Halima finds that Buffalo Cares

Picture yourself leaving your war-torn native country of Somalia for the United States, landing in Buffalo with your husband and three children, unable to speak a word of English. Then, after living in this strange environment for a couple of years, you are hospitalized for several weeks — suffering from audio hallucinations, anxiety and bizarre behaviors. That is exactly what happened to Halima Aden, who has now been in Buffalo for five years.

When Halima became ill she was referred to the New Options ICM program by Catholic Charities. She began working with Lisa Greenan, intensive case manager, in 2009, who helped stabilize Halima. Greenan referred Halima to BFNC’s Supportive Housing last spring.

“When Lisa discovered Halima and her family were living in terrible conditions, she referred her to us,” said Manilyn Hubbard, BFNC’s Quality Improvement Committee.

The newsletter of the Buffalo Federation of Neighborhood Centers, Inc.

Unlocking Potential ... Enriching Lives

Winter 2012

Halima and her family.

Supportive Housing case manager. The family was struggling to live on Halima’s husband’s earnings, which are close to minimum wage.

It was Hubbard’s challenge to find and furnish a new apartment for the growing family. With six children total (three who came from Somalia, ages 12, 9 and 8) and three born in the U.S. (ages 4, 2 ½ and 1), the family needed an apartment with good space, in a safe neighborhood, and close to extended family who could help out when needed.

“The apartment they were living in was small, dirty, and poorly constructed.” Hubbard said. “We were fortunate, after a lot of looking, to find a great apartment right next door to the uncle of Halima’s husband, Shariff.”

Since Halima speaks only Mai Mai, her husband, Abdikadir Shariff, did all of the apartment hunting with Hubbard. BFNC also provided funds to fully furnish and equip the house, plus linked the family to other support services.

“Shariff’s wages are insufficient to provide for a family of eight,” Hubbard said. “We linked them to Medicaid and food stamps. Now they also only pay a portion of their rent based on their income, and BFNC/OMH funding pays the remainder.”

Halima, who was hospitalized on three separate occasions in 2009, is taking medication, seeing a psychiatrist and continues under the care of both Hubbard and Greenan. She is doing well, in spite of the fact she doesn’t speak English and must go to all of her appointments either with her husband or her interpreter, Leilo Hussin. Having family close by who can watch the children while she goes to medical appointments and if she just needs some time off is a big help.

CAPP’s new programming is showing success in helping Buffalo youth

BFNC’s Comprehensive Adolescent Pregnancy Prevention Program (CAPP), kicked off two additional youth development initiatives which are already seeing success. These programs are in addition to CAPP’s primary focus, educating Buffalo’s youth about HIV/AIDS, sexually transmitted infections and the risks of teen pregnancy.

Rites of Passage

Dan Bolden and Jacklyn Clark, CAPP Community Educators, have been guiding approximately 15 high school students through this mentor-
Jim Cooper: A look back at 25 years of service

When Jim Cooper came to work for Community Supportive Services (CSS) at BFNC 25 years ago, he didn’t realize he was choosing a career that would last him the rest of his working life. Jim had already worked 17 years in the food services industry. He then served Crisis Services for a year and a half, which was where he met Brian O’Herron, then program director of CSS. At the time, CSS was one of the few programs in the area that offered case management for consumers with mental health issues.

“I was pretty green when I came into this,” Jim said. “But at that time we were a close group of five or six case managers who supported one another, so I learned pretty quickly.”

When Jim started with BFNC in the 1980s, each case manager had 50 to 55 clients to look after, which by today’s standards seems unmanageable.

“If someone needed more support, we provided it. We were able to be more creative and go outside of the box to help people back then. But there also weren’t as many services we could link them to so we’d end up going to Food Pantries, picking up medication, that sort of thing ourselves when the clients needed us to,” he said.

Nowadays, case managers, have to stay pretty much within the box of defined services in order to make their hours of work eligible for Medicaid reimbursement. In Jim’s case, though, there have always been exceptional clients for whom he has gone above and beyond the call of duty.

“I had one fellow who was going through cancer treatment and Somalia Family cont’d . . .

My goal is to have her learn English, however, that means we have to find day care for the children. And for now -- whether it is the language barrier or her illness -- she tends to stick close to home,” Hubbard said.

As spokesperson for the family, Shariff says they are very grateful for the assistance they have received from BFNC and the other agencies that provide them with support.

“We miss Somalia but it is much safer here,” he said. “My older children like it a lot. They attend school and have learned to speak English. Halima is happier here.”

“This family has been a real test for us here at BFNC,” Hubbard said. “They had so many needs -- because of their income level, the mother’s mental illness, and their status as refugees – but we have really been able to help them get on the right track.

“It’s rewarding to see their gratitude and to see how well they are all doing.”

CAPP cont’d . . .

Students participate in CAPPs programs.

ing program, designed to help youth develop socially, emotionally, intellectually and spiritually.

“This program gives young people an opportunity to build and practice important life skills in a safe, supportive environment. These skills increase resilience among participants, thus reducing risky behaviors commonly seen among adolescents,” said Ellen Trauman, project director.

Activities are diverse, including discussion groups and hands-on experience with community engagement. As part of the program, the students are taking part in the Be Proud, Be Responsible curriculum covering HIV/AIDS, teen pregnancy and sexually transmitted infections. The group is also journaling and practicing essay writing in preparation for college entrance applications.

The group held a Holiday party, and in February heard Solelaid O’Brien, CNN news anchor, speak at the University at Buffalo Distinguished Speaker Series. Members will volunteer at the City Mission, where they will help in the kitchen, organize the food pantry, and sort clothing for distribution to the residents.

“Both attendance and the level of engagement have been very high. And the youths’ parents are proving very supportive of the program,” Trauman said.

Rites of Passage received an additional $5,000 in grant funds from First Niagara Bank as part of the bank’s sup-

port of mentoring in the community. CAPP’s staff is also thankful to BFNC’s Supportive Housing Program (SAP) for sharing its van.

Boys to Men

This program, facilitated by Josh Exoo, CAPP Community Educator, involves seven high-school age males living in Morey House, an alternative living environment for youth. Exoo is using a series of essays written by urban teens as the basis for discussion, reflection and journaling. The group is addressing the topics of male identity including social roles, sexuality, and intellect.

“Josh has been surprised by the boys’ level of engagement and particularly their interest in poetry. He feels the curriculum is providing these youth with an opportunity to openly discuss their feelings,” Trauman said. “His plans are to start similar groups in school settings.”

These two programs (contractual elements of CAPP’s grant) have been one of CAPP’s primary areas of focus this fall. Additionally, in September CAPP organized a day-long conference, Can We Talk About Sex, Youth and Risky Behaviors, with 150 attend-

ees, and has been working with the Buffalo Public Schools’ Sexual Health Committee, and the annual Sister to Sister Conference scheduled for March 31, 2012 at D’Youville College.

Jim Cooper cont’d . . .

to serve. “However, in some cases you’re the most important person in their life,” he said. “You have to try to keep some professional distance, which sometimes is difficult.”

Other clients can be quite charming, like the woman who thought she was the daughter of the King of Denmark, and told Jim stories about how President Nixon and the Queen of England traveled around the U.S.

“She had a whole story about how she was born here to the Queen of Denmark and switched with another baby in the hospital at birth, but she was sure the King was coming back for her. She was very entertaining. She felt important because of these delusions. And, she could not be convinced of the truth.”

Sometimes a client from the past will recognize Jim in a mall or store and he says that can be fulfilling. Even if the client isn’t doing well he says if they remember their experience with him as a positive one, it’s gratifying.

Jim has some nostalgia for the old days when BFNC was smaller and everyone knew each other. He remembers summer picnics and being more involved in the community. The other side of the coin though, is that today BFNC offers more comprehensive services and is better known among other mental health providers. And – while some people might be thinking of retirement after 25 years – that’s not Jim.

“It can be draining, particularly for case managers who have families and have to go home after work and be active and involved -- and I am definitely more tired than I used to be,” he said. “But as long as I can do the job, I’ll be here.”
Support Statements

W. William Harris has a reputation for being anti-social – but since he has been working with Paul Terlecky, Intensive Case Manager at BFNC. - he's in danger of blowing that cover.

Harris was released from prison in July of 2010, with a mental health diagnosis of bi-polar disease and a history of drug abuse. The supports for him as he worked his way back into society were insufficient, that is until he was referred to BFNC. Because he had been in prison over a year, his Supplemental Social Security Income (SSI) had been discontinued, leaving him with no income and yet unable to work. He managed to find a room to rent, but was without the funds to pay for bus fare to get to Narcotics Anonymous meetings, buy food, or, later, when he moved to an apartment, to purchase furnishings. And Harris had an additional responsibility. When he asked someone on the street for a light for his cigarette, the person agreed to give it to him – if he would take the puppy they had at the end of a leash. “That dog has become very important to William,” said Terlecky. “But when we came into his life, it was one more thing he needed help with. The dog was sick, it needed shots and other veterinary care.”

Harris has been a consumer at BFNC since February of last year. During that time Terlecky has seen to it that the dog received the care she needed, that Harris received food stamps, a bus pass and enough money to get to his appointments and meetings, has helped furnish his apartment, and taken him clothes shopping. Terlecky has supported Harris in his mental health counseling, encouraging him to trust the doctor and counselor and benefit from their assistance.

“Without my SSI my living circumstances were very difficult,” Harris said.

“Finding community resources when you get out of jail is very difficult, Paul and Sharon Simpson (Paul’s supervisor) have been very open and supportive.”

Although Harris would not normally relate well to a person in Terlecky’s position, he said he has found more than a case worker in Terlecky – he’s found a friend. Terlecky has also been working with Harris on life skills.

“William has to stay out of trouble, and he tends to have a short fuse,” Terlecky said. “He’s learning not to sweat things, the dog has been great for him, and he now has a girlfriend and has befriended his landlord.”

Although Harris still finds it difficult to control his temper occasionally, he has come a long way since he found BFNC and Paul Terlecky.

A Letter to BFNC

I want to thank Mr. Terlecky for all his assistance with my personal, medical and emotional support he has provided to me since my admittance to the program. My life was in so much of hardship. Since Paul has been working with me he has inspired me to do so much to improve my life in all aspects. Most importantly, he has been a friend, teaching me how to trust interactions, which has been an issue with me.

I believe without the agency and Paul, my life would not have progressed for the better. Special thanks for helping me with my dog, Lady.

I look toward my future more now than I have in the past. Thank you for New Options and for having an employee like Paul. It’s so hard with the mental health issues, but when an agency, or person helps you, not just with monetary things, but with knowledge and tools to do for yourself. Again, thank you, and it has given me a lot to build on.

Sincerely,

William Harris.

Jim Cooper cont’d . . .

I saw him about four times a week. I took him to medical appointments, sat with him for hours when he received his Chemo treatments, checked on him to make sure he was doing all right – I did more than I should have, according to Medicaid, but I felt good about doing it,” Jim said.

If anything, today’s consumers are more difficult to deal with than he started with the agency in 1986, as many have dual diagnoses of mental illness and substance abuse. Even those to whom Jim offers special support are not always easy.

Through BFNC’s New Options Program, William Harris learns to trust again

William Harris (L) and Paul Terlecky

Buffalo Federation of Neighborhood Centers Inc.
Financial Statements

Support & Revenue

<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support</td>
<td>Contributions</td>
<td>United Way of Buffalo &amp; Erie Co.</td>
<td>Donor Designations</td>
<td>Westminster Presbyterian Society</td>
</tr>
<tr>
<td></td>
<td>36,952</td>
<td>72,690</td>
<td>16,446</td>
<td>12,679</td>
</tr>
<tr>
<td></td>
<td>32,500</td>
<td>241,750</td>
<td>24,428</td>
<td>10,940</td>
</tr>
<tr>
<td></td>
<td>16,446</td>
<td>24,282</td>
<td>23,781</td>
<td>7,150</td>
</tr>
<tr>
<td></td>
<td>12,679</td>
<td>3,110</td>
<td>2,266</td>
<td>1,530</td>
</tr>
<tr>
<td>Total Support</td>
<td>248,118</td>
<td>312,583</td>
<td>301,793</td>
<td>361,965</td>
</tr>
</tbody>
</table>

Revenue

<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants</td>
<td>2,604,563</td>
<td>2,640,825</td>
<td>2,607,444</td>
<td>2,973,350</td>
</tr>
<tr>
<td>Medicaid</td>
<td>2,391,022</td>
<td>2,735,665</td>
<td>2,569,892</td>
<td>2,264,544</td>
</tr>
<tr>
<td>Rent Income</td>
<td>740,175</td>
<td>823,095</td>
<td>818,103</td>
<td>785,584</td>
</tr>
<tr>
<td>Program Income</td>
<td>48,116</td>
<td>47,291</td>
<td>10,460</td>
<td>10,460</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>16,083</td>
<td>1,466</td>
<td>2,472</td>
<td>16,351</td>
</tr>
<tr>
<td>Total Revenue</td>
<td>5,799,959</td>
<td>6,284,343</td>
<td>6,017,760</td>
<td>6,050,289</td>
</tr>
</tbody>
</table>

Total Support & Revenue

<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>6,046,077</td>
<td>6,560,926</td>
<td>6,319,582</td>
<td>6,412,254</td>
<td></td>
</tr>
</tbody>
</table>

Expenses

<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>Mental Health</td>
<td>Children &amp; Youth Services</td>
<td>Pregnancy Prevention</td>
<td>Community Services</td>
</tr>
<tr>
<td></td>
<td>4,517,105</td>
<td>170,062</td>
<td>459,731</td>
<td>22,601</td>
</tr>
<tr>
<td></td>
<td>4,342,326</td>
<td>198,295</td>
<td>418,776</td>
<td>24,282</td>
</tr>
<tr>
<td></td>
<td>4,164,128</td>
<td>345,103</td>
<td>545,443</td>
<td>52,555</td>
</tr>
<tr>
<td></td>
<td>4,302,337</td>
<td>368,323</td>
<td>611,966</td>
<td>102,030</td>
</tr>
<tr>
<td>Total Program Services</td>
<td>6,536,404</td>
<td>5,528,338</td>
<td>3,784,091</td>
<td>1,938,420</td>
</tr>
<tr>
<td>Support Services</td>
<td>General &amp; Administrative</td>
<td>Fundraising</td>
<td>Total Support Services</td>
<td></td>
</tr>
<tr>
<td></td>
<td>770,322</td>
<td>6,046,077</td>
<td>774,974</td>
<td></td>
</tr>
<tr>
<td></td>
<td>751,389</td>
<td>6,081,351</td>
<td>755,013</td>
<td></td>
</tr>
<tr>
<td></td>
<td>705,394</td>
<td>6,094,260</td>
<td>710,166</td>
<td></td>
</tr>
<tr>
<td></td>
<td>682,532</td>
<td>6,346,729</td>
<td>687,812</td>
<td></td>
</tr>
<tr>
<td>Senior Services</td>
<td>368,905</td>
<td>3,624</td>
<td>4,272</td>
<td></td>
</tr>
<tr>
<td></td>
<td>342,238</td>
<td>276,862</td>
<td>4,517,105</td>
<td></td>
</tr>
<tr>
<td></td>
<td>274,263</td>
<td>5,799,959</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Program Services</td>
<td>6,311,378</td>
<td>6,081,351</td>
<td>6,346,729</td>
<td></td>
</tr>
<tr>
<td>Depreciation</td>
<td>107,259</td>
<td>106,154</td>
<td>97,162</td>
<td>87,031</td>
</tr>
</tbody>
</table>

Total Expense Before Depreciation

<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>6,418,637</td>
<td>6,187,505</td>
<td>6,191,422</td>
<td>6,433,760</td>
<td></td>
</tr>
<tr>
<td>Investment Gain / (Loss)</td>
<td>22,611</td>
<td>37,930</td>
<td>(108,037)</td>
<td></td>
</tr>
<tr>
<td>Revenue / (Loss)</td>
<td>(349,949)</td>
<td>411,351</td>
<td>20,123</td>
<td>(3,897)</td>
</tr>
<tr>
<td>Net Assets at beginning of year</td>
<td>355,439</td>
<td>55,912</td>
<td>(76,035)</td>
<td></td>
</tr>
<tr>
<td>Net Assets at end of year</td>
<td>39,956</td>
<td>359,939</td>
<td>(76,135)</td>
<td></td>
</tr>
</tbody>
</table>

Figures developed from financial statements audited by Doobkin & Company, LLP.

William Harris has a reputation for being anti-social – but since he has been working with Paul Terlecky, Intensive Case Manager at BFNC.

"But when we came into his life, it was one more thing he needed help with. The dog was sick, it needed shots and other veterinary care."

Harris has been a consumer at BFNC since February of last year. During that time Terlecky has seen to it that the dog received the care she needed, that Harris received food stamps, a bus pass and enough money to get to his appointments and meetings, has helped furnish his apartment, and taken him clothes shopping. Terlecky has supported Harris in his mental health counseling, encouraging him to trust the doctor and counselor and benefit from their assistance.

"Without my SSI my living circumstances were very difficult," Harris said.

"Finding community resources when you get out of jail is very difficult, Paul and Sharon Simpson (Paul’s supervisor) have been very open and supportive."

Although Harris would not normally relate well to a person in Terlecky’s position, he said he has found more than a case worker in Terlecky – he’s found a friend. Terlecky has also been working with Harris on life skills.

"William has to stay out of trouble, and he tends to have a short fuse," Terlecky said. “He’s learning not to sweat things, the dog has been great for him, and he now has a girlfriend and has befriended his landlord.”

Although Harris still finds it difficult to control his temper occasionally, he has come a long way since he found BFNC and Paul Terlecky.
2012 COMMUNITY THANKSGIVING DINNER

We thank our Sponsor and Supporters. The Dinner on Thursday, November 17, 2011 served 800 at three seatings. Chandra Banks and Leatrice Hanwell chaired the event. Peppy Martin and the Love Supreme Trio performed.

Sponsors: Wegman’s [Sheridan]
People, Inc. City Mission Herkequip Distribution Center

Neighborhood House
97 Lemon Street • Buffalo, New York 14204
585-336-3370 Fax 585-1432
Administration, Accounting, Maintenance Fun & Learn After-school Program

Westminster Community House
421 Monroe Street • Buffalo, New York 14212
832-5065 Fax 832-8270 Residential Services

Moot Senior Center
292 High Street • Buffalo, New York 14204
832-8373

ICM New Options
570 Forest Avenue • Buffalo, New York 14213
884-2903 Fax 884-2906

BFWC Tri-Main Bldg
2495 Main Street, Suite 514 • Buffalo, New York 14414
833-0080 Fax 833-1470
CAPP Program
Case Management General (CMG)
Tax Program, Suite 234
362-0744

Dewey Residence
401 Dewey Avenue • Buffalo, New York 14214
833-2817

Wendel Residence
20 Wendel Street • Buffalo, New York 14211
886-2700

Glenwood Residence
179 Glenwood Avenue • Buffalo, New York 14209
833-8894

Fruitbelt Towers (OSCR)
233 Lemon Street • Buffalo, New York 14204
881-1196

Monroe Residence
423 Monroe Street • Buffalo, New York 14212
854-2370