



**CELEBRATING A CENTURY OF SERVICE
1918-2018**

2018 Annual Report

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 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**

Our History

Family Service Society became incorporated in 1918 and was instrumental in helping families afflicted with tuberculosis. During the Great Depression the agency shifted focus to assisting families with material needs. Counseling and family services became the focus in the 1960's and continues today. The Corning Area Youth Center merged with the agency in 2000 becoming an official program.

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.**

Message from the Executive Director



Dear Friends,

Together, we were able to:

- Provide opportunities for children living in poverty to reach their full potential
- Meet the needs of children and families impacted by child abuse, and
- Offer professional counseling and community services to those facing life challenges

Family Service Society, Inc. celebrated 100 years of serving our community in 2018, reaching almost 1,500 people. While our role has changed over the years, our commitment to support families and children in need continues. Every day we touch the lives of our neighbors – a young boy learning how to do a math problem after school with his mentor, a child who is able to tell her story of abuse to a caring counselor, parents gaining a sense of hope and mastery as they develop skills to support their son. All of these important needs are met with your support. Thank you for helping make this possible.

A caring adult has the power to change the life of a child through a positive and caring relationship that supports the child in reaching their full potential. Mentoring programs were first developed in the 1800's and continue to this day because of this truth. We made a big decision in 2018 to disaffiliate from Big Brothers and Big Sisters of America and join The New York State Mentoring Program. Our program was renamed Youth Mentoring of the Southern Tier (YMST). The New York State Mentoring Program is better aligned with our philosophy of site and school-based programs that have mentors and mentees participate in activities together as a group supervised by trained and supportive staff, rather than one on one unsupervised community-based mentorship relationships. The New York State Mentoring Program also provides in-person training and technical assistance at no cost, allowing us to use money raised to directly provide services in our local community.

Families are often torn apart by child sexual abuse, and research shows the devastating impact of trauma across the life-span. We provided professional counseling and support to 77 families of sexually abused children in 2018 through our Choice program. Highly trained therapists used Trauma Focused Cognitive Behavioral Therapy or TF-CBT, an evidence-based practice in the treatment of trauma, grief, and loss in children. We also specialize in the treatment of trauma in adults who experienced abuse as children, helping them to heal from these painful memories.

This year, we were able to pilot an office at the Campbell Savona Elementary School. By offering counseling at the school, student learning lost in travel to and from appointments was eliminated, and parents did not have to make the difficult decision between making ends meet and taking time off from work for their child to receive required treatment. Parents were also given the opportunity to meet with a therapist at a familiar setting in order to learn ways to support their child.

We hope to continue to grow our youth mentoring and counseling services in the year ahead, but we can't do it without you. Please consider becoming a mentor, joining the Youth Mentoring of the Southern Tier board to promote the program, or sponsoring a mentorship through your donation. Access to quality mental health services for children and their families' remains in short supply, and while insurance pays for a portion of treatment, it does not cover all of our costs. Numerous research studies have shown that untreated trauma results in increased health risks throughout the lifetime. By addressing these needs, everyone in our community can live a more productive and happy life. You can help others get the help they need through your support.

We are proud of all we have been able to accomplish together and look to the new year ahead to reach even more in need.

Thank you again,

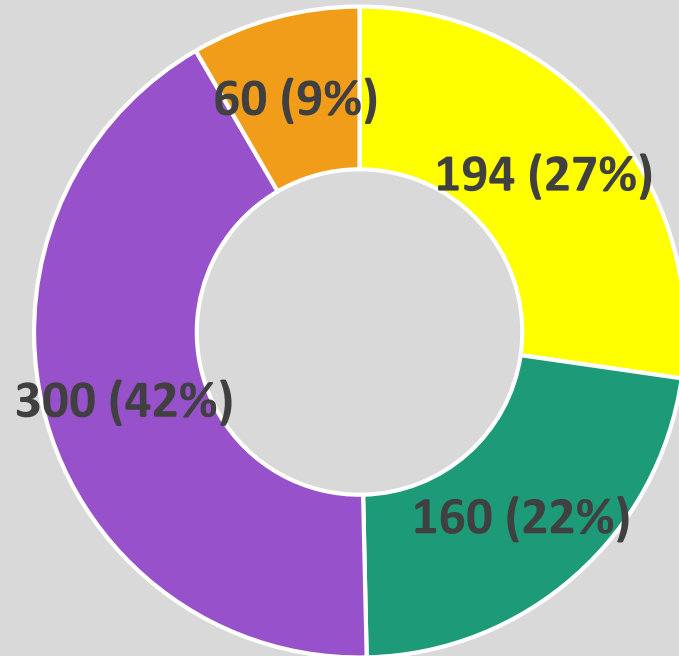
Harmony Ayers-Friedlander



Youth Services

Providing opportunities for children living in poverty to reach their full potential

Over 700 Youth Served in 2018



**Advantage
Afterschool
Program
CPP Middle
School**

**Laura
Richardson
Houghton
Youth
Center**

**Youth
Mentoring
of the
Southern
Tier**

**Substance
Use
Prevention
Services**



**Learning how to prepare fresh fruit snacks
at the Advantage Afterschool Program**

Advantage Afterschool Program

A free after school program held at the Corning Painted Post Middle School offering healthy snacks, daily homework help, sports and recreation, arts & crafts, community service and much more

“Numerous research studies consistently demonstrate significant benefits for young people from low socio-economic status families who attend high quality afterschool programs. These benefits include higher standardized test scores, higher self-esteem and confidence, better work habits, lower obesity rates, and fewer behavioral issues.” *Julie K. Baez, Chief Strategy Officer Family League of Baltimore*



“The Program Coordinator and staff are positive role models to the participants and to each other, and they are invested in the academic and social needs of the participants.”

Maria Brown, Office of Children and Family Services Program Manager

Thank you to Office of Children, Family Services and Corning Painted Post School District and the John G. Ullman & Associates Foundation for ensuring access to free quality after school care for children in our community

Laura Richardson Houghton Youth Center

A free afterschool drop in center offering a safe, nurturing atmosphere with recreational games, field trips, arts & crafts, tutoring, community service activities & healthy meals & snacks through The Kids Café.

“About 1 in 5 households with children under six worry that food will run out, cannot afford a balanced meal or are forced to cut or skip meals. Food insecurity has been associated with greater risk of asthma and other chronic health conditions, low birth weight, maternal depression, depression and anxiety, and misconduct. Hungry children are less able to focus and learn.” *Madeline Bishop, Communication Information Specialist at University of New Hampshire Health and Wellness.*



Pictured serving Thanksgiving dinner left to right:
Carol Ferratella, Mayor Bill Boland,
Richard Negri, and Father Lewis Brown

20,278 nutritious meals and snacks were served to youth in 2018.

During the school year, dinner and snacks are served. Lunch is also served on half school days.

During the summer, lunch, snacks, and dinner are served.

194 Served

Almost $\frac{3}{4}$ of youth demonstrated improvement in academic achievement & social skills development

Thank you to our funders located at the end of this report.

The Choice Program: Children Services Healing & Hope for Families Impacted by Child Sexual Abuse

Specially trained therapists provide counseling services for child victims of sexual abuse and their caregivers free of charge. Offices are located in Corning, Bath and Hornell.

“Self report studies show that 20% of adult females and 5-10% adult males recall a childhood sexual assault or sexual abuse incident. During a one year period in the U.S., 16% of youths ages 14-17 had been sexually victimized. Over the course of their lifetime, 28% of U.S. youths ages 14-17 had been sexually victimized. Children are most vulnerable to sexual abuse between the ages of 7 to 13.” *The National Center for Victims of Crime*

77 families participated in counseling services in 2018

88% attended an average of two weekly sessions

92% Achieved treatment goals and were successfully discharged

Member of Steuben County “Enough Abuse Campaign” to prevent child abuse

Member of Steuben County Child Abuse Response Team

Offering “Not A Number” Community Training to Prevent Child Trafficking in 2019

Thank you to our Funders: United Way of the Southern Tier, Steuben County Department of Social Services, and Tyrtle Beach Fund

The Choice Program: Sex Offender Services

- Reducing Recidivism
- Ensuring Accountability
- Enhancing Community Safety

“This agency continues to provide excellent services to a very difficult population... The provider’s willingness to maintain compliance...and exceed requirements is greatly appreciated!” *Western District of New York Federal Monitoring Report*

Addressing the Problem

Family Service Society addresses child sexual abuse and other sexual crimes in a comprehensive way by providing treatment services to both survivors of abuse and their families as well providing services for those how have caused great harm.

We believe that effective research-based and evidence-informed treatment is key to preventing future victimization and making our community safer. Our staff are highly trained and certified by the Association for the Treatment of Sexual Abusers.

YOUTH MENTORING

OF THE SOUTHERN TIER



You + Me together for a better tomorrow.

YMST, formally Big Brothers Big Sisters of the Southern Tier, is a site-based mentoring program in affiliation with the NY State Mentoring Program. Youth and their mentors meet for one hour each week at schools and in youth programs in Chemung, Steuben and Allegany Counties. Mentors are thoroughly screened & matched. During each hour-long program, Mentors and Mentees participate in fun and enriching activities facilitated by Site Coordinators

Youth who face an opportunity gap and have a mentor are:

- 55% more likely to be enrolled in college than those who did not have a mentor
- 81% more likely to participate regularly in sports or extracurricular activities than those who do not have a mentor
- 48% more likely to volunteer regularly in their communities

The National Mentoring Partnership

[Click her to watch a short video of Volunteer of the Year: Sue Dunn, YMST Committee Chair, talking about why mentoring matters.](#)

Help a young person grow!

Apply online to be a mentor by completing the NY State Mentoring Program Application at
<https://nysmentoringprogram.ny.gov/signUp>



New in 2019: Youth and Law Enforcement

Youth Mentoring of the Southern Tier Program in Bath, NY
A mentoring program matching police officers and sheriff's deputies as mentors
for justice involved youth and youth placed in foster care

"The data support the effectiveness of mentoring programs – in short, they work... The data show that mentees are involved in less criminality, less aggression, less substance abuse, and improved academic success, all leading to a more positive role in society... What does this mean for juvenile court judges, attorneys and other professionals? We need to support mentoring programs in our communities." Judge Leonard Edwards, *Mentors Crucial to Curb Recidivism for Youths*, July 31, 2017



Pictured left to right Cari Stage, YMST Coordinator; Chad Mullen, Bath Police Chief;
Taylor White, YALE Coordinator; and Jim Allard, Steuben County Sheriff

- We are working together to build a new model program for youth in Steuben County
- Thank you to our Funders: The Edith Saxton Fund & the Bath Police Department

“Adolescents who began drinking before age 15 are four times more likely to develop alcohol dependence... Research has shown that a broad array of evidence-based programs can effectively prevent substance abuse, promote mental health, and prevent related health and social problems by reducing risk factors and increasing protective factors (for children).” Stephen Hahn-Smith, *Substance Abuse Prevention Benefits Outweigh Costs: Spreading the Message Where it Counts*

Substance Use Prevention Services



Prevention Education

Teaching socio-emotional skills including skills to reduce bullying to students in school and community settings to prevent use.

Prevention Counseling

providing one on one, group or family counseling to youth who are at greater risk of use in the future.

Teen Intervene providing screening and early intervention to youth who have begun use in order to prevent further use and refer for treatment when necessary.

Jim Anderson, Principal at Campbell Savona Elementary School believes that, “teaching social/emotional skills to elementary students will help them make better decisions later on in middle and high school.”

Thank you to our funders: NY State Office of Alcohol and Substance Abuse Services, Steuben County Youth Bureau, Steuben County Department of Social Services, United Way of the Southern Tier, Tyrtle Beach Fund, and private donations

Family Focus

Offering hope to families facing the challenges of child abuse and neglect by providing parenting education that builds on family strengths & community resources to help parents learn to provide a safe, nurturing home environment where children can grow and thrive

“Children are suffering from a hidden epidemic of child abuse and neglect. It’s a widespread war against our children that we have the power to stop...3.6 million referrals are made to child protective agencies each year involving more than 6.6 million children.” Childhelp, Phoenix, Arizona



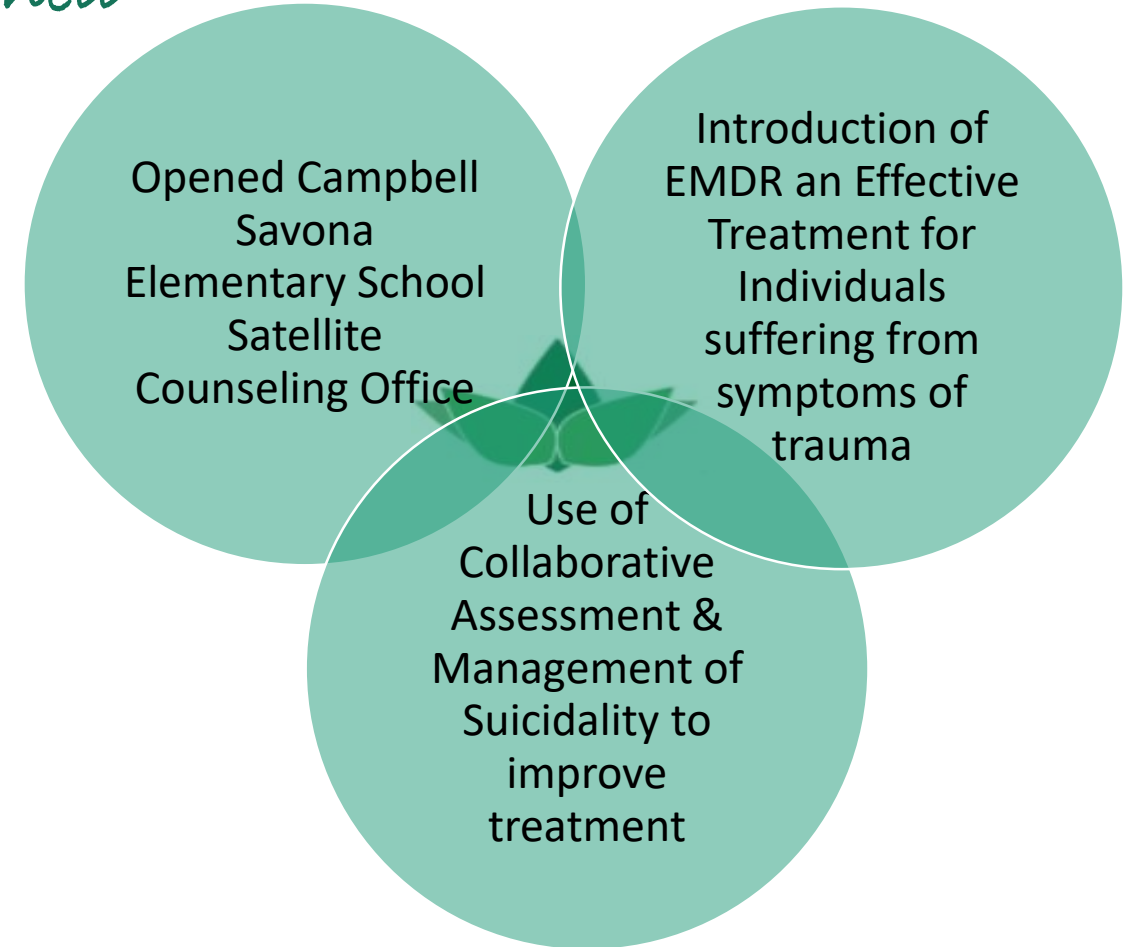
Thank you to our Funders: United Way of the Southern Tier, Steuben County Department of Social Services, Tyrle Beach Fund, and the John G. Ullman & Associates Foundation

Counseling Services

with locations in Corning, Bath, and Hornell



[Click here for more information about our Counseling Services](#)

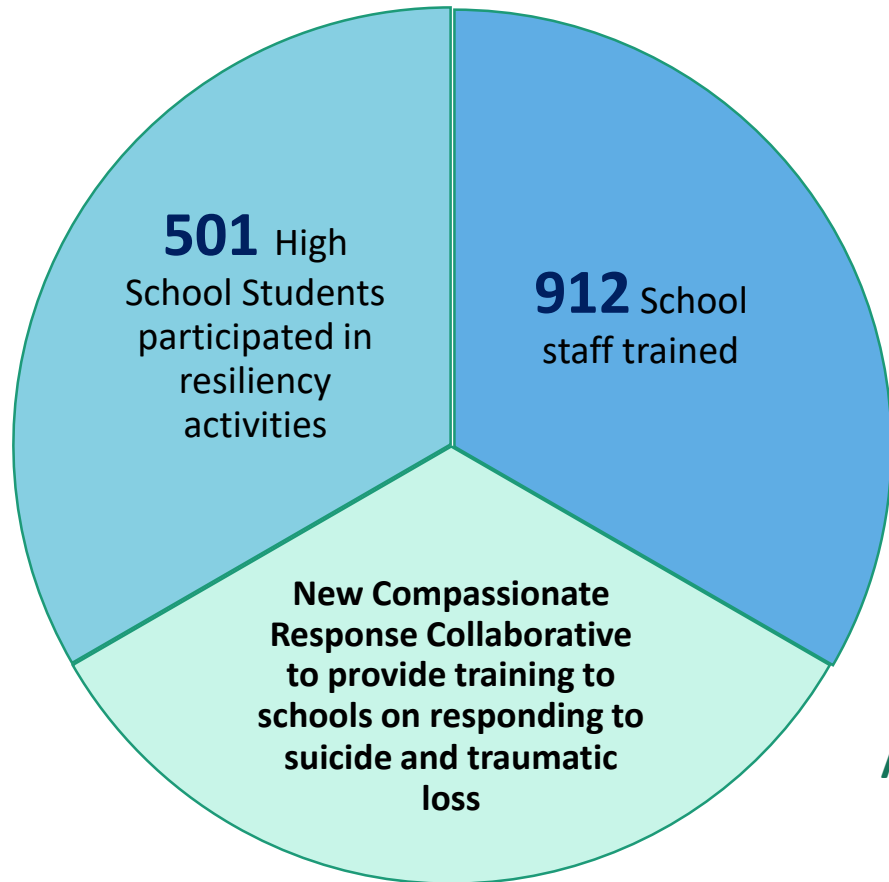


Thank you to United Way of the Southern Tier, The National Alliance on Mental Illness, and Law New York for their contributions in support of free & low-cost counseling services

Professional Training Institute:

Program Highlight: Suicide Prevention Training

“More teenagers and young adults die from suicide than from cancer, heart disease, AIDS, birth defects, stroke, pneumonia, influenza, and chronic lung disease COMBINED. Each day in our nation, there are an average of over 3,041 attempts by young people grade 9-12.” *Youth Suicide Statistics – Parent Resource Program - The Jason Foundation*



Family Service Society, Inc. continued its partnership with Corning Painted Post School District in 2018 to provide staff training and resiliency activities to high school students to reduce risk of suicide. A new collaboration between Family Service Society, Steuben County Mental Health, and CareFirst was also initiated to build a competent and compassionate response to suicide and traumatic loss in schools.

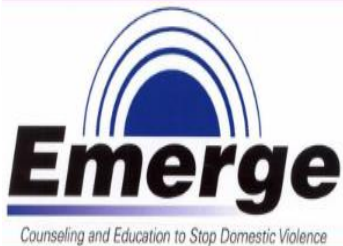
Ending Domestic Violence

"In relationships where there is domestic violence and abuse, children witness about three-quarters of the abusive incidents. About half the children in such families have themselves been badly hit or beaten. Sexual and emotional abuse are also more likely to happen in these families." *March 2017 Royal College of Psychiatry*

Domestic Violence Program for Individuals Who Abuse

"Because Wanting To Stop Is Not Enough"

Founded in 1977, EMERGE is the oldest abuser education program in the United States. It has been a national leader in working to end violence since that time. The DV Program using the EMERGE Model is offered in two-hour group sessions for 40 weeks with an emphasis on goal setting and developing healthy relationships. Participants are court, probation, and DSS referred.



Domestic Violence Victims Services

Domestic Violence Victim Support Group:

- Weekly Support Group facilitation for victims of abuse at the Steuben County DV Shelter
- Offer training and consultation to shelter staff as needed

Domestic Violence Counseling Services:

- Adopted a DV screening tool to better identify concerns early on for all our clients receiving counseling services
- Offer free individual counseling to victims of Domestic Violence through the S.T.O.P Violence Against Women Act grant through Steuben County Law NY

Member of the Steuben County Domestic Abuse Review Team

Celebrating our Partners of the Year



Pictured left to right: Dr. Robert E. Cole, Executive Director Harmony Ayers-Friedlander, Bobbie Ullman, and John G. Ullman
Partner of the Year Award for Unwavering Support that Helped in Leading Our Path to Success
John G. Ullman and Associates Foundation

**Corning Painted Post School District
Superintendent Mike Ginalski**



**Partner of the Year Award
For a Deeper and Enduring
Partnership in Supporting the
Youth of our Community**

Community Comes together in Support of FSS Mission



Myron and Anne Crispino Chips Fore Children
Golf Tournament in Support of the Laura
Richardson Houghton Youth Center



Thank you to
our teams and
sponsors for the
Bowl-a-Rama
held at Crystal
Lanes in
Corning!

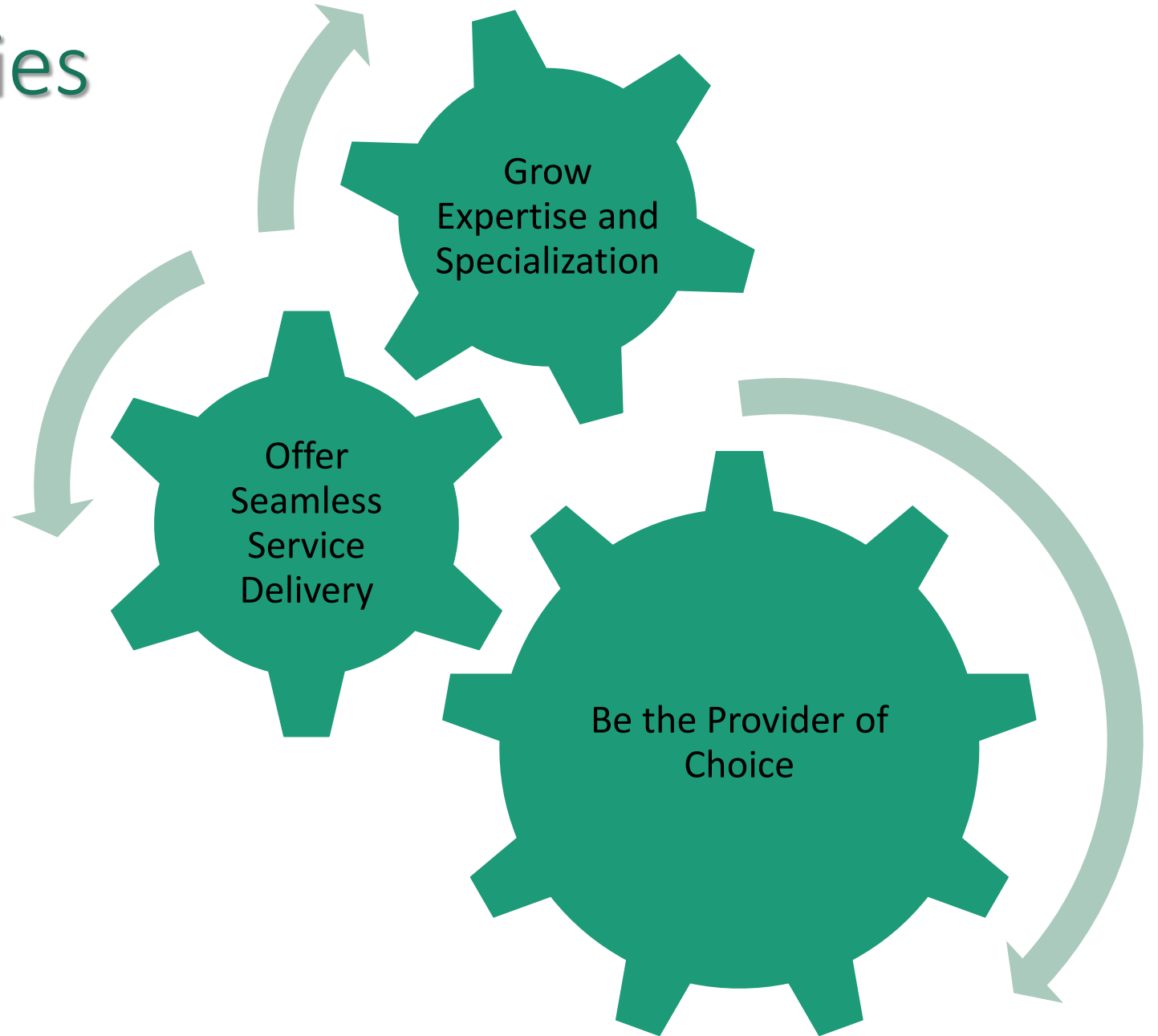


Thank you to all of
our sponsors,
golfers, and
volunteers!

Our Strategic Priorities

We add value for those we serve by...

1. Providing affordable youth prevention & specialized care that is not currently available in our community
2. Improving coordination of care that ensures the complex needs of multi-stressed families are met in a timely and holistic manner
3. Offering ease of access at multiple locations including own home or community setting
4. Increasing awareness of service offerings through a robust, targeted marketing campaign, and greater investment in community collaborative efforts



Looking to the Year Ahead: Meeting the Community's Most Pressing Needs

Provide Anger
Management
Services

Add new Family
Focus
Position to serve
more families
in crisis

NYS Children and
Family Treatment
and Support
Services



We will continue to focus on our strategic priorities in 2019 by further developing specialized counseling and community services where there is a shortage in providers and a significant need in our community. Anger management is one of these areas. By providing this service, we will also be able to better address domestic violence. Violence, however, is not always limited to personal relationships. Many people struggle with anger management in the workplace and in other settings that hinder their success. By providing these services people will increase their opportunities for satisfying careers and more positive involvement in the community.

We also hope to provide children's' counseling services in the home and community improving access to much needed services, and by expanding the Family Focus program we will reach more struggling families in their homes reducing the risk of child abuse.

Our Financials

2017 Support & Revenue

• Family Focus	\$ 541,725
• School Programs	\$ 108,887
• Choice	\$ 368,506
• Employee Assistance Program	\$ 29,417
• Counseling Services	\$ 298,328
• Youth Service Prevention Program	\$ 130,296
• Laura Houghton Youth Center	\$ 219,431
• Domestic Violence Program	\$ 21,033
• Youth Mentoring of the Southern Tier	\$ 83,270
• Professional Training	\$ 74,258
• Other Program Services	\$ 188,008
• Interest Income	\$ 1,461
• Unrealized gain (loss) on investments	\$ 1,169
• Miscellaneous Agency Donations	\$ 50,382
Total Support and Revenue	\$ 2,116,171

2017 Program Services & Expenses

• General Counseling	\$ 314,585
• Choice	\$ 398,160
• Family Focus	\$ 561,316
• Youth Service Prevention Program	\$ 131,181
• Laura Houghton Youth Center	\$ 227,717
• Youth Mentoring of the Southern Tier	\$ 100,736
• All other Agency Programs	\$ 401,948
Total Program Services	\$ 2,135,643

A capital improvement grant was received in 2017 for significant upgrades to the Laura Houghton Youth Center. These improvements included a new roof, parking lot resurfacing, doors, and flooring throughout. The revenue and expenses for this grant are not reflected in this annual report.



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

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

Community Foundation of Elmira-Corning and the Finger Lakes

Eaton Foundation

The Edith Saxton Fund

Genesee Valley Central School District

Hilliard Foundation

John G. Ullman and Associates Foundation

United Way of the Southern Tier

Whitesville Central School District

Thank you for Supporting the Laura Richardson Houghton Youth Center

The ARTS Council of the Southern Finger Lakes

Barnes & Noble, Consumer Square Plaza, Elmira

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

Melissa L. Brown, Orthodontics for Children & Adults

Pathways Person Centered Services

Robert Finch, Donation of Painting Services

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

Twisted Toys 4x4 Off-Road Club – Corning

The Swenson Fund

United Steelworkers Local 100

With thankful hearts we recognize those who support Family Service Society, Inc. through their personal donations.



Thank You to our other Community Partners



- Arbor Housing
- Bethesda Foundation
- The Fund for Women
- Office of Mental Health SIST Program
- National Alliance of Mental Illness
- NY State Probation and Parole
- Office of Alcohol and Substance Abuse Services
- NYS Office of Children and Family Services
- ServU Federal Credit Union
- Steuben County Community Mental Health Services
- Steuben County Department of Social Services
- Stop Grant Funds through Law NY
- United States District Court- Western District of NY Probation and Pretrial Service
- US Attorney General

Together we are planting seeds for a better tomorrow. Thank you!