

BFNC

Buffalo
Federation of
Neighborhood
Centers, Inc.

Serving Buffalo and
Erie County Since 1893.

1998 - 1999
Annual Report



Welcome ...

Dear Friends of the BFNC:

Our agency has grown significantly from its settlement house roots and 1981 incorporation. However, one thing that has not changed is our diversity. As you will see, the BFNC's consumers continue to represent a broad spectrum of faces — each with their own stories, challenges and needs.

Whether one is an eight-year-old child in need of safe, structured after-school support; a 72-year-old woman seeking the daily nourishment of a hot lunch and human companionship; a 28-year-old parent needing help to care for a developmentally-disabled child; or a 41-year-old man with schizophrenia trying to find understanding and a place to call home, all can find the help they need thanks to the BFNC.

No matter which program you look at, our dedicated employees assist some of the most difficult to serve persons in Western New York. Nowhere is this more true than within our mental health and residential programs.

In 1998, the BFNC was proud to assist almost 1400 adults challenged by mental illness and/or developmental disabilities. Over the past decade, we have positioned our agency to grow in this area for a simple reason. As New York State continues to adapt to an outpatient service model, there must be local providers willing to help fill-in the gaps of service delivery; ready to accept all the challenges of caring for the most severely and persistently mentally ill, often when no one else will. The BFNC will continue to commit resources to enhancing and expanding its mental health services. However, we have recently adapted our successful case management model to serve other populations.

Our new Case Management/General services aim to help with some of the newer challenges of Buffalo's urban poor. Our involvement in work-readiness collaborations will help hundreds of former TANF recipients as they try to find and secure employment. BFNC case managers will assist formerly homeless adults through the new HELP, Buffalo apartments. And our collaboration with the Greater Buffalo Community Housing Center will help 1600 families to increase their residential choices in the private market.

Amidst all of our successes, the BFNC's single greatest loss in 1998 was a human one — the death of Intensive Case Manager Judith Scanlon, a New York State employee assigned to our agency, at the hands of one of her clients.

Words cannot express the deep feelings of confusion, anger, sympathy and sadness experienced by all of us after such a senseless loss. However, during the time since Judi's death, we have attempted to rechannel that energy into examining and implementing new and enhanced safety procedures across every department. We know that we will never be able to fully predict the behaviors of our consumers. However, we can and will do everything in our power to minimize any risks posed to our staff as they carry out the BFNC's mission of caring.

Thank you for your continued support of that mission, as we embark upon a new millennium, filled with new challenges and opportunities. We look forward to keeping you posted about our progress. And we hope that you will continue to offer your own input to help the BFNC efficiently and effectively serve its neighbors most in need.



A blue ink signature of Jan Peters, appearing as 'J.P.' with a stylized flourish.

Jan Peters
Executive Director



A blue ink signature of June W. Hoeflich, written in a cursive style.

June W. Hoeflich
President

All BFNC programs focus on providing culturally sensitive service with the following core values: Quality, Choice, Recovery, Empowerment, Accountability and Diversity.

We pride ourselves on taking most of our services directly to our consumers, thereby eliminating traditional barriers such as transportation.



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About the BFNC ...

Our Mission:

The Buffalo Federation of Neighborhood Centers prepares, equips and empowers individuals to address life management issues, thereby helping them to achieve their full potential while improving the quality of life in their communities.

Our Vision:

The BFNC plays a major role in ensuring that anyone in Western New York who needs help and has no place to turn, or who has had trouble accessing services, or who has slipped through the cracks of the human service system, has a trusted place to turn to help them take the next step toward maximum independence.

Our History:

BFNC, Inc. was formed from the merger of two of Buffalo's original settlement houses, Westminster Community House and the Neighborhood House Association (founded in 1893 and 1894, respectively).

Today, the agency carries on their rich tradition of service to the residents of Buffalo and Erie County. The BFNC's present structure is that of a human services conglomerate. Our regular programs now assist 7,264 persons of diverse ages and needs. Additionally, 4198 individuals are helped through our annual outreach projects and/or one-time contacts.

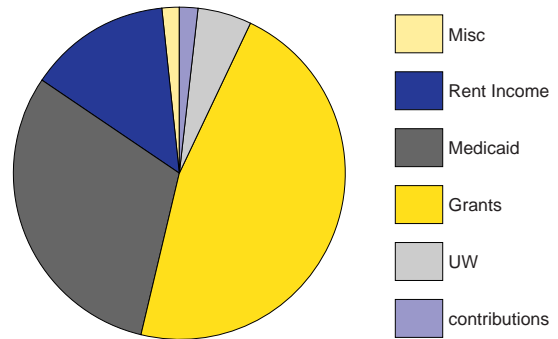
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1998 Financial Statements

	1998	% of Total
Support		
Contributions	\$ 92,453.00	.02
United Way	269,090.00	.05
Revenues		
Grants	2,392,009.00	.47
Medicaid	1,576,936.00	.31
Rent Income	709,614.00	.14
Miscellaneous	86,406.00	.02
Investment Income		
Program Income		
Total Support and Revenues	\$5,126,508.00	1.00

Support & Revenues: \$5,126,508

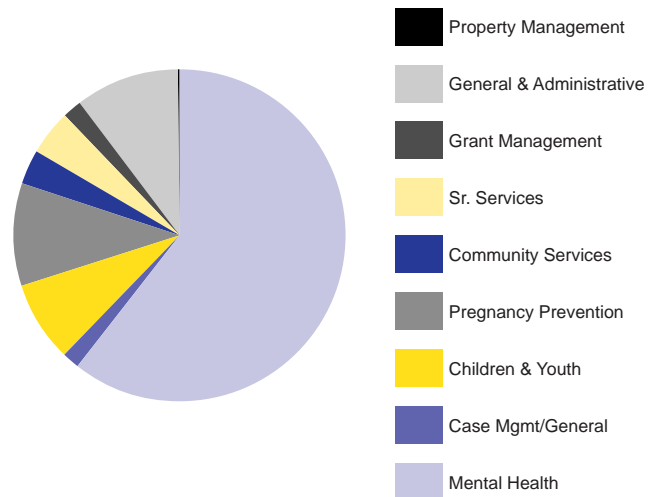


Support: \$361,543
Revenues: \$4,764,965

Expenses

Program Services:		
Mental Health	\$3,104,121.00	.61
Case Manag./Gen.	85,836.00	.02
Children & Youth	402,664.00	.08
Preg. Prevention	512,455.00	.10
Comm. Services	172,295.00	.03
Senior Services	226,068.00	.04
Grant Management	95,341.00	.02
General & Admin.	519,164.00	.10
Property Manag.	8,606.00	.00
Total Expenses	\$5,126,550.00	1.00
Revenue: Expenses	-\$42.00	

Expenses: \$5,126,550



Program Services: \$4,598,780
Support Services: \$527,770

Children & Youth Services



Fun & Learn

The Fun & Learn program provides free homework assistance, structured activities and caring supervision to children ages 5 to 13 throughout the school year. During the summer, the program provides eight weeks of educational enrichment activities for as little as \$1 per day.

In 1998, a wide variety of age-appropriate workshops enhanced our ability to serve children's multiple needs. Some topics included Conflict Resolution, Human Sexuality, African History, Substance Abuse Prevention and Building Healthy Self-Esteem. Children also enjoyed field trips aimed at broadening their neighborhood

experiences. New initiatives included the Westminster Children's Mural (in collaboration with Buffalo Arts Studio), Bible Study, Chorus and Computer Skill Development (in collaboration with the Buffalo Public Schools).

Teenage Possibilities Program (TAPP)

Adaptation to neighborhood change was the overall theme of the TAPP program in 1998. In August, the TAPP program, previously organized to serve youth up to 21 years of age, was discontinued. It was improved and reinitiated in October as the BAPPS/TAPP After-School Enrichment Program. The new approach enables the BFNC to more effectively serve the new demographic landscape of the community, children ages 8 to 15. The program now focuses on daily homework assistance and workshops similar to the Fun & Learn program model.

Children & Youth

Individuals served:

Fun & Learn	565
BAPPS/TAPP	147
BAPPS	1133
FACES	2209
YAP	1185
Total	2465

Buffalo Adolescent Pregnancy Prevention Services (BAPPS)/ Family Abstinence Comprehensive Educational Services (FACES)



The BAPPS program provides services for at-risk, pregnant and parenting teens. Its diverse approach includes case management, community awareness programs (e.g. "Baby Think it Over" dolls, etc.) and 10 neighborhood-based prevention/support programs. Our subcontracting partners include the Bob Lanier Center, Greater Niagara Frontier Council, Heritage Centers, Hispanics United of Buffalo, Native American Community Services, Kaleida/Niagara Family Health Center, Polish Community Center, Preventionfocus and the Erie County Council for the Prevention of Alcohol & Substance Abuse.

The FACES program provides six-week abstinence education units to Buffalo Public School children in grades 5 and 6, and to several summer youth programs. Highlights for the FACES program in 1998 included the translation of program curriculum into Spanish by teachers

at Herman Badillo Academy (BPS #76) and the adaptation of the curriculum for developmentally-disabled preteens by Heritage Centers, Inc.

Youth Advocacy Program (YAP)

YAP advocates work to help children formally suspended from the Buffalo Public Schools. They provide free representation for parents to ensure that students' due process rights are protected. The program's overall goal is to help children return to an appropriate learning environment in a timely fashion.

In 1998 the program completed research with the UB Center for Academic Development Services to gauge program successes and needs. The research will serve as the springboard for plans to expand YAP services to children outside the City of Buffalo.

Adult & Senior Services

Client Specific Planning – Alternatives to Incarceration (CSP-AI)

CSP-AI serves clients whose punitive and rehabilitation needs might be better served outside a prison setting. The program works with both the client and his or her attorney to develop a comprehensive plan. Plans are then presented to the Court at the time of sentencing. During 1998, CSP-AI received 70 referrals from attorneys. Thirty-nine plans were developed and presented to the Court. A total of 23 alternative sentencing plans were accepted for implementation. Additional events in 1998 included extensive involvement in Erie County’s first capital case since 1995, and the development of a training relationship with The Sentencing Project based in Washington, D.C.



Club Breakfast, a Flea Market fundraiser, a Health & Wellness Fair and the 18th Annual Moot Senior Awards Dinner.

Moot Senior Citizens Center

The Moot Senior Citizens Center is located at 292 High Street, in the heart of Buffalo’s Fruitbelt neighborhood. Its members are primarily low-income African-American seniors ages 50 and older.

The Center’s goal is to help its seniors to maintain an active, healthy and independent lifestyle outside a nursing setting.

Program highlights included regular group activities, light exercise, arts and crafts, visitation of the sick, community outings, informational speakers and a Meals on Wheels route serving 12 homebound seniors. Members also helped coordinate successful events including a Men’s

Adults & Seniors

Individuals served:

CSP-AI	70
Moot Center	213
CSP for Elderly	197
Tax Counseling	1200
Total	1680

Community Services Program (CSP) for the Elderly

CSP provides friendly outreach and service linkages for low income, frail, isolated and handicapped seniors in Buffalo’s Ellicott Councilmanic District.

Case managers help ensure that seniors’ food, housing, medical and social needs are met throughout the year. The program aims to help each consumer maintain a healthy, independent lifestyle in their home environment.

In 1998, case managers took on additional responsibilities such as Meals on Wheels and winter weatherization assessments that added to the strength of the program. Staff members also

continued their involvement in cluster meetings to identify new resources for seniors. Due to their efforts, 16 new service agreement letters were signed within the contract year.



Tax Counseling for the Elderly (TCE)

Each year, the BFNC provides free income tax filing assistance through a collaboration with the Internal Revenue Service. In 1998 1200 individuals were assisted through this effort. Our volunteer tax advisors worked at 10 different community locations to assist persons of all ages.

Mental Health & Developmental Disability Services

BFNC Residential Services Programs

Our residential programs help empower mentally ill adults to become full and contributing members of society. Stable mental health, achievement of treatment plans and a less restrictive living environment are goals pursued by residents.



The agency provides several housing options based on consumers' community living skills and needs. These include licensed community residences (group homes and apartments totaling 84 beds), and supported housing (37 beds, plus 20 consumers served through a case management contract with Living Opportunities of DePaul).

Case Management Services

BFNC case managers serve adults ages 18 and older with a mental health diagnosis. In addition, the BFNC's Comprehensive Medicaid Case Management (CMCM) Program assists children and adults with developmental disabilities and their families. Case managers provide personalized hands-on support for each consumer's unique day-to-day community living challenges.

Our continuum of care includes three levels of case management services: Intensive, Supportive, and Community Support Services. These three levels offer BFNC consumers the flexibility to easily and efficiently move from one level of care to the next as their needs change. Enhanced case managers assist individuals awaiting services and coordinate referrals to appropriate BFNC programs or other service providers.

Day Training Program

The BFNC's Senior Psychosocial/Day Training program helps adults ages 50 and older living with a mental illness or developmental disability.



The program operates daily from 10 a.m. to 4:00 p.m. Its goal is to assist its consumers in achieving their optimum functioning level, and to prevent those who have been institutionalized from requiring long-term hospitalization. Highlights of the year included the start of an intergenerational relationship with second grade students

from BPS #82, a May open house entitled "Great Expectations," plus daily interaction with well-aged seniors at the Moot Senior Center.

"Do Drop In" Social Club

The "Do Drop In" offers night and weekend activities, hot meals, companionship and service referrals for persons with serious and persistent mental illness ages 18 and over. The program is based on principles of psychiatric rehabilitation and self-help. Its overall goal is to empower its members to function at the peak of their individual social and vocational skills. The club is "member-owned and operated," and a great emphasis is placed on allowing club members to explore their own interests and to plan club activities. Highlights of 1998 included weekly STEMSS (Support Together for Emotional and Mental Stability and Serenity) meetings, participation in statewide lobbying efforts through the New York Association for Psychiatric Rehabilitative Services (NYAPRS) and the continuation of a nutrition training program sponsored by Philip Morris Companies, Inc.

Mental Health/Dev. Disabilities

Individuals Served:

Residential Services.....	249
Comm. Residences	148
Supportive Apartments	31
Supported Housing	70
Case Management.....	664
Community Support:	150
Supportive CM:	82
Enhanced CM:	49
Intensive CM:	277
CMCM:	106
Senior Day Training	52
Social Club	130
Transportation/BPC	300
Total	1395

New Program Collaborations

In 1998, the BFNC's successful case management program branched out to meet the needs of a host of non-mental health consumers. The agency began partnerships with several new collaborative efforts, each consistent with its mission of empowering urban residents to meet life challenges. A new department, entitled Case Management/General was created to manage the new projects. They include:



Greater Buffalo Community Housing Center (GBCHC)

The GBCHC is a collaboration between Housing Opportunities Made Equal and the BFNC. Section 8 rental subsidies allow low-income families to choose housing in the private market. The GBCHC aims to help empower families to make truly free and informed choices about where they will live, and if they choose to move to another neighborhood or community, to make their transition a successful one.

BFNC case managers provide supportive assistance to families choosing to move to non-concentrated poverty neighborhoods. Over **1600 families** are expected to participate in this program over five years.

HELP Buffalo, Inc. Hickory Street Apartments

The BFNC is now collaborating with HELP Buffalo, Inc. to provide support services for **25 previously homeless adults**. The individuals will reside at a newly renovated apartment complex at 384 Broadway at Hickory Street. It is expected that many residents will have life management problems including substance abuse, joblessness and other issues. To assist them, a BFNC case manager will maintain an office at the site to provide service coordination and consumer advocacy. Additional partners in the Help, Buffalo project include Cornerstone Manor, City Mission, the VA Homeless Shelter and the Franciscan Center.

Work Readiness Programs

- **Transition to Work Initiative (TWI)**

The TWI collaboration is funded by the Erie County Department of Social Services. It is being coordinated by lead agency St. Augustine's Center to help **400 individuals**. The initiative offers job clubs, job coaching, apprenticeship training, individual and group counseling, and ongoing support and referral services. Additional subcontractors include 78 Restoration Corp., Friends to the Elderly and Family Center, Inc., CAO of Erie County, Inc., and the Coalition for Employment and Economic Development, Inc.

- **Strive**

The Strive initiative is an intensive two to three week training program. It focuses on the attitudes and behaviors needed to succeed in the workplace. Strive intends to challenge consumers' current views of work, while promoting realistic expectations and self-pride. BFNC case managers will coordinate service referrals and linkages for the project's consumers. The BFNC will also provide two years of follow-up assistance for Strive graduates. The program is coordinated by St. Augustine's Center and funded by the Buffalo Municipal Housing Authority, the Private Industry Council, Erie County Department of Social Services, Erie Regional Development Corp. and the United Way of Buffalo and Erie County.

- **Project Realize**

Project Realize will target hard-to-employ long-term welfare recipients and persons needing substance abuse treatment. Project Realize will help consumers to secure employment. It will then wrap needed services around them so they can overcome previous barriers to success, and deal with ongoing life management issues. Project Realize is funded by the Erie County Private Industry Council and the Department of Social Services, and led by Lake Shore Behavioral Health. Collaborating agencies include Buffalo Urban League, Native American Community Services, United Cerebral Palsy Association of WNY and the YWCA of WNY.

Events & Outreach

Spring Thank You Reception/Open House

Co-sponsored by M&T Bank, May 18, 1998

Over 120 of the agency's staff, volunteers, donors and friends were welcomed to a first-ever "thank you" reception at the Moot Senior Center. The reception offered an opportunity to learn more about BFNC programs, and recognized our many supporters and employees for their financial, volunteer and professional contributions.

United Way Day of Caring August 19, 1998

The agency welcomed 60 volunteers from M&T Bank, Erie County Private Industry Council, The Buffalo News and WIVB-TV. Activities included painting, cooking breakfast for our Moot senior citizens, and sharing a day of fun with consumers in our summer day camps and licensed community residences.



18th Annual Moot Senior Awards Dinner

Co-sponsored by M&T Bank, Nov. 14, 1998

This festive and memorable awards dinner is held every fall to honor 10 members of the Moot Senior Center. Funds that are raised help support the Center's programs, activities and maintenance. In 1998, the Moot Center welcomed a capacity crowd of 298 guests to the New Golden Nugget Restaurant to share in this special occasion.

Community Thanksgiving Dinner

Co-sponsored by Citibank, Nov. 18, 1998

The BFNC, in partnership with Citibank presented its 17th Annual Community Thanksgiving Dinner at the Moot Center, 292 High Street. In 1998, 900 persons enjoyed a hot meal and live entertainment through this effort. We extend our special thanks to additional sponsors including WUFO-AM, Community Music School and the Buffalo-Niagara Marriott.



Holiday Basket Project

Co-sponsored by Fleet Bank, Dec. 22-23, 1998

Each year, the BFNC teams up with Fleet Bank to make the holidays brighter for persons in our service community. In 1998, over 60 volunteers from Team Fleet and the Unitarian Universalist Church of Buffalo helped bag and distribute food baskets to 1800 households.

Communication Outreach

In 1998, several new efforts were started to increase awareness and support for the BFNC's mission. Highlights included a new agency newsletter published three times annually, a bi-monthly

staff newsletter, a fund-raising campaign for the summer day camp program, an updated internet home page and more (see below). In addition, the BFNC Volunteer Crew was formed to help other organizations throughout the year while providing an outlet for inter-department socialization; and the BFNC Cultural Diversity Team was created to offer opportunities for discussion and events promoting racial and cultural appreciation.

BFNC/WBFO Public Radio Forums

Co-sponsored by Matthews, Bartlett & Dedecker, Inc.

As an extension of the BFNC's communication outreach efforts, the agency partnered with WBFO-FM (88.7) in 1998 to create a series of live call-in radio forums about important human service issues. Topics have since included Behavioral Managed Care, Helping Urban Public Schools Succeed and Teenage Pregnancy Prevention: A Buffalo Progress Report. Due to the success of initial programs, additional programs have been planned for 1999 and beyond.

Directory of Services:

Mental Health & Develop. Disability Services

Residential Services
Denise Kamtchoua, Hyler Shareef
Assistant Directors
421 Monroe Street
Buffalo, NY 14212
Phone: 852-5065 Fax: 852-6270
Funding Sources: SSI, Medicaid,
NYS Dept. of Mental Health

Case Management
Ricardo Herrera, Director, Life Management
570 Forest Avenue
Buffalo, NY 14222
Phone: 884-2903 Fax: 884-2906
Funding Sources: E. County Dept. of Mental
Health, NYS Office of Mental Retardation &
Developmental Disabilities (OMRDD),
Medicaid

Day Training Program
Nathaniel Draffin, Director
Neighborhood House Association
97 Lemon Street
Buffalo, NY 14204
Phone: 856-0363 Fax: 856-1432
Funding Sources: E. County Dept. of Mental
Health, NYS OMRDD

"Do Drop In" Social Club
Eugene Frometa, Director
292 High Street
Buffalo, NY 14204
Phone: 885-2393 Fax: 886-7601
Funding Source: EC Dept. of Mental Health

Adult & Senior Services

Client Specific Planning/
Alternatives to Incarceration
Selena Garr, Director
775 Main Street, Suite 319
Buffalo, NY 14203
Phone: 853-0603 Fax: 853-0605
Funding Source: NYS Dept. of Probation
and Correctional Alternatives

Moot Senior Center
Mary Ricks-Stephens, Acting Director
292 High Street
Buffalo, NY 14204
Phone: 882-4637 Fax: 886-7601
Funding Sources: ECDSS/Nutrition,
United Way of Buffalo & E. County,
Member Fees, UW Donor Designations,
Moot Senior Citizens Club

Community Services Program
for the Elderly
Jonetta Cotton, Director
Westminster Community House
421 Monroe Street
Buffalo, NY 14212
Phone: 856-0521 Fax: 852-6270
Funding Source: EC Department
of Senior Services

Case Management/General
Khalif Ramadan, Ed.D., Director
775 Main Street, Suite 319
Buffalo, NY 14203
Phone: 842-0531 Fax: 853-0605
Funding Sources: see page 6 – 7

Children & Youth Services

Fun & Learn/BAPPS-TAPP
Tiffany Prunty, Acting Director
97 Lemon Street
Buffalo, NY 14204
Phone: 856-0363 Fax: 856-1432
Funding Sources: (F&L) U. Way of
Youth Services, City of Buffalo CDBG,
WNY Children's Foundation, Westminster
Presbyterian Church, donor designations,
contributions, summer registration fees;
(BAPPS/TAPP) NYS Office of Children
and Family Services

Youth Advocacy Program
E. Greenard Poles, Director
775 Main Street, Suite 319
Buffalo, NY 14203
Phone: 853-0600 Fax: 853-0605
Funding Sources: NYS Office of Children
& Family Services, EC Dept. of Youth
Services, United Way of Buffalo & Erie
County, UW donor designations

BAPPS/FACES
Ellen Trautman, Director
1225 Main Street
Buffalo, NY 14209
Phone: 885-1455 Fax: 885-1470
Funding Sources: (BAPPS) NYS Office
of Children & Family Services, (FACES)
U.S. Dept. of Health and Human Services

Buffalo Federation of Neighborhood Centers, Inc. Phone: 856-0363 Fax: 856-1432 Internet Address: www.bfnc.org

BFNC, Inc.
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