



# ANNUAL REPORT

COORDINATED FAMILY CARE OF  
MIDDLESEX COUNTY

FY 2017

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*Quotes throughout this report are from former CFC families.*



“We would not be here if it wasn’t for our Care Manager. The help, support, and the professionalism were beyond words!!! Thank you, Coordinated Family Care for making this possible for my daughter.”

# COORDINATED FAMILY CARE

## WELCOME LETTER

Dear Friends and Colleagues,

The goal and overarching theme of Coordinated Family Care's fiscal year 2017 and of this Annual Report is best described as "building capacity." We built our capacity to meet with our increasing census. We built our capacity to accommodate continued growth in service provided. Finally, we literally increased our building capacity by moving into a new larger space which provides improved accommodations for our staff and the capacity and room for continued growth. While each year brings about new challenges to overcome, lessons to learn, and successes to realize, fiscal year 2017 was no different.

We met with challenges of how to grow and improve our infrastructure to provide quality service to the families in our community. During the most recent fiscal year, our daily census soared to an all-time high of 1,072. We also set a record by serving 1,842 youth and families total in fiscal year 2017. This was no easy feat. It required the organization to take a close look at its infrastructure to ensure that all areas within Coordinated Family Care are prepared to support our mission while experiencing significant growth, both in youth/families served and in staffing.

Our many successes are "heard" through the positive feedback from current and former Coordinated Family Care Families. We are continually collecting data from the Wraparound Fidelity Index measurement tool. We utilize this feedback and data to inform and guide changes in our day to day practice.

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 build capacity and serve the youth and families of Middlesex County.

Warm regards,

Andrea Mackaronis  
Board Chairperson  
2013 - Present

Suzanne S. Kreie, MSW, LCSW  
Chief Executive Officer



## BOARD OF TRUSTEES

**Andrea Mackaronis**

Board Chairperson  
Community Member

**J.T. Miller**

Board Vice Chairperson  
Community Member

**Ravi Venkataraman**

Board Treasurer  
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

**Karla Wallack**

Community 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.



“We are incredibly grateful for the services we received from Coordinated Family Care, from day one we worked as a team. We cannot thank the staff enough for the genuine care we received.”

# COORDINATED FAMILY CARE

## CFC HISTORY



“Coordinated Family Care was wonderful! Overall I was very pleased with the whole team and I am so grateful.”

## THE WRAPAROUND MODEL

From the 2017 CSOC CMO Policy Manual:

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



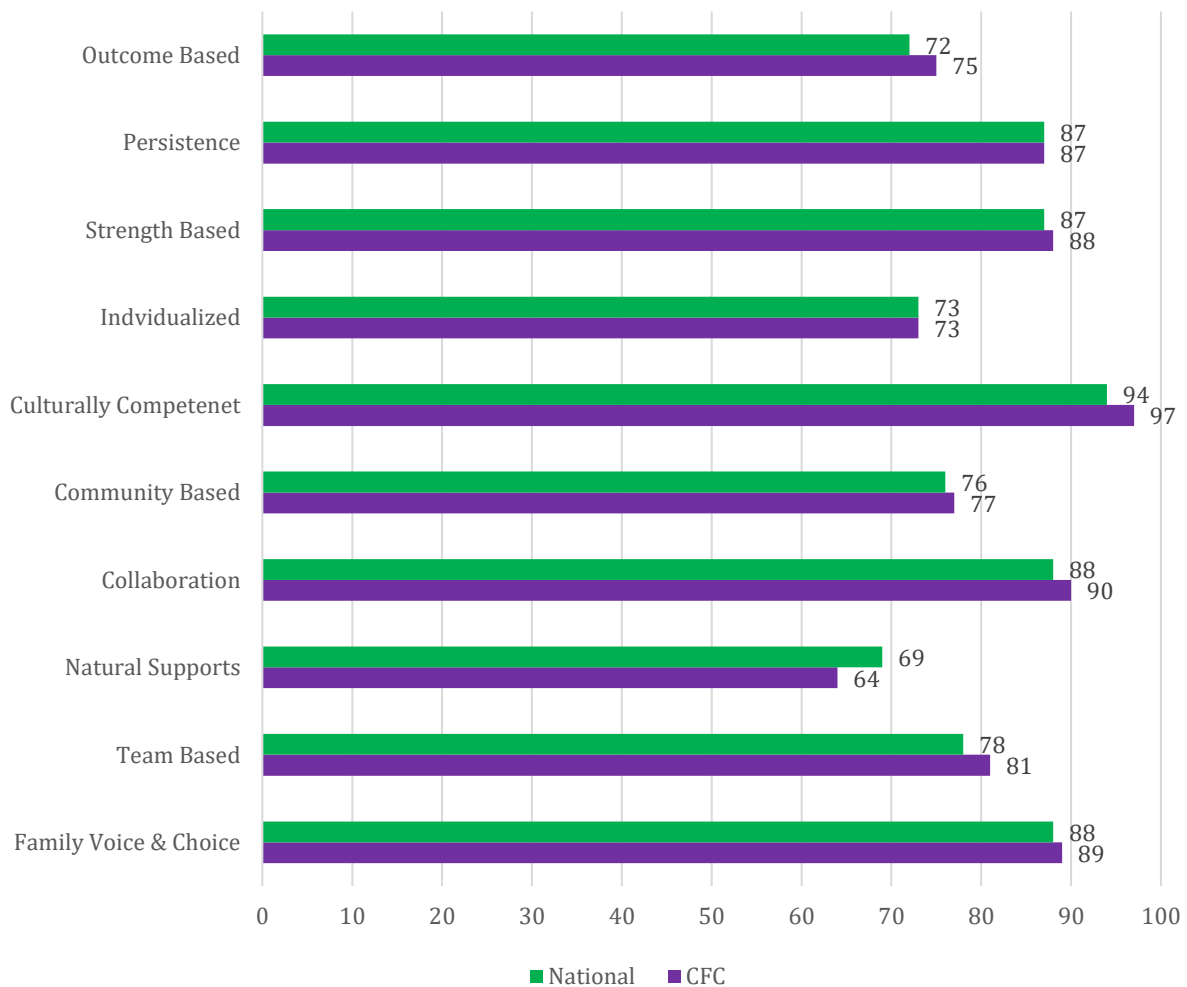
# COORDINATED FAMILY CARE

## 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 80% fidelity overall, equal to the national average for this measure.

Fidelity to Wraparound is also reported by its ten principles:

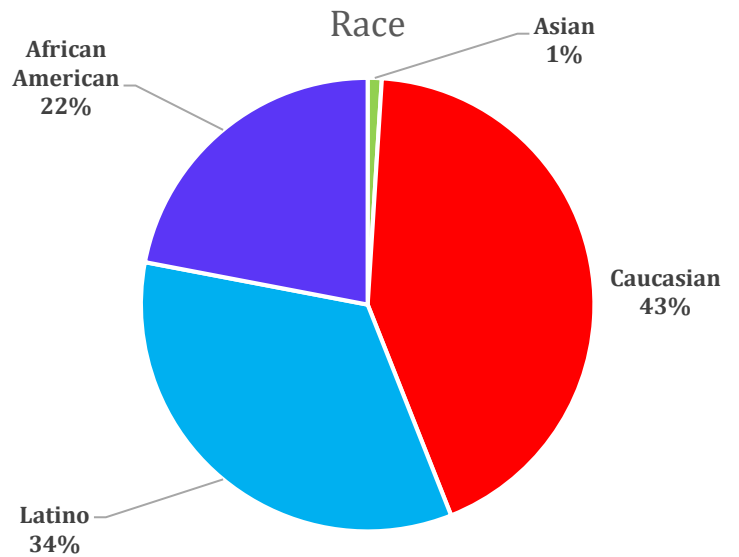
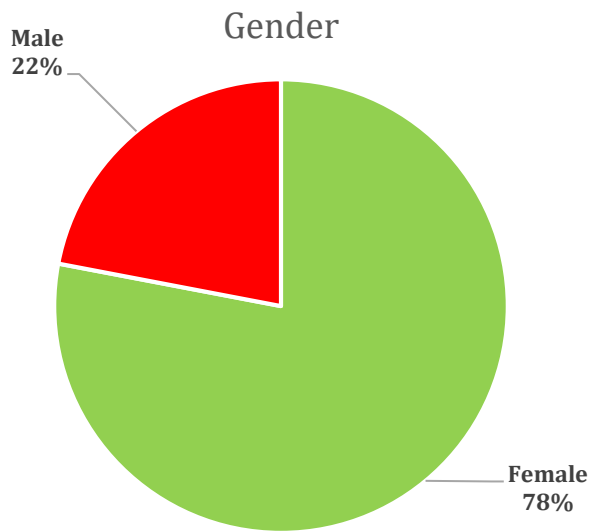




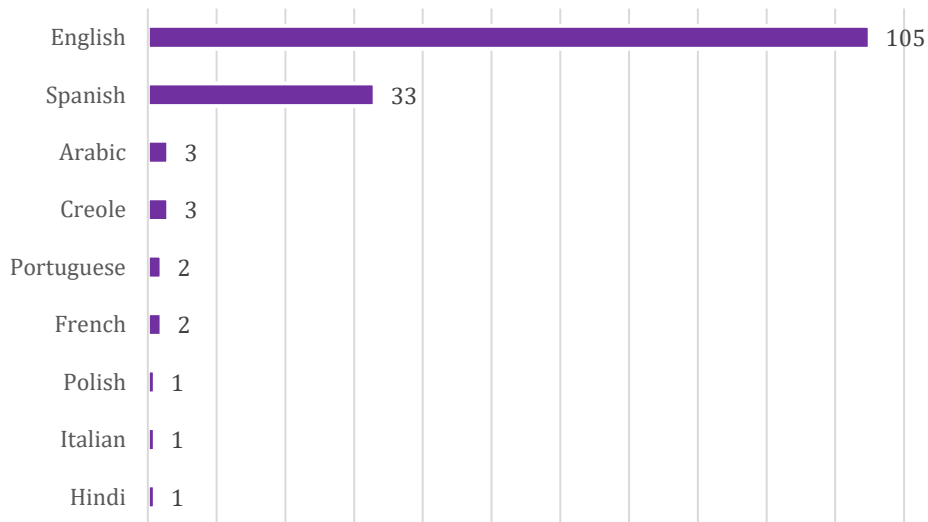
# COORDINATED FAMILY CARE

## STAFF DIVERSITY

Current Employees:



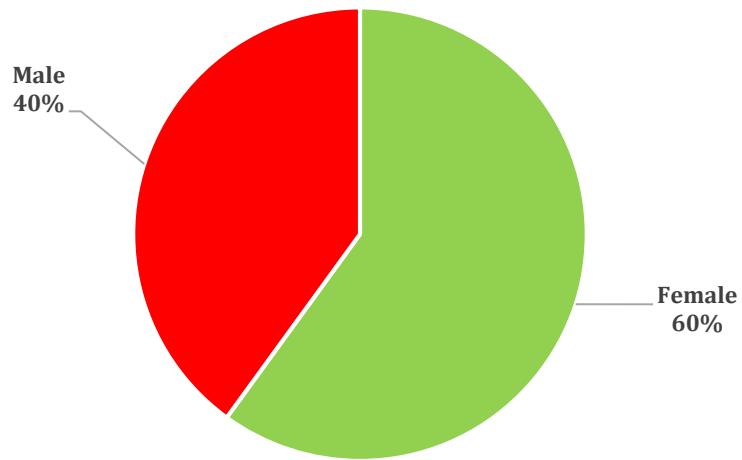
### Languages Spoken



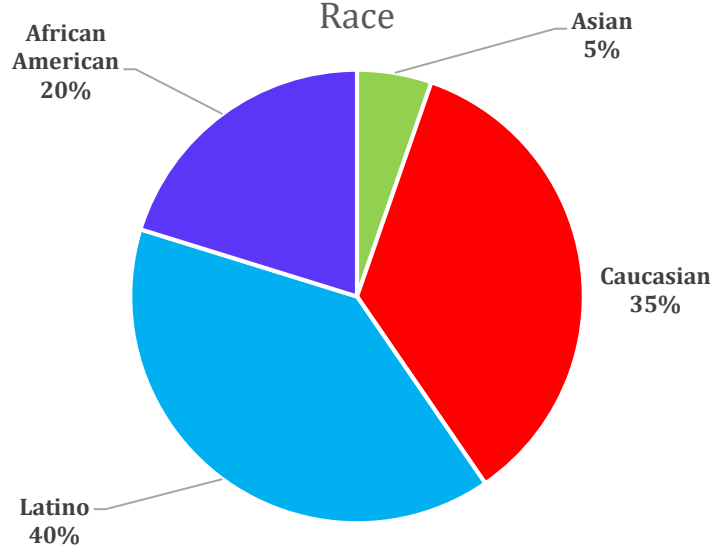
# COORDINATED FAMILY CARE

## CFC YOUTH

Gender



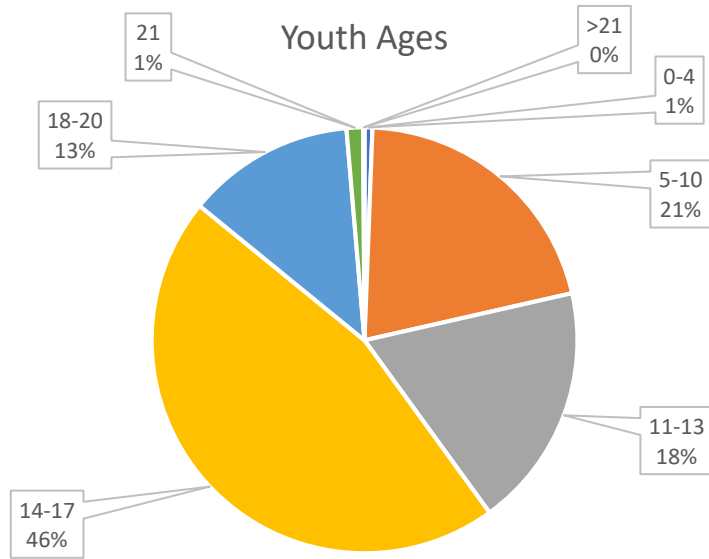
Race



1842 youth were served in FY2017.

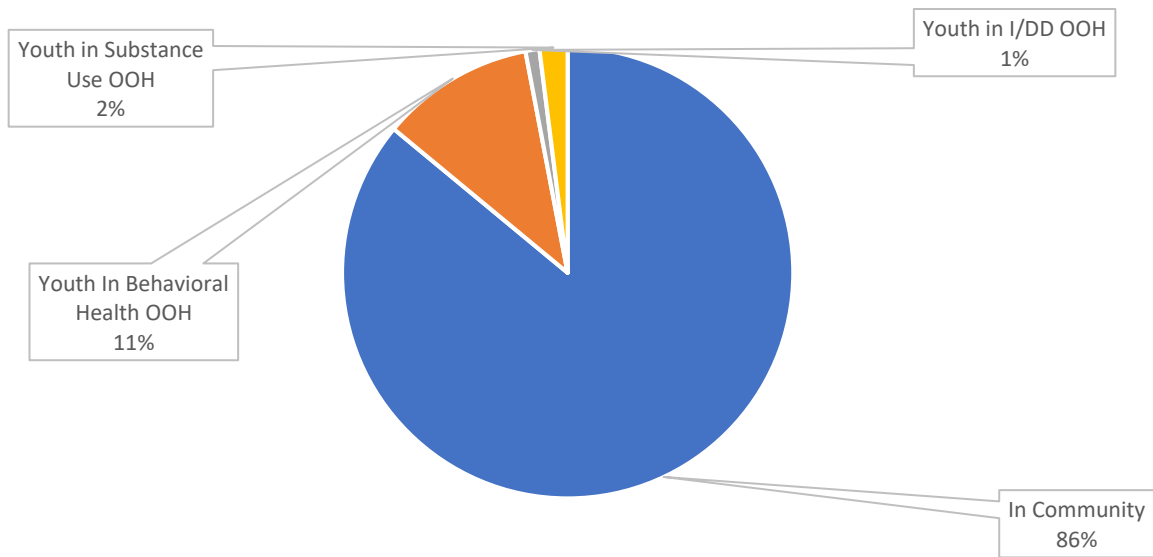
# COORDINATED FAMILY CARE

## CFC YOUTH



The primary language spoken by 80% of CFC families is English, and 19% primarily speak Spanish. The remaining 1% speak Arabic, Bengali, Creole, Italian, Korean, Mandarin, or Tamil.

## Community / Out of Home (OOH) Treatment Distribution



# COORDINATED FAMILY CARE

## CFC YOUTH

### Most Common Diagnoses of Youth

(Each youth may have more than one diagnosis)

|   |     |
|---|-----|
| 1. Attention Deficit Hyperactivity Disorder | 31% |
| 2. Autism Spectrum Disorder                 | 24% |
| 3. Oppositional Defiant Disorder            | 19% |
| 4. Major Depressive Disorder                | 13% |
| 5. Adjustment Disorder                      | 12% |

### Developmental and Intellectual Disabilities (DD/ID Youth)

16.3% of youth served in FY17 were deemed DD/ID by the State of NJ

15% of CFC's DD/ID youth lived in out-of-home treatment settings



### Juvenile Justice and Child Welfare

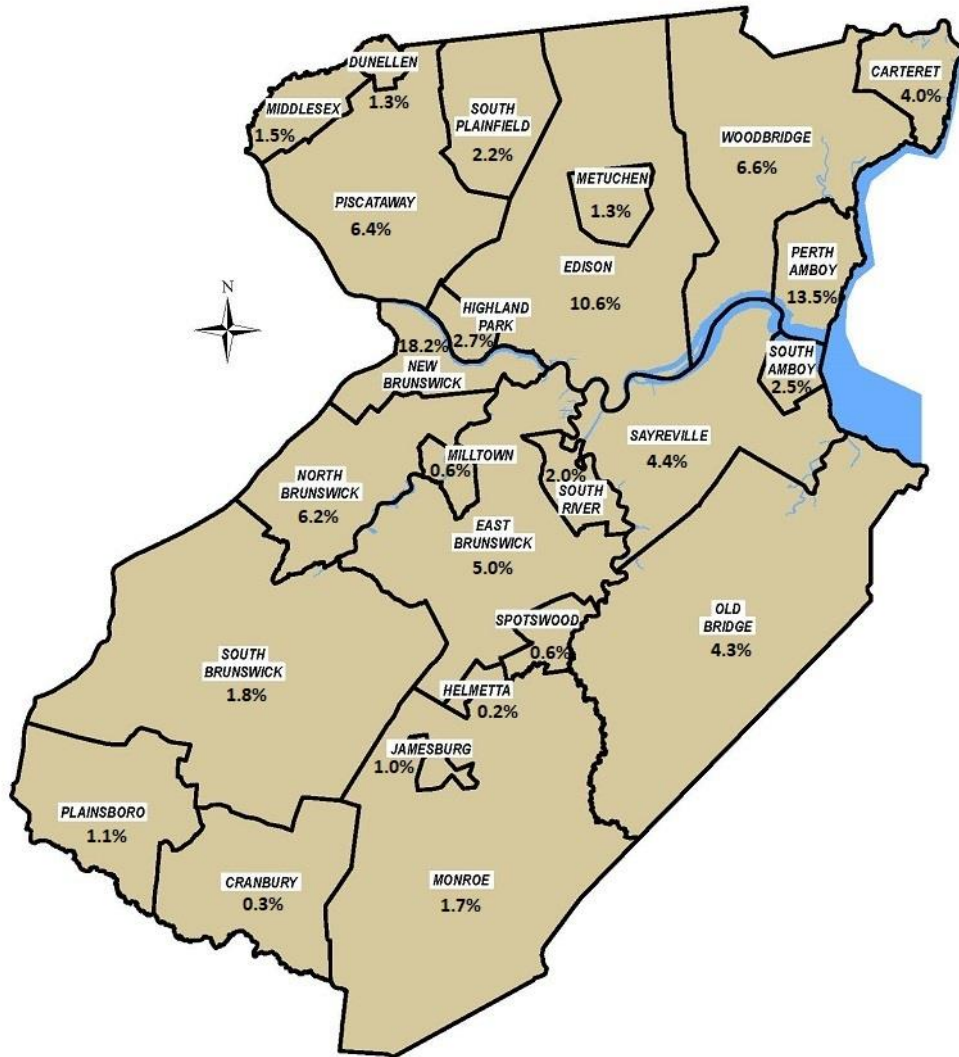
In Fiscal Year 2017, 4.5% of CFC youth spent time in the Middlesex County Youth Shelter, and 3.8% were held at the county's Juvenile Detention Center.

Additionally, 12.5% were involved with Juvenile Court and/or Family Court.

*"Our Care Manager was excellent! She was supportive all aspects of our daughter's case and we are truly grateful that we had her throughout the entire process."*

# COORDINATED FAMILY CARE

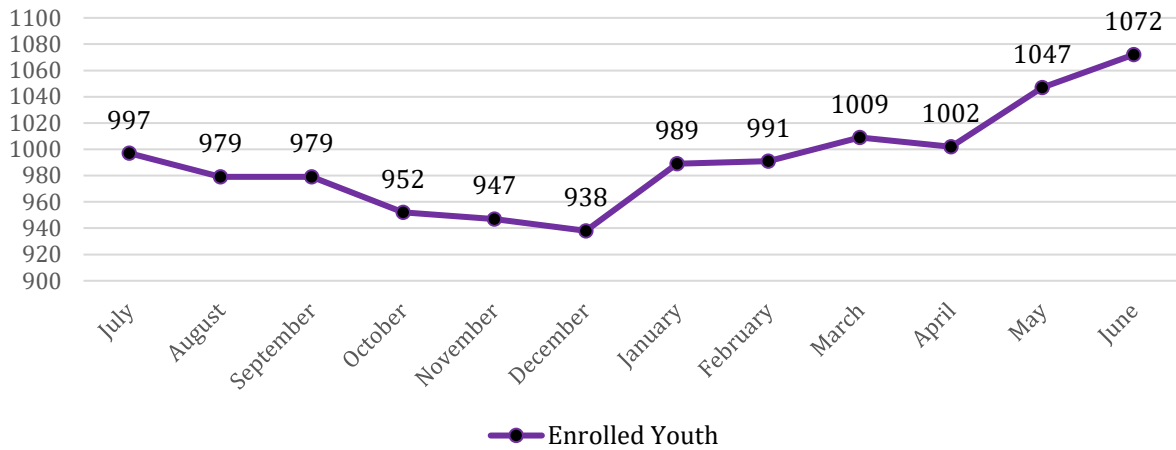
## WHERE OUR FAMILIES RESIDE



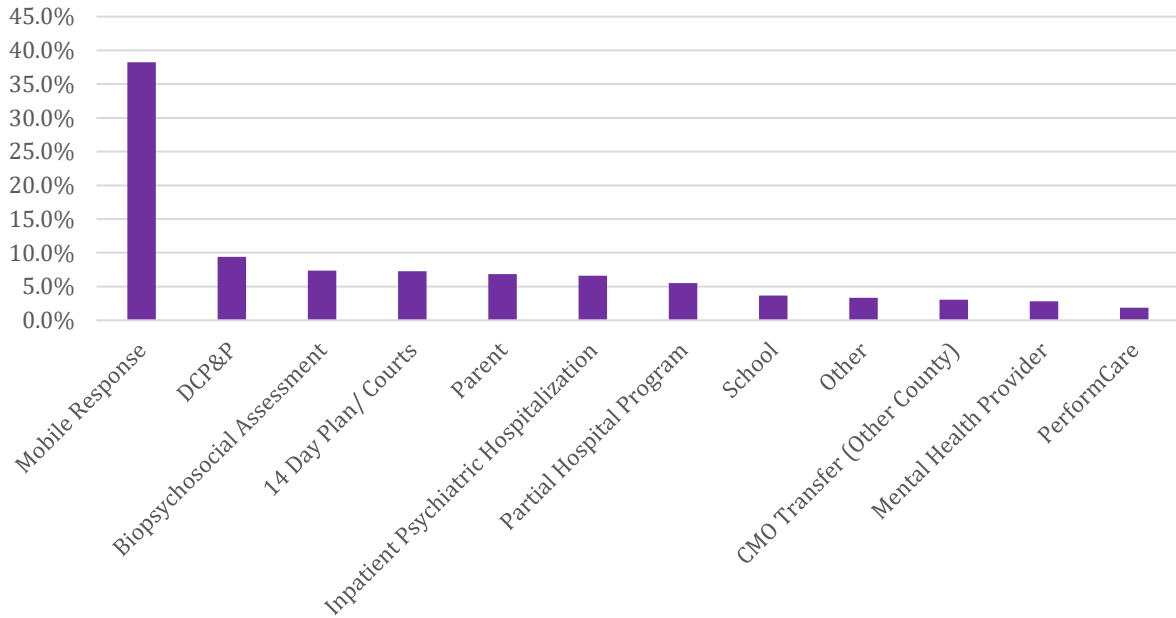
|                    |       |
|--------------------|-------|
| 1. New Brunswick   | 18.2% |
| 2. Perth Amboy     | 13.5% |
| 3. Edison          | 10.6% |
| 4. Piscataway      | 6.4%  |
| 5. North Brunswick | 6.2%  |

# COORDINATED FAMILY CARE

CFC Monthly Census  
Fiscal Year 2017



Referral Sources  
Fiscal Year 2017



# COORDINATED FAMILY CARE

## RESOURCE DEVELOPMENT

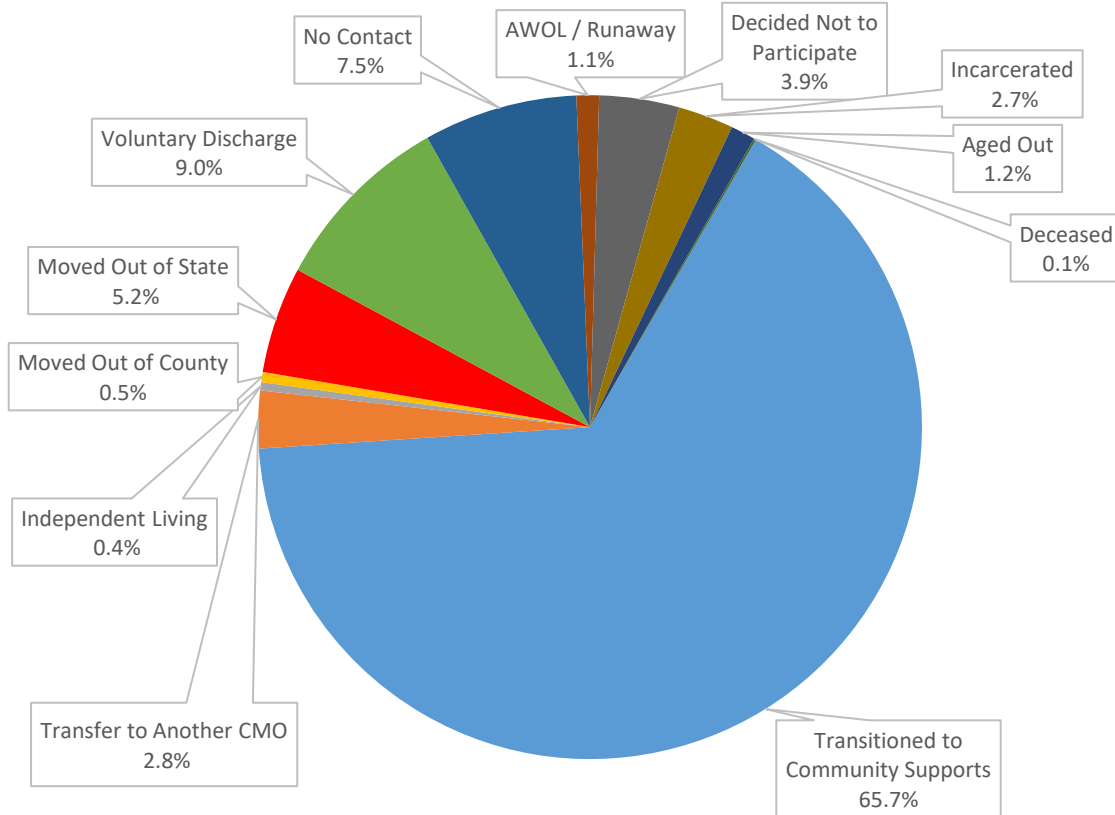
Coordinated Family Care maintains formal agreements with multiple types of service providers in the community for CFC youth.

Ninety signed agreements are currently in place. The predominant service offered by these providers (63) is Intensive In-Community (IIC) services. There are also contracts with 18 providers offering psychiatric and/or psychological services.

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

## OUTCOMES

Youth Disposition at Time of Transition from Services



# COORDINATED FAMILY CARE

## Of the youth that were transitioned in Fiscal Year 2017:

**90%** could name positive supports in their life

**86%** attend expected activities

**62%** understood the risks and benefits of medication

**66%** were able to always employ pro-social problem-solving skills

**67%** had reduced psychiatric symptoms

**75%** demonstrated the ability to resolve conflict

**75%** better controlled and/or sought assistance with risky impulses

**86%** enjoyed social interaction

**86%** demonstrated social skills with others

**89%** engaged in education most of the time



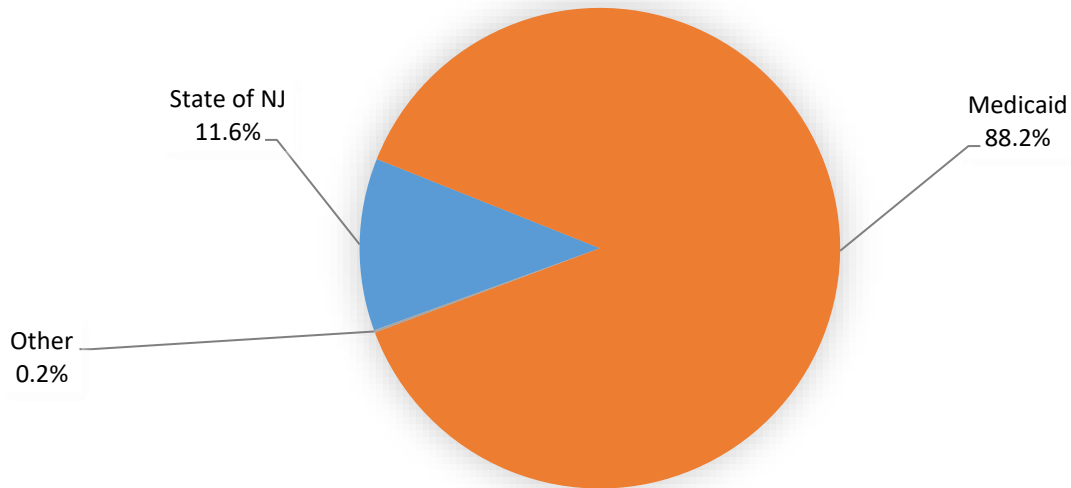
“Our Care Manager was very supportive and was a great resource when needed. I am extremely appreciative of the services provided.”

*Data obtained from Transition ISP's.*

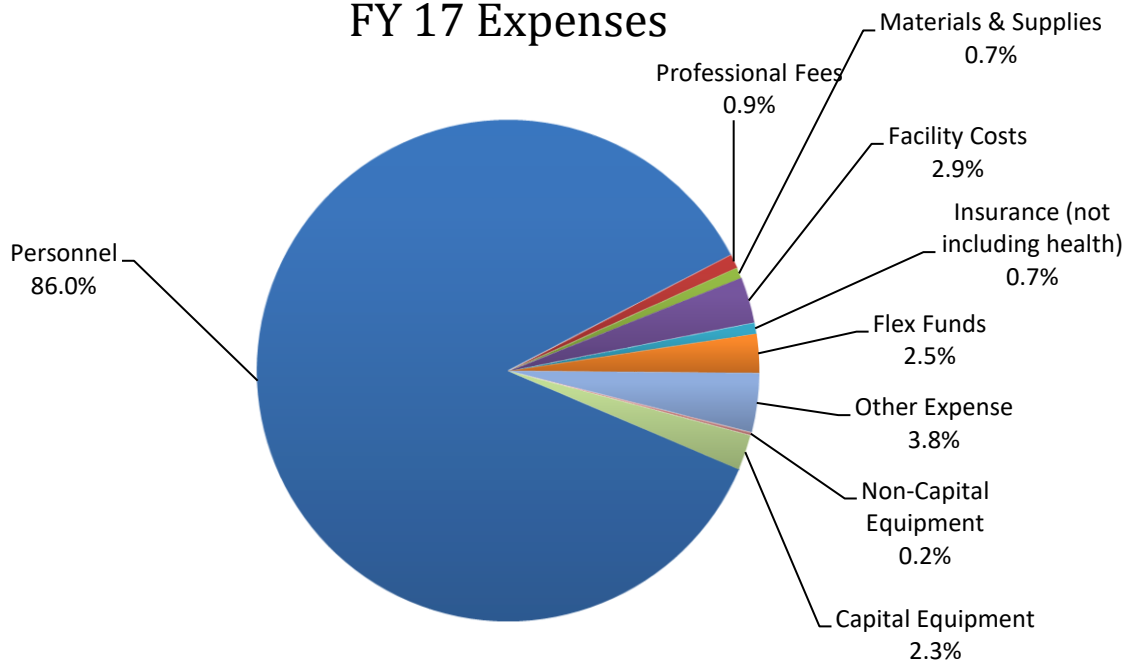


## FINANCES

### FY 17 Revenue Sources

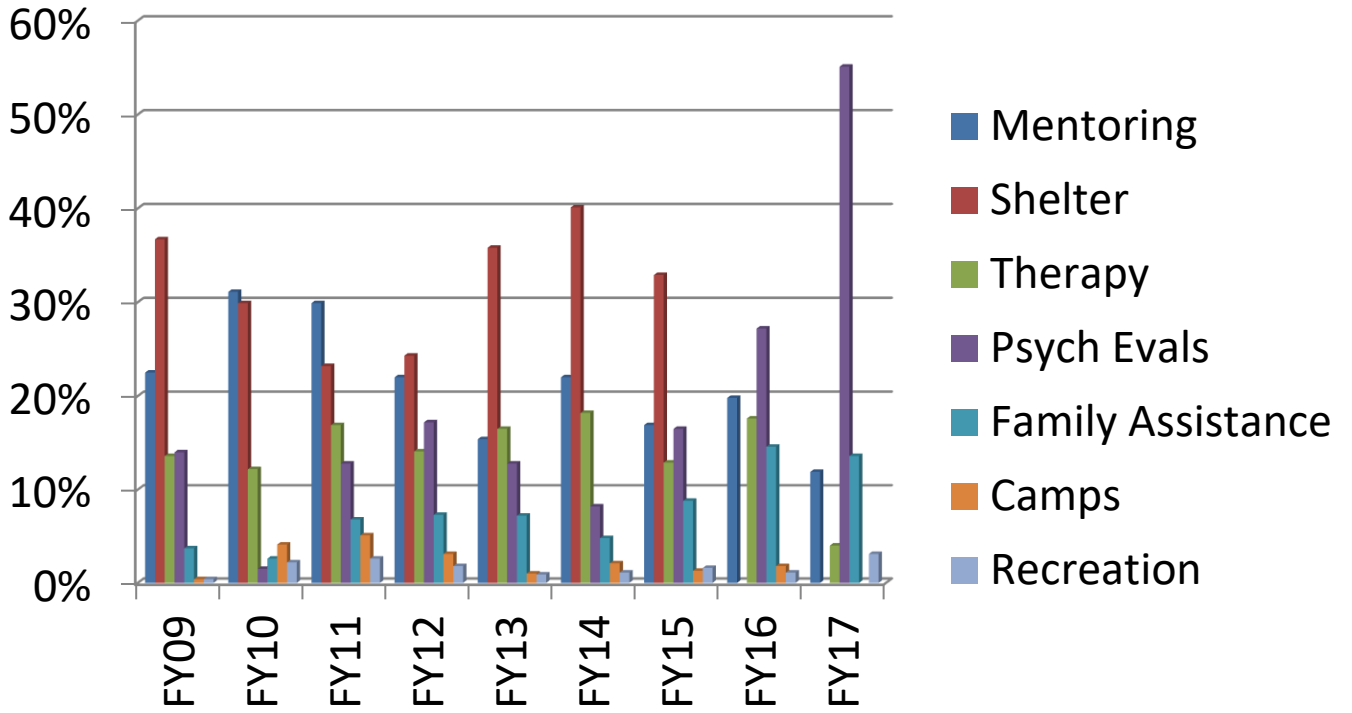


### FY 17 Expenses



# COORDINATED FAMILY CARE

## FLEX FUND UTILIZATION



## 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.



## CONTACT INFORMATION

### **Chief Executive Officer**

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732-572-3663, x109

### **Chief Operating Officer**

Kathy Bland, MSW, LCSW

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### **Director of Quality & IT**

Jarrett Lynn, MSW, LSW

732-572-3663, x104

### **Chief Financial Officer**

Joan Lyneis, BS

732-572-3663, x105

### **Director of Human Resources**

Victoria Tedesco, BA

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## COMPANY INFORMATION

Coordinated Family Care

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North Brunswick, NJ 08902

**732-572-3663**

[www.coordinatedfamilycare.org](http://www.coordinatedfamilycare.org)

[www.MiddlesexResourceNet.org](http://www.MiddlesexResourceNet.org)

Middlesex ResourceNet is a free web tool providing a wide range of information about support, resources, and services for families in Middlesex County.

