



2022 Annual Report

A MESSAGE FROM OUR PRESIDENT/CEO:



JESSICA C. PIRRO
Crisis Services President/CEO

At Crisis Services, Erie County's only 24-hour comprehensive crisis center, we know how to help our community through hard times. Since our founding in 1968, we've built our operations around supporting our neighbors through crisis in all its forms.

For the last two years of the COVID pandemic we, like all of us, have been especially challenged to maintain our mission promise while our staff has been pushed harder than ever before. Crisis Services' first responders and our organization leadership remained active through COVID, both on-site at our crisis center and non-stop community-based outreach and intervention services for those in crisis.

These successes, however, are balanced with the exhausting demands of providing crisis response through an unprecedented time that has deeply impacted our collective mental health. We have navigated staffing shortages, illness, personal loss, rapid changes and adjustments to ensure workforce health and safety.

We have held all of these realities while responding to devastating community losses, including the deadly May 14th TOPS Market Shooting and the lethal winter storm of December 2022.

We are by no means the same. We continue to strive to understand and embrace the new place into which trials and tragedies have shifted us. We've stayed the course because we must – Crisis Services provides an essential, life-saving service for our area. This year taught us to embrace the mindset that we must lean into the reality that things have changed and will continue to change. There is only moving forward, together.

In fact, "This moment forward" is our organization's tagline that we embrace to help overcome the adversity placed in our path. Although challenged, we never wavered from our mission promise.

We firmly believe that the help-seekers who call our 24-Hour Crisis Hotline (716-834-3131) can overcome their most difficult experiences with support, compassion, and encouragement. By extension, we must work even harder to ensure the mental health and safety of our employees as they meet the reality of this moment. With patience, presence, and positivity we can and will move ahead from this moment forward.

A handwritten signature in blue ink, appearing to read "Jessica C. Pirro".

We are by no means the same. We continue to strive to understand and embrace the new place into which trials and tragedies have shifted us. We've stayed the course because we must – Crisis Services provides an essential, life-saving service for our area. This year taught us to embrace the mindset that we must lean into the reality that things have changed and will continue to change.

***THERE IS ONLY
MOVING FORWARD,
TOGETHER.***

2022 | **By the Numbers**

78,170

of 24-Hour Crisis Hotline callers provided safety, help and hope by our First Responders

83

% of calls that were diverted from needing 911 emergency services

660

of domestic violence and sexual assault survivors who received the support of our Advocates at area hospitals

4,813

of individuals who received life-saving mental health intake, assessment and intervention by our Mobile Outreach team

8,200

of Erie County residents reached via Community Education and Outreach efforts following two years of reduced and canceled events due to the COVID-19 pandemic

2022 | Program Highlights

Crisis Services' first responders and organization leadership remained active through COVID, both on-site at our crisis center and non-stop community-based outreach and intervention services for those in crisis. We attribute our ability to sustain 24-hour operations through the pandemic to solid safety measures and mitigation strategies. Crisis Services balanced these efforts with heightened demands for crisis response through unprecedented times that deeply impacted the capacity of our teams. The agency navigated staffing shortages, illness, personal loss, rapid changes and adjustments to ensure workforce health and safety. Despite these notable challenges, Crisis Services maintained critical function and met community demand in each of its core services:

CRISIS COUNSELING PROGRAM (CCP):

Staff who make up our crisis counseling program are trained crisis hotline counselors who assist callers 24 hours a day that are in various types of crisis, need supportive counseling, or looking for resources in Erie County. CCP is the first point of access for callers. CCP is also the continuum of care after-hours provider for consumers of 13 local mental health and behavioral health agencies in Erie County. CCP also manages the 24-Hour Kids Help Line (716-834-1144) in Erie County and is the mental health 24-hour hotline provider for Chautauqua County. Crisis Services is the regional center for all WNY calls made to the National Suicide Prevention Lifeline (now the 988 Suicide and Crisis Lifeline as of July 2022). Additionally, the Addiction Hotline (716-831-7007) is the first voice of assistance for immediate help, education, information, referrals and assistance with linkage to treatment. The addiction hotline is not only for individuals battling addiction

but for family members or friends in need of support and guidance with those struggling with addiction. In 2022, CCP first responders answered 78,910 calls to the 24-Hour Crisis Hotline at 716-834-3131; 83% of those calls were diverted from needing higher level emergency services like 911.

EMERGENCY MENTAL HEALTH RESPONSE SERVICES (EMHRS):

EMHRS provides 24/7 help and support to individuals experiencing a mental health crisis. Specialized branches of the EMHRS Department include: (1) the Mobile Outreach Response Program: this program's main goal is to divert as many people as possible from unnecessarily presenting to a psychiatric emergency room and diversion from jail by linking clients with proper mental health services; (2) Mobile Transitional Services, which provides bridge services for people recently released from a psychiatric inpatient stay at Erie County Medical Center's Comprehensive Psychiatric Emergency Program, offering

2022 | Program Highlights

short-term counseling support until individuals are successfully linked with their outpatient treatment provider; and (3) the Crisis Intervention Team Training Project (CIT), which offers specialized training for law enforcement to learn how to handle situations with individuals with mental illness, of which Crisis Services is the sole CIT provider for Erie County. In 2022, 55% of clients in crisis seen by our Mobile Outreach Counselors were diverted from the hospital and able to stay safely in their community. Seventy-seven percent of Mobile Transitional Support clients were linked with mental health services and diverted from hospitalization or arrest; 96% of Crisis Intervention Team Case Management cases were diverted from hospital presentation, with 56% linked to treatment.

ADVOCATE DEPARTMENT:

Crisis Services' Advocate Department provides 24/7 confidential response and crisis intervention for survivors of rape, sexual assault, domestic violence, family violence and elder abuse at all Erie County emergency departments. Clients can access case management services, safety planning, supportive counseling, criminal justice advocacy & accompaniment to court proceedings, linkage to NYS Office of Victim Services' compensation, and connection and referrals to community resources. Case managers are co-located at several police departments and college campuses across Erie County. Crisis Services' advocates also assist student survivors with on-

campus adjudication, providing advocacy, accompaniment, and advisement through their on-campus process. The Advocate Department includes a Sexual Assault Forensic Examiner (SAFE) Program that partners with area hospitals to provide on-site forensic services to individuals who are 12 years old and older, who have been sexually assaulted within a 96-hour period, and who are seeking help. In 2022, 660 survivors of sexual assault and domestic violence were seen by an Advocate at an area hospital; Sexual Assault Nurse Examiners, or SANEs, administered 149 rape kits to survivors who requested them. The Advocate Department also offers community education, training, and sexual violence prevention programming. 2,925 community members were trained by Advocates on sexual violence prevention and bystander intervention.

COMMUNITY EDUCATION & OUTREACH:

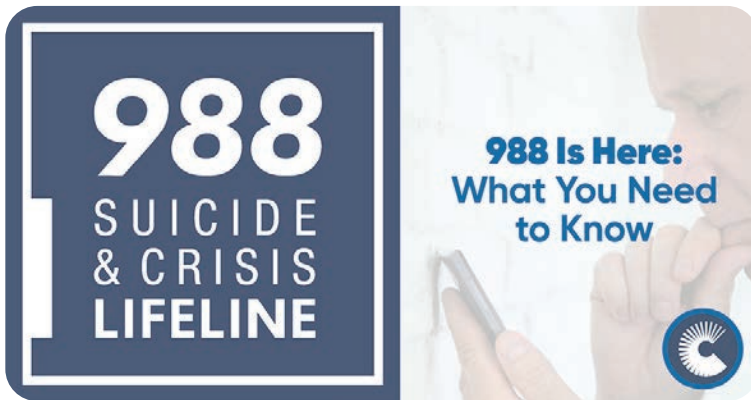
2022 ushered in the launch of Crisis Services' new Community Education and Outreach Coordinator position staffed by former Crisis Services Advocate, Cameron Burns. After coming out of two years of reduced and canceled events due to COVID-19, Crisis Services witnessed a major uptick in requests for training and attendance at community awareness events. We expect to see the growth of these events to continue each year.

In total for 2022 at various trainings, tabling events, and speakers' panels, Crisis Services

2022 | Program Highlights

COMMUNITY EDUCATION & OUTREACH CONTINUED:

was able to reach 8,200 people through this position. Our largest yearly events remain the Pride Parade/Festival and the Juneteenth Parade/Festival. Especially in the critical response following the May 14th Massacre at TOPS Market on Jefferson Avenue, the Community Education and Outreach Coordinator was able to provide dedicated community relations support across Buffalo. Cameron forged new relationships with the Mayor Byron Brown's office to provide trauma response resources at health and wellness fairs, especially geared toward City employees in the wake of a local tragedy. This position will be a valuable asset to Crisis Services' ability to extend our reach in communities we hope to serve.



988 IS LIVE!

With the launch of the 988 Suicide and Crisis Lifeline on July 16, 2022, we now have a 3-digit national lifeline to improve access to support for those in suicidal or mental health crisis with Crisis Services serving as the regional provider for Erie, Chautauqua, Allegany, Cattaraugus, Niagara, Genesee, Wyoming and Orleans counties.

The 988 Suicide and Crisis Lifeline is funded by SAMHSA and by Vibrant Emotional Health With

the transition to 988, these life-saving services will be even easier to reach. 988 is confidential, free, and available 24/7/365, connecting those experiencing a mental health, substance use, or suicidal crisis with trained crisis counselors. Access is available through every land line, cell phone, and voice-over internet device in the United States. 988 services are available in Spanish, along with interpretation services in over 150 languages.

Although 988 and 911 first responders both have trained expertise in their respective fields, the 988 Suicide and Crisis Lifeline provides comprehensive care in one call. Local calls to 988 are answered by Crisis Services' team of crisis intervention counselors who are ready and able to provide critical crisis intervention support, supportive counseling, and connection to a robust level of community-based services that can help anyone in need. The NYS Office of Mental Health is responsible for the financial support, oversight and execution of 988 For New York State.

2022 | Crisis Response in the Face of the Unthinkable

On May 14th, Buffalo community was brought to its knees with the fatal shooting of ten victims at the TOPS Market on Jefferson Avenue at the hands of a white supremacist assailant.



Photo by Lindsay DeDario/ REUTERS



Aaron Salter Jr.
Ruth Whitfield
Pearl Young
Katherine "Kat" Massey
Roberta A. Drury
Heyward Patterson
Celestine Chaney
Andre Mackniel
Geraldine Talley
Margus D. Morrison

5/14/22

An advertisement with a blue border. At the top, it says "You don't have to face trauma and loss alone." Below this, it says "Trauma Response & Supportive Counseling Services Are Available". It then states "Trained and experienced counselors are available to provide counseling and support. Free of Charge • No Appointment Needed". The location is "JOHNNIE B. WILEY SPORTS PAVILION 1100 Jefferson Avenue, Daily 1PM-9PM * Available Through Friday, May 27th *". The crisis hotline is "24/7 Crisis Hotline: 716-834-3131". At the bottom, it says "Counseling services provided in collaboration with Crisis Services, BestSelf Behavioral Health, Endeavor Health Services, and Spectrum Health and Human Services".

Crisis Services executive leadership and crisis counselors were on the scene in a matter of minutes following the shooting and stayed present at the Wiley Pavilion on Jefferson Avenue near the TOPS Market for weeks to come. Our Emergency Mental Health Response Services team were quickly called into action following the shooting and provided a steady source of support for a community in shock and mourning. Their efforts, combined with the work of our partners, helped forge a path for healing. We stand in solidarity with our local Black community as we hold space for the overwhelming loss of Black life.

We hold space for the collective trauma experience by our community and our first responders who served our mission so bravely.

2022 | Special Events & Major Appeals

I <3 Crisis Services
Virtual Valentine's
Wine Tasting w/
Kevin LoVullo
\$5,356

I ♥ Crisis Services

A virtual wine and chocolate tasting
with a Valentine's twist!

Thursday, February 10th
6:00PM-7:30PM



featuring:

blue table
CHOCOLATES

PETRICHOR
FLORA



3rd Party Fundraisers

Buffalo Bills Alumni Foundation, Inc.

Buffalo Launch Club Mates

Elizabeth Snyder Photography

Frontiersmen VFW Post 7545

Killbuck Factory Outlet

Legere Family Foundation

Lexington Cooperative Market

National Fuel Gas Foundation

Niagara Scenic Tours

North Buffalo Lodging Adventures, LLC

North Presbyterian Church & Society

Samantha Penziul

Williamsville North Hockey

\$47,459



2022 Year-End
Appeal
\$17,504

Men Who Cook The Dinner Party

\$45,461

Thank You to Our Generous Supporters!



BUFFALO STATE
The State University of New York
Hospitality and Tourism



Dave Greber & WIVB News Channel 4
Proudly Support Crisis Services!

LIVE MUSIC PROVIDED BY:



www.hotclubofbuffalo.com



FEATURING CHEFS DON SCHMITTER, CAMILLE LE AER, FRED TORRELL & KARL HOOVER!

2022 | Major Donors & Supporters

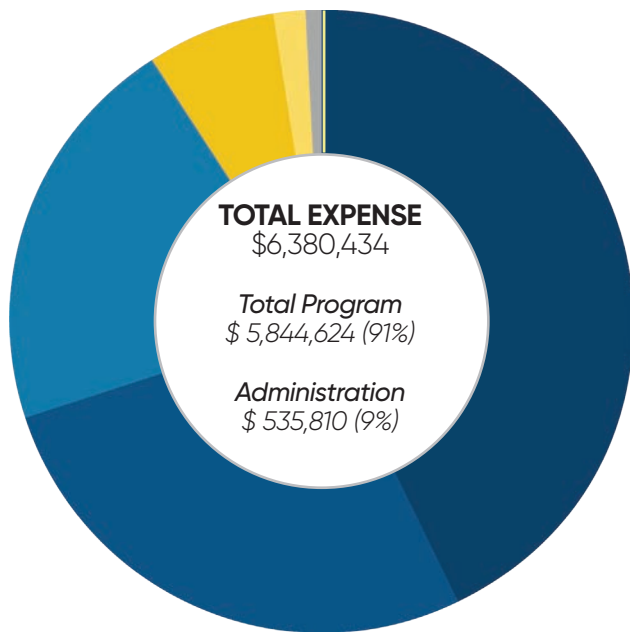
We offer our deep appreciation to the following donors and sponsors for investing in our mission with gifts of \$500+

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Thank you!

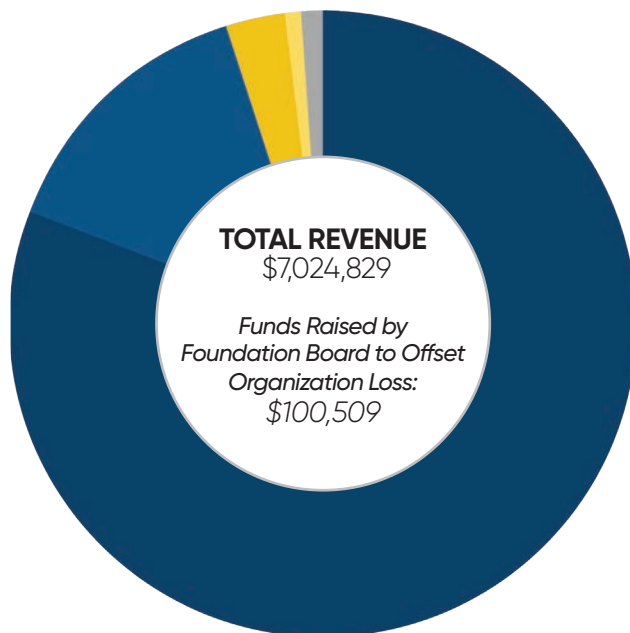
2022 | Financials

EXPENSES



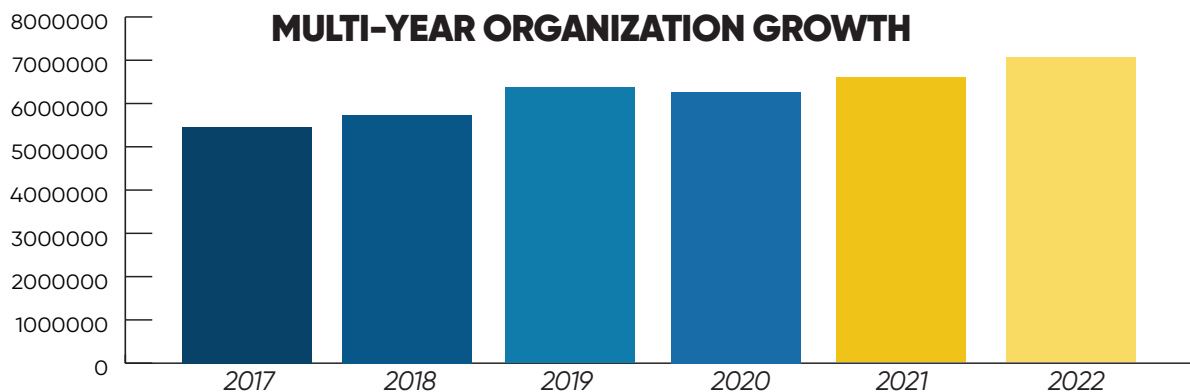
Emergency Mental Health Response Services	\$2,745,830
Advocate Department (DV/SA Services)	\$1,721,509
Crisis Counseling Program (24-Hour Hotline)	\$1,328,634
Management & General Expense	\$430,789
Fund Development	\$105,021
Other Programs	\$2,289
Suicide Prevention Coalition of Erie County	\$46,362

REVENUE



Program Services	\$5,684,776
Fee-for-Service	\$1,002,463
All Contributions	\$201,414
In-Kind Contributions	\$60,102
Other Revenue	\$4,460
Fundraising Income	\$71,641

MULTI-YEAR ORGANIZATION GROWTH



2022 | Agency Leadership

Agency Board of Directors

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Voice Actor, Paul Muck Voices

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Principal, Freed Maxick, CPAs

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UB|MD Emergency Medicine

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Crowley Webb & Associates

Jordan Modzynsk

Attorney, Western New York Law Center

John Sinclair

Director of Business Development, Hoffman
Hanafin & Associates LLC

Crisis Services' Executive Team

Jessica C. Pirro, LMSW

President/Chief Executive Officer

Robyn Wiktorski-Reynolds, LMSW

Vice President of Clinical Operations

Sukie Smith

Vice President of Administrative Operations

Jesse Lewandowski, CPA, MBA (Jan-Oct 2022)

Chief Financial Officer



24-Hour Hotline | 716-834-3131
www.crisisservices.org

