

COMMUNITY IMPACT REPORT

2024-2025





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BOARD OF DIRECTORS 25/26

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President and CEO, Elizabeth McPartland was honored by UB's School of Social Work

A MESSAGE FROM THE PRESIDENT AND CEO

When I think about the work of Child and Family Services (C+FS), one word continues to resonate: community.

Every service we provide, every connection we facilitate and every life we touch is made possible by our colleagues, partners and supporters. We do not work in isolation, nor do we believe that healing or growth happens in a silo. Each person who comes to us brings unique strengths, challenges and hopes for their future.

That is why our connections across Western New York are critical. The work of C+FS is strengthened by the relationships we build with our community and with each of you who support us. Together, we create a network of care that ensures individuals and families receive the right support at the right time.

This past year, those connections continued to grow in meaningful ways. C+FS was included in new state funding to expand services for youth living with mental illness. This is an investment that will help young people access the care they deserve. In our children's residential program, we completed a new recreation room designed to bring joy, play and creativity to the children we serve.

Our Employee Assistance Program celebrated its 100th webinar, a milestone that highlights the value of connection and support both in and out of the workplace. And our Center for Resolution and Justice began a new chapter rebranded as the Community Mediation Center, a name that better reflects who we are and the neighbors we serve.

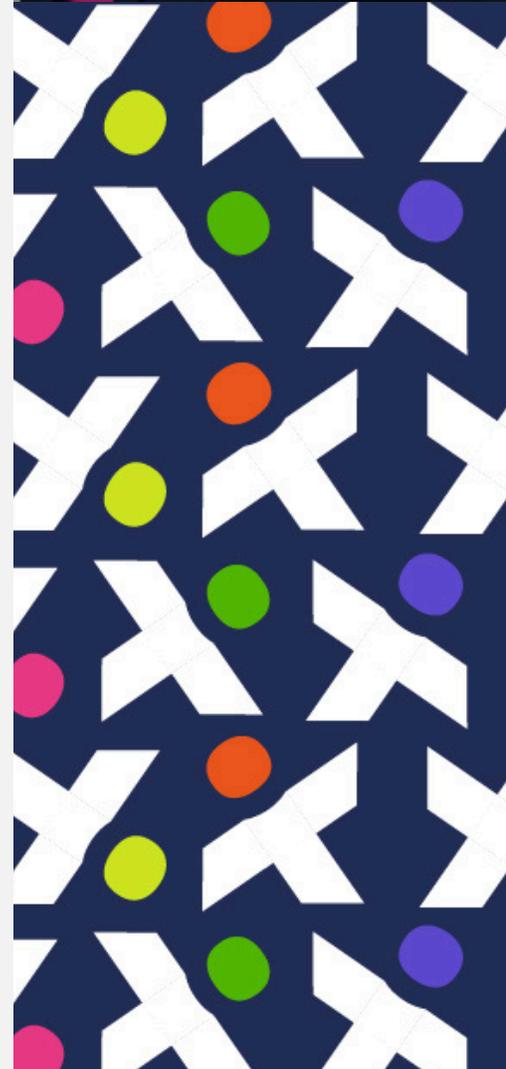
These moments highlight the power of community and collective care. None of this would be possible without the dedication of our colleagues and the generosity of our supporters.

As we look ahead, we remain committed to strengthening these connections and ensuring that every person we serve feels seen, supported and empowered to shape their own journey.

With warm regards,



ELIZABETH MCPARTLAND, LMSW, MBA
PRESIDENT AND CEO



Counseling

35,846 total client sessions.

Foster Care and Adoption

70 children provided care.

15 families became certified foster parents.

13 children were adopted.

Haven House

225 individuals provided shelter.

1,609 individuals provided counseling and/or advocacy.

1,867 calls to the 24-hour hotline.

Residential Treatment

59 children and families received treatment.

24 children were reunited with their families without needing additional out-of-home placements.

Stanley G. Falk School

35 seniors graduated in June 2024.

597 students were enrolled.



Hodari's Story of Strength

When three-year-old Hodari entered into Foster Care at Child and Family Services nearly two years ago, his future felt uncertain.

He faced significant developmental delays, relied on an oxygen tank, wore a helmet and couldn't sit up on his own. Yet, from the very beginning, Hodari was surrounded by a team of people determined to support him every step of the way.

That support has made all the difference. Hodari has since received a cerebral palsy diagnosis, but continues to make remarkable progress through physical, occupational and speech therapy. Today, he no longer needs his oxygen tank or helmet.

Much of his progress can be credited to his foster parents, Melissa and Jeremy Beichner, who have embraced every part of his journey. From attending countless appointments to celebrating each milestone, their dedication has given Hodari the chance to flourish.

The Beichners recently shared their gratitude for the C+FS foster care team.

"Emily, Kristin and Andy are doing such a great job," they shared. "It is truly apparent how much they care in how they interact with the kids when they are here for a visit."



The Beichner Family

For Andy Whitehead, Social Worker and the family's Home Finder, witnessing Hodari's transformation has been especially meaningful.

"Seeing the moments where you know he is going to a great home and being set up to thrive is very encouraging," Andy shared. "To be part of his journey from start to finish has been incredible."

Melissa and Jeremy continue to keep Andy and the team closely connected by sending updates and photos of Hodari enjoying everyday moments. These small glimpses are powerful reminders of how far he's come.

Hodari's story shows what is possible when families, providers and foster care professionals come together with a shared goal.

Tickets for the Lauren Show

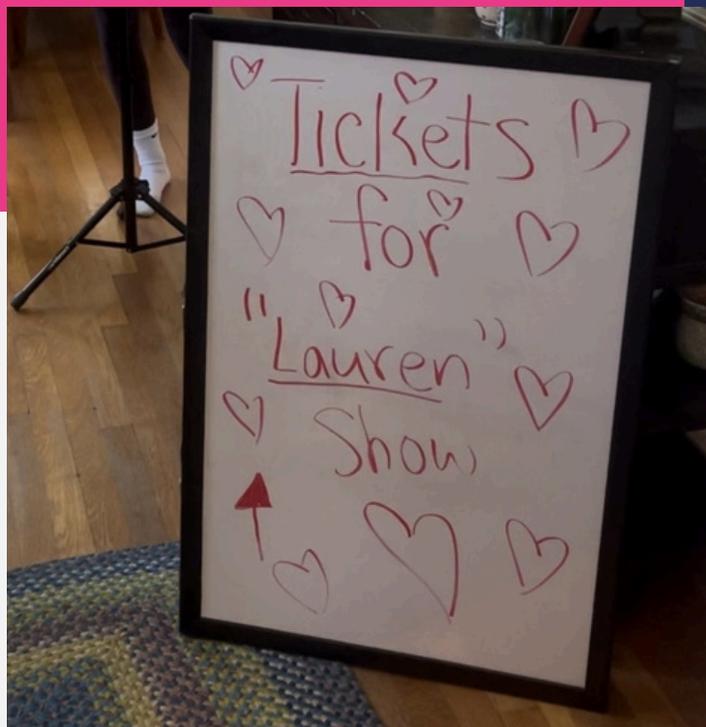
This past April, Lauren Wogick, Senior Case Planner for the C+FS Preventive team, made a final home visit and walked into something completely unexpected. The family's living room had been transformed into a fully decorated theater and Lauren was at the top of the VIP list.

Lauren first met the Smith* family in September 2023, as they were in the middle of an uncertain time. Over the next year and a half, Lauren became more than a case planner to them. She became a steady presence and a trusted adult for the family's two young daughters.

"C+FS has had an incredible impact on my family," Emily Smith, the girls' mother, shared. "As we navigated a heart-wrenching situation, we were fortunately placed in the care of an amazing case planner, Lauren."

Through every challenge, Lauren offered more than just resources; she offered peace and a new perspective. "Lauren gave us hope," said Emily. "She provided our entire family with tools to make the process successful."

At Lauren's final home visit, she was greeted with a handmade sign reading "Tickets for the Lauren Show." The girls performed poems, sang songs and even choreographed a dance.



Handmade sign created by the two daughters

This was a true celebration of the person who had supported them through one of the hardest times of their lives.

Being someone the youth can go to as a trusted adult is so meaningful to me," Lauren said. "Moments like this show me that the work we do really makes a difference."

The Smith's couldn't agree more. "We looked forward to Lauren's visits and relied on her professional judgement and expertise," smiled Emily. "We are so thankful."

For the Smith family, it was a celebration of healing and a lifelong bond with the person who helped guide them through it. For Lauren, it was a heartfelt reminder of the lasting impact that comes from connecting with the families she serves.

*Name changed for confidentiality.

Mentorship Making a Difference

When you ask Day'von what he wants to be when he grows up, his answer comes confidently - a police officer.

While living in our Residential Program, Day'von has carried the challenges of growing up without a father figure and navigating an inconsistent relationship with his mother. Through it all, one steady source of comfort has been the sense of safety he feels from the police.

Recognizing this, staff in the Residential Program wanted to build on that sense of connection and security. With help from community connections, they arranged for Day'von to be paired with mentors from the Buffalo Police Department.

The first time Day'von met Officer McAlister, Chief of E-District and Officer Robinson, his excitement was undeniable. Since then, the two officers have become a consistent presence in his life, meeting with him once a week to talk, listen and encourage him.

"Community policing is about connection," shared Officer Robinson. "If we can give Day'von something positive to look ahead, to just by spending time with him, that's a real win for our future."

The mentorship has gone beyond conversation.



Buffalo Police Officer Robinson and Day'von

The officers give Day'von goals and challenges to work toward, like completing a certain number of pushups, memorizing the ranks of the police department and learning details about the people in his life.

"This mentorship is the best thing that has happened to him since he has been here," shared Gabriella Piccininni, Day'von's Mental Health Therapist.

For Day'von, the impact has been clear. His behavior has improved, his confidence is growing and most importantly, he feels like he has more people in his corner.

"Day'von's progress shows what's possible when children feel seen, supported and safe," shared Dana Delaney, Director of Residential Treatment. "Healing happens through connection, and that's at the heart of everything we do."

With the guidance of his mentors and the support of his Residential team, Day'von is building hope for his future and beginning to see himself as the leader he wants to become.

A New Way to Learn at Falk

Last year, the Stanley G. Falk School was selected for New York State's Performance-based Learning and Assessment Network (PLAN) Pilot. The initiative is now in full motion, and Falk's teachers and students are turning vision into action.

"The purpose of the PLAN Pilot is to help students find their place in the world," said Marley Smith, Director of Instruction at Falk. "We don't just want them to pass exams; we want them to graduate ready to describe real experiences, problem-solving, and growth."

The PLAN Pilot has encouraged teachers to move away from conventional models. "There's no manual," explained Nicole Timm, Principal of the Rössler campus at Falk. "We were asked, 'How do you want to transform your school?' That freedom has been the most rewarding part."

High school teacher Casey Neutrino and her students have taken that charge to heart. Over the summer, her class designed hands-on, student-driven courses that included making perfumes and soaps, refurbishing furniture and checking car brakes. In the school's garden, students accidentally cross-pollinated a squash and a cucumber, creating what they named a squamber. "It was the full learning cycle," said Principal Timm. "They planted, tended, experimented, researched and presented – all without anyone forcing them to do so."



Falk student learning culinary skills

This year, Falk's 10th-grade cohort is focusing on communication skills. Students are creating vision boards that encourage them to think about their futures – identifying their strengths, interests and goals – and connecting classroom learning to real-world values such as perseverance, creativity and self-awareness. Plans are underway to add job shadowing opportunities in their junior year and internships in senior year. "The PLAN Pilot lets us dream big," Ms. Smith said. "And our students are showing it works."

Teachers are also changing their assessments, replacing some written tests with oral quizzes and using detailed rubrics to evaluate skills such as teamwork, leadership and time management that traditional exams overlook.

As the PLAN Pilot expands to Falk's Cambridge campus next year, the school continues to redefine what success looks like. "We're moving from compliance to competence," Ms. Smith reflected. "Performance is the point, and our students are proving it every day."

Opening the Door to Independence

Natasha* arrived at Haven House with almost nothing. Her abuser had stolen her identity documents, taken over her apartment and left her without financial security. She felt devastated and powerless yet held on to her determination to start again.

Natasha knew she wanted to build a safe, stable future for herself, but the road ahead was not easy. She did not qualify for rapid rehousing or public assistance, and when she was finally approved for an apartment in May, complications left her back at square one. For a moment, the hope she had held onto started to slip away.

That's when Eli Bowry, Haven House Residential Domestic Violence Advocate, stepped in to help.

"Being a residential advocate means walking with clients through some of their most vulnerable moments," shared Eli. "It means offering more than just housing and resources, but also emotional support when things feel impossible."

Eli connected Natasha with Greenleaf Properties, a trusted partner she had worked with in the past. After explaining Natasha's situation, they were able to find her an apartment that fit within her budget.



Together, Eli and Natasha set spending limits and built a monthly budget to ensure her financial stability as she prepared to move into her new home.

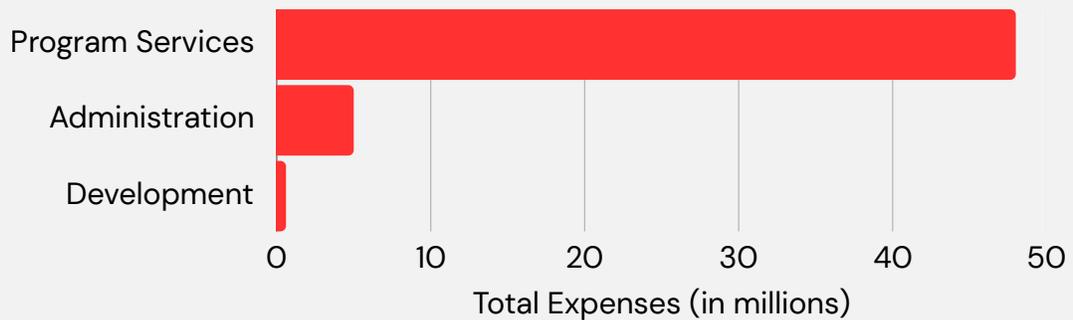
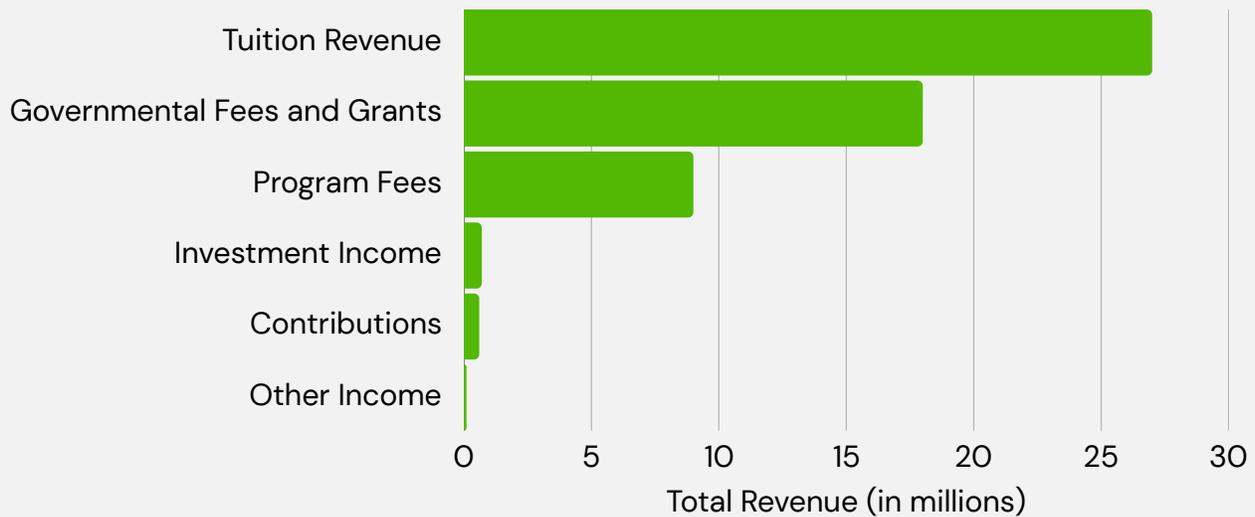
Finally, the day arrived when Natasha received the keys to her apartment. After losing so much to abuse and facing barrier after barrier, she had reclaimed her independence.

"The most powerful moment for me was seeing her relief and pride once she was finally able to move into her apartment," Eli reflected.

For Natasha, it was more than just moving into a new space. It was proof that her strength, paired with the right support, could overcome even the most difficult challenges. Today, she looks toward the future with hope and confidence.

*Names changed for confidentiality.

FINANCIAL INFORMATION



Operating Activities

Tuition Revenue: \$27,295,566

Governmental Fees and Grants: \$17,297,811

Program Fees: \$9,194,994

Investment Income: \$798,883

Contributions: \$656,008

Other Income: \$103,248

\$55,346,510

Total Revenue

Expenses

Program Services to Children and Families: \$48,054,942

Administration: \$5,716,973

Development: \$615,572

\$54,387,487

Total Expenses

\$959,023

Net Income

DONOR RECOGNITION (2024–2025)

2024–2025 Grant Awards

(\$10,000–\$49,999)

- The Marks Family Foundation
- New Era Cap Foundation

(\$1,000–\$9,999)

- The Almar Family Foundation
- Community Foundation for Greater Buffalo
- Evans–Devereux Memorial Fund
- The Fatta Foundation
- James Grundtisch Family Charitable Fund
- Independent Health
- Jo Ann Long Charitable Fund at the Community Foundation
- Maria Love Convalescent Fund
- Northwest Charitable Foundation, Inc.
- The John R. Oishei Foundation
- Albert & Mildred Prefender Bequest



Wegmans employees at Heartlight at the Harbor

Founder's Club

(Recurring monthly or quarterly donations)

- Christian Benford
- Ellen Burkhardt
- Colleen K. Mattrey
- Magdalena Nichols
- John Percy
- Connie Poniatowski



Empire Beauty School at Buffalo donated to Haven House

1873 Legacy Society

(Gifts to the Child and Family Services Foundation)

- Henry and Susan Brock
- David Feuerstein
- Cheryl S. Fisher
- Paul and Barbara Harder
- Hugh M. Jones III
- Ted and Kathy Koeth
- Elizabeth and Kevin McPartland
- Kathleen M. Moriarty
- Michael and Kathleen Munster
- Ray and Mary Beth Orange
- Rachael Warrior Foundation Inc
- Doris Falk Rosen
- Mark and Carol Russell Family Foundation
- John and Amy Spitzmiller
- Matthew and Shana Stegner
- Michael K. Walsh



Jay Young and Buster the therapy dog visit 844 Delaware

C+FS Visionaries (\$5,000+)

- Melissa Baumgart
- Paul N. Bogner
- The Marjorie and John Buyers Foundation Inc.
- Kathleen G. Gleason
- Gordon R. & Gretchen S. Gross Family Fund at the Community Foundation for Greater Buffalo
- The Rupp Foundation

Leadership Circle (\$1,000-\$4,999)

- David and Wendy Barth
- Bradley and Madeline Buyers
- Mary Czopp
- Timothy and Kathleen Callan
- Laura Collins
- W. Edwin Constantine III & Jennifer Stanonis Fund
- David Courtemanche and Kristen Kinnish
- Nancy Daigler
- Jeffrey Danahy
- Dudley Giving Fund
- Patrice Fischer
- Patricia A. Flavin
- Christine Garvelli
- Tracy Heneghan
- Marie S. and Frederic K. Houston Fund at the Community Foundation for Greater Buffalo
- Mary Hurley
- Alison Hyde
- Kenneth and Linda Kahn
- Zdzislaw and Claudia Kania
- Ian Long
- Daniel and Elizabeth McAuliffe
- Elizabeth McPartland
- Paige L. Mecca
- Harry G. Meyer
- Judith E. Nichol
- Kevin and Janet O'Leary
- Ray and Mary Beth Orange
- Neil Pawlowski
- John R. Rodgers
- Carina Schoenberger
- Mark and Amy Swarts
- Thomas C. Toy III
- Richard and Terry Wall
- Michael K. Walsh
- Rebecca Wells
- Smith Family Foundation



Volunteers help sort gifts for Adopt-a-Family

Our Mission

Nurturing a healthy and more equitable Western New York for the benefit of current and future generations.

Our Vision

A thriving community where all people live in safety with dignity.

Follow Us:



Child 
Family
Services



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