

2017 Annual Report



Community Missions of Niagara Frontier, Inc.

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The artwork shown was composed by a participant within the Niagara Visions PROS Art Therapy program.

Community Missions of Niagara Frontier, Inc.

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From the Executive Director

Dear Friends,

Each year, our Annual Report gives readers an opportunity to reflect on the previous year as we take a snapshot of all that was accomplished. My hope is that by reading through these pages, you will see that the stories represent only a brief sampling of the lives affected and people involved with our agency every day.

I am so grateful to serve as the Executive Director of an agency that impacts the lives of so many individuals and families. Donors and volunteers have faith that their dollars and time spent helping CMI impacts those who need it most. It goes without saying that this work is only made possible by the dedication of the CMI staff and Board Members, as well as the countless community partners that we have the privilege of working alongside daily.

Without a doubt, the best part of my job is hearing from those we serve about how their experience at Community Missions has enabled them to fulfill their dreams and goals—many they thought would never be possible. These range from a more independent living situation, to new jobs, and to community engagements that enrich their lives. They are each a testament to the power of the collaboration embraced between themselves and the CMI staff and between Community Missions and our partners across Niagara County.

The past year was filled with successes and challenges and yet, the many wonderful opportunities to help those that find their way to our doors as part of their life's journey. We look forward to continued successes in 2018, and say a special thank you for the contributions of all of our supporters!



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.

From our 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.

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 19 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**.

“I Don’t Know What I Would Have Done Otherwise.”



Jeffrey came to Community Missions in December 2017 with his three sons, ages 6, 4, and 2, along with his two-month-old daughter. Connecting with our Rapid Re-Housing program led him to move into our shelter, as he looked for an apartment suitable for his family.

“I can’t begin to tell you what I would’ve done without Community Missions,” said Jeffrey. “Everyone was absolutely wonderful to my family. I can’t begin to tell you the kindness, the love, and the respect that they showed my children.”

In February, Jeffrey and his family moved into their new apartment, with further help from the Mission. “When we got this apartment, I didn’t have a stove. Staff from the Mission went out and got me a brand-new stove. This past Thursday, they brought me over a brand new bed. My Rapid Re-Housing Case Manager comes by my apartment once a month to check in, to see how we’re doing, and to see what we need.”

“It was a blessing going to the Mission. It gave me a stable environment for me and my four kids,” Jeffrey continued. “You’re looking at a family of five that the Mission put together and kept. The Mission is a wonderful organization. God bless them for being there, because I don’t know what I would have done otherwise.”

“They Help Me Find My Place in the World.”

Many years ago, a gentleman receiving services at Community Missions was being interviewed by a staff member. After failing to get a response to several survey questions, she asked him to put into his own words why he liked visiting Community Missions. After thinking for a bit, he replied that he enjoyed coming to our services because *“they help me find my place in the world.”*

Community Missions has taken to using these words as a guide for the many different individuals that come here for help. It should never be lost that he said that he was able to find *his* place in the world. Staff should never lose sight of the fact that their work must focus on the individual sitting in front of them; that it is their goals and their dreams that we work to support.



Above is a picture of a volunteer who wanted to leave her mark on Community Missions before taking off for the next stop on her journey. Before leaving, she left behind this reminder that the world is large, but that people can bridge any gap by helping one another and working together.

This wall, located just outside of the Community Kitchen, is where volunteers from all over leave their mark, letting us know where they have come from to help out. Many of these volunteers are teens and college students visiting during a break in school, as a new generation learns how they can find their place in the world, and help others do so along the way. Below are a few pictures of the next generation of leaders from throughout the country learning about compassion while at Community Missions.



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. In 2017, **378 adults** and **86 children** received a total of **6,121 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. Guests are also able to take home breads, produce or other items provided by local stores and restaurants. Last year, the program served **26,613 meals** to those in need!



● **The Food Pantry** provides food for families to take home and prepare. The Food Pantry provides food monthly for families within its designated area, while emergency food is also available. Sources of food for the program include the Food Bank of Western New York, the Emergency Food & Shelter Program, individual donations, and food drives by local organizations. In 2017, **6,877 individuals** received **62,337 meals** through the Food Pantry!



● **The Clothes Closet & Furniture Giveaway** programs allow those in need to select clothes, household items and furniture free of charge. These programs rely on the donations of community members and local businesses. The Clothes Closet is open six days weekly, while Furniture Giveaway operates each Friday morning. Last year, **6,920 individuals** were served in the Clothes Closet, while **347 families** were served through Furniture Giveaway!



● **Mark's Place** is a transitional residence for HIV positive persons with an AIDS-specific diagnosis. The program is designed to facilitate advancement to permanent and independent housing within a limit of one year's time. Named after a leading benefactor, Mark's Place has served the community for more than 15 years! In 2017, **58 nights of care** were provided through Mark's Place!



● **Parole Re-Entry** helps those recently released from incarceration with their integration back into the community. The program's mission is to help bridge gaps within the system, aid in better communication and coordination between community agencies, enhance public safety and knowledge, and aid returning offenders in living a healthy, law-abiding life. Last year, Parole Re-Entry helped a total of **315 individuals**, providing **5,746 nights of care**!



● **Rapid Re-Housing** works to quickly move people experiencing homelessness, including families, individuals and youth, into permanent housing. The program provides rental assistance, case management and housing location services as needed, with a goal of self-sufficiency. Launched in April 2017, this program served **39 households** and **170 individuals** last year!

Mental Health Housing Services - Established 1981

Mental Health Housing Services (CHOICES) 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 for clients needing 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, **19 adults** received **3,295 days of care** at Canal View and **20 adults** received **4,102 days of care** at Hansen House!



● **The Apartment Treatment Program** assists residents in refining the skills necessary to live independently. The program offers apartments located at a main complex in Niagara Falls for more intensive support and structure. Additional apartments are available throughout the community for those needing less support. In 2017, **74 adults** received **18,460 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, **141 adults** were provided with **44,288 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 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 2017, Niagara Visions PROS provided **127 adults** with **18,884 visits!**



● **Hope House-The Peer Recovery Respite Center** provides services to adults with an SPMI diagnosis for hospital diversion in Eastern Niagara County. Services include a recovery (warm) line, therapeutic support and intervention for adults in transition, and four respite beds for short-term use. Peer recovery services are utilized throughout the program. Last year, **132 adults** benefited from **2,001 visits and 11,893 phone calls** to the Center



● **Respite Services** provides emergency housing for adults with an SPMI diagnosis. It does so by offering support, encouragement and assistance to individuals on a short-term basis in both Lockport and in Niagara Falls. In 2017, **152 adults** were provided with **1,771 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, **188 adults** were provided with **10,170 transports** through the program!

Youth Services - Established 1965

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



● **Aurora House** is a youth community residence located in Lockport. The facility provides complete care for eight youth, ages 12-17, that are diagnosed as severely emotionally disturbed (SED). The treatment period is estimated to be from six months to one year. Youth attend school, work, volunteer, activities, and appointments within the local community. Last year, **16 youth** received **1,513 days of care** at Aurora House!



● **Family Solutions Program (FSP)** delivers early intervention to at-risk youth and their families by working together in groups to strengthen family relationships and prepare youth for successful futures. FSP promotes group social support and community networking, positive parenting practices and skill-building. Last year, **13 families graduated** from FSP and participated in **130 group sessions!**



● **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 2017, **24 youth** received **204 face-to-face contacts** and participated in **27 total hours of programming** through JICM!



● **Juvenile Supported Case Management (JSCM)** links youth adjudicated as juvenile delinquents and their families with support services and resources to help them avoid further crime and violence once they have returned to their home communities from out-of-home placement locations. Launched in October 2017, **eight youth and families** received **27 face-to-face contacts** and participated in **20 total hours of programming** through JSCM!



● **Girls Circle (GC)** is designed to foster self-esteem, help girls maintain authentic connection with peers and adult women in their community, counter trends of self-doubt, and allow for genuine self-expression through verbal sharing and creative activity. This program launched in October 2017 in conjunction with the Niagara Falls City School District. Last year, **41 girls** completed **28 sessions** for a total of **57 hours of programming**.

Ministry and Community Partnerships - Established 1925



● **Ministry and Community Partnerships** offers opportunities and resources for religious, spiritual, and faith development to those the Mission serves, its staff, and the community. Ministry and Community Partnerships provides opportunities to help churches meet their own ministry goals through engagement with the Mission, and works to promote communication and cooperation among churches. In 2017, CMI conducted **187 opportunities for faith and spiritual development and had 207 significant pastoral contacts!**

Community Missions Hosts 25th Annual Compassion In Action Awards Brunch

Community Missions held its 25th Annual Compassion in Action Awards Brunch on May 24 to honor many of the volunteers and supporters that make its mission possible.

Hosted by The LaSalle Yacht Club, the brunch honors those that help the agency throughout the year, while also recognizing award winners from agency departments. In addition, Executive Director Robyn L. Krueger presents a Director's Award, along with the Sharon Krotesch Memorial Award to an outstanding member of the Board of Directors.

Approximately 130 attendees, including Bonnie Kane Lockwood representing U.S. Representative Brian Higgins and Robert Welch representing Senator Robert Ort, honored the following award winners:

Mental Health Housing Services (CHOICES) Award

Officer Elaine Hertel, Niagara County Department of Probation

Mental Health Recovery Services Award

Ms. Jodi McKay, LMSW, Niagara County Dept. of Mental Health

Youth Services (REACH) Award

Ms. Dorothy Tubinis & Elks Lodge #346

Crisis & Community Services Award

Four Points by Sheraton Niagara Falls

Ministry and Community Partnerships Award

St. James United Methodist Church with Mr. Lee Clark, Mr. Richard Chapman & Mrs. Jan Babcock



The 2017 Award Winners

Public Relations Award

Peter and Elizabeth C. Tower Foundation

Media Award

Ms. Katie Alexander, WIVB-TV

Finance Award

Ms. Katherine Ellman, Northwest Bank

Director's Award

Niagara University

Sharon Kroetsch Memorial Award

Michael Lewis, Ph.D.

Community Missions Celebrates 92 Years as Krueger Marks her 40th Year of Service

On November 22, Executive Director Robyn L. Krueger celebrated her 40th year with Community Missions and the agency's 92nd birthday with a reception held at the LaSalle Yacht Club.

In attendance were numerous friends, supporters, collaborators and co-workers from throughout her time with the agency. Also joining the festivities was Senator Robert Ort and Bonnie Kane Lockwood from U.S. Representative Brian Higgins' office, each of whom offered remarks praising Krueger's consistent commitment to the community.

Other speakers at the event included Board President Michael Lewis, Ph.D., current Mission staff Grant Babcock and Joe Sbarbati, and former administrator Bonnie Malakie. In honor of her anniversary, Krueger was presented a granite engraving of Community Missions' main site, located at 1570 Buffalo Ave.

Krueger was also featured in November in Buffalo Business First's Boasting Buffalo series, which profiles professionals that make a difference in Western New York.



American Niagara Hospitality Brings Management Team to Volunteer, Learn at CMI

American Niagara Hospitality, owners and operators of Sheraton Niagara Falls, Wyndham Garden Inn, Rainforest Cafe, TGI Fridays, Starbucks Café and Chill 443, brought its management team of 50 to Community Missions on March 21 to volunteer, learn, and demonstrate community leadership. Additionally, the group donated over 2,500 items for its guests.

“We were so proud to donate our time, and for our staff to have gone above and beyond with their personal donations to this wonderful community organization that is right in our backyard. The 50 managers from American Niagara Hospitality who spent the afternoon at the Mission truly felt connected to the community at large. Our company plans on continuing to engage with organizations like Community Missions throughout Western New York for the entirety of the year,” said Geoffrey Reeds, Vice President of Sales and Marketing.

Upon arrival, the management staff heard about the history and mission of the organization, as well as reflections on Community Leadership from Executive Director Robyn L. Krueger. While some staff then began volunteering by assembling hygiene bags for homeless guests, three separate conversations were fostered between ANH and CMI staff. These included kitchen staff discussing best practices, marketing and communication staff exchanging ideas, and those from the Mission working on employment with guests having a chance to speak directly with Human Resources staff as to what they are looking for in candidates.

“Having the management staff from American Niagara Hospitality out was a tremendous benefit for Community Missions,” said Christian Hoffman, agency spokesman. “We were thrilled to receive the personal care items and food donations that their staff brought, and to have them tour our facilities. However, more impactful was the opportunity to share ideas across industry, as our two kitchen staffs collaborated, along with our marketing staffs and other similar areas. This was a great opportunity for all of us to display Community Leadership.”



American Niagara Hospitality's Management Team visited Community Missions in March 2017.

Niagara Visions PROS Hosts Month-long Art Show at Project 308 Gallery

In August 2017, Community Missions' Niagara Visions PROS was invited to display work from its Art as Therapy program as a part of the Fourth Annual Oliver Street Art Festival. The showing also featured an Opening Night event, where the artists and interested community members could get a first look at the show.

Pieces from nearly 30 different artists were on display from the program, which works with its participants to use art therapy to explore what's going on in their minds without having to express it in words. Accompanying many of the pieces were statements from the artist, explaining the work.

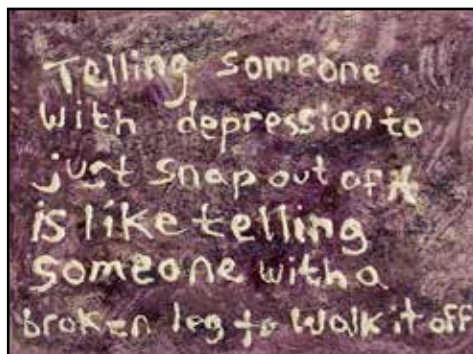
“Art helps them connect with their feelings,” PROS Art Therapist Sandie Crocker told the Niagara Gazette. “It has this unique ability to help them get through really hard times and gives them some amount of relief.”

She also told the newspaper that the program had regular shows back before 2010, but that they had not been able to continue doing so in recent years. Current plans are to continue regular shows in coming years.

“This is the most fulfilling type of show,” Natalie Brown, owner and curator of Project 308 Gallery, told the Gazette. “It's an honor to show their work, and it's evident that they used (art) to get through some tough times.”



Above picture courtesy Niagara Gazette



Here Are Just Some of our 1,603 Volunteers in 2017



Troopers for Troops donated funds to purchase turkeys during the holiday season in the name of Trooper Kevin Dobson.



Many college students spend their time away from school volunteering at sites like Community Missions through "Alternative Break". This group from Saginaw Valley State spent some of their Christmas Break volunteering at CMI.



Approximately 100 LYNC students through Leadership Niagara volunteered for #GivingTuesday, learning about servant leadership.



Numerous youth groups spend up to a week at a time with us each year, including this group from Hastings United Methodist Church in Nebraska.



The Lewiston Garden Club poses with their collection of presents for the Annual Adopt-A-Family program. In 2017, the effort provided holiday cheer for 120 area families.



Gardens of Compassion enjoyed its fifth year in 2017 of joining Community Missions' consumers with community volunteers at St. James United Methodist Church.

Community Missions of Niagara Frontier, Inc.

2017 Fundraising Events

February 10 - Sweetheart Dinner



The 20th Annual Sweetheart Dinner was held at the Conference & Event Center Niagara Falls. The event raised over \$15,000!

April 29 - Walk for Niagara



The agency held its annual Walk for Niagara at Whirlpool State Park on April 30th. This event raised over \$9,600!

July 22 - Canal Fest Duck Race



The Annual Duck Race of the Tonawandas was held on July 22nd on the Erie Canal in North Tonawanda. This event raised over \$3,500!

June 7 - Par Fore A Mission Golf Classic



The 16th Annual Par Fore A Mission Golf Classic took place on June 7th at Seneca Hickory Stick Golf Course and raised over \$14,000!

November 4- Meat Raffle



A group of volunteers through Leadership Niagara put on a Meat Raffle to benefit the agency on October 13th at Rescue Fire Hall. This event raised over \$4,000!

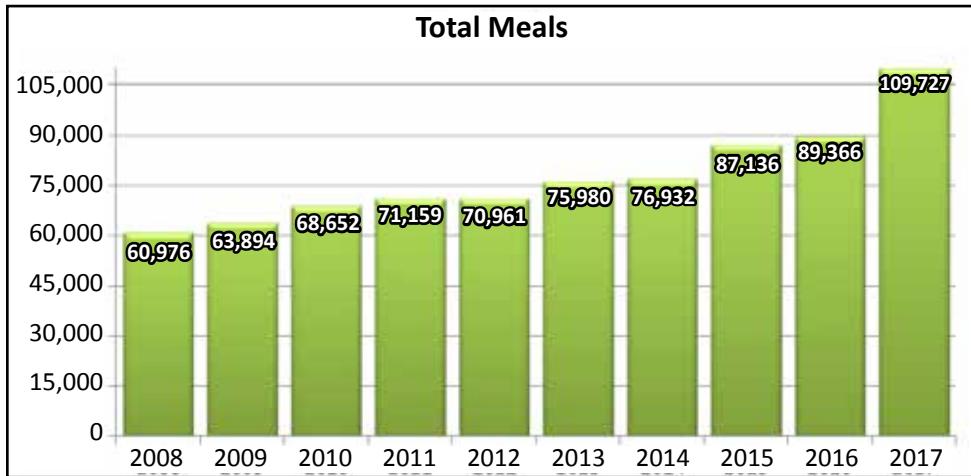
November 12 - Antiques Auction



Community Missions held its Seventh Annual Antiques Auction on November 12th at First Presbyterian Church of Youngstown. This event raised over \$4,500!

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. This increased demand has been shown in Community Missions' Crisis & Community Services. See below how the numbers of those utilizing the Mission's food programs and Crisis Housing have risen dramatically in the past ten years.



The chart at left shows the increase in total meals provided by Community Missions, through its Community Soup Kitchen and Food Pantry over the past ten years. As is shown, this total has increased 80% in the past ten years.

The chart at right shows the increased demand for crisis housing over the past 10 years. The chart shows a **152% increase over the past 10 years** in overall crisis housing nights.



Did You Know?

- According to recent census numbers, exactly 50.0% of Niagara Falls residents live with an income below 200 percent of poverty level, for which a family of three would be \$41,560.
- The federal poverty level for a family of three is \$20,780, and for a family of four is \$25,100. In Niagara Falls, 38.4% of families with children fall below this.
- Niagara Falls' median household income registers \$32,322, compared to \$50,094 for Niagara County, and \$60,741 in the State of New York.
- For those that have worked in the past 12 months that live in Niagara Falls, 14.3% fall below poverty level, compared to 7.1% in Niagara County and 7.6% in New York State.

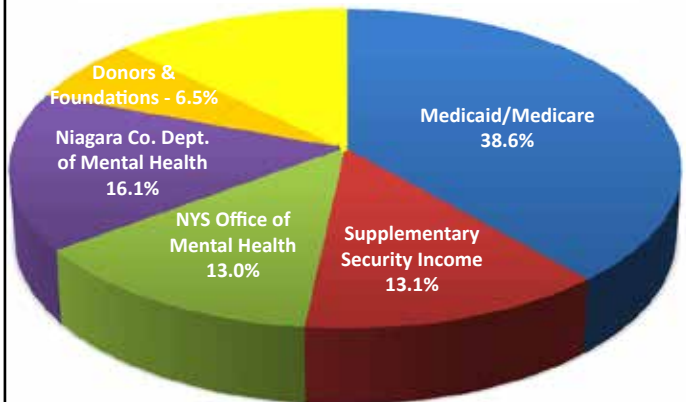
Living Below Poverty Level	NY State	Niagara County	Niagara Falls
Families	11.7%	9.8%	22.5%
Families w/children under 18	18.1%	17.8%	38.4%
Families w/children under 18, Female Head of Household	37.9%	43.7%	59.9%
Population	15.5%	13.6%	27.2%
Population under 18	21.9%	20.1%	43.4%
Population under 5	23.6%	27.0%	48.7%
Women	16.7%	14.8%	28.4%

2017 Financial Breakdown

Revenue Sources

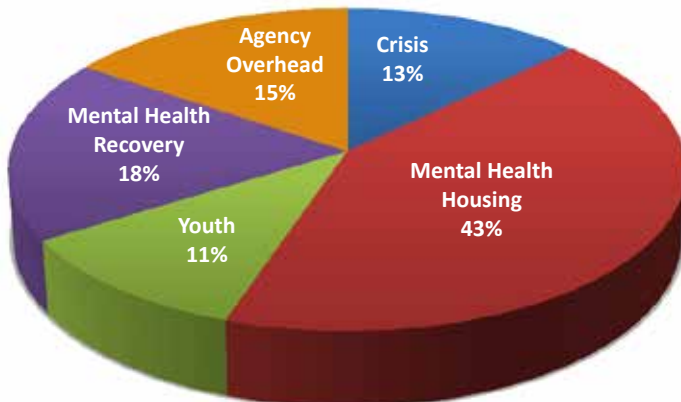
Medicaid/Medicare	\$ 2,656,730
Niagara Co. Department of Mental Health	\$ 1,105,000
Supplemental Security Income	\$ 898,041
NYS Office of Mental Health	\$ 893,412
Private Donors and Foundation Grants	\$ 448,119
US Dept. of Housing & Urban Development	\$ 279,436
Contract Income	\$ 175,339
Niagara Co. Department of Social Services	\$ 146,300
Niagara Co. Probation Department	\$ 127,612
Rental Income	\$ 113,527
Emergency Food and Shelter Program	\$ 20,482
Division of Parole Income	\$ 12,540
Total Revenue	\$ 6,876,538

Distribution of Revenue Sources



- The **yellow** portion represents an aggregate of the following:
- US Department of Housing & Urban Development - 4.1%
 - Contract Income - 2.5%
 - Niagara County Department of Social Services - 2.1%
 - Niagara County Probation Dept. - 1.9%
 - Rental Income - 1.6%
 - Emergency Food & Shelter Program - 0.3%
 - Division of Parole Income - 0.2%

Distribution of Expenses



Expenses by Division

Mental Health Housing Services	\$ 3,018,630
Mental Health Recovery Services	\$ 1,308,423
Youth Services	\$ 775,885
Crisis Services	\$ 912,459
Agency Overhead	\$ 1,103,669
Total Expenses	\$ 7,119,066

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 2017, the department brought in over \$448,000! This was thanks to the overwhelming support of the following events, campaigns and foundations.

Grants

Community Missions annually seeks funding from philanthropic organizations whose missions mirror those of the agency. In 2017, CMI received over \$140,000 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 2017, the agency held six events that raised over \$96,000 for the agency's Crisis & Community Services.

Mailings and Campaigns

An important piece of funding for the agency are its annual mailing appeal campaigns. CMI conducts three large mailings throughout the year, and several other campaigns. Last year, over \$200,000 was donated to the agency!

How Can I Help?

As Niagara County's largest private provider of basic human needs and varied mental health and recovery services, it is our mission to make a difference in the lives of those we serve.

You can make that difference. With your help – we can make a positive impact in our community. Here are just a few of the ways that you can help us meet that need:

- ◆ **Every Dollar Helps.** Your tax-deductible monetary donation is carefully used and deeply appreciated; 86¢ of every dollar goes directly to those we serve.
- ◆ **Provide support** by attending, volunteering and/or donating to one of our many annual events. Donations of auction baskets, gift cards, and/or admission passes help make our events successful.



- ◆ **Donate items** to those in need such as food, clothing, and household items, etc. Visit www.communitymissions.org for a list of current needs.

- ◆ **Consider** ensuring the future work of Community Missions through your will or planned giving. We'll work with you to find the right gift.

- ◆ **Looking to get involved individually or as a group?** You or your group can help serve meals at our Community Kitchen, paint and clean up a room, help with food and clothing distributions, or design a project with us!

- ◆ **Spread holiday cheer** by bringing a turkey, ham and/or food for holiday meals to the Mission, donating toys or gifts for kids and families, or providing grocery gift cards.

- ◆ Another great way to get involved is to **host an event** of your own, such as a fundraising dinner, bake sale, flea market, food drive, sleep-out, penny drive, or other similar activity.

- ◆ **Volunteers serve a special purpose** – we have a great need for those who can volunteer on a regular basis by helping to serve meals, work events, provide office support, or share any other skills you might offer.

- ◆ **Arrange for a speaker** from Community Missions to visit 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 19 different programs that we operate.

- ◆ **Adopt a family** during our Christmas holiday program. Each year, CMI links community members, businesses and churches with local families in need. It's a great way to brighten someone's holidays.



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.

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