

Community Missions

OF NIAGARA FRONTIER, INC.



Crisis & Community Services



Mental Health Recovery Services



Mental Health Housing Services



Youth Services

2012 Annual Report

Community Missions of Niagara Frontier, Inc.

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Niagara Frontier, Inc.**

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From the Executive Director

Dear Friends,

What a pleasure it is to share the wonderful work of Community Missions (CMI) with you in this Annual Report. Each year, the dedicated staff of CMI work with individuals to find creative ways to address the many needs of those who come to our doors.

Over the past year, much has happened in the agency. Sadly, those changes have not included a decrease, but a 20% increase, over numbers from the 2011 service year! The economy remains stalled, so many continue to live in poverty in the Niagara County area.

What continues to be the amazing and exciting part of our work resides within each person who is served. Each comes looking for a glimmer of hope. They come in crisis; some in extreme poverty; and still others are adults and youth seeking support and encouragement while living with psychiatric disabilities.

The stories are heartbreaking. Theirs are also stories of triumph, of resilience, of strength and perseverance. Each a shining example of helplessness turned to hope. We could not do this work without our donors and partners in service.

We look forward to the coming year at CMI and all those who come to the agency for help. We look forward to our continued partnerships and the building of new ones as our work continues. We invite you to learn more about our work at Community Missions, so that you too can experience *“The Gift of Giving... The Joy of Receiving.”*



Mission Statement

Community Missions of Niagara Frontier, Inc., is a community-based, independent, non-profit, religious, service agency providing residential and support services to persons and families in need without regard to race, sex, religion, or national origin; in a way that the persons or families served are respected for and can ultimately fulfill their maximum potential.

Statement of Religion and 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.

About Community Missions, Inc.

Community Missions (CMI) has provided a unique blend of services to address the needs of the Niagara community since its founding in 1925.

The initial population served was homeless individuals and families. Over the past 88 years, CMI programs have evolved to meet the needs of its community. The agency now provides 18 programs between its four divisions: Crisis & Community Services, Mental Health Housing Services, Mental Health Recovery Services, and Youth Services.

The agency serves a diverse set of populations including youth, adults, families, homeless, juvenile justice involved youth, youth and adults with psychiatric disabilities, persons living with HIV/AIDS and ex-offender parole individuals. In general, CMI serves a vulnerable population of individuals that, through a variety of circumstances, have been marginalized, overlooked and challenging in their presentations and behaviors.

Crisis & Community Services - Established 1925

Crisis and Community Services serves those in need in Niagara County with a wide range of programs. Its programs are funded primarily through donors, grants and foundations.

- **Emergency Housing** provides shelter for those in need of temporary housing for a variety of reasons, including homelessness, fire, domestic violence, eviction, discharge from hospital, etc. The shelter offers rooms with bathrooms, and larger rooms are available for families. Last year, **384 adults** and **82 children** received a total of **5,281 nights of care** through the Emergency Housing program!
- **The Community Soup Kitchen** serves lunch six days a week to hundreds of individuals in Niagara Falls. The program provides a nutritious, well-rounded meal in a clean and enjoyable environment. In 2012, we served **29,646 meals** through this program!
- **The Food Pantry** provides food for families to take home and prepare. Last year, **2,699 individuals** received **24,291 meals** through the Food Pantry!
- **The Clothes Closet & Furniture Giveaway** allow those in need to select clothes, household items and furniture free of charge. In 2012, **6,915 individuals** were served in the Clothes Closet!
- **Mark's Place** is a transitional residence for HIV positive persons with an AIDS-specific diagnosis. Named after a leading benefactor, Mark's Place housed two individuals last year, who were provided with **22 nights of care!**
- **Faith Partnerships** works with local faith-based organizations to help them realize the full potential of their ministries while increasing awareness of CMI's services, volunteer opportunities, and support. In 2012, CMI conducted **76 activities** through its **64 partnerships!**
- **Parole Re-Entry** helps those recently released from incarceration with their integration back into the community. Last year, Parole Re-Entry helped a total of **205 individuals**, providing **3,863 nights of care!**
- **The Adopt-A-Family Program** links the community with local families to ensure a happy Christmas season for all. In 2012, this program provided food and presents to **152 families** and **402 individuals!**

Youth Services - Established 1965

Youth Services serves the local at-risk, troubled, emotionally disturbed, and homeless youth populations. 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.

- **Aurora House** is a youth community residence located in Lockport. The facility provides complete care, for a period of time, for eight youth diagnosed as severely emotionally disturbed (SED). Last year, **16 youth** received **2,541 days of care** at Aurora House!
- **Juvenile Intensive Case Management (JICM)** is designed to provide intensive supervision and support to help juvenile probationers avoid further crime and violence. The program includes weekly group sessions, academic assistance, family support and counseling services, as well as recreation activities. In 2012, **11 youth** participated in **183 total sessions** through JICM!
- **Brief Strategic Family Therapy (BSFT)** is a short-term, evidence-based family program that is designed to improve children and adolescent behavior, as well as improve overall family functioning, interactions and relationships among family members. Last year, **22 families** benefited from these sessions!

Mental Health Housing Services - Established 1981

Mental Health Housing Services serves adults with severe and persistent mental illness (SPMI). The goal of all CHOICES programs is to assist residents/tenants in reaching their maximum potential for independent living.

- **Supervised Community Residences** offer the most intensive level of care and are for clients needing more intensive skills training or a higher level of supervision. The residences include **Canal View** (located in North Tonawanda) and **Hansen House** (located in Niagara Falls). Last year, **25 adults** received **4,032 days of care** at Canal View and **13 adults** received **3,466 days of care** at Hansen House!
- **The Apartment Treatment Program**, located in Niagara Falls, features on-site and off-site apartments. The program assist residents in refining the skills necessary to live independently. In 2012, **78 adults** received **19,420 days of care** through this program!
- **Supported Housing** is a permanent housing option that provides affordable, independent housing for adults with psychiatric disabilities that desire stable housing with some staff support. Last year, **113 adults** were provided with **38,065 days of care** through this program!

Mental Health Recovery Services - Established 1982

Mental Health Recovery Services serves adults with severe and persistent mental illness (SPMI). Its programs are designed to assist those needing additional support to complete vocational, recreational, social, housing, and employment goals to maintain independence.

- **Niagara Visions PROS** (Personalized Recovery Oriented Services) is a comprehensive, recovery-oriented program for those with psychiatric disabilities. The program strives to integrate person-centered planning into each facet of its design, and supports goals as directed by the individual. In 2012, Niagara Visions PROS provided **152 adults** with **10,488 visits!**
- **The Drop-In Center** provides those with an SPMI diagnosis with emotional support beyond traditional service hours, and an alternative to those who may choose not to participate in more structured programs. Last year, **142 adults** benefited from **6,565 visits** to the Drop-In Center!
- **Respite Services** provides emergency housing as an alternative to hospitalization. It does so by offering support, encouragement and assistance to individuals on a short-term basis. In 2012, **74 adults** were provided with **1,343 days of care** through Respite Services!
- **The Transportation Program** provides rides to SPMI adults for appointments while also operating daily routes to and from CMI program sites in Niagara Falls, Lockport and North Tonawanda. Last year, **503 adults** were provided with **9,263 transports** through the program!

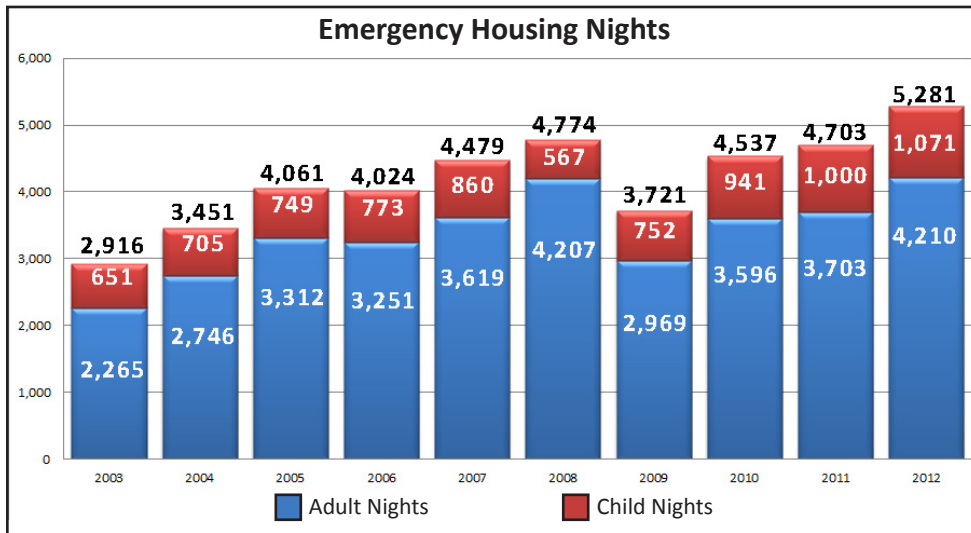
The Need Is Increasing!

Last year, Community Missions saw record numbers in several of its programs. While this fact is not surprising, it makes the reality of these numbers no less critical.

While the demand has impacted most of the agency's programs, it is shown most starkly in the Missions' Crisis & Community Services. See below how the numbers of those utilizing Emergency Housing, the Community Soup Kitchen and the Clothes Closet programs have risen dramatically over just the past 10 years.

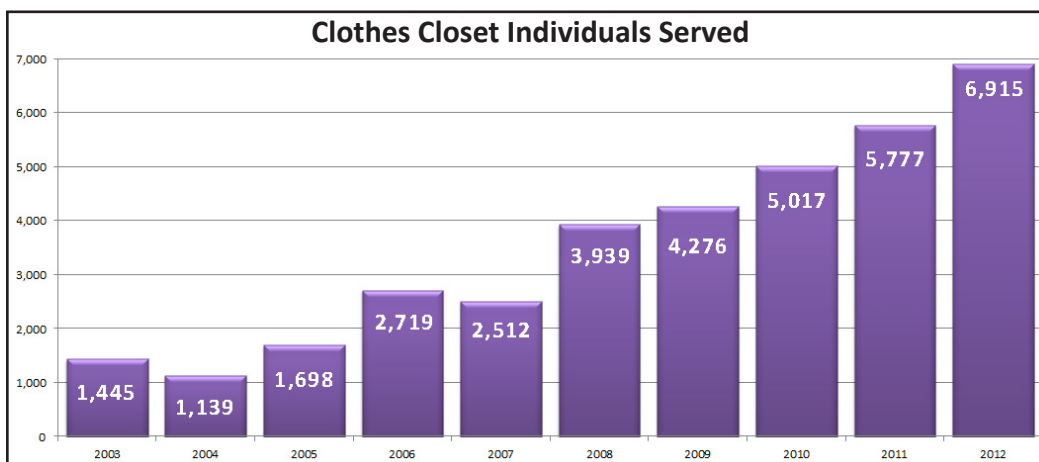
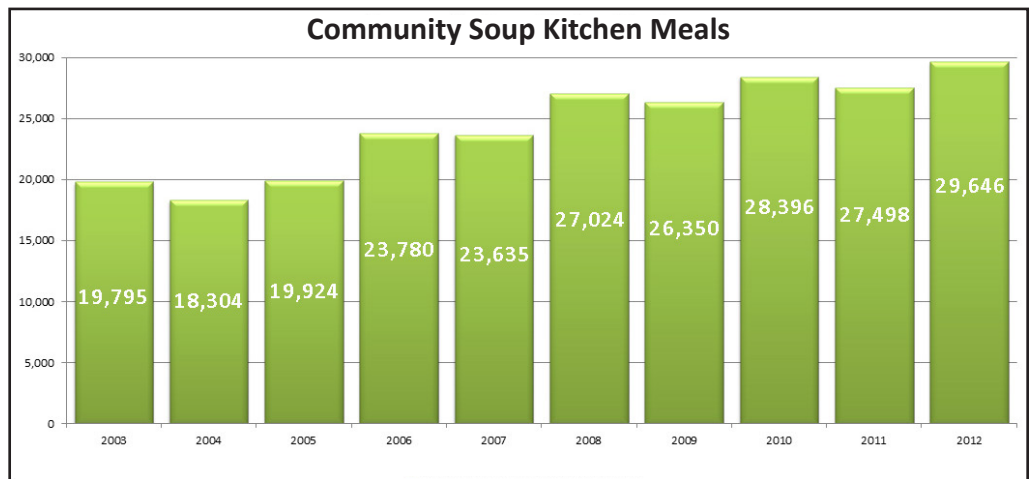
Did You Know?

- According to recent census numbers, **21.7%** of Niagara Falls' residents live below the poverty line, compared to **14.5%** of those living in New York and **14.3%** nationally.
- Niagara Falls' median household income registers just **\$32,617**, compared to **\$56,951** state-wide and **\$52,762** nationally.



The chart at left shows the increased demand for emergency housing over the past 10 years. Note that 2012 not only saw an increase of 500+ nights over the year before, but that nights housing adults (4,210) and children (1,071) were also record highs. The chart shows an 81% increase over the past 10 years in overall emergency housing nights.

The chart at right shows the increased demand for meals in the Community Soup Kitchen for the past 10 years. As is shown, the past three years accounted for the three highest totals, including a record high of 29,646 in 2012. The chart shows a 50% increase in the past 10 years in meals served in the Community Soup Kitchen.



The chart at left shows the increased demand in the Clothes Closet for the past 10 years. This program, which provides clothes and household items to those in need, has grown exponentially over the years, serving nearly 7,000 individuals last year alone. This chart shows a 379% increase over the past 10 years in individuals served by the Clothes Closet.

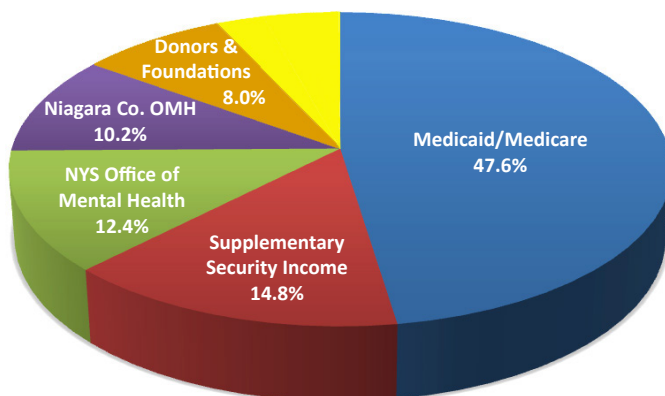
2012 Financial Breakdown

Revenue Sources

(unaudited)

Medicaid/Medicare	\$ 2,999,881
Supplemental Security Income	\$ 933,246
NYS Office of Mental Health	\$ 783,094
Niagara Co. Department of Mental Health	\$ 644,682
Private Donors and Foundation Grants	\$ 507,779
Niagara Co. Probation Department	\$ 167,631
Niagara Co. Department of Social Services	\$ 111,481
U.S. Dept. of Housing & Urban Develop.	\$ 66,079
Rental Income	\$ 60,670
Family & Children's Service of Niagara	\$ 18,050
Division of Parole Income	\$ 7,555
Emergency Food and Shelter Program	\$ 4,956
Total Revenue	\$ 6,305,104

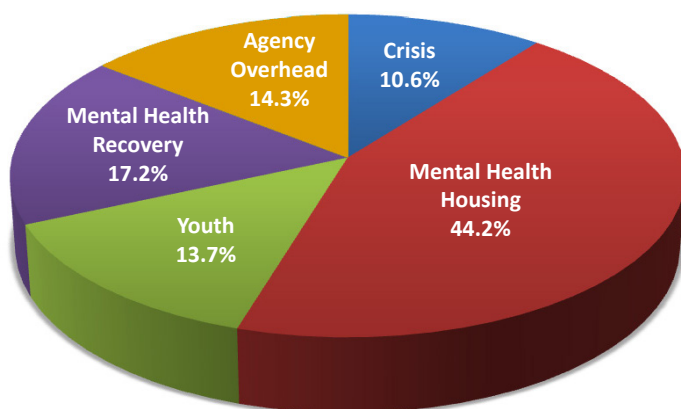
Distribution of Revenue Sources



The **yellow** portion represents an aggregate of the following:

- Niagara County Probation Dept. - 2.7%
- Niagara County Department of Social Services - 1.8%
- U.S. Dept. of Housing & Urban Development - 1.0%
- Rental Income - 1.0%
- Family & Childrens' Service of Niagara - 0.3%
- Division of Parole Income - 0.1%
- Emergency Food & Shelter Program - 0.1%

Distribution of Expenses



Expenses by Division

(unaudited)

Mental Health Housing Services	\$ 2,757,245
Mental Health Recovery Services	\$ 1,075,379
Youth Services	\$ 854,064
Crisis Services	\$ 658,723
<u>Agency Overhead</u>	<u>\$ 896,546</u>
Total Expenses	\$ 6,241,957

Fundraising Efforts

Each year, the Community Missions' Public Relations & Development department work to raise the support necessary to keep its Crisis & Community Service programs. In 2012, the department raised \$507,779, exceeding its goal by nearly \$50,000! This was thanks to the overwhelming support of the following events, campaigns and foundations.

Grants

Community Missions annually seeks out funding from philanthropic organizations whose missions mirror those of the agency. In 2012, CMI received over \$170,000 in grants that helped to fund programmatic and operational expenses.

Fundraising & Awareness Events

The agency hosts a number of fundraising and awareness events each year at locations throughout Niagara County. In 2012, the agency held 10 events that raised over \$70,000 for the agency's Crisis Services.

Mailings and Campaigns

An important piece of funding for the agency are its annual mailing campaigns. CMI conducts three mailings yearly that in 2012 raised over \$126,000. The agency's Parents' Day Campaign contributed another \$54,000 last year!

Community Missions Hosts 20th Annual Compassion In Action Awards Brunch

Community Missions held its 20th Annual Compassion In Action Awards Brunch on Thursday, May 17th, 2012. The event honored many of the volunteers and supporters whose contributions make the agency's efforts possible.

The event, held at the LaSalle Yacht Club, recognized those that volunteered at the agency throughout the year, along with a number of supporters that received awards. Those honored with awards at the event included:



Crisis & Community Services Award

Niagara Jr. Purple Eagles Youth Hockey Program

Mental Health Housing Services (CHOICES) Award

Kristen Vessio (Dale Association)

Public Relations & Development Award

The Blue Thong Society (Blue Flames-Buffalo Niagara Chapter)

Finance Award

Michael Noah (First Niagara Bank)
& Wendy Fechter (Hodgson Russ, LLP)

Youth Services (REACH) Award

Ann Marie Caron (Staples)

Mental Health Recovery Services Award

Jamie Pabilonia, M.D. (Niagara Visions PROS)

The Sharon Kroetsch Memorial Award

Hon. Kathleen Wojtaszek-Gariano (CMI Board Member)

Director's Award

The John R. Oishei Foundation and Lawrence H. Cook II

2012 Fundraising & Awareness Event Highlights

February 10 - Sweetheart Dinner



Community Missions held its annual Sweetheart Dinner on February 10, 2012 at the Sheraton at the Falls. The event brought more than 150 people together and raised over \$10,000!

May 5 - Feet or Famine Walk



The agency held its annual Feet or Famine Walk at Whirlpool State Park on May 5, 2012. This event raised over \$6,500!

July 9 - Par Fore A Mission Golf Classic



The 11th Annual Par Fore A Mission Golf Classic took place on July 9, 2012 at Seneca Hickory Stick Golf Course and raised over \$21,000!

July 21 - Canal Fest Duck Race



Community Missions held its annual Duck Race at the Canal Fest of the Tonawandas on July 21, 2012 and raised over \$8,400!

Why I Chose Community Missions...

...as an Employee - Christian Hoffman



Having recently moved to Western New York, Christian Hoffman had never heard of Community Missions before responding to a job posting in the agency's Public Relations division.

"When I began researching a career move, a few things were important to me," said Mr. Hoffman, the agency's Communications & Development Manager. "I knew that I wanted to join an organization with a strong history, while also using my skills for a rewarding purpose. Community Missions offered both, along with an excellent opportunity for me to grow professionally."

In the months since joining Community Missions, Mr. Hoffman has engineered several new projects to expand the awareness and fundraising capacity of the agency. These have included a social media initiative, enhanced communications with local media, and the redesigning of the agency's

brochures and website.

"The breadth of the services offered by Community Missions blew me away when I first interviewed here, and in fact, it still does!" remarked Mr. Hoffman. "It's my job to tell the story of what goes on at Community Missions. The dedication of the agency's employees to help others makes my job an easy and fulfilling one. I am looking forward to continuing that work, and to helping Community Missions grow in the coming years."

...as a Donor - Susan Jakubowski



Growing up in Niagara County, Susan Jakubowski remembers the Cataract City in its heyday. "When the Niagara Power Project was being built, families had new Chevys in their driveway, and Falls Street was packed with shoppers on Saturdays."

Now, this once thriving city is faced with high unemployment rates and poverty levels, making the work performed by Community Missions for the past 88 years even more important. "Niagara County's poverty and unemployment figures are daunting. With CMI being the major source of hope for so many in the county, it leaves the agency with an awesome responsibility," said Ms. Jakubowski. "Community Missions needs every type of support."

Ms. Jakubowski is a dedicated supporter of CMI, and served as a matching donor for the agency's annual Parent's Day Campaign, which raised over \$54,000 in 2012. Her generosity stems from wanting to give back to the community where she was raised, while she has also seen the benefits of the agency's programs first-hand.

"Although a relative receives services at Community Missions that have been life-changing, I can't say that is the only, or even a major reason, why Bruce (her husband) and I donate," said Ms. Jakubowski. "I could have been one receiving CMI support. I shudder when I realize how easily that could have happened. That is why supporting Community Missions is so important for me."

...as a Volunteer - Genentech Employees

When their company encouraged them to give back to their local communities, Trish Casillo, Mark Cichowski and Doug Rohring chose Community Missions as a place to volunteer their time. The group from Genentech, a leading pharmaceutical company, spent the morning unloading food donations, preparing the day's food, and directly serving the Friday Fish Fry to the program's dining guests.

"What a great experience," remarked Mr. Cichowski. "It was a great opportunity to see all the help that is needed in the community, and where that help is coming from." "It's also good to see what's available for those in need," added Mr. Rohring regarding the Community Kitchen program.

"It's a good way to step out of your own world, and to see that other Genentech people live in a whole other world," said Ms. Casillo, Senior Clinical Specialist for Oncology at Genentech. "It's good to recognize that fact and to help out where you can."

While helping in the Kitchen, the group learned of the program's need for high chairs for the Kitchen's youngest guests. Just a few weeks later, Casillo stopped back by the Mission with several high chairs, personifying the "Genentech Gives Back" motto.



How Can I Help?

So often we are asked, "What can I do to help the Mission?" Here are a few ways that you may be able to help:

- **Make a cash donation!** Contributions are tax deductible, can be made at any point during the year, and are always badly needed. Your donation may be matched by your employer or by generous donors who sponsor such gifts throughout the year. You can also encourage your church, business or civic group to make a yearly contribution to the mission.

- **Volunteer in the Community Soup Kitchen!** The program is open for lunch six days a week, and volunteers are needed from 9 a.m. to 1:30 p.m. each day. Perhaps you are part of a group that would like to cook a meal or donate the food needed to feed the hundreds we serve daily.



Community Soup Kitchen Volunteer

- **Have your church or faith-based group become a Ministry Partner with the Mission!** Work with our minister, Rev. Mark Breese, to strengthen your ministry by connecting it with the call of Christ to serve those in need. Participate in one of several faith events and projects throughout the year, such as the monthly Sunday Cabaret, Gardens of Compassion, and annual Gospel Fest. Work with us to develop a project or event that meets the needs of those we serve.

- **Arrange to bring a speaker from Community Missions to your church, business or civic group!** We have several speakers that can come to raise awareness on many different issues affecting the Niagara community, including the 18 different programs that we operate.



LobsterFest Attendees

- **Come out to a CMI Fundraising Event!** Each year, the agency hosts a number of events that raise money for its Crisis Services. These include the Sweetheart Dinner (February), a 5k Walk (April), Golf Tournament (June), Canal Fest of the Tonawandas Duck Race (July), Lobster Fest (August), Antiques Auction (November), and a Celebrity Bartender Event (November). Each event is unique, is a lot of fun, and most importantly, raises money and awareness for CMI!

- **Take part in the Adopt-A-Family program around the Christmas holidays!** Each year, CMI links community members, businesses and churches with local families in need. Sponsors are provided a family and a "wish list," and then purchase gifts for the family. In addition, gift cards are provided to the family to assist with a holiday meal. All gifts are brought to the Mission, where they are distributed to the families, along with a turkey.

- **Have your group volunteer for a special project** like painting a room, a clean-up day, gardening, etc.! The agency serves thousands of people each year at its sites across Niagara County, creating a wide range of volunteer opportunities.

- **Include Community Missions when considering your Estate Planning!** Community Missions has helped those in need in the Niagara community for 88 years. Your gift can help ensure those in need locally are never turned away.



*Photo Courtesy One Eyed Jack Studios
Zionsville, Indiana*

Get Involved Today!

For more information on any of these programs or ideas, or to suggest an option that we may not have considered, contact us at 716-285-3403 x.2247.