





CarePlus Annual Report 40th Anniversary Edition

This report is dedicated to the 40 years in which Joe Masciandaro has led the organization to where it is today. CarePlus is proud to continue the legacy of advocacy, compassion and innovation to provide the most effective programs and services to meet the needs of our community.



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CarePlus Leadership



CarePlus leaders watch with pride during the Signing Ceremony in July 2017, when Care Plus Bergen, Inc. was officially announced as the new tenant operator for Bergen County’s public hospital, now called New Bridge Medical Center.

2018-2019 Care Plus NJ, Inc. & Subsidiary Board of Directors

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* indicates that Trustee sits on the board for Care Plus NJ, Inc.

Message from the CEO

Experiencing the transformation of behavioral health care throughout the decades, I am in awe of how our community has been *Leading the Change*. It is with great pride and dedicated service that CarePlus, as an organization, finds itself in the middle of this incredible momentum, innovation and advocacy.



Over time, this developed the insight needed to craft the winning bid to take over management of our state’s largest public hospital, now called New Bridge Medical Center. In partnership with Integrity, Inc. and Rutgers New Jersey Medical School, we are inspired to continue this journey of enhancing the continuum of programs and scope of services provided to our community.

Looking back on the early days of Mid-Bergen Community Mental Health Center, it is incredible to see the evolution in care coordination. Where the agency then specialized as a designated social support for individuals with serious mental illness being discharged from state hospitals, it has now grown to address the needs of individuals, children and families from all walks of life.

Similar to that determination to improve outcomes through our newly formed Hospital and Community Division, the School-Based Services will also help to catch those who often fall between the cracks of the behavioral health care system. The high demand for clinical support in the school systems has also put CarePlus on the map as a leading provider in school-based programming. After over a decade with presence in local districts, and in response to a major service gap for some of the most at-risk students, CarePlus has most recently established the subsidiary known as Paradigm Therapeutic Day School.

The last year has been exemplary of growth, leadership and expansion. As one of seven agencies in the state selected as a Certified Community Behavioral Health Clinic, CarePlus demonstrates a national model of effective primary and behavioral health care integration, with sophistication and compassion.

All of these endeavors have been taken to benefit the community that this organization has served for the last forty years. With your support and participation, we look forward to many more years of *Leading the Change*.

CarePlus has attained notable expertise as the entry and exit point for those who are hospitalized due to psychiatric crisis in Bergen County since 1980.

Joseph Masciandaro
President & CEO
Care Plus NJ, Inc.

CarePlus Through the Years

Joseph Masciandaro becomes the Executive Director of Mid-Bergen Community Mental Health Center to provide “high quality, low cost” mental health services.

Developed the Psychiatric Emergency Screening Program for Bergen County, which provides 24/7 crisis intervention and screening services.

1978–1981

1988

1990–1995

1978

Became a National Institute of Mental Health grantee to deliver high quality service to those with serious and persistent mental illness.



Began specialized programming for dually diagnosed individuals suffering from substance abuse and mental illness.

Former DHS Commissioner William Waldman and Former Governor James Florio listen as Joseph Masciandaro addresses the crowd during the building dedication ceremony at 610 Valley Health Plaza in 1993.



Merged with the Fair Lawn Mental Health Center to expand geographic reach and children's services, under the umbrella of the newly named Care Plus NJ, Inc.

1998



A new social enterprise, CarePlus Workforce Solutions, was incorporated to employ individuals with mental and physical disabilities.

2006-2007

2001

Services for children and youth grew significantly with the addition of the statewide Adoption House program and the designation as the Children's Mobile Response and Stabilization System in Bergen County.



Two youth from families that participate in the grant-funded program, "Bergen County Council for Young Children."

After the NJ DMHAS moved from the NJ Department of Human Services to the NJ Department of Health (DOH), the DOH Commissioner paid a visit to CarePlus to learn more from our leaders about primary and behavioral health care integration. Tara Augustine, CarePlus Chief Operating Officer; Deborah Hartel, DOH Deputy Commissioner; Dr. Shereef Elnahal, DOH Commissioner; Denise Davis, DMHAS Program Analyst; Joseph Masciandro, CarePlus President/CEO.



2009

CarePlus was one of 13 organizations selected nationally by the Substance Abuse and Mental Health Services Administration (SAMHSA) as part of the first cohort to receive four year funding for Integrated Primary and Behavioral Health Care Services.

2015

Designated New Jersey's first certified Behavioral Health Home to ensure primary, behavioral health, and social service needs were met for adults with Medicaid.

2017

Became one of seven designated Certified Community Behavioral Health Clinics in the state to provide integrated, holistic care through existing programs.

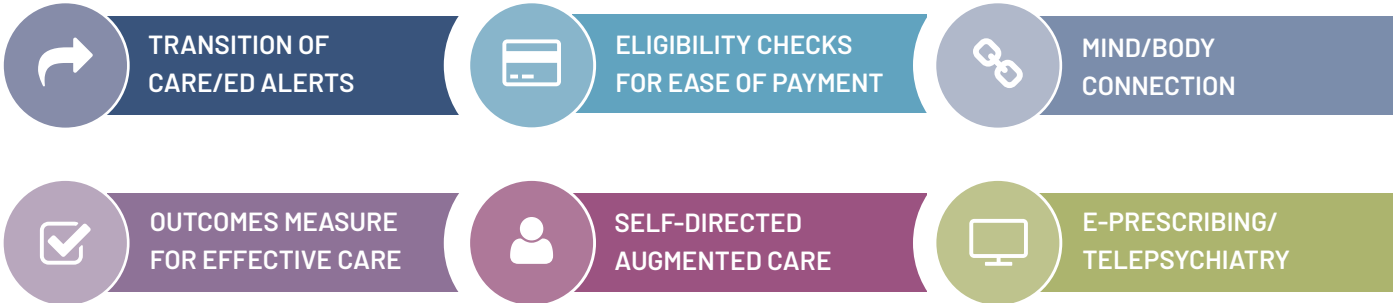
The newly created entity, Care Plus Bergen, Inc., was awarded operational management of the newly named New Bridge Medical Center, with partnership from Integrity, Inc. and Rutgers New Jersey Medical School.

Corporate Affairs

Information Management | Human Resources | Quality Assurance

CarePlus is committed to leveraging technology for the purpose of improving the delivery of services, clinical outcomes and care coordination. With the inception of the CCBHC, clinical workflow and documentation in the electronic health record has been streamlined, with emphasis on improving population health. The Clinical Informatics team supports the programs and staff with data which assists in overall quality improvement efforts.

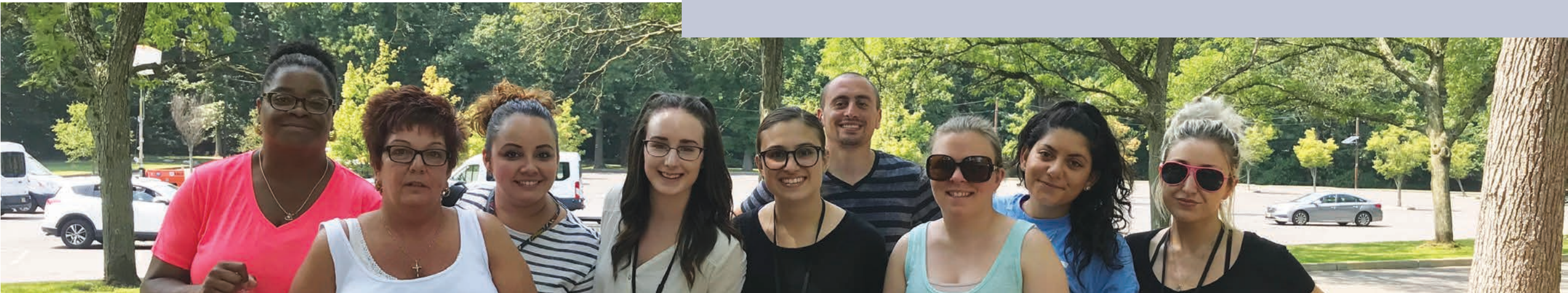
Key elements of care integration that have been addressed through technology innovation, include:



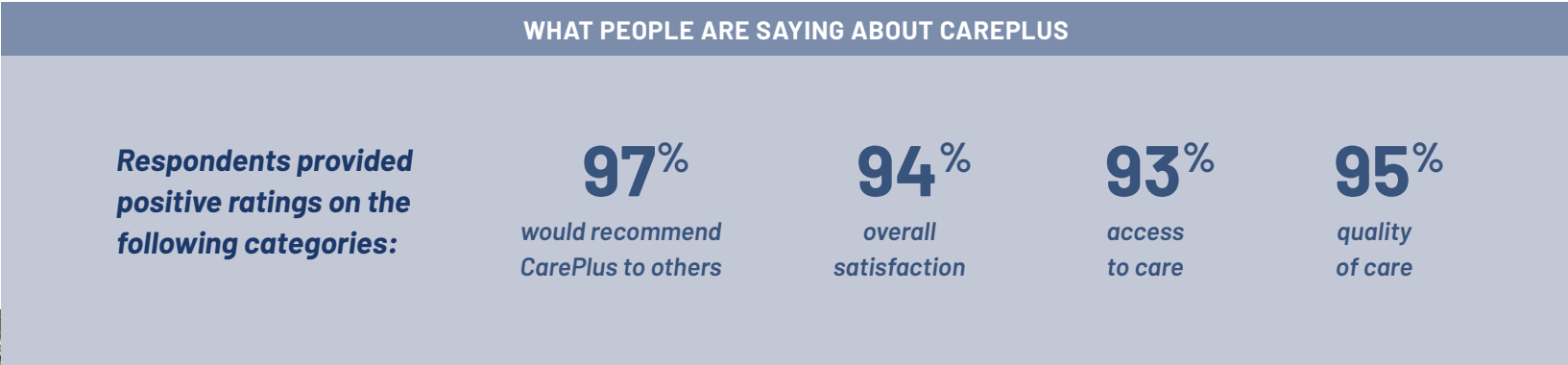
In order for the organization to operate effectively, and to properly track clinical outcomes and quality assurance, CarePlus implemented various functions to facilitate the success of our programs and clinical outcomes. Some of those investments include:

- Netsmart**
- KPI Dashboards
 - CCD Inbox
 - RevConnect
- myStrength**
- NJHIN/NJII**
- Change Health Care**
- Xenio Health**

For accurate information management, CarePlus invested **\$250,000** in technology software.

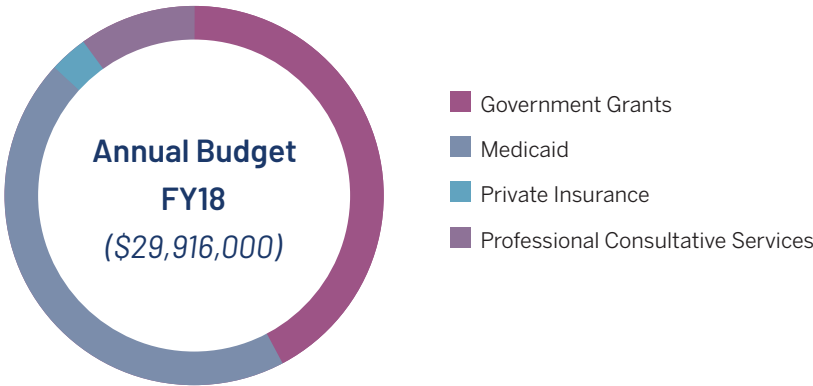


In conducting the Mental Health Statistics Improvement Program survey, CarePlus received 799 responses for programs across the agency. In this year’s collection, 116 of the responses were for the family of youth surveys, while 683 were received for adult consumers.



Operations Overview

CarePlus has faced a monumental transformation in operations as a result of a major shift in funding. Through the years, the organization has relied heavily on government grants and contracts for a majority of the 72 programs and services that are provided. However, with the switch to Medicaid fee-for-service reimbursement, mental health providers across the state have been required to take new approaches to business in order to keep the doors to services open.



As you will find in the following pages, CarePlus strives to continue our highly successful and innovative strategy of diversifying funding/revenue streams. Specifically, we have not only increased programming through our Medicaid-funded Certified Community Behavioral Health Clinic, we have applied for brand new government grants and received several new awards, and we notably increased professional consultative services. Of particular note in this area is the development and expansion of our school district clinical services throughout northern New Jersey – in Bergen County and beyond.



New Government Grants in FY18

- Substance Use Navigator: **\$200,000**
- Support Team for Addiction Recovery: **\$350,000** (in Partnership with Children's Aid & Family Services)
- Family Support Center: **\$100,000**
- Pilot for Supportive Visitation Services in Essex County: **\$345,614**

OPERATIONAL ACHIEVEMENT: CCBHC IMPLEMENTATION



As one of seven agencies in the state selected as a **Certified Community Behavioral Health Clinic (CCBHC)**, CarePlus was able to offset the loss funding after the transition to fee-for-service reimbursement. The CCBHC model is a federal payment system that has been implemented, as a two-year demonstration project, in eight states throughout the country. The vision is to increase access and quality of integrated primary and behavioral health care through evidence-based practices, community collaboration, and a comprehensive approach to care coordination. This payment system benefits adults with serious mental illness, children with serious emotional disturbance, individuals with chronic addiction, and others diagnosed with mental health or substance use disorders.

CLINICAL SERVICES

HEALTH MANAGEMENT SOLUTIONS

PARTIAL CARE & TRANSITIONAL HOUSING

HOSPITAL & COMMUNITY SERVICES

CHILDREN & FAMILY SERVICES

SCHOOL BASED SERVICES

Success Story

It is often difficult for individuals to understand the nature and progression of mental illness. This can sometimes lead to difficulties engaging in treatment. One individual who received services through CarePlus struggled to consistently take his medication to control the symptoms of his mental illness. With the support of the integrated care team, he was prescribed an injectable antipsychotic medication. This treatment lasts for three months, which helps to address the issue of taking his daily dose, and the results are tremendous. He has since obtained full time employment, entered graduate school and has recently married. He has not been hospitalized since starting at CarePlus, and feels that he has come so far in his treatment that it is hard to recall a time when he was not well. His and his families' concern, despair and apprehension have been replaced by optimism and success.

Clinical Services

Admissions | Outpatient Department | Addictive Services Program

In an effort to connect individuals to the most appropriate level of care in the most efficient way, CarePlus implemented **Open Access** as part of the **Admission & Triage Department**. This additional service offers walk-in hours, three days a week, to support the individual in navigating the mental health system and overcome barriers to service. The walk-in visit includes an insurance eligibility check and enrollment, basic physical health measures, comprehensive assessment with a licensed clinician, and linkage to the most appropriate level of care.

OUTCOMES FROM DEBUT YEAR WITH OPEN ACCESS



1,341
walk-ins triaged



Once an individual has completed the assessment, the average time until the next appointment is within one week, based on clinical need. In more acute cases, the individual is connected to treatment within 24 hours.



17,903
inquiries for outpatient services



The CarePlus Outpatient Leadership team works to coordinate access to the highest quality care at the lowest cost, in the least restrictive environment.

The CarePlus **Clinical Services Division** aims to provide comprehensive quality mental health and addiction services so that individuals and families may engage in a collaborative effort to achieve a maximum degree of emotional stability and functioning in the least restrictive environment.

<i>Clinical Services Recipients by Age</i>	0–19	20–65	66+
Outpatient Services	3,034	2,833	231
Addictive Services	114	525	9
Employee Assistance Program	–	13	2
Total	3,148	3,371	242

The **Addictive Services Program** provides a full spectrum of outpatient care for those coping with addiction and mental health related struggles. The program offers levels of care and support based on the individuals need, including:

Withdrawal Management | Medication Assisted Treatment | Outpatient Groups | Individual & Family Therapy

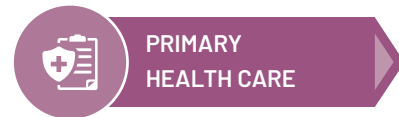


Joseph Masciandaro, CEO and President of CarePlus; Detective James Teehan, Paramus Police Department; Katherine Coleman, Addictive Services Program Director at CarePlus; Chief Kenneth Ehrenberg, Paramus Police Department; and New Jersey Attorney General Gurbir Grewal at the Paramus Police Department for a Heroin Addiction Recovery Team (HART program) press conference.

Health Management Solutions

Behavioral Health Home | Integrated Case Management Services | Primary Care Services

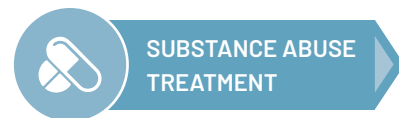
CarePlus Headquarters is the One-Stop-Shop



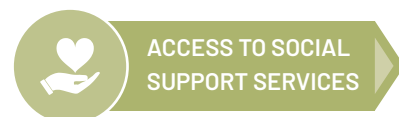
The on-site Ambulatory Care Clinic was established in 2009 as part of the first Primary and Behavioral Health Care Integration (PBHCI) grant from the Substance Abuse and Mental Health Services Administration (SAMHSA). This year, in an effort to streamline services and increase community collaboration, CarePlus contracted with Advanced Medical Group (AMG) to provide on-site Primary Care Services, including preventive care, chronic disease management, bariatric medical weight loss, and inpatient hospital care.



In addition to offering an extensive continuum of programs and services to address the full spectrum of mental health needs in an outpatient setting, CarePlus also houses "Bald Eagle Pharmacy" on-site. Close collaboration and communication with our case managers and prescribers allows for clients to more easily navigate the many dimensions of health management.



The CarePlus Addictive Services Program continues to create innovative ways to create more access points and cover more gaps in services. Perhaps one of the most important developments this year is the establishment of the on-site ambulatory withdrawal clinic, which completes the continuum of outpatient substance use treatment.



As part of the mission to connect individuals with the most appropriate level of care in the least restrictive setting, CarePlus understands the critical role of social services in the journey of stability, wellness, and recovery. These supports include everything from transportation to outreach, from higher education to professional development. On-site facilities such as the fitness center and the wellness café demonstrate how CarePlus works to provide access to the many dimensions of wellness under one roof.

Leading the Primary Care Integration in Substance Use

As a second time recipient of the PBHCI grant from SAMHSA, CarePlus partnered with Integrity, Inc. to develop an on-site embedded model with an integrated treatment team, designed to improve the well-being of adults in Northern New Jersey with co-occurring serious mental illness and substance use disorders.

The overall goal of this collaboration is to improve health outcomes for the individuals enrolled in the program through care coordination. The integrated approach is designed to not only address the mental health and substance use issues, but also physical

health, specialty care and social support needs, while also implementing preventative and health promotion services.

This grant started October 1, 2015 and is projected to serve 500 consumers over the tenure of the grant, ending September 30, 2019. The partnership anticipates sustaining this model long term, which includes the on-site ambulatory care clinic, a patient-centered medical home, and SAMHSA's guiding principles of recovery.

The CarePlus **Health Management Solutions** (HMS) Division provides integrated care management and coordination of an individual's physical health and behavioral health needs, with the goal of improving health outcomes and overall well-being. HMS care coordinators work to improve the experience of outpatient treatment and avoid unnecessary hospitalizations through:

The Provision of Health Education | Access to Support Services | Assistance through Transitions in Care



The **Integrated Case Management Services** (ICMS) Program is an outreach and case management service for adults with a Serious Mental Illness. The primary service population is adults who are incarcerated or hospitalized at a State or County hospital pending discharge into the Bergen County community. The program may also accept referrals from other entities for adults who are at high-risk for hospitalization and require intensive outreach. ICMS assists individuals in connecting to a wide range of psychiatric and social support services, in an effort to reduce hospitalizations and increase stability in community settings.



Partial Care & Transitional Housing

Partial Care | Residential Services | Community Support Services | Coordinated Specialty Care

The CarePlus **Partial Care and Transitional Housing** Division encompasses every level of outpatient care for individuals with serious and persistent mental illness. This encompasses a large variety of services, from early intervention up to 24-hour residential care.



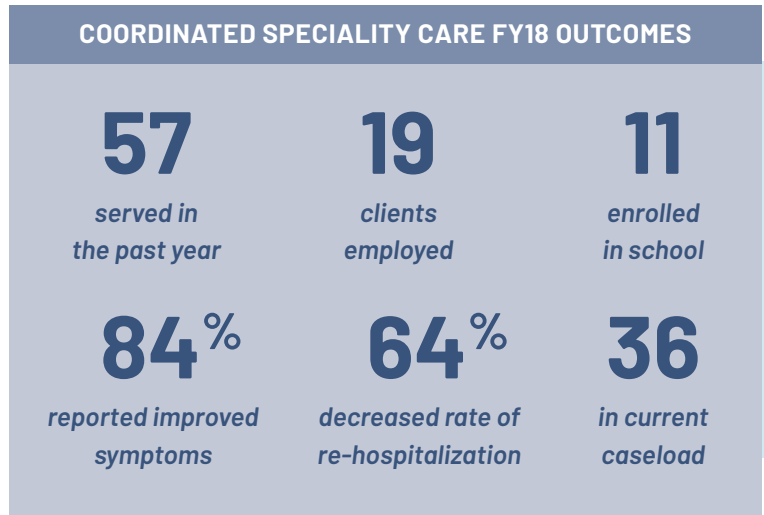
The services provided include:

- All modalities of therapy (family, group and individual)
- Psycho-educational groups
- Pre-vocational employment and education services (group and individual)
- Case management services
- Peer support
- Residential care (B level of care to A+ level of care)
- Psychiatric rehabilitation service
- Medication monitoring and education
- Nursing services
- Transportation services
- Dual diagnosis services



Success Story

“One month into my freshman year at college, I experienced psychosis and needed to withdraw for the semester. I connected with CSC at CarePlus, and that is how I was able to receive the support and care I needed to begin my recovery and move forward. Since attending, I have been supported by an amazing team of professionals.”



Coordinated Specialty Care (CSC) services at CarePlus are designed to meet the needs of those who have recently been experiencing unusual thoughts and behaviors or started hearing or seeing things that others do not which has interfered with work, school, or relationships.



Hospital & Community Services

The CarePlus **Hospital and Community Services Division** was developed in October 2017, as a result of the strengthened partnership with New Bridge Medical Center. The division works 24/7 with individuals in the community who may be experiencing a mental health crisis, are involved with the criminal justice system, experiencing homelessness and/or in need of case management services. With the CarePlus expertise in these areas of service, the vision is to continue to improve the individual's experience, community relations, and transitions to services.

The transitions to services for consumers at New Bridge Medical Center (NBMC) are improving.

THERE WAS A 50% DECREASE IN RECIDIVISM

from (NBMC) Short Term Care Facility (STCF) unit and from the County facility (non-STCF units at NBMC) since we began our new partnership.

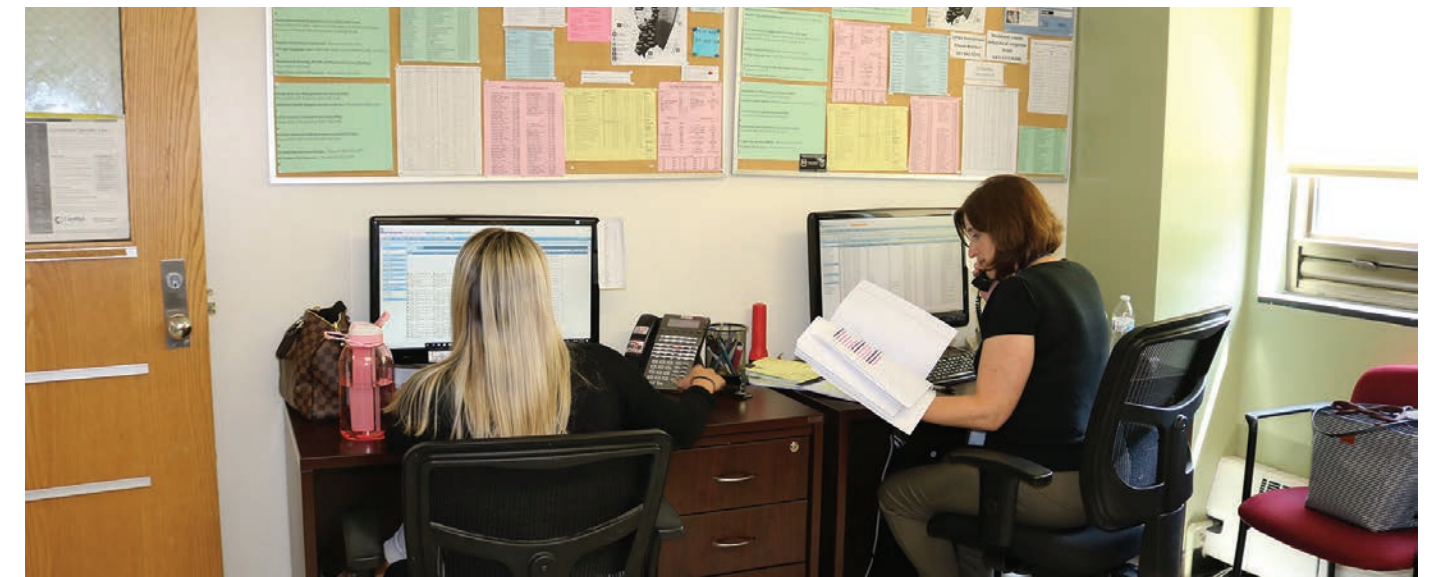


Division programs include:

- Psychiatric Emergency Screening Program (PESP)
- Crossroads to Wellness
- Therapeutic Intervention Services
- Korean American Outreach Services
- Assisted Outpatient Treatment Services (AOTS)
- Transition Services
- Rapid Re-Housing for Families
- Rapid Re-Housing for Individuals
- Intensive Case Management
- Housing Works Initiative
- Women's Inmate Service & Education

Hospital and Community Services Division leaders (left to right): Lorelle Holway, Associate VP of Hospital and Clinical Services; Amie Del Sordo, VP of Hospital and Community Services; and James Nono, Division Director of Transition and Community Services.

The **Psychiatric Emergency Screening Program (PESP)** operates the 24 hour crisis hotline (262-HELP) and provides mobile crisis response, diversion, and stabilization services for adults and children who may be experiencing acute, psychiatric symptoms. These services are provided 24/7, under the NJ Screening Law. PESP works in collaboration with law enforcement, local hospitals, community mental health providers, and other available collateral sources, to conduct comprehensive face-to-face mental health assessment in order to determine the most clinically appropriate intervention, in the least restrictive setting.



For FY18, PESP provided services to 2361 individuals, which is 90% of our total annual goal.

The number of individuals who required PESP services within 30 days of the last PESP evaluation steadily decreased from Q1 to Q4, by about 40%.

This decrease translates to an estimated hospital admission cost savings of approximately \$464,000 (\$16,000 per individual).

In comparison to FY17, there was no consistent reduction in recidivism, and the annual recidivism number was 267. Improved collaboration and communication driven by the new partnership with New Bridge Medical Center is likely an accelerant for this significant change.

Korean American Outreach Services (KAOS) is designed to provide linguistically and culturally appropriate services to Korean American Bergen County residents. A key component of this program is strong community relationships and community education, in an effort to decrease stigma and remove barriers to treatment.

Hospital & Community Services

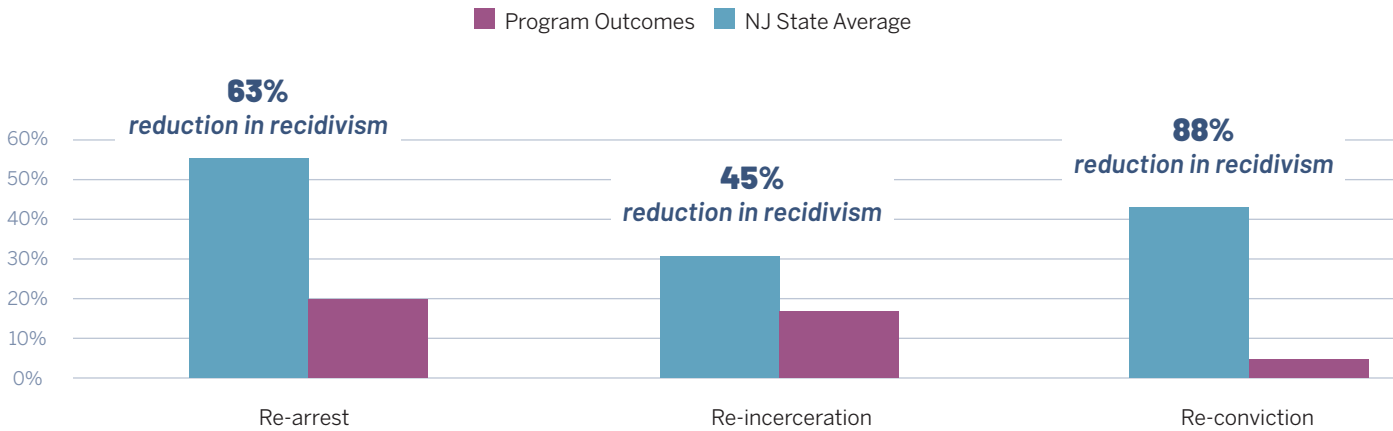
AOTS FY18 OUTCOMES DURING ENROLLMENT				AOTS FY18 OUTCOMES ONE YEAR POST DISCHARGE			
77%	91%	385	\$1,792,560	96%	100%	415	\$1,932,240
reduction in hospitalizations	reduction in arrest/incarceration	fewer days inpatient	savings for state and local government	reduction in hospitalizations	reduction in arrest/incarceration	fewer days inpatient	savings for state and local government

Assisted Outpatient Treatment Services (AOTS) delivers community-based mental health services under court order to individuals with severe and persistent mental illness, who have demonstrated difficulty adhering to treatment. The goal is to assist those who are committed to outpatient treatment to remain in the least restrictive environment by providing a person-centered approach to wellness through comprehensive treatment and services. AOTS also tracked the success of program participants post discharge to demonstrate the long-lasting benefit of the services.



Name reveal ceremony in October 2017 (left to right) Aaron Hajart, New Bridge Medical Center COO; Mauro Raguseo, Executive Director of Bergen County Improvement Authority; Tracy Silna Zur, Bergen County Freeholder; Dr. Justin Sambol, Care Plus Bergen Treasurer; Robert Budsock, CEO at Integrity, Inc. and Care Plus Bergen Vice Chair; Joe Masciadaro, CEO at Care Plus NJ, Inc. and Care Plus Bergen Chair; Deborah D. Visconi, CEO of New Bridge Medical Center; and James J. Tedesco III, Bergen County Executive.

The **Transition Services Program** works to improve partnerships among criminal justice and mental health systems. Specifically, the team works to divert sentencing through the alternative of community-based services, while also serving those coming out of jail to re-integrate into the community and reduce the rate of recidivism.



Crossroads to Wellness provides rapid access to comprehensive services in order to maintain an individual's stability in the community and avoid hospitalization. Services are provided on a short-term basis for a period of 2 to 3 months, while an individual is awaiting linkage to community providers.

CROSSROADS TO WELLNESS FY18 OUTCOMES			
454	250	66	91%
new enrollees (exceeding goals)	offered an appointment within 24 hours	seen within 24 hours	avoided hospitalization

Children & Family Services

The **Children & Family Services** Division serves youth from 0–21 years old as well as caregivers and families. The division houses over 20 programs that range from education and prevention, advocacy, service linkage and coordination, to intervention and crisis response to address immediate emotional and behavioral health needs of children and families. Programs are delivered flexibly on-site, in communities and in family homes, accommodating families to ensure the least restrictive environment, and fit the families’ schedules. Many of these services are delivered at no cost to families due to funding provided by the NJ Department of Children and Families and Bergen County.

MOBILE RESPONSE DATA HIGHLIGHTS

40%
increase in the
last 2 years

1,741
youth served
during FY18

1,648
youth served
during FY17

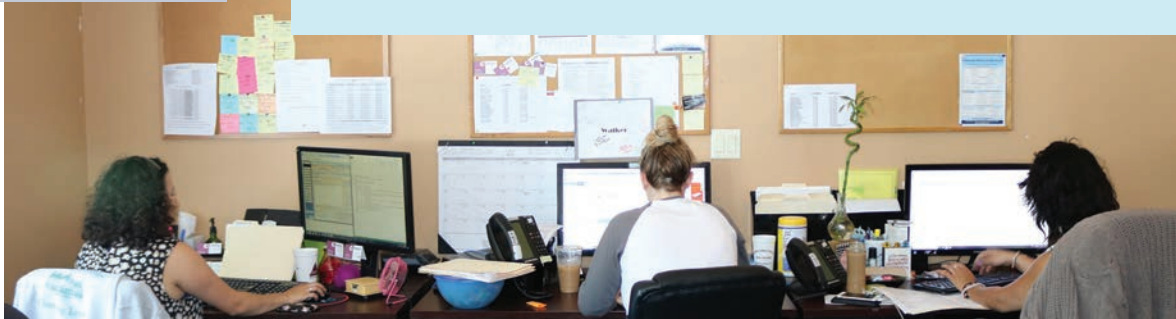
1,239
youth served
during FY16

The extensive continuum of care includes:

- Children’s Mobile Crisis Response & Stabilization Services
- Visitation Services
- In-home Therapeutic Services
- Community-Based Services
- Adolescent Services

The **Children’s Mobile Response & Crisis Stabilization System** is a 24/7 program contracted to CarePlus to address acute needs of youth in Bergen County. The team works to intervene in crises, and connect families with relevant wraparound services that help to provide interventions designed to modify behaviors, improve relationships within the family, and address the root of the issue by considering areas of stress.

The goal of the program is to maintain youth in safe and stable living arrangements in the community, thereby reducing the need for out-of-home placement or psychiatric hospitalization.

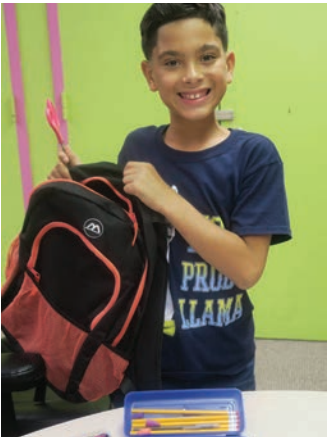


The CarePlus **Visitation Services Programs** work to establish a welcoming environment that embodies a philosophy of family preservation. The program provides a therapeutic environment for families referred by the Division of Child Protection and Permanency and have youth who are presently in out-of-home-placement. Visitation Services aims to provide the tools and skills that parents will need, in order to be successfully reunified with their youth, in the home, by utilizing evidenced based practices. These programs include:

- Supervised Visitation Program
- Adoption House
- Visitation, Reunification, Counseling
- Middlesex Visitation Program
- Essex Visitation Program: New Grant, \$345,614

The CarePlus **Adolescent Services Programs** focus on successfully transitioning youth out of the child welfare system to achieving independence in the community through our life skills and supportive housing programs. The scope of services assists with building academic skills, budgeting, housing, goal-setting, job searching and college preparation, including accommodations for students with special needs and application of financial aid services. These programs include:

- Strive for Independence
- Homeward Bound & Aftercare
- Expecting and Parenting Youth
- Pathways to Academic and Career Exploration Success (PACES)



HEALTHY FAMILIES IMPACT MEASURES

78
Bergen County
families served

100%
postpartum
women screened
for depression

88
Hudson County
families served

94%
children screened
for developmental
delay

CarePlus runs the **Healthy Families – TANF Initiative for Parents Program** in Bergen and Hudson counties. Healthy Families is a voluntary home-based program designed to support and educate new parents to promote healthy families. It serves prenatal families, as well as Temporary Aid for Needy Families (TANF), General Assistance (GA) and Emergency Assistance (EA) recipients with a baby under 12 months of age.

School-Based Services

The CarePlus **School-Based Services** Division provides in-district mental health supports for students, families and school communities. With contracts in school districts throughout Northern NJ, the School-Based team provides a wide-range of on-site services including individual and family counseling, skill-building groups, school clearance assessments, outreach, collaboration and linkage to resources. In addition to our district contracts, this division of care is home to the Traumatic Loss Coalition for Bergen County, and hub for professional development opportunities for district staff. The goal of all services is to provide stigma-free, comprehensive supports that allow students to most effectively succeed in their educational environment.



A typical service agreement includes:

- Individual and family counseling
- Skill building groups
- Crisis intervention
- On-site school clearance assessments
- Community outreach to engage youth and families
- Linkage to additional resources
- Professional development trainings



Clinical presence in the following schools & districts:

Total Contracts for FY18

- | | |
|--|---|
| <ul style="list-style-type: none">• Cliffside Park• Elmwood Park• Fair Lawn• Forrest School• Irvington High School• Irvington K-5/Middle Schools• Hackensack Middle School• Hawthorne• Manchester Regional High School• New Milford• Ramsey• Ridgewood• River Dell Middle School and High School | <ul style="list-style-type: none">• River Edge• Roselle• Tenafly• Watchung Hills Regional High School• Westwood |
|--|---|

New Contracts for FY19

- Garfield
- Kinnelon
- Lodi
- Madison
- Paramus
- Teaneck

Expansions for FY19

- Fair Lawn
- Hackensack
- New Milford
- Ridgewood
- Westwood

Paradigm Therapeutic Day School was established in response to a need within the education community that has in recent years seen an alarming rise in students with significant mental health and behavioral health issues. As an approved New Jersey private school for students with emotional disabilities, ages 12–21, and with its synergistic linkages to CarePlus NJ, a regional provider of mental health services, Paradigm is able to provide a level of mental health services to its students not typically seen in schools.

Through a unique, transdisciplinary “student-centered” model, students are given the tools they need to succeed. This model integrates the most current research and best practices of special education, positive behavior support, and cognitive behavioral therapy into a seamless continuum of services. With strong community connections and years of experience in integrating the many dimensions of wellness, Paradigm is equipped to meet the needs of students and their families.



 Success Stories



CarePlus School-Based Services assist youth in achieving short and long-term goals. An example stems from a program that has been in operation for over five years. A student was referred due to personal and academic challenges. Through individual counseling, family engagement and skill building groups over the course of his academic career, this student achieved short-term goals that included getting to class on time, completing homework, effectively negotiating relationships and setting boundaries. The gradual successes, and support of the School-Based Team, allowed him to begin challenging

the narrow scope of opportunities that he initially thought were available to him. With the support of the program, his motivation shifted from “I am going to make it to class” to “I am going to make it in life.” He set his sights on graduation and beyond. In his Junior and Senior years, he participated in a mentorship program that allowed him an opportunity to learn leadership and communication skills. He realized a talent for engaging younger students who struggled with familiar challenges. He assisted them with their transitions into high school, allowing them to learn from his experience. In his Senior year, he was accepted to college and was awarded a scholarship from members of his community. They acknowledged him as a “Most Improved Student.” In June, with the School-Based Team cheering from the stands, he achieved his goal of high school graduation.

CarePlus Workforce Solutions

Care Plus Workforce Solutions (CPWS), operates as 501 (c) (3) non-profit tax exempt organization, governed by a volunteer Board of Trustees. Organized as a Type 1 Supporting Organization of CarePlus, CPWS provides competitive employment opportunities to individuals receiving services at CarePlus, as well as disabled individuals in the community at large. Income generated through the social enterprise is reinvested back into CarePlus for operational purposes, and to support the mission and programs of the organization.

The CPWS mission is to provide employment and training opportunities to the disabled and economically disadvantaged through the offering of products and services to individual customers and the business community. Care Plus Workforce Solutions, Inc. participates in business under the NJ Rehabilitation Set Aside Act, NJSA 30:6-23 et seq. We provide employment through three primary business tracks: **Laser Imaging, Laundry Services, and Janitorial Services.**

CPWS employs disabled individuals from Catholic Charities, Supported Employment Services of St. Joseph's Hospital (Harbor House-SES), the Commission of the Blind, CarePlus Supported Employment programs, and the mental health care provider community in New Jersey and New York. In FY18, CPWS employed over 50 individuals.

Supervision is provided by our CPWS staff with assistance from the mental health care community that provides case management and supported employment services to the disabled employees, to help with their transition to the work environment. Under all partnerships, CPWS is the lead, handling all aspects of the contract, including customer service relationships, quality assurance and work-related matters.



FINANCIALS*:

Gross Revenue: \$6,085,265

Expenses: \$5,339,699

Net Revenue: \$745,566

(*unaudited financials from FY18 year end)

The net revenue of \$745,566 generated through CPWS this year has been reinvested back into CarePlus operations, for the purpose of supporting the mission and programs of the organization.

LASER IMAGING

10 **22**
individuals years in business
\$3,269,337
gross revenue FY18

This business track sells laser toner and inkjet cartridges for computer printers, fax machines, and copiers. As an HP Preferred vendor for over 10 years, CPWS is able to sell OEM cartridges at the best price. The entire production line and customer services is operated 100% by CPWS employees. The products are sold to end users throughout the New Jersey tristate area and are also shipped to companies nationwide. This business track also includes cartridge recycling program for the end-users.

This business track provides superior commercial laundry services to businesses, government agencies, non-profits, and health care facilities including hospitals, nursing homes, and rehabilitation centers. To build and maintain capacity, CPWS has partnered with leading laundry facilities such as Cleantex and FDR Laundry Services. These partnerships with for-profit commercial entities expand the capacity to take on larger projects. Our largest accounts are in the public government sector with contracts secured under ACCSES NJ/CNA and SourceAmerica.

LAUNDRY SERVICES

24 **10**
individuals years in business
\$2,617,327
gross revenue FY18

JANITORIAL SERVICES

16 **14**
individuals years in business
\$198,544
gross revenue FY18

This business track provides top quality commercial janitorial services for professional companies located throughout the Northern NJ area. The CPWS Janitorial Services is dedicated to providing world-class service that surpasses expectations every time. These affordable janitorial and office cleaning services are ideal for: medical facilities, health care providers, dental offices, legal and professional offices, commercial lofts, and more.



Success Story

"Working at CPWS makes me feel independent and empowered about my future. CPWS has been a wonderful place to work for my self-esteem. This job has allowed me to expand my horizons."

CarePlus Foundation

The **CarePlus Foundation** supports the diverse, transformative and innovative programs and services of Care Plus NJ, Inc. and its subsidiaries. The main focus of the Foundation is to provide access to financial support for medication, housing assistance, and scholarships for those perusing educational and job training programs.



2018 Courage Award Honorees (left to right) Joe Masciandro, Marie-Alice Stout and Bergen County Executive James J. Tedesco III.

Major Fundraising Events, Net Proceeds: \$269,939

Joseph Masciandro Scholarship Fund: \$33,705

Courage Awards Gala: \$132,646

Golf Outing: \$70,900

Educational Conference: \$9,041

Annual Appeal: \$23,647



- Scholarships
- Medication Assistance
- Program Support



PROGRAM SUPPORT

The Foundation provided a \$300,000 loan to Paradigm to be used as startup funds for a 6 month period before school district billing will begin.

MEDICATION ASSISTANCE

A client in one of our residential programs was unable to pay the high cost of his medication – a \$2,400 injection. The Foundation was able to subsidize this.

SUPPORTIVE HOUSING

A father who had unexpectedly gained sole custody of his son was in need of rental support in the amount of \$1,400. Lost wages from missing work and the purchase of new clothes for his child had set him financially behind. By providing this support, the family was able to avoid eviction.



Success Story

“The CarePlus Foundation is the reason I'm living out my dreams and the reason I am graduating in January. My scholarship funds help pay for school so that I can afford to go. Being independent and on my own at such a young age, I truly didn't know the direction I would go if I did not have my CarePlus family in my life. My first case manager taught me so much. She cared, listened and was always there for me. She did not treat her job as a 9–5, she fully invested herself in trying to better my life and make sure I didn't fail. That by itself transformed my thinking, made me more invested in myself and helped me to believe in my future. My long term goal is to one day run my own clinic or hospital in my home country. The health care system there is not up to par, and that is why I want to go back and help my country and people.”

CarePlus Foundation

FY18 Donors

Up to \$15,000

New Bridge Medical Center
Nicholas Laganella

Up to \$10,000

Estate of Jay G. Bender
Herbert and Andrea Ouida
John and Mary Ann Uzzi
Joseph and Maria Masciandaro
Ron Weaver

Up to \$5,000

Advance Medical Group
Bertone and Piccini Attorneys at Law
CarePlus Workforce Solutions
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University Physician Associates of NJ

Up to \$2,000

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William and Leslie Weiss

Up to \$1,000

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Beyer Ford
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Ferraioli, Wielkotz, Cerullo and Cuva
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Up to \$500

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