

# ANNUAL REPORT

CAPITOL  
COUNTY  
CHILDREN'S  
COLLABORATIVE  
2019 - 2020



**Prepared by:**

Quality Improvement Team

**Approved by:**

Judith Lloyd

Chief Quality and Compliance Officer



# ABOUT US

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## Mission

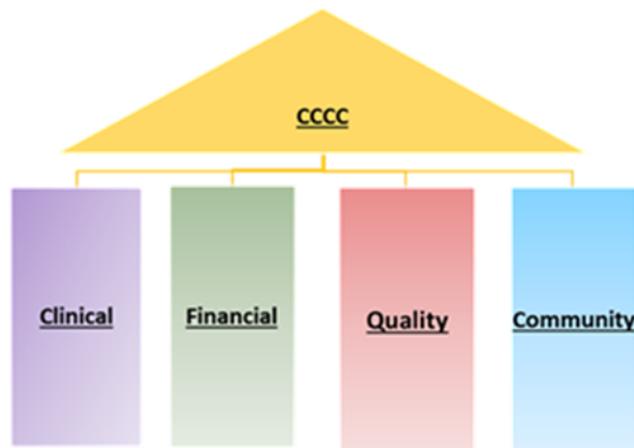
The Mission of Capitol County Children's Collaborative (CCCC) is to empower youth & families through the provision of comprehensive and person-centered care that promotes the maintenance of healthy and independent family functioning.

## 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

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Each year we focus on the 4 pillars/ departments that make up Capitol County Children's 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.



# WHAT THEY'RE SAYING

**"Thank you again**  
for all of your  
resourcefulness ,  
support and direction  
for the past years we  
have worked together.  
We could not have had  
a more competent,  
qualified (and  
personable)case  
manager than yourself. "

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**"We are so grateful**  
for your support and  
assistance throughout  
the years. You have  
worked hard to help  
our family."

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**"Your amazing**  
and we are beyond  
satisfied with your  
service."

# ANNUAL STATISTICS

95%

## SATISFACTION

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

84%

## COMMUNITY

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.

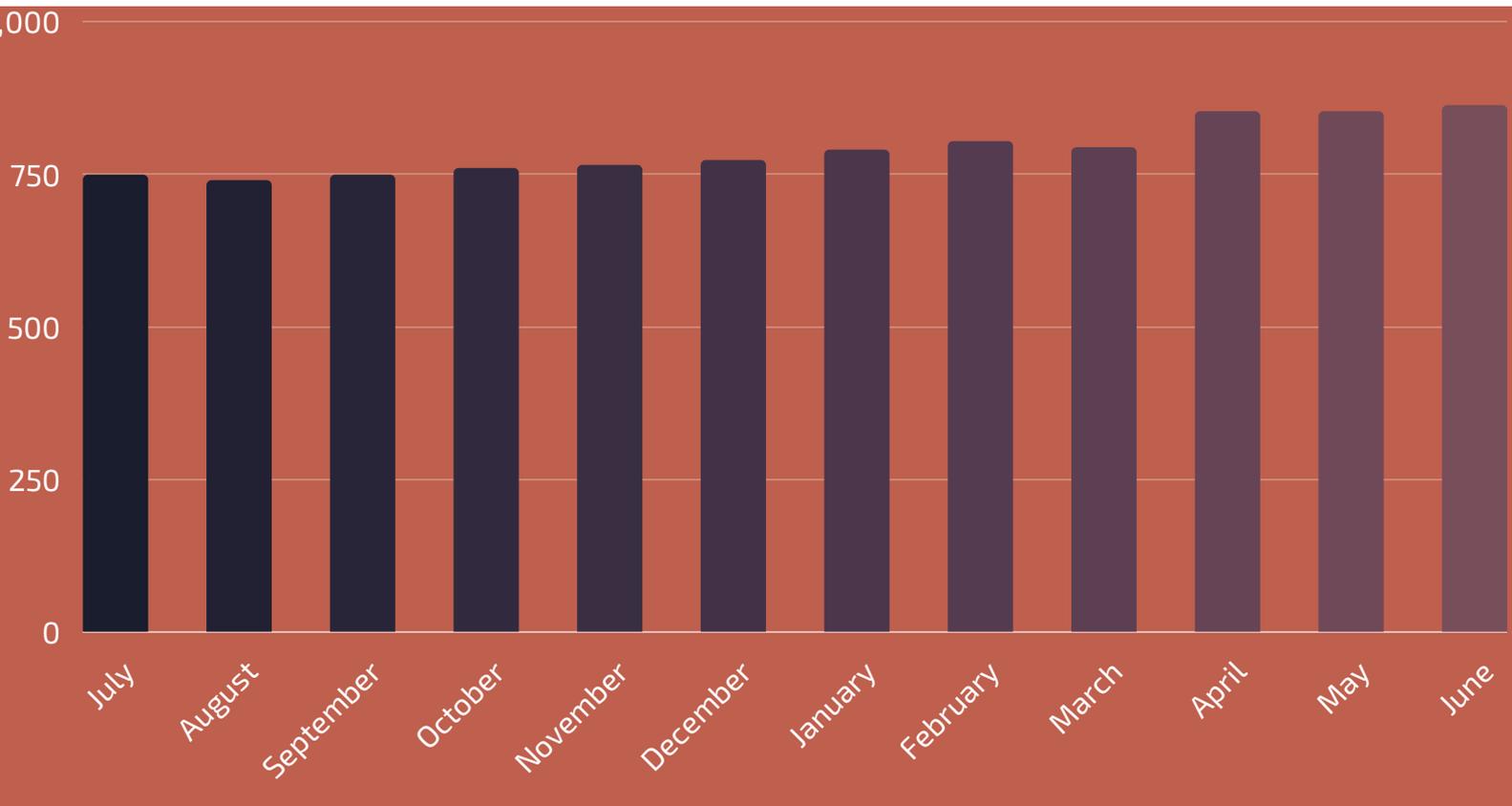
+3%

## YOUTH TOTAL

Percentage of youth served increased by 3 percent this fiscal year.

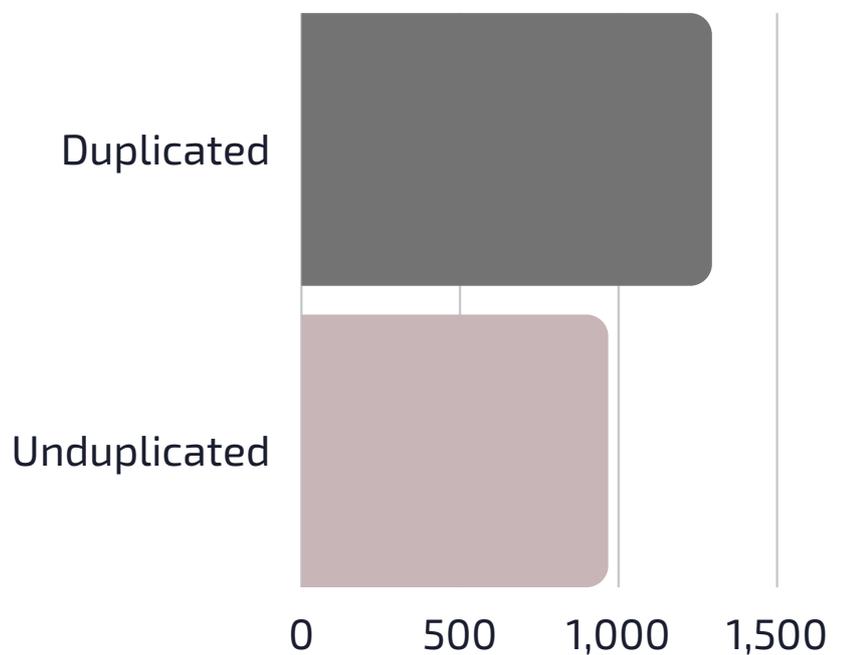


# TOTAL YOUTH PER MONTH



## TOTAL YOUTH

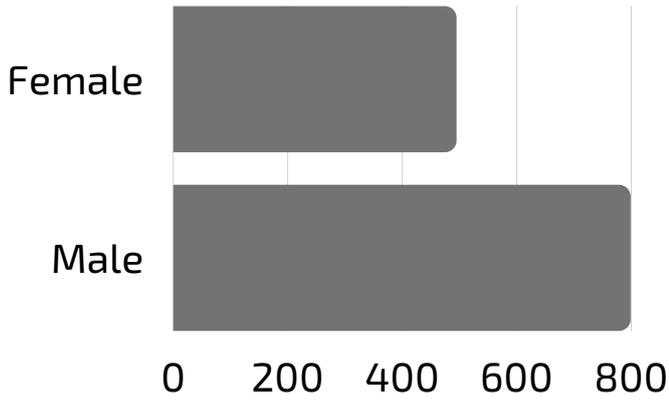
Our total youth for the FY'20 duplicated (includes youth who have been previously enrolled with us) is 1,291 and our unduplicated ( youth that has not been previously enrolled) is 964 youth.



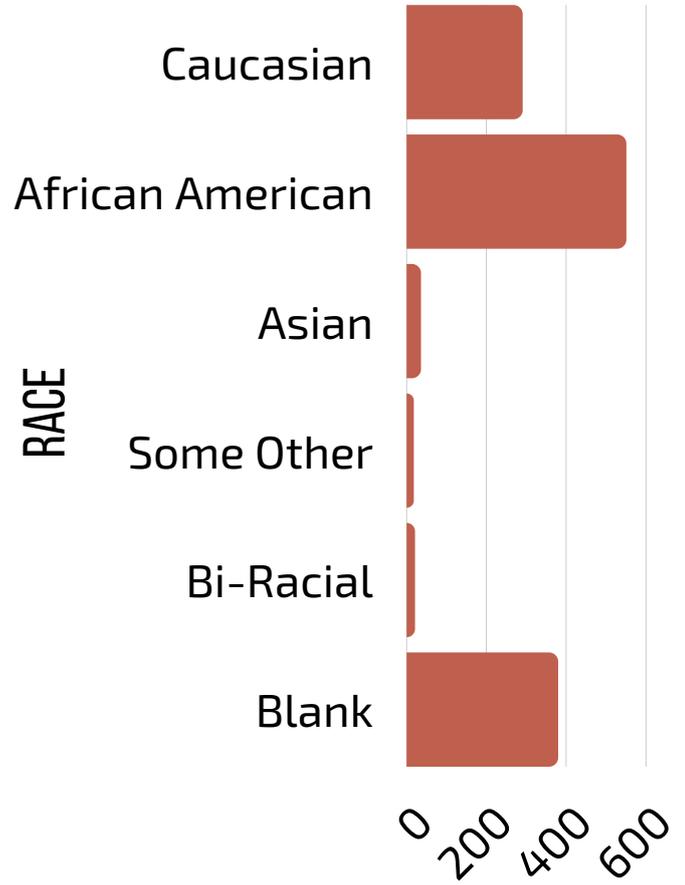
# YEAR END- HIGHLIGHTS



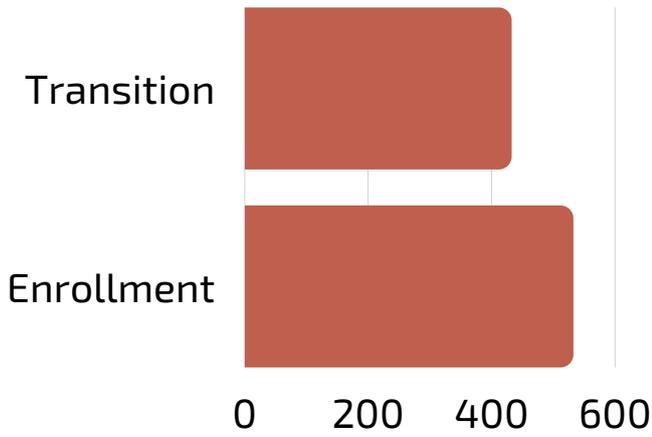
GENDER



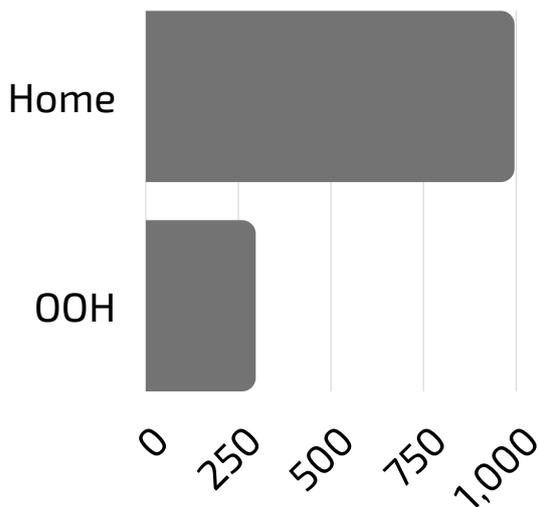
RACE



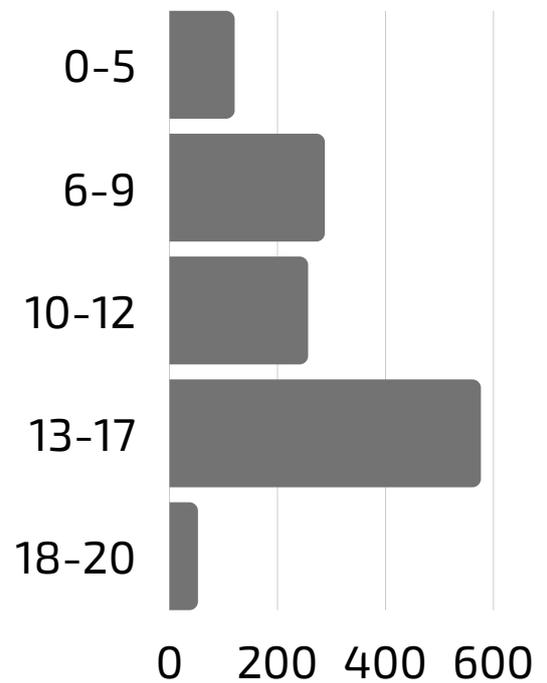
TRANS VS. ENROLL



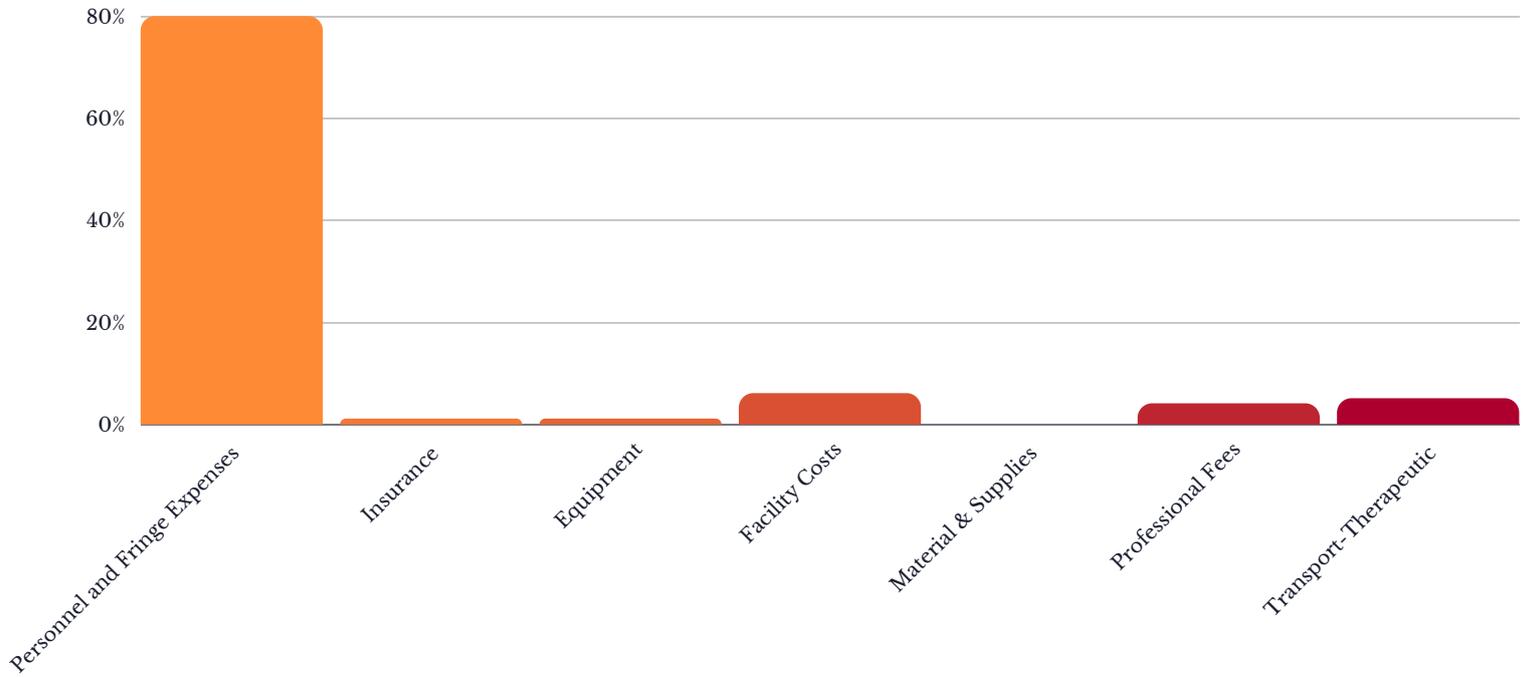
HOME VS. OOH



AGE



# FLEX FUND BREAKDOWN



Personnel and Fringe Expenses - 80%

Insurance- 1%

Equipment - 1%

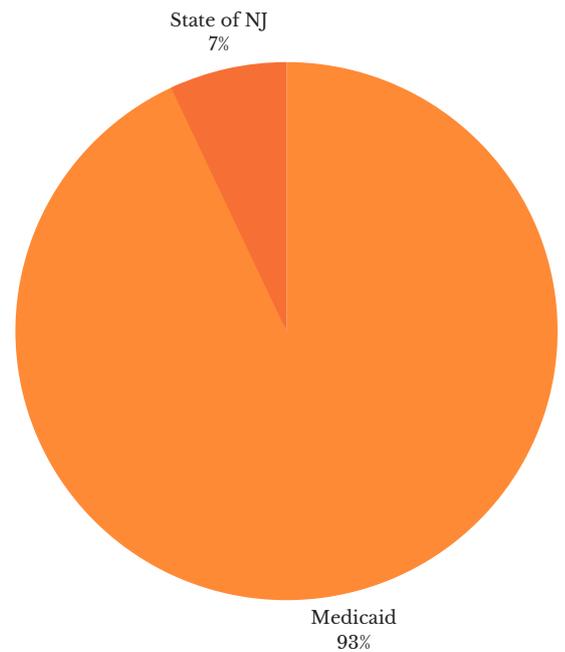
Facility Costs - 6%

Material and Supplies - 0%

Other Expenses - 3%

Professional Fees - 4%

Transport- Therapeutic- 5%



# COMMUNITY RESOURCES

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## ACCOMPLISHMENTS :

- Collaborated with local agencies to host first-ever Capitol County Children's Collaborative Community event in December of 2019. Over 700 pairs of shoes, toys, and clothing given away to Trenton residents.
- CCCC became one of the original agencies to form the Council Against Youth Violence (CAYV), which will develop and execute programming made possible through the partnership with Mercer County and several community-based agencies. As part of the CAYV, CCCC was awarded, as a subgrantee, a 3-year Federal Grant to work with victims of gang violence.

## CHALLENGES:

- Coordinating and monitoring provision of services conducted using Telehealth methods due to COVID pandemic.
- Ensuring staff have access to information and resources to provide to the youth and families CCCC work with during the COVID crisis.
- Number of youth/families providing services to and agencies providing these services have increased; simplifying the method used to track services.

## GOALS:

- Identifying alternative ways CCCC can continue annual tradition of supplying over 100 youth and their families with Thanksgiving Food baskets without the ability to obtain food donations through the normal method at the Fall into Wellness Community Resource Fair.
- Reworking Provider Services spreadsheet so that staff can more easily identify service provider specialties.
- Update MOU documents in order to make it more clear and concise.

# CLINICAL DEPT.

## ACCOMPLISHMENTS:

- Several staff were promoted within the operations team to positions of Senior Care Manager and Care Manager Supervisor this year.
- We adapted quickly to engaging families using tele-health in response to the restrictions of the COVID-19 public health crisis.
- Training of Senior Care Managers to begin TOMs observations and wraparound coaching to deepen our ability to provide quality wraparound care.

## CHALLENGES:

- There have been some families who declined services due to limitations of tele-health and competing demands for their families during these challenging times.
- Finding opportunities for informal supervision and training conversations that happen between supervisors, managers, and staff while everyone is working remotely and not interacting in the less structured ways that typically occur throughout a day in the office.

## GOALS:

- Navigate restarting field visits in a way that maintains the safety and health of our staff and families and honors our commitment to providing in the community support to our youth.
- Supporting families as the pandemic continues and they deal with the impacts of schooling and access to services, particularly in-home therapeutic and supportive services.

# EDUCATIONAL LIAISON

## ACCOMPLISHMENTS:

- Created a Stigma Free Platform for CCCC to help with breaking the stigma of mental health and additionally to discuss how stigma against race, religion, sexual orientation, etc. impacts mental health and how we can fight against these stigmas.
- Assisted, organized and implemented the Rainbow Drive with Trenton Public Schools to help reduce chronic absenteeism and help further the district's Everyday Matters Attendance Campaign (CCCC was a major sponsor of the event).
- Completed CCCC's Annual Backpack Drive 2019 (received and gave out 227 filled backpacks)

## CHALLENGES:

- Release forms not being completed correctly/not including school & district information creates difficulty with communicating with schools and districts on behalf of youth and families.
- Obtaining updated educational information from CMs in a timely fashion.

# QUALITY IMPROVEMENT

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## ACCOMPLISHMENTS

- QI has quickly & efficiently adapted to remote work; ensuring that systems are in place to effectively monitor CMs' work on a daily basis to not just ensure who is doing what but also how well she/she is doing it.
- 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.
- Creating individual links for surveys to better track compliance.

## CHALLENGES:

- 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 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".

## GOALS:

- Incorporate more training for Power BI as well as surveys and other tracking files.
- Continuing to create seamless data collection sources to ensure efficiency.

# FISCAL DEPARTMENT

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## ACCOMPLISHMENTS

- The fiscal department was able to collect 99% of our net receivables. In the past, we were collecting approximately 98% of our net receivables. The increase stems from persistent billing and great communication from the PE Coordinator.
- Another accomplishment was the hiring of the Fiscal Administrator who brings a lot of knowledge, experience, and positive energy to the fiscal department. Adding this position to the team was really an asset because we were able to improve our payment system.
- The introduction of our electronic payment system allowed for paying bills more effectively and efficiently during our remote status.

## CHALLENGES:

- Lack of effective and complete communication from care managers to ensure that the billing system remained effective and responsive to their requests and requirements in a timely manner.
- Consistently improving our processes –to improve the quality of our work and make sure it's efficient whether remote or in the office.

## GOALS:

- To continue billing at an exceptional rate of 99% while trying to improve on the 1%.
- Having the fiscal department function at a high level to ensure our accounting process and procedures are efficient whether remote or in office.
- Improve communication to ensure we work smarter and not harder.
- Having a totally virtual accounting department is what the overall goal for FY 2021.

# CONTACT INFORMATION

This year, Capitol County Children's Collaborative has provided care management services to 1,291 unduplicated youths. We take pride in continuing to build on 17 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](http://www.performcarenj.org) or call 1-877-736-9176.

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