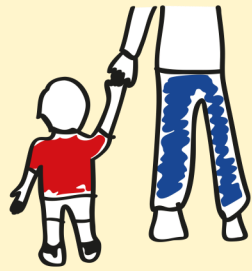


Annual Report 2018

# Expanding Partnerships in Support of Family Health and Well-Being in Bergen County



Bergen's  
**PROMISE**

Healthy Families, Safe at Home



New Jersey Children's System of Care

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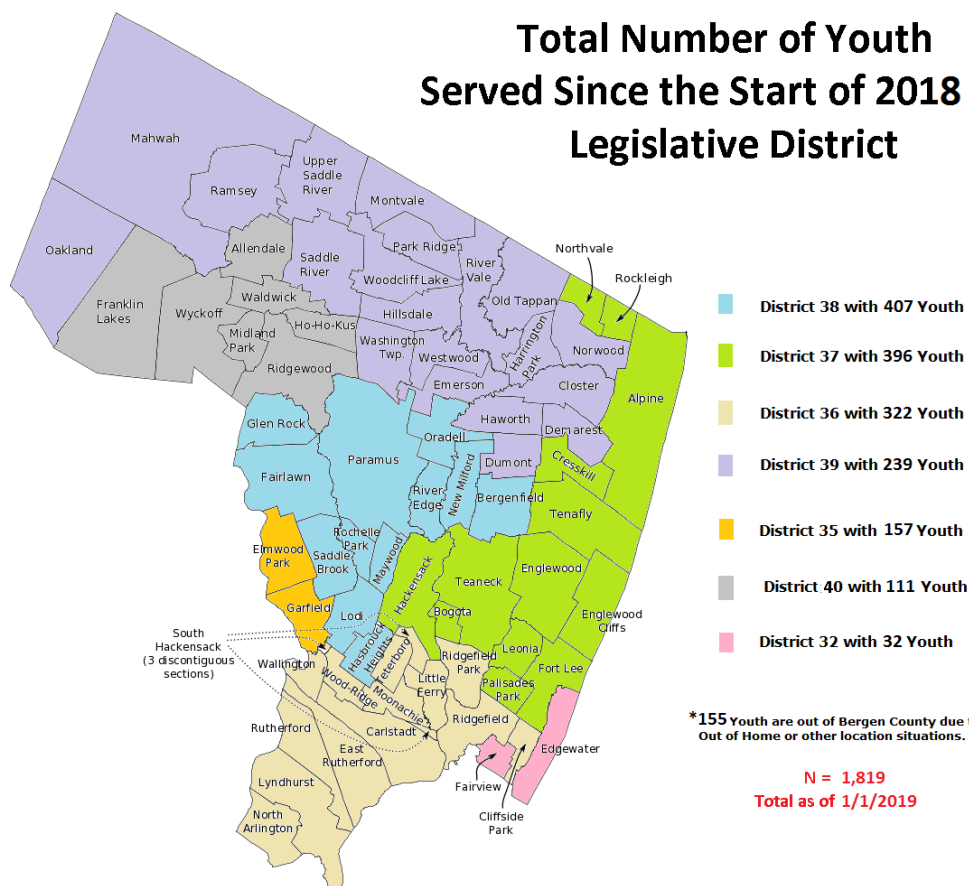
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## Bergen's Promise *Healthy Families, Safe at Home*

### 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 Wraparound 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, we have served over 6,500 youth and their families. In 2017, the total number of youth served in 2017 was 1,819. Ninety-two percent of youth served in 2018 were living at home.

### Total Number of Youth Served Since the Start of 2018 by Legislative District



Opportunities Exist for Referral of Underserved Bergen County Youth to the New Jersey Children's System of Care	Bergen County Youth*	1,053 Youth Enrolled with Bergen's Promise***
Special Education and Youth with Developmental/Intellectual Disabilities	23,456**	602 (57%) Special Ed Classified Youth 249 (24%) with Developmental/Intellectual Disabilities
Child Protection and Permanency Involvement	2,137 DCPP effective 2/20/19	214 (20%)
Substance Using Youth	6,940**	39 (4%) with Substance Use Diagnosis
Juvenile Justice Involved Youth	700-1,300	58 (6%)
Sources: *2016 District Classification Rates. Bergen County Ages 3-21. NJ Department of Education, Office of Special Education Programs **Substance Abuse Overview 2016 Statewide. Department of Human Services Division of Mental Health and Addiction Services Office of Planning, Research, Evaluation and Prevention Trenton, New Jersey . June 2017 ***January 4, 2019 data run (Bergen's Promise Database)		

## Outcomes

### Examples with each area:

#### *Risk Behaviors:*

self injurious behavior, suicide risk, flight risk, fire setting, problematic sexual behavior, etc.

#### *Life Domain Functioning:*

bullied by others, eating, sleep, sexual health, cultural stress; attachment, medical, etc.

#### *Behavior/Emotional Needs:*

anger control, psychosis, impulsivity and attention oppositional behavior, etc.

#### *Medical Needs:*

access to health care; family management of medical condition, impairment in functioning, pain, etc.

#### *Trauma:*

traumatic grief, witness to school/community violence, natural/man-made disasters, medical trauma, etc.

#### *Substance Use:*

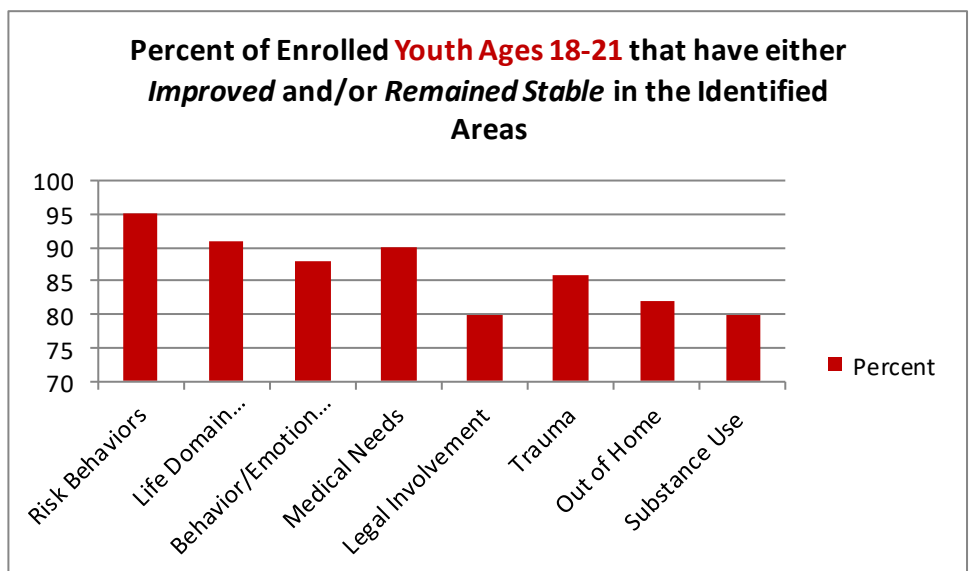
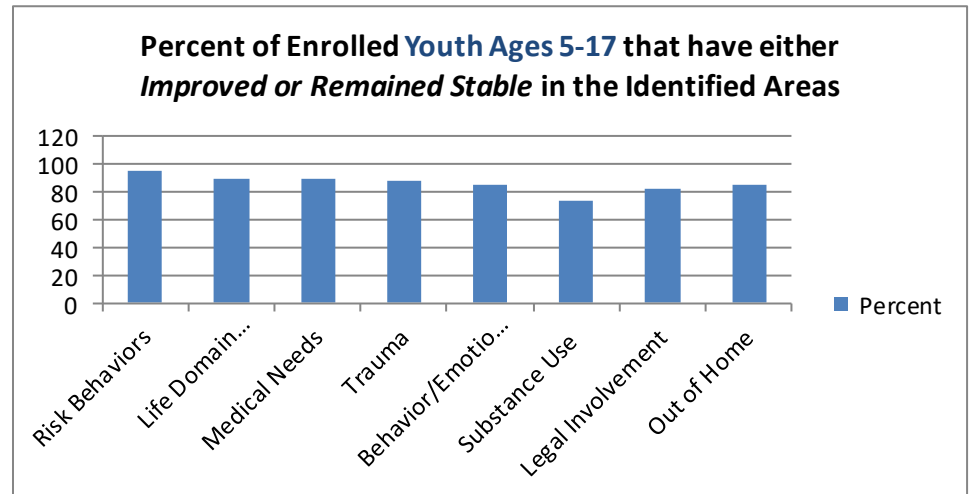
acute intoxication/withdrawal, frequency/duration of use, risk behavior, peer influences, etc.

#### *Legal Involvement:*

environmental influences, parental criminal behavior, community safety, etc.

#### *Out of Home:*

community or site behavior; caregiver and youth interaction, caregiver participation, etc.



#### Data Source:

CMO Strength and Needs Assessment Outcome Report for youth 5-17 that were active with CMO between 1/1/2018 and 12/31/2018, for any length of stay. New Jersey Children's System of Care.

CMO Strength and Needs Assessment Outcome Report for youth 18-21 that were active with CMO between 1/1/2018 and 12/31/2018, for any length of stay. New Jersey Children's System of Care.

## Outcomes—Behavioral Health Home (BHH)

During 2018, 118 families were enrolled in BHH services. These families received nursing care, and/or health education in addition to care coordination services. The Certified Health Education Specialists were in community providing health promotion and awareness education sessions throughout the year, including professional presentations at a conference for school counselors, and pediatric attendings and residents at St. Joseph's Hospital's Pediatric Grand Rounds. They also provided numerous presentations and workshops in daycares and schools around the county.

During 2018, two new team members joined BHH. These included a nurse and another Health and Wellness Educator.

We celebrate the positive impact this integrated approach provides for all eligible youth.

## Health Behavior Outcomes 2018

Objective	Performance Targets	Actual Outcomes	Sample Size
Reduction in obesity	30% of BHH Youth with elevated BMI will have an improved BMI	30.4%	46
Improved eating behaviors	40% of BHH Youth who complete the REAPS will have an improved REAPS score	87.5%	48
Increased Physical Activity	40% of youth who complete the PAQ will have a higher PAQ score	66.7%	24
Improved asthma management	60% of youth with poor baseline asthma control will have an improved Asthma Control Score	66.7%	4
Improved Self-Esteem	30% of youth who complete the Rosenberg Scale will have a higher self-esteem scale score	100.0%	9
Improved Health Literacy-Youth	40% of youth with low health-literacy will have an improved Newest Vital Sign score	87.5%	8
Improved Health Literacy-Caregiver	40% of caregivers with low health-literacy will have an improved Newest Vital Sign score	72.7%	11
Improved Health-Related Quality of Life- Youth Report	40% of youth will have an improved PedsQL 4.0 score (by self-report)	94.1%	17
Improved Health-Related Quality of Life- Parent Report	40% of youth will have an improved PedsQL 4.0 score (by parent report)	83.8%	37

**118**

**Families Served by BHH in 2018**

**225+**

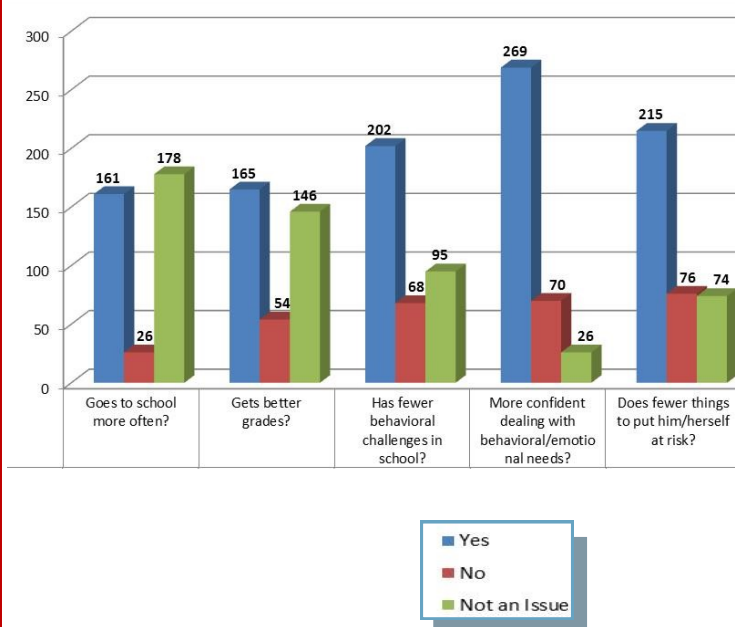
**Community members educated through outreach activities**

## In the Words of our Families.... 2018 Family Satisfaction Survey Highlights

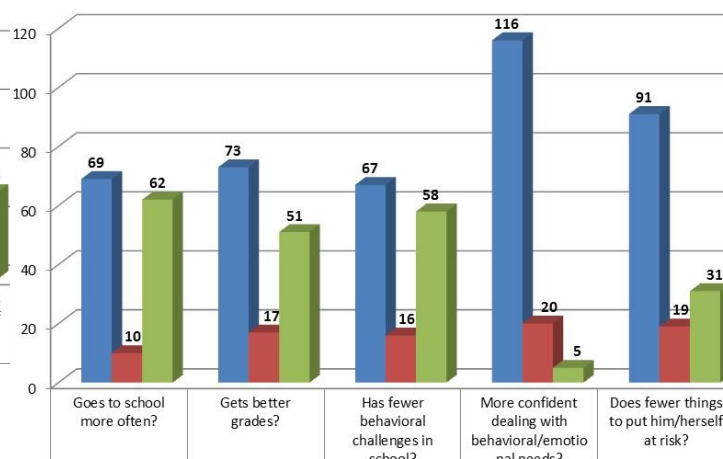


**Since participating in Bergen's Promise Wraparound Child and Family Team process, would you say that your child/you:**

**Parent/Caregiver**



**Youth**



Data Source: 2018 Family Satisfaction Survey



## Community Partners in Education

### Dumont School Collaboration

**Pilot**— Bergen’s Promise and the Dumont School District are working together to maintain a successful relationship through quarterly collaboration meetings where shared youth are discussed, and training opportunities that will ensure that the following Educational Core values are maintained:

**Communication:** This is defined as the ability of Bergen’s Promise staff to develop and maintain a professional and respectful dialogue with school personnel in order to share student information and to work jointly in the best interest of the students.

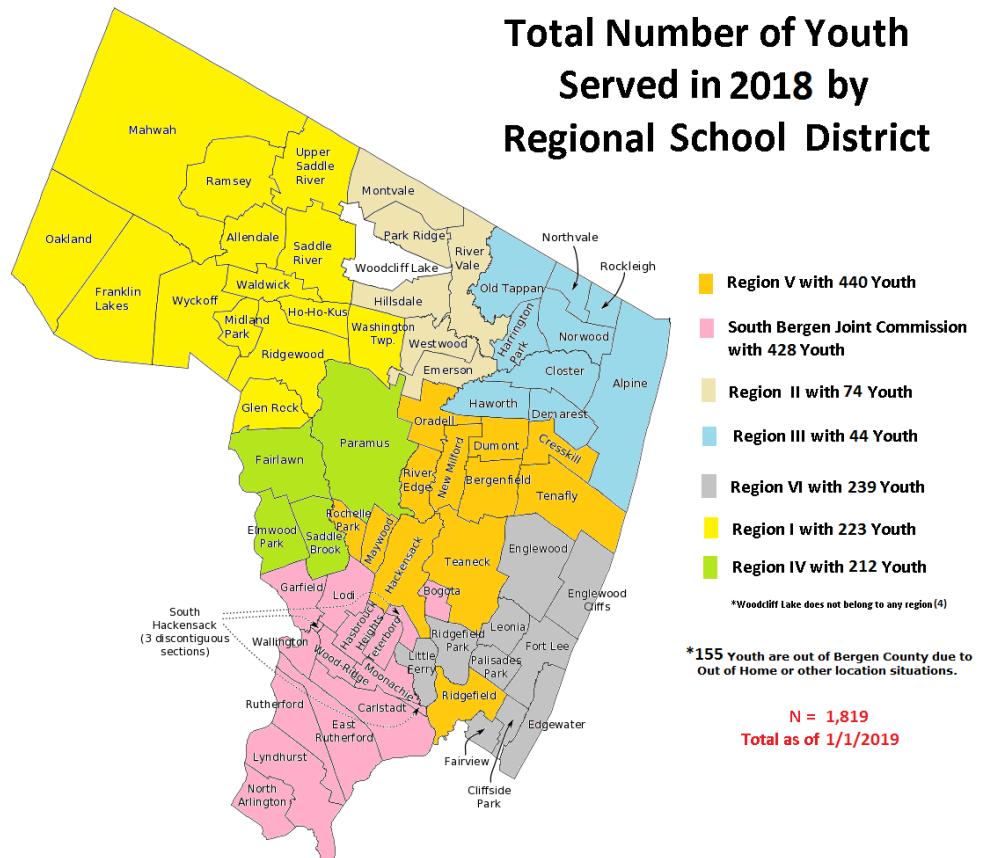
**Collaborative Relationships:** Productive collaborative relationships with school staff are built on successful and consistent *communication*.

**Expectations:** Ensure that the education expectations of the school district, parent/caregiver, and Bergen’s Promise are in alignment with the child’s education plan.

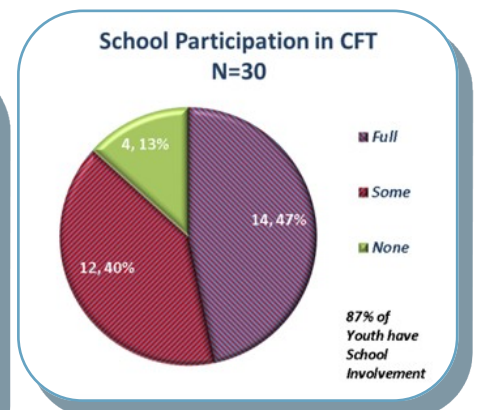
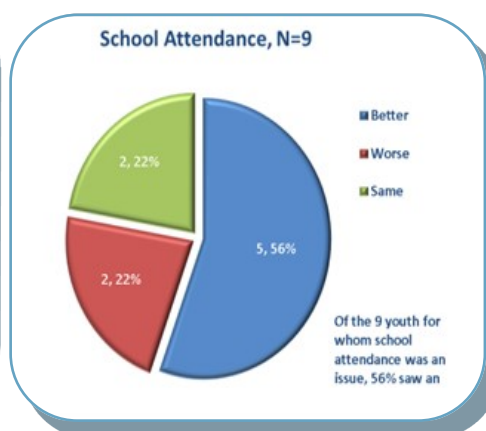
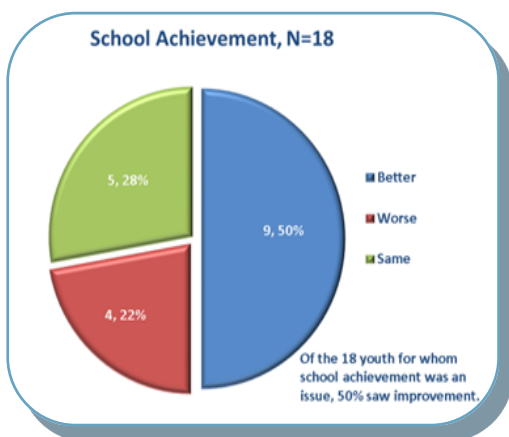
**Knowledge:** The effectiveness of a Care Manager is in direct proportion to the knowledge she/he has about the student’s education history.

**Empowerment of Youth/Family:** Through effective Communication and Collaborative Relationships with school staff, as well as formidable Knowledge of the student’s education status, the Care Manager is able to empower the family’s confidence to represent the best interests of their child.

## Total Number of Youth Served in 2018 by Regional School District



### Results of Collaboration Pilot Project with Dumont School District



## Community Partners in Integrated Healthcare



**The Seton Hall Voices Program** is a free program that allows families to get to know students who will be future doctors. Students will help families to reach health and wellness goals while families will teach them to be better doctors by sharing their life stories.

During visits, the family can:

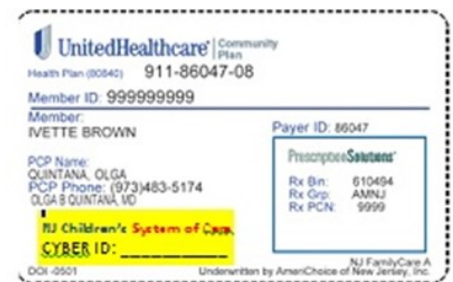
- Learn how to be healthy
- Find out more about services that could help them
- Talk about medical visits (doctor, dentist, pharmacy)
- Go to medical visits, school meetings, or social service appointments with students
- Build a relationship with students who want to help

A newly established collaborative partnership with Hackensack Meridian-Seton Hall School of Medicine will provide an opportunity for our families in Hackensack and immediate vicinities to benefit from this natural community support as an extension of their Child



Bergen's Promise and North Hudson Community Action Federally Qualified Health Center entered a Business Agreement to exchange data on shared youth on a quarterly basis beginning in 2019, to foster a more holistic, collaborative approach to care of the families we serve.

We look to establish more of these partnerships with additional pediatric practices and hospitals in the future.



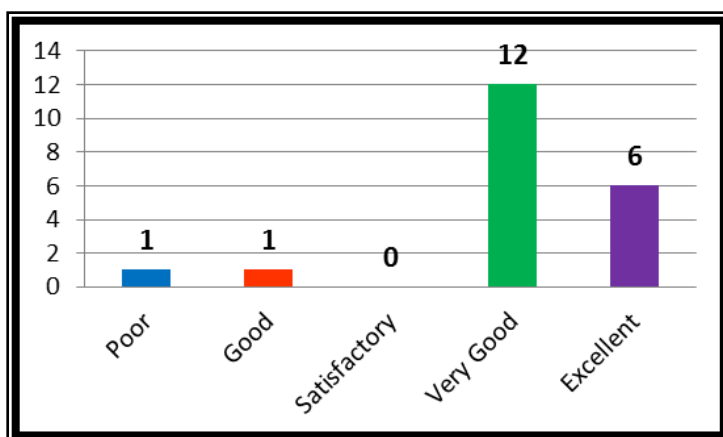


## Collaborative Partnerships—Community Pediatrics and Child Advocacy Rotation

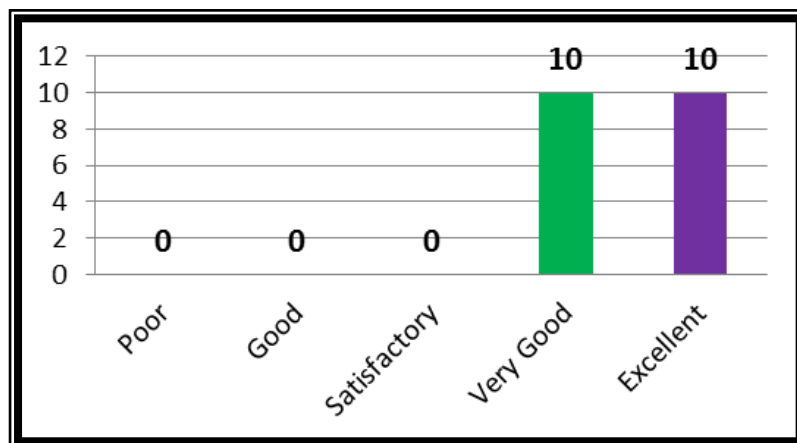


In 2018, the pediatric residents in their second year of training at St. Joseph's Hospital and Medical Center spend two weeks shadowing Care Managers of Bergen's Promise in family homes, school visits, treatment visits, and more. Over the past 2 years, 20 pediatric residents gained a clear understanding of the Wraparound Approach, the supports offered through each of the New Jersey Children's System of Care partners (Children's Mobile Response, Family Support Organization), an invaluable community resources in Bergen and Passaic counties. These experiences provide a different perspective of the social determinants of health that impact families in the St. Joseph's service area.

### Level of knowledge and understanding of the services of the NJ Children's System of Care —Post Rotation



### Level of knowledge and understanding of the Wraparound and Child Family Team Approach to Care—Post Rotation



**Bergen's  
PROMISE**  
Healthy Families, Safe at Home

## In their words—excerpt from pediatric resident narratives

### What aspects of the rotation were most valuable?

Visiting institutions, schools and families in their homes, it helps to feel more involved and helps visualize exactly what they are going through. Also it's nice to see special education schools and departments involved with the child's services like DCPD, family support organization.

The opportunity to understand the family dynamics at home and how challenging it is for a family to take care of special children.

Learning the resources that are available to families allows me to make encourage my patients to reach out to receive these resources.

### How will you apply what you've learned through your immersion in the Children's System of Care?

I will be able to better explain to families what services are offered and I will definitely be referring more families in the outpatient and inpatient settings to call PerformCare.

I will consider social & economic conditions when evaluating mental development in children in order to assess it thoroughly.

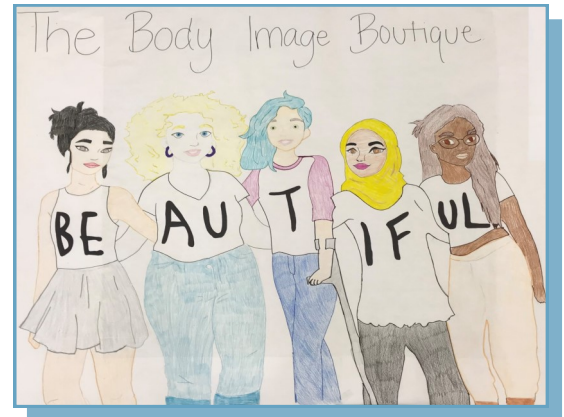
I will help parents by teaching them how to search for resources and if they need more help we can connect them to PerformCare and we can also connect them to the Family Support Organization.

I am more knowledgeable now about the various programs in place to support my patient populations. I am also more aware of all the contributing social factors that affect children in this community. This will help me target my history taking and care.

## Accomplishments...

### In the Spring...

- ◇ Bergen's Promise started an initiative to train staff as Wraparound Coaches & Facilitators. As part of our strategic objective, it is our hope to move toward strengthening knowledge and utilization of the Wraparound Approach. With staff leaders accomplishing this certification, this ultimately helps to better serve our families and demonstrate leadership to their peers throughout the agency.
- ◇ During Mental Health Month, we shared submissions from teens for the "Connecting With Our Communities Service Project". The goal was for teens to raise awareness about an issue impacting teen mental/emotional health and a local resource available to support youth dealing with that issue. In 2019, Community Resources Director, Kathryn Werheim, will be presenting this project at the NJAHPERD 100th Annual Convention for K-12 Health/Physical Education teachers.



### In the Summer...

- ◇ We started a Family Ambassador Program for youth (17+) and/or caregivers benefiting from Bergen's Promise services. This volunteer opportunity includes website user experience, focus groups, family events, community outreach, and positive story videos. If interested in becoming an ambassador, email [communityresources@bergenspromise.org](mailto:communityresources@bergenspromise.org).

### In the Fall...

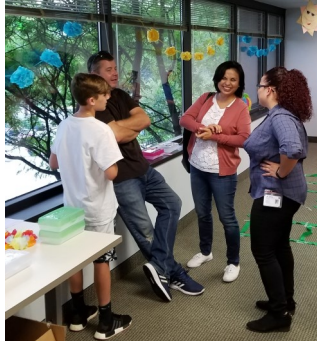
- ◇ Ann Klein Advocate Award— Our Executive Director, Dean Pastras received the 2018 Ann Klein Advocate Award. This award recognizes his commitment to quality services and supports for families of youth living with developmental disabilities and/or other vulnerable populations.



- ◇ Director of Care Management, Crystal Wytenus, received an award from The Community Health Improvement Partnership of Bergen County (CHIP) recognizing her as a key community leader and co-chair of the Mental Health and Substance Abuse Task Force. She coordinated the 4th Annual Wellness Conference titled "Building Resiliency in Bergen: Empowering our Communities." As our liaison for substance treatment providers, Crystal has collaborated to provide quarterly education nights with local treatment providers; county Substance Use Navigators and collaboration on training series with New Bridge Medical Center Substance Use Navigators.



## Families Coming Together... End of Summer Ice Cream Social



## 2nd Annual Family Holiday Party

We distributed **160+ gifts** for our youth thanks to support of **SG Companies**, the **Family Support Organization of Bergen County**, and our employees.



## bergenPAC Arts Access

In 2018, **339** tickets were distributed for **40** different shows. Families words of appreciation included:

- ⇒ "Highly appreciated supporting families with these wonderful events. It really rejuvenates us."
- ⇒ "We really appreciate being able to see the show at bergenPAC. It is a fun experience for our entire family!"
- ⇒ "Thank you very much for the tickets- my kids really enjoyed the show!"





## Raising Awareness in the Community

The value of our staff goes beyond just care coordination. Our leadership team educates various families, groups, and community members throughout the community with their professional expertise and firsthand experiences.

# 50

## Community Education Events Attended by Bergen's Promise

Outreach exhibits and presentations educate the community about services of the New Jersey Children's System of Care, Bergen's Promise, and Bergen ResourceNet. Events include speaking engagements at local and state conferences, table exhibits, professional inservices, and other types of workshops in community.

Attendees of events included: school staff (child study teams, guidance teams, student assistance counselors, school nurses, principals, health teachers), Bergen County families, health care professionals, law enforcement, and substance treatment providers.

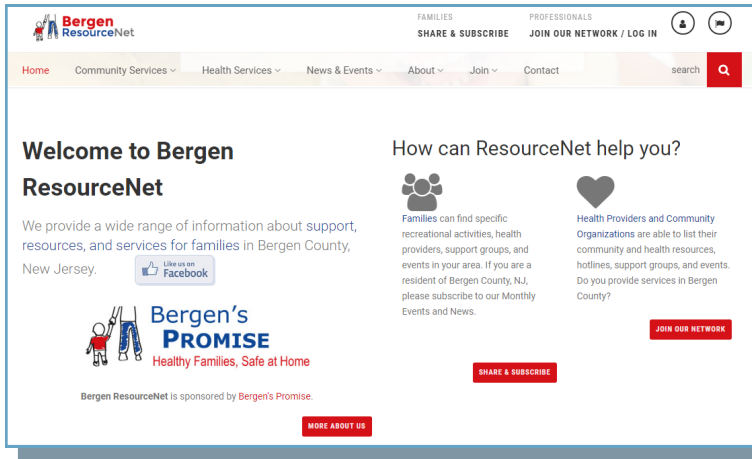
Contact [communityresources@bergenspromise.org](mailto:communityresources@bergenspromise.org) to request a presentation for your staff or community members!







**Bergen  
ResourceNet**  
Resources for children and families in Bergen County  
[www.BergenResourceNet.org](http://www.BergenResourceNet.org)



**BergenResourceNet.org** acts as the “Google” for Bergen County family resources! This free, online resource directory is where to easily find local services, support groups, events, webinars, and workshops specific to family wellbeing.

Search for resources by keyword, category/need. Social media friendly and searchable in multiple languages!

Follow the BergenResourceNet FaceBook!

**Bergen ResourceNet experienced  
progressive growth in 2018.....**

**5,000+**

Events & resources

**156,792**

Total Page Views

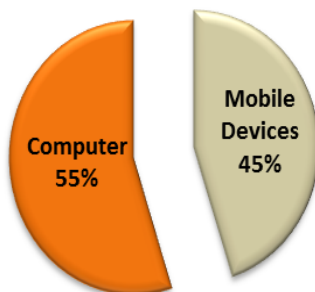
**35,661**

Users via Google  
(78% of all referrals)

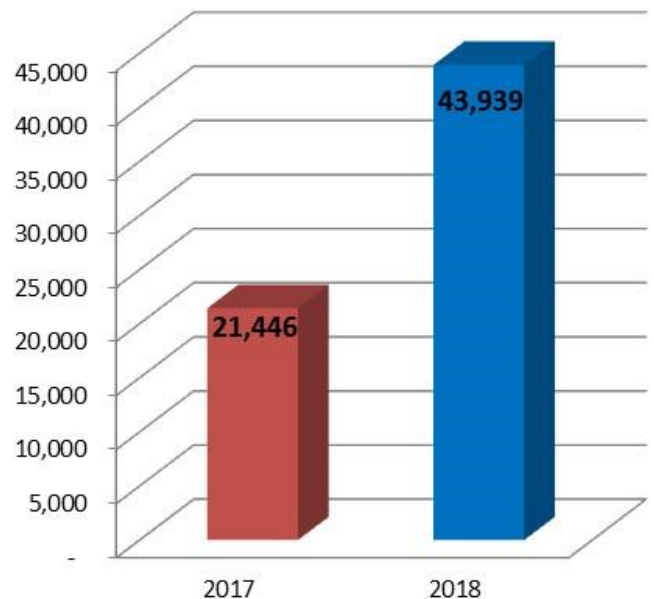
**45%**

Users accessed BRN  
through mobile  
devices

**Users Platform  
accessing BRN**



**Unique Visitors**



New Jersey has ResourceNets available in each county, administered by the county Care Management Organization .

**105% increase**  
in unique visitors in 2018



Like us on  
**Facebook**



Pages

See All



**Bergen Resourcenet**

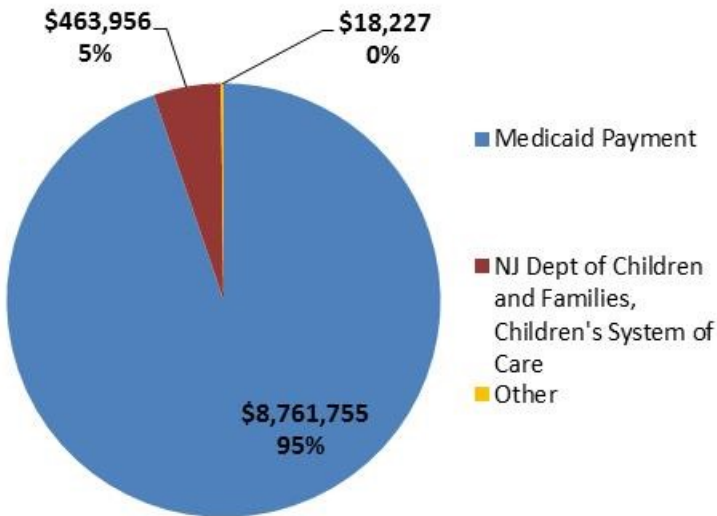
Hackensack, New Jersey  
Community  
65 like this

✓ Liked ▼

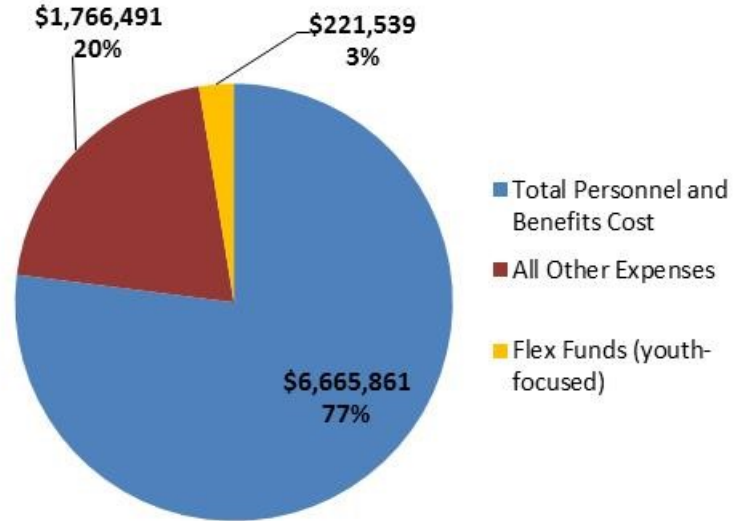
## By the Numbers...

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

#### Revenues

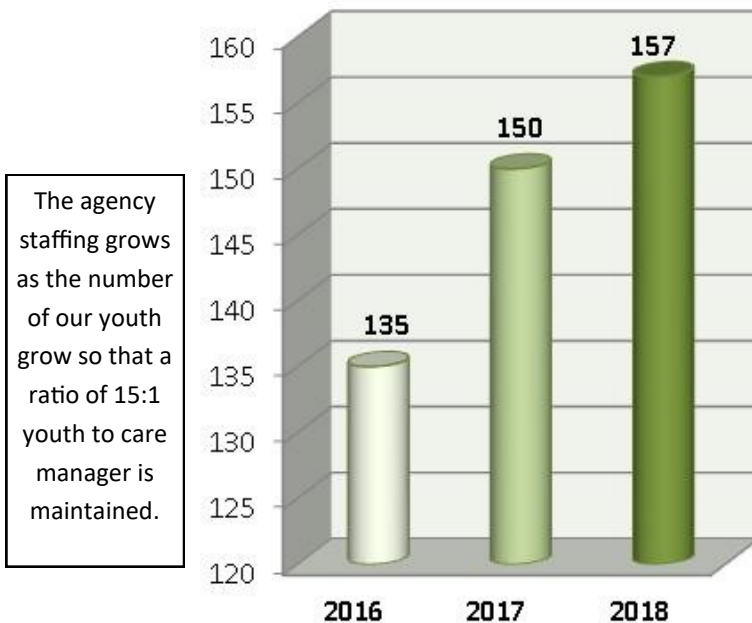


#### Expenses



Source: Audit Financial Statements 7-1-2017 through 6-30-2018

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



### Top 5 Referral Sources to Bergen's Promise through PerformCare (Total Referrals 2018: 856)

Dept. of Child Protection and Permanency (DCPP)	156
Community Provider	161
Schools	158
Self-Referral	151
Children's Crisis Intervention Services	48

Sources: Quality Assurance and Human Resources Department databases

Total Number of Youth Served: (Calendar Year)	1,215	1,386	1,819
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**[www.BergensPromise.org](http://www.BergensPromise.org)**

***We Listened...*** Special thanks to our Care Managers, Families, School and other Community Partners that participated in our 6 months of User Experience Testing to assist in the re-design of our website!

We launched it on January 31, 2019 and encourage you to explore the tailored pages for Families and Community Partners with FAQs that make it easier to understand the New Jersey Children's System of Care, Wraparound Approach to Care; Care Management, and PerformCare.



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**201-712-1170**

**[www.BergensPromise.org](http://www.BergensPromise.org)**

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

