



of Western New York, Inc.

2007

*Annual Report
to the Community*



2007

From Our Executive Director



2007 was a record year of performance and challenges for Community Concern of WNY, Inc. The good news is Community Concern is successfully helping record numbers of people. The challenge is the demand for services is growing faster than available resources.

The US Surgeon General reports that 1 in 5 people will have a psychiatric episode every year. Yet, only 1 in 4 seek help and that may be limited care. We know that when people seek good treatment early, the outcomes are very good. Too often we see depressed domestic violence victims who have been taking anti-depressant medication from their primary care physician. The well intentioned treatment only made them feel better about being physically and emotionally abused, prolonging the trauma to the victim and the family. Early effective treatment saves families, especially children exposed to damaging trauma, from the consequences of long-term health, social, academic and career difficulties.

The aging baby boomer generation is at our door. The number of people 85 and older will increase 27% within the next 12 years. The demand for our services to help seniors remain independent in their homes has begun to skyrocket.

We are working hard to keep up with the challenges. On the mental health side, we are delighted that primary care physicians increasingly turn to Community Concern has a vital resource for their patients. They value the broad disciplinary range of skills and knowledge of our mental health staff. Our senior staff have researched and led the region in the deployment of evidence-based best practices that are proven to keep seniors out of nursing homes and hospitals.

Yet, current economic and healthcare conditions are our greatest challenges. More people lack the safety-net of health insurance. Government funding and healthcare reimbursements are under great economic pressure. Our goal is that the community will come through to support the safety net for our neighbors that is Community Concern of WNY, Inc.

Jerry Bartone
Executive Director

Community Impact:

Saving Lives

Building Healthy Families

Eliminating Family Violence

Preventing Suicide

Reducing Teen Crime

Saving Tax Dollars

Promoting Economic Development

Improving Academic Performance

Reducing Long-term Healthcare Costs

Improving Workforce Productivity

Increasing Seniors' Independence

Education Individual Rights

Strengthening Marriage

Leading in

Evidence-based Best Practices

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.



Board of Directors

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Susan Cahill.....	Secretary
John Grennell, Esq.....	Treasurer

Karen Erickson
Mary Jo Shults
Keith Dash

Lynne Dillon
Ross B. Kenzie
Mike Nugent

Nancy Timm-Bowen
Sue Jasinski

Senior Care Management



Jennifer Anselmo, Coordinator

Highlights

The Senior Care Management Program served 445 seniors in 2007. The program met the growing demand for case management with over 3,344 hours, a 14% increase from the previous year. The program served 246 seniors with 2,161 contacts for Information & Assistance, an 8% increase in demand from the previous year. Demand for volunteer and CarePanion services also increased 11% and 115% respectively.

Services Delivered	# Clients	# Hours / Contacts*
Care Management	213	3,344
Information & Referral	329	2,176*
Volunteer	30	844
CarePanion	19	664

The Typical Senior Client

Erie County has more people over age 70 than most counties in Florida. As young adults leave Western New York for better career opportunities South and West, there are fewer natural supports for a growing senior population.

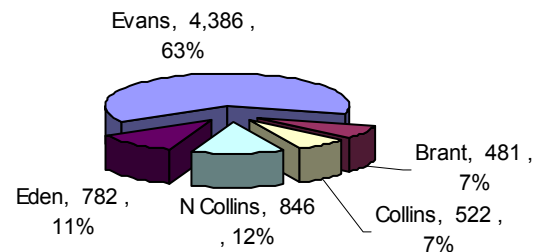
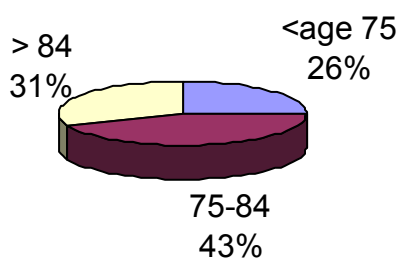


Characteristics of Senior Program Recipients

- 9 out of 10 are frail or disabled
- 1 out of 3 are age 85 or older
- 3 out of 5 live alone
- 1 out of 3 live below the poverty level

Senior Service Hours/Contacts by Town 2007-08

Clients Served - Age



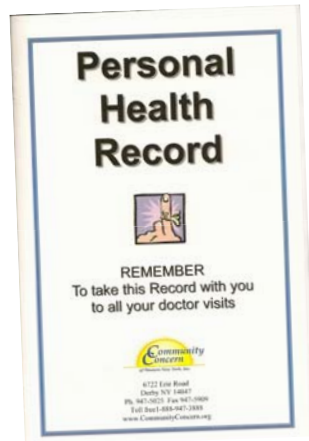
Volunteers

Friendly Visitors

Mark Arena
Verna Bogdon
Kim Cala
Rita Carlson
Eileen Chmelka
Lynn Dillon
Elizabeth Emhof
Suzanne Jasinski
Eleanor Lafferty
Barbara Megyes
Catherine Nowocien
Barbara Schmitt
Alexandra Smith
Jack Noel
Viola Noel
Peter VanDenbergh
Andrea Wasmund
Anne Wiens
Ruth Willis
Ruth Zoffke
Geraldyn Zuber.

T.A.P. Volunteers

Linda Apen
George Moy
Barbara Ryan
Peggy Slanlon



Community Concern promotes the use of Personal Health Records

Personal Health Records show a wide variety of benefits to Community Concern's clients. Patients with chronic illnesses are better able to track their diseases with their providers, promoting earlier interventions when they encounter a problem. Personal Health Records help to break down communication barriers that are too often responsible for many adverse drug events, especially when patients move from one setting e.g. a specialist, to another, e.g. an emergency room. They also make it easier for caregivers to care for patients, which is difficult today.

In 2007, 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.

Volunteers



Hearts at Work

Community Concern volunteers donated 840 hours of friendly home visits and 385 friendly phone calls to isolated seniors in 2007.



Community Concern is the site for annual flu and pneumonia vaccinations in the Fall. 142 people received flu shots in 2007

Behavioral Health Clinic

Clinic Highlights

Community Concern's Behavioral Health Clinic served 653 people and their families in 2007, a 24% increase over the last three years.

A record 4,765 treatment sessions were provided by a multi-disciplinary team of social workers, counselors, nurse, psychologist and psychiatrist.

The Living Without Violence Program, the only domestic violence program for perpetrators endorsed by victims advocates, treated 23 men for anger management.

Community Concern received 504 requests for behavioral health services in 2007. The community supported the treatment of 88 uninsured people in 2007.

Over 1 in 10 clients presented with significant risk of suicide. There were no client deaths by suicide in 2007.

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

The First Offender Diversionary Program, an 8-week group counseling and education program served 12 teenagers in 2007.

Living Without Violence Program

Endorsed by victims advocates

Proven to break the cycle of violence

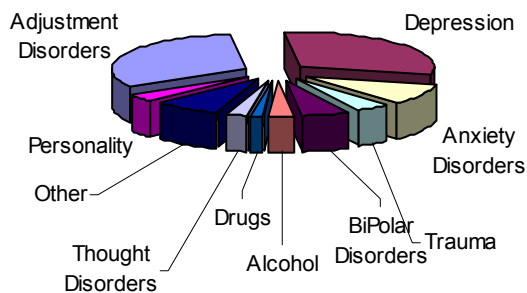
The long-term effects of family violence impacts all of us. Violent juvenile offenders are four times more likely to have grown up in homes where they saw violence. Children who have witnessed violence at home are also five times more likely to commit or suffer violence when they become adults. Women who are battered have more than twice the health care needs and costs than those who are never battered.



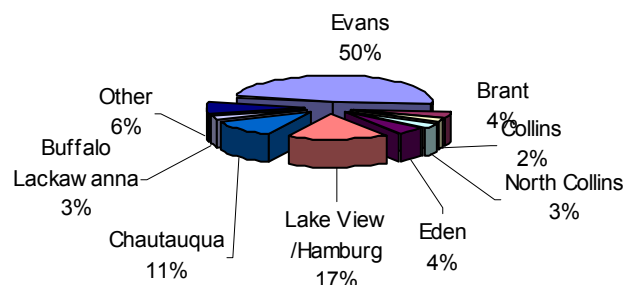
Richard Popson is a board certified diplomate in clinical social work with experience with children, family and adults.

Community Concern's treatment model for treating perpetrators of violence is the only program in the region that demonstrates outcomes of eliminating violence and improving relationships in most families.

Clients Served by Diagnosis - 2007



Clients Served by Region - 2007



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

Overcoming the Stigma of Behavioral Healthcare

It was difficult for Jason to make the call asking for counseling. He always viewed himself as “strong.” Seeking help for his marital problem was viewed as a sign of weakness.

An estimated 50 million Americans experience a mental disorder in any given year and only one-fourth of them actually receive mental health and other services. Even more people, like Jason, who don’t have a serious mental health disorder, would benefit from seeing a professional. After just a few visits with a social worker, Jason and his wife made lasting changes in the way they communicate, manage their finances and renewed their commitment to each other and their children.

Community Concern’s Behavioral Health Clinic has developed a strong reputation among consumers and physicians as their behavioral health provider of choice.

More people are seeking help before their symptoms get very bad.

What clients say...

Changing Lives

I would not be alive if it weren't for (my therapist).

My therapist has helped me through many situations. I completely trust her.

I love Community Concern if not for all the care and love everybody given to me. I don't think I would have been living right now without Community Concern. Thanks. God Bless for all of us.

Community Concern has been a significant part of my life. Difficult times are tolerable because I know that I have someone to discuss things with in the near future.

Community Concern has helped me get through and over things I would not have otherwise been able to handle on my own. I am very thankful.

Community Concern has helped on how I handle myself with my family and court situations and daily situations and has improved my relationships all together.

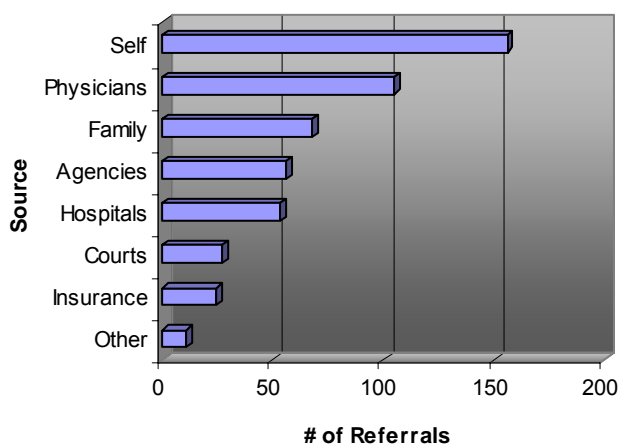
Everyone is so wonderful that helps a lot with treatment. Thank you for that.

I do feel that (my therapist) has helped me. I trust her and she has helped me see things in a different light. I also trust Dr. Gupta and his listening and advice as well!

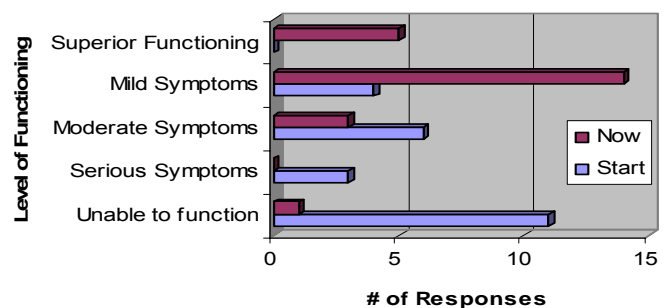
Community Concern has a pleasant, comfortable atmosphere.

Achieving Results

Referral Sources for MH Services - 2007



Improvement in Functioning



The graph shows that a sample of consumers who were asked to rate their level of functioning at the onset of treatment and at the time of the survey. The results show consumers achieved remarkable improvement in functioning, often within six treatment sessions.

2007-08 Contributors

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Barry Carothers
Dr. Morris Cavaliere
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Irene Chisholm
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Irene Crabtree
Arthur Crouse
Howard Curren
Douglas & Carol Czora
Charles Danzi
Marvin DeBoy
Lester DeBoy
Vincent DeCarlo
Edward Dempsey
Alfred Dickinson
Lynne Dillon
Brad DiMartino
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Karen Erickson
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Tony Kuras
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Robert Miller
Janet Milliken
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Tami Morford
Raymond Morris
Charlotte Moss
Anthony Muscato
Glen Nellis
Niagara Frontier
Combined Federal

Special Thanks

Community Health Foundation of Western &
Central New York.....Ann Monroe, President
Town of Evans.....Fran Pordum, Supervisor
Town of Eden.....Glen Nellis, Supervisor
Town of N. Collins....Thomas O'Boyle, Supervisor
Town of Brant.....Leonard Pero, Supervisor
Town of Collins.....Ken Martin, Supervisor

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John Zeitler
George Ziembiec
Ruth Zoffke
Brian Zylinski

Financial Statement

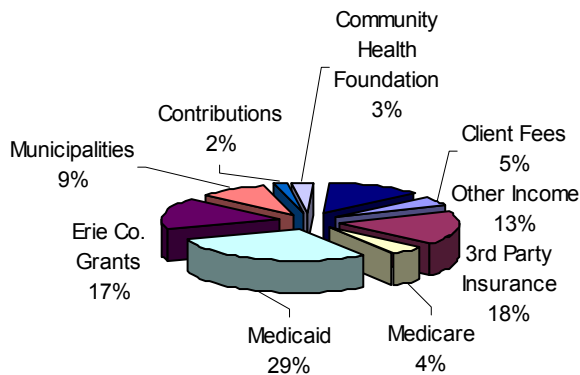
REVENUES	Jan 1 - Dec 31, 2006
Client Fees	31,263
3rd Party Insurance	118,741
Medicare	29,773
Medicaid	192,601
Erie Co. Grants	110,491
Municipalities	59,900
Contributions	13,823
Community Health Foundation	20,000
Other Income	86,632
TOTAL REVENUE	\$ 663,224

EXPENSES	
Salaries & Consultants	438,667
Payroll Taxes	36,835
Employee Benefits	60,044
General Operating	102,162
Rent	17,446
Misc.	1,318
TOTAL EXPENSES	656,472

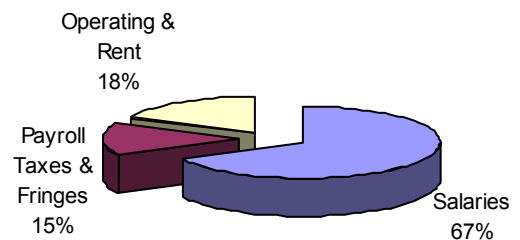
When we can keep just two seniors out of the nursing home, the Senior Care Management Program pays for itself in tax dollars saved.



Consolidated Income - 2007



Consolidated Expenses - 2007



Integrating Behavioral Health and Primary Medical Care

Western New York's medical community recognizes Community Concern of WNY, Inc. as a preferred referral source for their patients. Community Concern's behavioral health clinic is actively working to improve disease management.

Research shows that people with serious mental illness e.g. major depression, bi-polar disorders and schizophrenia have their lives shortened by 25 years compared to the general population. Most premature deaths are attributed to cardiovascular, pulmonary and infectious diseases. Most people with serious psychiatric disorders suffer from a high prevalence of modifiable risk factors such as obesity and tobacco use.

Community Concern wellness initiatives include:

- Health histories of every patient is reviewed by a registered nurse. Disease management is integrated into client's treatment plans
- Smoking cessation and weight loss programs and referrals
- Care coordination with primary care physicians
- In-home behavioral health treatment for homebound chronically ill individuals
- Expanded use of alternative approaches to wellness including biofeedback, deep muscle relaxation exercises and hypnosis
- 293 in-home treatment sessions to 58 frail seniors who home-bound.

First Offenders Program

The First Offenders Program is an 8-week group experience that teaches adolescents how to manage anger effectively, anticipate consequences for their behavior, and the effects of alcohol and drug use.

Juveniles participate in the Collins Correctional Facility's Youth Assistance Program (YAP), a powerful presentation on consequences of unlawful behavior. The First Offender Program is more effective than community service alone, particularly for youth exposed to family conflict or substance abuse.

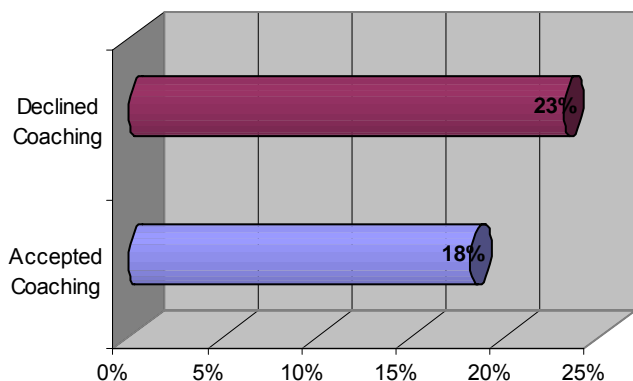
Outcome surveys with parents show that the First Offender Program achieves lasting improvements in behavior and academic performance. The First Offenders Program, funded by the Town of Evans, successfully graduated thirteen teens in 2007.



Valerie Nowak MMHC and Will Farquharsen PhD Student Extern, facilitate a First Offenders group.

Transitions in Care Initiative Potential to save millions in Western New York

% of Patients Readmitted to the Hospital



Elderly patients who receive coaching after discharge from the hospital are less likely to return to the hospital within 30 days.

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*
 Dawn Abramowski B.S.W. *Care Manager*
 Bertha Scott - *Volunteer Coordinator*
 Marian Hallowran - *CarePanion*
 Carol Klopff - *Senior Aide*

Behavioral Health Clinic

Dham Gupta, M.D. - *Psychiatrist*
 Joyce Torge, R.N. - *Behavioral Health Nurse*
 Richard Popson, LCSW-R - *Senior Clinician*
 Martha King-Sedwick - LCSW-R - *Clinician*
 Valerie Nowak—MMHC—*Clinician*
 Cherie Ruben, Ph.D. - *Clinical Psychologist*
 Will Farquharsen -*Counseling Psychology Intern*
 Beverly Sessanna —*Counseling Psychology Intern*
 Alan Ward - *Social Work Intern*
 Seaghan Coleman—*Social Work Intern*

The Senior Care Management Program, in collaboration with TLC Health Network offers *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 senior care managers received special training to provide coaching to seniors in their homes immediately after hospital discharge. They also offer other services provided by Community Concern if needed. Research shows that this model reduces readmission to the hospital by 2^{1/2} times. Widespread use of this model can potentially save tens of millions in healthcare dollars in Western New York.

The Care Transitions initiative is supported by a grant from the Community Health Foundation of Central and Western New York.



Dawn Abramowski provides coaching to a senior after her discharge from the hospital.

Building a stronger, healthier community



2007 Annual Report

Community Concern of WNY, Inc.
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