

# CCCC ANNUAL REPORT 2020-2021

ENGAGE.EDUCATE.EMPOWER.



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Quality Improvement Team

**Approved by:**

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# 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 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' 21.

# WHAT THEY'RE SAYING

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"Ms. Randall encouraged any parent who does not have CMO to utilize these agencies as they have been a support for her through some difficult times with her sons and now she is seeing more positive outcomes from them which she contributes to the diligence of the agencies/care manager."

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Regina from Disability Rights says " I like Bret, his advocacy and strength-based way of running the meetings!"

"Mr. Ponton sang Tyasia's praise in terms of how wonderful it has been to have her as Reggie's care manager, how supportive Tyasia has been with getting them through the court process and finding services/supports for Reggie."

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# HIGHLIGHTS

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“Merlina is going above and beyond providing support and guidance to a Great grandmother in the adoption process of her great-grandson. She’s been recognized by the family and from youth’s team. CASA: ”I wanted to thank you so much for all you have done for the Millers and the boys since you have been working with the family. You are incredibly patient and have really extended yourself to assist the family and have been so gracious. In the 13 years I have been a CASA, I have worked with many CMOs and you are the very best. Thank you as well for your courtesy and helpfulness”

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”The maternal grandmother of Tyana had nothing but praises for Danielle. It was reported that Danielle is resourceful and supportive of youth who happens to be a teen mom. Ms. Brown reported that she only trust Danielle with her granddaughter. It was reported that Danielle has been there for her and youth over the last 5 years. Even though youth continues to exercise poor judgment, Ms. Brown still thinks the world of the work that Danielle has done and continues to do for youth and the family.”

# HIGHLIGHTS

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“Christie’s dedication and compassionate heart is AMAZING! She is driven and goes that EXTRA mile to support all youths. Her advocacy and networking ability is exceptional and noticed by providers and youths/families alike. She has been recognized by Performcare, JJC, the Judge and many others, ALL who echoed and expressed their gratitude and appreciation for the loyal work Christie consistently provides. One specifically said that Christie “has an amazing spirit that shines through in the advocacy for CSOC families/youth”. She endlessly works doing whatever it takes to ensure that the youths needs are met reminding me of the energizer bunny who just keeps going and going. In the month of April, there was a significant increase in court hearings, and she successfully attended all the hearings advocating for each youth. She also accompanied a CM Supervisor in a last-minute Friday OOH admission which, although this lies outside of her role, she did without a moment’s hesitation. Christie’s dedication goes above and beyond her duties and her passion really does make an impact on the youths served. She is admired for believing in every youth, her unending passion/advocacy, and her innate true heart of gold.”

# ANNUAL STATISTICS

76  
PERCENT

## 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.

97  
PERCENT

## SATISFACTION

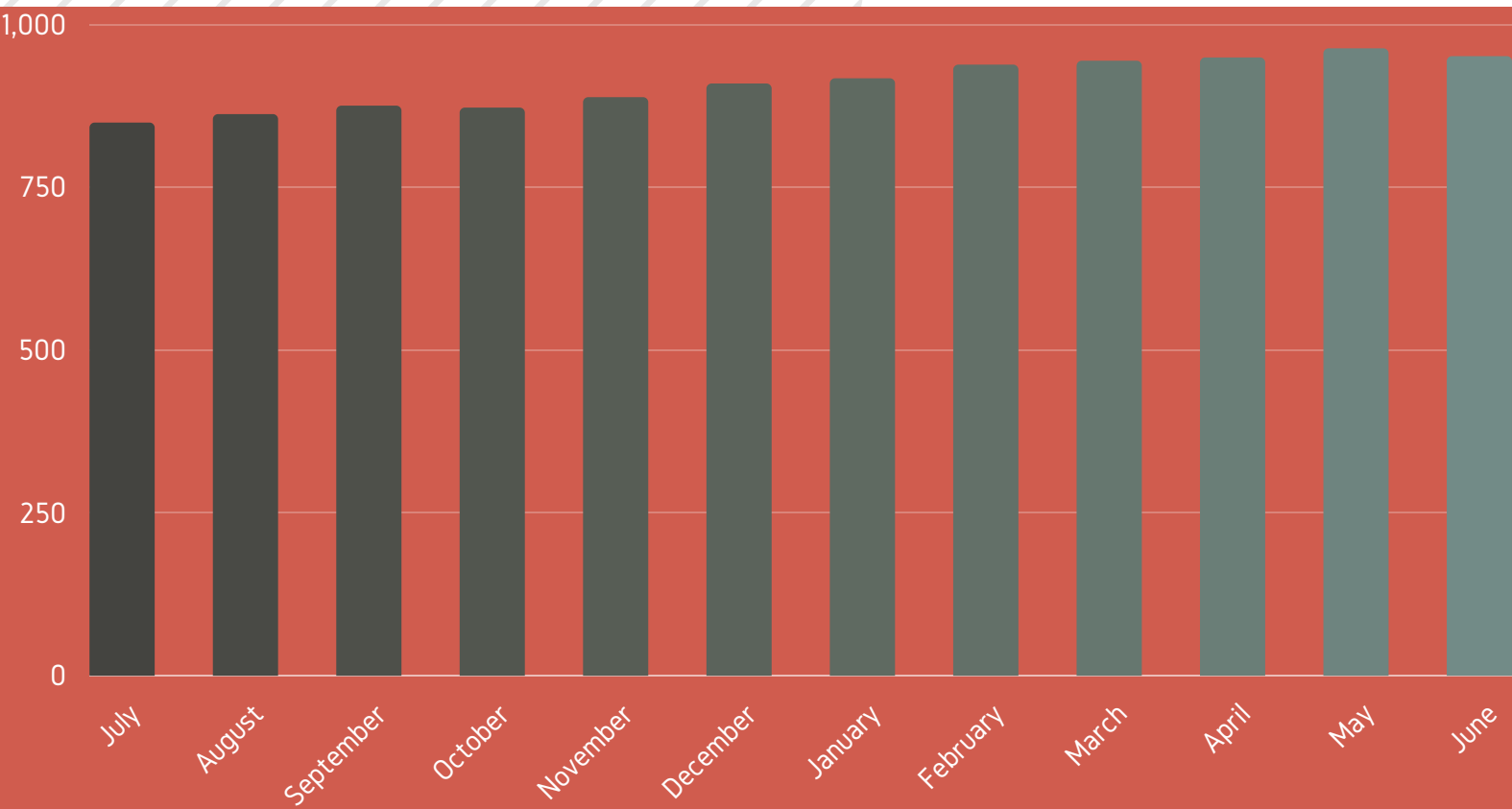
Percentage of families that reported satisfaction with there Care Managers

+7  
PERCENT

## YOUTH TOTAL

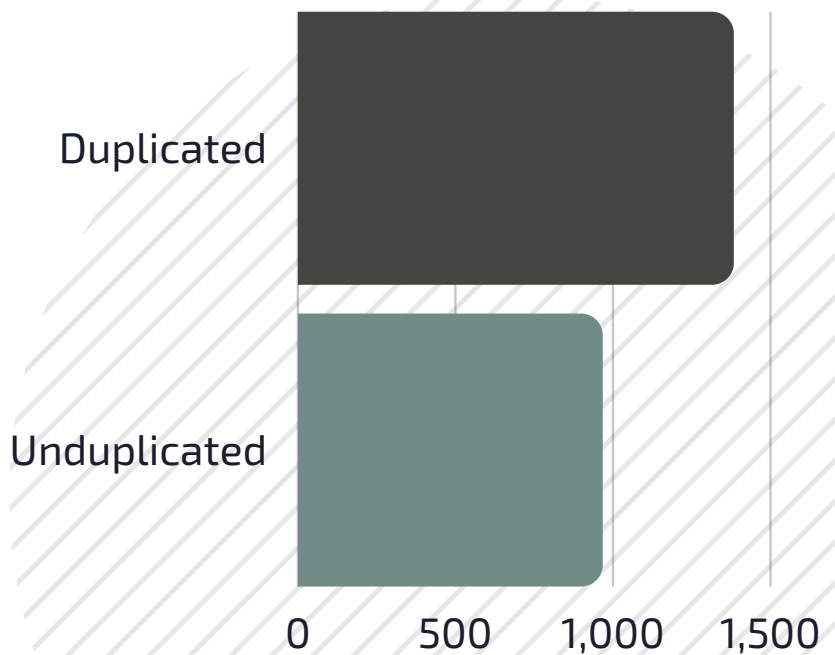
Percentage of youth served increased by 7 percent this fiscal year.

# TOTAL YOUTH PER MONTH



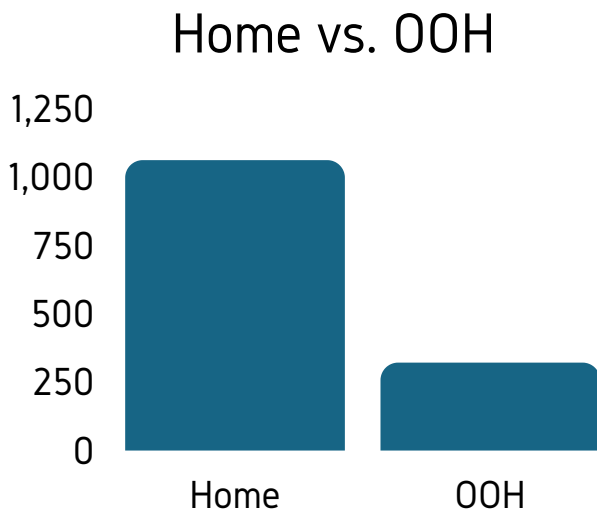
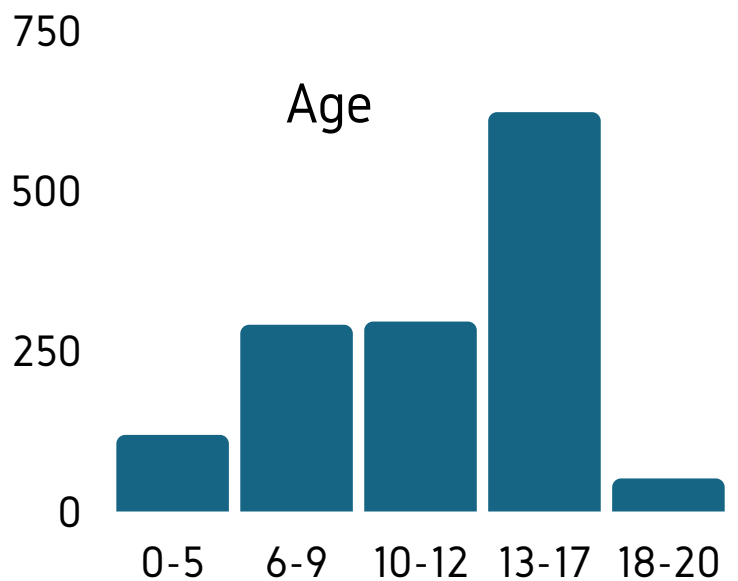
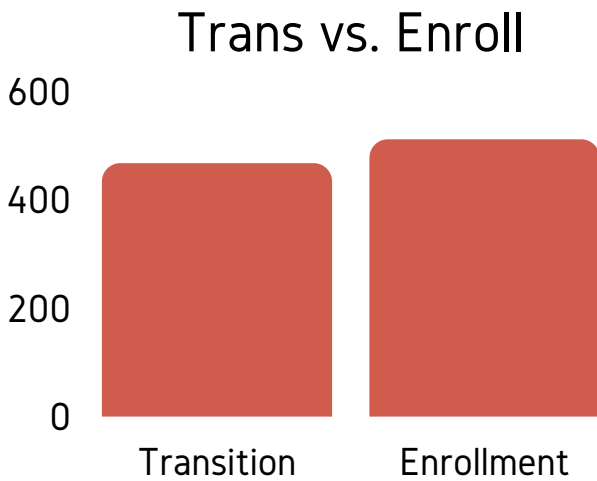
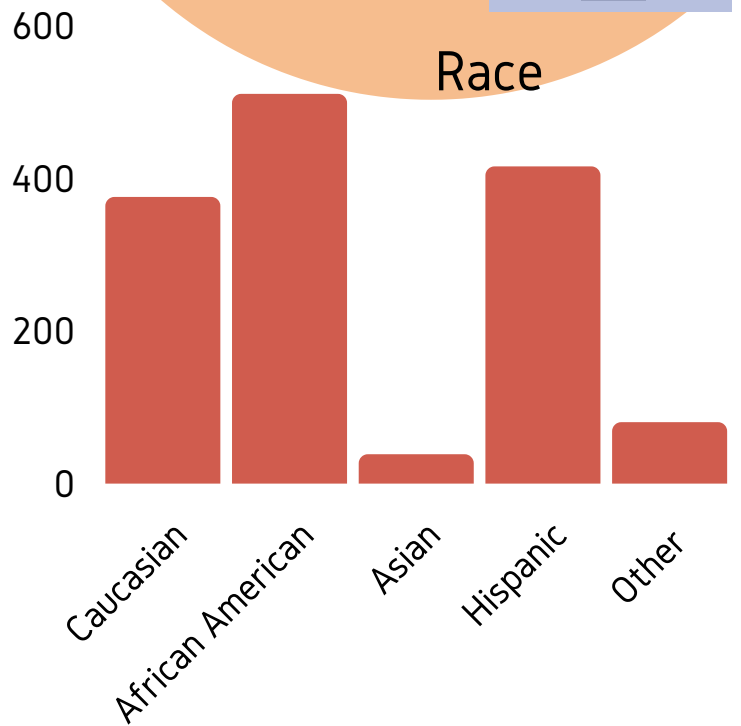
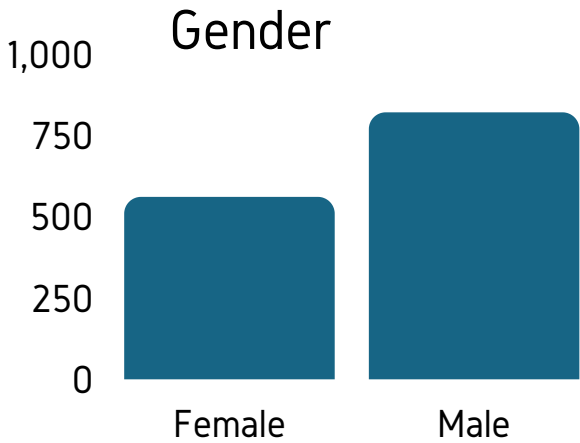
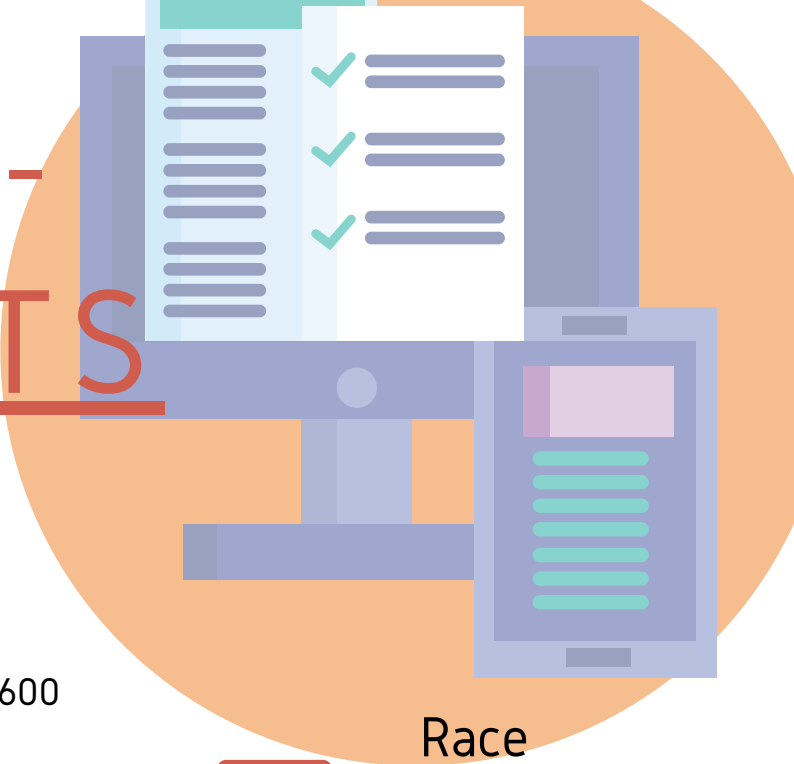
## Total Youth

Our total youth for the FY'21 duplicated (includes youth who have been previously enrolled with us) is 1,380 and our unduplicated ( youth that has not been previously enrolled) is 964 youth.



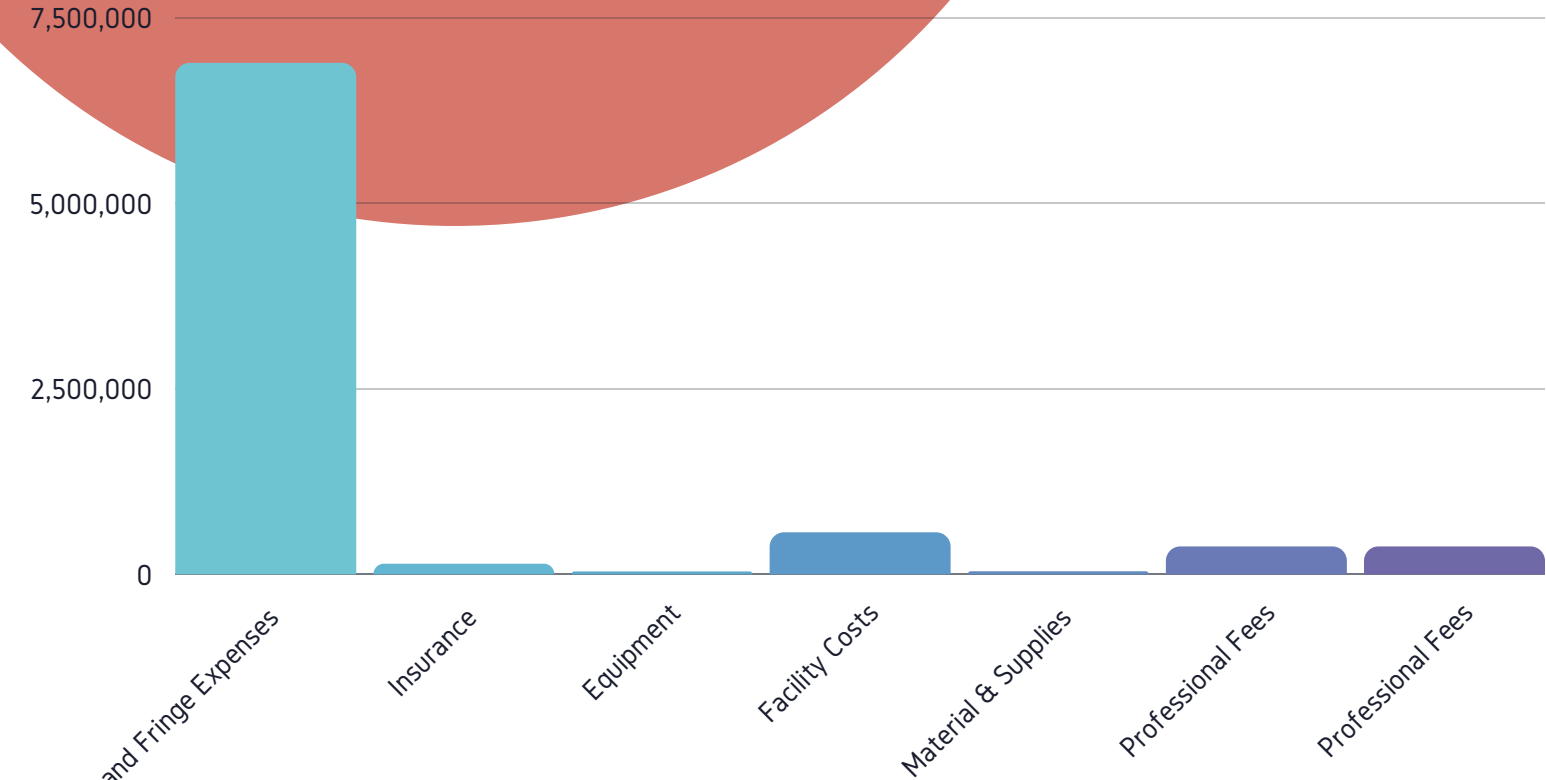


# YEAR END - HIGHLIGHTS





# FLEX FUND BREAKDOWN



Personnel and Fringe Expenses - 80%

Insurance- 2%

Equipment - 0%

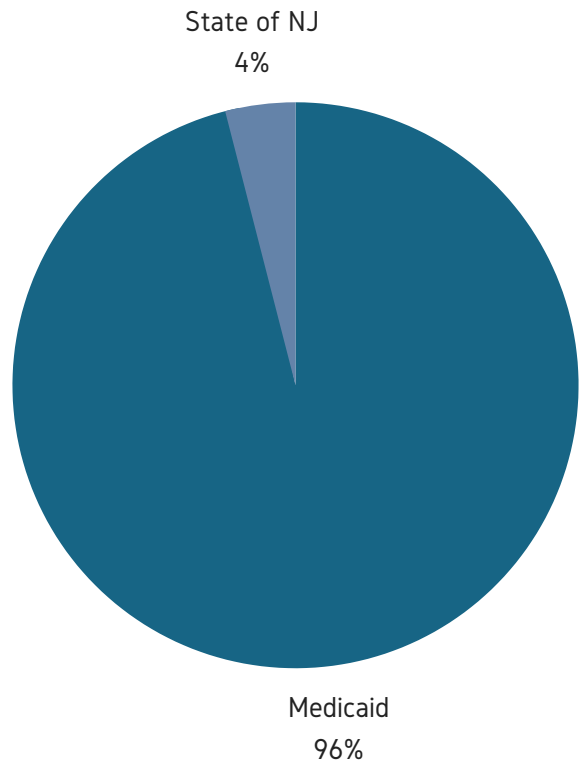
Facility Costs - 6%

Material and Supplies - 0%

Other Expenses - 1%

Professional Fees - 4%

Transport-Therapeutic- 6%



# Community Resources

## Accomplishments :

- Community Resources successfully held a Virtual Community Resource Fair, after being unable to host this Annual event in-person due to the Pandemic (Covid-19) and restrictions on in-person engagement with Providers.
- Request for and Recommendation of Community Resource Funds to create a new or support existing services with a Provider in the community

## Challenges:

- While our current operations allow for in-person engagement and activity, there have been and continue to be barriers to other operations (community partners) having accessibility to meet in-person needs.
- Resources (availability to manage tasks and support ongoing efforts to successfully meet each goal individually)

## Goals:

- Expand social media and Resource Net presence; frequent updating with activities, events, information
- Re-evaluate internal referral process & authorization for reimbursement of flex fund services
- Increase outreach within the community in order to bring increased awareness regarding CMO services – i.e to physicians, families, other community providers who continue to engage our families

# Clinical Dept.

## Accomplishments:

- This year our staff responded to an everchanging landscape behind the services we provide. Our staff continued supporting youth through the pandemic, from navigating school issues and changes, to working with youth who were referred with increasingly complex clinical needs, and supporting youth and families through the many difficulties surrounding Out of Home (OOH) treatment in a pandemic.
- We fully transitioned all our new hire trainings to an online platform and had several staff learn to become Care Managers while working remotely.
- A new Judge was appointed to work with our kids involved in the juvenile justice system this year. Throughout the year we worked on improving our court processes including communicating with the court, developing a relationship with the new judge, and helping staff understand how best to support a court-involved youth.

## Challenges:

- It continues to be a challenge to find resources for Spanish speaking families as a result of long waits for Spanish speaking providers. As a result of long waits for Spanish speaking providers our Care Managers have had to play a role of informal supports.
- As a result of families being home consistently there has been an increase in issues generated from the parent child relationship which has proven to be a challenge for us to find appropriate and sustainable services to address.
- As families become more comfortable receiving in-home and in-person services, our staff has had to work hard to find providers willing to provide in-person services versus telehealth in line with families' requests.

## 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:

- Assisted in ensuring that all students had the necessary internet connection and technology to complete online school while schools were in remote and/or hybrid settings
- Collected donations and completed the Annual Fill a Backpack Drive (gave out 148 backpacks for the 2021-2022 school year)
- Established a positive rapport with the Special Education Specialist in the Mercer County Superintendent's Office and maintains a rapport with Mercer County Superintendent.

## Challenges:

- Obtaining Letter of Intent from the Trenton Board of Education (TBOE) in a timely fashion due to concerns regarding fiscal responsibility for youth in CSOC Out Of Home (OOH) treatment programs.
- Home School Districts not being included in the treatment planning process (not maintaining contact with schools, not informing schools of possible need for OOH treatment, not informing school districts when OOH treatment is recommended, not keeping the home districts involved during OOH treatment).
- Obtaining information from schools due to Release Forms not being completed fully/correctly (no district or school listed).

## Goals:

- Begin providing presentations to parents, PTAs, etc. as requested/needed.
- Discussing the possibility of establishing quarterly collaboration/strategy meetings with districts to discuss mutual youth
- Attend NJEA Convention and represent NJ CMO along with the other Educational Liaisons in the state.

# Quality Improvement

## Accomplishments

- We have implemented systems to easily transition to remote work.
- Created efficient and user friendly systems to monitor quality of staff's work.
- Set up new systems that continued to help maintain work functionality.
- As a result of the increased census we have had a slight expansion (additional QI assistant) of the department to accommodate increased workload.

## Challenges:

- We continue to have an issue with the buy-in barrier: on all levels; from Care Managers up & also across departments.
- Missing the “hands-on”/in-person level especially with certain trainings such as Crisis Prevention Intervention, due to concern with pandemic.
- Consistently struggling to meet our “deliverables” due to family choice and families' desire to maintain remote meetings.
- With the increased census comes the need to restructure or acquire additional staff to meet the growing demands and continue to meet our deliverables within the required timeframes.

## Goals:

- Create and present different views of the dashboard and data for each departments.
- Create Job-aids to help CMs navigate the dashboards, and any/all new technologies and or processes implemented by QI.
- Create an update interactive dashboard that allows CMs to analyze their data as well as view data from different perspectives.

# Fiscal Department

## Accomplishments

- The fiscal department was able to collect 99% of net billed and sustain the collection percentages from prior year FY 2020; the fiscal department was able to improve our gross revenue billing by two (2) million since FY 2021. We have increased our youth count and with the great efforts from our PE Coordinator department, we were able to sustain a high collection.
- Since the disruption of our live system as a result of Covid-19 we have fortified our automatic payment system and now have solid controls with our Automated Clearing House (ACH) so there is no room for any fraudulent activities. Since the work environment change, our payment processing system has become one of our strongest controls since the changed environment.
- A more internal accomplishment was the restructuring of our chart of accounts to make the agency accounting payroll process more efficient. We have found ways to revamp those accounts to increase productivity while decreasing our labor time. We change our internal payroll recording process and saved approximately two to three hours when recording payroll functions every two weeks.

## Challenges:

- To improve on the communication component within the Fiscal department we need to make some adjustments with our communication process within the department. The way the working environment is changing so rapidly, we must continue to improve, increase our communication skills, and adapt to these changes so we can work as a team and get the job completed with less stress.
- Improve on generating financial reports in a timely manner. Improving our overall closing process will help improve this process tremendously and help streamline our data to become more available and easily retrievable.

## Goals:

- Looking ahead, continue billing at an exceptional rate of 99%.
- Keep on improving our accounting process and procedures to ensure audit compliance is up to par.
- Looking to restructure Fiscal Department to efficiently accommodate workload.
- Improve on our communication and being more responsive.

# CONTACT INFORMATION

This year, Capitol County Children's Collaborative has provided care management services to 1,380 unduplicated youths. We take pride in continuing to build on 18 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.