



Community Services

FOR EVERY1



Working Together As One

2020 Annual Report





A Message from the President & CEO

Last year was unlike any other that we have ever experienced before. While the COVID-19 pandemic brought many people, businesses and organizations to a halt, Community Services for Every1 continued to move forward.

As an agency that serves nearly 1,900 people, we worked to come up with new ways to provide supports and care while following all safety guidelines and ensuring quality service. I am proud to say that our employees came together as one team to make sure the people we serve continued to get the supports they needed while helping them feel safe and making their daily routines as normal as possible.

Our employees got creative, using technology to help people work on their goals, such as cooking at home, getting outside to exercise, and connecting with friends and family that they couldn't see in person. They also found ways to celebrate, whether it was hosting birthday parades for people at our residential sites or finding alternative holiday activities that were fun and safe. Many employees took on new roles to support staff and individuals in our residences. We even created an internal grocery shopping service so residential staff could limit their time spent in stores.

We would not have been able to get through this challenging year without our incredible employees who continue to work tirelessly to support those we serve each and every day. We also have our community partners to thank for helping us out during these unprecedented times. Local businesses and individuals donated masks, gloves, gowns and other Personal Protective Equipment (PPE) early on in 2020 to make sure our employees were able to do their jobs safely. We cannot thank you enough for your kindness and generosity!

Although we had to make changes and adjust how we did things, we were able to start some new programs and enhance some current services in 2020. Our partnership with The Family Justice Center continued, providing supports to people of all abilities who are victims of domestic violence and/or abuse. We received two federal grants totaling \$875,000, one to continue this partnership and another to provide transitional housing to

survivors of domestic violence.

In November of 2020, we began using The Statler Culinary Arts Suite at our Jefferson Career Exploration Center. Following all COVID safety guidelines, our Pre-Vocational group was able to start learning basic kitchen skills, safety tips and healthy, easy recipes both virtually and in person.

With the use of the new suite, we also introduced our Easy Eats for Every1 project, which offers three different meal kits to our residential sites, enabling them to learn how to cook nutritious meals together. In addition to the kits, a step-by-step instructional video is created for each recipe so everyone can follow along on the Easy Eats for Every1 YouTube channel.

We also received a grant from the Health Foundation of Western and Central New York to provide staff development and wellness strategies to our direct care staff. The grant is funding the Solutions for Where I Flourish Today & Tomorrow (SWIFTT) project, which will focus on recognizing each of our employees as a whole individual to enhance their quality of life. With the challenges that 2020 presented, this initiative comes at the perfect time to help our employees be the best they can be both in their professional and personal lives.

Another new initiative we introduced last year is our Veterans Fiduciary Program. We now work with those who receive benefits from the Department of Veterans Affairs to help them become fiscally stable. The program helps each individual with their budget to make sure their needs are met. We are thrilled to be able to offer this program to our veterans and help even more people in our community.

As you read through our 2020 Annual Report, you will learn more about each of these programs and how they uphold the Community Services' mission of working with people of all abilities to reach their fullest potential.

Last year was a challenge for everyone, and we would not have been able to succeed without the hard work of our amazing employees and the support of our donors and community partners. I am so proud of the work we were able to accomplish together despite the challenges we faced, and look forward to a brighter future.



Mindy Cervoni
President & CEO

Leadership

////////////////////

Mindy Cervoni
President & CEO

Sharon Chmielnicki
COO & Vice President of Programs

Jennifer O'Brien
CFO & Vice President of Finance

Lindsay Goodenough
Vice President of
Administrative Services

Kelly Kinderman
Vice President of Program
Support & Development

Gordon Anthony
Director of Building & Property

Kim Blamowski
Director of Quality Management

Earl Cohan
Director of Residential Services

Jaime Fitscher
Director of Finance

Kari Heigl
Director of Funding
& Reimbursement

Brenda Jankowski
Director of Human Resources

Vijay Kodan
Director of Information
Technology

Ashley McLimans
Director of Specialized Services

Michelle Rechin
Director of Clinical Services

Jessica Robinson
Director of Employment
& Day Services

Taking on new challenges together

In March of 2020, the COVID-19 pandemic forced many businesses and organizations to shut down, but Community Services never stopped. Our frontline staff came to work every day to ensure the needs of the people they support were being met.

Many of our employees took on new roles, whether they were filling in at a residential site, organizing and distributing PPE, or volunteering to grocery shop for our houses to limit the risk of exposure to people we support and their staff.

Instead of meeting in program buildings, our Day Services teams found creative ways to provide supports using technology. Through the use of video and phone calls, staff helped individuals stay active, make healthy choices, connect with friends, stay engaged with crafts and other activities, and work on life skills.

Our Employment Services Team continued to support people we serve who have been working through the pandemic because they are essential workers. Our Job Coaches have provided onsite assistance to help them navigate the workplace safely and learn new safety protocols.

Staff even organized special birthday parades for everyone who had to stay home to celebrate. Employees decorated their cars with colorful signs and balloons. Parades were often led by local fire departments, all to make sure people's special days were properly celebrated.

We could not have gotten through the last year without the efforts and dedication of our incredible employees! Words cannot express how thankful we are to have such an amazing team at Community Services.



Community partners show their support

In addition to support from our wonderful staff, many community partners stepped up to donate much-needed PPE in the early stages of the pandemic.

Mrs. O'Connell, a friend of the agency, sewed homemade masks for our employees, and Linda Szmanda, our Residential Administrative Assistant, used her seamstress skills to make reusable and washable gowns. Buffalo Resilience, Colvin Cleaners, Operation Sewing Squad and Pasquale's donated masks for our employees, and Servpro of the Southtowns donated gloves and gowns.

We cannot thank our community partners enough for the incredibly generous donations they have made. We are so lucky to have a great community working together to help the people we support and our employees stay safe!

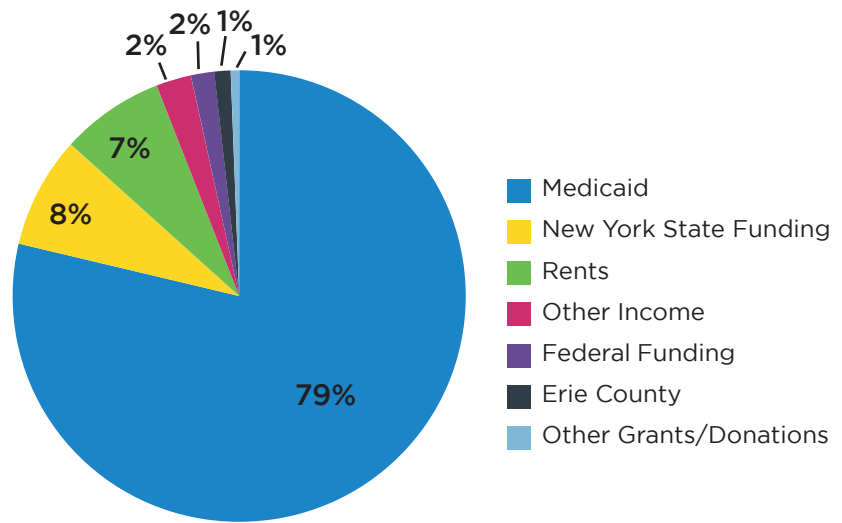
Agency Financial Summary

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

Revenue

Medicaid	\$30,888,619
New York State Funding	\$3,122,631
Rents	\$2,896,891
Other Income	\$979,184
Federal Funding	\$658,545
Erie County	\$453,275
Other Grants/Donations	\$233,648

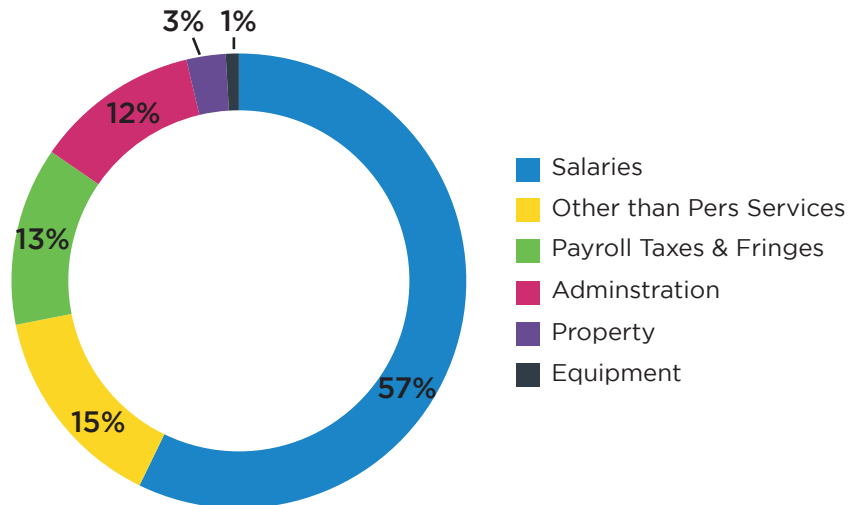
Total Revenue	\$39,232,795
----------------------	---------------------



Expenses

Salaries	\$21,891,790
Other than Pers Services	\$5,627,207
Payroll Taxes & Fringes	\$4,859,177
Administration	\$4,473,895
Property	\$1,067,098
Equipment	\$354,586

Total Expenses	\$38,273,753
Change in Net Assets	\$959,042



Board of Directors



Bradford La Salle
Chairperson

Rebecca Boyle
Secretary

Shari Cook
Board Member

Herman Tate
Board Member

Russell Burgstahler
Vice Chairperson

Gina Burkhardt
Board Member

Breanna Penque
Board Member

Daniel Weintraub
Board Member

Herb Bellamy
Treasurer

Kathy Collado
Board Member

Michael Rivera
Board Member

Kara Whitmore
Board Member

2020 Major Grants and Funding

U.S. HHS

\$700,927

U.S. Department of Health and Human Services

Reimburse/cover healthcare related expenses related to COVID-19 and/or expenses maintaining healthcare delivery capacity

Office on Violence Against Women

\$550,000

U.S. Department of Justice

Develop transitional housing and support services program for domestic violence survivors

Office on Violence Against Women

\$325,000

U.S. Department of Justice

Continuation of project for ongoing HOPE of WNY collaborative

NYSDOT

\$275,164

New York State Department of Transportation

Acquire five new vehicles to maintain capacity of our current fleet

ECDSS

\$225,000

Erie County Department of Social Services

Establish intensive casework, cognitive behavioral intervention and workforce development services for eligible youth offenders (ages 16-23)

HFWCNY

\$149,665

Health Foundation for Western & Central New York

Implement program that will integrate staff development and wellness strategies to benefit direct care employees

Erie County Department of Mental Health

\$21,000

Introduce new tools in assessment and service planning, and implement new modules in our client management software

Peter & Elizabeth Tower Foundation

\$13,000

Support known and emerging needs in relation to service delivery under the pandemic

The Marilyn Gohr McTaggart Reveal Fund

\$10,000

Support the work of the Business & Community Inclusion Coordinator position

National Equity Fund

\$8,500

Support Community Services for Every1 programs and overall mission

Community Services receives continued federal funding for Victims Services and Advocacy Program

Community Services for Every1 received two federal grants totaling \$875,000 for our Victims Services and Advocacy Program to assist survivors of domestic violence.

The Transitional Housing Grant, amounting to \$550,000, will provide housing and services for survivors of domestic violence, dating violence, sexual assault, and stalking. In 2020, Community Services was able to help dozens of survivors escape abuse by providing financial assistance through rental subsidies, preparing for permanent residency, and assisting with financial education and vocational assistance.

Additionally, Community Services received \$325,000 to continue the region's first ever domestic violence program to aid survivors with a disability. In partnership with the Family Justice Center of WNY and Niagara University, this funding will help bring trainings into the community to continue education on abuse within the disability population. Individuals with a disability are three times more likely to experience abuse than individuals without a disability.

In 2020, domestic violence hotlines across the country saw a drastic uptick in calls for help with pandemic lockdowns unintentionally trapping victims with their attackers. Community Services helped more than twice the number of survivors we had projected for the year, which demonstrates the need in our community. Our program specializes in assisting individuals with an intellectual or developmental disability, but we offer services to help survivors of all abilities.

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



Pictured from left to right: Congressman Brian Higgins; Mary Travers Murphy, CEO of the Family Justice Center; Mindy Cervoni, President & CEO of Community Services for Every1; Kelly Kinderman, Vice President of Program Support & Development; Sharon Chmielnicki, COO; and Tiffany Pavone, Assistance Director of Victim Services & Advocacy.

\$875,000

total in federal grants for our Victims Services & Advocacy Program to assist survivors of domestic violence



\$550,000

will provide housing & services for survivors of domestic violence, dating violence, sexual assault, & stalking



\$325,000

to continue the region's first ever domestic violence program to aid survivors with a disability

Breaking Down the Numbers

Below are the numbers of people who have been supported by our Employment Services in 2020.

93 people in our Employment Services were supported to obtain or maintain employment.

71% of those we support in OPWDD Supported Employment remained employed as essential workers.

45 people in our Prevocational Services actively learned in person and virtually through the Jefferson Career Center.

28 students through the Service Collaborative participated in our Hospitality trainings and passed the certification test.

7 of those Service Collaborative students got jobs as essential workers.



Students adapt to change in 2020

Teaching never stops, even during a pandemic. During the 2020 year, we had three different cohorts of students from The Service Collaborative of WNY Inc. enrolled in our Hospitality trainings. We continued to teach Front Desk Representative and Guest Service trainings with students in either a remote or hybrid teaching model setting.

Students accessed class materials and lessons on Google Classroom, attended virtual classes on Zoom, had weekly one-on-one phone calls, and received updates through ongoing messaging between the students and the instructor. This was the 'new normal' for teaching and learning. While there were definitely challenges along the way, we are happy to report that by working together with students and staff from The Service Collaborative, we had a 100% passing rate in all three cohorts.

We look forward to continuing to work with students and The Service Collaborative of WNY, Inc., and maintaining our commitment to supporting and teaching students.



Culinary Arts Suite opens in fall 2020

The Statler Foundation Culinary Arts Suite opened quietly, but with great anticipation from our Employment Program participants. In November 2020, our new Culinary Arts Coordinator, Chef Meredith Schork, launched Easy Eats for Every1, which is our take on a meal delivery service. It offers healthy meals available in one of three different levels of meal prep kits:

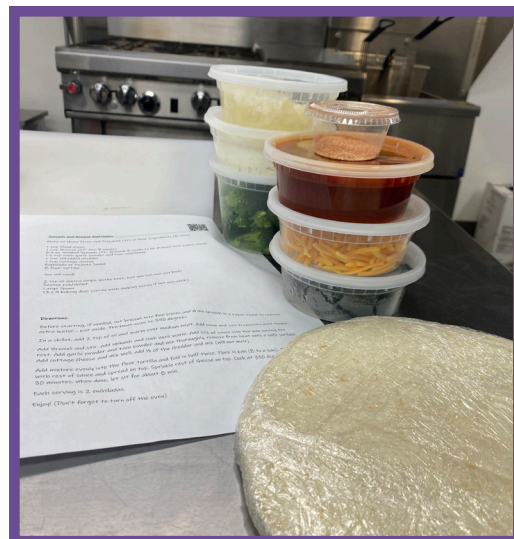
- Heat and Eat – Ready for the microwave or oven. Great for those interested in healthy eating.
- Prepped just Prepare – Everything is measured and chopped, it just needs to be put together. Great for people who want to learn to cook but haven't mastered some of the basics.
- From Scratch – Raw ingredients typical to the traditional meal delivery service model.

Each healthy meal kit comes with written instructions and a QR code to our Easy Eats for Every1 YouTube channel. Chef Meredith provides a step-by-step tutorial for people we support in our residences and the community, allowing them to try a healthy meal while working on skills for independent living.

All of this is done within our culinary classroom with those we support in Employment Services. Here people are able to explore culinary arts, discover a passion for cooking and build new skills for independence and the world of work. Each lesson weaves in kitchen safety, connections to our community, and basic skills needed to obtain entry level jobs in the industry.

Our first Easy Eats kit was 150 Thanksgiving meals for people we support. Meals were delivered to those living in the community that were alone for the first time, to families that didn't have the means to cook all the fixings, and to some of the folks and staff in our residences.

Thank you to The Statler Foundation with support from The Children's Guild Foundation, John R. Oishei Foundation, KeyBank in partnership with First Niagara Foundation, and Mother Cabrini Health Foundation for making the Culinary Arts Suite possible!



** Scan the QR code with your phone to visit our Easy Eats for Every1 YouTube channel. Please note that Easy Eats kits are not available to the public.*

Fiduciary supports now offered to veterans

Last year, Community Services began supporting our veteran community by providing financial assistance to those who receive benefits through the Department of Veterans Affairs. The agency's new Veterans Fiduciary Program assists veterans with their finances, ensuring they are fiscally healthy and stable.

Community Services works with each individual to make sure their budget is working well for their needs. Priorities include ensuring funds for stable housing and creating a budget for extra spending.

Helping folks succeed with their finances is one way to help combat overarching issues, such as mental health and homelessness in our community. Evidence shows financial insecurities can contribute to mental health problems, including depression, anxiety and substance abuse.

Ashley McLimans, Director of Specialized Services, says Community Services is in a unique position to offer financial supports to our veterans because we have been offering similar services to the intellectually disabled and developmentally disabled population for some time.

Our wonderful new partnership with the Department of Veterans Affairs has made this new program possible, and we are excited to be working closely with them!



Supporting our direct care workforce



Community Services received a grant from the Health Foundation of Western and Central New York totaling \$149,665 to fund initiatives to better support direct care staff within the agency. SWIFTT, Solutions for Where I Flourish Today & Tomorrow, is a project focused on recognizing each of our employees as a whole individual to enhance their quality of life, promote resiliency in the workforce, and mitigate secondary trauma and compassion fatigue.

Last year, surveyed employees gave feedback on how our agency can best provide support. The results showed employees want to feel recognized for their work and feel recognized as a whole person. They want help with stress management and coping skills in the workplace. Feedback also showed that employees want to better understand their own strengths and feel empowered to use them.

Stephanie Saunders, Workforce Development Coordinator, says the project is completely based on the feedback we receive from our employees. The survey results will determine how to proceed within the project and provide direction on where to go next within the grant.

As we experienced the impacts from COVID-19, this grant came at a perfect time. Essential direct support staff were challenged even more last year with grueling demands.

"Essential workers and caretakers are strained right now," said Saunders. "The whole process is super on the mark in terms of time."

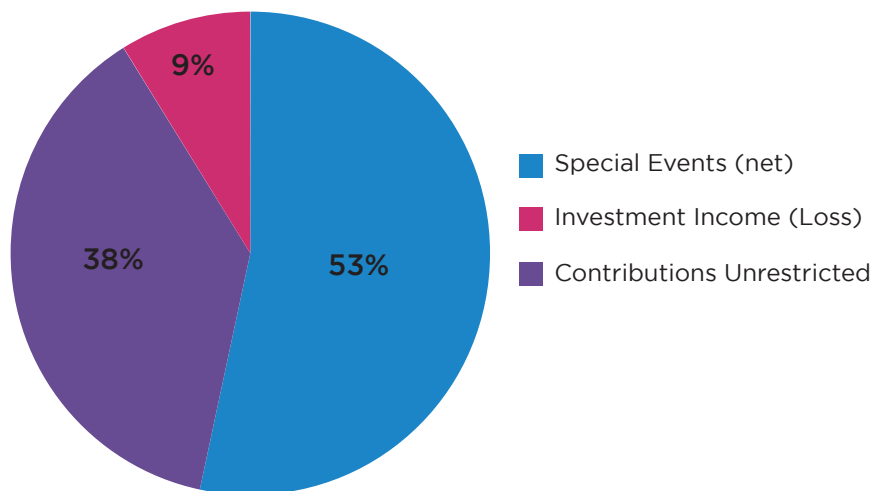
As the project progresses through 2023, the end goal will be to build sustainability by taking a proactive approach of supporting the individual employee. The next phases of this grant will give employees resources to work at their best capacity, both professionally and personally.

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.

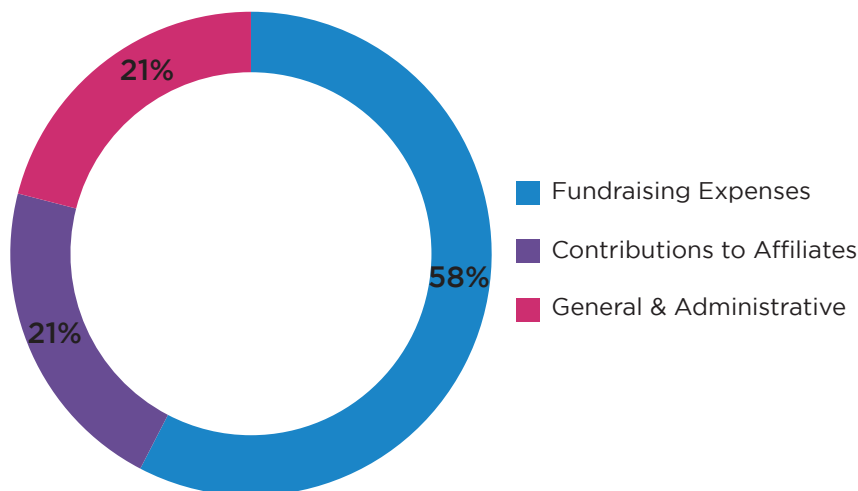
Revenue

Special Events (net)	\$47,526
Investment Income/(Loss)	\$33,617
Contributions Unrestricted	\$7,885
<hr/>	
Total Revenue	\$89,028



Expenses

Fundraising Expenses	\$27,097
Contributions to Affiliates	\$9,103
General & Administrative	\$6,336
<hr/>	
Total Expenses	\$42,536
Change in Net Assets	\$46,492



Foundation Board of Directors

Alexandra Wehr
Chairperson

Justin Johnston
Vice Chairperson

Scott Vahue
Treasurer

Mindy Cervoni
Secretary

Beth Aebly
Board Member

Wes Froebel
Board Member

Stephen Mayo
Board Member

Robert O'Leary
Board Member

Karen Silver
Board Member

Carolyn Soldo
Board Member

LaToya Williams
Board Member

Individual Donors

Thank you to all of our donors for your generous support in 2020. It is thanks to you that we are able to continue helping the people we serve achieve their goals and thrive in our community.

Deneane Applewhite
Sande Barrett
Lauren Bates
Mary Beth Koch
Ann Blass
Monica Bower
Rebecca Boyle
Matthew Braun
John Brinkworth
Shivoune Brown
Amanda Bruckman
Mary Bullara
Barb Burgstahler
Russ Burgstahler
Gina Burkhardt
Anna Caflisch
Erika Carlson
Mindy Cervoni
Tony Chapman
Sharon Chmielnicki
Koren Chruscicki
Deborah Clark Garten
Karen Coen
Darleen Connor
James Connors
Shari Cook
Colleen & Tom Coulter
Kate Donovan Crane
Patti Davis
Brad Dossinger
Susan Emhof
Mark Foley
Sara Foore
Matthew Fort
Emmy Frank
Eric Frank
Rhonda Frederick
Michelle Frick
Joshua Furlani

Steve & Sharon Furlani
Katherine Gange
Joseph Genovese
Lyn Geyer-Braun
Polly Ann Gillebaard
Terasa Gipson
Dawn Glinski
Lindsay Goodenough
Margaret Goodman
Kari Heigl
Kelly Heine
Diana Hills
Debra Hodges
Kevin Horrigan
Michael Hugaboom
Mary Ilardo
Brenda Jankowski
Christopher Jarmark
Justin Johnston
Michael Kearns
James Keddie
Kelly Kinderman
Shannon Kipybida
Ashley Kitson
Dave Kuntz
Bradford La Salle
Sharon Lane
Heidi Maher
Victor Marrale
Linda Maurer
Stephen Mayo
Stephanie McGrath
Ashley McLimans
Nancy McNamara
Laurie Miller
Lisa Mitchell
Karen Nance
Toni Newton

Jennifer O'Brien
Diane & Scott O'Connell
Eileen O'Connell
Joe Pendergast
Breanna Penque
Melissa Piazza
Bill and Nancy Pioli
Charles Privitera
Kristen Rhodes
Cathy & Rich Ramat
Shannon Ramos
Michael Rivera
Michael Rozic
Kathleen Russo
Adam Scheiner
Meredith Schork
Sean Shaffer
Jillian Shay
Karen Silver
Mary Simpson
Carolyn & Boris Soldo
Molly Sowinski
Patti Styn
Christyn Thibault
Mark Travers
Scott Vahue
Todd Vahue
Alexandra Wehr
Daniel Weintraub
Thomas Welsher
David Whalen
Kara Whitmore
Kevin Wicka
Dave Wilderman
Kim Willcox
Lisa Yoviene
Linda Szmanda
Adam Zangerle

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

M&T Bank
Northwest Bank
Parkview Health Services

\$4,999 - \$2,500

Independent Health
KeyBank
Rusiniak's
Wegmans

\$2,499 - \$1,000

Allied Mechanical
Brown & Brown
CertaPro Painters
Harris Beach, PLLC

Additional Donors

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

Buffalo Alarm
Buffalo Resilience
Burke Homes
Cannon Heyman Weiss
Casullo's Automotive Services
Colvin Cleaners
Edgemere Development
Employment Screening Services
Equitable

Hamburg Schools
Lakeward Spirits Craft Distillery
Molly and Kate
National Fuel
Operation Sewing Squad
Pasquale's
Servpro of the Southtown
VSP Graphic Group
West Herr

In Memoriam

We remember those we have lost in 2020 and the impact they had on us. Their memory will not be forgotten.

Edward Crawley

Ronald Graffious

Dennis Gromada

Joseph Hejza

Robert Saky

John Woodell

Community Services Support Foundation Events

In 2020, Community Services Support Foundation raised \$89,028, despite the cancellation of our 7th Annual Golf Tournament, Chipping in for Community Services. Our foundation had to creatively connect with our donors in new, socially distanced ways. Completely generated by online giving, the funds raised will go directly to the individuals we support by filling gaps in services and providing new opportunities that would not be available without the generosity of our supporters!

1st Annual CharitAbility Days online event

In 2020, Community Services Support Foundation hosted its first ever CharitAbility Days, a two-day online giving campaign, as an opportunity to connect with friends and supporters. CharitAbility Days provided fun and informative content on our social media pages with updates on how our team adapted new supports in 2020 to help the people we serve continue working on their goals, despite the challenges of social distancing. Donors had the opportunity to support our mission in three major categories – technology, sensory rooms, and unrestricted funding.



A virtual Rockin' with Every1

Our fall tradition of Rockin' with Every1 went completely virtual last year. Attendees were able to enjoy the hour long performance by The Strictly Hip from the comfort of their home. Supporters were also able to participate in our online silent auction. We appreciate our dedicated partners who joined us virtually and continued to support our mission from a distance. We cannot thank you enough for generously giving during the uncertainties of the pandemic. Our mission and work to support individuals with disabilities is possible because of you!



2020 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 2020.



Building Teamwork Skills

Many of the participants in our Specialized Day Habilitation enjoy playing pool, so our staff came up with a way to incorporate lessons around the game to build skills in teamwork, fairness, principles and more. A mini-grant was awarded to purchase a new pool table, which the group was very excited to put together and begin using.

Creating a Space to Relax

One of our sites serves as a temporary home for people of all ages and abilities. A mini-grant was used to create a space within the transitional site to provide comfort and relaxation while promoting a sense of belonging and happiness. Funds were used to purchase a Wii, sensory items, craft materials and bean bags to make the room multi-functional and welcoming to everyone.



Expressing Creativity

Our Day Programs have more opportunities to express their creativity at our South Buffalo location. A mini-grant was used to create an art studio, funding supplies such as chalkboard paint, chalk, easels, canvasses, acrylic paint and other art supplies. Recently, our Day Habilitation group finished their abstract wall in the studio and are looking forward to their next project: painting the chalkboard wall. The mini-grant funds will also be used to host small art classes in the space where people can learn new art techniques and participate in fun projects.



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

Connect With Us!



@communityserviceswny



Community Services for Every1



@communityservicesforevery1



communityserviceswny



@commserviceswny



Community Services: On-Air Podcast



716-883-8888



info@csevery1.com