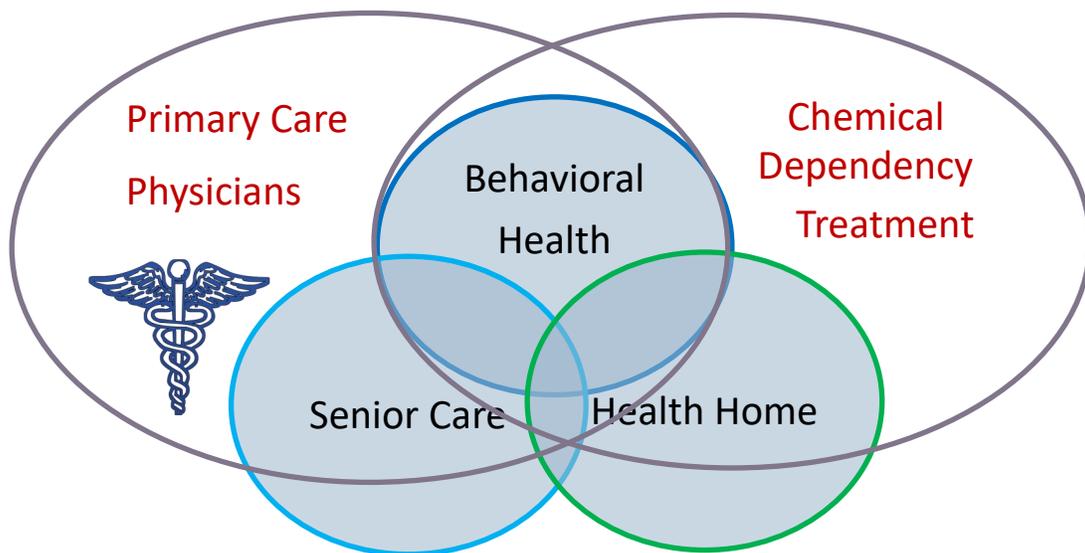




**Empowerment—Health—Independence**

# 2017 Annual Report

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*Integrated Behavioral Health | Health Home | Senior Care Management | CarePanion | Volunteer Services*

**Serving Western New York for over 47 years**

# Messages from the Chief Executive Officer

Dear Friends and Colleagues,

I am very pleased to report that 2017 was a transformative year for Community Concern. The agency served a record number of people. Community Concern is experiencing tremendous organic and acquisition growth. We absorbed the former Hamburg Counseling Service in the Village of Hamburg, NY. We are rapidly building and training a multi-disciplinary team to address the demand for behavioral health, senior care and health home services in Hamburg. We are expanding our chemical dependency services to address the opioid crisis. We are closing the gap of between 45% (Hamburg) and 92% (surrounding towns) of the population with unmet mental health needs.



Several foundations recognize Community Concern's reputation and the area's need for better access to our services. The John R. Oishei Foundation funded GetSET, a grant to help us build capacity and demonstrate our value proposition to stakeholders. The Health Foundation of W&CNY, the Peter & Elizabeth Tower Foundation, and Ralph Wilson Foundation support the Hamburg Counseling Service's takeover and our strategic plan for the next 18-24 months.

New York State is in year four of a five year, \$8 billion, healthcare transformation initiative to reduce hospital admissions by 25%, moving from fee-for-service (pay for volume) to value-based (pay for quality) reimbursements and improving social determinants of health. Community Concern is well positioned due to our high quality metrics, low cost, and consumer satisfaction. To compete effectively in this new healthcare marketplace, we intend to expand our facility in Hamburg. Our goal is to co-locate and integrate primary care and chemical dependency treatment services. We believe integrated care is a best-practice approach to achieving better outcomes, lower cost and higher consumer satisfaction. For example, research shows that 83% of people with addiction problems have a pre-existing mental health problem. Treating both the addiction and the mental health problem together will achieve the best result. Community Concern's integrated senior care management, health home, behavioral health, primary care, and chemical dependency services will be a one-stop model for the state.

We look forward to the challenges and opportunities ahead. The populations we serve; vulnerable seniors and people with mental illness, commonly have multiple chronic health conditions and very high healthcare costs. We have developed ambitious strategic and capacity building plans that directly impacts not only the quality of their lives, but also lowers their healthcare costs.

In the coming months, you will see us become more specialized with evidence-based practices that will help our mental health clients recover more quickly, and our senior clients live independently, longer. Many thanks to the foundations that support our efforts to grow and adapt to a changing healthcare system. We have received strong support from officials in Hamburg to rebuild the former Hamburg Counseling Service. Our success relies on strong individual, business and municipal financial support.

Keep an eye on our website and Facebook pages. There are many exciting changes to come.

Jerry S. Bartone MA MBA

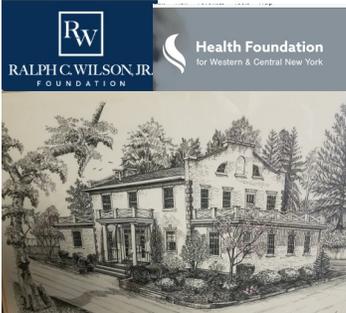
# 2017 Board of Directors

Michael Davern, Chair  
Ross Kenzie, Vice Chair  
Sheila Halloran, Treasurer  
Suzanne Jasinski, Secretary

John Grennell  
Jeffrey White  
Christine Kluckhohn

Howard Martin  
Dianna Saraf  
Thomas Gordon

## Community Impact



### Successful Absorption of Hamburg Counseling Service

Recognizing the need to improve access to mental health and human services, local foundations supported the successful absorption of Hamburg Counseling Service. On January 1, 2018, the NYS Office of Mental Health approved the seamless transfer of behavioral health clinic operations at 97 South Buffalo Street in the Village of Hamburg. The tasks ahead are to renovate the historic preservation facility, recruit talented behavioral health providers, expand chemical dependency treatment services and improve access in an area where between 45% (Hamburg) and 92% (surrounding towns) of the population have unmet mental health needs.

### Year-2 GetSET Grant awarded by The John R. Oishei Foundation

Rapid growth can be a challenge for any business. Non-profit organizations present unique challenges when demand outpaces resources. GetSET (*Success in Extraordinary Times*) helps us strengthen our infrastructure at the operations level. GetSet helps us define our key performance metrics to ensure quality services are delivered to vulnerable populations who could be compromised as New York transforms the healthcare system.



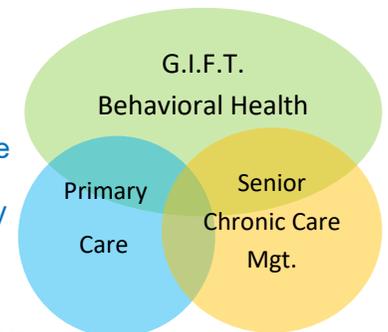
### How much does the Senior Program save taxpayers?

**\$7,800,000**

We asked our senior clients “What would it be like without Community Concern’s help?” 29% said they would be in a nursing home. The average annual nursing home cost is \$104,000 / year. An estimated \$7,800,000 is saved to taxpayers every year in preventable nursing home placements.

### G.I. F.T.—An Integrated Care Model

G.I.F. T., Geriatric Intervention For Treatment, the brainchild of Dr. Cherie Ruben, PhD, was years ahead of her time now that healthcare leaders see the clinical value and cost savings of integrated behavioral health and primary care. Dr. Ruben is certified in psychopharmacology and this region’s leading gerontologist. She provides a critical bridge for vulnerable seniors in our Senior Program and their primary care physicians to insure they are receiving coordinated care of chronic behavioral and medical health disorders.



# Senior Care Management Services

**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 60 from Hamburg, Evans, Concord, Eden, Collins, North Collins and Brant were served by the senior program.

## Erie County Department of Senior Services Contract Services

- ◆ **Case Management**—367 vulnerable seniors received **3,164** hours of care management services in 2017 (Apr. 1, 2017—March 31, 2018).
- ◆ **Information and Referral**—Over 680 seniors were provided with information and assistance regarding services and benefits needed to help them remain independent in their homes.

## Community Supported Senior Services

- ◆ **Volunteer Services**—4 seniors received **288** hours of Volunteer Services. Volunteers provide friendship, support, errands and light chores.
- ◆ **CarePanion Services**—39 seniors received **over 1,258** 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

## Senior Care Management Program Take Financial Hit from Towns

Town officials feel the heat when it comes to taxes. Yes, taxes are too high. Local municipalities contributed over \$60,000 / year to the Senior Program last year. This year, municipal funding was cut over 50% which us forced to raise client fees for the CarePanion Program. Regrettably, this action affects low-income frail seniors the most who were paying as little as \$5.00 an hour for housekeeping, home safety assessments, errands and

companionship. Many elderly residents, who have been paying their fair share of taxes for decades, feel that an important safety net has been taken away. We urge you to call or write to your town supervisor and ask for funding to be restored for low-cost services that help our vulnerable elderly neighbors remain independent and safe in their homes.

## Our Typical Senior Client

**Female, in her 70's and 80's, handicapped, and lives alone, in poverty.** The program saves over \$104,000 per year in nursing home costs for every vulnerable senior that is kept independent in their home. Eldercare specialists know entitlements, services and ways to help seniors stay independent. For example, national statistics show that seniors die from falls every 19 seconds. Our care managers provide home safety, life alert buttons and whatever else that is needed to keep seniors safe and independent.



**AGING  
BY  
DESIGN<sup>SM</sup>**

Community Concern and Healthy Community Alliance were awarded an *Aging by Design* grant by the Health Foundation of Central & Western New York. The goal is to develop a consumer-led design of a program or service. Many seniors report feeling isolated, not valued, not able to remain active or live a fulfilling life due to aging challenges. Our senior clients tell us that lack of transportation, support system, awareness of services and activities are barriers to a more fulfilling life. The partnership is working to develop new ways to improve the quality of life for vulnerable elderly people.

## Best-in-class on quality, efficiency, and consumer satisfaction

The **Mental Health Clinic** served **873** people and their families residing in **57** zip codes in 2017. **493** people requested our mental health services. A record **8,970** treatment sessions were provided by a multi-disciplinary team of licensed social workers, counselors, a registered nurse, clinical psychologist and psychiatric nurse practitioners.

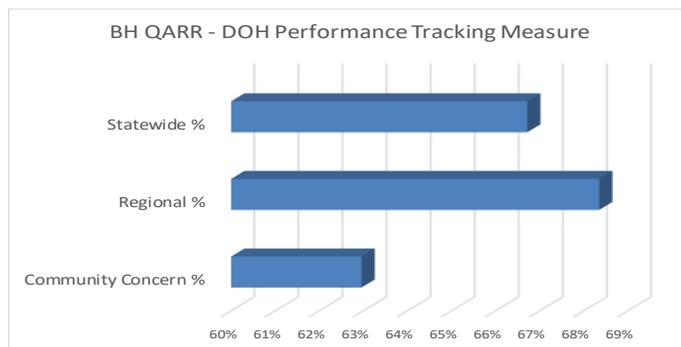
**17** people completed the **Living Without Violence Program** for domestic violence and anger management. The Living Without Violence Program is the only program of its kind in Western New York endorsed by victims' advocates.

**33** frail, homebound elderly consumers received over **297** treatment session in their own homes from the **G.I.F.T. (Geriatric Intervention For Treatment)** program. Dr. Cherie Ruben, PhD., who is certified in psychopharmacology, works closely with their primary care physicians to coordinate their healthcare.

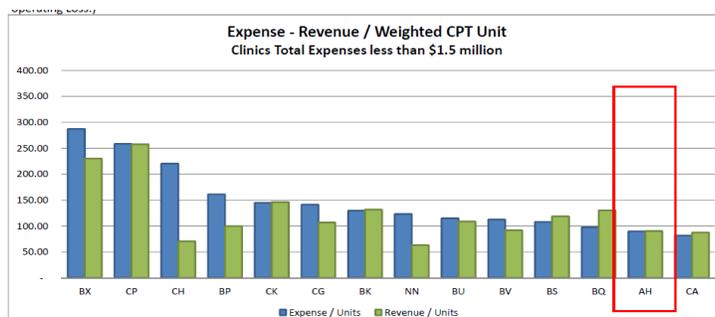
**40** uninsured people received financial assistance for over **198** behavioral health treatment sessions. Their care was supported by individual and business donations, and the towns of Evans, Brant, Collins, North Collins and Eden.

The Mental Health Clinic served **80** adolescents in 2017. **Eleven** 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 Town of Brant.

Community Concern's Mental Health Clinic has among the lowest (best) quality scores in the region and the state on key indicators e.g. client engagement and preventable hospital admissions.



A benchmark study showed that Community Concern had among the lowest cost per unit, among small clinics (shown here), and all 47 New York State OMH clinics in the study.



## Health Home

Community Concern provides free, comprehensive care management services to qualified Medicaid recipients to ensure their medical, mental health, and substance abuse needs are met.

In 2017, the first year of operation, Community Concern's Health Home served 51 clients with multiple chronic physical and behavioral health illnesses. The program is highly successful at reducing costly emergency room and hospital admissions.

## Percent of clients who rated our service Very Good or Excellent

Availability of appointment times	95%
Comfort/atmosphere of the office	95%
Competence and knowledge of the therapist	92%
Personal interest in you and your problems	97%
Quality of care and services	100%
Satisfied with help you received	97%
Your overall satisfaction with the treatment	100%
The value of the treatment, considering the cost	97%
The response time from your first contact to the initial appointment	97%

# Staff

## Behavioral Health Clinics

Valerie Nowak, MPA, LMHC, Clinic Director  
Marlene Longdon, PMHNP –BC  
Traci Raynor PMHNP-BC  
Lorraine Lopez PMHNP-BC  
Peter Margulis MD, Consulting Psychiatrist  
Richard Popson, LCSW-R  
Cherie Ruben, Ph.D.  
Kim Chuddy, Psy.D.  
Joyce Torge, R.N.  
Mary Beth McCormick, LMHC  
Kate Nolan-Eaton, LMHC  
Tammy Davis, LMHC  
Phil Terrano, LCSW-R  
Kim Rogers, LMHC  
Christine Titus, MA Psy.D. extern  
Margaret Root, LMSW  
Megan Brautlacht, MHC  
Debra Henderson, LMHC  
Heidi Walling, RN



## Senior Care Management Program

Jennifer Gunia B.S. - Senior Program Coordinator  
Rhonda DiPronio  
Lauren Simonsen  
Kathleen Tucker  
Bonnie Warner  
Marion Barlow



## Health Home

Stacey Smith—Program Coordinator  
Cathy Ehlert—Care Coordinator



## Management Team

Jerry S. Bartone, MA, MBA - Chief Executive Officer  
Lynn Skubish - Office Manager  
Monique Hebert-Bublyk — Medical Billing Specialist  
Sharen Trembath – Medical Assistant  
Michelle Chiappetta – Director of Finance  
Sandy Eschberger—Office Assistant  
Jill Schmigiel—Billing Assistant



## Volunteers

Peter VanDergh	Kathy Pappas
Betty Kleinschmidt	Bryan Taylor
Stuart Rogers	Suzanne Jasinski
Kathy Rogers	Lynda Glascott
Diana Fisher	Judi Bassini
Kathy Rockey	

# Contributors, Funders and Financials

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

A Village Locksmith  
 John Balmas  
 Eric Bowen  
 William Collins  
 Rita Carlson  
 Douglas & Carol Czora  
 Mary Ellen DeMarie  
 Karlyn Dickenson  
 Franklin Drago  
 Robert Drago—Helen M. Engler  
 Robin Evenhouse  
 J. S. Flaherty  
 Sheila Flaherty  
 Mari Grennell  
 Goya Foods  
 James Hoff Sr.  
 William Houston  
 Terrence Kaney  
 Ross Kenzie  
 Key Bank  
 Carol Kin  
 Christine Kluckholn

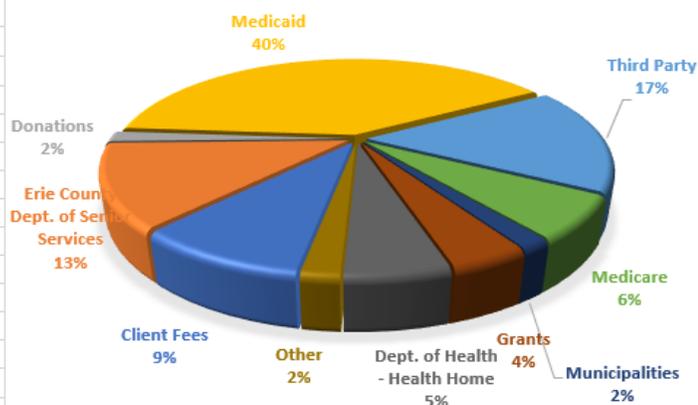
Anna Knack  
 Mary Krampen  
 Suzanne Jasinski  
 Ronald Lehning  
 Merrill Lynch  
 Dale Marriott  
 Holy Cross Lutheran Church  
 Herbert Malyak  
 Doreen Miller  
 Janet Milliken  
 Samuel Miserendino  
 Diane Mogavero  
 Russell Mogavero  
 Allan Monaco  
 Paul & Carol Monaco

## Special Thanks to:

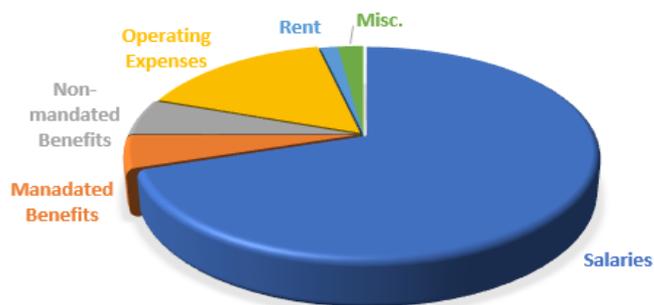
Town of Hamburg  
 Town of Eden  
 Town of North Collins  
 Town of Brant  
 Town of Collins  
 New York State Office on Aging  
 Erie Co. Dept. of Senior Services  
 Daniel & Flavia Gernatt Family Foundation  
 The Health Foundation of Western & Central NY  
 John R. Oishei Foundation  
 The Peter and Elizabeth C. Tower Foundation  
 The Ralph C. Wilson Foundation

Anthony Muscato  
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 Carmela Teichmann  
 Dominic Sack  
 Rosemary Scaglione  
 Anne Smith  
 Steepleview Housing Development  
 James Stengel  
 Janet & David Stout  
 Ross Sutton  
 Richard Tocha  
 George Torge  
 Richard Zgoda

**2017 REVENUES**



**2017 EXPENSES**



**Community Concern of Western New York, Inc.**

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Hamburg, NY 14075

Phone: 716-947-5025

Fax: 716-947-5909

Toll Free: 1-888-947-3888

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



*Community Concern of WNY enables our clients to attain their highest level of wellbeing and independence through our best-practice, integrated Mental Health, Senior and Health Home Services, while reducing the cost of care.*



**Empowerment — Health — Independence**

**Community Concern of Western New York, Inc.**

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Derby, NY 14047