



Middlesex County's
Care Management Organization

Annual Report FY 23

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a year's overview

WHERE WE ARE NOW

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.

Dear Friends and Colleagues,

Fiscal Year 2023 began with a resurgence of positivity and hope. It started with a sense of “we’ve got this” and “if we believe it, it will happen”. CFC took steps to recreate, reimagine, and reinvent who we next want to be. This took us down many paths, all supporting the same goal. With an intentional focus on Equity, Diversity, and Inclusion, we worked tirelessly to update how we attract new talent, how we keep them engaged, and how we show employees the culture and core of who Coordinated Family Care always was and will be. We formalized our efforts specific to Equity, Diversity, and Inclusion by beginning a journey of “Changing Me, Changing You, Changing Us.” This led to collaborations that we had not previously had, facilitated learning conversations, and introspective work and learning. CFC has been diligent in adjusting based on what we have been learning, and we are only in our organizational adolescence. We look forward to the many opportunities and changes ahead of us, guided by a new lens of Equity, Diversity, and Inclusion.

Coordinated Family Care continues to hire professionals who are committed to our mission. We are asking those we employ to explore their connection to Middlesex County and seek new ones. CFC has now provided services for youth and families in Middlesex County for over twenty years. In that time, we have remained true to our mission to empower the families served to realize their full potential. We have served over 10,000 unduplicated youth and families, but the County has over 900,000 residents, leaving much opportunity for greater impact. Our hope is that by sharing our mission and culture with all facets of the community, we will become the employer and provider of choice.

During Fiscal Year 2023, we underwent an agency reorganization, intentionally designed to develop and support long-lasting relationships within our community of Middlesex County. This includes a focus on getting to know those that aren’t our natural partners. This includes organizations serving our community, youth and families who have not received or may need our services, providing education and training, and participating in local events with a spirit of teamwork. We have developed a team who is eagerly focused on telling the story of CFC. This new focus has already led to relationships that we hope will flourish in the years ahead. We have gotten more involved in community efforts, supporting the homeless and those in need by holding food and clothing drives, attending mental health awareness events, partnering to support local gardens, and so much more. We are considering each and every opportunity to connect and engage in our local community.

a year's overview

WHERE WE ARE NOW

Even while challenged by workforce issues and the children's mental health crisis, we have relied on our renewed positivity and have been attending and participating in networking events and job fairs with a sense of "here we are" and "we've got this". We remain hopeful that these efforts will help CFC to retain qualified, mission driven, invested employees who are eager to serve the youth and families that need our support and guidance. Our workforce continues to work harder and smarter to ensure our onboarding processes meet the current needs of those seeking employment. Beyond onboarding, we continue to invest in our internal training program, with the goal of providing the highest level of quality in our services. Our mission is supported and achieved through these efforts, through both the navigation of challenges and achieving success.

I will start and end with the same sentiment. I remain positive about where the coming fiscal year will lead the organization as well as the many opportunities to come. Our successes will be evident in the outcomes of our care management work, our new and enhanced community relationships, and the larger impact that both have on Middlesex County.

Respectfully,

Karla Wallack
Board Chairperson
2020 – Present



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





BOARD OF TRUSTEES

FISCAL YEAR 2023

Board Officers

Karla Wallack
Chairperson
Community Member

Janet Giordano
Vice Chairperson
Community Member

Ravi Venkataraman
Treasurer
Community Member

Marian Diksies
Human Resource Chair
Community Member

Greg Savad
Secretary
Family Member

Board Members

Patricia Spencer
Community Member

Yanela Stephenson
Community Member

Sol Heckelman
Community Member

Christine Tricarico
Community Member

Devi Bhavnani-Deheer
Family Member

Brian Butler
Family Member

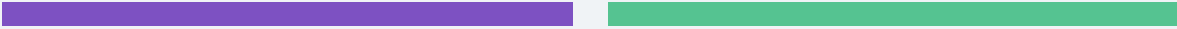
Sara Zarineh
Community Member

V. Vikram Venkataramani
Community Member

Ad Hoc Members

Annie Lachs
Community Member

Andrea Mackaronis
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.

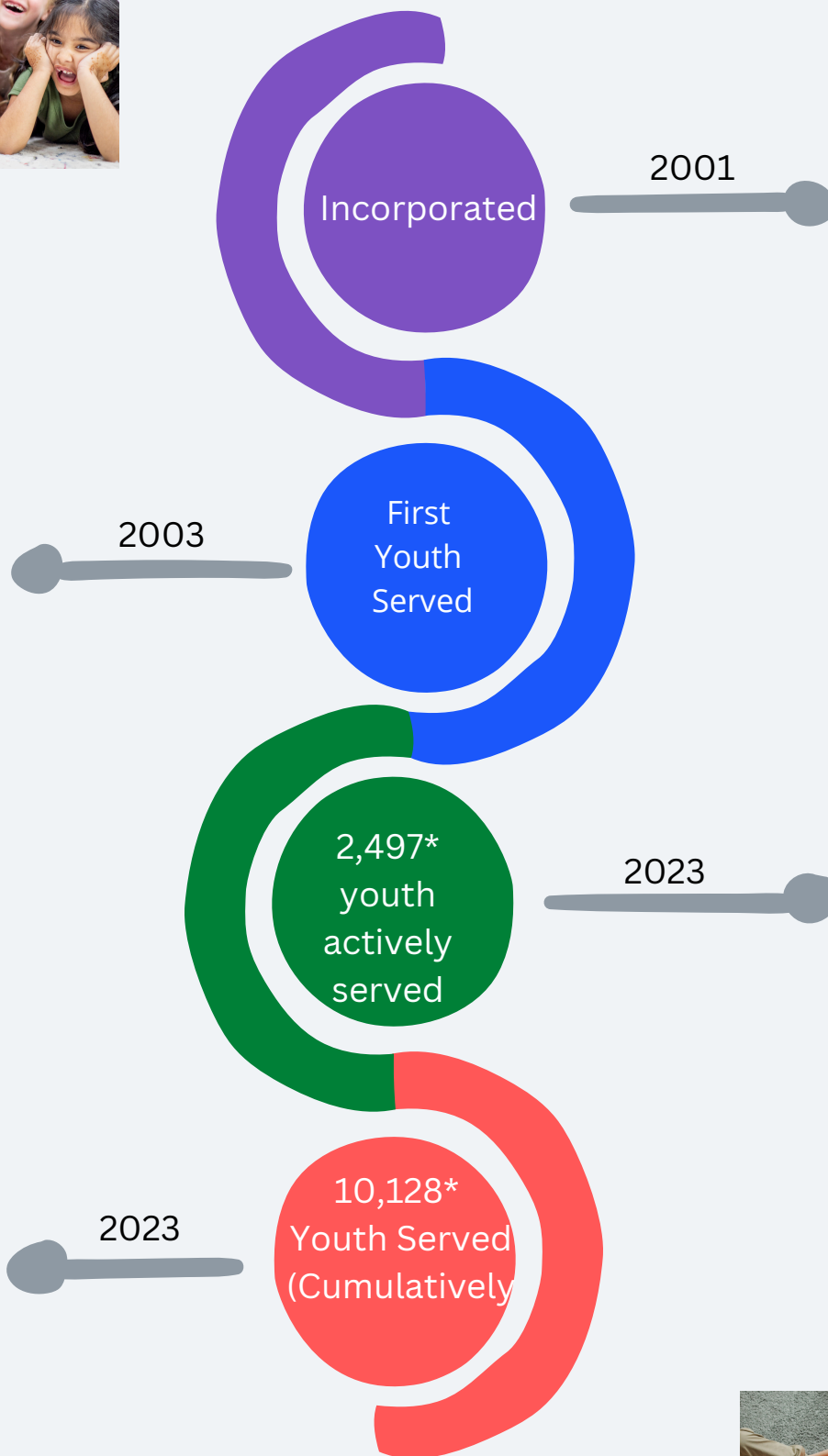
CFC Core Values

- 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



*unduplicated



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.

Wraparound is guided by the principles. Quotes below are in the voice of the caregiver, parent, guardian, or youth served.



Claudia Peterson
Certified Care Manager & Coach
With CFC Since August 2020

1. Family Voice & Choice

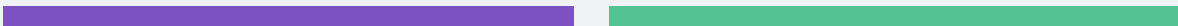
“She has helped me with money for food and therapy for my child. I love Claudia, she is very helpful. Kids are very comfortable with her and they open up to her. She is the first person I think to contact when I need help.”



Ceretta Jiles
Certified Care Manager
With CFC Since March 2022

2. Individualized

“I like Ceretta, she's nice and checks up with me and my son. So I am happy with her. I'm glad that I know that there are more services out there that she can help me. It takes a village to raise a child so I'm glad you guys are there to help me.”





Hilcia Moran Medina
Certified Care Manager
With CFC Since April 2019

3. Collaboration

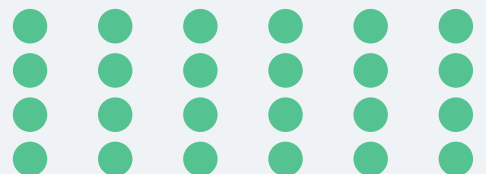
“She is very attentive, she is on top of our needs, she checks-in with us every week or every other week, she is very caring towards the kids, and she always asks the youth how things are going.”



Matthew Rivera
Certified Care Manager
With CFC Since February 2023

4. Natural Supports

“Yes, he’s attentive and actually listens to us. He Truly shows he cares. We found out my son’s issues are more medical than psychological but Matthew and others have been very supportive. Everyone is very curious and interested. Matthew wants to make sure my son gets the help he needs.”





Bedilia Rodriguez
Certified Care Manager & Coach
With CFC Since August 2017

5. Strength Based

“

“I’m very satisfied with the services I am getting. My Care Manager explains things all the time. She’s always there to support me when I reach out to her. I like the way she works with my son, I’m very happy with Bedilia and your company. I appreciate the help!”

”



Alexandria Ellis-Torraca
Certified Care Manager
With CFC Since April 2021

6. Team Based

“

"Absolutely satisfied, Alex is great! She gets the services we need but also, we will talk, and she will help me process episodes. She basically helps me as well as my granddaughter. She makes us feel like we are the only family she’s working with, which I know is not the truth."

”



Jamal Nelson
Certified Care Manager
With CFC Since October 2017

7. Outcome Based

“

“Jamal is a real help. Any time I have a question, he’s very responsive and always supportive. He is a real outstanding person. He is genuine and seems like he really cares. I am so happy to work with him. Billy had a difficult time for a while. He wasn’t going to school. Jamal has really pointed me in the right direction and now he’s making such significant improvement.”

”





Donnel Cochran
Certified Care Manager
With CFC Since October 2017

8. Persistent

“My experience with CFC has been extremely wonderful. Any time there is an issue Donnel links providers in and has been on top of my son's needs”



Anadia Ferguson
Certified Care Manager
With CFC Since November 2021

9. Community Based

“Yes, she's great! She's open when I have a situation, even when it's not the time to meet, she takes the time from working on something else to find resources that help the given situation I originally reached out for.”



David Coffie-Owusu
Care Manager
With CFC Since May 2022

10. Culturally Competent

“Caregiver: I really like working with David. I feel supported and he's doing his best in trying to get my grandson new services. Youth: I like David, he's a nice guy and helps out. I feel like I'm doing okay. I'm not really into counseling, so David is trying to get me into mentorship or other services.”





Employee Diversity

31% Caucasian
34% Latinx
34% African American
1% Asian



Gender



80% Female
20% Male

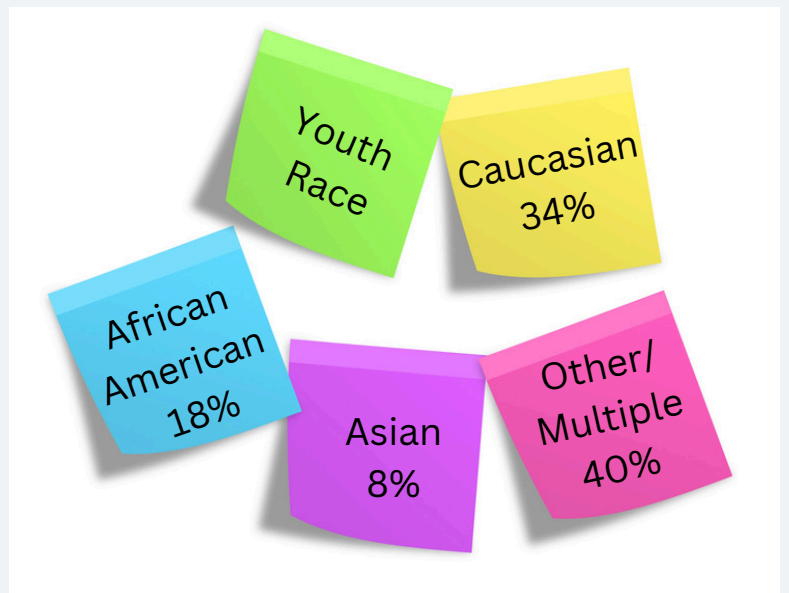




Languages Other Than English Spoken at CFC

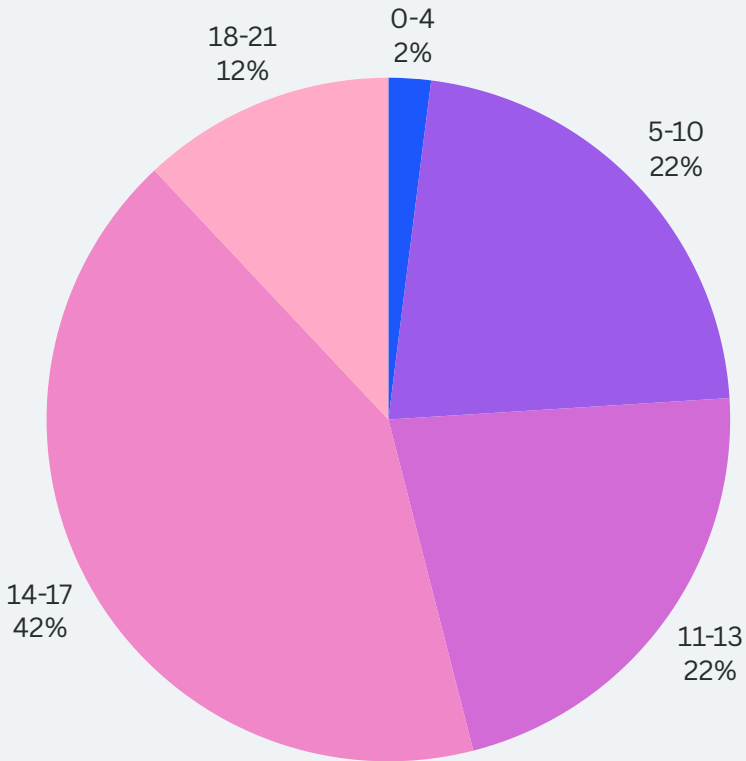


CFC Youth Diversity





Youth Ages

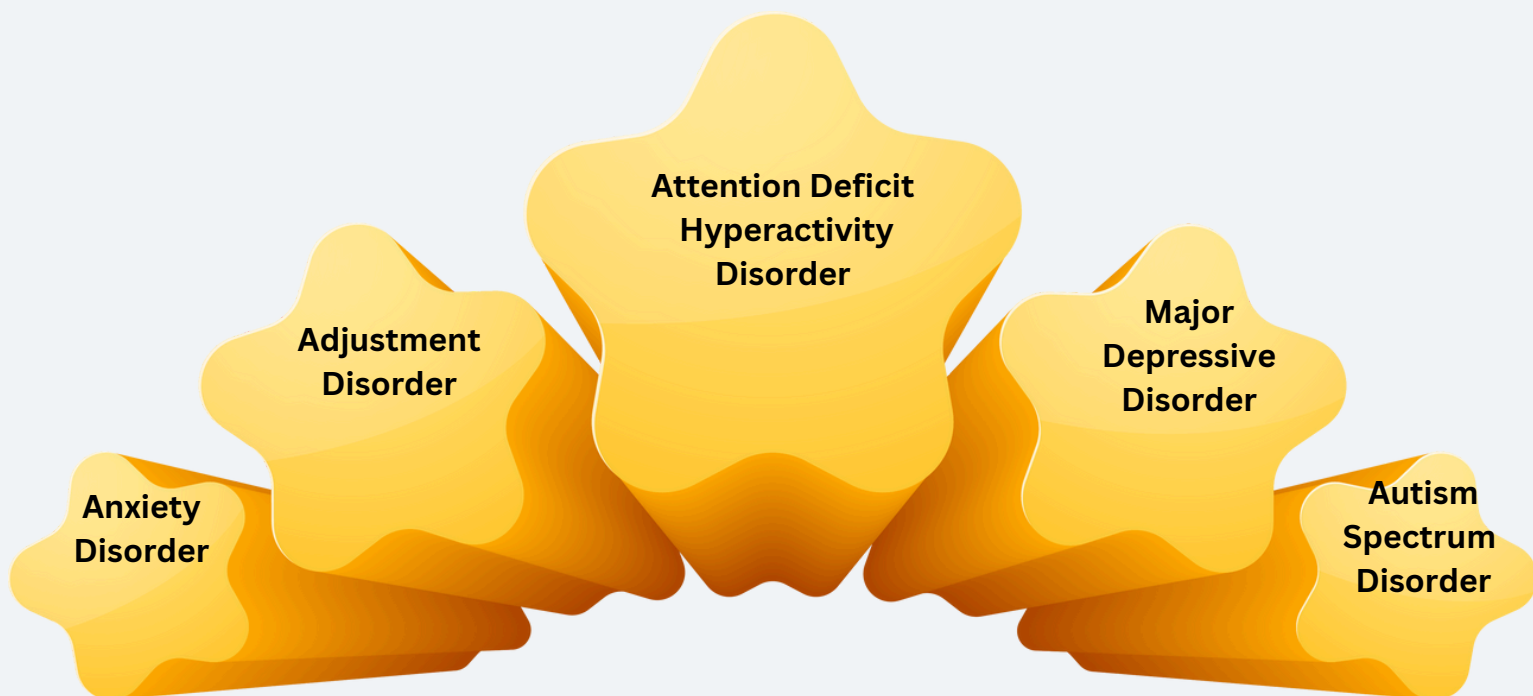


95% of CFC youth live in the community & 5% reside in an out of home setting.

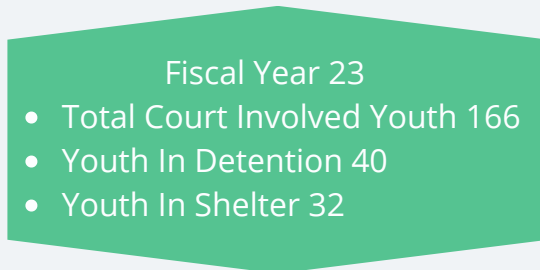




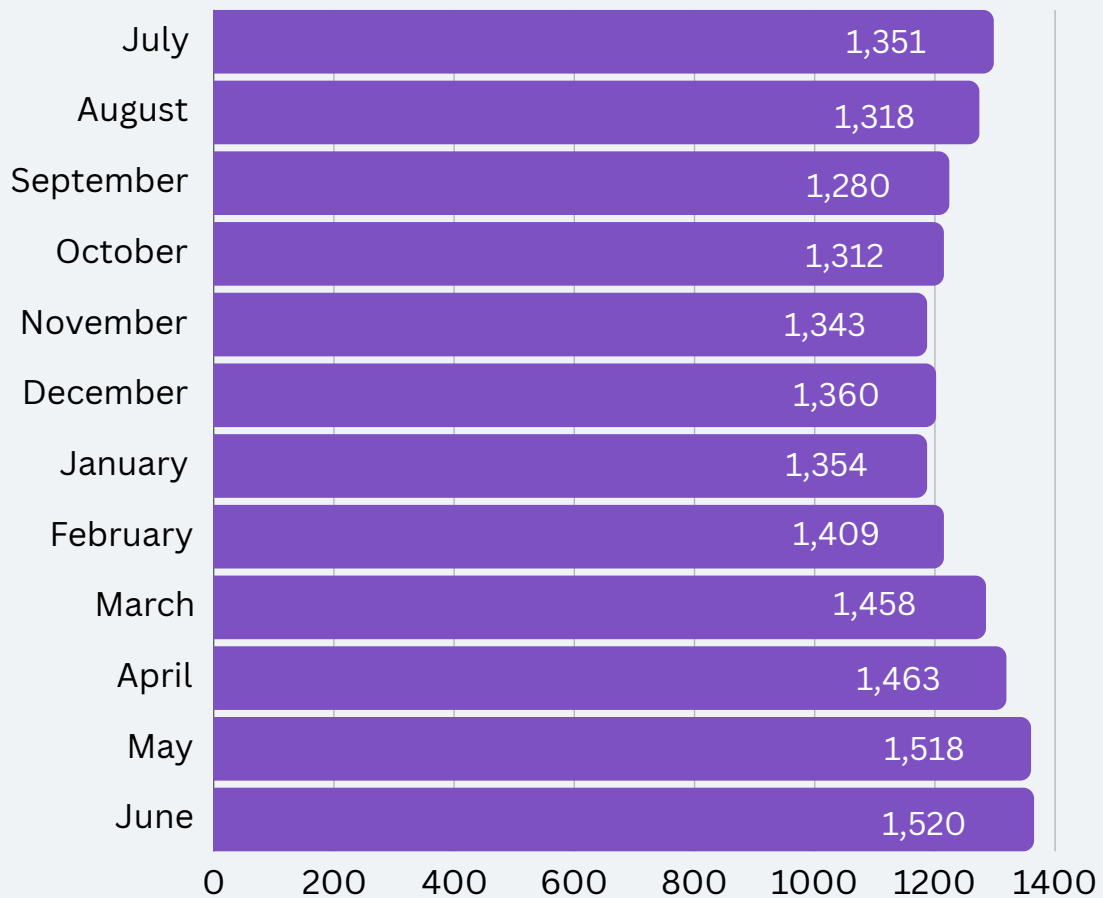
Most Common Youth Diagnosis



Court Involved Youth

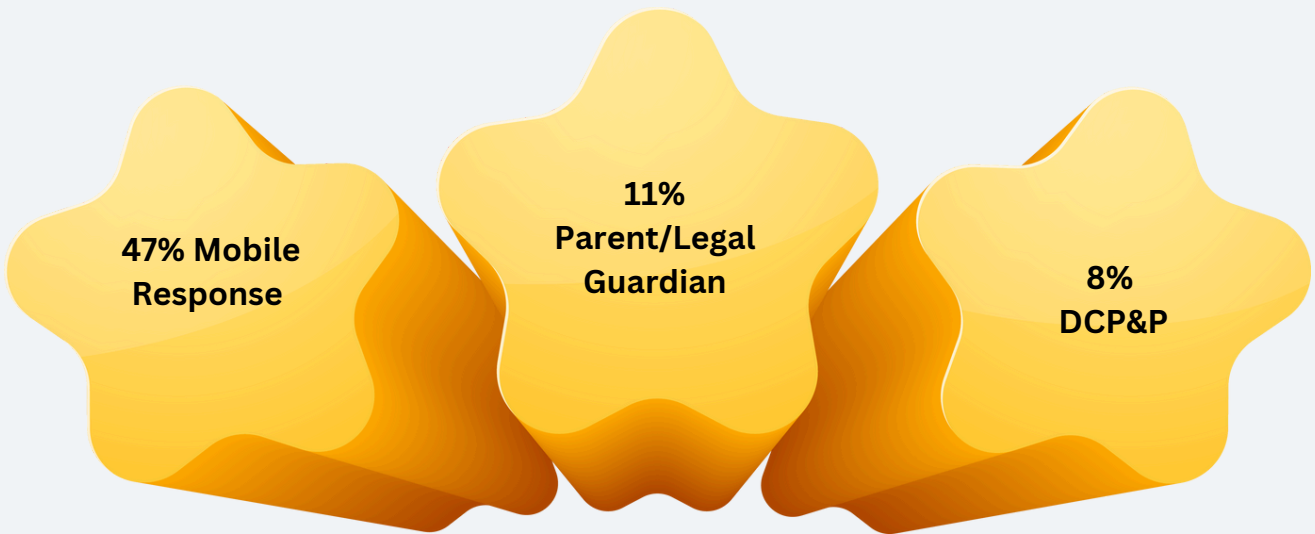


CFC Monthly Census





TOP THREE REFERRAL SOURCES



49% of youth were transitioned to community supports.





TOP FIVE YOUTH OUTCOMES OF YOUTH THAT TRANSITIONED FROM CFC

70%

Attended expected activities

69%

Enjoyed social interaction

75%

Could name positive supports in their lives

69%

Engaged in education most of the time

68%

Demonstrated social skills with others

Data from youth transition forms



TOP FIVE COMMUNITIES OUR FAMILIES RESIDE





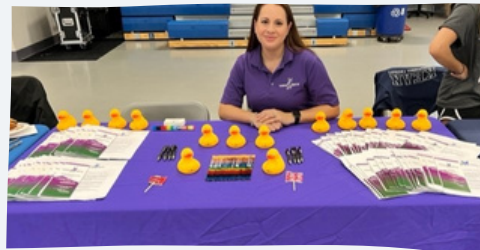
CFC IN ACTION COMMUNITY CONNECTIONS

In Fiscal Year 2023, Coordinated Family Care underwent internal reorganization in order to commit resources to be more planful and have significant community integration. CFC is actively enhancing its presence and engagement with Middlesex County with the goal of offering a broader impact on the community. The photos below depict some highlights from throughout the year.

12/10/22: Continued partnership with Daniella's Gift, the Giuliana Maria Foundation, in support of CFC families.



4/22/23: Inclusive Field Day at Cypress Recreation Center in Port Reading, hosted by Greenway FSC, Middlesex FSO, and Kean University.



5/6/23: Celebrating Children's Mental Health Awareness Month at Woodbridge Township's Mental Health Day.





NH NurturedHeart

During the last fiscal year, CFC added three additional NHA certified trainers to the team. CFC NHA Trainers trained approximately 60 new staff in the last year, as well as provided staff NHA refreshers, and quarterly NHA Caregiver Groups to the community. CFC NHA trainers also had the opportunity to partner with the Middlesex County Youth Shelter to provide the youth at the shelter with the NHA inspired Greatness Project curriculum. This curriculum teaches the youth components of Nurtured Heart in a way that youth can relate to. Lessons of the Greatness Project include learning about Perspective, Resetting, the Science of Happiness and Gratitude, Mindfulness, and Recognitions. Twenty-three youth from the shelter were able to participate in at least one of the five-week sessions. Six staff at the shelter also participated with the youth in the groups. The feedback was very positive and as a result the shelter has requested additional NHA training for their staff, as well as other rounds on the Greatness Project.



FINANCES

\$14.4 million
Total Revenue



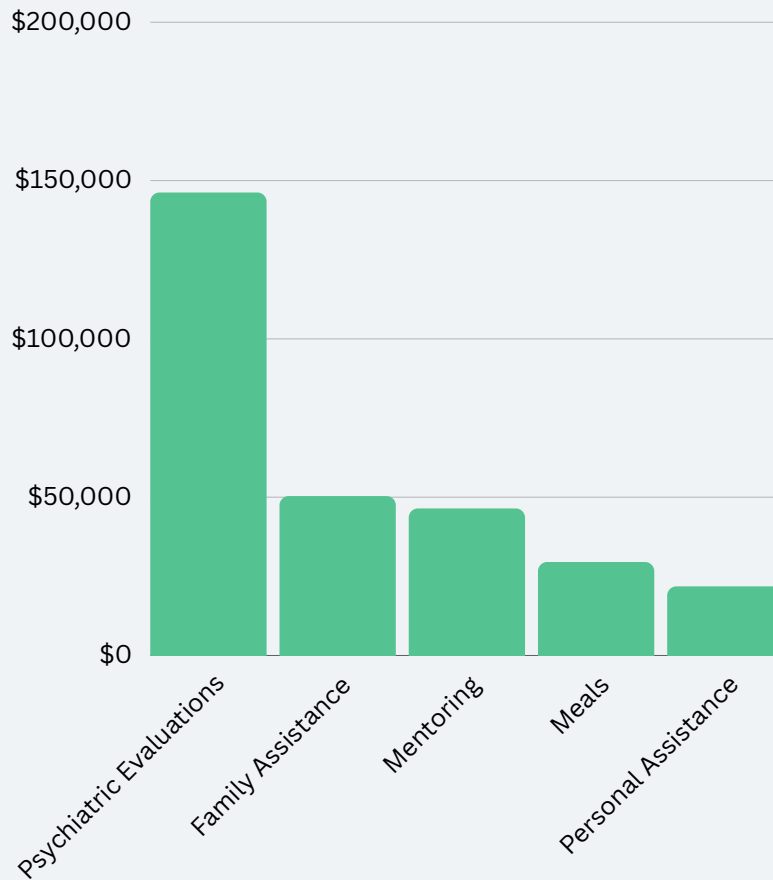
\$13.7M Medicaid
Reimbursement

\$0.5M State of NJ
\$0.2M Other



Top Five Flex Fund Expenditures

Flex Funds are provided to directly support the families we serve. Flex Funds help families to get assistance for needs that are not covered by insurance.





Senior Leadership Team

Chief Executive Officer
Suzanne S. Kreie, MSW, LCSW
2003*

Chief Operating Officer
Kathy Bland, MSW, LCSW
2005*

Chief Operating Officer
Jarrett Lynn, MSW, LSW
2010*

Chief Financial Officer
Joan Lyneis, BS
2004*

Chief Officer of Human Resources
Victoria Tedesco, BA
2010*

Executive Assistant to the CEO
Kevin Mattivi, MBA
2018*

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Annual Report developed by Kevin Mattivi

*year employed



