

ANNUAL REPORT







2022

www.bergenspromise.org

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Chief Executive Officer Reflection

Letter from Dean Pastras, ACSW, LCSW

Over the past two years, uncertainty in the face of a global pandemic magnified and exposed social and economic inequalities and created massive reactions of anxiety, depression and despair. Martin Luther King once said, "The ultimate measure of a man, is not where he stands in moments of comfort and convenience, but where he stands in times of challenge and controversy." Despite the challenges, there was an unwavering commitment to our mission to provide the necessary support that strengthened our families and communities.



In last year's reflection, I mentioned the dramatic increase in youth referrals that was occurring. In 2022, we grew from serving 1,600 children, to over 1,700 children and continue to climb. Everyone's commitment and contributions over time have led to dramatic improvements in the recruitment of staff to match our increasing level of service, as well as the diversity of the youth we serve. Our need to recruit staff continues and we appeal to your civic mindedness as community partners to assist us in these efforts.

As always, we extend our sincere appreciation for the Wraparound collaboration we experience in the community for the benefit of our families.

From Our Board of Directors Letter from Jeffrey Kahn, MS - President of the Board of Directors

As we reflect on our 21 years of service to children and families, we realize how much we've grown from an agency supporting a handful of families to one that serves over 1,700 children and their families. To keep pace with this growth, our Board and staff remain committed to our mission "Healthy Families, Safe at Home." Examples of our success include our receipt of grant funds to train in the Nurtured Heart Approach in schools; and a grant award of \$100,000 from the Bergen County Division of Mental Health and Addiction services to support a new program titled "A Model of Hope through Integrated Health Care for Youth with Depression/Mood Disorders and Co-Occurring Overweight/Obesity."



In addition, to keep our staff informed of current best practices, we conducted staff development to help us understand the impact of trauma on our families. We also had training in diversity, equity and inclusion, to continue to encourage and develop our agency's value of Cultural Diversity.

As a Board, we are most proud of our organization for being awarded an "Outstanding Employer" by the New Jersey Business and Industry Association.

While our vision is clear on our goals for success, we are not complacent. Community needs continue to rise, and the organization is ready to meet whatever lies ahead.

Agency Achievements

CARF Accreditation Extended for Another 3 Years!

In December, virtual surveyors from the **Commission for the Accreditation of Rehabilitation Facilities (CARF)** consulted with staff members and interviewed people who use our services. We were once again issued a THREE YEAR CARF ACCREDITATION extension. This current accreditation will extend through January 31, 2026. The accreditation is intended to support a continuation of the quality improvement of our organization's services.



Outstanding Employer Award (NJBIA)

Bergen's Promise was recognized with the "**Outstanding Employer**" award by New Jersey Business & Industry Association (NJBIA) and New Jersey Business Magazine. We were among 17 recipients of the annual Awards for Excellence, that honors companies and business leaders whose energy and vision have had a positive impact on their employees, their communities and the state's economy. Receiving this honor exemplifies the positive impact of every member of our staff and the culture of excellence at our organization.



20th Anniversary Celebration



Staff Picnic & Awards - 2022 marked a significant milestone for our agency. Bergen's Promise celebrated 20 years of supporting children and families in Bergen County.

In October, our annual picnic also celebrated the greatness of our staff and their teamwork. There was food, dancing, games, tricky tray, and the joy in spending time together. In addition, the agency honored the many employees who have been with the agency for over 5 years - recognizing their passion, commitment, and dedicated service to the youth and families we serve.

Grant Funds Awarded

Bergen's Promise was excited to fund three new programs for the benefit of Bergen County youth and families for fiscal year 2022/2023 Community Resource Development Funds through the NJ Children's System of Care.

Bergen's Promise collaborated with existing relevant and reputable resources, youth-serving community organizations and committees to identify and prioritize youth related community needs/service gaps that could be supported by CRD funds. Upon approval from the NJ Children's System of Care, Bergen's Promise sent out a Notice of Funding/Request for Applications in the amount of \$68,678.46.

Through a competitive grant process and the use of a five-member Review Panel, 14 applications were reviewed and blindly scored. Bergen's Promise was approved to award the following youth serving programs to meet identified needs/service gaps in the county.





Adolescent and Family Treatment -AFT (Division of Family Guidance)

For youth with emotional and behavioral health care challenges:

• A **Grief and Bereavement service** proposal submitted by the Bergen County Division of Family Guidance was funded with \$36,700. Individual and/or group sessions provided by team members trained in the Multidimensional Grief Therapy (MGT) model will serve 42 children and adolescents from ages 7-17 as part of the Adolescent and Family Treatment Program (AFT).

For youth with intellectual and developmental disabilities, two programs were funded:

- Heart Life Summer Intensive Youth
 Program, MarbleJam Kids was funded with
 \$19,579.23. This is a 4 week nutrition and
 wellness development program is for youth 13 21 with disabilities and co-occurring health
 concerns such as diabetes, ADHD, obesity and
 motivational disorders.
- Expansion of Program for the Education and Enrichment of Relational Skills® (P.E.E.R.S®) Social Skills Academic Year Program for teens, MarbleJam Kids was funded with \$12,399.23. P.E.E.R.S® is a world-renown, accredited program for teens with autism disorders and related neurodiverse youth. Expressive therapies and social skills programs are a means to engage and treat while providing each individual a customized plan.





MarbleJam kids



PEERS® Social Skills Groups

Grant Funds Received

Completion of DREAMS Grant

Through a partnership between the Children's System of Care and New Jersey's Department of Education, the DREAMS initiative provided training and mentoring in the Nurtured Heart Approach (NHA) using a trauma-informed context, to school districts across New Jersey. Each district selected staff become certified NHA trainers and identified areas of need for their district students and staff.

Bergen's Promise certified Nurtured Heart trainers, mentored 3 school districts in Bergen county: Garfield, Hackensack and Saddle Brook. Our Trainers assisted the districts in creating a NHA Champion team and met bi-monthly with each team to create an implementation plan, to meet the needs identified for their district.

Awarded a \$10K grant through the Rutgers Institute for Health Builds Community Academic Partnership Awards

The funding was awarded to support a project that fills a service gap in Bergen County. The project is entitled "*Grupo de apoyo para cuidadores de jóvenes con trastornos alimentarios*"

The project involves the development and implementation of a six session psychoeducational support group for Spanish-speaking parents/caregivers of Bergen's Promise youth who are diagnosed with an eating disorder. The group serves as a complement to the treatment the youth are receiving and creates a safe space for caregivers to learn, ask questions and discuss their cultural beliefs and experiences around their child's eating disorder.



Awarded a \$100K grant from the Bergen County Division of Mental Health & Addiction Services: 2022 American Rescue Plan Funding

The funding was awarded to support a project entitled "A Model of Hope through Integrated Healthcare for Youth with Depression/Mood Disorders and Co-occurring Overweight/Obesity."

A 12-session, healthy lifestyle curriculum was created to support up to 100 Bergen's Promise youth that are ineligible for support through our behavioral health home integrated care. The curriculum includes the following healthy lifestyle components: balanced eating, physical activity, sleep, stress management, and goal setting.

Bergen's Promise/Holy Name Hospital Partnership Awarded a \$5,000.00 grant from the Provident Bank Foundation

The funding was awarded to support the creation of a sensory-friendly vaccination clinic for individuals with intellectual and developmental disabilities. The team outfitted a room in the Holy Name Vaccine Clinic at 3 University Plaza Drive with sensory supports and provided training to clinic staff. These funds will also support family health promotion initiatives during the coming year.

Employee Growth

Recruitment & Retention

Bergen's Promise used many creative approaches to raise awareness of our career opportunities:

- University Partnerships
 - Attended 20+ career fairs both in person and virtually
 - Job postings on the Handshake university career platform
 - In the classroom, informing upcoming social work students about Wraparound and the NJ Children's System of Care
 - Internship opportunities offered.
- Videos
 - Walkthrough video providing a virtual tour of our office
 - Professional growth stories shared by staff members in a series of videos for the careers page of our website.
- Print/Digital
 - Advertisements in North Jersey Media Group, The Bergen Record, The Jewish standard, NJ.com, conference sponsorships, email mailing lists, professional job center postings and partnerships with local workforce development program.

Referral Program - As a sign of appreciation, a luncheon was held for all employees that made referrals. In addition, those who make a successful referral receive a monetary bonus. We are grateful to our employees for spreading the word. The level of participation in our referral program demonstrates the pride and positivity we have about our workplace!





We're Always Hiring!

Our agency continues to grow at a rapid pace and there are always opportunities to join our team.

Apply today at **BergensPromise.org/careers** or scan the QR code.













Staff Appreciation

Sometimes the way to the heart is through the stomach! Throughout the year, we showed our appreciation to our employees through a variety of celebrations. Staff especially enjoyed our Mug Exchange during the holidays, Summer Swap, Food Trucks, and raffles.

In addition, the Cultural Competency Committee hosts the annual "Feed Your Soul" event. Members of our staff prepared food that reflected their cultural background to share with their peers. Conversation and connections while indulging in a wide spread of food reflected the camarderie and diversity of our team. This was an educational and immersive event that helped us further appreciate the different cultures of the families we serve as well. There is no doubt everyone was able to try something new!

Staff Development

Our strategic plan, based upon three pillars; "Business", "Program" and "People"," is the foundation upon which our organization grows. In order to achieve the greatest impact, we invest in our organization and the development of our team. As an "essential service" to youth and families with complex integrated health needs, we are committed to ethical and responsible use of funding and quality services to expand our technology and compliance departments.



Expanding Agency, Expanding Opportunities

Health Promotion Manager: Highlighting the agency's commitment to integrated care, Amy leads health promotion activities for Bergen's Promise families, employees, and the community.

Community Health Outreach Specialist: Nuha builds community connections using community health education to enhance integrated care for our youth.



IT Director: Monitoring the technical operations of the agency, Sanny makes recommendations to ensure cybersecurity, the efficiency of network systems and stability of business functions.



Talent & Engagement Specialist: To set our employees up for success, Nicole supports new employee orientation, training and ongoing professional development for the staff in support of quality services for our youth and families.



Compliance Verification Specialist: Ensuring services we provide meet quality standards is accomplished through Matt's compliance investigations, chart audits and contacting families regarding their satisfaction.



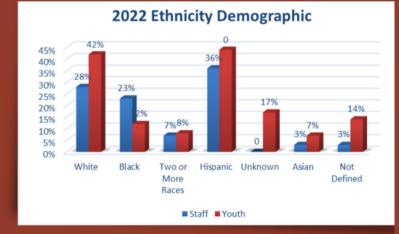
Compliance Supervisor: As supervisor of the new Operations Assistance team, Casey monitors compliance practices and collaborates across teams to manage documents and forms, maintain records, data collection, and report production.



CM Supervisor Promotions: We had 2 internal promotions from Care Manager to Supervisor. Kai and Katrele are seasoned members of the agency demonstrating leadership in their role.

Diverse Youth, Diverse Staff

Bergen's Promise strives to achieve an organizational demographic is reflective of the diversity of the youth we serve. We are proud to have employees that feel comfortable expressing their ethnicities, religions, and sexual orientation and gender identities.



Raising Awareness in the Community

Fusion Muslim Community Center

Community Outreach Specialist, Nuha collaborated with Community Resources Department and the Fusion Muslim Community Center in Paramus to plan a mental health awareness event for families. The event included an education session for parents led by Dr. Rania Awaad, a Stanford University expert in mental health in the Islamic community; a separate youth session led by one of our partner clinicians, and outdoor games and activities for children. Bergen's Promise Ambassadors led the kid's activities. This was the first of many collaborative activities to come.



NJEA Teacher's Convention

This was our second consecutive year representing Bergen's Promise, along with other CMOs, at the NJ Education Association (NJEA) Teacher's Convention in Atlantic City. Together we promoted the NJ Care Management Organizations and ResourceNets. Our Education Collaboration Manager, Daria, was able to engage with many teachers, parents, and school professionals about the importance of behavioral health and the value of their involvement in Wraparound Child Family Teams supporting students.



Outreach Events

We are a presence in communities throughout Bergen County and the state to inform residents and professionals about the resources and supports available through Bergen's Promise, the NJ Children's System of Care partners and BergenResourceNet.org, as well as to recruit for open positions!



Bergen Family Center's Harvest Festival/Trunk & Treat



Dumont Middle School Wellness Fair



Interactive Resource Table at the Bergen County Family Fun Fest in Paramus



A Walk to Remember: Addiction Awareness and Recovery (Alumni in Recovery)



Moonachie School District Resource Fair



Mental Health Awareness Walk 8 Resource Fair in Garfield

Building and Developing a Sense of Community

BPTV

With the installation of TVs throughout the office, we launched "BPTV" an internal monthly news broadcast focused on news happening at the agency and important topics for staff. Spearheaded by our Community Resources Coordinator, Ryan, this light spin on the news helps our employees get up to speed on all the exciting things happening around the agency as well as enhancing workplace culture. Some of the segments have included employee wellness, staff achievements, upcoming events, resources for families, and creative reinforcement of policy and quality enhancements.

"BPTV has a good balance of fun videos and important office updates. It's really the little things such as BPTV that bring us all together which I appreciate." - anonymous feedback



Staff Trainings

Trauma Series - Our staff were given a 4-part Trauma Series training by Karen Gross. This training improved an understanding of how others process trauma, it's impacts, and how best to navigating through traumatic events. This series informed not only the work with families, but also individuals interactions with colleagues, as well our own families and friends.



Diversity, Equity & Inclusion Workshop - Our team participated in a Diversity, Equity, Inclusion (DEI) Workshop presented by Rhonda Chaplin, our HR Consultant. This is yet another example of how we continue to encourage and develop our agency value of Cultural Diversity!

In addition, our Director of Care Management, Cynthia, became part of a statewide DEI workgroup to further explore ways to improve our cultural competence and humilty.

Question, Persuade, Refer (QPR) Gatekeeper Training - Bergen's

Promise hosted a QPR training webinar for families and community partners in August 2022. Wendy Sefcik, Bergen County's Suicide Prevention Coordinator taught attendees how to question, persuade and refer someone who may be suicidal, how someone might get help for themself. Other topics covered in the training included: suicide prevention, the common causes of suicidal behavior, the warning signs of suicide, and how to get help for someone in crisis.



Good and Welfare - Support for our Families

We held another successful year of support for our youth and families that included our School Supply Backpack Drive and Toy Drive. Our Family Holiday Party had a variety of activities for the families to enjoy including: arts & crafts, a magic show (Mike Zig!), and a special appearance from Santa giving out gifts! The joy and excitement of the kid's faces was heartwarming. A shoutout goes to Fairleigh Dickinson University and their Lady Knights Women's Basketball Team who let us use their facility to host the event. In addition, the Lady Knights enjoyed interacting with the youth doing crafts throughout the evening.



Through the generosity of our donors, we were able to fulfill 150+ school supply backpacks in the Fall Back to School drive and over 260 gift requests for the Toy Drive this year. Donor support was pivotal in meeting the increasing needs of our families.

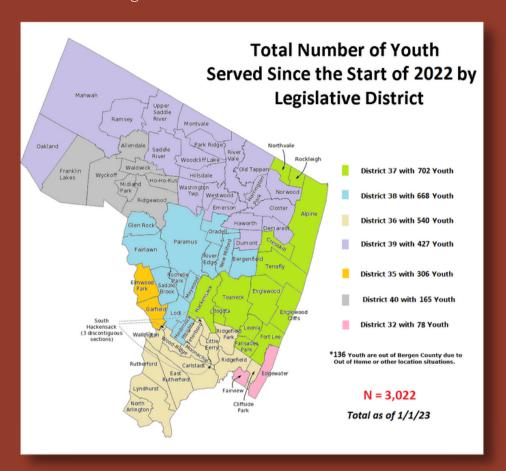
We are very thankful to.....

- ASun Star
- o AspireNJ
- Bergen County Bar Association
- Brightside Family Services
- Church of Jesus
- EDNI Counseling
- EH Counseling

- FDU Lady Knights
- Jersey Cares
- M&S Psychotherapy and Counseling
- Savia Community Counseling
- SG Companies (5+ years!)
- WAR Ministry
- Women's Club of Paramus

By the Numbers

As we all know, the wake of the COVID-19 pandemic continued to affect youth mental health resulting in some of the highest referrals and enrollment numbers thus far.



3,022

Total Youth
Served in 2022

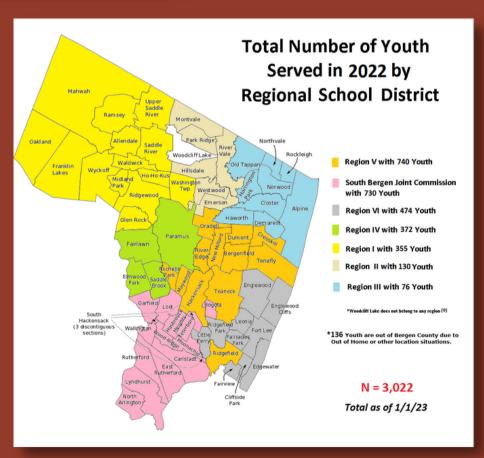
*400+ more youth served than 2021 and a new record for our agency!

With the increased needs of families throughout Bergen County, we continued to increase our presence in the community to help connect families to services/supports to assist them.

114

Outreach events were held with school and community partners that included:

wellness fairs, back to school nights, PTA meetings, in-service education for Child Study Team staff, sporting events, and much more.



School Collaboration

Our public and private schools are one of our largest community partners and the need for collaboration has grown significantly over the last 3 years. From Jan-Dec 2022, Daria, the Education Collaboration Manager (ECM) has been meeting with our school partners to facilitate efficient collaboration for shared families, as well as address questions, concerns and provide training opportunities.

The ECM supports Care Managers, the families they serve, and the school districts to understand, navigate and facilitate the Wraparound Child Family Team process for the benefit of the youth we share.



Since January 2022, an informational workshop on the Out of Home (OOH) process. The following outcomes were reported by school personnel in attendance:





Quarterly collaborative meetings are also offered to each of the schools in Bergen County. This increased communication and collaboration between the school and Bergen's Promise more effectively meets the needs of our youth and families.

Currently, 4 districts are involved in School Collaboration projects and we look to expand the list of schools through the promotion of the benefits of this collaboration from the school, youth and CMO's outcomes.

Dumont

New Milford

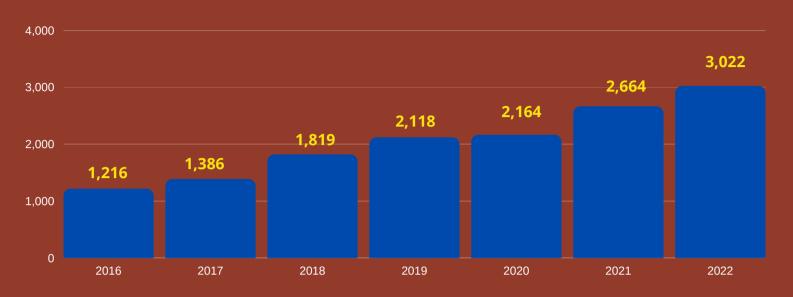
Rutherford

Bogota



Outcomes

Total Youth Served By Year



Behavioral Health Home (BHH) Outcomes

Youth demonstrated improvements in the following categories:





- 78% of youth maintained of improved BMI percentile
- **76%** of youth improved eating behaviors
- 89% of youth improved asthma management
- **74%** of youth increased health-related quality of life (self-report)
- 93% of youth increased health literacy
- 65% of caregivers increased health literacy



BHH Achievements

Employee Wellness

After a two year hiatus, Bergen's Promise hosted it's Employee Health and Wellness Fair. About 20 vendors encompassing the 8 dimensions of wellness attended. Vendors provided information and resources related to integrated health & wellness for our team members.

Throughout the year, we implemented other initiatives to prevent staff burnout and build a culture of wellness, such as: hosting stress and trauma workshops; weekly theme-based staff wellness walks; celebrating OSHA's Safe+Sound week; and numerous staff appreciation initiatives.





APHA 2022

BHH Conference Presentations

Bergen's Promise Health Promotion Manager represented the BHH team at two conferences in 2022:

- At the Institute for Healthcare Advancement's Health Literacy Annual Research Conference in October, she presented to an international audience on the BHH team's health literacy work. Her presentation was titled, "A Call for Cross-disciplinary Clarity: Health literacy of adolescents with complex health care needs."
- At the American Public Health Association's Annual Meeting in Boston, Massachusetts in November, she presented to public health professional from across the nation on the role of Certified Health Education Specialists in the provision of BHH services in a presentation entitled "Trailblazers: The role of health education specialists in integrated care."

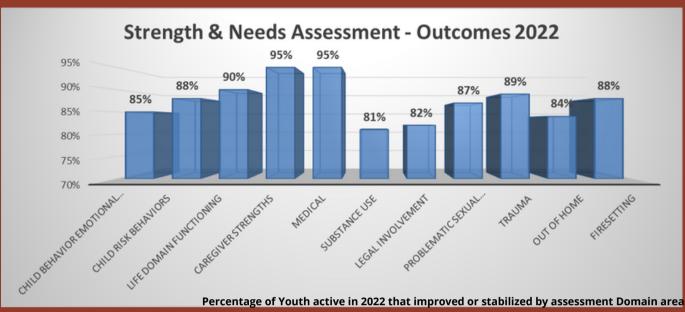
Community Partnerships

- The BHH team was represented on the Healthy Eating and Active Living Action Team for Healthy NJ 2030. Through the involvement of Amy, the BHH Health Promotion Manager, Bergen's Promise was able to have a voice in statewide conversations to develop strategies to improve nutrition and physical activity outcomes in New Jersey.
- Amy, the Health Promotion Manager also began serving as co-lead of the Bergen County Community
 Health Improvement Partnership's (CHIP) Mental Health and Substance Use Task Force. Through this
 role, BHH collaborates with stakeholders throughout Bergen County to develop strategies to address
 pressing mental health and substance use needs.
- The BHH team collaborated with students from Harvard T.H. Chan School of Public Health to review Bergen's Promise documentation from a health literacy perspective.
- Our "Max the Vax" contest was held for youth to create a piece of artwork to encourage peers to get the COVID-19 vaccine. The winners presented a framed version of their artwork to their Primary Care Physician (PCP) to be displayed at their practice.



Youth & Family Outcomes

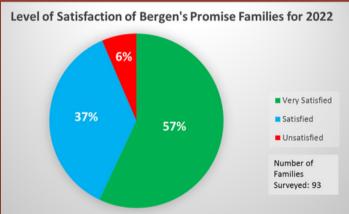
Strength & Needs Assessment Outcomes



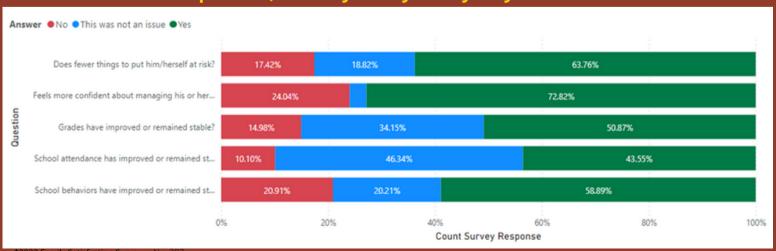
*CMO
Strength and
Needs
Assessment
Outcomes
Report for
youth that
were active
with CMO
between
1/1/2022 and
12/31/2022,
for any length
of stay. NJ
Children's
System of
Care.

Quality Assurance Call Data





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



*2022 Family Satisfaction Survey N = 287

IN THEIR OWN WORDS...

Testimonials from Bergen's Promise Families

- Bergen's Promise has always been there for my family when we needed help. Love all my care mangers we have had from BP.
- The two therapists had an instant connection with my child. It really turned almost into a true friendship. Just to know that you can talk to an adult and be safe was very important.
- My child has learned to control his anger outbursts. He had an experience today where he was upset about something and instead of lashing out, he went and talked to his teacher about how he felt. The team at BP knows what they are doing and have done a fantastic job!
- My child is no longer suicidal or speaking about harming himself. We can sleep peacefully at night knowing he is not going to self harm.
- Our Care Manager has been a godsend! She's worked so hard to get us services! She's truly amazing!
- I think our Care Manager is absolutely amazing. She is very good at engaging all of us. She has truly left a great impression of Bergen's Promise and how the organization works to benefit families.
- We love our team! They are very resourceful and are constantly looking for ways to get our family what they need. Our Care Manager is very prompt and provides me with updates on the status of services. They are the best!
- My daughter and I have become closer, she opens up about things I know she would not before. As a parent I've learned to talk TO her, not AT her.
 - With BP my child has come out of his shell and is more social in school. The Care Manager has developed a great bond with him, is very informative, ready to help and is fantastic at her job!



Success Stories

Bree



Bree has been working with Bergen's Promise Behavioral Health Home (BHH) over the past year to develop healthy lifestyle habits. Upon discussing strategies to stay physically active, Bree's family shared that she loves to dance along to her favorite YouTube videos at home.

Bree's Health and Wellness Educator was able to link her to free inclusive dance classes at the Center for Modern Dance education. She loves her weekly classes and did an amazing job performing with her peers at the CMDE Danceathon in May. Bree is eagerly awaiting the start of CMDE's fall session to resume this fun form of expression and physical activity.

Nineteen year old Kelly struggled with health care avoidance due to a fear of having a seizure triggered by anxiety. Since she started working with Bergen's Promise and the Child Family Team, the youth uses music and sensory toys to cope with her anxiety.

She is able to recognize anxiety provoking situations, she listens to music and brings along the sensory toys to healthcare appointments. She has been able to see an ENT, Gynecologist, dentist and pediatrician on her own (or with our Behavioral Health Home nurse) using these strategies.

Kelly



<u>Janel</u>



Janel was struggling with depression and anxiety for quite some time. Since services were initiated and through the support of the Child Family Team (youth, her family, the school district, and in-home providers), there was tremendous improvement.

Janel went from being school avoidant to obtaining her GED as well as applying to/attending college. She became less isolated and is socializing more. She is currently in a caring relationship that facilitates connectedness. She is less rigid not only in her thinking, but in her behavior. She continues to work on difficulties with her self-esteem and is learning how to develop her sense of self-worth. She also met yet another personal goal of obtaining employment part time.

Communication in the CFT was invaluable because it allowed family to get on the same page regarding goals and expectations. Improvement occurred through the accountability provided through the team.

Nia experienced depression, isolation, poor hygiene, unhealthy weight loss, and poor grades in school. The Child Family Team (consisting of the Family, Care Manager, Intensive In-Home Clinician, Nurtured Parent, and Behavioral Health Home) worked collaboratively to develop her social and motivational skills effectively.

Nia resumed in-person classes at a new school. At this school, she improved her grades and she joined the drama club where she met new friends. This helped increase her socialization and boost participation in group outings and attended prom. She successfully graduated High School, and now attends College and works at an ice cream shop.

Nia no longer stays isolated in her room or sleeps all day, but rather sits in the living room for quality family time and healthy communication.

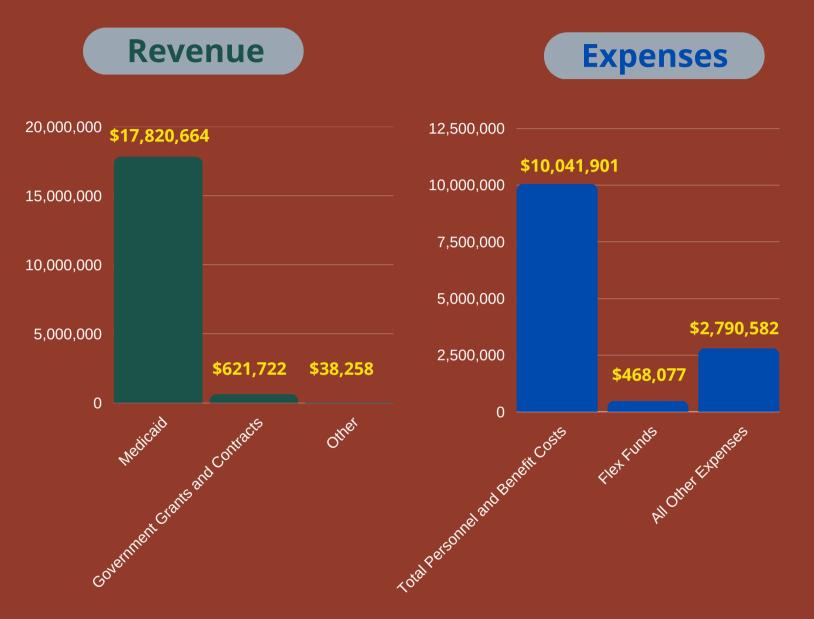


*Some names/pictures of youth were changed to protect their identity

Revenue

2022 Fiscal Year Financial Report

(July 1, 2021 through June 30, 2022)





CONGRATULATIONS ON YOUR RETIREMENT



MICHAEL MALIAVSKY

On April 29th, we wished good luck to Michael Maliavsky, our longtime Chief Financial Officer (CFO) on his retirement after 20 years. Michael had been with Bergen's Promise since it's inception and will forever hold the title of Founding CFO. Michael was instrumental in helping to build the agency into what it is today. We are grateful for his many contributions and wish him a healthy, happy retirement.

Support our Families Served Partner with Us - Donate

Annual Drives - Throughout the year we hold drives to support the needs of our youth and families. In August, we hold a backpack drive for our youth in need of school supplies. In December, we run a toy drive which culminates with our Family Holiday Party. There are other fundraising initiatives to support throughout the year that benefit our families served. Here's how you can contribute....

- **Cash Donor** Support youth with a one-time or monthly donation that could be used for our annual initiatives, and/or towards a funding source to facilitate new program/resource development in areas of need for families served in Bergen County:
 - Website https://www.bergenspromise.org/donations
 - Mail check payable to Bergen's Promise Send to the attention of: *Community Resources at 3 University Plaza Dr. Suite 300. Hackensack NJ 07601*
- Participate in our Drives Email <u>CommunityResources@bergenspromise.org</u> to arrange a drop off of your donated goods



Don't Miss a Chance to Work for One of NJBIA's 2022 Outstanding Employers!

We need YOU to help make a difference each day in the lives of over 1,700 Bergen County Families!

Apply Today!

BergensPromise.org/careers



Scan here with your phone to see our open positions!





www.bergenspromise.org

3 University Plaza Drive Suite 300

Hackensack NJ 07601 Phone: 201-712-1170

Fax: 201-712-0391

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