

2023 ANNUAL REPORT



crisis
services
this moment forward

2023 | A Message from Our President/CEO



Welcome to Crisis Services' Annual Report for 2023. As we reflect on the past year — **our 55th anniversary!** — we are reminded of the extraordinary resilience and dedication displayed by our crisis first responders, volunteers, and administrative team. Together, we have navigated challenges and embraced opportunities, advancing our mission with unwavering commitment.

In these pages, you will find highlights, challenges, and impacts made possible through the generosity of our supporters and our community's steadfast belief in our 24/7/365 mission. From snapshots within each of our three direct service branches (our 24-hour Crisis Counseling Program, Emergency Mental Health Response Services, and Advocate Department) to major milestones, each accomplishment represents a step forward in our collective journey toward delivering safety, help, and hope to our Erie County community.

As we look ahead, guided by our shared values and the spirit of collaboration, we remain steadfast in our commitment as our County's only 24-hour comprehensive crisis center. Crisis Services saves lives by restoring safety, promoting emotional strength, and reducing the impact of trauma through intervention, education, prevention and community collaboration. Around the clock, every day of the year, we are making a difference in crisis response that extends far beyond these pages.

Crisis Services holds the line for our community when it needs us the most.

With gratitude,

A handwritten signature in blue ink, reading "Jessica C. Pirro".

Jessica C. Pirro
President/CEO



By the end of 2023,
75,436 hotline calls were received.

That's an average of 6,287 calls per month,
206 calls per day, 8.5 urgent calls every hour.

**For 55 years, when someone is suffering,
we are called to respond.**



crisisservices

Celebrating 55 Years of Crisis Response

1968-2023

75,534

of 24-Hour Crisis Hotline callers who received support, help, and hope from our First Responders.

81

% of calls that were diverted from needing 911 emergency services.

881

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

4,897

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

10,223

of Erie County residents reached via Community Education and Outreach efforts, including safeTalk, Talk Saves Lives, and QPR Gatekeeper suicide prevention trainings.

2023 Recap | Crisis Counseling Program

The dedicated staff who make up our **Crisis Counseling Program**, or **CCP**, are trained crisis intervention professionals who assist callers on Crisis Services' 24-Hour Hotline (716-834-3131). Our team of professionals also support the 988 Suicide and Crisis Lifeline as the network responder for our region. Crisis hotline counselors provide supportive counseling, access to resources, and linkage with more intensive support. These services are provided either in-house through our Emergency Mental Health Response Services or through an agency partner. CCP is also the continuum of care after-hours provider for consumers of 13 local mental health agencies in Erie County.

2023 DATA:

55,642 Hotline Calls Answered:

- *Erie County, Chautauqua County, 911 Diversion & Addition Hotlines @ 45,726*
- *988 Suicide and Crisis Lifeline @ 6,645*
- *After-hours Clinic Line @ 3,271*

PROGRAM FACTS:

- Most calls to CCP are resolved during the first interaction with very few call backs to callers unless needed for more coordination and for higher levels of care.
- All staff communicate with Crisis Services' Emergency Mental Health Response Services (EMHRS) and the Advocate Department throughout the day for internal case coordination and determination of the best plan of care for callers
- All CCP staff work rotating "On-Call/Activation" shifts across 24 hours to ensure non-stop coverage

OPPORTUNITIES:

- With Crisis Services' designation as a regional responder for the national 988 Suicide and Crisis Lifeline in 2022, 988 funding in 2023 allowed for the expansion of the CCP management structure. This expansion included the creation of two coordinator positions (Professional Development Program Supervisor and Crisis Counseling Program Coordinator) to help with program operations.
- CCP began the process of redesigning the crisis counseling training program with the addition of our Professional Development Supervisor. This position also assists Human Resources with onboarding new members to the call center and coordinating professional training opportunities for current Hotline Counselors.

CHALLENGES:

- CCP is understaffed, especially overnight. This leads to a high turnover rate due to staff experiencing burnout from having to cover overnights via activation; this requires regular shifts to be flexed to cover gaps in daily coverage, which can leave responders feeling overstretched.

2023 Recap | Emergency Mental Health Response Services

Emergency Mental Health Response Services, or **EMHRS**, at Crisis Services provides 24/7 help and support to individuals experiencing a mental health crisis. Specialized branches include:

Mobile Outreach Program: Designed to divert individuals away from unnecessary psychiatric hospitalization or jail presentation and toward appropriate mental health care.

Mobile Transitional Support: Clinical intervention services to individuals that are being released from inpatient psychiatric stays.

CIT Crisis Case Management: Short-term crisis case management services to individuals with mental illness who interface regularly with law enforcement.

Crisis Intervention Training Project: Specialized training for law enforcement personnel in dealing with individuals with mental illness.

2023 DATA:

4,609 Emergency Mental Health Service Requests

- *Mobile Outreach Intakes @ 3,586*
- *58% of Mobile Outreach clients diverted away from psychiatric hospitalization or jail presentation*
- *84% of Mobile Transitional Support clients successfully linked with outpatient mental counseling*

PROGRAM FACTS:

- All EMHRS services are short-term and crisis-oriented.
- Services in the Crisis Intervention Team and Mobile Transitional Support programs are both free of charge as funded by the Erie County Department of Mental Health and a federal SAMHSA grant.
- Mental health evaluations done by Mobile Outreach are a billable service, covered by most insurance plans, so Outreach Counselors will ask for insurance information at the time of intake or home visit. However, services will never be denied due to an inability to pay.
- The Mobile Outreach Program is the mobile unit of Erie County Medical Center's Comprehensive Psychiatric Emergency Program (CPEP).

OPPORTUNITIES:

- In 2023, Crisis Services created and secured funding for a Crisis Response Diversion Coordinator position responsible for the review, coordination, direction, and evaluation of the crisis continuum of care and mental health diversion at Crisis Services. This position assumes diversionary projects oversight and builds upon these efforts in coordination with internal and external stakeholders.

CHALLENGES:

- Staffing and retention within EMHRS dipped to critically low levels while incoming volume increased. Master-levels counselors, especially, are sorely needed to re-balance the department's workload that consistently exceeds staffing levels.

2023 Recap | Advocate Department

The **Advocate Department** provides 24/7 confidential response and support services for survivors of sexual assault and domestic violence. The Advocate Department also oversees Crisis Services' Sexual Assault Forensic Examiner (SAFE) Program, which dispatches on-site forensic services for survivors who report at 11 area hospitals. Since 1983, the Advocate Department has been Erie County's Rape Crisis Center, as designated by the New York State Department of Health. We are also an approved non-residential Domestic Violence Service Provider in New York.

2023 DATA:

Advocate responded to 816 cases of domestic violence and sexual assault

- Domestic violence cases @ 434 (12% increase compared to 2022)
- Sexual violence cases @ 382 (26% increase compared to 2022)
- All told, case managers opened 1,217 domestic & sexual violence cases
- SAFE Program nurses responded to 217 cases of sexual assault, completing 185 rape kits – 51 more kits than administered in 2022

PROGRAM FACTS:

- The Advocate Department offers short or long term, trauma-informed Case Management services to survivors of rape/sexual assault and domestic violence throughout Erie County.
- Advocates work with survivors 12 years of age and older to address immediate needs related to their experience of interpersonal violence, and offer support to family members and loved ones as appropriate
- Our Case Managers are certified Rape Crisis Counselors and Domestic Violence Advocates. Case Managers collaborate with survivors to provide support, resources, and guidance in decision-making, working to ensure that safety is paramount.
- Our team uses a trauma-informed approach and believes that each survivor is the expert of their own life.

OPPORTUNITIES:

- In 2023, Crisis Services entered in an agreement with Oishei Children's Hospital to provide Advocate services to pediatric cases of sexual assault. This is a landmark partnership for the SAFE Program and dramatically expands the age range for advocate services in our community.

CHALLENGES:

- Funding gaps for program services, "compassion fatigue," burnout, and staffing all present challenges to the Advocate Department despite an uptick in cases from 2022 to 2023.

2023 Recap | Special Events & Major Appeals

I ♥ Crisis Services

Thursday, February 9th from 6-8PM
Saturn Club of Buffalo, Delaware Room
977 Delaware Ave, Buffalo, NY 14209

A Valentine's Day-Themed Wine Tasting with Kevin LoVullo of "Spiel the Wine"

Champagne Welcome • Three Delicious Wines to Sample
Appetizer & Dessert Pairings • Silent Auction & Basket Raffle

A Benefit To Support:



I <3 Crisis Services
Wine Tasting w/
Kevin LoVullo

\$7,667

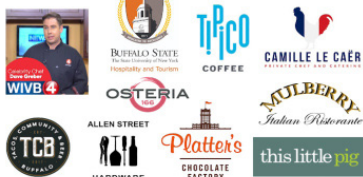


MEN WHO COOK

A delicious night in support of Crisis Services.

Wednesday, October 25th at 6PM
Admiral Room at the Marin

FEATURING TASTING STATIONS BY:



Men Who Cook
\$51,001

"Crisis Services –
how may I help you?"

2023 Year-
End
Appeal
\$26,531

It's difficult to imagine what would happen if calls to our hotline were unanswered, or what our community might look like without our first responders in local neighborhoods and hospitals.

Your annual support means answered calls,
real 24/7 support when it's needed most,
and keeping our promise to the community.

Thank you for supporting us
so we can support our community!

Crisis Services' Staff, Volunteers,
Agency Board of Directors and Foundation Board of Directors



When this greeting reaches you, around 63,000 hotline calls will have been received this year.

That's 6,300 calls per month, 210 calls per day –
an average of 9 urgent calls every hour.

For 55 years, when someone is suffering,
we are called to respond.

Will you help us answer the call?



3rd Party Fundraisers

\$13,279

Williamsville North Hockey
Teddy Toss

Groovin' in the Grove at
Banchetti by Rizzo's

LocoVentures

Daemen College Denim Day

Tipico Coffee "The Giver" Sale

Nova Healthcare

Spectrum Mobile

Program Funders

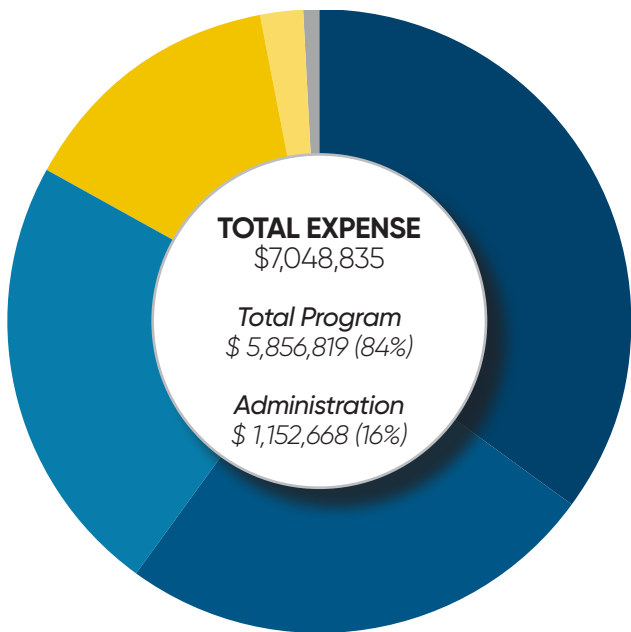
988 Suicide and Crisis Lifeline (SAMHSA)
Chautauqua County Mental Health
County of Erie Department of Mental Health
County of Erie Department of Social Services
Erie County Sheriff's Office
Highmark Blue Fund
New York State Coalition Against Sexual Assault (NYSCASA)
New York State Department of Health
New York State Department of Mental Health
New York State Division of Criminal Justice Services
New York State Office for People with Developmental Disabilities
New York State Office for the Prevention of Domestic Violence's Enough is Enough
New York State Office of Children and Family Services
New York State Office of Victim Services
Patrick P. Lee Foundation
Senator Timothy M. Kennedy
Sexual Violence Prevention
Tower Foundation
US Department of Health and Human Services Office of Family Violence Prevention and Services
US Department of Justice Office on Violence Against Women
Legal Assistance for Victims
White House American Rescue Plan

Major Donors

| | | |
|--------------------------------|------------------------------------|------------------------------|
| Barnestone Foundation | Meg Knowles | Deborah O'Connor |
| Tim Bartlett | Laura LaCongo | Steven Pierpaoli |
| Jessica Brown | Lynn LaTorre | Jessica Pirro and David Mann |
| Sean Buchanan | Dr. James Lenker | Timothy Quinn |
| Michael Burns | Ryan Lucinski | Kathleen Reilly |
| Sandy Calandra | Caroline Luft | Mark and Kellie Marie Roy |
| Judy Caraotta | Prabha Narayanan & Mahesh Sankaran | Hugh & Linda Russ |
| Caroline Cercone | Dean Mann | Michael E. Rutter, Ph.D. |
| Patrick & Kimberly Corbett | Shelly Marabella | Archana Shenoy |
| The Devin Waring Foundation | Michael Maxwell | Joseph Skrobacz |
| Ferguson Electric | Dr. Joan McCool | Ronald Southard |
| Roseanne Galenski | Robert and Maria McCormack | Joshua Sticht |
| Tom & Marybeth Giambra | John McNamara | Christopher Storfer |
| Debi Handley | Donald McNatty | Michelle Suer |
| John Hellreigel | Brandon Michals | Anne and Dave Taylor |
| Gena Joerger | Carolyn Ann Morris-Hunt | Dennis Walczyk |
| Kevin Johnson | Richard Mugal | Eric & Leigh Worrall |
| William Keefer | NextStar Media | Wendy Zuch |
| Drs. Daniel and Gunilla Kester | Dr. Sucharita Paul | Lawrence Zygaj |

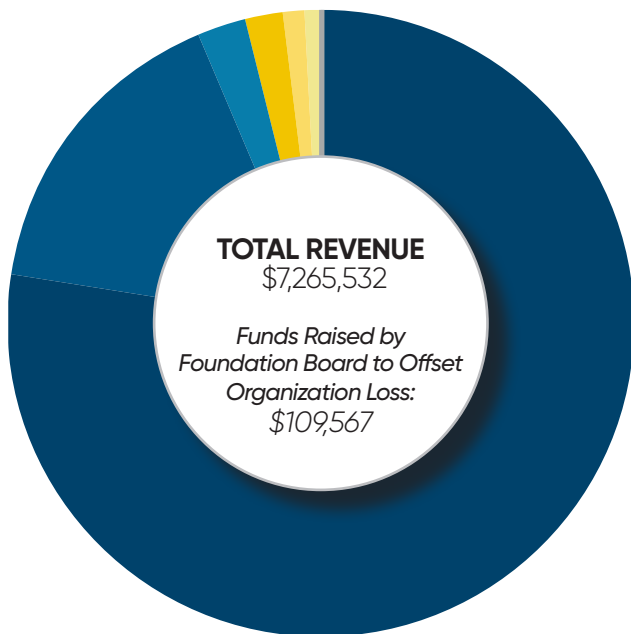
2023 | Financials

EXPENSES



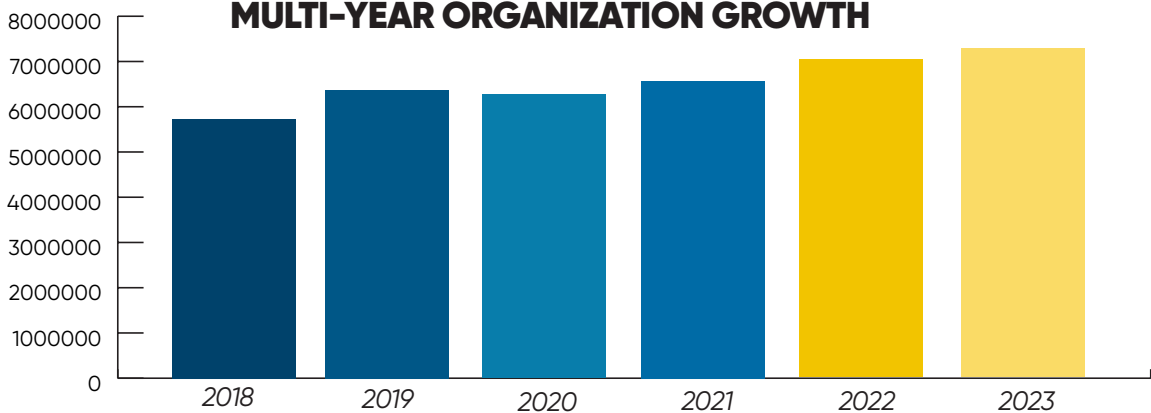
- Emergency Mental Health Response Services
\$2,471,493
- Advocate Department (DV/SA Services)
\$1,767,653
- Crisis Counseling Program (24-Hour Hotline)
\$1,617,673
- Management & General Expense
\$993,448
- Fund Development
\$159,220
- Suicide Prevention Coalition of Erie County
\$39,348

REVENUE



- Program Services
\$5,644,167
- Fee-for-Service
\$1,173,128
- All Contributions
\$172,428
- In-Kind Contributions
\$134,930
- Other Revenue
\$85,888
- Fundraising Income
\$54,991

MULTI-YEAR ORGANIZATION GROWTH



2023 | Board Members

Agency Board of Directors

CHAIR

Jessica Brown
Comptroller, Erie County Water Authority

VICE CHAIR

Andrenee Smith
Retired, Project/Ops Management & Finance

TREASURER

Scott Swan
Business Banking Officer, Evans Bank

SECRETARY

Dr. Samantha Bordonaro
Physician, UBMD Emergency Medicine

MEMBERS AT-LARGE

Mindy Cervoni
President/CEO, Community Services for Every1

Lani Churley
Associate Vice President, People Inc.

Heather Cruz
Vice Dean & Chief of Staff, UB School of Social Work

Cynthia Hammer
Senior Vice President, Assured Partners

Peter Herman
Owner, Tipico Coffee

Christine Marrano
Chief Human Resources Officer, Goldberg Segalla

Tim McKeever
VP of HR, Niagara Falls Memorial Medical Center

Francesca Messiah
Sr. Marketing Associate, Kaleida Health

Lawrence Ross
Attorney, Hurwitz Fine PC

Nicole Staszak
Associate VP, Quality Improvement, People Inc.

David Zapfel
President/CEO, Gerard Place

Foundation Board of Directors

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Sandra Calandra
Human Resources, Consultant

VICE CHAIR

John Sinclair
*Director, Business Development
Hoffman Hanafin & Associates LLC*

TREASURER

Donna Nocera Perna
President/Owner, Transit Lanes & Keglers

SECRETARY

Jenna Luehrsen
*Senior Account Manager,
Crowley Webb & Associates*

MEMBERS AT-LARGE

Elizabeth Callahan
*Director, External Affairs & Special Projects
Buffalo Manufacturing Works (EWI)*

Charles Calvin
Quality Control, Goldman Titanium

Cassandra Davis
Senior Vice President of Operations, ECMC

Cynthia Hammer
Senior Vice President, Assured Partners

Shannon Lach
Business Consultant, PEAR

Jordan Modrzynski, Esp.
Supervising Attorney, Western New York Law Center

Julie Padak
*Office Manager/Lead Paralegal
Law Office of Francis M. Letro*

Stefania Talarico
Solutions Consultant, Next HR Solutions

2023 Executive Leadership Team

Jessica C. Pirro

President/CEO

Ronald Southard

Chief Financial Officer

Robyn Wiktorski-Reynolds

Vice President, Clinical Operations

Rachel Morrison

Director, Crisis Counseling Program

Tracie Bussi

Director, Emergency Mental Health Response Services

Ashley Amidon

Director, Advocate Department

Candice Fletcher-Pacheco

Development and Marketing Director

Olivia Retallack

Community Relations Director and Assistant to the President/CEO

Sukie Smith

Administrative Operations Director

Shirley Hart

Human Resources Director

Elyse Snider

Human Resources Director (Fall 2023)



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



Crisis Services is the Regional Provider for:

