



Capitol County Children's Collaborative

2018
Annual
Report

A message from our CEO



As CEO, I am pleased to recognize the accomplishments and challenges that our team has surmounted this year. We've fielded exciting initiatives and overcome difficult challenges in care management, emerging stronger for our efforts, with enhanced results.

We have strengthened our mission and commitment to empowering children and families through the provision of comprehensive and individualized care that promotes the maintenance of healthy and independent family functioning.

Our team has helped us to develop game-changing ideas that can improve the delivery of care in ways that are difficult for others to match. And, our full staff has been committed to providing excellence in service to our community. I look at our work and team members with pride and admiration.

This past year, we turned our focus to several imperative issues, including improvement in our performance statistics, the way we communicate and train staff as well as the creation of new, efficient ways to share data and reports. Our multidisciplinary approach to problem solving allows us to bring the best resolutions to an ever-changing spectrum of topics. By proactively engaging with families in our community, we're gaining a deeper understanding of how to improve the care they need while empowering them to become healthy and independent.

We've been able to ensure that our agency moves forward with the quality that produces positive results. I would like to warmly thank employees, board members, partners and stakeholders for their continued effort and contributions to our organization and look forward to continuing our organization and look forward to continuing our mission in the new year. I would especially like to recognize our youth and families who have allowed us into their lives to work together to enhance strengths, achieve goals and look to a strong future- "*Engage, Educate, Empower.*"

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2018 ANNUAL REVIEW

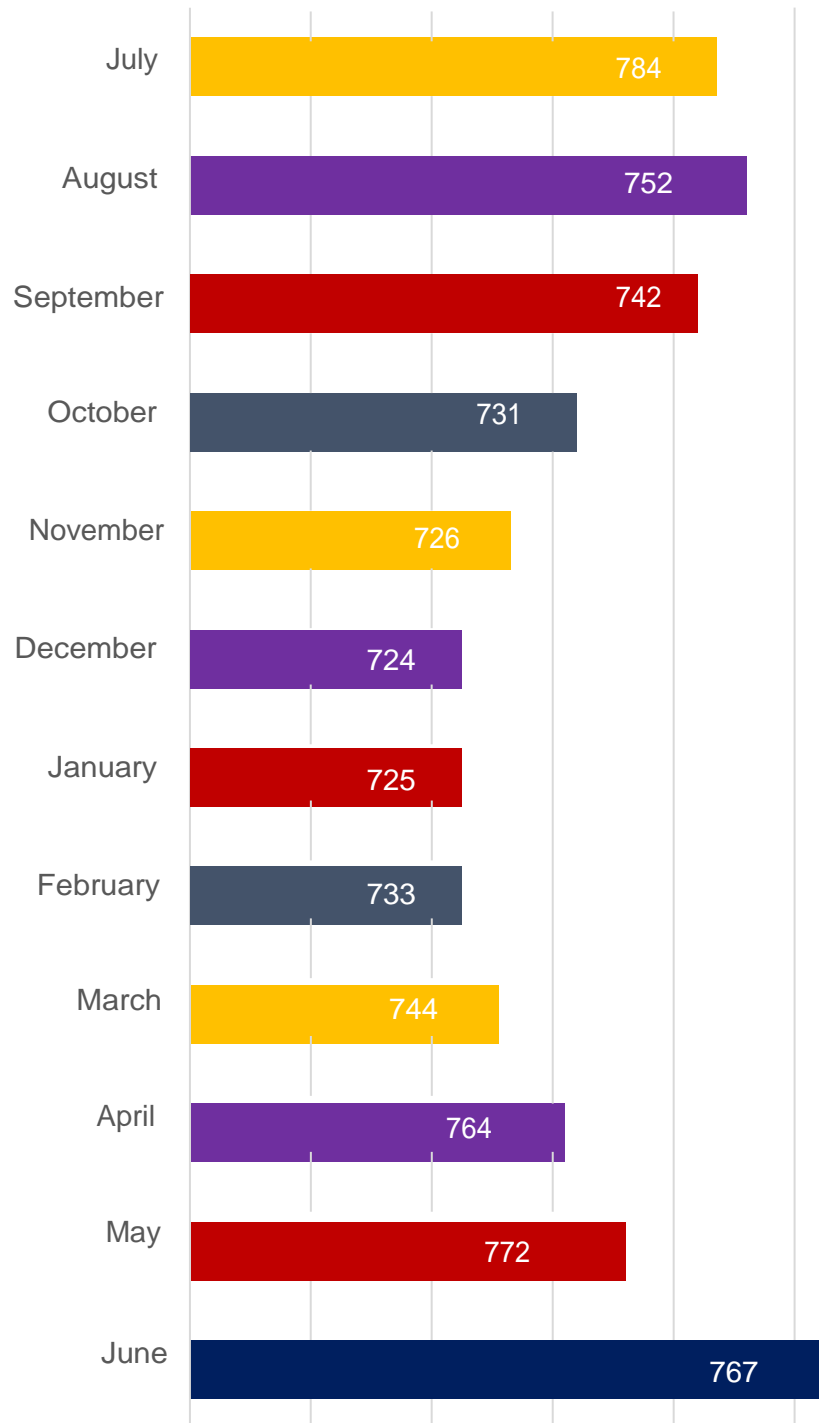


A YEAR IN REVIEW

Capitol County Children’s Collaborative continues to strive to ensure that our workforce is reflective of the demographic needs of our census; language, location, gender, etc. We also strive to ensure that our workforce is up to the date on the behavioral, mental health challenges facing our census through ongoing education/trainings so that we can better relate, advocate and link them to appropriate treatment.

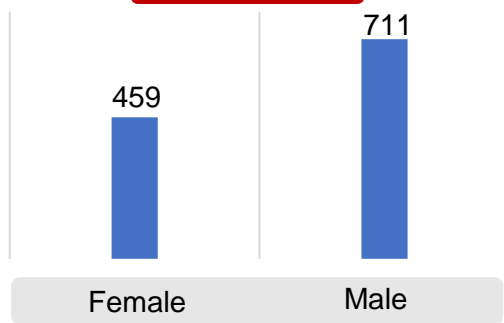
We continue to ensure that we are abreast of most, if not all, changes to also helps us adjust the way we deliver our service, at all times ensuring quality of care by utilizing data received from our workforce, families and shareholders.

Capitol County Children’s Collaborative has seen a steady upward momentum of the youths assigned over the past year; we closed FY’18 out having provided services to 1170 youths with an average of 747 youth per month (Highest 784 and lowest 724). 23% of our current census are siblings, 14% have some type of legal involvement; 8% are involved with BHH; 14% are Spanish speaking; 20% are in an Out of Home treatment setting and 11% have DD involvement. Below are additional

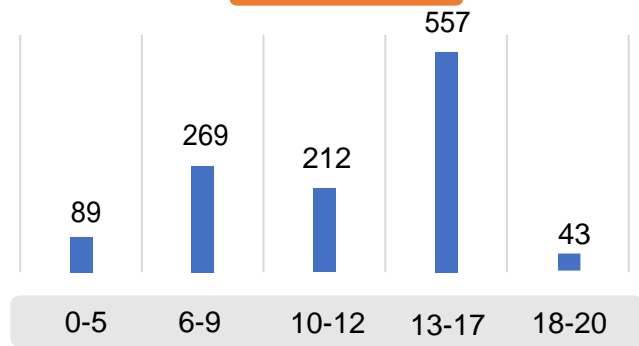


YEAR END HIGHLIGHTS

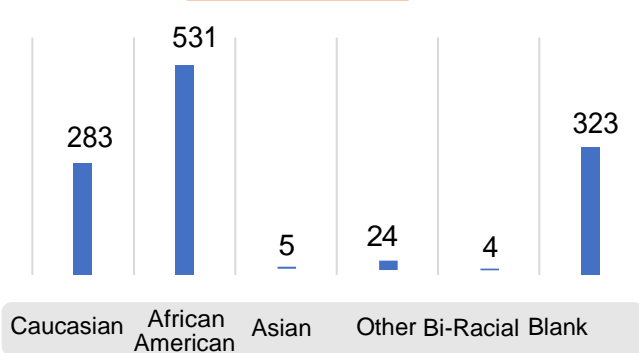
GENDER



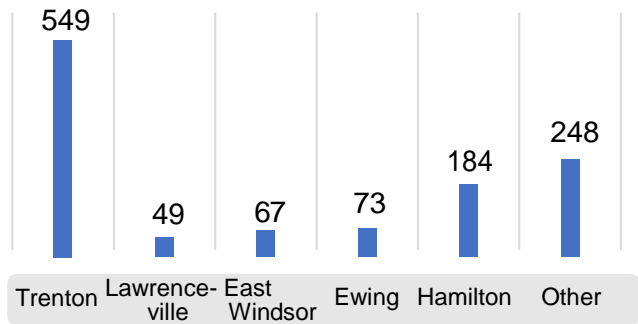
AGE



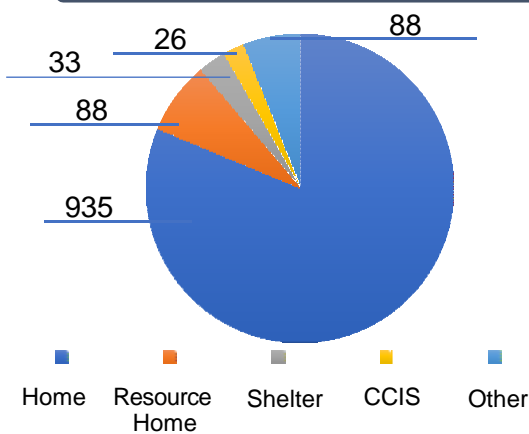
RACE



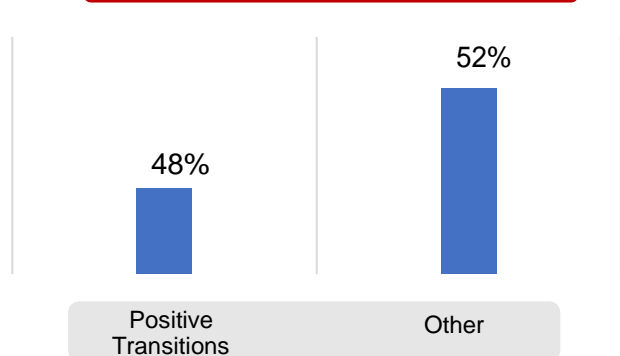
DISTRIBUTION OF YOUTH



LIVING SITUATION

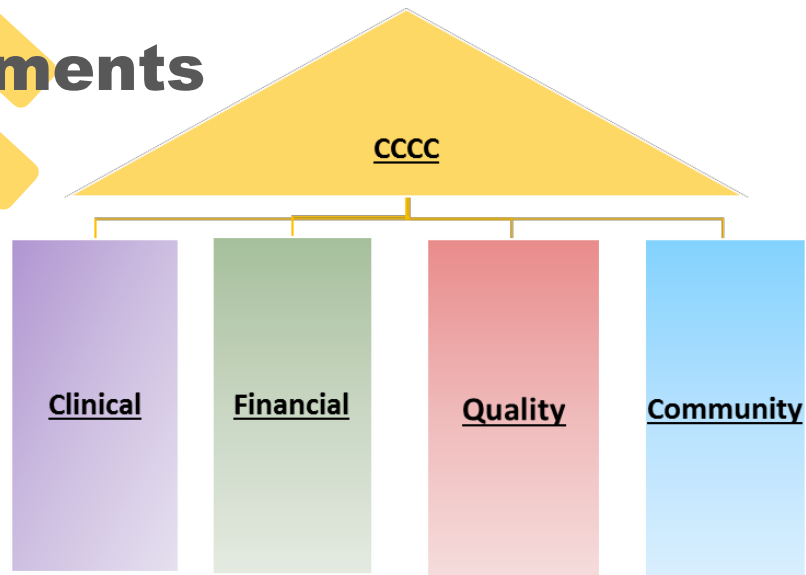


TRANSITIONS



The Pillars

CCCC Departments



In FY'18 we continue to focus on the 4 pillars/departments that make up Capitol County Children's Collaborative: Quality, Fiscal, Clinical, & Community Resource. With that in mind, our Strategic Plan consists of the following goals:

Clinical Goal – to deliver optimum clinical services to Capitol County Children's Collaborative youth and families. Responsive to changing demographical population and their needs.

Fiscal Goal – Adequate, stable funding. Fiscal transparency. Development of new & sustainable resources. To assure that CCCC is financially sound and a good steward of public funds.

Quality Goal – to provide effective, efficient satisfactory and accessible quality care to Capitol County Children's Collaborative youth and families. Acquisition & retention of qualified employees.

Community Goal – to enhance visibility within the community & engage partnership in service.

A Timeline of Highlights

2018



Throughout the year, Capitol County Children's Collaborative strives to support the youth and families it serves in a multitude of ways. The following timeline highlights the events and efforts supported and created by CCCC to provide superior service to our community.

These milestones have created a truly remarkable footprint for CCCC in the community. The variety of activities, events and initiatives ranging from food and toy drives to campaigns have launched an exponential impact in the community.

CCCC believes in being truly well rounded when showing how much they care about the community and this timeline reflects that ultimately, it's the ability to inspire a connection between family and community.

Events like these are eventual proponents of the path that changes the lives of our youth and community to grow into a healthier, kinder, progressive, prosperous society with a pay-it-forward mindset. To have achieved such an impact in just a year is remarkable, and it only shows a bar that will be raised for the next year as we feel it is our duty to the community and each other.

August 2017 | Back to School Drive

November 2017 | Annual Fall into Wellness

November 2017 | A Meal on Every Table Thanksgiving basket

December 2017 | Toys for Tots

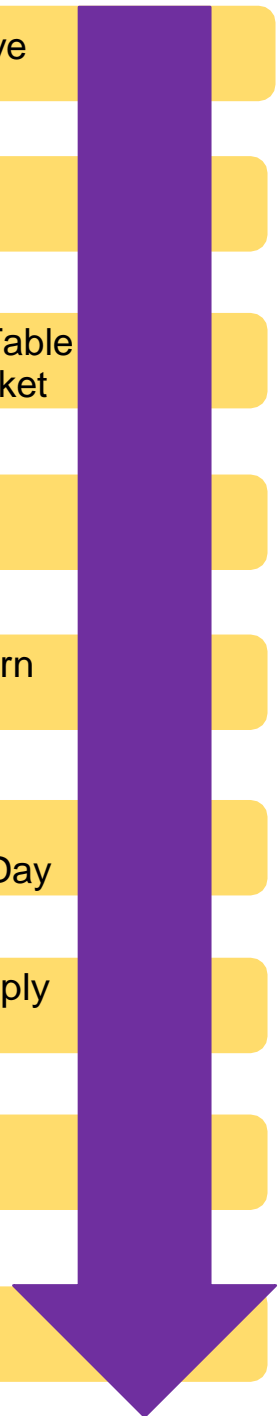
January 2018 | Breakfast and Learn Sessions Begin

May 2018 | Children's Mental Health Awareness Day

August 2018 | Back Pack and Supply Drive

November 2018 | Annual Fall into Wellness

December 2018 | Toys for Tots



Fiscal

To assure that Capitol County Children's Collaborative is financially sound and a good steward of public funds. Finances is the accessibility factor.

Accomplishments

With the intent to communicate the importance of a youth having Medicaid coverage as it eliminates them from a majority of services and ultimately limits our involvement with them:

- Created efficient systems to easily identify, track and process claims that have been denied;
- Consistently billing at 98%
- Created more efficient reports to assist with making smarter and quicker decisions.
- Decreased receivables by applying for 3560's. As a result, have generated an average of \$25K per month
- Flex Funds providers authorization streamlined to ensure processed and paid without on due delay. (We have developed a closed loop system)

Challenges

- Along with the Clinical department, develop a proactive approach to address families without Medicaid within the 1st 30 days of enrollment.
- Communicating more effectively to improve the overall quality of the department.
- Identifying "bad debt" from Medicaid within a timely fashion.

Looking Ahead

- Fiscal control of all financial changes currently associated with organization restructuring.
- Update and expand current reports distributed; ensure the effectiveness and efficiency to the organization.
- Developing functional strategies to address our eligible kids that have no Medicaid.

Clinical

To deliver optimum clinical services to Capitol County Children's Collaborative youth and families/ caregivers. Accessibility factors include: environment and attitudes.

Accomplishments

- Created a ninth(9th) team which not only allowed us expanded capacity to serve youth/families at a lower CM: youth ratio, but we also focused on increasing our pool of Spanish speaking staff.
- All staff were trained and certified in Mental Health First Aid.
- Implemented an ISP training for all Care Management and BHH staff
- Trainings by Clinical Liaison to raise awareness of the impact of trauma on our youth, families and staff.

Challenges

- Identifying resources for youth who are DD-eligible
- Working with system partners to effectively collaborate for best outcomes for our youth.
- Identifying resources for families who do not speak English
- Identifying immigration resources for families

Looking Ahead

- Creating formal on-boarding training for new CMs and BHH staff with the Program Manager focused on documentation and creating consistency across teams.
- Developing Supervisors' handbook as a resource for supervisors and to help with consistency among teams.
- Promote partnerships with local community agencies to continually develop resources for our youth/families to address clinical needs.

Community Resource

To support each child's ability to live in the community of his or her choice. Architecture, communication, transportation and community integration are accessibility factors.

Accomplishments

- Doubled the number of provider agencies which Capitol County Children's Collaborative have an MOU with, allowing for enhanced family choice linkages to the most appropriate services to meet youth and family's needs.
- Revised the Community Resource department's policies and procedures to ensure they accurately match current practices; identified the need for and created several policies and procedures for the Community Resource Department.

Challenges

- Identification and recruitment of bilingual providers, with special emphasis on Spanish-speaking providers to increase availability and meet the needs of youth and families.
- Strengthening of community relations to enhance, and in certain areas, establish agency presence throughout the community.
- Ensuring wide variety of qualified providers linked with youth and families.

Looking Ahead

- Strengthen agency presence and visibility throughout the community to ensure as many people know who Capitol County Children's Collaborative is, what we do, and how to access services. Increased focus on more affluent portions of the county.
- Utilize social media to promote Capitol County Children's Collaborative's events and activities which are open to the public.
- Increase knowledge and usage of Mercer ResourceNet within the county as the tool people should utilize to identify resources within their communities.

Quality

To provide effective, efficient, satisfactory and accessible quality care to Capitol County Children's Collaborative youth and their families/ caregivers.

Accomplishments

For the purpose of (1) easily & efficiently identifying if various deliverables are being met, (2) identifying which service providers are being "over used" or hardly being used, (3) determining the length of time a service provider has been in place working with a family, and (4) paying attention to our demographics: areas of growth so that we can proactively plan to meet the growing need(s) identified:

- Introduced a more efficient database which is visually appealing & easier to understand.
- Moved to a paperless DDRS: streamline Care Manager's (CM) workload.
- Utilization of staff input/involvement via surveys, committees, suggestion box, to assist with various decisions that affects them.
- More education of staff re: QI processes.
- Utilizing cloud-based technology to save & share info ensuring efficiency, accessibility, & improved security.

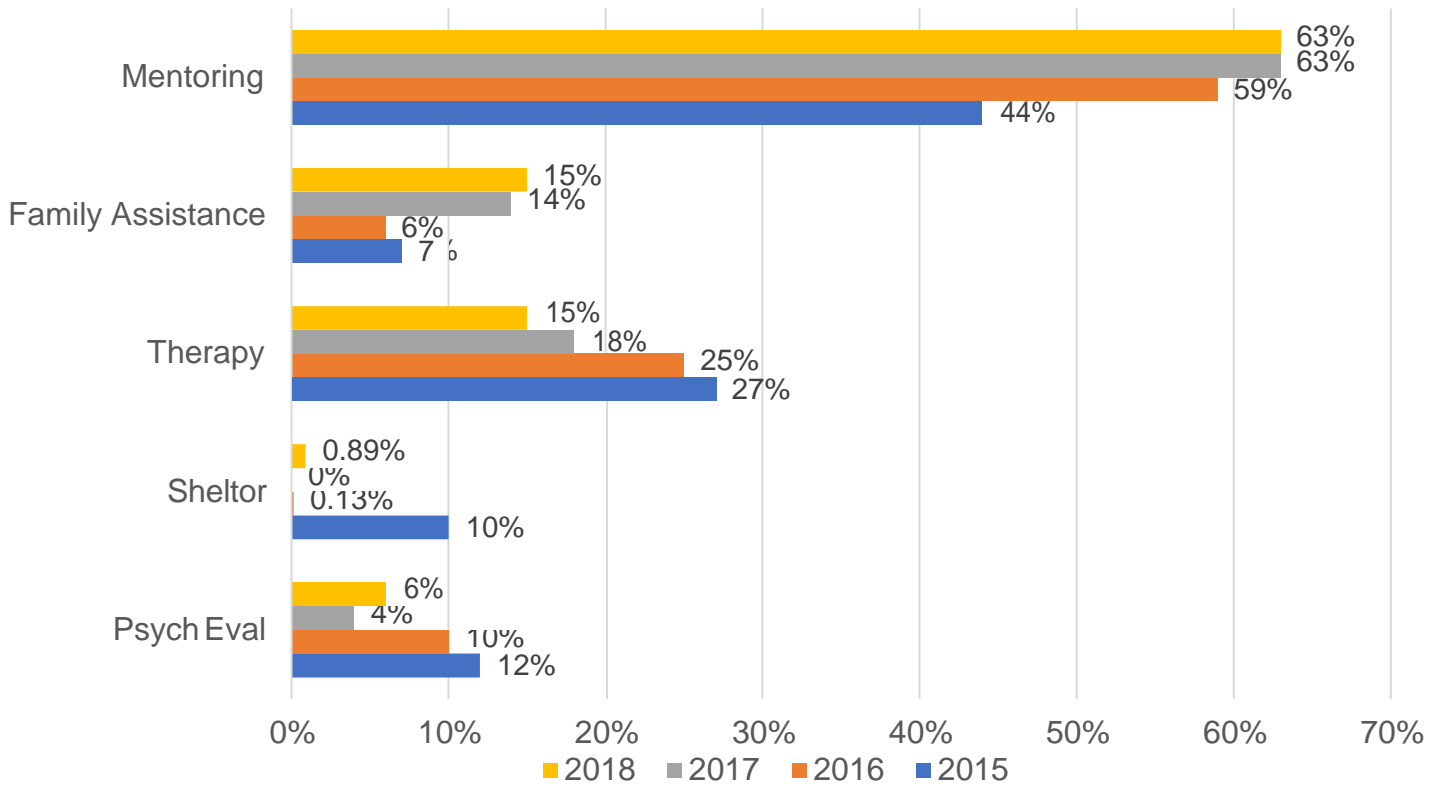
Challenges

- To improve staff "buy-in": resistant to changes/new ideas. To have them realize that all "processes" created through Quality Improvement (QI) department, is done with the intention to make their work easier/more efficient hence us soliciting their input.
- Staff knowing/being aware of how their work affects others: being mindful of the "big picture".
- Striving to have consistency/uniformity across teams.

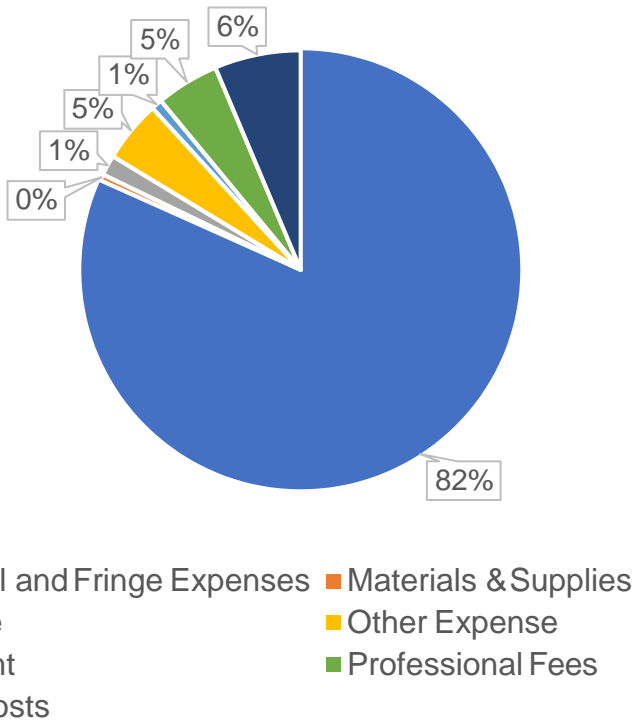
Looking Ahead

- Going Mobile: converting the Initial packet to an electronic version with signature capability. Migrating the Designated Record Set (DRS) from internal network to a cloud-based network allowing off-site accessibility. Developing eligibility criteria, policies, & processes to address off-site work.
- Addressing the disconnect between management and staff: work on improving the "culture" & improving communication on all levels.
- Implementation of a fidelity measurement system to support program improvement and assess the quality of the service we provide ensuring adherence to the Wraparound

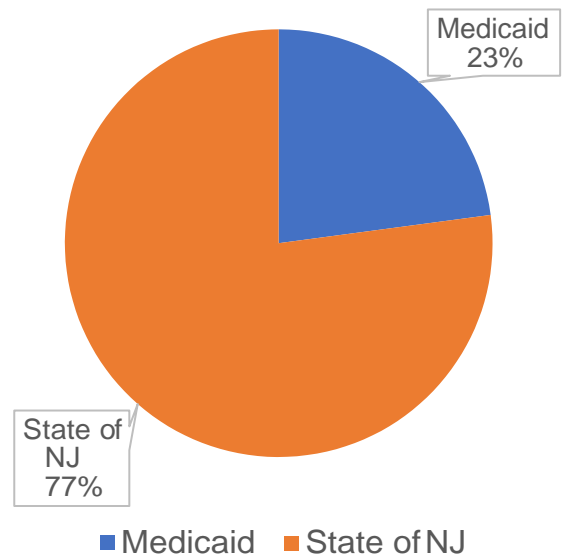
FlexFund Utilization



Expenses



FY 18 Revenue Sources





Success Story

Family Satisfaction

Ame Barchue is the mother of Isatta Knowlden and Ophelia Barchue, both of who are currently opened with the CMO. The family has been with Capitol County Children's Collaborative since 2011. During this time, we have worked with 3 of Ame's 4 children. Ame is a hard-working single mother who is devoted to her children. In early 2000 Ame and her children migrated to the United States to escape the civil war in her home country of Liberia, West Africa. The Liberian civil war began in the late 80's and lasted for almost 2 decades, during which time many children were unable to go to school, Ame being one of them. Ame migrated to the United States unable to read or write but managed to obtain a job as a housekeeper and was able to secure a home for her and her children. She has learned how to creatively navigate her day to day life but has also relied heavily on others to help her read & interpret forms & documents. Due of her illiteracy, unfortunately she has been taken advantage of, has lost out on opportunities for her and her children for services and resource in the community, and has not been able to fully engage in the services that her children have been receiving because of the language barrier compounded by her illiteracy.

Within the last year Ame's assigned care manager, Dorthea Holmes, has been working with her and has helped her enroll in a basic learning literacy program for adults. The program helps adults learn the basic literacy skills (i.e. reading, writing) and eventually will help them obtain a GED once they have completed the program. Since being enrolled in the program Ame's self-esteem has greatly improved. She feels more empowered and confident in who she is as a mother and as a person. This is evident as she has become more attentive and engaged in the services her children are receiving. She has also become more confident attending meetings, signing paperwork, and advocating for services for her children.

CCCC maintains a high level (96%) of family satisfaction: 82.6% of our youth/families participated in March 2017 survey.



Contact Us

Capitol County Children’s Collaborative has provided care management services to 5,825 unduplicated youth. We take pride in continuing to build on 15 years of experience every day.

To our families, employees, Board members and system partners, thanks for helping to make this past year possible. Thanks for the work, the support, the collaboration, and the expertise you bring to Capitol County Children’s Collaborative.

To access Care Management service(s), please visit www.performcaresnj.org or call 1-877-736-9176

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