

# Honoring Our Roots Embracing Our Future



# Vision

To build healthy, strong communities.

# **Mission**

To empower and support individuals and families to achieve emotional and physical wellness by providing quality health and social services.

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# Honoring Our Roots. Embracing Our Future.

One thing is clear—from our humble beginnings in the 1960s, during a time when our society didn't understand or even discuss mental illness, to where we are today—our roots run deep. Our mission to serve the most vulnerable members of our community grew from our founder's vision to provide counseling and emergency intervention services 24 hours a day, 7 days a week.

Through the decades, we've strived to fill in the gaps and break down barriers wherever needed by meeting the needs of our ever-changing community. We're proud to say we've come full circle by expanding mental health, substance use disorder, and developmental disability services to achieve a complete continuum of care. Today, our integrated model of care goes beyond counseling to treat the whole person.

This holistic approach not only addresses mental health and substance abuse challenges, but also a person's social, physical, and environmental health needs. Our Certified Community Behavioral Health Clinic (CCBHC) exemplifies the true meaning of integrated care by offering a one-stop-shop for not just treatment, but resources that span every aspect of life. This can include supportive housing, emergency food access, employment/education assistance, family support groups, legal/financial aid, and more.

Our 2023 Annual Report highlights initiatives that continue to further our mission, such as our recent partnership with Camden County Schools designed to save students from stressful emergency room visits. This ties to the undeniable need for increased youth mental health services in the aftermath of the COVID-19 pandemic.

We also spotlight the formation of The Thomas and Deborah Whitesell Legacy Giving Circle to honor the Whitesell family's lifetime of generosity and continue to inspire generations of philanthropists. The Circle gives others the opportunity to make a meaningful impact through planned giving.

As you'll see in the pages to come, we firmly believe that our mission would not be possible without the help of our special donors, volunteers, employees, and partners. On behalf of our Board of Trustees, we extend our heartfelt gratitude for your unwavering support. As we continue to honor our roots, we're filled with hope and ready to embrace our future together for years to come.

With great appreciation,

Dury Hollan

Phananne Alexet

**Derry Holland** Chief Executive Officer

Marianne Aleardi Chair, Board of Trustees

### OUR ROOTS Counseling and Early Intervention (1960s)

# Integrated Care Model

### Core Branches of Service

- Mental Health: Services give individuals the opportunity to stabilize symptoms and improve quality of life.
- Substance Use Disorder: Programs give individuals living with an addiction hope for long-term recovery.
- Developmental/Intellectual Disability: Services help individuals reach greater levels of independence through each stage of life.

#### **Treatment & Programs**

- Mental Health Urgent Care
- Crisis Stabilization
- Medication Assisted Treatment (MAT)
- Partial Care
- In-home and Community Based
- Outpatient Counseling
- Case Management
- Residential (Group Homes & Supportive Housing)

### **Continuum of Care**

- Supportive Housing
- Food Pantries
- Employment/Education
  Support
- Connection to Community Resources – social, legal, financial, etc.
- Family Support Services
- Jail Diversion, Community Reentry Support
- Primary Care



# Embracing an Integrated Approach to Care

When our organization was founded as Family Service over fifty years ago, the vision was to provide counseling and emergency intervention to adults, children and families in need 24 hours a day, 7 days a week.

Through the years, our vision evolved to integrated care—a fundamental shift in how we deliver healthcare services creating a more holistic, person-first experience. This approach not only addresses mental health and substance abuse challenges, but also a person's social, physical, and environmental health needs. When mental and physical health are no longer isolated, the benefits can lead to positive outcomes:

- Increased access to care
- Enhanced care coordination
- Improved patient experience
- Reduced healthcare disparities
- Cost savings
- Better overall health and wellness

Our Certified Community Behavioral Health Clinic (CCBHC) in Burlington, Camden, Cumberland, and Mercer Counties funded by SAMHSA exemplifies this model of care by providing a centralized point of contact for individuals with behavioral health and substance abuse challenges. Our multi-talented team brings together doctors, nurses, case managers, therapists, peer specialists, family members, and more to create a seamless continuum of care.

This gives clients access to a variety of services including supportive housing, emergency food access, job training, primary care, legal/financial aid, and others– a one-stopshop. By embracing the principles of integrated care, we've moved beyond traditional boundaries to become one of New Jersey's most comprehensive and forwardlooking human service providers.

# **Justice Involved Services**

### Bridging the Gap with Law Enforcement

One of the most crucial partnerships that continues to gain recognition is the alliance between behavioral health organizations and law enforcement. Historically, these encounters have been characterized by a lack of understanding and training, leading to unfortunate outcomes. Our goal is to be part of the solution by joining forces with law enforcement to reshape the way society responds to mental health crises.

The Oaks Justice Involved Services (JIS) program in Burlington, Camden, and Mercer Counties specializes in diverting nonviolent mental health consumers from the criminal justice system to appropriate mental health services in the community. With JIS in place, we've seen an increase in resource coordination between mental health, criminal justice, and social services systems.

The JIS team also works closely with the Crisis Intervention Team (CIT) to help improve first responder interactions with persons living with mental health and substance use disorders. Key training elements include educating police on how to handle encounters, de-escalating potentially dangerous situations, and helping officers find ways to cope with the trauma they experience.

Most recently, we expanded services to a new pre-trial initiative with Camden County. The diversion program works with individuals who are incarcerated for a short stay and reenter the community before trial by offering peer support and clinical assessment. Once the program is successfully completed, it often results in a downgrade or dismissal of charges, giving individuals a new lease on life.

The JIS program stands as a testament to the transformative power of collaboration. Bridging the gap not only diverts individuals from the criminal justice system, it offers a path to recovery. Together, we commit to creating a safer, more compassionate society.

"Well, it's not like we're superheroes in the Justice League, but I like to think of my staff as modern lay superheroes The

Justice Involved Services team prides themselves in fostering emotional outcomes that lead to lifelong changes. We get to know individuals before they are released from jail which allows us to build a strong reentry plan.

Recently, we received a call from the police about a homeless person, diagnosed with multiple mental health disorders, loitering and trespassing at a popular shopping center. After several business owners and shoppers filed complaints, the individual was arrested and faced multiple charges.

Our compassionate staff engaged with the individual and linked him to an immediate crisis intervention and long-term plan that involved mental health treatment, medication management, and housing resources. The good news—he is no longer loitering, charges were dismissed, and he is on the road to recovery."

–Jade Kimbrough, JIS Director

### Camden County Schools Partnership

### Meeting the Rising Demand for Youth Mental Health Services

In 2022, local hospital emergency rooms saw about 2,500 school referrals for Camden County students in mental health crisis last year. To help combat the crisis, in September we partnered with 22 of the county's 37 school districts to form the Wellness Interagency Network (WIN), funded through a twoyear federal grant from the Substance Abuse and Mental Health Services Administration (SAMHSA).

The partnership gives students experiencing a mental health crisis access to two licensed Oaks clinicians who can perform same-day evaluations, determine if any immediate treatment or long-term care is needed, and sign off on clearances. Services take place in therapist offices to save students from what can be time-consuming, expensive, and stressful ER visits.

The average wait time to see a provider in a hospital setting could be 18 hours or more, creating an even more traumatic experience for children and their families. Hospital visits come with a price tag and often times there is no follow-up care leading to frequent reoccurrences. Students referred for crisis evaluations and clearances through the WIN program will not have to pay for services and can receive one-on-one care.

In the aftermath of the COVID-19 pandemic, the demand for youth mental health services continues to rise. Oaks Program Director Brittany Enright shares, "It is something I feel like is only going to get worse, and we really need to be able to support and provide that quality of care that is so needed for our youth. The system is hard to navigate, and this program makes it a little bit easier."

assault. Through weekly in-school therapy sessions, Lila is beginning to process the emotions she has been repressing since the episode and is learning grounding practices to help her reestablish a sense of safety within her body.

The program has helped Lila harness her creative streak and use her poetrywriting skills as an effective means of self-expression. Lila also began a mural of handprints in the counseling office to symbolize to others that they are not alone in their struggles. Moving forward into her senior year, Lila hopes other students will be inspired to add their handprints alongside hers.



Lila, a high school junior, was referred to the Camden School Wellness Interagency Network in October due to her struggles with substance use and self-worth after a sexual



## **Our Commitment to Excellence**

At the core of our mission is a commitment to excellence, evidenced by our investment in training and certifications, including Zero Suicide Training and accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF). Additionally, our positive consumer satisfaction data shows the impact of our efforts on those we serve.

#### **Zero Suicide Training**

In 2023 we took a rigorous, proactive approach by including all Oaks employees in QPR (Question, Persuade, Refer) Zero Suicide prevention training. The foundational belief of Zero Suicide is that suicide deaths for individuals under the care of health and behavioral health systems are preventable. This evidence-based approach equips our staff with the knowledge and skills needed to identify and support individuals at risk of suicide.



#### **CARF** Seal of Accreditation

Oaks achieved re-accreditation from the Commission on Accreditation of Rehabilitation

Facilities (CARF) for 40 programs. The accreditation reflects our dedication to continually enhance the effectiveness, efficiency, and overall quality of our programs. Reviewers commented, "Leadership and staff members show a commitment and passion for the services they provide and the organization's mission within the community."

#### **Client Satisfaction**

Client satisfaction is not just a metric, it is a compass guiding our service delivery. We are thrilled to report positive client satisfaction data, affirming that those we serve not only receive the care they need, but also feel heard, respected, and supported throughout their journey with us.

- 90% of adults expressed general satisfaction with services
- 93% of adults expressed satisfaction with quality of services
- 100% of families of adults and 96% of families with children expressed satisfaction with cultural sensitivity

#### Investment in Staff Excellence

To ensure that our team remains at the forefront of industry best practices, we invest in their professional growth through ongoing training opportunities, workshops, and certifications. This investment not only enriches our staff's skillset but also directly translates to a higher caliber of service for our clients.

# **Putting Employees First**

At the heart of our story are the dedicated employees who comprise our dynamic team. We are a group of diverse individuals — clinicians, case managers, nurses, social workers, drivers and more — on a mission to change lives by helping the most vulnerable members of our community.

This year's Annual Report shines a spotlight on our exceptional employees, embodying our constant appreciation for their efforts year-round. By putting our employees first, we create an environment where growth is nurtured and excellence is not just a goal, but a shared reality.

#### **Current Employees**

Our mission would not be possible without our 1,294 full and part-time employees. Throughout all levels of the organization, our commitment to diversity makes us stronger. Each team member brings a unique set of skills and experiences to the table, enhancing our ability to provide unparalleled services to the individuals and communities we serve.

#### **Growth Opportunities**

We're committed to investing in each employee's career with opportunities for growth by prioritizing professional development and talent recognition. In fact, an incredible 67% of our management team were promoted from within the organization! We firmly believe that a culture of learning and belonging inspires team members to do their best work.

"The most rewarding part of my job is being there every day and

#### **Understanding Our Mission**

At Oaks, our mission is not just a statement—it's a shared goal that unites us in our purpose. We are thrilled to report that a resounding 98% of our employees say they understand our mission. This high level of alignment underscores the passion and dedication of our team members to the overarching commitment to provide exceptional services to those who need it most.

#### **Voices from Within**



This year, we had the opportunity to hear directly from our employees about their experiences, motivations, and the impact of their work. Watch our 2023 video series to learn more!





### The True Meaning of Pride

### Supporting the LGBTQ+ Community

We welcome, value, and celebrate our differences.

Our commitment to diversity, equity and inclusion shapes our culture and defines who we are-an organization dedicated to making everyone feel comfortable, respected and accepted. This year, we've taken significant steps to support the LGBTQ+ community and foster a welcoming environment at home, work, and in the community.

As a proud participant in the 2023 Camden County Police Pride Parade and the Montclair Pride Festival, we stand firmly in solidarity with the LGBTQ+ community. The events brought together individuals, families, and other local providers dedicated to a more accepting future.

Oaks' management team recently participated in a training led by Jane Clementi, an inspiring voice from the Tyler Clementi Foundation. Our focus extends beyond just addressing bullying; we are also actively working toward building a safe and inclusive workplace for all.

Our Diversity Committee spearheads initiatives that champion inclusivity within the organization. In 2023, the committee

developed a Safe Space progressive flag sticker for all Oaks Integrated Care locations (found on the window of each facility's entryway). The symbol serves as a visible affirmation that everyone is welcome, regardless of background or identity.

As we embrace these initiatives, we find strength in the voices of our LGBTQ+ team members and allies. We invite you to visit us on social media to explore the heartfelt "What Pride Means to Us" quotes that provide a glimpse into the diverse narratives that shape our organization.





Tom Whitesell believed in our Founder Mary Wells' vision to provide 24/7 mental health services to our community's most vulnerable children, adults, and families. His passion to help people in need led Tom to become a board member and serve as chairperson.

Along with his wife Deborah, Tom generously hosted the annual "Spring Into Summer" fundraisers at their family farm in Moorestown, NJ. He and Whitesell Construction Co., Inc. were also instrumental in the development of our Yates Center and Pat LeBon Center through land donation and guidance during the capital campaign.

The Whitesell family sees giving back simply as a way to serve others when they need it most. After Tom's passing, Oaks received a planned gift which will allow us to create positive change and uplift the lives of countless individuals.









# THE THOMAS & DEBORAH WHITESELL Legacy Giving Circle

To honor the family's lifetime of generosity, we established the Thomas and Deborah Whitesell Legacy Giving Circle to give others the opportunity to make a meaningful impact through planned giving. Their compassion and desire to help people will continue to inspire generations of philanthropists for years to come.

"What I'd like our legacy to be as a family is to always remember that there is someone in need that you can help. My family's experience with Oaks over the years has shown that you can always give – you can always do something to make a person's life better."

– Evan Heitzman, Tom & Deborah's daughter



## You Made it Possible

Thank you for believing in our mission and giving back to our programs throughout the year. Your generosity makes a profound impact in the lives of the children, adults, and families we serve. Every gift, no matter the size, makes an impact.



Oaks Director Michelle Joo presents Rooted in Community award to Dana Redd, President/CEO Camden Community Partnership, Inc.

#### **Rooted in Community Awards**

The 3rd annual Rooted in Community Awards at Grounds for Sculpture honored local heroes and raised over \$130,000 to support essential mental health and addiction services.

### **Special Events**



Kids enjoy a fun-filled day at our Touch A Truck event in Camden

#### **Touch A Truck**

Touch A Truck rolled into Camden for the second year giving kids the opportunity to see, touch, and explore their favorite vehicles! Thanks to you, we distributed over 300 stuffed backpacks with school supplies to youth in the heart of the community we serve.



Michael Brown with Oaks Board Member Toni Brown at the 2023 Donor Impact Dinner.

#### **Donor Impact Dinner**

Thank you to our generous supporters for joining us at the Moorestown Community House for our Donor Impact Dinner! Attendees learned more about our mission and future initiatives from our team and the families we serve.

### **Donation Drives**



200 **Stuffed Backpacks** 





Families and Group Homes Sponsored



# **Fiscal Year 2023 Finances**

#### (July 1, 2022 - June 30, 2023)

EXPENSES		
NJ Department of Human Services		
Adult Community Services		
Adult Development Disabilities		
Children's Residential Services		
Housing Development - Includes Youth		
Children and Family Community Services		
Addictions Programs		
Other Programs		
Preferred Behavorial Health Group		
Management & General		
Fundraising/Investment		
TOTAL		
REVENUE		
Client Revenue		
NJ Department of Human Services		
DMHS		
SAMHSA/FEDERAL		
DDD		
DCP&P		
DCBHS		
DCF		
COVID-19 Funding		
Burlington, Camden, Mercer County Grants		
Other Contracts		
Rental Income		
Restricted Capital Revenue		
Fundraising		
Investments & Realized Gains		
TOTAL		

Fiscal Year 2023	
37,404,456	28%
22,011,881	16%
7,937,889	6%
4,784,970	4%
11,689,744	9%
3,959,431	3%
4,446,952	3%
26,561,488	20%
15,211,737	11%
306,214	0%
134,314,762	
70,627,879	53%
04 400 000	4.00
21,108,820	16%
7,030,478	5%
588,810	0%
13,718,230	10%
1,357,805	1%
5,326,646	4%
393,029	0%
3,381,635	3%
2,201,195	2%
5,626,366	4%
217,431	0%
1,414,536	1%
1,078,440	1%
134,071,300	

## **Thank You Donors**

We express our deepest gratitude to the numerous corporations, foundations, and individuals whose generosity in fiscal year 2023 (July 1, 2022 - June 30, 2023) has positively influenced the lives of thousands of individuals and families across New Jersey.

#### TREE CIRCLE \$20,000+

Estate of Barbara Heinecke TD Charitable Foundation The Thomas R. & Deborah K. Whitesell Charitable Fund United Way of Greater Philadelphia & SNJ Whitesell

#### **ROOT CIRCLE** \$15,000 - \$19,999

Innovative Benefit Planning, LLC Johnson, Kendall & Johnson, Inc.

#### **BRANCH CIRCLE** \$10,000 - \$14,999

Real Good Foods

#### LEAF CIRCLE \$5,000 - \$9,999

Capehart Scatchard Colbert Family Fund of Coastal Community Foundation of South Carolina Diana and John Fennelly Fulton Bank of New Jersey **GCSI Security Group** Thomas and Evan Heitzman Holman Enterprises Terrance Huettl and Tracey Whitesell Philadelphia Insurance Companies Rowan University School of Osteopathic Medicine The Charles A. Mastronardi Foundation The Fox Foundation Thomas and Beverly Tranovich Bruce White

#### ACORN CIRCLE \$2,500 - \$4,999

Bowman & Company LLP Derry Holland Cherry Hill East High School Christines Hope For Kids Innovative Compensation &

**Benefits** Concepts New Jersey American Water Rev Creative Group TD Bank

#### SHADE CIRCLE \$1,000 - \$2,499

Allen's Oil and Propane Toni and Michael Brown Chelsea Carter Karen and Deon Carter Colleen Crandall Judy Daniels Francis E Dehel, Esg. and Elizabeth A Rosica Evesham Capital Management Jane Faber Fidelity Charitable Mary Foukleva-Hutchison and Ryan Hutchison Fox & Roach/Trident Charities Jen Garefino Giles Family Foundation Barry Goldblatt Hampton Behavioral Health Center Julie Herb KDI Office Technology Lammey & Giorgio, PA Ken and Carol Landis Lincoln Financial Group James and Jean McCullough NAMI Camden County Nash Perez, LLC Aaron and Patricia Nelson NJM Insurance Group Bruce and Cheryl Paparone Charles and Kathleen Rizzi Thomas Rosamilia Teleystem Elizabeth Thomas Virtua Health System

#### PATRON CIRCLE \$500 - \$999

Marianne and Joe Aleardi James Bergquist Karen Bresnahan

Francis and Rosemary Canuso Jennifer Kane Sheila Phariss David Prensky, Ph.D. Denise and Robert Soto Stephen Trimboli Trimboli & Prusinowski, LLC TWB Builders Inc.

#### **ADDITIONAL GIFTS**

1st United Methodist Church American Online Giving Foundation, INC. Antoinette Auger Diane Baiada Ralph Balsamo Joan Barrett Tracy Bender Phyllis Betz Donna Bittle David L and Gail Bresnahan Robert S Brown, Sr. Anne Burdsall Rita and Andrew Butler Katie Caya Dorothy Cebula Charities Aid Foundation of America Cathy L Cianci Frank and Nancy Coffman Sandra Collins Dorothy Collura Barbara Dane Joan and Phyllis DeGregorio Denny's Septic Service Jake DerHagopian and **Cissy Der Hagopian** Deborah Devlin Michele Digneo Kim Dove John and Lora Dunnigan Albert L and Carol A Flood Michael Geisert Thomas C and Sandra Gilman James C and Brenda E Hahn Jamal Harrell Chantelle Hart

Jennifer Hart John H Hobson Donald Holford Maureen Joos Leslie Karpf Alexandra Kennedy Barbara Kreider William Leahy Joseph Leightner and Joan Switzer Gale K Lewin Howard Lipton Lumberton United Methodist Church Andrew Mandeville Jack and Catherine Mayher Karen McCormick William H and Margaret E McDermott Claire McDonald Rob McFadden Joanne Michener Dana Middleton Mary O'Donnell Emily Orel Michael Orlando P & L Alarms, Inc. Gustine Pelagatti Philanthropi Charitable Patricia Piot William and Norma Pospisil Richard and June Richmond Carol R Rodriguez David and Stephanie Salewski Anna M Saley Amanda Sapp Marni Schatz Claire Scott Susan Simmons Paul Sizer Eric and Judi Sohn State Wide Construction Louis Straker The Benevity Community Impact Fund Bart Tirro United Way of Greater Mercer County

Kimberly Villani Sherry Weldon Marie White Bell Tim Whittendale Raymond and Inga Wood Joy Woodson

#### **GIFTS IN-KIND**

Adi-Kent Thomas Jefferv Ghost Tours of New Hope Adventure Aquarium Albertsons Marianne and Joe Aleardi Christine Badalamenti Margie Bauer Sheri Bell Sara Berry Bowlero Corporation Anne Breikss Brooklyn Nets Pamela Brown Robert Brown Builders League of South Jersey **Burlington Press** Katie Campbell Candytopia New York Michelle Carlamere Chelsea Carter Deon Carter Lisa Cascio Cathy's Carryout Cuisine Jieyu Chen Christopher's Deli The Late Show with Stephen Colbert Pamela Collins Sandra Collins Colonial Cafe Contact of Burlington County Crayola Experience Jacquelyn Curtis Joy Daly Barbara Dane Pam Delbuono Dempster's Sports Pub and Restaurant Dan and Jill DiSanto Dorney Park & Wildwater Kingdom Yvette Dueser John and Lora Dunnigan Evil Genius Beer Company Farmer's Against Hunger Diana and John Fennelly First Presbyterian Church, Moorestown FLG X Adventure Course Food Bank of South Jersey Food Donation Connection

Brenda Goggins Greenlight Harrah's Resort Atlantic City Elyse Harrop Chantelle Hart Thomas and Evan Heitzman Helium Comedy Club John Hobson Holiday Inn Derry Holland Holy Cross Lutheran Church Iron Plow Vineyards **Benjamin Jones** St Peter's Episcopal Church, Medford Kitchen 87 Darlene Lee Ghislaine Lespinasse-Bond Let's Roam Light House Church Local Eatery & Pub Longwood Gardens Christy Loringer Lumberton United Methodist Church Miller Transportation Group Moorestown Home and School Morey's Piers and Beachfront Waterparks New York Giants New York Jets Paula Pennisi Philadelphia Eagles Philadelphia Flyers Philadelphia Museum of Art Philadelphia Rock Gyms Philadelphia Union Philadelphia Wings Lacrosse Alyse Piperno Playland's Castaway Cove Lisa Price Princeton Garden Theatre Crystal Quillen Ravitz Family Markets Real Good Foods Company **Rev Creative Group** River Horse Brewing Company **Rivers** Casino Robin's Nest Restaurant Jessica Rosenbluth Rotary Club of Mount Holly – NJ Rowan College at Burlington County Crystal Rutter Sal & Joe's Spaghetti and Pizza House Marni Schatz Seasons 52 Qindi Shi

Gannett Fleming Incorporated Pam Shivers Six Flags Great Adventure & Safari SJ Mag Media SoJo Spa Songbird Karaoke Denise Soto Southampton Honor Society Spellbound Brewing St. Matthew's Lutheran Church, Moorestown Stutz Candy Company Inc. Jill Swirsky Teresa Sydorko Karen Tanger TD Bank The Academy Of Natural Sciences The Cheesecake Factory The Christmas Gala The Rink, Edgewater Park The Wawa Foundation, Inc. The Zallie Community Foundation Tindall Road Brewing Co Top Golf Mount Laurel Toys for Tots of Burlington County Train Wreck Distillerv Trenton Thunder Triad 1828 Turning Point of NJ Ultimate Archery Nick Venenzia Village Idiot Brewery Vincent's Ice Cream Shop Vinnie Brand's Stress Factory Comedy Club Virtua Memorial ICU Volunteer Center of Burlington County Michelle Washington Wegmans Jennifer Wilkinson Wonderspaces Kim Zweier Womens League of Mt Holly

Mary Ann Walsh

Oaks Integrated Care is extremely grateful for all contributions, and we apologize if any gift was inadvertently omitted. We make every effort to ensure the accuracy of the annual report and would appreciate notification of any errors and/ or omissions in order to correct our records. To report an error or omission, please contact the Development Office at 609-267-5928 or development@oaksintcare.org.

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