

Unlocking Potential . . . Enriching Lives



BFNC

Buffalo Federation of
Neighborhood Centers, Inc.

ANNUAL REPORT
1 9 9 9 - 2 0 0 0

Welcome to the Buffalo Federation of Neighborhood Centers, Inc.

Table of Contents

About the BFNC	4
Financial Statements	6
Children and Youth Services	10
Adult Services	12
Senior Services	14
Mental Health and Developmental Disability Services	16
Events and Outreach	18

Executive Director's Message:

1999 proved to be another year of challenge for the BFNC. We take seriously our commitment to our consumers and to continually improve our operations and delivery of services. Defining and redefining who we are, what we do, and for whom we do it is an ongoing process.

It became obvious, during our small group discussions in the Strategic Planning process, that what we really do is work with people to help them to manage their life issues. From that realization we created the position of Director of Life Management Services. It is the umbrella, creating a singular vision, for the execution of case management services—a major operational thrust of BFNC.

Not only did we provide various services to 14,472 persons during the course of 1999, but we spent considerable time and effort engaged in a strategic planning process.

Led by our president June W. Hoeflich and facilitated by Ken Rogers, the year's effort resulted in a Strategic Plan for BFNC which was adopted by the board of directors in January 2000. We developed a vision statement, re-designed our mission statement and crafted statements of opportunity for the next three years. Highlights of the Plan are included in this report.

In November of 1998 one of our staff—a state worker assigned to the Intensive Case Management program—was killed by a consumer. The death of Judith Scanlon shocked the community and reminded all of us of the potential danger that those in the human services field face. It reminded us of the unpredictability of human beings. And, in the aftermath encouraged the thoughtful and deliberative efforts to review our procedures and protocols, establish a Safety Committee, and design enhanced protocols to further secure the safety of our workforce. Throughout this period, work never ceased, consumers were never left unattended. The staff of the

ICM program were courageous and committed and deserve our public acknowledgement and thanks.

Although two of the new collaborative initiatives, STRIVE and TWI [Transition to Work] that we participated in did not fare well, the wisdom garnered was invaluable. Although partnerships and collaborations are the new buzzwords and design concepts, collaborations are not easy to produce and require a tremendous amount of time, energy, understanding and effort. But, when the pieces are in place and come together, the results can be quite extraordinary. Our collaborative efforts with HOME operating the Greater Buffalo Community Housing Center, I think fall into the extraordinary category.

There are two programs that we produce that could not have the positive impact without the support that is being provided by our co-sponsors. We are particularly thankful to our corporate sponsors –Citibank and Fleet/Boston—for stepping up to the plate, demonstrating that we live in a caring community by helping us with the Community Thanksgiving Dinner and the Holiday Basket project .

Because of our ventures into new collaborations, building repairs, and depreciation expense we ended the year with a deficit. We will redouble our efforts to better align our expenses and our revenues in 2000.



Jan Peters
Executive Director



Officers

President: Daryl Rasuli
Vice President: Vergie Mingo
Vice President: Bonnie Smith
Treasurer: James Metzler
Asst. Treasurer: Christopher D. Brown
Secretary: Herbert Cadle

Board of Directors

Lebanon Arrington
Gladys Jean Diji
Joseph Eicheldinger
Jeffery Grace, M.D.
Nicholas Hicks
James Morrell
Verna C. Morton
Cromwell P. Msuku, M.D.
Kimberly Oshei
Judge Robert Russell
Elaine Taylor
Hawwao Wajed

Board of Advisors

Schuyler Banks
Michael Battle
William Clarkson
Genevieve Collins
Richard Fiske
F. William Gray, III
Calvin J. Haller
June W. Hoeflich
Judith Jones, Phd.
Richard E. Moot
Lauren Rachlin
E.W. Dann Stevens
Ann Stewart
Ruth Williams
Oliver C. Young

Executive Director
Jan Peters

About the BFNC . . .

Our Vision

The Buffalo Federation of Neighborhood Centers 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 go for help in taking the the next step toward maximum independence.

Our Mission

BFNC prepares, equips and empowers individuals to address life management issues, and to improve the quality of life in their communities.





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 11,681 persons of diverse ages and needs. Additionally, 2,791 individuals are helped through our community outreach projects and/or one-time contacts.

Core Values

QUALITY

It is our goal to provide excellence and cost-efficiency in all aspects of the delivery of our services. We pledge to be responsive and professional toward consumers, families and service providers at all times.

CHOICE

BFNC respects the right of consumers to freely choose to participate in services. Our services are accessible and available to all who need them, regardless of ability to pay.

RECOVERY

We are committed to supporting the strengths and independence of our consumers. We strive to create opportunities that will help them develop and enhance their skills so they can move toward meaningful vocational goals, whenever appropriate.

EMPOWERMENT

We encourage consumers to have active involvement in the planning of their services, and in the delivery and oversight of that service plan. We also support consumers in developing self-help resources and cooperative relationships between consumer-operated and traditional services.

ACCOUNTABILITY

In order to evaluate the quality and effectiveness of our programs so that we can continually improve our services, we are committed to seeking ongoing feedback from service recipients and from agencies in cooperative relationships with BFNC.

DIVERSITY

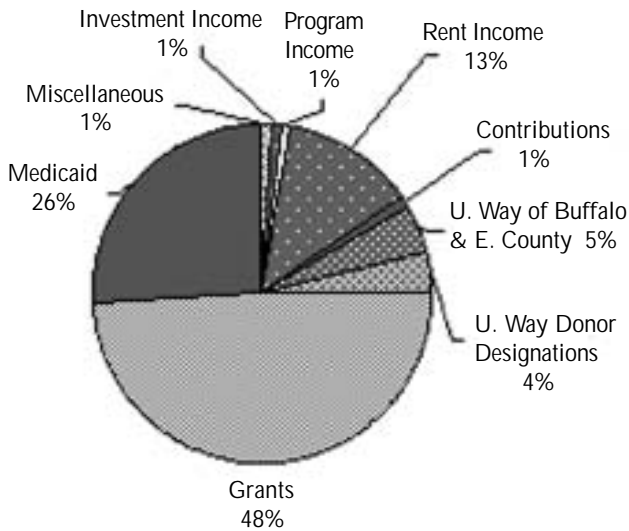
BFNC believes there is strength in diversity and we are committed to respecting differences. We pledge to create a service environment that is sensitive, responsive and appropriate to the cultural values and identities of our consumers.

Financial Statements

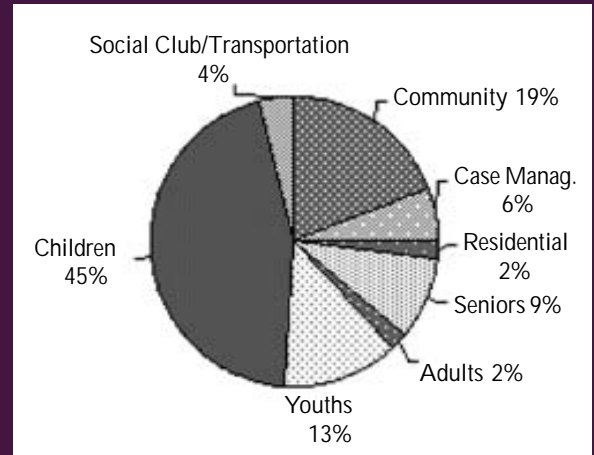
Revenues and Expenses	1999	1998	1997
Support and Revenue			
Support			
Contributions	45261.00	36456.00	44701.00
Westminster Presbyterian Church	18000.00	18000.00	18000.00
BINGO	0.00	0.00	51547.00
United Way of Buffalo and Erie County	269090.00	269090.00	269090.00
United Way Donor Designations	20547.00	37997.00	6086.00
Total Support	352898.00	361543.00	389424.00
Revenue			
Grants	2886155.00	2392009.00	2045696.00
Medicaid	1516241.00	1576936.00	1536765.00
Rent Income	744131.00	709614.00	680011.00
Program Income	29920.00	20500.00	21232.00
Investment Income	34201.00	25910.00	34475.00
Miscellaneous	44909.00	39996.00	39538.00
Total Revenue	5255557.00	4764965.00	4357717.00
Total Support and Revenue	5608455.00	5126508.00	4747141.00
Expenses			
Program Services			
Mental Health	3219266.00	3104121.00	3034802.00
Case Management/General	452978.00	85836.00	0.00
Children and Youth Services	351090.00	402664.00	363803.00
Pregnancy Prevention	585653.00	512455.00	0.00
Community Services	141619.00	172295.00	142987.00
Senior Services	233907.00	226068.00	225149.00
Grant Management	137208.00	95341.00	497231.00
Total Program Services	5121721.00	4598780.00	4263972.00
Support Services			
General and Administrative	624517.00	519164.00	494689.00
Property Management	215.00	8606.00	61212.00
BINGO Expenses	0.00	0.00	52590.00
Total Support Services	624732.00	527770.00	608491.00
Total Expenses	5746453.00	5126550.00	4872463.00
Revenue: Expenses	-137998.00	-42.00	-125322.00

Details from audited report by Dobkins and Company, certified public accountants and consultants.

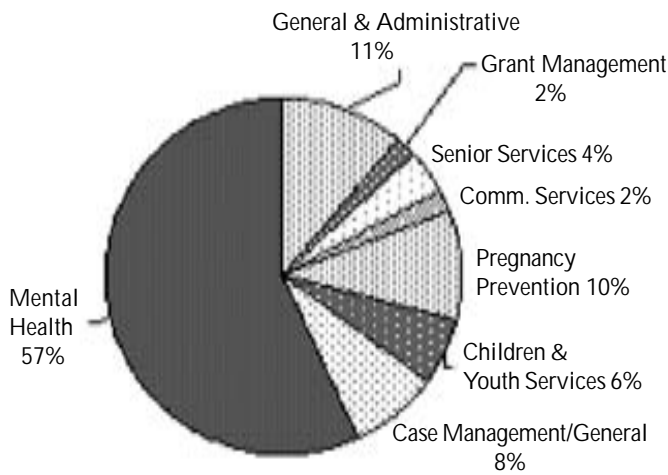
Support and Revenue



BFNC Customers Served: 1999
Total Persons Served: 14,472



Expenses



Customers Served:

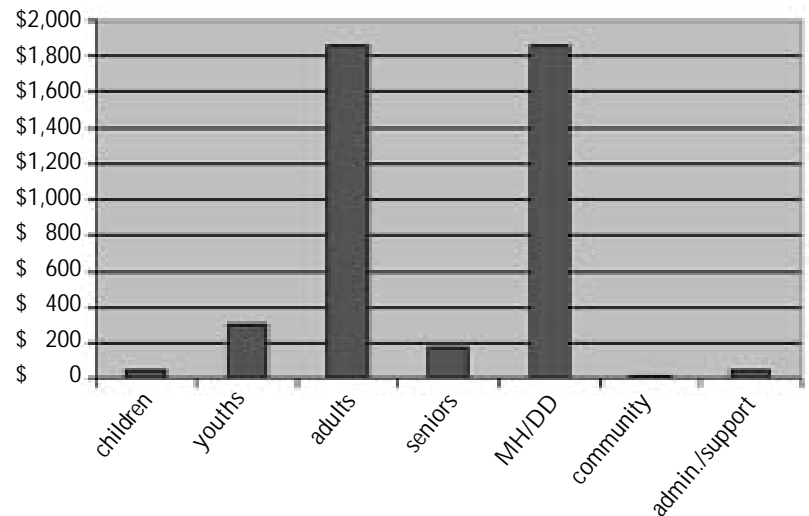
A Two Year Comparison

Population	1999	1998
Child	6488	3507
Youth	1877	1859
Adults	296	37
Seniors	1288	1875
Residential	216	231
Case Management	906	760
Social Club/ Transportation	610	430
Community	2791	2996
Total	14472	11695

Financial Statements

BFNC Cost Per Person Served

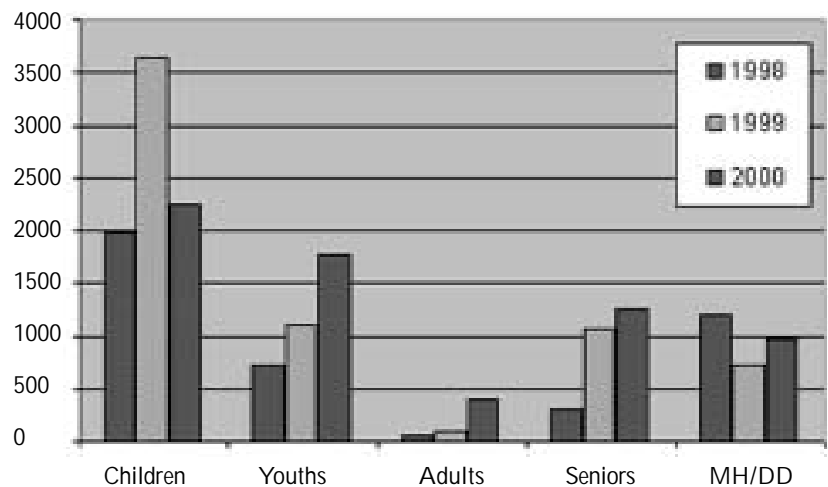
Population	Per Person Cost
Children	\$54.11
Youths	\$312.02
Adults	\$1854.69
Seniors	\$181.60
Mental Health/D.D.	\$1858.70
Community	\$16.00
Admin. & Sup	\$54.31



BFNC Six Month Update (January-June 2000)

Persons Served (unduplicated)

	1998	1999	2000
Children	1980	3637	2247
Youths	724	1108	1778
Adults	52	100	403
Seniors	298	1074	1265
MH/DD	1199	729	976
Total	4253	6648	6669



1999-2001 Strategic Plan Highlights: Strategies

Governance, Structure & Leadership Development

- Make board development a major activity of the agency. Attract motivated individuals with leadership potential, and enhance all board members' capabilities for effective participation and decision-making.
- Implement a formal process to train and prepare board members to accede to leadership positions.
- Enhance the capacity of the BFNC's executive management group by creating the following new positions: assistant director for program administration, director of clinical services, director of human resources, financial development coordinator.
- Engage in a periodic review to determine if the agency is adequately staffed to meet the BFNC's objectives.

Program Development & Growth

- Prioritize new program development using a clear set of plan-based criteria. Pursue new programs that fit most clearly within the BFNC mission and that have the best chances for success. .
- As appropriate and fiscally sound, seek out additional strategic partnerships with other community agencies to reach important target audiences.
- Implement a formalized program to continuously evaluate community needs and identify opportunities for program expansion within the gaps of needs and existing services. Pursue evaluation at the program level.
- Implement or explore priority new programs and/or service approaches, including, but not limited to: conversion of summer youth program to job readiness training program; programming for more youthful and healthier seniors; expansion of BAPPS and FACES into suburban school systems and Faith communities; inclusion of Mental Health Services in Special Needs Plan; development of a "social club" model for adult mental health consumers.

Revenue Diversification & Growth

- Develop a heightened awareness of BFNC in the contributor and grantmaking communities.
- Make a case for broad community support of a specific set of program funding opportunities.
- Employ a full-time fund-raising professional to maximize contributed revenues.
- Develop grant proposals for priority initiatives that fit within the mission of area foundations, and achieve highly visible program and capital grants. Specific grant support will be required to fund new program development.
- Identify and implement new and innovative earned revenue sources.
- Maximize investment income through managed income diversity.
- Invest in long-term financial growth by pursuing a planned giving campaign.

Community Education/Awareness

- Expand the use of BFNC as the name of the agency in public relations and program development while retaining the Buffalo Federation of Neighborhood Centers name for all official or legal business.
- Use existing BFNC staff to support promotion of the agency through formalized ambassador opportunities (e.g. public speaking, letter writing, enhanced media exposure, committees, etc.).
- Put greater emphasis on presenting personal human interest stories of BFNC consumer successes to target audiences.
- Create marketing/promotional partnerships for existing outreach initiatives to expand the BFNC's message reach.
- Enhance agency Web site visits through increased site linkages and marketing.

People

- Enhance the educational and experiential requirements of BFNC paid staff. Incorporate requirements in all job descriptions and actively recruit individuals from within or outside the agency to fill such positions.
- Develop meaningful volunteer opportunities that bring new energy and friends into the BFNC and expand the capacity of the agency to fulfill its mission.
- Integrate a "learning organization" approach into the human resource culture of the agency. Use grant funding to help employees work toward undergraduate and graduate degrees and to take advantage of workshops that improve their skills and knowledge of their fields.
- In support of our commitment to community hiring, develop initiatives across the agency to increase the literacy and writing skills of our line staff.

Children and Youth Services



Nine-year-old Tika Walker is a participant in the BFNC's Fun & Learn after-school program. Each summer, she also attends the agency's summer day camp program at Masten Playground, where she enjoys being a cheerleader for the site's basketball team.

Last year, with the help of her tutor/counselor Amina Tillett, Tika increased her overall average from the 70s to the high 80s. According to Tika, she also learned how to handle conflicts at school by "letting go of the anger and thinking of good things."

"My favorite part of the program is that we get to go to different places, do fun things and play games together," she said. "Our counselors teach us new ways to do things, and help us with school, too," she added.

Fun & Learn

Fun & Learn continues to provide a safehaven for children ages 5 to 13 during the after-school and summer hours. The program offers daily academic assistance, encouragement and remediation in core subjects. Fun & Learn participants are also engaged in a host of enrichment activities to expand neighborhood experiences and to encourage healthy lifestyles.

In 1999, the program operated out of three sites: Futures Academy (295 Carlton Street), Westminster Community House (421 Monroe Street) and Masten Playground (summer). Workshop highlights included African History with the African American Cultural Center, Creative Writing with just buffalo literary center, inc., Bible Study with Group Ministries, and continuation of the successful Art Attack! collaboration with the Albright-Knox Art Gallery.

The program also successfully introduced the "asset building" model of service throughout all activities. The new emphasis continues to play a key role in increasing participants' positive behaviors, attitudes and achievements.

Buffalo Adolescent Pregnancy Prevention Services (BAPPS)

BAPPS provides case management, after-school support programs, summer employment and additional services to help pregnant, parenting and at-risk teenagers.

In 1999, the case management program – already serving five Buffalo high schools – was successfully expanded to provide counseling, advocacy and referrals for any teens within the City of Buffalo. Altogether, 181 teens were assisted through case management during the year.

BAPPS' summer employment program provided on-the-job work experiences to 29 young people. In addition, 113 adolescents participated in the popular "Baby Think it Over" doll experience. And 110 teens and their infants enjoyed a holiday dinner and gifts at BAPPS' annual Season Celebration, taking place in December.

BAPPS' third annual poster contest grew notably this year, with 111 entries submitted, up from 45 the previous year. The winning poster by Loretta Hooper of Hutch Tech High School was displayed on a billboard at Chippewa and Elmwood Avenue, and on Metro bus cards for a three month period. Loretta received a first prize award of \$500

The program also initiated a monthly radio show on WUFO-AM (1080). The show's goal is to increase community dialogue about issues surrounding teenage pregnancies and pregnancy prevention strategies.

Family Abstinence Comprehensive Educational Services (FACES)

FACES recently completed its third year of operation in the City of Buffalo. The six week program now includes a seventh “booster session.” It utilizes the federally approved “Managing Pressures Before Marriage” curriculum to promote abstinence as a healthy and preferred choice to early sexual, alcohol and drug activity. Children are also taught to explore how peer pressure and media influences play a role in their lives.

In 1999, the FACES team did exceptionally well in reaching new audiences across Western New York. The program was presented at 11 Buffalo Public Schools year-round, and at diverse community sites such as Compass House, St. John Baptist Church, Canisius College Sports Camp, Gay and Lesbian Youth Services, BFNC summer day camps and Renaissance House.

A successful “Abstinence Day” event on May 12 further emphasized the abstinence message while celebrating students’ accomplishments. Two-hundred and fifty students enjoyed the program held at Buffalo Traditional School.

Youth Advocacy Program (YAP)

YAP continues to play a major role as a parent/student resource in the Buffalo Public School District. The program works to help children formally suspended from school. It provides free representation to ensure that students’ due process rights are protected. YAP advocates also help ensure that students understand and are held accountable for their behaviors, and that they are returned to a suitable learning environment in a timely fashion.

In 1999, 1368 students were assisted by the program. Of these, 31-percent had their charges modified or dismissed thanks to YAP intervention. The YAP staff also supervised 68 summer youth workers, providing early job readiness experiences at the BFNC’s summer day camps.

Due to positive word of mouth, the program was able to provide additional advocacy for students in several other districts during the year. Because there is an unfilled need for such a service outside Buffalo, future expansion plans are now in consideration.

Persons Served (unduplicated)	
Fun & Learn.	598
BAPPS.	434
Reaching Out.	181
Summer Employment.	29
Baby think it over.	113
Poster Contest.	111
FACES	5980
YAP.	1368
Other.	75
<hr/>	
Total.	8365

Adult Services



Michael was approved for rental assistance funds after five years on the Section 8 waiting list. With the help of the Greater Buffalo Community Housing Center - a collaboration between Housing Opportunities Made Equal and the BFNC - he was soon able to move into the apartment and neighborhood of his choice.

He is now happier than ever, and thanks the housing center for the help it has provided to him. He is especially grateful to the BFNC case management team for getting his apartment partially furnished, and for offering him support as he adjusts to his new living environment.

Michael is now working part-time at Wilson Farms. He loves his job, and has received several awards of excellence for his work performance.

Client Specific Planning/Alternatives to Incarceration

CSP-AI serves clients whose punitive and rehabilitative needs might be better served outside a prison setting. The program works with probation-eligible felony offenders facing at least 90 days in jail. Plans may provide for referral and treatment for alcohol, substance abuse and mental health problems; vocational rehabilitation; residential alternatives; performance of non-paid community service; financial restitution and community supervision and monitoring.

Plans accepted by the court result in the individual being placed on probation. On average, \$45,000 per client is saved annually in tax dollars by the use of alternative sentencing proposals. In 1999, 21 of 28 CSP-AI plans prepared were accepted by local courts for implementation.

Because of enhanced felony statutes, the program has added mitigation reports to its available services, alongside its traditional pre-sentence reports and pre-plea memoranda. CSP-AI received a significant number of referrals from Niagara County attorneys this year, indicating that the program may be gaining more recognition outside of Erie County. In addition, an advisory council was formed with local attorneys to provide marketing assistance.

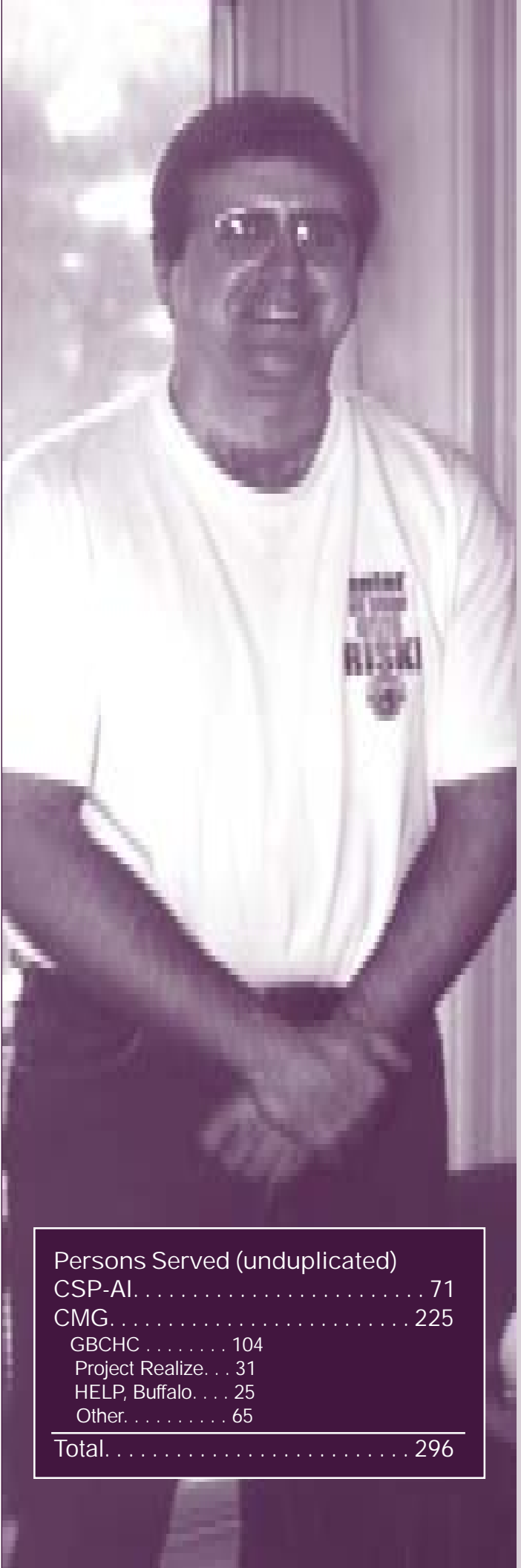
Case Management/General Services (CMG)

Our case management general services offer one-on-one assistance to persons served through three community collaborations: the Greater Buffalo Community Housing Center, HELP Buffalo, Inc. Hickory Street Apartments and Project Realize.

•Greater Buffalo Community Housing Center (GBCHC)

The GBCHC is a collaboration between the BFNC and Housing Opportunities Made Equal (HOME). It is a byproduct of the Comer decision which found that the Buffalo Municipal Housing Authority had previously discriminated against people of color in offering housing options.

The program helps increase housing choices for low-income families by providing section 8 rental subsidies in



the private market. Its goal is to remove barriers of historic housing discrimination, empowering people to make free and informed decisions about where they will live.

The program began initial operations in April, 1999. BFNC staff processed financial incentives for consumers such as security deposit loans, moving expense allowances and emergency financial assistance. Consumers also received case management services to help ease their housing transitions.

•Project Realize

Project Realize is a collaborative effort between several human service agencies: UCPA, YWCA, Buffalo Urban League, BFNC and Lakeshore Behavioral Health (lead agency). It was designed to help individuals find subsidized and ultimately unsubsidized employment leading to self-sufficiency. The project targets hard-to-employ recipients of Temporary Assistance to Needy Families (TANF) who require substance abuse treatment to secure and maintain employment.

BFNC job advocates began working in May 1999. Through the eight month period, 31 individuals were assisted with case management/job advocacy services. BFNC involvement will discontinue in October, 2000, when Lakeshore Behavioral Health completes its Project Realize contract. The project will not be renewed due to low referrals and a lower than expected demand for services.

•HELP Buffalo, Inc. Hickory Street Apartments

The Hickory Street apartment complex is a supportive housing facility designed for 25 formerly homeless adults. Its goal is to foster independent living and economic independence for a high risk (i.e. substance abuse, incarceration, health concerns) clientele .

In 1999, consumers were referred by three partner agencies: City Mission Society/Cornerstone Manor, Veterans Administration Homeless Program and the Franciscan Center. A BFNC case manager was assigned to the building to provide on-site needs assessments, service referrals and on-call support for residents. The collaboration began in May of 1999. Case management was provided for a total of 25 unduplicated residents over the eight month period, offering help with transportation, food, clothing, job training, education and recreation.

Persons Served (unduplicated)	
CSP-AI.	71
CMG.	225
GBCHC	104
Project Realize.	31
HELP, Buffalo.	25
Other.	65
Total.	296

Senior Services



Ila McFadden, age 87, always enjoyed an active, independent lifestyle. However, when a heart condition, high blood pressure and arthritis began to take a natural toll on her health, she sought help through the BFNC's Community Services Program (CSP) for the Elderly.

As a result, she now receives housekeeping, hygiene and meal preparation help from a personal care aide three days per week. A senior companion visits her twice weekly bringing the warmth of friendship. And case manager Margaret Ruff ensures that Ila's bills are paid each month during her home visits.

"Margaret is life to me," says McFadden. "She's like my own child, helping me so much."

McFadden says she plans to continue enjoying life in her Monroe Street home for as long as her health will allow it.

Community Services for the Elderly (CSP)
CSP case managers reach out to frail, homebound, low-income and health-impaired seniors living in Buffalo's Ellicott District. Home visits allow the BFNC to get a more accurate picture of each seniors' issues. Referrals are then made to address critical needs such as food, utility payments, personal care and chore services.

Overall, a total of 221 senior citizens were helped to maintain their independence outside a nursing or hospital setting during the 1999 contract year. Because CSP's service contract ended on March 31, this reflects a 90% attainment of program goals (245 individuals).

Senior Day Training Programs (DTP)
The BFNC's two day training programs assist adults ages 50+ living with a mental illness (CSS) or developmental disability (MRDD). The programs utilize personal service plans, group activities and community outings to help members increase their community living skills. The overall goal is to prevent long-term hospitalizations.

CSS DTP did an outstanding job in 1999 increasing referrals through expanded networking. As a result, the program maintained a 100% census of members throughout the year.

Highlights for both programs included the annual open house (May 21), intergenerational activities with third graders from BPS #82, and a Holiday luncheon for members on December 10.





Moot Senior Citizens Center

The Moot Senior Citizens Center continued to provide a treasured “home away from home” for older adults from across Buffalo. Through daily hot lunches, activities, conversation and events, the Center assists its members in decreasing the feelings of loneliness and isolation often felt during the later years of life. Moot programming also helps seniors increase their physical well being, while strengthening independence and delaying the need for nursing care.

Our senior consumers took part in numerous special events in 1999, including monthly birthday celebrations, theatre and entertainment outings, the Salvation Army’s Senior Olympics, and a “Breakfast for Seniors” during the United Way’s Day of Caring. Members also benefited from intergenerational activities with children from Futures Academy (BPS # 37) and the Early Childhood Center (BPS #82).

The year was capped by the addition of a new program director, Vivian Jackson, who brings a welcome agenda of new ideas and enthusiasm to the program, and its service recipients.

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 1999, 798 individuals were assisted through this effort. Our volunteer tax advisors worked at ten different community locations to assist persons of all ages.



Persons Served (unduplicated)	
CSP, Elderly.	221
Day Training.	31
Moot Center.	238
Tax Counseling.	798
Total.	1288

Mental Health and Developmental Disability Services



The BFNC's Residential Services program has offered Ali a helping hand for life's challenges.

Ali makes his home at the BFNC's Fruitbelt Towers apartment building in Buffalo. He recently received awards for improved grooming and socialization skills at the agency's Consumer Recognition Lunch.

Ali also attends the BFNC's "Do Drop In" social club at night. At the social club, he takes part in a variety of peer advocacy programs. He also enjoys community outings like baseball games, visits to local parks, and other events with his fellow club members.

During the daytime, Ali is a proud participant in the VESID (Vocational Educational Services for Individuals with Disabilities) employment program, doing light cleaning work for downtown office buildings.

Case Management

BFNC Case Management offers a tiered level of services for persons challenged by serious and persistent mental illness who also have histories of being treatment resistant. The program assists adults 18 and older. It provides personal, one-on-one support for day-to-day community living. Service plans also provide for crisis intervention, referrals and follow-up for residential, substance abuse, therapeutic and vocational needs.

A total of 906 persons were served by our case management programs in 1999.

For the Intensive Case Management Program, it was a year of recovery and healing from the murder of State ICM Judith Scanlon at the hands of a program consumer (November 1998). We cooperated with multiple investigations, including an extensive internal analysis. In the end, the quality of the program was validated, with the few Labor Department findings corrected before the completion of the review.

Because of a loss of employee confidence and manpower (utilization of two-person teams, time spent on reviews, increased sick time) there was a drop in productivity for the unit. However, services to consumers never ceased. Judy was a powerful advocate for her consumers and her co-workers. This tragedy led to program improvements including the formation of a Safety committee, a Best Practices committee, and several enhanced policies and procedures that were distributed statewide for programmatic guidance. The hiring of several new employees by year's end also brought new energy and balance to the program, aiding its recovery and continued focus.

The Comprehensive Medicaid Case Management (CMCM) and Family Reimbursement Program serve persons with developmental disabilities living independently in the community, or families with children living with developmental disabilities, who are in need of additional supports.

CMCM staff delivered 2,030 visits to consumers in 1999. Program staff also forged closer ties with staff at various schools. As a result, teachers were appreciative of the level of involvement, particularly between parent and school, and their access to additional services for pupils served by CMCM or FRP.

Through FRP, financial, skill building and advocacy assistance was made available to families. Typical transactions included adaptive toys or equipment, security deposits, emergency rent payments, summer camp, field trips, scholarships and vocational supplies. A consumer-run advisory committee was developed to review all expenditures and to provide feedback to our staff.



“Do Drop In” Social Club

Although the Do Drop In experienced membership shifts throughout the year, the program succeeded in stabilizing its core enrollment by year’s end. Concerns over transportation, perceived neighborhood safety, and other roadblocks were addressed through implementing a “buddy system,” by dropping consumers off closer to their bus routes, and through increased club dialogue.

During the year, club members maintained an active schedule of activities. Highlights included a host of guest speakers, community outings and holiday celebrations. Members also participated in many self advocacy events and training sessions, including the NYAPRS Annual Conference; the Picnic for Parity sponsored by the Mental Health Association of Erie County; networking with other social clubs from Buffalo, Albany, Rochester and Niagara Falls; and a statewide letter writing campaign for enhanced mental health service funding. On the recruitment front, members produced their own promotional video through a collaboration with Squeaky Wheel Media Resources.

Residential Services

The BFNC’s residential program includes multi levels of care—from group homes to supported apartments. The program is thus able to transition consumers between levels of care as their needs change.

Residential options are available for adults from age 18 to 65 with a history of serious and persistent mental illness. The program’s overall goal is to empower persons to live as independently as possible, while teaching life management skills and providing hands-on support and service referrals when necessary.

In 1999, the program enhanced its residential offerings through a move to 20 Wende Street—a group residence formerly operated by Living Opportunities of DePaul.

The program also benefited from a new centralized orientation program for all staff. And overall consumer satisfaction levels increased to 82-percent across all licensed sites.

A total of 31 consumers successfully moved to a more independent living environment during the course of the year.

Persons Served (unduplicated)	
Case Management.	906
Intensive CM.	357
Enhanced CM	221
Supportive CM.	101
CSS-CM.	357
CMCM.	124
Social Club.	145
Transportation/BPC.	465
Residential Services.	216
Congregate.	109
Supportive Apartments.	33
Supporting Housing.	60
DePaul CM.	14
Total.	1732

Events and Outreach



Spring Thank You Breakfast

Co-sponsored by M&T Bank

April 28, 1999

The BFNC welcomed 115 guests to its Second Annual Spring Thank You event held at the Moot Senior Center (292 High Street). The breakfast provided a wonderful opportunity for us to thank our volunteers, staff, donors and other friends for their year-round generosity and hard work.

United Way Day of Caring

August 18, 1999

A total of 60 volunteers joined us for this annual event showcasing community-based agencies. Corporations represented included Life Technologies, Remarketing Services of America, Independent Health, The Buffalo News and Wegmans (Walden Galleria). Volunteers enjoyed spending time with children in our summer day camp programs, cooking breakfast for our Moot seniors, and hosting picnics for our Day Training members and residents of the BFNC's licensed community residence program.

Community Thanksgiving Dinner

Co-sponsored by Citibank

November 17, 1999

With the help of 50 dedicated volunteers from Citibank, Westminster Presbyterian Church, General Mills and Jack & Jill, 934 persons were treated to a festive Thanksgiving dinner with friends. Special thanks to additional supporters including the Buffalo-Niagara Marriott, WUFO-AM, and the Community Music School for their annual generosity.

Holiday Basket Program

Co-sponsored by Fleet Bank

December 21–22, 1999

The BFNC once again teamed up with Fleet Bank to make the holidays special for persons in our service community. In 1999 1857 households benefited from our food basket outreach program (3458 individuals). We offer our thanks to the 75 community volunteers from Team Fleet and the Unitarian Universalist Church of Buffalo who made this program possible.

Communication Outreach

The BFNC's Communication Office had a busy year, spreading awareness of our programs while increasing opportunities for staff and community networking. A total of 1247 individuals were reached through our speaker's bureau and staff participation in information fairs and festivals. The BFNC's "Volunteer Crew" also participated in three events this year, helping other community-based agencies. Our Cultural Diversity Team hosted two events including a pot-luck supper and summer boat cruise. And 2600 individuals received regular updates on our programs through the BFNC News.

In 1999, the BFNC and its BAPPS program also initiated a new monthly radio program, The BFNC Healthy Teens and Family Hour, on WUFO-AM (heard every fourth Wednesday from 11 a.m. to 12 p.m.). Plus two live radio forums were sponsored through the support of WBFO-FM (88.7) entitled "Helping Teens Stay Teens," and "Kendra's Law."

On other fronts, the BFNC's Second Annual Sponsor a Child Campaign raised \$8,710 for our summer day camps. We enhanced our Web site presence to offer additional agency information. And the "Corine Burns Employee Recognition Program" was created to honor our staff's hard work on a quarterly basis.



Directory of Services

Children and Youth Services

Fun & Learn/Summer Day Camps
Tiffany Prunty, Director
97 Lemon Street
Buffalo, NY 14204
Phone: 856-0363 Fax: 856-1432
Funding Sources (F&L) U. Way of Buffalo and E. County, E.C. Dept. of Youth Services, City of Buffalo CDBG, WNY Childrens' Foundation, Westminster Presbyterian Church, Donor Designations, Contributions, Summer Registration Fees.

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 and Family Services, E.C. Dept. of Youth Services, United Way of Buffalo and E. 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 and Family Services; (FACES) US Dept. of Health and Human Services

Adult and 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 Sources NYS Dept. of Probation and Correctional Alternatives, program fees

Moot Senior Center
Vivian Jackson, Director
292 High Street
Buffalo, NY 14204
Phone: 882-4637 Fax: 886-7601
Funding Sources ECDSS/Nutrition, United Way of Buffalo and 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 Sources E.C. Dept. of Senior Services

Case Management/General Services
Mark Lucas, Director
775 Main Street, Suite 319
Buffalo, NY 14203
Phone: 842-0531 Fax: 853-0605

Mental Health & Develop. Disability Services

Residential Services
Deberah Sells
Director
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
292 High Street
Buffalo, NY 14203
Phone: 885-2393 Fax: 886-7601
ICM 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: 852-1432
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 Sources EC Dept. of Mental Health

BFNC, Inc.
97 Lemon Street
Buffalo, NY 14204

Non-Profit Org.
U.S. Postage
PAID
Buffalo, NY
Permit No. 3645