



Middlesex County's
Care Management Organization

Annual Report FY 24

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a year in review

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 of Middlesex County,

What an encouraging way to begin Fiscal Year '25! Coordinated Family Care is excited to share this report with you as well as the happenings within the organization.

In late Fiscal Year '23 CFC finalized and placed into action what we had recreated, reimagined, and reinvented to allow us to engage our community of Middlesex County supporting families more intentionally by providing quality Care Management to all those served. Following everyone's several years of disruption to the normal and returning more fully back in the office and the community, we created a Training Team whose sole purpose is to train new Care Managers based in best practices and using the Wraparound Model of Care. Ultimately, this will help to create consistency amongst all our Care Managers in the practice model. The goal supports our mission: "partnering with families to realize their vision, goals and full potential".

We also added resources to become the best partner to the community of Middlesex County; to be the agency sought when a subject matter expert was needed; a place to foster courageous conversations and hear about challenges and opportunities within the County. Coordinated Family Care added a position to engage with each of the 26 school districts in our county. The hard work began by offering support and resources to each of them, whether it was to support a professional development need with a Nurtured Heart Approach training, resources for homeless families, or assistance with access and navigation with the NJ Children's System of Care.

CFC has created a Volunteerism Committee and partners with Middlesex County entities to collect items for those in need and assist in the community, connecting and supporting other non-profits, fostering the spirit of teamwork. With some new funding, we were able to support local non-profits by providing social opportunities for those with an Autism diagnosis to build healthy interpersonal connections. In addition, we supported an expressive arts group and wellness groups focused on mindfulness and regulation skills.

Annually, CFC provides funds to non-profits in Middlesex County to support and/or expand on a service focused on supporting Social Determinants of Health. In fiscal year '24 we supported a community entity to support a Healthier Access Office focused on providing a safe and supportive environment to obtain school physicals, dental exams, and vaccinations.

a year's overview

WHERE WE ARE NOW

Additional services and resources were provided to these families to ensure access based on their needs.

With our Equity, Diversity, and Inclusion work over the last two years, we have put into place a solid foundation, consisting of a Core Team with employees who have volunteered to champion these efforts. CFC enacted consistent practices, including a charter, and is getting ready to launch ED&I orientation, drop-in sessions, and is leading courageous conversations. In addition, the ED&I Core Team regularly seeks opportunities to compile and display what makes CFC who we are, including understanding of our differences. Our work with the team from One Step At A Time has been invaluable as we navigate the next steps as we shift to ED&I independence. CFC is incredibly appreciative of the expertise, wisdom, and opportunities gained as we focus on the “Changing Us” part of the work while not losing the values of “Changing Me, Changing You” along the way.

Workforce challenges continue; however, we have been strategic in our recruitment and onboarding practices. Subtle changes have positively impacted our retention rate.

Fiscally, CFC is looking at how we spend our revenue to ensure we have a balance of sufficient staffing and resources to support high quality Care Management, while also enhancing our engagement with schools and the community as we described above.

We ended our fiscal year focused on leading CFC into its next goals as we developed a new Strategic Plan. Our planning process is inclusive of employees from varied and diverse positions, and considers feedback from our Board of Trustees, stakeholders, and providers, helping to lead us into the future.

Respectfully,

Janet Giordano
Board Chairperson
2023 – Present



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





BOARD OF TRUSTEES

FISCAL YEAR 2024

Board Officers

Janet Giordano
Chairperson
Community Member

Greg Savad
Vice Chairperson
Family Member

V. Vikram Venkataramani
Treasurer
Community Member

Christine Tricarico
Secretary
Family Member

Marian Diksies
Human Resource Chair
Community Member

*Karla Wallack
Chairperson
Community Member

*Ravi Venkataraman
Treasurer
Community Member

Board Members

Devi Bhavnani-Deheer
Family Member

Lisa Drumbore
Community Member

Robin Elbaum
Family Member

Sol Heckelman
Community Member

Susan Schleck Kleiner
Family Member

Yanela Stephenson
Community Member

*Patricia Spencer
Community Member

Ad Hoc Members

Andrea Mackaronis
Community Member

*Trustees during a portion of FY 24





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.

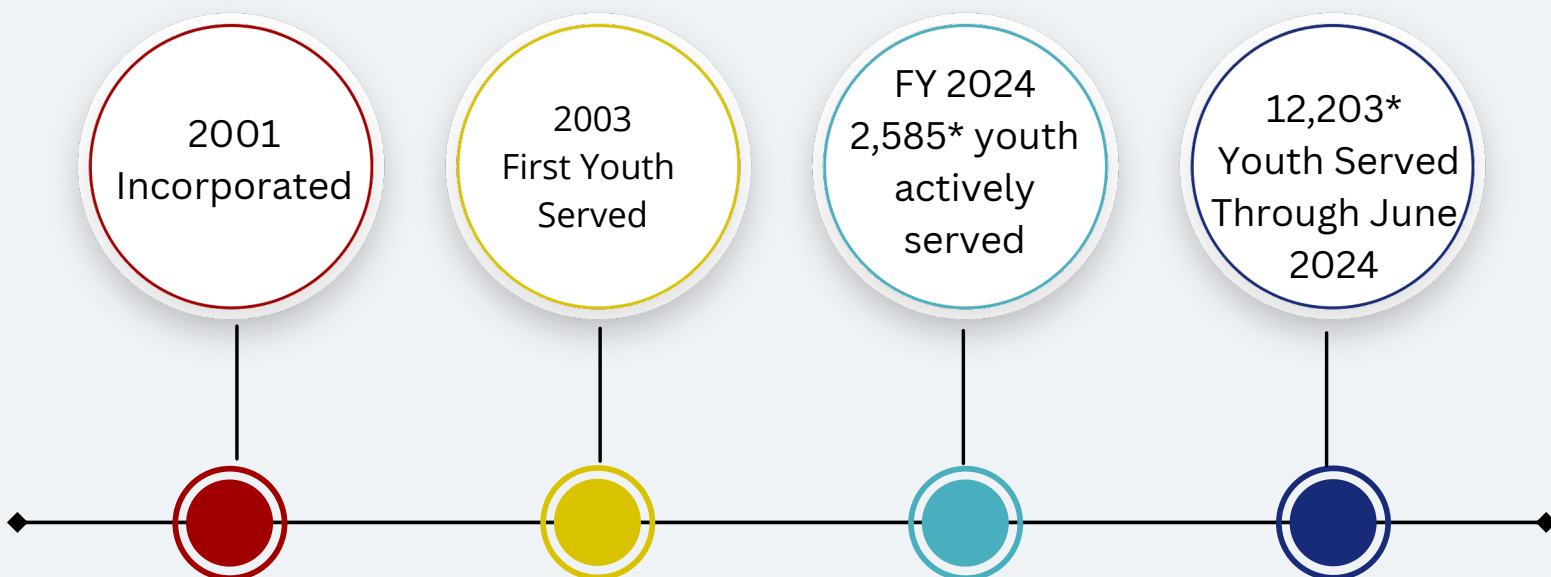
Core Values

- 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 each family's needs.

Wraparound is guided by ten principles. The quotes below are in the voice of caregivers, parents, guardians, or youth served.



Family Shout
Out To Their
Certified Care
Manager



Sherrita Robinson

"She is heaven sent! God gave her a purpose, and this is it. I am forever in debt to her. She is amazing!"

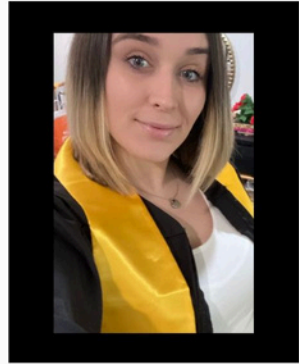
Wraparound Value - Collaboration

“My Why: "I chose to work at CFC because my sister said something to me that changed my perspective. She said Sherrita working at a treatment facility you can only help those who come into those doors but working as a Care Manager you can help so many others in the community who don't need placement. You can empower a family and help them see all the supports they have in the community." Sherrita has been with CFC since March 2023.

”



Family Shout Out To Their Certified Care Manager



Danielle Kuhn

"My Care Manager is phenomenal. My Care Manager is kind, understanding and always follows up. My care manager is just wonderful."

Wraparound Value - Individualized

“

My Why: "I chose to work at CFC because I wanted to advocate for those in need. CFC allows me the opportunity to give back to my community and empower children and families to reach their full potential."

Danielle has been with CFC since July 2022.

”



Family Shout Out To Their Care Manager



Synthia Williams

"She is like my BFF; she is my go-to person. I call her a lot and she always get back to me. I am very happy with her."

Wraparound Value - Family Voice and Choice

“

My Why: "I chose CFC because it was time for me to transition from residential programs. CFC offered me the opportunity to continue collaborating with youth & families to positively impact their lives."

Synthia has been with CFC since October 2023.

”





Family Shout Out To Their Certified Care Manager



Nasiir Mackey

"Nasiir keeps it very simple. We go over how my son is doing, what needs improvement, and if my son has progressed or regressed. There is no pressure, and he makes it very easy-going. He informs me of different programs, and he is very good."

Wraparound Value - Community Based

“

My Why: "I chose to work with CFC because they honor the development and implementation of many strategies to assist families. They also strive daily to promote positive change within the community as well as their workspace."

Nasiir has been with CFC since October 2022.

”



Family Shout Out To Their Care Manager



Rosayris Cruz

"I am satisfied because she supports me, she is always attentive to the things that happen with my daughter, and she helps me make appointments when I have to call places that don't have Spanish-speaking staff."

Wraparound Value - Culturally Competent

“

My why: "I chose to work at CFC to acquire knowledge and experience to become a support to the Hispanic/Latin community." Rosayris has been with CFC since May 2023.

”





Family Shout Out To Their Certified Care Manager & Coach



Alexandria Ellis-Torraca

“Alex is amazing. She is very caring, she is a good listener, asks questions, and is positive. She highlights my son's strengths. If she doesn't know the answer, she gets her supervisor involved. She is a great care manager.”
Wraparound Value - Strength Based

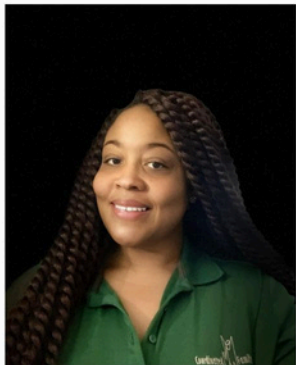
“

My why: Working at CFC allows me to be part of an organization that is committed to empowering families by providing compassionate care that is special for each youth. Alex has been with CFC since April 2021.

”



Family Shout Out To Their Certified Care Manager & Coach



Sharhonda Gladden

“Sharhonda is great. She goes above and beyond. If she doesn't have the answer, she will look it up or point me in the right direction. Sharhonda has found resources for my daughter to assist with guardianship. She has been wonderful and helpful.”
Wraparound Value - Persistence

“

My Why: I decided to work at CFC to continue my journey with assisting families to solve problems and navigate unique challenges in their lives. Working at CFC has assisted in allowing the continuing of examining my own values, beliefs, and preconceptions. Sharhonda has been with CFC since September 2016.

”



Family Shout Out To Their Certified Care Manager



Steve Carotenuto

“Everything has been great. Steve is easy to talk to. Steve and the therapist work together to help my son. The communication with the therapist is very helpful and he is understanding. Steve gives advice to my son about his behaviors and helps with issues he is having. .”

Wraparound Value - Team Based

“

My Why: “I started working in this field because I’ve always been very interested in human behavior, and I wanted to help children and adolescents overcome their behavioral and emotional challenges. CFC has afforded me that opportunity.”

Steve has been with CFC since April 2016.

”



Family Shout Out To Their Certified Care Manager



Scharina Bencosme

“Yes, I am very satisfied. We have covered everything that we could. The therapist is very nice and kind, she made a bond with my son and that was important to me. Scharina is very kind and responsible and gave me information when I needed it and helped with psychiatric referrals for my son. Whatever we needed, Scharina was on top of it.”

Wraparound Value - Outcome Based

“

My why: “I chose to work at CFC because CFC’s work is indispensable in achieving the family vision and meeting the youth’s mental health needs. I believe that these youths are the future, and working at CFC provides me with a large sense of fulfilment.”

Scharina has been with CFC since November 2022.

”





Family Shout Out To Their Certified Care Manager



Chantal Herrera

"Of course, I am really happy, my daughter loves Chantal and Andrea. She feels so free when Chantal meets with her,. She is always including the other family members and my daughter feels very comfortable. I really love it. We make plans to work together and my daughter loves to meet with her therapist and really enjoys it. The way the providers talk to my kids is amazing. When I text them about something that happens, they answer right away."

Wraparound Value - Natural Supports

“

My Why: "I joined CFC to aid in providing youth with a seat at the table to their care planning. I hope to impact youth and set them up for success by connecting them to services and wrapping them in support within their communities."
Chantal has been with CFC since October 2022.

”



Employee Diversity

36% African American
31% Latinx
30% Caucasian
2% Asian
1% Two or More Races



Gender



82% Female
18% Male



Languages Other Than English Spoken at CFC





CFC

Youth Diversity



Youth Gender
55% Male
45% Female

Youth Race



20%
African
American

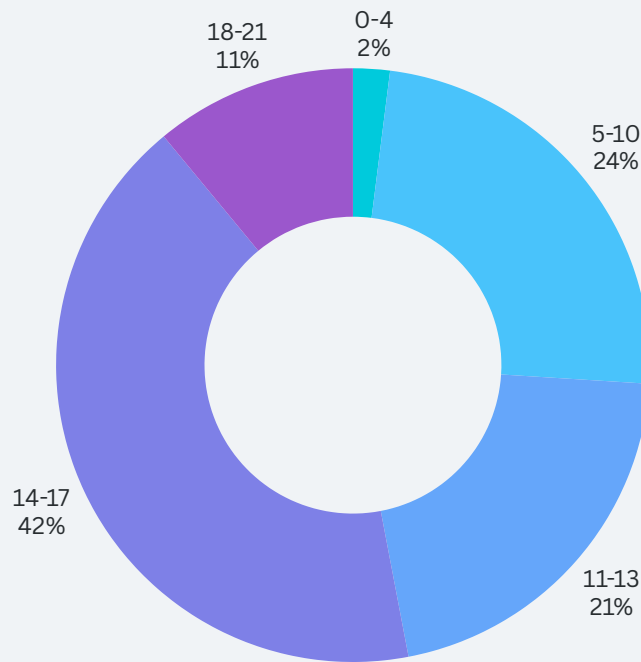
6% Asian

34%
White

40%
**Other/
Multiple**



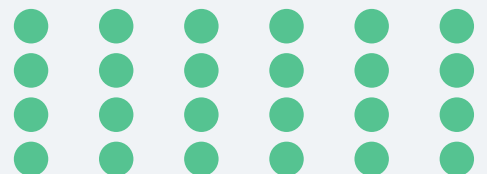
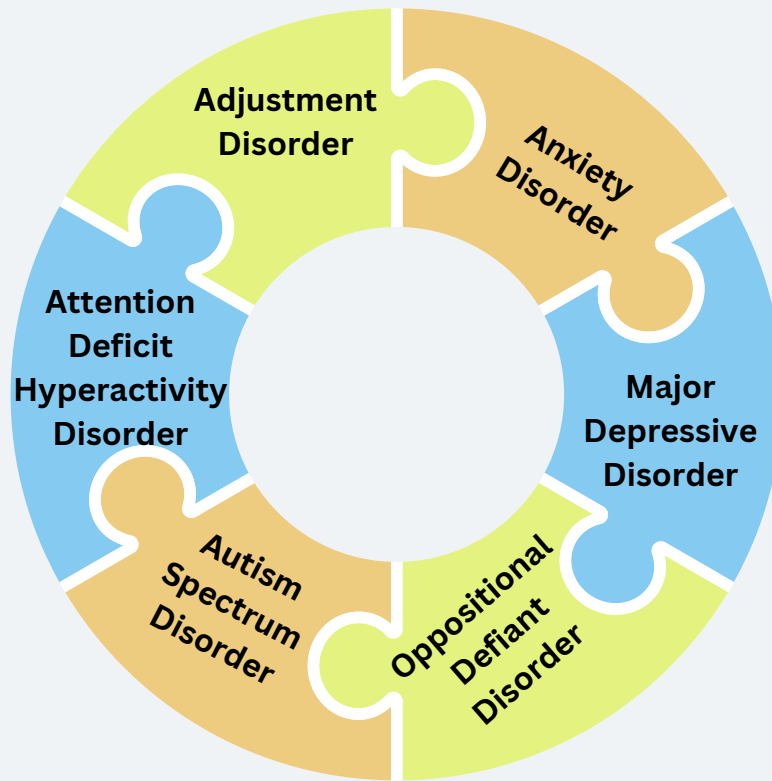
Youth Ages



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



Most Common Youth Diagnosis



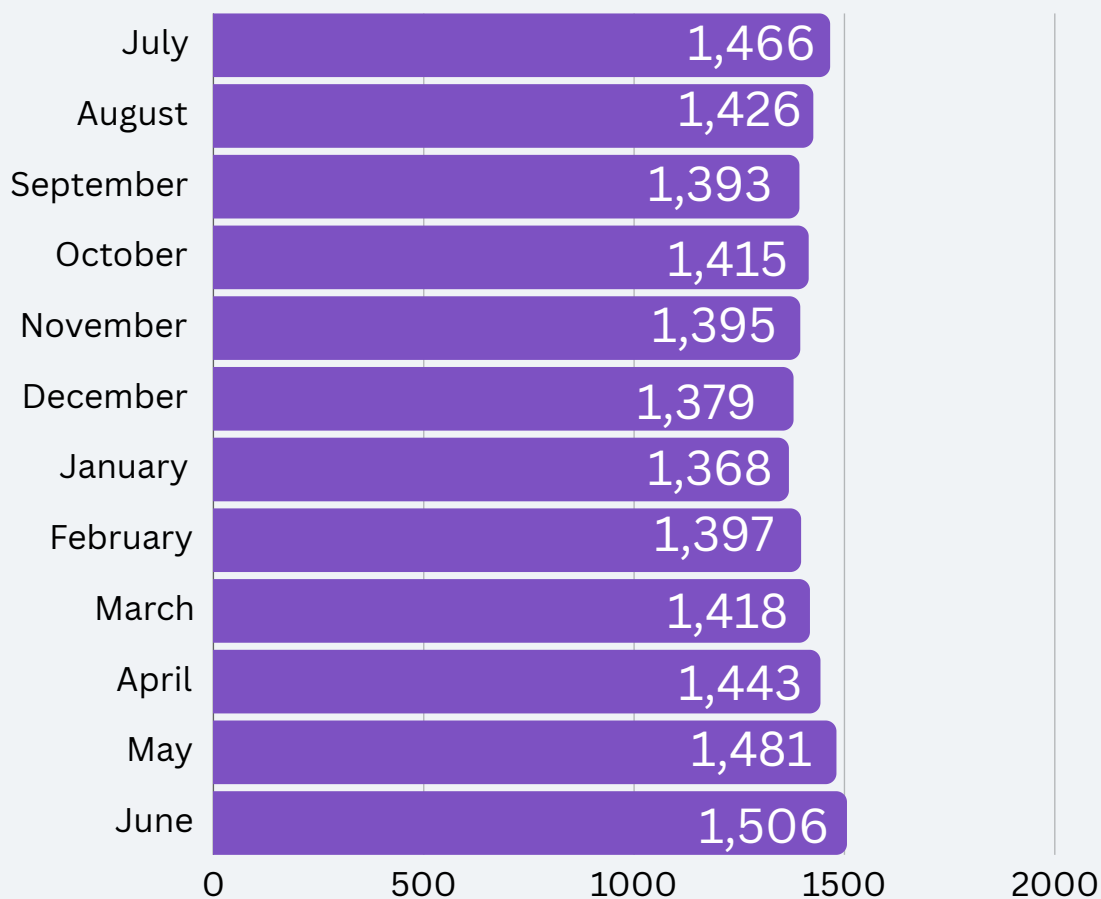


Court Involved Youth

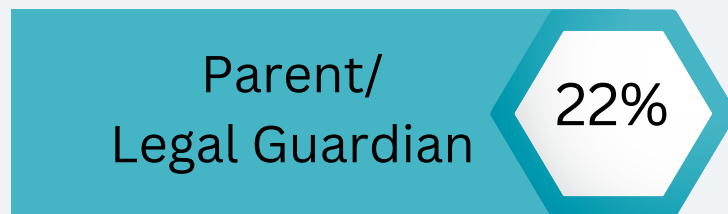
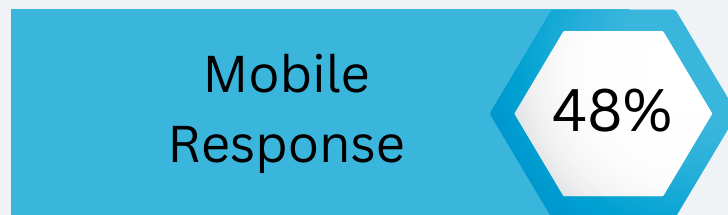
Fiscal Year 24

- 138 Total Court Involved Youth
- 43 Youth In Detention
- 32 Youth In Shelter

Monthly Census



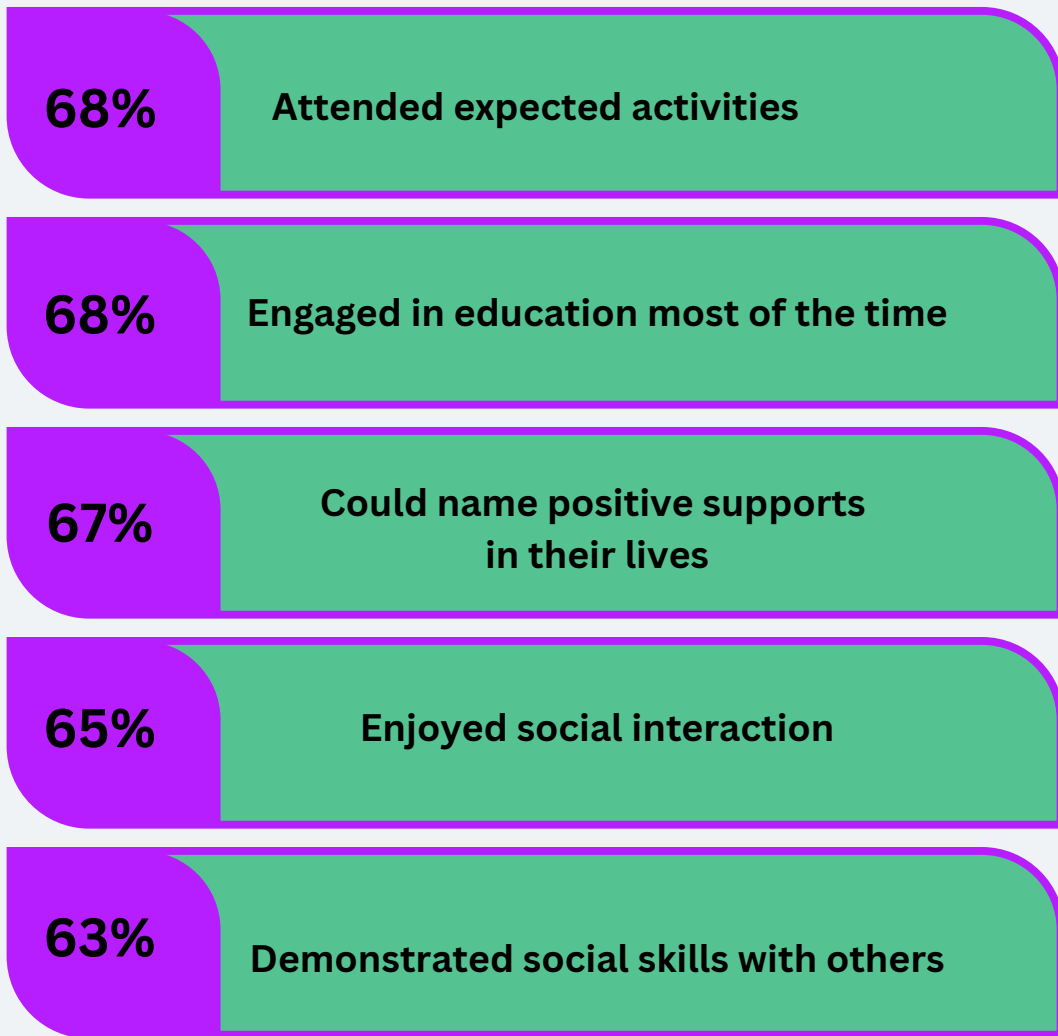
Top Four Referral Sources



66% of youth were transitioned to community supports.



TOP FIVE OUTCOMES OF YOUTH THAT TRANSITIONED FROM CFC

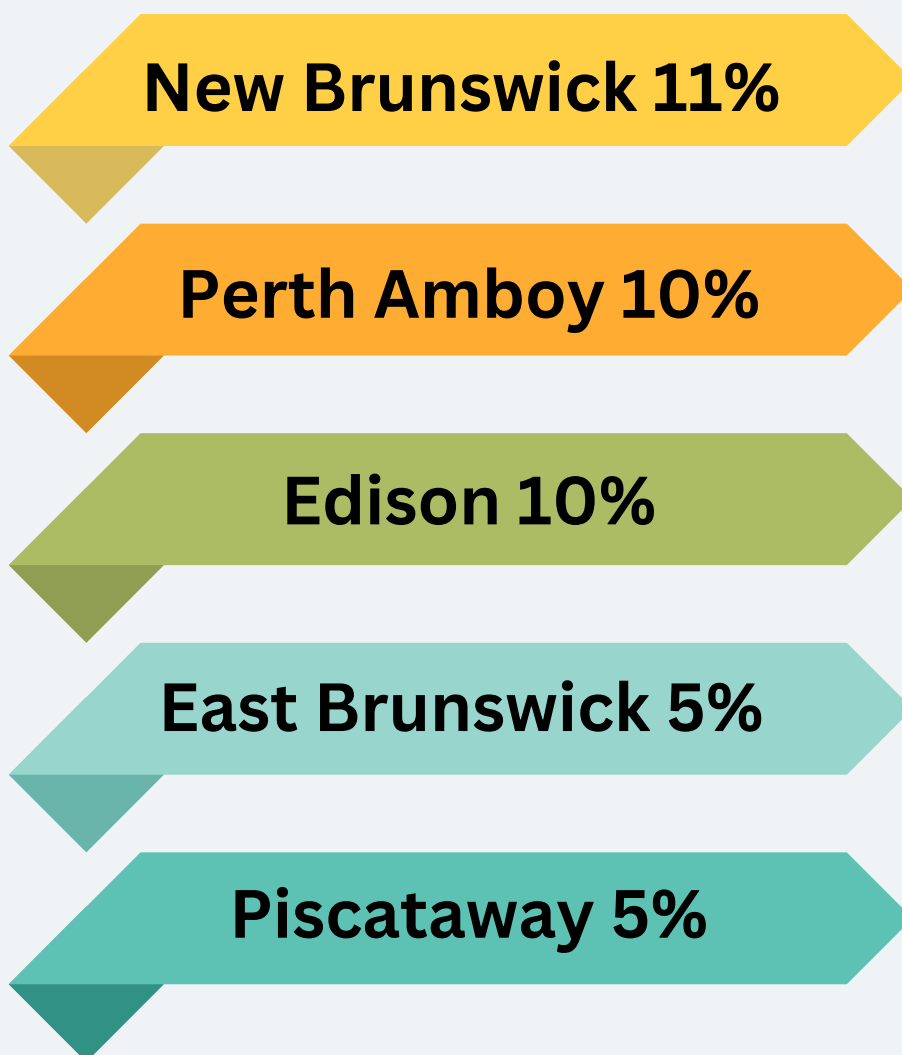


Data from youth transition forms





TOP FIVE COMMUNITIES OUR FAMILIES RESIDE



COMMUNITY CONNECTIONS

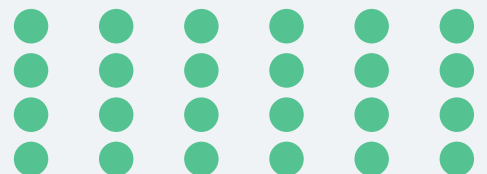
This fiscal year, the Resource Development team focused on building partnerships and creating new community-based services while identifying additional needs. They also emphasized strengthening systems and support for existing providers and onboarding new ones.

Outpatient Expansion funding has significantly improved access to essential services for youth and families, helping to reduce waitlists for outpatient care. With these funds, we launched a variety of community-based treatment options, including: Social, Emotional, Expressive Arts, and an “Autism Hangout” Group. In total, 70 youth were provided services.





Resource Navigator Gabriella Rios participated in the 11th Annual Wellness Fair at Edison High School on April 26, 2024. Hundreds of students came to participate and learn about different resources available to them to address their mental health and wellness growth. They were able to participate in a live Zumba class and go to each table for giveaways.





In May 2024, Resource Development Specialist Samantha Haughton engaged with students and their advisors at Middlesex County's Annual Young Women's Conference hosted by the Wellspring Center for Prevention at Middlesex College. This dynamic event aimed to educate high school students from Middlesex County offered enriching workshops on mental, financial, and social wellness, drawing in approximately 150 young women.



NH NurturedHeart

During fiscal year 2024 CFC trainers taught 42 new staff on The Nurtured Heart Approach (NHA). We facilitated the Greatness Project (GP) groups with 33 youth (youth that participated were from the Middlesex County Youth Shelter, Youth Partnership at the FSO, and a community library). Each round of the GP is a 5-week curriculum, with the exception of one session of GP that was conducted at the South Plainfield Library. CFC trainers also trained 30 community partners. Partners included staff from the Youth Shelter as well as staff at Women Aware. CFC also facilitated Caregiver Groups that extended 3 weeks or more. There were 33 parents that attended at least one of the small groups provided to the community.

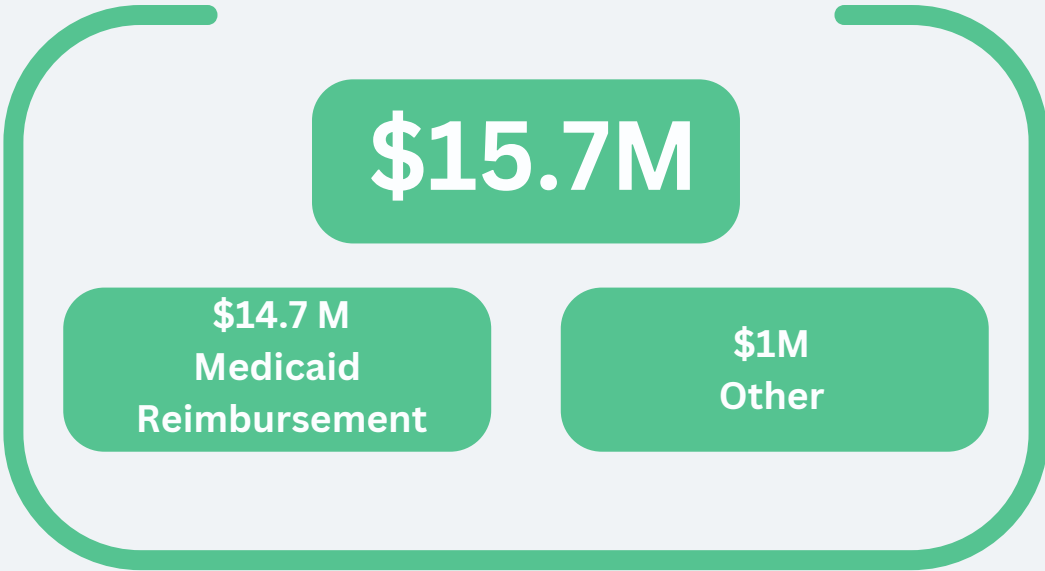
CFC NHA trainers also served as mentors in NHA for two school districts during the 2023/2024 school year. The South Plainfield School District had all 8 schools participate in the DREAMS grant (Developing Resiliency with Engaging Approaches to Maximize Success), as well as Greater Brunswick Charter School who also participated in the grant. Through the grant, the schools that participated were provided with training in NHA and mentoring around implementation of NHA within the schools/district from CFC trainers. The participating districts were provided certification of NHA trainers for two staff within their district to provide continuous training and coaching when the grant ended.





FINANCES

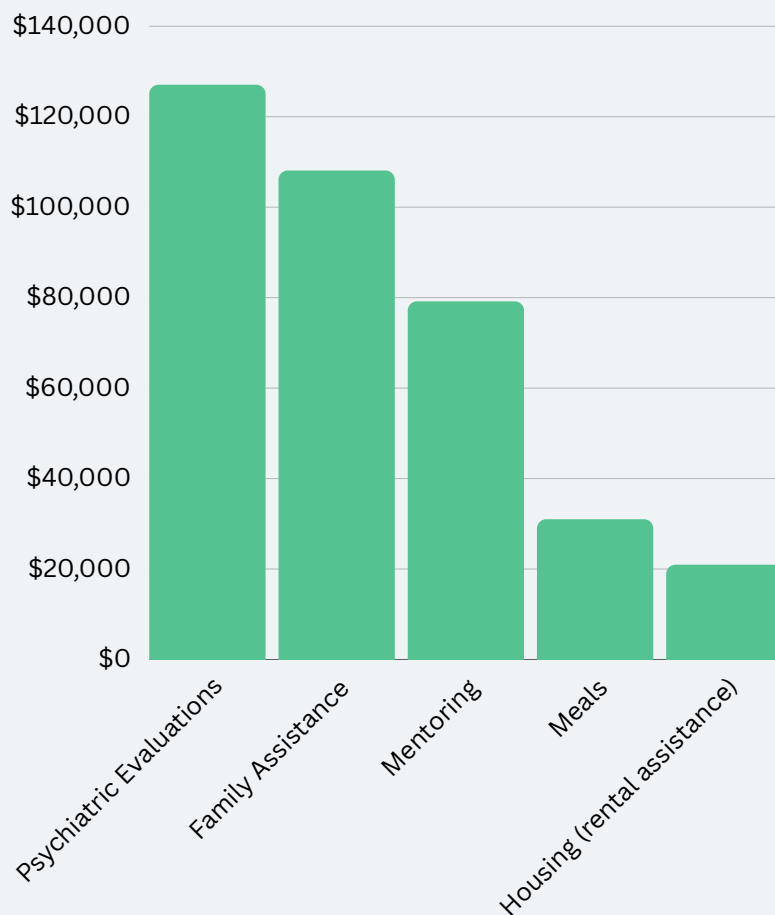
Revenue





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.



Executive Leadership Team

Suzanne S. Kreie, LCSW
Chief Executive Officer
2003*

Jarrett Lynn, LSW
Associate Executive Officer
2010*

Victoria Tedesco, BA
Chief Human Resources Officer
2010*

Joan Lyneis, BS
Chief Financial Officer
2004*

Kevin Mattivi, MBA
Executive Assistant to the CEO & AEO
2018*

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Annual Report developed by Kevin Mattivi

*year employed

