

35 Years of Service



2006 **Annual Report** To the community



2006

From Our Executive Director



“Every system is perfectly designed to achieve the results it gets.”

This quote can be applied to any system, any family, any organization, any business, and any government. Great leaders commonly share the attitude that you should never feel more scared than when you think you are right. The corollary to that belief is that you should never believe that you are doing a great job. Since systems, like gears in a watch, are interrelated, we strive to improve not only ourselves, but to be an agent of change with every system we touch. Community Concern’s success relies upon the expertise of its professional staff, the dedication of its volunteers, the leadership of its board, and support from governments, foundations and contributors.

In 2006 we achieved higher levels of performance on many levels.

- We conducted a literature review of best practices in case management services. We received a grant from the Community Health Foundation of Central and Western New York to begin “transitions coaching” to seniors discharged from the hospital. This expansion of the scope of our service will reduce hospital recidivism rates by over two times.
- Began application for funding for electronic medical records and digital conversion of existing behavioral health records
- Began training for and development of specialized treatment of people with co-occurring substance and behavioral health disorders.
- Initiated a Continuous Quality Improvement (CQI) plan that achieved improved client outcomes during the early phase of treatment
- Began advocacy for region-wide use of personal health records and electronic health records to improve the accuracy and speed of information to reduce treatment errors as patients move among providers and levels of care
- Made a significant upgrade of information technology to improve communication and record keeping.

In 2007, the staff and leadership of Community Concern will continue to learn, use and share best-practices to better achieve the mission of Community Concern of WNY, Inc.

A handwritten signature in black ink, appearing to read "Jerry Bartone".

Jerry Bartone
Executive Director

Our Vision

Community Concern of WNY, Inc. will be the leading human service organization that meets the changing needs of the Western New York community with high quality, state of the art senior and behavioral health services.

Our Mission

The mission of Community Concern of WNY, Inc. is to deliver the needed human services intended to reduce social and emotional distress and thereby improving individual/family functioning and quality of life. We will accomplish this with a professional dedicated staff, government support, and volunteer / community involvement.



Community Concern’s Board of Directors provides invaluable talent, leadership and consultation. The result is an organization that delivers superior services, great value for contributors and consumers, and standards that exceed similar private and public sector services.

Board of Directors

John Connerton.....	President
Mary Jo Shults.....	Vice President
Susan Cahill.....	Secretary
John Grennell, Esq.....	Treasurer

Karen Erickson
Mary Jo Shults
Keith Dash

Lynne Dillon
Ross B. Kenzie

Nancy Timm-Bowen
Sue Jasinski

Senior Care Management



Jennifer Anselmo, Coordinator

The senior program pays for itself in saved Medicaid costs when we keep just two seniors out of a nursing home for a year.

Changing Lives

Community Concern has made me feel more independent.

Due to my chronic illness and age, it has been such a wonderful service of a chore-person. Also I have received extra assistance in filling out forms. This has made a difference in my mental

My family has been going thru some hard times and you were helpful in reducing our pressures and stresses.

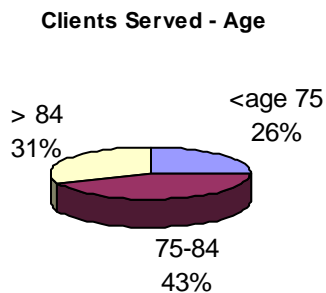
I am able to stay in my own home rather than a nursing home.

I am 93 and I am very pleased with all the help. I would not be able to make meals for myself.

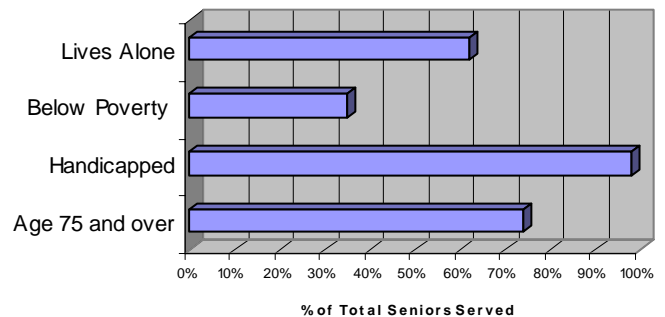
You helped my mother stay in her home for a longer time. Thank you for services I hope she can return home.



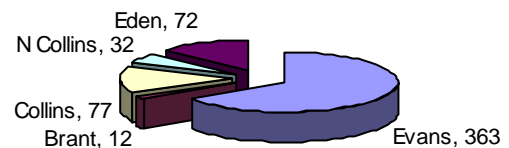
Bert Scott trains new volunteer Verna Bogdan



Demographic Characteristics of Seniors Served 2006-07



Seniors Served by Town



Services Delivered	# Clients	# Hours /
Care Management	177	2860
Information & Referral	357	2006
Volunteer	32	747
CarePanion	35	389

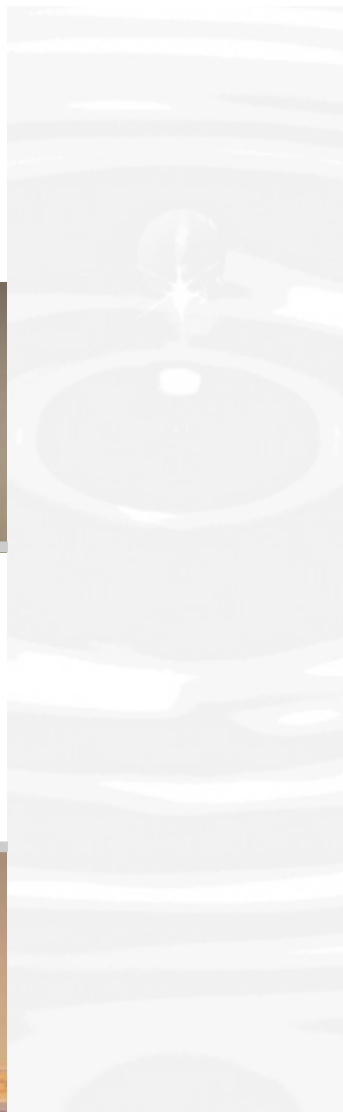
Note: Some data was lost in the implementation of new Erie County client management soft-

Volunteers

- Mark Arena
- Linda Apen
- Louise Borzelleri
- Kim Cala
- Rita Carlson
- Fran Campagna
- Eileen Chmelka
- Lynn Dillon
- Elizabeth Emhof
- Suzanne Jasinski
- Barbara Megyes
- Jean McManus
- Mildred McSkimming
- Jack Noel
- Viola Noel
- Carol Privitera
- Peggy Scanlon
- Barbara Schmitt
- Alexandra Smith
- Peter VanDenbergh
- Andrea Wasmund
- Anne Wiens
- Ruth Zoffke
- Geralynn Zuber



United Way Day of Caring volunteers from Evans National Bank spruce up senior's homes



In 2006, the Senior Program served nearly one in ten seniors living in Evans, Brant, Collins Eden and North Collins.

We want every frail, isolated or poor senior who can benefit by our services to know about our services.

In 2007, our goal is to reach one in five seniors.



Community Concern is the site for annual flu and pneumonia vaccinations in the Fall

Behavioral Health Clinic

Highlights

662 people and their families were served in 2006, a 25% increase over the last two years

4,711 treatment sessions were provided by a multi-disciplinary team of social workers, counselors, nurse, psychologist and psychiatrist

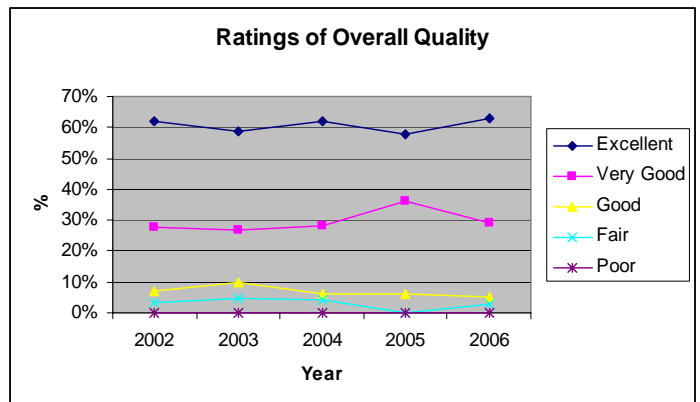
The Living Without Violence Program, endorsed by victims advocates, treated 31 men for domestic violence

Community Concern received 512 requests for behavioral health services in 2006, an 8% increase over the previous two years

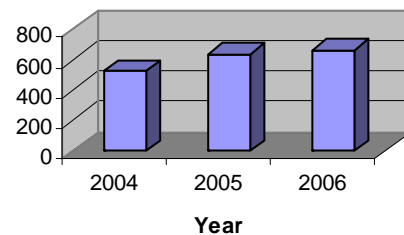
Over 1 in 10 clients presented with significant risk of suicide. There were no client deaths by suicide in 2006.

Earned a 30-month license from NYS Office of Mental Health, one of the highest Tier I scores among peer clinics.

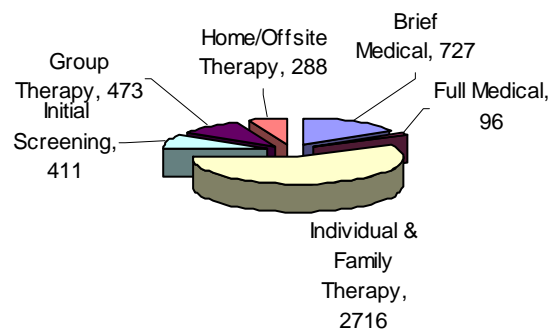
92% of survey respondents rated the overall quality of their treatment at Community Concern as "Excellent" or "Very Good".



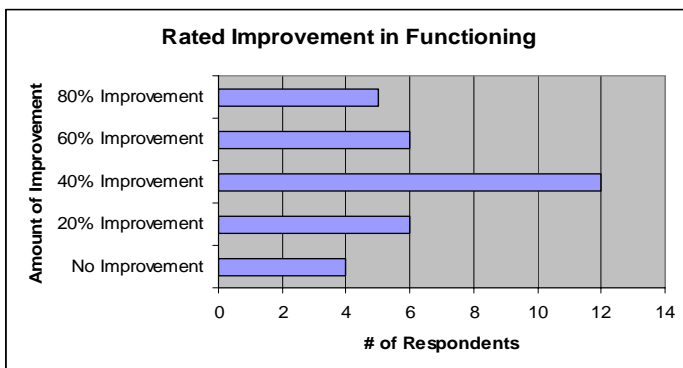
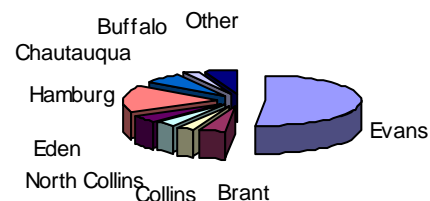
MH Clients Served 2004-06



Treatment by Type & Number of Sessions - 2006



Mental Health Clients Served by Town - 2006



A sample of clients who received an average 8 visits, reported significant improvement in functioning e.g. from "Unable to function" to "Moderate symptoms" or "Serious symptoms" to "Mild symptoms".

Our goal is to help people achieve their highest level of functioning in the shortest time with the least amount of behavioral healthcare supports



Martha King-Sedwick LCSW and Joyce Torge RN lead the ***Pathways to Recovery*** Program for people with co-occurring behavioral health and substance abuse disorders. Over 30% of people with behavioral health problems also have co-occurring chemical abuse. The program is designed to assist people in developing a clean and healthy lifestyle. Research shows that integrated treatment for co-occurring disorders is significantly more effective than separate mental health or chemical dependency treatment. Community Concern's warm, friendly atmosphere combined with individualized treatment make the experience exceptional. The innovative program focuses on identifying emotional problems and substance abuse and understanding the impact each has on the other. The highly trained facilitators help motivate people to change and offer evidence-based methods for recovery and healthy living. Their powerful treatment methods help clients remain drug and alcohol free for the rest of their lives.



Dr. Dham Gupta has over 30 years experience in outpatient, emergency room and inpatient psychiatric services

Todd's Story

Todd was referred by his doctor to our mental health clinic because several trials of medication were not working for his depression. His doctor referred Todd to psychiatric services after developing strange behavioral symptoms. We found out that he was grinding up his medication and smoking it with marijuana every day. After learning about the interplay of drugs, medications and lifestyle, Todd stopped using pot, his depression cleared and his family and employer noticed a significant improvement.



Cherie Ruben, Ph.D. provides psychotherapy home visits to an elderly woman. Board certified in psychopharmacology and medical psychology, Dr. Ruben collaborates with seniors' primary care physicians to coordinate behavioral healthcare with primary healthcare.

Changing Lives

They are a life-line for me and have helped me to try and deal and cope with my situation.

I feel as if I have been let out of prison.

Coming here has been a major survival factor. Without the staff, therapist and psychiatrist, I don't know where I'd be.

The people at Community Concern are very helpful, and really have gone out of their way to show various kindnesses. I've been to other counseling agencies, and have found that Community Concern, its staff, the doctor, and my counselor are, by far, the best! I don't believe, I've ever felt better.

I probably would have not been here or at least been divorced. My therapist was great.

2006-07 Contributors

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The Rev. Jean Barge
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Ms. Sara Barone
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Mr. George Phillips
Mr. & Mrs. Richard Popson
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Mrs. Ruth Zoffke

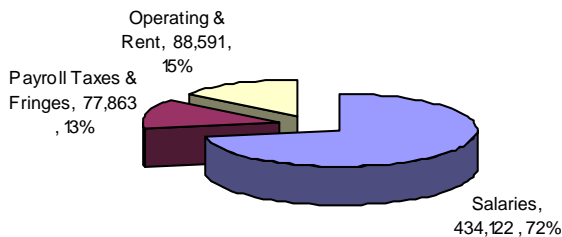
Special Thanks

Community Health Foundation of Western & Central New York..... Ann Monroe, President
 Erie County Department of Senior Services..... Pamela Krawczyk, Commissioner
 Town of Evans..... Rob Catalino, Supervisor
 Town of Eden..... Glen Nellis, Supervisor
 Town of North Collins..... Thomas O'Boyle, Supervisor
 Town of Brant..... Leonard Pero, Supervisor
 Town of Collins..... Ken Martin, Supervisor
 Jack Quinn III..... NYS Assemblyman, 146th District

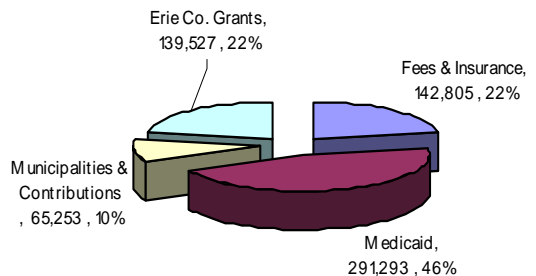
Financial Statement

	Jan 1 - Dec 31, 2006
REVENUES	
Client Fees	55,747
3rd Party Insurance	87,058
Medicare	36,033
Medicaid	291,293
Erie Co. Grants	139,527
Municipalities & Contributions	65,253
Misc.	4,390
TOTAL REVENUE	<u>\$ 679,301</u>
EXPENSES	
Salaries & Consultants	434,122
Payroll Taxes	35,891
Employee Benefits	41,972
General Operating	71,772
Rent	16,819
TOTAL EXPENSES	<u>\$ 618,958</u>

2006 Consolidated Expenses

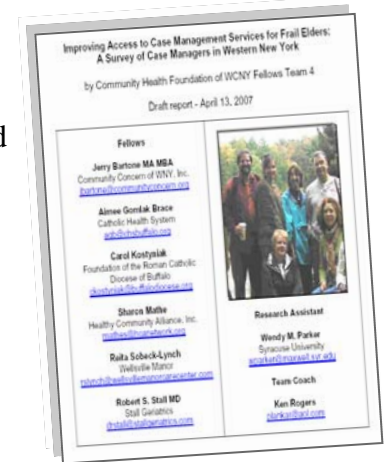


2006 Consolidated Revenues



Improving Access to Case Management Services

The Health Leadership Fellows team led by Jerry Bartone conducted breakthrough research on the application of best practices in case management services to seniors in Western New York. The research collected evidence-based best practices and surveyed 34 providers in the region on their use of best practices. The survey showed the cooperation / collaboration from other providers and more staffing were needed. The research also showed that only 10% of the 82 case managers represented in the survey were certified in case management. Only one in five programs promote the use of personal health organizers for their senior clients, a proven tool to reduce medical errors. The research showed only 40% of the programs surveyed use client management software and half of the programs that use software are satisfied with their technology.



The team's recommendations to ease the burden of navigating the long-term health care system for seniors and their caregivers include:

- A broader menu of service offerings delivered by multi-disciplinary teams in a coordinated manner tends to achieve better outcomes than fragmented services.
- Coaching provided to seniors immediately following hospital discharge to assist with discharge planning and medication reconciliation can reduce hospital recidivism by 2 ½ times.
- Broad use of personal health records to reduce medical errors.
- Technology, successfully deployed in other states, and NYS counties, can improve access to services, educate consumers, achieve system efficiencies and measure and improve quality of services to elderly people.

The health leadership program was sponsored by the Community Health Foundation of Central and Western New York. For more information go to www.CommunityConcern.org or www.chfcwny.org.

**Community Concern of WNY, Inc.
Awarded “Transitions in Care” Grant**

The Senior Care Management Program, in collaboration with TLC Health Network will be offering *Transition Coaching* to seniors discharged from the hospital.

Research shows that 28% of seniors cannot read their hospital discharge instructions. One in five seniors have a medication discrepancy that leads to an adverse health problem. Community Concern’s care managers will receive special training to provide coaching to seniors in their homes immediately after hospital discharge. They will also provide other services if needed. Research shows that this model reduces readmission to the hospital by 2^{1/2} times. The grant is funded by the Community Health Foundation of Central and Western New York.

Staff

Jerry S. Bartone, M.A., M.B.A. - *Executive Director*

Lynn Skubish - *Office Manager*

Michelle Chiappetta – *Accounting*

Sharen Trembath – *Medical Assistant*

Jackie Cotroneo — *Medical Billing Specialist*

Senior Care Management Program

Jennifer Anselmo B.S. - *Coordinator*

Kimberly Lawrence B.S. – *Care Manager*

Candice O’Brien B.S.W. *Care Manager*

Bertha Scott - *Volunteer Coordinator*

Carol Lameroux - *CarePanion*

Lynn Furman - *CarePanion*

Carol Klopf - *Senior Aide*

Behavioral Health Clinic

Dham Gupta, M.D. - *Psychiatrist*

Joyce Torge, R.N. - *Behavioral Health Nurse*

Richard Popson, CSW-R - *Senior Clinician*

Martha King-Sedwick - CSW-R - *Clinician*

Valerie Nowak—MMHC—*Clinician*

Cherie Ruben, Ph.D. - *Clinical Psychologist*

Beverly Sessanna -*Counseling Psychology Intern*

Amy Corneau—*Counseling Psychology Intern*

Carol Herr - *Social Work Intern*





35 Years of Service

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