

THE CARE PLUS 2015 ANNUAL REPORT



The **Power**
to change
a Lifetime



President's Message

At CarePlus, we have been a part of so many lifetimes... so many that would be far less fulfilled had they not connected with us.

Because a disease of the brain – *such that mental illness is* – is one that robs an individual of their power and limits their lifetime...it limits their ability to function, participate, and share in the activities that we may participate in during our own lifetimes.

Yet we know that – *together* – we have made a positive effect on so many lifetimes, with programs and services designed to help heal each individual's body and mind. And with that healing, comes the chance to start living one's lifetime... reconnecting with family, friends, work, and life as many of us know it.

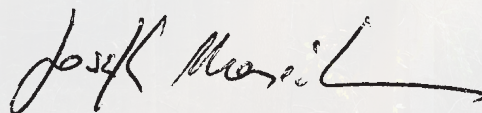
In the past year, we embarked upon many new and exciting projects designed to expand our services, increase our reach into the community, and provide education and intervention to those in northeastern New Jersey.

- Outpatient care for almost 18,000 individuals.
- Serving as the first Behavioral Health Home in the state of New Jersey.
- Expanding holistic primary and mental health care case management services through CarePlus Health Management Solutions.
- Extending our Psychiatric Emergency Screening Program in Bergen county.

- Creating even more opportunity for training and work experience for our clients from Supportive Employment, Partial Care and CarePlus Workforce Solutions.
- Enhancing our Residential Program to allow individuals to heal while experiencing stigma-free community living, and improving their quality of life by building natural supports and access to resources.
- Plus a wide range of grant funded-programs from those that increase service offerings to those in need, on through to innovative uses of technology to assist in treatment and empower individuals to participate in their care.

It's almost impossible to explore the many ways we have helped change the lifetime of individuals who come to CarePlus—even just over one year. We've highlighted some of the extraordinary efforts to help you better understand the work that we do...and the real power that we have to change the lifetimes of so many.

Thank you for your continued faith and support.



Joseph Masciandaro
President and CEO
Care Plus NJ, Inc.

“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.”

Our Services at a Glance

Healthcare Services

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

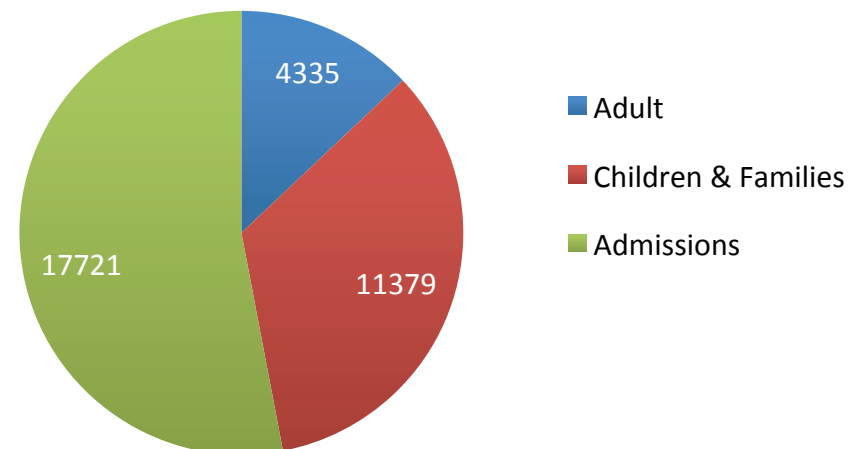
Therapeutic Groups

- 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

Training & Education

- Workshops
- CADC/LCADC Courses
- For Educators

Proudly providing services for over 33,000 individuals within the local and greater community



CarePlus is dedicated
to excellence in mental health care and has
a commitment to life-long support needed
by individuals and their families to ensure
that they achieve their full potential to
improve the quality of their lives.

People with mental health and substance abuse disorders have been shown to live decades less than the average person, primarily from untreated and preventable chronic illnesses like hypertension, diabetes, obesity, and cardiovascular disease that are aggravated by poor health habits such as inadequate physical activity, poor nutrition, smoking, and substance abuse. Barriers to primary care – coupled with challenges in navigating complex healthcare systems – have been a major obstacle these individuals face when receiving the treatment they need.

Primary care settings have become the gateway to the behavioral health system, and primary care providers need support and resources to screen and treat individuals with behavioral and general healthcare needs.

Seeing a solution in coordinating care and treatment plans among providers, CarePlus became one of 13 organizations selected nationally by the Substance Abuse and Mental Health Services Administration (SAMHSA) to receive four year funding to integrate primary care services along with behavioral health care.

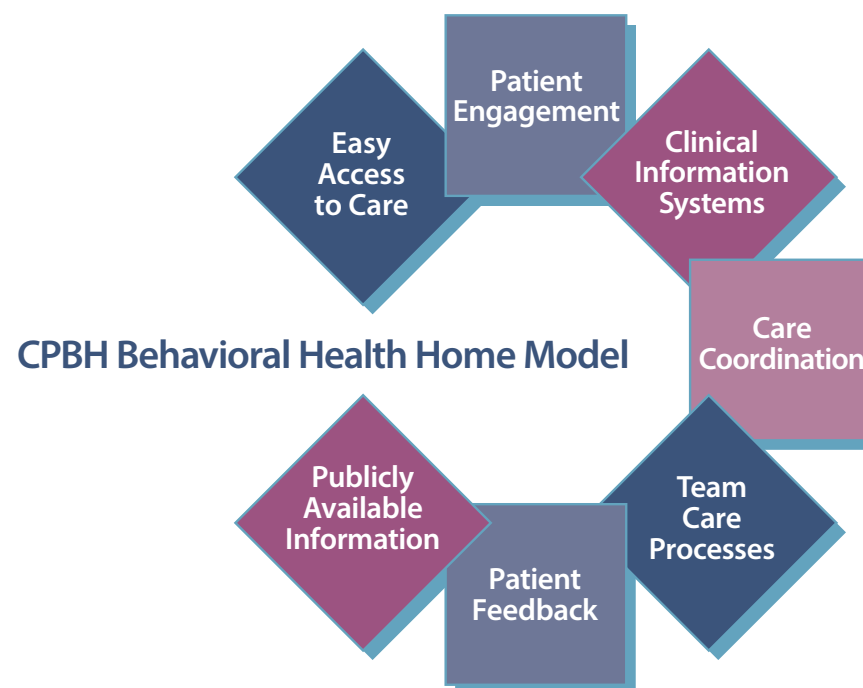
Built out of the success of the SAMHSA grant, CarePlus recently became the first entity in New Jersey to successfully achieve the Behavioral Health Home (“BHH”) designation, serving as a model for others throughout the state.

While the current BHH model is spearheaded by Medicaid, it is just the starting point and only addresses individuals that meet a select criteria where the care coordination needs are assessed, managed, and then maintained. CarePlus feels that there is a gap and is developing two additional phases of the BHH care model which will address individuals who present in a crisis situation:

1. Care Coordination of those individuals in crisis;
2. Moving individuals who are out of crisis into a more intensive Care Coordination model similar to the current state BHH model.

As part of our efforts to provide innovative solutions to help empower our clients to overcome the effects of mental illness, we have developed CarePlus Health Management Solutions (HMS).

Born from the success of our integrated primary care program, along with the processes we learned through being the first organization in New Jersey to be licensed by the state as a Behavioral Health Home, our new HMS program strives to offer clients both within our organization – and those referred from other providers – who would not qualify under the state’s guidelines for the Behavioral Health Home program.



Our proven model for coordinated care

The experience of the SAMHSA grant enabled CarePlus to embed and integrate primary, pharmacy and behavioral health services, as well as develop new relationships with other primary care providers and specialists in the community.

With the proper licensure to provide primary care within the community mental health center, the new internal care coordination environment allowed the organization to encourage individuals to meet with the primary and behavioral healthcare providers, receive pharmacological treatment, seek specialist care and others through embedded services at the primary location in Paramus, NJ.

CarePlus further enhanced the patient experience by creating an on-site fitness and wellness center and added an independently-operated pharmacy on-site which contributed to the overall positive outcomes achieved. More specifically, this project resulted in the establishment of a new environment of coordinated care and showing positive outcomes for over 200 individuals enrolled:

- 92% of individuals achieved normal blood pressure within one year
- 82% reduction in emergency room utilization
- 100% involvement in wellness programming
- 90% of individuals reported a positive perception of care



“I am very thankful for our session, you truly have helped me in so many ways. I am learning to understand that my disability does not define me. Thank you.”

During the 2015 fiscal year, CarePlus applied for a number of grants that support critical services and needs in our communities. Grant applications that were funded include:

US Department of Housing and Urban Development

Rapid Re-housing for Families to assist homeless families in finding and retaining affordable housing.

US Substance Abuse and Mental Health Administration

Primary and Behavioral Health Care Integration provides seed funding to implement integrated primary care services in a behavioral health setting.

Community Development Block Grant Program

Housing Works to support helping homeless Bergen County residents find and retain affordable housing.

Children's Services staffing to ensure that children and families and Bergen County have access to mental health services.

Janitorial Services job creation for individuals with disabilities in Bergen County.

Cardinal Health Foundation

Care Plus Client Cloud integrates technology in the mental health treatment of consumers with serious mental illness.

NJ Department of Children and Families

Focus on Supervision provides consultation services related to case supervision to local DCPD offices in Hudson and Middlesex Counties.

County Councils for Young Children establishes a forum for parents and community resources in Bergen County to discuss issues that affect the health, education and well-being of children.

NJ Division of Mental Health Services

Behavioral Health Home start-up funding to launch this new initiative in New Jersey.

Psychiatric Emergency Screening Program in Bergen County to provide psychiatric crisis stabilization and psychiatric screenings 24/7 in Bergen County.

Irvington Board of Education

Mental Health Consultation Services on-site at the middle school that will empower the students for academic success.

Bergen County Juvenile Justice

Anger Management services for local youth that display risk.

Fire Prevention services for local youth displaying curiosity with fire setting.



Grant Spotlights

Bergen County Council for Young Children

The County Council for Young Children was established in 2010 to create a safe and constructive forum for families in counties throughout New Jersey. Participants assemble to connect over conversations regarding needs, concerns, and successes in raising their children.



CarePlus was the recipient of the grant for Bergen county to create the first *Bergen County Council for Young Children* (BCCYC). The goal is to provide an opportunity for families to come together and become active community partners. Topics for discussion at events include the health, education and well-being of their children. The group is designed to provide an outlet for ideas, opinions and solutions to build stronger connections for children and families within

the community. Childcare is provided on site so that parents may actively engage in conversation.

“We feel that it is necessary for families to connect and identify issues in the community,” said Jennifer Loaiza, Project Coordinator for BCCYC at CarePlus. “Receiving input from people that are actually a part of a larger system and community will allow for us to advocate as well as improve the programs and services that are being offered.”

A “Kickoff Party was held in September, and two events were held in October and November, and further are planned throughout the year in other communities within the county.

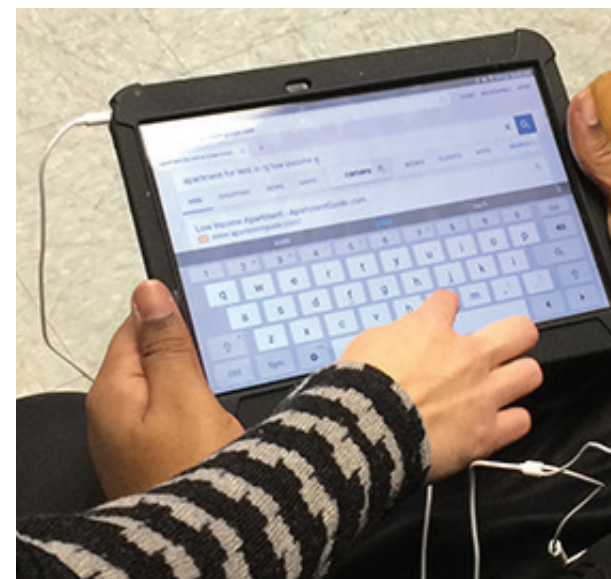
“It was so gratifying to see the families and community partners sit together to learn about available resources in Bergen County,” Loaiza continued. “I think the biggest take away was knowing that the parents were satisfied, and surprised, by the abundance of what is offered in our county.”

Cardinal Health Foundation

This past spring, the Cardinal Health Foundation awarded CarePlus with new funding to launch the *CarePlus Client Cloud* project as a means of engaging clients in healthcare through the expanded use of technology.

The competitive funding opportunity that CarePlus was selected for is called “E3 – Effectiveness, Efficiency and Excellent in Healthcare”. The expected outcome of these efforts at CarePlus include successful health management, improved medication adherence, greater health literacy and lower levels of inpatient hospitalization.

CarePlus is working with participants to learn to use technology to improve their health outcomes. A central website, functioning as a “cloud” to resources, assists clients in accessing verified health and wellness information, as well as their electronic health record. An interactive display board in our group room is used to demonstrate how to navigate the internet and the tablets that are on-hand for use in groups.



An interim assessment demonstrated positive outcomes for this project. Some of the areas in which participants noted improvements include quality of life, physical health, psychological health, social relationships, and environment. These promising results have encouraged CarePlus to apply for more funding and expand the reach of this project to include more individuals.

The complete continuum of care we provide for those 18 and older ensures that individuals who have been diagnosed with a mental illness has the support they need from the urgent need in times of crisis on through to support to re-establish their life, returning to work and connecting with family, their community and friends.

Some of the advancements to and notable achievements of the CarePlus care continuum for adults include:

- Being awarded the Assisted Outpatient Treatment Services (AOTS) program for Bergen County. Designed to engage individuals 18 years or older and living in Bergen County, who have been court ordered to treatment within the community in a mental health care and wellness program that provides a pathway to recovery. This new program is already showing success and has provided our team with new ways to work with our clients and the Judiciary.
- The 7-year extension of our contract for the Psychiatric Emergency Screening Program (PESP), allowing us to continue to provide emergent support, as well as education and training within the Bergen County community.
- Over the past year, our Residential Program has transitioned 18 clients to a more independent level of care within our group home services, including 5 successful transitions to Supportive Housing.
- The collaboration of our Partial Care program, CarePlus Workforce Solutions, and Supportive Employment expanded the work of the CarePlus Wellness Café, adding lunch service after our successful breakfast service. Further advancements include the addition of hot meals.

- Awarded the Rapid Re-Housing for Families grant through the Continuum of Care of Bergen County. Rapidly provide housing search and case management services to 12 families experiencing homelessness.
- Awarded a fee-for-service contract with the Division of Vocational Rehabilitation Services (DVRS) to provide Long Term Follow Along (LTFA) services to identified consumers needing additional support to maintain employment.
- Attended Crisis Intervention Training (CIT) geared towards partnering with law enforcement to assist during mental health crisis situations in the community.

At CarePlus, our mission is to provide care to the whole person, not just what would be experienced as the illness. Whether it is treatment, housing or work, our goal is to provide a holistic set of opportunities, opening up the possibilities for wellness. Many of our new achievements are geared to a variety of different situations that a person can be struggling through. It is our hope to provide support, treatment and other services that may interrupt situations. For one of our consumers, the opportunity presented in the form of training. Through our Supported Employment program, he began as one of our first trained staff members at our Wellness Café. Since receiving training, he has been employed as one of our Café staff and has been promoted to manager. It is our hope that he will be able to capitalize on this experience after building his resume and working with his counselors to secure competitive employment.

Crossroads to Wellness

Frequently, individuals who are in crisis or emotional distress struggle to secure an appointment with a mental health provider in a reasonable amount of time. This can result in the individual suffering needlessly with their symptoms or an unnecessary hospitalization. The Crossroads to Wellness Program fills this gap in services, providing rapid access to comprehensive services. This fiscal year, the program enrolled 451 Bergen County residents and offered 99% of referrals to the program an appointment within 24 hours to provide immediate support.

From the first call, a mental health professional provides a phone assessment, support and encourages the caller to “come right in.” Crossroads to Wellness provides an array of services, such as therapy, medication counseling, outreach, and case management, through an interdisciplinary team. In addition, a Recovery Specialist is available to provide peer support, teach wellness skills and instill a sense of hope that recovery is possible. Individuals and families can be seen as frequently as needed in order to meet their needs.

Clients are typically engaged for an average of 3-4 months. The team works with clients to help them prepare for transfer to a lower level of care. Many choose to remain with CarePlus as a result of the positive experience with Crossroads to Wellness. The team collaborates with the ongoing providers to provide a warm hand-off and coordinate smooth transition for the client. Others, complete services with the Crossroads to Wellness Program after meeting their treatment goals to their satisfaction during the brief intervention.

An individual called CarePlus seeking help since he was in emotional distress. He stated he felt depressed for years, however, recently it had gotten worse since he had been dealing with significant medical issues. The individual stated his irritability was having an effect on his marriage and he decided to call for help at his wife's encouragement.

Through the Crossroads to Wellness Program, he was able to schedule an appointment quickly. He worked intensely with the team for a 4-month period to help him through his crisis and was assisted with transferring within the agency for ongoing care. Upon completion with Crossroads to Wellness, he shared the following in a letter to his therapist:

“You have saved me from a sickness that consumed me most of my life. You helped me break free from my thoughts and to begin to learn to actually love myself, a concept I always believed would be impossible for me. For this, I am eternally grateful.”

Residential Program

The CarePlus Residential Program works with individuals to enhance their independence and maintain stigma-free community living, thereby enhancing their quality of life. It allows clients to re-engage with their life by building natural supports and access to community resources.

Over the past year, the Residential Program has transitioned 18 clients to a more independent level of care within our group home services, including 5 successful transitions to Supportive Housing, which is an independent apartment living program in the community that offers support services to enhance community tenure.

Our staff acknowledged that it has been a great experience to provide an opportunity to our family of clients to enhance their living and acknowledge their positive efforts. As stated by one of the Residential Program staff members, *"The clients work very hard in their own journeys of wellness and recovery. There's much to be admired: their endurance, their faith and hope, their resilience. It's not only about them learning from us. It's about us learning from them. Consumers have been more than ready to transition and accepted the opportunities with very little difficulty and resistance. Some consumers may be comfortable where they are, but given the opportunity, they'll overcome their own perceived limitations."*

One individual who lived in our 24-hour group home for 4 years, recently transitioned to one of our homes that offers greater independence and less staff supervision. He spoke these poetic words, *"The past is history, the future a mystery but today is a gift, that's why they call it the present."*

Another individual who resides in our 24-hour group home for the past year stated, *"I'm so happy to be here. You help me realize my triggers and how to react better. I'm so happy to be able to prepare a meal on my own. Thank you for helping me."*

We provide services to a population more than capable of greater independence given the opportunity and on-going support—it's a program we are truly proud of.



*CarePlus maintains
9 group residences in the
Bergen county area.*

The CarePlus Wellness Café

In 2014, our Partial Care program, CarePlus Workforce Solutions, and Supportive Employment collaborated to create the CarePlus Wellness Café and provide pre-vocational job opportunities and trainings for our clients. This opportunity has allowed our clients to learn transferable skills and enhance their resumes in preparation for community employment.

As a team, we have successfully trained over a dozen clients in food handling procedures. Our Safe Serve training course, offered over a two month period, taught clients food handling, hand hygiene and safe food storage and preparation procedures. Additionally, clients were trained in the three-stage sink system in order to properly clean and sanitize kitchen equipment. During this intense training process, the Wellness Café Client Workers also became efficient in the point of sales system dedicated primarily to the use of cash registers and utilized in many food service industry careers.

In order to provide consumers with on-going employment support, the Partial Care staff offers three employment readiness groups weekly which serves to enhance and reinforce their occupational skills.

Through our team's hard work, we expanded services to include lunch, offering healthy options at reasonable prices to clients and staff. Soon after lunch became available, a "traveling barista" (lead by client workers) began providing service throughout the Paramus office to anyone who is unable to make their way over to the café during breakfast hours. More recently, the Café expanded the menu to include hot meals. All of these expansions were due to the hard work of staff and clients, with one client promoted to a supervisory kitchen role.

The positive impact that this program has had on our clients is remarkable. One noted, *"I am proud to be a staff member in the Wellness Café. When I began working in the Café a few years ago, I served coffee at lunch. Even though I enjoyed this experience I was interested in expanding my skills and working with more clients. We keep a clean and well-run kitchen and the staff know what they are doing and do a very good job. The best part in my experience is serving food to the clients who don't always eat very well. We are able to serve food that is nourishing, tasty and healthy. Being able to provide someone with a good hot meal who may otherwise not eat so well makes me feel good."*

Due to the success in the first round of training, we are opening up another course in the next several weeks to train a new group of clients. We look forward to expanding this program further in the future and helping to continue to transition clients to community employment.



Care Plus Workforce Solutions (CPWS) operates as a division of Care Plus NJ (CPNJ). Our mission is to provide vocational and employment opportunities to the disabled and economically disadvantaged, through the provision of three work tracks:

- CarePlus Laser Imaging
- CarePlus Janitorial Services
- CarePlus Laundry Services

Our workers are primarily residents of Bergen and Passaic Counties, referred through the CarePlus Residential/Partial Care Programs and Supported Employment Programs of Harbor House of Passaic County, as well as the NJ Division of Vocational Rehabilitation Services of Passaic and Bergen. We also have clients referred from the New Jersey Commission for the Blind and Visually Impaired.

We have an advisory Board consisting of individuals from the business community, as well as members of CarePlus Senior Management who well acquainted with our clients.

CPWS is a member of ACCSES-NJ/CNA. ACCSES has been appointed the Central Non-Profit Agency (CNA) to implement the State Use Law. This legislation enables participating Rehabilitation programs to sell their products and services to State agencies and local units of government. We have several Memorandums of Understanding (MOU) with ACCSES-NJ to sell OEM and remanufactured laser toner cartridges and to provide both janitorial and laundry services to State and County government entities.

Under Care Plus Laser Imaging, we have a partnership with Hewlett-Packard as one of their preferred qualified supplies partner. This status allows us to work closing with them on the sales of their products to government and private industries.

Some of our accomplishments from the past year include:

- Provided opportunities for approximately 33 disabled consumers, adding 5 new workers during the fiscal year.
- Increased the number of working hours for many client-workers in various work tracks.
- Continued to pay workers a competitive wages to help supplement their income.
- Continued Benefits Counseling for all working consumers. This added support to our workers helps them to become more knowledgeable of the work incentive programs provided under Social Security, giving them more confidence to try work without fear of losing their benefits.
- Reduction of re-hospitalization of clients by providing a supportive work environment.

Our mission: create jobs for individuals with disabilities, as well as those who are economically disadvantaged, and thereby providing a pathway to an improved quality of life.

262-HELP

Bergen County's Psychiatric Emergency Screening Program (PESP)

Screening Centers are designated every 7 years. In February 2015, 262-HELP/CarePlus learned there would be a public Request for Proposal (RFP) issued by the Division of Mental Health and Addiction Services for this program in Bergen County, which historically has been operated by CarePlus for the last 26 years.

In addition to submitting a comprehensive grant proposal, letters of support from different system partners in Bergen County were also solicited to demonstrate 262-HELP's strong, longstanding relationships within the community; it is these same relationships that contribute to 262-HELP's success in providing exceptional care to consumers and family members of mental health services during this past year. Of the 51 letters of support received, 33 were submitted by various law enforcement entities in Bergen County, indicative of the positive working relationship between 262-HELP and the police.

In Fiscal Year 2015, 262-HELP concentrated its attention on further improving its relationship with all law enforcement, with positive outcomes ranging from more efficient utilization of police during mental health emergencies in the community, to working more collaboratively in a true partnership, subsequently providing 1,569 consumers experiencing a mental health crisis with the best care possible. Last year alone, 262-HELP received 896 phone calls from police, 326 of which resulted in 262-HELP providing direct services to consumers. The remaining 64% of those calls from police were able to be diverted from screening to a lesser restrictive intervention. This demonstrates that the education and training PESP provides to Bergen County law enforcement is effective in providing

mental health consumers within Bergen County with the most clinically appropriate intervention at the time of each call.

262-HELP has always acknowledged when law enforcement goes above and beyond in this mission, and in this past year, noticed an increase in these occasions and responded by writing letters of appreciation recognizing those officers who shared the same level of compassion and commitment when called to respond to mental health crisis in the community. Bergen County Law Enforcement also expressed this mutual appreciation in their letters of support.

"CarePlus has demonstrated an admirable history of delivering screening services in Bergen County and has an excellent reputation for meeting consumer's needs..." cited one support from Paramus EMS. The quote speaks to not only 262-HELP's position in the community, but to CarePlus as a whole. 262-HELP remains committed to excellence in providing mental healthcare and acknowledges this special partnership with law enforcement as vital to achieving this goal, and will continue to provide education and training to enhance what is already a solid collaboration with Bergen County law enforcement.

In April 2015, CarePlus/262-HELP, was re-designated to operate the Psychiatric Emergency Screening Program for Bergen County for the next 7 years.

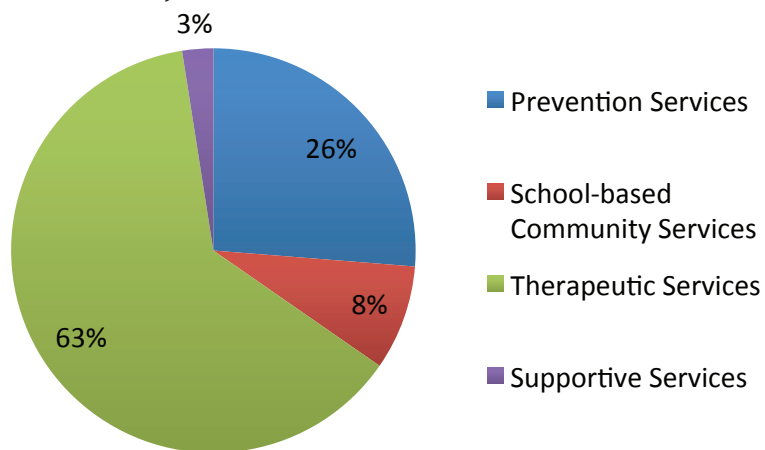
"We have worked with your organization for several years, and are impressed by the high quality of service provided by your personnel and have no doubt that the residents of Ridgefield Park will continue to receive the highest quality screening services through Care Plus NJ/262-HELP."

—Ridgefield Park Police Dept.

"The service provided is invaluable to our officers in the field." —Bergenfield Police Dept.

Healthy minds, healthy bodies, for all ages. That's the goal at CarePlus: to help individuals and families who are struggling with social, behavioral and mental health challenges get to a place of balance of healthy mind and healthy body. Our variety of outpatient programs, in-community services and support groups help to manage stress, modify behaviors and establish a positive sense of wellbeing.

Total number of children and families served: 11,379



“You left me with a feeling of ease as if perhaps someone could finally help my son.”

Therapeutic Support Groups

In 2014, more than 24,000 children ages 4-18 were engaged in mental health services in New Jersey. This number is likely to increase in 2015, as will an increased need for more behavioral health services for children and families. Although these services are often provided on an individual basis, they can also be conducted with small groups of children addressing common issues. CarePlus, recognizing the need for more varied types of services, offers a variety of these groups, supportive as well as therapeutic. The common goal of these groups is always that children and their families feel safe, supported, and surrounded by individuals who want to see them overcome their struggles and who share similar challenges. Group therapy helps to create a feeling of connectedness among its members, who share a common goal. CarePlus offers a number of therapeutic groups that are available frequently throughout the year. Some of our topics are:

- Anger Management
- Social Skills
- Lesbian, Gay, Bisexual, Transgender, and Questioning (LGBTQ) support
- Music
- Body Image
- Anxiety
- Depression
- Divorce
- Parenting
- Socially Creative Summer Camp

1,000 Cranes... One Wish for Happiness.

“By the time I was 14 years old, I had gone through and experienced a lot; and I needed help but didn’t know where to turn. I discovered this Japanese tradition where if you make 1,000 paper cranes, you get to make a wish, and your wish will be granted.

So I did. Over a ten-month period, I made 1,000 paper cranes, and then I made a wish...a wish for happiness.

Soon after, I was introduced to CarePlus and received the support and treatment that I needed. I’ve learned so much about myself, and how to be the best version of myself that I can be. I know that anyone can find happiness. I have found mine, and CarePlus has helped me achieve it.”

– Jamie M.

Many will recall Jamie, a poised young woman who presented her story at our 2015 CarePlus Foundation Courage Awards Gala. It was from her story that we derived the theme of 1,000 cranes...a theme that represented hope and happiness.

Jamie engaged in our outpatient therapy program, medication monitoring services, and also participated in a CarePlus specialized support group for adolescents. Currently, she is 18 years old, preparing to graduate high school, a volunteer, youth advocate, published author and public speaker.



CarePlus is proud to be part of the prevention efforts of Northern New Jersey. These services are offered to children and families, crossing developmental states from prenatal to senior adult caregivers. The focus of these types of family support is to promote the acquisition of knowledge and skills that make the family more competent, strengthening their ability to function and thrive.

Our goals include:

- Nurturing and attachment between the caregiver and child.
- Increasing knowledge of parenting and child/youth development.
- Teaching parental resilience (i.e., coping with stress and problem solving strategies).
- Improving social connections.
- Providing concrete supports for parents (i.e., basic needs assistance and access to services: physical and mental health care, substance abuse treatment, and domestic violence services), and social and emotional competence of children (cited from New Jersey Task Force on Child Abuse and Neglect 2015).

These services include 24/7 crisis response to families during their time of greatest need; information, wraparound and referrals to support families; prevention of homelessness, reducing recidivism of children with fire setting behaviors; and nurturing the relationship between foster parent and youth during some of the most traumatic moments in the child's life.

Prevention Services Include:

- Children's mobile crisis and stabilization services
- Families First
- Fire prevention education services
- Fostercare Services
- Healthy Families and TIP: Hudson & Bergen
- Kinship Care Services
- Parent Guidance Program

“Kinship changed our lives – just when we were losing faith we gained such big a help.”
–Kinship Caregiver

Therapeutic Services

Since 1978, CarePlus has offered therapeutic and psychiatric services to the greater Paramus area. Today, we have expanded our practice throughout Bergen and Essex counties, and beyond, providing services to folks in New York, Pennsylvania and Connecticut. True testimony to the special services we provide, clients travel far and wide to see our providers.

With over 100 clinical staff, we meet the individual, child or family where they are at to address their pressing needs, providing services in our offices, in their homes and in the community.

Our child psych providers are the leading experts in their field. Not only do they provide service to individuals and families who are seeking answers during some of the most challenging and difficult times, CarePlus “prescribers” also offer in service and educational workshops to both their peers and the community to lend their knowledge and skill.

Along with our community providers, CarePlus has refined our expertise assisting individuals, children and families who struggle with common emotional and behavioral health issues related to addiction, trauma, depression, crisis, hoarding and behavioral issues including attention deficit disorder.

We aid individuals and groups by tackling issues such as bullying, gender identity, divorce/separation, blended-family issues, family violence, child/parent conflicts, anger management, grief/loss.

CarePlus child and adolescent consumers are high achievers: 75.7% of current consumers have achieved their goals and are continuing to set higher goals. This is 15% higher than national averages.

Therapeutic Services include:

- State funded, private funded fee-for-service therapeutic outpatient services that include child, individuals, couples, child and adolescent psychiatric evaluations and medication monitoring in OPD
- ChIP
- Conquering Clutter
- Families First
- Fire Prevention Clinical Services
- Partnership for Children (PFC)
- School Presence Program
- Sexual Abuse Evaluations



“From the moment [our son] met his therapist, he was very comfortable. He opened up to him and explained all of the emotional and physical issues he was having. Over the course of the next seven months, his therapist taught [our son] a variety of coping skills [...] the result was amazing. My family cannot thank CarePlus enough. You really saved us from a very stressful and upsetting situation.”

Supporting and Providing Services to Schools in the Community

16

Engaging youth in positive activities to enhance their growth and provide counseling and intervention can be extremely challenging. That's why CarePlus developed a variety of effective models that can be custom-tailored to each school's learning environment and student needs.

We base our models upon the philosophy that a student's chance to achieve success in school and in the community improves when there is easy access to school-based therapeutic services. It's our goal to create access to an environment within the school that's safe and free of stigma, while offering structured recreation, psycho-education, skill-building, and therapy from experienced professionals.

Our custom-tailored, collaborative, school-based programs offer the best of structured recreation, psycho-education, skill-building, and therapy in a non-stigmatizing school-based environment—plus wrap-around services to complete the care continuum.

"Everyday, our team works really hard to help make a positive change in the lives that we serve and we are very happy to know that our hard work is paying off." – Nivioska Bruce, Program Manager; School-Based Program – Irvington High School



"I would like to say what an awesome job CarePlus is doing. Thank you for implementing their program in our schools. They are definitely a necessary tool needed in our schools, and they should be in every school from K-12. CarePlus helps the children to deal with all their issues that therapists are trained to deal with. So many of our children need this kind of program to help them strive and be more successful. CarePlus helps kids, parents, teachers, administration, and even security to do their job more effectively throughout the district. A puzzle is not complete until you have all the missing components to make a full picture, and CarePlus is that essential piece."
– Parent

Community Support When it's Needed Most

The Traumatic Loss Coalition (TLC) is a group of mental health workers who provide “psychological first aid” and other mental health services, in schools and throughout communities, after a traumatic event occurs. CarePlus is paid by the state to lead trauma responses in Bergen county, with Sue Heguy of CarePlus serving as the county TLC Coordinator. New Jersey is the only state in the country that has this kind of program, the TLC, where all county crisis teams are overseen by a state program coordinator, providing consistency in training and response. The TLC program is run by Rutgers-Behavioral Health Care, funded by the state of NJ, and the Bergen County Coordinator is “housed” out of CarePlus.

The Traumatic Loss Coordinator and their Lead Response Teams provide consultation and onsite trauma post-vention activities in schools and communities to promote healing and resiliency in the aftermath of a death by suicide, homicide, accident or illness. For example, in January of 2015, Sue Heguy and her TLC team assisted staff in New Milford, spending two days at elementary schools running counseling sessions after the death of second-grader killed when a bench fell on him in a school multipurpose room used as a gym and cafeteria.

The dual mission of the TLC is suicide prevention and trauma response assistance following losses due to suicide, homicide, accident and illness. The people trained can provide post traumatic stress management, psychological first aid, classroom, culture- and community-based intervention and traumatic incident intervention.

Sue runs Bergen County TLC monthly meetings and drills. Heguy's team includes private counselors and staff from mental health centers, but she estimates about 70 percent of the people are school personnel — such as psychologists and

guidance counselors — training to respond to situations at their school.

“Some schools really want to keep it in-house,” said Heguy. “A lot of my team members who come to my trainings are able to do that for their schools so they might not need strangers or what have you because they're already trained.” In those cases, Heguy is often called on for consultation, to go over a plan or to have TLC teams help the school personnel, while the more familiar school staff does the face-to-face with students, said Brogan.

Heguy estimates her team receives about eight calls a year at Bergen County schools. Typically, they are there for only one day, bringing in as many counselors as it takes to handle the school population. If a situation calls for more time, however, they are there as long as the school district wants them. In 2014, Heguy and her team responded when a graduate of Northern Highlands High School had died by suicide when she was away at college. Because this graduate still had many friends and family within Bergen County, the TLC responded and provided services at the High School. “We were there three days even though she already had graduated,” said Heguy, who broke up the groups between faculty and students affected. “She was a superstar there.”

October 30, 2015

Dear Sue,

On behalf of the Administration, staff, and students at The Community School I want to express our sincere thanks for the support of your organization and the team of counselors who came to our school following the tragic death of one of our teachers.

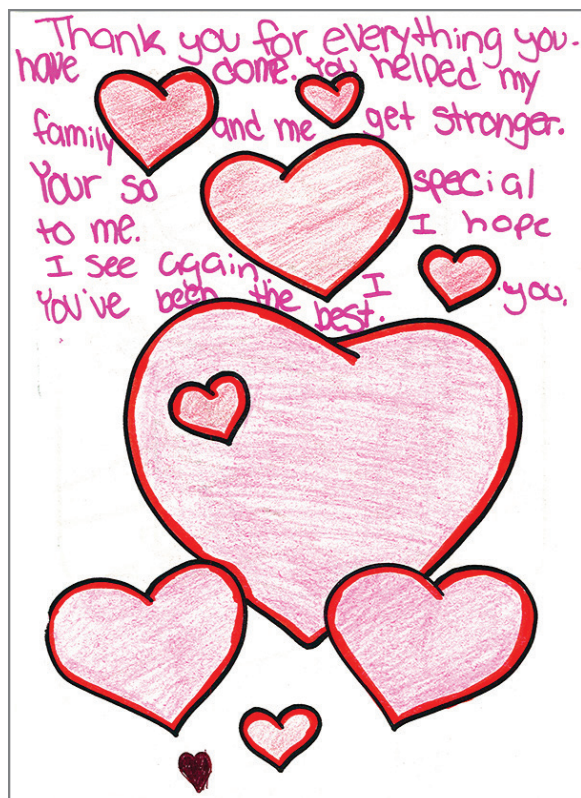
From the very first moment I called, I was received with sympathy and understanding and an immediate acknowledgment that your organization would see to our needs.

I want to let you know that the counselors who came were understanding and compassionate and made themselves available for everyone who needed them. They met the needs of our staff and students, helping us through a very difficult experience.

I can't begin to tell you how important your organization has been to us.

Thank you,

Brian Lubroth
Program Coordinator
The Community School, Inc.



In the state of New Jersey, there are over 6,000 children in foster care. Well-intended parents may be struggling with their own issues, therefore, they are challenged to provide for and protect their children. When safety is threatened or basic needs cannot be consistently met, the primary family unit is disrupted. CarePlus is there to provide needed support to these families so that they may be better equipped to provide a safe and stable environment and to minimize the length of time children are away from their parents.

At times there are circumstances that prevent youth to return to their families. With support, we prepare them for a new transition – whether it is adoption or independent living – as they approach adulthood.

We are passionate about the work that we do to provide parents with the skills they need to overcome obstacles that initially shattered the family.

From providing residential needs, basic life skill development, or parenting support and education, CarePlus is here to help.

Supportive Services include:

- Adoption House
- Middlesex Visitation Services
- Visitation Vendor Contract Services
- Homeward Bound and Homeward Bound Aftercare
- Strive for Independence I & II
- Supervised Visitation
- Visitation, Coordination and Reunification Program



“Thank you for always treating me as a person and showing my family respect. You always saw my daughters [for sessions] consistently even when I could not attend. I can tell that you genuinely care about my family and I am thankful for all of your time and dedication.”

Fighting Fire with Education

The Bergen County Juvenile Fire Prevention Program (BCJFPP) is a unique program that provides education and Behavioral Health services for youth who are at-risk or have fire-setting behaviors. The BCJFPP has been in existence for over 25 years and has over a 98% success rate. The success of the program is made possible through the collaboration of CarePlus staff and community volunteer fire safety educators.

The program is very active in partnering with other community providers in order to keep the community safe. CarePlus staff – along with Fire Safety Educators in the community – allow the BCJFPP to reach more families that can benefit from the program. The program has provided fire safety education to groups of students in various schools in Bergen County, as well as through community events.

Families who have received services through the BCJFPP report that the staff and educators surpassed their expectations of the program and that the educators are fantastic and have a special way of teaching fire safety to youth.

The volunteer educators are made up of over 21 individuals in the South, North, East and Western regions in Bergen County. Some of these specially trained educators have been with the program since its inception over 25 years ago. When asked about the motivation for volunteering their time for so long, one educator responded, “Change a child, change the world.” This expression speaks to the educator’s commitment to helping others, especially the youth within our county. Their dedication and support to the program has been the key to its success.

“It was a very enlightening expression of fire and safety. I do appreciate the time [The Fire Safety Instructor] put in informing my son and family on fire safety. I recommend this program to all young adults.”

“[The Fire Safety Instructor’s] knowledge and ability to communicate was great; was able to make effective points and kept my son interested.”

“This was very helpful especially with helping my son understand unexpected outcomes when dealing with fire and fire safety.”

“It’s really helpful in making decisions and motivating you to be a better person every day.”

CarePlus Innovations is our specialized training division offering workshops on mental health related topics for individuals, organizations, schools, and community groups. Many offer clinical CEUs, licensure preparation, and continuing education.

CarePlus is proud to be one of the leading providers of Certified Mental Health First Aid Training for adults and youth.

Community Education

Our monthly Speaker Series provides continuing education monthly workshops at our Paramus facility to social workers, school professionals and human service professionals. This past academic year we trained over 350 professionals.

Our Speaker Series offers a wide range of topics related to youth and mental health. The speakers are specialists in their field, and our workshops are current, engaging, affordable, useful and relevant to social work practice.

“This workshop presented a deeper understanding of the assessment and variables to consider and I have a much better understanding of the current treatment modality. The presenter had extremely broad knowledge and this was one the best workshops I have ever attended.”

Building a Work Force to Fight Substance Abuse

Substance use by both adults and adolescents is on the rise in New Jersey. In 2013, substance-abuse providers reported more than 75,000 enrollments in treatment in New Jersey. With 35% reporting their primary drug of choice being heroin, effective treatments are even more critical to address this epidemic. In response to the need for more trained counselors, CPI began offering coursework to become a Certified Alcohol and Drug Counselor.

Throughout the years, due to the quality of trainers and material, the CADC training program grew. In 2015, after weekly course sell-outs, the program was moved to the Paramus location to accommodate the demand. There, we offer 45 courses annually to educate counselors on topics such as initial interviewing, crisis intervention, and addiction recovery. Through education, we are able to strengthen and expand the skills of counselors in our communities to fight the epidemic of drug abuse.

Advocacy in the Community

Outreach and advocacy efforts continue to be an integral part of our connectedness to the community. CarePlus is honored to partner with events and organizations to bring mental health and wellness education to the greater community and to be a part of Mental Health Task Forces such as the Paramus, Fair Lawn, and Park Ridge Stigma Free Zones, the Bergen County Mental Health Substance Abuse Task Force, and the CIACC (Children's Interagency Coordinating Council). Our recent efforts of advocacy, education, and awareness events throughout the state included:

On February 21, 2014, CarePlus President, Joe Masciandro, was interviewed by Steve Aduato of NJTV and discussed the then current state of mental health care and how it has changed over the years.

On September 8, 2014, in honor of the 40th annual World Suicide Prevention Week, CarePlus held a free community event to increase awareness, aid in prevention, and remember individuals lost to suicide, entitled *Peace Together*. The event consisted of a screening of the film, "Trevor," followed by a panel discussion that included CarePlus professionals and family members who have lost loved ones to suicide. A reflection ceremony was performed with music and vocals provided by CarePlus' own, Paul Kates and his wife.

In October 2014, CarePlus had the opportunity to partner and participate in Bergen Community College's event, "Stories of Hope, Connection, and Resiliency". As practitioners in mental health care, CarePlus recognizes how mental illness affects the lives of so many, and how – without treatment – many individuals take their own lives; leaving suicide loss survivors reeling in emotions they never before experienced. The program offered a screening of the documentary, "The Truth About Suicide-Real Stories

of Depression in College," followed by a professional panel discussion in which CarePlus played a key role in participation, as well as offered numerous resources to all participants.

On April 30, 2015, CarePlus partnered with the New Jersey Chapter of the American Foundation for Suicide Prevention (AFSP), and hosted a Youth Mental Health First Aid (YMHFA) training, providing CarePlus certified trainers, Sue Heguy and Jamisin Saracino. We were the first organization in New Jersey to collaborate with the AFSP to offer the course free of charge to participants in the surrounding community with the objective to educate, provide resources, and teach the YMHFA action plan to assist anyone in the community who has connections with the child and adolescent population.

In May of 2015, CarePlus, in honor of Mental Health Awareness Month, launched the print and social media STIGMA campaign with a goal of creating a better understanding of what is happening in local communities, and to help people better understand what stigma is. The campaign was utilized within the local community and also, the print campaign was prominently displayed through the Bergen County headquarters.



Care Plus Foundation, Inc., a 501(c)(3) non-profit organization, supports the innovative and life changing programs and services provided by of Care Plus NJ, Inc. and it's subsidiaries.

Since our inception in 1998, our mission has been to support programs and services that help provide care and support for individuals affected by mental illness, as well as education and outreach to decrease the stigma of the disease.

Our comprehensive approach to decreasing the stigma of mental illness includes direct support, advocacy, and community involvement. Given that, all funds raised provide direct client support through medication aide, housing support, services, training, and educational scholarships.

The board consists of individuals from local business, those who may have had a family member affected by mental illness, those who have had a direct relationship with CarePlus (for their own care or that of a family member), and individuals who play a part in helping raising funds and awareness.

Care Plus Foundation Inc. Board of Trustees

Lauren Marcus, Esq. – *Chair*
Maureen Moriarty - *Vice-Chair*
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James Boyer
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Mathew Mendel
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Fundraising

Our 3rd Annual “*Golfers Give Back*” Golf Outing was held on September 22, 2014 at Edgewood Country Club in River Vale, NJ. Premium sponsors for the event included Inserra Supermarkets, Columbia Bank, Roy W. Walters & Associates, the Fatigati Family, Accredited Lock Supply and Stanley Security Solutions. Over 100 golfers participated in the event and funds raised exceeded \$85,000.

The Annual Appeal campaign that was sent out in November was also a great success. This year we raised almost \$30,000 from nearly 100 individual donors – many of which were first time supporters.

Our 17th Annual Courage Awards Gala on June 3, 2015 at the Venetian in Garfield, NJ was our most successful ever with 375 people in attendance and over \$155,000 raised. This year's honorees were the Sefcik Family, Survivors of suicide loss and advocates in prevention with their presentation “*Remembering T.J. – A Story of Teen Depression, Lessons and Hope*”; John Cosgrove, Mayor of Fair Lawn and supporter of the Fair Lawn Stigma-Free Zone Initiative; Kenneth Ehrenberg, Chief of the Paramus Police Department and collaborative leader in crisis de-escalation and mental health awareness; and Dr. Dina Vaynberg, Compassionate Care Award recipient for her work that truly represents the best in the field of mental health care. The event also included a presentation of \$55,000 in scholarships to 29 students who are continuing their education.

All funds raised go to direct client support: medication aide, housing, services, training, and educational scholarships.

How we help others...

Educational Events

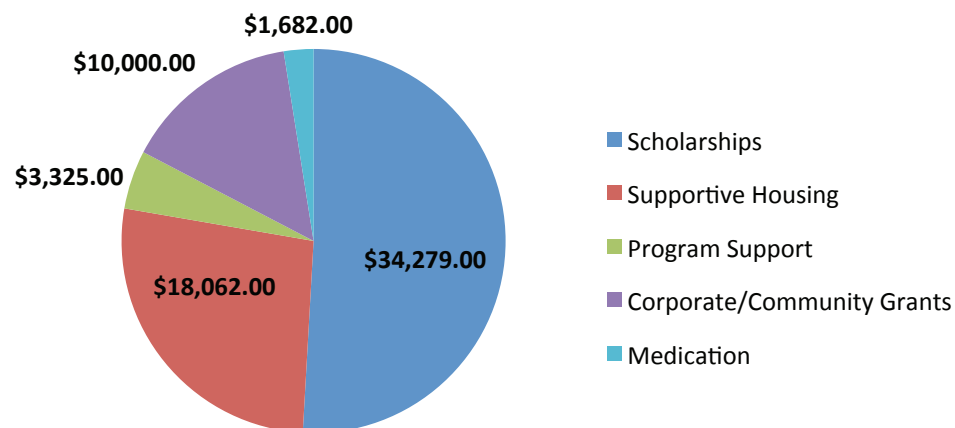
Our Annual Youth Mental Health Conference was held on April 20, 2015 in conjunction with West Bergen Mental Healthcare and was attended by over 230 professionals. This year's topic, "Addressing the Effects of Trauma in Mental Health and Education: A Discussion of the Neurosequential Model" was presented by Dr. Bruce Perry at Bergen Community College.

Client Assistance

Over \$18,000 was distributed to clients of CarePlus for assistance with housing. As a result of this funding families with young children were able to stay in their homes with dignity and in safety.

The Foundation awarded over \$34,000 in scholarships to 21 CarePlus clients to further their educational goals. Some of the institutions of learning that these recipients attend are Bergen Community College, Montclair University, and Fordham University Law School. Most of these students are young men and women who have little family support and would otherwise not be able to afford higher education.

FY2015 Grant Allocations \$67,348.00



Your support...

The continued support of friends like you helps us to provide the lifelong recovery services your family, friends, neighbors, and individuals in the community need to regain their power and pursue a lifetime that is fulfilled. For more information, visit CarePlusNJ.org

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