

JULY 2019

ANNUAL REPORT 2019

*Capitol County Children's
Collaborative*



PREPARED BY:

Quality Improvement Team

APPROVED BY:

Judith Lloyd
Chief Quality and Compliance Officer

WHAT THEY'RE SAYING

David is Awesome...

"David is awesome. The boys really like him and his style is one where he is not aggressive and he really let's my boys think about their answers to his questions and their goals and allows them to make decisions for themselves."

She does one hell of a job! ...

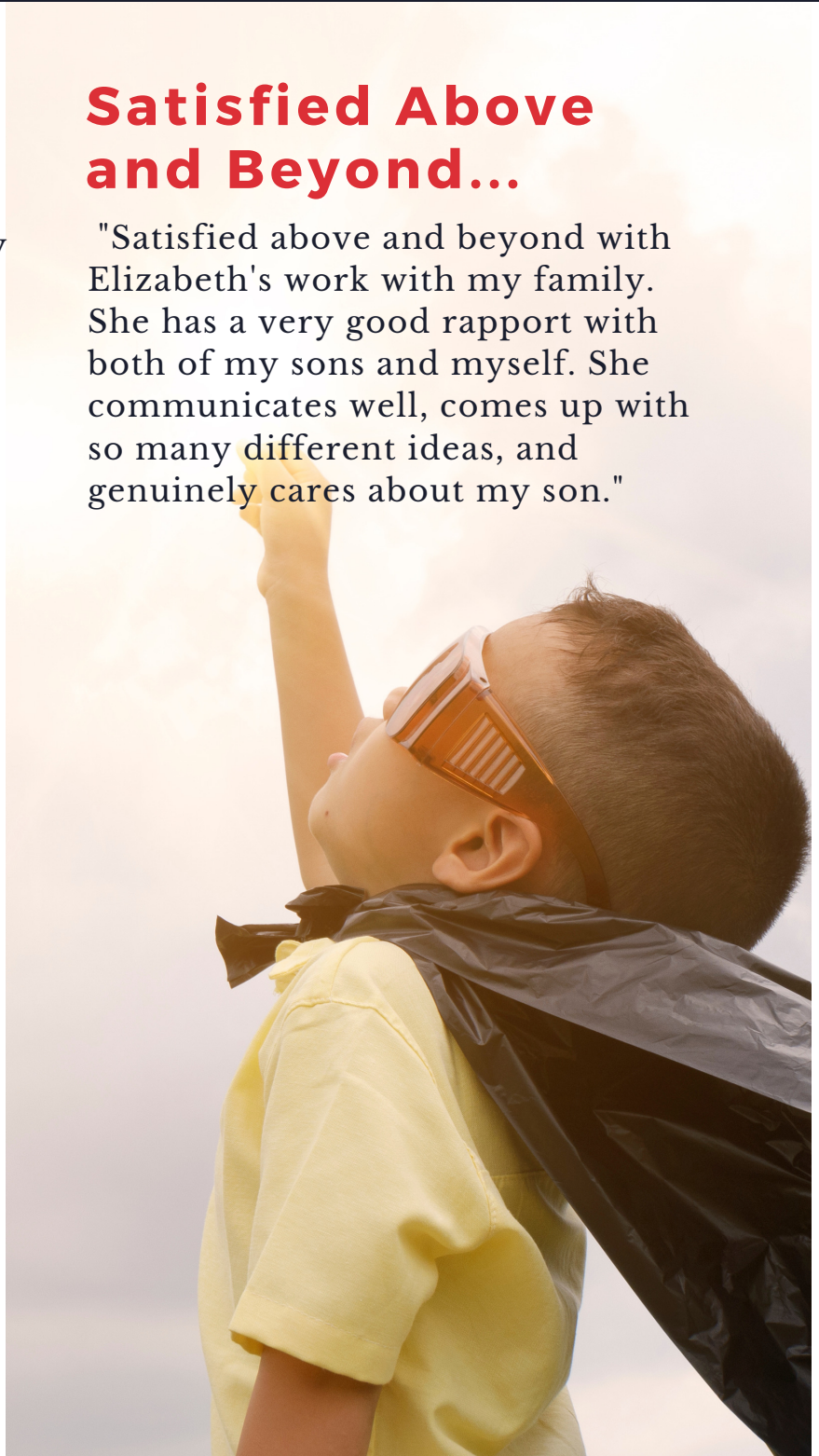
"Koshie has been very patient with my son and he has come to trust her and has opened up more and more. She genuinely cares and she does one hell of a job!"

Never disappoints...

"Fanny is excellent. She never disappoints!!! She has helped me with a lot. I can count on her and really enjoy working with her."

Satisfied Above and Beyond...

"Satisfied above and beyond with Elizabeth's work with my family. She has a very good rapport with both of my sons and myself. She communicates well, comes up with so many different ideas, and genuinely cares about my son."



ABOUT US

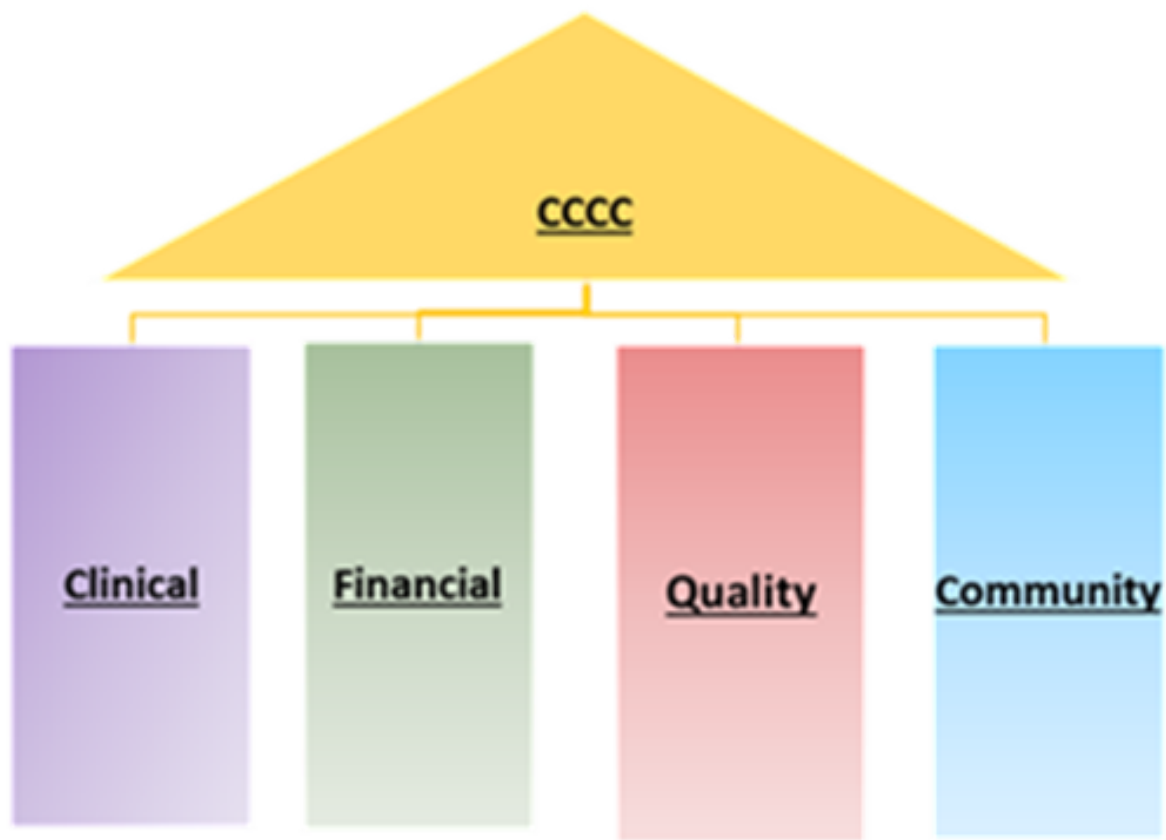
Mission

The Mission of Capitol County Children's Collaborative (CCCC) is to empower youth & families through the provision of comprehensive and person-centered care that promotes the maintenance of healthy and independent family functioning.

Vision

This mission is supported by the belief that children and their families are remarkably resilient and are more than capable of positive growth and development when provided with effective community centered service and support.





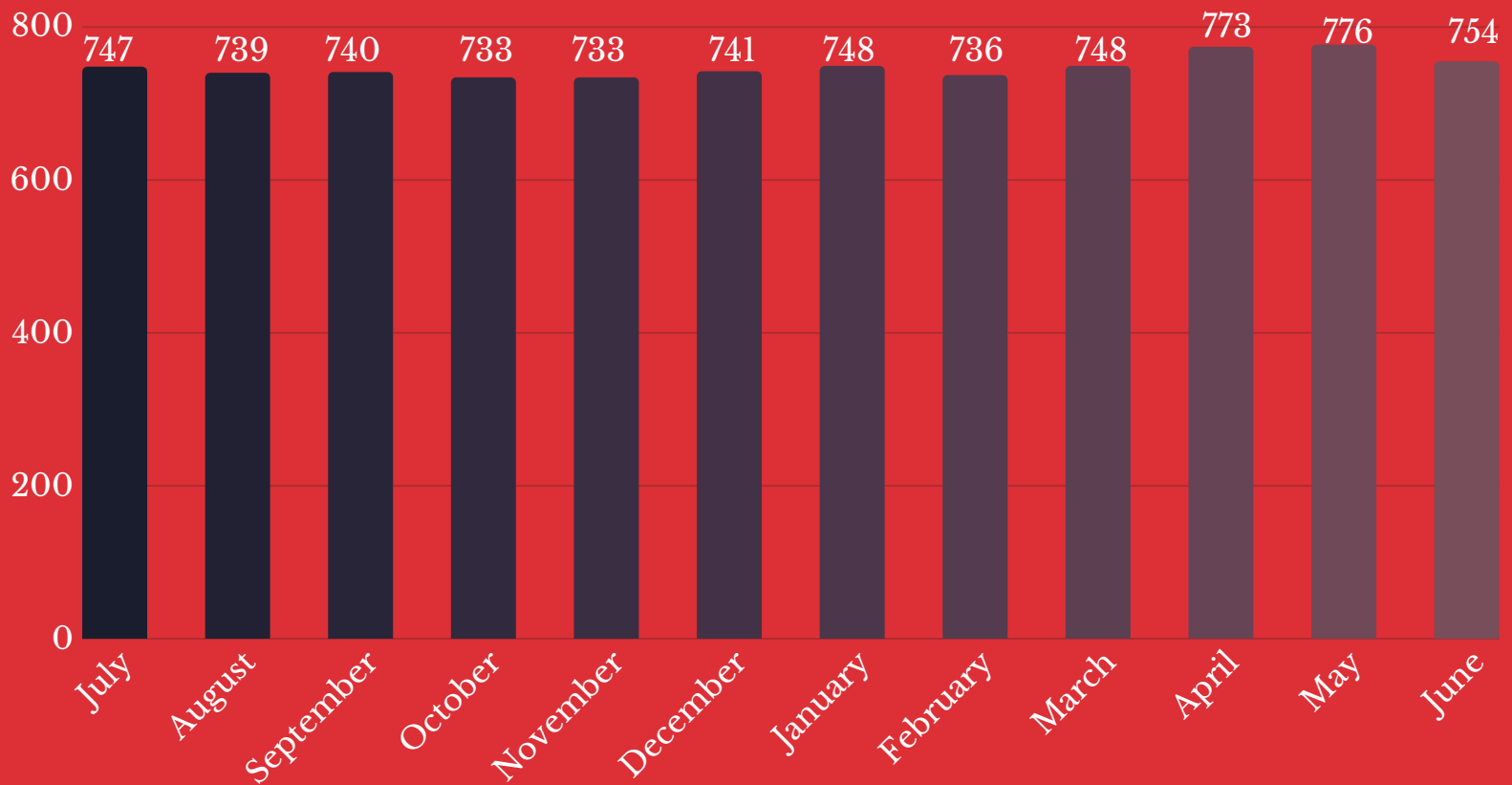
Strategic Plan

Each year we focus on the 4 pillars/ departments that make up Capitol County Childrens Collaborative: Quality, Fiscal, Clinical & Community Resource. We looked at how each pillar made a difference in the lives of the youths and families we worked with.

We understand the importance of each pillar and the superb effort and delivery it takes to create a solid foundation. Each pillar is integral to the other and it is imperative that there be keen focus on the accessibility factors for each.

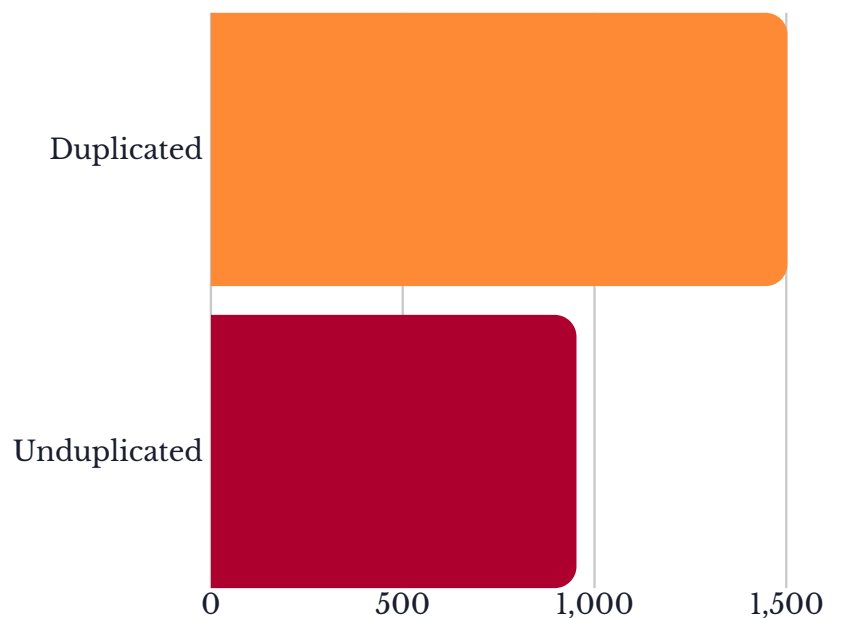
Come take a look at some of the impact and progress we have made, some challenges we've faced, and also see where we would like to be in FY' 20.

TOTAL YOUTH PER MONTH



Total Youth

Our total youth for the FY'19 duplicated (includes youth who have been previously enrolled with us) is 1,254 and our unduplicated (youth that has not been previously enrolled) is 924 youth.



ANNUAL SUMMARY

94%

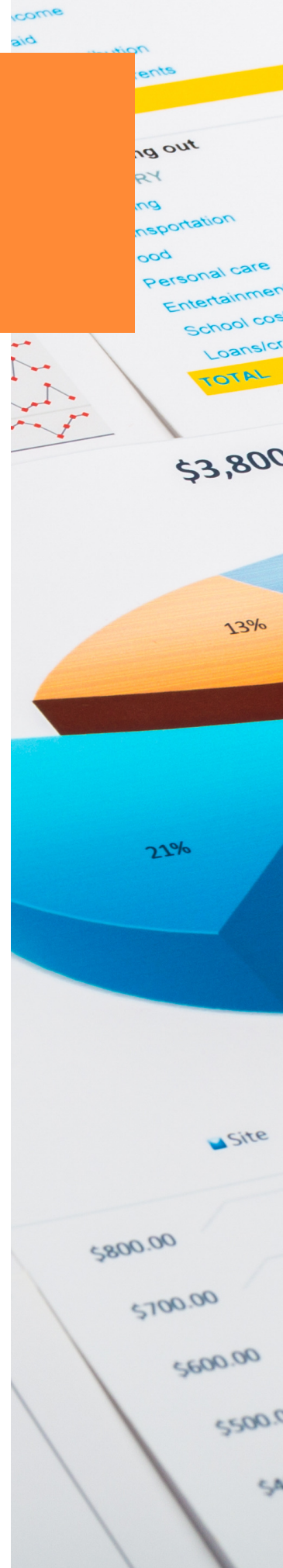
Satisfaction rate for all families and children involved with Capitol County Children's Collaborative.

80%

Percentage of youth that were maintained in their community. CCCC strives for a decrease in the number of youth in Out Of Home (OOH) treatment settings.

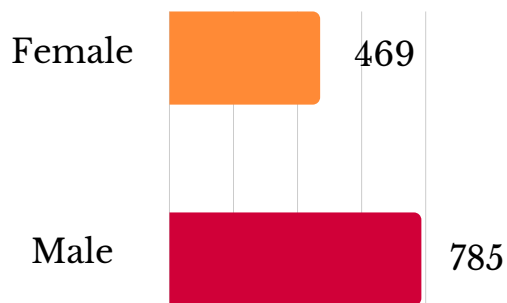
+4%

We have seen an increase of 4% in positive transitions in the fiscal year. We continue to strive for a higher transition rate every year.

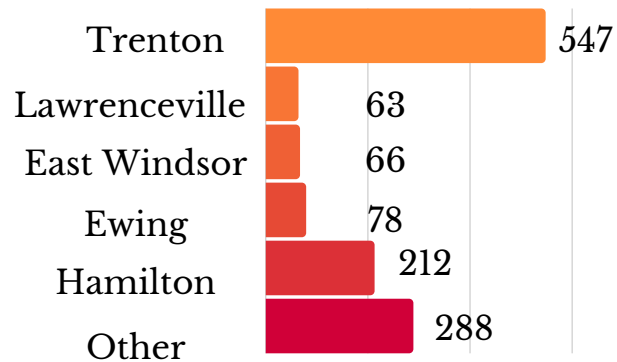


YEAR END-HIGHLIGHTS

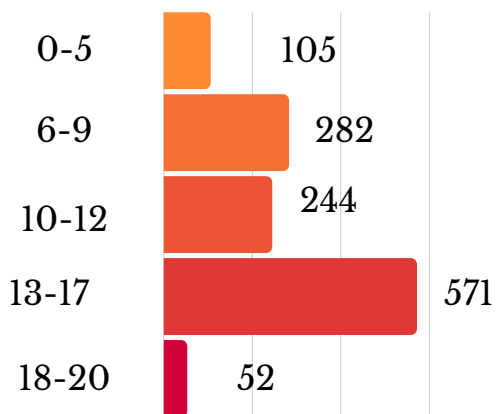
Gender



Distribution of Youth



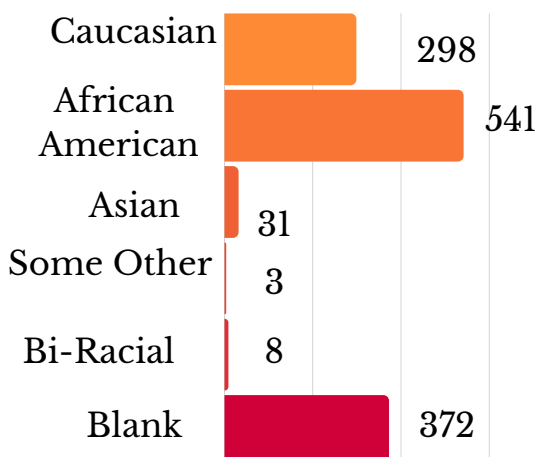
Age



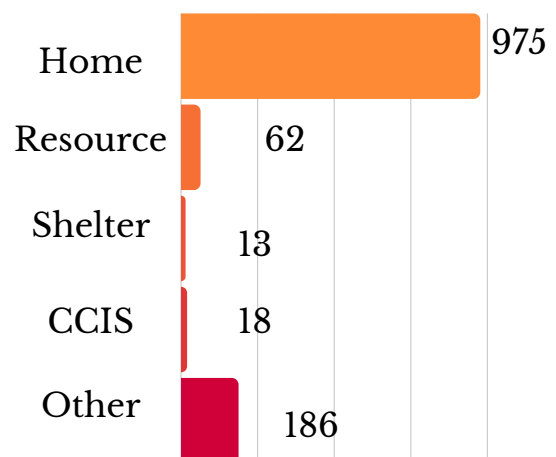
Transition



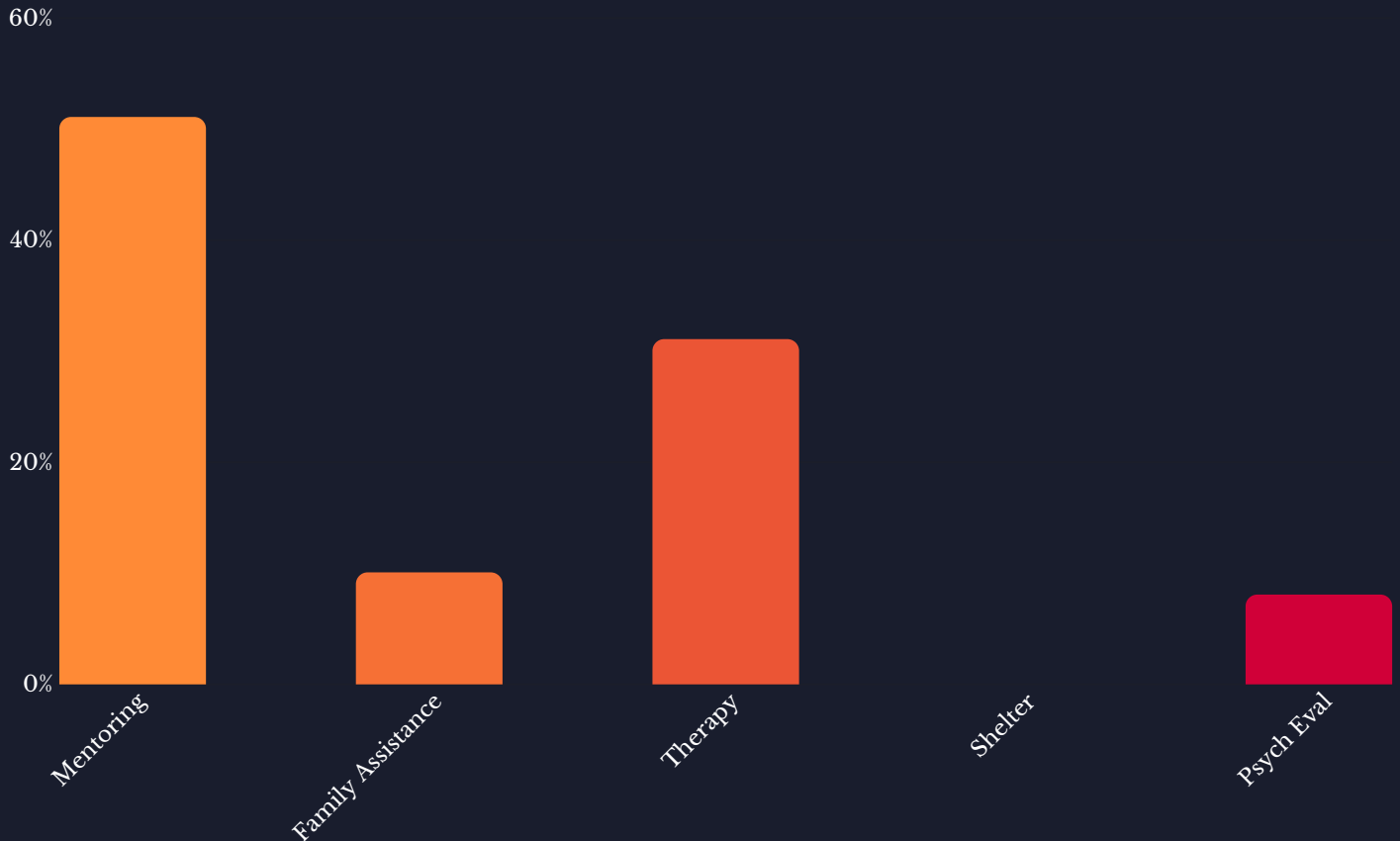
Race



Living Situation



FLEX FUND BREAKDOWN



Expenses

Personnel and Fringe Expenses - 84%

Insurance- 1%

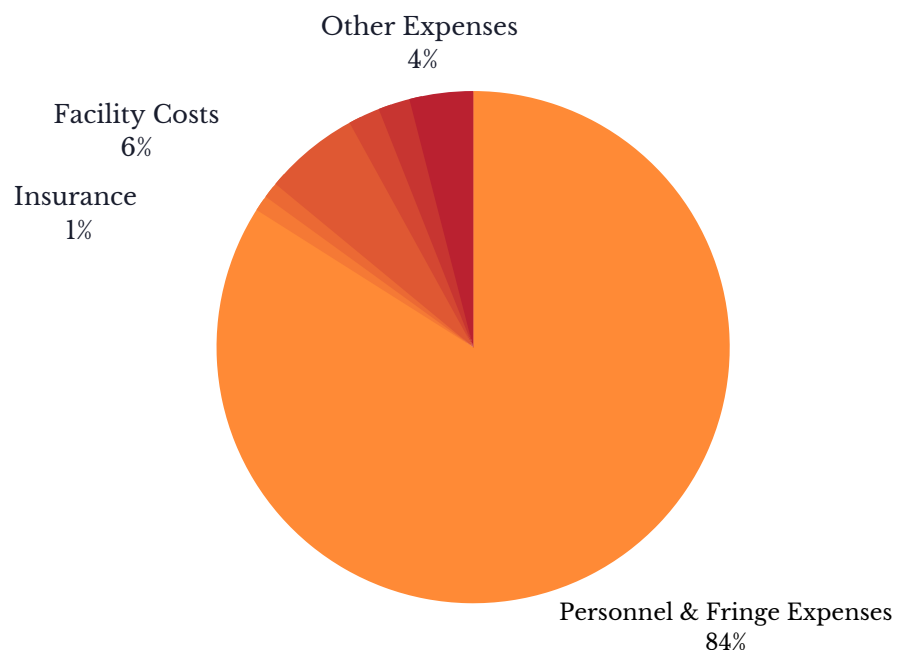
Equipment - 1%

Facility Costs - 6%

Material and Supplies - 2%

Other Expenses - 2%

Professional Fees - 4%



Community Resource

Accomplished

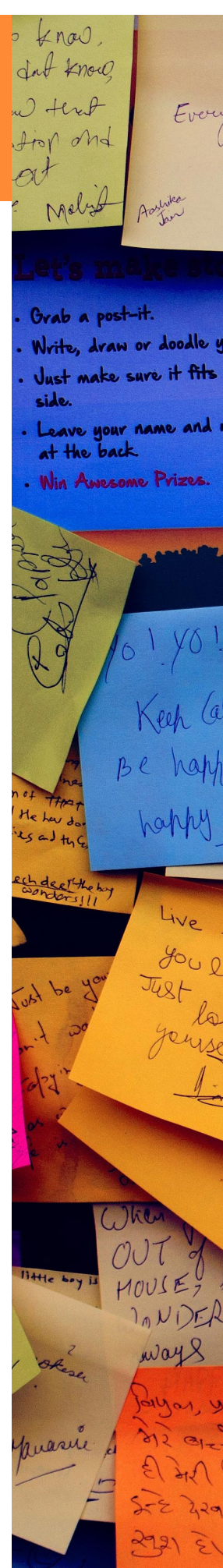
- Obtained donations and recruited sponsors to hold Capitol County Children's Collaborative first major school backpack and supply drive which provided over 125 youth with backpacks and supplies for the school year.
- Established 'Breakfast & Learn' sessions with individual providers in order to allow staff to become more familiar with providers and the services they have to offer; increase knowledge of providers understanding of the needs of youth and families and how they hire staff to meet those needs.

Challenges

- Identification of and recruitment of bilingual providers, with special emphasis on Spanish-speaking providers to increase availability and meet the needs of youth and families.
- Utilization of social media to promote Captiol County Children's Collaborative's events and activities which are open to the public.
- Making sure invoice process for services which Capitol County Children's Collaborative pays for remains efficient and that they are paid on-time while greatly increasing the number of providers utilized.

Looking Ahead

- Increase agency linkages and partnerships with county medical health centers and hospitals in order to increase youth and family access to them and more effectively combine mental health and medical models.
- Revise method in which Care Managers provide feedback regarding their youth and families, as well as their own experiences with provider agencies which will allow Capitol County Children's Collaborative to be more proactive when working with provider agencies.
- Increase knowledge and usage of Mercer ResoruceNet within the county as the tool people should utilize to identify resources within their communities.



Educational Liason

Accomplished

- Set up a CCCC table at the following : 2 Back to School Nights for Trenton Public Schools, Parent Orientation at MLK Elementary School in Trenton, Mercer County Community College's Mental Wellness Fair, Reader's Literacy night at MLK Elementary School and Melvin H Kreps Community Day in East Windsor, CIACC's I/DD & Mental Health Resource Fair and Trenton Public School's Rainbow Drive.
- Created Templates to assist with streamlining the educational piece of OOH Treatment (notification of OOH Plan letter that is sent upon youth being placed on youthlink and the formal request for letter of intent).
- Assisted, Organized and planned the Rainbow Drive with Trenton Public School to help reduce chronic absenteeism and launch the district's Everyday Matters Attendance Campaign.

Challenges

- Obtaining information from schools due to release forms not being completed fully/correctly (no district or school listed).
- Receiving requested information from CM's in a timely fashion.
- Home School District not being included in the treatment planning process.

Looking Ahead

- Begin obtaining attendance records from schools/districts to assist with tracking truancy and assist with identifying barriers that are causing chronic absenteeism with our youth so that we may ensure treatment plans are addressing these barriers.
- Continue to reach out to each School Nurses as well as the Mercer County School Nurses Association to share about CMO services & BHH program.
- Schedule to have a CCCC table set up at different back to school nights and PTA meetings.



Clinical

Accomplished

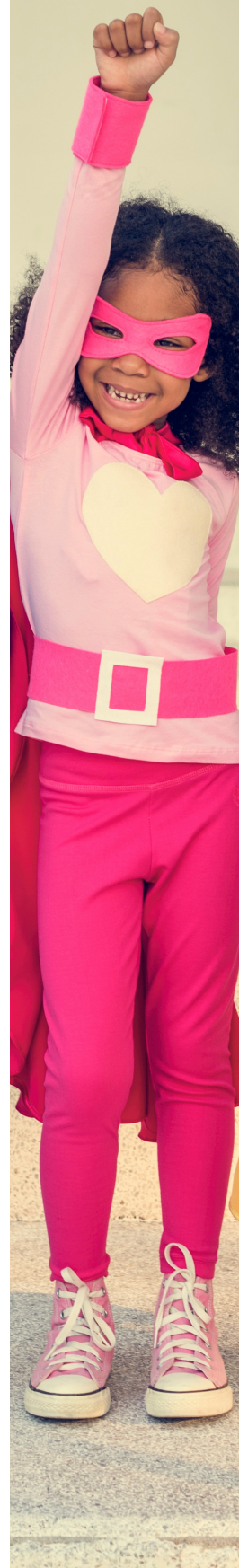
- Staff turnover has stabilized which has allowed us to focus on lowering our CM: Youth ratio, allow for more in-depth training and staff development, and increase the quality of care provided to our youth.
- Developed Frequently Asked Questions to provide easy to access resources for CMs on a range of topics such as working with the courts, Medicaid and on-call. (ongoing project)
- Created Progress Note templates for all CMs and BHH staff to improve quality and consistency of documentation.
- Hired a second Senior Program Manager to allow for more support for Care Manager Supervisors. Both Senior Program Managers have clinical social work licenses which provides much needed clinical knowledge to the care management teams.
- Reinstated our Care Management internship program with three Masters Level interns for the 2018-2019 academic year.

Challenges

- Identifying resources for youth who are DD-eligible.
- Working with system partners to effectively collaborate for best outcomes for our youth.

Looking Ahead

- Fully implementing the TOMs tool to support the use of the wraparound model with our youth and families.
- Create internal debriefing process for youth who attempt suicide.
- Implement Supervisors' Handbook as a resource for supervisors and to help with consistency among teams FY 19.
- Reestablishing Care Management Internship program for Master's Level students.



Fiscal

Accomplished

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

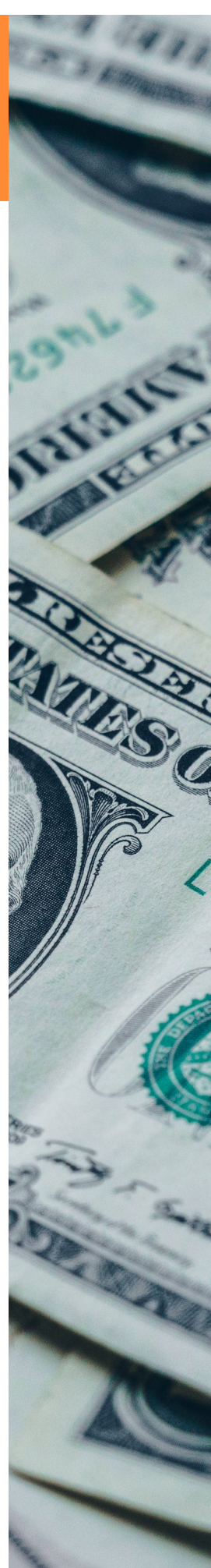
- Collected over \$7 M this fiscal year.
- Consistently billing 98%.
- Created more efficient car scheduler, cars are easily accessible to care managers.
- Upgraded computer hardware to assist care managers in the field.
- Created monthly schedule in finance to improve the timely processing of reports.

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 fiscal department.
- Identifying bilingual resources.
- Hiring PE Coordinator and HR Manager.

Looking Ahead

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



Quality

Accomplished

Quality Improvement's role is to identify, track, and propose resolutions. With that in mind, one of the department's goal was to ensure that CCCC became current with the "times" and the use of technology in applicable areas. In doing so we have accomplished the following:

- CCCC migrated to a paperless system streamlining the workload of Care Managers.
- Ensured that CCCC's internal database; the source of all its data, is as efficient, visually appealing yet as simplified as possible to assist every pillar in CCCC manage and understand various queries they may have.

Challenges


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

Looking Ahead

- Verification of face to face visits & a more timely account regarding quality of care by moving to "text message automation".
- Providing accountability & validity re: signature on the face to face (FTF) & Child Family Team (CFT) meeting forms.
- Improvement of CCCC's data collection source to ensure more efficient way to collect, store and present data.



CONTACT INFORMATION



To date, Capitol County Children's Collaborative has provided care management services to 5,877 unduplicated youths. We take pride in continuing to build on 16 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.performcarenj.org or call 1-877-736-9176.