

# 2018 Annual Report



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Kenmore-Tonawanda Union  
Free School District

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Niagara Co. Board of Elections

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Northwest Bank

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Western Regional Off-Track  
Betting, Batavia Downs

## **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 make 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 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 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

### Respect

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

### Spirituality

*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.*

### Teamwork

*Collaboration amongst all parties designed to creatively and professionally support positive and measurable outcomes*

### 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*

### Commitment

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

### Responsibility

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

## 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**  
Associate Director

**Grant Babcock**  
Director of Operations

**Sandy Brandon**  
Director of Human Resources  
& Compliance

**Rev. Mark Breese**  
Director of Ministry &  
Community Partnerships

**Marilee Clark**  
Director of Youth Services

**Yvonne Clark**  
Director of Mental Health  
Recovery Services

**Christian Hoffman**  
Director of Public Relations  
and Development

**Lisa Malinowski**  
Director of Mental Health  
Housing Services

**Natalie Mosley**  
Director of Finance

## 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.

## 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.)



**13,268**  
Nights of Shelter



**119,083**  
Meals for the  
Hungry



**165**  
Individuals  
Recently  
Released from  
Incarceration



**6,920**  
Visits to the  
Clothes Closet



**347**  
Families Served  
in Furniture  
Giveaway



*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.



**1,834**  
Days of Care at  
Aurora House



**769**  
Girls Circle  
Sessions



**262**  
Family Solutions  
Program Sessions



**333**  
JSCM Face-to-  
Face Contacts



*Girls Circle is a national, evidence-based program promoting pro-social behaviors in young women. After bringing Girls Circle to Niagara County with a pilot project at LaSalle Prep in 2016, Community Missions held Girls Circle programs in six different Niagara Falls City Schools in 2018.*

*Following each cycle of Girls Circle, a completion ceremony is held that each girl in the program can invite their family to attend. In all, 58 girls completed a cycle of Girls Circle last year. The program is funded by a 21st Century Community Learning Center grant through the Niagara Falls City School District.*

### Programs

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

### 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).

## Programs

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

## Did You Know?

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

## **Mental Health Housing Services**

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

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

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



**3,555**  
Days of Care at  
Canal View



**3,491**  
Days of Care at  
Hansen House



**18,366**  
Days of Care  
in Apartment  
Treatment



**45,585**  
Days of Care  
Supportive  
Housing



*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.



**20,470**

Visits to Niagara  
Visions PROS



**1,438**

Days of Care in  
Respite Services



**1,559**

Visits to  
Hope House



**11,191**

Phone Calls to  
Hope House



**12,045**

Transports in  
Transportation



*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.*

### 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.*
- *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.*

# 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.*



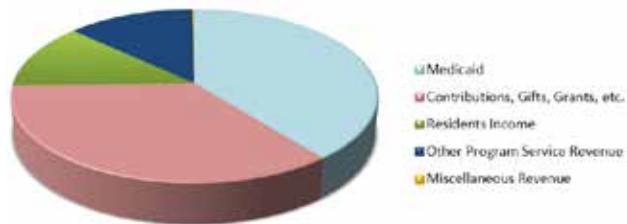
*Groups like this Senior Class Trip from St. Mary's School in Lake Leelanau, Mich. regularly visit Community Missions from out of the area, combining sightseeing and community service.*



## 2018 Financials

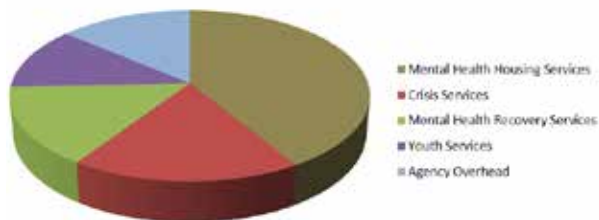
### Revenue Sources

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
<b>Total Expenses</b>	<b>\$ 7,334,287</b>



### 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
<b>Total Expenses</b>	<b>\$ 7,592,350</b>



## 2018 Fundraising Events



## 2018 Highlights

### CMI Hosts 26th Annual Compassion In Action Awards Brunch

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 Ort 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

### 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."



## Krueger Named 2018 New York State Senate Woman of Distinction

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 Support Makes Sixth Annual #GivingTuesday a Success

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, TGIFridays, 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!



## Story of Compassion Garner International Headlines

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. Callie Mullen  
 Ms. Barbara J. Northan  
 Mr. Kevin & Janet O'Leary  
 Mr. Daniel C. Oliverio  
 Mr. Noel Austin Rebello  
 Mr. & Mrs. James & Nora Renda  
 Mr. David Richards  
 Mr. Angelo J Sarkees  
 Ms. Theresa M Scrufari  
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 Mr. & Mrs. John & Sharman Staschak  
 Ms. Shirley Carol Summerfield  
 Mr. Tim Thomas  
 Mr. & Mrs. Jeffrey & Dana Thompson  
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 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 Apothecary, Inc.  
 Niagara County Community College  
 Northeast Great Dane  
 Northwest Charitable Foundation, Inc.  
 NY State Electric & Gas  
 Pendleton Center United Methodist Church  
 Precious Plate, Inc.  
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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.

### \$500-\$1,000

Ms. Jacqueline Boyce  
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 Community Foundaton For Greater Buffalo  
 First Presbyterian Church Of Lewiston  
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 New Hope Baptist Church  
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 Saint-Gobain Corporation Foundation  
 St. Martin Lutheran Church  
 Swiantek, Kling & Pasioka, LLP  
 United Healthcare Services, Inc  
 United Way Of Buffalo And Erie County  
 Warrens Corners United Methodist Church  
 Wayside Nursery, Inc  
 Wm. C. Rott & Son  
 Zajac Funeral Home, Inc.

### \$100-\$500

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 Ms. Diana Adamson  
 Ms. Diana Lori Adamson  
 Mr. & Mrs. George & Jennifer Adamson  
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 Mr. & Mrs. Frederick Or Elaine Baxter  
 Mrs. 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

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Mr. Mark Cramer  
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Mr. & Mrs. John & Julie De Rubes  
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Mr. & Mrs. Thomas & Kathy DeMartin  
Mr. Dennis Demmin  
Mr. Anthony DeMunda  
Mr. & Mrs John & Antoinette Desantis  
Mr. & Mrs. Ralph & Joan Devantier  
Mrs. Mary K Dieteman  
Ms. Margaret A. Diez  
Mr. & Mrs. George & Vana Dillen  
Mr. & Mrs. Mark & Michelle Dobbertean  
Mr. Steve J. Dombrowski  
Mr. & Mrs. Dennis & M. Catherine Dorsey  
Mr. Greg A. Doxtater  
Mr. & Mrs. Arthur & Lilia Dube  
Mr. & Mrs. Rick & Ruthel Dumas  
Mr. & Mrs. Donald & Deborah Eckert  
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Ms. Elizabeth Lynn Egan  
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