



ANNUAL REPORT

COORDINATED FAMILY CARE OF
MIDDLESEX COUNTY

FY 2021

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Quotes throughout this report in purple or green font are from family members highlighting the critical work Care Managers do for them and their youth.

WELCOME LETTER

Dear Friends and Colleagues,

As Coordinated Family Care (CFC) begins its 19th year providing care management to the community of Middlesex County, we remain inspired by and in awe of the perseverance of the employees. Fiscal year 2021 proved to showcase our strength as we navigated daily life, both personally and professionally. The intensity of mutual support, heightened communication, brilliant courage, and innate desire to advance guided CFC. All people, nationally, in New Jersey, and at CFC had to quickly pivot to address multiple global concerns that affected all. We have witnessed and/or experienced social unrest, a pandemic, and unprecedented historical events. The addition of a social justice committee, under our Creating All Good Committee, opened the door to multiple honest and open conversations along with intentional training opportunities that will take the organization into the future.

CFC has been tested and we have shown our agility. Each department has continued to work tirelessly and fearlessly to maintain our practices, principles, and values while advancing those efforts. Today our workforce is different, both in numbers and in who chooses the career path of care management. Employers are experiencing what has come to be known as “The Great Resignation of 2021”. This phenomenon is not unique to Coordinated Family Care; it transcends industries. During this fiscal year, sixteen new employees joined CFC and eighteen employees departed. This occurred during a time when CFC was seeking to expand by adding to our care management teams. Our employee force has decreased as individuals are reevaluating their career choices, embracing work life balance, and choosing to go back for a higher education. We support and applaud everyone who has chosen a different path. However, this has had a great impact on the organization and provided opportunities to pause and reevaluate. While having the employees to provide quality services remains a challenge, we know we will advance more equipped.

Constant change has become expected, rapid, and part of our day-to-day work.

The impact that this change has on the mission and core of the work is profound as supporting our families relies on engagement and relationship building. Our families have had to endure changes in their care management team, which is never the design; however, it's the reality of the current workforce. The work with our families, the

COORDINATED FAMILY CARE

Wraparound approach, is designed to be in-person. It swiftly moved to virtual methods early in the fiscal year, with in-person meetings continuing based on the voice and choice of those we serve. While CFC never ceased providing in-person face-to-face meetings, we did narrow the scope and prioritize based on family needs, national and local guidance, and county risk factors.

It was because of the commitment of our employees and care management teams and their leaders that CFC remains successful. We are proud of commitment and persistence our care management teams have shown and their ability to “see” the families during difficult and complicated times.

We remain committed to right sizing the organization and to providing quality care management.

Organizationally we have evaluated and reevaluated our technology needs and continue to learn from others, adding more options in everyone’s toolbox. We have taken opportunities to enhance efficiencies; moving to cloud-based systems ensured we have the ability to work into the future regardless of national, state, and local events. There have been multiple projects striving to gain efficiencies, and focus on data, which has resulted in better collaboration amongst departments, maximized efforts, and reduced loss and waste.

CFC worked aggressively to ensure continuity of assets and maintain access to needed commodities. While New Jersey was sheltering in-place, CFC employees continued to meet with families and provide them with resources, addressing the heightened food insecurities that were also seen nationally. Practices shifted, including how goods were distributed and how families were registered for services with CFC.

CFC created a voluntary team made up of representatives from all departments. This team was known as the “Back 2 Business As Better” Team and it began meeting in June of 2020. This team focused on six topical areas: employees, families served, the community, agency vehicles, facility and technology. The team made recommendations that impacted each of the six areas discussed; many of the recommendations have resulted in a change that will sustain time. One of the recommendations that arose from this team was a pilot program to shift back to offering in-person face-to-face visits. This pilot went into the fall of 2020 and offered many learning opportunities. As the fiscal year ended – and based on guidance – CFC returned offering all families being in-

COORDINATED FAMILY CARE

person meetings. This has allowed much of the work to return to its intended design. Near the end of the fiscal year, the Back 2 Business As Better team reconvened and assisted in helping CFC move to its next phase of the work and expansion, always keeping employee safety in the forefront.

Much was learned in fiscal year 2021. We continue to capitalize on that knowledge as CFC continues into the future.

CFC's connection to the community of Middlesex County is illustrated in this Annual Report. The Board of Trustees and management encourage and welcome others to become involved in your local community as a friend, employee, advocate, or Trustee. We remain honored to be a part of the leadership of this organization, working toward the good of the larger whole.

Respectfully,

Karla Wallack
Board Chairperson
2020 – Present



Suzanne S. Kreie, MSW, LCSW
Chief Executive Officer
2003 – Present



BOARD OF TRUSTEES

Fiscal Year 2021

Karla Wallack

Board Chairperson
Community Member

Janet Giordano

Board Vice Chairperson
Community Member

Ravi Venkataraman

Board Treasurer
Community Member

David Degatano

Human Resource Chair
Community Member

Sol Heckelman

Community Member

Amanda Rosa

Family Member

Greg Savad

Family Member

John Sinclair

Family Member

Patricia Spencer

Community Member

Yanela Stephenson

Community Member

Dilcia Saldana

Family Member

Marian Diksies

Community Member

Christine Tricarico

Community Member

Devi Bhavnani-Deheer

Family Member

Annie Lachs

Ad Hoc Member

Andrea Mackaronis

Ad Hoc Member

COORDINATED FAMILY CARE

MISSION, VISION, & VALUES

MISSION

Coordinated Family Care provides child centered and strength-based care management services while partnering with families to realize their vision, goals, and full potential.

VISION

Coordinated Family Care is the catalyst for a united community that embraces growth and acceptance.

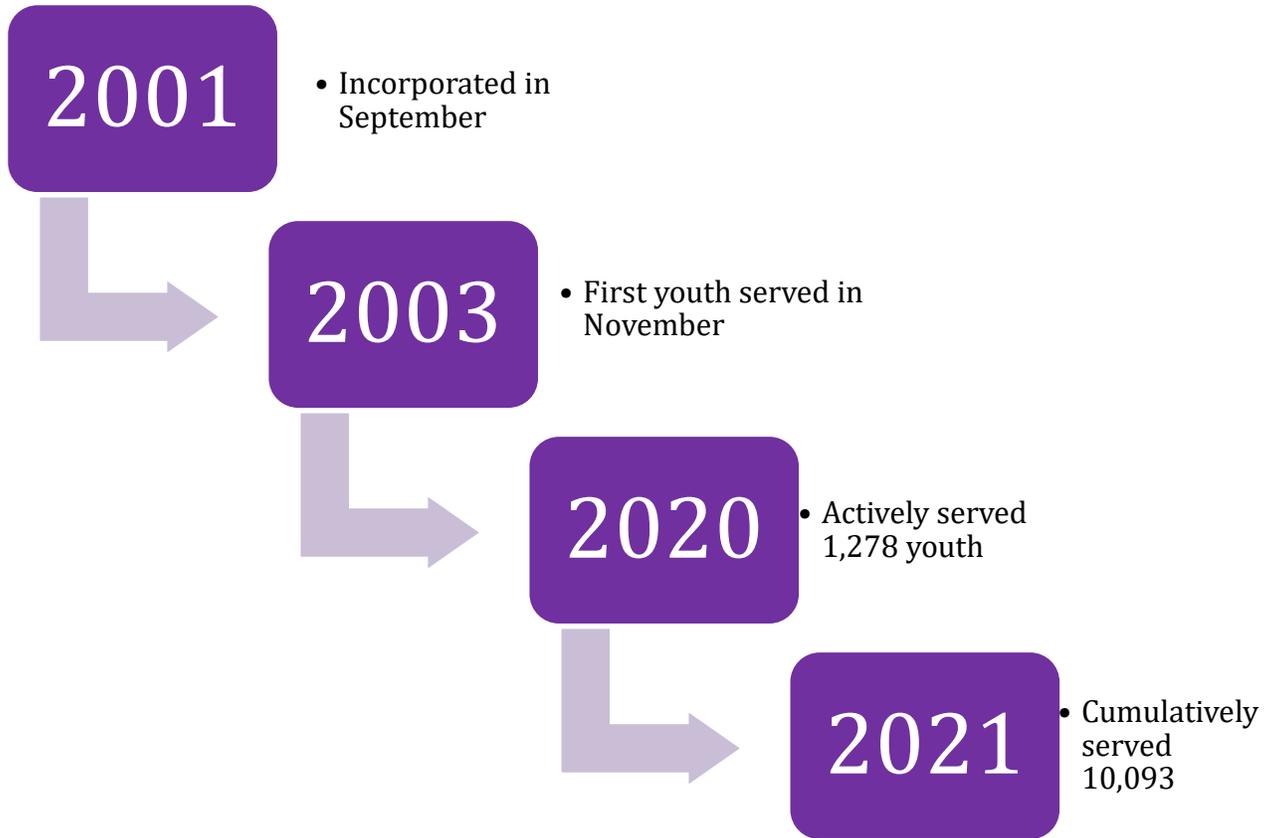
CFC CORE VALUES

- ❖ Services are child centered and strength based.
- ❖ Services are family friendly and family driven.
- ❖ Services are community based and culturally competent.
- ❖ Services have measurable outcomes.
- ❖ Services are responsive to community needs.



COORDINATED FAMILY CARE

CFC HISTORY



"Oh yes, completely satisfied. She has helped so much giving me ideas. Is providing me with linkage to social skills groups by way of multiple links, dentist for DD youth. She is open and available every time we need to talk."



COORDINATED FAMILY CARE

THE WRAPAROUND MODEL

Wraparound is an intensive, individualized care planning and management process which brings together the family, the professionals working with the family, and informal and community supports to develop and implement a plan to meet the family's needs.

The Wraparound process aims to achieve positive outcomes by providing a structured, creative, and individualized team planning process which, compared to traditional treatment planning, results in plans that are more effective and more relevant to the youth and family, yielding more sustainability of progress.

Wraparound plans are holistic in that they are designed to meet the identified needs of the youth, caregiver(s), and siblings in a range of life areas. Plans focus on skill building, integrating the youth and family into the community, and building the family's social network of supports.

TEN PRINCIPLES OF WRAPAROUND

1. Family Voice and Choice
2. Team Based
3. Natural Supports
4. Collaboration
5. Community Based
6. Culturally Competent
7. Individualized
8. Strength Based
9. Unconditional
10. Outcome Based



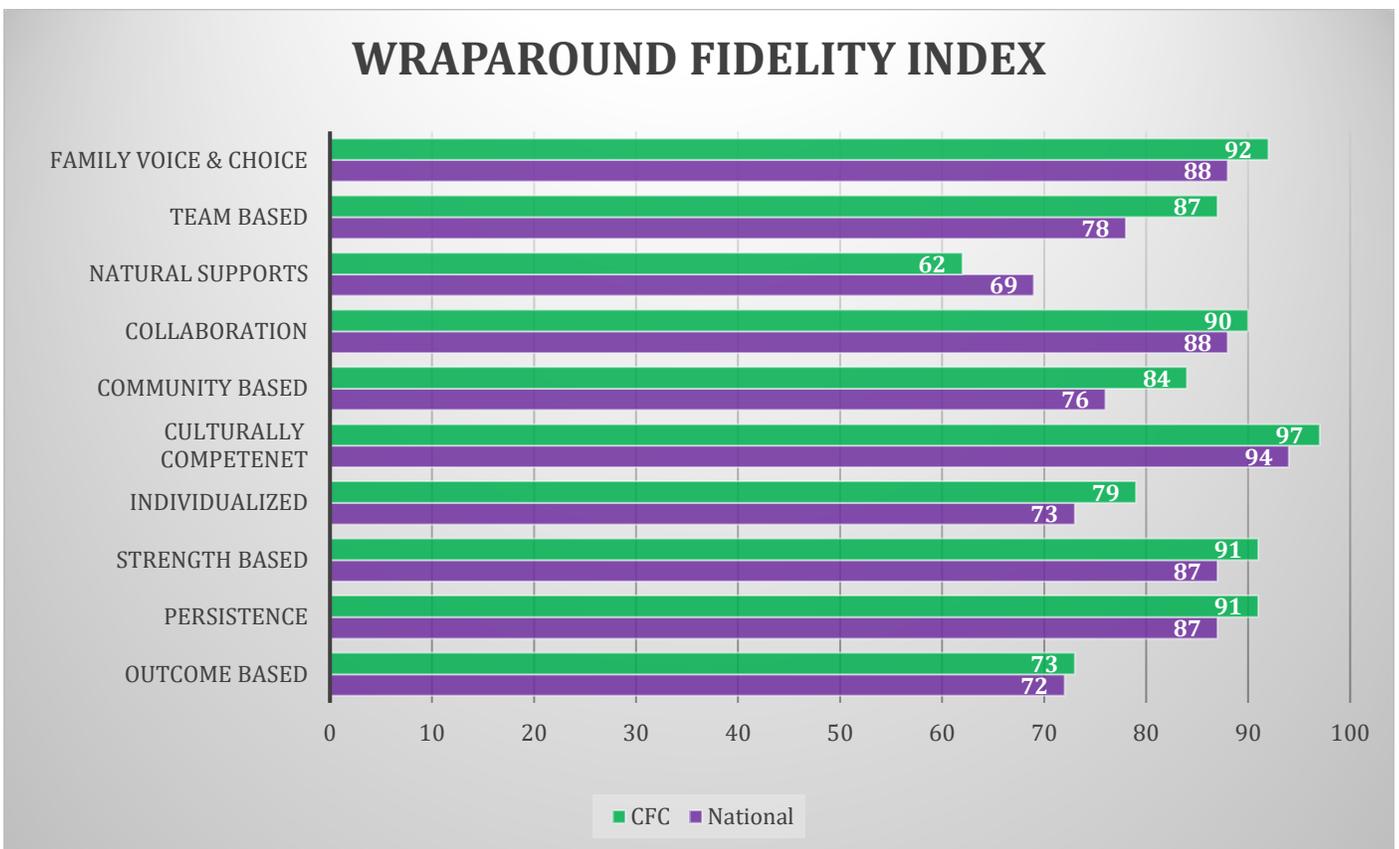
COORDINATED FAMILY CARE

WRAPAROUND FIDELITY INDEX

The Wraparound Fidelity Index (WFI) measures the organization's success in implementing the Wraparound Model as intended. Families and members of their Child & Family Team are interviewed to determine a fidelity score.

Coordinated Family Care scores 84.6% fidelity overall, above the national average for this measure.

Fidelity to Wraparound is also reported by its ten principles:



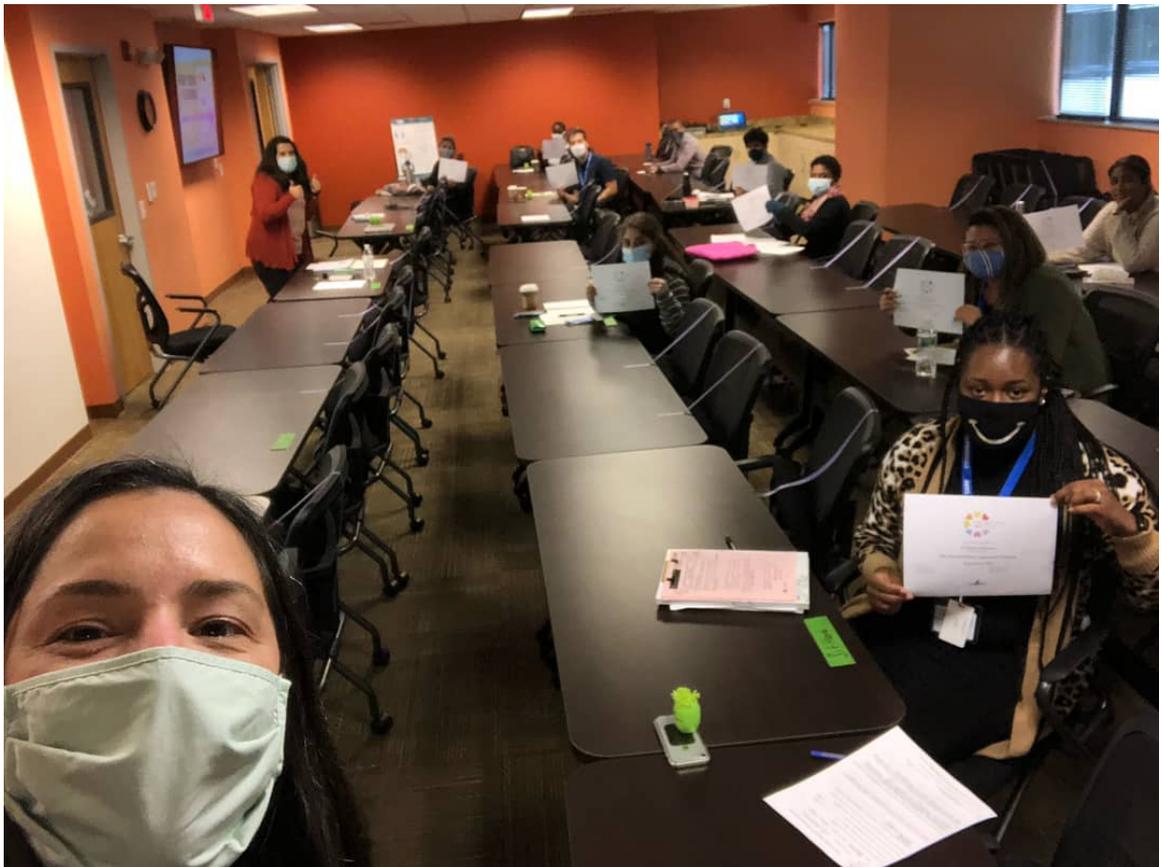
"I'm satisfied; Mauricio is great. I'm really happy with him. I'm so grateful for CMO and I wouldn't know where we'd be without you guys, so thank you."

COORDINATED FAMILY CARE

NURTURED HEART TRAININGS

Nurtured Heart Approach is a heart centered relational approach that awakens not just children but all people to their greatness. It is a relational approach that transforms and views intensity in positive ways.

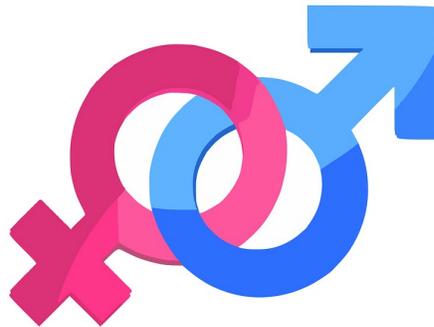
Over the past year, CFC trained 434 people in the Nurtured Heart Approach. CFC Nurtured Heart Trainers trained new Care Managers, families in Middlesex County, DCPP staff, Resource Parents, some Middlesex County Schools and community agencies such as Woman Aware. CFC also did a one-hour introduction to NHA for Pediatric Residents at Eric B Chandler, Middlesex Family Success Center and Princeton House. Even after the world health crisis with COVID, CFC adjusted and offered trainings virtually to families of Middlesex County. CFC continues to explore ways to offer training of the Nurtured Heart Approach to the community.



STAFF DIVERSITY

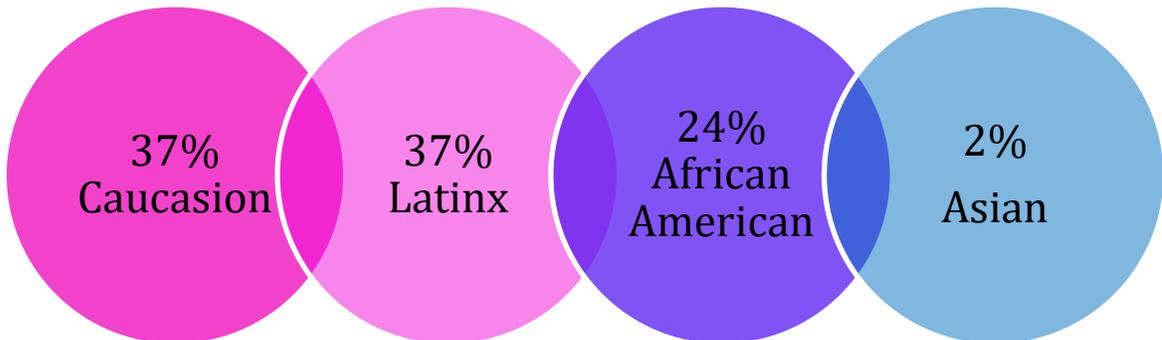
Gender

Male 21 % Female 79%

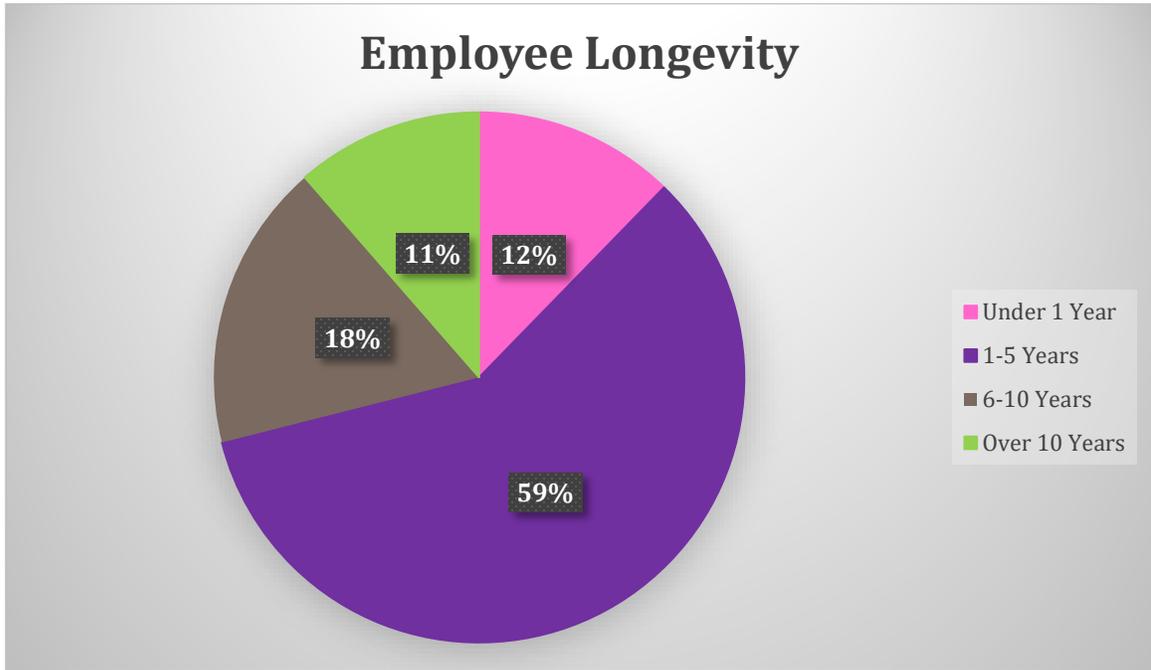


"I like how my family was treated, how he and therapist explained something when I did not understand, how they always want to help. But more importantly, I like that my son has a good relationship with them."

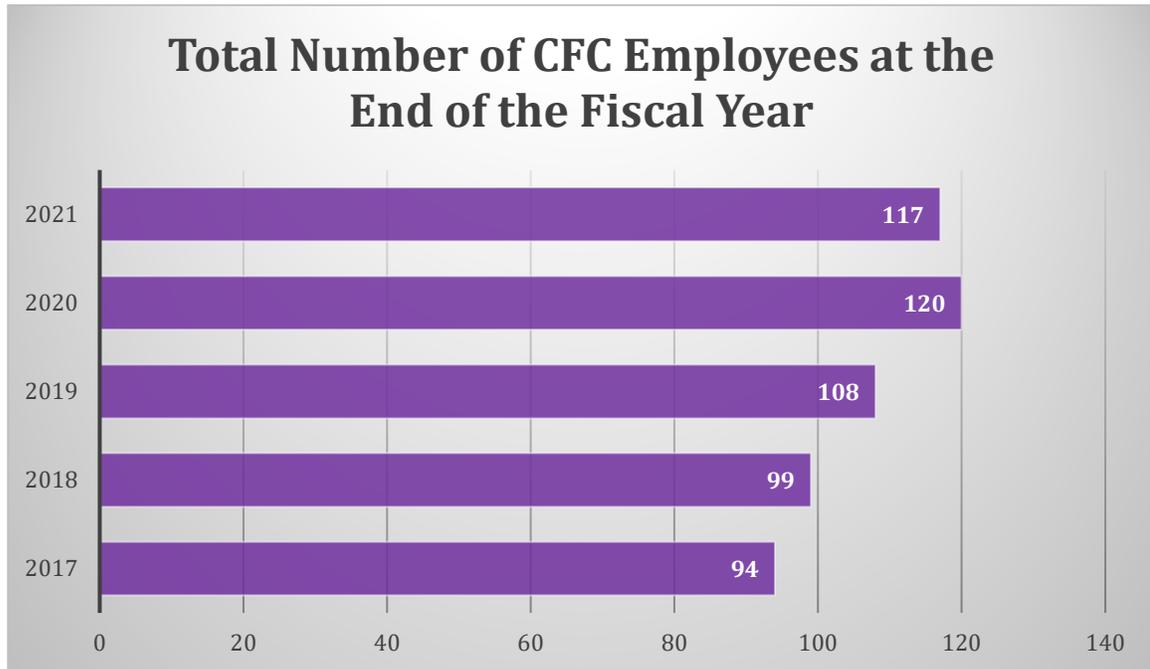
Race



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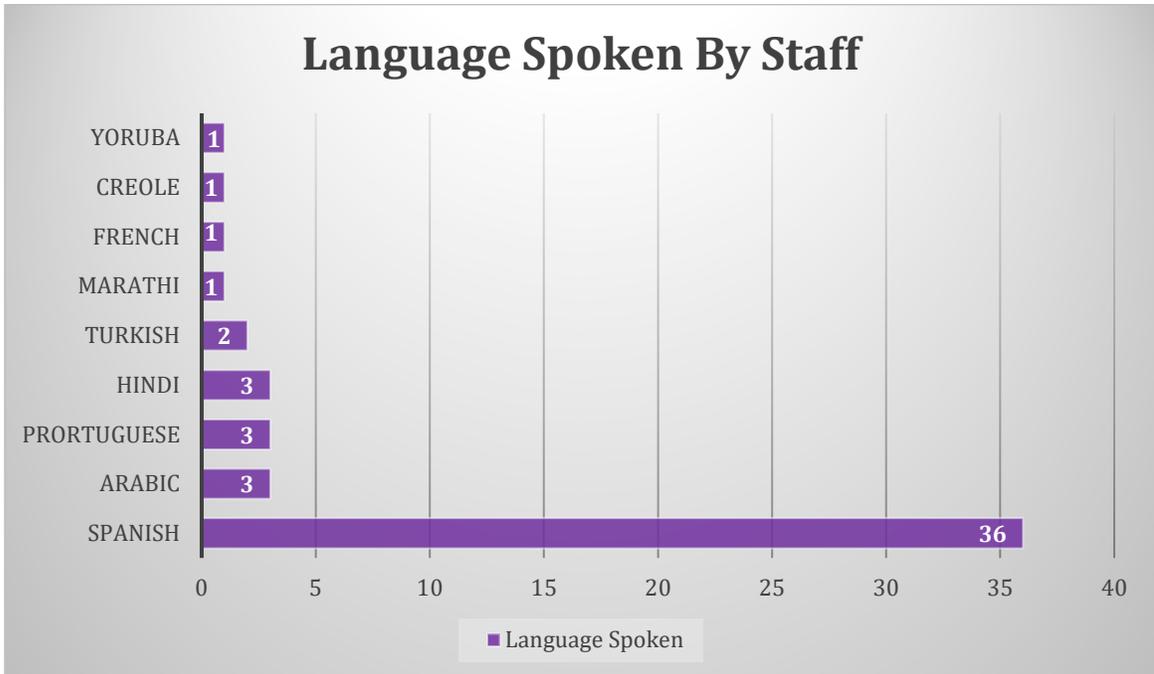
"Shannon has been amazing from the start. It's a really strong team; communication is great. I wish more people knew that this CMO existed! It's fantastic; an invaluable service to our family."



COORDINATED FAMILY CARE

CFC LINGUISTIC DIVERSITY

Language connects us all whether it be oral, written, or sign. People are social beings and more easily connect when we can speak the same language. CFC employees have an impressive number of languages spoken that allows for deeper meaningful connections with youth and families.

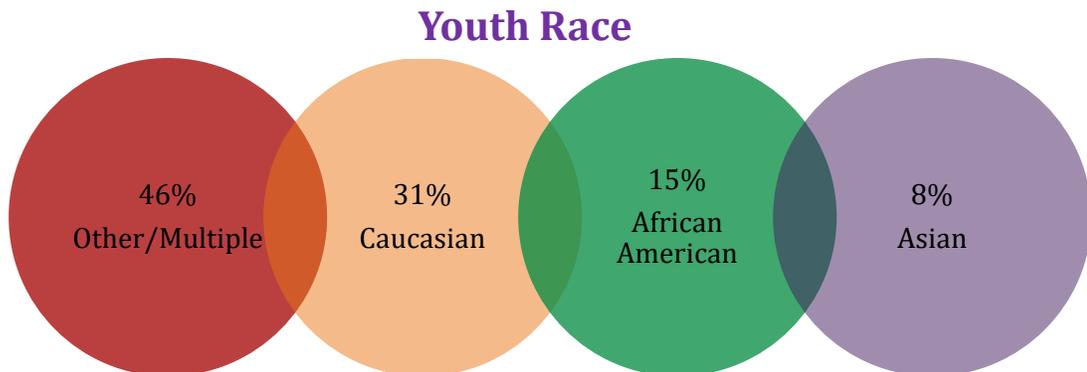


CFC YOUTH DIVERSITY

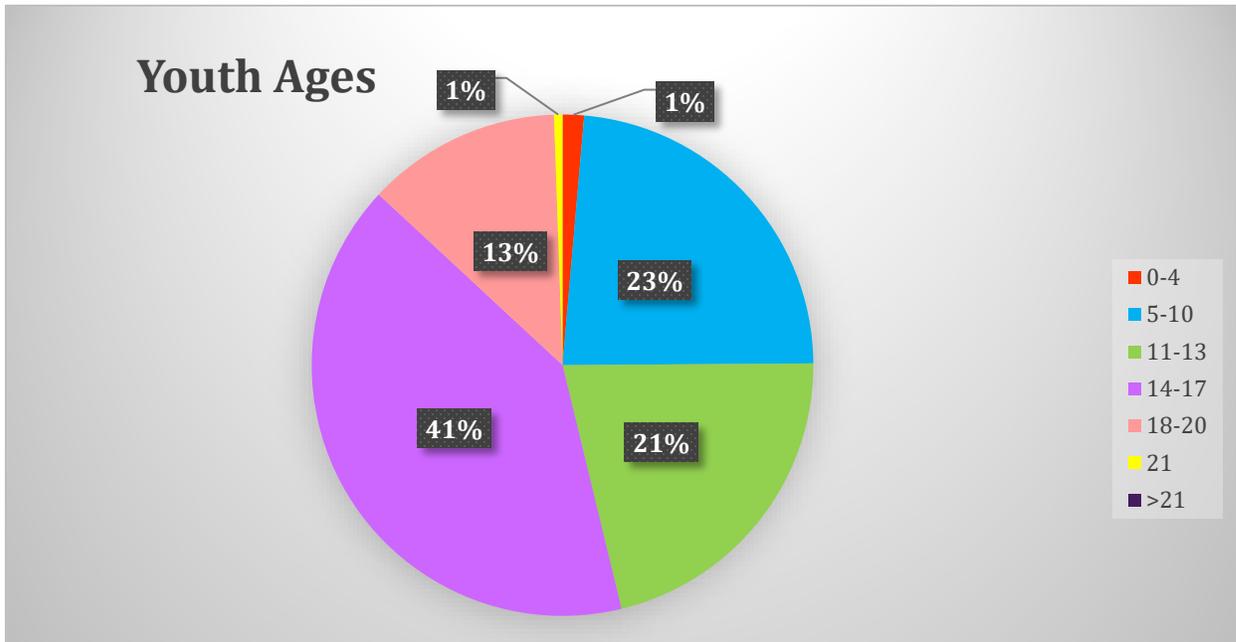
2,027 youth were served in FY 2021



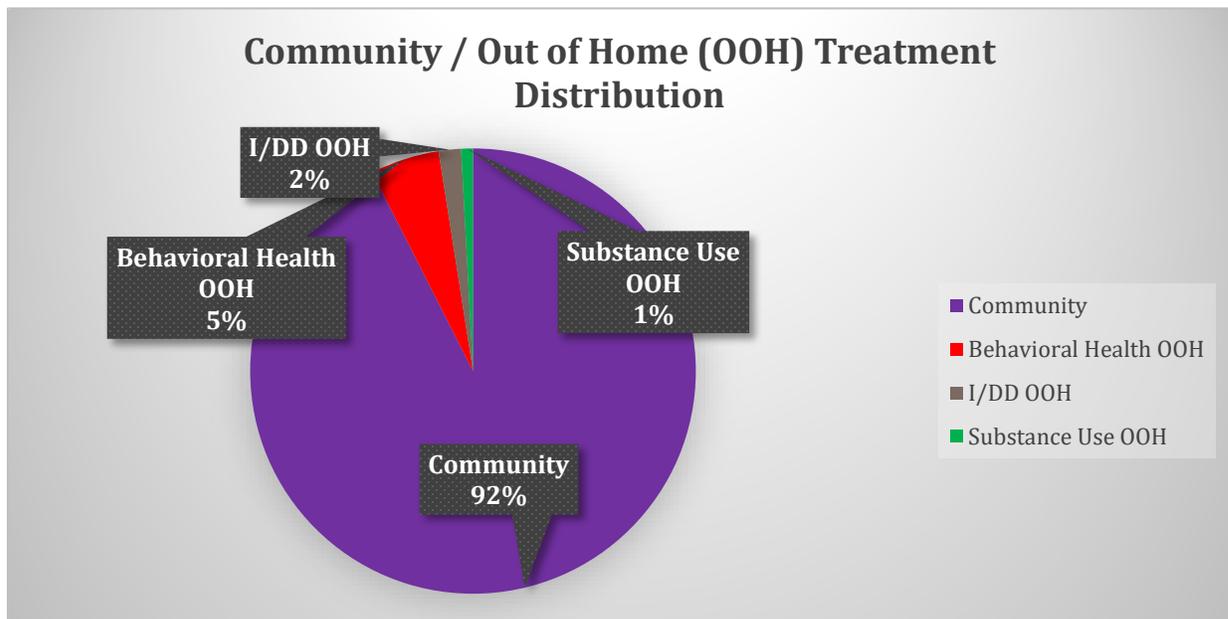
"She's hands on, she's accurate and on top of her business which is our business. She routinely checks in too. I give her and you guys 5 stars any time of the day."



COORDINATED FAMILY CARE



The primary language spoken by 82% of CFC families is English, and 16% primarily speak Spanish. The remaining speak Arabic, Hindi, Gujrati and Polish.



"Yes, I'm satisfied. Anthony is very thorough. He's also a good judge of character - I'm very happy with his pick for the therapist."

COORDINATED FAMILY CARE

Most Common Diagnoses of Youth

Each youth may have more than one diagnosis. The five most common diagnoses were the same in FY 20, in the same order, however with percentage differences.

1. Attention Deficit Hyperactivity Disorder 29%
2. Autism Spectrum Disorder 24%
3. Adjustment Disorder 21%
4. Major Depressive Disorder 17%
5. Oppositional Defiant Disorder 14%



Developmental and Intellectual Disabilities (DD/ID Youth)

16% of youth served in FY 21 by CFC were deemed DD/ID by the State of NJ; a slight increase from FY 20.

13% of CFC's DD/ID youth lived in out-of-home treatment settings; a slight decrease from FY 20.

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Juvenile Justice

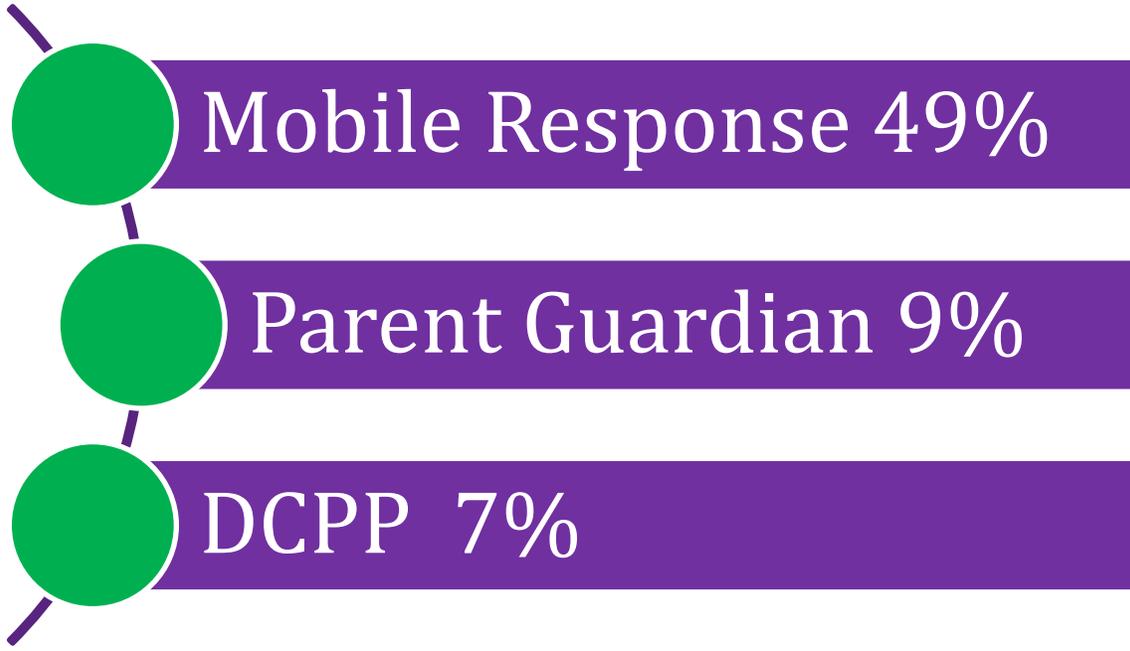


"Yes I am satisfied, she is good. She gets us what we need and she calls and checks in"



COORDINATED FAMILY CARE

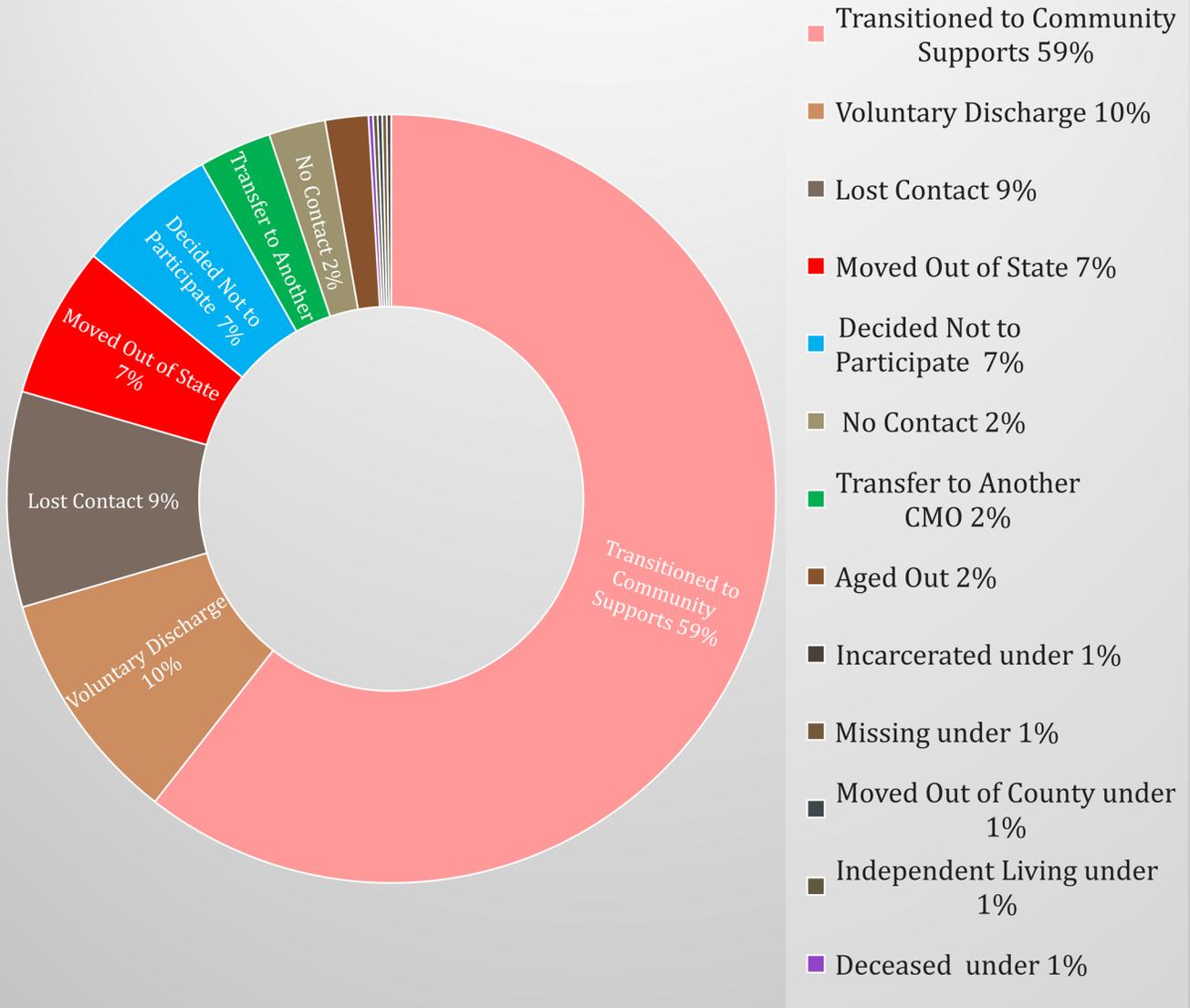
TOP 3 REFERRAL SOURCES



COORDINATED FAMILY CARE

OUTCOMES

Youth Disposition at Time of Transition from Services



TRANSITIONED YOUTH OUTCOMES

Social Achievements

- 74% could name positive supports in their life
- 77% attended expected activities
- 76% enjoyed social interaction
- 64% demonstrated social skills with others
- 79% engaged in education most of the time.

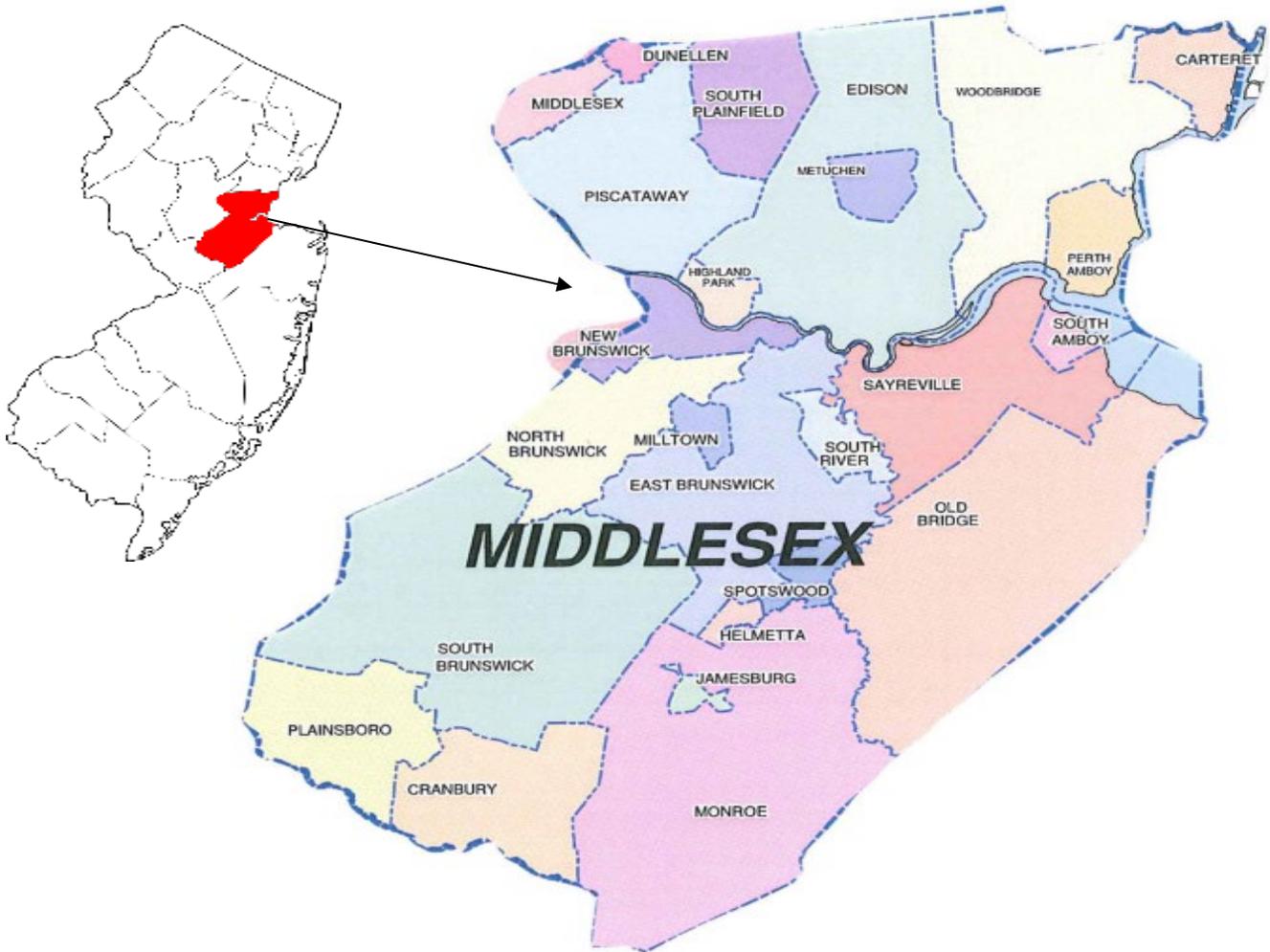
Growth

- 51% had reduced psychiatric symptoms
- 47% demonstrated the ability to resolve conflict
- 38% were able to always employ pro-social problem-solving skills
- 55% managed and/or sought assistance with risky impulses
- 45% understood the risks and benefits of medication



COORDINATED FAMILY CARE

WHERE OUR FAMILIES RESIDE



1. New Brunswick	12%
2. Perth Amboy	9%
3. Edison	8%
4. Piscataway	6%
5. East Brunswick	6%

COORDINATED FAMILY CARE

CFC IN ACTION - COMMUNITY CONNECTIONS

Fiscal Year 2021 Year in Review

Coordinated Family Care along with our local system partners both individually and collaboratively worked tirelessly to remain relevant and connected to the community, while still meeting needs of our youth and families. We continued to include and meet with the community, educational partners, and families virtually in place of traditional indoor gatherings for events. Various online platforms allowed CFC to host or participate in at least one or more activities almost every month involving our system/community.

July 2019

- "Straight Talk" Archer Law Firm Community Resource Group invited CFC to present about the Children's System of Care. This group is comprised of Lawyers, Nursing Home personnel, as well as other non-traditional family support services.



August 2019

- "Project: Back To School with a Cop - Drive Thru" Sponsored by CFC, the North Brunswick Police Department and Kidz Can Corp partnered together to supply over 150 filled backpacks with school supplies and other resources to CFC enrollees.



September 2019

- Sisterhood of B'nai Tikvah Synagogue "Gives" to Kidz Can Corp & CFC in the preparation of the upcoming school year for youth and families in need. Thank you to the Sisterhood for making the second back to school supply distribution event possible which was held at The Raritan Bay Community YMCA.

October 2019

- Mobile Family Success Center hosted a "Toiletry Drive Thru" event to distribute basic hygiene supplies to the community. Some of these items included baby and showering goods. CFC supported MFSC by lending an extra hand with giving out packages as those in need attended.

COORDINATED FAMILY CARE

November 2019

- East Brunswick High School Child Study Team invited CFC to facilitate a training on The Children's System of Care and Nurture Heart Approach. The audience of attendees included social workers, school building nurses, and teachers.

December 2019

- Rutgers University – Rutgers Against Hunger Holiday Donations were supplied to the neediest youth and families within our agency. Their generosity allowed over 20 enrollees to celebrate the holidays with gifts, food, and basic needs through this program.

January 2020

- Making Community Connections Meeting – local community agencies serving Middlesex County were invited to discuss partnering with CFC so that enrollees can utilize the resources in their neighbors that exist and agencies such as the North Brunswick Buddy Ball program & Good Grief can be familiar with family support services as well.

February 2021

- North Brunswick Public Schools - Head Start included CFC in their monthly Family Group meeting to educate families about accessing the CSOC and utilizing the Resource Net to access support.

March 2020

- Students, caregivers, and faculty of Middlesex County Vo-Tech Schools attended a mental health resource presentation specifically created by CFC to address the following topics: Mindfulness for students, mental health support and resources for all.

May 2020

- Children's Mental Health Awareness Events: A month long celebration of 31 minutes a day for 31 days of May. Our Middlesex County local system planned, facilitated, and hosted a variety of 31 activities for the entire community to join. Bringing global awareness about children's mental health needs in our county was only possible because of our ongoing collaborative work alongside our system partners.



June 2020

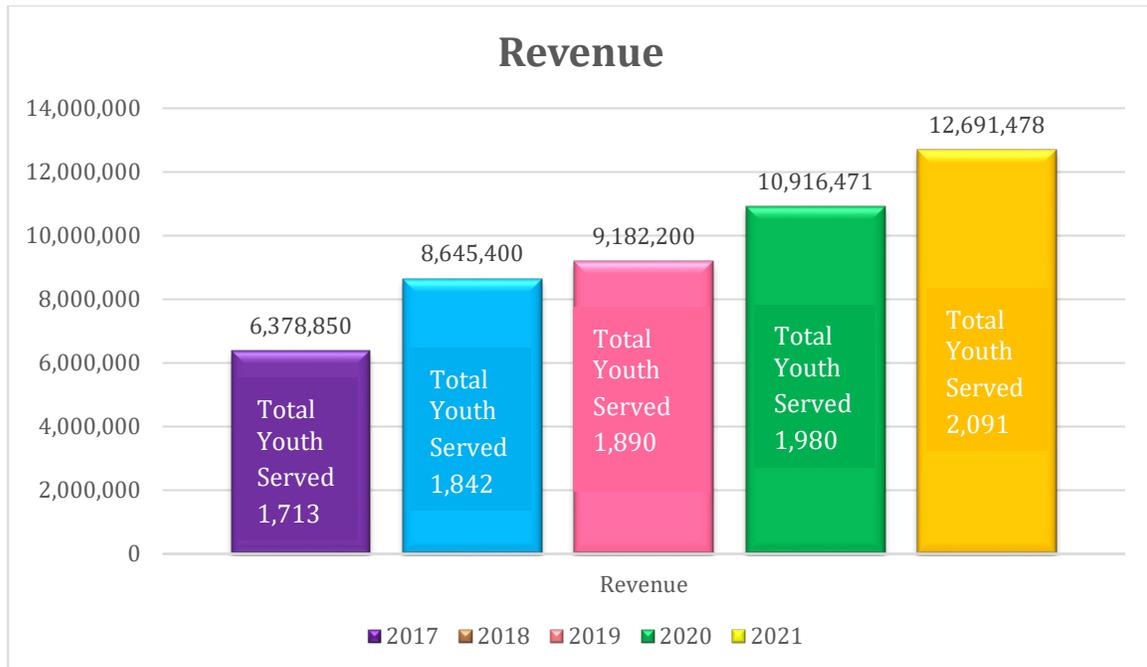
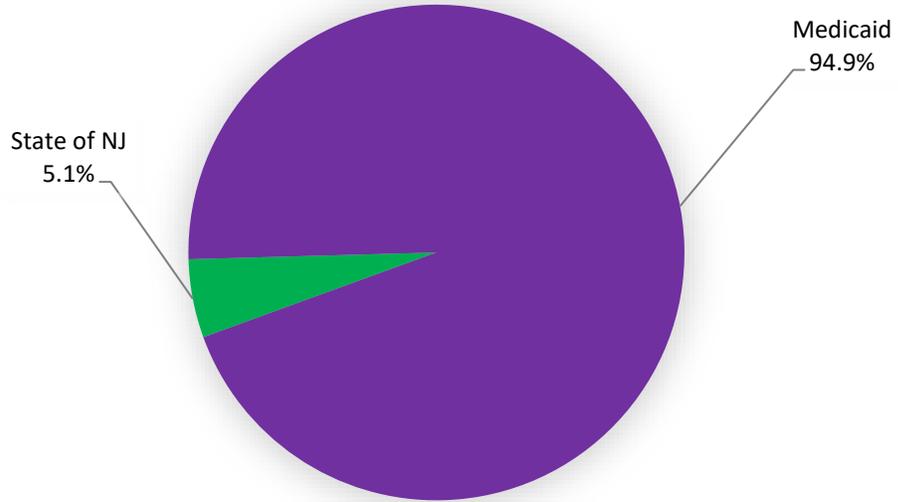
- Township of North Brunswick - Buddy Ball Soccer closing ceremony included a presentation regarding supportive services of the CSOC by CFC and helping youth in need to actively exercise playing soccer while some parents enjoyed the respite time. A little fun for everyone!



COORDINATED FAMILY CARE

FINANCES

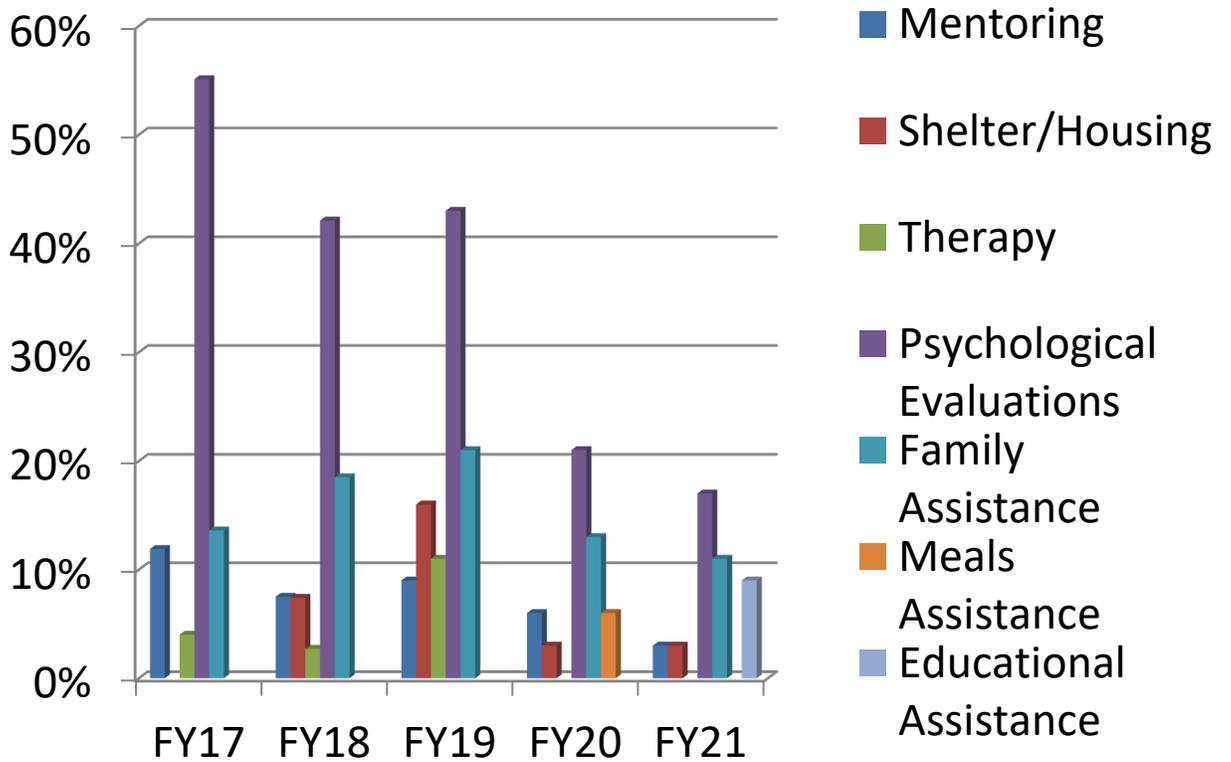
FY 21 Revenue Sources



COORDINATED FAMILY CARE

FINANCES

TOP 5 FLEX FUND EXPENDITURES (Financial Assistance to Families)



COORDINATED FAMILY CARE

Senior Management Longevity

Chief Executive Officer

Suzanne S. Kreie, MSW, LCSW

2003*

Chief Operating Officer

Kathy Bland, MSW, LCSW

2005*

Director of Quality & IT

Jarrett Lynn, MSW, LSW

2010*

Chief Financial Officer

Joan Lyneis, BS

2004*

Director of Human Resources

Victoria Tedesco, BA

2010*

Executive Assistant to the CEO

Kevin Mattivi, BS

2018*

COMPANY INFORMATION

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North Brunswick, NJ 08902

732-572-3663

www.coordinatedfamilycare.org

www.MiddlesexResourceNet.org

www.linkedin.com/company/coordinatedfamilycare/

www.facebook.com/CoordinatedFamilyCare/

www.instagram.com/coordinated_family_care/

Annual Report developed by Kevin Mattivi

*year employed

COORDINATED FAMILY CARE

