Empowerment—Health—Independence

2015 Annual Report
Dear Friends and Colleagues,

2015 was an amazing year. The agency served over 1,700 people, a 29% increase from 2014. Our Senior Care Management Program grew by 68%! The largest growth in demand is from the towns of Hamburg and Concord where the Erie County Department of Senior Services expanded our footprint to deliver services that help seniors remain independent in their homes.

Now in it’s 45th year, Community Concern faces many opportunities. Health plans are rapidly moving from fee-for-service to value-based payments. New York is spending over eight billion dollars on Medicaid redesign. 2016 marks the second year of a five year plan to transform the New York State health system. The goal is to reduce costly hospital admissions by 25%. The objectives are the triple aim: lower cost, better patient experience and better health outcomes. Community Concern leads the region on value-based indicators such as reduced hospital/ER admissions, low percentage of patients with cardiometabolic disease, and low percentage of patients who discontinue critical psychiatric medications.

Community Concern has been fortunate to receive strong support from the towns we serve. As towns are faced with higher costs and an imperative to slow the rise in taxes, some cut funding to non-profit organizations that serve their residents. Community Concern relies on individual, business and municipal funding to deliver vital services. For example, Community support helps us provide counseling and psychiatry to people who do not have health insurance. Take the angry unemployed Iraq combat veteran who was threatening to harm others. What other mental health provider would treat him without the ability to pay? Or, who would help the 88 year old woman who lives alone and is isolated and lonely. Town funding helps us screen, train and manage volunteers who help seniors stay independent in their homes.

The UB Regional Institute estimated that between 25% and 59% of disabled seniors in Southern Erie County need assistance. The Erie County Department of Mental Health estimated that unmet mental health needs ranged between 42% and 95% of the population in Southern Erie County. With your financial and volunteer support, we will continue to work hard to serve frail, isolated and poor seniors, and people with behavioral healthcare needs.

Jerry S. Bartone MA MBA
Chief Executive Officer

Community Concern of WNY has been busy this past year. It makes me so proud to be part of an organization that is on the move and doing so many wonderful things for the communities and clients we serve. There are some exciting and challenging things in the Health and Senior Services arenas on the horizon. We are determined to be in the forefront of making more positive changes!

The youth of our communities are being challenged more than you can imagine now. There is so much pressure to be who WE want them to be which can create bad family dynamics, poor communication with teachers and administrators as well as making them withdraw from their peers. Even worse is if they turn to drugs. Our Turn-It Around-Program offers help to these kids with someone to talk to, trust and look up to. Our counselors are right in the schools, visible and always willing to help. We have seen a decline in teen suicides since this program began which is an incredible and heart-warming result.

We are working hard to change the stigma of “Mental Health”. Mental health problems are the second leading cause of missed work. Our mental health is as important as our physical health. Healthcare costs can be 75% higher for individuals with co-existing mental illness and chronic health conditions than for those with chronic health conditions and no mental health concerns. Many times your mental health causes physical health issues to occur.

When people are asked what words come to mind about Community Concern’s services, three words rise to the surface: **Empowerment, Health and Independence.** With your support, the Board of Directors is committed to advancing the vital services of this organization that empower consumers, and improve their health and independence. The Board will continue to lead in breaking down barriers to access to mental health and senior services.

Thank you for your generous contributions! We encourage you to remember us when deciding where to make future contributions. Also, don’t forget that you can direct your United Way donations to us. With your help, we will continue to provide the valuable service our communities and clients need.

Linda Potwora
Chair, Board of Directors
In 2015, Community Concern served over 1,500 people and their families residing in 56 Western New York zip codes. The Senior Program grew by 72% in people served. In August, Community Concern and the Erie County Department of Senior Services agreed to expand our service area to the towns Hamburg and Concord.

Special thanks to the Daniel & Flavia Gernatt Family Foundation. Their funding will maintain the Turn-It-Around program through the 2015-16 school year. The Turn-It-Around program provided counseling to 96 at-risk students in 2015. Many of these students received counseling in the schools.

Special thanks to the Alzheimer’s Association for providing free monthly workshops to caregivers in 2015.

Many seniors are too frail or poor to maintain their homes. Veronica Sullivan, Community Concern’s Outreach Coordinator, enlists United Way and church volunteers to work on senior’s homes throughout the year. Projects include rebuilding porches, painting, building wheelchair ramps, yardwork and window washing. Veronica also manages the CarePanion and coordinates volunteer activities.

62 uninsured people received financial assistance for over 422 behavioral health treatment sessions. Their care would not be possible without financial support from the towns of Evans, Brant, Collins, North Collins and Eden.

Community Concern’s staff volunteer activities include: Hamburg Domestic Violence Board, Evans Economic Advisory Committee, Great Lakes Beach Sweep, United Way Agency Executives Association, Southtowns Coalition, Eden ACES, WNY Psychological Association, Frontier School District Audit Committee and
The Senior Care Program's mission is to help seniors age in place, with dignity in their homes. Nearly 1 out of 10 area residents over age 62 from Hamburg, Evans, Concord, Eden, Collins, North Collins and Brant were served by the senior program.

Erie County Department of Senior Services Contract Services

- 805 seniors received 3,822 hours of care management, information and referral services in 2015 (Apr. 1, 2015—Mar. 31, 2016) 249 seniors received information and assistance (I&A) on benefits and services. 501 frail, isolated and low-income seniors and their families received care management services to help them navigate the long-term care system, arrange and coordinate needed services to remain independent.
- 48% of seniors who received Care Management Services have incomes 150% above the poverty level. The federal poverty level for a single person is income of $11,770 / year.
- 28 low-income, frail seniors were approved for subsidized home care to assist with meal preparation and basic activities of daily living
- 99 low-income frail seniors obtained PERS medical alert buttons, 62 seniors are on a waiting list.
- 199 homebound seniors received home delivered meals
- Care managers reduced overall unmet needs of seniors by 18% and increased their benefits by 12%
- 95% of clients and caregivers surveyed reported that our services helped them or their loved–one remain home or in the community of their choice
- 90% of seniors surveyed who sought information about insurance, benefits etc. reported that the information provided was helpful

Community Supported Senior Services

- 44 seniors received 635 hours of Volunteer Services. Volunteers provide friendship, support, errands and light chores.
- 41 seniors received 2,394 hours of CarePanion services. CarePanions provide home safety, housekeeping, companionship and errands
- Community Concern hosted free monthly workshops to families and caregivers dealing with Alzheimer’s disease.
The Mental Health Clinic served 885 people and their families residing in 57 zip codes in 2015. 578 people requested our services. Demand for behavioral healthcare at Community Concern increased 6% from 2014. A record 7,061 treatment sessions were provided by a multi-disciplinary team of licensed social workers, counselors, a registered nurse, a psychologist and a psychiatric nurse practitioner.

16 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.

42 frail, homebound elderly consumers received over 295 treatment sessions in their own homes from the G.I.F.T. (Geriatric Intervention For Treatment) program, a highly successful program led by Cherie Ruben, PhD. Dr. Ruben, who is certified in psychopharmacology, is one of the leading gerontologists in the region.

62 uninsured people received financial assistance for over 422 behavioral health treatment sessions. Their care was supported by individual and business donations, and the towns of Evans, Brant, Collins, North Collins and Eden.

The Mental Health Clinic served 96 adolescents in 2015. Uninsured at-risk students were served by the Turn-It-Around Program at area schools with financial support by the Daniel & Flavia Gernatt Family Foundation and the Towns of Evans and Brant.

The Clinic achieves among the best outcomes in the state AND the region for the following quality indicators:

- Lowest percentage of patients with preventable ER and hospital admissions
- Lowest percentage of patients with cardio metabolic disease
- Lowest percentage of patients who discontinue critical psychiatric medications
- Lowest percentage of patients who are prescribed multiple psychiatric medications

Client Satisfaction Outcomes

The availability of appointment times 95%
The comfort/atmosphere of the office 95%
The personal interest in you and your problems 97%
The quality of care and services 100%
The thoroughness of the initial evaluation 97%
The amount of help you received 97%
The degree to which you were helped to deal more effectively with your problems 97%
Staff - Volunteers - Community Partners

**Senior Care Management Program**
Jennifer Gunia B.S. - Coordinator
Dawn McClanathan B.A.
Veronica Sullivan B.A.
Vanessa Krnjaich B.A.
Bonnie Warner

**Behavioral Health Clinic**
Valerie Nowak, LMHC, Coordinator
Marlene Longdon, PMHNP
Richard Popson, LCSW-R
Cherie Ruben, Ph.D.
Joyce Torge, R.N.
Natalie Bucholtz, LMSW
Kate Nolan-Eaton, MHC
Kim Rogers, LMHC
Marie-Helene Gosselin, MS, MA, CRCC
Elizabeth Smith, Social Work Intern
Denise Delair, Mental Health Counseling Intern
Peter Margulis MD, Consulting Psychiatrist

**Management Team**
Jerry S. Bartone, MA, MBA - Chief Executive Officer
Lynn Skubish - Office Manager
Jackie Cotroneo — Medical Billing Specialist
Sharen Trembath – Medical Assistant
Michelle Chiappetta – Accounting
Sandy Eschberger—Reception

**2015 Community Outreach Partners**
Camp Pioneer
Claddagh Commission
Cradle Beach
Evans Bank of Derby
Evans-Brant Chamber of Commerce
Fidelis
First Church of Evans
Hamburg Senior Center
Haven House
Holy Cross Lutheran Church
Holy Communion Episcopal Church
Meals on Wheels of the Southtowns
Most Precious Blood Church
New Hope Baptist Church in Collins
Saint John Paul the II Church
Saint Paul’s Episcopal Church
Springville / Concord Food Pantry
Southtowns Coalition
South Creek Parish

**Volunteers**
Trevor Kaufman
Steve Evans
Kathleen Pappas
Diana Fisher
Kathy Rockey
Stuart Rogers
Kathy Rogers
Betty Kleinschmidt
Barbara Schmitt
Peter Nowocien
Sue Jasinski
Sharon Landahl
Tamara Mathien
Tami Garvin
Linda Brown
Tom Brown
Christine Hanley
Stephen Garvin
William Irwin
Thomas Dusenbury

www.CommunityConcern.org
2015 Contributors and Funders

Thank you to the individuals, businesses and local governments that support Community Concern’s vital services. We would be unable to reach isolated, frail seniors or provide counseling to at-risk students without this support from our neighbors.

Anonymous (12)
Katherine Allen
John C Balmas
Dorothy Barratt
Eric Bowen
Teddar Brooks
Stanley Brown
Diana Cafferty
Rita Carlson
Morris & Birgit Cavalieri
William Collins
Barbara Conniff
Thomas Connors
Conners Hot Dog Stand
John Connerton
April Cooper
Carl Cotroneo (Tedec)
Douglas & Carol Ann Czora
Mary Ellen DeMarie
Robert & Joan Difulgentiz
Wendy Eaton
Wyndham Eaton Trust
Anne Ehrlich
Helen Engler
Betty Evans
Robin Evenhouse
Robert Ferguson
Susan Ferguson
Janice Filipiac
J.S. Flaherty
Janeen Flaherty
Anthony Frandina
William & Nancy Gacioch
Mr & Mrs David Gastle
Daniel Gernatt Jr.
John & Mari Grennell
Michael & Sheila Halloran
Gene Hilton
Hildegarde Hoch
James Hoff, Sr.
William Houston
Suzanne Jasinski
George Jones
Ross Kenzie
Carole Kin
Mark & Julia Kleiman
Christine & Thomas Kluckhohn
Hellen Kubasiac
Ronald Lehning
Richard Leigh
Herbert Malyak
Dale & Kathy Marriott
Debra Martin
Nicholas Mecca
Doreen Miller
Heidi Miller
Diane Mogavero
Charlotte Moss
Anthony Muscato
Emily Newell
Richard & Karen Penfold
Linda Potwora
Sal & Joanne Sack
Roland & Susan Sadowski
St. Matthews United Church of Christ
Diana G. Saraf
Rosemary Scaglione
James Shank
P. M. Shank
David Shoemaker
Mary Jo Shults
Ann Smith
Steepleview Housing Dev.

Special Thanks to:
Town of Evans
Town of Eden
Town of North Collins
Town of Brant
Town of Collins
New York State Office on Aging
Erie Co. Dept. of Senior Services
Daniel & Flavia Gernatt Family Foundation

2015 EXPENSES

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2015 REVENUES

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