

MICHAEL BRYAN COPPOCK, SR.
October 3, 1951 - December 22, 2008

On Dec. 22, 2008 Crisis Services experienced a major loss to our team. Mike Coppock had been with Crisis Services, as an Outreach Counselor, for 4 ½ years. Mike was hired in May of 2004 after his dear friend John Bell and fellow Crisis Services Staff recommended him for a job in the Outreach Program. John said "he doesn't have a lot of experience, but I think he would be GREAT". John was right! Over the years, Mike learned a lot about the job and in recent years had become a leader in the Outreach Department. Mike was one of those rare co-workers that was liked and respected by every single one of his peers and supervisors. Among his many attributes, humility and modesty ranked very high. This was never more apparent than a few years back, when Mike, shocked that he was even being considered, had to be encouraged to apply for a promotion.

His co-workers remember Mike's reliable nature, someone that could always be counted on to get the job done and to get it done right and for his willingness to help train new staff that joined the team. His calm and steady approach with the clients that we serve, along with his genuine nature earned him the respect of all who came in contact with him. His dependability was legend here at Crisis Services. He was usually the first one to work at the beginning of his shift, often commenting that he loved his job. Mike will be remembered as kind-hearted, passionate for his work, able to get along with ease and grace with anyone he encountered. He had a special way of greeting anyone he passed in the halls at Crisis Services with a beautiful and sincere smile and a "hey, how ya doin?". His kindness and compassion seeped into everything he did. We were honored to have had him as part of our Crisis Services Family.



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www.crisisservices.org
(Secure Website)

You can charge your tax-deductible gift to: MasterCard, Visa, or American Express



MAKE A DONATION TODAY!

PLEASE CONSIDER DONATING YOUR OLD CELL PHONE(S)

to Crisis Services to help survivors of domestic violence and sexual assault.

Call 834-2310 ext. 146 for more info.



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.

TRIBUTE GIFTS TO CRISIS SERVICES

Make a donation today in support of Crisis Services and those who depend on our critical services.

Remember a friend, loved one or family member for a birthday, anniversary or special celebration or to offer a meaningful expression of one's sympathy, love and respect at the time of death with a gift to the Crisis Services Foundation. Your gift today can help Crisis Services continue to provide its excellent services and programs to individuals in need in our community, as it has since 1968. Treating and assisting people in emotional crisis through a variety of therapeutic services (24 hour hotline, suicide prevention, homelessness, rape and domestic violence, mental health and trauma, and issues facing children and adolescents) need your ongoing generous support. Enclosed in this Newsletter is a convenient remittance envelope for your use, or make a donation online by visiting our secure website at:

www.crisisservices.org

and charge your gift to MasterCard, Visa or American Express.



2969 Main Street
Buffalo, NY 14214-1003

CHANGE SERVICE REQUESTED

Your gift to Crisis Services today can do much to assist Jake and other homeless people in our community. (See Jake's story inside.)

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2009 CRISIS SERVICES SAVE THE DATES

MAY 16, 2009
American Foundation for Suicide Prevention (AFSP) 2nd Annual 'Preserving Hope Gala'

AUGUST 3, 2009
Crisis Services 2nd Annual Golf Tournament at Transit Valley Country Club



OCTOBER 6, 2009
Crisis Services' 23rd Annual 'Men Who Cook' at the Statler Ballroom

2009 AWARENESS WEEKS/MONTHS

:APRIL:
Sexual Assault Awareness Month
April 19-25
National Volunteer Week

:MAY:
Child/Adolescent Mental Health Awareness Month
May 8th
Erie County Family Voices Network Child Mental Health Awareness Day Conference at the Buffalo Convention Center

:SEPTEMBER:
September 6-12
National Suicide Prevention Week

:OCTOBER:
Domestic Violence Awareness Month
October 4-10
Mental Illness Awareness Week
October 10
World Mental Health Day

:NOVEMBER:
November 21
National Survivor's of Suicide Day

THE SAFETY NET | 40 YEARS OF SERVICE TO ERIE COUNTY



THE NEWSLETTER FOR CRISIS SERVICES
VOLUME 1 · ISSUE 2 · WINTER 2009



GREETINGS FROM OUR DIRECTOR

Dear Community Member,

Like millions of other Americans I have been riveted to my TV set as the economic crisis in our country unfolds before our eyes. Words such as DOW, NASDAQ, sell off, reaching the bottom and bailout have become part of our daily lexicon. Most recently our local economy has been affected with the first wave of lay offs at Praxair, American Axle, HSBC and Fischer Price. Will our automobile giants maintain their place on the mantel of our manufacturing profile? At Crisis Services we are attempting to measure the toll such uncertainty has on the collective emotions of Buffalo and Erie County. We like to think we are the frog on the lily pad that sounds when danger is near!

Intuitively and quantitatively we know that "homelessness" is on the rise in our region. Our services to the "homeless population" are being taxed and stretched and while the agency has a reputation for responding to the critical needs of a chronically poor group of people, a new face of poverty and homelessness is emerging due to the economic crisis. Requests are pouring in regarding assistance for rent and utilities so that people can remain in their homes and not become another body in the growing line at Friends of Night People, a city based food pantry. While it is our job to respond to a callers needs, I also believe it is our duty to inform our readers of the trends we see from the "lily pad"! Yes, it is true the harsh realities of the economy are coming home to roost in Buffalo and Erie County. We will truly be measured by the next generation in terms of how we respond to the old as well as the new poor. Inside this Newsletter are some of the ways Crisis Services is responding to the unique needs confronting the people of Buffalo.

We also want to thank the many people in our community for their generous response to our first direct mail appeal late last fall. In times that are economically challenging, generous supporters are appreciated as never before. Your kindness will do much to provide the Crisis Services' safety net for those in need in Buffalo and Erie County.

Gratefully,

Douglas B. Fabian
Executive Director



IN THIS ISSUE



Helping The HOMELESS



VOLUNTEER Find Out How



A GREAT EVENT! Men Who Cook



CRISIS SERVICES' HOMELESS OUTREACH PROGRAM

Forget the stereotype: homelessness is not a condition. Homelessness is a situation that can hit your son or daughter, your well educated and economically established next door neighbor, your co-worker, and in these times, even you. Homelessness can result from a sudden life event that takes you down a road that no one can anticipate. No one –except the Crisis Services’ Homeless Outreach Program.

This small but dedicated group of experienced and resourceful case managers provides homeless outreach services to men, women and families at emergency homeless shelters and at the area’s busiest soup kitchens. Working swiftly to get emergency housing to anyone who presents homeless, whether it’s from a referral or from a tip about someone living under a bridge or on the streets of Buffalo, the team of homeless hotline counselors is available 24 hours a day, 7 days a week. Additionally, the Homeless Outreach Afterhours Program covers for the Dept. of Social Services when they are closed on evenings, weekends and holidays, assisting with homeless issues and providing intake.

Homelessness became a somber reality for Jake, a current resident of an emergency homeless shelter in Buffalo, last summer. When he was at a local soup kitchen, where a Crisis Services’ case manager provides outreach, Jake needed help with obtaining proof of identity, having lost his wallet on the subway. This is Jake’s story, but it is repeated numerous times on a daily basis for all of the Jakes we help.

Jake explained that he had separated from his wife six months earlier and that she had moved to another state with his two children. Shortly thereafter, he lost his job and was told to apply for Temporary Assistance at The Department of Social Services in order to get an apartment. When he went to apply, he needed to prove his identity and was shocked when the Homeless Outreach case manager showed him a list of required documents needed to prove his identity so that he could get a Non-Drivers ID. Acceptable proof included a birth certificate and social security card plus 6 different points of identification (health benefit card, work identification, tax papers, etc.), some form of picture identification—and \$10.00.

Jake was devastated. Born in California, he had been a resident of Orchard Park for the past 22 years. To get a re-issued birth certificate, he would need to complete an application, pay a fee and then wait a couple of weeks for it to arrive before attempting to get his Social Security Card. The case manager assured Jake that if he continued to work with her and comply with the other programs to which he is assigned, she would be able to get the application for the birth certificate and assist him with the fee.

The case manager explained that the birth certificate would be mailed to her office. Upon receiving it, she would meet him at the Social Security Administration office to apply for Social Security Card. And then, when his Social Security Card reaches her office, they, along with a letter from the Homeless Outreach Program that states Jake is homeless and is indeed who he claims to be, will be able to go to the DMV to obtain his Non-Driver Identification Card. If all goes well, and the DMV Supervisor agrees to accept the advocacy letter from the Homeless Outreach case manager, a Non-drivers ID will be issued and Jake will be on his way to the first stage of ending his homelessness.

When most of us think of the homeless, we have many preconceived ideas of how they got there. What we fail to realize is that homelessness is loaded with many different issues that only contribute further to the situation. The loss of identity is one such hurdle, no available beds at area shelters is another. Add children and/or mental illness to this list and you can begin to understand the need that exists to help these people navigate through the bureaucracy and find their way out the other side. That’s when the Crisis Services safety net can make a difference.

"When most of us think of the homeless, we have many preconceived ideas of how they got there."



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We want to thank all of our amazing sponsors for their support and making Men Who Cook a huge success!

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Father Paul Seil, Host of Our Daily Bread with his famous onion tart

Participating Restaurants:

- Buffalo State College Hospitality & Tourism Program - Campus House Chef’s Restaurant
- Chop Chop
- Colter Bay
- Cozumel Grill
- Delish
- Left Bank
- Lexington Co-op
- Ilio DiPaolo’s
- Prime 490
- Ulrich’s Restaurant
- Vino’s
- WJ Morrissey’s

A 40TH EVENT TO REMEMBER - MEN WHO COOK

Celebrity Chefs:

Lou Billittire, Dennis DiPaolo, Lance Diamond, Sam Hoyt, Geoff Kelly, Kevin Sylvester, Tom Ragan, Gabe DiMaio, Darryl Shannon, Patrick Welch & Tim Bartlett.

Amateur Chefs

Pat Koch, Lt. David Mann, Tim Herzog, Fr. Paul Seil, Oswaldo Mestre Jr., John Mudie, Brian Brault, Ted Schmidt, Jeffrey Hirschfeld, John Craik & Mark Redlinski.



A birds eye view of the Men Who Cook festivities in the beautiful Statler Ballroom.

More than 275 people joined us on Tuesday Oct. 7th at the Statler Grand Ball Room as we celebrated Crisis Services 40th Anniversary. \$35,000 was raised to support the crucial work of the 5 programs of Crisis Services. Each of the participating restaurants partnered with a celebrity chef in dishing out their individual specialties. In addition to the restaurant’s offerings, a number of amateur chefs from the community also were on hand with their own personal culinary delights.

During the evening, guests were treated to a video detailing the history of Crisis Services. Afterwards, two founding members of the agency were honored and service awards were presented to several staff and volunteers. Channel 4’s Victoria Hong served as emcee for the event.

Thanks to our amazing restaurants and celebrity chefs who cooked up some delicious dishes for our many guests to taste throughout the evening.



Killian Vetter, recipient of Lifetime Achievement Award.



Crisis Services Lifetime Achievement Awards

In Memory Of Elloeen D. Oughterson

Elloeen had a love and commitment to not-for-profit organizations and was on the founding advisory board of Crisis Services. The love of her work continued after her death in January 2007 as a generous \$30,000 gift was received from her estate. We are honored to have Elloeen as one of our founding mothers and honor her dedication and hard work that helped Crisis Services be what it is today.

In Honor Of Killian Vetter and Family

Before its official creation by the Erie County Department of Mental Health, a committed group of citizens set the stage for the creation of the official suicide hotline in Buffalo and Erie County. Among them was a man by the name of Joe Vetter. Following the opening of the Crisis Services agency, Joe’s brother, Killian Vetter picked up the torch and served as a board member and eventually as board president in the late 1970’s and 1980’s. Because of the efforts of the Vetter brothers and their families, Crisis Services got its start, refinement and professional stature. At the age of 81 years, Killian was present on October 7th to receive this honor by our organization, but passed away just a few weeks later on October 26, 2008. After a long life and a legacy of helping others, we are honored to have Killian as part of our history and his memory will live on in our work and vision of helping those in crisis in our community.

Years of Service Awards to Staff and Volunteers:

15 Years - Diane Cortese, Crisis Counseling Volunteer

10 Years - Susan Parker-Prusiecki, Kids Helpline Counselor : **Brother Caver**, Crisis Counseling Volunteer

5 Years - Michael C., Outreach Counselor : **Brandi Sutherland**, Advocate Training Specialist
Jeanine Schnell, Outgoing Advocate SANE Coordinator : **Linda Sommers**, Crisis Counseling Volunteer : **Donna Ray**, (6 years) Crisis Counseling Volunteer

For the past 40 years, Crisis Services has assisted people in need, whether it’s a victim of domestic violence, a homeless family of four, or a despondent caller needing to talk to someone. We are there 24 hours a day, seven days a week, 365 days a year.

In the fall of 2008, Crisis Services reached out to the community for its first ever Year End Appeal. We thank the following donors for their very generous contributions to our agency. Memorial gifts are made in the name of friends or family who have passed away, as a meaningful expression of sympathy. Special Occasion (Honorarium) gifts are made in the name of friends and family as a way to honor them for birthdays, weddings or to simply acknowledge them.

Your support ensures that the Crisis Services’ safety net will be here to support all who need it in our community in the days and weeks to come.



- Anonymous (3)
- Mr. & Mrs. William R. Ackendorf
- Ms. Katherine L. Adams
- Ms. Judith M. Andruczyk
- Ms. Amy Balling, *In memory of: Rusty Wikarski*
- Ms. Angel Beiter
- Ms. Gina Bellavia
- Mr. & Mrs. Paul E. Bieron, *In honor of: Douglas E. Fabian*
- Ms. Marlyne Blank
- Mr. Stanley Bolas
- Hank Bromley & Susan E. Jenkins
- Ms. Amy L. Brown
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- Ms. Elizabeth Burgio
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- Ms. Laura E. Keppel, *In honor of: Alicia Kowalski*
- Dr. William R. Kinkel
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- Ms. Linda S. Kowalski
- Donna & Steve Krzes, *In memory of: Kimberly Ann Krzes*
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- Mr. & Mrs. Paul Marrone
- Mr. Jonathan Maurer
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- Dr. Robert McCormack, *In honor of: the professional staff at BGH*
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- Mr. & Mrs. David Sheffield
- Ms. Brenda K. Shelton
- Dr. James M. Shiffner
- Ms. Molly Sibley, *In honor of: the workers at Crisis Services*
- Mr. Christopher Swiatek, *In honor of: Christopher Swiatek*
- Mr. & Mrs. James E. Taylor
- Mr. Robert P. Thill
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- Ms. Vicky L. Valvo
- Ms. Patty Vukelic
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- Mr. Walter S. Wilczak
- Ms. Kelly Wilkins
- Word of Faith Church
- Ms. Kathleen Wright
- Mr. & Mrs. Martin Wright
- Ms. Rachel Young
- Ms. Anne Young Taylor
- Mr. Lawrence Zygaj

BECOMING A CRISIS SERVICES VOLUNTEER

In order to provide our services 24 hours a day, 365 days per year, Crisis Services relies heavily on our volunteers. If you are looking for a meaningful volunteer experience, please consider joining either our **Crisis Counseling Program** or our **Advocate Program**. Both programs require completion of a 40 hour training session.

Crisis Counseling Program (hotline) — help others during times of crisis, when they need someone the most. The Crisis Counseling Program responds to calls 24 hours a day on a wide variety of issues such as suicide, homelessness, addiction, domestic violence, etc. Computer skills are required.

The **Advocate Program** is the Rape Crisis Center for Erie County and a NYS Non-Residential Domestic Violence Service provider. We provide 24 - hour crisis intervention to victims of domestic violence, family violence, rape, sexual assault and elder abuse at all 11 emergency departments in Erie County.

To receive more information about becoming a crisis services volunteer, visit our website at www.crisisservices.org or call 834-3131