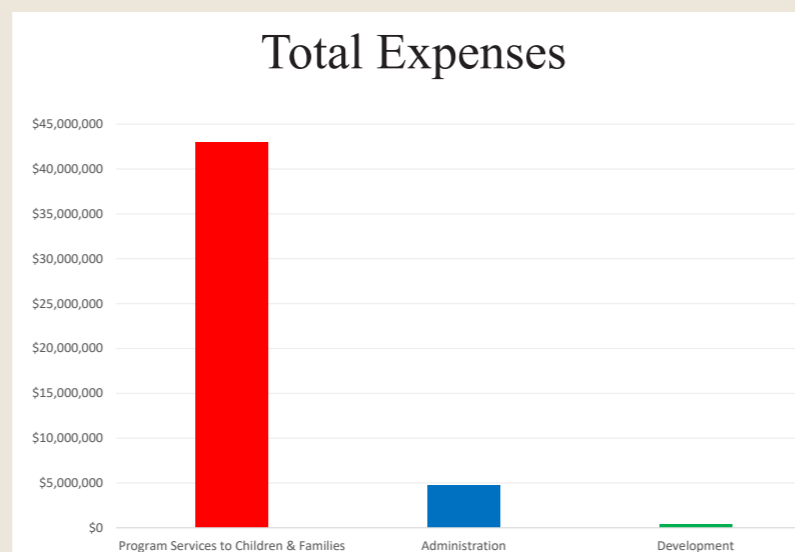
### Operating Activities

Governmental Fees and Grants	\$21,526,027
Tuition Revenue	\$20,425,681
Program Fees	\$4,963,782
Investment Income	(\$822,209)
Contributions	\$889,362
Other Income	\$63,896
<b>Total Revenues</b>	<b>\$47,046,539</b>



### Expenses

Program Services to Children and Families	\$42,963,714
Administration	\$4,715,747
Development	\$422,127
<b>Total Expenses</b>	<b>\$48,101,588</b>



Net Income: (\$1,055,049)



## Grant Recognition

July 2021 - June 2022

### Circle of Hearts (\$10,000+)

Community Foundation for Greater Buffalo  
KeyBank

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

The John R. Oishei Foundation  
Josephine Goodyear Foundation

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

Albert & Mildred Pfreder Bequest  
Evans-Devereux Memorial Fund

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

The Almar Family Foundation



## Mission

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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