

FULFILLING THE PROMISE



Bergen's
PROMISE



Healthy Families, Safe at Home

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ANNUAL REPORT

2023

*Proudly Supporting over 10,000
Children and Families since 2002*

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Chief Executive Officer Reflection

Letter from Dean Pastras, ACSW, LCSW

I am honored to present the 2023 Annual Report for Bergen's Promise, reflecting on the progress and achievements we have experienced over the past year.

Most importantly, 2023 represented reaching a very impressive and important milestone. In the past 22 years, we have accumulatively served over 10,000 children and their families!

As we navigate the ever-evolving landscape of child and family services, Bergen's Promise remains steadfast in its commitment to promoting the well-being of the youth and families in our community. In 2023, we have continued to strive for excellence in delivering comprehensive care, advocacy, and support to those who need it most.



There is a tremendous need to address the mental wellbeing of children in our County and throughout the World. Anxiety, depression, violence and other serious issues continue to rise, and the trauma that is being experienced by our youth is of major concern. This is not just something that can be remedied simply by increasing services, or trying to find an answer that will provide immediate results. This is a call for us to modify the way we think, how we work and approach this as a total paradigm shift, and culture change.

Bergen's Promise represents working as a community through the foundation of the Wraparound model of care. This requires the involvement of our entire community working together to face these immense challenges. We have begun to work toward enhancing the Wraparound model with the use of Strategic Family Systems. We believe that this will create tools that will lead to a foundational theory that will be effective in facilitating substantial changes in the work with our community partners, children and families. We remain committed to these values and our Mission.

I thank all of our staff and community partners for all of the hard work they do each and every day. It is this very collaboration that makes it possible for our children to remain safe and lead productive, healthy, happy lives.

From Our Board of Directors

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

One Good Thing Leads to Another...

What does growth represent at Bergen's Promise?

It represents...

- More families...
- More staff...
- More space...
- More energy...
- More opportunity...

What type of opportunities?

- Professional growth and development which increases retention
- More community partnerships
- More outreach
- Grants and other funding for program development to benefit families



The strategic growth of Bergen's Promise has led to the organization becoming a leader in the community for mental health and wellness. We look forward to what tomorrow brings.

Agency Achievements



Office Updates

As our agency continues to grow in number of employees, we continue to grow our office space. Six new offices and one new conference room were constructed. In addition, one way mirrors were installed on agency entryway doors for increased employee safety.

Resource Development Networking Event

Representatives from county and community organizations that serve children came to learn about new programs developed through community partnerships, grants, and private funding for Bergen County youth. Groups were encouraged to come with pitches for new partnerships. A special recognition award was presented to Dr. Noor Al-Husayni, Adolescent Medicine, Hackensack Meridian Children's Health for her Wraparound collaboration.



Dean Pastras Honored at MarbleJam Kids Gala and Benefit



Our CEO was honored in May at the MarbleJam Kids Gala and Benefit with the "Community Impact Award". This award recognized his 43 years of service improving the lives of youth and families in Bergen County.

This recognition is a testament to Dean's unwavering commitment, exceptional leadership skills, and outstanding contribution to the behavioral health needs of over 10,000 Bergen County youth and families. This award is a well-deserved recognition of his vision and achievements. We are all very proud of him.

CARF Accreditation Extended for Another 3 Years!

In January, Bergen's Promise earned another 3 years of accreditation from the **Commission for the Accreditation of Rehabilitation Facilities (CARF)**. The new accreditation extends through January 31, 2026. It demonstrates our commitment to the continuous quality improvement of our organization's services.



Grant Funds Awarded

Two new programs were funded in fiscal year 2023/2024 through Bergen's Promise stewardship of Community Resource Development Funds awarded through the NJ Children's System of Care. Funding in the amount of \$67,788.06 was awarded to the following programs to help meet identified needs/service gaps in youth services across the county.

[Busy Bees Program](#) [\(Asun Star Consulting\)](#)



This program includes:

- 11 weeks of evening and weekend social skills programs for the entire family.
 - Enhancement of cognitive development skills and increased positive community engagement.
 - Curriculum-based services that enhance family bonds, provide clarity, guidance and strategies to family members of individuals living with developmental disabilities or co-occurring disorders.
 - A Nurtured Heart Approach environment of mindfulness-based strategies to youth and family to aid in reduction of stress.
- Community-based transition support for parents regarding education & housing strategies.
 - Linkages to additional funding opportunities and scholarship programs for families.

Expected outcomes:

1. Youth participation rate above 85% throughout the entire 11-week program.
2. Families report learning additional skills and strategies to work with their loved ones.
3. Reduced anxiety through the use of mindfulness-based techniques.
4. Families report having access to additional support services.

[Functional Learning Center Expansion](#) [\(TeamUp Counseling\)](#)



Functional Learning Center expansion includes:

- Increased life skills and social groups for youth with I/DD.
- Weekly parent training workshops.
- Onsite childcare provided while parents participate in workshop
- Alternative programming such as weekly music groups to practice foundational sensory regulation through music.
- Exercise groups to children who participate in programs.
- Free community events for children with I/DD to experience fun social experiences.
- 1:1 to youth needing support in managing activities of daily living.

Expected outcomes:

- 1. Parent Group** participants will gain information and skills; connect with one community resource, and create individualized visual aids for their children.
- 2. Social/Life Skills Group** participants will identify 3 personal emotional states. They will identify and practice ways to regulate emotions on weekly basis. They will create, practice and implement 3 personalized coping skills for distress. They will be able to practice learned skills in/out of group setting 2x a week. They will experience improved peer and family relationships.
- 3. Alternative Program** participants will maximize their abilities through connections made with recreational and educational programs.

Grant Funds Received



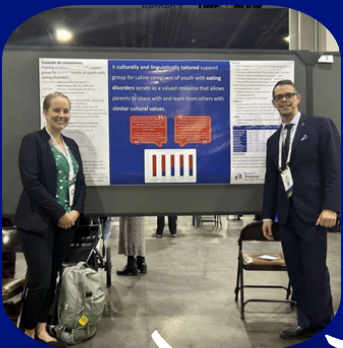
\$3K Grant from ScreenNJ

Bergen's Promise received a \$3,000 Health Education grant from ScreenNJ to support Health Promotion outreach through tabling events and formal presentations. Outreach focused on vaping/tobacco prevention, including information on vaping and mental health, and a call to action to consider one's cancer risk based on their personal experiences with tobacco and vaping.



American Rescue Plan Grant Renewed for 2nd Year

We received a \$100K grant from the Bergen County Division of Mental Health & Addiction Services. Funding was awarded to support "A Model of Hope through Integrated Healthcare." This 12-session, healthy lifestyle curriculum supports 100 Bergen's Promise youth per year who are ineligible for support through our Behavioral Health Home. The curriculum focuses on balanced eating, physical activity and movement, sleep, stress management, and goal setting.



Rutgers Grant for Eating Disorder Support Group (Spanish)

The Rutgers Institute for Health Community-Academic Partnership Award enabled Bergen's Promise to successfully develop, pilot, evaluate, and refine a culturally informed Spanish-language psychoeducational support group program. We hosted a 6-week support group for Spanish-speaking caregivers of youth with an eating disorder diagnosis. Amy Faus, Health Promotion Manager, and Jose Rodriguez, Clinical Consultant, presented the program at the 2023 American Public Health Association's Annual Meeting. Amy also presented on BHH Health-related Quality of Life findings.



Provident Bank Foundation - Sensory Friendly Vaccine Clinic

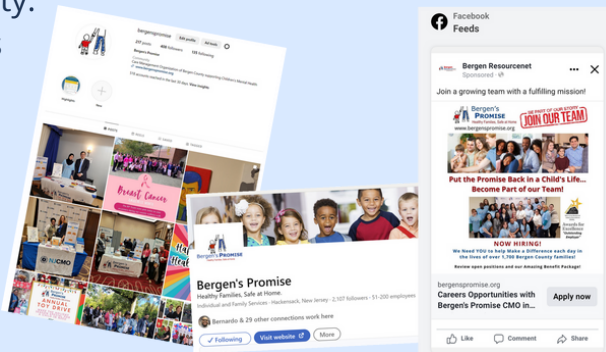
Provident Bank supported several health promotion initiatives in 2023. Launched in February 2023 in partnership with Holy Name, a sensory-friendly vaccination clinic offered COVID-19 vaccines for individuals with intellectual/developmental disabilities (I/DD) or other sensory challenges.

Other programs funded by the Provident Bank Foundation included a quarterly health promotion webinar for families and a 4-week Spanish-language support group for caregivers of I/DD youth.

Recruitment & Retention

Our creative approaches to career recruitment:

- **University Partnerships**
 - Attended 21 career fairs both in person and virtually
 - Job postings and messaging through Handshake, an online recruiting platform for higher education students and alumni.
 - Curriculum support - in classroom presentations to inform social work students about Wraparound and the NJ Children's System of Care.
 - Internships - Social Work, Marketing, Data Analytics, Finance, Human Resources
- **Videos**
 - BPTV - Sharing Internal referral Information and spotlighting our sense of community.
 - Employee testimonials
- **Social Media**
 - Instagram
 - LinkedIn
 - Facebook Ads
 - Spotify



Sharing Our Successes in Recruitment and Retention

Our successes with recruitment and retention (R&R) of talent for our agency were shared throughout the state. Our team presented on *"Maximize TEAM to Effectively Recruit & Retain a Nonprofit Workforce with Diversity, Intensity, and Passion."* Our R&R strategies were shared at both the NJ Center for Nonprofits Conference, as well as for the Not for Profit Council of the NJ Business & Industry Association (NJBIA).



Growth Opportunity - Staff Development

Bergen's Promise experienced notable growth in 2023, emphasizing staff development and introducing new roles aligned with our strategic direction.



Medicaid Supervisor: The Medicaid Supervisor position was developed to provide oversight of the Medicaid billing process for improved financial accountability. The Supervisor informs agency staff about billing standards, technical and administrative requirements, and serves as liaison between Finance and Care Management.



Wraparound Coaches & Supervisor: Our Wraparound Supervisor and 3 Certified Wraparound Coaches (CWCs) ensure that the Wraparound Principles are infused in Care Management and agency practices, as well as promoted in community.

The team provides training, mentors Care Managers and assists them in obtaining Certified Wraparound Facilitator status. Wraparound fidelity is the ultimate goal for which their Team Observation Measurements, peer review and training activities are focused.



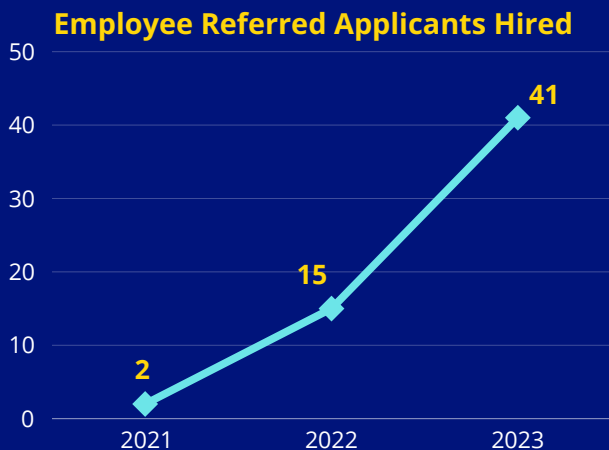
Engagement Care Managers: When new youth enroll, Engagement Care Managers conduct Family Crisis Plans (FCP) and 30-day Meetings, along with assisting families with their enrollment documentation. They welcome families to CMO services and our Wraparound approach to care. Once families are oriented, they are seamlessly introduced and transitioned to their assigned Care Manager.



CM Supervisor Promotions: Bergen's Promise has a robust professional development plan for interested Care Managers. This year Allison, Shelda and Rahsona were internally promoted to Care Manager Supervisor! Their new roles as Supervisors enables them to maximize their former Care Manager experience to assist their team of Care Managers as they support youth and families.



Specialized Care Coordinator: Under a newly funded Children's System of Care initiative, Cheyenne provides psychoeducation, linkage and referral for youth and families impacted by problematic sexual behaviors.



Employee Referral Program: 2023 saw the largest outcome from our incentivized referral program. There was a 766% increase in the number of hired referrals after the incentive was offered for care manager and care manager supervisor positions.

New Hires in 2023:

74 new hires in Care Management (40.9% growth rate)

34 employees referred candidates for open positions

Exceeded Retention Goal in 2023:

80% retention rate for entire agency (goal was 60%)

A Healthy & Developing Workplace



Staff Appreciation & Camaraderie

We are grateful for the positive impact our staff have on the youth and families served. Throughout the year, we celebrate our contributions and successes through activities such as: Holiday Spirit Week, Employee Appreciation Picnic, Feed Your Soul, Team Outings, and Nurtured Heart activities.

Cyber Security

Over 300 employees received cybersecurity training to help protect themselves, their youth and families and our agency from becoming victims of cybercrime and scams. In addition, our IT team mitigated over 1,200+ support requests over the year.



CPR & First Aid Training

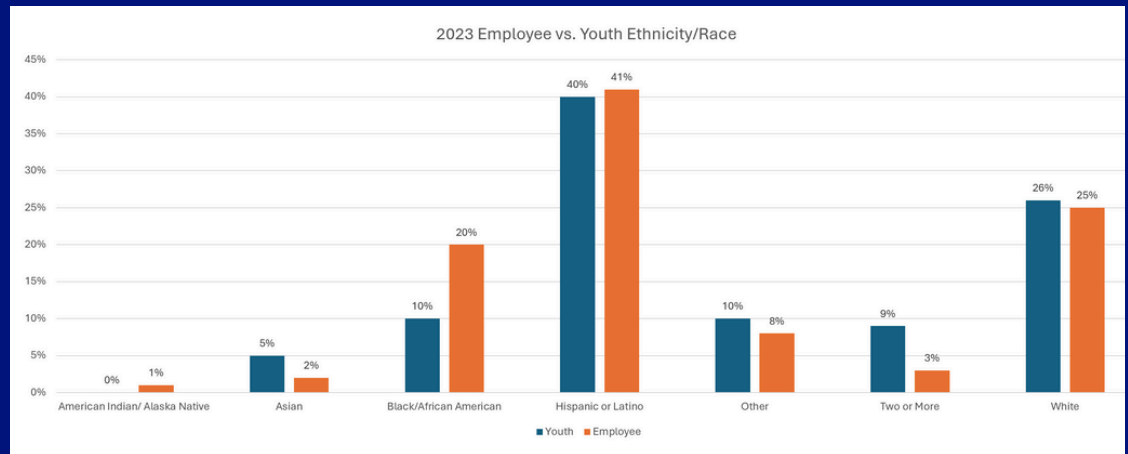
Members of our BP Staff became certified in CPR and First Aid. As first responders, our team members are now prepared to potentially save someone's life! As an additional investment in the health and safety of our staff and visitors, an automated external defibrillator (AED) was installed in the office.

Certifications Achieved by Staff

KUDOS! to Care Manager Marguerite who completed the certification for the Bergen County Crisis Intervention Team. Our HR Admin, Chelsea, received her SHRM certification. Finally, two team members, Glttel and Nuha, were certified as trainers in the Nurtured Heart Initiative.

Cultural Diversity - 2023 Employee vs Youth: Ethnicity Demographics

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



99!

In 2023, 99 employees were fluent in a language other than English. Those employees speak 10 different languages. That is a 209% increase in bilingual employees and 66% increase in number of languages spoken compared to 2022.

Strengthening Our Community Presence

BP Night at FDU Lady Knights Game

In February, Fairleigh Dickinson University and the Lady Knights Women's Basketball Team had Bergen's Promise Night at a home game. BP staff and the families we serve were invited to attend the game free of charge. This was a fun family night out! We are thankful to FDU for extending this invitation and look forward to future partnerships with the Lady Knights!r home game.



Kendra Scott Giveback Event

Bergen's Promise Ambassadors were in-store for the Grand Opening of Kendra Scott at the Garden State Plaza. We received \$2,111 as a donation supporting our families served as a result of mall patrons, and community partners, friends and family that were invited to support this Giveback Event. We are incredibly grateful to Bergen Mama and Kendra Scott for inviting us to partner for the benefit of our families served.

"Healthy Bodies, Health Minds" Tri-County Family Event

In June, Bergen's Promise, and the Family Support Organization (FSO) of Bergen County, joined the Passaic County and Hudson County CMOs and FSOs to host "Healthy Bodies, Healthy Minds" at a community park. It was a fun-filled day where our families were able to enjoy a catered lunch box, the outdoors, gather information about resources, play games, participate in wellness activities, and connect with the community.

We enjoyed coming together to raise awareness and decrease the stigma associated with mental health. We look forward to continuing this collaboration on an annual basis.



Elzahra Muslim Community Center

Community Outreach Specialist, Nuha collaborated with the Elzahra Islamic Center in Paramus to host a mental health awareness event for families. The event included an education session for parents, a separate youth session led by one of our partner clinicians, and outdoor games and activities for children coordinated by Bergen's Promise Ambassadors.

Strengthening Our Community Presence

BP Ambassadors Connecting with our Communities

Our BP Ambassadors represented at over **160 outreach/awareness events** in 2023. Whether speaking to residents or professionals, we aim to raise awareness of Bergen's Promise, the NJ Children's System of Care partners, and BergenResourceNet.org. Additionally, we use these opportunities to recruit individuals for available career opportunities within our organization.



Bergen Family Center's Harvest Resource Festival



Bergen County CIT's Unity in the Community Event at Overpeck Park



NJ Academy of Pediatrics Annual School Health Conference



7th KCC Annual Health Living Expo 2023 at Korean Community Center



Back to School Night at Garfield Public Preschool



CIACC World of Resources Fair



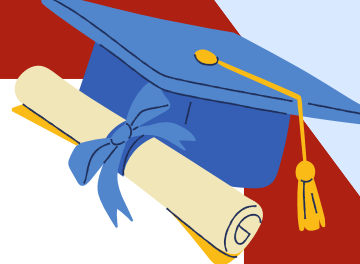
NJEA Teacher's Convention (Atlantic City)



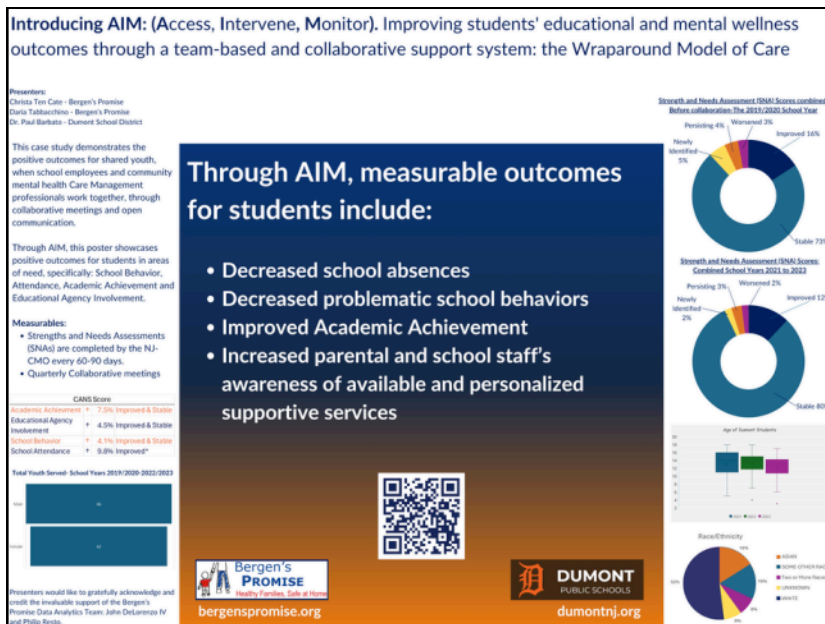
AutismNJ 41st Annual Conference (Atlantic City)

School Collaboration

National Center for School Mental Health Conference



Education Collaboration Manager (ECM), Daria Tabbacchino, and Director of Care Management, Christa Ten Cate, LSW along with Dr. Paul Barbato, Director of Special Services, Dumont School District presented a poster at the 2023 National Center for School Mental Health (NCSMH) Conference in New Orleans. The poster highlighted improvements in Strength and Needs Life Domains of shared students resulting from quarterly collaboration meetings with the Dumont School District. There was an average of 4-10% improvement in the following life domains of shared students: school behavior, educational agency involvement, academic achievement, and school attendance, respectively.



Developing Resiliency with Engaging Approaches to Maximize Success (DREAMS)

- As part of a collaborative initiative between the Department of Education (DOE) and the Children's System of Care (CSOC), DREAMS mentors work with school district personnel to implement Nurtured Heart initiatives in schools.
- For school year 2023-24, the DREAMS mentors worked with 3 school districts (Woodcliff Lake, Saddle Brook and Pascack Hills).



School Collaboration Projects

Education Collaboration Manager, Daria, meets with school partners to facilitate efficient collaboration for shared families, as well as address questions, concerns and provide training opportunities. Quarterly collaborative meetings are offered to each school in Bergen County. These meetings help Care Managers, families, and school personnel to more effectively communicate to better understand, navigate and facilitate the Wraparound Child Family Team process to meet the needs of our shared youth.

Currently, 7 districts are involved in School Collaboration projects:

- *Dumont
- *New Milford
- *Rutherford
- *Bogota
- *Emerson
- *Tenafly
- *Woodcliff Lake

Our ECM is also now a co-chair of the Education Partnership of the Children's Interagency Coordinating Council of Bergen County (CIACC). Along with the Region V Special Ed Director, she leads the planning of the Education Liaison training schedule for the school year.



Good and Welfare - Support for our Families

Our support of our youth goes beyond Care Management. Throughout the year, we volunteer at, or fundraise for a variety of different initiatives and drives. These include the annual School Supply Backpack Drive, Toy Drive, and contributions toward unmet dental/vision bills for I/DD youth. Our team volunteers to make Thanksgiving gift baskets during the annual Basket Brigade which also benefits some of our families served. Our families enjoy the annual Family Holiday Party. The significance and joy caused from these types of contributions is beyond impactful.

2023 Basket Brigade



2 0 2 3

Family Holiday Party

B E R G E N ' S P R O M I S E



Through the generosity of our donors, we were able to fulfill **300+ school supply backpacks** in the Fall Back to School drive and over **425+ gift requests** for the Toy Drive this year. Donor support was pivotal in meeting the increasing needs of our families.

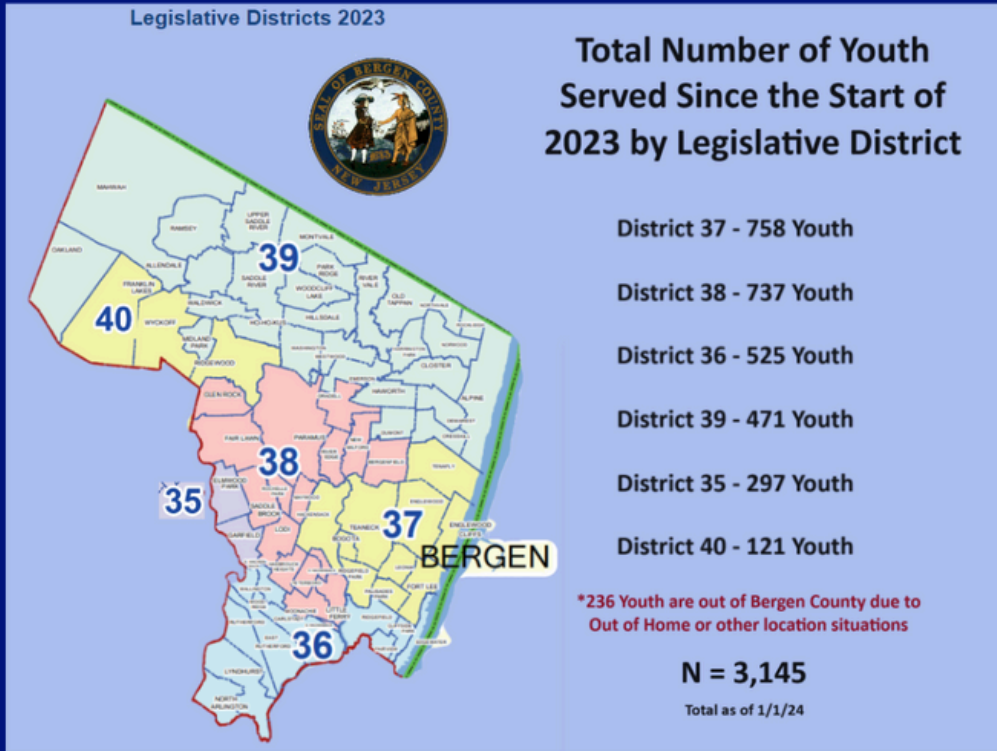
We are very thankful to.....

- o *Bergen Bar Association*
- o *SAX Wealth Advisors*
- o *Church of Jesus*
- o *SG Companies*
- o *ASun Star*
- o *Holistik Therapy*
- o *Kappa Sigma Fraternity (Ramapo College)*
- o *KRS CPAs*
- o *Inspire the Youth*
- *Savia Counseling*
- *Guardian Data Destruction*
- *Paramus Women's Club*
- *EDNI Counseling*
- *St. Leo's Church*
- *5th Avenue Beauty Salon*
- *AspireNJ*
- *Wellness Counseling*
- *Jersey Cares*
- *EP Magazine*
- *Prasada In-Home*
- *Holistik Therapy*
- *NJ Alumnae Association of Sigma Lambda*
- *Footlocker*
- *WAR Ministry*
- *Supreme Consultants*
- *Heart 2 Heart*

\$20K DONATION VALUE

By the Numbers

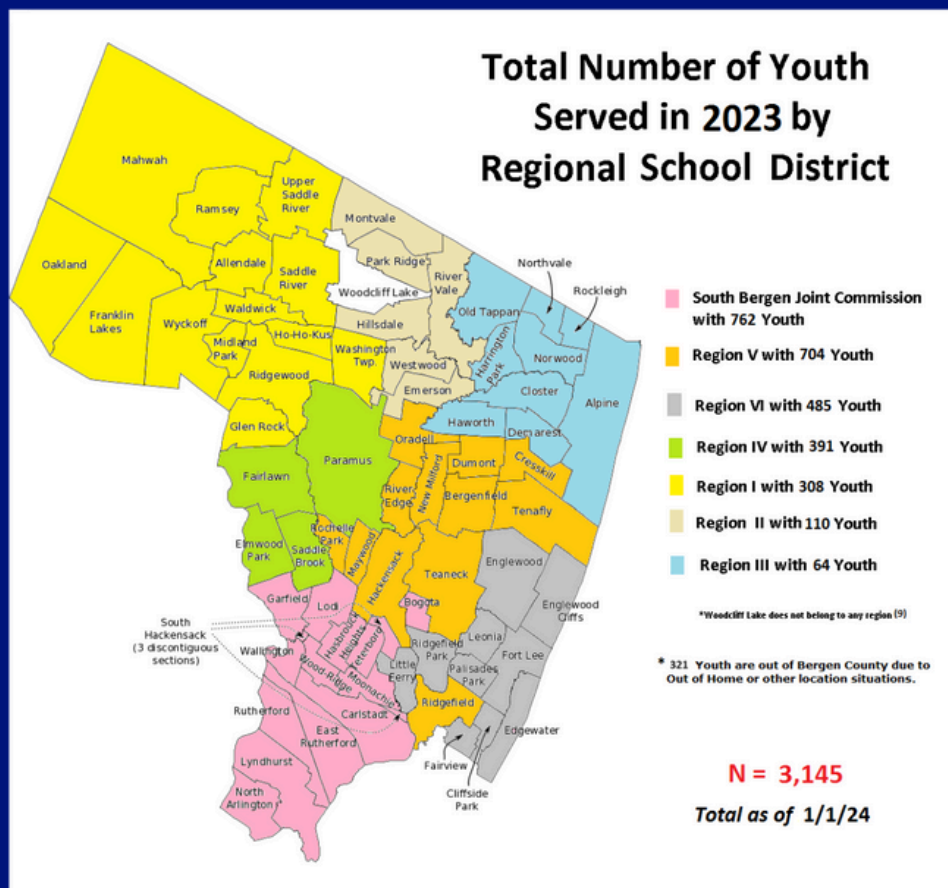
Bergen's Promise continues to expand the reach of support for Bergen County youth and families. We had yet another record breaking year with the total number of youth served.



3,145

Total Number of Youth Served in 2023

**123 more youth served than 2022 and a new record for our agency!*



BHH Achievements

Behavioral Health Home (BHH) Outcomes

Youth demonstrated improvements in the following categories:

87%



Maintained or improved BMI percentile

76%



Improved eating behaviors

82%



Improved asthma management

77%



Increased health-related quality of life

84%



Increased health literacy

75%



Of caregivers increased health literacy



Launch of a Quarterly Health Promotion Webinar Series

Webinars topics in 2023 included:

- Emergency Preparedness for Individuals with Intellectual and Developmental Disabilities
- Nutrition and Mental Well-Being
- *Question. Persuade. Refer. (QPR)* Suicide Prevention Training for Parents



National Commission for Health Education Credentialing (NCHEC) Outstanding Service and Leadership Award

In February, Bergen's Promise was honored to be recognized as the 2022 Outstanding Service and Leadership Award recipient in the organizational category from the National Commission for Health Education Credentialing (NCHEC). NCHEC is the credentialing body for the Certified and Master-Certified Health Education Specialists (CHES®/MCHES®). This award recognizes Bergen's Promise for its demonstrated outstanding leadership and commitment to the health education and promotion profession. The CHES®/MCHES® health education and promotion professionals at Bergen's Promise have been essential to the success of the Behavioral Health Home program and advancement of integrated care for the youth and families of Bergen County. Bergen's Promise is committed to supporting the overall well-being of youth and families, reflecting our agency's mission: "Healthy Families, Safe at Home."

BHH Achievements

Staff Wellness Projects

Summer Wellness Kickoff and Walking Challenge:

In summer 2023, staff celebrated the season with a wellness kickoff event including smoothie samples, a visual project sharing SMART wellness goals for the summer, and registration for a month-long walking challenge. Staff who chose to join the walking challenge tracked their steps via a shared app. As an agency we managed to walk 3,359 miles, which equals a walk from Hackensack, NJ to Juneau, Alaska.



Weekly Wellness Walks: Throughout the year, the Bergen's Promise team was invited to take a break and gather weekly for a 30 minute walk outside. During this time, staff build relationships while learning about a self-care strategy taught by a health and wellness educator.

(Re)Launch of the Wellness Committee: In winter 2023, Bergen's Promise hosted an event to announce the return of the agency's Wellness Committee. The committee, set to relaunch in January 2024, will empower staff to identify needs, develop strategies, and implement initiatives to support both staff and youth/family well-being. The (re)Launch event featured an exercise demonstration, a mindfulness practice, healthy snacks, and a take-away breathing activity for Care Managers to practice with their youth and families.



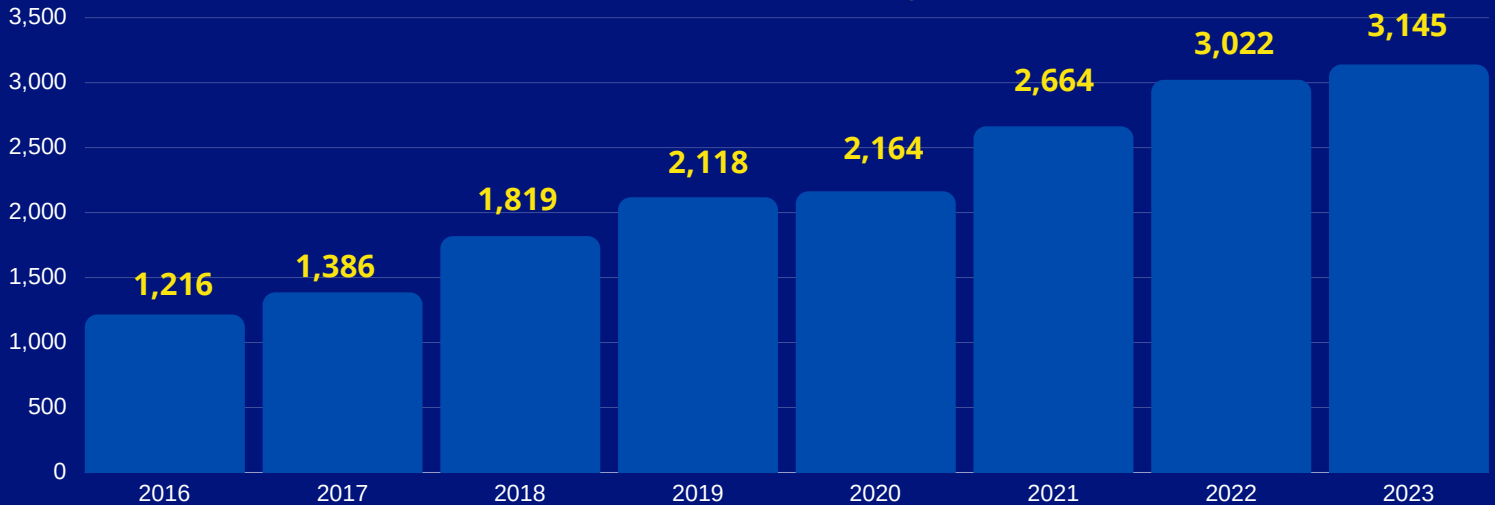
Trauma-informed Resiliency-oriented Learning Community Initiative: Bergen's Promise participated in a Learning Community hosted by the National Council for Mental Wellbeing, focusing on strategies to build a 'Resilient and Trauma-Informed, Educated and Responsive Workforce.' As part of this initiative, the agency hosted relevant film screenings and staff discussions, creating a safe space for staff to share strategies for resilience.

Safe+Sound Week 2023: In August, the agency highlighted the importance of employee health and safety through its observance of Safe and Sound week (Occupational Safety and Health Administration/OSHA). Throughout the week, education and resources were provided to staff to demonstrate the value of their health and wellbeing in our workplace.



Youth & Family Outcomes

Total Youth Served By Year



Bergen's Promise experienced a 321% growth rate over the past 10 years. We are serving on average 2,398 more children than were served in 2013 (n=747).

321%

Enrollment



Our Care Manager (CM) Support Team provides routine and high-level oversight for youth/family enrollment and 30-day documentation. Their work demonstrates our Agency's ongoing commitment to maintenance of compliance procedures and HIPAA policies when contacting parent/guardians/Child & Family Team (CFT) members, or managing requests for private health information (PHI).

The CM Support Team submitted and managed Welcome Packets during the enrollment of 1,555 New Youth in 2023. Subsequently, 30-day Packets were sent to 1,570 actively enrolled youth. Their work has improved our ability to effectively track and verify successful and accurate completion of necessary documentation for youth enrollment.

Wraparound Fidelity

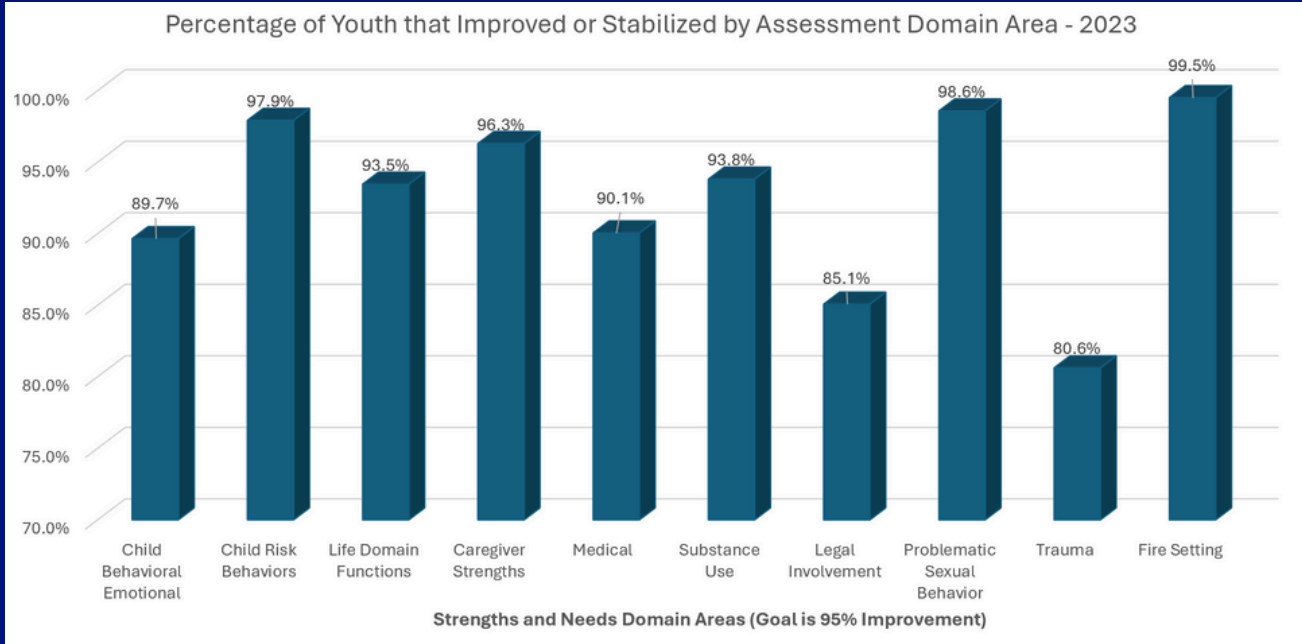
In July 2023, BP initiated an agency wide focus on the provision of high-fidelity Wraparound to youth and families. A dedicated Wraparound team was created to provide training and collect baseline data with regard to the Agency's Wraparound practices.

The Wraparound Coach team conducts Peer Review of Care Management teams' execution of the different phases of Wraparound. This data is used to target specific areas of training needs.



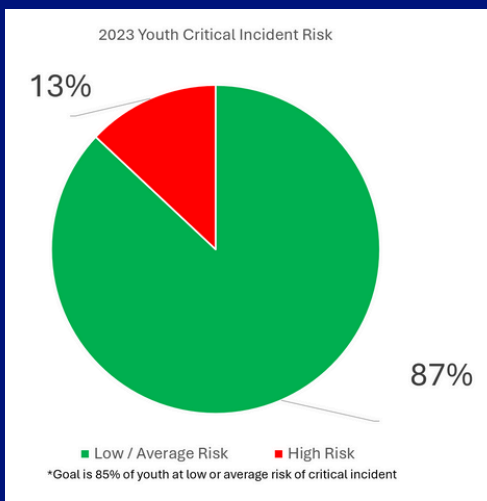
Youth & Family Outcomes

Strength & Needs Assessment (SNA) Outcomes

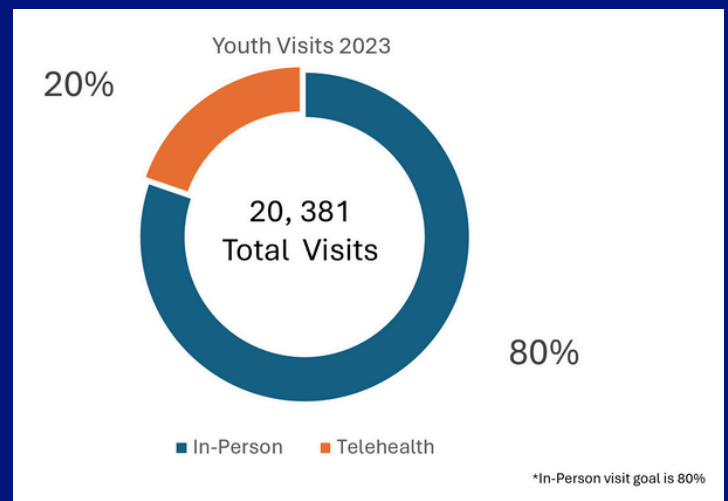


*Care Management Organization (CMO) SNA Outcomes Report for youth that were active with CMO between 1/1/2023 and 12/31/2023, for any length of stay. NJ Children's System of Care.

- According to the SNA Risk Score, 1,562 youth were determined to be at low or average risk for a imminent critical incident 2023.
- 98% of SNA assessments have shown improvement in the risk domain and 96% have shown improvement within the strength domain.
- In 2023, there were a total of 20,381 meetings with youth. Of those meetings, 16,365 (80%) were in person.



N = 287

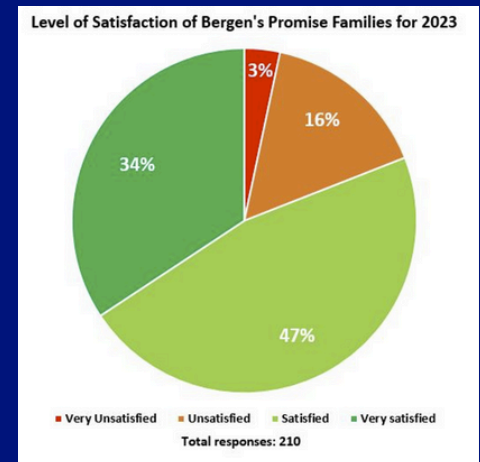
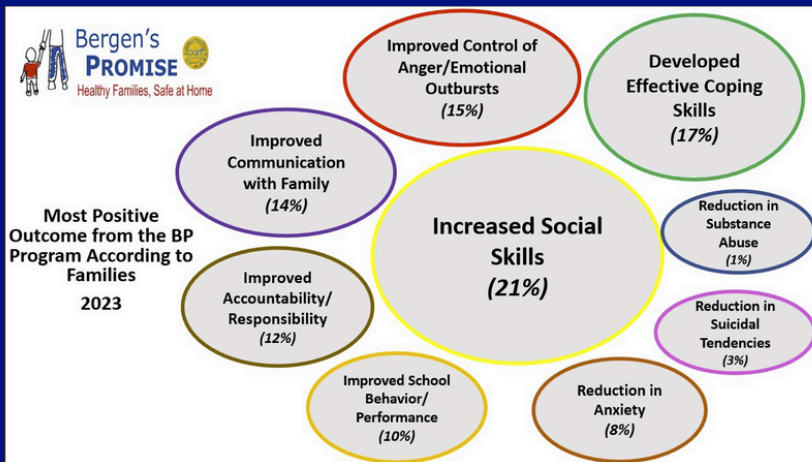


In support of the agency's commitment to Wraparound Fidelity, the Data Team has assisted the National Wraparound Evaluation and Research Team (WERT) in the development and implementation of standardized assessments that the agency can use to compare the effectiveness of internal Wraparound practices with those of organizations across the country.

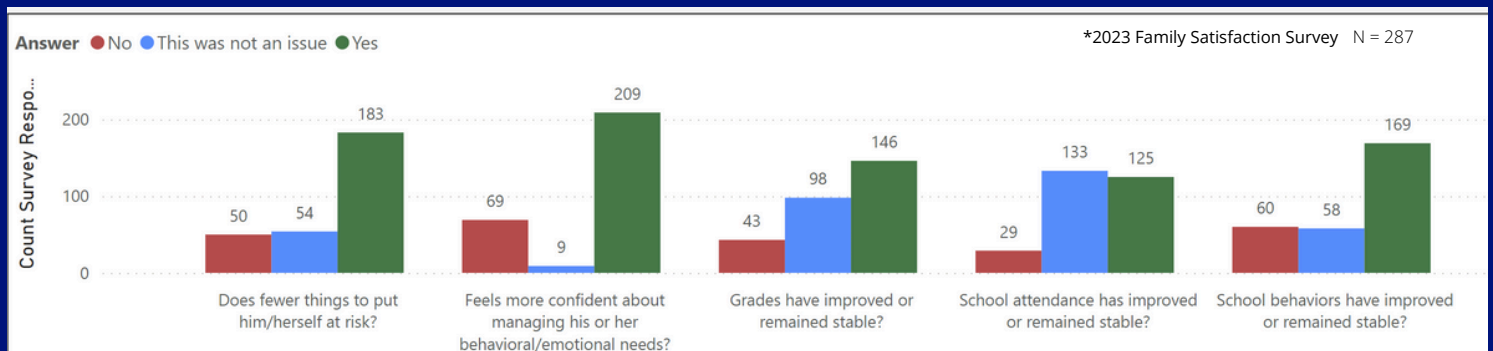
Youth & Family Outcomes

Practices Supporting Continuous Quality Improvement

- The Compliance Department completed 309 quality assurance calls with the families of BP youth. These calls enable parents/caregivers to express their satisfaction and/or address any concerns. Their feedback is used to improve program effectiveness, as well as to identify service gaps .
- Over the past year, 505 chart audits have been completed. These audits are a critical part of the agency's compliance program as they ensure that progress notes, timesheets, attendance sheets and treatment plans are submitted accurately and on time.



Family Satisfaction Survey



In Their Own Words...Testimonials from Bergen's Promise Families

- "It's helping him learn how to attain healthy relationships and process his feelings instead of internalizing them and decreasing the maladaptive behavior."
- "I am a single mother, so I have to say Bergen's Promise Wraparound process made me feel like I am not doing this alone. I feel more confident in helping my son make progress. Thank you!"
- "I had been searching for therapy for my daughter for months prior to BP. I was on waiting lists, had horrible experiences, and felt lost! BP was able to get my daughter immediate IN PERSON support, with an incredible therapist and case manager. I will be forever grateful!"
- "My care manager goes above and beyond to make sure I have everything we need as a family, whether it be advice, an action plan, or a pep talk. She is always there for us through thick and thin."
- "Our care manager and team have been working diligently to help my family cope and process the things that are challenging in a healthy and effective manner suitable for adult and children."



Success Stories

Lauren

When Lauren started with Bergen's Promise, she had difficulties communicating and verbalizing her feelings; she was attached to her mom and struggled with healthy eating habits. In 9 months, Lauren graduated from BP able to communicate and verbalize her feelings. She no longer experiences separation anxiety and has healthier eating habits. Working with her Intensive In-Community Clinician (IIC) and Child Family Team (CFT), Lauren learned coping strategies such as breathing techniques and how engaging in art activities are helpful when she feels stressed or can't express her emotions.



Kyla

Kyla had anxiety and was extremely uncomfortable moving to a new school. She also had a strained relationship with her sister and stopped her dance classes due to her unhappiness with her weight and appearance. Kyla's IIC and CFT members helped her to learn to accept and love herself. She started going to dance classes again. Kyla also learned to control her anxiety and is now doing great in her new school. She learned how to effectively communicate with her sister and their relationship improved. She was able to reach all of her goals and successfully graduated from CMO services.



Kristin

Kristin, a youth living with intellectual/developmental disabilities struggled with aggressive behavior and several health challenges. She worked with members of her Child & Family Team while her mom worked with a Parent Coach. Through hard work and resiliency, Kristin reduced her aggressive behaviors and learned community safety skills. She now goes to church and runs errands with her mom. She uses an iPad for effective communication. Upon graduation, Kristin was linked to DDD services to ensure a smooth transition.

In addition, Kristin was one of the first youth enrolled in our Behavioral Health Home (BHH). At that time, she worked with the BHH team to address wellness concerns related to seizures, eating habits, and sleep challenges. Health education, resources, and healthcare coordination helped Kristin manage her complex healthcare needs, resulting in improved quality of life. Her family also developed confidence and strong health literacy skills, enabling them to continue navigating the healthcare system and address Kristin's chronic medical needs.



In June, we happily celebrated Kristin's graduation from services. Care management and Child & Family Team members were present including: CEO Dean Pastras, COO Shelisa Foster, the in-home clinician, behavioral assistant, school nurse, classroom aid and Mollie Greene, Assistant Commissioner of the NJ CSOC.

Christine

Christine opened with Bergen's Promise in July 2022. At that time, she struggled with impulse control, emotional regulation, and extreme anxiety symptoms. Through the support of her Child and Family Team members, Christine now has a group of close-knit friends, is a member of a band, has developed more self-confidence, and is more mindful of her feelings and healthy ways to process them.



Success Stories

We support many talented youth at Bergen's Promise. This charcoal drawing was created by a youth and now is proudly displayed in our lobby.

According to the youth....“I chose Family Voice as my prompt. You can see two people in the drawing, my sister and I. We are under an umbrella brought to us by a family member, which is the lending hand. It represents family support in two different states. Both sadness and happiness are accompanied and validated by our loved ones. I wanted to show the idea of holding space, which is something I have learned in therapy, with someone holding the umbrella”.



Penny

This youth experienced high anxiety making it difficult to engage socially with classmates. In addition, her hyperthyroidism restricted physical activity and required changes in her eating habits. Penny's Child and Family team included a Health and Wellness Educator from the Behavioral Health Home team who taught her healthy eating habits and how to find medical providers.

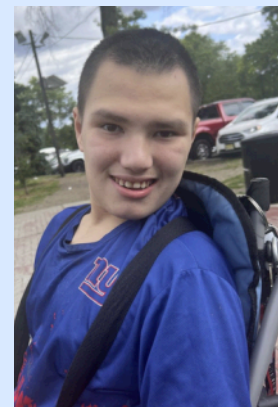
Ultimately, her anxiety decreased and she engaged socially in activities like performances at school and her church. Her medical condition also stabilized and she was cleared to engage in physical activity. She reached all her goals and has successfully graduated from CMO services.



Anthony

Anthony, a youth living with intellectual/developmental disabilities was non-verbal and struggled with aggression and challenges accomplishing daily activities due to his seizure disorder. Working with his Child and Family team members, he learned valuable life skills like sandwich making. His mom also worked with a parent coach to improve her organization skills and learn to effectively advocate for Anthony's needs.

Anthony worked with a Behavioral Health Home (BHH) Nurse to ensure his health needs were being met. An iPad was used to build his communication skills which worked to lessened his frustration and aggression towards others and himself. He was also educated on physical and emotional changes as a natural part of puberty.



Peter (Sam)

Peter (Sam) has been open with Bergen's Promise since Feb 2023. Sam was referred for suicidal ideation and struggling gender dysphoria. He has actively engaged in services with his Child and Family Team and has seen a positive change in mood and communication with family members. Sam has had no suicidal Ideation/self-harm behaviors in over six months. The following is a quote from Sam regarding his experience with Bergen's Promise....“Thank you for being part of the first steps to me getting better. Your help has been so tremendous in my life”- Peter (Sam)



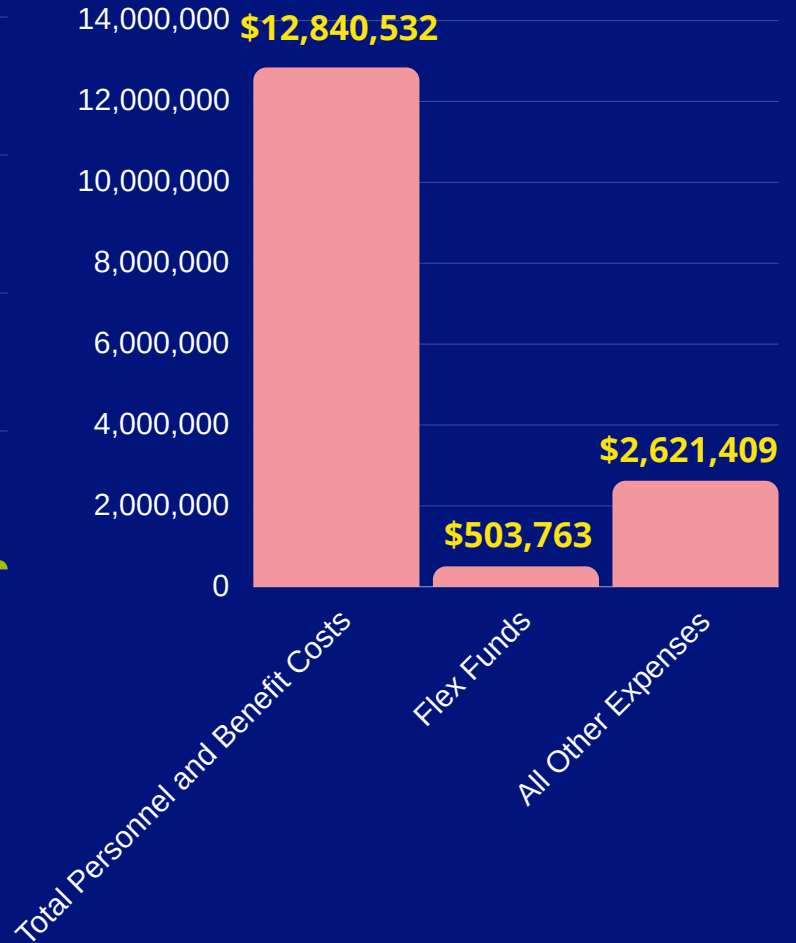
Finance

2023 Fiscal Year Financial Report (July 1, 2022 through June 30, 2023)

Revenue



Expenses



Fiscal Accountability

- Bergen's Promise had a 99.4% successful billing rate for 2023 (goal was 98.5%).
- The Care Management Department significantly reduced the average delayed monthly billing issues from 20 (at the end of 2022) to 5 by the end of 2023.



Your Donation Matters!

Throughout the year we offer a variety of ways to support the needs of our youth and families. Our fundraising initiatives include annual backpack and toy drive, and financial support for I/DD youth with unmet medical/dental/vision needs. Ways that you can contribute to the support of our youth/families:



- **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:
Attn: Community Resources
3 University Plaza Dr.
Suite 300
Hackensack NJ 07601
- **Participate in our Drives**
 - Email CommunityResources@BergensPromise.org to contribute!

Become Part of a Team that Changes Lives!

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

We're Hiring CM Supervisors!

As our agency grows, the need for Care Manager Supervisors also increases! There are great opportunities to join our team. Know someone that would be good fit? Encourage them to apply today at BergensPromise.org/Careers.

Apply Today!

BergensPromise.org/Careers



Scan here with your phone
to see our open positions!





Bergen's **PROMISE**

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www.bergenspromise.org

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