

Walking with you on your pathway to renewed hope, greater joy, and improved health

2019-2020 Annual Report

A Message from the Executive Director



Late in 2019, Family Service Society, Inc. thought about how to better define what we do. We asked ourselves what value do we bring to the community that is found in all of our programs. This exercise resulted in our new value statement that is written throughout this annual report and starts with the sentence, "Walking with you on your pathway to renewed hope, greater joy, and improved health."

I recently read 100 Definitions of Joy from People 3 to 93 Years Old. My favorite quote was written by a 93 year old who wisely said, "Joy...is an attitude towards life. A knowledge that you are not alone. Things can be painful, but they can also be meaningful, a sense of knowing things will be ok. Joy and hope go together". At Family Service Society, we strive to walk with those who are in pain and who are trying to find meaning in difficult life experiences. We walk with the exhausted and overwhelmed parent struggling to provide for their child during this difficult time with no end in sight, and with those who have been marginalized, feeling hurt, frustrated and angry after facing so many barriers to achieving their goals.

We have learned much as a society during the past hard twelve months. Perhaps the most important lesson has been that we need each other. That we have the power to lift each other up by sharing the challenges we face together. And through our collective efforts, we will renew the hope in each of us that things will be ok even when the way forward is uncertain.

I believe that these past hard days, have shed a light on all that is good within us. Your generosity in donating to help those in need of food and other necessities during this crisis and especially over the holidays has helped many who have so little. Your donations combined with the assistance received through the Unity Fund, a collaborative partnership of local philanthropic groups, and the Food Bank that supported our food box efforts ensured that many meals could be provided. More recently we are grateful for the generous support of the United Way of the Southern Tier and the Triangle Fund for their help in creating – almost overnight – a virtual learning program this school year that has ensured students have access to on line learning while allowing their parents to continue working in essential jobs. There are many challenges that lie before us, but together our shared purpose of helping each other will lead to renewed hope, greater joy and improved health in the coming days.

Thank you for your support, Harmony Ayers-Friedlander



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.



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

Giving you peace of mind that your child is valued by celebrating their curiosity and unique talents in our youth programs.

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



Providing opportunities for youth to participate in a wide variety of enriching & supportive activities.



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 Schools & Genesee Valley Schools. High school student mentors in those programs are paired with elementary school mentees & meet each week.

Click here to visit our YMST website

39 adult mentors and 41 youth mentees participated in 2019-2020 in Elmira, Corning and Bath

46 high school mentors and 40 elementary student mentees participated in 2019-2020 in Allegany County



Youth participated in the program throughout the pandemic in a virtual format whenever possible.

This ensured that vulnerable youth continued to have the support of a caring adult in their lives.

Helping youth make healthy decisions around substance use. Prevention Services



29 Campbell-Savona Elementary School students received prevention counseling in 2019 and 27 students received prevention counseling in 2020. Services were offered virtually in 2020 during school closure.

93% of student participants demonstrated improvement in behavior and social-emotional skills each year.

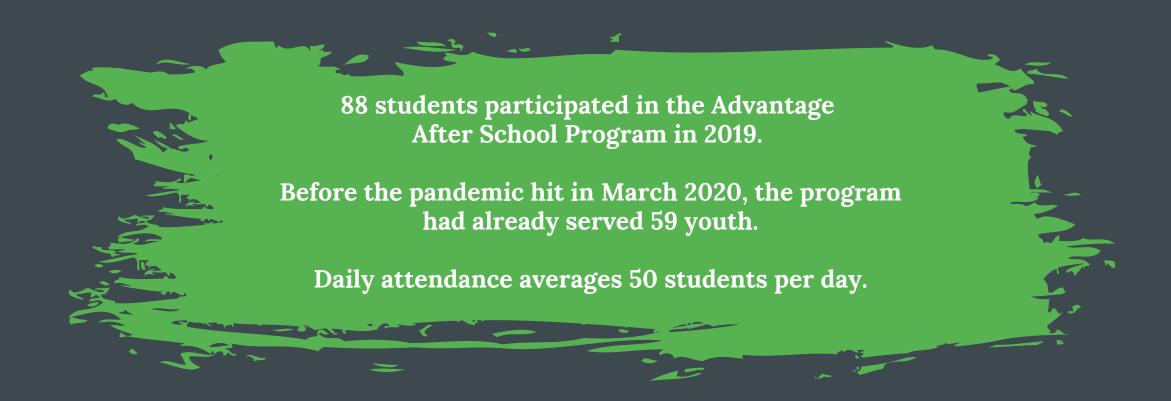




317 youth received prevention education in 2019. Campbell-Savona Elementary students in K-4th participate in weekly educational discussions throughout the year. High school students attending the Alternative High School on the Corning Community College campus participate in groups several times a year 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. Parents received substance use prevention materials in food boxes in 2020 once schools closed. The program has been operating virtually at Campbell-Savona since September 2020 and in-person since June 2020 in our community-based youth programs.

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 the program was closed during the pandemic, we anticipate it being opened again in the new year once school returns to a full in-person schedule.



The Laura Richardson Houghton Corning Youth Center

providing a learning, nurturing place for children and teens

	2019	2020
Number of youth who attended the Youth Center	165	121
Percentage of youth with improved social, academic, and community engagement	83%	88%

Youth Center staff receive annual training in cultural competence and trauma-informed care, along with numerous additional trainings in youth programming. They are certified in CPR and First Aid.

In-person programming resumed in June 2020 under NY State reopening guidelines and continues to offer both virtual learning and afterschool activities. All programs are free of charge.



Thank you to our generous contributors - The United Way of the Southern Tier, The Triangle Fund, John G. Ullman & Associates Foundation, The Unity Fund, Steuben County Youth Bureau, Department of Social Services, the Arts Council of the Southern Finger Lakes and many community donors.

Emergency Food Program: Supporting Children & Families during the Pandemic

When the pandemic began in the spring of 2020, many people were laid off from work. They were suddenly struggling to provide food and other necessities for their families. At the same time, the Laura Richardson Houghton Corning Youth Center and Advantage Afterschool program were closed. Family Service Society was able to immediately transition the Youth Center into a food program providing much needed meal boxes and daily grab-and-go meals along with other basic necessities like diapers and masks to the community. Food boxes also contained children's activities and information on important resources available in the community. The food program operated from March until June 2020 when the Corning Youth Center was able to reopen for summer programming.

Number of weekly emergency food boxes distributed

496

Number of families who received weekly emergency food boxes

237

Number of daily grab-and-go meals

2,484



Click here to watch a video of how Family Service Society, Inc. helped families and children during the pandemic.



The Youth Center provided 13,799 healthy meals & snacks to youth attending the program in 2019 and approximately 7,000 meals & snacks in 2020. Many children receive second helpings for meals due to the hunger they experience.

A special thank you to Corning Painted Post School District and Mooney's Sports Bar and Grill on Market Street for providing freezer space for additional food storage. Thank you also to the Food Bank of the Southern Tier for their partnership during this crisis and the financial support from the Unity Fund, the Community Foundation of Elmira-Corning and the Finger Lakes, Inc., and the many generous donors in our community for making the Emergency Food Program possible.

Virtual Learning Program: Supporting children & families during the pandemic

When schools went to a hybrid model of in person and virtual learning in the fall of 2020, the Corning Youth Center opened all day to offer in-person academic support for students who were unable to stay home because they had limited internet access, their parents needed to go to work during school hours, or they needed more support in completing school assignments.

Not only do children and teens have dedicated staff to support their learning during the school day, they also have opportunities to participate in a host of fun and engaging activities with their peers along with tutoring support during after-school hours. Strict New York State protocols are followed to help reduce the risk of spreading the virus.

Currently, 62 students are enrolled on virtual learning days with an average daily attendance of 27 students to ensure social distancing.



Thank you to the United Way of the Southern Tier, Community Foundation of Elmira-Corning and the Finger Lakes, Inc., and The Triangle Fund for their generous support of the Virtual Learning Program



T.R.E.E. OF DREAMS

TEEN SPACE ' A PLACE WHERE OUR ROOTS RUN DEEP

A Place All Their Own - Youth Center staff realized that many of the children who started attending the program at the age of eight stopped coming when they were about 13 years old. Suddenly, a place that seemed like home for so many years, was no longer where young teens wanted to be as they began to grow and develop. Many of the activities seemed to be for younger children, and it was hard to feel like they belonged. Thanks to a generous contribution by the John G. Ullman and Associates Foundation, the dream of having a space just for teens to enjoy programming targeted for their age and unique needs came into being. Unfortunately, the grand opening for the new space slated for March 2020 was delayed due to the pandemic. While the new space has been used this year - especially in creating a virtual learning program just for teens, it is hoped to become the new place for teens for years to come full of fun filled adventures as COVID-19 restrictions are lifted.



Hearing you in our counseling services by supporting you in finding your own voice & connecting you to others who can help

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.

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.

Family Service Society, Inc. also provides clinical consultation services to Head Start children and their caregivers in Steuben and Schuyler Counties.



305 individuals were served by our General Counseling services from October 2019-October 2020. 126 individuals were funded by United Way. Of those, 98% demonstrated improved symptomology.

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

The Choice program provides individual therapy for the child or teen who has been sexually 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, an evidence based practice, along with play and art therapy techniques to support children in processing the traumatic experiences in their lives. Often, children participating in the program have experienced other traumatic events such as physical abuse or have been victimized by more than one perpetrator. Treatment is often intensive to address the complex needs of the child and family in these cases.



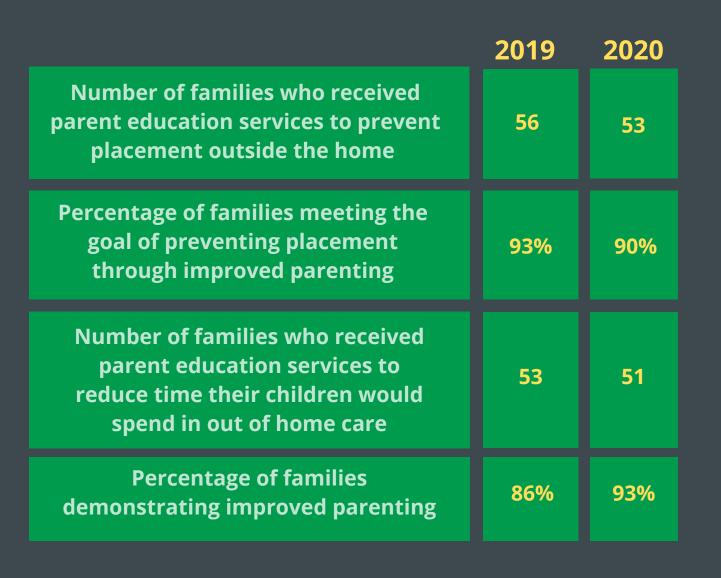


Click here to visit the Choice program on our website

Meeting you at the most difficult point in your life; helping you repair relationships, make amends, and write your new story in our Family Focus Parent Education Program, Domestic Violence Program for Individuals who Batter, and Sex Offender Services



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.



The term families is used because the Family Focus program works with grandparents, mothers, fathers, step parents etc. involved in each case not just one parent.

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 (2019-2020): 109 (101 males and 8 females)

From a recent audit:

"This agency continues to provide excellent services to a very difficult population, The provider's willingness to maintain compliance with the statement of work and exceed requirements is greatly appreciated."

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.

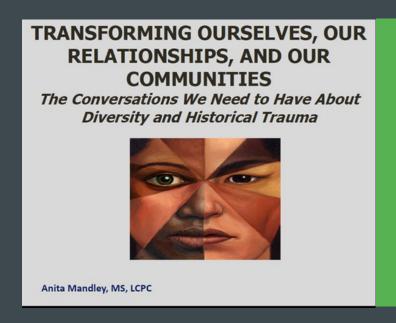
Total Number of Adult Participants in the Domestic Violence Program for Individuals who Batter (2019-2020):
31 (29 males and 2 females)



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.

In 2019, the Professional Training Institute sponsored six full day trainings attended by 623 people. Four smaller 'Coffee and CE' trainings were attended by 84 people.



On July 30, 2020, the Professional Training Institute offered a free webinar with Anita Mandley, MS, LCPC, about cultural and historical trauma to the community . **288** attendees from multiple states were part of this event. This training was co-sponsored by Pro Action of Steuben & Yates, Inc. and Glove House.

<u>Please follow this link to our statement in response</u> <u>to systematic discrimination</u> In order to continue providing continuing education opportunitites in 2020 during the pandemic, the Profesisonal Training Institute transitioned to virtual learning via Zoom. **862** attendees participated in **16** webinars featuring **10** different presenters

2020 Webinar Presenters



Top row (left to right): Lisa Ferentz,, Courtney Armstrong, Liana Lowenstein, Renae Carapella- Johnson, Charlie Appelstein; Bottom row (left to right): Emily Walsh, Day Cummings, Joshua Swift, Anita Mandley, Rebecca Darszewski

Please click on link to our website PTI programs

We honor our community partners who generously give so that we may provide these life changing services for free or low cost.

Partner of the Year Awards



2019

Steuben County Department of Social Services Kathryn Muller, DSS Commissioner, Lise Reynolds, Deputy Commissioner



2020

Pro Action of Steuben & Yates, Inc. Laura Rossman, CEO of Pro Action of Steuben & Yates, Inc.



2020

The Triangle Fund
Pam Noviello,
The Triangle Fund Director



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..

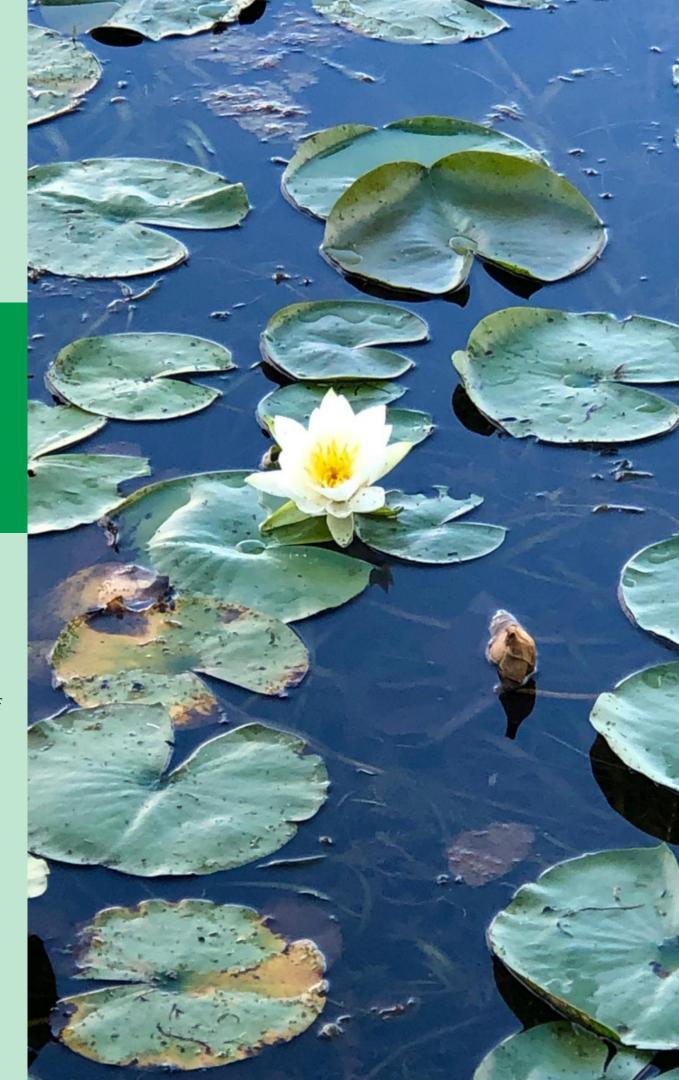
Heart Award

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

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.

2019 Lotus of the Year Recipient - Kathryn DeLaney, Family Focus Program 2020 Lotus of the Year Recipient - Wendy Harrington, Office Manager



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

Beartown Road Alliance Church

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 Rotary Club

Corning Talent Management

Food Bank of the Southern Tier

John G. Ullman and Associates Foundation

Steuben County Department of Social Services

Steuben County Youth Bureau

Summer Food Program

The Whiffle Ball Association of Painted Post

The Fund for Women

The Triangle Fund

The Swenson Fund

United Steelworkers Local 100

We also thank those who gave generously to our annual appeal, those who sponsored the Youth Center food program and those who gave throughout these last two years to ensure quality youth programming and professional counseling services are available to those most in need in our community.

Thank you for supporting Youth Mentoring of the Southern Tier

Allegany County Area Foundation

Allegany County United Way

All Saints Academy

The ARTS Council of the Southern Finger Lakes

The Bath Police Department

Bill Boland

Chemung Canal Trust Company

Cheri Crozier

Community Bank, N.A.

Community Foundation of Elmira-Corning and the Finger Lakes

Corning Catering

Corning Credit Union

Corning Incorporated Foundation

Corning Rotary Club

Crystal City P.B.A.

Cutler's Carpets

Eaton Foundation

The Edith Saxton Fund

Eric Elder

Excellus BlueCross BlueShield

First Heritage Federal Credit Union

Five Star Bank

Friends for Phil Palmesano

Fraternal Order of the Eagles Auxiliary #304

Genesee Valley Central School District

Guthrie Corning Hospital

Hale Contracting

Hilliard Foundation

John G. Ullman and Associates Foundation

Journey 333 Corning

Knights of Columbus Council 281
Knights of Columbus Council 732
Southern Tier Logisitics
Steuben Youth Services Fund, Inc.
Swan Morss Insurance
Tioga Downs Racetrack, LLC
Tom Reed for Congress
United Way of the Southern Tier
Walmart and Sam's Club
Whitesville Central School District

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

A special thank you to the YMST Advisory Committee, currently chaired by Caitlin McConnville.



Financial Stewardship: Our 2019 Support and Revenue

School programs	\$109,864
Family Focus	\$656,494
Choice	\$378,545
General Counseling	\$281,485
Youth Services	\$137,976
Corning Youth Center	\$219,873
DVPM	\$18,773
Youth Mentoring	\$90,845
Professional Training	\$77,035
Other program services	\$153,989
Interest income	\$2,429
Unrealized gain (loss) on investments	\$5,362
Miscellaneous Revenue	\$107,849
Total Support and Revenue	\$2,240,519

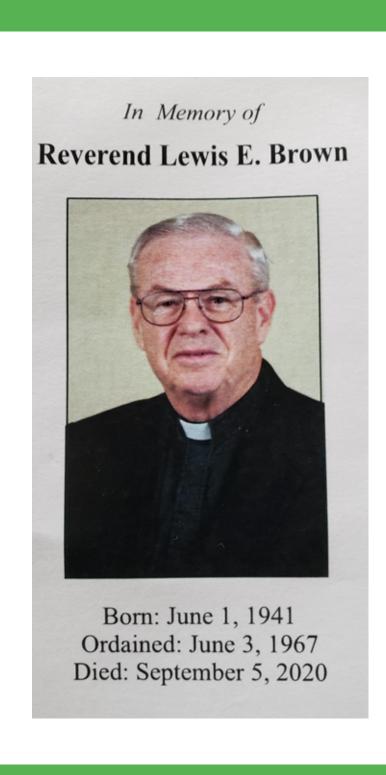


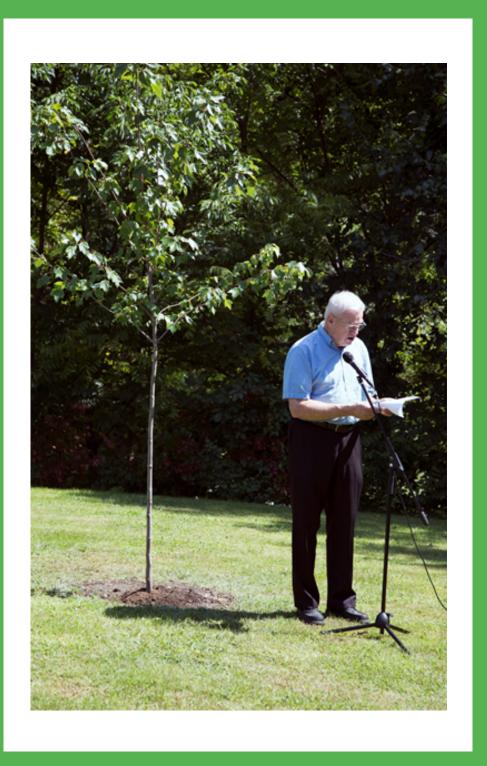
Family Service Society, Inc. has a dedicated volunteer Board of Directors.

Officers

Lauri Andrukat, President - ServU Federal Credit Union Kevin Adriance, Vice President - Corning, Inc. Nancy Gottwald, Treasurer - Corning Federal Credit Union Betsy Reilly, Secretary

In Memory of Board Member Father Lewis Brown







Thank you for your support of and interest in Family Service Society, Inc.