



2024 Annual Report

The Things We Do

The most rewarding part is the feedback and successes from the individuals we serve, the repeated expressions of:

“

If this didn't happen, I wouldn't have gotten these services.

“

I'm glad something good is coming out of this.

and consistent expressions of a simple, yet so meaningful

“

Thank you.



SpectrumHealth
& Human Services

As we look back on 2024,
I'm reminded of British poet
Robert Browning's quote

"...the best is yet to be."



With more than 50 years of life-changing work behind us, the team at Spectrum Health faces its future with resilience and optimism. Our work will always have its challenges. Our greatest rewards – individuals who reach their personal health and wellness goals – are everyone's triumph. What is that "best" part of our future? It's the work we share, the people we serve, the communities where our sites are located and the collaborations we form...all with the common goal being part of a healthier society.

As I write this, we are still in the process of rebuilding our facility at 1280 Main Street which was severely damaged by the 2022 winter storm. We're grateful to the St. Vincent de Paul Society for giving our team members and clients a temporary home across the street until the site is back online.

We look forward to serving our clients with compassionate care and hope.

Sincerely and with Gratitude,

A handwritten signature in black ink, appearing to read 'Cindy Voelker'.

Cindy Voelker

President/CEO Spectrum Health and Human Services

Here are some highlights from 2024. The sentences in *italics* are from team members reflecting on services provided to our clients.

2024 Board of Directors

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Michael T. Sagnibene, Family Help Center

Alexandra Wehr, Key Bank

Counseling



Amanda Burkett is the Clinical Director of our Springville Counseling Center, our first location from our 1973 roots.

The right team can and does make a difference. Counselors plus medical professionals, peer support, and ancillary services like vocational or housing support treat the whole person and not a diagnosis.

As Certified Community Behavioral Health Clinics (CCBHCs), our outpatient clinics deliver comprehensive, evidence-based behavioral health treatment.

In 2024, we reached more than 5300 individuals, nearly 4.7% increase in CCBHC services.

Peer support instills hope and connection through sharing lived experiences. Our peer support specialists improve the quality of life of the individuals we serve. They can say to someone who is struggled 'I've felt similar to how you're feeling right now, I know you can get through this, and I'm going to be right here next to you helping you on your journey.' Our peers model aspects of healthy recovery—things like self-care, wellness, confidence, social skills, and healthy boundary setting.

Medication-Assisted Treatment (MAT)



Ann Bowback, Project Director, and Christopher Weber, Peer Support Specialist for the MAT Enhancement Grant, bring Narcan education and resources to community events throughout Erie County.

Guiding individuals (and those who love them) to resources is at the heart of the Medication Assisted Treatment Enhancement grant, funded by the Substance Abuse and Mental Health Services Administration (SAMHSA).

In 2024, this team rapidly linked 204 individuals to substance use disorder treatment, and distributed 1,017 naloxone (Narcan) kits at tabling events.

We often hear from people who received Narcan from us at tabling events and later had to use it. One story that stands out in particular is from a woman who picked up a kit at one of the Yogathons. She returned the following year to thank us and share that, while on a trip to Seattle, she used the Narcan we provided to save someone's life.

Housing

A place to stay when you feel safe and secure is essential to wellness: this is the first step in recovery. Spectrum Health's housing team helps individuals start over in a place they can call home.

In 2024, the Erie County Housing Program increased capacity by 103 beds, acquiring existing slots awarded to Spectrum Health by the county, evidence of the high regard the agency holds within the community.

Mindy wanted to do better. She struggled to manage her addictive behaviors and unhealthy choices and as a result, she lost her housing. She reached a turning point in her life when she entered treatment. Supportive housing services and collaborative monitoring between her Spectrum Health case manager and her probation officer guided her to become more independent. She's now free from illegal substances for more than three years and made significant gains in her physical health which she neglected. She plans on completing her GED soon and is close to completing her probation. Soon she will assume full responsibility for her household. She credits supportive housing for helping her turn her life around.



The Housing and Care Coordination teams represented at the annual Project Homeless Connect event at the Buffalo Convention Center.



The Erie County Care Coordination team is that connection between services to clients and their growth in independence.

Wyoming County's Care Coordination team and Counseling Center team collaborate on client care and successful outcomes.



Care Coordination

Managing the practical demands of daily life can be overwhelming, particularly when you are navigating recovery, complex health needs, or involvement with multiple service systems. Care Coordinators and Case Managers work with individuals to help them find their balance and learn how to manage their daily living.

Success through Care Coordination is measured through achieved independence. **In 2024, Care Coordination enrolled 170 individuals and 128 graduated from the program.**

Elaine was referred to us due to her homeless status. She had moved here from Pennsylvania to get away from her family and her addiction. We assisted her in helping to get her into an apartment, but her addiction continued, and within eight months was asked to leave the apartment. We worked on getting her into a new apartment, and linked her Spectrum Health's outpatient services. During COVID, we got her an iPad so she could attend groups virtually. She even brought her iPad on vacation with her. She still keeps in touch and is still an outpatient and works with our peers. She is six years clean and sober from crack and nicotine. She had a complete turnaround and is very involved in her church and getting a relationship back with her kids and grandkids. She is very grateful for someone believing in her and has great staff at Spectrum Health from care coordination, outpatient and peer supports.



A Day in the Life

It was just a normal day in October for housing case managers Jennifer Wampler and Shawna Medina. They were preparing to meet a client for a face-to-face visit and they saw smoke coming from another house up the block. They drove closer to the scene, saw that a house was on fire, and they called 911.

From there, pure instinct took over. Wampler said, "In the moment, you really don't stop and think about how to do it, you just do it. After banging on the lower tenant's door and alerting him of the fire, he told us there was a disabled lady who lived upstairs. We went up to get her and carried her down to her wheelchair at the bottom of the stairs, then wheeled her out to the sidewalk away from the smoke. The fire department had also just arrived."

Wampler said, "We were both a little overwhelmed with the attention it got, like the interviews and the story airing on the news, and with people calling us 'heroes.' Heroism didn't kick in, humanity did. We both felt like we didn't do any more or less than what we should have done in that situation."



Buffalo Fire Commissioner William Renaldo, Shawna Medina, and Jennifer Wampler at the fire scene in South Buffalo.

Crisis Team



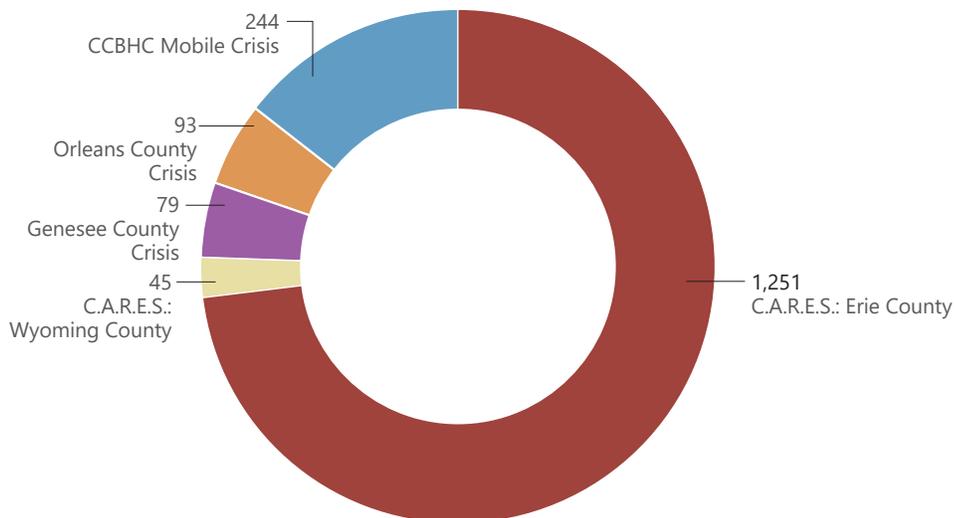
An anxious child who is bullied at school. A teen who feels disconnected from family and friends. A parent who needs guidance in helping a young person who is acting out. These individuals reach out to our team 24/7 for counseling and assistance. Someone is always at the other end of the phone and ready to help.

Spectrum Health's C.A.R.E.S. (Crisis and Re-stabilization Emergency Services) team provides 24/7 mobile crisis response services for children, youth, adults, and families experiencing behavioral health crises. This team offers immediate support, brief counseling, safety planning, and connection to community resources.

The C.A.R.E.S. team supports individuals through complex and high-risk situations that require clinical skill, coordination, and sustained engagement. For example the Erie County team worked with a 13-year-old and his family through multiple crisis calls and mobile visits, ultimately helping them access intensive treatment and stabilize care. The team regularly collaborates with law enforcement and community partners to support youth and divert unnecessary emergency department visits or hospitalizations that disrupt youth during pivotal developmental periods.

In Genesee and Orleans Counties, the C.A.R.E.S. team provides similar mobile crisis interventions. In one case, a trauma-affected individual received in-home support and ongoing phone contact over several weeks, successfully avoiding hospitalization and linking to appropriate services. Across all counties served, the C.A.R.E.S. program emphasizes early intervention, continuity of care, and community-based crisis resolution.

In 2024, Spectrum Health's Mobile Crisis Services responded to **1,712 crisis intakes** across multiple counties, with more than **400 in-person assessments**. In Erie County, the team conducted **320 face to face assessments** and **259 of those individuals were stabilized**.



Assertive Community Treatment (ACT)

The ACT team serves individuals who have a serious persistent mental health diagnosis and are at risk for psychiatric crisis or hospitalization. Operating in Erie, Cattaraugus, and Niagara Counties, our ACT teams provide intensive, team-based alternative to standard outpatient care, delivering services in the community and tailored to each individual's needs, strengths, and goals. ACT is an alternative to traditional outpatient counseling that is more intense and unique to your needs. Your diagnosis doesn't define you; our ACT team is here to guide and support you. Spectrum Health's program is certified by the New York State Office of Mental Health and is evidence-based, specifically for individuals who weren't successful with other forms of outpatient care.

In 2024, the Erie County ACT Program was awarded a Flexible ACT expansion, **increasing access to care from 68 slots to 100**. This model supports long term success, as individuals have the opportunity to "step-down" the intensity of the level of care as they progress towards enrollment in more traditional outpatient services. Niagara County ACT maintained **100% enrollment**, ensuring our capacity to support the residents of the county was well utilized. Cattaraugus County demonstrated excellence in adhering to regulatory requirements, achieving **100% compliance with AOT audits**.

Two key stories held our hearts: A long-time client of ours that we received as a transfer from Erie County successfully worked to get clean and sober, and has maintained stability. Also a chronically unhoused client got their own apartment and is starting to have a more positive outlook on life. They call us their "A" Team. Stories like these—where our most vulnerable clients are making major strides to a healthier life—demonstrate that this level of community-based work makes a positive impact.

Re-Entry Services and Early Release Under Supervision (ERUS)

Spectrum Health's Re-Entry Program supports individuals transitioning back into the community following incarceration by providing structured, recovery-oriented services that promote stability and reduce recidivism. Reentry services helps individuals reacclimate to community life by addressing behavioral and physical health needs, medical insurance, and strengthening skills that promote long-term success.

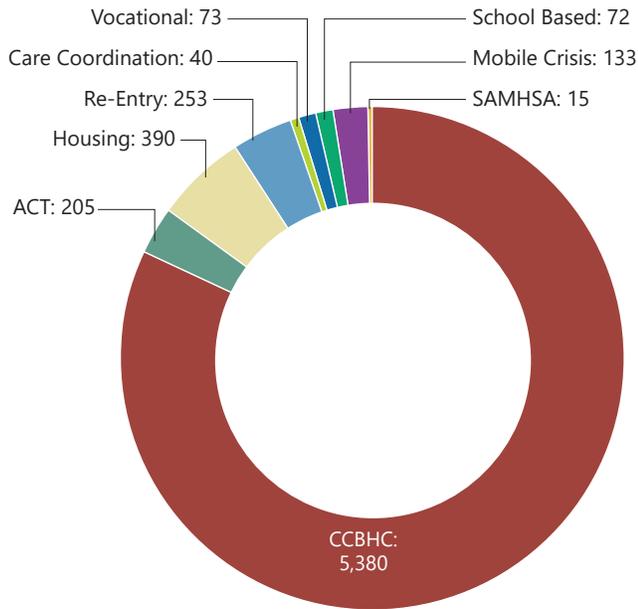
In 2024, the program **completed 210 intakes** and **conducted 347 case conferences**, achieving **99% of the annual goal**. In addition, 53 individuals were enrolled in Interactive Journaling, an evidence-based cognitive behavioral intervention, exceeding the target of 50.

Enhanced Release Under Supervision (ERUS) is a pilot diversion program for defendants with pending criminal charges in Buffalo City Court. The program now serves defendants in several suburban courts in Erie County. We provide direct care coordination services to individuals with varying degrees of need, working with probation officers. Because of this program's success, 2024 was the sixth consecutive year of grant funds. We consistently maintain more than 70% completion rate. NYS OMH Jail Diversion Center highlights our program in quarterly stakeholder meetings and recently selected us to pilot its data reporting system.

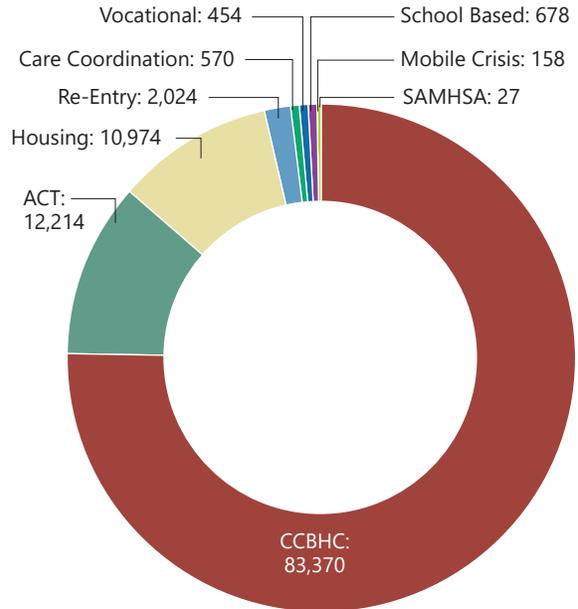
Charting Our Success

Total Revenue in 2024 was \$34 million

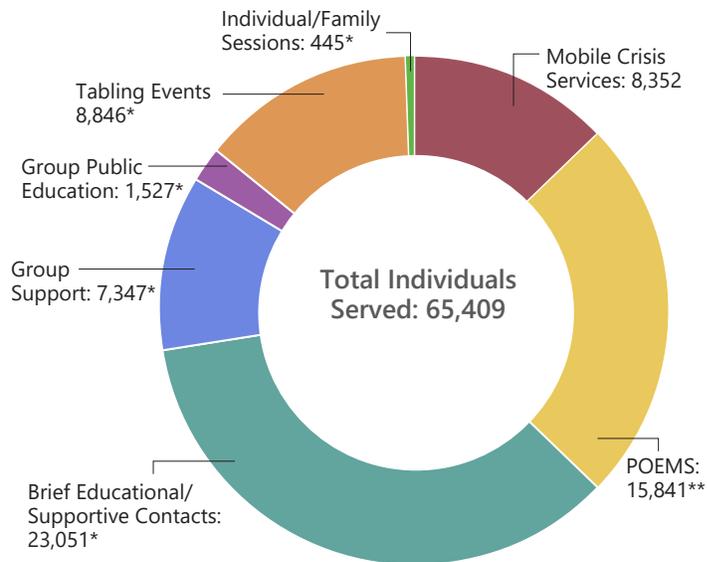
Number of Clients Served



Services Provided



Services in the Community



* Buffalo Hope COMHPS—Services provided in Buffalo

** Prevention of Emotional and Mental Stress—Services provided in Wyoming County

Our Workforce

Education and Training Institute

Life-long learning strengthens both workforce development and treatment outcomes: that is the goal of the Spectrum Health Education and Training Institute. Staff members may earn Continuing Education Unit (CEU) trainings offered at no cost: this removes financial barriers to professional growth and supports retention, compliance, and improved outcomes. In 2024, the Training Department delivered **19 distinct trainings**, including **13 CEU-eligible** offerings, many of which were provided multiple times to ensure broad staff access. In 2024, **57.25 Continuing Education Units (CEUs) were issued**, with **1,042 staff attendances**. **The department supported 49 interns across disciplines, giving the next generation workforce an authentic professional experience while creating a pipeline for future hires.**



Trainings are led by our senior-level clinicians, who understand the value of informative, relevant life-long learning and how this leads to professional growth. Recent comments include:

"Training was very informative, lots of great strategies to complete documentation successfully and within a time efficient manner"

—Quality Documentation, 2024

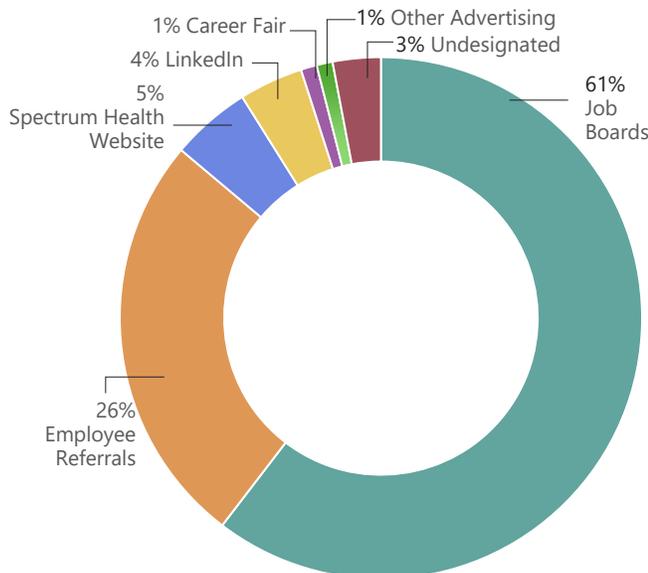
"Great training, very applicable to upholding the efficacy of safety for our clients"

—Safety Planning: An Intervention for Suicidal Clients, 2024

"Honestly, one of the best trainings I have attended! This was super helpful to collaborate and hear everyone's input"

—Group Therapy, 2024

Growing Our Team



Carly Gaydos, HR Recruiter works with colleges and other sources to build our team.

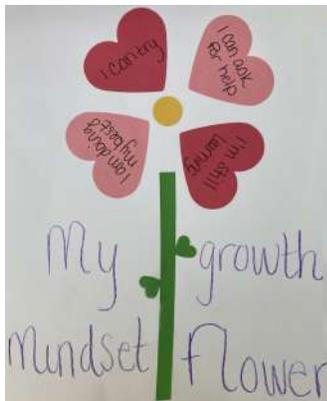
Buffalo HOPE COMHPS



Buffalo HOPE COMHPS offers emotional support, stress-reduction strategies, and connections to community resources in the City of Buffalo.

In 2024, the team **served 41,215 individuals** in community settings including wellness events, school programs, or visits to key partner organizations including The Genesis Center, Veteran's One Stop, Operation Children of the Military (OPCOM), and the Empowerment Academy.

A local Buffalo industrial company experienced a tragic accident that resulted in the death of an employee. The company did not have the internal resources to adequately support staff following this event and turned to Buffalo Hope COMHPS for immediate emotional and crisis support, coping strategies, and referrals for higher levels of care. Two Wellness Specialists provided group support focused on grief and loss to employees across all three shifts. In addition to group sessions, individual counseling was made available to those requiring additional support. Many employees, ranging from individuals who witnessed the accident firsthand in the warehouse to those working in administrative roles, utilized these individual services to process their experiences and emotions. Employees expressed deep gratitude for the timely support provided by Buffalo Hope, with many sharing their appreciation through tears and hugs.



Kate Hill received a Changemaker award at the MYCROBIG Charity dinner.

Buffalo Hope COMHPS representing at the annual Diversity Pride Festival at Canalside in Buffalo.

Our Buffalo Hope team brings activities to libraries and other places, making coping strategies and stress management accessible and inviting.

Awarded Programs and Grants

Wyoming County Mental Health Care for Homebound Older Adult
Awarded by Highmark Blue Cross Blue Shield Blue Fund

CCBHC F-Map NY Expansion Approval
Awarded by NYS Office of Mental Health

Empire State Scattered Housing 2024-28
Awarded by NYS Office of Mental Health

Flexible Assertive Community Treatment Adult Teams*
Awarded by NYS Office of Mental Health

Health Homes Plus Specialty Mental Health Care Management*
Awarded by NYS Office of Mental Health

Housing and Urban Development (HUD) Continuum of Care—Chronic Homeless
Awarded by HUD

HUD Continuum of Care—Dedicated First
Awarded by HUD

Lancaster CSD—Clinical On-Site Mental Health Services
Lancaster Central School District

Partnership to Address Opioid Epidemic and Save Lives in Western New York Through Medication Assisted Treatment**
SAMHSA (Substance Abuse and Mental Health Services Administration)

1280 Main Street Rebuilding
Patrick P. Lee Foundation

Wyoming County Certified Recovery Peer Advocate
Center for Justice Innovation

Wyoming County Opioid Settlement Funds
Wyoming County



Highmark Blue Cross Blue Shield Blue Fund awarded \$150,000 to launch an initiative in Wyoming County to support mental health care for homebound older adults.



Spectrum Health was a recipient of proceeds from the West Seneca Chamber of Commerce Holiday auction.



The Patrick P. Lee Foundation awarded Spectrum Health \$200,000 to support rebuilding our facility at 1280 Main Street in Buffalo which sustained significant damage during the Christmas blizzard of 2022. Jane Mogavero (far right), Executive Director of the Foundation joined (from left) Malene White and Cindy Voelker to show the space to Lia Lando from WKBW.

* The opinions, results, findings and/or interpretations of data contained therein are the responsibility of the Contractor and do not necessarily represent the opinions, interpretations or policy of the State or if funded with Federal funds, the applicable Federal funding agency.

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Our Team and Our Community



Top to bottom:

JoAnn Falletta, music director of Buffalo Philharmonic Orchestra, was a guest on the Spectrum Health Journey podcast.

Judy Matney was named a Women of Influence by Buffalo Business First. She celebrated this recognition with Shannon Kobee, Marlene Latona, Cindy Voelker, and Julie Notaro.

The Fourth Annual Not One More: Stand Together to End Overdose, is a community event with music, our like-missioned partners with resources, and time to reflect on lives lost to overdose. Thanks to sponsors FiveStar Bank, WGRZ, The New 96.1, and Spree Publications.



Top to bottom:

Pride was in the air when we participated in the Buffalo's annual Pride Parade.

We marched for freedom in Buffalo's annual Juneteenth parade, joined by our family and friends.

Christopher Weber, MAT Peer Support Specialist, received the Gold Key Award from the WNY Chemical Dependency Consortium.

The Suicide Prevention Coalition of Erie County honored Bob Cannata with the Christopher Hartnett Exemplary Service Award. Cindy Voelker attended the event with several staff members to acknowledge this high achievement.



SpectrumHealth
& Human Services

www.shswny.org