Child Family Services

COMMUNITY IMPACT REPORT

2025-2026




Child + Family Services
(716) 326-2310
Our team will come out to help you.




Daytime
BUFFALO










BACK SCHOOL
BACK SCHOOL
BACK SCHOOL


COMMUNITY MEDIATION CENTER LOVES OUR VOLUNTEERS BECAUSE...
They are kind
COMMUNITY MEDIATION CENTER LOVES OUR VOLUNTEERS BECAUSE...
COMMUNITY MEDIATION CENTER LOVES OUR VOLUNTEERS BECAUSE...
They hold a safe welcoming space for people having hard conversations


Values & Expectations

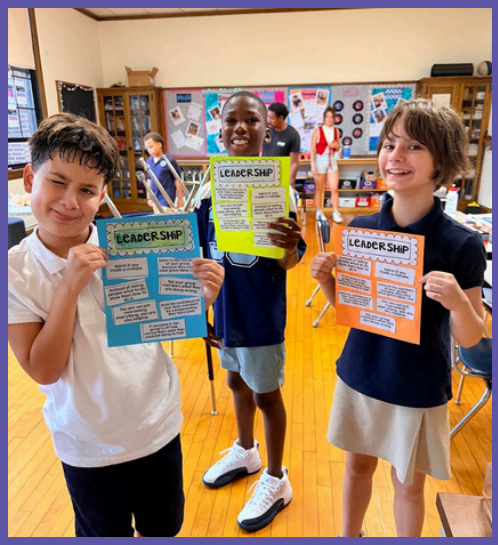

BUFFALO
FOOTBALL
BUFFALO


is the Start
Something GREAT
in
3RD GRADE


TBTN
TBTN
Child + Family Services



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Pictured from left to right: Rachael Greene, NYS Assemblyman William Conrad, Elizabeth McPartland, and Lisa Dombek

A MESSAGE FROM THE PRESIDENT AND CEO



When I think about the work of Child and Family Services (C+FS), I am reminded that meaningful change begins with recognizing the strengths, hopes and potential each person brings to their own journey.

Every individual and family we serve has a story of their own. While challenges may bring people to C+FS, these challenges do not define them. Our role is to walk alongside the individual, offering the care, resources and connections needed to reach their goals. We believe lasting change happens not because of what we do for people, but because of what we accomplish together.

This past year, we have seen that belief come to life in many ways. Through our Foster Care Program, kinship care has helped children find permanency and belonging with family members who provide a foundation of love and support. Through Youth Assertive Community Treatment (Youth ACT) and outpatient counseling, young people have worked toward their goals with the guidance of professionals who recognize their strengths. At Falk School, a former student came full circle, returning as a staff member with a unique understanding of the experiences that shape a student's journey.

We have also seen the difference that support can make during life's most difficult moments. Through Haven House's Rapid Rehousing Program, survivors of domestic violence received assistance in securing safe, independent housing and built a new chapter for themselves. At our Community Mediation Center, individuals navigating conflict have drawn on their own strengths to work through challenges and find solutions that moved them forward.

While each story is unique, they share an important message: the people at the center of them are active participants in their own growth and progress. Our colleagues help make that possible through compassion, collaboration and a commitment to meeting people where they are.

As we look ahead, we remain committed to strengthening connections across Western New York and working alongside individuals and families as they shape their futures. We are grateful to our colleagues, partners and supporters who share in this work and remind us that our greatest impact comes not from working alone, but from what we can accomplish together.

With warm regards,

Elizabeth McPartland

ELIZABETH MCPARTLAND, LMSW, MBA
PRESIDENT AND CEO

Counseling

34,982 total client sessions.

Foster Care and Adoption

65 children received care.

10 families became certified foster parents.

13 children were adopted.

Haven House

261 individuals were cared for in emergency shelter.

1,827 individuals provided counseling and/or advocacy.

1,934 calls to the 24-hour hotline.

Residential Treatment

61 children and families received treatment.

38 were reunited with their families in their home.

Falk School

31 seniors graduated in 2026.

618 students were enrolled.



The Right Support at the Right Time



Brittany Jordon, Mental Health Counselor

When Macy* began working with Brittany Jordon, Mental Health Counselor, simply getting through each day felt overwhelming.

After aging out of the Youth Assertive Community Treatment (Youth ACT) Program, Macy continued to need additional support and started outpatient counseling. With ongoing concerns about her safety and emotional well-being, Macy needed to believe this counseling experience would truly make an impact on her life.

Before meaningful progress could begin, Macy and Brittany first had to build trust.

Macy had experienced challenges with counseling in the past, making it especially important that she felt comfortable in the sessions. For Brittany, creating that sense of safety became the foundation of their work together.

"I think a major part of building trust was creating an environment where Macy felt like she could be herself and be heard without judgment," Brittany shared.

Over time, Macy began to find a combination of actions that worked for her, including medication management and consistent counseling sessions.

As these became part of her routine, Brittany began to notice changes in Macy. She was more engaged and willing to work toward the goals she set. The people closest to her began noticing a difference, too.

One of the clearest signs of progress came when Macy no longer needed the same level of intensive monitoring she once had. After moving away from behaviors that had previously raised serious concerns about her safety, she was removed from the high-risk list.

Today, Macy continues her counseling with Brittany and is more comfortable reaching out for help when she needs it.

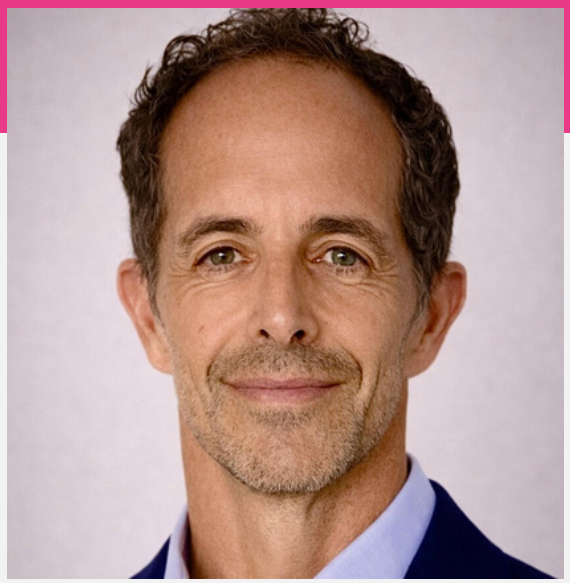
"What makes me most proud is seeing Macy recognize her own ability to move forward," Brittany said. "She has come a long way from where she was when we first met, and watching her find her confidence has been really meaningful."

Macy's journey is still unfolding, but she is approaching life with new tools and a greater willingness to ask for help when she needs it. For Brittany, watching that progress has been a reminder that change can take time, especially when someone has the right support alongside them.

To learn more about our counseling services, call us at (716) 842-2750.

*Name changed for confidentiality.

A Mindful Approach to Conflict



Carl Sheusi, Mediator

For Carl Sheusi, becoming a mediator was not something he had planned. After nearly 30 years working in health, wellness, mindfulness and coaching, he found himself curious about exploring a new path.

The idea first came after a conversation with a friend who worked as a mediator. As she shared more about her work, Carl became interested in how mediation could help people work through conflict and find a way forward.

He began researching conflict resolution and quickly found a 40-hour mediation training that was set to begin a week later. In addition to the training, Carl continued to learn on his own, reading about mediation practices and exploring the principles behind the work.

As he learned more, Carl began to see connections between mediation and the work he had spent decades doing.

“I found these practices and values aligning with my life and career goals very closely, especially coming from the wellness, mindfulness and meditation world,” he said. “This felt like further confirmation that I was on the right track.”

Carl began looking for opportunities to put his new skills into practice. He eventually joined the apprenticeship program offered by C+FS Community Mediation Center (CMC).

Through the apprenticeship, Carl learned alongside experienced mediators, observed different approaches to conflict resolution and developed his own skills with the guidance of his colleagues.

“The program has been so instructive and supportive for my journey,” Carl said. “I found the check-ins and learning from my colleagues so beneficial.”

Eventually, Carl was ready to conduct his first solo mediation. The experience allowed him to put his training into practice and showed him how naturally his previous experience could complement his work as a mediator.

Now, almost a year into mediation work, the experience has also influenced Carl outside of his work. He has found himself applying what he has learned about communication, listening and conflict resolution in his own relationships, including with family.

Today, Carl provides in-person mediation services in Niagara Falls as part of the CMC team, continuing to grow as a mediator while helping others navigate difficult conversations.

A Familiar Face Making a Difference



Pictured from left to right: Sam Casiano, Michelle Shanley and Amiee Curry

Years ago, Sam Casiano walked through the doors of Falk-Rossler as a student. Today, he walks through the doors of Falk-Cambridge as a member of the Falk team.

For Sam, the journey from student to staff member has been a full-circle experience. It has been shaped by the challenges he faced as a young adult and the lessons he carried with him after graduation.

As a child, Sam moved to Buffalo from Puerto Rico and faced an adjustment period when he started at Falk. The transition came with a learning curve, and Sam admits he was not always the easiest student.

But his time at Falk became an important part of his life. As he approached graduation, Sam balanced school with overnight shifts at Tim Hortons to help his mother pay bills and cover necessities. He later worked at Sonic, where his strong work ethic helped him become a manager.

“Those experiences taught me about responsibility and hard work at a young age,” shared Sam.

After graduating from Falk, Sam continued working in food service until he came across an opening in Falk’s food service department. He had always enjoyed cooking and already knew many of the staff members. Returning to the place that had played such an important role in his life was an opportunity Sam didn’t want to miss.

Having been in their shoes, Sam understood that students often come to school carrying challenges that aren't always visible, and that not everyone has the same support waiting for them at home.

Providing both a meal and a listening ear for students has become one of the most meaningful parts of his job.

“I know my job goes beyond the kitchen,” Sam said. “When I notice a student having a difficult day, I try to relate to their situation and offer guidance.”

Sam’s approach to his work does not go unnoticed by his colleagues.

“Sam is a special part of the Falk community,” shared Julie Pezzimenti, Principal of Falk-Cambridge. “His positivity and dedication continue to make an impact on our school each day.”

Now, Sam has the opportunity to pass along the lessons he learned through his own experiences: the value of hard work, responsibility and having people who believe in you.

Helping Survivors Find a Place to Call Home



Members of our Haven House Team

Jenny* had never lived in a place of her own. After leaving home, she moved in with her boyfriend, but the relationship became dangerous. She experienced multiple forms of domestic violence and was often prevented from leaving the house or accessing the medical care and medication she needed.

When Jenny made the decision to leave, she went to Haven House, where she was able to find safety and begin rebuilding her life.

During her time at Haven House, Jenny worked toward a future where she could live on her own. When she was ready to take that next step, she connected with Lisa Kolek, Rapid Rehousing Case Coordinator at C+FS.

Moving into her own apartment was exciting, but it also came with uncertainty. Together, Jenny and Lisa searched for a home that would be the right fit. When Jenny finally signed her lease, it marked an important moment in a journey she had worked hard to reach.

“Seeing the look on her face when Jenny got the keys to her apartment was so wonderful. She felt so liberated,” Lisa said.

Once Jenny had a place to call home, Lisa helped her find the everyday essentials she needed to make the apartment her own. Through local resources and community donations, Jenny was able to receive personal hygiene products, cleaning supplies, towels and even a bed.

Having her own space also gave Jenny something else she had been missing: the ability to put her health first.

Around the time she moved into her apartment, Jenny underwent surgery. After everything she had been through, being able to recover in a space that was safe and truly hers became an important part of her healing.

As Jenny continues to recover, Lisa is helping her create goals and a household stabilization plan to support her as she adjusts to this new chapter.

“I really enjoy seeing the people I work with get the freedom and independence they deserve,” shared Lisa. “Seeing them become calmer and happier is a beautiful thing.”

Jenny now has a safe place to call home and is secure in the future she wants for herself. While her growth continues, she has the support she needs to take each step forward.

Call the Haven House hotline at (716) 884-6000 to access our domestic violence services.

*Name changed for confidentiality.

The Many Ways to Be a Family

After four years in foster care, siblings Alex* and Kate* found a permanent home with the people who had been caring for them all along: their grandparents, Guy and Christina.

As both grandparents and foster parents, Guy and Christina navigated the challenges of kinship care with a commitment to keeping Alex and Kate at the center of every decision. Throughout the process, they worked closely with the C+FS foster care team to support the children and their family.

When Alex and Kate first entered their care, Guy and Christina were already involved in supervising the children's visits with their biological parents. As the parents of the children's biological father, they also wanted to preserve his relationship with Alex and Kate whenever it was in their best interest.

Finding that balance was not always easy. Guy and Christina worked to support their son while making sure the children remained their priority. Through patience and communication, they helped Alex and Kate maintain a connection with their father while providing the consistency and care they needed.

"It has been such a pleasure to see how much Alex and Kate have grown throughout the years with the right support," said Andy Whitehead, Clinical Specialist Skill Builder. "Both children are outgoing, active and involved with their community."

Andy has also seen the care and commitment Guy and Christina have brought to their role.



Adoption Day for Alex and Kate

"Guy and Christina have really stepped up and shown true unconditional love," Andy said. "They have been able to maintain a connection to the children's biological parents, while growing into the role of parents themselves."

Throughout their journey, Guy and Christina also became a source of support for other foster parents, sharing their experiences and offering encouragement along the way.

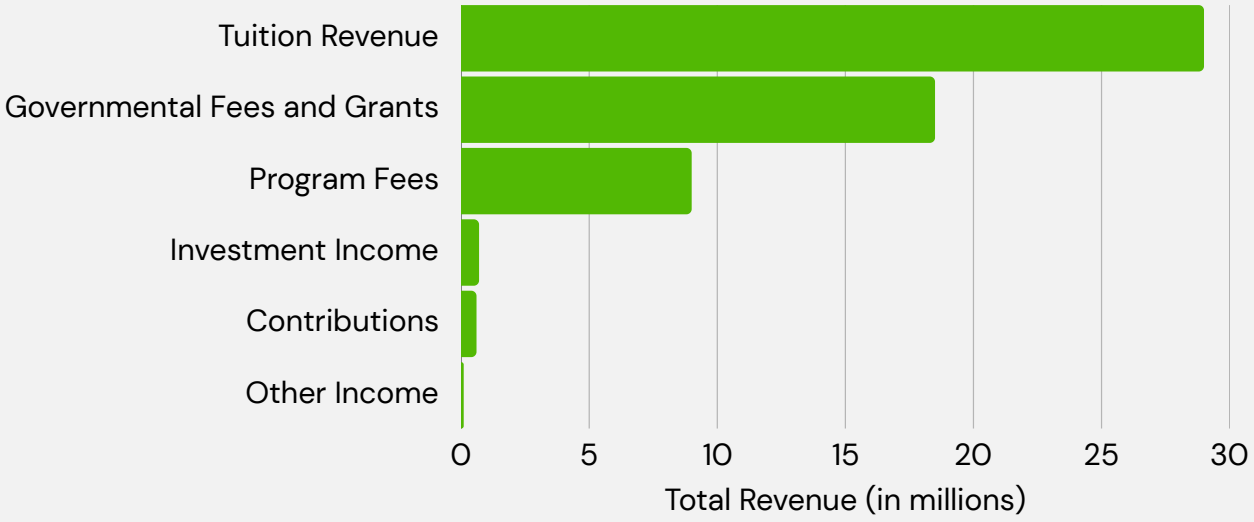
Recently, their four-year journey reached a special milestone when Alex and Kate's adoption was officially finalized.

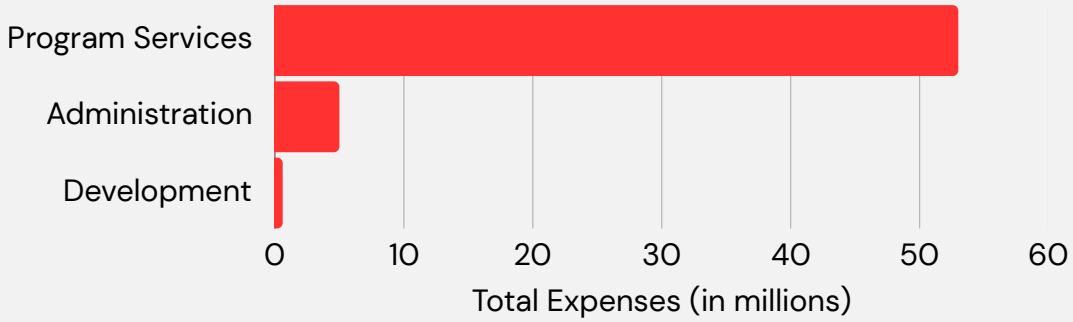
After years of providing a safe and loving home, Guy and Christina are now officially the siblings' parents, giving them the permanency of a family who has been by their side throughout the journey.

To learn more about our foster care and adoption services, call (716) 882-0555.

*Names changed for confidentiality.

FINANCIAL INFORMATION





Operating Activities

Tuition Revenue: $28,868,993

Governmental Fees and Grants: $18,431,179

Program Fees: $9,842,485

Investment Income: $1,420,420

Contributions: $1,080,897

Other Income: $24,431

$59,668,405
Total Revenue

Expenses

Program Services to Children and Families: $52,796,208

Administration: $5,852,942

Development: $639,071

$59,288,221
Total Expenses

$380,184
Net Income

DONOR RECOGNITION (2025–2026)

Child and Family Services extends a sincere thank you to the following individual donors whose generosity included a one-time gift of $1,000 or more, as well as those who supported us through recurring donations during the 2025–26 fiscal year (July 1, 2025 – June 30, 2026). All efforts have been made to ensure the accuracy of this list. Please call (716) 335-7079 with any questions or corrections.

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- Clement & Karen Arrison Family Charitable Foundation
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(Recurring monthly or quarterly donations)

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($400,000-$500,000)

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- The Children's Guild Foundation

($10,000-$49,999)

- Garman Family Foundation
- KeyBank Foundation

($1,000-$9,999)

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- Fair Buffalo Fund at the Community Foundation for Greater Buffalo
- FeedMore Western New York, Inc.
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- Independent Health
- Jo Ann Long Charitable Fund at the Community Foundation for Greater Buffalo
- Maria Love Convalescent Fund
- The Almar Family Foundation
- The Children's Foundation of Erie County
- The John R. Oishei Foundation

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

Falk SCHOOL

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