

Cape Atlantic Integrated Network for Kids

Strategic Plan FY17-20

Introduction:

Cape Atlantic Integrated Network for Kids' (I.N.K.) Strategic Plan has been built on feedback provided by families, staff, leadership and the NJ Division of Children's System of Care (CSOC). This Strategic Plan provides demographic information of the youth and young adults Cape Atlantic I.N.K. has served. The plan outlines organizational Strengths, Needs, Limitations and Opportunities. The focus of the Strategic Plan has been impacted by recent changes in our state contract including an increased Medicaid rate and a shift to a "fee for service" format. The Strategic Plan presents Cape Atlantic I.N.K.'s Strategic Goals under four categories including Quality, Expansion, Community and Integration.

Our Vision:

Healthy Families, Thriving Communities

Our Mission:

To create solutions together with youth, young adults and their families, in partnership with the community, that facilitate desired changes in their lives and enhance their ability to live and thrive in their community.

Core Values:

The mission encompasses the concept that community-based wraparound services are customized according to the individual youth, young adult and family need. The Cape Atlantic I.N.K. core values of care are:

- Centered on the strengths that are inherent in each situation, with service planning focusing on the total youth and young adult, across all life domains, in a proactive manner;
- Driven by family needs and goals, assuring that the family is engaged in a process that is flexible and friendly;
- Culturally proficient and responsive to the community strengths, programs and resources that characterize the flavor and unique cultures of the families within each neighborhood, to create a caring and honest interchange;
- Outcome driven and focused on the quality and appropriateness of the results that come from coordinating and managing services for youth, young adults and their families, and communities; and
- Self monitoring and committed to continuous quality improvement.

Core Principles:

Cape Atlantic I.N.K. is committed to providing an effective system of care that is comprehensive and integrated, and empowers youth, young adults and their families. The fundamental principles that lead this endeavor affirm that Cape Atlantic I.N.K. is:

- A leader in the community and has the charge of training and educating youth, young adults and their families, community members and service providers;
- Obligated to listen to parents, youth and young adults, not for collateral guidance, but for more effective participation in the reform effort;
- A change agent-through creative problem -solving with "out of the box" solutions that offer fresh perspectives to guide the change process;
- Culturally competent in recognizing and celebrating diversity to honor the unique contribution in each family and community;
- A partner with youth, young adults and their families, communities and other systems to synthesize perspectives and priorities; and
- Streamlined to make services timely, accessible, age-appropriate, seamless and community based.

Who we are:

Cape Atlantic I.N.K. is a private non-profit 501c (3) under contract with the NJ Division of Children's System of Care Services to provide Care Management and Behavioral Health Home services to youth, young adults and their families in Cape May and Atlantic Counties. As an integral part of a statewide system of care, we are required by contract to provide only Care Management and Behavioral Health Home Services.

Who we serve:

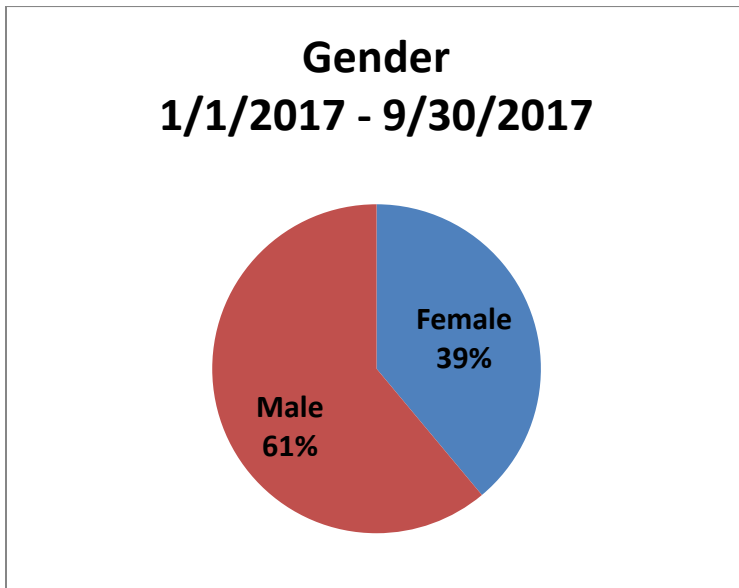
We manage the care needed to address, behavioral, emotional, and substance use challenges. Cape Atlantic I.N.K. also manages the care necessary to help youth, young adults and their families address developmental and intellectual disabilities. In our most recent service addition, Cape Atlantic I.N.K. provides Behavioral Health Home services to address those youth and young adults with a specific list of medical conditions including:

- Asthma
- Hypertension
- Diabetic Mellitus
- Cystic Fibrosis
- Kidney Disease
- Obesity
- Seizure Disorder
- Substance Use Disorder
- Sickle Cell Disease
- Eating Disorder
- Developmental Disabilities
- Cardiac Disorder
- Hypothyroidism
- Hyperthyroidism
- Polycystic Ovarian Syndrome

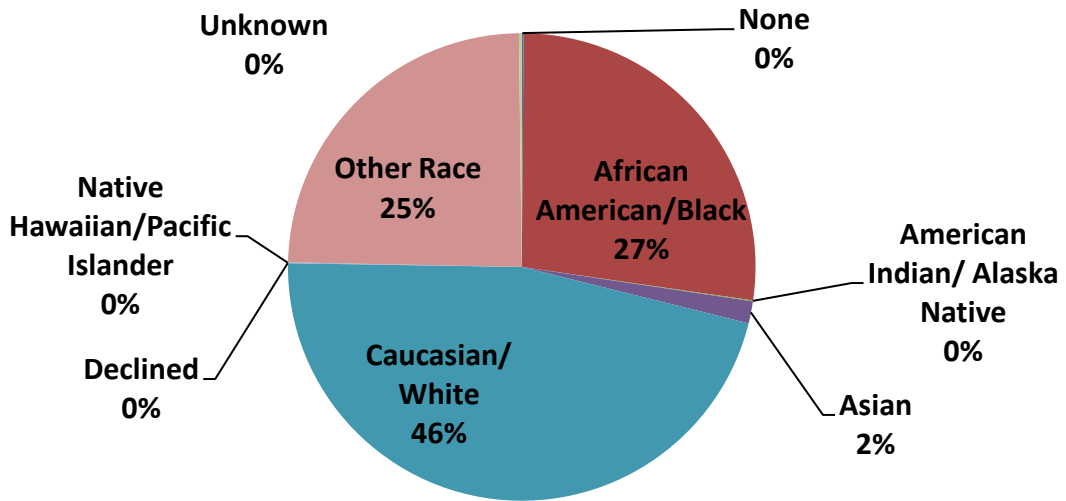
- Pre-Diabetes
- Autism with GI Concerns
- Chronic Migraines

Demographics:

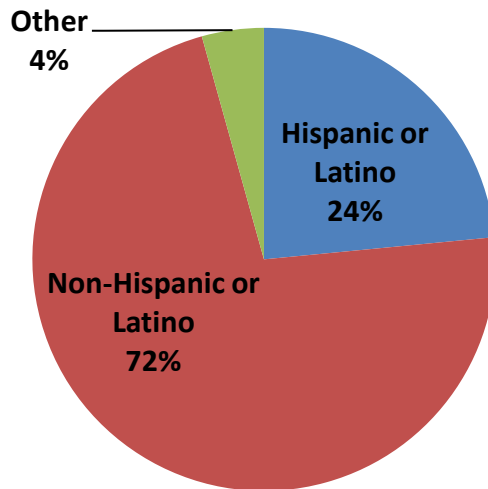
The following information presented is a demographic breakdown including gender, race, ethnicity and age of all youth and young adults admitted into Cape Atlantic I.N.K. from January 2017 through September 2017:

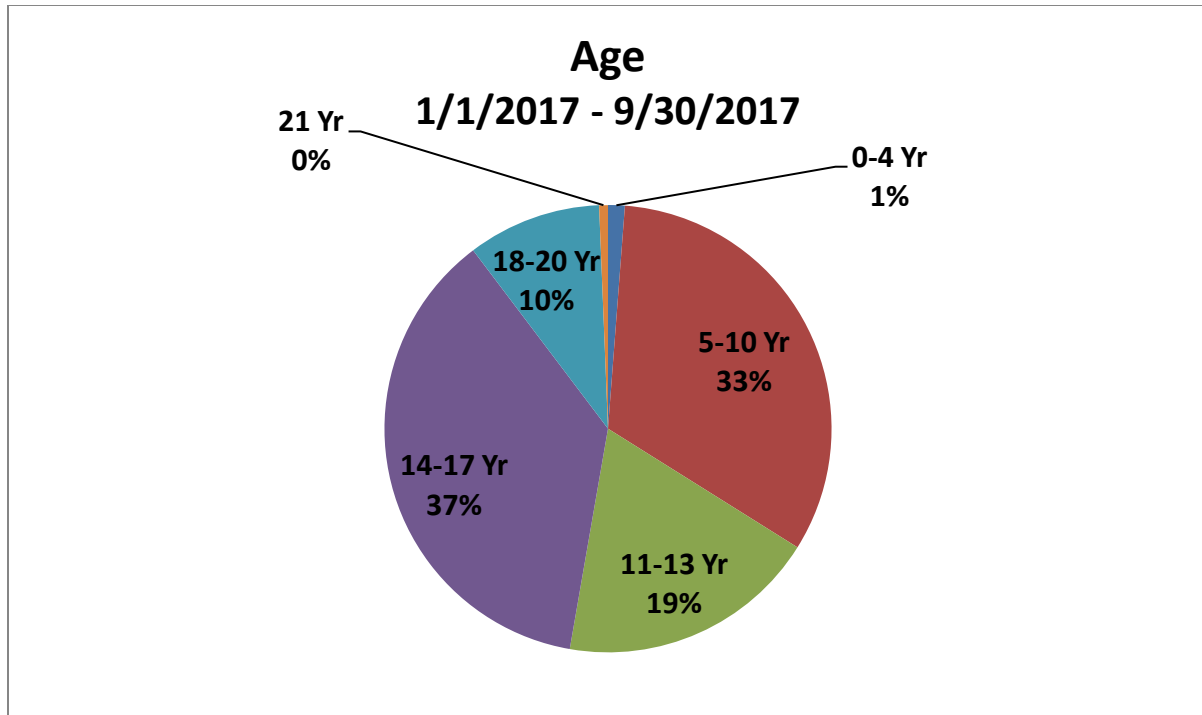


Race 1/1/2017 - 9/30/2017



Ethnicity 1/1/2017 - 9/30/2017





Where and how we deliver our services:

Cape Atlantic I.N.K. works with youth, young adults and families primarily in their homes, schools and communities. We utilize the Wraparound practice model and Child Family Team process. We develop Individualized Service Plans based on the strengths and needs of the youth, young adult, and family.

The Behavioral Health Home service enhances the Child Family Team’s ability to address specific medical conditions and health and wellness goals. This is accomplished through the addition of a nurse and a wellness coach to the Child Family Team.

Organizational Strengths, Needs, Limitations and Opportunities

Strengths:

- Research based Practice Model (Wraparound) and Child Family Team Process that is outcome driven and part of a larger statewide Children’s System of Care
- Dedicated, skilled and diverse staff committed to helping families
- A holistic approach to integrated health and wellness through BHH services
- Strong collaborative relationships with key stakeholders, CSOC partners, community organizations and providers
- Sound fiscal planning, budgeting and accountability
- Strong focus on Quality and Corporate Compliance
- Supportive Board of Trustees

Needs:

- Enhance recruitment and retention rate of Care Management staff
- Additional space to meet the needs of our expanding organization
- Technology enhancements to support service delivery and organizational efficiency
- Expansion of the provider base to meet youth, young adult and family needs

Limitations:

- Demands on Information Technology, Human Resources, Quality Assurance, Corporate Compliance and Fiscal Department exceed capacity to respond quickly without having a negative impact on other demands made on those functions
- Limited ability to develop alternative funding sources

Opportunities:

- Increase Care Management staff to enhance service delivery
- Increase administrative positions to support key functions including Quality Assurance Medical Records, Fiscal, Human Resource and Corporate Compliance
- Organization is better positioned to be more competitive in recruitment and retention of staff
- Additional space to accommodate organizational growth
- Expand technology to support service delivery and organizational efficiency
- Continue to infuse the health and wellness philosophy throughout the organization

Quality Goal:

1. To continue to provide quality care driven by data to improve performance

Objectives:

Implement quality record review

Conduct post transition satisfaction surveys

Track and trend data for performance improvement

Support quality improvement efforts by attaining CARF accreditation.
(Commission on Accreditation of Rehabilitation Facilities)

Expansion Goal:

2. To expand the organizations capacity to meet the growing need for Care Management Services

Objectives:

Recruit and hire additional employees that reflect the diversity of the communities served

Obtain additional physical space and equipment to accommodate growth of the organization

Retain quality staff through competitive compensation and merit based salary increases

Community Goal:

3. To continue to identify and develop community resources to address gaps in services

Objectives:

Continue to develop Cape Atlantic ResourceNet as an electronic inventory of resources

Expand Spanish speaking supports and services available to youth/young adults and families

Expand supports and services available to youth/young adults who have Developmental Disability needs

Expand Medicaid reimbursable outpatient services

Integration Goal:

4. To integrate health and wellness into our families, workplace, and community

Objectives:

Provide education and raise awareness of the relationship between behavioral and physical health

Create community partnerships and develop resources that support health and wellness

Improve health and wellness outcomes for Behavioral Health Home eligible youth