



2022-2023 Corporate Report & Performance Summary



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Introduction

Cape Atlantic Integrated Network for Kids (I.N.K.) is a private non-profit organization who provides integrated care management services to youth/young adults ages 3-21 with serious emotional, behavioral developmental, and substance use challenges in Atlantic and Cape May counties. Using the Wraparound/Child Family Team model it is the goal of the organization to remove barriers to care and support the development of a sustainable long-term plan that allows youth and families to succeed in managing their needs. The organization believes that services need to be individualized, youth centered, family driven, strength based while improving self-management and wellness through the organization's Behavioral Health Home (BHH) program. [About Behavioral Health Home : Cape Atlantic INK](#) This performance summary is reflective of best practices made through the Child Family Team process and the Wraparound model. [Children's System of Care Values and Principles : Cape Atlantic INK](#)

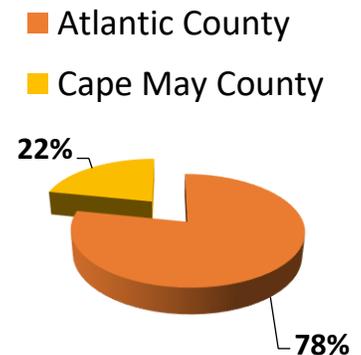
Mission

The mission of Cape Atlantic Integrated Network for Kids is to create solutions together with youth, young adults and their families, in partnership with the community, that facilitate desired changes in their lives and enhance their ability to live and thrive in their community.

Healthy Families: Thriving Communities

Cape Atlantic I.N.K. provides Care Management to families in Atlantic and Cape May Counties. During the fiscal year '22-23, we serviced 2,430 youth/young adults with an average of 78% residing in Atlantic County and 22% residing in Cape May County.

FY '23



Atlantic County



(*29.8% increase in enrollment from 2019-2020)

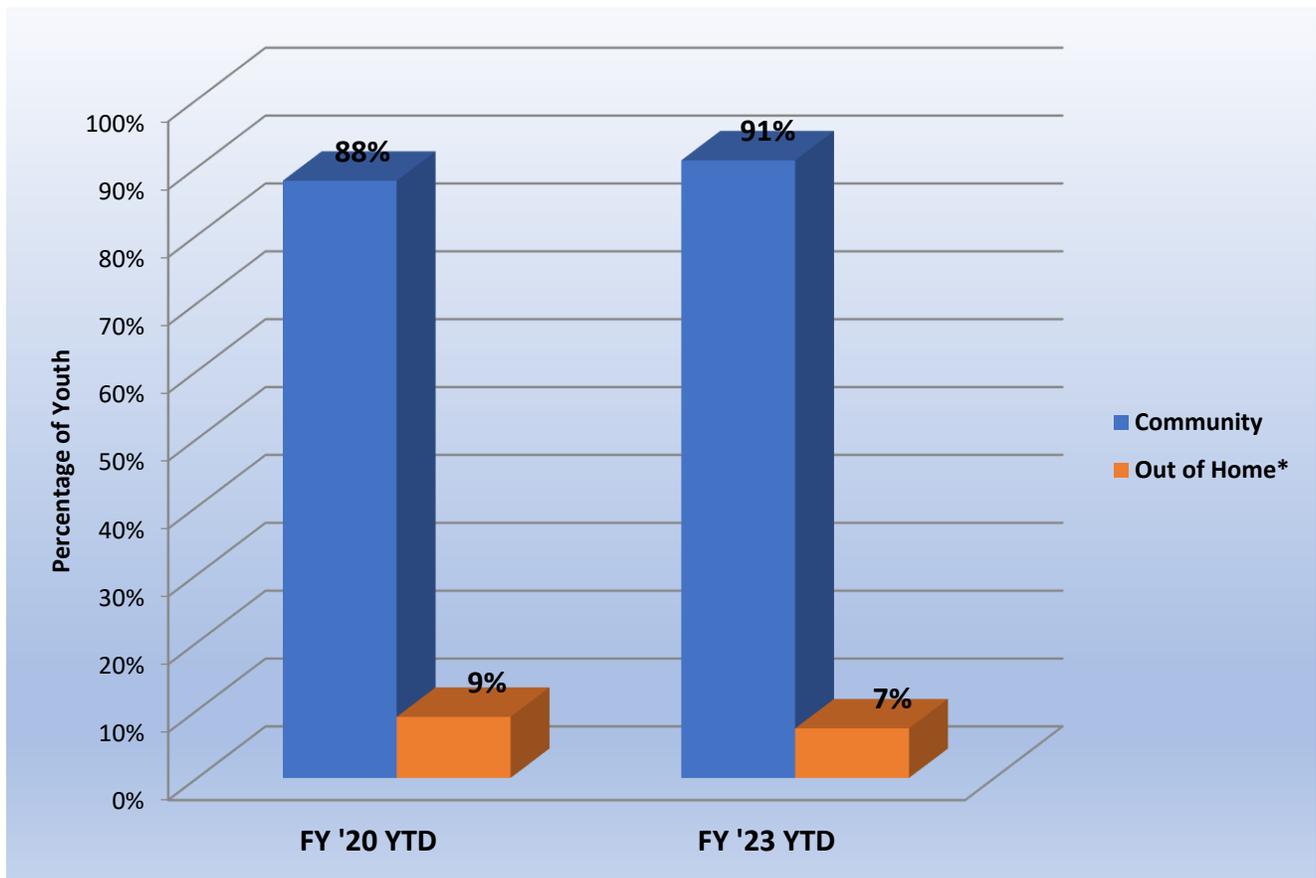
Cape May County





At Home, In the Community

Through the Child Family Team (CFT) process, Cape Atlantic I.N.K. provides access to a broad, flexible array of community-based services and support for children, and their families and caregivers, in order to address their emotional, social, educational and physical needs. Utilizing the Wraparound Model, the CFT focuses on maintaining youth/young adults in their communities by “wrapping” them with sustainable services. For the fiscal year 2022-23, we served an average of 1,198 youth per month and of those youth an average of 91% per month were care managed at home/in the community and in least restrictive settings i.e. home, relatives, resource home, independent living.



Out of Home* (OOH) represents youth in treatment that have been found clinically appropriate by PerformCare, the Contracted System Administrator, to need placement in an Out of Home treatment facility. Youth in court ordered detainments/incarcerations, psychiatric hospitalizations and other most restrictive type settings represent the remaining 2% for 2022-2023 FY compared to 3% for 2019-2020 FY.

Workforce Development

Cape Atlantic I.N.K. recruits mission driven, talented and diverse staff in an ongoing manner to maintain direct service staff to meet the needs of youth/young adults served. In 2022, the organization expanded the internship program, entered into an agreement with Stockton University to accept Bachelor level social work students for internships while allowing them to get federal work study salary for their internship hours. Cape Atlantic I.N.K. strives to meet the NJ Department of Children and Families (DCF) recommended goal of a 1:14 Care Manager to youth/young adult ratio and continues to hire to meet that ratio. The organization's enrollment exceeded 1200 youth by end of fiscal year 2023, the highest amount of enrollment in Cape Atlantic INK history thus far. Cape Atlantic I.N.K. continued to utilize the youth incentive program to additionally compensate care managers and BHH staff for increased caseload sizes while the organization revved up staffing.

Cape Atlantic I.N.K.'s workforce consists of 135 full-time employees, comprised of 13 teams of Care Manager and Supervisors, Program Managers, Behavioral Health Home (BHH) Nurses and Wellness Coaches, Administrative Support, a Quality Assurance Department, and a Leadership Team, with most of the team having 21 Years of longevity at the organization. Cape Atlantic I.N.K. expanded its workforce in 2022 by adding 1 additional Program Manager, 3 additional care management teams, and developed a new training team that orients and completes initial training for new care managers. Cape Atlantic I.N.K. continues to work with Stockton University and their students to maintain a pipeline for potential new hires for the future. The organization continues to strive towards integration of Health and Wellness with the growing Spanish speaking youth and families in BHH with adding on 2 additional Wellness Coaches, one being an additional full time Bilingual/Spanish Wellness Coach for the BHH Program. Cape Atlantic I.N.K. strives to be an inclusive workplace and has incorporated gender neutral bathrooms in its Mays Landing location in June 2023.

From 2002 through 2023, the organization has seen a fluctuation in turnover rate, with 14% turnover for direct service staff. This is an expected increase in turnover, partly due to the "Great Resignation" and "Quiet Quitting" workforce trends. The organization continued to conduct its annual employee survey and take feedback into consideration. Our Senior Program Manager launched the Supervisor Academy in Fall 2022 to grow talent internally, meet the Medicaid staffing requirements for a supervisory position, and to respond to employee survey and exit interview feedback that rated us low in career advancement. The Academy accepts employees that have been with the organization for at least 6 months and possess a master's degree. The Academy members take on additional projects and tasks to gain leadership and supervisory experience and earn an additional stipend for their extra contributions.

The organization continued several incentive programs in FY 2023: employee referral incentive, and the youth incentive. The employee referral assistance has supported recruitment and retention efforts and supports the employees' feedback with 98% agreeing that Cape Atlantic I.N.K. is a good place to work (2023 Employee Survey). Cape Atlantic I.N.K. continues to offer health insurance and pay for 88% of the cost of the premiums, and 100% organization contribution on dental and vision benefits to attract and retain staff as well as a 401K contribution of all salary earned in the previous year when the budget allows. The organization is going into its 4th year with the use of merit-based salary increases using competency-based performance evaluations utilizing technology and adopting the use of an electronic system, Perform Yard to accurately and efficiently complete evaluations. [Career Opportunities : Cape Atlantic INK](#)

Commitment to Awareness, Inclusion, Diversity, & Equity

Awareness, Inclusion, Diversity, and Equity (AIDE) Mission Statement

Cape Atlantic I.N.K.'s AIDE Committee will undertake to strengthen our cultural competence through cultural humility and awareness, cultural knowledge, and cultural sensitivity by building a community of staff, families, and system partners to practice cultural diversity through training, policy development, and service delivery.

Awareness, Inclusion, Diversity, Equity Committee (A.I.D.E.) Statement

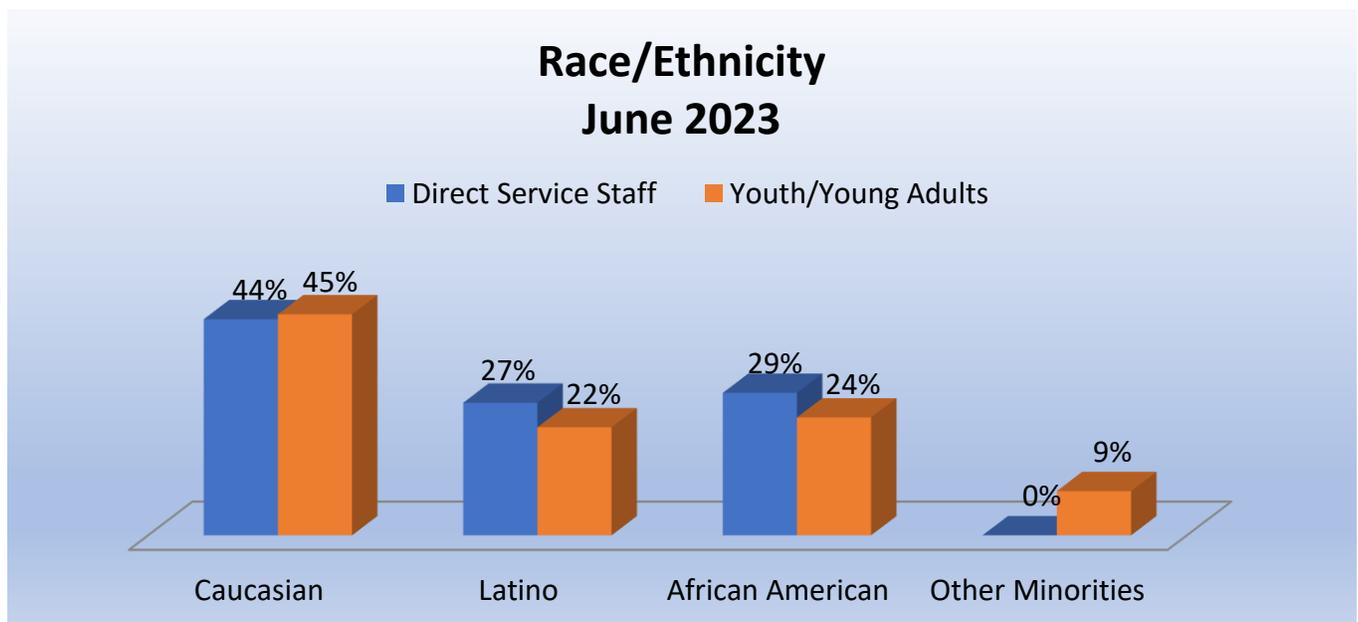
Cape Atlantic I.N.K. is committed to strengthening awareness, inclusion, diversity, and equity throughout the Organization and community.

The Awareness, Inclusion, Diversity, and Equity (AIDE) committee, formerly the Cultural Competency Committee, in addition to meeting quarterly, has created a book club designed to foster ongoing learning and communication on race and equity, outside of formal trainings. To show that the organization is planted in its commitment to inclusion and equity, the Juvenile Justice Subcommittee has begun to analyze data on with our legally involved youth, the social determinants of health that exist and formulate recommendations for non-traditional services and reentry programs. In October 2020, the Board of Directors has also approved June 19th, Juneteenth as the 10th observed organization holiday.

Cape Atlantic I.N.K. will review surveys gathered from our persons served, agency personnel, stakeholders, and Providers to evaluate and update our Cultural Competency, Diversity, and Inclusion Plan annually.

In 2022-2023 Cape Atlantic I.N.K. continued to advertise positions on diverse websites to recruit eligible, diverse candidates to meet the needs of the diverse youth/young adults served as well as utilizing employee and system partner referrals.

As of June 2023, 55% of our direct service staff identified as a member of a minority group. Our youth/young adult demographics (as reported to PerformCare) showed that 55% identified as a member of a minority group.



Financial Performance

Cape Atlantic I.N.K. continues to strive to maintain efficiencies and successes both operationally and fiscally. We feel we have achieved many successes in the twenty-one plus years of our existence. One of the major efficiencies is built right into the system. Cape Atlantic I.N.K., as with all care management organizations in the state of New Jersey, bill Medicaid for their care management services. Cape Atlantic I.N.K. has just recently passed the \$ 100 million dollar mark for Medicaid collections. Since Medicaid monies are shared between federal and state funds, the burden to the taxpayers of New Jersey has been mitigated, which is a clear benefit of the funding system.

Our most recent audited financial statements, encompassing the fiscal year-end June 30, 2023, indicate a very solid current assets to current liabilities ratio of 6.4 to 1 (a ratio of 2.0 to 1 is considered exceptional). Our audited fund balance at June 30, 2023 has increased to \$ 8.4 million, a significant increase from our \$ 3.2 million fund balance at June 30, 2020.

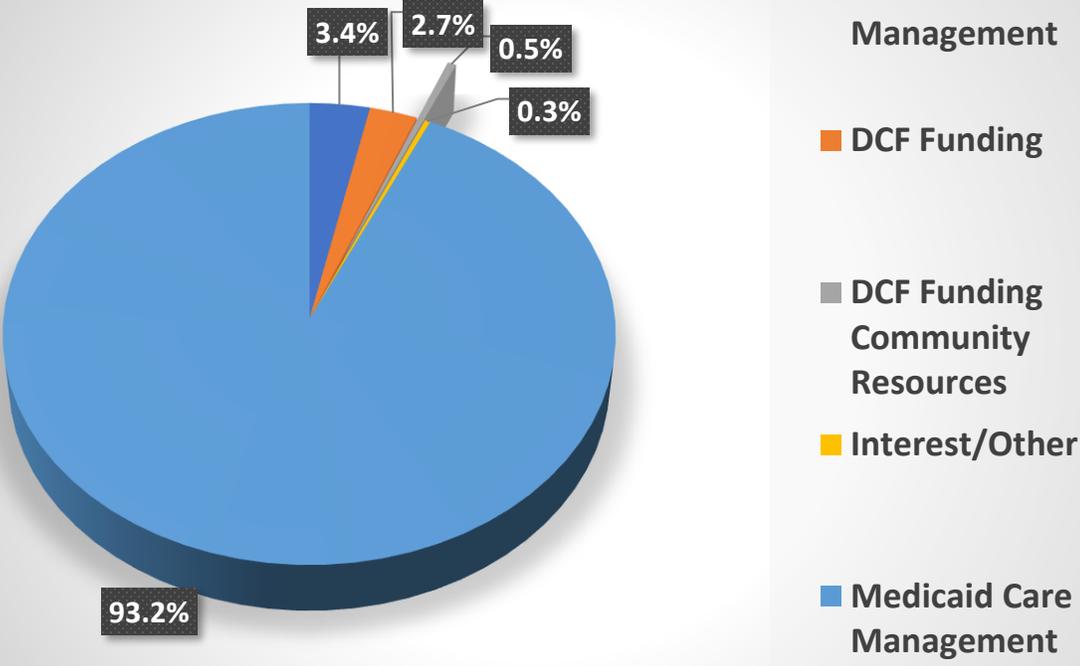
Operating net income for the fiscal year ended June 30, 2023, was \$ 1,522,871, after depreciation expenses the total net income was \$ 1,455,289. Cape Atlantic INK's revenues totaled in excess of \$ 13.4 million, which was our highest year ever. Cape Atlantic I.N.K. thrived during the covid-19 pandemic through the efforts of our outstanding leadership and exceptional staff. We are excited and happy to have returned to more traditional in-home care management although virtual-based services are still used and preferred by some of our families.

Contracted solely through the state of New Jersey's Department of Children and Families (DCF), Cape Atlantic I.N.K. receives the majority of its revenues from Medicaid (96.5 %) for its care management and behavioral health home services. Medicaid is billed on a fee-for-service basis according to the number of youths served each month. The state currently funds the DCP & P Liaison position as well as youth and families' flex funding, which together accounted for \$ 356,824 in FY 23 (2.7 % of total revenues). Community Resources funding, which allows Cape Atlantic I.N.K. to award state monies to community-based organizations, accounted for \$ 68,678 (.5 % of total revenues) with Interest and miscellaneous revenues accounted for \$ 39,360, representing the remaining .3 % of revenues.

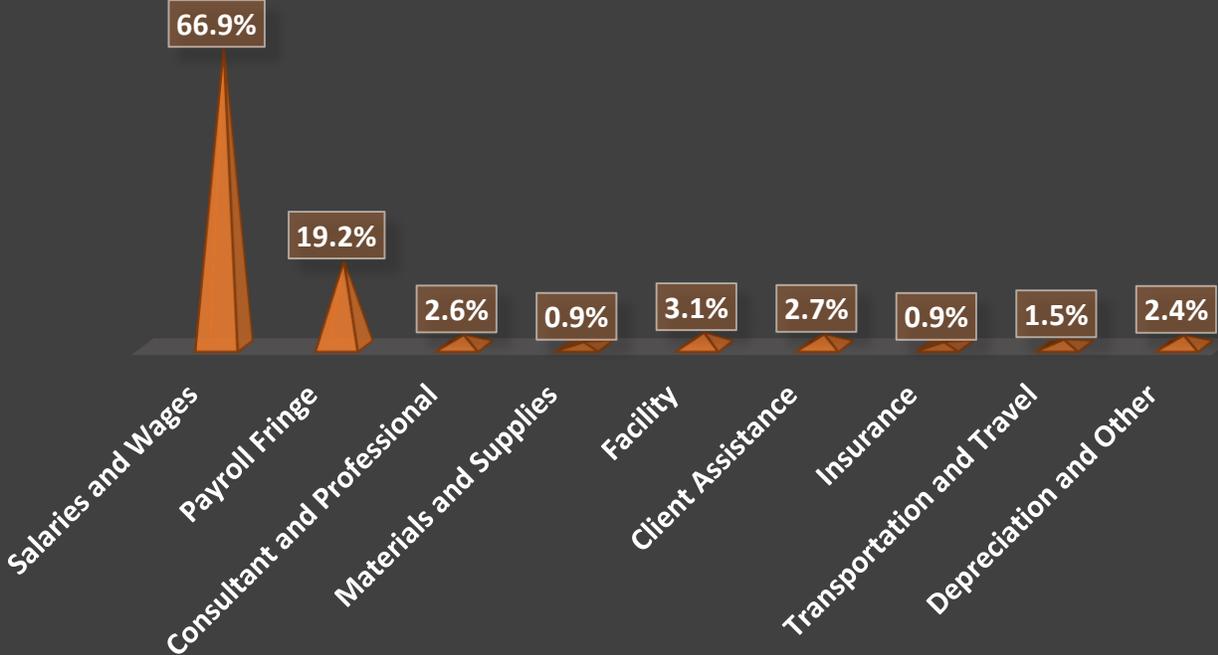
Cape Atlantic I.N.K. has been able to maintain adequate staffing to fulfill its mission. Personnel expenses remain the most important and highest percentage of total expenditures. During FY 23, total personnel expenses (including salaries and benefits) accounted for 86.5 % of total expenditures. We have been able to maintain steady salary increases of approximately 4 % over each of the past three fiscal years while continuing to maintain excellent health insurance benefits for all full-time staff. Currently, Cape Atlantic I.N.K. pays for 88 % of employees' medical insurance premiums and continues to pay 100 % of the employees' dental, vision and life insurance coverage.

While Cape Atlantic I.N.K. has fully integrated the behavioral health home component to its service offerings, we nonetheless remain restricted from diversifying into any non-DCF related programs. However, the addition of community resource funds (which have been extended into FY 24) and other programs including special outpatient funding and specialized care coordination have been awarded by DCF to Cape Atlantic I.N.K. in fiscal year 24 which will broaden our agency's reach and better assist us in serving our community.

FYE 2023 Revenue



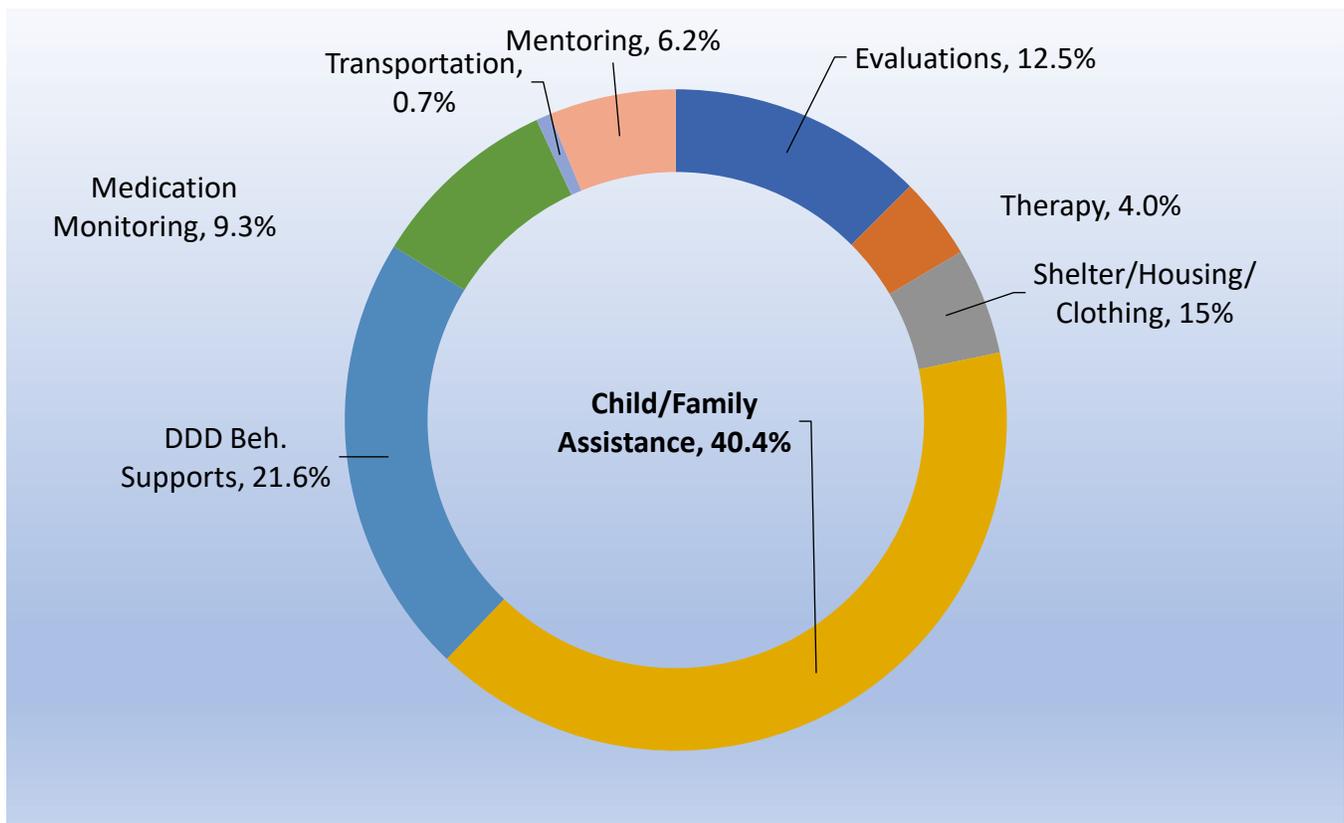
OPERATING EXPENSES FYE 2023



Resource Allocation

Cape Atlantic I.N.K. continues to build its Provider base of therapists, behavioralists, technicians, and evaluators to assure an array of services are available to meet the needs of our persons served as identified by our Child Family Teams. The Child Family Team (CFT) consisting of the youth/young adult and their family, professionals and informal supports develop and implement an Individualized Service Plan (ISP) to meet the needs of youth/young adults served. These added providers have assisted youth/young adults and families in gaining access to important services and support. The CFT utilizes and refers the youth/young adult and family to existing formal and informal supports and services in their community. At times, gaps and barriers are identified by the CFT which require community resource development. [Welcome - Cape Atlantic ResourceNet](#)

Flex Funds or discretionary funds available for certain CFT identified service planning needs to purchase goods and services in support of a child's ISP. These flex funds can only be utilized when no other resource is available and in compliance with the Children's System of Care guidelines and policies. These flex funds once authorized by the CFT can be accessed to address these gaps and barriers in order to meet the youth/young adult's needs. In FY 22/23 funds were spent in order of highest spending to lowest in the following categories: 1) Child/Family Assistance, 2) DD Behavioral Supports, 3) Shelter/Housing/Clothing, 4) Evaluations, 5) Medication Monitoring, 6) Mentoring, 7) Therapy, 8) Family/Child Transportation.



The Department of Children and Families (DCF) and Division of Children System of Care (DCSOC) recognizes the need to identify and develop resources and supports for families at the local level. DCF's- CSOC has historically (pending available funds) made Community Resource Development Funds (CRDF) available annually to the Care Management Organizations (CMO) to support the development of resources that promote the resiliency of youth and families in communities who are disproportionately impacted by the Social Determinants of Health (SDoH). These annual funds are intended to support new or existing activities or services offered by community organizations that directly promote child and family wellbeing, safety, and health.

The New Jersey Children's System of Care (CSOC), Atlantic and Cape May Counties in coordination with Cape Atlantic Integrated Network for Kids, Inc. support in financially sponsoring new or expanding existing services and programs for children, youth and young adults, ages 0-21, in Atlantic and Cape May Counties. The identified populations are individuals emotional, behavioral, intellectual developmental/disabilities, and/or substance misuse challenges. The CSOC's limited funds offered through a Request for Proposal (RFP) process, are designated for one-time use by community organizations available to fund one or more projects that can be implemented at the beginning of the following Fiscal Year and can become available to the awardee(s) before that date.

[CRD format for RFP letter w-appendices and Awardees for FY23 10-9-2023.docx \(live.com\)](#)

Accessibility

In 2023 Cape Atlantic INK expanded its Nurtured Heart Approach Training to educators in three area school districts including Mays Landing, Mullica Township and Pleasantville through a grant with the New Jersey Childrens System of Care. By utilizing the Nurtured Heart Approach, students are empowered to develop positive relationships, self-regulate, and build Inner Wealth. School systems are supported in developing a Nurtured Heart Approach culture within their districts that support students, faculty, and parents. Nurtured Heart is currently a required training course for all Care Managers. Many CSOC partners and treatment providers utilize the model in treatment approaches. Expansion of Nurtured Heart in the school increases accessibility to this model and supports consistency throughout the youth/ young adults life domains.

In 2023 Cape Atlantic INK expanded its capacity to link youth/young adults to outpatient services and increased accessibility to non-Medicaid funded outpatient services. Through a contract with Children's System of Care, the care management organization can pay for expanded outpatient services with private practitioners and non-Medicaid funded outpatient providers for groups and individual treatment.

In 2023 Cape Atlantic INK has expanded service linkage for youth/young adults with problematic sexual behaviors through a grant with Childrens System of Care. The organization has started to build a resource inventory of specialty providers and system partners to assist with accessing appropriate treatment and support.

2022-2023 Cape Atlantic INK has contracted with LG Interpretation services that provides in home Spanish speaking translators to continuously meet the demands of the Spanish speaking population.

In June 2022, the organization implemented technology that can be used as an electronic file to store PHI, to obtain electronic signatures, authorizations, sign in sheets, etc.

Risk Management

Cape Atlantic INK made a seamless transition to telehealth and electronic records using HIPAA compliant platforms and software for all staff to ensure greater functionality and service delivery.

Cape Atlantic INK addresses areas of vulnerability to IT systems through security controls to prevent unauthorized access and recovery of data are monitored through a private contractor, internal policies and trainings.

Cape Atlantic INK has an extensive claims/billing management and documentation audit processes to prevent fraud, waste, and abuse.

Cape Atlantic INK has incorporated the zero suicide initiative into service delivery for best practices to improve care and safety for youth/young adults at risk.

Performance Analysis 2022-23

Cape Atlantic Integrated Network for Kids (I.N.K.) Care Management Organization (CMO) is committed to continuous quality improvement. The Performance Measurement & Management Plan (PM&M) serves as the foundation to that commitment and the ongoing implementation and improvement of service delivery. The PM&M plan is designed to demonstrate how Cape Atlantic I.N.K. measures and manages the reliability, validity, completeness, and accuracy of its data collection and the performance indicators. The Performance Analysis is the result of the execution of the PM&M, a systematic observation of agency outcomes to enhance performance, and use data in the decision making of and towards performance improvement and in enhancing the lives of youth/young adults and families.

The Performance Analysis is a tool by which the organization outlines the performance objectives and reviews the outcomes thereof. This analysis serves as a written tool to identify, analyze and implement performance improvement initiatives throughout the organization.

The development of this plan was driven by the mission, vision, and principles of Cape Atlantic I.N.K. and performance indicators specific to the agency's standards of quality, and follows the Children's System of Care (CSOC) objectives as identified in the Annex A.

Performance Objectives for FYE 2023:

For Fiscal year 7/1/22-6/30/2023, 85% of youth/young adults participating in the CMO will live in the Least-Restrictive setting that is most appropriate to their Clinical need. (1.N.1.c.1. – Effectiveness of Care Management)

<i>Indicator</i>	<i>Outcomes</i>	<i>Action</i>
% Youth/young adults living in the least-restrictive setting	91% of youth/young adults enrolled in the CMO live in the Least-Restrictive settings	Achieved

For Fiscal year 7/1/22-6/30/2023, 80% of youth/young adults participating in the CMO will show an improvement in or remain stable in their school attendance.

(1.N.1.c.1. – Effectiveness of Care Management)

<i>Indicator</i>	<i>Outcomes</i>	<i>Action</i>
% Youth/young adults showing improvement or stability in their school attendance	93% of youth/young adults have shown improvement/stability in their school attendance.	Achieved

For Fiscal year 7/1/22-6/30/2023, 80% of youth/young adults participating in the CMO will show an improvement in or remain stable in school behavior as evidenced by a decrease in detentions, suspensions, expulsions. (1.N.1.c.1. – Effectiveness of Care Management)

<i>Indicator</i>	<i>Outcomes</i>	<i>Action</i>
% Youth/young adults showing improvement or stability in their school behavior	88% of youth/young adults have shown improvement/stability in their school behavior.	Achieved

For Fiscal year 7/1/22-6/30/2023, 80% of youth/young adults participating in the CMO will show an improvement in or remain stable in their academic achievements.

(1.N.1.c.1. – Effectiveness of Care Management)

<i>Indicator</i>	<i>Outcomes</i>	<i>Action</i>
% Youth/young adults showing improvement or stability in their academic achievements	91% of youth/young adults have shown improvement/stability in their academic achievements.	Achieved

For Fiscal year, 7/1/22-6/30/2023, 80% youth/young adults participating in the CMO will show an improvement in or remain stable in emotional/behavioral needs and risk-taking behaviors. (1.N.1.c.1. – Effectiveness of Care Management)

<i>Indicator</i>	<i>Outcomes</i>	<i>Action</i>
% Youth/young adults showing improvement or stability in their emotional/behavioral needs and risk-taking behaviors	96% of youth/young adults have shown improvement or stability in their emotional/behavioral needs.	Achieved

For Fiscal year 7/1/22-6/30/2023, 80% of Behavioral Health Home (BHH) eligible youth will have no visits to the emergency room. (1.N.1.c.1-Effectiveness)

Indicator	Outcomes	Action
% of BHH eligible youth will have no visits to emergency room	446, or 84% of BHH eligible youth with no visits to the ER in the past year.	Achieved

For Fiscal year 7/1/22-6/30/2023, 80% of youth/young adults participating in Behavioral Health Home (BHH) will show achievement in their health and wellness goals or has a plan in place at transition (1.N.1.c.1-Effectiveness)

Indicator	Outcomes	Action
% Youth/young adults showing achievement in their health and wellness goals or has a plan in place at transition	84% of youth/young adults have shown achievement in their health and wellness goals or has a plan in place at transition.	Achieved

For Fiscal year, 7/1/22-6/30/2023, 85% of families will indicate that they are overall satisfied with their involvement with the Care Management services provided to them. (1.N.1.c.2. – Persons Served Feedback)

Indicator	Outcomes	Action
% of families indicate overall satisfaction with their involvement in Care Management services.	658 families, 98% report overall satisfaction with their involvement in Care Management services	Achieved

For Fiscal year, 7/1/22-6/30/2023, 80% of providers/stakeholders will indicate that they would recommend Care Management services to others. (1.N.1.c.3. – Stakeholder Feedback)

Indicator	Outcomes	Action
% of providers/stakeholders indicate they would recommend Care Management services to others	100% of providers/stakeholders would recommend Care Management services to others	Achieved

For Fiscal year, 7/1/22-6/30/2023, 80% of employees will report Cape Atlantic I.N.K. is a good place to work. (1.N.1.c.3. – Employee Feedback)

<i>Indicator</i>	<i>Outcomes</i>	<i>Action</i>
% of employees indicate overall, Cape Atlantic I.N.K. is a good place to work	95% of employees report overall, Cape Atlantic I.N.K. is a good place to work	Achieved

For Fiscal year, 7/1/22-6/30/2023, advocate and lobby to increase sustainable services in Atlantic and Cape May counties. (1.N.1.c.4. – Resources Used to achieve results for the persons served (Efficiency))

<i>Indicator</i>	<i>Outcomes</i>	<i>Action</i>
Advocate and lobby to increase sustainable services in Atlantic and Cape May counties	3 new providers are accepting Medicaid due to advocacy efforts for the need to increase outpatient mental health services in the community’s persons served	Ongoing

For Fiscal year, 7/1/22-6/30/2023, an average of 215,000 billable minutes per month of Care Management services will be provided to youth/young adults (1.N.1.c.5. – Service Access)

<i>Indicator</i>	<i>Outcomes</i>	<i>Action</i>
Average of billable minutes per month of Care Management services provided to youth/young adults enrolled in the CMO	An average of 224,290 billable minutes per month of Care Management services were provided to youth/young adults enrolled in the CMO	Achieved

For Fiscal year, 7/1/22-6/30/2023, an average of 90 youth per month will be enrolled in Behavioral Health Home (1.N.1.c.5. – Service Access)

<i>Indicator</i>	<i>Outcomes</i>	<i>Action</i>
Average number of youth per month will be enrolled in Behavioral Health Home	An average of 99.5 youth/young adults per month were enrolled in BHH	Achieved

For Fiscal year, 7/1/22-6/30/2023, The CMO will maintain an average length of stay for youth/young adults of 12 months or less as determined by need. (1.N.1.c.5. – Service Access)

<i>Indicator</i>	<i>Outcomes</i>	<i>Action</i>
Families will have an average length of stay of 12 months or less.	Youth/young adults' average length of stay in the CMO is 10.6 months.	Achieved

For Fiscal year, 7/1/22-6/30/2023, an average of 850 bills per month will be fulfilled to make budget (1.N.2.c. – Business Function)

<i>Indicator</i>	<i>Outcomes</i>	<i>Action</i>
Average number of bills per month will be fulfilled to make budget	An average of 1025 bills per month were fulfilled to make budget	Achieved

For Fiscal year 7/1/22-6/30/2023, the CMO will demonstrate 20% or less staff turnover (1.N.2.c. – Business Function)

<i>Indicator</i>	<i>Outcomes</i>	<i>Action</i>
% of Staff turnover annually	The CMO demonstrated 11.5% of all staff turnover	Achieved

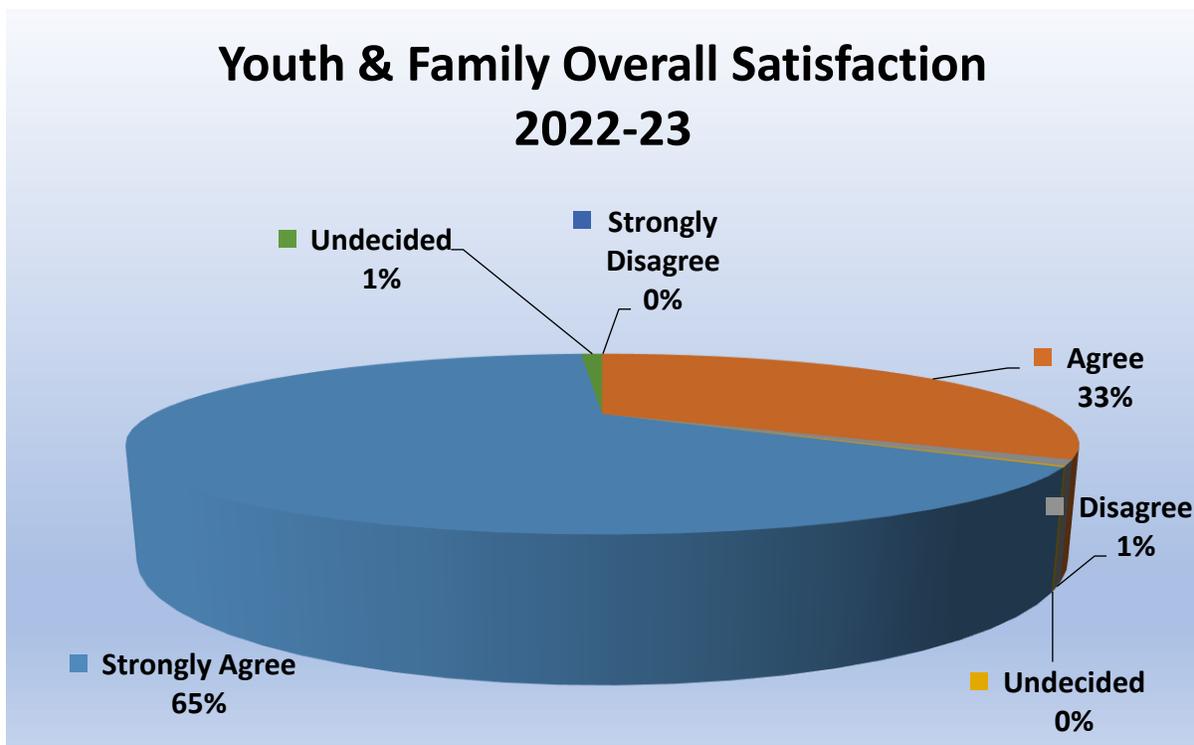
Youth & Family Satisfaction

The Quality Assurance Department measures satisfaction at 3 points of services, active, transition, and 6-month post transition. On a monthly basis, the Quality Assurance department obtains input via telephone from a random sampling of active families to evaluate and analyze the input for resource gaps, workforce development, and financial planning. To avoid survey fatigue and interruption during the school and workday the Quality Assurance department can utilize email or text the online survey. To increase the outreach to families with Limited English Proficiency (LIP), the Quality Assurance department utilizes Quantum Interpreters, Inc. services. This data presented below is also utilized to support organizational advocacy and the continuous process of performance improvement.

In the 2022-23 family satisfaction survey 659, out of 672 families participated and the survey revealed 98% agree/strongly agree “My voice/My family’s voice is heard and guides the team process” compared to 2019-20 where 469, out of 575 where 98.3% agree/strongly agree.

This survey also showed that 85% agree/strongly agree that “as a result of being enrolled with the Care Management Organization (CMO), I believe that my child is improving and becoming healthier”.

In 2022-23 overall, 98% of families were “satisfied with my involvement in the CMO”.



The Quality Assurance department also conducts satisfaction surveys with families at transition and 6 months post transition. Out of 633 families surveyed at transition from 2022-23, 95.4% agree/strongly agree that “as a result of being enrolled in the CMO, their youth/young adult has improved and is becoming healthier”.

6 Month Post transition surveys conducted during 2022-23 time period, results show out of 479 families 95% of youth/young adults are at home/community, 97% are attending school/graduated, and 98% have had no new police involvement.

Cape Atlantic I.N.K. CARF PMMI Plan 2023-25

Performance Measurement Management and Improvement (PMMI) Plan

Standard	Domain	Objective	Indicator	Applied To	Responsible Parties	Data Source	Target	Timeframes for data collection/Results
1.M.4.	Results for the Persons Served (Effectiveness)	Show improvement or stability in the emotional/behavioral needs and risk-taking behaviors of youth/young adults	Strength Needs Ratings	Care Management	Operations Administrator	S/N Dashboard	80% Improvement or Stability	Monthly
1.M.4.	Results for the Persons Served (Effectiveness)	Maintain youth/young adults receiving treatment at home and in the community	% of Youth Living in least restrictive setting	Care Management	Operations Administrator	Living Situation Report/OOH Tx Report	85% in Least Restrictive Setting	Monthly
1.M.4.	Results for the Persons Served (Effectiveness)	Reduce reenrollment of persons served	% of Reenrollment	All Programs	Operations Admin./BHH Nurse Manager	CSA Service Request PN/TISP	<15% Reenrollment	Daily
1.M.4.	Results Achieved for the persons served (Effectiveness)	Reduce visits to the Emergency Room	% of Youth without ER visits	BHH	BHH Nurse Manager	Self-Report QPU	80% without ER visit	Quarterly
1.M.5.	Experience of services received, and other feedback-Persons served	Improve Family Satisfaction with Care Management/BHH Services	% of Overall Satisfaction	All Programs	Quality Assurance Dept.	Youth/Family Monthly Transition/Satisfaction Surveys	85% Overall Satisfaction	Monthly

Standard	Domain	Objective	Indicator	Applied To	Responsible Parties	Data Source	Target	Timeframes for data/Results
1.M.5.	Experience of services received, and other feedback- Persons served	Improve Youth/Young Adult Behavioral Health and Wellness	% of Improvement and Health	All Programs	Quality Assurance Dept.	Youth/Family Monthly Transition/Satisfaction Surveys	80% Improvement and Becoming Healthier	Monthly
1.M.6.	Experience of services and other feedback from other stakeholders	Increase Stakeholder Recommendation for Care Management Services (CMO)	% of Stakeholders would recommend CMO	All Programs	Quality Assurance Dept.	Stakeholder System Partner Feedback Surveys	80% Recommendation for CMO services	Annual
1.M.7.	Resources used to achieve results for the persons served (Efficiency)	Increase sustainable community resources	# of Informal and Formal Community Partnerships	Community Resource	Community Resource Admin.	Team Gap Report	3 Resources	Quarterly
1.M.8.	Service Access & Engagement	Demonstrate all ISPs submitted to the Contracted Systems Administrator on time	Within 7 Days of Meeting	Care Management /BHH	Operations Administrator	ISP Performance Report	85% On-time submission	Monthly
1.M.8.	Service Access & Engagement	Increase enrollment and referrals into Behavioral Health Home	# New Enrollees	BHH	BHH Nurse Manager	Nursing Assessments	100 Youth per Month	Monthly
1.M.8.	Service Access & Engagement	Recruit, hire, and maintain personnel to meet the capacity and length of service described in the contract	Caseload Size	All Programs	Operations/ Human Resource	Agency Census/ Weekly Caseload Report	1:15 CM/1:12 Lead Staff to Youth Ratio	Weekly

Standard	Domain	Objective	Indicator	Applied To	Responsible Parties	Data Source	Target	Timeframes for data/Results
1.M.9.	Business Function	Maintain budget by fulfilling or exceeding target for monthly billing	# Bills per month	All Programs	CFO	EZ Claim	975 Bills	Monthly
1.M.9.	Business Function	Decrease staff turnover on an annual basis	% Staff Turnover	All Programs	Human Resource Manager	Turnover Report	20% or < Turnover	Monthly
1.M.10.	Personnel Training	Increase education and training through participation in performance measurement and management	% of Staff Attendance	PIM Committee	Quality Assurance Dept.	Attendance Sheet	5 Staff	Quarterly

Summary

Through feedback collected from families and other stakeholders in the community, we have found the responses clearly demonstrate that we are considered a valuable organization in the System of Care and in Cape May and Atlantic Counties. Our employee survey conducted in 2023 was very positive demonstrating that most staff believe in the Mission and feel Cape Atlantic I.N.K. is a very good place to work. The organization is very proud of what this data suggests but we know that performance improvement is an ongoing process. The organization is committed to striving for excellence in the services we provide while creating a work environment that gives our staff the greatest opportunities to enhance their skills and grow as professionals.

