

Serving our
community for 34 years



Behavioral Health
Senior Care Management

2004 Annual Report

Meeting the Challenge

From the Executive Director

Dear Colleagues, Contributors and Clients,

Every year has been more challenging than the last for non-profit organizations in Western New York. Young adults are leaving the area for better economic opportunities elsewhere and charitable giving has declined. Government is an increasingly unstable funding source. Demand for our services continues to rise while many non-profits are struggling for survival today.

Clearly, for non-profits to survive and thrive, we cannot rely solely on government and must become more self-sufficient. For Community Concern, this means achieving the following strategic objectives:

Deliver unique, superior services. In 2004 we introduced an innovative new CarePanion service to help seniors and caregivers with the tasks that they need the most. Those tasks include housekeeping, companionship, and monitoring safety and nutrition.

Expand core-competencies. Community Concern has been the leading provider of behavioral health and senior care management services in the Southtowns. Our combined core competencies have become a highly regarded resource for geriatric behavioral health, psychiatric and care management services.

Train great people. Community Concern's behavioral health and senior care management staff are among the best in the region. The organization has strong focus on continuing education aligned with the needs of our community.

Innovate. Research shows that while some 70% patients with depression in this country are treated by their primary care physicians, nearly 3 out of 4 people are treated ineffectively. To improve outcomes, Community Concern introduced the Collaborative Care initiative. Today, physicians are the second



Jerry S. Bartone
Executive Director

*In times of change,
learners inherit the
Earth, while the learned
find themselves
beautifully equipped
to deal with a world that
no longer exists.*

Eric Hoffer

largest referral source for our behavioral health care services. (The largest referral source is clients themselves). In many cases, our therapists have seen patients right in their doctor's office for their convenience.

Visionary Planning. In 2004, The Board of Directors proposed to expand our Senior Care Management Services to Hamburg, Orchard Park and neighboring towns on a fee-for-service basis. The goal is to earn new revenues to support increasing demand for mandated, free services under contract with Erie County.

This region has a very high percentage of seniors, more than most counties in Florida. Elderly people over age 85 are the fastest growing population segment in the region. Currently, many seniors who are struggling to maintain independence cannot benefit from our senior services and must turn to Erie County or expensive private geriatric care managers for assistance.

Community Concern's plan is a model for the entire state to reduce Medicaid costs by helping seniors remain independent in their homes. The savings from keeping just three seniors out of a nursing home for a year pays for our senior program. Additionally, Community Concern's plan will create new jobs. Most importantly, seniors will receive more desirable long term planning solutions and a broader scope of services with better outcomes at lower cost to taxpayers.

The time is right for government leaders to champion innovative regionalism plans for a consolidated, efficient government that supports vital services by a proven provider.

Respectfully submitted,
Jerry S. Bartone, Executive Director

Volunteer Highlights

*We make a living by what we get.
We make a life by what we give.*

Winston Churchill

Senior Program Volunteers provided over 1,100 hours of friendly visits, errands and telephone assurance to frail, homebound elderly people in 2004.



Community Concern has the most professional, talented voluntary board of directors in its 34 year history.

Jerry Bartone chaired the United Way's Community Development Committee that led the development of a Boys & Girls Club in Eden, NY and the Youth Café in Angola, NY.

Bert Scott received the 2005 Citizen of the Year Award from the Evans Grange recognizing service to the community. Sharen Trembath received the Woman of Distinction award for her community service.

Integrity, Confidentiality and Availability of Health Information

In 2003, Community Concern became fully compliant with the rules of privacy of protected health information as required by the health Insurance Portability and Accountability Act (HIPAA).



In 2004, another component, known as the HIPAA Security Rule was implemented. Our patient records management complies with strict rules under New York State license, and with HIPAA security rules that protect the integrity, confidentiality and availability of health information.

Behavioral Health

2004 Client Satisfaction Comments

Community Concern has turned my life around.

God bless Community Concern for bringing me back to who I am. Thank you.

I am thankful for all the staff at Community Concern. They have saved my life.

They helped me through a very difficult period.

Community Concern has helped me by getting myself to be around other people, especially at work.

Living with loneliness and grief has not been easy. CCWNY staff have made it so much easier.

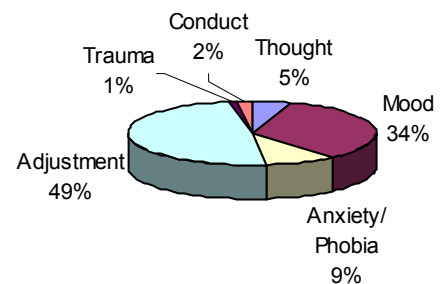
2004 Highlights

- 527 people and their families were served in 2004 with 4,273 treatment sessions
- 457 group treatment sessions helped people manage anger, depression, pain and anxiety
- Community Concern received 472 requests for mental health services in 2004.
- One in four people were affected by family violence. One in 10 were perpetrators of violence. The Living Without Violence program successfully treated 26 perpetrators of violence
- Over 1 in 10 clients present with significant risk of suicide
- Nearly 2 out of 5 clients have a family history of addiction including drugs, alcohol, gambling and internet addiction



Dr. Cherie Ruben, Clinical Psychologist, leads the G.I.F.T. (Geriatric Intervention For Treatment) Team that provides in-home behavioral health and coordination of services to homebound elderly people.

Mental Health Clinic Clients Served by Disorder - 2004

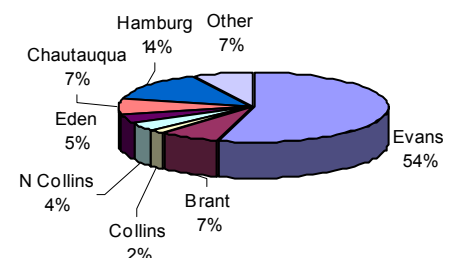


Community Concern of WNY, Inc. Mental Health Clinic Service Data

January 1— December 31, 2004

Type of Service	Sessions
Full Clinic Treatment	2,989
Brief Medication Treatment	509
Group Treatment	493
Home Treatment	282
TOTAL	4,273

Mental Health Clients Served by Region 2004





Jennifer Anselmo
Coordinator

If we can keep just three seniors out of a nursing home for a year... the program pays for itself.

2004-05 Highlights

The Senior Care Management Program served 662 people with care management, information & referral, volunteer and new CarePanion services.

The estimated dollar value of volunteer time is \$17.55 per hour for 2004. Seniors received volunteer services valued over \$19,717.

Despite a severe shortage, Community Concern was one of the first organizations to offer low-cost flu and pneumonia immunizations to 257 people.

42 households with frail seniors received new CarePanion services to keep their homes safe and clean.

Clients Served by Region

Town	# Clients	# Units/Hours
Evans	328	3,170
Brant	23	127
Collins	94	452
North Collins	71	603
Eden	146	1162
Total	662	5,514

Care Management

Client Characteristics

Characteristic	% of Total Served
Age 75 and over	72%
Handicapped	75%
Below poverty level	34%
Live alone	62%

Senior Care Management Services

Service Report by Type

April 1, 2004 to March 31, 2005

Service	# People	Hours
Case Management	347	3,080
Info & Assistance	315	331
CarePanion Service	42	980
Volunteer	30	1,123
Total (unduplicated)	662	5,514

Note: These data are estimates based on erroneous data provided by Erie County. Every effort has been made to represent actual services provided.

Senior Care Management

Satisfaction Survey Comments

You have helped me for many years and make my life happier. Stay as helpful and caring as you have always been.

Thanks for wonderful care and an additional bonus for a "longer" & contented lifestyle.

Helped with unexpected expenses; thank you for giving my mother peace of mind.

Thank you for services – when needed you were there. Helped me get windows and storms done. You have always been there whenever I have needed someone.

Grateful for transportation and help with household chores.

Helped me take better care of myself and make improvements.



Senior Care Management team celebrates Bert Scott's Citizen of the Year Award

Holy Cross Lutheran Church
 Mr. & Mrs. Jay Addison
 Mrs. Lieselotte Alley
 Mr. Charles Anzalone
 Ms. Katherine Baker
 Mr. John Balmas
 Mr. & Mrs. Patrick Bapst
 Mr. & Mrs. Thomas Barney
 Mr. & Mrs. T. Barney, Sr.
 Ms. Sara Barone
 Mr. Jerry Bartone
 Mr. Ronald Bates
 Reprocraft
 Ms. Dora Battaglia
 Ms. Barbara Biegner
 Lutheran Charities
 Mr. Kenneth Bliersch
 Mrs. Naomi Borngraver
 Evans BPW
 Mr. & Mrs. Santo Borzelle
 Mr. Kenneth Bowers
 Mr & Mrs. Edward Brant
 Mr. Stanley Brown
 Ms. Patricia Buil
 Ms. Linda Busch
 ENB Loan Dept.
 Mrs. Betty Butler
 Hanover Township #177
 Ms. Diana Cafferty
 Evans Tax Collector
 Mr. Gerald Cafferty
 Ms. Sue Cahill
 Key Bank
 Mrs. Rita Carlson
 Ms. Linda Duddy
 Mayor James Carlson
 Angola Village Mayor
 Dr. & Mrs. Morris Cavaleri
 Mr. Paul Chmura
 UAW Local 897 Treasurer
 Mrs. Diana Collopy
 Ms. Ellen Conrad
 Ms. April Cooper
 Mrs. Irene Crabtree
 Mr. & Mrs. Douglas Czora
 Ptlm. Doug Czora
 Evans Police Benevolent
 Society
 Mrs. Susan Davie
 Mr. Lester DeBoy
 Mrs. Carol Delmonte
 Mr. & Mrs. Richard Demert
 Mr. & Mrs. Alfred Dickinson
 Mrs. Lynne Dillon
 Ms. Lillian Donnellan
 Mrs. Shirley Dorman
 Mr. Robert Drago
 Goya Foods

Mrs. Phylliss Dutchess
 Ms. Dianne Ebel
 Mr. & Mrs. Jack Ehmke
 Mrs. Karen Erickson
 Mr. & Dr. David Evans
 Mr. & Mrs. Robert Ferguson
 Ms. Jeanne Fierle
 Mrs. Janice Filipiak
 Mr. & Mrs. Thomas Flaherty
 Mrs. Emily Fletcher
 Ms. Patricia A. Friend
 Ms. Nancy Furey
 First Church of Evans
 Mrs. Helen Garland
 Mrs. Kathleen Garrigan
 Mr. & Mrs. Steve Garvin
 Block Hotel
 Ms. Linda Giancarlo
 Farnham Village Clerk
 Mr. & Mrs. Richard Gradl
 R & E Development
 Mr. & Mrs. Bruce Green
 Mr. Robert J. Gregor
 Flexovit USA, Inc.
 Mrs. Rosalind Hacic
 Mrs. Sheila Marie Halloran
 New Era Community Affairs
 Mr. & Mrs. Peter Hasenpusch
 The Garden Gate
 Father Brian Hatrick
 St. Vincent's Church
 Mr. George Heath
 Ms. Beth Marie Hemphill

Dr. & Mrs. Gene Hilton
 Lake Shore Pantry
 Mr. & Mrs. James Hoff, Sr.
 Mr. Ralph Hogg
 Melody Meadows
 Mr. & Mrs. James Houghe
 Mr. William G. Houston
 Angola Trustee
 Ms. Geraldine Jacobs
 Brant Angola Furniture
 Mrs. Suzanne Jasinski
 Mrs. Mary Jost
 Mr. & Mrs. Wilbur Jost
 Mr. John Kane
 Mr. & Mrs. Terry Kankiewicz
 Mr. Tom Kazmark
 Odd Fellows Lodge #187
 Mr. & Mrs. Ross B. Kenzie
 Mr. & Mrs. William Kieffer
 Mr. & Mrs. Stephen Kin
 Mrs. Anna Knack
 Eden Supervisor Secretary
 Mrs. Mary Kraft
 Mr. & Mrs. John Krajacic
 Ms. Cecelia Kresse
 Mr. & Mrs. Tony Kuras
 Mrs. Carol Labenski
 Mr. & Mrs. Sam Lomando
 Evans Assessor
 Mrs. Tamara Lonkey
 Mr. & Mrs. Thomas Mac
 Mr. William Mackenburg
 Steepleview

Financial Statement

	Mental Health	Senior Services
	Jan. 1 to Dec. 31, 2004	
REVENUES		
Client Fees & Insurance	166,367	
Medicare	33,938	
Medicaid	151,859	
Erie County Grants		91,948
Municipalities & Contributions	23,000	49,000
Other Contributions		3,549
Misc. Income	283	4,715
TOTAL REVENUE	375,447	149,212
EXPENSES		
Salaries	190,155	101,021
Payroll Taxes	17,671	10,014
Employee Benefits	17,262	10,526
General Operating	81,879	25,643
<u>Management & General</u>	<u>62,970</u>	<u>-</u>
TOTAL EXPENSES	369,937	147,204
Profit (Loss)	5,510	2,008

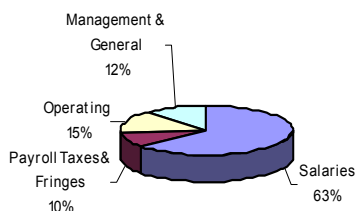
Ms. Miriam Maltby
 Mr. & Mrs. Herbert Malyak
 Ms. Ann T. Malysza
 Mr. & Mrs. Dale Marriott
 Mrs. Ronda Marvel
 Mr. & Mrs. William McSkimming
 Mr. & Mrs. James Meissner
 Mrs. Susan Merlino
 Ms. Heidi Miller
 Mr. & Mrs. Robert Miller
 Mrs. Diane Mogavero
 Ms. Marie Mogavero
 Meadowbrook Restaurant
 Mrs. Josephine Muscato
 Ms. Robin Nacca
 RANCO Management
 Mr. Glen Nellis
 Eden Supervisor
 Ms. Joanne Niclo
 Ingram Micro, Inc.
 Ms. Margot Nicol
 Mr. & Mrs. Jack Noel, Jr.
 Mr. & Mrs. Jack Noel, Sr.
 Mr. & Mrs. John O'Donnell
 Mrs. Joan Osborne
 Mr. & Mrs. Louis Palma
 Mr. & Mrs. Robert Palmer
 Ms. Joy Patterson
 Mr. & Mrs. Dennis Pelc
 Mr. Paul Petro
 Mr. William Pfohl
 Mr. & Mrs. Gerard Philbin
 Mr. George Phillips
 Ms. Mary Virginia Plotkin
 Mr. Fran Pordum
 Capitol Hill Management Svces.
 Mr. & Mrs. Carmen Provenzo
 Mr. Patrick Puckhaber
 Mr. & Mrs. Howard Rathbun
 Ms. Maribell Reid
 Mrs. Laurie Reitz
 Mrs. Catherine Riggio
 Mrs. Dorothy Rose
 Mrs. Jean Rose
 Mrs. Sue Ross
 Mr. Michael Schafer

Mr. & Mrs. Robert Schmitt
 Mr. & Mrs. Jake Schneider
 Mrs. Joseph Schoen
 Ms. Kelly Scott
 Mr. & Mrs. Perry Scoville
 Mr. & Mrs. James B. Seeley
 Mr. Thomas Shults
 Ms. Mary Jo Shults
 Mr. Russell Siracuse
 Mrs. Charles Smaldino
 Mrs. Anne E. Smith
 Rev. Philip Smith
 St. John's United Church of Christ
 Mrs. Bonnie Spence
 Mr. Ron Spence
 Jewelry by Spence
 Rev. James Staebell
 Mr. & Mrs. James Steffen
 Dr. & Mrs. James Stengel
 Physician
 Mr. & Mrs. David Stout
 Lutheran Brotherhood
 Mr. & Mrs. Sudhir Suchak
 Suchak Data Systems.
 Mr. & Mrs. Gifford Swyers
 Mrs. Lori Szweczyk
 Evans Economic Development
 Mrs. Lillian Szyjka
 Mr. & Mrs. Carl Tagliaferro
 Mrs. Paul Teichmann
 Mr. & Mrs. Jame Tilley
 Ms. Sally Timonen
 Mr. & Mrs. Darrell J. Trask, Sr.
 Mr. & Mrs. David Truby
 Pastor William Tuyn
 St. Vincent's RC Church
 Mr. & Mrs. Thomas Vail
 Mr. & Mrs. John Voltz
 Mrs. Jeanne Wagner
 Mr. Thomas Waring, Jr.
 Waring Financial Group
 Mrs. Michelle Warren
 Mr. & Mrs. Edward Will
 Ms. Beatrice Wilson
 Mrs. Ethel Winters
 Mrs. Jessie Zanett
 Mr. & Mrs. George Ziembiec

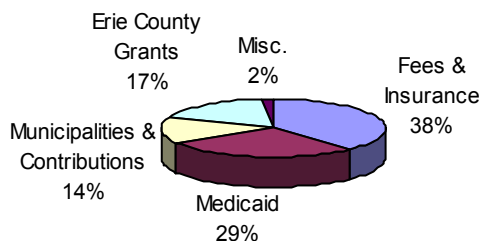
Agency Volunteers

Linda Apen
 Louise Borzelli
 Fran Campagna
 Rita Carlson
 Barbara Chandler
 Eileen Chmelko
 Geraldine Denne
 Lynne Dillon
 Mary Dinkuhn
 Elizabeth Emhof
 Dorothy Godfrey
 Marianne Heeb
 Carol Hilliker
 Mary Hilton
 Percy Hunt
 Tammy Jakubowski
 Suzanne Jasinski
 Mary Klier
 Eleanore Kovach
 Sheila Landon
 Mary McLaughlin
 Jean McManus
 Mildred McSkimming
 Barbara Megyes
 Debby Mogavero
 Jack Noel
 Viola Noel
 Virginia Nowak
 Theresa Rogers
 Peggy Scanlon
 Barbara Schmitt
 Ronald Schultz
 Peter VanDenbergh
 Andrea Wasmund
 Ann Wiens
 Ruth Willis
 Ruth Zoffke
 Geralynn Zuber

2004 Consolidated Expenses



2004 Consolidated Revenues



Building a Stronger
 Community—
 One Family at a Time

*34 Years of Service
Building a Stronger
Community,
one family at a time*

Community Concern of WNY, Inc.
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Derby, NY 14047

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Nancy Timm-Bowen

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Sue Jasinski

Carol Gibson, Esq.

Staff

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

Dennis Bellanca, B. S. - *Accounting*

Sharen Trembath - *Administrative Assistant*

Lisa Kirkpatrick—*Medical Billing*

Linda Skubish—*Office Manager*

SENIOR CARE MANAGEMENT PROGRAM

Jennifer Anselmo B.S. - *Coordinator*

Kim Kull B.S. - *Care Manager*

Karen Palmer B.S.W. *Care Manager*

Bertha Scott - *Volunteer Coordinator*

Carol Lameroux - *CarePanion*

Carol Klopff - *Senior Aide*

MENTAL HEALTH CLINIC

Linda Arzola, 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*

Carol Herr —*Social Work Intern*

Alicia Duffet—*Social Work Intern*

Elizabeth Holmes—*Counseling Psychology Intern*