



ANNUAL REPORT

COORDINATED FAMILY CARE OF
MIDDLESEX COUNTY

FY 2020

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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,

The last fiscal year was full of unprecedented events and Coordinated Family Care (CFC) has shown its strength, perseverance, and agility through it all. It was a year of “firsts” for the agency: the first time the census reached over 1,200 youth in a given month, the first year we served over 2,000 unique youth, the first time we had to work remotely during a global pandemic (and hopefully the last). We have changed the way that we do the work, and CFC has shown both resilience and fortitude in getting the work done.

In the beginning of FY 2020 New Jersey unemployment was at an all-time low – which meant that applications for potential employees was also trending low. We have always strived to create a welcoming and supportive company culture, knowing that happy employees make for better work and more satisfied families. In short, we want our employees to want to work here. CFC has shaped our agency culture through our Creating All Good (CAG) committee. CAG circa January 2015, is a group that meets once a month and is open to all employees. The group plans agency events that fall into one of the six (6) dimensions of wellness: Occupational, Physical, Social, Intellectual, Spiritual, and Emotional. In the first nine (9) months of FY 2020, CFC (through recommendations of efforts of the CAG committee) hosted a variety of companywide events to foster relationships, encourage teambuilding, and enhance our company culture.

A fortuitous organizational shift that happened early in FY2020 was our preparation for and integration of a mobile workforce. We equipped all of the care managers and supervisors with laptops which allowed them to connect more easily. It provided much-needed access and flexibility to work remotely when the pandemic began, later in the year.

As the fiscal year approached the fourth quarter the State of NJ went into “shelter in place” due to the pandemic. CFC quickly transitioned to virtual platforms in March and did not see families in person. Virtual is not the norm for CFC. The care managers adapted, and video platforms were used to hold face to face meetings with families. It

COORDINATED FAMILY CARE

was a balancing act -- allowing our employees to get acclimated to a new way of working (and a pandemic!) while maintaining their engagement with the families they serve. Thankfully, CFC had already equipped the care managers with the technology they needed to accomplish this feat. The rate at which the agency was able to pivot and become essentially fully functional remotely is nothing short of amazing.

All departments immediately went virtual. Human Resources swiftly moved to virtual interviews and new employees were on-boarded virtually. This was not the way we would prefer to introduce new employees to the agency, but we adapted and fostered strong connections with new staff, despite the physical distance.

CFC continues to be nimble to adapt to changing COVID-19 regulations. Due to COVID-19, CFC upgraded the office space to allow people to safely return to the office on a voluntary basis, in heavily monitored and controlled groups. We have daily temperature checks. We added Plexiglas partitions, labeled the floor with “roads” to direct traffic, and limited the capacity of rooms. We have increased our supply of hand sanitizer and cleaning supplies and have stations with cleaning supplies throughout the office. We wear masks when anywhere in the building other than our own desk. Through it all, CFC has kept its culture alive by hosting virtual employee events within the six (6) dimensions of wellness. The events are well-attended and we are finding ways to create bonds during this time of separation.

In addition to adapting to the new COVID-19 world, CFC continues to seek opportunities to partner with other community entities. CFC has Certified Coaches in The Nurtured Heart Approach and has co-facilitated training and/or groups that have reached over 434 individuals, including families served, employees of Child Protection & Permanency, and resource families – which is an increase of 200 over last year.

The health and well-being of our staff and families is paramount at CFC. We prioritize our staff’s mental health and continue to partner with our Employee Assistance Program to provide group debrief sessions and individual sessions for employees, using a licensed clinician. Employees can vent or seek counseling about how they are handling all the new changes and social restrictions due to COVID-19, or any other issues that they may have. These sessions are provided to staff as a benefit of employment, and there are no out-of-pocket expenses for our staff to participate in these debrief sessions.

COORDINATED FAMILY CARE

As the new fiscal year continues, CFC continues to do the work to support our families to reach their vision, goals, and full potential. We are working together to keep our employees connected to each other and their families. We are working together to build a sense of community and “wraparound” support for our employees and for our families served, despite the limitations that we face due to the pandemic.

As illustrated in this report CFC, has truly engaged with, and served Middlesex County. We encourage and welcome everyone to become involved with the agency, either as a Trustee, advocate, or family served. We, along with the rest of the Board of Trustees, are honored to be part of this organization. We look forward to the future to see how many more people’s lives will be improved by the good work of Coordinated Family and our partners.

Warm regards,

Andrea Mackaronis, Esq.
Board Chairperson
2013 – Present

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



BOARD OF TRUSTEES

Fiscal Year 2020

Andrea Mackaronis

Board Chairperson
Community Member

Karla Wallack

Board Vice Chairperson
Community Member

Ravi Venkataraman

Board Treasurer
Community Member

David Degatano

Human Resource Chair
Community Member

Janet Giordano

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

Annie Lachs

Ad Hoc 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

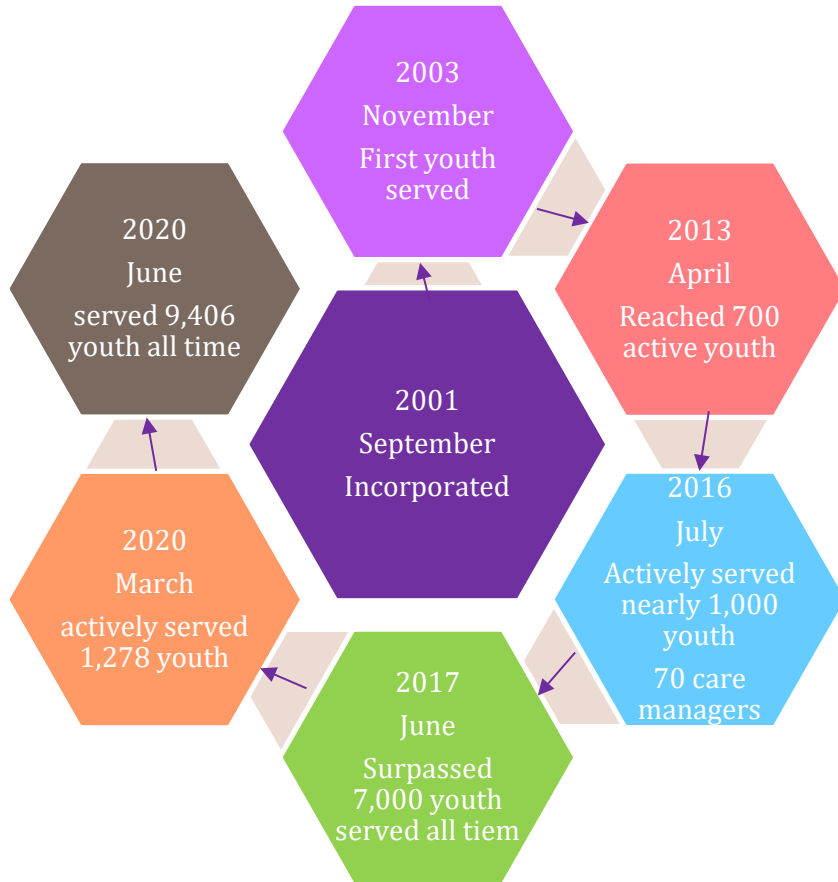
Coordinated Family Care is the catalyst for a united community that embraces growth and acceptance.

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



"CFC is a good service, definitely. They helped me with learning how to cope and find answers. My care manager got me a counselor to work with me and my son. Things are getting better. "



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

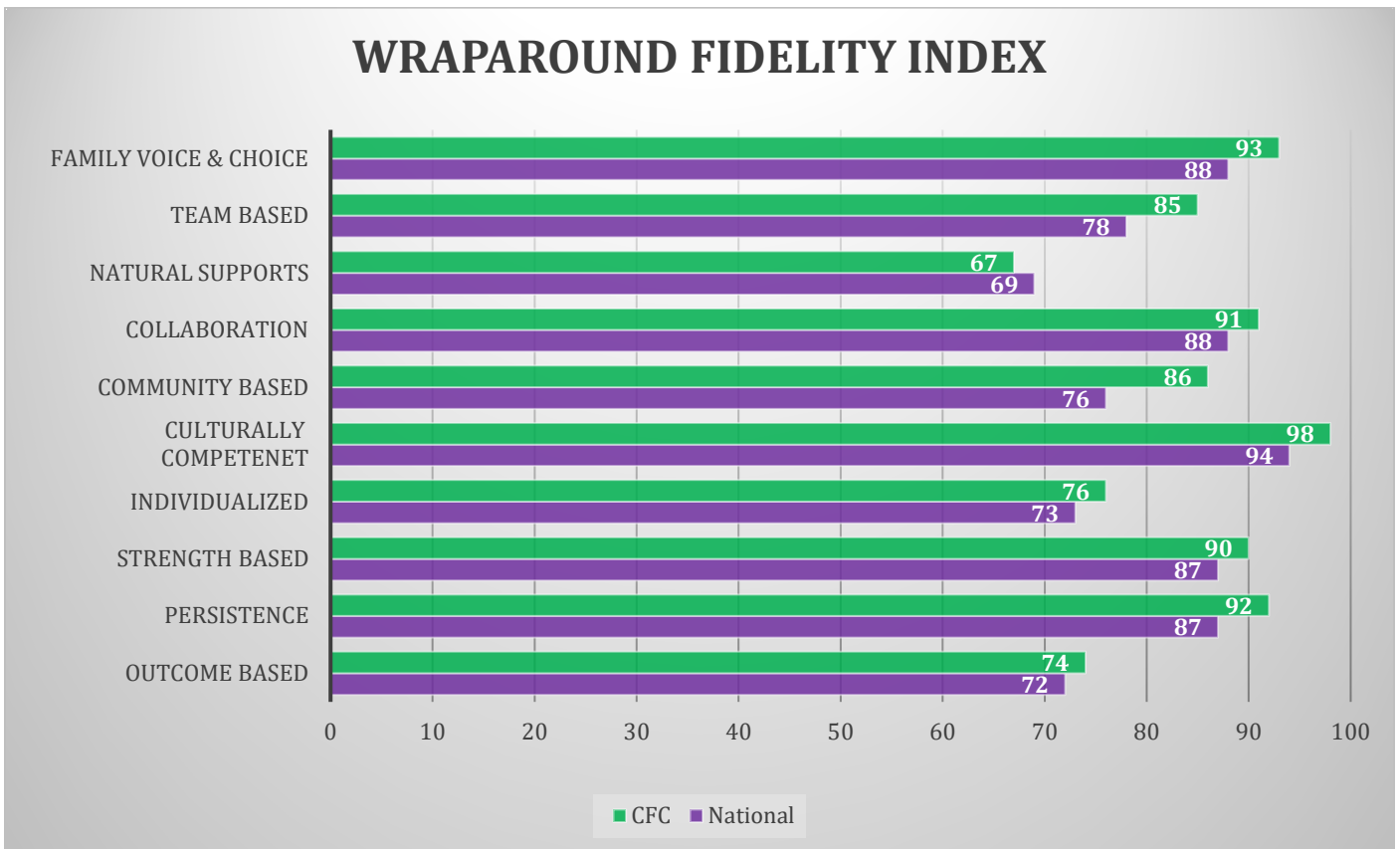


WRAPAROUND FIDELITY INDEX

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:



“She’s helpful, collaborative and has been a huge support. I have received the needed help when I’ve needed it the most. I’m incredibly grateful in ways you can’t imagine.”

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.

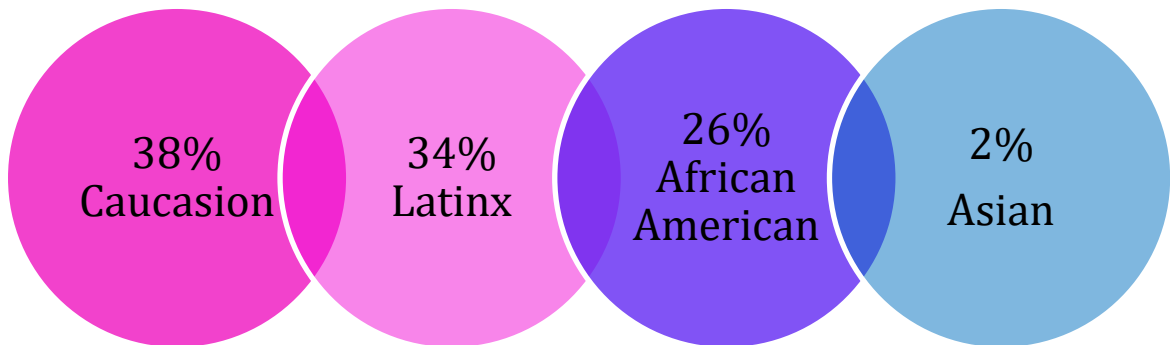
Over the last year, CFC has exposed and trained 434 people in the Nurtured Heart Approach. CFC Nurtured Heart Trainers trained new Care Managers, families in Middlesex County, DCPD staff, Resource Parents, some Middlesex County Schools and community agencies such as Woman Aware. CFC also did a one-hour 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 to families of Middlesex County virtually. CFC continues to explore ways to offer training of the Nurtured Heart Approach to the community.



STAFF DIVERSITY

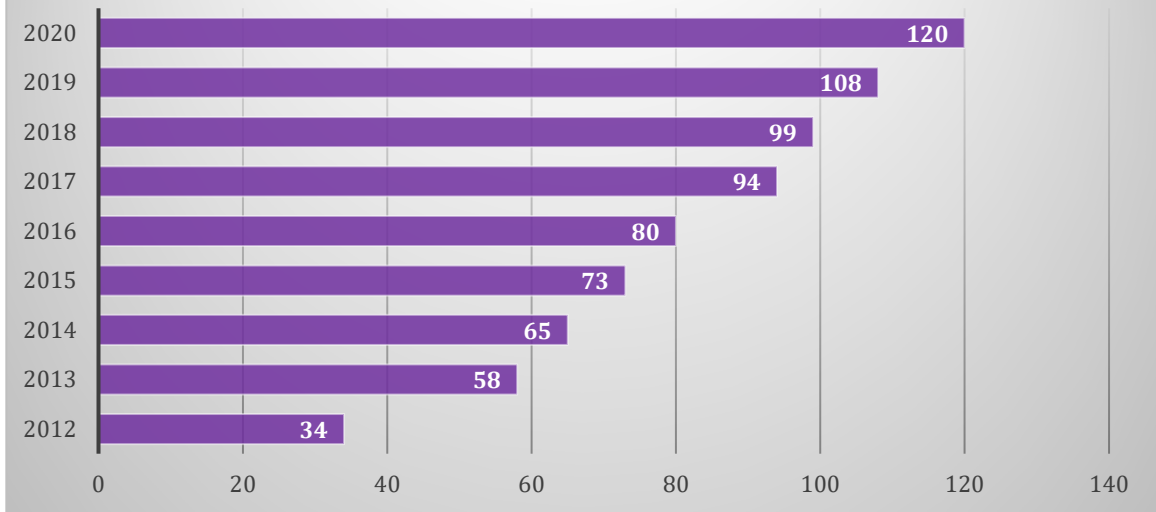


Race



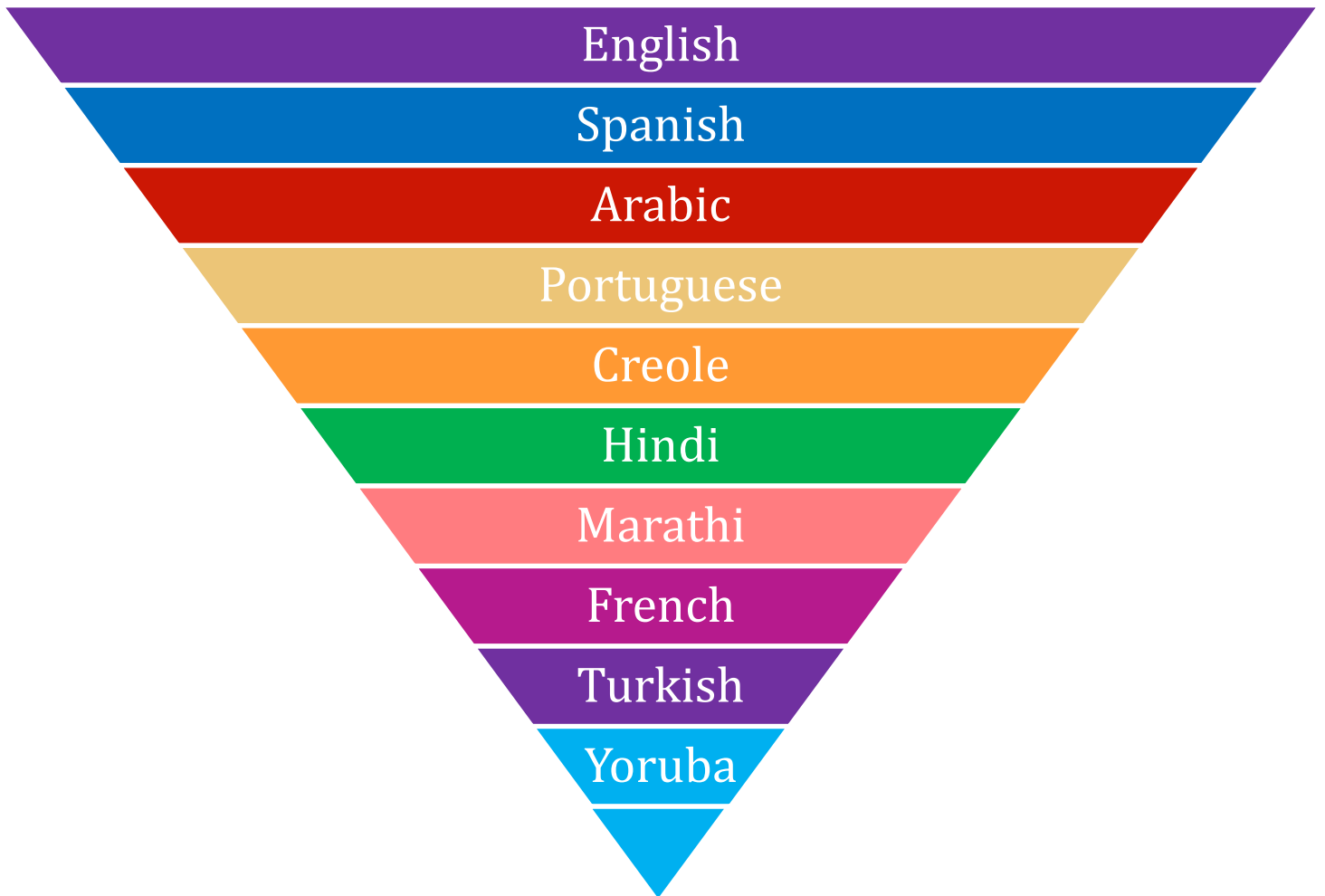
"She has provided me with the right information, she's attentive, helpful, attends all our meetings with us, and has been able to get me the right services. I just want to say thank you!"

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



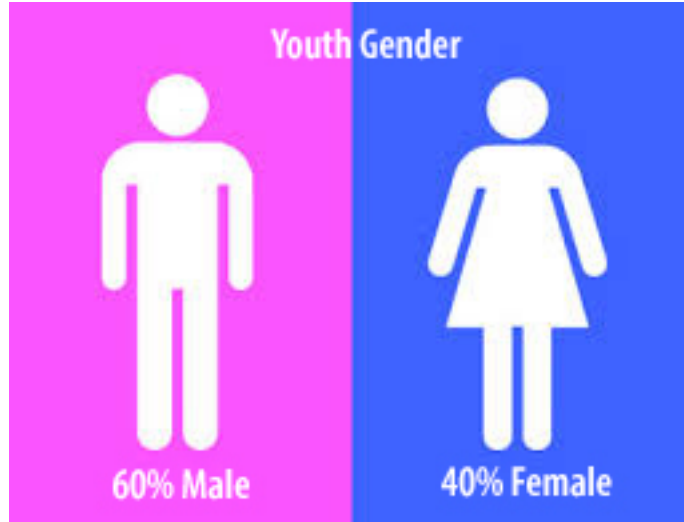
"She is great! She is very supportive, provides us with suggestions, and overall she's like my cheerleader! Another member of the family! When I have doubts or feel overwhelmed, she's there to help keep me going."



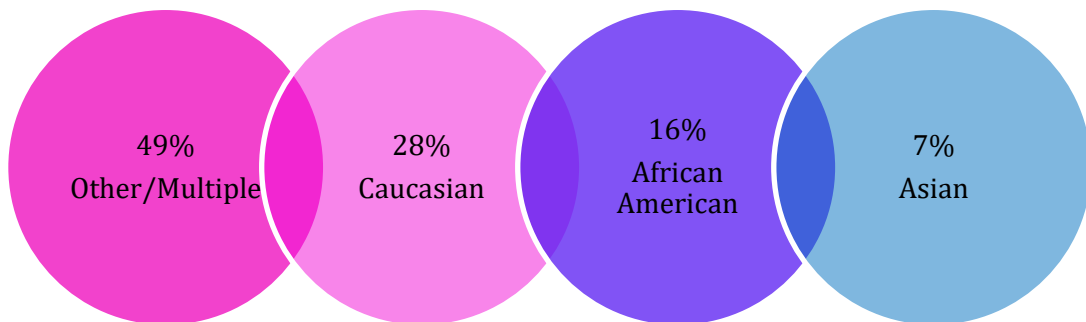


CFC YOUTH DIVERSITY

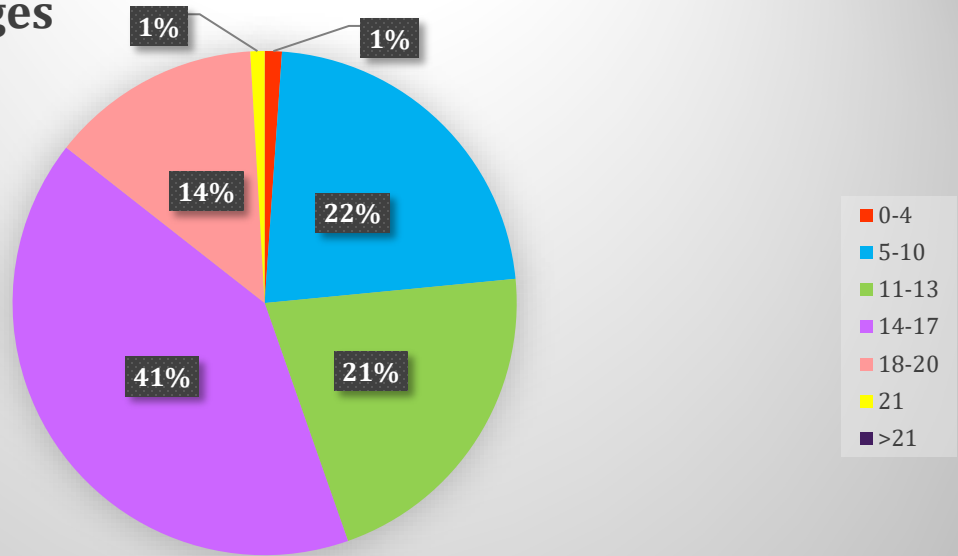
2091 youth were served in FY 2020



Youth Race

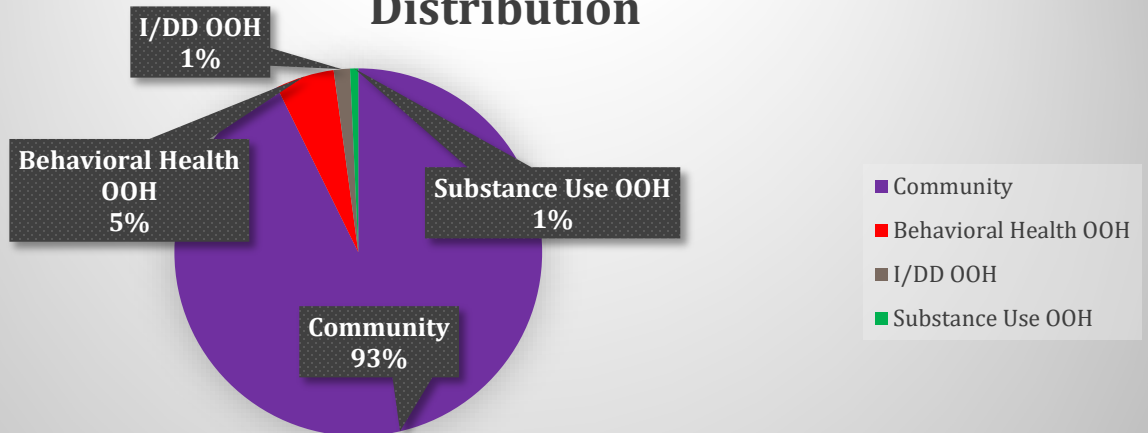


Youth Ages



The primary language spoken by 77% of CFC families is English, and 22% primarily speak Spanish. The remaining 1% speak Arabic, Urdu, Hindi, Gujrati, Bengali, Portuguese, Russian, Polish, Mandarin, or Tamil.

Community / Out of Home (OOH) Treatment Distribution



"She is helpful, collaborative and has been a huge support. I've received the needed help when I've needed it the most. I'm incredibly grateful in ways you can't imagine."

Most Common Diagnoses of Youth

Each youth may have more than one diagnosis

1. Attention Deficit Hyperactivity Disorder 27%
2. Autism Spectrum Disorder 25%
3. Adjustment Disorder 17%
4. Major Depressive Disorder 13%
5. Oppositional Defiant Disorder 13%



Developmental and Intellectual Disabilities (DD/ID Youth)

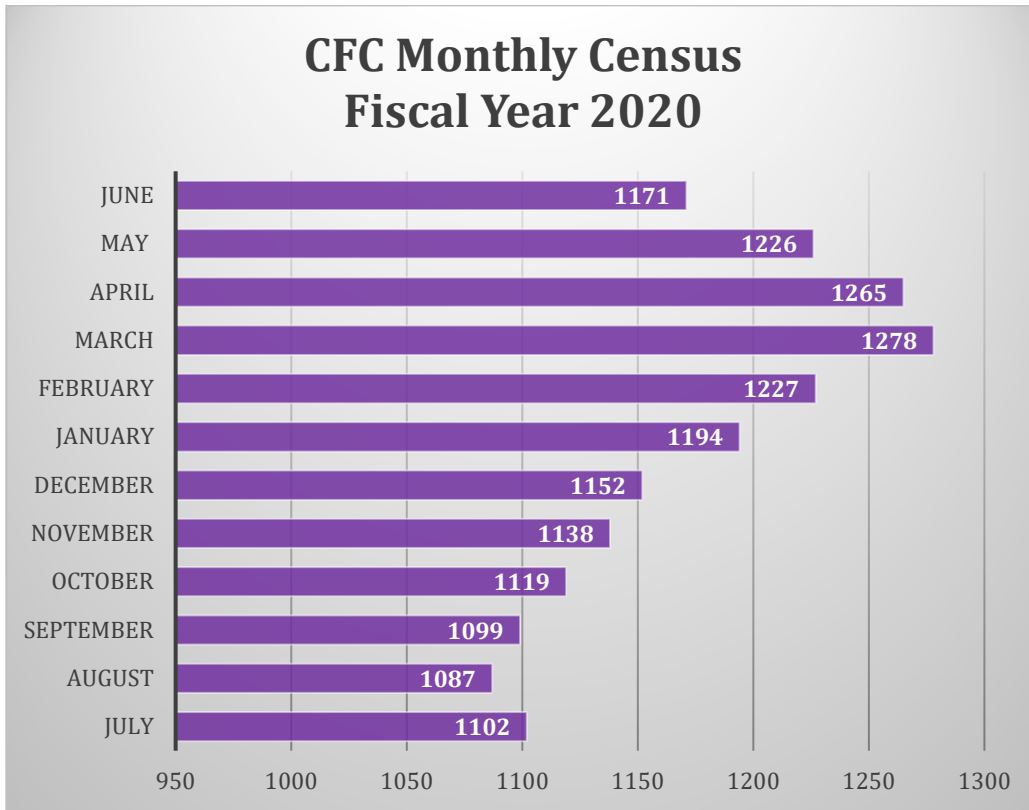
16% of youth served in FY 20 by CFC were deemed DD/ID by the State of NJ

8.5% of CFC's DD/ID youth lived in out-of-home treatment settings

Juvenile Justice and Child Welfare

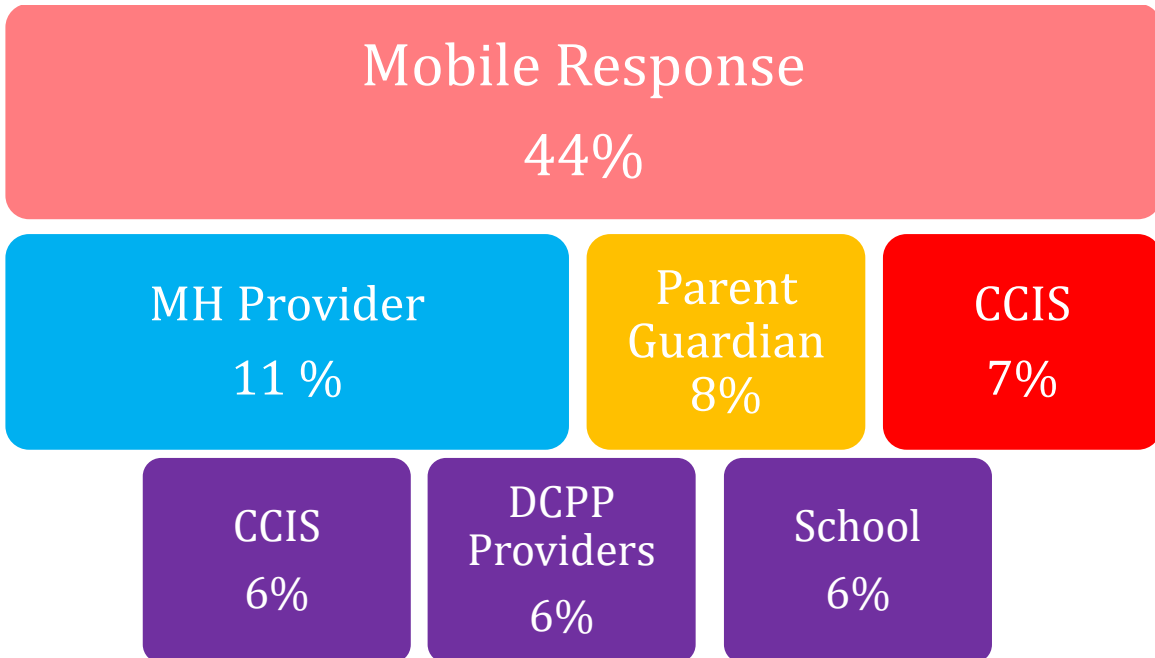
In Fiscal Year 2020, only 3% of CFC youth spent time in the Middlesex County Youth Shelter, and 2% were held at the county's Juvenile Detention Center.

Additionally, 14% were involved with Juvenile Court and/or Family Court.



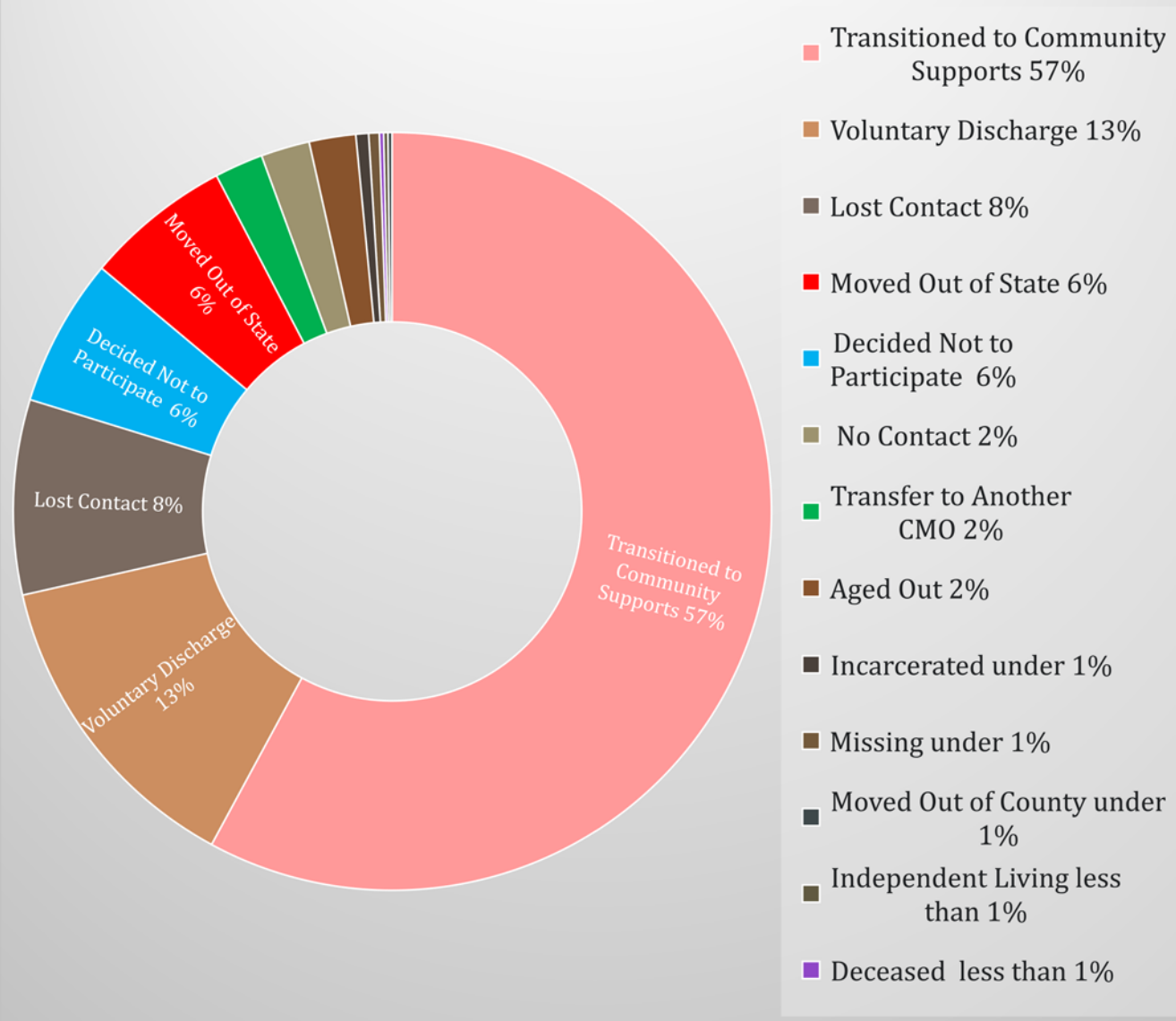
"Oh yeah, I'm satisfied. she's great. She goes above and beyond for both of my kids. We talk all the time. If something happens, I reach out to her right away. It's been tough, but it's going well."

TOP REFERRAL SOURCES



OUTCOMES

Youth Disposition at Time of Transition from Services



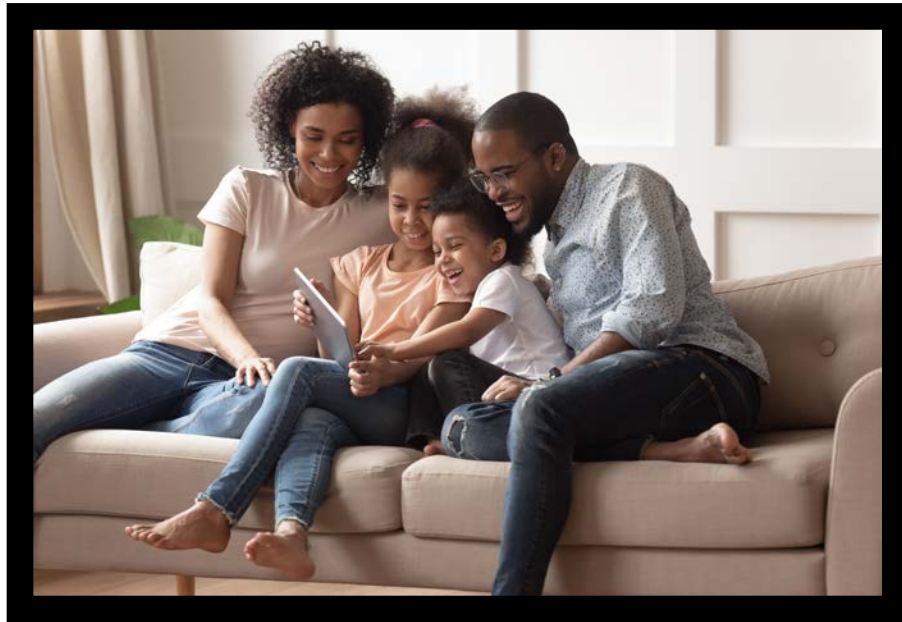
TRANSITIONED YOUTH OUTCOMES

Social Achievements

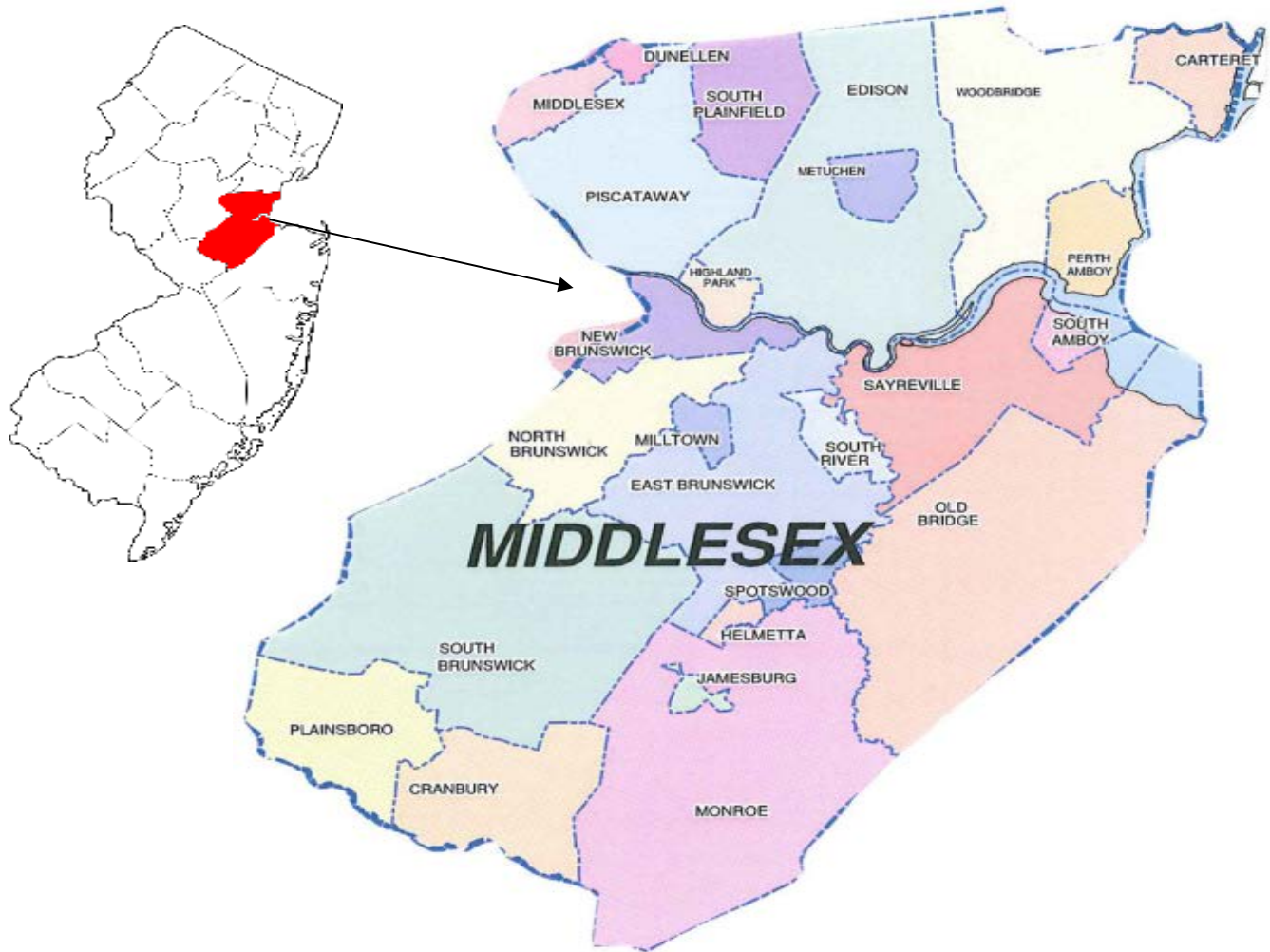
- 81% could name positive supports in their life
- 85% attended expected activities
- 85% enjoyed social interaction
- 76% demonstrated social skills with others
- 90% engaged in education most of the time.

Growth

- 59% had reduced psychiatric symptoms
- 59% demonstrated the ability to resolve conflict
- 50% were able to always employ pro-social problem-solving skills
- 64% managed and/or sought assistance with risky impulses
- 53% understood the risks and benefits of medication



WHERE OUR FAMILIES RESIDE



1. New Brunswick	13%
2. Perth Amboy	10%
3. Edison	8%
4. Piscataway	5%
5. East Brunswick	5%

CFC IN ACTION

COMMUNITY CONNECTIONS

Fiscal Year 2020 Year in Review

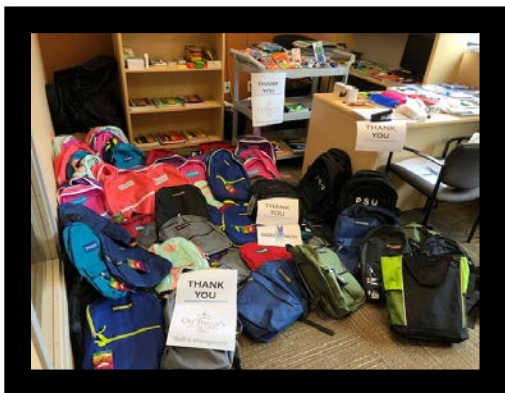
July 2019

- Service Provider Training Series



August 2019

- 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 2019

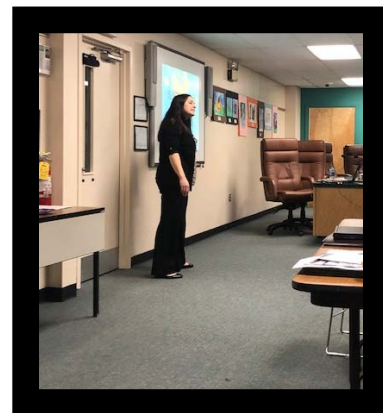
- New Prospective Provider Meeting

October 2019

- McKinney Vento School Building Liaisons Training at CFC

November 2019

- East Brunswick High School Child Study Team Training on The Children's System of Care and Nurture Heart Approach



December 2019

- CFC Service Provider Fair
- Holiday Rutgers University – Rutgers Against Hunger Donations

January 2020

- McKinney-Vento Educational Partnership Training

March 2020

- Middlesex County College Youth Wellness Summit

May 2020

- Children’s Mental Health Awareness Celebration (held virtually)
- Staff Training, Autism NJ - Strategic Approaches to the IEP

June 2020

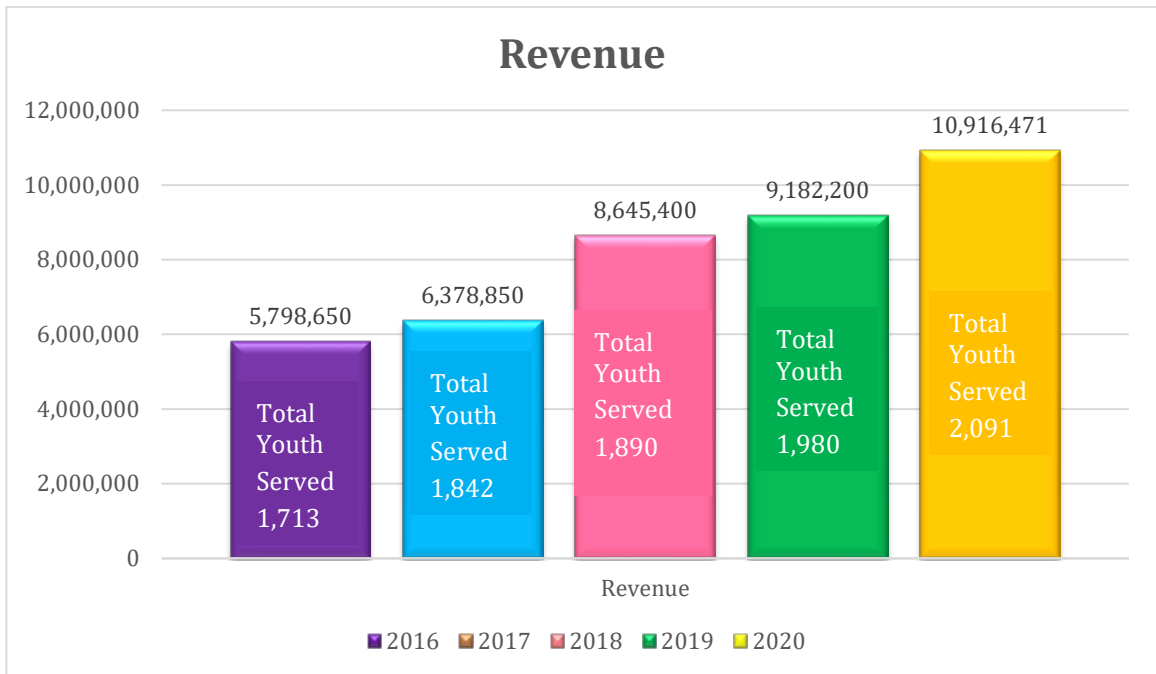
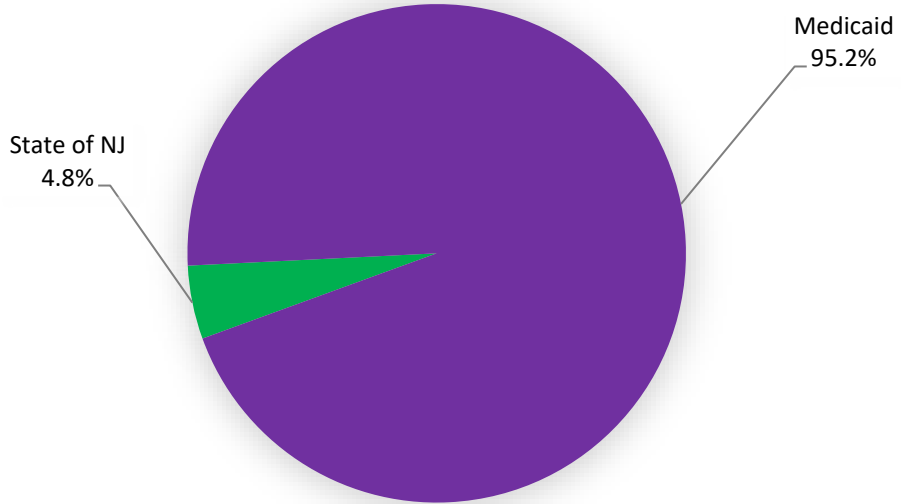
- Autism NJ Training on youth with severe autism



Some of the events CFC had planned towards the end of the fiscal year were able to be shifted to virtual platforms and some had to be canceled due to COVID-19

FINANCES

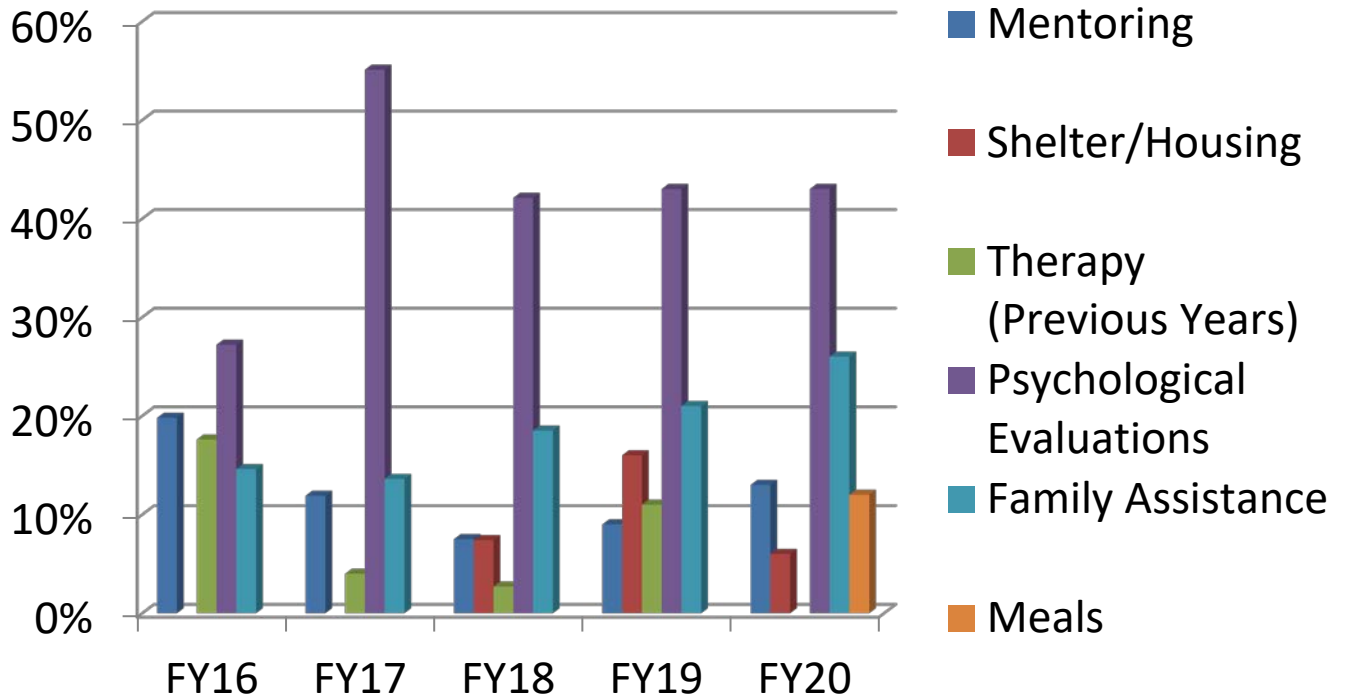
FY 20 Revenue Sources



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

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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

