



ANNUAL REPORT

COORDINATED FAMILY CARE OF
MIDDLESEX COUNTY

FY 2019

Table of Contents

WELCOME LETTER	1
BOARD OF TRUSTEES	3
MISSION, VISION, & VALUES	4
CFC HISTORY	5
THE WRAPAROUND MODEL	6
WRAPAROUND FIDELITY INDEX	7
CARE MANAGER CERTIFICATION	8
STAFF DIVERSITY	9
CFC YOUTH	12
OUTCOMES	16
WHERE OUR FAMILIES RESIDE	18
CFC IN ACTION	19
FINANCES	21

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

COORDINATED FAMILY CARE

WELCOME LETTER

Dear Friends and Colleagues,

This most recent fiscal year was an opportunity for Coordinated Family Care (CFC) to reset. The last six years have brought tremendous growth, both in the numbers of youth and families served, as well as in the number of those employed by the agency. With change, internal and external, there is a natural domino effect as adjustments need to follow in policy, practice and relationships.

Coordinated Family Care has been working to shift its overall focus, to ensure that there is better consistency while remaining true to its mission of the Individualized Service Plan. We introduced annual SMART Goals for all employees, which initiated critical thinking about how we work, how we train, how we measure, how we better partner internally and throughout Middlesex County. We also worked diligently this past year to ensure that our Care Managers became certified. In order to be certified, our Care Managers had to take all required trainings as well as be observed in the field. An essential part of the process is learning from the feedback provided by families served. Care Managers then take a written test ensuring that they are proficient in the core competencies of the position. This is just the beginning; each year the Care Managers will need to re-certify.

CFC continues to seek opportunities to partner with other community entities. Several employees are Certified Coaches in The Nurtured Heart Approach and have co-facilitated training and/or groups that have reached over 225 individuals, including families served, employees of Child Protection & Permanency and resource families. There was a focused effort to create resources that enhance the internal tools provided to the employees to enable them to better adapt to the rapid workplace.

Additionally, CFC has been working to develop “new” provider onboarding which fosters the development of the relationship, provides training on expectations, partnership, and formally introduces the “new” provider to the agency. Our goal is creating diversity and options for youth and their families. Behind the scenes (but also important) is the continued use of data to inform decisions, and a strong focus on informed and efficient spending.

Finally, while CFC marked its 16th year working with children/youth and families in Middlesex County, we have been focused on branding using social media platforms.

COORDINATED FAMILY CARE

All these efforts to reset have begun to offer returns. During the most recent fiscal year, our daily census soared to an all-time high of over 1100. We also set our own record by serving a total of 1980 youth and families in Fiscal Year 2019.

On a broader level, CFC has created an Advocacy Committee of the Board of Trustees and looks to create natural opportunities for others to hear and learn about the good work being done by our organization. Our volunteer Board is invested in meeting the needs of the organization and creating pathways to future connections.

As this fiscal year winds down and we look to the upcoming fiscal year, we are challenged to continue enhancing and develop our professional relationships and connections and to create a new norm. CFC continues to build bridges in our community.

CFC has achieved many successes through our “reset” that are illustrated in the report following this letter. We encourage and welcome everyone to become involved with the organization, either as a Trustee, advocate, or family served.

We, along with the rest of the Board of Trustees, are honored to be a part of this organization. We look forward to the years ahead as Coordinated Family Care continues to make community partnerships and connections come alive as we serve the youth and families of Middlesex County.

Warm regards,

Andrea Mackaronis, Esq.
Board Chairperson
2013 – Present



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



BOARD OF TRUSTEES

Fiscal Year 2019

Andrea Mackaronis

Board Chairperson
Community Member

Sol Heckelman

Community Member

Karla Wallack

Board Vice Chairperson
Community Member

Amanda Rosa

Family Member

Ravi Venkataraman

Board Treasurer
Community Member

Greg Savad

Family Member

Annie Lachs

Human Resource Chair
Community Member

John Sinclair

Family Member

David Degatano

Community Member

Patricia Spencer

Community Member

Janet Giordano

Community Member

Yanela Stephenson

Community Member

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

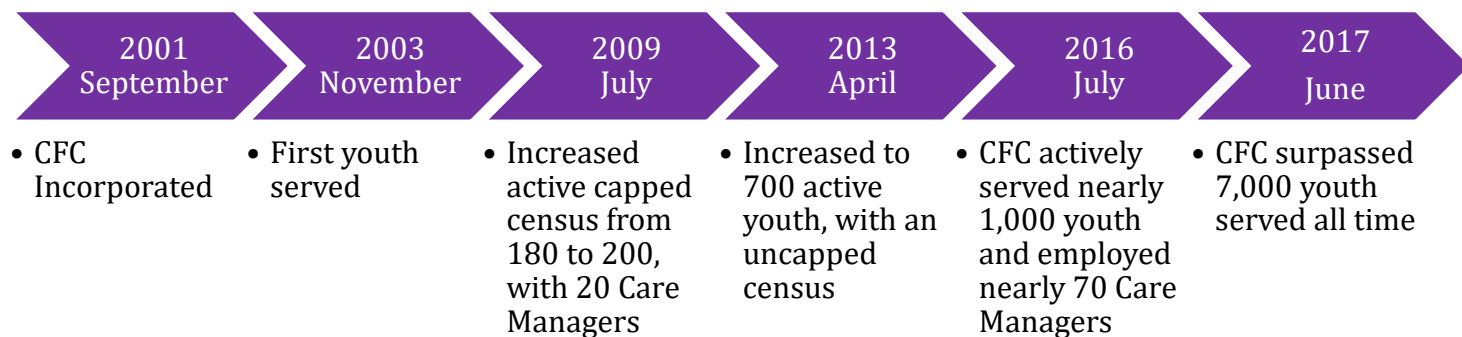
Coordinated Family Care is the catalyst for a united community that embraces growth and acceptance.

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.



CFC HISTORY



"I'm very happy with Ashley as our Care Manager. She is very in-tune with our needs, she digs deep. She interacts with J. and doesn't just sit around. She can relate to us and is just an all-around good person to talk to. She is well balanced for every situation."



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

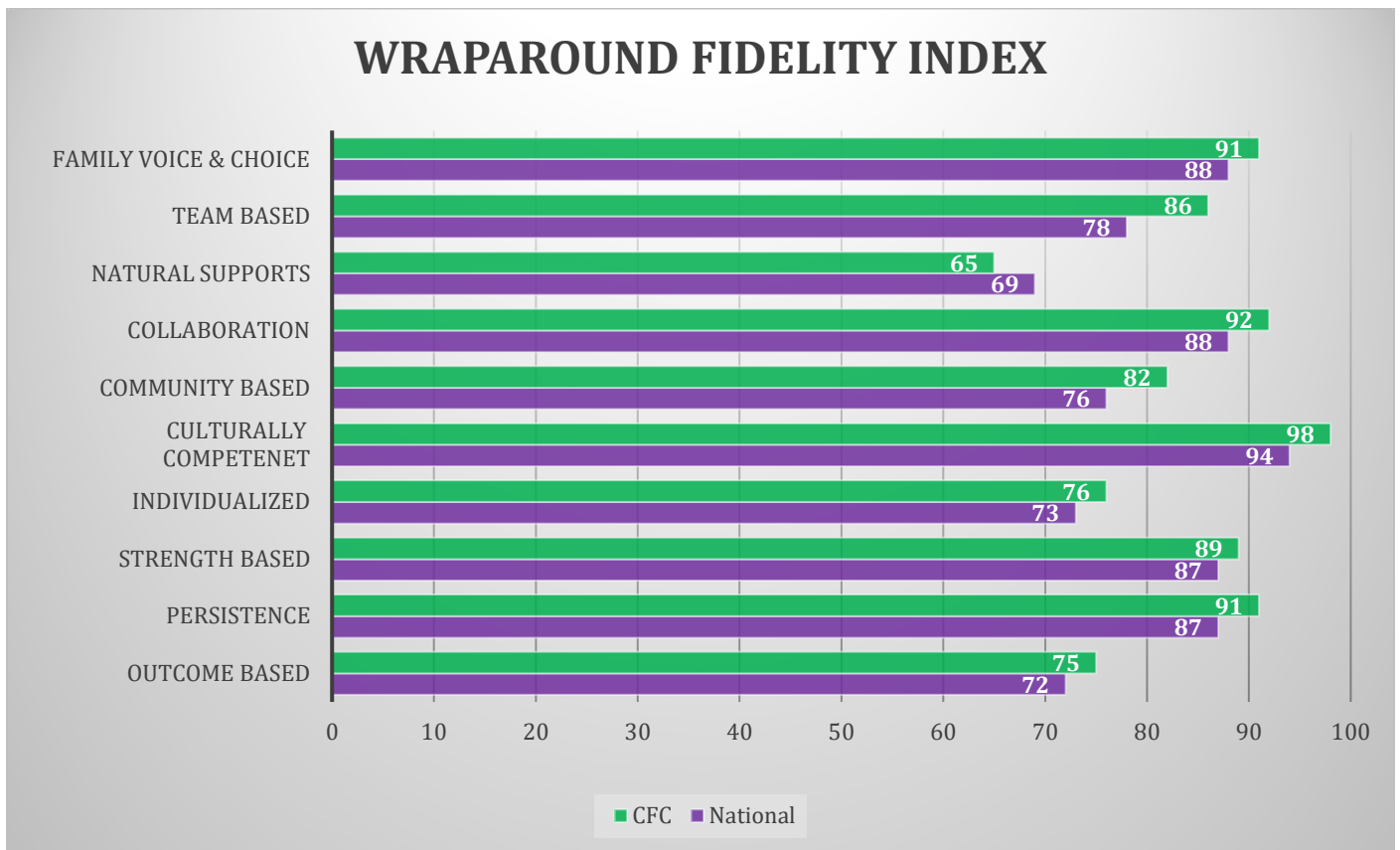


WRAPAROUND FIDELITY INDEX

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 84.8% fidelity overall, above the national average for this measure.

Fidelity to Wraparound is also reported by its ten principles:



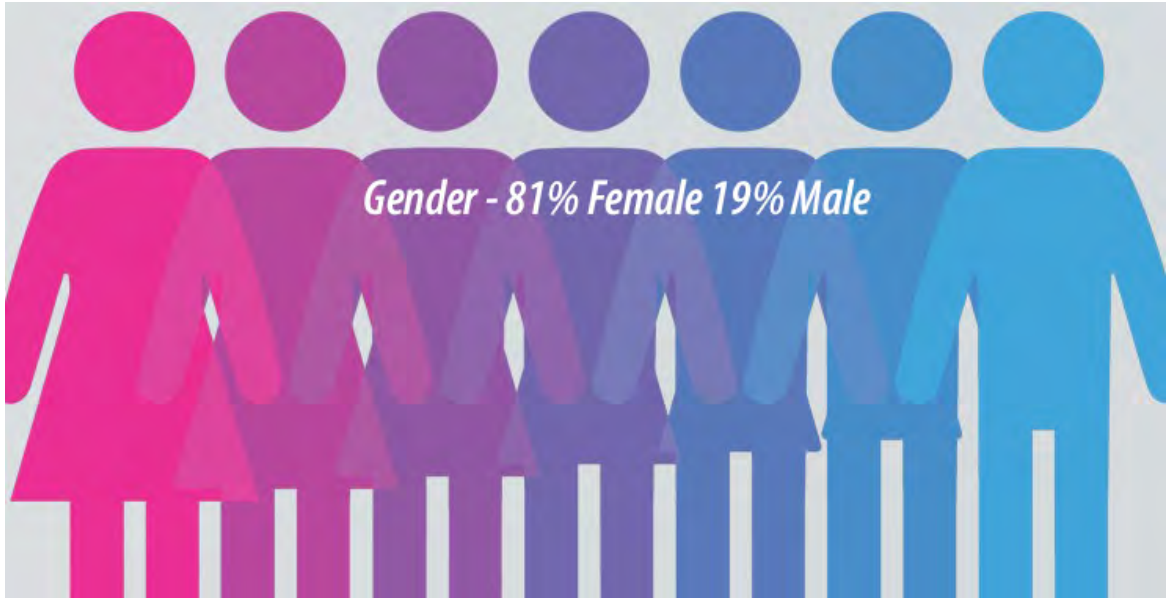
"Oh my god yes! She is so amazing; Jennifer helps us so much I can't even say. Working with Jennifer has been a huge weight off my shoulders. Having someone always on my side makes things so much better."

CARE MANAGER CERTIFICATION

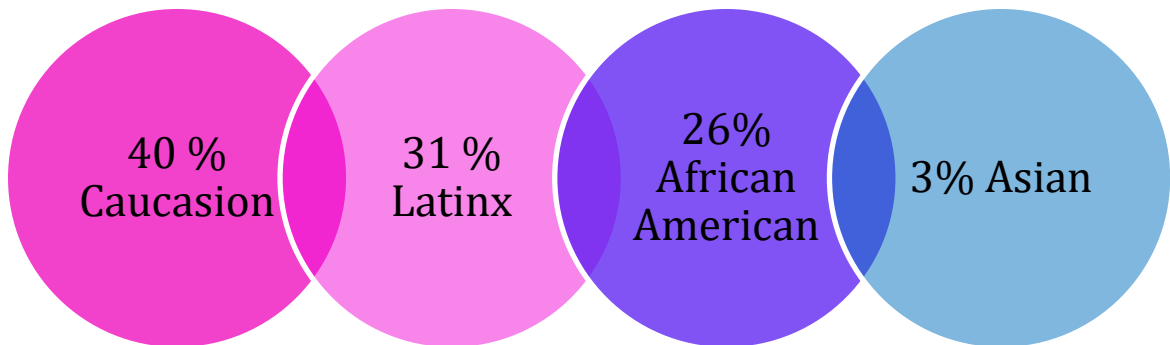
This year there was a change for the largest group of employees at CFC, the Care Managers. They are now required to follow a process of professional standards to become certified. The road to certification includes completing seven days of specialized training, demonstrated competence in the four phases of Wraparound, and knowledge of Wraparound & the Child Family Team Process. This vigorous, intentional, and professional process includes evaluation using two research-based fidelity measures. Once all these standards are met, each Care Manager then takes a test to ensure readiness for the distinction. WAY TO GO Certified Care Managers!



STAFF DIVERSITY

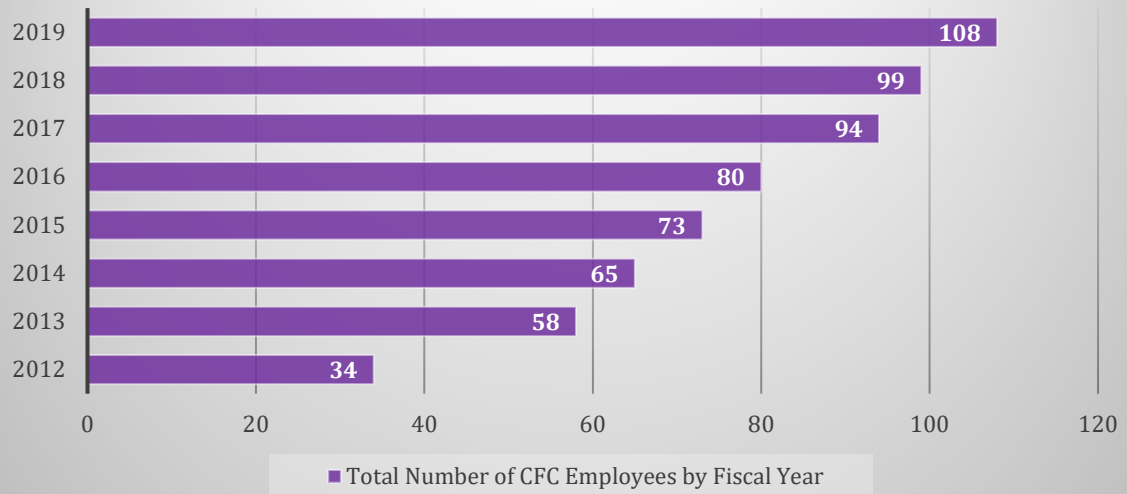


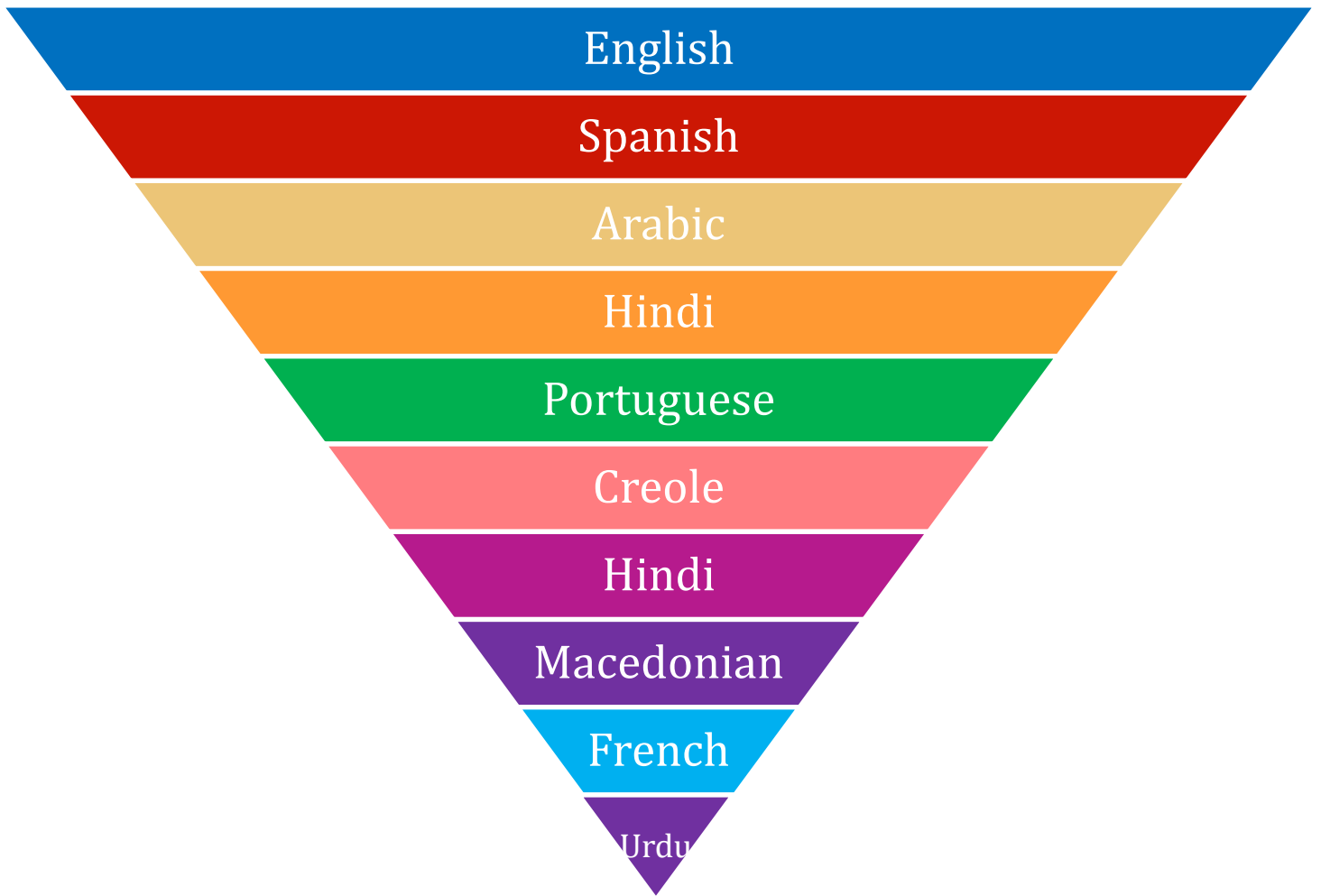
Race



"Amanda is such a blessing. I don't know where we'd be without her. I can't say enough how wonderful she is. "

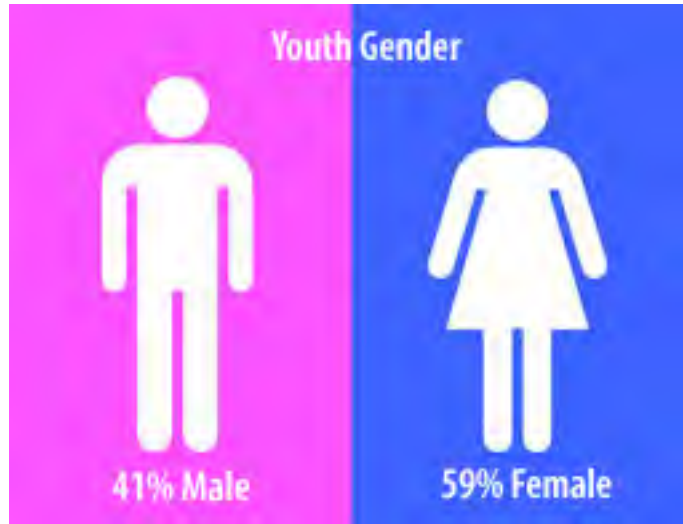
Total Number of CFC Employees at the End of the Fiscal Year





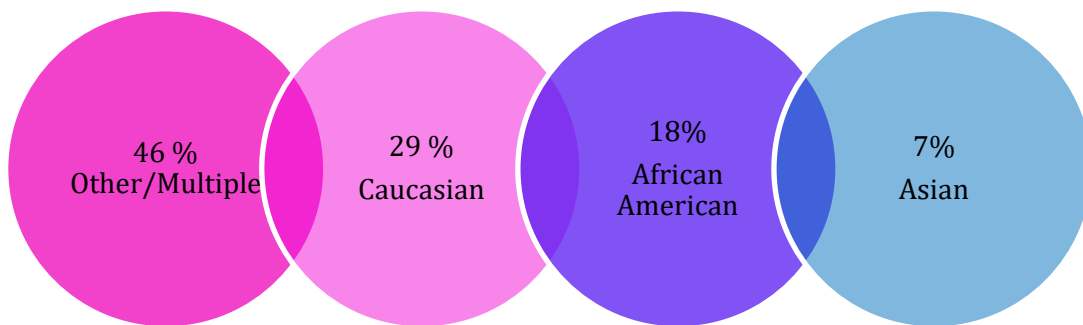
CFC YOUTH DIVERSITY

1980 youth were served in FY 2019



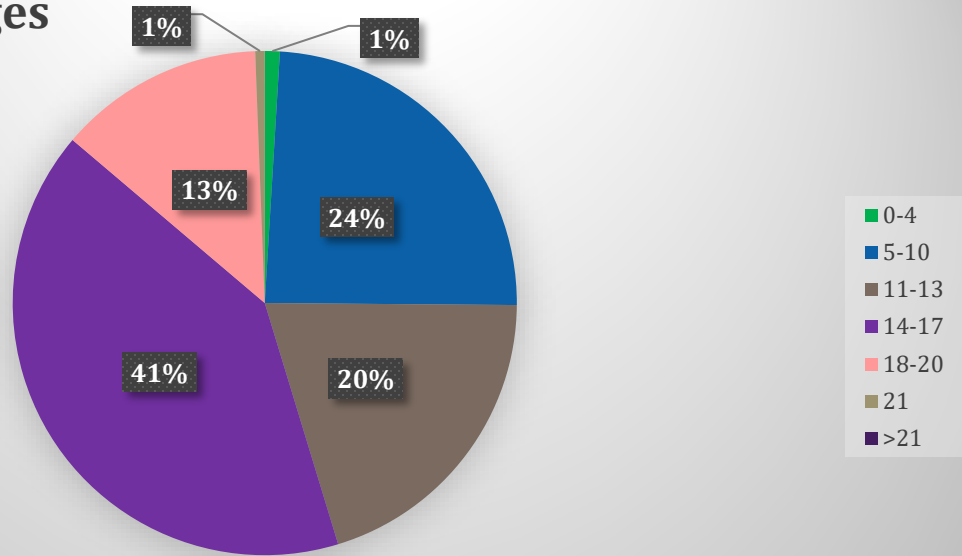
"I love Kevin. He is phenomenal. He brings information about things to do over the summer with the kids. He is hands-on with the family and he talks to the boys. My family has been in PerformCare previously and Kevin is special. A good, caring human being. Positive things to say; goes above and beyond."

Youth Race



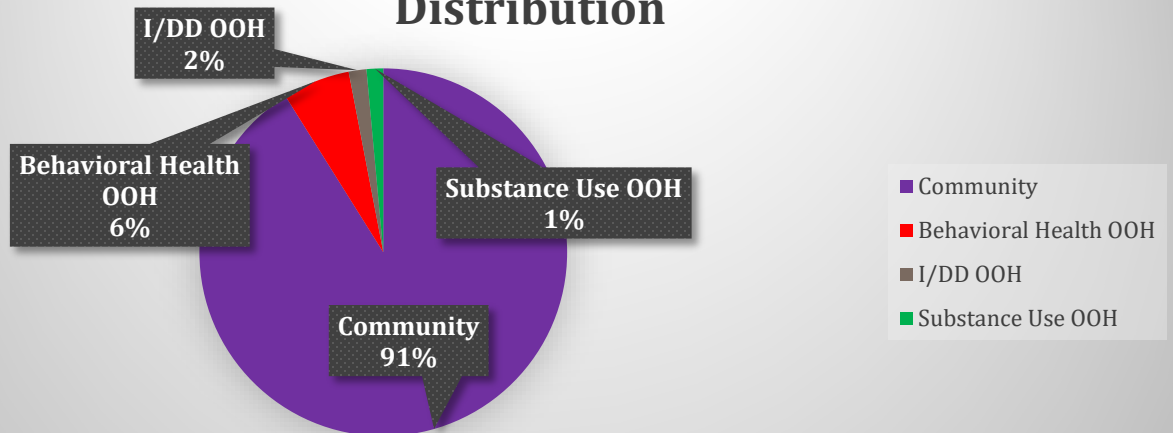
"Doris is extremely wonderful. I know it's her job, but she provides valuable advocacy and recommendations. She is always there, spends the time with us, not in an out. She is caring and took the time to get to know me, my family and my son."

Youth Ages



The primary language spoken by 75% of CFC families is English, and 22% primarily speak Spanish. The remaining 2% speak Arabic, Urdu, Hindi, Gujrati, Bengali, Portuguese, Russian, Polish, Korean, Mandarin, or Tamil.

Community / Out of Home (OOH) Treatment Distribution



"Oh my god yes! She is so amazing; Jennifer helps us so much I can't even say. Working with Jennifer has been a huge weight off my shoulders. Having someone always on my side makes things so much better."

Most Common Diagnoses of Youth

Each youth may have more than one diagnosis

- | | |
|---|-----|
| 1. Autism Spectrum Disorder | 26% |
| 2. Attention Deficit Hyperactivity Disorder | 25% |
| 3. Oppositional Defiant Disorder | 15% |
| 4. Adjustment Disorder | 13% |
| 5. Major Depressive Disorder | 12% |



Developmental and Intellectual Disabilities (DD/ID Youth)

17.5% of youth served in FY 19 by CFC were deemed DD/ID by the State of NJ

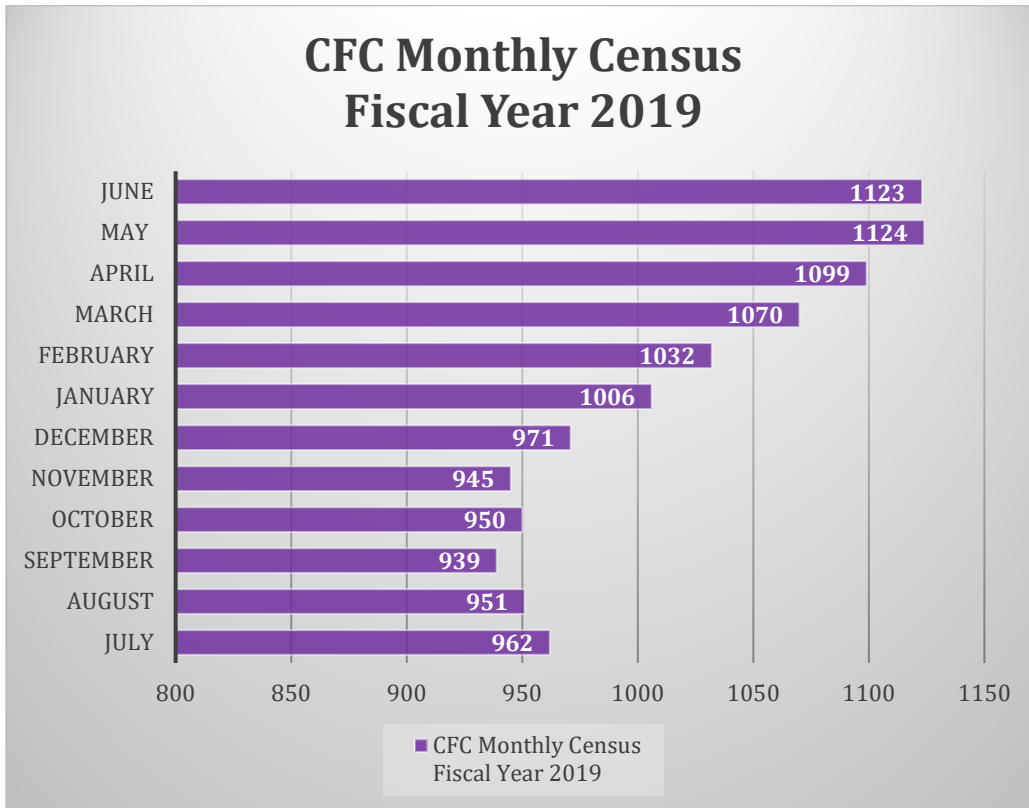
10.7% of CFC's DD/ID youth lived in out-of-home treatment settings

Juvenile Justice and Child Welfare

In Fiscal Year 2019, only 3.18% of CFC youth spent time in the Middlesex County Youth Shelter, and 2.22% were held at the county's Juvenile Detention Center.

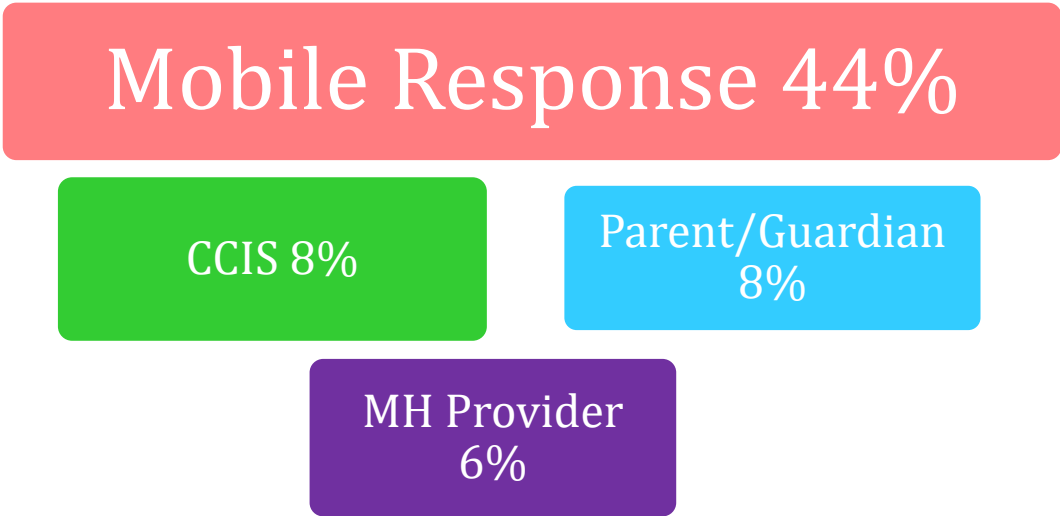
Additionally, 8.28% were involved with Juvenile Court and/or Family Court.

Each of these categories saw a decrease from last fiscal year



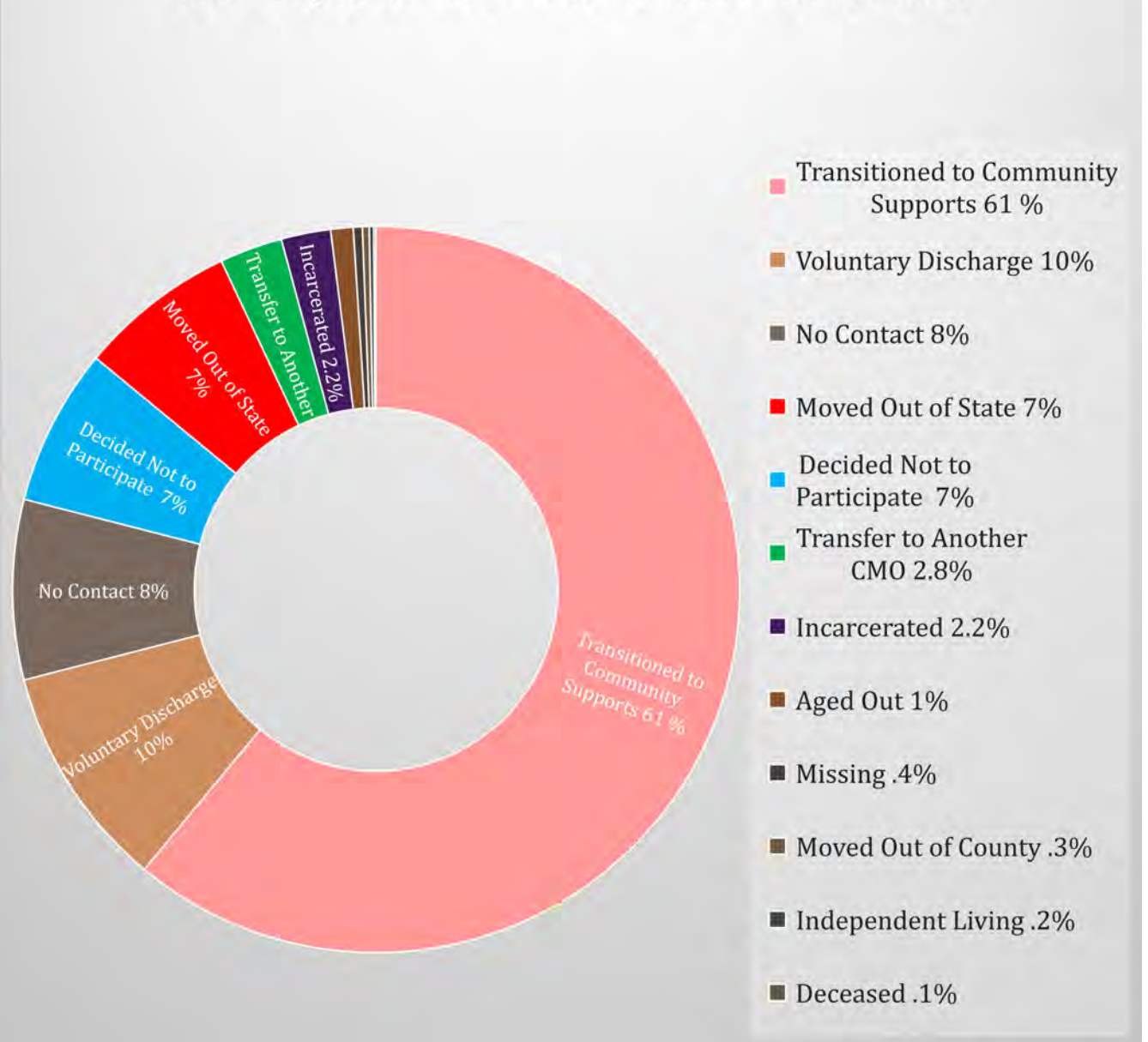
"William is always on time. He cares very much about my son and is very perceptive about his needs. William sees things that I don't. He is intuitive and looks out for us and my son. William is also informative and just has a great way with my son. He offers great guidance, is encouraging, sees the positives even when I don't. I'm very grateful that we have William."

TOP REFERRAL SOURCES



OUTCOMES

Youth Disposition at Time of Transition from Services



TRANSITIONED YOUTH OUTCOMES

Social Achievements

- 86.5% could name positive supports in their life
- 83.1% attended expected activities
- 84.8% enjoyed social interaction
- 86.1% demonstrated social skills with others
- 88.8% engaged in education most of the time.

Growth

- 66.1% had reduced psychiatric symptoms
- 66.7% demonstrated the ability to resolve conflict
- 54.5% were able to always employ pro-social problem-solving skills
- 66.3% managed and/or sought assistance with risky impulses
- 54.7% understood the risks and benefits of medication



WHERE OUR FAMILIES RESIDE



1. New Brunswick	13.7%
2. Perth Amboy	11.5%
3. Edison	8.3%
4. North Brunswick	5.5%
5. East Brunswick	5.1%

CFC IN ACTION

COMMUNITY CONNECTIONS

Fiscal Year 2019 Year in Review

July 2018

- Service Provider Training Series



August 2018

- Back to School Supplies & Give Away for families provided by United Way - “Stuff the Bus” donation drive. 60 CFC youth and families received these donations.

September 2018

- New Prospective Provider Meeting

October 2018

- Family Success Center & Family Support Organization Trunk or Treat Event



December 2018

- Holiday Donations for youth and families provided by Rutgers University, Service Providers, & Community Resources.
- Service Provider Resource Fair: Meet & Greet



January 2019

- Autism NJ presents: Autism Spectrum Disorder
- Service Provider Training Series 1-3
- CFC presented at New Brunswick Tomorrow

February

- CFC attended the Department of Education/ McKinney-Vento Training

March

- Perth Amboy School District Health Fair
- Service Provider Prospective Meeting



April 2019

- DCF Event/Workshop: Creating Leadership Opportunities for Girls
- Spring Festival: Mobile Family Success Center



May 2019

- Mental Health Awareness Day at the Perth Amboy Teen Center



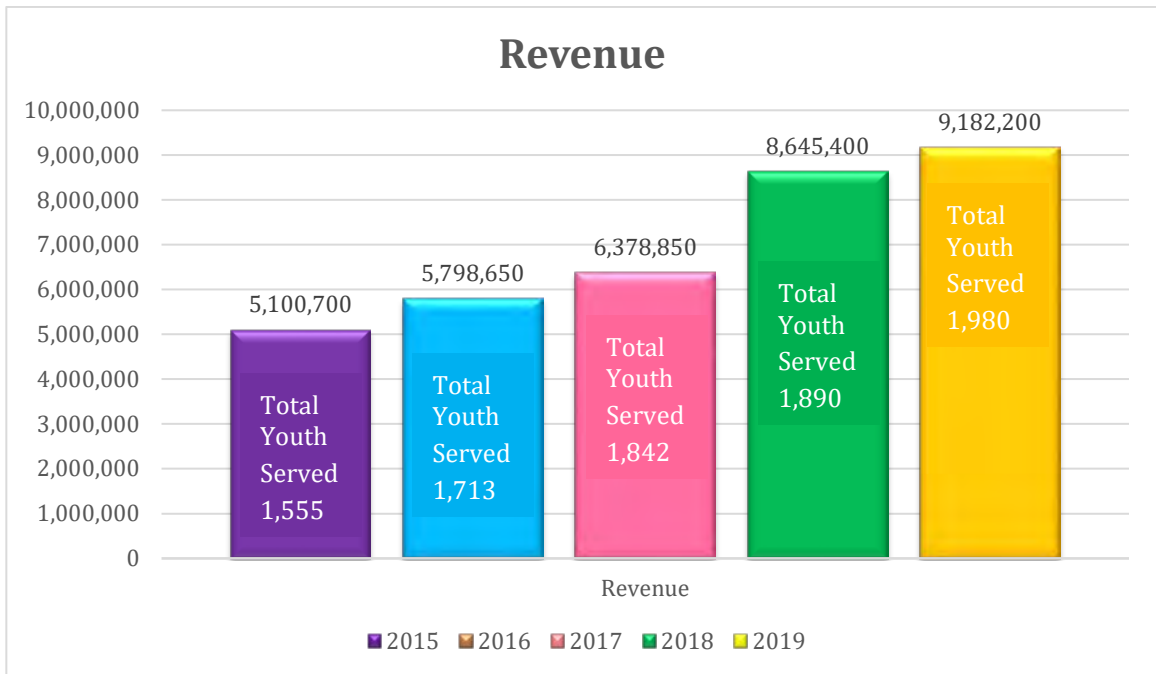
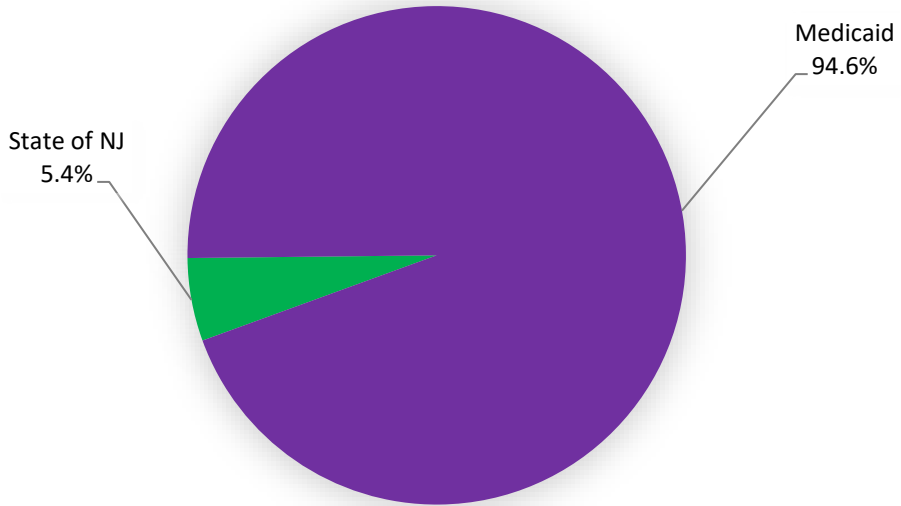
June

- CFC Service Provider Fair



FINANCES

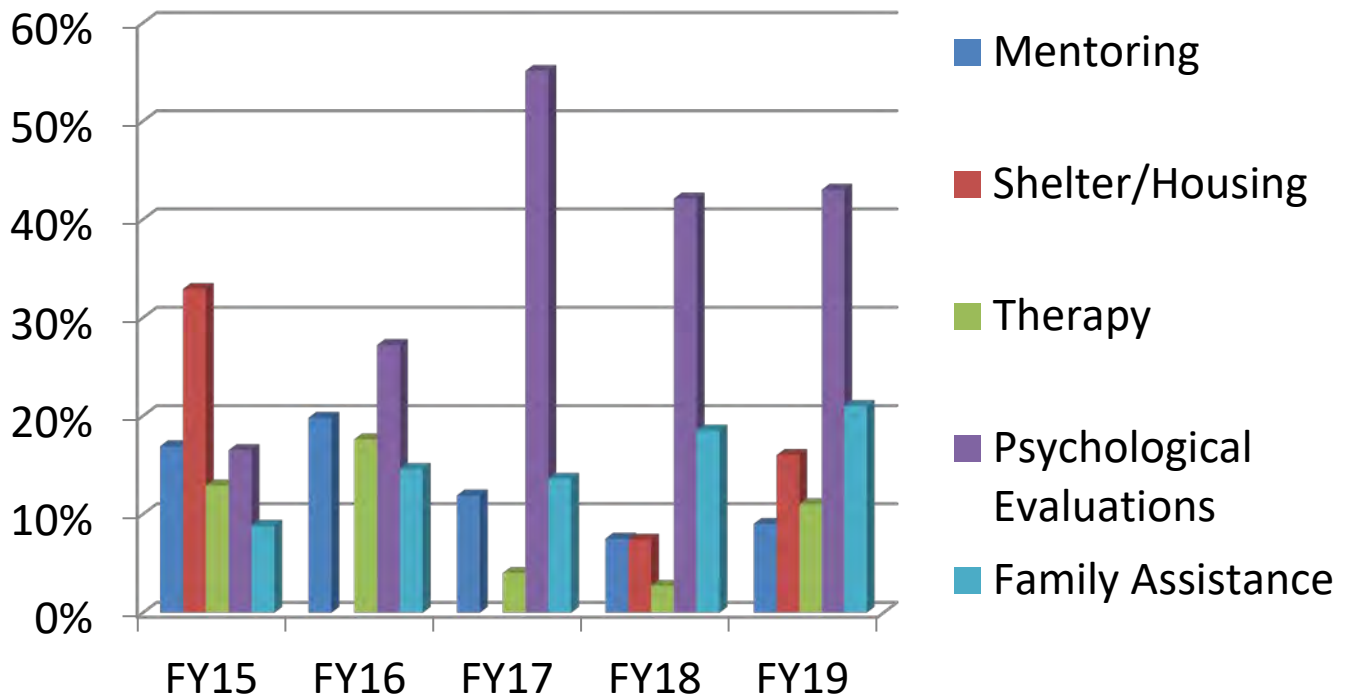
FY 19 Revenue Sources



FINANCES

TOP 5 FLEX FUND EXPENDITURES

(Financial Assistance to Families)



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*

COMPANY INFORMATION

Coordinated Family Care
30 Silver Line Drive, Suite 1
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, BS
Executive Assistant to the CEO

2018*

*year employed



Coordinated Family Care

