

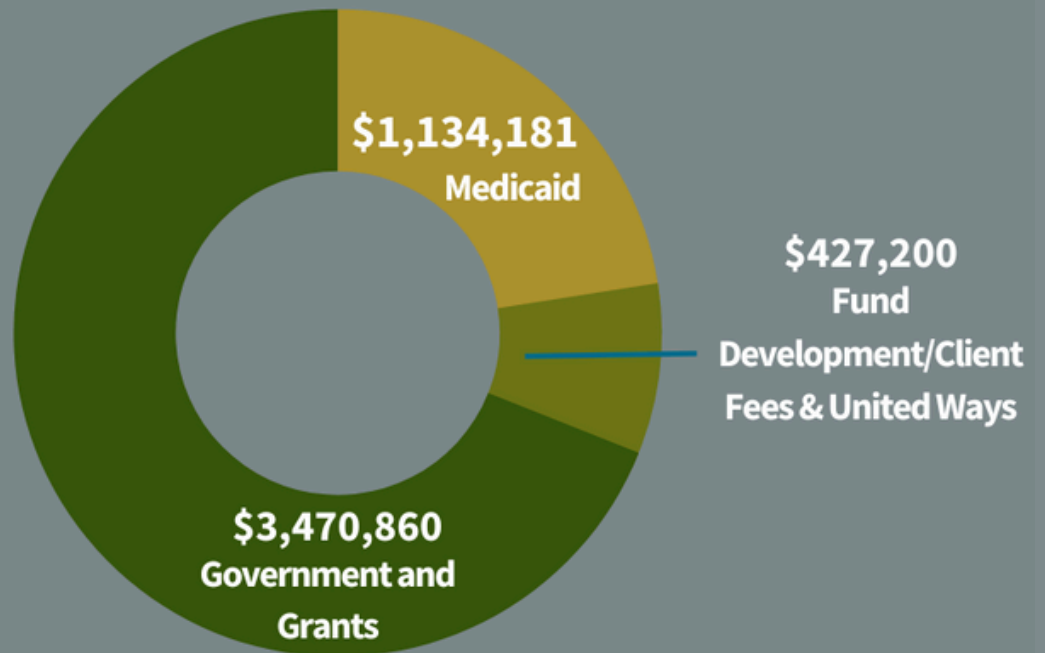


Annual Report 2022

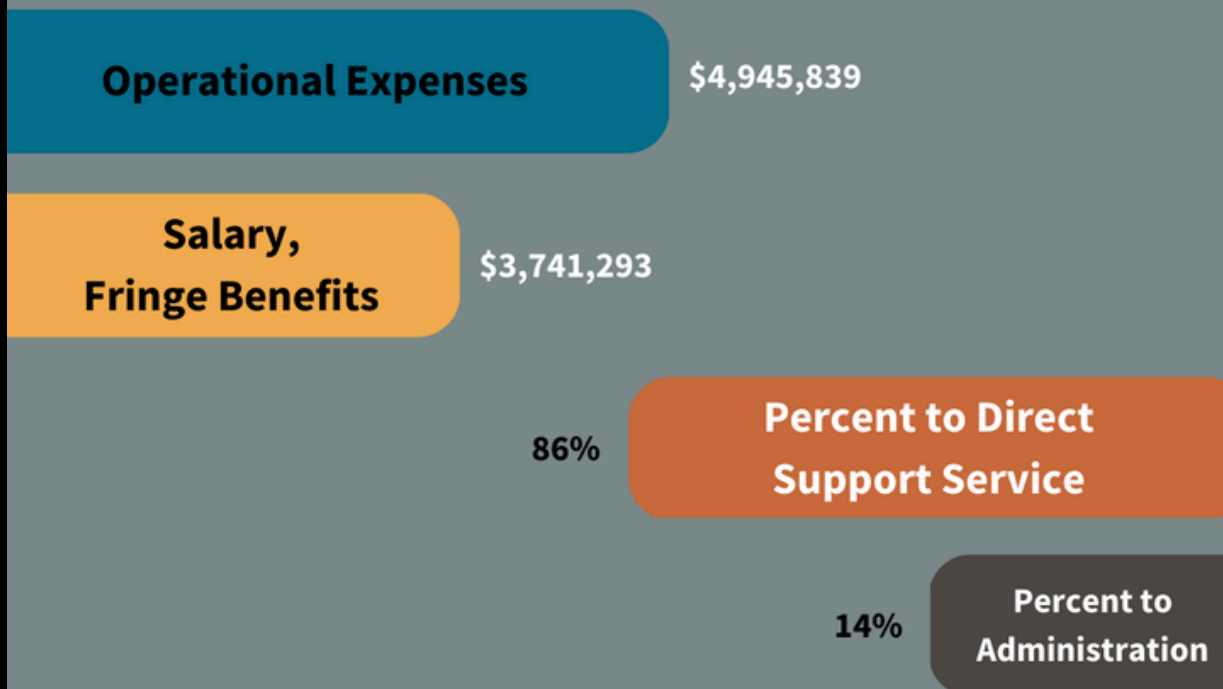
Finance

TOTAL REVENUE

From 2021 Audited Financial Data



TOTAL EXPENSES



A Message From Our Leadership

Laura Pennington, President and CEO Bernadette Franjoine, Chairperson of the Board

2022 was a rewarding year for Pinnacle Community Services. Our team persevered through countless obstacles, trauma, workforce changes, shifts in core funding sources, and challenges arising from combatting inflation and the cost of living. Yet through all this, our dedicated and compassionate team has found a way to provide the needed support to empower those most in need. Together, we have many accomplishments of which we are proud:

- Incorporation of “Dare to Lead” principles across the agency, resulting in the creation of the new agency “Why Statement” and new “Agency Values”
- Investments in programs, including the Dream, Dare, Drive (3D) program
- Construction projects at shelters to improve safety, security, and comfort
- Transition to a new IT provider and implementation of new systems
- Launched data integration and storage project to meet data driven, individual focused, long-term agency needs
- Supported the implementation of a new trauma informed staff orientation and training program
- Explored housing needs - development of supportive housing
- Strengthened local partnerships and relationships
- Developed and supported EDI initiatives across the agency

Agency Values: Respect, Integrity, Accountability and Compassion

Why Statement: “To strengthen and empower the community one individual at a time”

Pinnacle is well positioned to be here to strengthen our community by supporting and empowering individuals and families on their personal journeys.

Domestic Violence

"Words cannot express the amount of knowledge, confidence and coping techniques I have gained and learned. My counselor is absolutely amazing." - Passage DV Counseling Participant



1,036 hotline calls received in 2022

82 adults and 56 children spent the night at Passage House



247 individuals were supported through counseling, advocacy, and support groups

“Support group gave me a sense of community. I’ve been coming for two years and it is my safe place.” – Passage Support Group Participant

Total Number of Bednights:
4,234

“Thank you to all staff for helping me and my kids find our way out of the darkness. I haven’t felt this strong-willed in a long time.” – Passage House Resident

Care Management



Number of
adults
served: 423

Number of
children
served: 112

Number of
linkages provided
for services in the
community:
1,378

Percent served with zero
incarcerations:
100% Children
99% Adult

Percent served with zero
hospitalizations:
95% Children
93% Adult

100% of Children
and 94% of Adults
would
recommend
CORE to their
family and friends



99% of Children
and 94% of Adults
would select
CORE again if
needed



Youth Services

3D: "Dare, Dream, Drive" Program

Youth and young adults referred to supportive services: 33

Youths & young adults served within 3D: 56

Youths & young adults housed within 3D: 21

Casey House



There were a total of 125 youth and 1,018 bed nights total at Casey House

Approximately 90% of residential youth co-created a safe exit plan over the year. The other percentage of youth left voluntarily without creating a exit plan.



Parenting Services

Number of families served: 178

Percent enrolled with HFN received prenatal care: 100%

Number of new families enrolled: 48

Percent of newborns enrolled have healthy birthweight 86%



Number of home visits completed: 2,319

Niagara Falls Office

1522 Main Street
Niagara Falls, NY 14305

Phone: 716-285-6984

Hours:

Monday–Friday: 9am–5pm

Lockport Office

57 Canal Street, Suite 102
Lockport, NY 14094

Phone: 716-433-6019

Hours:

Monday–Friday: 9am–5pm

Casey House Youth Shelter

710 Cedar Avenue
Niagara Falls, NY 14301

Office Hours:

Monday–Friday: 9am–5pm

Teen Crisis Hotline:

716-285-7125

Emergency Shelter Services

Available 24/7

Passage House Domestic Violence Shelter

Niagara Falls, NY

Crisis Hotline and Emergency
Shelter Services available 24/7

Confidential DV Hotline:

716-299-0909



<https://www.pinnaclecs.org/>



pinnaclecommunityservices



Pinnacle Community Services

3D "Dare, Dream, Drive" Program

21 Church Street
Lockport, NY 14094