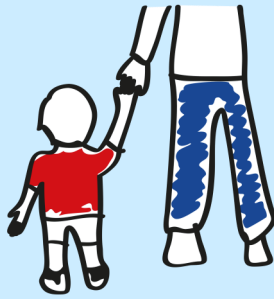


New Jersey Children's System of Care



**Bergen's  
PROMISE**

Healthy Families, Safe at Home

# **A Valued Partner Supporting Family Wellbeing in Bergen County Communities**



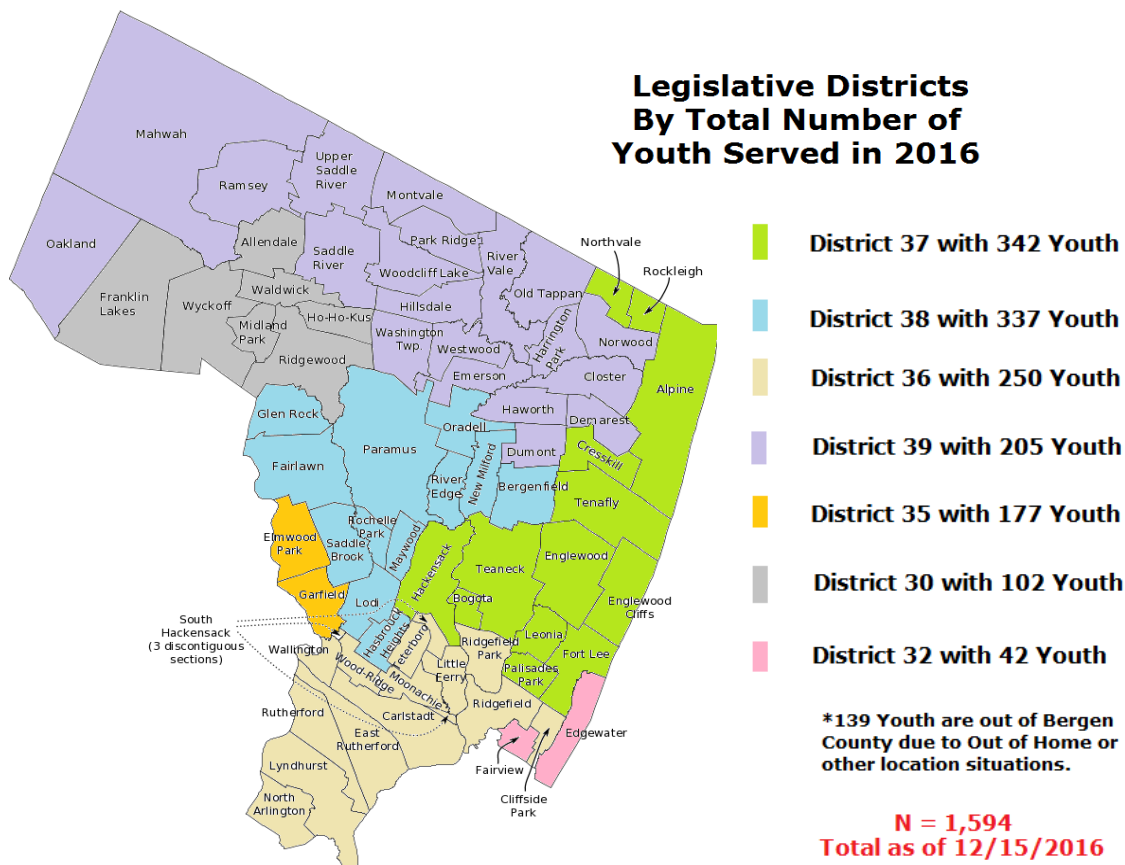
**Annual Report 2016**





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## Who We Are and Who We Serve...

- ◇ A 501(3)(c) private non-profit, the designated Care Management Organization (CMO) for Bergen County as part of the New Jersey Children's System of Care (CSOC). We provide comprehensive, individualized service planning through a team process.
- ◇ The agency serves youth ages 5 to 21 with behavioral, emotional, and mental health challenges, substance use issues and developmental disabilities. Since 2002, has served over 3,500 youth and their families. As of 12/27/16, current youth served: 956; 87 percent of youth served are living at home.
- ◇ One of the first two CMOs in the State to offer the Pediatric Behavioral Health Home (BHH), an enhanced medical care coordination component to support youth with Medicaid living with chronic co-occurring behavioral and medical health issues. 147 youth enrolled in BHH since it's inception in 2015.



Opportunities Exist for Referral of Underserved Bergen County Youth to the New Jersey Children's System of Care		Bergen County Youth*	As of 12/27/16, 956 youth currently enrolled with Bergen's Promise**
   	Youth enrolled in Special Education	19,000	609 ( 64 %) classified youth 217 (23 %) with developmental/ intellectual disabilities
	Enrolled with Child Protection and Permanency	2,600	223 (24 %)
	Substance Using Youth	4,887	48 (5%)
	Juvenile Justice Involved Youth	700-1,300	70 (7 %)
<p>*source: Quality Assurance Department State of the Agency August 2016, p 3.</p> <p>**source: YSC-CIACC report 12/27/16 and 1/13/17 data run (Goliath, Bergen's Promise Database)</p>			


## What We Do and How We Do It...

PerformCare NJ is the Contracted System Administrator (CSA) for the New Jersey Children's System of Care (CSOC). It is the single point of entry into the free and voluntary services of the Children's System of Care regardless of location of residence in the state.

**A Helping Hand Is Near  
If Challenges Occur**

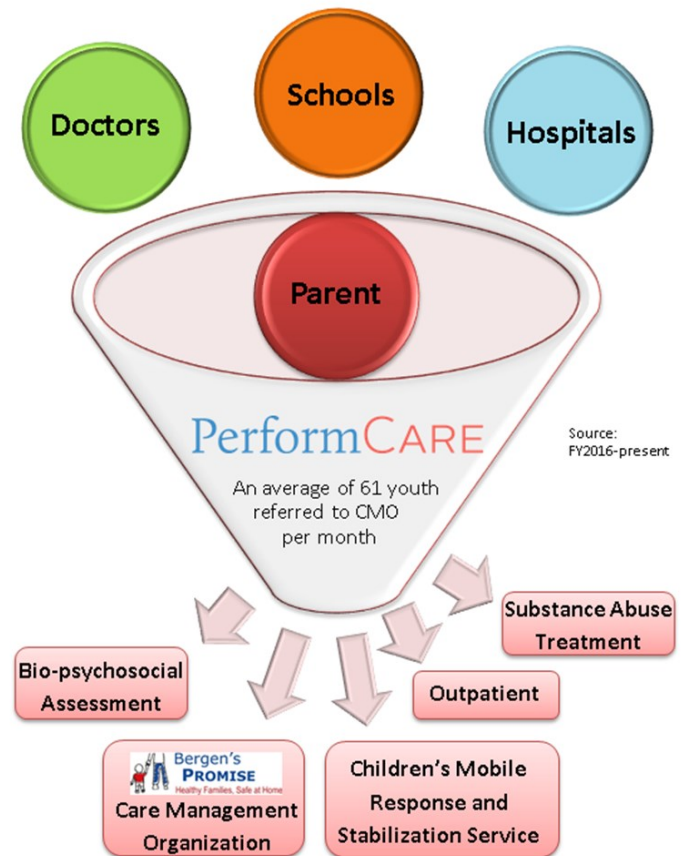
When you find yourself in one of these situations:

- You're struggling with your child's repeated absences from school or refusal to attend school
- A friend, teacher or other trusted adult has expressed concerns about your child
- Your child shows aggression towards others, or is bullying others or is being bullied
- Your youth's substance use or refusal to comply with home rules is causing major conflict among family members
- Your child experienced a major loss or change (death, divorce, relocation, etc.) or perhaps a traumatic event and is not adjusting well.
- You're struggling to meet the needs of your child/youth who is living with a developmental disability



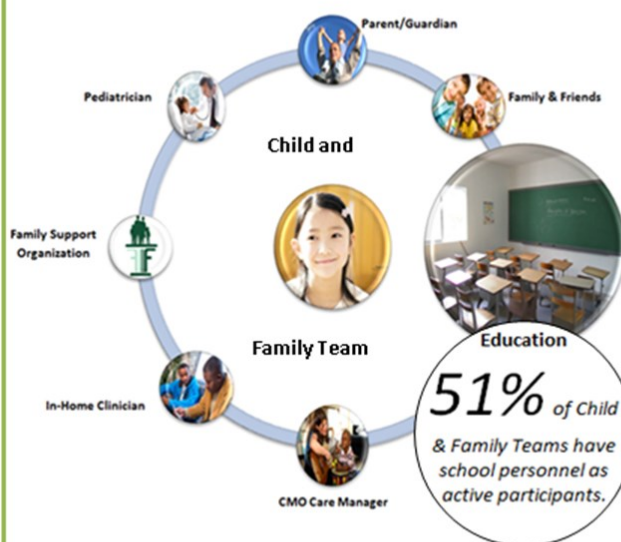
**Parents or Guardians have access to services 24 hours a day, 7 days a week by calling 1-877-652-7624.**

## A System of Care That Works



## Principles of Wraparound

The foundational philosophy of the NJCSOC is a collaborative team process that supports the wellbeing needs of youth ages 5-21 by focusing on the following ten Wraparound principles:



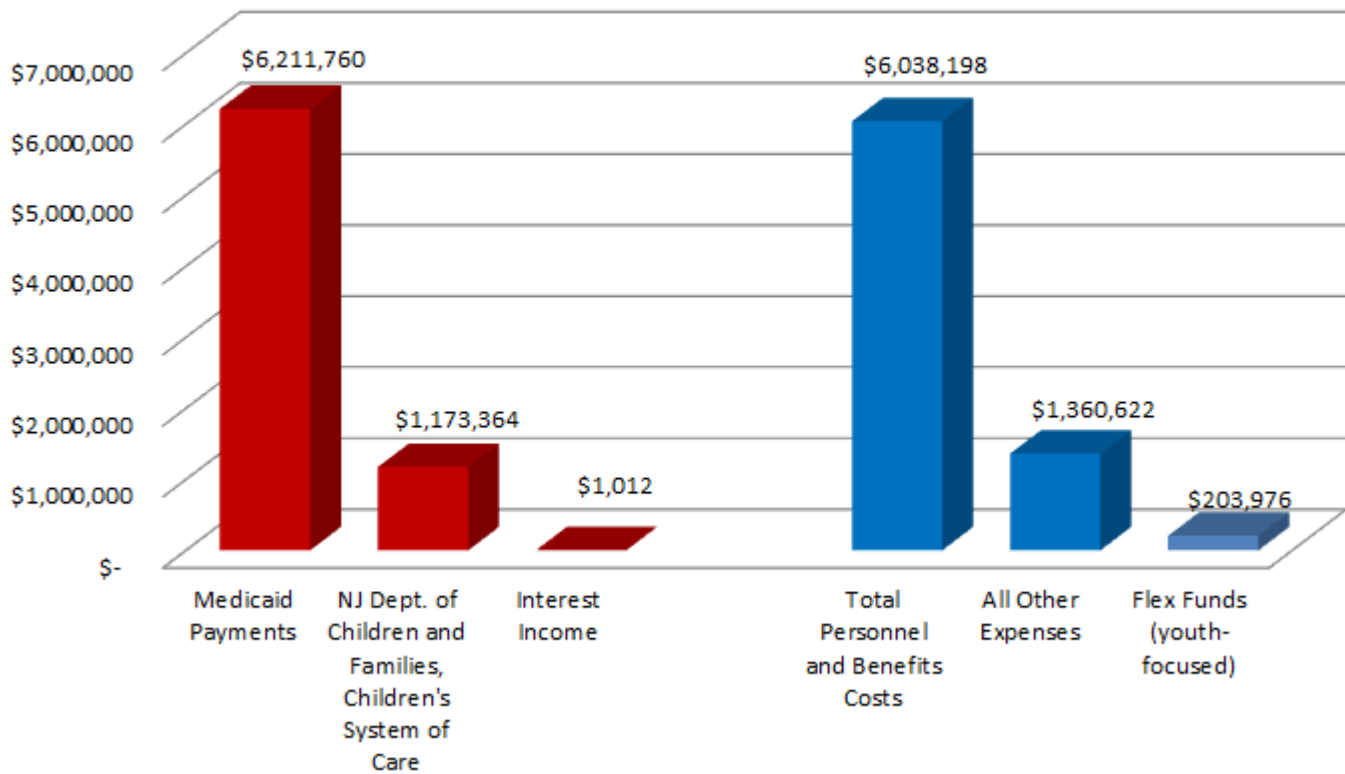
<b>Family Voice and Choice</b>	• Strive to continually provide options and choices such that the plan reflects family values, priorities, and preferences.
<b>Team Based</b>	• Individuals agreed upon by the family and committed to them through informal, formal, and community support and service relationships.
<b>Natural Supports</b>	• Seek out and encourage the full participation of team members drawn from the family's interpersonal and community relationships.
<b>Collaboration</b>	• Reach decisions about what goals to pursue, strategies to use to reach the goals, and evaluate whether or not progress is made in reaching goals.
<b>Community-Based</b>	• Strive to implement service and support strategies that are accessible and within the family's community.
<b>Culturally Competent</b>	• Cultural identity can be essential sources of support and resources. These connections are likely to endure after formal services have ended.
<b>Individualized</b>	• Design to build on strengths of family members, and on the assets and resources of their community and culture.
<b>Strengths Based</b>	• Recognize and validate the skills, knowledge, insight, and strategies that have been used to meet the challenges encountered in life.
<b>Unconditional</b>	• Emphasize team's commitment to achieving its goals regardless of undesired behaviors, events or outcomes.
<b>Outcome Based</b>	• Regularly assess the effectiveness of plan, the strategies included within the plan, and determine when the plan needs revision.

Ten Principles of the Wraparound Process. Chapter 2.1. In E. J. Bruns & J. S. Walker (Eds.), The resource guide to wraparound. Portland, OR: National Wraparound Initiative, Research and Training Center for Family Support and Children's Mental Health.

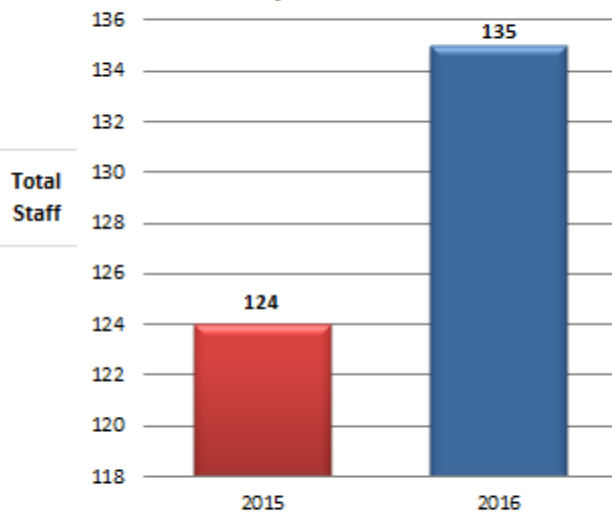
## How We Do What We Do...

### Where We Get Our Money...And How We Spend It

Source: Contract #16AIBR, July 1, 2015 through June 30, 2016



### Bergen's Promise Increases Number of Staff to Maintain Quality Service to Youth



Total Number of Youth Served: (calendar year)	1,051	1,215
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The agency staffing grows as the number of our youth grow so that a ratio of 15:1 youth to care manager is maintained.

### Top 5 Sources of Referrals of Youth

Children's Mobile Response and Stabilization (MRSS)	404 (52%)
Parent/Guardian	114 (15%)
Provider	79 (10%)
Children's Crisis Intervention Service (CCIS)	70 (9%)
Dept. of Child Protection and Permanency (DCPP)	49 (6%)

Sources: Quality Assurance and Human Resources Department databases



## Accomplishments...

### In the Spring...

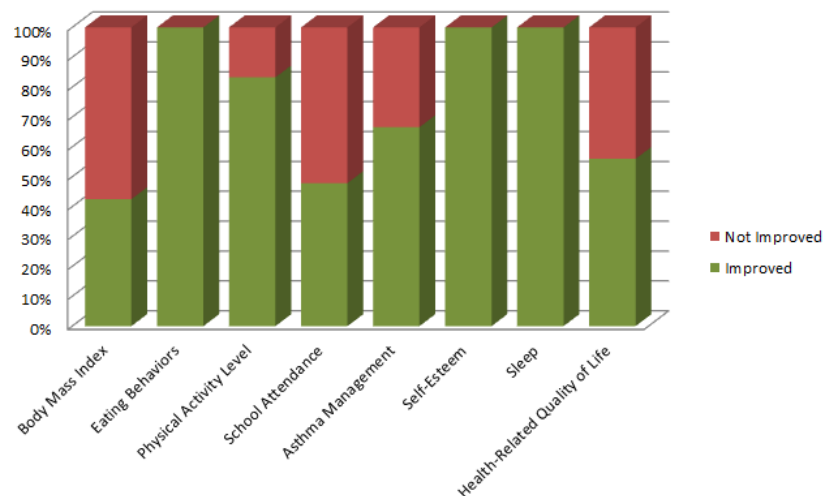
- ◇ Bergen ResourceNet was launched, a mobile friendly, easily accessible resource portal for residents and professionals to search by keyword to find Bergen County resources, programs, events, webinars, clinical services, supports geared toward family health and wellbeing.
- ◇ Bergen's Promise expansion to a second office location at 3 University Plaza, Hackensack.

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



### BHH Continuous Quality Improvement Measures July 2016

### In the Summer...



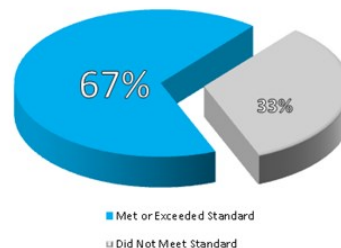
### In the Fall...

- ◇ Bergen's Promise received the National Wraparound Initiative Award

As per Quality Records Review, Bergen's Promise met or exceeded standards of Wraparound Fidelity:



2016 National Wraparound Initiative Award Recipients



- ◇ Partnership established with St. Joseph's Regional Medical Center to offer a **Community Pediatrics and Child Advocacy Rotation Elective** as part of their Pediatric Residency program.
- ◇ Digital poster presentation at the National Academy of Sciences fall conference titled Training the Future Child Healthcare Workforce to Improve Behavioral Health Outcomes for Children, Youth and Families. The poster was titled **"Integrated Wraparound: A Team-Based Training Blueprint for Pediatric Residents and Social Service Staff to Optimize Pediatric Behavioral Health."**

- ◇ Throughout the year, 66 presentations, exhibits, and other awareness activities were delivered in schools, healthcare organizations, and in communities.

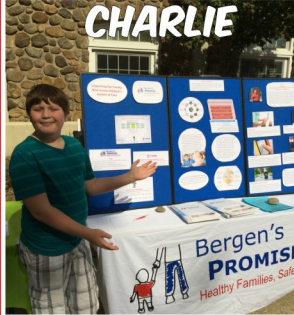
## Our Families Share Stories of the Value of the Wellness Focused, Wraparound Approach to Care



**CHILLI**

"They were always there, everything was always calm and copacetic and smooth."

"By having the whole team involved, it was almost like a family there to support us."



**CHARLIE**



**MICHAEL**

"The impact Bergen's Promise had on our family was so positive and overwhelming, it put us on a completely different track."

Experience the successes of graduates and their families by watching the videos available on the *Success Stories* page of our website

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

Every youth sets at least one health/wellness goal in their Individualized Service Plan (ISP)



Adapted from: Swarbrick, M. (2006). A Wellness Approach. *Psychiatric Rehabilitation Journal*, 29(4), 311-314.

### Words from Our Families

"I'm the best I have ever been and my happiness and my well-being make my life and my relationship with my family even better."

"Bergen's Promise taught me and my family that communication can and will solve almost any issue."

"They respect my ideas and I'm able to vent to them. The Care Manager taught me life and how not to put myself in danger and motivate me."

"Helped me become more comfortable with emotions and getting through difficult times."

"I'm not alone anymore."

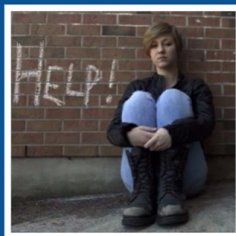
"Helping me improve my family and helping me cope with my problems."

## 2016 Family Satisfaction Survey Highlights

N=190 Parent/Caregiver respondents

87 percent	Felt they <b>increased their strength as a parent/caregiver</b> because of services and supports provided through their individualized service plan.
80 percent	Felt <b>more confident in their ability to identify and manage their youth's medical needs.</b>
<b>Since their child/family has been with Bergen's Promise...</b>	
45 percent	Felt their child <b>improved her/his school attendance</b>
46 percent	Felt their child <b>achieved better grades</b>
61 percent	Felt their child <b>improved his/her classroom behavior</b>
67 percent	Felt their child <b>has fewer behavioral/emotional needs</b>
62 percent	Felt their child <b>has engaged in fewer risky behaviors</b>

### Goals Accomplished



#### Kara

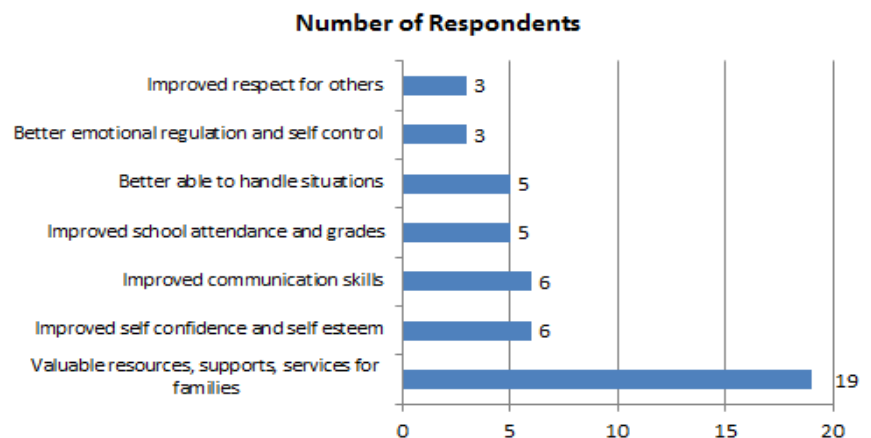
Understand and Manage My Addiction  
 Maintain Healthy Diet and Prepare Food  
 Teen THRIVE Program  
 Alcoholics Anonymous Meetings  
 Independence Skills - Get Job and Graduate

#### Valerie

Manage My Substance Abuse -  
 Marijuana Goggles & Tar-boro Tool  
 Friends who make Positive Impact  
 School Graduation - Bergen Connections  
 Job as a Home Health Aide



The following were reported significant and long-term benefits of Bergen's Promise services



Total number of Post Graduation Survey Respondents = 46

Note: may represent multiple benefits identified by respondents



**Mark your calendars and plan to attend in the afternoon  
on **Wednesday, April 26** at our Hackensack office  
location (3 University Plaza, 3rd Floor)**

An interactive event -

**A Fantastic Journey!**

***Walk Through Bergen's Promise Looking Glass  
and explore new opportunities with us!***



**Bergen's  
PROMISE**

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**Linked in** <https://www.linkedin.com/company/bergenspromise>