YOU ARE OUR STORY

Oaks
INTEGRATED CARE

50th ANNIVERSARY

Family Service

2017-2018 BIENNIAL REPORT
Board of Trustees
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MISSION
Our mission is to empower and support individuals and families to achieve emotional and physical wellness by providing quality health and social services.

VISION
Our vision is to build healthy, strong communities.
Dear Friends,

As we look back at Oaks Integrated Care’s 50-year history with pride, one theme remains vividly clear. You – our special donors, volunteers, partners and employees – are our story.

Your unwavering 5 decades of support inspires our mission and dedication to serve the most vulnerable members of our community. Our story begins in Moorestown, NJ with a small group of compassionate volunteers who decided to bring their dream of a mental health organization to life.

The vision for Family Service of Burlington County was broad yet simple – provide counseling and emergency intervention to adults, children and families in need, 24 hours a day, 7 days a week. Under the leadership of our courageous founder, Mary Wells, volunteers used donated space to offer counseling to families with nowhere else to turn.

From these humble beginnings, Family Service continued to grow under the strategic leadership of CEO Bob Pekar through two successful mergers to form Oaks Integrated Care. I was happy to come on board as CEO in 2016 to facilitate our affiliation with Preferred Behavioral Health Group and lead the organization moving forward.

Fifty years later, we still see each day as an opportunity to encourage others to make healthy choices and reach their full potential. Oaks now offers more than 230 unique programs for children, adults and families throughout New Jersey living with a mental illness, developmental disability or addiction.

Our 2018-19 Biennial Report tells a story of courage, dedication and hope for the future. On behalf of our Board of Trustees, we are proud to share our accomplishments with all of you who make these successes possible. Thank you for believing in our mission.

Cheers to our next chapter,

Derry Holland
Chief Executive Officer

Joseph Aristone
Chair, Board of Trustees
1968 Humble Beginnings

The 1960’s sparked powerful visions during a time of social and political change. Right in the heart of our community, a small group of volunteers led by our founder, Mary Wells, took bold action. They broke tradition by establishing an innovative social service model designed to respond to the needs of the community.

In 1968, Family Service of Burlington County opened its doors. Words cannot describe Mary’s passion and commitment to helping people living with a mental illness, regardless of their ability to pay. A true pioneer and relentless advocate, she selflessly spoke up for those without a voice which shaped the organization we are today.

The earliest funding came in the form of fundraising – handmade knitted items were sold at an annual community bazaar. In 1971, Family Service received its first grant from United Way, followed by funding from the Burlington County Freeholders in 1972 and the State of New Jersey in 1974.

These early grants planted our roots in the community and allowed our services to expand.

Over the next five decades, what started as one program grew to become the organization we are today...
35,000 INDIVIDUALS SERVED ANNUALLY

90 GROUP HOMES

230 PROGRAMS

200 VOLUNTEERS

310 SUPPORTIVE HOUSING RESIDENCES

19 NJ COUNTIES

2,400 DEDICATED EMPLOYEES

179,440 MEALS DISTRIBUTED ANNUALLY

22 OFFICE LOCATIONS

2018

90 GROUP HOMES

230 PROGRAMS

200 VOLUNTEERS

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2018
STORY HIGHLIGHTS

Stronger Together

On January 1, 2017, Oaks welcomed Preferred Behavioral Health Group to our family of services. The affiliation gives more people across New Jersey access to compassionate, quality care. The partnership expanded services into Monmouth and Ocean Counties and strengthens our ability to succeed in the changing healthcare environment.

As an affiliate, Preferred Behavioral Health Group keeps their name and remains an independent company under the leadership of CEO Mary Pat Angelini. With 230 programs serving 35,000 individuals and over 2,400 employees, Oaks Integrated Care is one of New Jersey’s most comprehensive and forward-looking human service providers.

Like many other providers across New Jersey, we cannot predict what lies ahead in today’s changing healthcare environment. However, we can create positive change by considering innovative, strategic approaches to ensure we can continue to help those who desperately need our services.

Each new partnership diversifies our story and builds a powerful vision for a future filled with new opportunities.

Preferred Behavioral Health Group

- **Affiliation Date:** January 1, 2017
- **CEO:** Mary Pat Angelini
- **Mission:** To deliver quality and compassionate behavioral health services to individuals and families all the time.
- **Founded:** 1978
- **Service Areas:** Mental health and substance use services for children, adults, seniors and families
- **Geographic Reach:** Based in Monmouth and Ocean Counties with programs throughout New Jersey
The National Stage: Certified Community Behavioral Health Clinic

The State of New Jersey selected Oaks as one of 7 providers to participate in a 2-year Certified Community Behavioral Health Clinic demonstration program! This groundbreaking national initiative is a “one stop shop” for coordinated care designed to improve overall health through community-based mental health and addiction treatment.

Services for individuals and families in Mercer County focus on treating the whole person, regardless of their ability to pay. The program emphasizes easy and welcoming access, crisis stabilization, primary care integration, evidence-based practices and trauma informed care.

Services include:

• 24/7 in-person and telephonic crisis stabilization services
• Outpatient ambulatory detox
• Primary care screening and monitoring
• Outpatient counseling
• Partial care
• Case management
• Peer and family support services
• Coordination with health care and social service providers

The Clinic is a lifeline for individuals and families along the journey to wellness and recovery. We are thrilled to watch our story evolve from the local community to the national stage.

Rachel’s Story

Thirty-year-old Rachel suffered from depression and Dissociative Identity Disorder due to traumatic experiences throughout her life, beginning when she was a young child. She experienced the trauma of sexual abuse by a family member which led her to run away at the age of 14 and live on the streets. Years later, she found love and married but ended up in a domestic violence situation.

With no friends or family to turn to for support, drugs became Rachel’s way to escape her haunting experiences. She found herself trapped in the grips of addiction and no longer recognized the person she had become. After trying rehab twice with no success, she was introduced to Oaks Integrated Care in January of 2017.

Oaks quickly became her beacon of hope for recovery. She started the journey with outpatient substance abuse detox and later moved on to outpatient counseling, partial care program and support groups. Rachel shares, “The staff at Oaks were so loving, caring and devoted. They put their whole being into helping other people succeed and are there to catch you if you fall.”

In March, Rachel moved to Kansas to care for her sick grandmother and is grateful for a fresh start. The future is bright as she begins a new chapter and works toward her goal of obtaining her pilot’s license over the summer!
CARF Seal of Accreditation

Several Oaks programs successfully achieved accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) over the past year including outpatient services and the Behavioral Health Home. We wholeheartedly believe that the CARF seal of approval is important for our future as the behavioral health system continues to evolve.

Why CARF? CARF represents our commitment to offering the highest quality services in a welcoming, friendly environment. It holds us accountable to meet internationally recognized standards and assures our consumers, their family members, funders, referrals agencies, partners and government officials that we will continually strive to enhance the lives of the people we serve.

Commitment to Excellence

Consumer Satisfaction: 2,342 consumers and family members responded to our 2017 annual satisfaction survey. 94% of families of adults and 95% of families of youth responded positively to these questions:

- Overall, I am satisfied with the services that my loved one receives here.
- The people helping my loved one stuck with us no matter what.
- I felt my loved one had someone to talk with when he/she was troubled.
- The services my loved one and/or my family received were right for us.
- My family got as much help as we needed for my loved one.

Employees: 2,400 full and part-time employees value our mission and advocate on behalf of our consumers.

Volunteers: 200 volunteers generously donated their time and energy to advance our mission.
Addiction Services Expand

We all know someone impacted by opioid addiction- a family member, friend, colleague- the disease has no boundaries. To combat this public health crisis, Oaks added several new programs that give more individuals and families access to critical services including:

**Outpatient Ambulatory Detox:** The Certified Community Behavioral Health Clinic in Mercer County focuses on improving overall health and wellness. Ambulatory detox is often the first step on the road to recovery.

**Opioid Overdose Recovery Program (OORP):** Oaks responds in-person at participating Burlington County emergency rooms to survivors reversed from an overdose. Recovery Specialists link survivors to treatment, follow-up care, peer support and community resources.

**Outpatient Counseling:** Outpatient counseling helps individuals and families struggling with addiction or co-occurring disorders improve well-being at home, work and in the community through therapy, peer recovery support, medication monitoring and more.

**Substance Use Navigator (SUN):** SUN promotes a single point of entry in the children’s system of care for youth with substance use issues. Oaks works with providers by participating in peer learning sessions, providing technical assistance and educating the public.

**Straight ... to Treatment:** Straight ... to Treatment gives people with an addiction the opportunity to safely turn in drugs at the Evesham Police Department and not be charged with drug possession. Oaks or a coordinating provider provides assessment, connection to treatment, family support and follow-up care.

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Tom and Amber’s Story

Tom came to Oaks as a broken man who lost his 7-year-old daughter Amber due to his chronic drug use. He was unable to see the light at the end of the tunnel until meeting a case worker in parenting class who reminded him that even though he was at the lowest point in his life, it did not make him a bad person or father.

Parenting classes helped Tom think about how he was raised as a child and how he wanted to raise his own children, in a way that sets them up for success as they grow. To work toward the ultimate goal of reunification, Tom and Amber began with supervised visits, then gradually moved on to unsupervised visits to improve communication. They opened up about their feelings toward each other and Amber’s mother, who she misses but is still battling her own addiction.

The family proudly completed the program in September and once Tom obtained stable housing, he was happily reunified with Amber. They continue to communicate in a healthy, productive way and look forward to growing as a family. Tom shared, “When I lost my daughter it felt like the end of the world. With the care, love and much needed help from everyone at Oaks, I can thankfully say I have custody of my daughter and can raise her, teach her and love her with the wisdom I received.”
YOU MAKE IT POSSIBLE

BECAUSE OF YOU!

345 PROM DRESSES

1,700 THANKSGIVING MEALS

900 STUFFED BACKPACKS

9,000 HOLIDAY GIFTS

15,000 DIAPERS

Special Events

The Moorestown and Haddonfield Progressive Dinners bring together hosts, chefs, sponsors and attendees, to support the Oaks Food Pantries in Mount Holly and Berlin.

Touch A Truck gives kids of all ages the chance to see, touch and explore their favorite vehicles! Over 4,000 community members joined us at the Moorestown Mall to support the food pantries.
Thank you to our honorees, sponsors and attendees for joining us on June 6, 2018 to celebrate 50 years of commitment to our community. Your dedication to our mission continues to shape our story.

LEGACY AWARD
THE WHITESELL AND HEITZMAN FAMILY
Two generations of unwavering dedication and support

COMMUNITY PARTNER AWARD
VIRTUA
Saving lives together through the Opioid Overdose Recovery Program

ADVOCACY AWARD
SENATOR TROY SINGLETON
Commitment to the most vulnerable members of our community

BUSINESS IMPACT AWARD
PREIT
Uniting through community events to fight hunger in our region
## FINANCIAL REVIEW

**Fiscal Years 2017 and 2018**

### EXPENSES

<table>
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<tr>
<th>Category</th>
<th>Fiscal Year 2017</th>
<th>Fiscal Year 2018</th>
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<tr>
<td>DMHAS</td>
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<td>34,997,820</td>
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<td>DDD</td>
<td>21,513,759</td>
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<td>DCF</td>
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<td>FUNDRAISING/INVESTMENT</td>
<td>448,139</td>
<td>388,936</td>
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<td>HUD HOMES</td>
<td>246,414</td>
<td>670,695</td>
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<td>OTHER RENTAL &amp; MISC. EXPENSE</td>
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<td>PROPERTY RELATED INCREASE</td>
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<td>CAPITAL RESERVE</td>
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<td><strong>TOTAL</strong></td>
<td><strong>117,152,484</strong></td>
<td><strong>130,100,944</strong></td>
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### REVENUE

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<tr>
<th>Category</th>
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<td>CLIENT REVENUE</td>
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<tr>
<td>SAMSHA / FEDERAL</td>
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<td>4,168,337</td>
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<tr>
<td>DDD</td>
<td>24,622,108</td>
<td>22,849,781</td>
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<td>DCP&amp;P</td>
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<td>DCBHS</td>
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<td>DCF</td>
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<td>UNITED WAY</td>
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<td>BURLINGTON, CAMDEN, MERCER COUNTY</td>
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<td>GRANTS AND FREEHOLDERS’ RENT</td>
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<td>RENTAL INCOME</td>
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<td><strong>TOTAL</strong></td>
<td><strong>117,152,484</strong></td>
<td><strong>130,100,944</strong></td>
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<tr>
<td>Category</td>
<td>Fiscal Year 2017</td>
<td>Projected Fiscal Year 2018</td>
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<tr>
<td>Revenue</td>
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<td>Property Related Increase</td>
<td>2,189,674</td>
<td>2,896,784</td>
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<tr>
<td>HUD Homes</td>
<td>246,414</td>
<td>&lt;1%</td>
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<tr>
<td>Fundraising/Investment</td>
<td>448,139</td>
<td>&lt;1%</td>
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<tr>
<td>Management &amp; General</td>
<td>11,554,157</td>
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<tr>
<td>Other Programs</td>
<td>11,188,948</td>
<td>10%</td>
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<td>SAMSHA / Federal</td>
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<tr>
<td>Projected Fiscal Year 2018</td>
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We wish to recognize the many corporations, foundations and individuals whose support during fiscal years 2017 and 2018 to date have impacted the lives of individuals and families throughout New Jersey.