2025
Annual Report



crisisservices
this moment forward

When life feels unsteady, connection is the thread that holds us together and keeps us from unraveling.

At Crisis Services, we know that the act of reaching out for help builds resilience, fosters safety, and restores stability for tens of thousands across Erie County who struggle each year.

For 57 years, we've been proud to serve as your 24-hour comprehensive crisis response provider and offer that critical connection to those who struggle with finding hope.



2025 | From Our President/CEO



Dear Friends,

Connection is crucial in times of crisis. At Crisis Services, that connection happens every day through our 24-Hour Crisis Hotline and 988, in-person Mobile Outreach teams, hospital advocacy for survivors of sexual assault and domestic violence, and the thousands we reach through community education.

For 57 years, we have remained tethered to a simple belief: **no one should have to face a crisis alone.**

In 2025, Crisis Services continued to serve as Erie County's only 24-hour comprehensive crisis response center, providing immediate support, safety, and connection to individuals and families across our community.

This year was marked by transition and growth. We honored the legacy of Robyn Wiktorski-Reynolds, whose 21 years of service strengthened our clinical programs, and welcomed Kelley Swann as Vice President of Clinical Operations. Across our programs, we invested in leadership, infrastructure, and innovative staffing models to better support both those we serve and the employees who provide care.

We also strengthened our role in Erie County's behavioral health system through the **Crisis to Care Collaborative**, helping advance community-based responses to behavioral health emergencies. At the same time, we continued implementing our **2024–2026 Strategic Plan**, focusing on workforce development and deeper engagement with underserved communities.

In 2025, we provided safeTalk, Talk Saves Lives, and QPR Gatekeeper **suicide prevention trainings** for a wide range of community audiences in collaboration with the Suicide Prevention Coalition of Erie County. Internally, we launched *Tending the Roots: Recognizing Trauma and Cultivating Wellness*, a training initiative designed to strengthen **understanding of trauma, resilience, equity, and healing** across our crisis response team, administration, and Boards.

The Crisis Services Foundation Board also laid the groundwork for our first official **Planned Giving Program**, an important step in strengthening the agency's long-term sustainability. This new program creates meaningful opportunities for donors to leave a lasting legacy while helping ensure Crisis Services can continue to grow, respond, and innovate for future generations. You can learn more by visiting crisisservices.org/plannedgiving.

None of this work happens alone. It is made possible by our dedicated staff, volunteers, Board members, donors, funders, and community partners who help sustain the 24-hour safety net our community relies on.

As you read this report, I hope you see the compassion behind every response and the connection behind every story. Together, we are building a stronger crisis response system that **restores safety, promotes resilience, and helps people find hope** when they need it most.

With gratitude,

Jessica C. Pirro
President/CEO

Tell us how we did.
Your feedback fuels better care for everyone in Erie County!

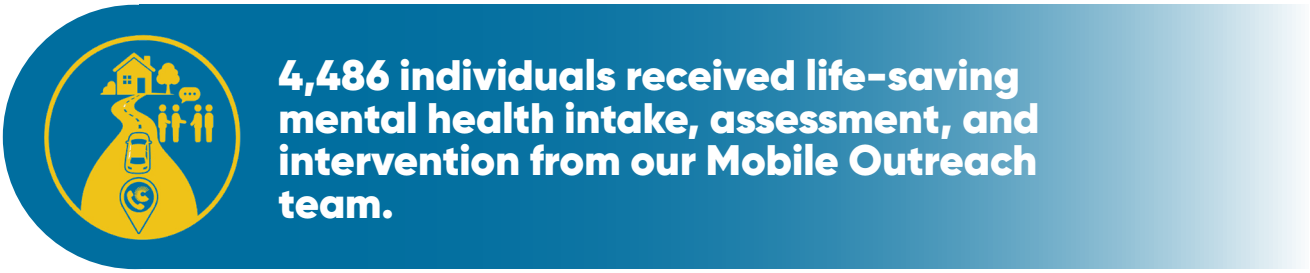
P.S. — *We want to hear from you!* Completing our brief **Support Satisfaction Survey** helps us celebrate our impact, identify areas for growth, and ensure that your voice is heard!

2025 | **By the Numbers**

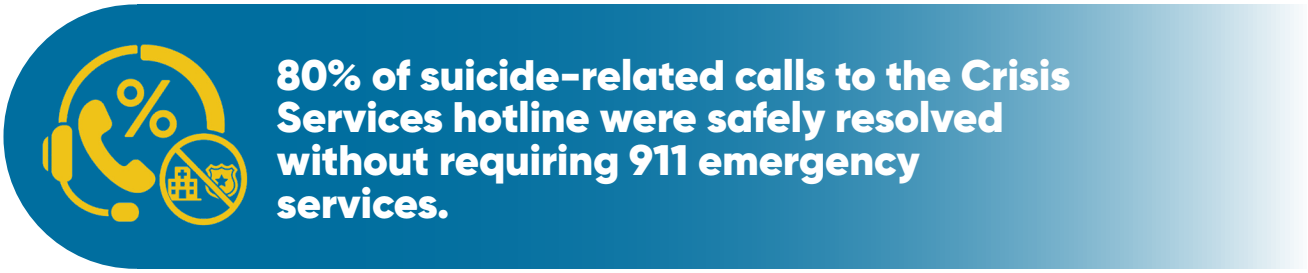
The numbers that follow offer a snapshot of Crisis Services' impact in 2025. Behind each statistic is a person, family, or community member who reached out in a moment of crisis and was met with support, safety, and hope. Together, these services and financial data points reflect the strength, stability, leadership, and continued growth of Erie County's 24-hour comprehensive crisis responder.



74,706 callers received support, help, and hope from Crisis Services' 24-Hour Crisis Hotline Counselors.



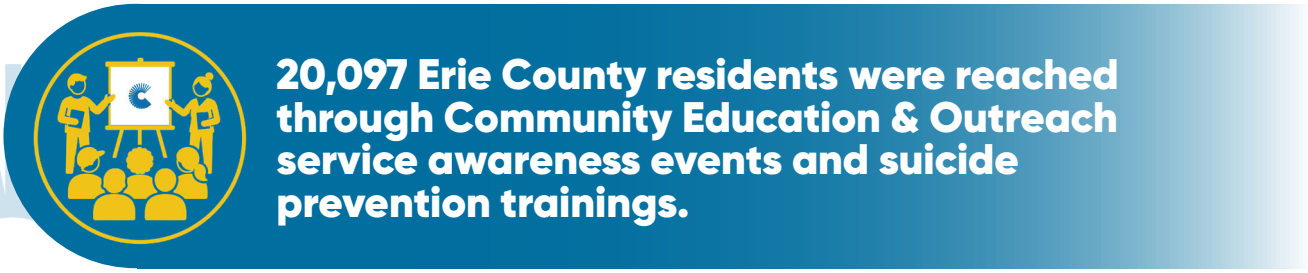
4,486 individuals received life-saving mental health intake, assessment, and intervention from our Mobile Outreach team.



80% of suicide-related calls to the Crisis Services hotline were safely resolved without requiring 911 emergency services.



802 survivors of domestic violence and sexual assault received support from Crisis Services Advocates at 11 area hospitals.



20,097 Erie County residents were reached through Community Education & Outreach service awareness events and suicide prevention trainings.

2025 | **Clinical Operations Leadership Transition**

HONORING LEGACY & EMBRACING THE FUTURE

In 2025, Crisis Services experienced a meaningful transition in leadership within our Clinical Operations team, one that both honored a remarkable legacy and welcomed a new chapter of growth and impact.



After 21 years of dedicated service, we bid farewell to **Robyn Wiktorski-Reynolds**, Vice President of Clinical Operations (pictured left). Robyn's journey with Crisis Services reflects a deep and enduring commitment to survivors of domestic and sexual violence and to the broader mission of compassionate crisis response. From her early days as a Supervising Counselor in the Advocate Department to her return as a "boomerang staff" member and eventual rise to Vice President, Robyn brought passion, expertise, and heart to every role she held.

Over eight years as Vice President of Clinical Operations, Robyn's leadership was defined by mentorship, collaboration, and an unwavering dedication to both staff and those we serve. She cultivated a culture of learning and support that strengthened our programs and elevated the quality of care across the organization. Her impact will be felt for years to come, in the systems she helped build, the teams she developed, and the countless individuals whose lives were touched by her work.

As Robyn transitions to her next chapter as a Clinical Professor at the University at Buffalo School of Social Work, we extend our deepest gratitude and congratulations. Her legacy remains an integral part of Crisis Services' foundation.



We know with change comes opportunity and we are very proud to welcome **Kelley Swann** as our new Vice President of Clinical Operations (pictured right). Kelley brings extensive experience in nonprofit executive level leadership, clinical program development, and operational strategy, along with a lifelong dedication to supporting individuals and families in crisis.

With more than two decades of experience spanning domestic violence services, crisis hotlines, mental health, housing, maternal health, and community engagement, Kelley offers expansive expertise. Her leadership is grounded in a commitment to building strong teams, advancing equitable access to care, and driving meaningful, measurable impact.

Kelley shared that joining Crisis Services represents her "dream job," shaped by years of collaboration with the organization and a deep respect for its mission. She is particularly energized by our strategic focus on staff recruitment and retention, as well as strengthening engagement with underserved communities. These priorities will continue to expand our reach and effectiveness.

As we look ahead, this leadership transition reflects both continuity and momentum. We carry forward the values and vision that have guided Crisis Services for decades, while embracing new perspectives that will help us meet the evolving needs of our community.

Year in Review | **24-Hour Crisis Counseling Program**

At the heart of Crisis Services' work, the Crisis Counseling Program (CCP) provides immediate, compassionate support to individuals facing moments of acute distress. Staffed by highly trained crisis counselors, CCP operates our 24-Hour Crisis Hotline (716-834-3131) 24/7/365 and serves as the regional responder for the 988 Suicide & Crisis Lifeline. Our Crisis Responders provide immediate, supportive counseling to de-escalate crisis situations in real time. Every call is met with empathy, clinical expertise, and a commitment to client and community safety.

As a trusted, front-line resource in Erie County's behavioral health system, CCP continues to play an essential role in stabilizing crises, reducing unnecessary emergency interventions, and connecting individuals to the care they need. CCP also provides:

- Direct connection to our Emergency Mental Health Response Services (EMHRS) for in-person support when needed.
- Referrals to trusted community partners to ensure ongoing care and stability.
- After-hours clinical support for clients of 13 local mental health agencies across Erie County
- Expanded coverage to support calls to the Chautauqua County Hotline (1-800-724-0461).

In 2024, persistent under-staffing became a significant challenge for CCP. High levels of burnout and turnover placed considerable strain on staff, as crisis counselors were frequently required to cover both scheduled shifts and emergency activations. This made it increasingly difficult to maintain consistent coverage while also protecting staff well-being.

In 2025, we took meaningful steps to address these challenges through deliberate recruitment for open positions and the expansion of roles and responsibilities designed to strengthen CCP's infrastructure and long-term sustainability:

CCP Program Supervisor: A leadership role established to strengthen training and professional development across the program. This position enhances clinical quality, addresses training gaps, and supports staff retention, helping ensure consistent, high-quality care for every person who reaches out in crisis.

Manager of Special Projects: A strategic, new role created to expand administrative oversight of Hotline operations and provide focused leadership in high-priority areas. Currently dedicated to CCP, this position is helping stabilize operations, strengthen infrastructure, and build the program's capacity to meet growing community demand.

Together, these investments are reinforcing CCP's ability to respond effectively to rising demand while creating a stronger, more sustainable foundation for crisis care. As CCP continues to serve as the front door to our services, these enhancements also strengthen connections to our Emergency Mental Health Response Services and Advocate Department, ensuring individuals can be seamlessly linked to in-person support when it is needed most.

2025 | **Crisis Services & 988**

988 Day: Making the Local Connection

On September 8, Crisis Services joined organizations across the country in recognizing 988 Day, a national campaign designed to raise awareness of the 988 Suicide & Crisis Lifeline and remind communities that compassionate, immediate support is available.

For Crisis Services, 988 Day was also an opportunity to make the National Lifeline feel local. As the regional responder to 988 calls in our area, Crisis Services helps ensure that people reaching out in moments of distress are connected to trained crisis counselors who understand our community.



Crisis Services marked 988 Day by highlighting the National Suicide & Crisis Lifeline at recognizable Western New York landmarks to help residents understand its local presence in Erie County.

To help strengthen that connection, Crisis Services launched a social media campaign featuring 988 Lifeline materials at recognizable Western New York landmarks, including Bills Stadium, the Broadway Market, Hamburg Beach, North Park Theatre, and the Tonawanda pool. The campaign's message — **compassionate help, anytime, anywhere** — highlighted that 988 is not a distant national resource, but a local lifeline supported by Crisis Services right here in our region.

Year in Review | **Emergency Mental Health Response Services**

Crisis Services' Emergency Mental Health Response Services (EMHRS) provides immediate, in-person support to individuals experiencing mental health crises across Erie County. This support is available 24 hours a day, 7 days a week.

As an essential extension of our crisis response system, EMHRS meets individuals where they are. The team provides timely, compassionate care to help stabilize situations, reduce reliance on emergency departments and law enforcement, and connect individuals to ongoing support.

Through a continuum of specialized programs, EMHRS addresses both urgent needs and longer-term stability:

- **Mobile Outreach Program (MOR):** Provides rapid, community-based response to individuals in crisis, working to de-escalate situations and safely divert individuals from emergency rooms or police involvement whenever possible.
- **Mobile Transitional Support (MTS):** Offers short-term clinical support for individuals returning to the community following inpatient psychiatric care, helping maintain stability and reduce the risk of re-hospitalization.
- **Crisis Intervention Team (CIT) Training Project:** Partners with law enforcement and community agencies to provide specialized training that promotes safe, informed, and compassionate responses to mental health emergencies.
- **CIT Crisis Case Management:** Delivers focused, short-term support for individuals who frequently interact with law enforcement due to unmet mental health needs, reducing repeat crises and improving coordination of care.

Together, EMHRS strengthens Erie County's behavioral health response system by providing a vital bridge between immediate crisis intervention and sustained community-based care, ensuring individuals receive the right support at the right time.

Through and following the COVID pandemic, EMHRS has struggled over many years with chronic under-staffing, particularly within the Mobile Outreach Program (MOR), which has led to widespread staff burnout and turnover. The consistent need to stretch limited resources across high-demand services has left team members fatigued and, at times, overwhelmed. Compounding this issue, new hires often join with less experience, requiring longer periods of onboarding, training, and supervision — further straining the system.

In 2025, Crisis Services launched an innovative pilot within MOR to address a core challenge in crisis response: workforce sustainability. The initiative introduced a flexible 30-hour workweek model, allowing Mobile Crisis Counselors to work three 10-hour days while maintaining full-time status and benefits.

By piloting a new model, this now permanent schedule supports recruitment and retention while helping ensure more consistent coverage in the community. It reflects our commitment to building a crisis response system that works for both the people we serve and the professionals delivering care. With a model for more stable staffing in place, our teams are better able to respond quickly and provide in-person support to individuals in crisis, right in their communities.

2025 | **Crisis-to-Care Collaborative**

STRENGTHENING THE CRISIS CONTINUUM FOR ERIE COUNTY

In 2025, Crisis Services served as a contributing partner in the **Crisis to Care Collaborative**, a countywide initiative led by the Patrick P. Lee Foundation, focused on improving how Erie County responds to behavioral health emergencies. The Collaborative brought together partners from across behavioral health, healthcare, emergency response, public safety, government, and community systems to examine how people in crisis are identified, supported, connected, and stabilized.

Building on longstanding partnerships across Erie County's behavioral health and emergency response systems, the Collaborative **released a landmark report** outlining opportunities to strengthen crisis response across the full continuum of care. This work recognized what Crisis Services sees every day: people experiencing a mental health crisis need timely, compassionate, community-based support. That support can reduce unnecessary reliance on emergency departments, law enforcement, and other systems that may not be best positioned to provide behavioral health care. You can read the report and learn more by visiting crisistocare.org.

As Erie County's historical 24-hour comprehensive crisis center and local 988 Suicide & Crisis Lifeline responder, Crisis Services brought critical frontline perspective to this process. Our team contributed data, operational insight, and direct experience from our 24-Hour Crisis Hotline and Emergency Mental Health Response Services, including analysis of hotline call volume, mobile crisis response trends, and gaps in service capacity. This information helped shape recommendations aimed at improving access, strengthening coordination, reducing avoidable emergency system involvement, and ensuring individuals in crisis can receive the right response at the right time.

The Collaborative's analysis also reinforced the urgent need to expand mobile crisis response capacity in Erie County. Each year, thousands of behavioral-health-related calls enter the emergency response system, and demand for mobile crisis support continues to exceed available staffing resources. For Crisis Services, this finding aligned directly with our 2024–2026 Strategic Plan priorities: enhancing employee recruitment and retention while deepening engagement with underserved communities.

At the close of 2025, Crisis Services was awarded support connected to this collaborative work to position our Mobile Outreach Response program for growth. **Thanks to funding from the Patrick P. Lee Foundation, Crisis Services will begin an 18-month effort in 2026 to strengthen and expand MOR staffing capacity**. This investment will help us work toward meeting community needs while also supporting the well-being, sustainability, and retention of the crisis response professionals who carry out this demanding work every day.

Through the Crisis to Care Collaborative, Crisis Services continued to advance a shared vision for a stronger, more coordinated crisis response system — one that meets people where they are, connects them to appropriate care, and builds a more compassionate path from crisis to stability. We enter this next phase with great optimism for the expansion's potential to strengthen our crisis response system and create lasting impact for the Erie County community.

crisis to care
COLLABORATIVE

Year in Review | **Advocate Department**

The Advocate Department at Crisis Services provides confidential, around-the-clock support for survivors of sexual assault, domestic violence, and other forms of violence. In addition to crisis intervention, the department oversees the agency's Sexual Assault Forensic Examiner (SAFE) Program, which deploys specially trained forensic examiners to 11 local hospitals across Erie County.

Since 1983, Crisis Services has served as Erie County's designated Rape Crisis Center, as recognized by the New York State Department of Health. We are also an approved non-residential Domestic Violence Service Provider in New York State.

In 2025, the Advocate Department navigated a period of leadership transition. With the addition of a new director, the program experienced renewed stability in staffing and operations. While change can bring challenges, our Advocates remained a consistent and trusted presence for survivors, continuing to deliver steady, compassionate care without interruption.

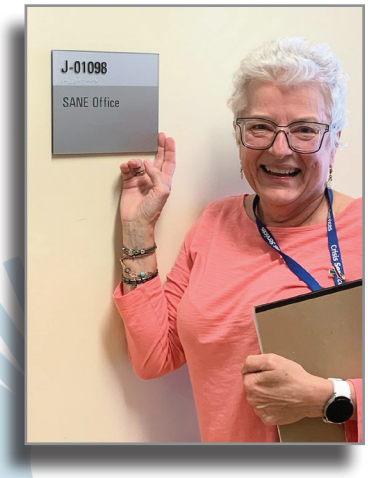
Throughout the year, our team provided trauma-informed support to individuals impacted by sexual assault, domestic violence, family violence, elder abuse, and other crimes. Advocates were available 24/7 to respond in person at hospitals, police departments, and throughout the community, ensuring no survivor had to face trauma alone.

This year, **802 individuals received direct support through the Advocate Department**. Services included emotional support, safety planning, medical and legal advocacy, and connection to critical resources to support healing and long-term stability.

Through our SAFE Program, **209 Sexual Assault Forensic Exams were conducted for survivors of all ages (from birth to adult) who presented at one of 11 Kaleida Health and Catholic Health hospitals across Erie County**. In these moments, Advocates provided in-person support at the bedside, as well as coordination with medical providers and law enforcement, helping survivors navigate next steps with dignity and care.

Beyond direct services, the Advocate Department remained committed to prevention and education. In 2025, **staff delivered 44 outreach and training sessions, reaching 1,216 individuals across Erie County**. These efforts focused on the prevention of sexual violence, bystander intervention, and increasing awareness of available support, helping to build a more informed and responsive community.

Together, this work reflects Crisis Services' ongoing commitment to standing beside survivors at every stage of their journey, from immediate crisis response to long-term support and healing.



Crisis Services also recognized the retirement of Holly Franz, SAFE Program Manager (pictured left) and deeply respected member of our Advocate Department for 17 years. A nurse by training, Holly brought clinical expertise, compassion, and steady leadership to her work coordinating Sexual Assault Nurse Examiners across Crisis Services' hospital network.

During her tenure, the Advocate Department expanded services in Niagara County and ushered our partnership with Oishei Children's Hospital to support survivors ages 0–17. Holly also helped guide this critical work through the challenges of COVID, collaborating closely with advocates, hospitals, and community partners to support a coordinated, survivor-centered response. We are deeply grateful for Holly's lasting contributions and wish her all the best in retirement.

Year in Review | **Community Outreach & Engagement**

In 2025, Crisis Services significantly expanded our community outreach and education efforts under the directives of the 2024-2026 Strategic plan, **engaging more than 20,000 individuals** through parades, community events, and targeted training sessions. Each interaction increased awareness of our services and strengthened our connection to communities across Western New York.

Led by Cameron Burns, Community Education and Outreach Coordinator, Crisis Services provides safeTalk, Talk Saves Lives, and QPR Gatekeeper suicide prevention trainings for a wide range of audiences. In partnership with Dr. Celia Spacone and the Suicide Prevention Coalition of Erie County, **572 individuals were trained to recognize the warning signs of suicide, ask direct questions, and respond with confidence.** These life-saving skills help build a stronger, more prepared community equipped to support those in crisis.

Additionally, individuals participated in trainings focused on how to access Crisis Services and utilize the 988 Suicide & Crisis Lifeline. By breaking down barriers and clarifying what to expect, these sessions make it easier for individuals to reach out for help when they need it most.

The **Community Ambassador Volunteer Program**, launched in 2024, continued to grow in its second year. Ambassadors represented Crisis Services at events throughout the community, serving as trusted, visible connectors to our work. Each volunteer completes a comprehensive training program covering Crisis Services' programs and suicide prevention, helping extend our reach and strengthen the community safety net.



2025 | **Advancing Our 2024–2026 Strategic Plan**

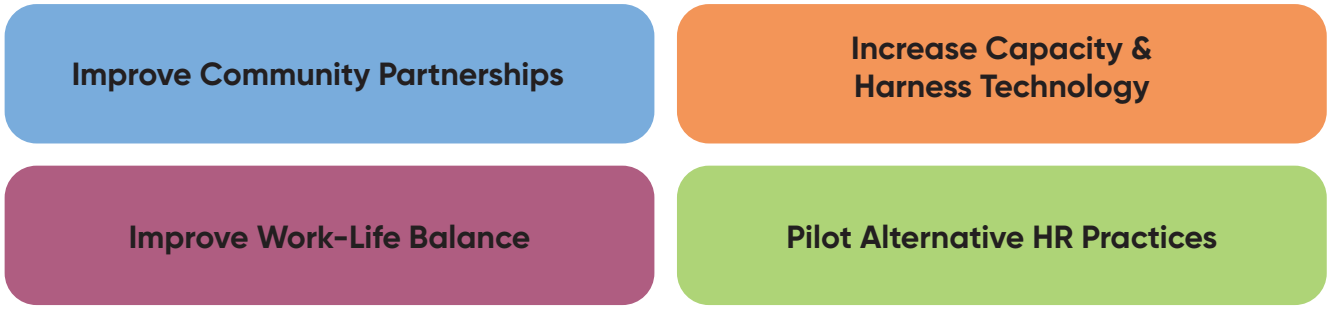
STRENGTHENING OUR IMPACT

In 2025, Crisis Services continued advancing the goals of our 2024–2026 Strategic Plan, adopted by the Agency Board of Directors to guide our work in two key areas:

I. **Enhancing Employee Recruitment and Retention**
II. **Deepening Engagement with Under-served Communities**

The plan serves as a roadmap for organizational growth and sustainability, helping ensure that we remain responsive to the evolving needs of both our workforce and the individuals who rely on our services.

Led by the Board's Strategic Planning Committee, the plan was developed through an inclusive process that engaged staff, board members, volunteers, and community partners. Their insights helped identify priorities, opportunities, and challenges facing the organization. The process was supported by consultants, Althea Luehrsen of August Moon Consulting and Parker Harrington of The Parker Circle, whose expertise helped shape a thoughtful and actionable framework for the years ahead.



2024-2026 Strategic Plan Priorities to Achieve Pillars

Key initiatives included a Board-led compensation assessment designed to strengthen employee recruitment and retention, as well as continued enhancements to onboarding and orientation processes for new staff members. These efforts reflect our commitment to creating a supportive workplace culture where employees can thrive and build long-term careers in service to the community.

We also expanded community engagement through the launch of our Ambassador Volunteer Program, which increases our capacity for outreach, education, and relationship-building in under-served communities. By equipping volunteers to serve as advocates and connectors, the program helps raise awareness of available services, strengthen community partnerships, and foster greater trust among populations that may face barriers to accessing support.

Grounded in data, accountability, and continuous improvement, the Strategic Plan reflects Crisis Services' commitment to evolving as a responsive, inclusive, and sustainable 24-hour crisis center. As we move forward, the plan will continue to guide our efforts to invest in our workforce, strengthen community connections, and ensure that compassionate, accessible care remains available to all who need it.

2025 | **Recognizing Trauma & Cultivating Wellbeing**

"TENDING THE ROOTS" TRAINING

In March 2025, Crisis Services launched its first cycle of Tending the Roots: Recognizing Trauma and Cultivating Wellness, a training developed by the New York State Office of Mental Health in partnership with the NYS Trauma-Informed Network. The initiative reflects Crisis Services' ongoing commitment to building a trauma-informed culture across all levels of the organization.



New York State
Trauma-Informed Network
& Resource Center

Tending the Roots: Recognizing Trauma & Cultivating Wellness

Integrating Trauma-Informed Practices in Work & Life

New York State
Trauma-Informed Network
& Resource Center

NEW YORK
STATE OF
OPPORTUNITY.
Office of Mental Health

Tending the Roots is a six-hour, participant-led training that explores the foundations of trauma, resilience, and healing, while examining how trauma and toxic stress affect both those we serve and those who provide care. Offered voluntarily in its initial phase, the training was open to staff, volunteers, and members of the Board of Directors, and was implemented in collaboration with Crisis Services' IDEAA Working Group.

Led by a Crisis Services team leader who completed facilitator training, the inaugural cohort brought together 12 participants from across all departments, including members of the Executive Leadership Team and Board of Directors. This cross-functional approach encouraged meaningful dialogue, shared learning, and a deeper collective understanding of trauma-informed care.

The training also explored how systemic factors, including racism, environmental conditions, fairness, and justice, shape lived experiences and impact well-being. Participants left with practical strategies to support resilience, recovery, and safer, more responsive environments for both clients and colleagues.

Looking ahead, Crisis Services will expand Tending the Roots in 2026 as a required training for all staff, reinforcing our commitment to trauma-informed, equity-centered, and results-driven service delivery.

2025 | **Honors & Celebrations**



Congratulations to our President/CEO being honored as a ***Buffalo Business First*** "Power 200" Woman once again!

Crisis Services was honored to be recognized by the **Better Business Bureau** as a featured accredicted charity!

BBB Featured Charity of the Month

crisis services
this moment forward

BBB ACCREDITED CHARITY

"A life of significance is about serving those who need your gifts, your leadership, your purpose."

– Kevin Hall



Each year, we gather in June to celebrate our dedicated **Staff & Voiunteers** at our Annual Appreciation Party and Awards!

2025 | **Special Events & Appeals**



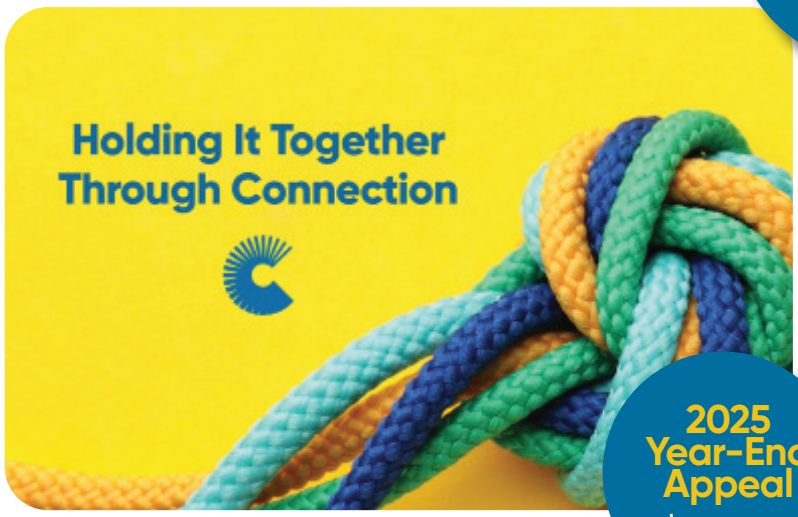
Uncorking Hope Wine Tasting w/ Kevin LoVullo
$6,762

Thank You to Tonight's Hosts:

Spiel to Wine – Kevin LoVullo
Jazzboline Restaurant & Bar
Valval Wine Imports

Uncorking Hope 2025 Sponsors:

Crisis Services – Agency & Foundation Board of Directors
Tipico Coffee Roasters
Next Level Piercing
4TeamBrook – The Tallman-Curtis Family Foundation, Inc.
EFPR Group – Certified Public Accountants
Studio A Pilates



2025 Year-End Appeal
$31,828



Men Who Cook
$36,179

ECMC
UB|MD Emergency Medicine
50 Horizon 1975 - 2025
Seneca Gaming Corporation
Hodgson Russ LLP Attorneys
SpectrumHealth & Human Services
Crisis Services – Agency & Foundation Board of Directors
NAMI National Alliance on Mental Illness – Buffalo & Western New York
Buffalo Building Trades – Strength Through Unity
Community Services for Every1
Phillips Lytle LLP
People Inc
Harbortown Financial Group
CWA
Independent Health Foundation
M&T Bank
Cushman & Wakefield
Pyramid Brokerage Company
Turner
Kegier's at Transit
Brylin Hospital
Tipico Coffee Roasters

2025 | Funders & Major Donors

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
M&T Charitable Foundation
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
NYS Senator April Baskin
Tower Foundation
US Department of Health & Human Services Office of Family Violence Prevention & Services
US Department of Justice Office on Violence Against Women

2025 Lifelines of Hope

INDIVIDUAL DONORS

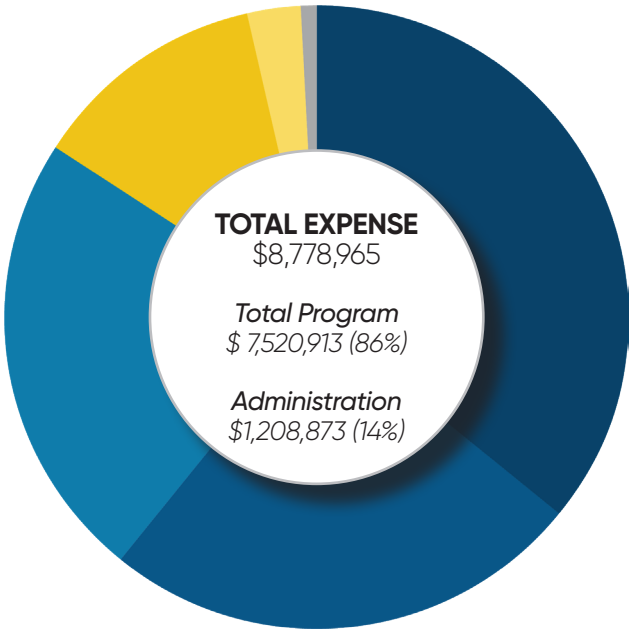
Jessica Brown
Kimberly and Patrick Corbett
Tom & Marybeth Giambra
John Hellreigel
William Keefer
Drs. Daniel and Gunilla Kester
James Kunkemoeller
Kevin Re LoVullo
Ryan Lucinski
David Mann
Dr. Joan L. McCool
Brandon Michals
Prabha Narayanan &
Mahesh Sankaran
Dave Pietrowski
Jessica Pirro
Dr. David Pratt
Timothy Quinn
Kathleen Reilly
Hugh and Linda Russ
Dr. Michael E. Rutter
Mahesh Sankaran
Drs. Celia Spacone
Christopher Storfer
Michelle Suer
Anne and Dave Taylor
Paola Teegarden
Dennis Walczyk
Eric and Leigh Worral

CORPORATE & ORGANIZATIONAL PARTNERS

4TeamBrock
Brylin
Buffalo Building Trades Council
Crisis Services Agency & Foundation Boards
Cushman & Wakefield/Pyramid Brokerage
CWA Local 1122
Erie County Medical Corporation
Ferguson Electric
Frontiersmen VFW Post 7545
Harbortown Financial Group LLC
Hodgson Russ LLP
Horizon Health Services
Howard Hanna WNY Inc.
Independent Health Foundation
Lawley Insurance
M&T Bank
Mutual of America
NAMI Buffalo and WNY
People Inc.
Perna Family Charitable Foundation
Phillips Lytle LLP
Seneca Gaming Corporation
Spectrum Health and Human Services
Tipico Coffee
Transit Lanes & Keglers
Turner Construction Company
UBMD Emergency Medicine
Williamsville Center HS Hockey

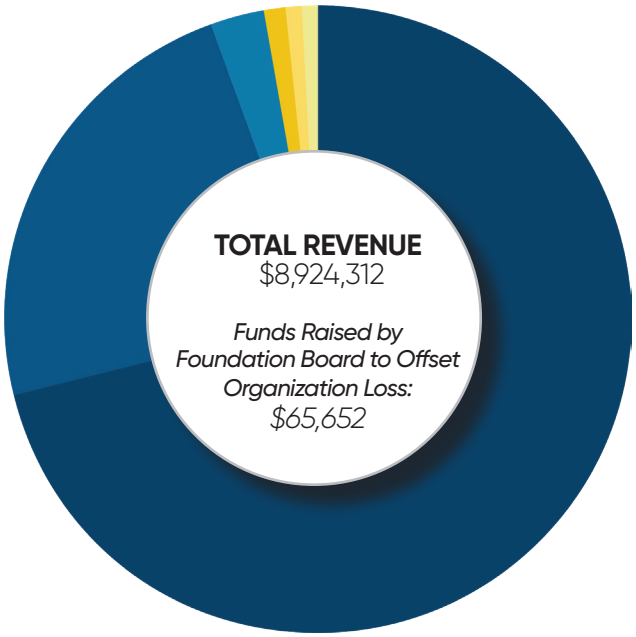
2025 | **Financials**

EXPENSES



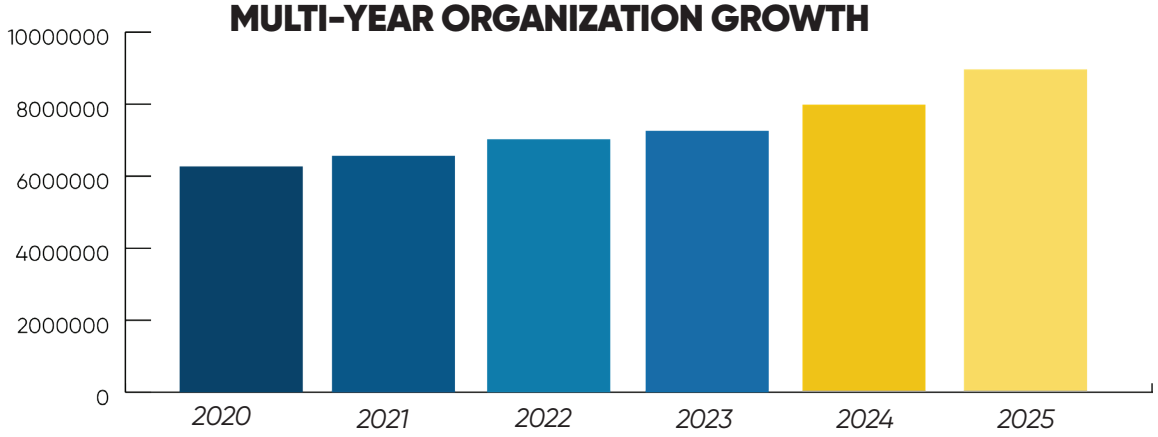
- Emergency Mental Health Response Services $3,366,088
- Advocate Department (DV/SA Services) $1,863,554
- Crisis Counseling Program (24-Hour Hotline) $2,291,271
- Management & General Expense $892,247
- Fund Development $316,626
- Suicide Prevention Coalition of Erie County $49,179

REVENUE



- Program Services $6,362,745
- Fee-for-Service $2,085,587
- All Contributions $245,875
- In-Kind Contributions $100,995
- Other Revenue $67,686
- Fundraising Income $61,242

MULTI-YEAR ORGANIZATION GROWTH



2025 | Boards of Directors

AGENCY BOARD

CHAIR
Andrenee Smith
Retired, Project Management & Finance

VICE CHAIR
Jessica Brown
Comptroller, Erie County Water Authority

TREASURER
Miroslav Rakic
Vice President, Enterprise Analytics, Agilon Health

SECRETARY
Nicole Staszak
Vice President, Quality Improvement
People, Inc.

MEMBERS AT-LARGE

Sandra Calandra
Executive Director
Talent & Organizational Development
Seneca Gaming Corporation

Mindy Cervoni
President/CEO
Community Services for Every1

Tracy Fricano Chalmers
Director, Public Health Planning & Emergency Preparedness/PIO
Niagara County Department of Health

Mia Clark
Director of Residential Services
The Salvation Army

Heather Cruz
Vice Dean/Chief of Staff
School of Social Work, University at Buffalo

Cynthia Hammer
Senior Vice President, Assured Partners

Peter Herman
Owner, Tipico Coffee

Christine Marrano
Chief Human Resources Officer
Goldberg Segalla

Jennifer Pugh
Chief of Emergency Medicine/ECMC
UBMD Emergency Medicine

Lawrence Ross
Attorney, Hurwitz Fine PC

Michael T. A. Smith
Save our Streets Task Coordinator
City of Buffalo

Margaret Testa-Goss
CFO, Rapid Junk Removal

David Zapfel
President/CEO, Gerard Place

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Resource Council of WNY

Stefania Talarico
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CoreTrust

2025 | **Leadership Team**

EXECUTIVE LEADERSHIP TEAM

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President/CEO

Sara Carella
Chief Financial Officer

Robyn Wiktorski-Reynolds
Vice President
Clinical Operations (Resigned August 2025)

Kelley Swann
Vice President
Clinical Operations (Hired September 2025)

PROGRAM DIRECTORS

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Director
Crisis Counseling Program

Tracie Bussi
Director
Emergency Mental Health Response Services

Danielle Bernas
Director
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Human Resources Director

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Development and Marketing Director

Sukie Smith
Administrative Operations Director

Fiscal Operations Director
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