2014 ANNUAL REPORT

Suicide Prevention and Crisis Service, Inc.
2969 Main Street  •  Buffalo, NY 14214
www.crisisservices.org
716-834-3131 – 24 hour hotline
A message from the CEO
Jessica C. Pirro, LMSW

2014 was most assuredly a watershed year for Crisis Services. It was a year that included an increase in service demand, a decrease in funding and an overall change in leadership for our agency. I am happy to report that these challenges were met with grace and the determination to maintain our stride and ensure that quality and effective services were delivered seamlessly to the community, all while we were internally strategizing our actions and vision for our organization.

I took over as the Chief Executive Officer for Crisis Services in September of 2014 and committed myself to leading our volunteers and staff in their continued role as crisis first responders for our community. Working alongside our board of directors, Crisis Services staff and leadership team collectively committed to ensure our success and telling our story to our community.

As a crisis center, the expectation to respond to those in need is our number one priority. We have committed, compassionate individuals readily available to help our community remain safe and healthy. We look to our community to provide that commitment in return and help us to continue to be a viable resource for anyone at anytime.
Crisis Services has enhanced its outreach to area businesses, both large and small, in order to generate support on a more private level to offset government cutbacks. It is not an easy assignment but it has become a necessary one. By cataloging the excellent work of staff and sharing our efforts with the communities of Erie County and beyond, we hope to spread our news of success and thereby create a sense of well being and comfort at a historic time of escalated uncertainty and anxiety.

We are proud of our work and the numerous lives we touch every hour of every day. This report shares with you the annual snapshot of our numerous services. Each service helps to stabilize the fabric of our community. Thank you for those that support our organization and we hope you serve as an honorary crisis first responder and help to share our story and our mission with others.
Our Mission:
Crisis Services is dedicated to promoting the health, safety and well being of the community through prevention, education, immediate intervention and access to community wide resources 24 hours a day.

Our Vision:
Crisis Services provides culturally competent, trauma-informed, evidence based, comprehensive services to all clients. We demonstrate self-direction, creativity, motivation, and investment in our learning and the learning of Others. Excellence in professionalism and expertise in crisis intervention and its application are Crisis Services’ core principles.

Our Values:

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<thead>
<tr>
<th>CLIENT CENTERED</th>
<th>SUPPORTIVE</th>
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<tr>
<td>TEAM PLAYERS</td>
<td>EMPATHETIC</td>
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<td>OPEN MINDED</td>
<td>TRUSTWORTHY</td>
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<td>HONEST</td>
<td>DIVERSE</td>
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<td>COMMITTED</td>
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<td>PROFESSIONAL</td>
<td>COMPASSIONATE</td>
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<td>KNOWLEDGEABLE</td>
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<td>RESPECTFUL</td>
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Crisis Services
Board of Directors 2014
Scott Atwater, President
Brian LaPrade, Vice President
Marijke Kemble, Treasurer
Theresa Vallone, Secretary

Cristine Adams    Ryan Lucinski
Rita Andolina     Amy McDonald
LaVonne Ansari     Douglas Schwallie
Cynthia Hammer    

Crisis Services Foundation
Board of Directors 2014
Donald Ko, President
Scott Atwater     Chuck Koller
Sarah Augustynek  Tom Occhiuto

Executive Team
Jessica Pirro, Chief Executive Officer
Barbara Gasiewicz, Chief Fiscal Officer
The Crisis Counseling Program provides immediate response to all callers on a 24 hour basis. Our hotline counselors provide immediate access to all Crisis Services programs and offers assessment, supportive phone counseling, crisis intervention, suicide prevention and information and referral services. In addition to Erie County, we also manage the mental health hotline for Chautauqua County.

-In 2014, we received 72,509 calls to our 24 hour hotline.
-In 2014, we received 3,600 calls to our dedicated Chautauqua County Hotline.

The top 3 areas of need to our hotline clients were as follows, (1) Mental Health Issues, (2) Supportive Counseling and (3) Information & Referral/Physical Health

The New York State Office of Mental Health adopted a new set of mental health clinic regulations requiring all clinics to provide 24 hours a day/7days per week availability of crisis services for its clients. In response to the new regulations, 14 mental health agencies with OMH clinics have contracted with Crisis Services to provide this coverage. The clinic after-hours service is staffed by Masters level personnel.

-The Clinic After Hours Program in 2014 resulted in over 9,300 calls during the evening, overnight and weekend hours.
Emergency Outreach & Trauma Response Services

Tracie Bussi, LMSW, Program Director

Our Emergency Outreach program provides on-site emergency intervention for those experiencing mental health crisis with the goal of crisis stabilization and hospital and jail diversion.

- Outreach opened 3,301 cases in 2014.
- Outreach performed 4,602 home visits, resulting in 2,273 assessments in the community.
- With all services combined, Outreach provided service to 6,436 individuals in 2014.
- Outreach successfully diverted 68% of the individuals they saw face-to-face from the hospital to alternative solutions.

In 2014, the Mobile Outreach Program continued to train officers in Erie County using the Crisis Intervention Team training model. A total of 54 Officers were trained in 2014 from several departments including Town of Tonawanda, City of Tonawanda, Town of Evans, Town of Orchard Park, Town of Cheektowaga, Town of Lancaster, Town of West Seneca, State University Police, and SPCA Peace Officers. The training has demonstrated promising outcomes in regards to providing intervention to individuals experiencing a mental health crisis in our community. On the horizon, Town of Amherst Police and City of Buffalo Police plan to host Crisis Intervention Team Trainings in 2015.

Trauma Response Program

- The Trauma Response Program responded to 23 individuals or groups that had experienced a traumatic event, providing crisis intervention, support and referrals.
Immediate crisis intervention and support for survivors of rape, sexual assault, domestic violence, family violence and elder abuse via Crisis Services Hotline or Hospitals in Erie County. Case management, advocacy and individual therapy services available free of charge & confidentially.

**24 Hour Hospital Response**
- Provided immediate intervention for 830 domestic & family violence or elder abuse survivors.
- Provided immediate intervention for 275 sexual assault, rape, incest survivor.
- 1972 hours spent with domestic/family violence or elder abuse survivors and sexual assault/survivors.

**Ongoing Client Services**
- 702 Domestic Violence survivors received case management services
- 293 Sexual Assault survivors received case management services
- 56 Elder Abuse survivors received case management services

**Advocate Hotlines**
- NYS Domestic and Sexual Violence Hotlines (Eng & Span): Over 11,000 calls
- 24-Hour Domestic Violence Hotline Response for Erie County: 1,463 calls

**Sexual Assault Forensic Examiner Program**
Crisis Services oversees the SANE response to the Kaleida Adult Hospitals. In 2014, there were:
- 63 Forensic Evidence collection kits were completed
- 12 Drug Facilitated Sexual Assault collection kits were completed
Outreach to the Homeless Program

Offers various services to individuals and families that are homeless or on the verge of homelessness throughout Erie County. The program offers Case Management Services through The Homeless Afterhours Emergency Shelter Program for the Erie County Department of Social Services, when they are closed. Our program comes in contact with thousands of families and individuals a year experiencing homelessness, some resulting in on-going follow up services with the program. Indicated below are referrals and cases that we have had contact with and provided information, referrals, case management, or onetime advocacy for services needs.

Erie County Department of Social Services Afterhours Program

Provided Emergency shelter assistance, case management, referrals, or placement services for 1,678 families and singles individuals.
In 2014, Crisis Services conducted numerous presentations and trainings on the various topic areas our services touch every day reaching 2530 adolescents and 3385 adults.

We provided 55 speaking engagements, 32 professional trainings, responded to 6 media requests and participated in 18 tablings at community events highlighting all agency services.

The topic areas most requested are as follows:

- **Rape and Domestic Violence** — 67%
- **Overall Crisis Services Program Information** — 23%
- **Mental Health (adults and children)** — 10%
In April of 2014, Crisis Services announced the expansion of the Sexual Assault Nurse Examiner (SANE) Program into the Catholic Health System. Started in 2003 as a collaboration with Kaleida Health, this multi-disciplinary program provides a holistic, coordinated approach to helping sexual assault survivors that go to an emergency room to receive assistance. The Sexual Assault Nurse Examiner is both a caregiver and a fact finder that is specially trained to perform and document forensic evidence collection (a rape kit), identify injuries consistent with the assault, provide pregnancy risk evaluation and prevention and offer prophylactic treatment for STIs including HIV and Hepatitis B, all along consulting with the hospital’s Emergency Department team. Because of their expertise, they can provide non-biased expert testimony if the case is brought to court.

The SANEs involvement insures that one-on-one attention is given to patients for as long as it takes to properly collect and protect evidence, freeing the hospital staff to tend to all other patients. Now, any survivor that comes to a Catholic Health Emergency Room will receive the support of a Rape Crisis Counselor **AND** a Sexual Assault Nurse Examiner. This service is now available at Kenmore Mercy Hospital, Mercy Hospital of Buffalo, the Mercy Ambulatory Care Center, and Sisters of Charity Hospital and its St. Joseph Campus.
Crisis Services Receives BBB Accreditation

Crisis Services has met Better Business Bureau's 20 Standards for Charity Accountability and is now a BBB Accredited Charity. This rigorous test evaluates charities based on a set of high standards so donors can view information about the charity that can help donors to feel confident they are making sound charitable giving decisions. Detailed information about BBB's 22 Standards for Charity Accountability along with Crisis Services full Charity Review. [Click here for full report.](#)

Leadership Team Promotions Announced in December

After being appointed Chief Executive Officer in November, Jessica C. Pirro announced the promotions of the members of the Crisis Services’ Leadership Team in December. Tracie Bussi, LMSW, was promoted to Director of Emergency Mental Health Response Program; Robyn Wiktorski-Reynolds, LMSW, was promoted to Director of the Advocate Program and Rachel Morrison, LMHC-P, was promoted to Director of the Crisis Counseling and Outreach to the Homeless Programs. All three had formerly served as Coordinators for their respective programs. Ms. Bussi has been with Crisis Services for 18 years, Ms. Wiktorski-Reynolds for 9 years and Ms. Morrison for 11 years. Barbara Gasiewicz was promoted to Chief Financial Officer, having served as Fiscal Manager for the past two years.
### Revenue

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Erie County Dept. of Mental Health</td>
<td>1,444,834</td>
</tr>
<tr>
<td>Grants</td>
<td>1,312,230</td>
</tr>
<tr>
<td>ECMC – CPEP(1)</td>
<td>487,728</td>
</tr>
<tr>
<td>United Way of Bflo.</td>
<td>25,077</td>
</tr>
<tr>
<td>Afterhours Phone Program</td>
<td>161,238</td>
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<tr>
<td>Afterhours Homeless Svcs.</td>
<td>76,091</td>
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<tr>
<td>SANE fees and admin</td>
<td>122,089</td>
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<tr>
<td>Fundraising</td>
<td>16,539</td>
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<tr>
<td>Misc.</td>
<td>7,453</td>
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<tr>
<td>In-Kind Support</td>
<td>175,822</td>
</tr>
</tbody>
</table>

**Total Revenue** $3,829,101

(1) Comprehensive Psychiatric Emergency Program
## Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Personnel Services</td>
<td>2,495,042</td>
</tr>
<tr>
<td>Salaries In-Kind</td>
<td>175,822</td>
</tr>
<tr>
<td>Fringe Benefits &amp; Payroll Taxes</td>
<td>641,405</td>
</tr>
<tr>
<td>Other Than Personnel Services</td>
<td>595,482</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$3,907,751</strong></td>
</tr>
</tbody>
</table>

**Net income (loss)**  

($78,650)

*Note: Administrative costs account for less than 9% of all expenses*
Private financial support is very important to Crisis Services. It enables the agency to offer all of these very significant services, such as emergency mental health needs, housing and homeless help, as well as domestic & family violence, sexual assault and elder abuse advocacy and programs.

Crisis Services and the Crisis Services Foundation are pleased to recognize some of the organizations and individuals who have supported these essential, often life-saving, emergency services through their contributions.

While space considerations allow us to recognize just a few of these supporters on the following pages – please know that every gift of every size is equally important!

Thank you!
Organizations
The following organizations made significant grants and contributions during 2014 in support of Crisis Services.

**Donors of $1,000 or more**
- Buffalo Bills Alumni Foundation, Inc.
- HSBC
- Kory Klubek Memorial Golf Tournament
- Steve Pierpaoli
- West Seneca Women’s Club
- Zumbathon Fund Raiser (Lisa Maslak, Kielly Dietzen, Janet Kozlowski, Jean Sutton)

**Donors of $500 to $999**
- Alex and Ani, LLC
- National Fuel Gas Foundation
- Thomas Giambra
- Supermarket Management
- Evelyn Hamilton
- Anne Taylor Young
Individuals
The following individuals made significant gifts and contributions during 2014 in support of Crisis Services.

Donors of $100 - $499

- Adam Ashton
- Kathleen Balicki
- Meredith Beck-Joslyn
- David Benes
- Bill’s Mafia
- Joan Bozer
- Marie Chiddy
- William Dowdall
- Mr. & Mrs. David Ellis
- Mark Gardner
- John Hancock Financial Services Program
- Knights of Columbus #413
- Rosemary Mack
- McGard LLC
- Medaille College Student Govt. Assoc.
- Mill Middle School
- Patricia Moniot
- Prabha Narayanan
- Sandra Olsen
- Sheila Pace
- Nicholas Pirro
- Richard Pretorius
- Jason Rattle
- Marcy Rose
- Mary Roth
- Brenda Shelton
- James Shiffner
- Molly Sibley
- Paul Steller
- Kevin Tamol
- Jody Toth
- Town of Hamburg Police Command Officers
- Jeanne Treat
- Gordon Tussing
- Dennis Walczyk
- Scott Weber
- Michael Weidner
- Christine Yablin
- Dr. Carolyn Young
- Zion Lutheran Church
- Wendy Zuch
Hundreds of supporters gathered at the Statler City Golden Ballroom for MEN Who COOK, the signature fundraising event for Crisis Services. Celebrating its eighth year, the event celebrated the art and science of food while raising awareness and resources for Crisis Services. MEN Who COOK was anchored by some of Buffalo’s favorite amateur chefs and supported by our most-preferred restaurants. More than $40,000 was raised in support of Crisis Services after expenses.

**SPONSORS:**

AAA of Central & WNY  
Blue Cross/Blue Shield of WNY  
Copier Fax Business Technologies, Inc.  
Crisis Services Board of Directors  
D’Youville College  
FDR Medical Services  
First Niagara  
Greatbatch Medical  
Independent Health  
Lawley Insurance  
Phillips Lytle  
Premier Wines  
Tops Markets  
UB | MD Emergency Medicine  
Wegmans
Walk A Mile in Her Shoes® is held in April each year in support of Sexual Assault Awareness Month and bring attention to the issue of gender violence in our community. More than 200 people supported the event raising about $11,000 after expenses.

The event invites men to literally walk one mile in women's high-heeled shoes. It's not easy walking in these shoes, but it's fun and it encourages the community to talk about something that's really difficult to talk about -- gender relations and sexual violence.

All proceeds go to support the Advocate Program at Crisis Services, which provides confidential response & support services for survivors of rape, sexual assault, domestic violence, family violence, and elder abuse 24 hours a day, 7 days a week.

SPONSORS
Tribute Gifts

Every year supporters of Crisis Services make gifts to the organization in memory or in honor of an individual or organization. These contributions are a wonderful way to remember someone special and provide meaningful support for Crisis Services.

In Honor of Kristin Adduci
Marcella Rose

In Memory of Ashley L. Braswell, Sr.
Jacqueline H. Braswell

In Memory of David Peacock Braun
Joshua Braun

In Honor of Judy Caraotta
Sandra Olsen

In Honor of Juliana Consoli, LMHC
Lisa Maslak, Kielly Dietzen
Janet Kozlowski, Jean Sutton

In Memory of Samara Daniel
Knights of Columbus #413

In Memory of Shib P. Dutta
Reetuparna Dutta

In Memory of Kenneth W. Eagan
Danielle Cummings

In Honor of Shannon Ellis
Michael Ellis

In Memory of Donald B. Fabian
Suzanne J. Keene

In Memory of Nancy Gagola
Michael Fiels

In Memory of Joseph Gizowski
Lisa Maslak, Kielly Dietzen
Janet Kozlowski, Jean Sutton

In Memory of Joseph T. Kolarczyk
Robert Kolarczyk

In Honor of Jenny Larson
Clare Golding

In Honor of Dr. Robert McCormack
Dr. & Mrs. Gordon Tussing

In Memory of Mikey Munella
Rosalie Radoccia

In Honor of Nikki Pitts, CSW
Patricia Moniot

In Memory of Albert J. Raab
Melissa Raab

In Memory of Mr. & Mrs. Herbert C. Schanzlin
Kay Campagna

In Memory of Pauline Stanley
Jamie Shiffner & Cathy Carter

In Honor of Dr. George So
Patricia Moniot