



A Message from the President & CEO



In 2019, Community Services for Every1 celebrated an incredible milestone: 30 years of providing high quality, person-centered services to people of all abilities in the community.

The agency was founded in 1989 by former CEO Mark Foley with a team of about 50 employees who worked out of a storefront on Hertel Avenue. Today, Community Services has more than 900 employees, offers more than 40 services, operates 65 locations and serves more than 2,000 people across Western New York.

I have been with the agency since 2001, and have been fortunate to see some of the wonderful progress we have made. In the past few years, we have been expanding our services to support people from all eight counties of Western New York, opening our one-of-a-kind Jefferson Career Exploration Center, and taking the lead on new and innovative services for people of all abilities.

Two of those important services include our partnership with The Family Justice Center in serving people with developmental disabilities who are victims of domestic violence and/or abuse, as well as our newest service, the Victim Assistance Program. This is the only service of its kind in the area that specializes in providing supports to people with disabilities. Through this service, we help people of all abilities who have been victims of any crime by providing support, safety planning, case management, and connections to local resources.

We began another significant partnership in April 2019 with The Service Collaborative of WNY Inc. Through this partnership, at-risk youth, ages 16 to 23, can participate in certified curriculum courses at our Jefferson Career Exploration Center to develop the skills needed to obtain competitive employment. We currently offer courses in the hospitality and banquet industries. We have successfully graduated three cohorts of students with a 100 percent graduation rate, and 96 percent of those students have found employment after graduating from our course.

Currently, we are working on the start of our newest course focusing on the culinary arts, using our prep space and kitchen at the Jefferson Career Center. Thanks to a grant from the Mother Cabrini Health Foundation, we have employed a certified chef to teach classes to our Pre-Vocational programs as well as The Service Collaborative students.

Whether it's developing job skills or making services more accessible, Community Services continues to help people become more independent. One way we have done this is to expand our Fill-in-the-Gap Transportation services to include Cattaraugus, Chautauqua and Allegany counties. Fill-in-the-Gap offers transportation to eligible families when no other public transportation option exists. Additionally, we received a grant from the Office for People with Developmental Disabilities to assist with transportation to their West Seneca office.

Our agency has always been progressive and when we see a need, we act. That is why we began offering our Foster Respite Program in 2019. This program offers respite services to foster parents and caregivers or those receiving preventive services to give them personal time while providing quality support to their loved ones.

For 30 years, our focus has been to help people of all abilities achieve their goals and lead the most independent lives possible. As you read through this Annual Report, you will learn more about how Community Services continues to uphold our mission, the new programs we are offering, and how we have partnered with individuals to help them achieve their goals.

It is thanks to our incredible community partners, generous donors, dedicated employees and passionate advocates that Community Services has been able to provide meaningful, quality services for the past 30 years. I am so proud of the accomplishments this agency has made in the last three decades and look forward to all that we will achieve in the future.



Mindy Cervoni
President & CEO

Leadership

Mindy Cervoni
President & CEO

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Jessica Robinson
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& Habilitation Services

Celebrating 30 Years of Service

Below is a timeline of a few of the major accomplishments Community Services has made in our 30 years of service. Whether it was opening a new building, starting a new program, or expanding into new communities, our focus has always been to provide the best quality services to those we support to help them achieve their goals.

- **Mark Foley founded Community Services in 1989 with about 50 employees**

1989



- Safe House is the first in the nation to support people with developmental disabilities who are victims of domestic violence, abuse and crimes (1989)
- Opened 452 Delaware location (1994)
- Supported Employment program begins (1994)

- Housing program established (1997)
- Habilitation and Respite programs begin (1998)

1999



- Dual Diagnosis services established (2000)
- **Our L.E.A.D.E.R.S. Self-Advocacy Group formed in the early 2000s**
- Opened administrative offices at 180 Oak (2008)

2009

- Rapid growth of Individual Residential Alternatives (2000 - 2009)
- **Community Services Support Foundation was established in 2010 to support the agency**
- Expanded presence in the Northtowns with the opening of 175 Humphrey (2015)



- Mark Foley retires and Mindy Cervoni becomes President & CEO (2015)
- Began partnership with The Family Justice Center (2017)

2019



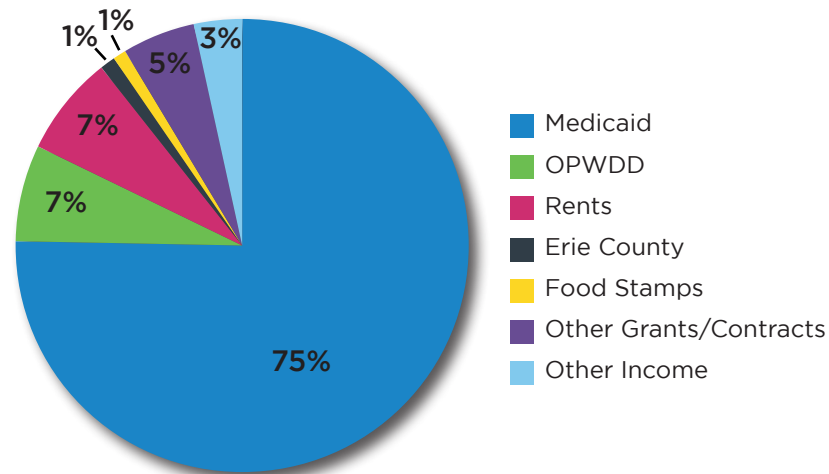
- **Our Jefferson Career Exploration Center opened in the fall of 2017**
- Changed our name to Community Services for Every1 (2018)
- Celebrated our 30th anniversary (2019)

Agency Financial Summary

Nearly 90% of our funding is allocated to programs and services.

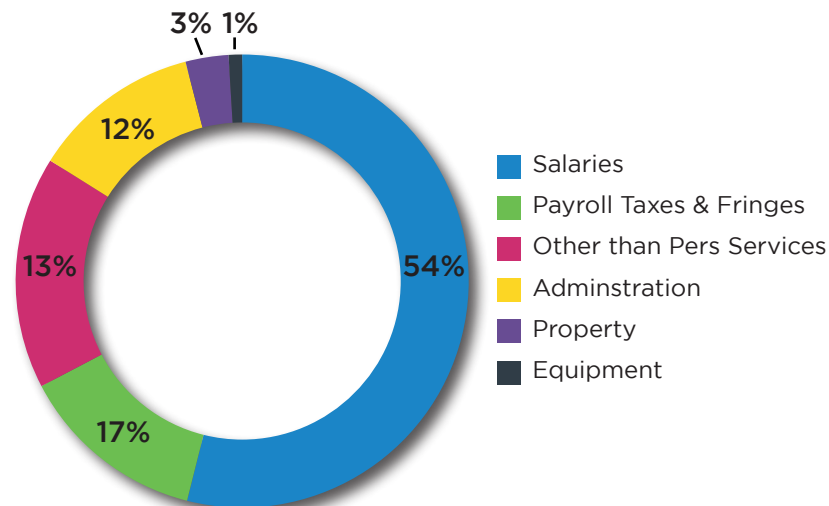
Revenue

Medicaid	\$30,034,387
OPWDD	\$2,751,089
Rents	\$2,851,786
Erie County	\$433,717
Food Stamps	\$377,656
Other Grants/Contracts	\$2,064,962
Other Income	\$1,372,627
<hr/>	
Total Revenue	\$39,886,224



Expenses

Salaries	\$20,653,963
Payroll Taxes & Fringes	\$5,138,523
Other than Pers Services	\$6,356,312
Administration	\$4,619,330
Property	\$1,174,090
Equipment	\$367,149
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Total Expenses	\$38,309,367
Change in Net Assets	\$1,576,857



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2019 Major Grants and Funding

Erie County Department of Social Services	\$250,000/year
Establish vocational, educational and intensive casework services for individuals receiving Temporary Assistance to Needy Families (TANF) and Safety Net Family Assistance (SNF)	
NYS Office of Victim Services	\$232,343
Establish a new Victim Assistance Program to provide support to people of all abilities who are victims of any crime	
Mother Cabrini Health Foundation	\$164,091
Deliver hands-on culinary skills development and nutrition and wellness learning experiences that benefit people with disabilities and their caregivers	
OPWDD	\$59,055
Office for People with Developmental Disabilities	
Expand Fill-in-the- Gap Transportation program to cover Chautauqua, Cattaraugus and Allegany counties	
Erie County Department of Mental Health	\$50,000
Establish new client management software modules and Mental Health First Aid trainings	
Erie County Department of Mental Health	\$21,000
Implement new behavioral case notes modules and employment history modules in our client management software and new tools in assessment and service planning	
OPWDD	\$16,344/year
Office for People with Developmental Disabilities	
Provide transportation to DDRO's West Seneca campus	
HFWCNY	\$10,000
Health Foundation for Western & Central New York	
Develop collaborative project that addresses direct care staff crisis	
HFWCNY	\$10,000
Health Foundation for Western & Central New York	
Develop collaborative project that addresses barriers faced by impoverished mothers of young children to access and stay engaged in support services	
NYS Transition Partners	\$2,500
Develop video on hospitality careers for transition-age youth	

Victim Assistance Program first of its kind in WNY

Last year, Community Services created its Victim Assistance Program, with a \$232,343 grant from the New York State Office of Victim Services (OVS), to help support people of all abilities who are victims of any crime.

The Victim Assistance Program is unique in that it is the only program of its kind in the area that specializes in providing accessible services to victims with disabilities. It also has an Extensive Case Management Program specifically for domestic violence victims with an intellectual or developmental disability.

Tiffany Pavone, Assistant Director of Victim Services & Advocacy, said there is a huge need for this type of service. People with disabilities are 4 to 10 times more likely to become a victim of violence, abuse or neglect, so the need for this type of program within the community is great. Every year, Erie County's local police departments receive over 14,000 phone calls reporting incidents of domestic violence, and many more go unreported.

Through this program, Community Services offers assistance in determining a victim's eligibility for compensation from the crime, and provides short-term case management, safety planning, and support during the initial period after the crime. Our agency will also link victims with additional long-term support as needed.

Since starting the program, we have been able to help numerous victims find emergency shelter, move into Community Services' IRAs to escape abusive situations, obtain emergency orders of protection and more. The program also works in collaboration with The Family Justice Center to make their resources available to those we support as well.

"Safety for domestic violence victims, and being able to maintain that safety, is a priority," Pavone said. "With the Personal Empowerment Plans, the Casework Empowerment Liaison works with the individual to set goals and implement strategies that will meet their short- and long-term needs for safety and stabilization and help them build the skills needed to maintain their safety long term."

For more information, please contact our Victim Empowerment Liaison at (716) 949-6678 or visit www.csevery1.com.



It's the **ONLY** victim assistance program in WNY that specializes in providing support and services to people with disabilities.



People with disabilities are **4 to 10** times more likely to become a victim of violence, abuse or neglect.

More than

14,000

calls are made to Erie County police departments each year reporting incidents of domestic violence



\$232,343

in grant money was awarded from the New York State Office of Victim Services to create this program.



This program provides short-term case management, safety planning, support, and linkage to long-term support and resources.

Service Collaborative partnership helps at-risk youth explore careers, develop skills



Last year, we began our partnership with The Service Collaborative of WNY, a nonprofit that works with at-risk youth to help them overcome barriers to be successful.

In April 2019, we began working with our first cohort of students who participated in our certified hospitality curriculum taught by Joelle Amico, Hospitality Development Specialist, at our Jefferson Career Exploration Center. Through this 10-week course, students learned and developed the skills for the positions of Guest Room Attendant and Customer Service Desk Representative.

Through hands-on practice using our mock hotel room, students were able to learn how to properly clean a hotel room, speak with guests, and problem solve. Students also took tours of local hotels, listened to guest speakers, and participated in job shadowing. At the end of the course, students graduated after passing an exam and received a certification from the American Lodging and Hotel Association for their hard work.

In addition to the hospitality curriculum, Joelle began teaching a Restaurant Server course using our banquet suite at Jefferson. Students learned how to set up a banquet hall, serve guests, and clean up after.

Since starting this program, we have seen an astounding 100 percent graduation rate, with 96 percent of the students becoming employed after taking our courses. We are looking forward to continuing these courses and offering a culinary arts curriculum in the future.

Jefferson Career Exploration Center : Breaking Down the Numbers

The Jefferson Career Exploration Center opened in fall of 2017, and it has since become a hub for our vocational programs. In 2019, we began a partnership with The Service Collaborative of WNY, Inc., to help at-risk youth develop new skills for specific jobs and connect them with local employers. The center also offers a space for our Pre-Vocational program to explore career paths, learn job skills, practice these skills in our hands-on learning suites, and eventually apply for and obtain jobs.

Below are the total numbers of people supported at our Jefferson Career Center in 2019:



Thank you to our business partners!

Thank you to all the businesses and employers who have been so helpful with the development of our various learning/training suites. We are appreciative of the knowledge, time, and support these businesses have provided us and are excited to continue our partnership with them.

*American Niagara Hospitality
Buffalo Grand Hotel
Buffalo HarborCenter Marriott
Buffalo Niagara Convention Center
Curtiss Hotel
D'Youville College - Department of Dietetics
Hampton Inn Buffalo - Williamsville
Hilton Corporation*

*Hilton Garden Inn - Buffalo Airport
Hotel Henry
Hyatt Regency Buffalo/Hotel and Conference Center
Inn Buffalo off Elmwood
The Mansion on Delaware Avenue
Residence Inn Marriott - Downtown Buffalo
Statler City*

Finding success in her first job

Samantha felt a sense of pride and excitement when she obtained and started her first job.

Samantha has been employed at KeyBank Center through Pegula Sports & Entertainment (PSE) since September. She is responsible for helping clean the arena after events. Samantha enjoys working the day shift and has learned many new things while working, such as keeping a schedule, using the public transportation route to get to and from work, keeping herself safe by wearing gloves while she cleans, and navigating her way through KeyBank Center.



Samantha says that having a job requires her to be responsible, to work hard and to learn to manage her time. She has grown in independence, as she is now earning her own money. Samantha has also made a lot of new friends at her job.

Thanks to our partners at Pegula Sports Entertainment and the KeyBank Center for creating a great work environment!

Transportation services expand to southern counties



Many families who live in the southern counties of Western New York find it challenging to connect with the resources their loved ones need due to limited public transportation options.

In 2019, Community Services was able to expand our Fill-in-the-Gap Transportation Services to Allegany, Cattaraugus and Chautauqua counties thanks to a \$59,055 grant from the Office of People with

Developmental Disabilities. This service also supports families in Erie and Niagara counties.

Through this service, families are able to schedule transportation with us when no other transportation options are available. This service can be used during the week, weekends, evenings and holidays. Our transportation services help families get to appointments, run errands, participate in community activities and more when they would otherwise not be able to do so.

Helping families overcome barriers



Over the past 30 years, Community Services has expanded its reach in the Western New York community to help even more people. Specifically, our Behavioral Services Team has been able to help many families in areas where there are barriers to finding services.

Our team was able to help one teenager with autism whose family's location in the southtowns was an obstacle to connecting him with helpful services and limited his participation in social activities. His parents were concerned about his social skills and how he interacted with his peers.

The team began working with the young man and his family to help him achieve his goals. These included improving communication skills and getting involved in extracurricular activities.

By using stories, our Behavioral Services Team helped him practice social skills and learn social cues and rules. They helped the family coordinate getting the student involved in a basketball and bowling program through his school where he now participates with neurotypical youth and his classmates with disabilities.

Through observations at both his bowling and basketball games, it was apparent that he had learned how to appropriately interact with his peers, how to follow the rules and how to play the sport well. He used the social skills he had practiced with his Behavioral Services Team to socialize with his teammates during games and bowling matches.

The family said they have been grateful that our team was able to serve them in their home and collaborate with them to accomplish everyone's goals.

Community Services opens two new homes

In 2019, we opened two new Individual Residential Alternatives (IRAs) in Amherst and Eden. Our Amherst IRA offers space for four people and our Eden IRA offer space for six.

James, one of the Eden residents, was excited to move into a new place. His younger brother decided to help everyone feel more at home by constructing outdoor furniture for the patio as part of his Eagle Scout project. Now everyone at the Eden IRA can enjoy the outdoors together.



Foster Respite Program provides families with relief

In the last few years, Community Services has expanded to offer services to people with developmental and intellectual disabilities as well as people who are facing other life challenges.

Our foster respite program benefits Erie County foster families or those receiving preventive services by providing regular and short-term relief. This gives parents and caregivers time away from their loved ones to run errands, complete tasks and have time to themselves.

Services offered through the Foster Respite Program include In-Home Services, Community Based Services and Overnight Respite.

Services Offered



In-Home Services



Community
Based Services



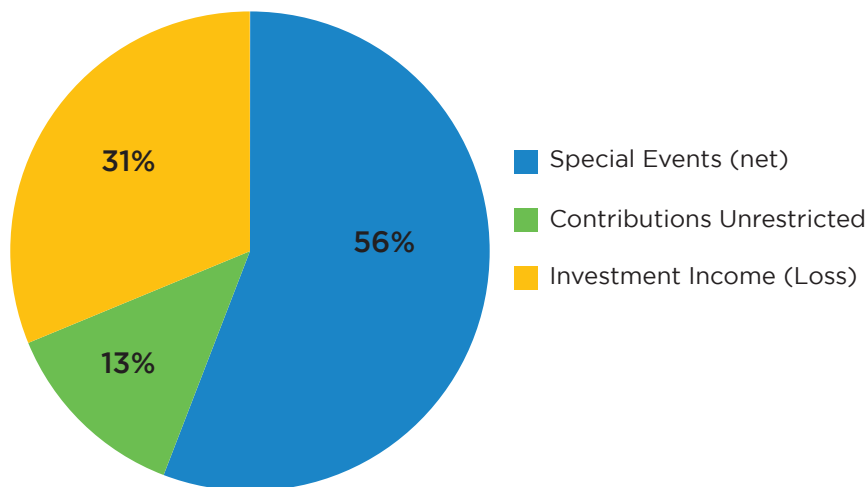
Overnight
Respite

Foundation Financial Summary

Community Services Support Foundation provides support to Community Services for Every1. It secures financial resources and manages funds that support organizations and activities that provide and improve services for people with developmental disabilities in Western New York. The Foundation offers opportunities for donors to participate in the pursuit of service excellence, new services and new approaches that improve the quality of life of people with developmental disabilities.

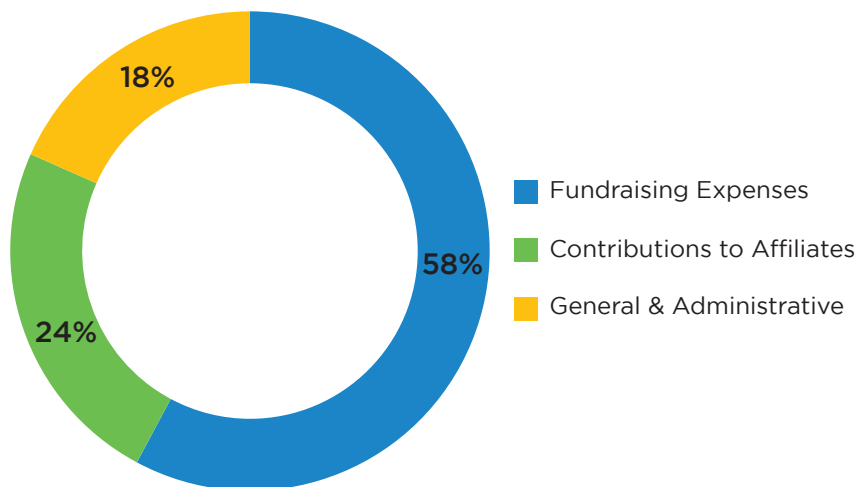
Revenue

Special Events (net)	\$73,885
Contributions Unrestricted	\$17,057
Investment Income/(Loss)	\$41,339
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Total Revenue	\$132,281



Expenses

Fundraising Expenses	\$29,801
Contributions to Affiliates	\$12,267
General & Administrative	\$9,474
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Total Expenses	\$51,542
Change in Net Assets	\$80,739



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Community Services Support Foundation Events

In 2019, our Community Services Support Foundation raised \$132,281, including proceeds from all of our events. These funds go directly toward the people we serve by supporting projects within the agency, including our mini-grant program. Thank you to all of our community and corporate partners for helping our Foundation continue to succeed!

Swinging into 30 Years of Service



Last year, Community Services celebrated its 30th anniversary as an agency. We held a Roaring Twenties themed event, *Swinging Into 30 Years of Service*. The event was held at the beautiful Shea's Seneca, which features art deco inspired architecture and décor, making it the perfect place to celebrate in style. Guests were encouraged to dress up in 1920s fashion, so many people wore flapper dresses, feather headpieces, fedoras and suits. Uptown Sound, a local swing band, performed and got everyone on the dance floor. The event also featured a short video of thank you messages from our staff, people we support, community partners and peer organizations who have supported our agency throughout the last three decades. Thank you to everyone who celebrated with us!

6th Annual Golf Tournament Chipping in for Community Services



Last year, Community Services moved its annual golf tournament to the beautiful Wanakah Country Club in Hamburg. Golfers were able to enjoy a wonderful June day on the course and a nice dinner and silent auction in the evening. Thank you to all of our sponsors for supporting this event and our agency's mission!

2019 Mini-Grants

Each year, the Community Services Support Foundation receives numerous proposals for mini-grants. Mini-grants are used to fill gaps in funding and provide additional supports and opportunities for the people we serve. Below are a few of the mini-grants awarded in 2019.

Art Therapy

A few of our IRAs were awarded a mini-grant to fund a painting night at a local studio, involving both the people we support as well as their staff. The hope of this experience was to enable the individuals to express their creativity and relax while also building on their relationships with each other and their staff.



Weeklong Workshops

A mini-grant was awarded to our Community Habilitation Team to fund a week's worth of workshops and experiences designed to promote socialization, self-care, healthy habits and more. The group spent the week learning easy exercise routines, participating in art therapy, learning more about adaptive water sports, and developing friendships by going bowling together.

Growing Green Thumbs

Gardening is not only a relaxing way to enjoy the outdoors, but it's a great way to learn about healthy lifestyles. Mini-grants were awarded to our Humphrey location and our Geary IRA to plant gardens at both sites to produce vegetables and flowers. This has helped continue to educate people we serve about healthy eating, and also gives them responsibility and something they can take pride in maintaining.



Corporate Donors & Community Partners

Thank you to our generous donors, sponsors and community partners who have contributed to the success of our agency and continue to support our mission and the people we serve.

\$5,000 and more

Carolin Soldo Coaching & Events, LLC
Independent Health
KeyBank
M&T Bank
Northwest Bank
Panasonic Solar North America
Parkview Health Services
Wegmans

\$4,999 - \$2,500

Carmina Wood Morris, DPC
CSS Construction
Dopkins & Co, LLP
GMR of Western New York
Person Centered Services

\$2,499 - \$1,000

Allied Mechanical
Bonafide Systems
Cannon Heyman & Weiss
Eaton Office Supplies
Enterprise Fleet Management
Harris Beach, PLLC
John W. Danforth Company
Peak Performance
Towne Auto
West Herr

Additional Donors

We appreciate all of the businesses and organizations that have made a donation to help support Community Services and our mission.

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Aspire of WNY
AXA Advisors
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Black Willow Winery
Buffalo Alarm
Burke Homes, LLC
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GP Flooring
Hamburg Brewery
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United Health Care
VSP Graphic Group
Walsh Duffield Companies, Inc.
WNY Immediate Care
WNY Urology

Individual Donors

Thank you to all of our donors for your generous support in 2019. It is thanks to you that we are able to continue helping the people we serve achieve their goals and thrive in our community.

Beth & Julius Aebly
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Recognizing our community partners

We are fortunate to have several community partners who generously contribute to our mission, help put on special events, or find unique ways to support the people we serve.

Out of the Blue has been a wonderful partner of ours since 2018. They have hosted Anderson's Food Truck multiple times at our locations to provide people we support with ice cream during the summer. They have delivered beautiful flower pots in the spring and homemade wreaths in the winter. Out of the Blue also hosts a special holiday lunch for nearly 200 people every year.

The Hope Center at Lumber City Church continues to be an amazing partner, enabling our northtowns Pre-Vocational group to use its space every day for developing new skills. The center also offers its space to be used by our Community Habilitation group for certain events, such as our annual Thanksgiving meal.

In 2019, Panasonic Solar North America and Tesla Inc. hosted their Gigafactory2 Charity Golf Tournament and once again chose to give the proceeds back to our agency. The event raised more than \$5,000, and funds went directly toward expanding and enhancing our programs to better meet the needs of the people we serve.

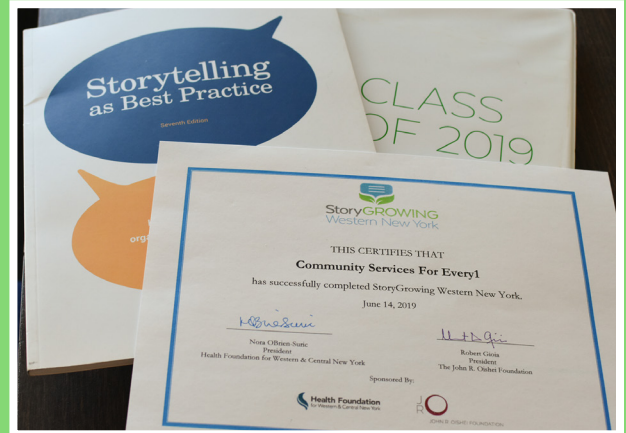
Community Services was also thrilled to be the recipient of proceeds from GMR of Western New York's charity golf tournament. The event raised \$3,000, which directly impacted the people we serve by supporting our programs.

We are grateful to have such wonderful community partners who continue to support our agency and our mission!

Learning how to effectively share our stories

Community Services was excited to be a part of the second StoryGrowing Western New York program in 2019, sponsored by Health Foundation for Western & Central New York and The John R. Oishei Foundation.

A team of four employees, including our marketing and communications staff, participated in the six-month program to learn more about different strategies to share our stories with the community using marketing, social media, video and more.



Our goal was to learn innovative ways to increase awareness of our agency in the community and market our services. With the help of this program, we were able to run a successful appeal and cultivate new donors, identify and execute new advertising strategies, and better use our social media platforms to share our stories.

One of the most exciting things we started was our “Community Services: On-Air Podcast.” The podcast is a series of open conversations about overall health and wellness as it relates to people of all abilities in various communities. Our first season has covered topics such as healthy relationships, employment, wellness in the workplace, police and mental health, website accessibility and more. You can tune in on Spotify, Apple Podcasts and Google Play.

Website accessibility trainings help local businesses, organizations



Website accessibility has become a big focus in recent years, with nearly 2,300 ADA website lawsuits being filed throughout the country in 2018.

Community Services wanted to ensure that our website was accessible to everyone,

including those with hearing and visual impairments. Working with Surdej Solutions, we redesigned our website to make it ADA compliant and easy to navigate.

We felt this was such an important topic that our agency hosted two free website accessibility trainings with Surdej Solutions to teach local businesses and organizations how they could easily fix certain aspects of their website to make it more accessible.

In Memoriam

We remember those we have lost in 2019 and the impact they had on us. Their memory will not be forgotten.

Lynn Bays

Rosemarie Gorski

Luther Ray





Community Services

FOR EVERY1

Your generous contributions have enabled us to provide high quality, person-centered services to the Western New York community for 30 years. As a friend and partner, we extend our sincerest thanks for your support.

Online Giving

Gifts can be made online by visiting our website. All contributions are made through a secure donation system.

www.csevery1.com/donate

or by mail to:

Community Services Support Foundation
180 Oak Street, Buffalo NY 14203

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Community Services for Every1



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Community Services: On-Air Podcast



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