

Buffalo Federation of Neighborhood Centers, Inc.

Unlocking Potential ... Enriching Lives
Annual Report to the Community, 2001

Text Version

(for a printed copy of this report, please call the public relations office at 852-5065, or e-mail jcsenall@bfnc.org.)

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Summary: Persons Served by BFNC

	1998	1999	2000	2001	4 year Average
Children	3,507	6,488	5,232	5,216	5,111
Youth	1,859	1,877	3,626	3,695	2,764
Adults	37	296	653	401	347
Seniors	1,875	1,288	1,432	946	1,385
MH/DD	1,421	1,732	1,462	1,533	1,537
Community	2,996	2,791	4,778	3,125	3,423
Total Served	11,695	14,472	17,184	14,916	14,567

Financial Statements

Revenues and Expenses	2001	2000	1999	1998	1997
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Support and Revenue

Support

Contributions	156,050	47,462	45,261	36,456	44,701
Westminster Presbyterian Church	18,000	20,000	18,000	18,000	18,000
BINGO	-	-	-	-	51,547
United Way of Buffalo & Erie Co.	269,090	250,844	269,090	269,090	269,090
Donor Designations	37,212	24,526	20,547	37,997	6,086
Total Support	480,352	342,832	352,898	361,543	389,424
<u>Revenue</u>					
Grants	2,758,211	3,012,939	2,886,155	2,392,009	2,045,696
Medicaid	1,701,473	1,608,114	1,516,241	1,576,936	1,536,765
Rent Income	770,109	725,052	744,131	709,614	680,011
Program Income	27,067	24,979	29,920	20,500	21,232
Investment Income	(28,184)	(17,906)	34,201	25,910	34,475
Miscellaneous	18,730	20,491	44,909	39,996	39,538
Total Revenue	5,247,406	5,373,669	5,255,557	4,764,965	4,357,717
Total Support & Revenue	5,727,758	5,716,501	5,608,455	5,126,508	4,747,141
<u>Expenses</u>					
<u>Program Services</u>					
Mental Health	3,484,733	3,215,674	3,106,996	3,004,507	3,034,802
Case Management General	189,179	430,279	446,247	82,730	-
Children and Youth Services	372,179	412,876	349,469	398,853	363,803
Pregnancy Prevention	428,456	538,126	577,359	508,553	-
Community Services	137,276	143,662	137,760	168,220	142,987
Senior Services	242,085	254,019	228,303	220,399	225,149
Grant Management	202,995	233,046	137,208	95,341	497,231
Total Program Services	5,056,903	5,227,682	4,983,342	4,478,603	4,263,972
<u>Support Services</u>					
General and Administrative	675,557	631,568	620,155	513,415	494,689
Property Management	449	3,160	(4,833)	291	61,212
Fundraising	21,273	-	-	-	-
BINGO Expenses	-	-	-	-	52,590
Total Support Services	697,279	634,728	615,322	513,706	608,491
Total Expenses before depreciation	5,651,370	5,862,410	5,598,664	4,992,309	4,872,463
Depreciation	102,812	144,140	147,789	134,241	
TOTAL EXPENSES	5,754,182	6,006,550	5,746,453	5,126,550	4,872,463
Revenue: Expenses	(26,424)	(290,049)	(137,998)	(42)	(125,322)
Net assets at beginning of year	(37,205)	252,844	390,842	390,884	516,206
Net assets (deficit) at end of year	(63,629)	(37,205)	252,844	390,842	390,884

Figures based on audited statements by Dopkins & Company, Inc.

Executive Summary

In many ways, the BFNC is a unique organization. The more we try to find ways to expand our resource base, the more clear our uniqueness becomes.

BFNC ended the year 2000 with a deficit that also exhausted its fund balance. Therefore our single minded focus on curtailing expenditures and increasing revenues and support was critical and necessary. Although we generated more than \$100,000 in new resources in 2001, it was still not sufficient to fully cover all of the organization's expenses.

Like other not-for-profit human service organizations, we are being challenged to find ways to provide services within the parameters of shrinking resources. Not a grant and/or contract that supports the services that we provide increased their allocations in 2001. We know how to do more with less; but the reality that we face is increased competition for funds from a growing number of providers — inevitably leading to a decrease in available resources.

Board and volunteer efforts, therefore, have become doubly appreciated. As have the generous gifts we receive from our individual donors and "angels." Of particular benefit to us this year were the efforts of the Board's Fund Development Committee which hosted the first ever Board-initiated fundraiser, the Summer Soulstice Happy Hour. The event helped cement our volunteers' commitment to collaboratively support the future needs of the organization.

Together, we continue to brace for hard times. Our spirit, however, remains firm for we know that the work being done tremendously affects the lives of the people BFNC serves. Our consumers have great needs and few resources. The task that we confront daily is how to help them to manage their life challenges so that they are better prepared, equipped and empowered to fulfill their potential.

We thank you, our stakeholders — BFNC's consumers, staff, funders, donors and volunteers — for your continuing confidence as we proactively address the new financial needs of the agency. Together, with your ongoing support, we look forward to fulfilling our critical mission, today and into the future.

Jan Peters, Executive Director Daryl Rasuli, President, Board of Directors

ABOUT BFNC

Our Vision

The Buffalo Federation of Neighborhood Centers, Inc., 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 next step toward maximum independence.

Our Mission

To prepare, equip and empower individuals to address life management issues, and to improve the quality of life in their communities.

Our History

BFNC, Inc., was formed from the 1981 merger of two of Buffalo's original settlement houses – Westminster Community House and Neighborhood House Association (founded in 1893 and 1894, respectively). Today, the agency carries on their rich tradition of neighborhood services through community-wide programs for youth, adults and seniors. BFNC's broad mission allows it to specialize in helping persons considered most at risk in our community.

2001 PROGRAM SUMMARIES

Children & Youth Services

Fun & Learn

The Fun & Learn program makes the most of after-school hours four days a week at Futures Academy (295 Carlton Street) and Westminster Community House (421 Monroe Street). In 2001, 152 children ages 5 to 12 were engaged in safe, supportive enrichment activities while receiving individual homework assistance.

By year's end, all enrolled children maintained academic excellence or improved their grades. Overall, participants averaged a school attendance rate of 95 to 100-percent. This year, the program also started new reading and math clubs for students whose grades fell below 80 percent in either subject. The clubs have become a successful new addition to the program, offering additional support to strengthen basic core skills.

Summer Fun Days

During the summer of 2001, a total of 362 children benefited from our licensed summer day camp program. "Summer Fun Days" was offered at two sites, Masten Playground and Westminster Community House. Because of its emphasis on affordable access, parents paid just \$2 per day for a full 10-hour/day, eight week program. Children took part in age-appropriate math and reading exercises every morning, followed by workshops, field trips, sports and educational enrichment activities.

Buffalo Adolescent Pregnancy Prevention Services

BAPPS programs help at-risk, pregnant or parenting teenagers to effectively deal with the challenges in their lives. The program uses a multi-faceted approach including case management, educational workshops, summer employment, and community awareness projects like the First Things First teen poster contest.

In 2001, BAPPS' Reaching Out case management program assisted 250 adolescents on a regular basis, and 719 teens as single contacts. The program was based at Buffalo schools including Kensington, Emerson, Buffalo Traditional, South Park and Grover Cleveland. Outside the schools, case management was available to any teen in the City of Buffalo at the BAPPS office.

Among other highlights, 33 teens gained experience and insight through the Summer Youth Employment Program; 1,256 teens participated in BAPPS' educational workshops; a record 262 students took part in the "First Things First" teenage pregnancy prevention poster contest; and 50 young people learned of the hands-on challenges of parenting through the Baby Think it Over doll program. The year ended on a high note with the annual Season's Celebration dinner sponsored by the Presbytery of WNY.

Family Abstinence Comprehensive Educational Services (FACES)

The FACES program is managed under the BAPPS umbrella of BFNC. It strives to decrease teen pregnancy rates by

educating younger children about the benefits of abstinence and healthy life choices. FACES' seven-session program was presented to 2,916 adolescents and 155 adults in 2001 at school and community sites.

Youth Advocacy Program

BFNC youth advocates provide free representation for Buffalo Public School students who have been formally suspended. The program's goal is to protect children's "due process" rights, while returning students to an appropriate learning environment as soon as possible. It is one of the only programs of its kind in the Buffalo-Niagara region.

During the 2001 contract year, YAP serviced 1612 formal suspension cases — a 19 percent increase from 2000, and the highest number ever since the program's inception. Five hundred and seventy-seven of the cases were for special education students. Of all the students served this year, 77 percent were returned to the classroom within 20 days of their hearings — an indication of the success and value YAP continues to offer the children and families it serves.

Summer Youth Employment Program

During the summer of 2001, 96 teenagers gained early work experiences at BFNC program sites. All participants also took part in educational workshops and career sessions throughout the summer. The agency collaborated with four funding sources to make the experiences possible, including the Youth Opportunity Program (YO Buffalo), UB's Educational Opportunity Center, the Buffalo Public Schools' STEP program, and the N.Y. State Office of Children & Family Services.

Adult Services

Client Specific Planning Services/Alternatives to Incarceration

The Client Specific Planning program (CSP-AI) serves as a resource for attorneys seeking alternative and/or mitigated sentence reports for their clients. Cases are carefully screened and accepted based on a client's criminal and social history, and his/her willingness to fully participate in a non-traditional sentencing program.

During the 2001 period, CSP-AI received 69 referrals (92 percent of goal), and developed and presented 35 reports (95 percent of goal) to the Court. Twenty of these were accepted for implementation (87 percent goal). Because the average incarceration costs taxpayers \$45, 000 annually, the program's accepted plans represented a potential annual savings of \$450,000.

Overall, the year proved to be one of the most successful to date. Along with the usual attorney referrals, CSP-AI saw a marked increase in client-generated referrals from within county facilities. Program staff also succeeded in expanding the legal community's knowledge of CSP-AI's diverse services, including work on parole reinstatement cases, advocacy for youthful offenders, and securing client placements at Willard Drug Treatment Center.

Case Management General

BFNC's case management general program offers support service coordination to adults with a variety of life challenges. The program has worked in collaboration with Housing Opportunities Made Equal since November, 1996 on the Greater Buffalo Community Housing Center. The Center is designed to help reduce barriers that low-income minority families have traditionally faced when selecting housing in the private market.

BFNC case managers assisted 428 total consumers in 2001, including 188 persons new to the program. Eighty-six percent of clients were female.

Staff empowered clients by distributing security deposit and moving assistance grants, and providing service linkages

and help for consumers' individual challenges (e.g. childcare, budgeting, employment, health care, etc.).

Working with HOME, BFNC has thus far helped 128 persons (30 percent of all enrollees) to successfully transition out of high-poverty concentrated neighborhoods. The remaining persons (70 percent) have benefited by using the services of the Center to select a better apartment or home in the neighborhood of their choice, while receiving additional help catered to their family's needs.

Grant Management Services

BFNC is pleased to offer its administrative services to community groups needing bookkeeping and grant management assistance. In 2001, the agency managed funds for the following organizations so that they could carry out their community programs:

Erie County Public Benefit Grant (activities in the 3rd legislative district); Johnnie B. Wiley Amateur Athletic Pavilion and Project Respect.

Senior Services

Community Services Program for the Elderly (CSP)

Under an annual contract with the Erie County Department of Senior Services, BFNC case managers work in the Ellicott District of Buffalo to help the low-income, frail and homebound elderly. The overall goal of the program is to help seniors avoid costly nursing and hospital care by linking them to entitlements and in-home support services.

Program staff provided case management to 185 consumers during the year, and case assistance to 80 individuals. Twelve additional seniors received chore services in the home.

Moot Senior Citizens Center

The Moot Senior Center plays a major role in keeping Buffalo's seniors physically and mentally active during their golden years. The center, located at High and Orange Streets, provides daily fellowship for low-income seniors ages 55 and older, as well as a hot lunch program and a full schedule of clubs, activities and events.

In 2001, the Moot Center provided services to 259 full-time members. Of these, 240 participated in Moot's small group activities, 78 seniors ate a nutritional lunch at least twice weekly at the Center, and 88 seniors benefited from the Center's exercise program. Center volunteers also brought back the Telephone Assurance Program and continued the Friendly Visiting Program to help bring cheer to members whose attendance was affected by health and other concerns.

Senior Day Training Program

The Senior Day Training program focuses on helping older Americans challenged by a history of mental illness and/or developmental disabilities. Its goal is to help improve the quality of life of its members by engaging them in daily social activities, and to help members avoid psychiatric and medical hospitalizations.

This year, 46 program participants took part in 165 community awareness trips and a wide variety of in-house activities. Annual traditions continued, including a "Making a Difference in the 21st Century" open house (June), involvement in the United Way Day of Caring (August) and the BFNC-Citibank Community Thanksgiving Dinner (November). Members also shared hot lunches, social events and celebrations on a daily basis with their peers at the Moot Senior Citizens Center.

Tax Counseling for the Elderly

Through a cooperative relationship with the Internal Revenue Service, BFNC offered free income tax counseling to seniors and adults. This service took place from January through April, and sporadically throughout the year. By the end of the year, BFNC's volunteer tax counselors had helped 364 persons to meet their federal and state tax requirements.

Mental Health and/or Developmental Disability Services

Case Management

Many complementary programs fall under the case management umbrella, and together, they make up BFNC's largest program offering. Our tiered case management programs offer service coordination and advocacy for adults ages 18 and older with a history of serious and persistent mental illness. In the case of the Medicaid Service Coordination program, case management is provided for children with developmental disabilities and their families.

Supportive Case Management (SCM), the first tier of the program, met and exceeded all contract goals in 2001, serving 138 adults with 2,349 consumer visits. The Community Support Services (CSS) program, assisted 260 individuals through 1,526 staff/client interactions. And our Intensive Case Management program (ICM) provided over 15,000 face to face client visits in 2001 to 422 consumers. ICM continued to be a major player in the Assisted Outpatient Treatment program, and was involved in 2001's Single Point of Entry pilot program sponsored by the Erie County Department of Mental Health.

Our Medicaid Services Coordination and Family Support Services unit also assisted 106 individuals during the year through 1,281 visits.

Finally, BFNC's Case Management program was selected by the Erie County Department of Mental Health in July to provide new Transition Case Management services. The TCM program assists consumers with mental health issues who are being released from local correctional facilities. It is designed to increase the likelihood that these individuals will link to mental health and addiction services, not become lost to the system, and successfully negotiate their release from jail/prison..

Residential Services

Similar to the case management program, our residential services department offers tiered levels of care — from licensed group homes for persons most in need of daily assistance, to supported apartments for adults able to live independently in the community.

At the start of the year, all five of BFNC's licensed residences were re-certified by the New York State Department of Mental Health. BFNC's residential unit was also selected to manage 50 additional Supported Housing beds due to successful proposals submitted to the Erie County Department of Mental Health.

During the year, department staff implemented a new "Fast Track" referral program for consumers. The "fast track" approach was designed to help congregate level residents considered "near ready" for apartment placement to quickly gain the additional skills needed to move to a more independent environment.

And in October, the program became a member of the newly formed Solution Center of Erie County. The group of residential providers is committed to providing appropriate housing for "difficult to serve" mental health consumers.

By year's end, 138 adults were served through BFNC's licensed, congregate sites, and 83 adults were assisted through the apartment programs.

"Do Drop In" Social Club

BFNC's evening and weekend social club offers a peer support network, recreational and empowerment activities for adults challenged by severe mental illness. The social club is located in the Moot Senior Center at 292 High Street. Its "consumer-driven" focus ensures that members gain self-sufficiency skills through their own management of club events and initiatives.

Throughout 2001, a total of 134 persons benefited from their club involvement.

During the year, members enjoyed a large variety of activities including a rally in Albany advocating for mental health issues, arts and crafts classes, a guest speaker series, dinner dances, concerts, picnics, sporting events, camping, self-help and discussion groups. The program also initiated a new on-site literacy program for its members through collaboration with the Educational Opportunity Center.

Events & Community Relations

M&T Bank Spring Thank You Breakfast

Our annual "thank you" gift to our donors, volunteers, staff and friends, the breakfast was sponsored by the M&T Charitable Foundation and took place on April 24. A total of 150 persons joined us for breakfast, awards and live jazz. Special community service awards were presented to Citibank/Citicorp, Fruitbelt Friendly Neighborhood Block Club Coalition, General Mills and the Challenger. Employee awards were presented to Daniel Brown, Vivian Clark, Betty Roberts, Amina Tillett and Greenard Poles.

United Way Day of Caring

August 15, 2001

BFNC was pleased to welcome 45 volunteers from KPMG, Wegman's and the Erie County Probation Department for a morning of activities and fun. Projects included a senior citizens breakfast, a residential consumers' picnic, and games with children enrolled in the Summer Fun Days program.

Citibank Community Thanksgiving Dinner

A total of 850 individuals enjoyed a traditional Thanksgiving sit-down meal at our 21st Annual Thanksgiving dinner held on November 15. The festive affair was once again sponsored by Citibank with help from the Buffalo-Niagara Marriott and the Community Music School. Approximately 60 Citibank, Citicorp and community volunteers helped ensure the dinner's success.

Fleet Holiday Food Basket Program

Sponsored by Fleet Foundation since 1996, the holiday project offers a special holiday meal to income-eligible BFNC consumers and neighbors. On December 21 and 22, we distributed bags to 1920 households (3,871 persons). Our thanks are extended to our 70 volunteers from Fleet Works, Catholic Charities and the McAuley Residence, plus the General Mills Buffalo plant for its generous donation of cereal product.

Moot Senior Citizen Center Awards

On September 8, BFNC was proud to honor 10 members of the Moot Senior Center at the New Golden Nugget Restaurant. The much-anticipated event was attended by 230 seniors, family members and friends of the Center. Our thanks to the M&T Charitable Foundation for its annual sponsorship of the dinner.

Communication Outreach

In 2001, the agency educated 1,430 persons about its services through the BFNC speaker's bureau and information booth. Program managers were featured on nine public service television and radio programs. And the agency, its programs and consumers were mentioned 131 times in local media publications. The agency also continued to share news updates with 4,100 individuals through the *BFNC News*, mailed three times annually.

BFNC acted as a co-sponsor or supporter of the following events in 2001: Sister to Sister Conference, All American City Dinner, YWCA Leader Luncheon and the Mental Health Association of Erie County's Special Needs and Justice Issues Conference.

Summer brought a new annual event to BFNC, the Summer Fun Days Happy Hour, sponsored by the Fund Development Committee and Parsons Brinckerhoff, Inc. The happy hour attracted 175 guests on June 28 to the Calumet Arts Café, raising \$7,250 for summer day camp activities.

Lastly, the BFNC Volunteer Crew continued its efforts to help other community organizations while increasing agency name awareness. During the year, 20 employees served as BFNC ambassadors at three events: Brush Up Buffalo, Kids Voting, and Ride in Plain Sight.

Consumer Success Stories

Melvin's Story (Children/Youth)

What do you do with a hardheaded kid who doesn't want to listen? If you're Marquita Ham, a counselor with the Fun & Learn After-school Program, you grit your teeth and keep talking until he gets it. And if you're a junior high student named Melvin Dixon, you win an award from Marquita's fellow counselors for becoming Most Respectful Student.

"Three years ago, he couldn't work with *anyone*," Marquita exclaimed. "You couldn't get him to do his schoolwork, he talked out and disrupted activities, and he just gave everyone a hard time, *just because*."

Melvin was even skipping classes at school, MLK Jr. Multicultural Institute. But Marquita and her coworker Erik Daniels recognized that Melvin had a stressful home situation, so they took time out to try to change his attitude. Marquita and Erik stayed late at Fun & Learn to talk with Melvin, and even took him out to the movies on Saturdays.

Now Melvin has turned himself around, attending class more consistently, helping the counselors with their work and even guiding the younger students. Marquita says this is what her job is all about. "We just *engaged* the kid," she says brightly, "where most people would just give up and say, 'Okay, if you won't work with me, then I won't work with you.'"

The Fitzpatrick's Story (Adults)

With a young son and a wife seeking Social Security disability benefits, Gary Fitzpatrick was having a hard time making ends meet. He worked as much overtime as he could at his Original Pancake House job, but it seemed like money was going out faster than it was coming in.

The family barely had money or food in the house, and they struggled to stay afloat. When Gary and Jean began paying rent late almost every month, the landlord's late fees pushed the rent out of their financial reach.

In August 2001 Gary and Jean Fitzpatrick were referred to BFNC's Case Management General service, seeking help making the security deposit on their new apartment, moving expenses, and family budgeting.

Case manager Felice Bumbaco worked with the family to show them how to budget their money so they could pay rent on time and still have money for other needs. Jean learned how to save on grocery bills by shopping for bargains. And because a cluttered living space can clutter one's thoughts, Felice even helped Jean clean and organize her home.

With a little help thinking things over, the Fitzpatricks are preparing their lives to move in new directions.

Miss Mary's Story (Seniors)

If you stick around for more than 100 years, you become one of those people who makes your city into a community.

Mary Hankerson moved up north from Waynesboro, Georgia in 1921, and has lived in Buffalo's Fruit Belt neighborhood for 80 of her 102 years. She gave her prayers and volunteered her time with the congregation of First Shiloh Baptist for more than six decades, and now goes to services and Wednesday night prayer meetings at Free Spirit Baptist. As a longtime city employee, "Miss Mary" (as friends call her) was a fixture on City Hall's maintenance staff until her retirement in the early 1970s.

Having raised a daughter and "cleaned up" local government, Mary came to the Moot Senior Center in January 1977 with her sister Mamie Jones to enjoy some well-deserved rest and relaxation. But with the recent passing of her sister, her husband, and her daughter all within a few short years of each other, she has come to depend on the Moot Center for inspiration and companionship. Now she looks forward to sharing meals and doing her exercises with teenage volunteers and fellow elders.

"When you live alone, you get up in the morning and look out the door like you're waiting for someone to come," Mary says with a wistful smile. "You get used to havin' people around you . . . But if you're good to everyone, you'll be taken care of."

Darcie's Story (Mental Health)

Darcie Sharpe's mother Kathy Sharpe self-published a poetry book, with a piece about her daughter's fight with substance abuse. In her living room, Darcie shows the book to her Residential Services case manager, and chuckles about living a free-floating lifestyle like Janice Joplin's.

"Oh yeah, I tried to live her life, same tattoos and everything," she says, grinning and pointing to pink and blue flowers etched on her skin. Darcie's favorite folk singer died in the '70s from a drug overdose. But this 42-year-old Buffalo native is still alive and kicking, though she's been battling the bottle off and on since age 11. BFNC joined the struggle two years ago.

Jeanie Jones, her case manager visits Darcie monthly to make sure she's handling her finances, to see how she's doing at her part-time job at Buffalo Psychiatric Center, and generally to be supportive.

"Jenie helps me stay strong, helps me pay my bills, and helps me build up trust in other people," said Darcie. She has been sober now for three years, and looks forward to full-time employment after her disability status is upgraded.