

Annual Report 2017

Supporting Family Health and Well-Being in Bergen County Communities



Bergen's
PROMISE
Healthy Families, Safe at Home

New Jersey Children's System of Care

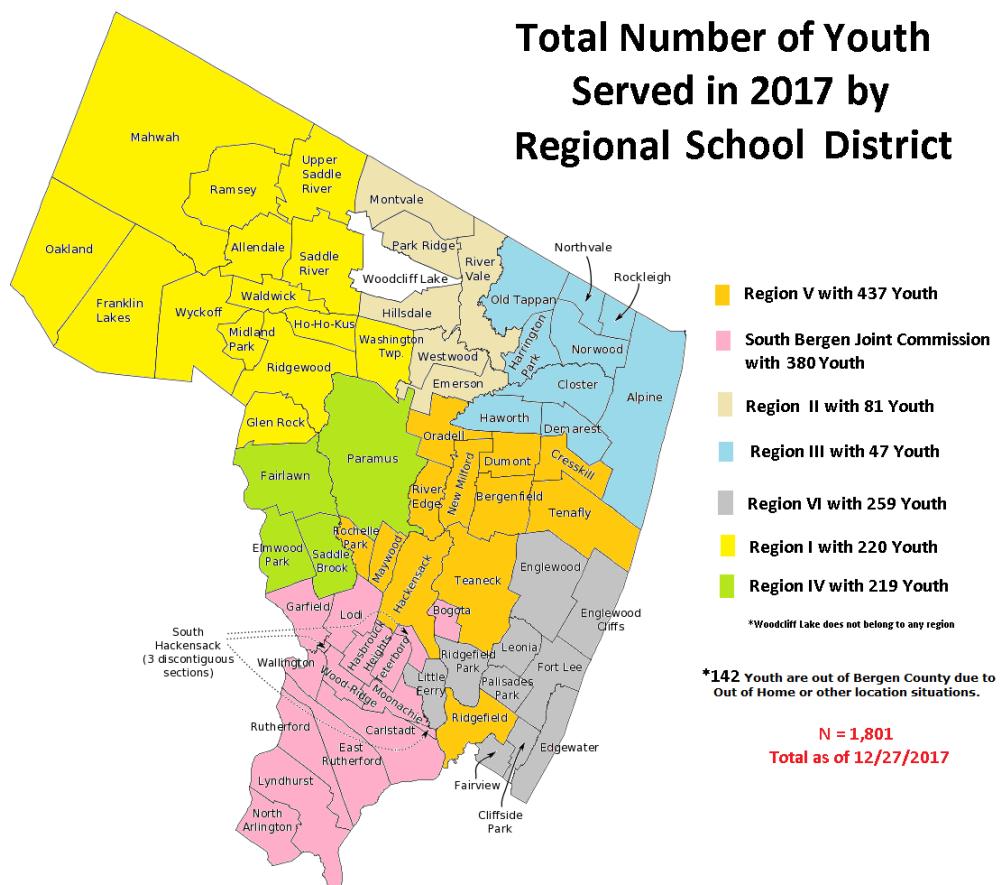
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Bergen's Promise Healthy Families, Safe at Home

Who We Are and Who We Serve...

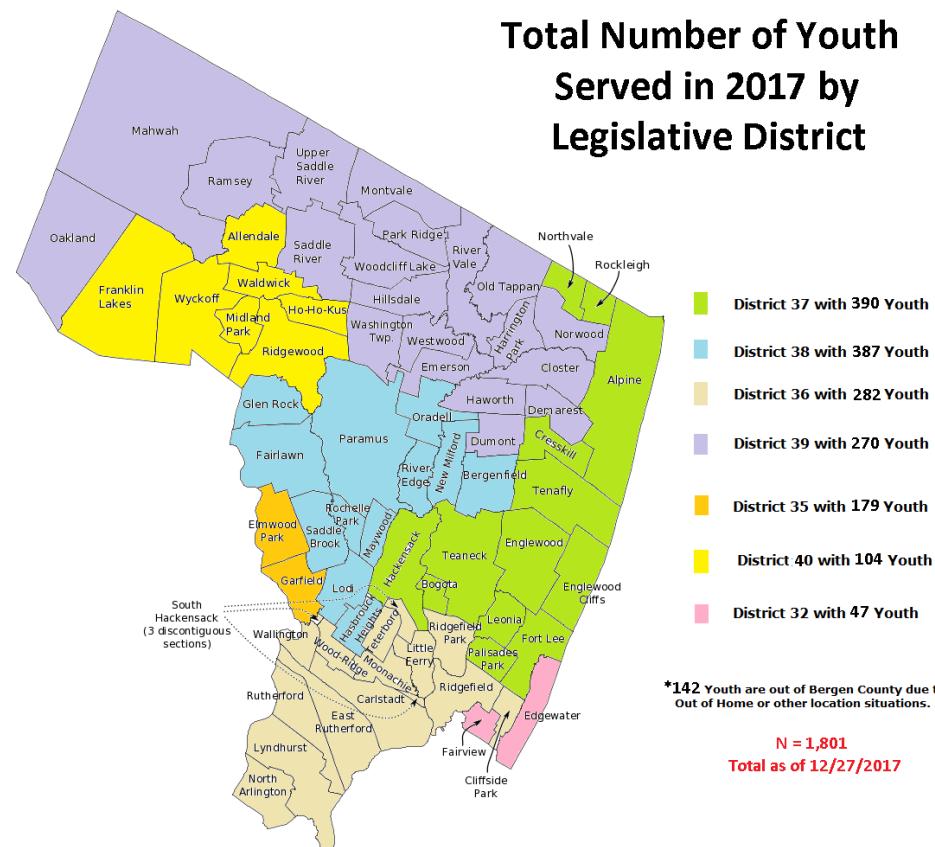
- ◊ A 501(3)(c) private non-profit, the designated Care Management Organization (CMO) for Bergen County as part of the New Jersey Children's System of Care (CSOC). We provide comprehensive, individualized Wraparound service planning through a team process.
- ◊ The agency serves youth ages 5 to 21 with behavioral, emotional, and mental health challenges, substance use issues and developmental disabilities. Since 2002, we have served over 6,000 youth and their families. In 2017, the total number of youth served in 2017 was 1,801. Ninety-two percent of youth served in 2017 were living at home.



Opportunities Exist for Referral of Underserved Bergen County Youth to the New Jersey Children's System of Care	Bergen County Youth*	981 youth enrolled with Bergen's Promise***
Youth enrolled in Special Education	23,456**	633 (65%) classified youth 255 (26 %) with developmental/intellectual disabilities
Enrolled with Child Protection and Permanency	2,600	218 (22 %)
Substance Using Youth	4,887	48 (5%)
Juvenile Justice Involved Youth	700-1,300	78 (8 %)

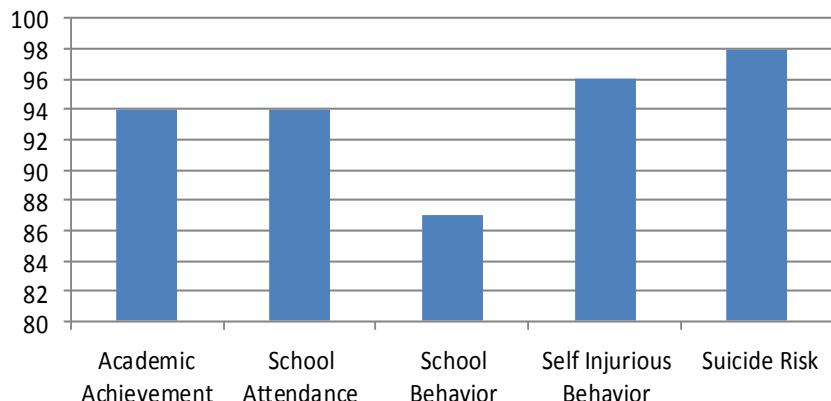
*source: Quality Assurance Department State of the Agency August 2016, p 3, unless otherwise noted.
 **2016 District Classification Rates. Bergen County Ages 3-21. NJ Department of Education, Office of Special Education Programs
 ***source: YSC-CIACC report 12/27/16 and 1/13/17 data run (Goliath, Bergen's Promise Database calendar year 2017)

Who We Are and Who We Serve...



Benchmarking Outcomes

Percent of Enrolled Youth Ages 5-17 that have either Improved or Remained Stable in the Identified Areas



Data Source: The National Evaluation of the Children's Mental Health Initiative. Data in this report are drawn from federally funded SOC grantees funded between 2009-2016.

According to the recently released National Evaluation data of the Children's Mental Health Initiative (CMHI) of the Substance Abuse and Mental Health Services Administration (SAMHSA), 82 percent of children, youth and young adults in systems of care have experienced at least one traumatic event before entering services. Many of those with a trauma history have had suicidal thoughts or a suicide attempt. The report stated that children who experience trauma and

receive treatment through systems of care show significant improvements in their behavioral and emotional health, improved school functioning.

Although data specific to youth with trauma experience could not be extracted, for specific analysis, children in Bergen County's Children's System of Care showed significant improvements in school functioning and reduced rates of suicidal thoughts.

Outcomes

Examples with each area:

Risk Behaviors:

self injurious behavior, suicide risk, flight risk, firesetting, problematic sexual behavior, etc.

Life Domain Functioning:

bullied by others, eating, sleep, sexual health, cultural stress; attachment, medical, etc.

Behavior/Emotional Needs:

anger control, psychosis, impulsivity and attention oppositional behavior, etc.

Medical Needs:

access to health care; family management of medical condition, impairment in functioning, pain, etc.

Trauma:

traumatic grief, witness to school/community violence, natural/man-made disasters, medical trauma, etc.

Substance Use:

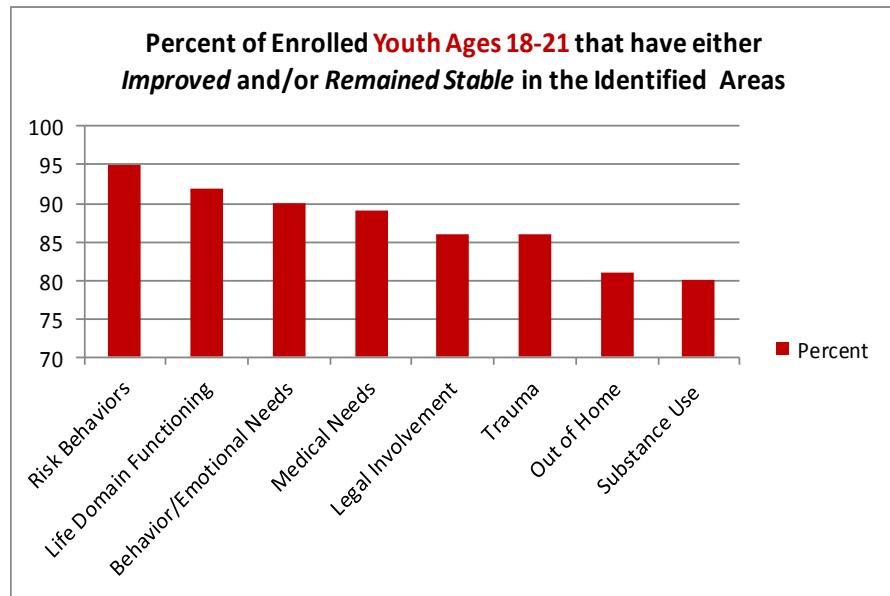
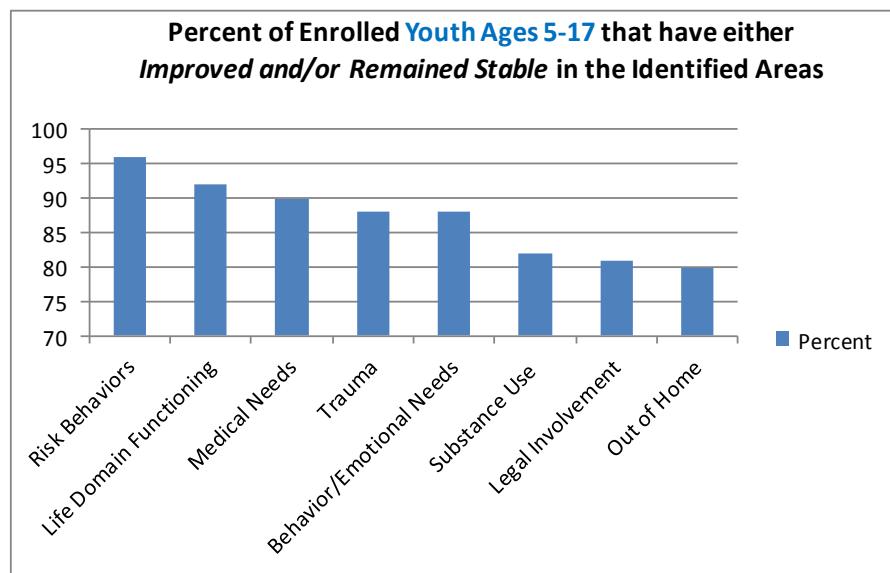
acute intoxication/withdrawal, frequency/duration of use, risk behavior, peer influences, etc.

Legal Involvement:

environmental influences, parental criminal behavior, community safety, etc.

Out of Home:

community or site behavior; caregiver and youth interaction, caregiver participation, etc.



Data Source:

CMO Strength and Needs Assessment Outcome Report for youth 5-17 that were active with CMO between 1/1/2017 and 12/31/2017, for any length of stay. New Jersey Children's System of Care.

CMO Strength and Needs Assessment Outcome Report for youth 18-21 that were active with CMO between 1/1/2017 and 12/31/2017, for any length of stay. New Jersey Children's System of Care.

Critical Domain—Education

Christa Ten Cate, Director of Care Management, who has been with the Agency over 11 years, is the liaison for our partners in Education. She is involved in many committees with local system partners such as the Education Committee of the Children's Interagency Coordinating Council (CIACC), the Bergen County Special School District's District Advisory Committee, and the Bergen County Special Education Director's Roundtable. This involvement has facilitated communication regarding youth as well as broader, more systemic issues at the local level.



Our colleagues in the Bergen County School Districts are invaluable members of the Child Family Team (CFT). An agency-based School Collaboration Team was formed to facilitate communication enhancement and relationship building with the Special Education Directors, Child Study Team (CST) members and other school staff (teachers, student assistance and guidance counselors). This team also ensures that intra-agency training and communication is effective such that school partners are contacted monthly regarding progress of youth shared.

A special pilot project was started this year with the Dumont School District's Child Study Team to ensure that all shared youth are routinely reviewed with all CST and CFT team members. Bergen's Promise would like to expand this pilot in 2018 to more districts within Special Education Region V, with a 5-year goal of having quarterly collaboration meetings with every Child Study Team in Bergen County.

This enhanced collaboration between the local Educational system and the Children's System of Care will result in more appropriate and timely interventions for youth. It will also ensure that all available resources in the school and community are utilized before any out of home treatment options are considered. Bergen's Promise will be tracking outcomes in terms of decreased out of home treatment for youth with active school involvement in the Child and Family Team. Strong collaborative partnerships have the potential of saving our local school districts the significant costs associated with out of home treatment.



Critical Domain—Substance Use Disorders

Crystal Wytenus, Director of Care Management and a Licensed Clinical Alcohol and Drug Counselor, is the liaison building stronger partnerships with substance treatment partners.

There were only 48 youth with substance use referred to Bergen's Promise in 2017 and of these, only 5 percent had a substance use diagnosis. An effort this year was made to improve partnerships with treatment providers. This helped to develop dually beneficial relationships by increasing staff's knowledge of each other's services and increasing Bergen County families' awareness of the benefit of care management support for youth with substance use disorders. The benefits of Bergen's Promise Wraparound model of care for youth in recovery were highlighted in an article that was published in Behavioral Health News Fall (2) 2017. [Click here](#) and go to page 26 to read "*Wraparound and Wellness: A Catalyst for Recovery*" to learn how the wraparound model of care supports prevention; compliments treatment; and promotes sustained recovery.

Crystal has taken a leadership role in county Committees, including Professional Advisory Committee on Alcohol and Drug Abuse (PACADA) and the Mental Health and Substance Abuse Task Force of the Community Health Improvement Partnership (CHIP) of Bergen County. This enabled her to network and partner with other Agencies to increase substance use awareness/decrease stigma related to substance use disorder prevalence the County.

This year, multiple training modules have been developed and implemented for Bergen's Promise Care Managers to further develop their ability to identify warning signs of substance use issues in youth. These trainings have been so successful that she has received approval from the New Jersey Social Work board to offer these trainings to other professionals for continuing education credits. In 2018, through a grant funded partnership with Rutgers, Bergen's Promise will be sponsoring coursework for interested staff to obtain certification as an Alcohol and Drug Counselor.

As mentioned above, there continues to be an issue of under-identification of youth that are using substances in the County. Through enhanced collaboration with community partners and education of professionals, we hope more youth will get the benefit from early intervention services for potential substance use issues and/or coordinate further evaluation/treatment as appropriate.

Critical Domains—Integrated Healthcare

Jan Schlaier is an advanced Nurse Practitioner who serves as our Director of Health Services for the Pediatric Behavioral Health Home (BHH) and liaison for integrated health. She presented on the BHH as part of a panel of professionals at the annual conference of the New Jersey Association of Mental Health & Addiction Agencies.



One issue of integrated health focus in 2017 was a Health Literacy research study conducted with our BHH involved families. In addition to promoting the data collection the research study, we also incorporated food insecurity awareness among the community at large and health professionals in schools and the pediatric community.

Significant results were found in the BHH dataset for health literacy. The results suggested there is significant need for resource allocation to help youth and families develop improved health literacy. The results were accepted at three professional poster presentations throughout the year:

- Performance Improvement Fair of the NJ Department of Children and Families
- Improving Health & Mental Health Literacy in Diverse Communities: Why Partnerships Matter. This poster was also presented at the NJ Statewide Network for Cultural Competence.
- Health Literacy Poster Presentation at the annual meeting of the NJ Society of Public Health Educators

[Click here](#) to view the poster titled *Championing Health Literacy in Integrated Care...Addressing the challenge through needs assessment and outcomes management*. In 2018 we'd like to expand this health literacy initiative to all Bergen's Promise involved youth and statewide.

BHH Youth Outcomes as of end of 2017

Objective	Percent of Youth Achieving
Improved eating behaviors	88.4%
Increased physical activity	66.7%
Reduction in body mass index	39.0%
Improved/Stable school attendance	54.3%*
Improved asthma management	80.0%
Improved self-esteem	62.5%
Reduction in high blood pressure	100.0%
Improved sleep	50.0%
Improved health literacy	77.8%
Improved health-related quality of life- Youth report	69.7%
Improved health-related quality of life- Parent report	70.4%

Critical Domains—Developmental Disabilities

This year has been a preparatory phase for the development of a specialized agency committee of care managers supporting individuals with developmental and intellectual disabilities (DD/ID). Throughout the year, multiple staff have completed the Certificate Program in Developmental Disabilities. This program is a joint effort between The Boggs Center on Developmental Disabilities at Rutgers Robert Wood Johnson Medical School, and the Rutgers School of Social Work, Office of Continuing Education. It is intended to enhance the skills and knowledge of professionals working with people with disabilities in a variety of settings. A new training was added to our New Hire Orientation program to review all DD/ID services and resources available to families through the Children's System of Care and other local partners. We also created an internal DD/ID forum that meets monthly to strategize resource development for individual Child Family Teams. In 2018, we look to identify leadership to further develop this service domain.

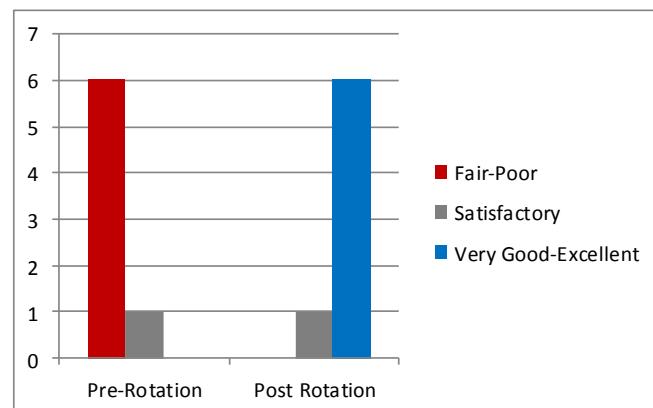
Collaborative Partnerships—Community Pediatrics and Child Advocacy Rotation



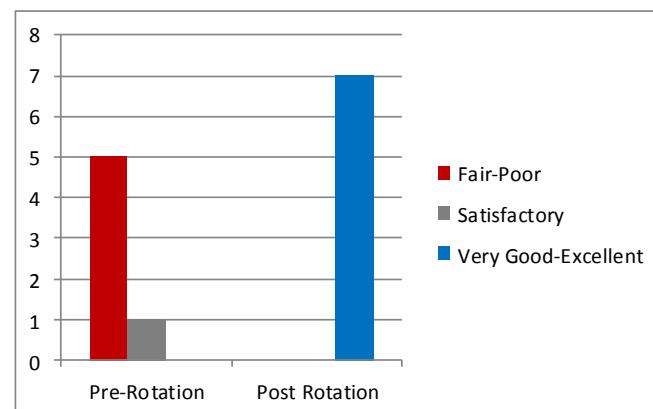
According to the Accreditation Council for Graduate Medical Education's (ACGME) program requirements for graduate medical education in pediatrics, residents must spend a minimum of 5 educational units of ambulatory experiences which include Community Pediatrics and Child Advocacy.

The pediatric residents at St. Joseph's Hospital and Medical Center meet this requirement through a rotation with Bergen's Promise during their second year of training. In the 2017 calendar year, seven, pediatric residents shadowed the Care Managers to learn about the Wraparound in-home and in-community supports provided to families through the New Jersey System of Care.

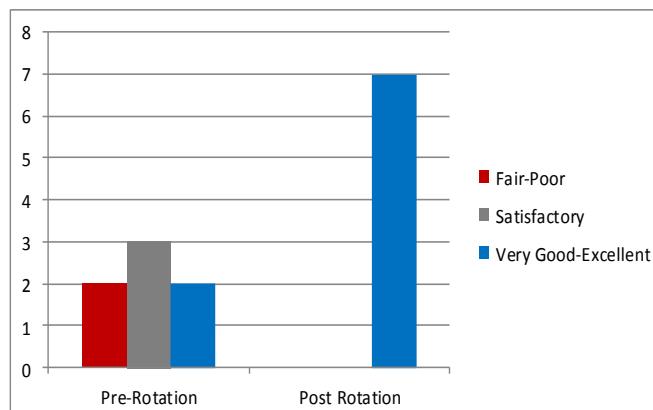
Level of knowledge and understanding of the services of the NJ Children's System of Care



Level of knowledge and understanding of the Wraparound and Child Family Team Approach to Care



Depth of understanding about effect of social determinants on child health outcomes during the rotation.



In their words—excerpt from pediatric resident narratives

What aspects of the rotation were most valuable?

"The rotation provides a magnified view of the everyday lives and struggles of families all across the social gradient which eliminates many preconceived notions one might have based on the social status of families and can allow one to set more realistic expectations and provide appropriate guidance/counseling in the health care setting."

"It was more impactful going out in the field and seeing actual visits and how much advocacy there is for children in need. I was really able to appreciate how important and necessary these services are for kids."

"Being able to see and understand all of the services available to help local youth. I had no idea how many people actually do care and were working behind the scenes really trying to make a difference."

How will you apply what you've learned through your immersion in the Children's System of Care?

"I am more knowledgeable now about the various programs in place to support my patients. I am also more aware of all the contributing social factors that affect children in the community. This will help me target my history taking and care."

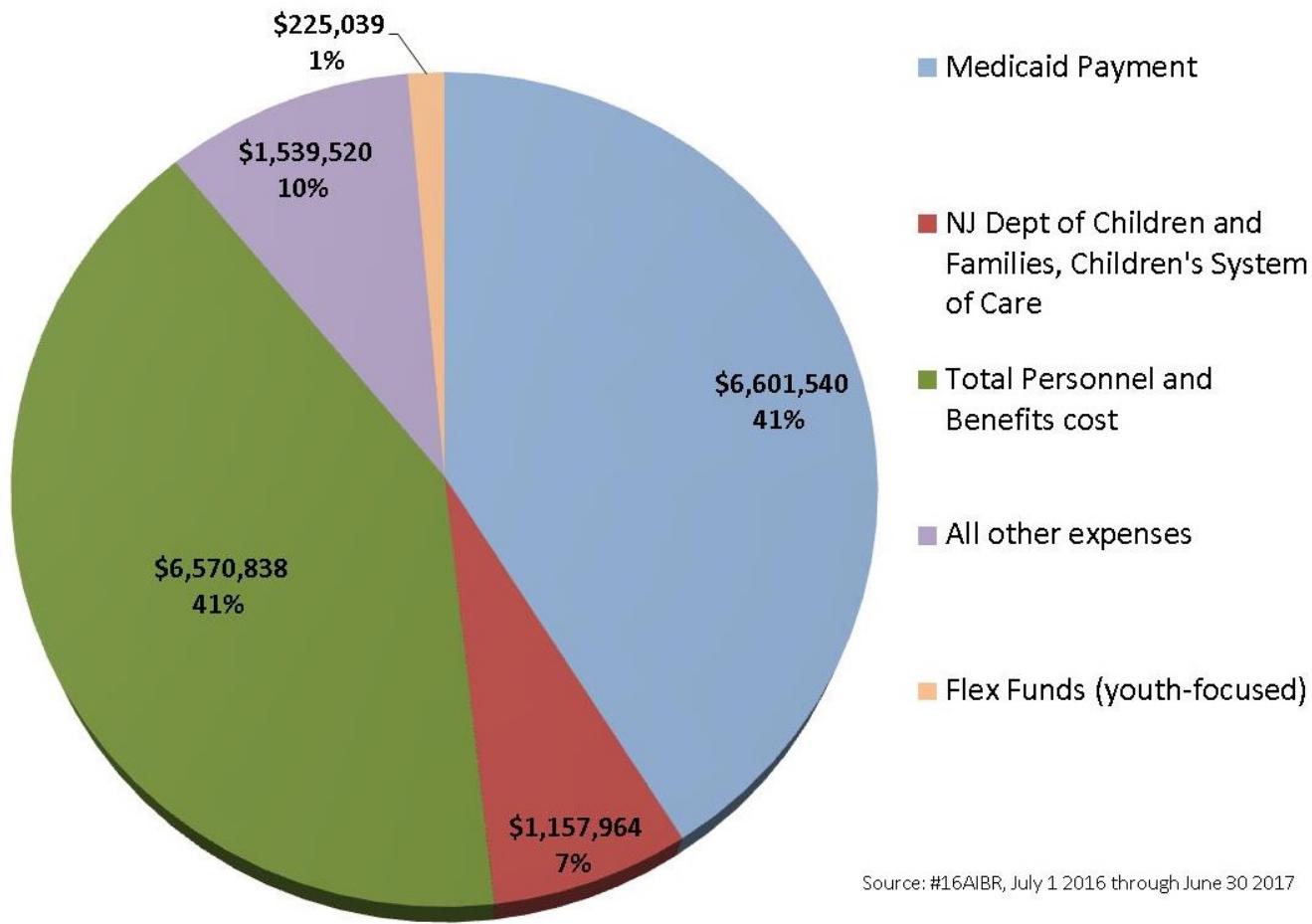
"I see great potential for a research collaboration directed towards measuring the effect of involvement with the Children's System of Care on health outcomes of enrolled children. Such a study can prove instrumental in changing standard practice to include improved communication between members of both systems and allow both institutions to achieve shared goals more effectively."

"I will now be able to better educate my patients in the clinic and let them know about available resources in the community and at their school. I will let them know about the difference the Children's System of Care services can make in their lives."

- "While going through years of medical training and practice, one's interactions with patients are focused on identifying and treating diseases in a controlled environment and it is easy to lose sight of the complexities of human lives that contribute to them. The two week rotation with Bergen's Promise provided the unique opportunity to set my medical background aside, step into the lives of people from all walks of life, and reconnect with the human aspect of the situations I encounter every day as a physician. Witnessing the struggle of families caring for youth with complex medical needs first hand, in their actual setting, gave way to the realization that you can't treat a disease effectively without treating the person and his/her environment. Through this rotation, I was able to appreciate the true impact of social determinants of health and the importance of addressing them in medical practice. The Children's System of Care and pediatricians share the common goal of promoting and ensuring the health and well-being of the children in our community and it is imperative that they collaborate to achieve that goal."
- "Through this rotation I realized just how disconnected physicians are from these community resources through the Children's System of Care. For physicians to not be involved in the care is a disservice to the youth. Physician's should be involved in Child Family Team meetings to truly provide the best wraparound care for the youth of our communities."
- "This rotation is a unique and valuable opportunity to see the patient as a whole – the family unit, social situation and potential factors that disrupt the lives of children in our community."

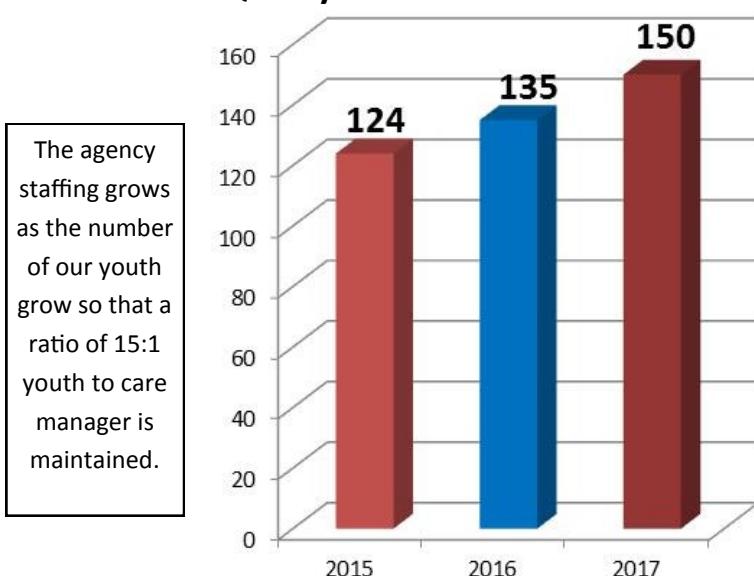
By the Numbers...

Where We Get Our Money...And How We Spend It



Source: #16AIBR, July 1 2016 through June 30 2017

Bergen's Promise Increases Number of Staff to Maintain Quality Service to Youth



Total Number of Youth Served: (Calendar Year)	1,051	1,215	1,386
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Top 5 Sources of Referrals of Youth (Total Referrals 2017: 899)

Children's Mobile Response and Stabilization (MRSS)	543
Dept. of Child Protection and Permanency (DCPP)	147
School	112
Community Provider	104
Self-Referral	100

Sources: Quality Assurance and Human Resources Department databases

Accomplishments...

In the Winter...

- ◊ Bergen's Promise received a three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF). Furthermore, our Pediatric Behavioral Health component received exemplary status from the accrediting body. This distinction demonstrates our commitment, dedication and accountability to the mission of quality care coordination for youth and families across Bergen County.



In the Spring...

- ◊ We hosted *The Fantastic Journey - A Global Tour of Bergen's Promise* in April! Guests joined us to learn more about how we work with families and to celebrate 15 years of milestones in our organization's development! Guests visited different destinations and interacted with our team members in activities focused on the Children's System of Care as well as Wraparound Child and Family Team approach.



In the Fall...

- ◊ For the second straight year, Bergen's Promise received an award at the National Wraparound Implementation (NWI) Academy Awards.
- ◊ In October, the Bergen Performing Arts Center (bergenPAC) approved Bergen's Promise to receive tickets through the Arts Access Initiative! This makes the live performing arts accessible to individuals who have limited financial resources and might not otherwise be able to experience the arts. Eleven families enjoyed shows prior to year end!



- ◊ In November, members of our staff participated in the Meadowlands Basket Brigade which assembled and distributed over 300 food baskets for families throughout Bergen County.
- ◊ In December, we fulfilled 160 toy requests for our youth through the graciousness of our employees, the staff of SG Companies, Henry P. Becton Regional High School's National Honor Society Club, and Supreme Consultants. This year was extra special as SG Companies sponsored a Holiday Party for our families.

Value Beyond Care Management—Raising Awareness in the Community

Professional expertise of our leadership team is maximized to support the community beyond care coordination such as: speaking engagements at local and state conferences and workshops in community.

Bergen's Promise is always available to provide presentations and displays to raise awareness of the services through the New Jersey Children's System of Care, Bergen's Promise, and the online resource directory—Bergen ResourceNet.org. In 2017:

- Twenty eight presentations were provided to parents/caregivers and/or youth in communities throughout the county.
- Forty three presentations were provided by request for professionals that work with children and families such as: school staff (Child Study Teams, Guidance teams, Student Assistance Counselors, School Nurses), health care professionals, law enforcement, and substance treatment providers.



Dumont High School Mental Health Fair



Annual Flu Carnival (Pictured Dr. Jeffrey Bienstock, PediatriCare Associates, FairLawn)



Recovery Walk (Pictured Miss New Jersey 2017)



National Wraparound Implementation Academy Awards



Performance Improvement Fair, NJ Dept. of Children and Families

Our Families Share Stories of the Value of the Wellness Focused, Wraparound Approach to Care



Jennifer

"I've accomplished so much more by coming out of my comfort zone....And I found friends, I found things I'm good at, closer to my family, and I'm much more happier and I feel more lively."

Andrew

"You might think this is hard, but it's really not... You just need to give it a little effort and try to give it a little will power."



Listen to our families... Watch the video stories of our graduates and their families from the *Success Stories* section of our website

[www.bergenspromise.org/
SuccessStories](http://www.bergenspromise.org/SuccessStories)

Words from our Youth and Families

It has helped me to be more confident in caring for my child's emotional needs and making more informed decisions impacting my child's life.

Communication between parent-child improved family relationships and helped with getting medical care and other services for my child.

My Care Manager has helped me and my family members compromise; have better self control and better relationship.

Helping so that grades improve, emotional issues improved, and helped me with my depression.

BP values family needs at all time; they constantly seeks out ways to keep my family on the right track.

I have gotten a support system that helps me deal with challenging situations with my child.

*Quotes from our 2017 Family Satisfaction Survey



BergenResourceNet.org is a free, mobile friendly, online resource directory of services, support groups, events, webinars, workshops specific to the health and wellbeing of Bergen County families and the professionals that support them.

Like Google, users can easily search for local resources by keyword or category/need. The site can be translated into multiple languages for searching in preferred language.

Throughout 2017...

- Over 1,500 events, program were promoted.
- 28 percent of users accessed BRN from their phones and tablets.

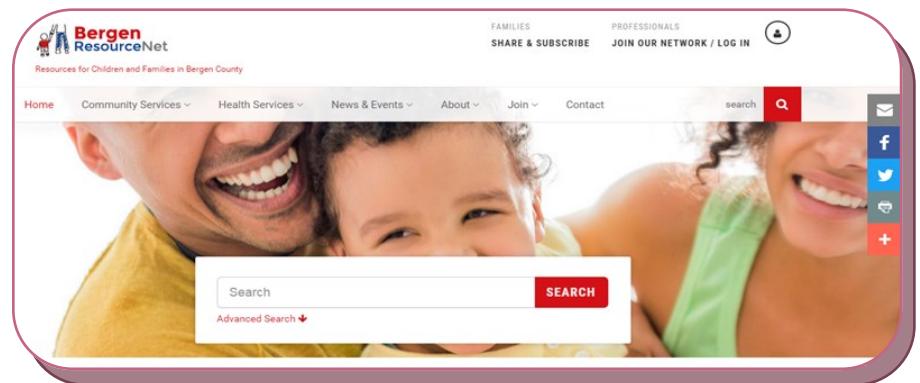
New Jersey has ResourceNets available in each county, administered by the county Care Management Organization
<http://www.njresourcenet.org>

Bergen ResourceNet experienced progressive growth in 2017.....

57,194
Total Page Views

6,069
Visits via Google (47% of all organic referrals)

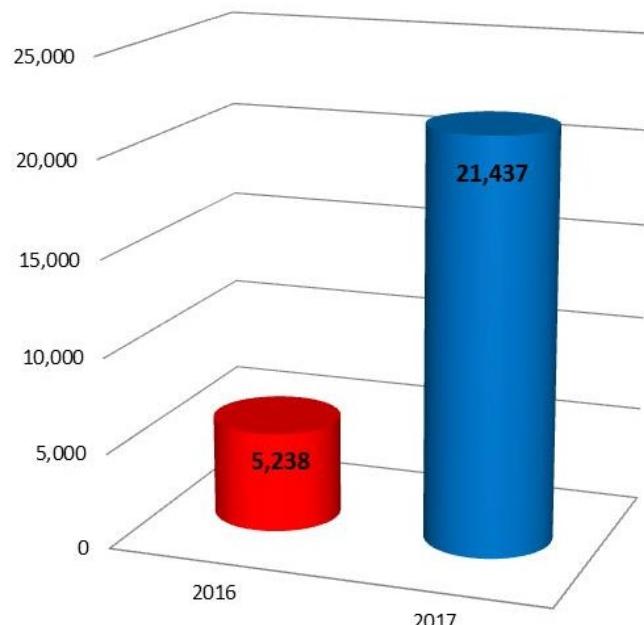
1,819
Active Pages



What Can I Find/Do on the ResourceNets?

1. Search and view:
 - Community Events Calendar
 - Professional Development Calendar (*contact hour bearing events*)
 - Industry news (*staying abreast of trends, data, curriculum support*)
 - Resources (Advanced search: category, keyword, zip code)
 - Translate entire pages or select pages, Print pages
2. Submit a Resource/Event; Share a Resource/Event
3. Submit (usability) Feedback
4. Share ResourceNet (*logo, embed code, printable promotional flyers*)
5. Spread the word throughout YOUR district and community so all helpful resources are represented for the benefit of all kids/families

Unique Visitors



BergenResourceNet has seen a **310% increase** in unique visitors in 2017 compared to the previous year.



218 Route 17 North. Suite 304
Rochelle Park, NJ 07662

3 University Plaza. Suite 300
Hackensack, NJ 07601

201-712-1170

www.BergensPromise.org

<https://www.linkedin.com/company/bergenspromise>

LinkedIn