

# 2021 Annual Report



**"Compassion In Action..."**

**Community Missions of Niagara Frontier, Inc**

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The artwork shown was composed by an individual within the **Niagara Visions PROS Art Therapy Program.**

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

Dear Friends:

When the 2020 service year ended, we all (no doubt) had high hopes that the pandemic would subside, and life would return to what we could describe as “normal.” Sadly, that was not the case! As we find ourselves in the first full year of the pandemic, cases have risen and subsided to a lesser degree, but by no means has the pandemic been conquered or mastered.

It is with that much more appreciation and humble gratitude that I offer a review of 2021 and the wonderfully persistent work of our staff and the marvelous resilience of the individuals we serve here at CMI. Imagining that individual perseverance through so many challenges for those who come to our doors, then adding the pandemic restrictions, closures of some services and additional challenges on top of it met and coming out of it all with goals met: a place to live, a job, food to eat, services provided, families staying together, etc., is nothing short of a miracle. In many dire cases, I would call it a miracle as the 2021 deck was stacked against success!

It is my hope that you will see the resilience and perseverance in this year end report; the dedication of our Board to not close ANY services during this time period, the perseverance to be 100% present in our agency each day to help meet the needs of those we serve and finally, to do all we can to support those in need. What a blessing for the community!

May God continue to bless this organization and all that we do to serve those most marginalized in our community and help set a path toward successful living in 2022. Thank you all for being a part of this Mission and the work here. It could not happen without you!



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

Community Missions will be Western New York's leading integrated support organization.

## 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

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Agency Minister  
Vice President - Faith Services

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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.)



*Community Missions recently launched the TOWER program, a workforce development initiative for returning citizens. Pictured are two participants in the culinary training program that helped put on a special tasting dinner at the Niagara Falls Culinary Institute in October.*



## 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.



**991**

**Days of Care at  
Aurora House**



**684**

**Girls Circle  
Sessions**



**341**

**Family Solutions  
Program Sessions**



**64**

**JSCM Face-to-  
Face Contacts**

**273**

**Days of Care  
at Falls Street  
Station**



*In March 2021, Community Missions drew the winner of a raffle that awarded a 2021 Chevrolet Corvette to Jeff Tornabene of Niagara Falls. The car, valued at more than \$80,000, featured a red exterior, black 3LT trim package, a Z51 performance package, eight-speed automatic transmission, and removable top.*

*The raffle was conducted in conjunction with General Motors, United Auto Workers, West Herr Auto Group, and Leadership Niagara's Team Turbo 6. The event raised more than \$23,000 for the agency.*

## 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. The programs receive funding from the Niagara County Department of Mental Health and Substance Abuse.

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.



**3,671**  
Days of Care at  
Canal View



**3,569**  
Days of Care at  
Hansen House



**18,549**  
Days of Care  
in Apartment  
Treatment



**46,869**  
Days of Care  
Supportive  
Housing



*In March, the Rotary Club of Grand Island held their annual "Undie Sunday" Drive. We received a wonderful donation of socks and underwear to be utilized throughout the agency. We are so appreciative of all those that give to us throughout the year!*

## 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 programs receive funding from the Niagara County Department of Mental Health and Substance Abuse.

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.



**20,513**

Visits to Niagara  
Visions PROS



**1,880**

Days of Care in  
Respite Services



**921**

Visits to  
Hope House



**11,706**

Phone Calls to  
Hope House



**10,477**

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 August, Niagara Visions PROS staff took some program participants out to the Aquarium of Niagara 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.



**526**  
Reflections &  
Resources for Faith  
Development



**556**  
Volunteers



**9,811**  
Volunteer Hours



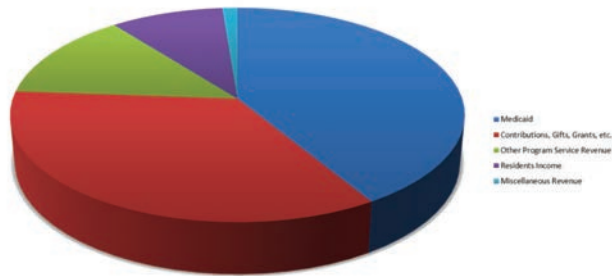
*On #GivingTuesday, members of Leadership Niagara's High School program, LYNC (Leadership for the Youth of Niagara Communities) learned about Servant Leadership and put it into practice. As volunteers were unable to come on-site to help out, they wrapped Christmas gifts for our Adopt-A-Family program.*



## 2021 Financials

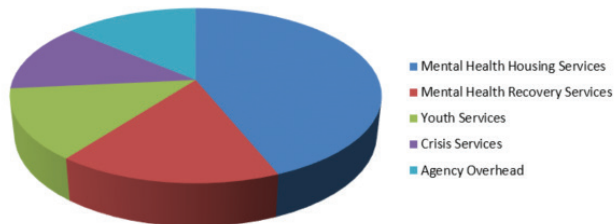
### Revenue Sources

Medicaid	\$ 3,932,784
Contributions, Gifts, Grants, etc.	\$ 3,311,665
Other Program Service Revenue	\$ 1,268,361
Residents Income	\$ 883,509
Miscellaneous Revenue	\$ 118,879
<b>Total Revenue</b>	<b>\$9,515,198</b>



### Expenses by Division

Mental Health Housing Services	\$ 3,424,015
Mental Health Recovery Services	\$ 1,288,735
Youth Services	\$ 1,020,012
Crisis Services	\$ 999,533
Agency Overhead	\$ 1,073,395
<b>Total Expenses</b>	<b>\$ 7,805,690</b>



## 2021 Events



## Donor List

*It is with tremendous gratitude that we proudly list those that have supported our efforts in 2021. 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!*

### \$1,000 +

Chris & Marybeth Aquino	Joe Cecconi's Chrysler Complex	Elaine Hertel	Equitable Advisors	Carl Bailey
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John Sikora	Joan Waterstrat	Escarpment Business Company II	Rupp, Baase, Pfalzgraf &	
Diane Simpao	John Weis	First Baptist Church	Cunningham, LLC	
Joyce Sirianni	Gary & Beverly Wesolowski	First Baptist Church of East Aurora	Saint-Gobain Corp. Foundation	
Stephen & Mary Skibinski	Aaron & Dana Wiczorek	First Presbyterian Church Of	St Paul Evangelical Lutheran Church	



## Foundation Support

*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.*



**EVANS-DEVEREUX  
MEMORIAL FUND**

**FARRIS FOUNDATION**



JOHN R. OISHEI FOUNDATION



## 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 2021, and to the hundreds of other volunteers that passed through our doors last year!*

Katrina Belcastro  
Satoria Benton  
Eloise Booker\*  
Athena Boudensant  
Henry Brophy  
Cindy Broughton  
Jayne Carrig  
BillieJo Cassenti  
Salvatore Collura\*  
Nicole Culmone  
Jennifer Dabrowski  
Vincent Detomaso  
Kelly Gasz  
Marc Gildner\*  
Carlos Guzman  
Blaine Harding

Naomi Harris  
Nichole Hebdon  
Angel Hernandez  
Jessica Howell  
Marsha Humphrey  
Amethyst Jackson-Presley  
Jennifer Jacob\*  
Kay Kalick\*  
Linda Kinmond  
Ed Klebaur\*  
Lynn Liebner  
Nealie Linsler  
James Margott  
Antonio Martino  
Bonnie McCarthy\*  
Missy McCarthy

Lisa McNaughton  
Ana Mendez\*  
Becky Montante  
Ryan Morrison  
Michael Oden  
Sheila Orsi\*  
Chris Patton  
Joe Raverta\*  
Brandi Reed  
Samuel Robbins  
Aaron Sawyer  
Andrew Timmons  
Manuel Watkins\*  
Ann Webster  
Christopher White  
\* - Worked over 200 hours

