



2014 Annual Report

Letter from the Executive Director

Dear Friends,

2014 was an exceptionally transformative year for Community Concern of Western New York. We have an exciting new facility that receives rave reviews from our customers. A new digital sign on Route 5 is attracting new consumers like never before. We are hiring very talented staff to meet growing demand that jumped over 20%. The mental health clinic served over 845 people from 55 zip codes in 2014. Thanks to grants from M&T Bank and the Daniel & Flavia Gernatt Family Foundation, the Turn-It-Around program will treat more at-risk adolescents in the schools this year than ever before. The mental health clinic has become a premier internship destination for graduate students in clinical psychology and social work.

Under the leadership of Board Chair, Linda Potwora, experts in healthcare, law, marketing, and insurance have joined the Board, which is the strongest in the agency's 45 year history. This level of expertise is critical to Community Concern's success and growth as technology and consolidation transform the healthcare industry. We actively participate in Medicaid Reform, developing a managed service network for seniors and much more.

Community Concern is growing in scope and scale. Soon, the Department of Health will approve our home care license. The license will allow us to expand the range of long-term home care services that help seniors remain independent in their homes. Plus, we have office space available to healthcare providers who wish to collaborate and offer healthcare consumers a convenient one-stop experience.

We want to be not only one of the highest quality human service agencies in Western New York, but also a leader in improving the well being of the communities we serve.

This annual report will be published in May, which is Mental Health Awareness Month. It is a time to raise the awareness that getting help is actually the right thing to do for yourself and the people who care about you. Lets all focus on how people can address their mental health early, rather than at a stage when symptoms are more severe, and recovery a longer process. Lets better engage parents to get help when there is domestic violence, substance abuse, depression or anxiety affecting their children's development and academic performance.



The Adverse Childhood Experiences (ACE) Study is one of the largest investigations ever conducted to assess associations between childhood maltreatment and later-life health and well-being. The ACE Study findings suggest that certain experiences are major risk factors for the leading causes of illness and death as well as poor quality of life in the United States. It is critical to understand how some of the worst health and social problems in our nation can arise as a consequence of adverse childhood experiences. Realizing these connections is likely to improve efforts towards prevention and recovery.

Many thanks to you, the volunteers, individuals, businesses, local municipalities and Erie County, whose support makes these achievements possible.

Jerry S. Bartone
Executive Director

VISION

To help the residents of Western New York live healthy and fulfilled lives by collaboratively providing a spectrum of complementary wellness and senior services in one convenient location: Empowering a Community one individual at a time.

MISSION

To deliver the needed senior and behavioral healthcare services intended to reduce individual and family social and emotional distress, improve functioning and quality of life. We will accomplish this with a professional, and dedicated staff, government support, and volunteer / community involvement.

VALUES

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

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

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

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

Consumers' rights to freedom from mistreatment, voluntary participation, and confidentiality will be respected.

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

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

Board of Directors

Linda Potwora, Chair

Ross Kenzie, Vice Chair

Sheila Halloran, Treasurer

Sue Jasinski, Secretary

John Grennell

Jeff White

Christine Kluckhohn

Stephen McCann

Michael Davern

Dianna Saraf

Senior Care Management Program

- ◆ **516** seniors received nearly **5,578** hours of service in 2014
(Apr. 1, 2013—Mar. 31, 2014)
- ◆ **308 seniors received 2,623 hours of case management services**
- ◆ **172** seniors received information and assistance (I&A) on benefits and services
- ◆ **20** seniors received **733** hours of Volunteer Services
- ◆ **42** seniors received **2,614** hours of CarePanion services. CarePanions provide home safety, housekeeping, companionship and errands
- ◆ **6** seniors were approved for subsidized home care to assist with meal preparation and bathing
- ◆ **120** frail seniors were assessed for PERS medical alert buttons
- ◆ **121** homebound seniors received home delivered meals
- ◆ Care managers reduced overall unmet needs of seniors by **45%** and increased their benefits by **20%**
- ◆ 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 that our services helped them or their loved—one remain home or in the community of their choice
- ◆ **45%** of clients showed a reduction in unmet needs for Activities of Daily Living (ADL's)
- ◆ **80%** of seniors surveyed who sought information about insurance, benefits etc. reported that the information provided was helpful

Many thanks to the volunteers, churches and organizations that support our Senior Care Management services. They build wheelchair ramps, provide food, companionship, run errands, do yard work, clean windows and much more.

Churches & Organizations

Camp Pioneer
 Claddagh Commission
 Cradle Beach
 Evans Bank of Derby
 Fidelis
 First Church of Evans
 Holy Cross Lutheran Church
 Holy Communion Episcopal Church
 Meals on Wheels of the Southtowns
 Most precious Blood Church
 Saint John Paul the II Church
 Springville/Concord Food Pantry
 Southtowns Coalition

Volunteers

Eileen Chmelko
 Catherine Nowocien
 Barbara Schmitt
 Peter VanDenbergh
 Ruth Wills
 Kim Cala
 Patricia Dudek
 Sue Jasinski
 Sharon Landahl
 Betty Kleinschmidt
 Barb Megyes
 Kathleen Pappas
 Stuart Rogers
 Linda Potwora

Demographic Characteristics

of Seniors Receiving Case Management Services

% of seniors living 150% of poverty level or below	35%
% of frail or disabled seniors	84%
% between age 75—84	38%
% age 85 and older	37%
% who live alone	56%

2014 Highlights



The expansion and renovation of Community Concern's facility was completed in October 2014. Consumers give the new facility rave reviews. Offices are available for collaborative health providers. Funding was provided by the John R. Oishei Foundation, the Margaret L. Wendt Foundation, the Patrick P. Lee Foundation and the Peter & Elizabeth C. Tower Foundation.



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. Solar panels generate 63% of electricity used. The panels offset the building's carbon footprint by 1,164 tons of CO₂, the equivalent to 6,000 gallons of gasoline in the first three years.



Special thanks to the Daniel & Flavia Gernatt Family Foundation. Their funding will maintain the *Turn-It-Around* program through 2015. The Turn-It-Around program provided counseling to 81 at-risk students in 2014. Many of these students received counseling in the schools.



Jessica (name changed) was referred to the *Turn-It-Around* program by her middle school principal to gain coping skills around significant family problems. Her father took her to ECMC after discovering cuts on her arms. The 13 year old had a backlog of pain related to maternal rejection and loss. This native American teen was also bullied at school by other girls for getting good grades and having white friends. She often considered suicide. Within seven counseling sessions, she was feeling good about herself, she stopped cutting, her grades improved, and she was coping with her mother and friends more effectively.

Mental Health Clinic

The Mental Health Clinic served 845 people and their families residing in **55** zip codes in 2014.

Demand for mental healthcare at Community Concern has increased **4%** year over year. A record **6,682** treatment sessions were provided by a multi-disciplinary team of licensed social workers, counselors, registered nurse, psychologist and psychiatric nurse practitioner.

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.

56 frail, homebound consumers received over **425** treatment session 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.

123 uninsured people received financial assistance for over 447 behavioral health treatment sessions. Their care was supported by the individual and business donations, the towns of Evans, Brant, Collins, North Collins and Eden.

The Mental Health Clinic served **85** adolescents in 2014. **21** at-risk students were served by the **Turn-It-Around** Program at area schools with financial support by M&T Bank and the Towns of Evans and Brant.

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

- Lowest percentage of patients with preventable ER and hospital admissions
- Lowest percentage of patients with cardiometabolic disease
- Lowest percentage of patients who discontinue critical psychiatric medications

What Consumers Say...

"My life and my attitude have significantly changed."

"I was in repeated abusive relationships like that which I grew up in. My life spiraled out of control and ended up with a man who tried to kill me. Community Concern helped me face my emotions giving power back to myself. I am strong enough to never accept abuse as a substitute for love and acceptance."

"After many hospitalizations, Community Concern helped me take steps to stay on a rational path of existence for which I am extremely grateful and fortunate. "

" Thank you for the strength to continue giving all the qualities it takes to be human service employees. You are very much appreciated!"

"Thank you for your empathy, for your compassion, for your understanding and for your patience. Thank you for not looking down on those who walk through your door. You are much appreciated."

Mental Health Clinic—2014 Satisfaction Survey Results

	% of responses <u>Excellent or Good</u>
Comfort/atmosphere of the office	95%
The competence and knowledge of therapist	95%
The personal interest in you and your problems	97%
The quality of care and services	100%
The thoroughness of the initial assessment	97%
Your overall satisfaction with your treatment	100%
The value of your treatment considering the cost	97%
The response time from your first contact to the initial appointment	97%

Community Concern of Western New York

Staff

Senior Care Management Program

Jennifer Gunia B.S. - Coordinator
Dawn McClenathan B.A.
Veronica Sullivan B.A.
Vanessa Krnjaich B.A.
Bonnie Warner
Marian Halloran
Stacy Moore
Kimberly Beauman



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
David Forstadt —Intern
Elizabeth Smith —Intern
Denise Delair—Intern
Peter Margulis MD



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
Evan Detwiler— Communications Intern
Judi Bassini—Development



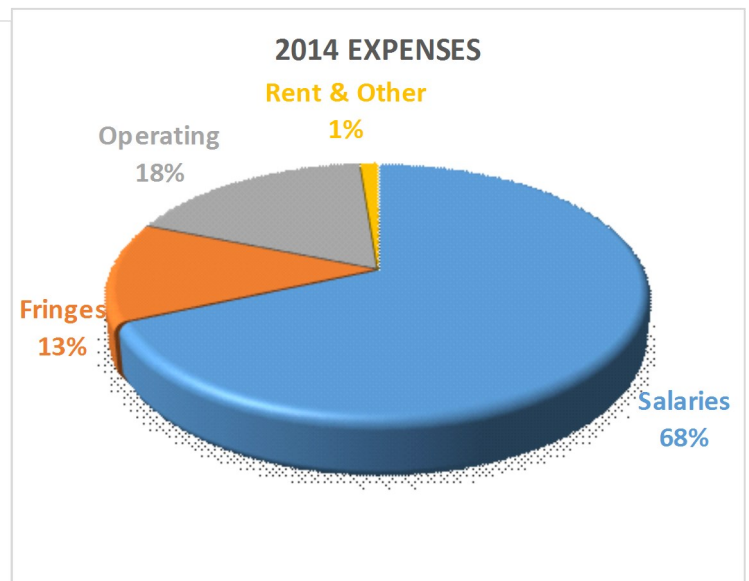
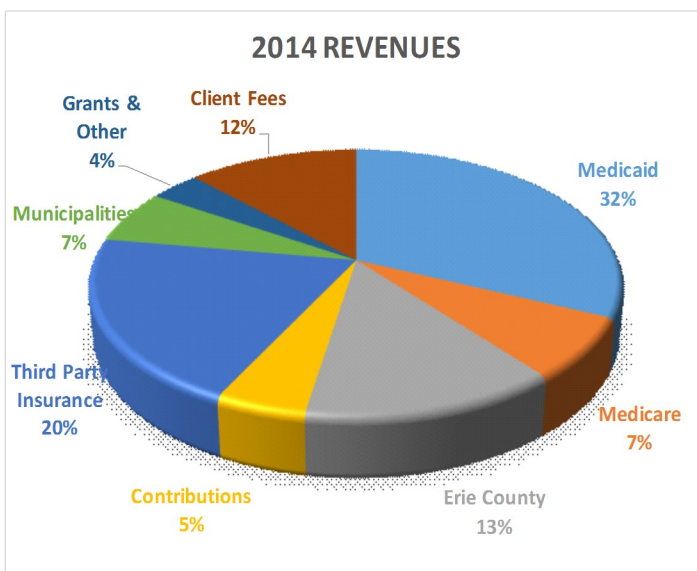
2014 Contributors and Funders

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 Anonymous (9)
 Mary Bailey
 Jennifer Baglio
 John Balmas
 Dorothy Barratt
 Jerry Bartone
 Maryann Blackowicz
 Eric Bowen
 Kenneth Bowers
 Kevin Brady
 Teddar Brooks
 Stanley Brown
 Gordon Brumagin
 Rita Carlson
 Joe Castiglia
 Morris Cavaliere
 William Collins
 John Connerton
 Ellen Conrad
 Beverly Cotter
 Carl Cotroneo
 Karlyn Dickenson
 Franklin Drago
 Robert Drago
 Wendy Eaton
 Anne Ehrlich
 Helen Engler
 Karen Erickson
 Robert Ferguson
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 Rose Trask
 David Truby
 Noreen Voltz
 West Herr Automotive
 Group
 Jeffrey L. White
 Mary Willer

Town of Evans
 Town of Eden
 Town of North Collins
 Town of Brant
 Town of Collins
 Evans Bank Foundation
 Key Bank Foundation
 Erie Co. Dept. of Senior Services
 M & T Bank
 Daniel & Flavia Gernatt Family
 Foundation



Community Concern celebrated the grand opening of newly expanded and renovated facility on October 15, 2014



L to R: Mark Grisanti, Rose May, John Grennell, Jeffery White, Jerry Bartone, Linda Potwora, John Mills, Christine Kluckholn, Sue Jasinski, Andrea Herold and Ross Kenzie. Photo provided by Bob Biondi, Evans Brant Chamber of Commerce.



Community Concern completed a half-million dollar expansion of its facility in 2014. The expansion was made possible with generous grants from the Key Bank Foundation, The John R. Oishei Foundation, The Margaret L. Wendt Foundation, The Patrick P. Lee Foundation and The Peter & Elizabeth C. Tower Foundation.

Community Concern of Western New York, Inc.
6722 Erie Road (Route 5)
Derby, NY 14047
Phone: 716-947-5025
Fax: 716-947-5998
Toll Free: 1-888-947-3888
www.CommunityConcern.org



Building a stronger, healthier community

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6722 Erie Road (Route 5)
Derby, NY 14047