

Mental Health Counseling and Psychiatry

Senior Care Management Services

Volunteer Services

Geriatric Mental Health

First Offenders Program

Living Without Violence Program

Pathways to Recovery

Crisis Intervention

Adolescent Mental Health Treatment

Next Steps in Care



# 2010 Annual Report



Serving the Community for **40** Years

## 2010 Highlights



The Senior Services Program provided transition coaching to 45 senior clients and educated 23 caregivers. The Community Health Foundation of Central & Western New York funded the *Improving Transitions of Care Initiative*. The outcome of the grant was that 64% of the coached clients remained healthy and out of the hospital. There was a 22% overall improvement in health for all coached clients. The Senior Services staff successfully incorporate the Care Transitions model into normal case management practices.



Day of Caring volunteers from Target Department Store visit seniors' homes for yard work, painting and window cleaning. Church groups, Boy Scouts, and business groups like the KeyCenter "Neighbors Make a Difference Day" volunteer to improve the lives of Community Concern's clients.



Michelle Chiappetta, Jerry Bartone and Jackie Cotroneo earned Six Sigma Yellow Belts. Six Sigma is a measurement, methodology and strategy to eliminate variations and defects from processes that lead to faster service to consumers; serving more people; and, serving them more consistently.

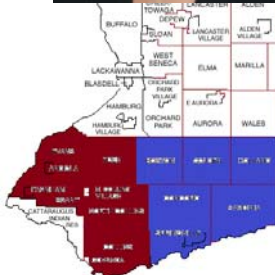


Martha King-Sedwick, LCSW, applies innovative "Drum Circles" in the treatment of anxiety and stress-related disorders. Research shows that drumming can change a person's brainwave patterns, dramatically reducing stress, promoting healing and improving sleep.



### \*\*\* New Service \*\*\*

Community Concern received an expanded license from the NYS Office of Mental Health to provide treatment to adolescents ages 13-17. Jennifer Burt, licensed clinical social worker was appointed to the mental health staff to specialize in adolescent disorders.



Community Concern contracted with Erie County to provide case management services to elderly residents of Concord, Colden, Sardinia, Boston and Holland. Community Concern's Board of Directors terminated the agreement after determining that County funding failed to meet the needs of seniors in this area.



Flu, H1N1 and Pneumonia Shot Clinics provided vaccinations to 127 people. Community Concern was one of the first organizations to receive the H1N1 vaccine in Western New York.

## *From Our Executive Director*



**2010** was a year of remarkable growth in nearly all of Community Concern programs. Yet, like other non-profit organizations, resources are falling behind the increasing demand for human services.

The political climate does not look bright for the non-profit community or the people we serve. Legislators, rightly so, are looking everywhere to cut bloated government budgets. My message to our representatives: Let's change the way we do business, not just cut benefits to people in need.

Medicaid costs are high because the state has a dysfunctional healthcare system. Medicaid spends 2 ½ times more per elderly recipient than the other states-\$27,200 vs. \$11,300. One reason is 1 in 5 elderly people discharged from the hospital return to the hospital within 30 days. The handoff from hospital to home care is poorly done. Seniors get a list of medications from the hospital, in addition to all the old prescription drugs they have at home. Confusion leads to errors and errors lead to harm and going back into the hospital again. Community Concern's senior program cut senior's hospital readmissions in half with Care Transitions coaching right after a senior's hospital discharge. Our CarePanions and Volunteers provide extraordinarily low cost support to keep frail, isolated seniors independent in their homes. There are solutions to control costs right here. Our senior program that serves over 600 people a year pays for itself when we are able to keep just two seniors out of a nursing home for a year!

New York spends \$8.7 billion on mental healthcare, more per patient than any other state, more than any other country. Yet, New York ranks second in suicides in the U.S. Poor outcomes and high cost is largely due to excessive regulation and an unsustainable bureaucracy. Only 40% of the cost of outpatient treatment goes to the social worker treating a patient, the rest is wasteful paperwork and compliance. Imagine the savings if the Dept. of Health, Office of Mental Health, Office of Alcohol and Substance Abuse Services as well as other federal and county agencies were consolidated! Unified governance will streamline processes, reduce conflicting regulations and improve the overall efficiency of our healthcare system.

On the County level, the County Executive is wise to outsource human services to non-profit organizations. We do it better for less cost. In October, the Dept. of Senior Services outsourced senior case management services in Boston, Colden, Concord, Sardinia and Holland to Community Concern. The County served less than 4% of the seniors, compared to 1 in 10 seniors helped by Community Concern. But, within five months, the County cut our funding in half. This often used bait and switch tactic forced us to return the service area back to the County. Frail, poor and isolated seniors in this area will not receive the CarePanion, Volunteer, Care Transitions services proven to help them remain independent and out of more costly higher levels of care. Sadly, they, their caregivers and taxpayers will suffer the unintended consequences. The money saved by outsourcing can be used to reduce lengthy waits for life alert buttons and home care, further reducing nursing home costs.

It is difficult for some in government to invest to save money in a budget crisis. Our health and human service system is like an old car that isn't safe to drive and costing more to keep on the road. It is time to fix it right or replace it. Just cutting benefits or services is like removing the steering wheel. The car becomes more dangerous to its occupants. Western New York has the leadership to build a state-of-the-art medical campus. We can lead the nation in a first-rate health and human service system. Let's work together to make it happen.



**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.

**Our Values**

Services will be available to all eligible individuals regardless of ability to pay, race, color, religion or sexual orientation.

Services will be based on the strengths of the consumer who is treated with dignity, respect and unconditional positive regard.

Services will reflect a holistic approach and attempt to assist with all basic needs of the consumer.

Consumers' rights to freedom from mistreatment, voluntary participation, and confidentiality will be respected to the fullest extent of New York State law.

**Board of Directors**

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

Sue Jasinski            John Grennell            Linda Potwora

Special thanks to Keith Dash who served on the Board for three years.



## Senior Care Management

### Highlights

**468** seniors received nearly 6,000 hours or contacts of service in 2010.

**127** people received H1N1 and Pneumonia Clinics vaccinations

**190** seniors received information and assistance

**18** seniors received 711 hours of volunteer services

**29** seniors received 1,074 hours of Care-Panion services

**12** seniors received subsidized home care

**69** frail seniors received PERS medical alert buttons

**95** frail seniors received home delivered meals

**25** senior households received home repairs and/or weatherization

**1 out of 10** people over age 62 were served by the senior program— the highest penetration at the lowest cost-per-unit of service in Erie County.

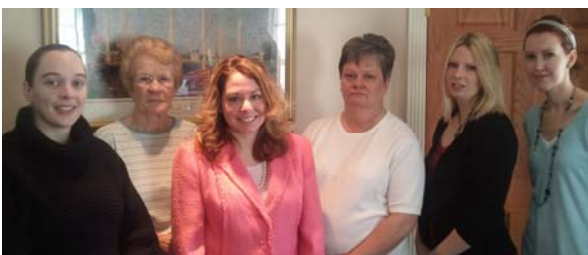
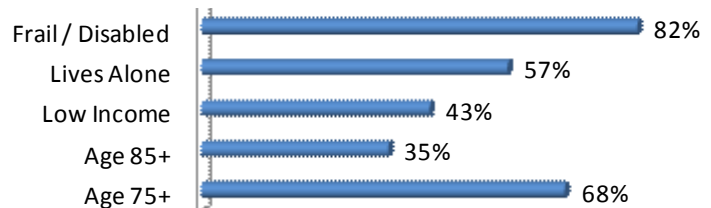
**45** seniors received Transitions Coaching that reduced their risk of hospitalization

*"Having recently returned from living overseas for the past 14 years, I was unfamiliar programs. My care manager provided me with valuable information on contacts and hospitalization insurance plans."*

*"Community Concern has introduced me to someone that has become more than just my volunteer, she is my best friend."*

*"The chore person I have is great. I do not think I would be at home without her."*

### Case Management Senior Characteristics



The Senior Program staff are specialists in providing benefits and services to help seniors remain independent in their homes. These services include home delivered meals, emergency response systems, home energy improvements, housekeeping, home safety measures, personal care, utility assistance and day care.

## Highlights

**721** people and their families received mental health treatment in 2010. A record **5,460** treatment sessions were provided by a multi-disciplinary team of licensed social workers, counselors, nurse, psychologist and psychiatrist.

**1 out of 10** people who sought counseling presented with suicidal lethality. All were successfully treated.

**22** people completed the *Living Without Violence Program* for domestic violence and anger management. The Living Without Violence Program is the only program of its kind in Western New York endorsed by victims advocates.

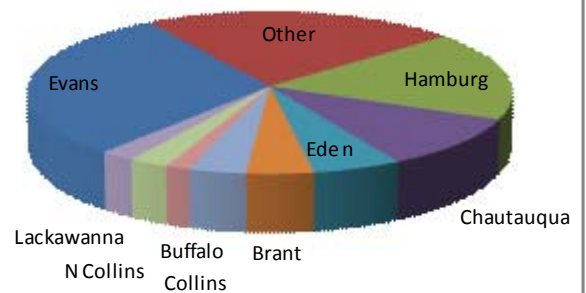
**45** frail seniors received over 315 treatment sessions in their own homes from the G.I.F.T. (Geriatric Intervention For Treatment) Program led by Cherie Ruben PhD. Dr. Ruben is one of the leading gerontologists in the region with certification in psychopharmacology.

**116** people with co-occurring drug or alcohol and mental health disorders were treated in 2010

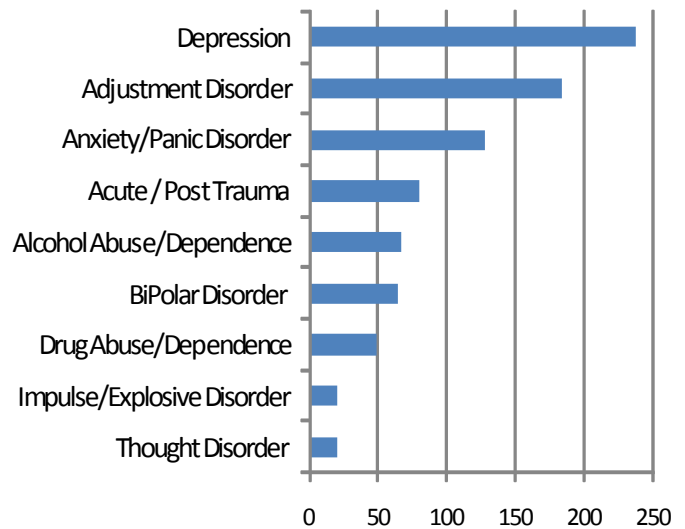
**68** uninsured / underinsured people received financial assistance for their behavioral health treatment. Their care was supported by the individual and business donations and the towns of Evans, Brant, Collins, North Collins and Eden.

**1 out of 5** people who seek counseling have been affected by trauma or violence.

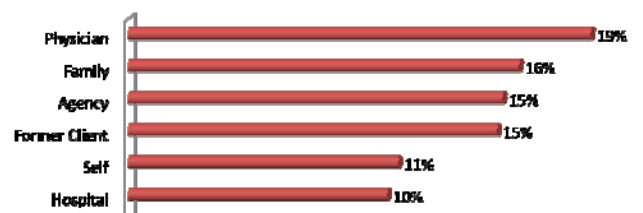
Mental Health Clients Served by Residence - 2010



Top Diagnoses Treated in 2010



Primary Care Physicians are the #1 referral source for behavioral health services at Community Concern of WNY



## ***What Our Customers Say...***

### **Kristine's Story**

"I have always known there was something not quite right. I lived the first 20 years of my life as an often irrational and confused person who was happy and loving at times and sullen and agitated at others. One sunshiny February morning, I dropped my daughter off at school and, on the way home, plotted out how fast I would have to ram my Jeep into a tree and at what angle necessary in order to die and have my daughter believe it was an accident. I instead drove home, packed a bag & headed to the hospital to check myself in for help. That was not who I was meant to be or how I was supposed to end my life. The diagnoses of Rapid Cycle Bipolar Disorder (RCBD) came from that experience as well as the initial contact with Community Concern of *I plotted out how fast I would have to ram my* WNY.

I have been *Jeep into a tree...* on a positive road ever since that day culminating in who I am today and this person is amazing. I now am able to use rational thought in my decision making processes. I accept myself and my diagnosis as a blessing. I have a sense of continuity in my life and recognize the symptoms of "going off track". I am able to catch and correct my mind before it reaches desperate levels. I maintain through psycho-education and self-reflection; utilizing every resource in my arsenal. I seek new tools when it is necessary. I have realized great love in my life through my husband and family.

There have been the rare desperate times in the recent years where the CCWNY emergency phone number was needed and on those occasions my strong respect for the counselors. On one such occasion, a counselor asked to speak to my husband and his words were so right on that my husband is forever grateful as am I for his knowing that by speaking to my husband that day he was helping me.

I owe so very much of that to the consistent support of all the CCWNY staff. *Let there be no doubt that there IS a very important relationship between the supporting mental health agency and the people it supports.* The relationship is, in fact, key and this is where CCWNY is unmatched in how it has helped me and so many individuals in the community in which it serves."

### **What Our Senior Clients say...**

*"My wife has dementia and without Community Concern and their wonderful services, I would not be able to spend the time I have left with her. My case manager and Community Concern are the reason for that. They helped me and my wife get on Meals on Wheels and they have been a real help."*

*"Without Community Concern I would have lost my home a long time ago. I do not know where I would be without them. My case manager helps me fill out applications for HEAP and Food Stamps. Community Concern has been a wonderful help to me."*

*"Without Community Concern I do not know where my mother would be. I live out of state and it is reassuring to know that there is someone there to keep an eye on my mother. My mother's case manager has a wealth of knowledge about different services and options for my mom. She has gotten my mother on the LifeLine button, Meals on Wheels, and a private pay aide. I am so grateful that my mother has been able to stay in the home that she raised her children in. I believe that it has helped her hang on being able to be surrounded by memories. That would not have happened without the help of Community Concern and their case managers."*

*"I feel like someone is out here who cares. Makes my life more worth while. To be able to reach out when I need help. You are great people all of you."*

*"Community Concern has made it possible for me to come back into my own home. 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."*

*"I do not know where I would be if it weren't for Community Concern. I have received the best standard of care from the case managers. I have a wonderful volunteer that comes to visit me and I now have the LifeLine button as well. I feel more secure and safe in my home now that I have these services."*

## **Senior Care Management Program**

Kimberly Lawrence B.A. – *Care Manager*

Jennifer Gunia B.S. - *Coordinator*

Marian Halloran - *CarePanion*

Dawn Abramowski B.A. - *Care Manager*

Jessica Hughey B.A.—*Outreach Coordinator*

Josephine Leonard - *CarePanion*

Lorna Catalano—*CarePanion*

## **Behavioral Health Clinic**

Richard Popson, LCSW-R - *Clinical Social Worker*

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

Martha King-Sedwick - LCSW-R - *Clinical Social Worker*

Valerie Nowak LMHC - *Licensed Mental Health Counselor*

Dham Gupta, M.D. - *Psychiatrist*

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

Jennifer Burt—*LCSW—Clinical Social Worker*

## **Management Team**

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

Lynn Skubish - *Office Manager*

Jackie Cotroneo — *Medical Billing Specialist*

Sharen Trembath – *Medical Assistant*

Michelle Chiappetta – *Accounting*

Judith Mosher-Bassini— *Marketing & Development Coordinator*

## **Volunteers**

Kim Cala

Rita Carlson

Eileen Chmelko

Patricia Dudek

Bernice Dull

Elizabeth Emhof

Chelsea Gordon

Sue Jasinski

Sharon Landahl

Sheila Landon

Barbara Megyes

Orrin Mesch

George Moy

Catherine Nowocien

Brenda Ryan

Cynthia Richmond

Peggy Scanlon

Barbara Schmitt

Peter VanDenbergh

Andrea Wasmund

Ruth Willis,

Ruth Zofke

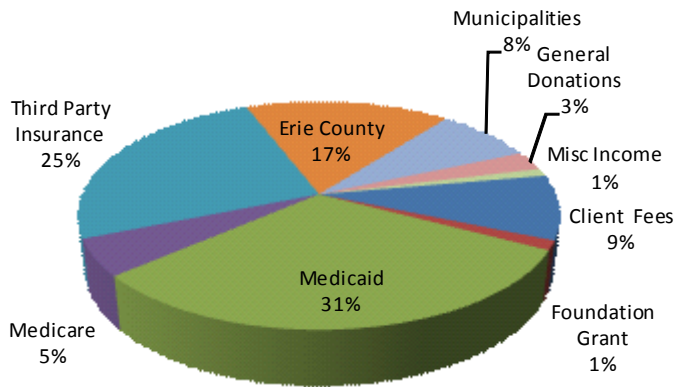
## 2010-11 Contributors

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Donald Armenia	Town of Collins.....	Ken Martin, Supervisor	
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Dorothy Barratt			
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# Financial Statements

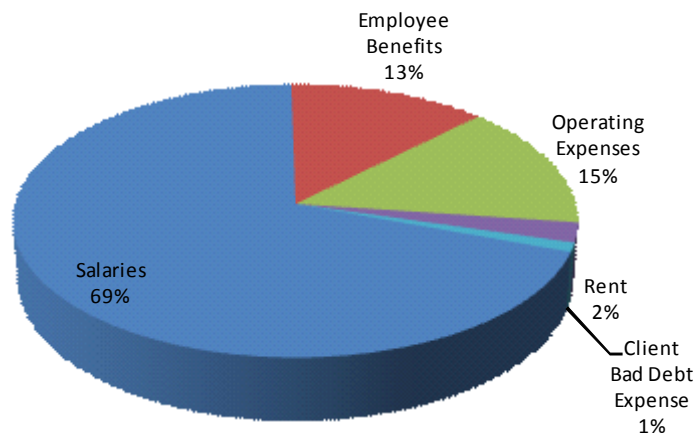
## 2010 Consolidated Income



## 2010 Financial Statement

Client Fees	69,819
Community Health Foundation	10,000
Medicaid	235,984
Medicare	39,588
Third Party Insurance	192,622.63
Erie County	125,071
Municipalities	59,900
General Donations	20,739
Misc Income	8,248
	<hr/>
	\$ 761,972

## 2010 Consolidated Expenses



Salaries	498,736
Employee Benefits	92,307
Operating Expenses	105,405
Rent	16,815
MH Client Bad Debt Expense	7,710
	<hr/>
	\$ 720,973

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



## Community Concern of WNY, Inc. 40 Years of Service to the Community

1971	Agency founded. Counseling services started in back room of Holy Cross Lutheran Church
1975	First office on Lake Street, Angola, NY
1979	Became state licensed mental health clinic
1985	Started Senior Care Management Program
1986	Started First Offenders Program
1987	Started Volunteer Program
1997	Moved to current location
1998	Started Living Without Violence Program
2003	Expanded current facility
2004	Started G.I.F.T. Geriatric Intervention for Treatment Program
2005	Started Flu Shot Clinic
2009	Started Care Transitions initiative
2010	Expanded senior services to Concord-Boston area
2011	Expanded MH Services to Adolescents



# Building a stronger, healthier community



**2010**

## **Annual Report**

### **Visit Community Concern on the web**

for a current resource for helpful information about the organization.

- 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

**[www.CommunityConcern.org](http://www.CommunityConcern.org)**

or visit us on

**facebook**

**Donate on-line at [www.CommunityConcern.org](http://www.CommunityConcern.org)**

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