



In 1918, we planted a seed that rooted us in the community; since then we've planted several more. In 2021, with your support, we continued to strengthen our roots by supporting our communities during challenging times.

*Annual Report*  
**2021**



# A Message from the Executive Director



As a new addition to the Family Service Society, Inc. team in 2021, I have found myself frequently humbled by the generosity of the community, the partnership with local businesses and non-profit organizations, and the excellent work of our FSS team. I've learned much about programing and logistics, but equally important was learning about the positive culture and strengths-based services the agency has upheld over 100 years and how to maintain these values during difficult times. I came across Board of Directors reports from 1918 through 1921 discussing the agency's efforts to serve the community during the 1918 pandemic. It is an honor to lead an organization with such significant service roots. Our logo states we are *planting seeds for a better tomorrow*. I believe our team strives for this every day and we have highlighted our efforts in this annual report, including new initiatives in 2021 to address community needs.

In 2021, we served more than 1,250 individuals. One by one seeds of hope, compassion, and empowerment are planted each day by our work within our neighborhoods; made possible by the assistance of community partnerships and local supporters. A typical seed needs water, sun, soil, and attention in order to eventually bloom (unless you are a succulent, I've learned). We may provide the water; educators, caseworkers, and service providers may provide the sunlight; and individuals and families may provide the soil, but we all must provide the time and attention. A non-profit organization cannot meet its mission without this type of collaboration with the community. Through these past challenging years, these connections have been so incredibly important in order to improve the wellbeing of children, families, and adults we serve.

I've thoroughly enjoyed watching *seeds of achievement grow and blossom* through our staff and clients. From success stories of clients graduating from counseling, to The Corning Youth Center children putting on a play in Centerway Square, to families being reunited; these are the moments that are so important to hold onto. These keepsake moments, ground and calm us when difficult situations arise. These moments create *better tomorrows*.

Thank you for your continued support,

Dr. Cynthia Gee, PsyD, LMHC

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# Our Mission

Family Service Society, Inc. provides professional counseling and community services that empower individuals and families to deal more effectively with their challenges, enhancing the quality of their lives.

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# Our Vision

Be the leader in providing professional counseling and community services. Those we serve will be the focus of all we do & the heart of every decision we make. Our environment will be one of cooperation, trust, creativity & commitment.

# Our Values

We respond to those we serve & each other with **Compassion**.

We work tirelessly to strengthen others through **Empowerment**.

We listen, encourage, acknowledge and show **Respect** to each other and those we serve

We act with **Integrity**.

We recognize our duty as a non-profit to be open and honest in all we do with funders, donors and the larger community through **Transparency**.

We continuously grow our skills, seeking ways to improve and innovate with a focus on **Excellence**.



# Planting seeds of *opportunities* for youth through enriching activities through our Youth Services.

Parents have come to rely on the quality programming offered to children and teens through our four youth programs:



*Youth Mentoring of the Southern Tier*

*Prevention Services*

*Advantage Afterschool*

*The Laura Richardson Houghton Youth Center*



2021 Day of Service at the Hope Annex Cemetary to honor the memory and legacy of Laura Richardson Houghton with a celebration of life and tree planting ceremony.

Mrs. Houghton's commitment to the Corning community and its youth was the leading force behind the formation of the Corning Youth Center in the 1980s.





# The Laura Richardson Houghton Corning Youth Center

2021

Number of youth who  
attended the Youth  
Center

136

In 2021, in-person programming was achieved throughout the entirety of the year in accordance with NY State health and safety protocols.  
All programs are free of charge.

**The Youth Center added 2 additional hours per day to their summer programming to better serve working parents.** The 10 hour day programming (8:00 am to 6:00 pm) provided youth with 3 meals per day and a variety of educational enrichment activities.



Special thanks to our community partners: Excellus, The Community Foundation, The United Way of the Southern Tier, Steuben County Youth Bureau, the Arts Council of the Southern Finger Lakes, Triangle Fund, The Corning Foundation, John G. Ullman and Associates Foundation, Steuben County Department of Social Services, and many community donors.





**T.R.E.E. OF DREAMS**  
TEEN SPACE \* A PLACE WHERE OUR ROOTS RUN DEEP



**T.R.E.E. of Dreams stands for Teen Recreational, Enrichment, and Education. The T.R.E.E. of Dreams provides a safe space for youth age 13 and older. Thanks to a generous contribution by the John G. Ullman and Associates Foundation, this safe space became a reality. In December 2021, a Grand Opening ceremony was held for community partners, youth, educators, and parents. The T.R.E.E of Dreams Teen Space offers various activity centers including a reading nook, a life-size chess board, comfy couches for media viewing, and desk space for educational and career exploration.**



**Family Service Society, Inc. would like to sincerely thank The Community Foundation and The ARTS Council of the Southern Finger Lakes for making the mural possible. Special thanks to Emily Swan from 171 Cedar Arts for designing, painting, and integrating youth in painting activities to complete the "tree top" mural throughout the space.**

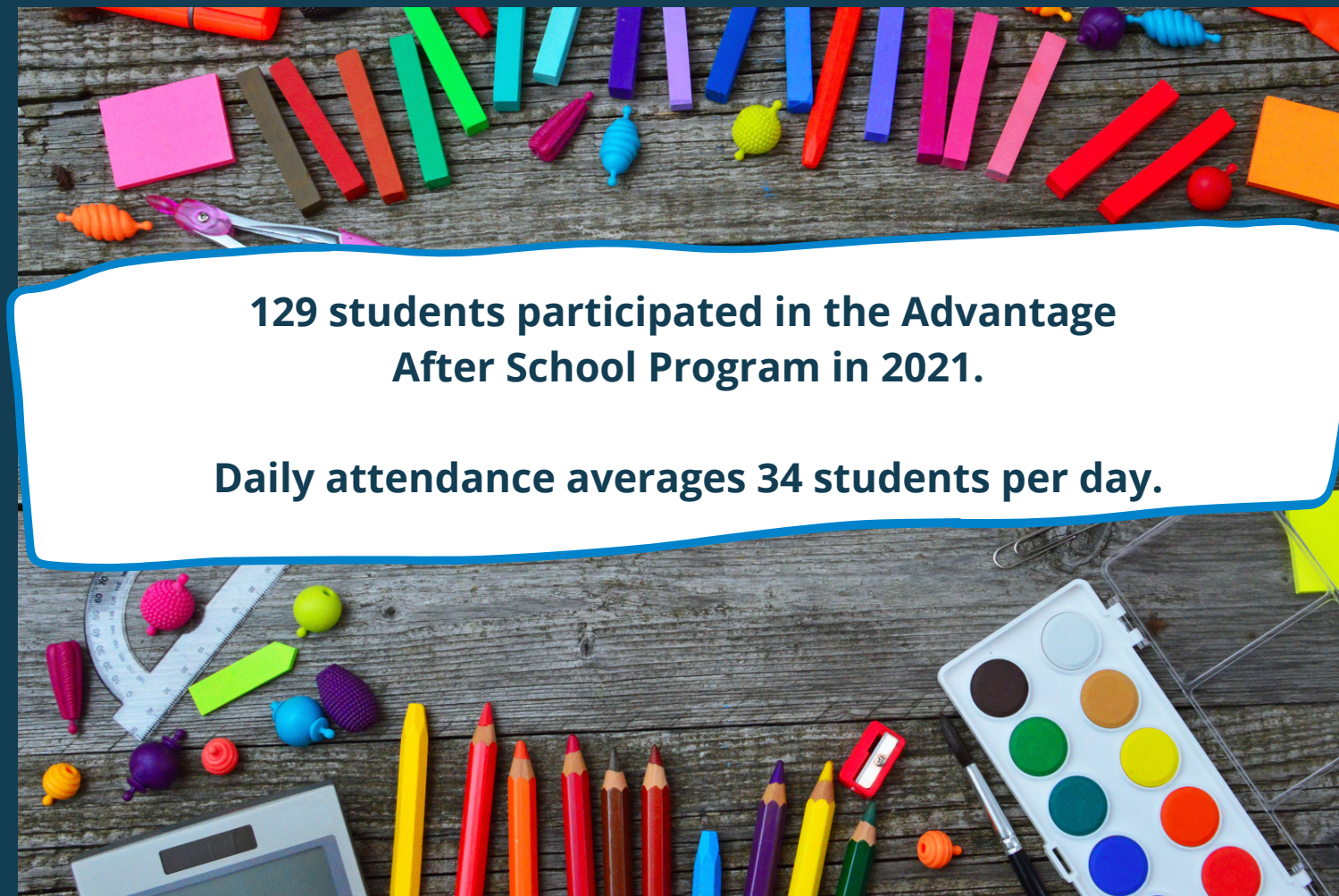
**Bianca Crandle, Director of Youth Services and Prevention Education/Prevention Counseling, designed the T.R.E.E. of Dreams with the mentorship of the late Father Lewis Brown, who played an integral role in Youth Services.**





# Advantage After School Program

Students attending the Corning Painted Post Middle School have the opportunity to attend the daily afterschool program where they participate in homework help and a variety of fun, educational and enriching program activities. The program is offered free of charge to parents. While Advantage was closed during the pandemic, middle schoolers were excited to return in-person programming in September 2021.





# YOUTH MENTORING

## OF THE SOUTHERN TIER



*You + Me together for a better tomorrow.*

Adult mentor & youth mentee matches meet for one hour each week at a program location to participate in fun & educational activities in Elmira & Corning. The Youth and Law Enforcement Program or YALE offers matches between law enforcement and youth at the Bath Police station. School-based programs are offered in Allegany County at Whitesville Central School District & Genesee Valley Central School District. **In the Fall of 2021, YMST launched a new site within Scio Central School District.** High school student mentors in those programs are paired with elementary school mentees & meet each week.



**24 adult mentors and 41 youth mentees participated in 2021 in Elmira, Corning and Bath**

**28 high school mentors and 28 elementary student mentees participated in 2021 in Allegany County**



[Click here to visit our YMST website](#)



Change the life of a child.  
Become a mentor.



Connect with youth in-person or virtually by engaging in enriching activities designed to encourage character-building, community service, education, creativity, and more!

Young people with a mentor are more likely to volunteer, participate in extracurricular activities, and enroll in college than their peers without mentors.

Mentees are 46% less likely to start using illegal drugs than their peers. (NYS Mentoring Program, 2022)



For more information,  
call:

607-936-3507

or email:

[ymst@familyservicesociety.org](mailto:ymst@familyservicesociety.org)



To apply to be a mentor, visit:  
[nysmentoringprogram.ny.gov/signup](https://nysmentoringprogram.ny.gov/signup)

**YOUTH MENTORING**

OF THE SOUTHERN TIER

You + Me together for a better tomorrow.

# Planting seeds of *knowledge* and *support* through our **Prevention Services**

## Prevention Counseling

27 Campbell-Savona Elementary School students received prevention counseling in 2021.

89% of student participants demonstrated improvement in behavior and social-emotional skills each year.

In 2021, all Family Service Society sites (Bath, Hornell, and Corning) were approved by NYS Office of Addiction Supports and Services to provide Prevention Education and Prevention Counseling

## Prevention Education

160 youth received prevention education in 2021. Campbell- Savona Elementary students in K-4th participate in weekly educational discussions throughout the year. High school students attending the Alternative High School on the Corning Community College campus participate in groups several times a year to learn about the impact of substance use in their lives. Youth in the Youth Mentoring Program of the Southern Tier and the Laura Richardson Houghton Corning Youth Center also participate in classes.



# Planting seeds of *compassion* through our counseling services.

**Call to Action:** Adults experiencing symptoms of depression or anxiety rose 20% during the pandemic (Kaiser Family Foundation, 2022).

**FSS Response:** Family Service Society, Inc. offers professional counseling services to adults, children & teens who may receive individual, couples or family counseling. Insurance, United Way funded brief therapy sessions and self payment options are available. Virtual counseling sessions were incorporated to serve those who are isolated or struggled with COVID anxiety.

Counseling to address the mental health needs of victims of domestic violence are also offered free of charge through our Partnership with Law NY who receive STOP Grant funding through the NY State Office for the Prevention of Domestic Violence.

Youth who have been the victim of sexual abuse may also receive specialized counseling services free of charge through the Choice program funded by the Steuben County Department of Social Services and United Way of the Southern Tier.



## 2021 New Initiatives

A partnership with The United Way of the Southern Tier and Guthrie Healthcare was established to provide behavioral health screenings, referrals, and brief interventions to pediatric patients and postpartum/prenatal mothers.

Mental health counseling for students of the Addison Central School District was established.

Approval to provide mental health counseling services to federal mandated population.

**Please click [here](#) to learn more about our counseling services**

# The Choice Program - counseling for children and teens who have been sexually abused and their families

**Call to Action:** Child sexual abuse and severe abuse significantly increased during the pandemic.

**FSS Response:** The Choice program provides individual therapy for the child or teen who has been severely abused and their family. Caregivers who need additional support can also participate in Allied Treatment, a psychoeducational program that offers caregivers fact-based information on child sexual abuse and ways to help their child cope. Many parents have experienced their own sexual victimization as a child and must work through their own abuse experiences when confronted with the abuse of their child. They are able to do this with their own individual counseling and allied treatment. The Choice program uses Trauma-Informed Cognitive Behavioral Therapy (TF-CBT), an evidence based practice, along with play and art therapy techniques to support children in processing the traumatic experiences in their lives.

	2021
Number of families who received Choice counseling services	108
Percentage of families demonstrating decreased symptomology and improved family functioning	95%



[Click here to visit the Choice program on our website](#)




Planting seeds of *hope*, the **Family Focus Parent Education Program** helps you overcome challenges and grow stronger together.

Family Focus  
Parent Education

**Call to Action:** An increased demand for parenting education and support.

**FSS Response:** In 2021, Family Focus Parent Educators increased their caseloads by 20%. The Family Focus program offers hope to families facing the challenges of child abuse and/or child neglect. The program provides parenting education, using family strengths and community resources to help parents learn to provide a safe, nurturing home environment where children can grow and thrive. Family Focus provides family support, parenting education, in-home visits, enhanced/coached visitation to children in foster care, and information and referrals to additional community services.

		2021
Number of families who received parent education services to prevent placement outside the home	53	
Percentage of families meeting the goal of preventing placement through improved parenting	90%	
Number of families who received parent education services to reduce time their children would spend in out of home care	51	
Percentage of families demonstrating improved parenting	93%	



Family Tree created by a family during a home visitation with the support of the Parent Educator.

# Planting seeds of *change* through our Domestic Violence Program for Individuals who Batter, and Sex Offender Services.

## Sex Offender Services

The Choice Adult Offender Program provides psychosexual evaluation to determine treatment needs and assess risk to the community, as well as individual and group counseling for adults who have sexually offending behaviors. Treatment focuses on working on denial, exploring the impact of their sexual behaviors on their family and life, exploring their obsessions and compulsions, learning tools to manage their sexual behavior, learning ways to manage their anger, exploring the effects of pornography use, learning more about and exploring childhood experiences, identifying the impact of abuse on victims, identifying and restructuring cognitive distortions, setting goals for success, learning about healthy relationships and communication, developing and using a relapse prevention plan to minimize the risk of re-offense.

# Total Number of Adult Sex Offender Participants 2021:  
82 (78 males and 4 females)

## Domestic Violence Program for Individuals who Batter

The Domestic Violence Program for Individuals who Batter follows the *Emerge* curriculum that teaches that domestic violence is a learned behavior, not a disease or sickness. *Emerge* supports grassroots, institutional and cultural efforts to stop partner violence, sexual assault, and child abuse. *Emerge* recognizes that battering is not merely physical violence but a range of coercive behaviors that often consists of physical, sexual, psychological, verbal, and economic abuse. *Emerge* believes battering is a purposeful behavior, rather than being impulsive, spontaneous, or irrational; battering is an intentional behavior that serves to gain and maintain control in relationships. *Emerge* recognizes that other oppressive life circumstances such as racism, poverty, and homophobia creates a climate that contributes to violence.

*Emerge* believes that individuals who abuse can change, that they have the ability to change, but have to make the choice.

# Total Number of Adult Participants in the  
Domestic Violence Program for  
Individuals who Batter 2021:  
20 (19 males and 1 female)





# Bringing you meaningful information on social and mental health issues facing everyone through leading experts in our **Professional Training Institute**.

The Professional Training Institute is an approved provider of continuing education for NY Social Workers, Mental Health Counselors, Creative Arts Therapists, Marriage and Family Therapists, the National Board of Certified Counselors and NYS OASAS.

Throughout 2021, the Professional Training Institute continued to provide continuing education opportunities virtually via Zoom. This allowed us to serve professionals from not only New York, but from throughout the country.  
**529 attendees participated in 14** webinars.

[PLEASE CLICK ON THIS LINK TO SEE A LIST OF OUR CURRENT WEBINARS](#)



## 2021 Webinar Presenters



Signe Whitson



Robert Taibbi



Dr. Jason Schiffman



Linda Graham



Carly Nichols



Dr. Michael Tompkins



Meredith  
Beardmore



Tracy Turner-  
Bumberry



Dr. Christopher  
Willard



Dr. Robin Zasio



Elliott Connie



Dr. Nicole Klasey



Dr. Jason Drwal



Dr. Sandra Pimentel



# Staff Recognition Awards

## The Story of the Lotus

The lotus was selected as the agency logo because it represents the possibility of overcoming suffering to live a life of meaning, compassion and wisdom. The lotus grows in muddy waters but rises above its hard beginnings to grow into a beautiful flower that is unblemished by its surroundings. Our job is to take on the qualities of the lotus in our own lives, to support this growth in our clients, and to work together to meet the needs of our community.

### *Lotus Award*

The Lotus Award was created to give staff the opportunity to recognize the contributions of their colleagues and express gratitude for their colleagues.

### *Heart Award*

The Heart Award was created to give the agency leadership team an opportunity to recognize an employees who exemplifies our philosophy of those we serve being the focus of all we do and the heart of every decision we make.

**2021 Heart Award Recipient - Marjorie Fahs, Accounting Specialist**

### *Lotus of the Year Award*

The Lotus of the Year Award is conferred on one lotus winner whose work reflects the values and qualities of Family Service Society, Inc. over the past year. The award is presented at our annual Board/Staff Recognition Event.

**2021 Lotus of the Year Recipient - Zoey O'Brian, Administrative Assistant**



Marjorie Fahs



Zoey O'Brian



Planting seeds of *generosity*, our community partners assist us in providing life changing services for free or low cost.

Partner  
of the  
Year  
Award



CORNING  
FOUNDATION



Andrea H. Lynch, President, accepting  
the award on behalf of the  
Corning Incorporated Foundation



# IN GRATEFUL APPRECIATION TO OUR KEY PARTNERS For Youth Mentoring of the Southern Tier & the Laura Richardson Houghton Youth Center

## Thank you for supporting the Laura Richardson Houghton Youth Center

The ARTS Council of the Southern Finger Lakes  
Bob Rockwell Memorial Fund  
Child and Adult Care Food Program (CACFP)  
Christ Episcopal Church  
Community Foundation of Elmira-Corning and the Finger Lakes  
Corning Federal Credit Union  
Corning Gorilla Glass  
Corning Incorporated Foundation  
Corning, Inc. Day of Service Team  
Corning Rotary Club  
Corning Talent Management  
Excellus BlueCross BlueShield  
First Presbyterian Church  
Food Bank of the Southern Tier  
John G. Ullman and Associates Foundation  
ServU Credit Union  
Steuben County Department of Social Services  
Steuben County Youth Bureau  
Summer Food Program  
The Fund for Women  
The Triangle Fund  
United Steelworkers Local 100  
United Way of the Southern Tier

**We also thank those who gave generously to our annual appeal, adopted families for holiday gift giving, donated items for youth and families, and participated in FLX Gives. Your continued support truly makes a difference in the lives of people we serve.**

## Thank you for supporting Youth Mentoring of the Southern Tier

Allegany County Area Foundation  
Allegany County United Way  
The ARTS Council of the Southern Finger Lakes  
The Bath Police Department  
Bath Ambulance Corporation  
BOCES Cattaragus, Allegany, Erie, and Wyoming Counties  
Central Christian Church Fund  
Chemung Canal Trust Company  
Cheri Crozier  
Coca Cola  
Community Foundation of Elmira-Corning and the Finger Lakes  
Corning Credit Union  
Corning Incorporated Foundation  
Eaton Foundation  
The Edith Saxton Fund  
Elmira College  
Excellus BlueCross BlueShield  
First Heritage Federal Credit Union  
Five Star Bank  
Friends for Phil Palmesano  
Genesee Valley Central School District  
Heart to Heart of the Southern Tier  
Hilliard Foundation  
John G. Ullman and Associates Foundation  
Journey 333 Corning  
Knights of Columbus Council 281  
Knights of Columbus Council 732

Matt and Pam Dejneka  
Park Avenue Laser Wash  
Rose's Youth Philanthropists  
Scio Central School District  
Southern Tier Logistics  
Steuben Youth Services Fund, Inc.  
Sue Dunn  
Swan Morss Insurance  
Tioga Downs Racetrack, LLC  
Tioga Ranch Trucking, LLC  
United Way of the Southern Tier  
Walmart and Sam's Club  
Wegmans  
Weis Elmira  
Whitesville Central School District

**The Youth Mentoring of the Southern Tier is very grateful to all of the volunteers, major prize donors, raffle basket donors, door prize donors, and others who came together to make the 2021 Believe-in-Youth Bowl-a-Rama a success.**



**A special thank you to the YMST Advisory Committee, currently chaired by Amanda Chafee.**



# Planting seeds of *transparency* and *integrity*, Financial Stewardship:

## Our 2020 Support and Revenue

School programs.....	\$32,307
Family Focus.....	\$686,605
Choice.....	\$408,175
General Counseling.....	\$295,148
Youth Services.....	\$125,918
Corning Youth Center.....	\$221,571
DVPM.....	\$8,621
BOCES.....	\$1,515
Youth Mentoring.....	\$72,294
Professional Training.....	\$30,240
Other program services.....	\$112,954
Interest income.....	\$1,913
Unrealized gain (loss) on investments.....	\$1,796
Miscellaneous Revenue.....	\$110,783
<b>Total Support and Revenue.....</b>	<b>\$2,109,840</b>



Family Service Society, Inc. has a dedicated  
volunteer Board of Directors.  
Officers  
Lauri Andrukat, President - Retired , ServU Credit Union  
Kevin Adriance, Vice President - Corning, Inc.  
Nancy Gottwald, Treasurer - Corning Federal Credit Union



# In Memory of Marion T. Mieczkowski



**Marion Mieczkowski, Licensed Clinical Social Worker (LCSW-R), played an integral role in the counseling and social work services of Family Service Society, Inc. for many years. Even in retirement, Marion's love for serving her community was brought to fruition by the creation of the Mieczkowski Family Memorial Fund Library, which has been educating counselors and social workers for over a decade.**

**Thank you for your partnership  
with and interest in  
Family Service Society, Inc.**

**If you'd like to make a fully tax-  
deductible donation to support our  
programming, please visit our  
website or scan the QR code.**



**Family Service Society, Inc.**  
280 Princeton Ave. Ext., Corning, NY 14830  
607-962-3148 \* [www.familyservicesociety.org](http://www.familyservicesociety.org)