

One-Stop Center of Excellence

Better Healthcare Delivery—Healthier Community



2013

Annual Report

2013 Highlights

Saved Lives –

The **Turn-It-Around Program** continues to play a critical role in providing treatment for adolescents who are at risk of suicide, violence, school drop-out and substance abuse. The **Turn-It-Around Program** served 17 uninsured teens from the Lake Shore and North Collins school districts. The program is made possible with grants from the Evans Bank Foundation, New Era Cap and the M&T Bank Foundation and the New York Office of Mental Health.



Operated Green(er) –

Solar panels generate 63% of electricity used. The panels offset the building's carbon footprint by 776 tons of CO₂, the equivalent to 4,000 gallons of gasoline in the first two years. In 2014, the facility's windows were replaced and lighting was converted entirely to LED, making it among the most energy efficient medical office buildings in the region.



Provided Results Based Delivery –

In 2013, the Mental Health Clinic received \$65,000 from HEALTHeLINK to adopt electronic medical records. An additional \$14,000 grant made Community Concern's Mental Health Clinic the first in the region to implement **Results Delivery**, real-time information exchange with our patients' other providers.



Enhanced Home Care –

CarePanion services grew 42% in 2013. As the state rolls out Long Term Managed Care Plans to fund community-based services, a New York State Health Home license is pending for Community Concern's CarePanion and personal care services to play a major role in keeping people with chronic disorders independent in their homes.





2013 was a transformative year for Community Concern of Western New York. We started a strategic growth path at a time when New York State began sweeping healthcare reform. The state is implementing ambitious initiatives to cut costly hospital and nursing home admissions by building integrated healthcare networks. This rapidly evolving healthcare system presents opportunities and Community Concern is well positioned to adapt to these systemic changes.

Thanks to generous funding from the John R. Oishei Foundation, Peter & Elizabeth C. Tower Foundation, Margaret L. Wendt Foundation and the Patrick P. Lee Foundation, expansion and renovation of Community Concern's facility was completed in June, 2014

The expansion achieves three objectives:

- 1) provide office space for our growing long-term care programs that help seniors stay independent in their homes,
- 2) provide space for ancillary medical and social services for convenient-one-stop integrated care, and
- 3) 3) expand our role as a leading training ground in social work, gerontology and clinical psychology.

The state aims to reduce avoidable hospital admissions and readmissions by 25% within five years. Community Concern's Senior Care management staff are cross-trained in care management, outreach and Care Transitions™ coaching that has demonstrated a 50% reduction in 30-day readmissions. In the effort to reduce preventable hospital readmissions, we are already a leader in Care Transitions™, the best-practice model to improve the patient hand-off from one level of care (hospital) to another (home).

Navigating the long-term health care system

is very difficult for seniors and their caregivers, especially in rural areas. Too often they fail to identify and engage available community supports, resulting in avoidable nursing homes placements at an average cost of \$104,000 a year. New York has introduced long-term Medicaid managed care plans to pay for services that keep Medicare and Medicaid subscribers out of costly nursing homes. Community Concern offers many of these covered services.

Integrating behavioral health and primary care is key to the success of reducing healthcare costs. The Mental Health Clinic was the first in the region to be fully connected with HEALTHeLINK, the regional health information exchange. The pipeline has been laid to exchange clinical information, integrate care with our primary care partners, who are our largest referral source.

The mental health clinic already has among the best care coordination outcomes in the state. For example, only 0.75% of clients has one or more preventable hospital admissions.

Community Concern of Western New York is a leading advocate for systemic change. We are advocating to improve access of mental health services for adolescents. We are providing and advocating for long-term care services that demonstrate savings to taxpayers. Our advocacy agenda also includes healthcare deregulation. Locally, outsourcing government provided senior services to low-cost, high performing non-profit organizations will achieve cost savings and allocate limited resources where there is greatest return on investment.

We will continue to work with our partners and even our competitors to find new ways to collaborate, integrate, and cooperate to make our community the best place to live and age in Western New York.

Jerry S. Bartone MA MBA
Executive Director



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Western New York, Inc.
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Executive Director

Our Vision

Community Concern will meet the growing needs of Western New York residents to live healthy and fulfilled lives. Community Concern will collaboratively provide a spectrum of wellness and senior services in one convenient location: Empowering a Community one individual at a time.

Our Mission

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

Community Concern will develop dynamic partnerships and collaborations that result in providing superior services to its consumers, deliver outstanding value, embrace cutting-edge clinical and technology innovations, provide exceptional health education, and support a knowledgeable, skilled and caring staff and volunteers.

Help Us Achieve our

Capital Fund Drive Goal

\$20,000

You can help!

Donate on-line at
www.CommunityConcern.org

Call 947-5025 or visit
www.CommunityConcern.org

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.

Consumers and their families shall participate in their treatment and have a role in program service decisions, when appropriate.

Full consideration and respect will be given to staff and volunteers.

825 people and their families residing in **52** zip codes received mental health treatment in 2013. Demand for mental healthcare at Community Concern has increased **7%** year over the prior year. ✳ A record **6,353** treatment sessions were provided by a multi-disciplinary team of licensed social workers, counselors, nurse, psychologist and psychiatrist. The largest increases were from residents in Hamburg, Eden, Chautauqua, Brant, and Evans. ✳ **19** 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. ✳ **44** frail, homebound seniors received over **376** treatment session in their own homes from the *G.I.F.T. (Geriatric Intervention For Treatment)* 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. ✳ **45** uninsured people received financial assistance for over 290 behavioral health treatment sessions. Their care was supported by the individual and business donations and the towns of Evans, Brant, Collins, North Collins and Eden. ✳ **17** uninsured at-risk students were served by the *Turn-It-Around Program* with financial support by the Evans Bank Foundation, M&T Bank and New Era Cap. ✳ The Clinic achieved among the best scores in the region for the following quality indicators:

- Percentage of clients with one or more preventable hospital admissions— 0.75%
- Percentage of high-risk hospitalized individuals with readmissions—14%

Satisfaction Survey Results

- 100% of clients were satisfied with availability of appointment times
- 85% of clients surveyed were satisfied with the comfort of the offices
- 100% of clients surveyed were satisfied with the competence and knowledge of their therapist
- 100% of clients surveyed were satisfied with the quality of care and services
- 100% of clients surveyed were satisfied with the amount of help they received
- 100% of clients said they were satisfied with the help they received
- 95% of clients said the value of treatment was excellent considering the cost
- 100% of clients were satisfied with the friendliness / courtesy of their therapist

✘ Individuals over the age of 75 is the fastest growing demographic in Western New York. Seniors have less natural supports because many of their adult children have moved away. Demand for senior care management services reflect these demographic changes.

✘ **516** seniors received nearly **5,578** hours or contacts of service in 2013 (Apr. 1, 2013—Mar. 31, 2014)

✘ **151** seniors received **501** contacts for information and assistance on benefits and services ✘ **27** seniors received **810** hours of volunteer services ✘ **19** seniors received **863** hours of CarePanion services ✘ **11** seniors were approved for subsidized home care, **16** remain on a County wait list ✘ **72** frail seniors were assessed for PERS medical alert buttons, **26** received life alert devices, **46** seniors remain on a County wait list ✘ **113** frail seniors received home delivered meals ✘ Care managers reduced overall unmet needs of seniors by **60%** and increased their benefits by **75%** ✘ Nearly **1 out of 10** Area residents over age 62 were served by the senior program — the highest penetration of service of any provider in Erie County ✘ **100%** of clients and caregivers surveyed reported our services helped them or their loved—one remain home or in the community of their choice ✘ **90%** of clients showed a reduction on unmet needs for Activities of Daily Living (ADL's), exceeding the target set by the County ✘ **100%** of seniors surveyed who sought information about insurance, benefits etc. reported Information provided was helpful



Jennifer Gunia, Dawn McClanathan,
Veronica Sullivan and Kim Lawrence

Tale of Two Towns

Why local support is important to seniors

Boston and Eden have similar population demographics. Boston is served by Erie County Department of Senior Services. Eden is served by Community Concern. In 2011 Erie County served 19 Boston senior with 77 hours of case management services. Community Concern served 42 Eden seniors with 591 hours of service. Both providers deliver Case Management and Information & Assistance. The County does not offer CarePanion, Volunteers, or Care Transitions coaching.

There are two fundamental reasons for the difference. Eden, Evans, Brant, Collins and North Collins supplement over 30% of County funding for the senior program. This additional funding helps us be more responsive to senior's needs. We are close to our consumers and our stakeholders. Community Concern's governing body, staff, volunteers and management live right here in our services community.

Most elderly residents have lived here and paid taxes here for decades. In their behalf, many thanks to the businesses, individuals and towns that support services to frail seniors who **depend** on Community Concern to remain independent in their homes.

Highlights of Facility Expansion Enhancements

Operations

- ◆ Additional mental health treatment rooms
- ◆ New collaborative office and conference space for functional teams to promote teamwork
- ◆ Enhanced Client Confidentiality

Customer Service

- ◆ Child friendly waiting room
- ◆ Calming waiting room with fountain
- ◆ New multi-purpose rooms for added services
- ◆ TVs, artwork and natural plantings throughout the office

Safety

- ◆ Fully handicap accessible
- ◆ Automatic doors
- ◆ Video surveillance throughout
- ◆ Additional parking / handicap parking
- ◆ Improved parking lot lighting

History



The agency was founded in 1971 in the back room of a Farnham, NY church



1993



Today

Featured in the John R. Oishei Foundation 2013 Annual Report



“One sunny February morning after dropping my daughter off at school, I contemplated ramming my Jeep into a tree in a way that would allow her to believe it was an accident. Instead, I drove home, packed a bag and checked myself into the nearest hospital. I was diagnosed with Rapid Cycle Bipolar Disorder (RCBD) and introduced to Community Concern of WNY (CCWNY).

I have been on a positive road ever since. With Community Concern’s help, I am now able to use rational thought in my decision making processes. I accept my diagnosis as a blessing and as a PART, but not the whole, of who I am. I recognize symptoms of “going off track” and am able to correct my mind before it reaches desperate levels.

I’ve still needed CCWNY’s hotline for guidance, though...one time a counselor asked to speak to my husband. His words were so right-on — they helped my husband help me that day and we are forever grateful. Recently, I was invited to speak at ECC... to serve as an example of a success story on dealing with bipolar disorder. I thought, wow...I AM A SUCCESS STORY! I owe so very much of that to the consistent support of CCWNY.”

– Kristine M.
(shown on right in photo with CCWNY counselor)

Community Concern of Western New York's Team



Senior Care Management Program

Jennifer Gunia B.S. - Coordinator
 Kimberly Lawrence B.A.
 Dawn McClanathan B.A.
 Veronica Sullivan B.A.
 Josephine Leonard
 Bonnie Warner
 Marian Halloran

Management Team

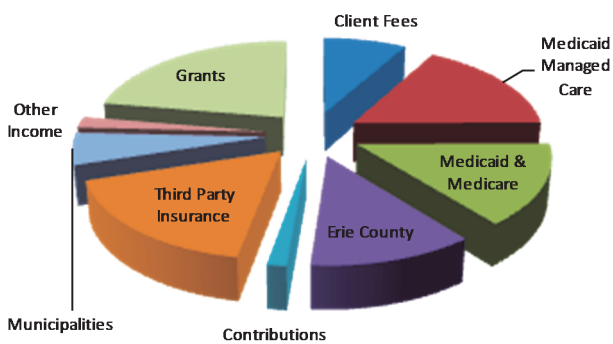
Jerry S. Bartone, MA, MBA - Executive Director
 Lynn Skubish - Office Manager
 Jackie Cotroneo — Medical Billing Specialist
 Sharen Trembath – Medical Assistant
 Michelle Chiappetta – Accounting

Behavioral Health Clinic

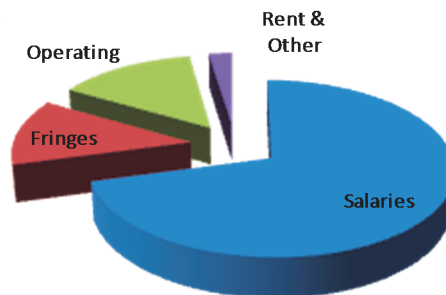
Marlene Longdon, PMHNP
 Richard Popson, LCSW-R
 Cherie Ruben, Ph.D.
 Martha King-Sedwick - LCSW-R
 Valerie Nowak LMHC
 Joyce Torge, R.N.
 Jennifer Burt—LCSW
 Natalie Bucholtz - LMSW
 Kate Nolan-Eaton—MHC
 Paul Muccigrosso—Intern
 Farai Karemba-Hayes —Intern

Financials

2013 Revenues



2013 Expenses



Thank You To Our Contributors

Town of Evans
 Town of Eden
 Town of North Collins
 Town of Brant
 Town of Collins
 Evans Bank Foundation
 New Era Cap Co.
 Key Bank Foundation
 John R. Oishei Foundation
 The Margaret L. Wendt Foundation
 The Patrick P. Lee Foundation
 HEALTHeLINK
 Erie Co. Dept. of Senior Services
 M & T Bank
 The Peter & Elizabeth C. Tower Foundation

Katherine Allen
 Mary Bailey
 John Balmas
 Dorothy Barratt
 Maryann Blackowicz
 Nancy Bowen
 Kenneth Bowers
 Teddar Brooks
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 Gordon Brumagin
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 Elaine Vincent
 Noreen Voltz
 The Village of Farnham
 West Herr Automotive Group
 Jeffrey L. White

Thank you to our Partners

Partners
 Chautauqua County Office of Aging
 Erie County Dept. of Senior Services
 Lake Shore Central Schools
 P2 Collaborative
 Health Foundation of Central & Western New York
 Hamburg Domestic Violence Program
 HEALTHeLINK
 TLC Health Network
 United Way of Buffalo & Erie County
 Agency Executives Association
 RL Computing
 IPRO
 Healthy Community Alliance
 TenEleven Group
 Solar Liberty
 New York Care Coordination Program, Inc.
 Health Home Partners of WNY, Inc.

Thank you to our Volunteers

Volunteers
 Kim Cala
 Eileen Chmelko
 Patricia Dudek
 Sue Jasinski
 Betty Kleinschmidt
 Sharon Landahl
 Barbara Megyes
 Ruth Megyes
 Orin Mesh
 Catherine Nowocien
 Ruby Orcutt
 Kathleen Pappas
 Linda Potwara
 Kathy Rockey
 Stuart Rogers
 Barbara Schmitt
 Joanne Smith
 Ruth Willis



2013 Day of Caring Volunteers

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Building a stronger, healthier community



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