

Media Release

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FOR IMMEDIATE RELEASE



From left to right: Michelle Chiappetta, Jerry S. Bartone, Jackie Cotroneo

Derby, NY – Jerry Bartone, Michelle Chiappeta, and Jackie Cotroneo from Community Concern received their yellow belts in Six Sigma for their participation in Six Sigma training offered by the United Way of Buffalo & Erie County on Wednesday October 20th 2010. To achieve this certification they completed eighteen hours of training as well as a project titled “Improving Mental Health Client Engagement.”

Community Concern of WNY, Inc., located in Derby, NY, is the leading provider of behavioral health and senior care management services in the Southtowns.

Six Sigma is a measurement, methodology and strategy to eliminate variations and defects from processes. For nonprofits, this can lead to faster service to consumers; serving more people; and, serving them more consistently. United Way of Buffalo and Erie County has been offering Six Sigma training for three years free of charge to nonprofits. “It is one of a number of services that we provide to local nonprofits,” said Michael Weiner, United Way president. “Helping agencies improve their service delivery ultimately helps them better serve our community.”

“The timing for the United Way to spearhead a quality and efficiency improvement model in the non-profit sector couldn’t be better.” says Jerry Bartone MA MBA, Community Concern’s executive director. “In these economic times when more people are in need and our capacity is

strained by government funding cuts, Six Sigma is a good tool to do more with less. We applied the same quality improvement methodologies to achieve better outcomes for our mental health clients that manufacturing has been using for years to produce defect-free products. Six Sigma is helping us achieve our mission, to help people achieve their highest level of functioning in the least amount of time and cost.”

The United Way of Buffalo & Erie County brings people, organizations, and resources together to improve community well being. For more information, visit www.uwbec.org.

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