



2008

*Annual Report
To the Community*



2008 was an extraordinary year of accomplishments and challenges for Community Concern of WNY, Inc. The organization successfully helped record numbers of people. The Senior Program became an acclaimed leader in the state in the delivery of Transitions of Care service. This best-practice model of coaching to seniors discharged from the hospital cut their readmission rates in half! A secondary outcome of this service is to provide other services such as home delivered meals and volunteer assistance to seniors when they are most vulnerable, after release from the hospital. Community Concern now serves nearly 1 in 10 seniors every year—a level of support to the elderly unparalleled by any other Erie County senior program.

We are pleased that physicians have become the largest referral source to our Behavioral Health Clinic. This fact acknowledges that Community Concern of WNY is the leading provider of counseling and psychiatric services in the region. Research shows that early intervention achieves the best outcome when an individual experiences depression, anxiety, trauma or some other emotional problem. Primary care physicians are often the first responder to psychiatric problems. More doctors realize that their patients more fully recover when they recommend Community Concern's multi-disciplinary group practice.

We are working hard to keep up with the challenges of growing demand for our services. Yet, current economic and healthcare conditions are our greatest challenges. As I write this letter, psychiatric hospital beds are full. Suicides are rising (New York State ranks 49th in suicides rates). We are treating more people who lack the safety-net of health insurance. People with good health insurance are now required to make co-payments of around \$40 per mental health visit, a burden even for middle income families. We saw a 22% rise in seniors who live below the national poverty level in 2008. Government funding and healthcare reimbursements are under great economic pressure. The current recession reduces contributions to non-profit organizations like ours when we need them most.

Clearly, we need your help to expand the scale and scope of services. A family, say affected by violence, must travel to 3 or 4 agencies for help with anger management, substance abuse, counseling for the children and advocacy—a recipe for failure.

Please join us to improve the delivery system of services. The time is right to lead in making essential services more accessible, more effective, and more efficient. I encourage you to make a generous donation, volunteer in our senior program or call me to explore other opportunities to help our neighbors.

Jerry S. Bartone MA MBA
Executive Director

Our Vision

We 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

Our mission 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.



L to R: John Connerton, treasurer; Ross B. Kenzie, chairman; Keith Dash, secretary; Jerry S. Bartone, executive director

Board of Directors

Ross B. Kenzie.....	Chairman
Mary Jo Shults.....	Vice Chairman
John Connerton.....	Treasurer
Susan Cahill.....	Assistant Treasurer
Keith Dash.....	Secretary

Lynne Dillon
Kathy Bartus

Nancy Timm-Bowen
John Grennell

Sue Jasinski

Highlights

The Senior Care Management Program served 457 seniors with over 7,794 hours or contacts in 2008 an 11% increase from the previous year.

An Erie County analysis of sub-contracted case management programs found that Community Concern's Senior Care Management Program had the lowest cost-per unit of service in the County.

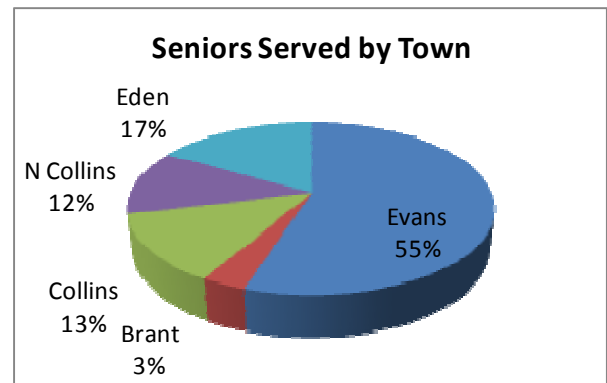
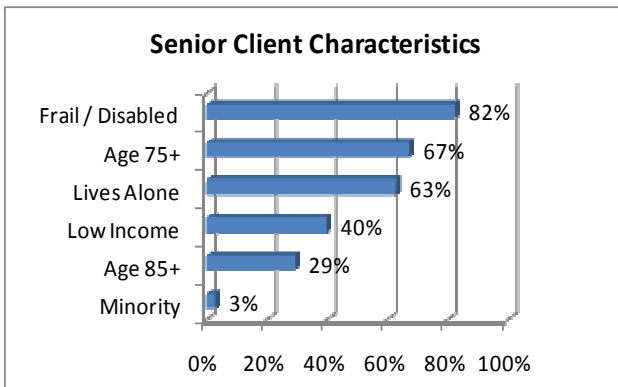
The number of seniors served who live at poverty level increased by 22%

The Transitions of Care initiative funded by the Community Health Foundation of Central and Western New York achieved acclaimed success, reducing hospital readmissions by 50%. See page 11.

The Community Health Foundation of Central and Western New York awarded Community Concern two grants. The first will expand the Care Transitions to caregivers. The second will support transitions coaching training by our staff to other grant recipients.

The Flu and Pneumonia Clinic provided vaccinations to 113 people

	<u>Hours / Contacts</u>	<u>Seniors Served</u>
Information & Assistance	2,114	128
Case Management	3,424	285
Care Transitions	272	44
Volunteer Services		33
CarePanion Services	998	33





Volunteers

Hearts



at Work

Community Concern volunteers play a vital role in helping seniors remain independent in their homes. Volunteers donated 986 hours of friendly home visits and 441 friendly phone calls to isolated seniors in 2008.

Examples of what volunteers do:

- Send birthday cards
- Play cards
- Take seniors shopping
- Minor home repairs
- Read to blind seniors
- Take seniors to doctor appointments
- Paperwork
- Facilitate self-help support groups
- Take seniors to church
- Tell stories—share the wisdom of age

Call 947-5025 or visit www.CommunityConcern.org
to learn more about volunteer opportunities

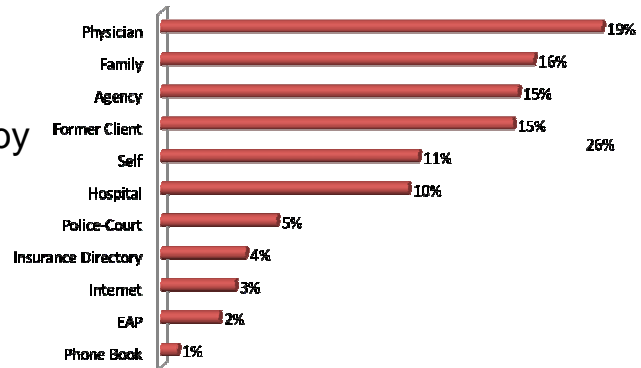
In 2008, the Senior Program served nearly one in ten seniors living in Evans, Brant, Collins Eden and North Collins.

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

Behavioral Health Clinic



The behavioral health service recommended by physicians



Highlights

Community Concern's Behavioral Health Clinic served 682 people and their families in 2008, a 4.4% increase over last year.

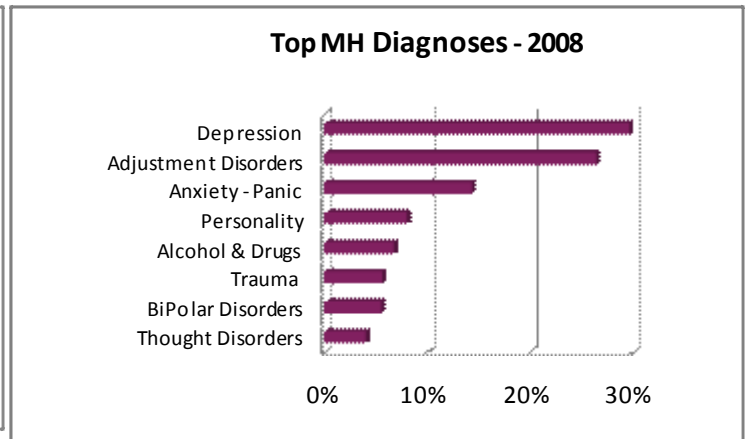
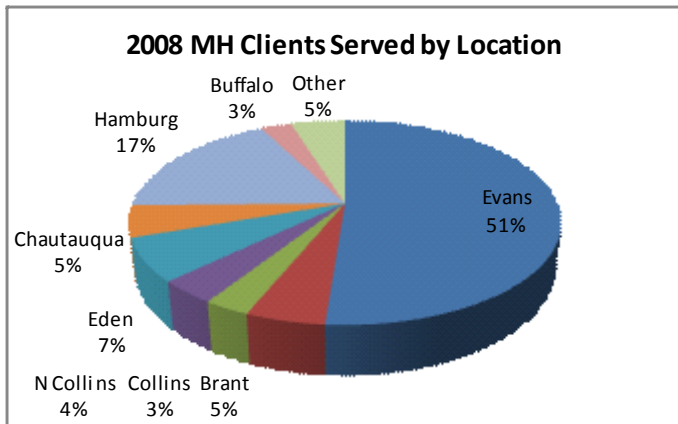
A record 5,360 treatment sessions were provided by a multi-disciplinary team of social workers, counselors, nurse, psychologist and psychiatrist.

The clinic received a Tier I, 36 month license from the New York State Office of Mental Health. The clinic ranked first among 38 in Western New York for quality, client rights, safety, satisfaction and outcomes.

Saving Lives— One in 10 clients begin treatment with some risk of suicide. The mental health clinic treated 2,686 people with over 23,784 treatment sessions without a significant client suicide attempt.

The G.I.F.T. (Geriatric Intervention For Treatment) team, led by Cherie Ruben, PhD, provided over 303 assessment and behavioral health home visits to help homebound elderly people achieve their highest level of independence and emotional well being.

The Living Without Violence Program treated 25 perpetrators of domestic violence in 2008. This is the only anger management program endorsed by victim's advocates.



Physical and emotional health are inexorably linked. Research shows that people with depression and other psychiatric disorders are at greater risk of cardiometabolic illnesses such as diabetes and heart attack. Life expectancy can be shortened by as much as 20 years for people with mental illness. Behavioral healthcare at Community Concern is focused on total health. Diet, physical activity, good sleep, alcohol and chemical use have a profound influence on how we feel. The mental health team, lead by community mental health nurse and chemical dependency specialist Joyce Torge, help clients achieve their health goals.



Joyce Torge, RN reviews wellness goals

Achieving Results—What clients say

A terrific source of help during good and bad times. Community Concern is a great asset to our community.

Working with my counselor has led to definite life improvement. His casual and friendly style interspersed with intellectual humor have had a very positive effect on me.

You have helped me to understand what I needed to do to stay focused, help myself, and to get the right mix of medication.

The help I received here has helped me to function better in all areas of my life. Coming here is an important part of my life because I know I'm growing.

I would like to thank Community Concern for all their help because if it wasn't for all the help I don't know where I would be. Thank God for all of you.

I went through a very rough time and it really helped me to have Dr. Ruben to talk to.

Community Concern was there and both doctors and staff made everything easy for me. I felt comfortable and highly recommend Community Concern.

I feel that the combination of counseling and medication management has helped to improve my quality of life. Thank you.

The staff of Community Concern made me feel as if someone did care about what I have been through. They have given me my life back. I have not felt this well in many years!

Community Concern has been a major builder in my life.

We were most pleased to see the home visitation arrangements you are now providing. Many thanks to your counseling staff and the office workers who make your visits so comfortable for the many community clients. Please keep up the good work you are doing.

Community Concern's Team

(Left to Right)

Administration

Jerry S. Bartone, M.A., M.B.A. - *Executive Director*
Jackie Cotroneo — *Medical Billing Specialist*
Sharen Trembath – *Medical Assistant*
Lynn Skubish - *Office Manager*
Michelle Chiappetta – *Accounting*



Senior Care Management Program

Josephine Leonard - *CarePanion*
Carol Klopf - *Senior Aide*
Bertha Scott - *Volunteer Coordinator*
Kimberly Lawrence B.A. – *Care Manager*
Jennifer Gunia B.S. - *Coordinator*
Marian Halloran - *CarePanion*
Dawn Abramowski B.A. - *Care Manager*



Behavioral Health Clinic

Richard Popson, LCSW-R - *Clinician*
Cherie Ruben, Ph.D. - *Clinical Psychologist*
Martha King-Sedwick - LCSW-R - *Clinician*
Elizabeth Coursen—*Counseling Psychology Extern*
Valerie Nowak LMHC - *Clinician*
Dham Gupta, M.D. - *Psychiatrist*
Not shown:
Joyce Torge, R.N. - *Behavioral Health Nurse*



Telephone Assurance Program Volunteers

Linda Allen
Jean Fuentes
Brenda Ryan
George Moy
Susan Jasinski

Friendly Visitor Volunteers

Mark Arena
Eileen Chmelko
Elizabeth Emhof
Barbara Megyes
Edward Newell
Emily Newell
Jack Noel
Viola Noel
Catherine Nowocien
Barbara Schmitt
Andy Smith
Peter VanDenbergh



Vi and Jack Noel have volunteered for the Senior Care Management Program for 20 years

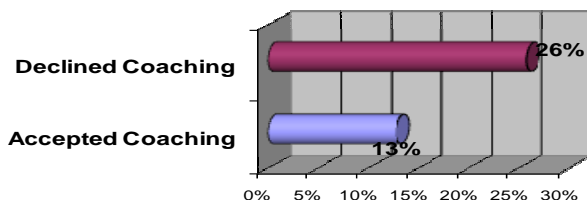
Transitions in Care Initiative Potential to save millions in Western New York

In 2008, the Senior Care Management Program, Transition Coaching service received acclaimed outcomes. By offering a simple coaching model to seniors discharged from the hospital, 50% avoided readmission!

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. 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.

% of Patients Readmitted - Accepted vs Declined Coaching



Program funds teamwork to assist elderly in care transitions

BY TRACY DORR

tdorr@post-ramp.com | 716-541-1000

Western New York providers of care to the elderly are finding new ways to reduce injury and improve outcomes for patients as they move between care settings.

The changes are the result of an initiative sponsored by the Community Health Foundation of Western & Central New York through the Quality Improvement Collaborative: Improving Care Transitions.

The program is designed to boost quality of care by encouraging hospitals, nursing homes and other facilities to jointly work on improving care for the elderly. The program focuses on the transitions between care settings, such as when individuals move from the hospital to home or from an assisted-living facility to a nursing home.

After 18 months, 13 teams made up of hospitals, nursing homes and assisted living facilities are finding that small changes can make a big difference in outcomes. Medication and other transitions in health care can result in adverse outcomes and

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One of the teams, Community Concern of Western New York and the Southern Tier TLC Health Network, found that by offering a transition coach to patients and their families, they were able to reduce hospital re-admissions by 50 percent. Additionally, those who did have to go back to the hospital stayed out twice as long as those who did not receive coaching.

Second Transitions of Care Grant Awarded

The Community Health Foundation of Central & Western NY awarded Community Concern a second grant to expand the Care Transitions model to caregivers. Family caregivers are the "silent partners" in health care delivery to seniors. Family members make important contributions to insure quality, safety and adherence to their loved-ones' preferences as they navigate the complex health and human service system. The *Improving Transitions of Care through effective Family Caregivers Partnerships* grant will offer support and guidance to family members of the nearly 600 seniors who receive Community Concern's services.

**Selling your business?
Call PCI**

Income

Client Fees	\$ 56,123
Community Health Foundation of CWNY	10,000
Erie County	117,834
General Donations	8,163
Medicaid / Medicare	255,546
Miscellaneous Income	6,778
Third Party Revenue	146,070
Municipalities	59,900
United Way Donor Choice	9,401
Investment Income (Loss)	(110,990)

Total Income \$ 558,825

Expense

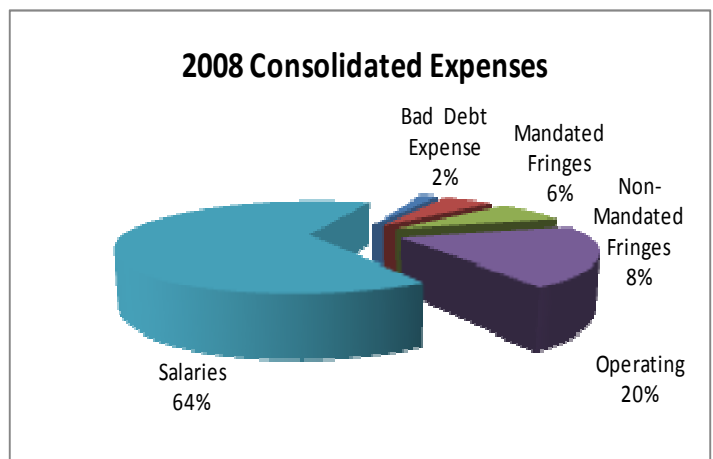
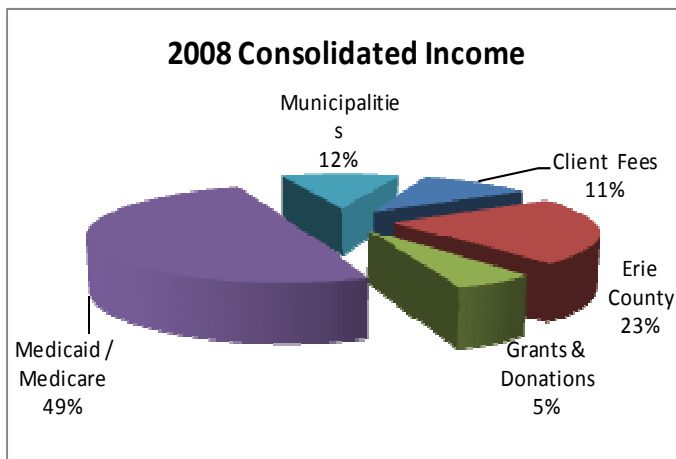
Bad Debt Expense	\$ 13,660
Mandated Fringes	39,618
Non-Mandated Fringes	54,266
Operating	145,798
Salaries	459,455

Total Expense 712,797

Net Income (Loss) \$ (153,972)



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



Sandra Alioto
 Katherine Allen
 Lieselotte Alley
 Ashley Anteck
 John Balmas
 Jean Barge
 Judith Barone
 Diane Beilman
 Barbara Benaquist
 Kathy Benzinger
 Barbara Biegner
 Joseph Biondolillo
 Bernard Blackowicz
 George Bogold Jr.
 Santo Borzelleri
 Kenneth Bowers
 Alene Brock
 Lori Brown
 Stanley Brown
 Dawn Bush
 Tina Busha
 Sue Cahill
 Kim Caldwell
 Rita Carlson
 John Catalano
 Suzanne Catalino
 Morris Cavalieri
 Julie Chicott
 Sue Colling
 John Connerton
 Paul Cooper
 Irene Crabtree
 Renee Crabtree
 Arthur Crouse
 Stephan Cwynar
 Donald Czapla
 Douglas & Carol Czora
 Jackie D'Allessandro
 Charles Danzi
 Janice De Lucia-Waack
 Marvin DeBoy
 Ellen DeMarie
 Edward Dempsey
 Alfred Dickinson
 Lynne Dillon
 Brad DiMartino
 Paula Donovan
 Shirley Dorman
 Norman Dorsheimer
 Robert Drago
 Shawn Drajowski
 Phyliss Dutchess
 Jane Ehmke
 Tom Emel
 Kevin Ennis
 Harold Esty
 David Evans
 Evans P.B.A.

Jerry Faltus
 Jean Felser
 Nancy Ferraro
 Janice Filipiak
 Michael Fitzpatrick
 Chad Frazier
 Patricia Friend
 William Gacioc
 Charles Gardinier
 Kathleen Garrigan
 Stephen Garvin
 Karen Gengo
 Christine Gerber
 Tom Gillick
 David Gottberg
 Jennifer Greco
 Dawn Grobe
 Danuta Gruszczynski
 Bethanne Guest-Bergum
 Theresa Hageman
 George Heath
 Beth Marie Hemphill
 Kathleen Hepkins
 Elaine Hilfiker
 Gene Hilton
 Timothy Hoelzle
 James Hoff, Sr.
 Holy Cross Lutheran
 Church
 William Houston
 Geraldine Jacobs
 George Johnson
 Wilbur Jost
 Mary Jost
 K & H Industries
 Joanne Kaminski
 Terry Kankiewicz
 Ross B. Kenzie
 Harvey Ketcher
 Dennis Kingan
 Anna Knack
 Cecelia Kresse
 Pamela Kron
 Alicia Krone
 James Krone
 Tony Kuras
 Florence LaCorte
 Lake Shore Federal Credit
 Union
 Rita Lassick
 Ronald Lehning
 Lutheran Charities
 Miriam Maltby
 Herbert Malyak
 Dale Marriott
 Ronda Marvel
 Tamara May
 Helen Mayer

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

Tracy McCleary
 Dawn McCleary
 Mary McIntyre
 Nina McMahon
 Nicholas Mecca
 Robert Miller
 Janet Milliken
 Diane Mogavero
 Marie Mogavero
 Jayd Mollnar
 Joanne Morrisey
 Charlotte Moss
 Mary Ellen Murray
 Anthony Muscato
 Glen Nellis
 Niagara Frontier Combined
 Federal Appeal
 Toney Nicholson-Dungan
 Viola Noel
 Mark Paluch
 Michael Parker
 Kathy Parkhurst
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 Pam Ramsden
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 Michael Reuter
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 Teresa Rizzuto
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 Tammy Rosario
 Julia Rosas
 Nicole Rutz
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 Richard Schaefer
 Michael Schafer

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 Bertha Scott
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 Grace Seitz
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 Thomas Shults
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 John Voltz
 Amber Walczak
 Michelle Warren
 Beverly Wasmund
 Mary Willer
 George Williams
 Maria Wilson
 Beatrice Wilson
 Lisa Winter
 Christine Wirth
 Sarah Wood
 William Youngs
 Gloria Zdarsky
 George Ziembiec
 Ruth Zoffke

Building a stronger, healthier community

The Community Concern website is a current resource for helpful information about the organization.

- Detailed information about our services
- Self administered screenings for depression, anxiety and post-traumatic stress disorder
 - Annual reports
 - Latest news
- Staff profiles, contact information
 - Relaxation training
 - On-line donations
 - Volunteer applications

Visit
www.CommunityConcern.org



2008 Annual Report

Donate on-line at www.CommunityConcern.org

Community Concern of WNY, Inc.
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