



2016 Annual Report

Empowerment—Health—Independence

*Serving Western New York for over **46** years*

Messages from the Chief Executive Officer

Dear Friends and Colleagues,

These are challenging times for safety net providers. Proposed federal budget cuts to the Older Americans Act, HUD, plus a new health care bill, pose life-threatening risks to vulnerable populations. These are federal programs that will rehab Evans pool, buy vans for the Rural Transit services and provide home-delivered meals to hundreds of our neighbors.



Town supervisors have cut funding to non-profit organizations too. It seems easier for legislators to simply cut rather than do the hard work of fixing many of the social determinates that impact population health and well being. It is simply short-sighted to believe short-term cuts will not result in longer term costs. It is far less expensive to provide a frail, elderly person with home-deliver meals, a friendly volunteer and someone to coordinate their healthcare than treating them in emergency rooms or a \$104,000 / year nursing home.

This fractured political climate has actually resulted in a rise in the demand for mental health services. Community Concern saw an 18% jump in mental health referrals from the presidential election in November 2016 through March 2017 compared to the same 2015-16 period. People are feeling more hopeless, anxious, and depressed since the November election.

The US healthcare system ranks 37th in the world and our cost is twice as much as other developed countries. On the positive side, New York is investing \$8 billion to transform the state's healthcare system. The goal is to reduce expensive, preventable hospital admissions. The triple aim is to deliver better care at lower cost and improve everyone's health. One approach is to change the way healthcare providers are reimbursed from a fee for service (pay for volume) to a fee for delivering good outcomes. Community Concern stands to fair well in a value-based payment environment. The following pages in this report shows that our programs achieve extraordinary outcomes for the people we serve. That is largely due to the professionals that go the extra mile to help our elderly and behavioral health consumers achieve their personal goals.



Community support, contributions from the towns, businesses and individuals gives us the resources to go that extra mile. Local donations support our Volunteer Program—to screen, train and organize volunteers. 2016 projects included rebuilding porches, painting, building wheelchair ramps, yardwork and window washing at seniors homes. Volunteers make hundreds of home visits to homebound elderly people for companionship, errands and much more. Community support also funds our CarePanion Program that provides housekeeping, errands and home safety that prevents falls.

I encourage our government and businesses to support services that work and save tax dollars. Call me directly to learn how you can help.

Jerry S. Bartone MA MBA
Chief Executive Officer

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Community Impact



Stacey Smith
Health Home Coordinator

Community Concern Introduces Health Home Services

A Health Home is a care management service model whereby all of an individual's caregivers communicate with one another so that all of a patient's needs are addressed in a comprehensive manner. This is done primarily through a "care manager" who oversees and provides access to all of the services an individual needs to assure that they receive everything necessary to stay healthy, out of the emergency room, and out of the hospital. When all the services are considered collectively they become a virtual "Health Home".

Example of A Health Home Service

Karen was referred to the Health Home in January of this year. She was a "frequent flyer" at Mercy Hospital visiting the ER 5-6 times a month. Stacey identified other resources and coping skills she could utilize. ER visits dropped dramatically and Karen has not been to the ER in six weeks. While working together, Karin identified that she wanted to decrease her anxiety, improve her self-esteem and improve her physical health. She successfully quit smoking and began watching her diet. Karen recently moved back to her hometown where her family and main support system resides to get a fresh start on life.



Traci Raynor DNP, PMHNP-BC

Community Concern Appoints Traci Raynor DNP, PMHNP-BC

Ms. Raynor is a graduate of the UB Doctorate of Nursing Practice. She has vast experience in a variety of outpatient and inpatient psychiatric settings. Ms. Raynor, a board certified psychiatric nurse practitioner, has experience treating adults and adolescents with a wide variety of psychiatric disorders. Traci joins Marlene Longdon, PMHNP-BC, to expand psychiatric care in the Southtowns where there is a critical shortage of adolescent psychiatric specialists.

John R. Oishei Foundation Awards Community Concern GetSET Grant

Rapid growth can be a challenge for any business. Non-profit organizations present unique challenges when demand outpaces resources. GetSET (Success in Extraordinary Times) was created to help behavioral health and human service organizations strengthen their infrastructure at the operations level. The driving force behind GetSET is the concern that quality services to vulnerable populations could be compromised as New York transforms the healthcare system. GetSET is a two-year team-based approach to develop our value proposition and capacity-building plan. Consultants will guide the process and measure our outcomes after 12 and 24 months.



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.

Unfortunately, municipal funding, which has co-funded the Senior Program since 1985, has been cut by over \$37,000 in the last two years. As a result, we were forced to reduce critical staff who link vulnerable seniors to needed services.



Erie County Department of Senior Services Contract Services

- ◆ **Over 800** seniors received nearly **4,000** hours of care management, information and referral services in 2016 (Apr. 1, 2015—Mar. 31, 2017). More detailed data is not available due to a database conversion at the Erie County Department of Senior Services.

Community Supported Senior Services

- ◆ **32** seniors received **850** hours of Volunteer Services. Volunteers provide friendship, support, errands and light chores.
- ◆ **36** seniors received **1,498** 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.

Elderly people have paid their fair share of taxes for decades. What happens when vulnerable seniors lose government support just when they need it the most? What would happen without Community Concern's municipal, county and state supported services? Here is a sample of what your senior and caregiver neighbors say...

"Lost in the shuffle. They are the answers to my basic needs"

"Probably put into assisted living but my income makes me ineligible – then what?"

"Not bearable to give my 91-year-old mother... great care"

"Be depressed, lonely and burdened with home problems"

"I'd be a very confused old man without a family"

"Not be able to live alone"

"I would be behind in my bill payments"

"I would not eat"

"Be depressed... and out on the street"

"I would have died"

"I would be starving"

"I would have gone out of my mind"

"Have gone downhill on my health"

"Not be able to stay in my house"

"I'd have to put my mother in a home"

I would (accidentally) cause a fire, perhaps lose my house.

Mental Health Clinic

The **Mental Health Clinic** served **885** people and their families residing in **57** zip codes in 2016. **578** people requested our services. Demand for behavioral healthcare at Community Concern increased **12%** from 2015. A record **7,061** treatment sessions were provided by a multi-disciplinary team of licensed social workers, counselors, a registered nurse, clinical psychologist and psychiatric nurse practitioners.

10 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.

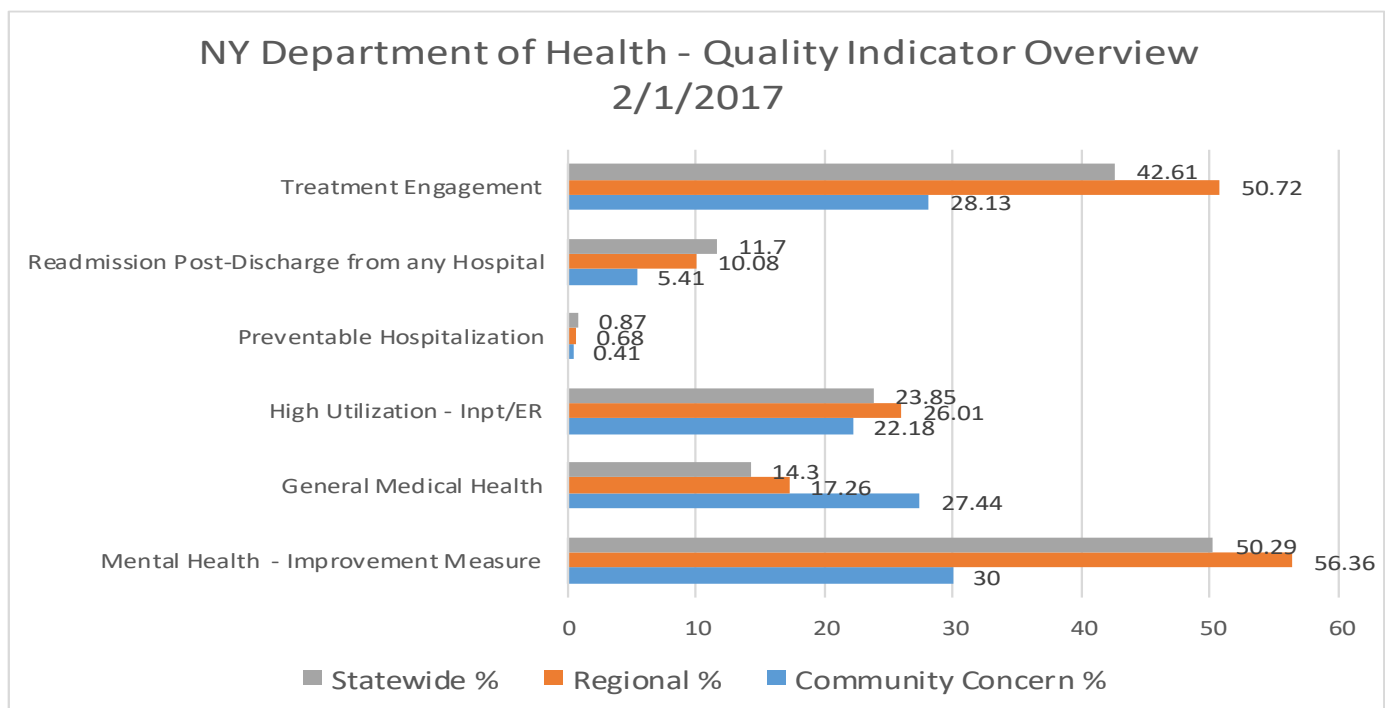
47 frail, homebound elderly consumers received over **241** treatment session in their own homes from the **G.I.F.T. (Geriatric Intervention For Treatment)** program. GIFT a highly successful program led by Cherie Ruben, PhD. Dr. Ruben, who is certified in psychopharmacology, is among the leading gerontologists in the region.

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 **75** adolescents in 2016. 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 who discontinue critical psychiatric medications**
- **Lowest percentage of patients who drop out of treatment— a.k.a. best treatment engagement**



Staff

Behavioral Health Clinic

Valerie Nowak, LMHC, Clinic Coordinator
 Marlene Longdon, PMHNP –BC
 Traci Raynor PMHNP-BC
 Richard Popson, LCSW-R
 Cherie Ruben, Ph.D.
 Joyce Torge, R.N.
 Mary Beth McCormick, LMHC
 Kate Nolan-Eaton, LMHC
 Tammy Davis, LMHC
 Phil Terrano, LCSW-R
 Kim Rogers, LMHC
 Marie-Helene Gosselin, MS, MA, CRCC
 Beth Walker, Social Work Intern
 Peter Margulis MD, Consulting Psychiatrist

Senior Care Management Program

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

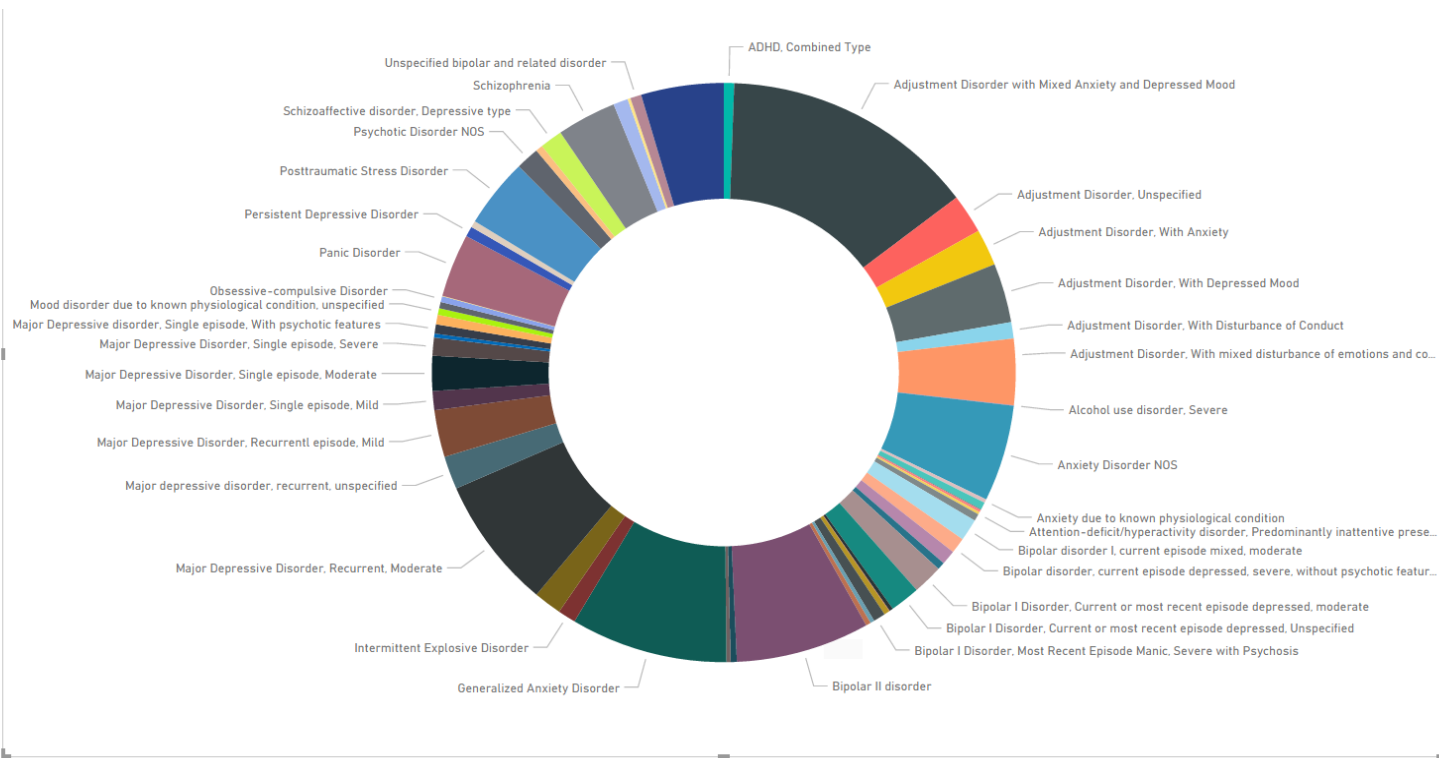
Management Team

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—Office Assistant

Volunteers

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

Primary Disorders Treated by the Mental Health Clinic in 2016



2016 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.

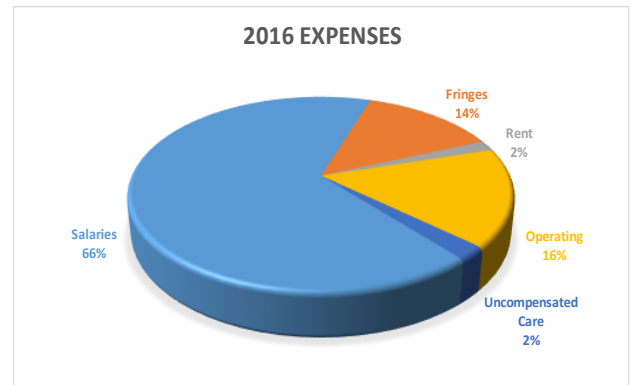
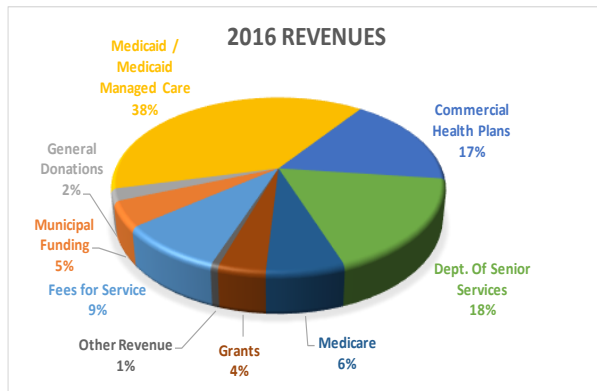
Special Thanks to:

Town of Evans
 Town of Eden
 Town of North Collins
 Town of Brant
 Town of Collins

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 Erie Co. Dept. of Senior Services
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 John R. Oishei Foundation

Phyllis Wendt Pierce
 Linda Potwora
 The Russo Family Charitable Foundation
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