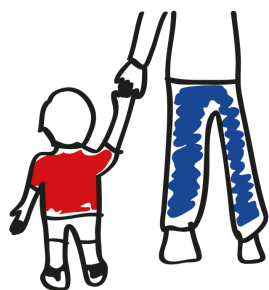




ANNUAL REPORT



2019



Bergen's
PROMISE

Healthy Families, Safe at Home

www.bergenspromise.org
communityresources@bergenspromise.org

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Continued Agency Progress



All Under One Roof

After 3 years with two separate offices, we moved everyone together under the same roof again! Bergen's Promise is now at one beautiful location near the Hackensack riverwalk adjacent to the Fairleigh Dickinson University campus.

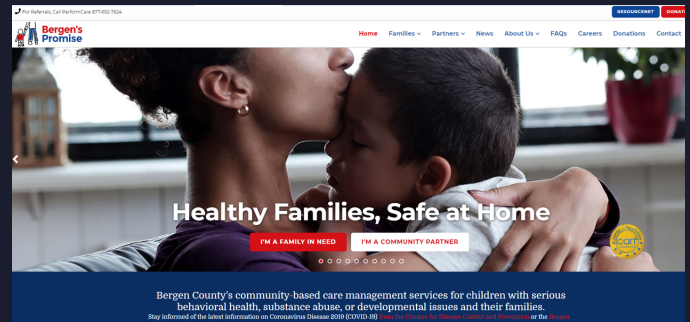


Preserving our Data Integrity

As a way to ensure the protection of your health information, Bergen's Promise made Data Integrity a strategic focus during 2019 by formalizing a Data Integrity Sub-committee. This helps educate, support and create accountability measures for Agency staff members responsible for data collection. Co-chairs split the teams and check in with their teams regularly/quarterly.

We are focused on enhanced tracking of data metrics and goals. We want to ensure consistent reliability, validity, completeness and accuracy of Agency data.

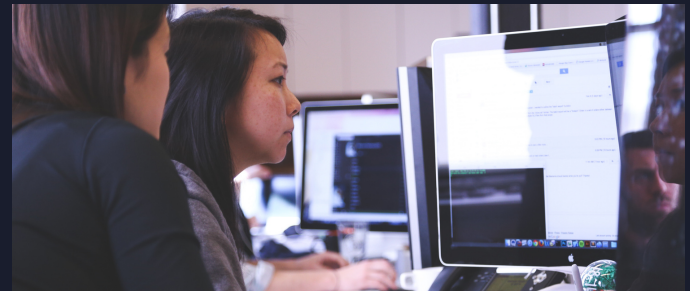
The Agency's internal database continues to develop. The data that we collect via this system was key to our success at the State's ChildStat presentation.



New Website Launch

You spoke! We Listened!

After months of organizing information and designing a user friendly experience, we launched our new website! This redesign was done with our youth and families, staff, and community partners in mind to best inform you about all the great work that we do.



Technology Infrastructure

To keep pace with rapid agency growth, we continue to improve and expand the capacity and security of our technology. infrastructure improvement and the creation of a Technology Plan that supports the Agency's Strategic Plan and all stakeholders. The Technology improvements include:

- Infrastructure - new server hardware and operating system; computers; phone system. This supports the growth of the Agency in both physical plant as well as the workforce. The Agency's Business Continuity and Disaster Recovery Plans are stronger as a result.
- Human Resources – information systems within HR created operational efficiencies in Recruitment, On-boarding, Payroll, and Attendance. Expanded use of our learning management system allowed us to further commit to the development of our staff.

Recruitment & Retention



In May, Bergen's Promise held its 1st Internal Career Fair

Growing Our Staff

The increase in number of families we serve, our objective is to hire Care Managers and Supervisors in order to maintain appropriately sized caseloads and team size. We've accomplished this through.....

- Our Internal Career Fair
- Adding 33 additional positions
- Develop Wrap Coach and Wrap Facilitator positions

Recruitment Efforts

- Exceeding our staffing percentage for the 2nd half of 2019 (95% staffed)
- Internship Committee manages 10 interns for '19-'20 school year
- 20% increase in employee retention from 2018 to 2019

Employee Achievements

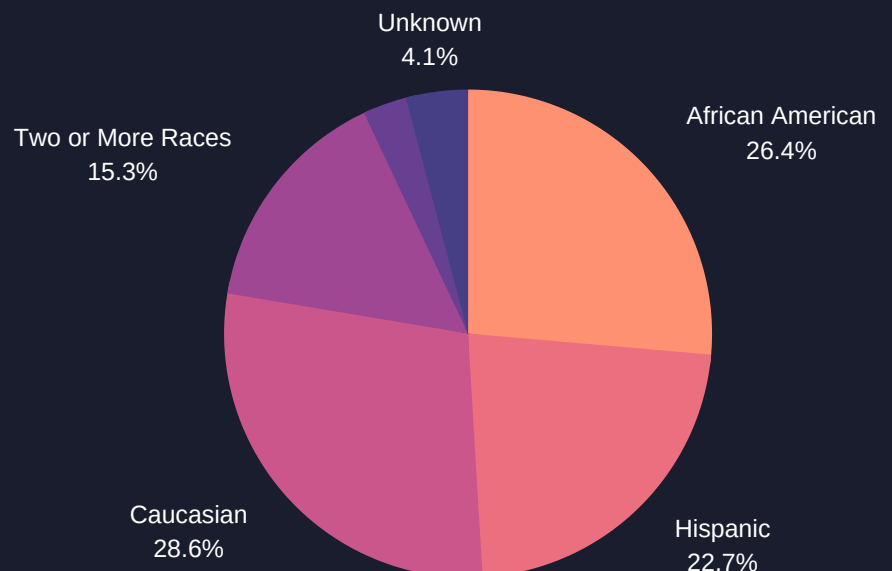


- 6 employees completed agency sponsored CADC coursework
- 5 staff members became Certified Wraparound Coaches, which is designed to advance fidelity to the Wraparound Model



Diversity

- A breakdown of employees by ethnicity in 2019 based on 137 employees



Outside Recognition

Agency Achievements

3-Year CARF Re-Accreditation

We have been issued a 3-year accreditation extension! According to the Commission on Accreditation of Rehabilitation Facilities (CARF), "Bergen's Promise should take pride in achieving this high level of accreditation". The accreditation supports a continuation of the quality improvement of our organization's services. This represents how we function together as an agency every day towards our mission of keeping "Healthy Families, Safe at Home."

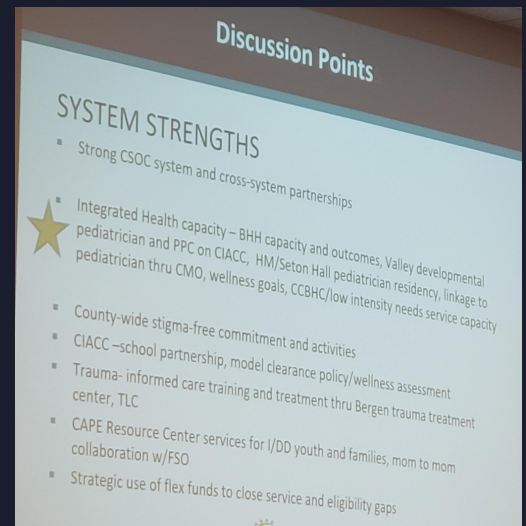


Some of the highlights of this accreditation process included:

- Children and families served by Bergen's Promise report a high degree of satisfaction with services provided and have resulted in meaningful life changes.
- Orientation materials provided to persons served are thorough and effectively orient the child and family to wraparound and health-home services.
- Leadership and management have established a culture that encourages personal growth and development.

Praise from Child Stat for efforts in Integrated Care

Bergen's Promise was recognized for our Integrated Care with a Gold Star from Children's System of Care (CSOC). The Assistant Commissioner, Mollie Green, praised our work by stating "DCF's goal is to move this [integrated health] forward and Bergen shows it can be done - You knocked it out of the park!" The purpose of ChildStat is to encourage a culture of learning through self-reflective and self-diagnostic processes.



Behavioral Health News

The Fall 2019 edition of Behavioral Health News (p.25) featured an article from Bergen's Promise highlighting the implementation of our Behavioral Health Home and Wraparound. Featured in this article were Director of Health Services, Jan Schlaier, Ed.D (c); FNP-BC; Chief Operating Officer, Shelisa Foster, MA, LPC, NCC and Health & Wellness Educator, Amy Faus, MPH, CPH, CHES

"Wrapping Around" Integrated Care

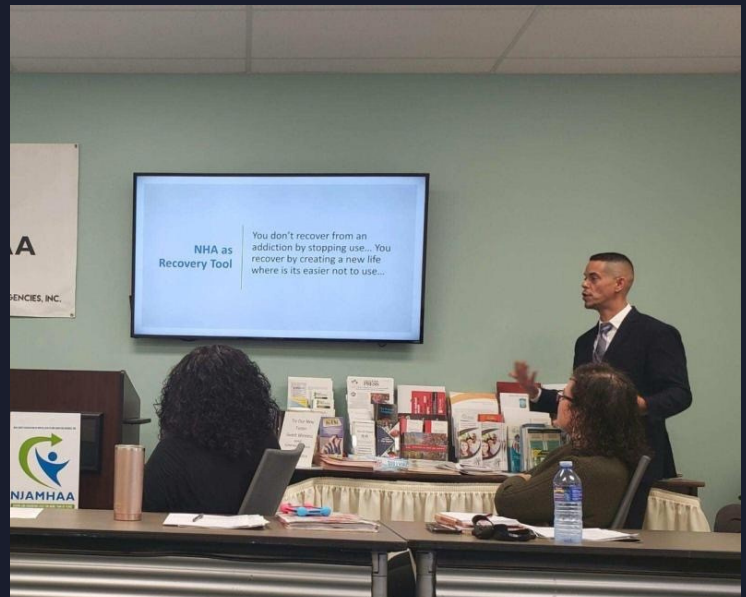


Nurtured Heart



Four members of our Bergen's Promise Team become certified trainers of The Nurtured Heart Approach® (NHA). NHA is a philosophy and practice for creating healthy relationships with people in your life. They have integrated this approach with Wraparound and recognize the Inner Wealth of youth and families.

As trainers in-house as well as in the community, they have collectively trained **350** Bergen County System Partners in the Nurtured Heart Approach.



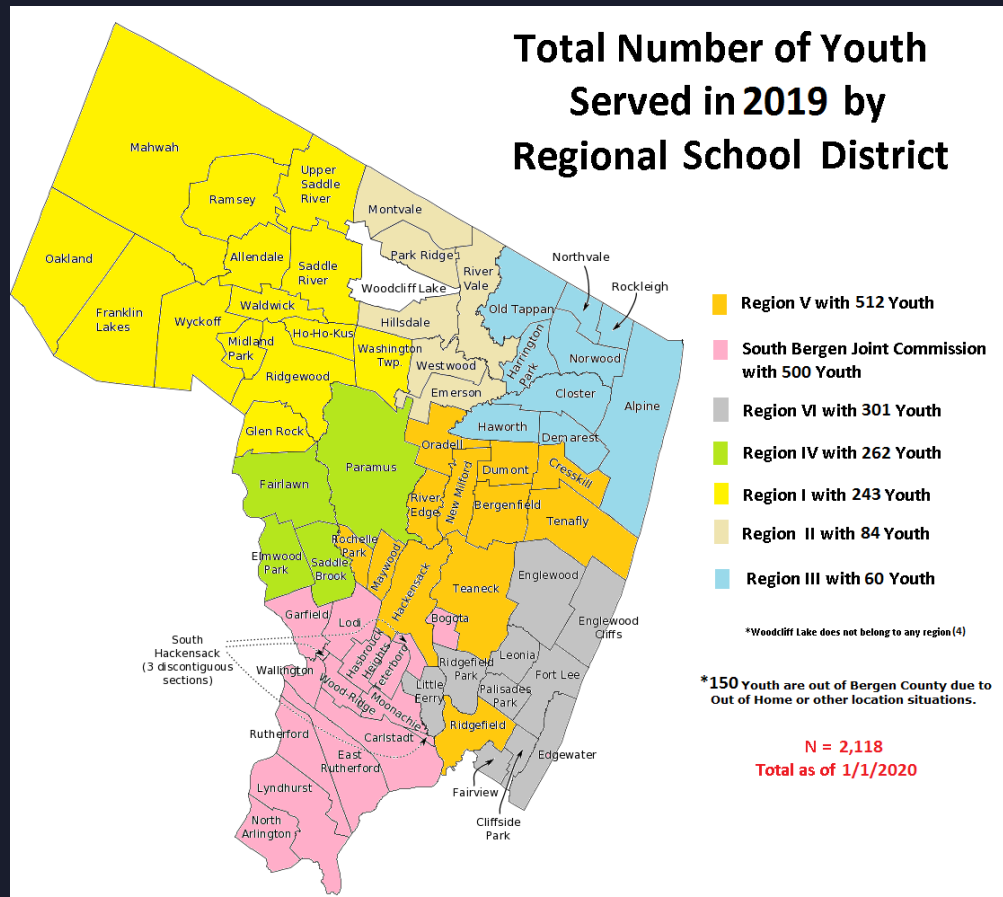
(Pictured L-R: Shelisa Foster, MA, LPC, NCC (Chief Operating Officer, Certified Trainer), Whitney Chiriboga-Espinales, MSW, LSW (Care Manager Supervisor, Certified Trainer), Howard Glasser (Creator of NHA), Crystal Wytenus, MA, LPC, LCADC, ACS (Director of Care Management, Certified Trainer), Jose M. Rodriguez, MA, LPC, LCADC, ACS (Clinical Consultant, Advanced Trainer).

Collaborative Partnerships

Schools



Exhibiting at Phoenix Center Transition Fair



Throughout 2019, outreach ambassadors have presented or tabled at **75** events

which include wellness fairs, PTA meetings, teacher in-services, sporting events, and much more.

Members of our School Collaboration Team presented at the NJ Public Schools Administrators state-wide conference.


They provided an overview of our quarterly Collaborative Meetings with the Dumont Child Study Team, which utilizes a case conferencing model to review strengths, needs, progress and on-going challenge areas for shared youth and students. The goal of these meetings is to ensure fidelity to the "Wraparound Approach" with school districts for our shared youth, resulting in optimal outcomes for them.



School Collaboration Team co-chairs Rebecca Allman and Daria Tabbachino, BA with Director of Care Management/Educational Liaison, Christa Ten Cate, MA, LAC

Collaborative Partnerships

Primary Care Physicians (PCPs)



**Bergen's
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Healthy Families, Safe at Home

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www.bergenspromise.org

Date: _____

Youth's Name (DOB): _____

Youth's Behavioral Health Home Nurse/Wellness Educator: _____

Dear Provider:

I am writing on behalf of the above-listed child. This child is currently enrolled in Bergen's Promise's Behavioral Health Home Program. The Behavioral Health Home seeks to integrate and coordinate care for children who have chronic co-occurring behavioral and specific medical health issues. Members of the Behavioral Health Home staff are working alongside other formal and informal supports to develop individualized interventions for this child and family, building on current services to provide holistic care. This process involves direct face-to-face care coordination, Wraparound care planning, and health education and promotion activities. The ultimate goal of the Behavioral Health Home is for families and children to develop the skills and ability to actively manage the child's chronic medical as well as behavioral health conditions.

Primary Care Physician Letters

The Behavioral Health Home seeks to integrate and coordinate care for children who have chronic co-occurring behavioral and specific medical health issues. We are utilizing letters to make doctors aware of our involvement with their patient and hope that we can collaborate to optimize the child's health outcomes.



North Hudson Community Action

We began collaborating with North Hudson Community Action Corporation. This initiative helps improve communication and collaboration between PCPs and other Child Family Team members. It also seeks to support integrated care and achieve more sustainable outcomes for youth.

Substance Use

Our Director of Care Management, Crystal Wytenus, MA, LPC, LCADC, ACS has an abundance of expertise in the substance use field. This includes her leadership planning the 5th Annual Wellness Conference. Workshop topics included medicinal marijuana, nutrition, Narcan training, exercise, and LGBTQ population.

The Substance Use Awareness Team (SUAT) provides education for staff based on identified needs, trends, and gaps in services during formal presentations, committee meetings and open forums. They also educate community-based providers on the benefits of wraparound services for youth with co-occurring substance use diagnoses and partner with providers to further develop Child and Family Teams.



Committee Contributions

In an effort to focus and improve upon certain aspects of the organization, we have over 15 different committees that all levels of staff can participate in.

Some of these committees include:

- **Cultural Competency**
- **Recruitment & Retention**
- **Internship**
- **Finance**
- **Stakeholder Feedback**
- **CARF**

- **Wellness/Trauma-Informed /Nurtured Heart (WIN)**
- **Facilities & Logistics**
- **Best Practices**
- **Wraparound Fidelity**
- **CIR-UIR**

Some of the impact and events these committees have made....

School Collaboration Team - Spirit Week

Bergen's Promise staff were encouraged to wear different colors in support of school based mental health issues such as: black to prevent violence in school; patterns to "Change the Pattern and promote school letters; blue for Autism awareness; twinning for collaboration with education partners, and school attire in support of the importance of education of our youth.



WIN Committee - Wellness Walks & Mindful Mondays

Employee Wellness is vital to the overall wellness of the agency. In order to promote wellness, it is important our staff is practicing wellness. Staff have the option to participate in weekly wellness walks around the office property to talk about wellness topics and get some exercise. Mindful Mondays offers weekly topics to broaden our wellness toolkits including meditation, origami, podcasts, coloring, and acts of kindness.



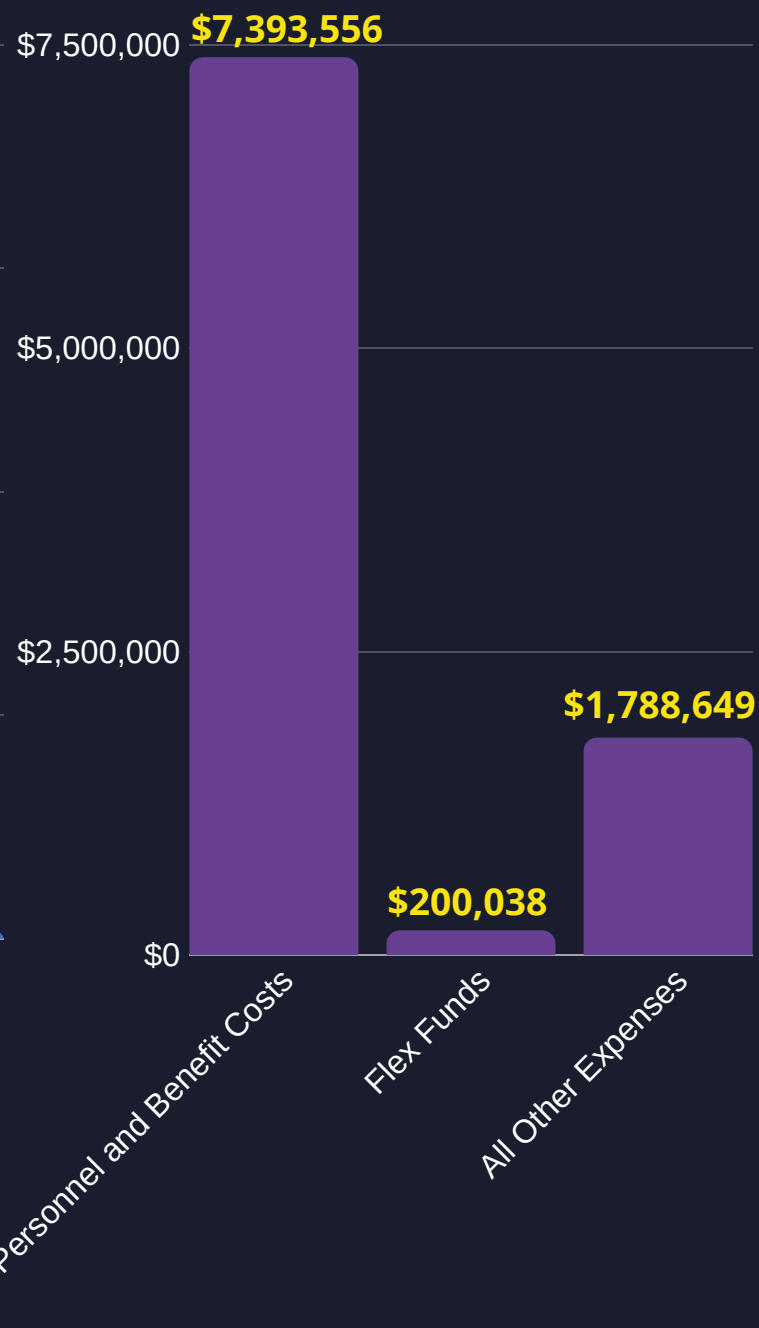
Revenue

2019 Fiscal Year Financial Report (7-1-2018 through 6-30-2019)

Revenues



Expenses

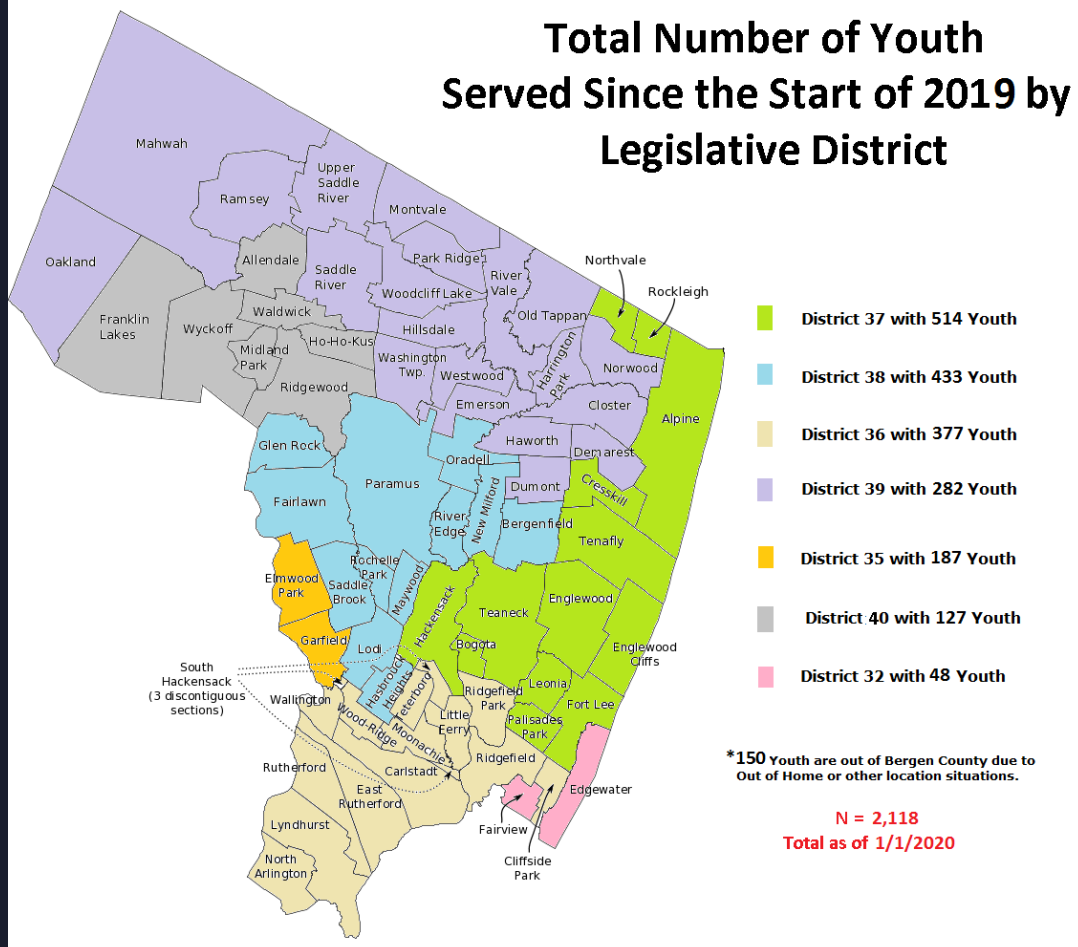


Efficient billing practices:

- We were able to collect on over 98 percent of all Medicaid claims.
- Optimization of allocated flex fund dollars to support families in need.

Outcomes

Total Number of Youth Served Since the Start of 2019 by Legislative District

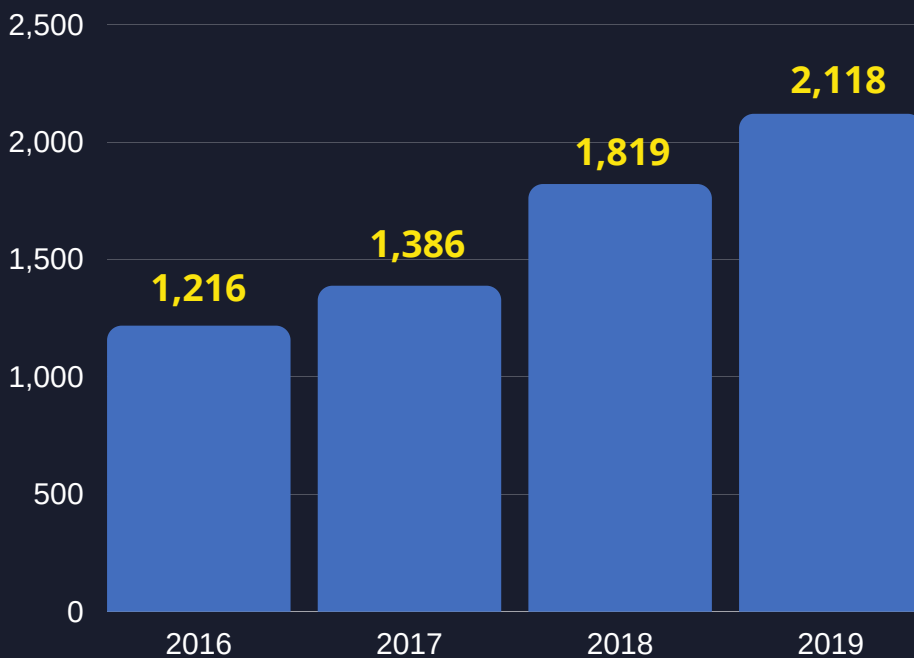


2,118

Total Youth Served in 2019

***A New Record of Youth**

Total Youth Served By Year



Top 5 New Referral Sources that led to Bergen's Promise enrollment

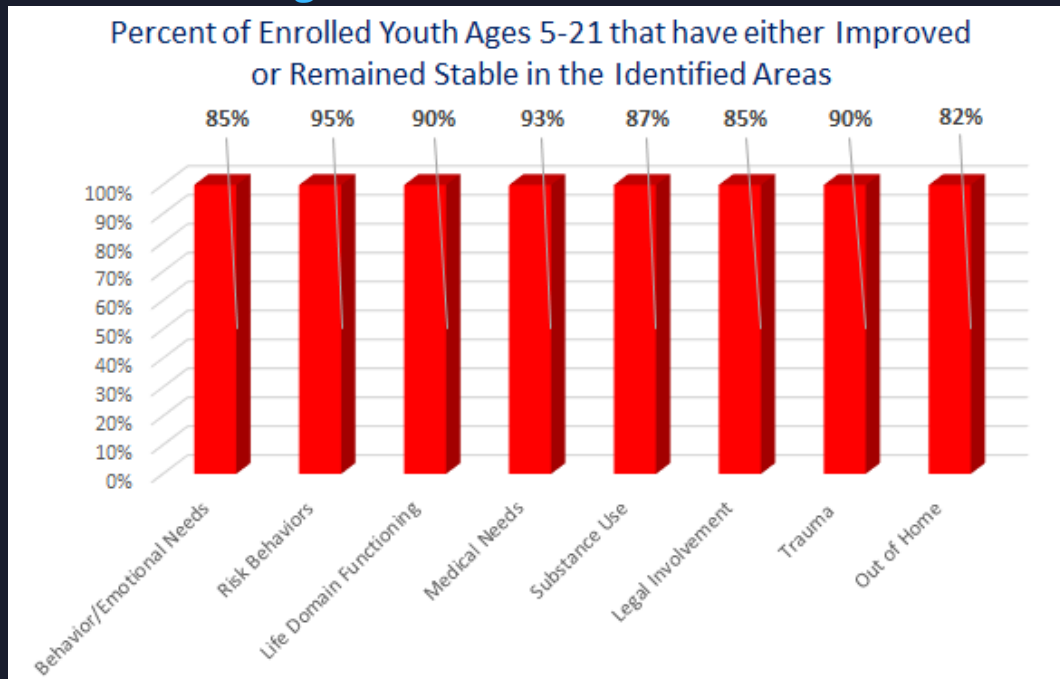
(Total New Referrals 2019: 1,152)

Schools	224
Self-Referral	218
Community Provider	198
Dept. of Child Protection & Permanency (DCP&P)	179
Screening Center	95

*680 referrals were made via Children's Mobile Response

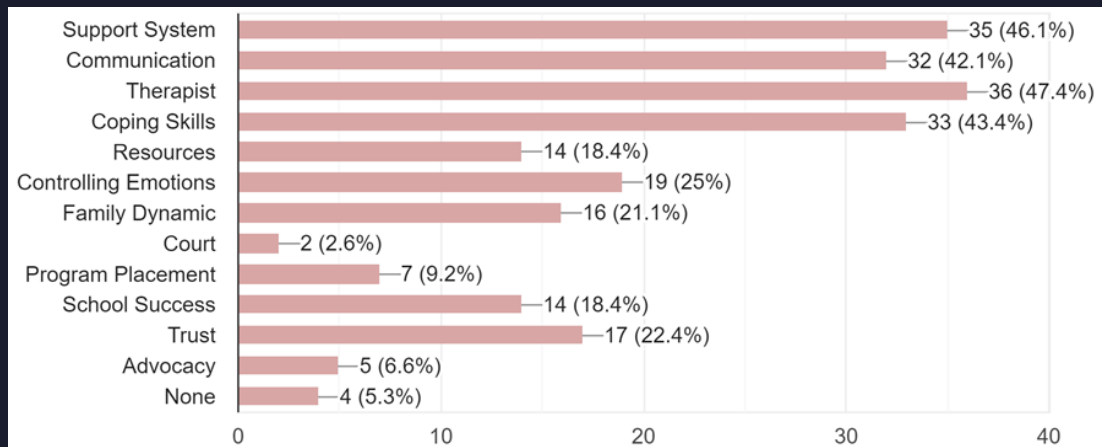
Outcomes

Strength & Needs Assessment Outcomes



*CMO Strength and Needs Assessment Outcome Report for youth 5-21 that were active with CMO between 1/1/2019 and 12/31/2019, for any length of stay. New Jersey Children's System of Care.

What is the most significant and long-term benefit of participating in Wraparound?

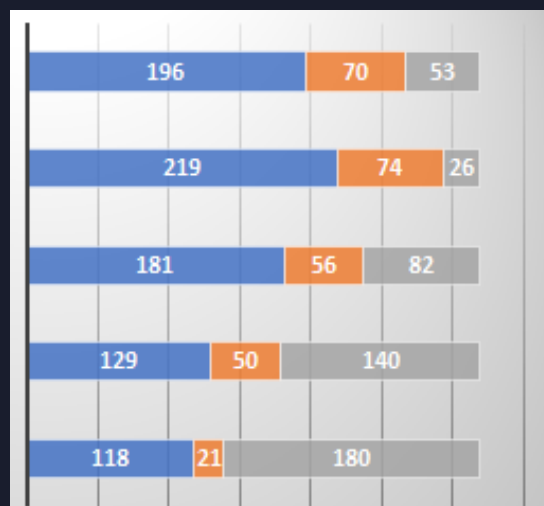


*2019 Post Enrollment Survey

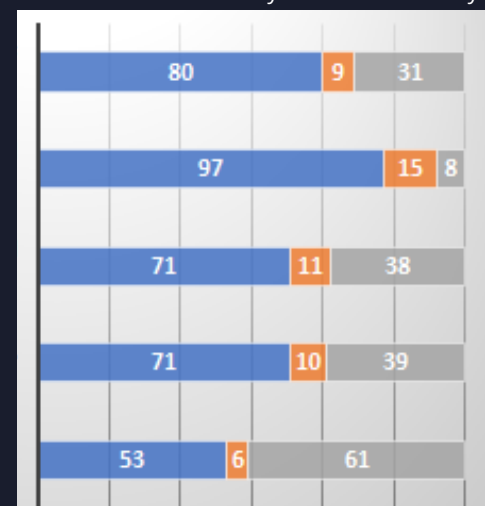
Since participating in Bergen's Promise Wraparound Child and Family Team process, would you say that you/your child:

*2019 Family Satisfaction Survey

DOES FEWER THINGS TO PUT HIS/HER SELF AT RISK?
FEELS MORE CONFIDENT DEALING WITH HIS/HER EMOTIONAL NEEDS?
HAS FEWER BEHAVIORAL CHALLENGES IN SCHOOL?
GETS BETTER GRADES?
GOES TO SCHOOL MORE OFTEN?
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not an Issue



Caregiver (N=319)

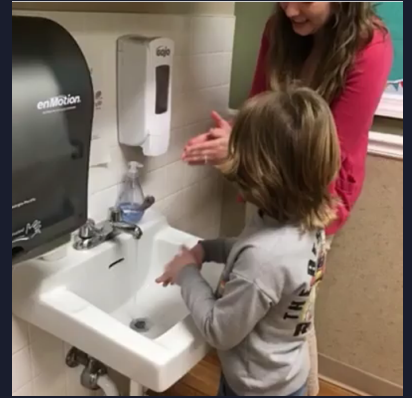


Youth (N=120)

Outcomes

Behavioral Health Home Outcomes

- 147 unique youth served in 2019 (a 60 percent Improvement)
- 90 NEW youth served in 2019
- Free health education lessons provided to over 100 preschoolers through community outreach.
- Youth demonstrated improvements in the following categories:
 - **73 percent** of youth made improvements in healthy eating habits
 - **67 percent** of youth increased their physical activity (66.7%)
 - **78 percent** of youth and **73 percent** of caregivers demonstrated improvements
 - in health literacy
 - **72 percent** of youth improved health-related quality of life per caregiver report
 - **82 percent** of youth with poor asthma control achieved improved control



Good & Welfare Events

Throughout 2019, Bergen's Promise participated in a variety of family friendly events that help support the community including the Meadowlands Basket Brigade, Tebow Foundation's Night to Shine Special Needs Prom, Urban League Prom Pop-Up.

We have also hosted our own family events that include our School Backpack Drive and our Annual Toy Drive & Holiday Party! A special thanks goes out to the donors that helped make these events a success

- | | |
|---------------------------------|------------------------------|
| • AspireNJ | • Jersey Carees |
| • Mountain Development Corp. | • Supreme Consultants |
| • Bergen County Bar Association | • Savia Community Counseling |
| • TriNet | • EDNI Counseling |

And a special thanks to **SG Companies** who have partnered with us for the past 3 years!



In Their Own Words

Testimonials

"This program really worked for our family. They put us in touch with the right therapist and provided ongoing patient counsel as we went through a crisis. They were calm and unflappable which was necessary when things are out of control."

"This program has changed my son and my family's life."

"Great program. Great help. Care Manager was always there for me; free and available as long as necessary; all the help and information. I learned a lot"

"Every intervention and plan was always so individual, nothing was ever felt to be "textbook". Never felt uncomfortable talking to the Care Manager, the conversations were "real" and genuine."

"This program was a blessing. A lot of people tend to look at therapy as a negative or that there is something wrong with them. Everyone that was involved helped us see that that wasn't the case. That it was okay needing some help and that was very important, the feeling for the kids that they weren't the only ones."

Positive Stories

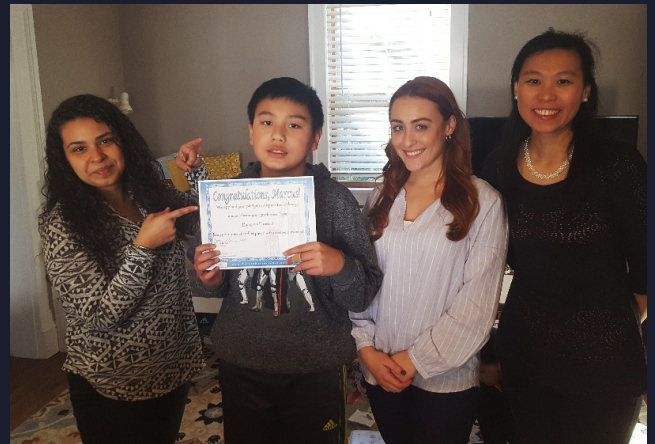
Sadie & Destiny



Sadie & Destiny are biological sisters that were adopted. The family embraced the Wraparound Approach through teamwork, giving the girls individualized in-home support, and strengthening the family collaboration. The family overcame stress, defiance and lack of communication.

"This has made the girls realize they're important. They had issues and their voice was being heard. I didn't realize the depth of what (Bergen's Promise) could do. My family came through Bergen's Promise and we're better for it." - *Sadie & Destiny's mother*

Marcus



Marcus is a 12-year-old boy living with a developmental disability that began acting out aggressively at home and school. Through the Wraparound support provided by members of his Child and Family Team, he and his parents developed organization and coping skills, that enabled them to make incredible strides.

"Every week I see improvement. This just totally changed my kid's life. Marcus is much less aggressive, much less anxious, more easy going, and just totally different. Now he follows rules. Bergen's Promise helped his life totally change." - *Marcus' mother*

Work Together With Us

Donating

Annual Drives - Every August, we hold a backpack drive for our youth in need of school supplies. In December, we manage our toy drive which culminates with our Family Holiday Party. There are other opportunities throughout the year for food, clothes, or supply donations throughout the year. Here's how you can contribute to these events.

Cash Donor - Support a child with a one-time or monthly donation

Donate Supplies - Email CommunityResources@bergenspromise.org to arrange a drop off of your donated goods

Amazon Smile - Use Amazon Smile when purchasing through Amazon, and select Bergen's Promise as your charity of choice. We receive a small percent of your purchase.

Family Ambassadors

Want to get more involved? Parents, Caregivers, and Older Youth can become part of our Family Ambassador program. Join your fellow parents for an opportunity to participate in parenting exercises as well as help contribute to Bergen's Promise's mission. Your involvement can consist of:



Plan Events - Be involved in the planning family related events throughout the year

Family Focus Interviews - Share your thoughts, ideas about improving services for families

Community Outreach - Raise awareness and understanding about Bergen's Promise through your own experiences. This could involve co-presenting with our staff in schools, legislator offices, etc.

Share your Story - Share your success/progress story for the benefit of families. We'll creatively share your family's achievements through written, audio, or video storytelling.

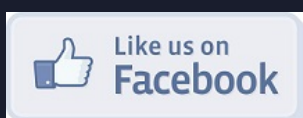
Family Page - Provide feedback on content on the Bergen Resourcenet dedicated to newly enrolled Bergen's Promise families

Social Media

Stay connect with us and contribute to the conversation by following our social media sites:

Facebook - <https://www.facebook.com/Bergen-Resourcenet-1491800140966030/>

LinkedIn - <https://www.linkedin.com/company/5264308>



Bergen's Promise Leadership Team

Executive Management



Dean Pastras
ACSW, LCSW
Executive Director



Michael Maliavsky
CAE, IOM
Business Manager / CFO

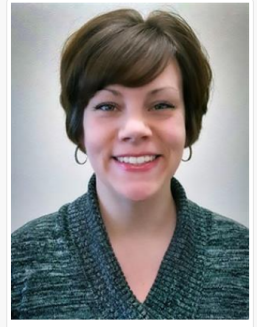


Shelsea Foster
MA, LPC, NCC
Chief Operating Officer

Operations



Judy Nelson
AAS
Human Resource Manager



Kimberly Theiler
BS
Executive Assistant / Office Manager

Directors



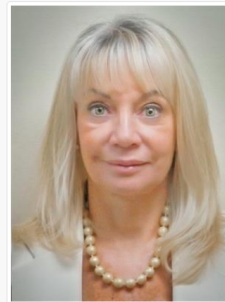
Christa Ten Cate
MA, LAC, CSW
Director of Care Management; *Education Liaison



Crystal Wytenus
MA, LPC, LCADC, NCC
Director of Care Management; *Substance Treatment Liaison



Diane Ristaino
JD
Director of Quality Assurance



Jan Schlaier
Edc.D, FNP-BC
Director of Health Services; *Integrated Care Liaison



Kathy Werheim
MA, MPA
Director of Community Resources

Board of Trustees

Jeffrey Kahn - President
Ann Marie Lazarus - Trustee
Lucien Duquette - Trustee
Joseph J. Cafaro - Trustee



In February, Bergen's Promise said goodbye to long standing, founding Board member and President Peter Scerbo. Peter retired after 17 years on the Board of Bergen's Promise, and 49 years as CEO of Comprehensive Behavioral Healthcare! Peter brought a wealth of knowledge and dedication that resulted in tremendous success for both agencies.



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