



Fostering Miracles

REPORT TO THE COMMUNITY 2019

 **OLV Human Services**

A Father Baker Legacy

A Message from Cindy Lee, CEO

Dear WNY Community,

2019 has certainly been an exciting year for OLV Human Services. As you know, I assumed my role as CEO in May and have been working in partnership with OLV Charities CEO, David Kersten, to align our mission and vision for the benefit of all those we serve. It has been a pleasure and a privilege to work alongside him and Father David LiPuma, Pastor and Rector of OLV National Shrine and Basilica, as we strive to support those in need. This year is shaping up to be an awesome year for us and I would like to take the opportunity to reflect on a few accomplishments of 2019.

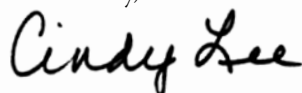
Last August, we introduced a new residential program for dually diagnosed youth. The Intensive Treatment Program, the only one of its kind in the state, supports youth between the ages of 12 and 16 who have been diagnosed with a developmental disability and a mental health condition. We have had a number of successful discharges from the program and are proud of the accomplishments of this group of individuals. Due to the success of the program, we added a day-school component to allow the youth to continue to attend school with us once they are discharged. In addition, we have been able to provide appropriate educational programming for youth who have been without an appropriate school placement due to their significant needs.

Foster care continues to be a service that OLV Human Services is committed to. Our Emergency Foster Care program continues to provide a safe, healing environment for children who are awaiting a more permanent home placement. In addition, our foster families in the community open their hearts and their homes to children who find themselves in circumstances that can be overwhelming or frightening. We are grateful that we can offer support and hope to children during situations that they may not fully understand.

Lastly, all of our programs promote trauma informed care. Many of the individuals and families we serve have trauma histories that make walking their future paths challenging. We believe that by seeing the strengths within each and every individual and helping them to see their worth, we can make walking that path just a bit easier.

Thank you for all you do to support the efforts of OLV Human Services. We cherish our presence in Western New York and look forward to continued opportunities to assist others in living their best lives.

Sincerely,



Cindy Lee



564 Individuals

are cared for through
our mental health outpatient
clinic



2,673 Children

attend one of OLV
Human Services' specialized
schools or benefits from its
education based services



1.3 Million Hours

have been worked by
OLV Human Services employees
to better the lives of
the region's most vulnerable



1,000 Employees

work at OLV Human Services



Introducing the New OLV Brands

As a man, Father Baker was historic. As a leader, teacher, and visionary, he was — and continues to be — a heroic example.

In 2019, OLV honored him and his unwavering devotion to his Patroness — Mary, Our Lady of Victory — by proudly introducing a new shared visual identity.

The development of our marketing plan began earlier this year when we assembled a collection of groups to examine how we were viewed in the community.

We gathered information to begin the creative process for renaming and reimagining our logos and tagline.

The beauty of this new identity — beyond unifying the organizations from naming and visual perspectives — is the subtle intricacies that have been incorporated into our logos.

Father Baker was often quoted as saying, “She (Mary, Our Lady of Victory) did it all!” Therefore, OLV is represented first in the arrangement of the logo. We then follow OLV with the new names of each of the organizations.

Underneath, you then see a descriptor — A Father Baker Legacy. This was an element we felt was critically important to include in the logo because without Father Baker, we wouldn't be here carrying on his ministry today.

The last element is the inclusion of the cross in our logos. The National Shrine & Basilica is an architectural wonder and transcendent destination that welcomes all individuals seeking care and spiritual enrichment. The cross sitting at the top of the Basilica — which stands as a witness of love, of welcome, and of hope — is the one you see enclosed in the O of OLV.

This is the beginning of the new OLV conversation — a conversation filled with hope and care that will spread throughout the community and beyond. We thank you for embracing our new identity and working together to continue the legacy of Father Nelson Baker.

WE ARE OLV!



OUR STATEMENT OF PURPOSE

OLV Human Services strives to prepare, support, and empower individuals to achieve their life goals.

OUR VALUES

Adaptability
Accountability
Integrity
Respect
Teamwork

I love utilizing my nursing experience in support of the developmentally disabled, offering services and recommendations that contribute to improving their personal health and wellness.

RACHEL BOISMENU
DIRECTOR OF NURSING (OPWDD)

Clients In Care

	2018-19	
	DAILY	ANNUAL
Residential Program for Adolescents		
Residential Treatment Facility	28	56
Intensive Treatment Program	12	13
Multiple Diagnosis Program	8	13
Miller Group Home	8	19
TOTAL		101
Early Education & Daycare		
Center Based (Preschool & Daycare)	—	542
Evaluation-Preschool	—	537
Evaluation-Early Intervention	—	98
Early Intervention Services	—	176
Other Early Ed Support Services	—	674
TOTAL		2,027
School-Age Programs		
Day Treatment School	19	18
Baker Academy	90	120
Baker Hall	128	186
ITP School	12	13
Erie Detention Center	64	309
TOTAL		646
Services for Individuals with Developmental Disabilities		
Adult Residential Programs	80	84
Community Habilitation	—	20
Adaptive Equipment Lending	—	36
TOTAL		140
Foster Care		
Community Foster Care	—	67
Emergency Foster Care	19	102
TOTAL		169

I have had the privilege of working with, supervising and training the most dedicated and compassionate staff members I have ever known.

E. AMY TASSINI
PRINCIPAL, EARLY EDUCATION

	2018-19	
	DAILY	ANNUAL
Community Based Services		
Preventive Services	—	188
Intensive Preventive Services	—	68
Bridges to Health / Children's HCBS / CFTSS	—	205
Health Homes	—	187
Adult HCBS	—	93
TOTAL		741
Outpatient Counseling		
Mental Health Outpatient Clinic	—	564
TOTAL		564
Work Appreciation for Youth (WAY)		
Wraparound Services	—	7
Supported Employment	—	26
ACCES-VR Vocational Rehabilitation	—	54
Promise	—	42
Way to Life	—	124
WB Learning and Transition	—	90
TOTAL		343
Dental Services		
Dental Clinic (Patients seen)	—	17,385
School-Based Mobile Dental Program	—	1,382
TOTAL		18,767

Every day, I help foster confidence in a student that will lead them to realize, achieve and surpass their goals, and I'm able to do that in the supportive culture that is OLVHS.

MARGA McMAHON
DIRECTOR OF TRANSITION
AND ENTREPRENEURSHIP SERVICES, WAY

Fostering Miracles

Jason wondered...when will the next blow come?

He endured regular, horrific beatings from his birth mother when her anger got the best of her. Because she was so absorbed in herself, his basic needs were neglected.

Is it any surprise that Jason was constantly hurting, feeling scared, and lonely?

As Jason tried to cope with his own pain, emotional and behavioral disorders started. He became so desperate that he frequently thought of taking his own life.

Because of such suicidal attempts, he was taken to the emergency psychiatric unit at a local hospital. Upon discharge, it was determined that he could not return to his birth mother. So, he was placed with a foster family. But because of the trauma that haunted him, his foster parents realized that they could not handle him. As a result, Jason was moved from one foster family to another. Then for safety reasons, he was transferred to OLV Human Services for help.

While in our residential program, Jason received the love and care needed to address his dreadful past. The progress was slow. But through intensive counseling, Jason eventually learned how to set limits, control his behavior and develop relational skills. Slowly, his attitude also changed.

Jason's recent foster parents visit him regularly. Seeing how he's turning his life around, they're now ready to adopt him. He's so excited to be reunited with them. And now he knows he is loved!

Because of the efforts of OLV Team Members, Jason was allowed to heal, have a fresh start in life, and dream for the first time.

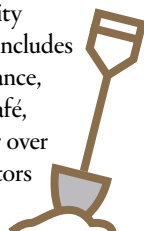
OLV Human Services 2019 Timeline

May 2019 – OLV Human Services appointed Cindy Lee as CEO

June 2019 – Documentary Heritage and Preservation Services of NY visited OLV to conduct an Archival Needs Assessment focusing on over 30,000 adoption records dating back to the early 1900's



November 2019 – Groundbreaking of OLV Human Services Phase I of the 790 Ridge Road Accessibility Improvement Project; this includes construction of a new entrance, reception area and coffee café, providing greater access for over 8,000 clients, staff and visitors



May 2019 – Baker Victory Nite raised more than \$168K from a sellout crowd to support children in foster care



October 2019 – The Home Depot Foundation provided a grant and 60 Home Depot volunteers descended on our residential campus to make improvements to an emergency foster care cottage



241 Young People

and adults with developmental disabilities receive care through OLV Human Services' residential programs



29,153 Hours

of work-based learning have been earned by students in The WAY Program



1,436 Families

and individuals are supported by OLV Human Services community based and counseling services



260+ Children

have been helped by our local foster care program since 2016

BOARD OF DIRECTORS 2020

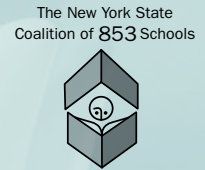
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Sister Ellen O'Keefe*
Sister Charlene Fontana*
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Rev. Msgr. Paul Burkard
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Jeffrey Crimmins
James H. Cosgriff IV
Father Dan Fiebelkorn

* Noted as Ex-Officio

MEMBERSHIPS



ACCREDITATION



 **OLV Human Services**
A Father Baker Legacy