

# 2020 Annual Report



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## **A Message from our President & CEO**

Dear Friends:

What a complicated undertaking it has been to attempt to review the year of 2020! To say that it was unlike anything that we have ever seen or experienced before would be a vast understatement. Thanks to the efforts of our dedicated staff and generous supporters, Community Missions continued providing services to our community throughout the year, ensuring that many of our most vulnerable neighbors had the resources that they needed. The agency did not close for even one day during this COVID year!

While the pandemic brought about many challenges for all of us, we were beyond blessed to experience many new opportunities and kindnesses as well. New service delivery methods, new partners, and new donors of in-kind products, thoughtful Foundations and donors were just a few of the discoveries that paid and will pay ongoing dividends to CMI and those who count on CMI for many years to come.

As we reflect upon 2020-a year that changed everything, the biggest takeaway is the tremendous generosity that we saw across our agency and our programs. Despite the difficulties many of us faced, we saw many new and increased financial donors throughout the year. Many businesses and organizations reached out to support us in so many creative and different ways. We are so very humbled and grateful for each of these blessings.

We will certainly never forget 2020! Thank you to all those who supported and continue to support our work in so many ways. We wish you renewed blessings of health and hope for the coming year.



Robyn L. Krueger, President & CEO



## **About Community Missions**

Established in 1925, Community Missions of Niagara Frontier, Inc. is dedicated to providing individuals and families with an opportunity to discover and find their place in the world. With 21 human service programs offered to individuals and families, our services focus on helping vulnerable people reach their full potential.

Working together with the community, we can help to provide those in need with the resources to implement change for a brighter future. Our goal is to not only meet the basic needs of food, shelter, and clothing, but to transform lives. We do this work through programs based in four divisions, Crisis & Community Services, Mental Health Housing Services, Mental Health Recovery Services, and Youth Services.

## Our Mission

Community Missions provides integrated human services that meet people where they are and help them find and elevate their place in the world.

## Our Vision

Through a process of self-determination and independence, Community Missions provides individuals and families with opportunities to discover and find their place in the world.

## Our Values

### Compassion

*Awareness of and empathy for challenges that do not define a person but lead to an opportunity of growth and development*

### Integrity

*A foundation grounded in the dignity of all persons characterized by an atmosphere of trustworthiness, honesty, and a sincere desire for excellence and ethical behavior*

### Respect

*Conduct that demonstrates regard for an individual's path of self-determination*

### Spirituality

*From our Christian foundation, our belief is that everyone benefits from spiritual growth. We enhance a person's spiritual growth and wholeness in the tradition of their choice.*

### Commitment

*Assuring the development and implementation of strength-based interventions, communications, and practices that promote individualized and comprehensive services that are resourceful and effective*

### Accountability

*Reliable behavior and actions that display a commitment to identify and enhance each person's self-defined potential*

### Teamwork

*Collaboration designed to creatively and professionally support positive and measurable outcomes*

## From Our Statement of Faith

“As a Christian agency, our chosen role in terms of religion and faith is to express our belief that everyone benefits from spiritual growth. We will provide resources, programs, and community linkages, without proselytizing, that will enhance spiritual growth and wholeness in the faith/spiritual tradition of an individual's choice and support them as they seek to grow in that tradition.”



### Executive Staff

**Robyn Krueger**  
President & CEO

**Joseph Sbarbati**  
Agency Vice President

**Grant Babcock**  
Vice President -  
Agency Operations

**Eric Boerdner**  
Vice President -  
Specialized Services

**Sandy Brandon**  
Vice President - Human  
Resources & Compliance

**Rev. Mark Breese**  
Agency Minister  
Vice President - Faith Services

**Marilee Clark**  
Vice President - Youth Services

**Yvonne Clark**  
Vice President - Mental  
Health Recovery Services

**Christian Hoffman**  
Vice President - Public  
Relations and Development

**Lisa Malinowski**  
Vice President - Mental  
Health Housing Services

**Natalie Mosley**  
Chief Financial Officer

## Programs

- **Emergency Housing**
- **Community Kitchen**
- **Food Pantry**
- **Clothes Closet**
- **Furniture Giveaway**
- **Mark's Place**
- **Parole Re-Entry**
- **Rapid Re-Housing**

## Did You Know?

\* According to the most recent US Census data, 48.4% of Niagara Falls residents live with an income below 200 percent of poverty level, for which a family of three would be \$43,920.

\* The federal poverty level for a family of three is \$21,960, and for a family of four is \$26,500. In Niagara Falls, 38.5% of families with children fall below this.

## **Crisis & Community Services**

Dating back to its founding in 1925, Community Missions has been a source of help for the vulnerable populations of Niagara Falls and Niagara County. Crisis & Community Services is dedicated to restoring the fundamental basic human needs of food, shelter, clothing, and safety to all persons and families in crisis in a way that assists beyond the immediate need and seeks to empower people through respect and caring to gain human dignity, personal accountability, and self-sufficiency.

Today, these programs make Community Missions the largest private provider of basic human needs in Niagara County. Current offerings include housing and assistance for individuals experiencing homelessness (to also include individuals recently released from incarceration and those with HIV/AIDS), and wraparound services for community members that may be struggling to make ends meet (including help with food, clothing, and furniture.)



<b>Community Missions' Food Pantry Totals - March 17 - December 31</b>			
<b>Year</b>	<b>Households</b>	<b>Individuals</b>	<b>Meals</b>
<b>2019</b>	1,946	5,860	52,740
<b>2020</b>	<b>5,000</b>	<b>15,282</b>	<b>137,538</b>

*Community Missions' Food Pantry felt the most impact of any program due to the COVID-19 pandemic. As you see to the left, there was an incredible increase of meals provided through the Pantry, brought on by the pandemic.*



## Youth Services

Youth Services serves the local at-risk, troubled, emotionally disturbed, and homeless populations of youth under the age of 21. Staff provide a professional, nurturing, and supportive structure to allow youth and their families to achieve the most desirable and appropriate level of family reintegration, while providing guidance and encouragement for youth to recognize their full potential and to accept responsibility for their decisions and actions.

The programs offered through Youth Services feature an array of target populations. Aurora House serves up to eight youth diagnosed as severely emotionally disturbed in a residential setting in Eastern Niagara County. Girls Circle provides in-school programming to young women in grades 5-8 in the Niagara Falls City School District. Family Solutions Program provides family counseling sessions in both Niagara Falls and Lockport, while Juvenile Supported Case Management (JSCM) works with the Niagara County Department of Social Services to provide service coordination, supervision and support to youth ages 10-17. The newest offering is Falls Street Station, a Youth Homelessness Demonstration Project serving youth and young adults experiencing homelessness.



**1,891**  
Days of Care at  
Aurora House



**363**  
Girls Circle  
Sessions



**149**  
Family Solutions  
Program Sessions



**68**  
JSCM Face-to-  
Face Contacts



*In November, we were blessed to receive a donation of a \$1,000 gift card to Ashley HomeStore toward Falls Street Station, our new youth & young adult homelessness prevention program. Ms. Melinda Evans won the gift certificate by participating in payroll deduction to United Way of Buffalo & Erie County through her position with Maryvale UFSD. She thought of donating it to us after volunteering and supporting Community Missions through her involvement at Island United Presbyterian Church of Grand Island. The timing was perfect, as we were looking for furniture donations to open this program!*

### Programs

- **Aurora House - Youth Community Residence**
- **Falls Street Station (YHDP)**
- **Family Solutions Program (FSP)**
- **Girls Circle**
- **Juvenile Supported Case Management (JSCM)**

### Did You Know?

\* According to the Homeless Alliance of Western New York, in the past 12 months, more than 130 youth and young adults (ages 13-24) experienced homelessness in Niagara County.

## Programs

- **Hansen House - Supervised Community Residence**
- **Canal View - Supervised Community Residence**
- **Apartment Treatment Program**
- **Supportive Housing**

### Did You Know?

- *It is believed that at least one quarter of America's homeless are seriously mentally ill, while 45% had some form of mental illness.*
- *Fifty percent of Americans will meet the criteria for a diagnosable mental health condition sometime in their life, while half of those people will develop conditions by the age of 14.*

## **Mental Health Housing Services**

Mental Health Housing Services (CHOICES) provides an enriching and supportive living environment for those who experience mental illness. The goal of all its programs is to assist residents/tenants in reaching their maximum potential for independent living.

Its programs are transitional in nature (with the exception of Supportive Housing, which is permanent) and have a recovery focus. Clients are expected to participate with program staff in developing a service plan and working on goals and objectives that will assist them in living successfully in the community.

CHOICES provides an alternative to prospective residents/tenants who may benefit from more independent living. These services include a pair of Supervised Community Residences in Canal View (12-bed facility in North Tonawanda), and Hansen House (10-bed facility in Niagara Falls). Other programs include a 62-bed Apartment Treatment Program, which has 30 beds on-site in Niagara Falls and 32 beds in the community, and a Supportive Housing program that assists up to 135 individuals living in the Niagara County community of their choice.



**4,168**  
Days of Care at  
Canal View



**3,239**  
Days of Care at  
Hansen House



**18,658**  
Days of Care  
in Apartment  
Treatment



**45,799**  
Days of Care  
Supportive  
Housing



*Our staff were among the front-line workers that sacrificed to make sure that programs remained open and welcoming to those in need throughout 2020.*

## Mental Health Recovery Services

Mental Health Recovery Services is dedicated to providing a recovery-oriented, community-based and restorative environment for people experiencing the effects of psychiatric challenges. Mental Health Recovery Services believes that individuals with mental illness have the potential and can with proper support, encouragement, opportunity, and time, look forward to and achieve a fuller participation in community life.

The division currently operates four unique programs. Niagara Visions PROS is a day program located in Niagara Falls for as many as 105 individuals with mental illness, where they achieve self-directed goals. Respite services are offered in Niagara Falls and Lockport, where they are co-located at Hope House, a hospital diversion program serving Eastern Niagara County. Hope House also houses a Recovery (Warm) Line, providing face-to-face meetings and/or phone support to prevent the onset of an emotional crisis. Transportation Services provide for the transit of individuals with psychiatric challenges within Niagara County for day programs, medical and rehabilitation appointments, and other necessary stops.



**17,459**

Visits to Niagara  
Visions PROS



**1,107**

Days of Care in  
Respite Services



**955**

Visits to  
Hope House



**9,927**

Phone Calls to  
Hope House



**9,316**

Transports in  
Transportation



*Despite the limitations that COVID-19 brought upon our programs, staff worked to provide some sense of normalcy and care where appropriate. In October, Niagara Visions PROS staff took some program participants out to Sunflowers of Sanborn for some much-needed outdoor fun!*

### Programs

- **Niagara Visions PROS**
- **Hope House - The Peer Recovery Respite Center**
- **Niagara Falls Respite Services**
- **Transportation**

### Did You Know?

- *One in five American adults will have a diagnosable mental health condition in any given year.*
- *According to a study from the Kaiser Family Foundation, the average share of adults reporting symptoms of Anxiety Disorder and/ or Depressive Disorder jumped from 11% in June 2019 to 41% in January 2021.*



## Central Services

Central Services at Community Missions incorporate all of the functions that serve the entire agency and its programs. These include functions like Finance, Human Resources, Fundraising, Public Relations, Volunteer Management, and Faith & Community Partnerships.

Community Missions believes in caring for the whole person. This includes providing assistance and care for spiritual needs. To meet the agency's aim of nurturing and supporting spiritual wholeness in those we serve and our staff, faith opportunities are integrated into all CMI program areas. To accomplish this, we strive to create voluntary and meaningful opportunities to promote spiritual wholeness. These efforts are supported by our full-time Agency Minister, who provides pastoral and theological leadership in matters of faith and religion across CMI.

Volunteer opportunities at Community Missions include those lasting one day, one week, ongoing, or something in between. Throughout the year, Community Missions entertains many different groups and hundreds of individuals looking to give back to their community in a meaningful way. In addition, high school youth groups and college groups visit Community Missions several times each year, looking to combine community service and a fun sightseeing trip.



**145**  
Reflections &  
Resources for Faith  
Development



**364**  
Volunteers



**5,816**  
Volunteer Hours



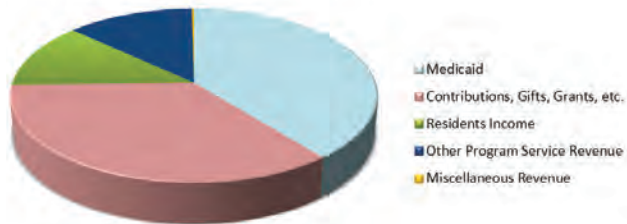
*To support families with needs during the holiday season, the students of West Street Elementary School held a Thanksgiving Food Drive. Pictured are Isabella and Jenny, who made a poster for any West Street families that may visit our pantry. Special thanks to Ms. Lenore Palmeri for her help organizing the drive, and for teaching servant leadership to her students!*



## 2020 Financials

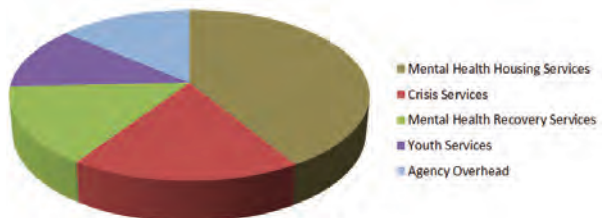
### Revenue Sources

Contributions, Gifts, Grants, etc.	\$ 3,022,106
Medicaid	\$ 2,945,881
Residents Income	\$ 963,740
Other Program Service Revenue	\$ 927,611
Miscellaneous Revenue	\$ 4,312
<b>Total Expenses</b>	<b>\$7,863,650</b>



### Expenses by Division

Mental Health Housing Services	\$ 3,233,855
Mental Health Recovery Services	\$ 1,269,219
Youth Services	\$ 1,025,127
Crisis Services	\$ 977,021
Agency Overhead	\$ 1,285,584
<b>Total Expenses</b>	<b>\$ 7,790,806</b>



## 2020 Events



## Donor List

*It is with tremendous gratitude that we proudly list those that have supported our efforts in 2020, a year like no other. We pride ourselves on enabling the community to help the community, through donations, referrals, or other means. We truly could not provide the services that we do without the tremendous community support shown in the following pages!*

<b>\$1,000 +</b>	Niagara Falls Sertoma Club Northwest Bank Parkview Health Services, Inc. ProStanchions Rich Family Foundation SEFCU Tops Friendly Markets United Healthcare Services, Inc	Amar & Rama Parai John & Angela Park John Percy Kenneth Radig Kent Richardson Margaret Rodgers John & Staci Scherrer Charles Scrufari Matt Shanahan Joseph & Maria Smith David Stout, MD Shirley Summerfield Erik Taheri Robert & Michele Tiffany Deborah Tooke Paul Treharne Marilyn U'Ren Matthew & Jennifer Valint Michael & Janice Vitch Paul Williams Joel Zangara Buffalo Alarm Inc. College Association Of NCCC, Inc Destination Niagara USA Emmanuel Baptist Church Grace Lutheran Church Independent Health Association, Inc LaSalle Yacht Club Inc. Mosquito Joe of Greater Buffalo National Fire Adjustment Co., Inc. Network For Good NFMCM Foundation Niagara County Dental Society Oblates Of St. Francis Desales Inc. Olszak Management Consulting Inc Pendleton Center UMC Real Resources/YouthWorks St. John's Episcopal Church St. Martin Lutheran Church Suburban Pest Control, LLC Summit Pediatrics, P.C. Town Of Niagara Business Assoc. West Herr Automotive Group WNY CAP Veterans Cmte. UAW Region 9 Women of St. Paul	Youngstown Lions Club  <b>\$100-\$499</b> John Accardo Bill & Lisa Ackendorf Walter Ackles, Jr. John & Yvonne Adams Diana Adamson Michael & Christine Aiduk Christopher & Barbara Aikin Paulette Alexander Carl Ambuske Marion Andrus Wendy Andrus Carl & Bonita Antholzner, Jr. Lennie Anzalone Beth Aquino John & Rose Attanasio Susan Aube Lisa Bagdonas Keith & Marlene Baker Gordon & Jennifer Ball Michael & Barbara Barrett Peter Barstys William & Sharon Barto Cheryl Bartolomei John & Laurie Battaglia Mark Bauerlein Sarina Bax-DeBiaso Warren Beauchamp Karri Beck Mark & Dorothy Beebe Brian L. Bell F. Thomas & Marcia Bellonte Linda Belton Frank Bendl Joanne Beresny James & Joanne Berry Gregory & Viola Bieniecki Richard & Roslyn Blankenship Eric & Lyz Boerdner Daniel & Mary Boland Michael Boniello Ralph & Kathleen Boniello David Boniello Eric & Beth Boron	Karen Bouvy Jacqueline Boyce Kenneth & Brenda Boyd Marjorie Brackett Michael Brady Thomas & Clara Brady, Sr. Robert & Kelly Braham Rita Brandt Richard & Carmen Brandt Bernadette Brennen Lawrence & Joanne Brennen Brendan & Deborah Brick Robert Brooks Kareem Brown Mike Bruno Gloria Bryant Paul & Sharon Brynski Timothy & Caroline Buchman Gary & Christine Bullen Joseph & Mary Ann Bursik Floyd Caldwell Kim Campana Julie Campbell Jerry Canada, Jr. Paul & Janet Capen Vincenzo Cappello Colleen Caprio Robert & Marilyn Cardamone Joseph & Janelle Caridi Gerald Carpenter Joann Carpenter Marcia Carrano Colin & Karen Carroll Ben Casem Roseann Casilio Sean Casilio Donna Castiglione Joseph Cecconi James Chandler John & Susan Chella Jeremiah Hayes & Christine Kroetsch James Cianca Samuel Civiletto David & Beverly Clark Roger Clark Howard Cochran
	<b>\$500-\$999</b>			
Priscilla Addoms David & Sallylee Anderson Chris & Marybeth Aquino Gary Brockman, Jr. Mary Bronson Henry & Ingrid Bryk Rev. Wendy Depew Partelow Vera Giuliano James & Mary Glynn Mary Knotts Michael Lewis, Ph.D. Yogesh & Seema Maheshwari James & Eileen Matthews Marlane Weber McGarry Kenneth Raymond Noel Rebello Blume Rifken John & Rita Rolfe Angelo Sarkees John & Sharman Staschak Tim Thomas Jeffrey & Dana Thompson William & Rheesa Westadt Mark & Beverly Witkop American Niagara Hospitality Amherst Insurance Blue Cross Blue Shield of WNY Buffalo Spine Surgery Buffalo Xerographix, Inc. Cascades New York, Inc. Cayuga Village, Inc. Community Facilities, Inc. (DePaul) Daughters of Charity Ministries First Presbyterian Church of Youngstown Five-Star Bank H.W. Bryk & Sons, Inc. Hodgson Russ, LLP Kevin & Lyn Szanyi Charitable Fund Lawley Service Inc. M&T Charitable Foundation Merrill Lynch, Pierce, Fenner & Smith New Hope Baptist Church NFMCM Medical Staff Niagara Apothecary, Inc. Niagara Falls Redevelopment, LLC	Geraldine Amendola Italo & Leah Baldassarre Donald Bartels Frederick & Elaine Baxter Susan Bland Richard Braas Russell Callesto Susan Canavan William & Ann Clingersmith Mike Clough Michael Cummings Kinan Dalal, M.D. Julia DAmico Thomas Dunn Robert Farnham Jon Fleischauer Chandra Foote Brian & Barbara Graff Gail Grandinetti-Young Susan Green Michael & Nancy Groff James Hartung Laurie Hewitt Richard Johnson Eugene Kapaloski Steve Kling Rudy & Karen Kristich David Kulbago Eric Lefebvre Andrew Ligammary Simon Marlette Gerald McKinny Thomas McMeekin Christina A. Metzler Derek Miller Robert O'Leary			

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Joseph & Karen Costa	Patrick Fitzgerald	Carolyn Hansen	Richard Kozak	Joanne McCulloch
Darrin Costantini	John & Kathleen Fleming	Maryanne Harvey	Mark & Donna Krieger	John & Lenore McDonald
Diane Costantino	Al & Linda Flessel	Floyd Harvey	Larry & Roberta Krizan	William McLaughlin
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James & Joanne Cowe	Wayne & Elizabeth Flynn	Anita Hawley	Robyn Krueger	Lindalee Menchetti
James & Sandra Coyle	Paul & Sophie Fortunate	Carole Heimgartner	Laure Krupczyk	Frederick Mess
Raymond & Janet Critelli	Nicholas Fracassi	James & Angeline Henderson	William Kruszona	James Mezhir
Christopher & Mary Critelli	Frank & Patricia Fracassi	Colin & Jessica Henry	Joe LaDuca	Mark & Glynis Mieth
Philip & Patricia Cummings	David & Bernadette Franjoine	Jeremy & Linda Hepburn	Russ LaDuca	Jay & Joann Mileham
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James Czapl	Ashley Franz	Mark Hewitt	First Name/Org Name Last Name	Donald & Catherine Miller
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*Each year, many local foundations support the efforts of Community Missions, whether for capital improvements, program, or general operating support. As with the donors listed in the pages before, the impact made by Community Missions would not be nearly as profound with such support. It is with gratitude that we recognize the following philanthropic organizations for their support in 2020.*



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## Volunteers

*Volunteers are the engine that makes so many of Community Missions' programs run at full capacity. Each day, those volunteering their time can be found in the Community Kitchen, Clothes Closet, Food Pantry, and throughout other programs that directly impact the lives of those in need. A sincere thank you goes to the following volunteers that gave more than 25 hours of service in 2020, and to the hundreds of other volunteers that passed through our doors last year!*

Eloise Booker\*  
Athena Bowdensant  
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Cheyenne Swygert  
Andrew Timmons  
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Brittany Wick  
\* - Denotes more than 200 volunteer hours

**Community Missions of Niagara Frontier, Inc.**  
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**(716) 285-3403**

**[www.CommunityMissions.org](http://www.CommunityMissions.org)**

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