



REFLECTIONS ON 2010

What a difference ten months make! As 2010 opened last January, Crisis Services was facing our largest deficit in our 42 year history. We were looking at the prospect of layoffs, program cuts, and a general “downsizing” of Crisis Services.

On top of that very grim economic forecast, our services were running in higher demand than they had ever been! As of this writing, all of our programs have shown a steady 20% increase over last year at this time. What an impossible situation – we were needed more than we’ve ever been needed, in a community that has been especially hard hit by this global recession, yet we had less money to try to make this happen!!

Well, eleven months into this very pivotal year for Crisis Services and we are thrilled to report that, not only have we weathered the financial storm, but we managed to garner some awards and commendations along the way. With a combination of cost-cutting moves including staff reductions, prudent fiscal management, along with reallocating management duties and advocating for more funding, we will be ending the year in a much stronger fiscal position than was originally forecast back in January. Although we can catch our breath for a bit, we are already anticipating major challenges in 2011. However, we take comfort in, and are encouraged by, the continued life-changing impact that our work provides our clients every day. The proof of that lies in the recognition we’ve recently received by our peers, which helps to support the staff and volunteers during these challenging times.

- In May of 2010, Crisis Services was the sole recipient of the **‘Outstanding Mental Health Agency Award’** from the WNY Chapter of the American Foundation for Suicide Prevention.
- In October of this year, the Rape Crisis Advisory Committee, led by the Advocate Program of Crisis Services, was awarded the **‘Outstanding Professional Group Award’** by the Lee Gross Anthonie Child Advocacy Center for a conference on ‘Sexual Abuse and Our Schools’ that was attended by dozens of school administrators from all over WNY.
- Also in October, Crisis Services was honored by the Greater Buffalo Counseling Centers, Inc. with their **‘Helping Hands Award’**.
- John Bell, an Advocate Program case manager, was honored by the Family Justice Center with the **‘Susan Still Award’**, at their annual event in October. This award goes to someone who has demonstrated uncommon courage, tenacity, and compassion over a lifetime of service to those victimized by domestic violence.
- And, earlier this month, Jessica Pirro, our Associate Director, was named one of Business First’s **‘Forty Under 40’** for her professional success and community involvement.

In addition to these program and individual accomplishments, we received agency-changing news in early September, when the NYS Office for the Prevention of Domestic Violence (OPDV) announced that Crisis Services was chosen to take over management of the state’s multilingual Domestic and Sexual Violence Hotline. With very little lead time, Crisis Services was able to go live with this new program on September 30, 2010, hiring eight full- and part-time bilingual hotline counselors and a supervisor.

While we wrap up 2010 full of the hope that comes with the recognition from our peers, 2011 looms as daunting as 2010. With state and county funding still in question, we are gearing up for another year of economic battering. But with our services needed now more than ever before, failure is not an option. Please consider sending in a gift today to show your support for the many programs provided by Crisis Services, 24 hours a day, 7 days week.



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Embracing Success and Planning For Uncertainty



Douglas B. Fabian, Executive Director

***We will
continue to
provide 24/7
services to
those in need
in our
community.***

As we approached the production of this latest newsletter, we briefly struggled for a theme. We then realized that the answer existed immediately under our nose. The answer could be found in our success as a group, success as an agency, and our individual successes in working with our clients! Indeed, it is sometimes easier to write about the wrongs that have been done against our clients and the extreme challenges we have as an organization in helping people find answers to their life problems. It can all seem so overwhelming, but energizing at the same time. But, when we have reasons to celebrate the good things that we do as an organization, the words can sometimes be slow in developing.

As it should be, although not necessarily right, we are short in our ego development and long in our ethic to do good work for people with urgent needs. With that said, we thought this newsletter should shed light on the recognitions and awards that Crisis Services has received this year. It is ironic to be celebrating our successes in a year in which the financial challenge has never been greater and the needs of our clients greater yet. Yet, it is vitally important to our organization's mental health to embrace the positive outcomes that we help people to achieve. Without this organization, many more people would be leading lives of lesser quality and perhaps lives dominated by worry and fear. So, yes, we have received some nice awards for our collective effort with none greater than the award of the Statewide Hotline Project for Domestic Violence and Sexual Assault. Our peers would not give us such an important "life saving" project unless they truly believed our skills were equal to the task. It is with heartfelt appreciation that I recognize and celebrate with the management and staff of Crisis Services for this most significant recognition. And yes, it will mean more work, but whom better to do the work for not only Buffalo and Erie County, but for all of New York State!

Lastly, we hope that 2010's successes will give us the momentum to address the uncertainties of 2011. With the social and political scene in Erie County mirroring the anger and frustration of millions around the country, it is expected that 2011 will be similar to 2010. Fortunately, we will have the lessons and the successes of this past year to help us in addressing the problems forecasted for our immediate future. When all is said and done, we will, as we have for 42 years, continue to provide 24/7 services to those in need in our community.

Douglas B. Fabian, Executive Director




MEN Who COOK



4TH ANNUAL MEN WHO COOK EVENT

Crisis Services presented their 4th annual MEN WHO COOK event, a night of food, fun and awareness on Tuesday Oct. 5th, 2010 at the D'Youville College Center. Guests enjoyed tasting the many culinary delights prepared by seven area restaurants and nine celebrity chefs, featuring such delicacies as a whole roasted pig, head and all, Moose Meat Chili, Chicken Wing Chowder, Maryland Crab Soup and Banana Bamboozler!!

\$30,000 was raised to support the crucial work of the programs of Crisis Services. During the evening, agency staff and volunteers were honored for their years of service to the agency. The Michael B. Coppock Award, awarded in the memory of a loving staff member of Crisis Services, went to John Bell, a caseworker from the Advocate Program. Also recognized for our Community Partner of Excellence Awards were the Cheektowaga Police Department and Kaleida Health Emergency Services.

Drew Cerza, Buffalo's own 'Chicken Wing King' served as emcee for the event

Thanks to all of our amazing restaurants and celebrity chefs that made it all possible!

RESTAURANTS:

- The Left Bank
- Ilio DiPaolo's
- Ulrich's Restaurant
- Harry's Harbour Place
- JP Bullfeathers
- Redlinski Meats
- Auntie Rose Cookies

CELEBRITY CHEFS:

- Tom Ragan, Lt. David Mann,
- Tim Herzog, Oswaldo
- Mestre, Jr., Brian Brault,
- Jeffrey Hirschfelt, Jim Casion,
- Drew Cerza, Ryan Casullo,
- David Rodriguez, Jeremy
- White, Hon. John O'Donnell
- & Hon. John Michalski



Chandra Whitrefield (l) and Susan Parker-Prusiecki watch Linda Coppock (r) present John Bell with the Michael B. Coppock Exemplary Service Award.

YEARS OF SERVICE AWARDS TO STAFF AND VOLUNTEERS

5 YEARS

- Lisa McNeil** – Crisis Counseling Program Coordinator
- Georgina Volanis** – Outreach Counselor
- Kevin Ward** – Outreach Counselor
- Meridith Cohen** – Advocate Volunteer & CCP Staff

10 YEARS

- Kristy D'Angelo** – Clinical Staff Development Coordinator

MICHAEL B. COPPOCK EXEMPLARY SERVICE AWARD NOMINEES

- Sue Parker-Prusiecki** – Crisis Counseling Specialist
- John Bell** – Advocate Hotline Case Manager
- Chandra Whitefield** – Advocate Family Violence Case Manager

2010 Winner: John Bell

MEN WHO COOK 2010 EVENT SPONSORS

Thank you to all of our generous sponsors for their support in making the 4th annual Men Who Cook a huge success!

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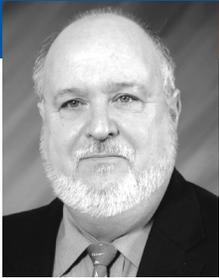
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HONORARY CHEFS

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- Rich Products
- MedFirst Urgent Care
- CWA Local 1122



WHY I COOK...

By Jim Casion, CEO, Baker Victory Services

Baker Victory Services is an agency that has evolved beginning in 1851 and it continues to evolve today. Our mission talks about fostering the highest quality of life achievement by partnering with children and their families to provide a diverse array of health and social human services. Putting it in its simplest form, our goal is to create hope in peoples' lives and to bring that hope to fruition. We have a staff of over 1,300 committed employees providing a diverse array of services in the areas of residential developmental disabilities, residential psychiatric and behavioral health. We operate three school-age special education programs throughout the community. We provide out patient, preventive services, psychiatric and clinical services, wraparound and B2H programming, very large early intervention programs for individuals from 18 months through school aged, evaluation and support services, day care services, job training programs and hospital based maternal early intervention. Most recently, the agency has made a commitment to trauma sensitive care by pursuing accreditation as a sanctuary certified program.

One of my first graduate school experiences was an assignment at Crisis Services working both on the phones and with the community intervention program. As a result of that experience, I have always had a special feeling for the agency and the program. I became involved in Men Who Cook the very first year and have participated in it every year since. It is an enjoyable, fun event with lots of staff recognition awards and a wonderful spirit of camaraderie. Many of the Crisis Services staff were involved with Baker Victory when we pulled together a trauma conference in March of 2010. What I experienced was a tremendously committed staff, who love their work and are committed to people at the most vulnerable points in their life. This is a critical and very necessary service for our community.

Given the economic times, all non-for-profit agencies are facing huge financial challenges. Baker Victory, Crisis Services and many other well-deserving non-profits find themselves in a critical situation with very hard decisions to make and not a lot of options. We must remain committed to our missions, clients we serve, and the community we live in. These difficult times rely more than ever on our programs. We must remain committed to persevere in these very challenging times and be ready to assist our community as we face these challenges.



Lt. David Mann (r) with Drew Cerza.

LT. DAVID MANN'S MARYLAND CRAB SOUP

Ingredients:

1 lb. lump blue crab meat (mid-atlantic)
2 28-oz. cans crushed tomatoes
1 quart tomato juice
3 cups water
3 large potatoes, peeled and diced
1 small onion, chopped
1 24-oz bag frozen "soup mix" vegetables
1 tbs. brown sugar
1 tbs. olive oil
5-7 tbs. J.O. No. 1 Brand Seafood Seasoning (or Old Bay Seasoning)
salt
fresh-ground pepper

Directions:

1. Heat oil over medium heat in a large stock pot. Add diced onions and sauté until onions are clear.

2. Pour in tomato juice, water, soup mix vegetables, and potatoes. On high heat, bring soup to a boil. Reduce heat to medium and continue cooking until vegetables are very tender (about 45 minutes).
3. Remove soup from heat and, using a potato masher or a hand mixer, slightly mash the vegetables in the broth. The soup should stay chunky.
4. Add tomatoes to soup. Add brown sugar and seasoning. Bring to a boil, reduce heat to medium.
5. Allow soup to simmer for at least 2 hours. An hour before serving, stir in crab meat, and continue to simmer. Add salt and fresh-ground pepper to taste.

Following the above, the soup will be mildly spicy. Add seasoning to increase the heat.

SUICIDE PREVENTION WEEK

On September 10, 2010, Mayor Byron W. Brown presented the Crisis Counseling Program (24-hour hotline) with a "City of Buffalo Executive Chamber Proclamation" in honor of Suicide Prevention Week. Crisis Services representatives along with representatives from the American Foundation for Suicide Prevention, the NYS Office of Mental Health, and the Veteran's Association were among those in attendance during the Mayor's presentation. The proclamation recognizes suicide as a national, state, and local public health problem and declares suicide prevention a priority in our community and highlights the importance of the 24-hour hotline at Crisis Services and applauds both the program staff and volunteers for their tireless efforts.

The following Saturday, September 18th, 2010 the WNY Chapter of the American Foundation for Suicide Prevention (AFSP) held their 4th annual Buffalo 'Out of the Darkness Walk' at Delaware Park. Lisa McNeil, the coordinator of the 24-hour Hotline at Crisis Services, served as Co-Chair for the walk. Over \$75,000 was raised by over 1000 walkers, more than doubling the number of walkers and money raised at last year's walk! All proceeds go to AFSP's vital research and education programs to prevent suicide and save lives, increase awareness about depression and suicide and assist survivors of suicide loss.



Crisis Services was honored by Mayor Brown with a proclamation recognizing our efforts in Suicide Prevention.

CRISIS SERVICES CHOSEN AS THE NEW YORK STATE DOMESTIC VIOLENCE AND SEXUAL VIOLENCE HOTLINE

After a competitive Request for Proposals (RFP) process, Crisis Services was chosen by the New York State Office for the Prevention of Domestic Violence (OPDV) to provide the state with a multi-lingual Domestic and Sexual Violence Hotline.

Crisis Services already serves as the Designated Rape Crisis Center and a NYS-Approved Non-Residential Domestic Violence Provider for our community. This award allows Crisis Services the opportunity to provide their expertise and quality services to those impacted by domestic violence and sexual violence throughout all of New York State.

"This award acknowledges the excellent work Crisis Services has been providing for over forty years to those in need in our own community. Our solid crisis response, hotline services and program infrastructure positioned us to be selected for this state hotline", states Douglas Fabian, Executive Director of Crisis Services.

"We are confident that Crisis Services will provide comprehensive, compassionate, culturally-competent

and effective services for domestic violence and sexual assault victims and their advocates across the state, and look forward to working with them", states Amy Barasch, OPDV Executive Director.

With the announcement coming in mid-August, and the start date of September 30, 2010, time was of the essence in getting the hotline up and running. Four full-time and three part-time bilingual staff had to be hired and trained, along with a supervising counselor for the program.

24-hour hotline services began September 30, 2010. During the first month of operation, 1,356 calls were answered. Of these calls, 1,301 were related to domestic violence and 55 were related to sexual assault/rape. Additionally, 305 of all calls were Spanish speakers.



For more information and updates on the program's implementation, go to www.crisisservices.org

www.crisisservices.org

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www.crisisservices.org

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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, and mental health and trauma) need your ongoing generous support. Enclosed in this newsletter is a convenient 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.

*Your gift to Crisis Services today can help to keep the programs of Crisis Services strong and healthy in 2011.
See 'Reflections on 2010' on the front page.*

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