

Building a Stronger Community—
One Family at a Time

Behavioral Health
Senior Care Management



2005

Annual Report

Message from the Executive Director

2005 was a highly successful year for Community Concern of WNY in contrast to the challenges many non-profit organizations from funding cuts by Erie County and the United Way. Fortunately for our community, Community Concern of WNY, Inc. was able to meet increasing demand with high quality services. We saw 17% growth in behavioral health services and a 30% increase in capacity to serve seniors.

In 2006 and beyond, we will build on five basic core competencies:

Provide client-centered Care - We will identify, respect and care about our clients' differences, values, preferences and needs. We will strive to relieve pain and suffering. Care decision making will be shared. We will advocate for disease prevention and promote healthy lifestyles.

Work in interdisciplinary teams - Community Concern has a great multi-disciplinary team. We will cooperate, collaborate, communicate and integrate care in teams to insure that care is continuous and reliable.

Apply quality improvement - We will identify ways to improve our care, measure quality and continually design and test interventions.

Use informatics - We will strive to communicate, manage knowledge and support decision making using information technology.

Employ evidence-based practice - Our clients and staff will have the best knowledge and resources available to make informed decisions.

We can achieve optimal care and greater value to our customers as we integrate best research with clinical expertise and client values.

To that end, I wish to thank our contributors and volunteers who make a difference in hundreds of peoples lives. Today's Board of Directors is a strong, professional and diverse group of volunteers who challenge us to perform at a higher level. Thanks also goes to the Department of Senior Services, Pamela Krawczyk, Commissioner, the supervisors and council men and women of Evans, Brant, Collins, North Collins and Eden, for their support to expand our Senior Care Management services to rural elderly people. When we keep just two seniors out of a nursing home for a year, the senior program pays for itself in saved Medicaid expenses.

There is much work to be done. The demand for Community Concern's services exceeds our capacity. Financial support is needed to improve infrastructure and develop the above competencies. Volunteers are always needed to help frail, poor and isolated seniors. And, we are always seeking volunteers who are passionate about building a better community by serving on the Board of Directors.

Jerry S. Bartone
Executive Director

Celebrating 35 Years of Service 1971 - 2006

VISION STATEMENT

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 services.

MISSION STATEMENT

Community Concern of WNY, Inc. is a community based not-for-profit organization which delivers needed human services intended to reduce social and emotional distress thereby improving individual/family functioning and quality of life. The mission is supported through intervention, referral, counseling and community education.



Jerry Bartone presents to the 2006 class of Community Health Foundation Health Leadership Fellows at a recent training at Rochester Institute of Technology

Behavioral Health Services



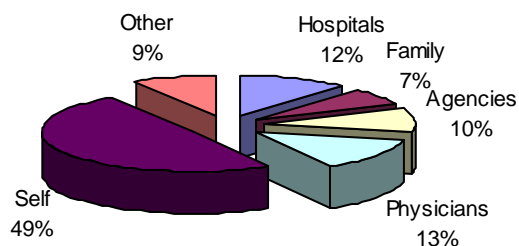
Behavioral Health Clinic

Jan 1—Dec 31, 2005

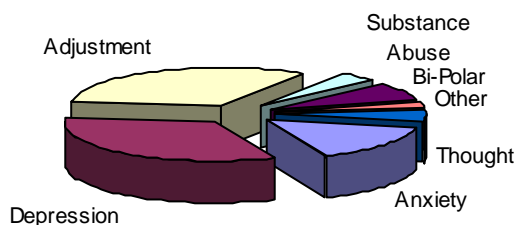
Type of Treatment

Session	# Sessions
Medication Management	638
Assessment	518
Home Therapy	253
Group Therapy	412
Individual / Family	2,681
Total	4,502

MH Referral Sources - 2005



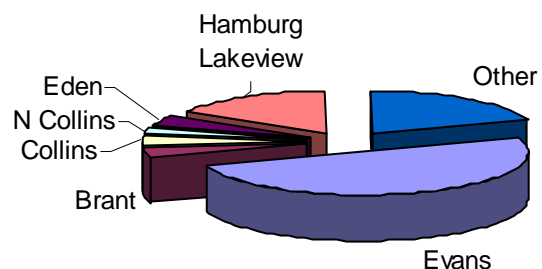
MH Clients Served by Diagnosis - 2005



2005 Highlights

- 638 people and their families were served in 2005 with 4,502 treatment sessions. There was a 17% increase in people served from the previous year.
- The Living Without Violence Program, endorsed by victims advocates, treated 30 men for domestic violence perpetrators
- Community Concern received 514 requests for behavioral health services in 2005, an 8% increase from the previous year
- Over 1 in 10 clients presented with significant risk of suicide
- 92% of survey respondents rated the overall quality of their treatment at Community Concern as "Excellent" or "Very Good".
- Nearly 9 out of 10 active clients surveyed reported "Unable" or "Serious" inability to function at the onset of treatment. 70% of these people indicated significant improvement in their level of functioning in an average of seven treatment sessions.

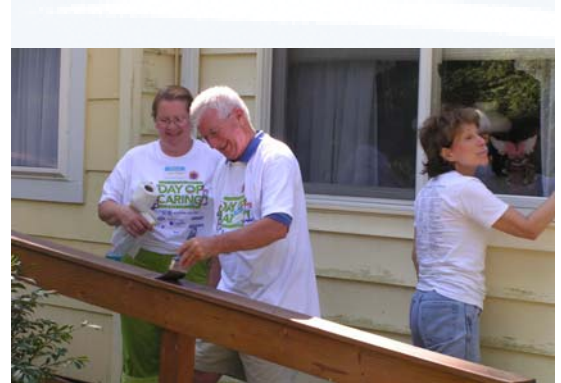
MH Clients Served by Region - 2005



Senior Care Management Services

2005-06 Highlights

- The Senior Care Management Program served 644 people with care management, information & referral, volunteer and new CarePanion services.
- The agency expanded it's care management staff by 30% thanks to increased funding from Erie County and local municipalities
- Seniors received volunteer services valued over \$16,308.
- Community Concern offered low-cost flu and pneumonia immunizations to 216 people.
- 42 households with frail seniors received new CarePanion services to keep their homes safe and clean.
- The care management staff monitored 18,558 home-delivered meals provided by Meals on Wheels
- Care managers secured 2,332 hours of State funded home health care.



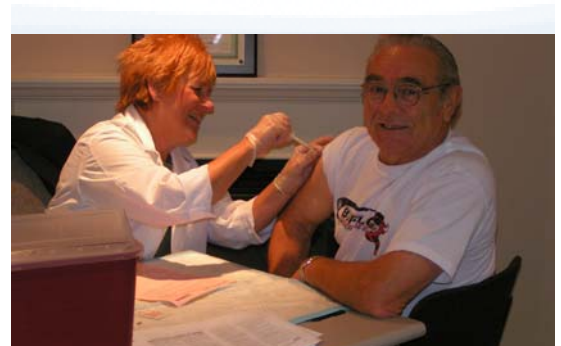
United Way Day of Caring Volunteers spruce up a frail senior's home



Town	Case Management		Information & Referral		CarePanion		Volunteer	
	# Clients	Hours	# Clients	Contacts	# Clients	Hours	# Clients	Hours
Evans	143	1,688	154	178	18	393	15	469
Brant	31	321	42	57	-	-	1	2
Collins	32	346	46	59	3	34	2	34
N. Collins	38	428	53	64	5	128	7	70
Eden	44	573	61	78	9	100	8	129
Total	288	3,356	356	436	35	654	33	904

Note: Some data was lost in the implementation of new Erie County client management software. Every effort has been made to represent actual services provided.

Community Concern of WNY, Inc and the Visiting Nurse Association of WNY, Inc. provided 216 influenza and pneumonia shots in October 2005.



2005-06 Contributors

Evans Police Benevolent Association	Peter Chiavetta, Chiavettas Catering	Gordon Found	Paula Kramer	Lena Schmitt
Holy Cross Lutheran Church	John Chiavetta, Investment Services	Patricia A. Friend	Jean Kramer	Jake Schneider
K & H Industries, Inc.	Irene Chisholm	Helen Garland	Jack Kuebler	Jake Schoellkopf
Lake Shore Credit Union	Frances Chmiel, Hanover Township #177 DAVA	Robert Greenwood	Carol Labenski	Ernestine Schoen
Lakeshore Family Medicine	John Connerton, Evans National Bank	Rosalind Hacic	David Lauricello	Mary Jo Shults
Local 897, UAW	Howard Curren	Brian Hatrick, St. Vincent's Church	Ronald Lehning	Russell Siracuse
Meadowbrook	Douglas Czora	Maureen Healy	Richard Leigh	Jeanne Sisson
SouthShore PT Association	Doug Czora, Evans Police Benevolent Society	George Heath	Thomas Mac	Anne Smith
The Stitcheri Society	Lester DeBoy	Kathleen Hepkins	Mrs. Maglio	Normn Smith
Village of Farnham, NY	L. Della	Charles Herkimer	David Mahoney	Anne E. Smith
Jay Addison	Carol Delmonte	Carol Hilliker, WT Hoag	Herbert Malyak	Bonnie Spence, St. Vincent DePaul
Ruth Ahrens	Richard Demert	Ralph Hogg, Melody Meadows	Efraht Marguliet, University at Buffalo	Sudhir Suchak, Suchak Data Systems
Roger Anderson	Geradline Denne	William G. Houston, Angola Trustee	James Meissner	Gifford Swyers
Anonymous	Alfred Dickinson	Geraldine Jacobs, Brant Angola Furniture	Heidi Miller	Lori Szewczyk, Evans Economic Development
John Balmas	James Dickinson, Jamar Enterprises	Tammy Jakubowski	Robert Miller	Frank Szyjka
Thomas Barney	Lynne Dillon	Suzanne Jasinski	Janet Milliken	Christopher Tahk
T. Barney, Sr.	Brad DiMartino	Susan Jeffery	Charlotte Moss	Paul Teichmann
Judith Barone	Robert Drago, Goya Foods	Deborah Johnson	Mary Ellen Murray	James Tilley
Jerry Bartone	Phyliss Dutchess	George Johnson	John Napoli	Sally Timonen
Dora Battaglia	William Duzen, Duzen Construction	Mary Jost	Joseph Nawat	Frank Tomkowiak
Barbara Biegner	Jack Ehmke	Wilbur Jost	Glen Nellis, Eden Supervisor	Darrell J. Trask, Sr.
Lutheran Charities	Anne Ehrlich	Terry Kankiewicz	Jack Noel, Sr.	Paul Trembath
Bernard Blackowicz	Karen Erickson	Ross B. Kenzie	Flossie Noworyta	Rose Ann Tripoli
Nancy Bowen, Jung, Timm & Lehning Agencies	Susan Espersen	Joan Keohane	Joy Patterson	John Voltz
Kenneth Bowers	David Evans	William Kieffer	Dennis Pelc	Michelle Warren
Edward Brant	Jerry Faltus	Stephen Kin	George Phillips	Louis Watson
Patricia Bul	Al Fischer	Heather Klaiber	Richard Popson	Beatrice Wilson
Dawn Bush	Emily Fletcher	Anna Knack, Eden Supervisor Secretary	Patrick Puckhaber	Ethel Winters
Jack Chiappone		Melissa Koch	Howard Rathbun	Diane Woodman
		John Koessler	Laurie Reitz	John Zeitler
		Eleanore Kovach	Diane Reynolds	John Zeitler, OLPH Church
		Mary Kraft	Catherine Riggio	Alice Zrodowski
			Dorothy Rose	
			Gerald Rugg	
			Florence Salva	
			Rosemary Scaglione	
			Michael Schafer	

Senior Program Volunteers

Linda Aspen	Orrin Mesch
Louise Borzelleri	Jean McManus
Fran Campagna	Mildred McSkimming
Rita Carlson	Debby Mogavero
Barbara Chandler	Jack Noel
Eileen Chmelko	Viola Noel
Geraldine Denne	Virginia Nowak
Lynne Dillon	Carol Privitera
Mary Dinkuhn	Peggy Scanlon
Elizabeth Emhof	Barbara Schmitt
Marianne Heeb	Ronald Schultz
Percy Hunt	Alexandra Smith
Tammy Jakubowski	Peter VanDenbergh
Suzanne Jasinski	Andrea Wasmund
Mary Klier	Anne Wiens
Eleanor Lafferty	Ruth Willis
Sheila Landon	Ruth Zoffke
Barbara Megyes	Gerallynn Zuber

2005 Financials

	Mental Health	Senior Services
	Jan. 1 to Dec. 31, 2005	
REVENUES		
Client Fees	38,734	
Health Insurance	106,387	
Medicare	38,962	-
Medicaid	166,323	-
Erie County Grants		89,646
Municipalities & Contributions	47,318	71,087
TOTAL REVENUE	397,724	160,733
EXPENSES		
Salaries & Consultants	299,218	82,684
Payroll Taxes	24,685	8,183
Employee Benefits	42,324	12,305
General Operating	75,765	28,424
TOTAL EXPENSES	441,992	131,596
Profit (Loss)	(44,268)	29,137

Board of Directors

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John Connerton

Vice President

Mary Jo Shults

Secretary

Susan Cahill

Treasurer

John Grennell, Esq.

Karen Erickson
Lynne Dillon
Nancy Timm-Bowen
Mary Jo Shults
Ross B. Kenzie
Sue Jasinski
Carol Gibson, Esq.

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*

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*
Melissa Lee - *CarePanion*
Carol Klopff - *Senior Aide*

Behavioral Health Clinic

John Napoli, M.D. - *Psychiatrist*
Karin Meisner, RN, CSW - *Clinician*
Richard Popson, CSW-R - *Senior Clinician*
Martha King-Sedwick - *CSW-R - Clinician*
Cherie Ruben, Ph.D. - *Clinical Psychologist*
Amy Corneau - *Counseling Psychology Intern*
Carol Herr - *Social Work Intern*

2005 Annual Report

Community Concern of WNY, Inc.
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Derby, NY 14047

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