



ANNUAL REPORT

COORDINATED FAMILY CARE OF
MIDDLESEX COUNTY

FY 2018

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Quotes throughout this report are from former CFC families.



“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.”

WELCOME LETTER

Dear Friends and Colleagues,

The goal and overarching theme of Coordinated Family Care’s fiscal year 2018 and of this Annual Report is best described as “team sustainability.” Over the years we have worked to enhance our capacity to meet with our increasing census. Just over one year since moving into our new space, we are feeling settled. We are focusing now on putting all the pieces together – the work, our network of service providers, and the employee base whom work tirelessly with our families each and every day. We have also reflected on our journey as an organization to get to this point in time, 15 years in the making.

We have endeavored to focus on enhancing the quality of the work that we do. We want to ensure that the families we provide service to know that we value their voice, and that their feedback matters. We have added opportunities to connect with our family base and have begun analyzing feedback – and have been identifying opportunities for improvement. We have focused our resources to ensure that our organization has a robust framework for quality care coordination. We have increased and enhanced our utilization of the Wraparound Fidelity Index measurement tool. We have analyzed this feedback and data to inform and guide changes in our day to day practice. We acknowledge that we still have some work ahead of us, but have been able to celebrate all the accomplishments and progress that Coordinated Family Care has made along the way.

During the most recent fiscal year, our daily census stabilized to a comfortable 985. We surpassed our “personal best” record by serving 1,890 youth and families total in fiscal year 2018.

Our many successes are “heard” through the positive feedback from current and former Coordinated Family Care Families. Some of that feedback has been

COORDINATED FAMILY CARE

placed throughout this Annual Report for all to read and hear. We are also honoring our employees who have been with the organization serving Middlesex County youth and their families for years (some as many as fifteen years of service!). These individuals in particular maintain their passion for the organization, the families that they help, and for the wraparound model. We would not be able to have the far-reaching impact that we have on our community without the dedication, professionalism, and expertise of our incredible staff.

We encourage and welcome everyone in the community 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 build capacity and better serve the youth and families of Middlesex County.

Warm regards,

Andrea Mackaronis
Board Chairperson
2013 – Present



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



BOARD OF TRUSTEES

Andrea Mackaronis

Board Chairperson
Community Member

Karla Wallack

Board Vice Chairperson
Community Member

Ravi Venkataraman

Board Treasurer
Community Member

Annie Lachs

Human Resource Chair
Community Member

David Degatano

Community Member

Janet Giordano

Community Member

Sol Heckelman

Community Member

Vicki Larsen

Community Member

Annie Lachs

Community Member

Amanda Rosa

Family Member

Greg Savad

Family Member

John Sinclair

Family Member

Patricia Spencer

Community Member

Yanela Stephenson

Community Member

Why I am a Trustee of CFC?

"I joined the CFC Board because my troubled daughter was greatly helped by this organization years ago. My membership on the Board is motivated by gratitude!" **John Sinclair**

"I originally came to the CFC board because I was seeking to broaden my career experience. After visiting with a family as part of my orientation, and experiencing a family story at an annual meeting, I was blown away by the impact CFC is having on the families we serve. That impact, and the clear dedication of the staff, is the reason I still serve on the board today." **Karla Wallack**

"I have spent years on boards that were a level or two removed from being directly helpful to those in need. Coordinated Family Care gives me a chance to provide help a little more directly and to see the good work that goes on in the trenches day to day."

Greg Savad

"I am here to assist and be part of a caring dedicated group of people that believe in the power of helping ALL children no matter what the cost. My son is thriving now, because of this people of this organization and now to be part of it is truly heartwarming." **Amanda Rosa**

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.

“To me Francisco is like an angel sent from heaven. He has been essential in getting me and my family where we are now. You can say that Coordinated Family Care is Paradise and Francisco is one of the angels sent from there. He always answers my questions and concerns and when he can't in that moment he finds a way in the long run.”



COORDINATED FAMILY CARE

CFC HISTORY



“Liliana is more than a family member. She has done everything from the heart. She has gone above and beyond. She has consoled us in time of crisis, was supportive and found solutions to the problems; she always finds a way. She comes up with a new plan of action when something isn’t working. I don’t know what we would have done without her. Don’t even want to think about it. She has been there for the good and the bad, laughing and crying with us. In other words, her being in our son’s life has made all the difference.”

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.

CSOC'S 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



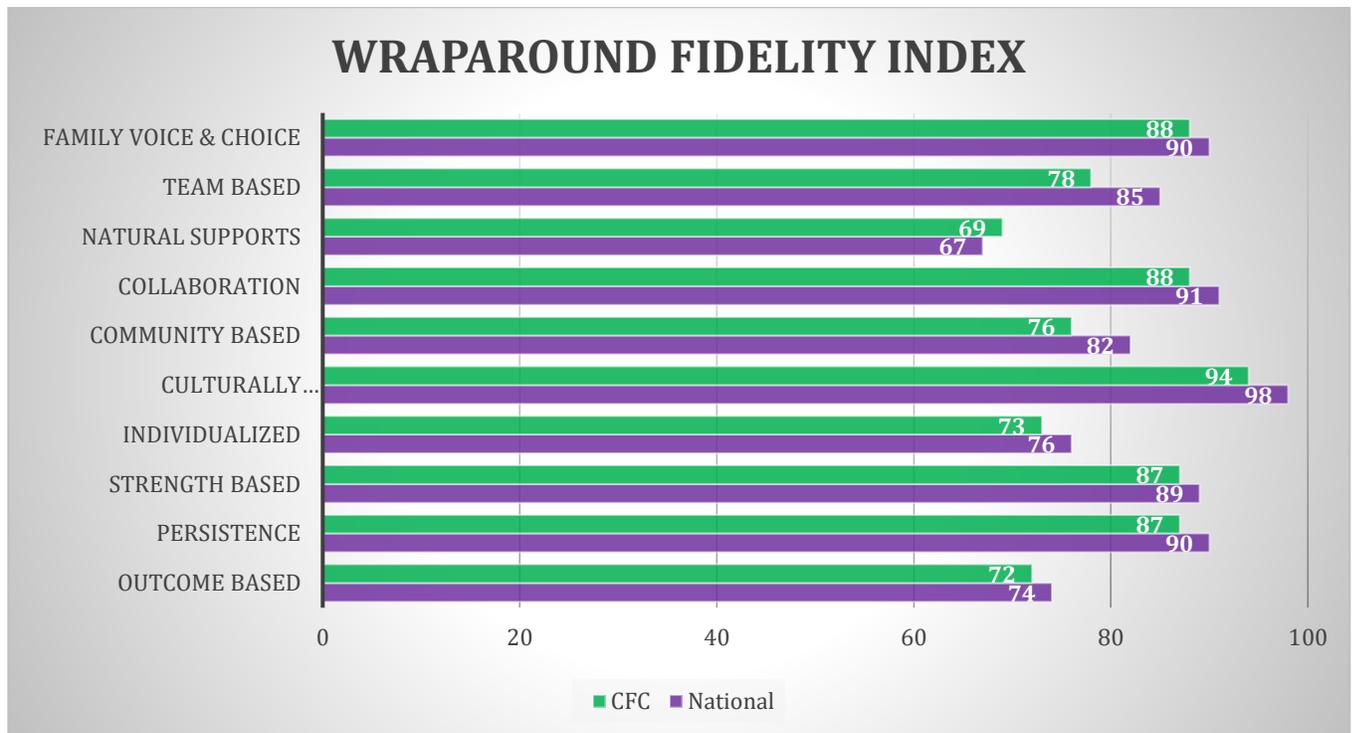
COORDINATED FAMILY CARE

WRAPAROUND FIDELITY INDEX

The Wraparound Fidelity Index (WFI) measures CFC'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 84.5% fidelity overall, above the national average for this measure.

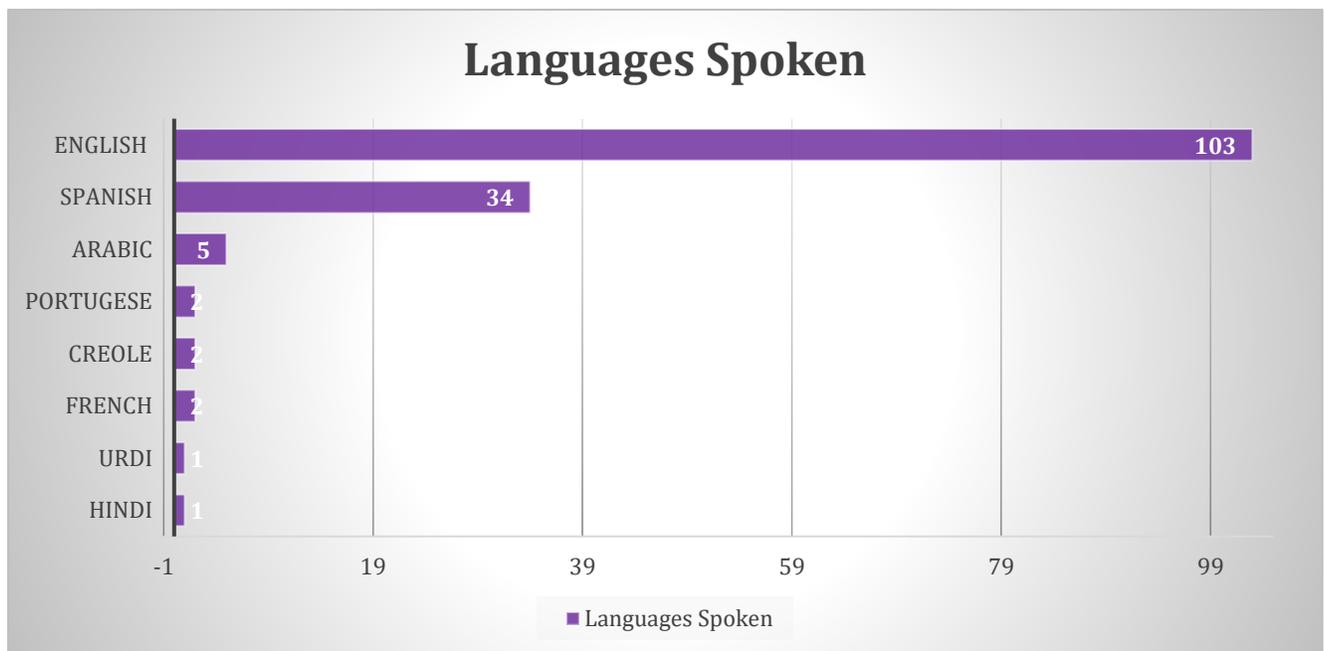
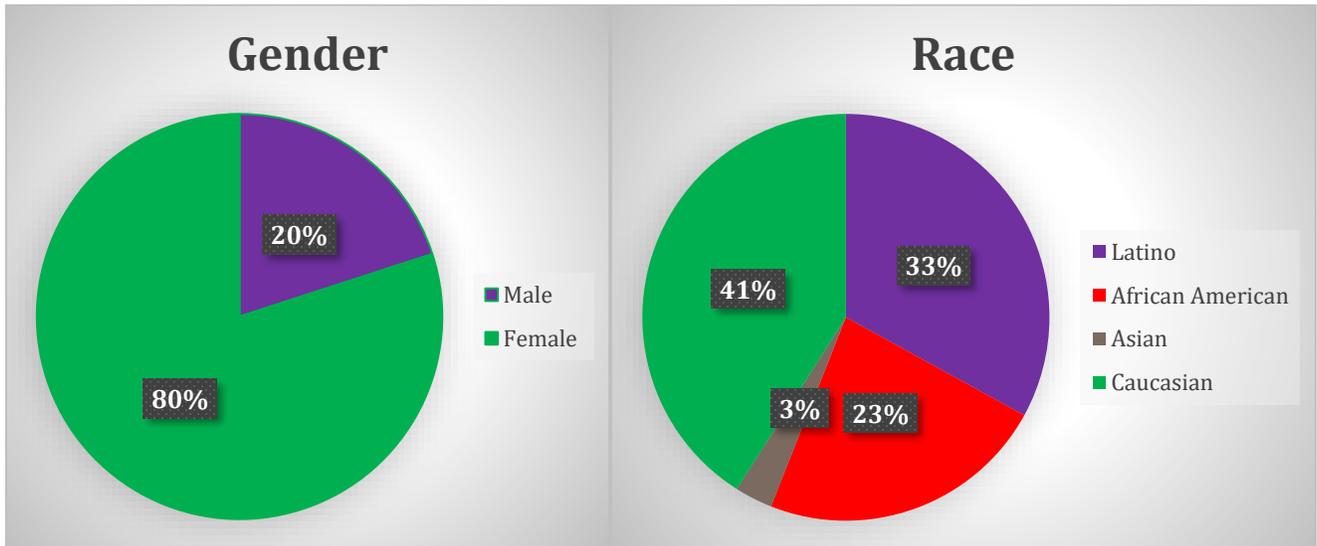
Fidelity to Wraparound is also reported by its ten principles:



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STAFF DIVERSITY

Current Employees:



COORDINATED FAMILY CARE

Longevity Lives at CFC ~ Words of the Employee

Why CFC?

"CFC is more than a place of work. It's an organization that helps promote positive change in family's lives. It's full of people who care about their work & who want to make a difference. CFC is a place that allows for personal growth. It's a place that radiates positivity. It's a place that helps you overcome your challenges. It's a place that nurtures you, so you can nurture others. CFC is a place I've been proud to be an employee of for the last 14 years." **Ginger Harrell**

"It's important to at least tolerate where you work given that you spend a large part of your time there. I can honestly say that after 5+ years at this agency that I still enjoy coming to work every day and making a difference. Perhaps, more now than ever before." **Saul Villar**

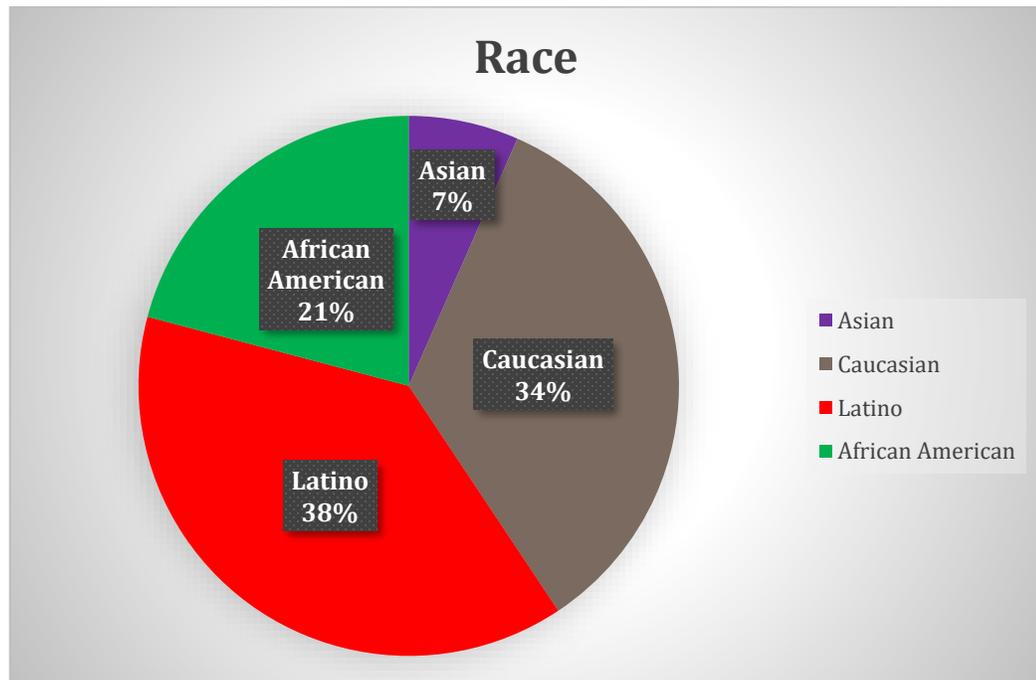
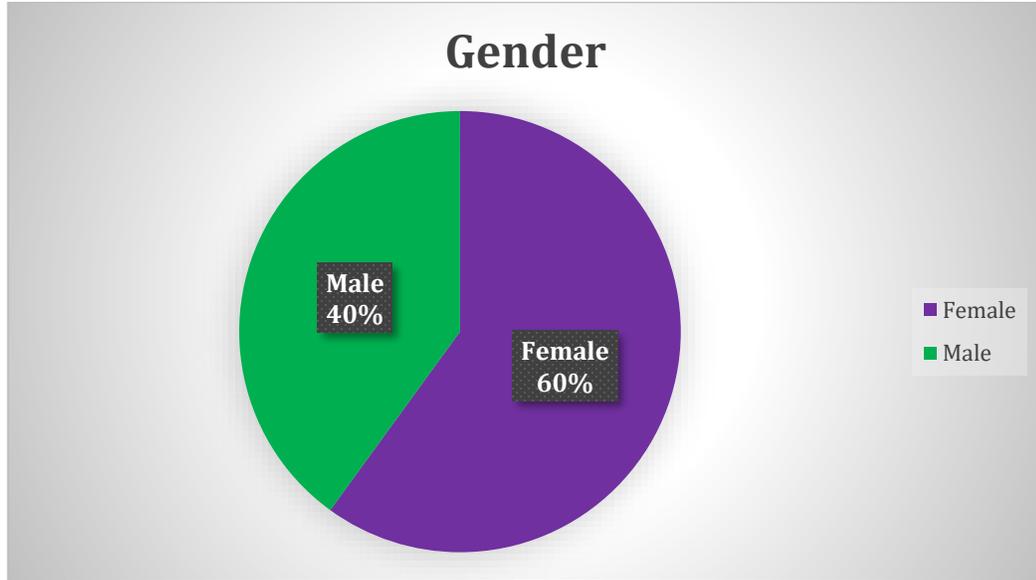
What brought you here and why are you still here?

"An employee at that time brought me to CFC. I really like the field CFC is active in, it fills me with pride and provides me a great sense to be able to support and assist such a growing organization." **Gail Breland**

"I came to CFC because CFC gave me the opportunity to use what I have learned for the benefit of others and I stay because CFC has given me the opportunity of learning from others." **Joan Lyneis**

COORDINATED FAMILY CARE

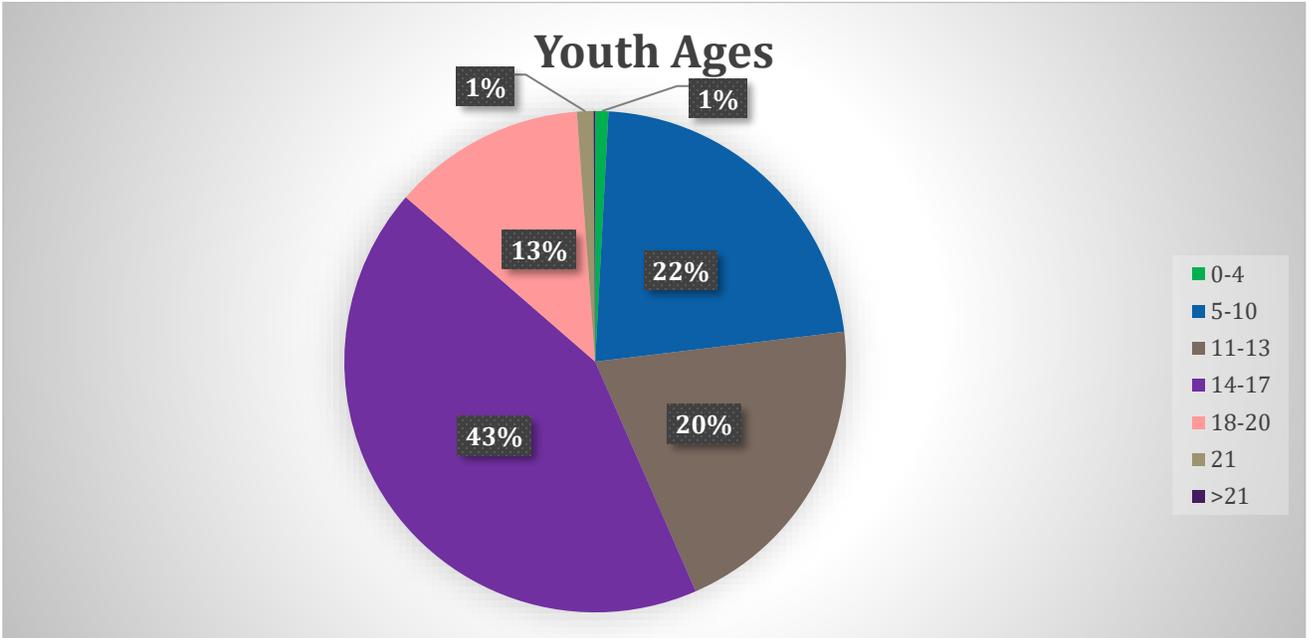
CFC YOUTH



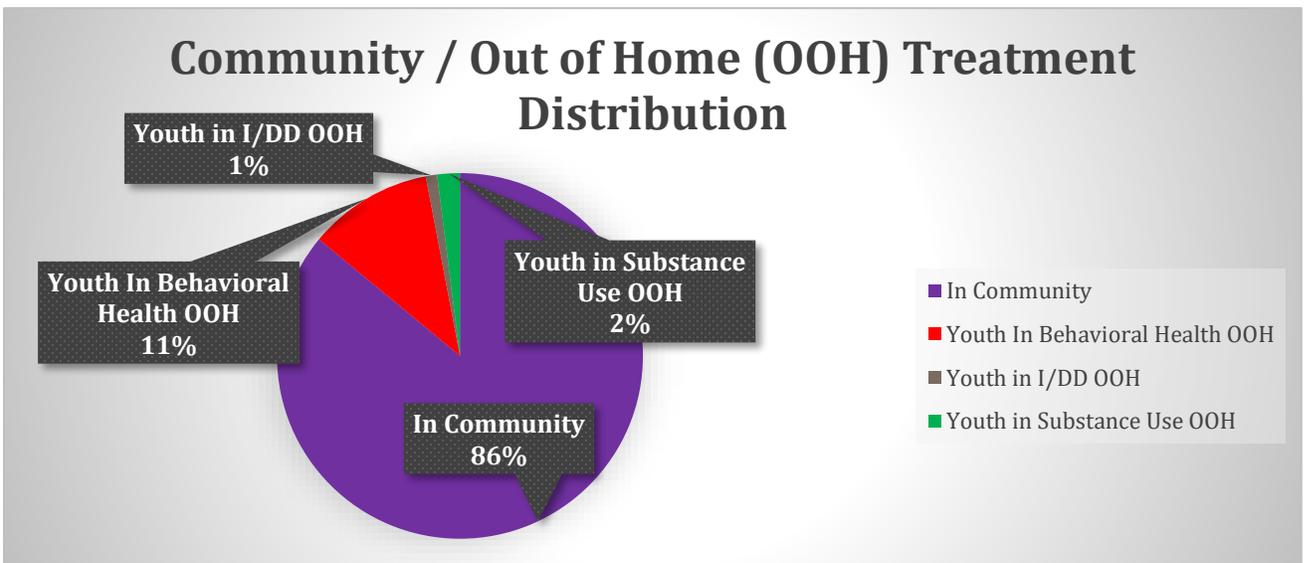
1890 youth were served in FY2018.

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CFC YOUTH



The primary language spoken by 76% of CFC families is English, and 22% primarily speak Spanish. The remaining 2% speak Arabic, Bengali, Creole, Italian, Korean, Mandarin, or Tamil.



CFC YOUTH

Most Common Diagnoses of Youth

(Each youth may have more than one diagnosis)

- | | |
|---|-----|
| 1. Attention Deficit Hyperactivity Disorder | 28% |
| 2. Autism Spectrum Disorder | 27% |
| 3. Oppositional Defiant Disorder | 17% |
| 4. Major Depressive Disorder | 14% |
| 5. Adjustment Disorder | 13% |



Developmental and Intellectual Disabilities (DD/ID Youth)

18% of youth served in FY18 by CFC were deemed DD/ID by the State of NJ

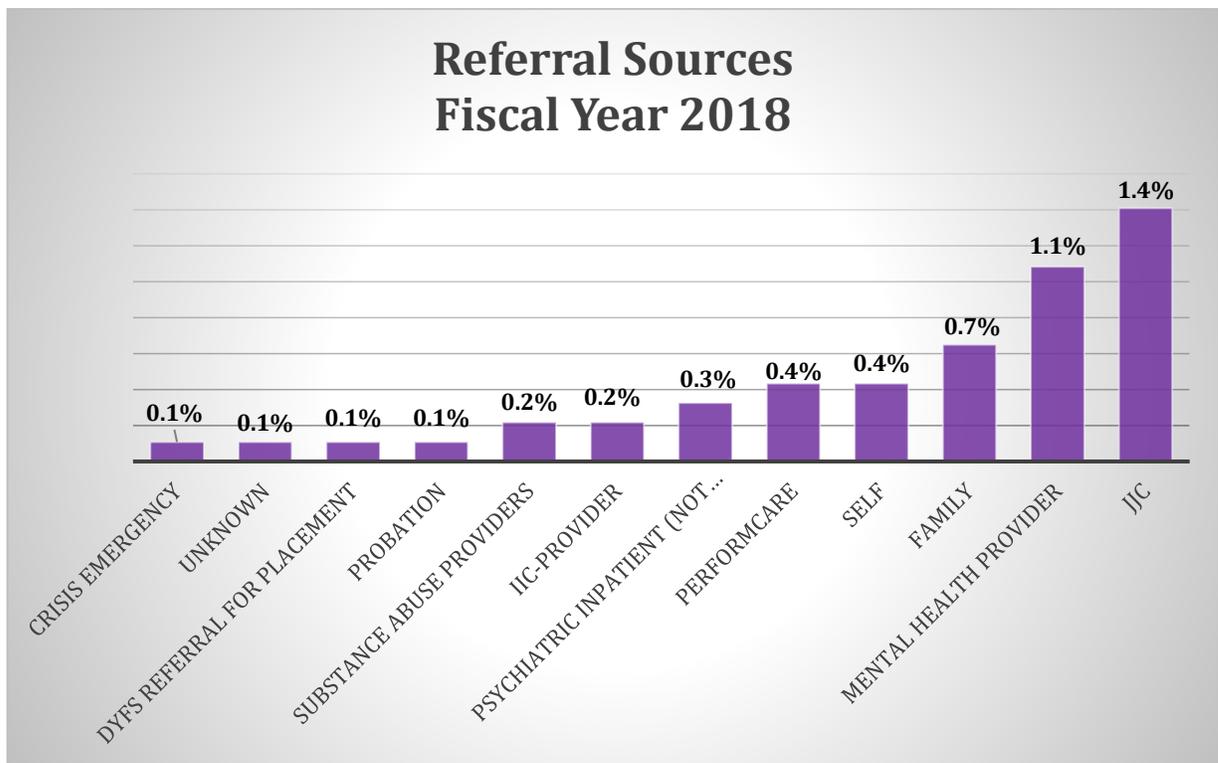
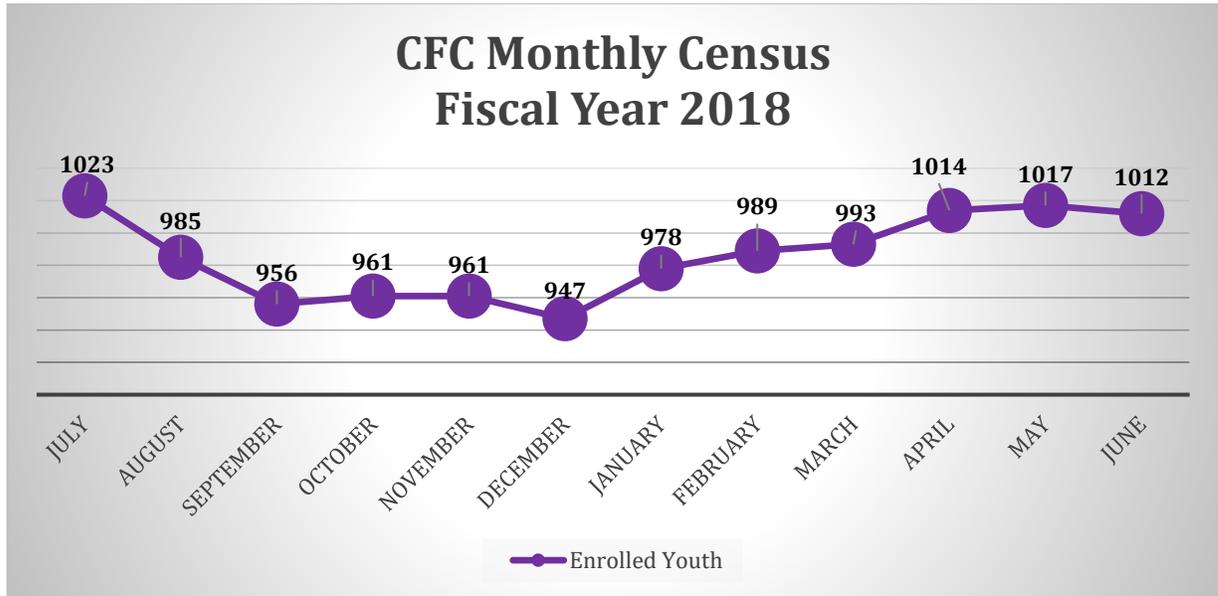
14% of CFC's DD/ID youth lived in out-of-home treatment settings

Juvenile Justice and Child Welfare

In Fiscal Year 2018, 3.33% of CFC youth spent time in the Middlesex County Youth Shelter, and 3.38% were held at the county's Juvenile Detention Center.

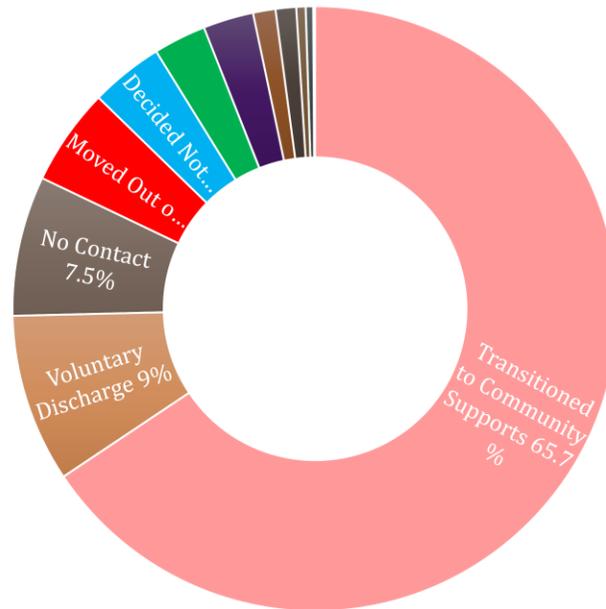
Additionally, 9.68% were involved with Juvenile Court and/or Family Court.

COORDINATED FAMILY CARE



OUTCOMES

Youth Disposition at Time of Transition from Services



- Transitioned to Community Supports 65.7 %
- Voluntary Discharge 9%
- No Contact 7.5%
- Moved Out of State 5.2%
- Decided Not to Participate 3.9%
- Transfer to Another CMO 2.8%
- Incarcerated 2.7%
- Aged Out 1.2%
- AWOL / Runaway 1.1%
- Moved Out of County .5%
- Independent Living .4%
- Deceased .1%

COORDINATED FAMILY CARE

OUTCOMES

Of the youth that were transitioned in Fiscal Year 2018:

91.9% could name positive supports in their life

89.1% attend expected activities

64.1% understood the risks and benefits of medication

65.6% were able to always employ pro-social problem-solving skills

73.3% had reduced psychiatric symptoms

76.7% demonstrated the ability to resolve conflict

78.3% better controlled and/or sought assistance with risky impulses

88.5% enjoyed social interaction

89.2% demonstrated social skills with others

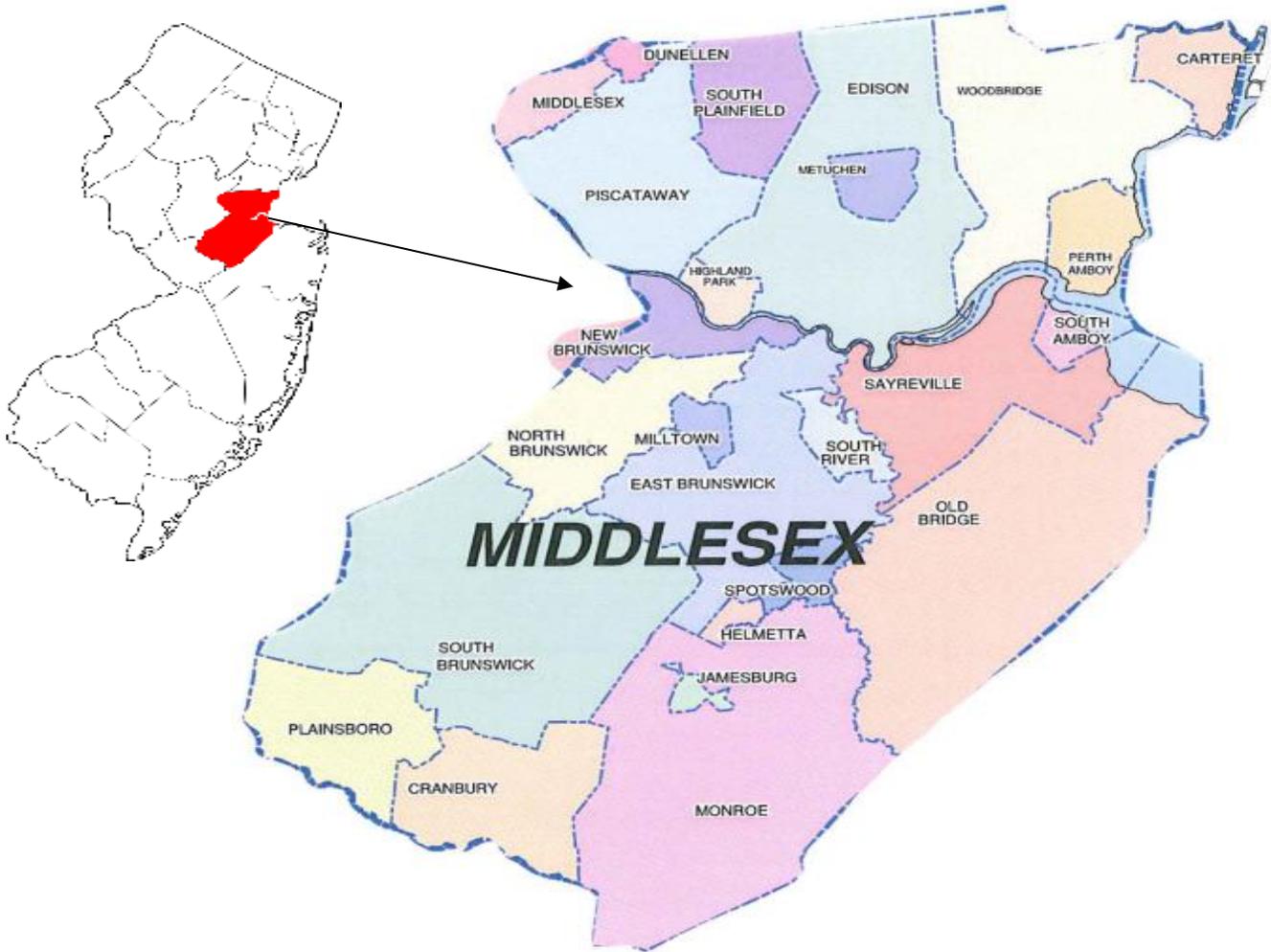
90.3% engaged in education most of the time



“Our Care Manager was very supportive and was a great resource when needed. I am extremely appreciative of the services provided.”

Data obtained from Transition ISP's.

WHERE OUR FAMILIES RESIDE



1. New Brunswick	14.8%
2. Perth Amboy	10.6%
3. Edison	8.3%
4. North Brunswick	5.2%
5. East Brunswick	4.9%

RESOURCE DEVELOPMENT

Coordinated Family Care maintains formal agreements with multiple types of service providers in the community for CFC youth.

108 signed agreements are currently in place. The predominant service offered by these providers (92) is Intensive In-Community (IIC) services. There are also contracts with 19 providers offering psychiatric and/or psychological services.

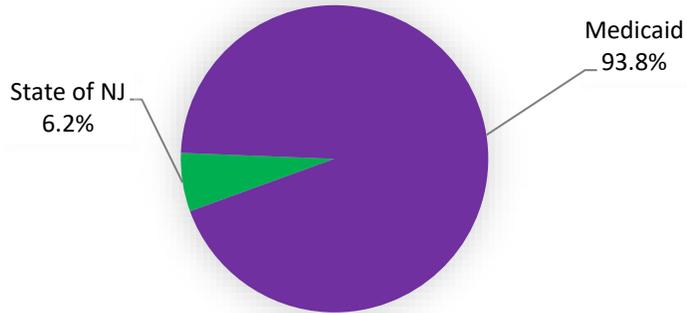
Additionally, CFC works with many providers of Intensive In-Home (IIH) services for developmentally disabled youth.



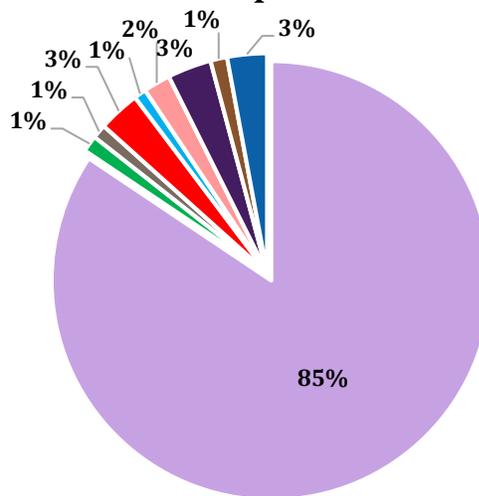
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FINANCES

FY 18 Revenue Sources



FY 18 Expenses

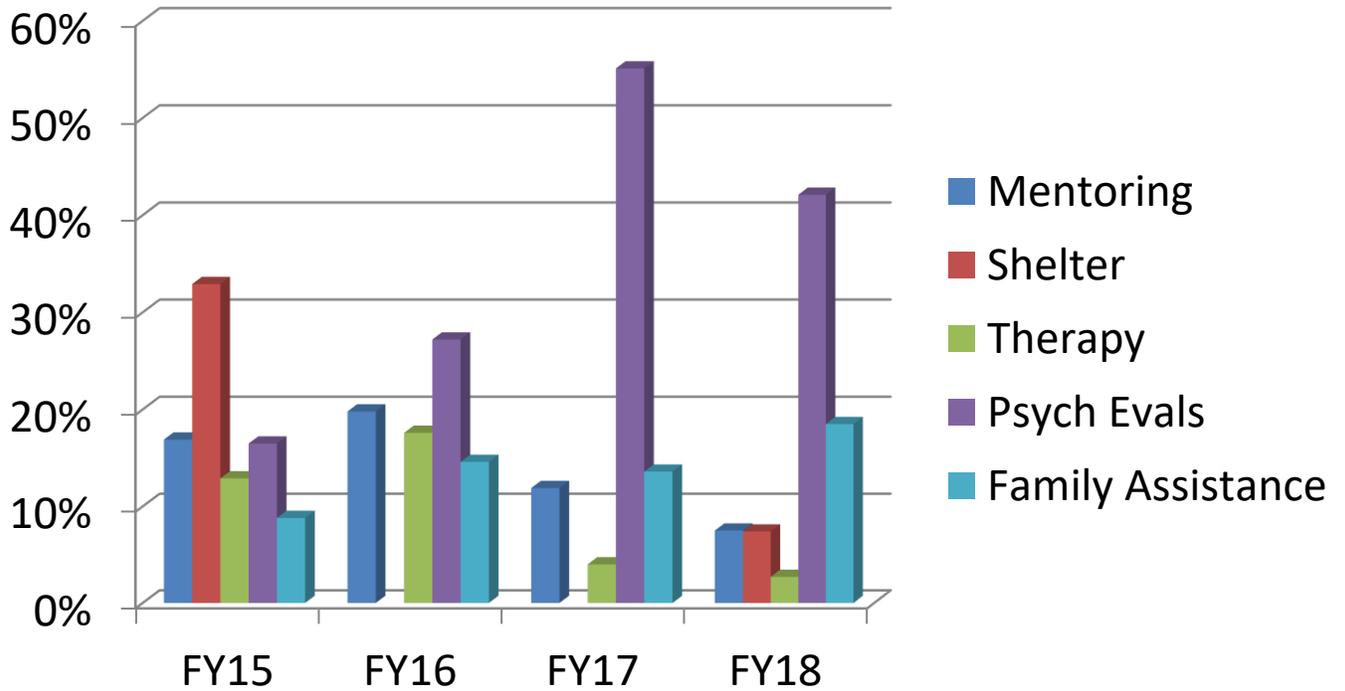


- Personnel & Fringe Expense
- Materials & Supplies
- Insurance (not including health)
- Other Expense
- Capital Equipment
- Professional Fees
- Facility Costs
- Flex Funds
- Non-Capital Equipment

COORDINATED FAMILY CARE

FINANCES

FLEX FUND UTILIZATION



COORDINATED FAMILY CARE

STRATEGIC PLAN

CFC has developed a comprehensive Strategic Plan for 2016-2019.

Goal #1: CFC will provide the highest quality services by offering flexible, sustainable, and adaptable evidence-based care through best practices, quality improvement, and outcomes management.

Goal #2: CFC will assure continued recruitment and retention of quality staff within the financial parameters of the budget.

Goal #3: In order to better support the organization and its mission, CFC will examine and improve the organization's infrastructure as well as examine specific roles to maintain efficiency and effectiveness of services.



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

<https://www.linkedin.com/company/1287623/admin/updates/>

Annual Report developed by Kevin Mattivi, Executive Assistant to the CEO.

*Year employed with CFC

