



LAKE SHORE
BEHAVIORAL HEALTH, INC.

ANNUAL 08 REPORT

Lake Shore Behavioral Health, Inc. promotes self-sufficiency, mental wellness and recovery, and an enhanced quality of life for all individuals with mental illnesses and addictive disorders by providing effective, accessible and culturally sensitive services.





Lake Shore Behavioral Health, Inc. is a private, not-for profit corporation governed by a volunteer board of directors. It is a charitable organization qualified under Section 501(c)(3) of the Internal Revenue Code. Lake Shore Behavioral Health, Inc. operates programs licensed by the New York State Office of Mental Health and the New York State Office of Alcoholism and Substance Abuse Services.

All residents of Western New York will have easy access to a full continuum of high quality behavioral health treatment and recovery services, which they can utilize without fear of stigma or discrimination.

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- | | |
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Our President

In 2008, Lake Shore Behavioral Health continued to focus on providing high quality, accessible treatment and rehabilitation services to individuals with mental health and/or addictive disorders. Not unlike the healthcare industry in general, the behavioral health field is undergoing significant changes in both the manner in which services are delivered and the way they are financed. Lake

Shore is focused on incorporating into our practices new methods for delivering services which we believe will result in better outcomes for the people we serve.

Toward that end, a number of Lake Shore's accomplishments in 2008 are worth noting.

Our new Abbott Corners facility, serving Lackawanna and the Southtowns, was opened in June of 2008 at 3176 Abbott Road. This new location replaced our previous offices at 2600 South Park Avenue in Lackawanna. Housed in this new facility are a mental health clinic, an outpatient addictions program and a Personalized Recovery Oriented Services (PROS) program. These programs offer mental health and addictions evaluations, individual counseling, group counseling and a wide range of rehabilitative services. Supports for eligible individuals seeking employment are available. The new facility offers more space and comfort to people seeking services and better accommodates the wide range of treatment and rehabilitation services that are currently offered.

Also in 2008, after many months of planning and development, Lake Shore established a family-based outpatient addictions program for urban youth. Offices were established on both the east and west sides of Buffalo. The program serves youth who are at risk of placement outside their homes due to problems related to drug use and was developed in response to Buffalo's growing problem of adolescent drug abuse. The treatment model focuses heavily on strengthening the supports available to these youth from families, schools and the community. The program staff help youth develop skills for remaining drug free while redirecting them toward healthier and more positive activities in the community.

Lake Shore was also in the forefront of other innovations in behavioral healthcare in 2008. Preparations were underway for the conversion of our traditional Continuing Day Treatment (CDT) programs to Personalized Recovery Oriented Services (PROS) programs under a new license offered by the New York State Office of Mental Health. PROS services are based on the belief that individuals, with proper treatment and rehabilitation, can recover from their mental illnesses and pursue satisfying and meaningful lives. PROS will offer individuals the opportunity to identify goals for themselves and receive the treatment and supports they need in order to attain them. All services are person-centered, meaning that the individual directs his/her care and makes choices about the goals he/she wishes to pursue.

The impact of our faltering economy during late 2008 had an impact on many of the individuals who sought services at Lake Shore. Increasingly, people are uninsured or underinsured and are seeking care through organizations such as ours.

Lake Shore is committed to serving those in need but, now more than ever, must find new ways to operate in an efficient and cost-effective manner. The lack of insurance or the inability to pay for care should not deter people from seeking services. These financial hurdles coupled with the stigma often associated with mental illnesses and addictive disorders pose a significant barrier for many people who need and want help. We must do all we can to improve access to behavioral healthcare and to educate the public that behavioral health problems affect individuals regardless of race, ethnicity, or socioeconomic class.

Lake Shore's Board of Directors and staff remain committed to our mission of improving the quality of life of all individuals with mental illnesses or addictive disorders. We can only accomplish this goal through the persistent efforts of our extremely talented and dedicated staff as well as the support of the communities in which we work. In 2009, we look forward to continuing in our efforts to offer high quality, accessible behavioral healthcare care to individuals and families living in Western New York.

"Increasingly, people are uninsured or underinsured and are seeking care through organizations such as ours."

Howard K. Hitzel, Psy.D.
President

Abbott Corners Counseling Center

In July 2008, Lake Shore Behavioral Health opened a new facility – Abbott Corners Counseling Center. The Center is located at 3176 Abbott Road in Orchard Park, at the corner of Abbott Road and Lake Avenue.

Abbott Corners Counseling Center offers both mental health and addictions counseling. The Center includes a mental health Outpatient Clinic offering psychiatry, individual and group counseling and medication management. The Center also includes a Personalized Recovery Oriented Services program (PROS) which assists individuals in recovering from the disabling effects of serious mental illness through the coordinated delivery of a customized array of rehabilitation, treatment and support services. PROS participants obtain professional support and learn new skills as they pursue their goals of living, learning, working and socializing.

Abbott Corners provides Addictions Treatment to individuals who are experiencing problems related to their abuse of drugs or alcohol. The Center provides confidential outpatient substance abuse treatment including assessment and individual, family and group counseling for both adults and adolescents.

A grand opening was held to celebrate event with a ribbon-cutting ceremony presided over by Kathy Hochul, Erie County Clerk, and attended by Joan Kesner, Town of Hamburg Councilwoman.



Lake Shore Behavioral Health, Inc. would like to thank our corporate sponsors, for their generous donations to our Abbott Corners facility:

Lawley


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ATTORNEY AT LAW

 M&T Bank



Ending Homelessness in Erie County

In 2008, Lake Shore Behavioral Health continued to focus efforts to reduce homelessness in Buffalo and Erie County by linking individuals who are homeless and mentally ill with proper housing and treatment. Research indicates that over 50% of homeless individuals in Erie County are suffering from a mental illness and/or mental illness and substance abuse. LSBH provides a wide range of support and treatment to homeless persons with mental illnesses. Services include outreach, crisis intervention, mental health and substance abuse counseling, housing assistance, case management and linkage to other needed services.

Through the use of a mobile mental health outreach team, the agency is able to offer services on-site at homeless shelters as well as to individuals on the streets. LSBH operates 132 supportive housing units, placing individuals in scattered site apartments and providing ongoing support to residents.

LSBH was pleased to be funded to provide Street Outreach to homeless individuals. LSBH continues to prepare for the implementation of Buffalo's first Safe Haven, homeless housing for chronically homeless individuals with mental illnesses who have heretofore been unsuccessful in traditional housing programs. LSBH is proud to sponsor Buffalo's Safe Haven at 108 Sycamore Street and anticipates the residence opening in December 2009.

"Research indicates that over 50% of homeless individuals in Erie County are suffering from a mental illness and/or mental illness and substance abuse."



2008

The Monsignor Henry Gugino
Organizational Service Award

Lake Shore Behavioral Health, Inc. was awarded this annual award by the Homeless Alliance of WNY.

The award is given annually to an agency that has displayed outstanding service to the homeless and low-income in Erie County.



Adolescent Addictions Treatment

In 2008, Lake Shore Behavioral Health was pleased to implement a new outpatient addictions treatment program for youth in Buffalo. As drug and alcohol addictions among city youth continue to be a community problem, effective, innovative treatment is necessary.

The Adolescent Treatment Program provides individual and group treatment, home-based family counseling, educational advocacy, mental health assessment and linkage, case management and after-care prevention. The goal is to provide Buffalo's youth with the tools to live productive lives free from drugs and alcohol.

The program is funded by the Erie County Department of Mental Health and NYS Office of Alcoholism and Substance Abuse Services.

At the Program's Grand Opening, Erie County Family Court Judge Paul Buchanan congratulated Lake Shore Behavioral Health and commented on the importance of these services and Lake Shore's work in the community

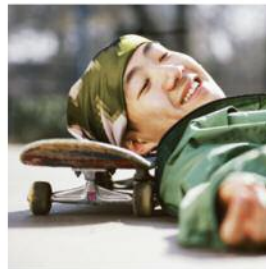


Judge Paul Buchanan, Erie County Family Court, and Barbara Hicks, LSBH Director of Substance Abuse

Sandra Mobley-Terry, LSBH's founding Adolescent Program Director

Yvonne James-Corley, Director of Substance Abuse Program, City of Buffalo

"We offer adolescents and their families comprehensive services designed to help youth explore their full potential and enhance their ability to lead healthier and more productive lives."



Agency Services

Mental Health Treatment

Treatment and Recovery from Mental Illnesses

Lake Shore Behavioral Health provides individual and group counseling for people experiencing a wide range of mental health difficulties including serious mental illnesses such as schizophrenia, bipolar disorder, depression, and anxiety as well as stress-related conditions, relationship and family problems. Lake Shore Behavioral Health operates three Outpatient Mental Health Clinics and three Personalized Recovery Oriented Services Programs (PROS). All mental health treatment is confidential and individualized to meet each person's needs.

Mental Health Clinic services include psychiatric evaluation, individual and group counseling, medication therapy, professional support, monitoring and symptom management. These services assist individuals to work toward recovery and improved daily functioning. Persons with co-occurring addictions and mental illnesses are provided integrated services tailored to meet their needs.

PROS services assist individuals in recovering from the disabling effects of serious mental illness through a customized array of rehabilitation, treatment and support services. PROS participants obtain professional support and direction as they pursue their goals of living, learning, working and socializing. Participants learn and practice new skills to achieve their goals.

Intensive Services

LSBH provides Intensive Case Management and Assertive Community Treatment (ACT). Individuals with serious and persistent mental illnesses do not always access traditional mental health treatment effectively. LSBH has two ACT teams to

address the needs of individuals who are in the greatest need, many with co-occurring substance abuse disorders. The ACT Team provides mental health treatment, crisis intervention, MICA treatment, vocational services, family support and peer counseling services. Most services are provided outside of program offices – where clients need services most. The ACT team emphasizes outreach, relationship building and individualization of services, with continuity of caregivers over a long period of time. In addition, the principles of person-centered planning are incorporated into all services.

Outpatient Chemical Dependency Treatment

Individuals who are experiencing problems related to their abuse of drugs or alcohol, need experienced staff and support to overcome their addiction. LSBH provides confidential outpatient treatment including assessment and individual, family and group counseling. Participants are provided with the skills to change their addictive behaviors, techniques on how to avoid relapse



and support to achieve their personal goals. Specialized services are available to pregnant and parenting women.

Residential Substance Abuse Treatment

The Lighthouse

Making a Difference in the Lives of Women and Children

For women struggling with serious drug abuse and addiction, the task of overcoming their addiction can seem insurmountable. Women with children have the added challenge of overcoming their addiction while keeping their family together. Many women with serious substance abuse problems have lost custody of their children or are at risk of doing so. The Lighthouse Women's Residence has been a leader in residential substance abuse treatment for pregnant and parenting women and helps parents overcome these obstacles.

The Lighthouse provides comprehensive addictions treatment, parenting skills education and rehabilitative services. The

program accommodates 20 women and up to 26 children. Children live with their mothers and attend school or day care while their mother is in treatment. Children's needs are addressed through on-site activities and referral for specialized services. Weekends and evenings provide time for families to be together. Women learn safe and effective parenting skills and bond with their children in a stimulating and educational environment. Within this supportive recovery environment, LSBH strives to empower women to establish strong family ties and live productive, substance-free lives.

Vocational Services

Lake Shore Behavioral Health offers vocational services to address the unique employment needs of individuals recovering from psychiatric disabilities or addictive disorders. The program helps people develop and improve their work skills with the goal of competitive employment in the community. Participants can obtain job training, career selection, job development and job search preparation. On-the-job training and job coaching are available to help participants ensure long-term employment success. Employers value the quality of employee training and program support that is available when hiring consumers from Lake Shore. Employers who have hired consumers include:



ConsumerSuccess Story

My name is Sharon, and I was raised in a rural county in western New York. In my teen years, I started drinking and smoking marijuana. I did finish high school, but right after I started to use heavier drugs. I was snorting cocaine and within a few years I was smoking crack cocaine. I smoked heavily for about six years, and then in September 2007 I found out I was pregnant. I was smoking on a daily basis at that point and I wasn't ready to stop. I continued to use for almost all of my pregnancy.

My son Jeffrey was born in February 2008, and we both showed up positive for cocaine. CPS came to the hospital and said that we would have to set up a plan for Jeffrey because he couldn't come home with me. Thankfully, my sister agreed to take him for a while so he didn't have to go to a foster family. I remember holding him in the hospital, crying and promising him that I would never use again, and I would do whatever I had to, to get him back. Shortly after I started to use again. I just couldn't stay clean and Family Treatment Court sent me to a twenty-eight day inpatient program while I was in there, they suggested that I go to the Lighthouse Women's Residence. It was far away from my family and a year seemed so long to be in a facility. I agreed to go, I left straight from court and never got to say goodbye to Jeffrey.

I was so scared when I got there, but everyone was very nice to me and I fit right in. I didn't get to see Jeffrey for the first six weeks, but the Parenting Unit at the Lighthouse fought hard for me, and soon enough I was getting weekend visits. Jeffrey came to live with me in September and I'll never forget that day. It was a big transition for the both of us. The Lighthouse was so wonderful and helped me out a lot with Jeffrey. Being a first time mother, I had a lot of questions and they were very patient with me. They have helped me become the mother that I am today and I am so grateful for having this opportunity to come to the Lighthouse. My year is almost over here and we are getting ready to go out on our own. With all the great things I've learned here and through everything I've experienced here, I know I'll be alright and so will Jeffrey.

Jeffrey is over a year old now and we have a wonderful bond. I owe it all to the Lighthouse and this wonderful program. I don't know if I ever could of managed being a mom and in recovery if it wasn't for the help and support I got from the Lighthouse.

"They have helped me become the mother I am today and am so grateful for having this opportunity to come to the Lighthouse."



ANNUAL REPORT

Expenditures_{by} Program

16.8%	\$2,308,047	Intensive Services
15.0%	\$2,063,385	Mental Health Clinics
13.9%	\$1,913,039	Chemical Dependency <i>Outpatient</i>
12.7%	\$1,746,640	Chemical Dependency <i>Residential</i>
11.9%	\$1,638,345	Mental Health Day Programs
11.5%	\$1,581,944	Homeless Services
8.3%	\$1,141,137	Grants/Other
5.3%	\$734,509	Vocational Services
4.5%	\$616,837	Rehabilitation Services

\$13,743,883 **Total Expenditures**



Revenue_{by} Source

50.0%	\$6,786,654	Medicaid
19.3%	\$2,617,895	NYS Office of Alcoholism and Substance Abuse Services
16.6%	\$2,253,262	NYS Office of Mental Health
7.4%	\$1,001,643	Grants and Miscellaneous
6.8%	\$932,242	Client Fees and Third Party Payments

\$13,582,696 **Total Revenue**



LSBH Facilities

LSBH Administration

842-0440 | 254 Franklin St. / Buffalo, NY 14202

Linwood Community Services

882-3151 | 625 Delaware Ave. / Buffalo, NY 14202

Abbott Corners Clinic

PROS & Addiction Services

822-2117 | 3176 Abbott Rd. - Bldg. A - Suite 500
Orchard Park, NY 14127

North Collins PROS and Clinic

337-3706 | 2107 Spruce St. / North Collins, NY 14111

Adolescent Chemical Dependency Treatment Program / East Side

818-7195 | 463 William St. - Towne Garden Plaza
Buffalo, NY 14204

Lake Shore Vocational Services

Franklin Recovery PROS

716-852-1117 | 254 Franklin St. / Buffalo, NY 14202

ACT Programs / BCM Program

Homeless Services Program

Transportation Services

856-2587 | 430 Niagara St. / Buffalo, NY 14213

Adolescent Chemical Dependency Treatment Program / West Side

Lower West Side Counseling

Drug & Alcohol Abuse Services Program

Maternal Support Program

884-0700 | 951 Niagara St. / Buffalo, NY 14213

The Lighthouse Residence

831-7877 | 244 Hempstead Ave. / Buffalo, NY 14215

We would like to thank the following vendors for donating to the 2008 annual silent auction for Staff Appreciation Day.

430 Niagara Street Associates

AAA Safe and Lock

ADP

Adventure Landing

Air San

Albright-Knox Art Gallery

Allpro Parking

Anderson's

Applebee's

Avery, Jennifer

Bob-O-Links

Bounce Magic

Buffalo and Erie County Botanical Gardens

Buffalo and Erie County Historical Society

Buffalo and Erie County Naval Park

Buffalo Alarm

Buffalo Athletic Club

Buffalo Bills

Buffalo Bisons

Buffalo Hotel Supply

Buffalo Philharmonic

Buffalo Sabres

Buffalo Security Company

Buffalo Zoo

Business First

Carpet Factory

Casa Di Pizza

Cheesecake Factory

Chef's

Cold Stone Creamery

Constellation New Energy Gas Division

Crystal Rock

Darien Lake Theme Park

Delaware Associates

Delta Sonic

Dick's Sporting Goods

Dobmeier Janitor Supply

Eaton Office Supplies

Ellicott Development Company

Explore and More Museum

Harris Hill Golf Center

Herdzik, John

Ilo DiPaolo's

Lanigans

Miss Buffalo

Panera Bread

Premier Wine and Spirits

Rambino, Maria

Regal Theatres

Rettig, Angela

Ristine, Jenn

Salvatore's Italian Gardens

Sam's Club

Stanfield's Office Furniture, Inc.

Tanning Bed

Tarantino Foods

Tops - Niagara Street

U.S. Foods

Ulrich Sign Company

Voelker's Lanes

WYRK 106.5



LSBH Administration

254 Franklin St. / Buffalo, NY 14202 / lake-shore.org
716-842-0440