A Message from our President & CEO

Dear Friends:

Having the opportunity to review the annual report before its release to others gives me the chance to reflect on the abundance of services the agency provides as well as how the organization has grown since my employment with Community Missions began in September 1977. CMI has served thousands of individuals during these past 42 years and provided hundreds of thousands of meals and nights of care in our emergency shelter and food pantry.

The impact that CMI has on the Niagara Frontier continues to be important and significant. For our 94 years, the agency has provided housing for the homeless, food for those who are food insecure, and direct and support services for youth and those with mental health challenges.

While 2018 has provided challenges to the agency as sadly, need continues to grow; it has also given us the opportunity to celebrate the successes that occur when housing is found, employment is secured and food is more plentiful. I invite you to review these successes and learn a little more personally about the good work this dedicated staff supports for those we serve. Your support is what makes much of this possible. May God continue to bless CMI through your care and compassion in the coming years.

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 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 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 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.

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

<table>
<thead>
<tr>
<th>Respect</th>
<th>Spirituality</th>
<th>Teamwork</th>
<th>Compassion</th>
<th>Integrity</th>
<th>Commitment</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conduct that demonstrates regard for an individual's path of self-determination</td>
<td>Our belief is that everyone benefits from spiritual growth; and while the Agency's moral vision is specifically Christian, we provide opportunities and linkages that will enhance a person's spiritual growth and wholeness in the faith/spiritual tradition of choice.</td>
<td>Collaboration amongst all parties designed to creatively and professionally support positive and measurable outcomes</td>
<td>Awareness of and empathy for challenges that do not define a person but lead to an opportunity of growth and development</td>
<td>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</td>
<td>Assuring the development and implementation of strength-based interventions, communications, and practices that promote individualized and comprehensive services that are resourceful and effective</td>
<td>Accountable and reliable behavior and actions that display a commitment to identify and enhance each person's self-defined potential</td>
</tr>
</tbody>
</table>

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.”
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.)

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, 49% of Niagara Falls residents live with an income below 200 percent of poverty level, for which a family of three would be $42,660.

* The federal poverty level for a family of three is $21,330, and for a family of four is $25,750. In Niagara Falls, 38.8% of families with children fall below this.

When he retired in 2013, Angelo Sarkees began developing an idea he had always harbored, wanting to collect bottles and cans in order to donate the deposits to local food pantries. Since the time his Deposits 4 Food initiative began, he has collected more than $70,000 that he has donated to Community Missions, Heart Love & Soul, and the Ransomville Food Pantry.

Pictured with Community Missions’ Associate Director Joe Sbarbati (left) and Heart Love & Soul Director Sister Beth Brosmer (center), Mr. Sarkees collects bottles, cans, scrap metal, and other donations to add to his total. His tireless commitment to the community is an inspiration, and a true embodiment of our tagline, Compassion In Action.
**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 after-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.

---

**Did You Know?**

* On October 1, 2018, the first phase of the Raise the Age law took effect in New York State, as the state no longer automatically charges all 16-year-olds as adults.

* Nearly 28,000 16 and 17-year olds are arrested and face the possibility of prosecution as adults in criminal court each year – the vast majority for minor crimes (72% are misdemeanors).
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.

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.

In October 2018, Community Missions hosted its Eighth Annual Interfaith Community Prayer Service for Mental Illness Recovery & Understanding at First Congregational United Church of Christ. This event is part of Mental Illness Week, a national event designed to raise public awareness about mental illness and break down the stigma that too often discourages people from seeking help when needed.

At the 2018 event, representatives from Christian, Jewish, Sikh, and Native American communities spoke to offer hope, support, and encouragement to those touched by mental illness. Pictured is Rev. Joseph L. Levesque, C.M. – President Emeritus, Niagara University.
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.

Did You Know?

- One in five American adults will have a diagnosable mental health condition in any given year.
- 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.

In May 2018, Niagara Visions PROS celebrated some of its participants’ accomplishments. These included new jobs and a move to independent living. Approximately 100 individuals visit Niagara Visions PROS on a weekly basis, working toward self-determined goals in a personalized setting with counselors.

The goal of PROS is to help individuals move beyond simply “managing” mental illness and toward living full, productive lives within the context of their own unique personal goals and aspirations.
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.

77
Ministry Partnerships

227
Faith Development Opportunities

1,437
Volunteers

15,679
Volunteer Hours

Local community groups are always welcome to volunteer! This group volunteered as part of the Sunday Cabaret, which typically brings together two churches or community groups to prepare a meal and a program for anyone interested on the last Sunday night of the month.

In 2018, Gardens of Compassion enjoyed its sixth year of bringing together community members and its consumers for a fun weekly gardening project. The program is held at St. James United Methodist Church in partnership with CMI’s Niagara Visions PROS and Faith Services.

Groups like this Senior Class Trip from St. Mary’s School in Lake Leelanau, Mich. regularly visit Community Missions from out of the area, combining sightseeing and community service.
2018 Financials

Revenue Sources
- Medicaid $2,875,606
- Contributions, Gifts, Grants, etc. $2,595,887
- Residents Income $898,801
- Other Program Service Revenue $947,453
- Miscellaneous Revenue $16,540

Total Expenses $7,334,287

Expenses by Division
- Mental Health Housing Services $3,134,122
- Crisis Services $1,373,892
- Mental Health Recovery Services $1,134,339
- Youth Services $902,364
- Agency Overhead $1,047,633

Total Expenses $7,592,350

2018 Fundraising Events
- Sweetheart Dinner
- Walk 4 Niagara
- Golf Classic
- Duck Race
- Meat Raffle
- Antiques Auction
Community Missions of Niagara Frontier, Inc. (CMI) held its 26th Annual Compassion in Action Awards Brunch on Wednesday afternoon at the LaSalle Yacht Club in Niagara Falls.

The event honors the many volunteers that help the agency throughout the year, which included 1,504 volunteers contributing 15,275 hours over the past year. Also recognized are award winners chosen by departments throughout the organization, while Executive Director Robyn L. Krueger presents a Director’s Award annually.

Approximately 130 attendees, including Congressman Brian Higgins, and representatives from NY State Senator Robert Ortt and Assemblyman Angelo Morinello, honored the following award winners Wednesday afternoon:

**Mental Health Housing Services (CHOICES) Award**
Ms. Natalie Cuddahee, MSW

**Mental Health Recovery Services Award**
Mr. Albert Oesterle, RN; Visiting Nurses Association of WNY

**Youth Services (REACH) Award**
Ms. Bridget Janese; Niagara County Dept. of Social Services

**Crisis & Community Services Award**
Ms. Elizabeth McClam; U.S. Dept. of Housing & Urban Development

**Ministry and Community Partnerships Award**
Pastor Anthony Feagin

**Public Relations Award**
ComDoc - Niagara University

**Media Award**
Ms. Judy Naylor; Lockport Community Television (LCTV)

**Finance Award**
Mr. Stephen Kling, CPA

**Director’s Award**
American Niagara Hospitality

**2018 Highlights**

CMI Welcomes South Korean Delegation Studying Homeless Services

Twenty officials from the Republic of Korea’s Ministry of Health & Welfare spent a portion of Tuesday, May 15 at Community Missions’ Buffalo Avenue offices. The group sought to look at different approaches to homeless services, as it is reviewing its current programs and management, and looking for new strategies to implement.

The delegation visited several sites on an international trip, collecting information and learning of the different approaches to homelessness in the USA.

“It was a really wonderful experience,” said Community Missions Executive Director Robyn L. Krueger. “We gave an overview of the agency; and we focused primarily on our Crisis and Community Services. Once we explained what we did, where our funding comes from, what the criteria is for people to be in the programs, and we took questions from the group.

“They were a mixture of individuals from various ministries in South Korea - ministries meaning departments, not religious ministries - and individuals were from disability fields, female ministry, also housing, social services, public welfare and general administration/health and human services. They were quite intrigued that men, women, and families all stayed in one shelter program.”
Community Missions’ Executive Director Robyn L. Krueger was honored in May 2018 at the New York Assembly as a 2018 New York State Senate Woman of Distinction. Nominated for the honor by State Sen. Robert G. Ortt, R-North Tonawanda, Krueger has been a member of the Niagara County community since 1974. She graduated from SUNY Buffalo with a B.A. in Psychology in 1985, and completed various graduate studies in Counseling and Educational Psychology.

Ms. Krueger has worked for Community Missions (CMI) since 1977. She began her employment with the organization in Niagara Falls as a live-in houseparent to six adolescent males, and was named Executive Director in 1994. She celebrated her 40-year anniversary with CMI in September 2017.

Community Missions took part in its sixth annual #GivingTuesday in 2018. Following Black Friday and Cyber Monday, #GivingTuesday encourages everyone to give back to causes that they support during the holidays.

In 2018, Community Missions partnered with Leadership Niagara, Niagara University and the Niagara Falls’ Target store to have more than 100 volunteers visit the organization for the event. The helpers decorated, wrapped, served, sorted, bagged, and installed new carpeting, providing a wonderful support to its holiday efforts.

Dining for Dollars saw nine local restaurants partner with the agency, donating a portion of their sales throughout the week. Participating restaurants included The Village Bake Shoppe, Parkway Prime, Anchor Bar Niagara Falls, LongHorn Steakhouse, TGI Fridays, Rainforest Café, Chill 443, Power City Eatery & Bella Vista Ristorante. WIVB (Channel 4) provided an opportunity to feature a different restaurant each morning all week, while three news stations each had morning reporters live at the Mission. Many other media impressions were generated in newspapers, other television stations, and social media. The value of the earned media generated from the week was estimated at more than $75,000!

When the phone rang late one December afternoon, little did CMI Executive Director Robyn L. Krueger know what would await her. On the other end of the line was Bonnie Kane Lockwood from Congressman Brian Higgins’ office, alerting her to a situation in Niagara Falls. A gentleman, John Flickner, had been evicted from his HUD-funded apartment over his use of medical marijuana, and he had nowhere to go on a bitter cold night.

After waiting to make connections on Mr. Flickner’s behalf, Ms. Krueger drove to the facility to see what she may be able to do in order to help. She made arrangements for Mr. Flickner to drive his motorized wheelchair to the neighboring Niagara Gospel Rescue Mission for the evening, before coming to stay at Community Missions until the situation was resolved.

The story, chronicled by the Buffalo News, caught the attention of the Associated Press. The AP wrote a story about Mr. Flickner being evicted for his use of medical marijuana, which is legal in the State of New York. The episode highlighted the catch-22 between federal and state laws, as HUD directives gave discretion to its landlords as to their own policies around medical marijuana.

Mr. Flickner’s plight was picked up by news outlets around the world, garnering headlines in the New York Times, Boston Globe, and as far away as France. The story did have a happy ending, as the landlord allowed Mr. Flickner to return to his apartment as he desired following the public outcry.
Donor List

It is with tremendous gratitude that we proudly list those that have supported our efforts in 2018. We prides 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 +
Mrs. Rita L. Brandt
Mr. Gary L. Brockman Jr
Mr. & Mrs. Henry & Ingrid Bryk
Ms. Vera Giuliano
Mr. & Mrs. James & Mary Glynn
Mr. Ralph Henry Jr.
Mr. Don O LeGate
Mr. & Mrs. Lawrence & Mary Len
Dr. & Mrs. Yogesh & Seema Maheshwari
Ms. Collie Mullen
Ms. Barbara J. Northan

Sorrento Lactalis
St. Stephen’s Episcopal Church
Suburban Pest Control, LLC
The First Presbyterian Society of The Town of Porter, NY
TMO Medical PC
Unifrax Corporation
WNY Heroes, Inc.
Ms. Jacqueline Boyce
Mrs. Marjorie Brackett
Mr. & Mrs. Randall & Kathie Brandt
Mr. & Mrs. Brendan & Deborah Brick
Mr. & Mrs. Phiho & Jeanette Brooks
Mr. & Mrs. William & Ann Clingersmith
Mr. Charles Davey
Ms. Frederica H. Dunn
Mr. & Mrs. Thomas & Barbara Fallon
Mr. James E. Farchione
Ms. Susan G. Green
Mr. & Mrs. Michael & Nancy Groff
Ms. Karen Hewlett
Mr. Eugene Kapaloski
Ms. Robyn L. Krueger
Mr. Eric Lefebvre
Mr. Stewart Lindsay
Mr. Gerald McKinny
Mr. & Mrs. Donald & Catherine Miller
Mr. & Mrs. Joseph & Pamela Priest
Ms. Blume J. Rifken
Ms. Margaret Rodgers
Mr. Roger J. Rowland
Father Abuid Sam
Mr. & Mrs. John & Staci Scherrer
Mr. Charles Scrufari
Mrs. Jane E. Titterson
Mr. Paul A. Williams
Antonio’s Restaurant Banquet & Conference Center
Berard Law
BXI Consultants
Coldwell Banker Integrity Real Estate
Community Foundation For Greater Buffalo
First Presbyterian Church Of Lewiston
Hodgson Russ, LLP

Lynch Park Associates, Inc.
New Hope Baptist Church
NFMMC Care Fund
Niagara Falls Sertoma Club
Niagara University
Oblates Of St. Francis de Sales Inc.
Saint-Gobain Corporation Foundation
St. Martin Lutheran Church
Swaitnek, Kling & Pasieka, LLP
United Healthcare Services, Inc
United Warf Of Buffalo And Erie County
Warrens Corners United Methodist Church
Wayside Nursery, Inc
Wm. C. Rott & Son
Zajac Funeral Home, Inc.
Mr. & Mrs. Bill & Lisa Ackendorf
Ms. Maria Acosta
Ms. Diana Adamson
Ms. Diana Lori Adamson
Mr. & Mrs. George & Jennifer Adamson
Mr. & Mrs. Christopher & Barbara Akin
Ms. Eloise Allen
Mr. Carl F. Ambuske
Mrs. Geraldine Amendola
Mr. & Mrs. David & Sallylee Anderson
Mr. & Mrs. Jerome & Claudia Andres
Ms. Beth K. Aquino
Mr. & Mrs. Chris & Marybeth Aquino
Ms. Betty B. Arazini
Mr. Thomas L. Ashford
Mr. & Mrs. William & Janet Bak
Mr. & Mrs. Italo & Leah Baldassarre
Mr. Peter P Barstys
Ms. Cheryl Bartolomei
Mr. & Mrs. Theron & Margaret Bastian
Mr. Steven S. Baum
Mr. & Mrs. Frederick Or Elaine Baxter
Ms. Lena E. Bellingham
Mr. & Mrs. Thomas & Marcia Bellonte
Ms. Linda Belton
Mr. & Mrs. Michael & Kathleen Bentley
Mrs. Joanne T. Beresny
Ms. Susan H. Bland
Mr. & Mrs. Richard & Roslyn Blankenship

$500-$1,000
Ms. Angela Sarkies
Ms. Theresa M Scrufari
Mr. & Mrs. Carl & Elisabeth Slenk
Mr. & Mrs. John & Sharman Staschak
Ms. Shirley Carol Summerfield
Mr. Tim Thomas
Mr. & Mrs. Jeffrey & Dana Thompson
Ms. Beverly Vitkop
American Baptist Churches Of NY State
Anonymous
Blue Cross Blue Shield of Western New York
DePaul, Inc.
Diversified Manufacturing Incorporated
Evans-Devereux Memorial Fund
Ingram Micro Inc.
Key Bank- NA
Lawley Service Inc.
M&T Charitable Foundation
NBT Wealth Management - T/A
J G Marshall/Charities
Niagara Apotheocary, Inc.
Niagara County Community College
Northeast Great Dane
Northwest Charitable Foundation, Inc.
NY State Electric & Gas
Pendleton Miller United Methodist Church
Precious Plate, Inc.
Saint-Gobain Corporation
Seneca Gaming Corporation

$100-$500
Ms. Judith A. Condino
Mr. & Mrs. Robert & Susan Conklin
Mr. Donald E. Burns
Mr. & Mrs. Joseph & Mary Ann Bursik
Mr. Mr. & Mrs. Kyle & Maria Bykowski
Mr. John H. Caldwell
Mr. Floyd Caldwell
Mr. Jerry G. Canada Jr
Ms. Susan M Canavan
Mr. Vincent A. Cancemi Sr.
Mr. Vincenzo Cappello
Mr. Joseph A. Cappy
Mr. & Mrs. Joseph & Janelle Caridi
Mr. Gerald Carpenter
Ms. Roseann Casillo
Mr. Edward M. Cassidy
Ms. Donna M. Castiglione
Mr. & Mrs. James & Patricia Catanese
Mr. & Mrs. Gary & Carol Catlin
Mr. Joseph J. Cecconi
Mr. Gerald Ciccarelli
Mrs. Naomi Cioppa
Mr. & Mrs. David & Beverly Clark
Ms. Mary J. Clark
Mrs. Ruth E. Clark R.N.
Mr. Arturo C. C. Brant
Ms. Katherine Collette
Ms. Judith A. Condino
Mr. & Mrs. Robert & Susan Conklin
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 2018.

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 50 hours of service in 2018, and to the hundreds of other volunteers that passed through our doors last year!

Harold Amacher *
Michael Barron
Michael Bicksler
Mark Bonacci, Ph.D.
Eloise Booker *
Tyler Chiappone
Jose Colon *
Paul Costa
Justin Crawford
Dennis Demmin
Devon Ford
Donald Gubbins *
Victor Henry *
Devin Hindle
Kelvin Holloway
Beth Hosey
Jennifer Jacobs
Edgar Jessie
Carl Johnson *
John Jones *
Shirley Jordan
Camillya Joseph
Jermani Justus
Kay Kalick *
Dawn Laughlin
Ricky Lett
John Loss
Don Luce*
Chad Magers
Shawn Mathews *
Bonnie McCarthy
Louis Misiejuk

Peggy Nash
Renee Payne
Sunny Pechulis
Daniel Promowicz *
Jillian Rafter
Samuel Robbins *
Conor Shea
Joelle Simmons
Julie Smith
Michael Tamul
Jacob Tucker
Megan Vanwormer
Manuel Watkins *
Mary Willis *
Brenden Ziomek

* - Denotes more than 250 volunteer hours