



ANNUAL REPORT 2016-2017



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CarePlus NJ is dedicated to excellence in mental healthcare and committed to the life-long support needed by individuals and their families to ensure that they achieve their full potential to improve the quality of their lives.

President's Message



BUILDING COMMUNITY CONNECTIONS is not a new theme for CarePlus; it is the fuel that has allowed our organization to help many individuals and families over the years.

That being said, there has never been a more appropriate time to celebrate our community. In 2016 and the first few months of 2017, we have already seen incredible accomplishments: our senior leadership has successfully submitted a promising proposal to take over management at Bergen Regional Medical Center, our Housing Works Initiative has played an essential role in making our community the first in the nation to end chronic homelessness, and our team has sparked the initiative to launch the Heroin Addiction Recovery Team (HART) program in Bergen County.

Perhaps most important has been our statewide advocacy efforts to preserve our community-based mental health system during the proposed transition to a fee-for-service funding model, which will

eliminate state funding that has allowed for organizations such as CarePlus to provide services to those who otherwise cannot afford help for their chronic behavioral health conditions.

If there is any community that can set the example of what is possible, it is our community here in Bergen County. We are relying on you, as our friends and as our neighbors, to support the CarePlus Foundation so that we can continue ***Building Community Connections*** that save lives.

Thank you again for your support.

Sincerely,

A handwritten signature in black ink that reads "Joseph Masciandro".

Joseph Masciandro
President and CEO
Care Plus NJ, Inc.

CarePlus Highlights

Nationally Ranked Satisfaction

Behavioral Health Home Accredited

Good Care Collaborative Site Visit

Health Management Solutions

“IT Hero” Award

Legislative Breakfast

Law Enforcement Relationships

CarePlus Workforce Solutions

myStrength for Wellness

School-Based Programs

Foundation Events



Healthcare Services

Outpatient Counseling
Addiction Services
Mind & Body
School-Based Services
Training & Education
Group Services
Specialty Adult Services
Specialty Children & Family
Primary Care

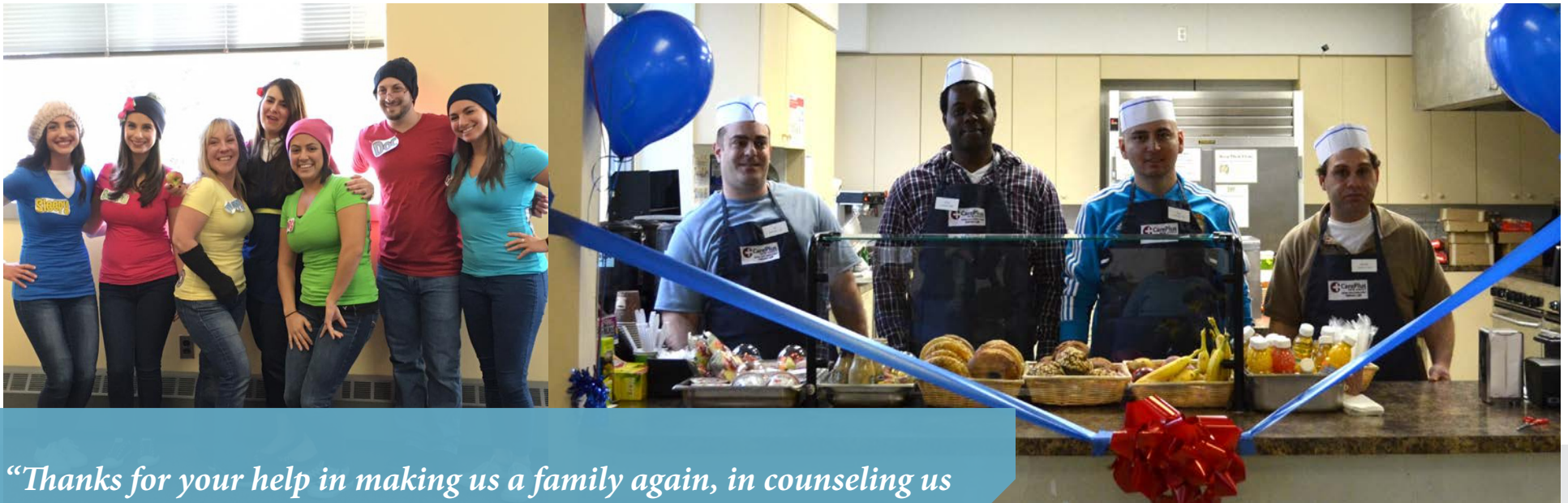
Training & Education

Professional Workshops
CADC/LCADC Courses

Therapeutic Groups

Anger Management
Social Skills
A.L.L.I.E.S. *Lesbian, Gay, Bisexual, Transgender and Questioning Wellness and Support Group*
Food, Feeling & Body Image
Freedom from Anxiety
Music Therapy
On the Mend
Parenting with Common Sense
Toolbox for Wellness

High Satisfaction



“Thanks for your help in making us a family again, in counseling us to be happier together and how to stay this way forever and ever.”

CarePlus ranked number one in three areas in the Nationwide Survey conducted by Mental Health Corporations of America: overall client satisfaction with agencies having five or more programs, client satisfaction with vocational services and overall staff satisfaction.

CarePlus is one of 135 organizations that have received the invitation only membership with

mhca. It is a prestigious acknowledgement to be a part of the network, which prides itself on consisting of only the highest quality behavioral healthcare organizations in the country. The association of providers exists for the purpose of learning, collaborating and growing with each other while leading the future of behavioral healthcare.

This position of leadership is familiar to the CarePlus team, who works to set the bar by providing exemplary care and taking innovative approaches to integrate services for healthy minds and healthy bodies. CarePlus has been one of the top three ranked organizations since it first became a member.

Behavioral Health Home



Built out of the success of the Primary and Behavioral Health Care Integration grant, CarePlus recently became the first entity in New Jersey to successfully achieve the Behavioral Health Home (BHH) accreditation, serving as a model for others throughout the state.

CarePlus underwent a rigorous onsite survey on September 2, 2016. During the review, a Joint Commission expert surveyor evaluated compliance with a set of standards that focus on the integration and coordination of person-centered health care in order to improve the quality of life for those in services.

BHH is a Medicaid State Plan option that provides an opportunity to build a person-centered system of care.

Goals of State BHH model:

- More effective services
- Care Coordination
- Integrated Services
- Case Management
- Improve Outcomes

Services

- Comprehensive Care Coordination
- Comprehensive Transitional Care

- Nutrition, Health Education and Exercise
- Linkage to Appropriate Specialized and Social Support Services
- Individual and Family Support
- It is a whole-person care delivery model provided in the community

Outcomes

- Better quality of treatment, improved cost effectiveness
- Reduction in hospital admissions and re-admissions
- Lower rates of emergency room use
- Less reliance on long-term care facilities



Celebrating Excellence



The Good Care Collaborative (GCC) held a site visit at CarePlus to highlight the CarePlus BHH model of integrated care and discuss the triumphs and barriers in providing a full spectrum of services to individuals with the most complex case management needs.

The event was organized by the GCC, which is a project of the Camden Coalition of Healthcare Providers. The GCC is a statewide coalition of consumer advocates, providers, payers and policy leaders on a mission to transform the New Jersey Medicaid system into a national model that efficiently delivers good care.

Joe Masciandro asserted the importance of the four pillars of integrated behavioral health care: primary care, mental health care, substance abuse treatment, and access to social services. A straight forward explanation of the CarePlus approach and outcomes was presented by Masciandro and Kathy Bianco, VP of Clinical Services at CarePlus.

The presentation demonstrated how CarePlus addresses each of the four pillars through various programs and services available through the agency. In addition to reducing Emergency Room visits by 82% since 2009, the CarePlus approach helped individuals to make lifestyle changes

though nutritional decisions, exercise and stress management. This additional attention to the many dimensions of wellness empowers individuals to work collaboratively with staff.

By taking a person-centered perspective, encouraging the individuals to take personal responsibility, setting goals, and creating action plans, CarePlus staff have been able to more actively engage those individuals in their unique wellness plan. This comprehensive and compassionate approach to providing service is what makes CarePlus a leader in behavioral health care.

Health Management Solutions

THE FOUR PILLARS OF INTEGRATED BEHAVIORAL HEALTH CARE

PRIMARY CARE



MENTAL HEALTH CARE



SUBSTANCE ABUSE TREATMENT



ACCESS TO SOCIAL SERVICES



The CarePlus Health Management Solutions (HMS) team has a goal of expanding the reach of the BHH model beyond the Medicaid population so that more individuals can benefit. When asked about the difference between BHH and HMS, the panel clarified that the only difference is that the BHH model is only available for the Medicaid population whereas HMS is more encompassing.

The HMS model takes the same person-centered approach of building rapport, identifying goals, and establishing care coordination through the extensive list of programs and services available through CarePlus, community partners and external resources.

Health Republic Insurance of New Jersey and CarePlus were invited to do a joint presentation at the 2016 National Council for Behavioral Health Conference in Las Vegas, NV. The presentation introduced how insurance and service providers can work together to build on the vision behind HMS: remove the barriers to create more ease for all individuals seeking treatment.

Entitled, “Innovative Contracting Arrangements: Payment Reform at the Health Plan/Provider Interface”, the presentation focused on how integrated care coordination can increase access to services, improve outcomes, and reduce expenses in behavioral health care. The presenters

were Dina Melendez, an Advocate at Health Republic, and Kathy Bianco, VP of Clinical Services at CarePlus.

The presentation explored barriers to providing behavioral health care, defined as both mental health and substance abuse challenges. The most obvious challenge that was discussed is creating access to these services for those who do not qualify for federal insurance.

By addressing the gaps in services and focusing on “super-utilizers,” the CarePlus HMS team has innovated a new way for insurance payers to support their most complex cases.

Innovative Technology for Wellness

The CarePlus Partial Care Program was awarded an “IT Hero” Award from the *New Jersey Association of Mental Health and Addiction Agencies* for Outstanding Use of New Technology in recognition of the Client Cloud project and the Technology for Wellness group.

The program started the Client Cloud project with grant funding from the Cardinal Health Foundation, which allowed for the purchase of

Samsung tablets and Smart Boards to engage the first group of participants.

Since the day it started, the Technology for Wellness group has been the highest attended group in the Partial Care Program, with well over 90% attendance. It is significant to note that the majority of participants had little to no experience with technology beforehand.

CarePlus has secured grant funding through the CarePlus Foundation and is in the process of implementing “myStrength” as an additional tool for monitoring health management and engagement.

The organization plans to expand the reach of this project so that more individuals can benefit from integrating technology into wellness.



CarePlus Workforce Solutions



Products and services that put people to work and give back to the community – that's a real workforce solution!



Leveraging the power of Social Enterprise, CarePlus Workforce Solutions delivers powerful business solutions at a substantial cost benefit. As a non-profit organization, we combine a competitive business model with a workforce comprised of over 75% disabled and economically disadvantaged individuals. All of our employees earn competitive wages, are rigorously trained and extremely professional.

- Laundry contract with Accses NJ 2016 - grossed approximately \$500,000 in our fiscal year (Consists of smaller contracts: Greystone, Mercer, A&M and Northern State and JJC)
- New State Contract with Accses NJ started in 2017 (Paramus, New Lisbon, Menlo Park, Greenbrook and Vineland) will gross approximately \$110,000
- Federal Laundry Contract with Source America grossed approximately \$1,125,000
- Laser Imaging State and Local Customers grossed approximately \$1,530,000

Our laser imaging business model saves companies millions of dollars every year – while putting disadvantaged citizens back to work. When you purchase laser cartridges and printer supplies through CarePlus Workforce Solutions, you are saving money and improving lives!

You can support this vision and mission by shopping online:

CarePlusWorkforceSolutions.org

myStrength: Community Wellness

CarePlus is excited to announce that our community and supporters have access to the tools and resources available via myStrength.

myStrength offers a range of personalized web and mobile resources to improve mental health and overall well-being. Each user's myStrength experience is unique, based on the individual's wellness assessment and personal profile. The

program includes: eLearning to help overcome stress, depression, anxiety, chronic pain and substance use disorders; simple tools and exercises as well as trackers, daily inspirational quotes and videos - all in an online environment that's safe and secure.

myStrength uses proven, evidence-based materials grounded in Cognitive Behavioral

Therapy, Mindfulness, Positive Psychology and other empirically validated therapeutic approaches. myStrength is designed to be used independently or in conjunction with other care.

We are looking to further engage and benefit our whole CarePlus community with the resources available through myStrength. Create your personal account now!

Personal Support for you!

Sign up for free, unlimited access to personalized help with myStrength!

- Reduce stress
- Track your mood online
- Manage depressive thoughts
- Manage anxious thoughts
- Access and share inspirations
- Get help on the go with the app

SIGN UP TODAY

1. Go to www.mystrength.com
2. Click Sign Up
3. Enter the Access Code: **CarePlusHealthyminds**



RefC1-CPNJ

Leading Statewide Advocacy Efforts



On October 19, 2016, over 300 mental health providers, state representatives, law enforcement professionals, families in need of mental health services, and the general public met in Bergen County for a Legislative Breakfast to rally, educate and advocate for those in need of public assistance for the treatment of mental illness and substance abuse programs within the State of New Jersey.

This event was an open forum for the general public to learn more about the potential social crisis impending with the proposed mental health system funding transition. The statewide

efforts and attention demonstrated the shared concern that the financial cut to community-based mental health agencies will be devastating, leaving hospitals overburdened and families with nowhere to turn.

Providers say it is essential that the State's decision makers are well-informed about the very real consequences that can result from a destabilized mental health system, including but certainly not limited to: thousands losing access to treatment, an increase in unnecessary and costly hospitalization and homelessness... asserting that while the financial ramifications

in their organizations are enough reason to reconsider this proposed transition, the human expense will be even more costly.

The theme of the breakfast was 'Stigma-Free with Nowhere to Go, because while we've made great progress in educating the public about mental health, stigma, treatment and early intervention, we are going to be facing a critical shortage of services, which will result in much more difficult access for those seeking help.

CarePlus is committed to ongoing leadership in these statewide advocacy efforts.

Working with Law Enforcement

Suicide Prevention

CarePlus teamed up with the Port Authority Police Department for a suicide prevention initiative on the George Washington Bridge. The collaboration installed signs, with the 262-HELP crisis line, along the walkways to encourage individuals to call for help if they were contemplating suicide.

Crisis Intervention Team Training

With the support of the Bergen County Prosecutor, many local law enforcement officers are learning how to address a wide range of mental health challenges through the Crisis Intervention Team training. Amie Del Sordo, CarePlus Director of 262-HELP played a large role in bringing this training

to our community. She also serves as Bergen County CIT Mental Health Coordinator.

Effective communication and interaction between these community systems tackles the social issue of unnecessary incarceration. Instead of putting individuals in jails for minor offenses, officers are being trained to link them to community resources.



After 23 years this class made me realize some of the ways to better handle situations and de-escalate situations. This class must be taught to all officers. - Officer Trained, Bergen County CIT Class #88

CarePlus Psycho-Education

CarePlus school-based programming works closely with school administrations to provide necessary services and meet the requirements of each unique student body. There are a variety of programs available to satisfy the needs of each district including individual counseling, educational support groups, school clearances, case management, wrap-around resources and more.

Each program is staffed by professionals experienced in youth development, therapy,

and case management and backed by the CarePlus mission to help people foster and develop healthy minds and healthy bodies.

The first CarePlus school-based youth services program started at Manchester Regional High School (MRHS). Through this program, CarePlus has been able to provide year-round prevention programming, counseling and recreation. Services are open to the entire student body, making mental health care easily accessible.

The CarePlus team has developed a strong collaboration with MRHS administration and faculty to ensure the students receive the services that they need.

In addition to Manchester, CarePlus has school-based programming in Paramus, Ridgewood, River Dell, Westwood, River Edge, New Milford, Ramsey, Lodi, Newark and Irvington. Each programs looks different, as the services are tailored to meet the unique needs of each school.



“It is the schools where the kids spend most of their day, so we want to bring services to them so that mental health care is accessible to all kids in the county.”

Celebrating Ten Years in Schools



Among the newest of these programs, University Middle School launched their program in Irvington. The creative and fun atmosphere at the 'Falcon's Lounge' at MRHS inspired the staff to create a safe space for students within the school.

The room was funded by a grant from the school to initiate counseling services to support children's success in the school setting. Schools have the option to utilize

grants, fundraising, and donations of time, supplies, or creative energy to decorate these safe spaces for students.

Bringing these services into the schools makes mental health care available for children and their families. Students receive the benefits of a more positive school environment, and families also have the opportunity to engage in a wide range of services that CarePlus offers for adults,

children, and families.

Some of these services include a 24-hour emergency help line, in-home services, outpatient programs, support groups, community outreach and education.

CarePlus can work with the administration in your school district to address the specific behavioral health needs of students within your local community.

CarePlus Foundation



The CarePlus Foundation supports the innovative and life changing mission of CarePlus NJ.

Supporting Healthy Minds, Healthy Bodies

Our mission is to support programs and services that help provide care for individuals affected by mental illness and addiction, as well as education to decrease the stigma of the disease. Our comprehensive

approach includes direct support to those receiving services, advocacy, and community involvement. Each year we provide grant allocations for medication aid, housing support, services, training, and educational scholarships.



Fundraising Events

“My journey through the mental health system was not an easy one. I cannot even give a number to the amount of times I was hospitalized in times of crisis – it truly was a revolving door for me. But, since becoming a part of the CarePlus

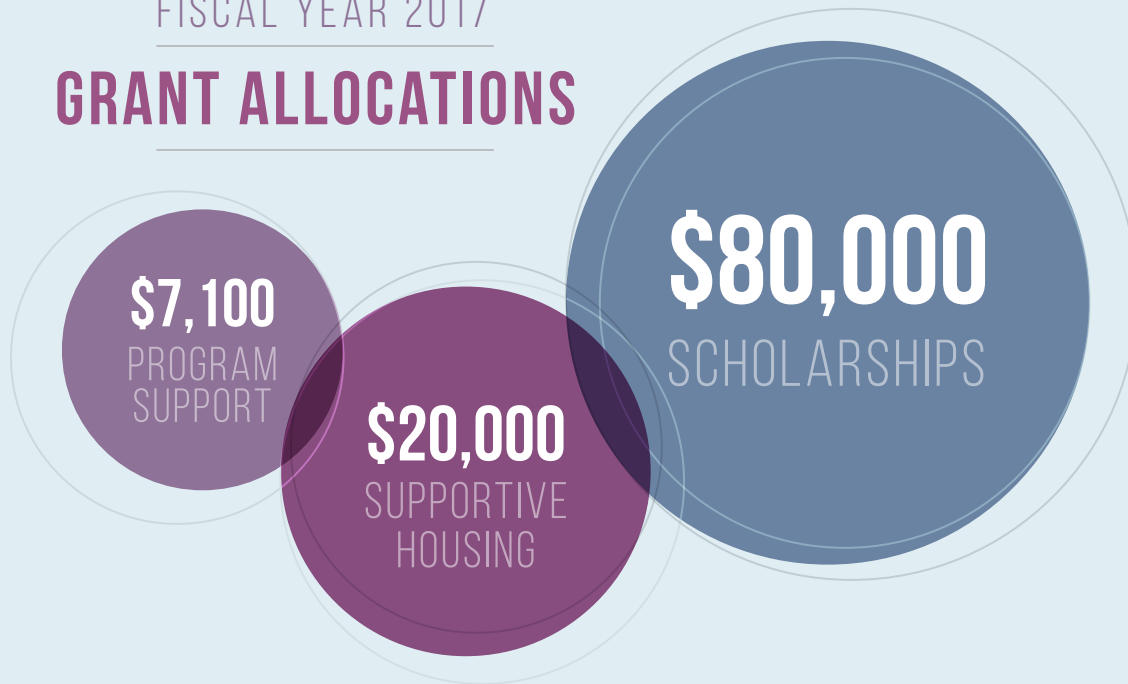
community in 2004 – almost 14 years ago – I have not had one psychiatric hospitalization. I am a testament to the miracles that occur at the hands of the CarePlus staff, community partners, and clients themselves.”



Building Community Connections

FISCAL YEAR 2017

GRANT ALLOCATIONS



- | | |
|--------------------------------|--|
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| Joseph Barresi | CarePlus Workforce Solutions |
| Barrington Press Inc. | |
| Kathleen Baumler | |

Thank you again for your support and involvement with our mission. We are delighted to have you as part of our community, one that represents courage, inspiration and compassion.

Building
 **COMMUNITY**
Connections

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