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*Serving Western New York for over **45** years*

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**Empowerment—Health—Independence**

2015

Annual Report

# Messages from the Chief Executive Officer and Board Chair

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 its 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

# 2015 Board of Directors

Linda Potwora, Chair

Ross Kenzie, Vice Chair

Sheila Halloran, Treasurer

Suzanne Jasinski, Secretary

John Grennell

Jeff White

Christine Kluckhohn

Stephen McCann

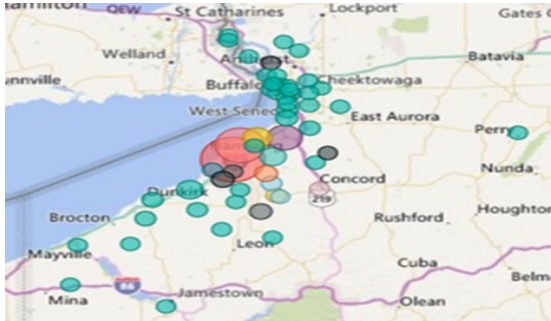
Michael Davern

Dianna Saraf

Melissa Biersbach

## Community Impact

The success of Community Concern's services would not be possible without the support from Erie County, the towns we serve, foundations, businesses, individual contributors and volunteers.



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.



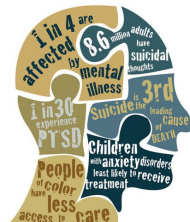
Special thanks to the Daniel & Flavia Gernatt Family Foundation. Their funding will maintain the *Turn-It-Around* program through the 2015-16 school year. The Turn-It-Around program provided counseling to 96 at-risk students in 2015. Many of these students received counseling in the schools.



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

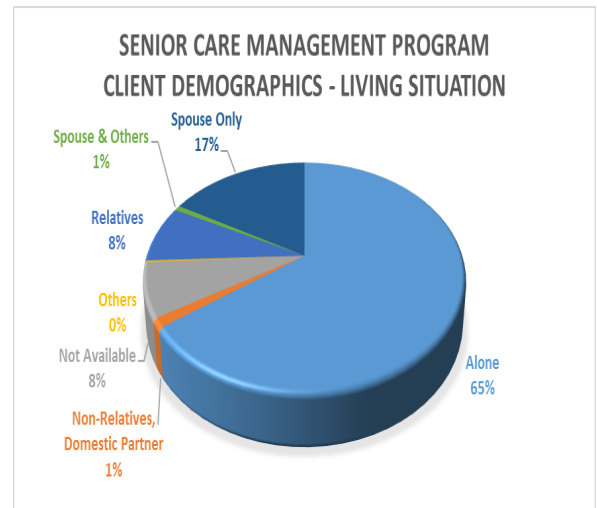
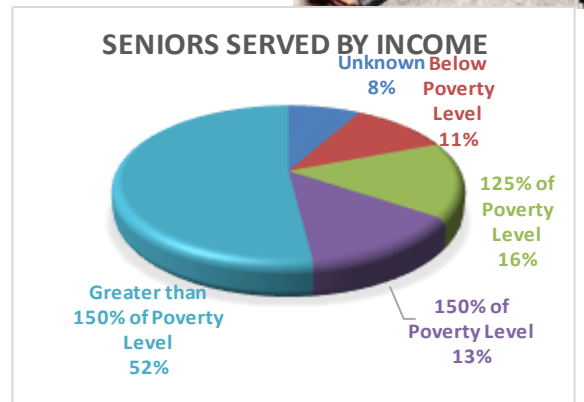
# Senior Care Management Services



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

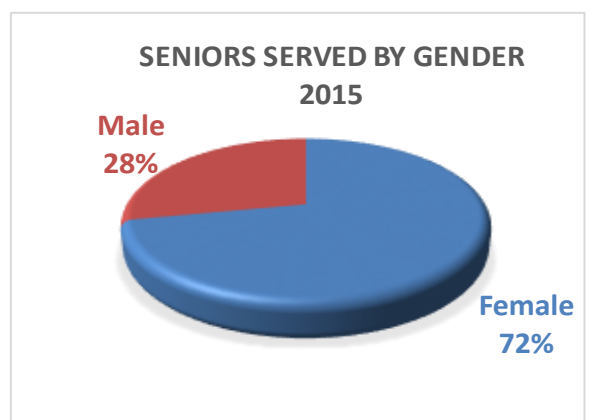
## Erie County Department of Senior Services Contract Services

- ◆ **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 case 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.



# Mental Health Clinic

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.

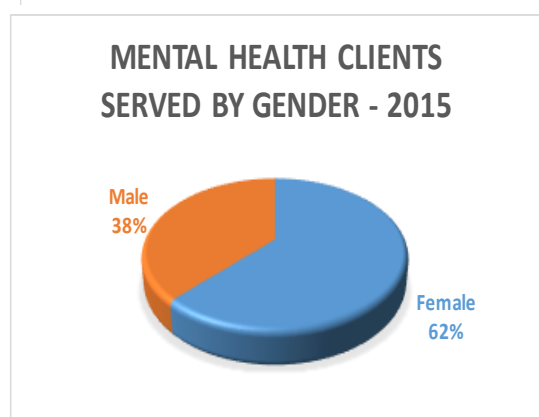
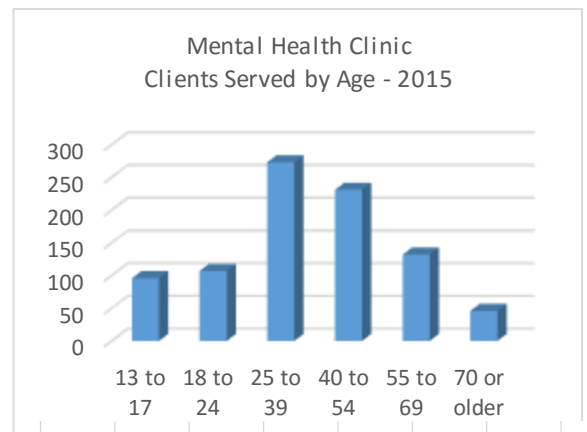
The Mental Health Clinic served **96** adolescents in 2015. Uninsured at-risk students were served by the **Turn-It-Around** Program at area schools with financial support by the Daniel & Flavia Gernatt Family Foundation and the Towns of Evans and Brant.

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%



% of clients reporting 'Excellent' or 'Good'

# Staff - Volunteers - Community Partners

## Senior Care Management Program

Jennifer Gunia B.S. - Coordinator  
Dawn McClenathan 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

# 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.

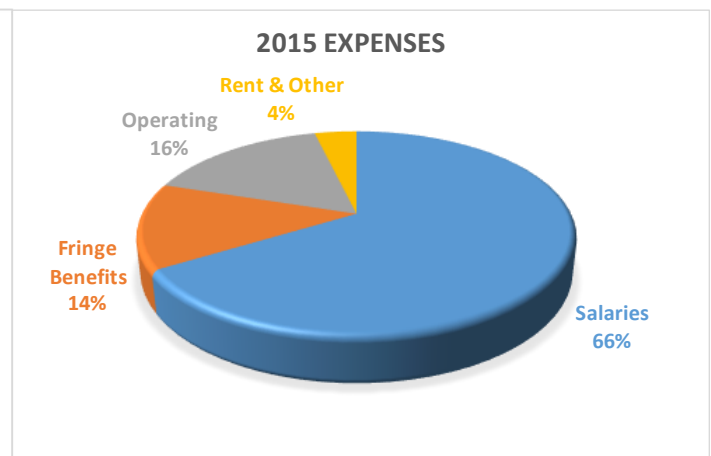
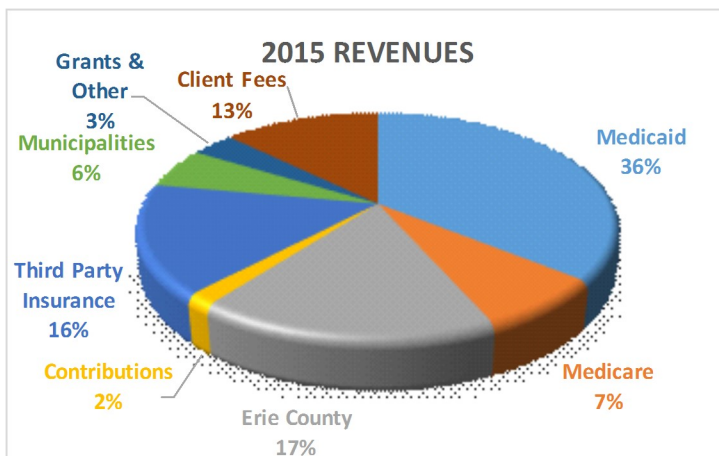
Anonymous (12)  
 Katherine Allen  
 John C Balmas  
 Dorothy Barratt  
 Eric Bowen  
 Teddar Brooks  
 Stanley Brown  
 Diana Cafferty  
 Rita Carlson  
 Morris & Birgit Cavalieri  
 William Collins  
 Barbara Conniff  
 Thomas Connors  
 Conners Hot Dog Stand  
 John Connerton  
 April Cooper  
 Carl 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  
 Hildegard 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  
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 Rosemary Scaglione  
 James Shank  
 P. M. Shank  
 David Shoemaker  
 Mary Jo Shults  
 Ann Smith  
 Steepleview Housing Dev.

**Special Thanks to:**

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 Town of North Collins  
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 Town of Collins  
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 Erie Co. Dept. of Senior Services  
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 Foundation

James Stengel  
 Alice Stevens  
 David D. Stout  
 Ross Sutton  
 Carmela Teichmann  
 Beverly Teichmann  
 Richard Tocha  
 Rose Trask  
 Village of Farnham  
 A Village Locksmith  
 Judith A. Yauckoes  
 Beverly Wasmund  
 West Herr Automotive Group  
 Jeffrey L. White  
 Mary Willer  
 George Williams  
 Judith Yauckoes



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



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