Dear Friends:
As always it is an honor to present to you our Annual Report to the community. The pages that follow outline a year of great accomplishments for CompleteCare Health Network.

The theme of our report this year is “Patients Serving Patients”, a slogan we embraced both internally and externally at CompleteCare in 2018. Late last year, our marketing team created an ad campaign that displayed our pride in having a large number of employees who are also patients. The campaign tells stories of staff members, like me, who trust the care of themselves and their families to CCHN. We feel it speaks volumes about the quality of the services offered here.

Internally, we embraced “Patients Serving Patients” as a common purpose to help staff quickly and easily find focus in how they interact with and care for patients. By simply determining how they wish to be treated as a patient at CompleteCare or wherever they choose to receive care, our staff members can pass that same high-level of service on to our customers.

In 2018 I am proud to say that our “Patients Serving Patients” mentality helped us once again increase the number of patients and visits for the organization. The number of patients seen in our health centers rose over 2.25% to 61,781 and our number of visits grew nearly 3.5%, reaching 265,882. Increasing access in our communities is a constant goal for CCHN and I am so pleased to see that by renewing focus, increasing hours, adding new providers and specialties, and bringing in new staff members, we have been able to open our doors to even more people in need.

Another major accomplishment last year was the continued expansion of our mental health and substance abuse programs. These are much needed programs in our communities and providing a place for our patients to seek these services without the normal cost and insurance barriers is a huge asset to South Jersey. I look forward to continued expansion in these areas as we are able to help more and more individuals receive mental health care in our health centers.

I am also pleased to share that in 2018, CompleteCare made advances in our telehealth program, offering dental care for patients with emergent issues when a dentist is not available on site. I anticipate this field growing into 2019 and beyond as we introduce tele-behavioral health services and look to add more specialties in the coming years.

2019 will be another big year for CCHN. We have a lot planned and I know we will continue to lead the way for high quality, affordable healthcare services in Cape May, Cumberland and Gloucester County.

Sincerely,

J. Curtis Edwards,
President & CEO
Board Officers:
Jack Surrency, Chairperson
Arthur Horn, Vice Chairperson
Maria Laboy, Secretary
Demetrica Todd-Ruiz, Esq, Treasurer

Board Members:
Gladwyn Baptist, MD
Paul Cooper
Victor Cruz
Beverly Dairsow
Dulce Y. Gomez
James Quinn
James Rambo
Sandra Rodriguez

Executive Team:
Curtis Edwards, President and CEO
Jean Calderon, Senior Executive Assistant
Azizeh J. Salloum, MD, MPH, Chief Medical Officer
AnnaMaria Rosado, CPCS, Director of Medical Staff Services & Recruitment
Richie Elwell, Executive Vice President of Business & Operations
Brian Stringari, CPA, Chief Financial Officer
Emily E. Paul, BFA, MA, Vice President of Communications & Development
Dong Choo, Director of Information Services
Meghan Spinelli, Vice President of Community & Government Relations

Martha Alvarez, MSN RN FNP-BC, Director of Quality and Clinical Excellence
Robert Moran, Director of Facilities & Corporate Compliance
Larry Levine, DPM, Director of Podiatry Services
Jean-Claude Dungasi, DMD, Chief Dental Officer
Karla Pope, RN, Director of Nursing
Kelly Benvenuti, Director of Human Resources

CCHN’s newest board members James Rambo and Sandra Rodriguez.
Mission Statement:
To improve lives by providing comprehensive, high-quality healthcare to every person in every community we serve.

Vision Statement:
CompleteCare Health Network will maintain its position as the leading community health center in the state and become a model for all other healthcare organizations to follow.

We will create and maintain a healthier community by:

• Anticipating and responding to the needs of our patients to reduce and eliminate health disparities.
• Collaborating with the community to provide accessible care.
• Creating a consistent and financially stable model of care.
• Maximizing technology to ensure an innovative and collaborative healthcare experience.
• Providing an exceptional working environment for staff to help attract top-notch employees and providers.

Our Values:

Accessibility
Cultural Diversity
Affordability
Quality
By the Numbers:

Health Centers: 19
Employees: 340
Patients in 2018: 61,781
Patient Visits in 2018: 265,882

Services Include:

Addiction Services
Chiropractic Care
Dental
Dermatology
Infectious Disease
Mental Health & Counseling Services
Nephrology
Hematology
Ophthalmology
Optometry
Pediatrics
Podiatry
Primary Care
Telemedicine
Women’s Health

Our Values:

LEGEND

CCHN Coverage Area
CCHN Health Center Site
School Based Site
Toothmobile
Our Patients

**BY INCOME**
Information based on percentage of federal poverty level guidelines.

- Unknown: 21%
- Above 200%: 6%
- 151-200%: 8%
- 101-150%: 12%
- 100% & Below: 53%

**BY AGE**

- 18 & under: 30%
- 19-34: 27%
- 35-49: 19%
- 50-64: 17%
- 65 & up: 7%

**BY COUNTY**

- Cumberland: 64%
- Atlantic: 2%
- Salem: 3%
- Gloucester: 16%
- Cape May: 11%
- Burlington: Less than 1%
- Camden: 3%
- Other: Less than 1%

**BY RACE**

- White: 43%
- Black/African American: 31%
- Less than 1% American Indian/Alaska Native: 3%
- Less than 1% Other Pacific Islander: 2%
- Less than 1% Hawaiian: 0%
- Unreported: 22%
- 3% More than one race: 5%

**BY SPECIAL POPULATION**

In 2018, CompleteCare saw:
- People Living in Public Housing: 3,442
- Veterans: 502
- Homeless Individuals: 7,979
- Migrant Farmworkers: 4,776
- Seasonal Farmworkers: 4,436

**BY COVERAGE**

- Medicaid: 55%
- Private: 14%
- Medicare: 9%
- Uninsured: 22%
Looking Ahead

2018 Highlights

Fresh Start Expansion
In 2018 CompleteCare was proud to expand its Fresh Start program to both Cumberland and Gloucester County. Fresh Start is a medication-assisted treatment program that combines medication with primary care and mental health visits to help treat opioid addiction. The program started at CompleteCare in 2017 in Cape May County. Since the program started, it has helped 195 people on their path to a fresh start.

New & Improved Communications
Improving how our patients can contact us is an important goal for CompleteCare and some of the work needed to achieve this goal was completed in 2018. Aside from updating our phones and implementing and new system for routing calls, CompleteCare also installed a new online appointment system that allows patients to view open appointments and schedule their next appointment on their own.

PrEP for HIV
CompleteCare has been fighting to help eliminate new cases of HIV since 2012. Aside from offering free HIV testing and healthcare services to HIV positive patients who do not have sufficient health coverage or financial resources, the Population Health program also recently added a PrEP counselor to their team. PrEP or Pre-Exposure Prophylaxis is a medication that HIV negative patients who are at high-risk for contracting the HIV virus can take to prevent themselves getting the disease. In 2018, 56 patients were linked to treatment through the service.

Telemedicine
CompleteCare started venturing into telemedicine in 2018, creating a tele-dental hub in their Medical & Dental Professionals location in Wildwood. This allows patients to meet with a provider, even if he or she is at another location. In 2019, the organization will be branching into offering tele-mental health services, connecting patients for counseling services. The plan will be to expand to new areas of service as the need for this type of visit grows.

Strategic Planning
Every three years CompleteCare hosts its strategic planning initiative to help chart the course for the future. In late February 2019 a group, consisting of 75 staff members from all levels of the organization met to make plans for all of the big things to come at CCHN.

Joint Commission Review
Every year is a big year at CCHN; however 2019 brings a review by the Joint Commission to the company. To earn the distinction of being Joint Commission accredited, which CCHN has since 2013, the company undergoes a rigorous, unannounced onsite survey. During the review, a team of Joint Commission surveyors evaluate compliance with ambulatory care standards related to a variety of areas, including coordination of care, infection prevention and control, management of medications, and patient education and training.
CompleteCare’s Impact

Dental
CompleteCare works hard to ensure that patients of every age get the comprehensive dental care they need with everything from cleanings and exams to dentures and extractions. Our five dental locations saw a total of 58,469 visits in 2018.

Mental Health
Expanding mental health care for our patients continues to be one of the largest initiatives for the organization. In 2018 we not only expanded Fresh Start to new areas, but also increased the number of patients seen for Mental Health by over 92%, growing the number of mental health visits from 4,249 in 2017 to 8,170 in 2018.

Women’s Health
Women’s health remains one of CompleteCare’s most visited specialties, as women of all ages seek care for a variety of conditions including family planning, prenatal care, and emergent issues. CompleteCare had 16,332 women’s health visits in 2018. CompleteCare has agreements with many local hospital systems to deliver babies, allowing moms-to-be more choice in where they give birth. The company was proud to welcome Shore Medical Center to that list last year.

School-Based Services
CompleteCare currently has four school-based locations providing care to students. These sites offer both healthcare, like wellness exams and mental health visits, as well as activities that teach valuable life skills for life after graduation. In 2018 our school-based health centers had 1,692 visits for health services; up almost 14% from 2017.

Community Services
Ensuring that children can visit the doctor, dentist and eye doctor, even if their parents and guardians are unable to take them to visits, is a large part of what our Outreach team is responsible for at CCHN. Through CompleteCare’s Health Solutions and Smile Smart programs the staff work with 42 local schools to transport students from class to a health center for care. The team had a record year, bringing children to over 1,625 visits for physicals, dental or eye exams.
Grant funding enables CCHN to take on projects to help patients in overcoming specific health issues. In 2018, through funding from Gilead, we expanded Hepatitis testing to include both B & C testing, providing tests and education for over 6,053 patients. Additionally, funding from The Horizon Foundation for New Jersey allowed CompleteCare to implement a Diabetes Self-Management course providing special education for patients living with diabetes.

Our Access to Care Counselors provide site-based help to patients in getting coverage through a variety of sources, including Medicaid and CompleteCare’s reduced-fee program. In 2018, the team assisted with over 5,600 temporary Medicaid applications and over 6,100 reduced fee applications. Additionally, our team of community-based Certified Application Counselors assisted over 800 people in completing applications for NJFamilyCare and the Health Insurance Marketplace through the Affordable Care Act.

The first step for many is knowing their HIV status. CompleteCare offers free, fast and confidential HIV testing at locations across our service area. In 2018, 5,490 HIV tests were performed, with 18 newly diagnosed cases of HIV found. The number of diagnosed cases of HIV is down 31% from 2017.

In 2018 we were proud to bring Dr. Stephen Dorfman to the Millville location to provide chiropractic care to our patients. Assisting in the treatment of a variety of conditions including back pain, neck pain, headaches, sciatica, herniated discs, TMJ and more, Dr. Dorfman saw 210 patients for 330 visits in 2018. We hope to expand this service to other areas in 2019.

We have a large number of patients who seek specialty care, like podiatry, vision care, dermatology and more at CCHN. The convenience of having so many services under one roof, as well as our team of talented providers draws many to stay with us for all of their healthcare needs. In 2018, we had 9,072 visits for specialty services.
The CompleteCare Family Health Foundation

The CompleteCare Family Health Foundation had a successful second year, raising over $78,000 by hosting multiple events including two handbag bingos, The Great Inflatable Race, and Cumberland County Legends. The foundation also welcomed a new director at the end of 2018. Karla Laws, an experienced fundraiser with an extensive background in development joined the team in December. Her vision and expertise are an exciting addition to the organization. In her new role she will lead the way through major events and campaigns in 2019 and beyond.

Karla Laws
Foundation Director

2018 Grant Funding

CompleteCare is proud to announce that they received the following funding in 2018.

<table>
<thead>
<tr>
<th>Grant Name</th>
<th>Funding Agency</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ryan White Part B</td>
<td>New Jersey Department of Health: Division of HIV, STD and TB Services</td>
<td>$878,680</td>
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<tr>
<td>HIV Counseling and Testing</td>
<td>New Jersey Department of Health: Division of HIV, STD and TB Services</td>
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<tr>
<td>HIV Risk Reduction</td>
<td>New Jersey Department of Health: Division of HIV, STD and TB Services</td>
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<tr>
<td>AIDS Linkage to Care /Navigation</td>
<td>New Jersey Department of Health: Division of HIV, STD and TB Services</td>
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<td>Chronic Disease Self-Management</td>
<td>New Jersey Department of Health: Office of Minority and Multi-Cultural Health</td>
<td>$36,000</td>
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<tr>
<td>Primary Care Behavioral Health Integration</td>
<td>Substance Abuse and Mental Health Services Administration</td>
<td>$335,135</td>
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<tr>
<td>FOCUS – Frontlines of Communities in the United States</td>
<td>Gilead</td>
<td>$200,346</td>
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<tr>
<td>Diabetes Self-Management</td>
<td>The Horizon Foundation of NJ</td>
<td>$65,000</td>
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<td>Cancer and Chronic Disease Coalition</td>
<td>Inspira Medical Center</td>
<td>$21,840.00</td>
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<td>Colt Connection Peer Mentoring Program</td>
<td>OceanFirst Foundation</td>
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<tr>
<td>Rural Health Telemedicine</td>
<td>New Jersey Department of Health</td>
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<tr>
<td>Smile Smart Support</td>
<td>TD Charitable Foundation</td>
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<tr>
<td>School Based Youth Services Program</td>
<td>New Jersey Department of Children and Families</td>
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<td>Health Center Program</td>
<td>Health Resources and Services Administration</td>
<td>$8,036,868</td>
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<tr>
<td>Expanding Access to Quality Substance use disorder and Mental Health Services</td>
<td>Health Resources and Services Administration</td>
<td>$298,000</td>
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<tr>
<td>2018 Health Center Quality Improvement</td>
<td>Health Resources and Services Administration</td>
<td>$174,666</td>
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</table>
Providers & Specialties:

**Adult Medicine**
- Sharon Brown, APN
- Jennifer Farestad, APN
- Kimberly Geria, APN
- Jean Haspel, APN
- Elham Ismail, MD
- Tina C. Lopez, FNP
- Danielle Miller, PA-C
- Justyna Obara, MD

**Chiropractor**
- Steven Dorfman, DC

**Dental**
- Selina Asante, DDS
- Kimberly Benberry, DDS
- Walter Bilotta, DMD
- Gary Chopp, DMD
- Sandra Cortes, RDH
- Alfred DeSimone, DMD
- JoAnn Dianjoell, RDH
- Jean-Claude Dungasi-Mabeyi, DMD
- Tara Haines, RDH
- Zhao Hui, DDS
- Patti Krause, RDH
- Linda McBride, DDS
- Jennifer McCormack, DMD
- Faten Nakhla, DDS
- Ramon Raffucci, DMD
- Kiwuna Robinson, RDH
- Pankaj Shah, DMD

**Dermatology**
- Stefan Fenichel, MD

**Family Medicine**
- Rula Al-Hilli, MD
- Martha Alvarez, APN
- Anna Alberici, DO
- Joseph Cipriano, APN
- Jacob Cogen, MD
- Deirdre Comroy, APN
- Melissa Curtis, APN
- Darlene Deamer, MSN

**Hematology**
- Shailja Roy, MD
- Jennifer Clark, APN
- Vijay Sandilya, MD

**Infectious Disease**
- John Ahrens, MD
- Vakula Atthota, MD
- Jean Haspel, APN

**Internal Medicine**
- Jose Boggio, MD
- Elham Ismail, MD
- Justyna Obara, MD

**Mental Health**
- Shae Begolly, LCSW
- Elizabeth Bevan, LCSW
- Staci Cook-White, LCSW
- Charlotte DiMarco-Morrison, LCSW
- Josephine Quinn, LCSS
- Chris Simkins, PMHNP-C, FNP-C
- Megan Vengenock, LCSS

**Obstetrics & Gynecology**
- Ellen Appleton, CNM
- Elizabeth Noelle Clayton, DO
- Lyndsay Hall, APN, CNM
- Mia Harris, CNM
- Marie Herron, APN
- Gwen McKenney, CNM
- Richard Michner, MD
- Joseph Milio, DO
- Amy Siegel, DO
- Ann Riley-Spoltore, CNM
- Satinderpal Sandhu, MD
- Shelly Yamasaki, APN

**Ophthalmology**
- Jean Claude Pilet, MD

**Optometry**
- David Klatz, DO
- Marina Drozd-Gordeyeva, OD

**Pediatrics**
- Sharon Ceravolo, APN
- John DeLeonardis, MD
- Veronica Gonzalez-Rivera, MD
- Leannah Harper, MD
- Jazmine Harris, MD
- Prabha Nair, MD

**Pharmacy**
- Emanuel Poku, PharmD

**Podiatry**
- Nicholas Giorgianni, DPM
- Crystal Gonzalez, DPM
- Christine Kotulski, DPM
- Stephen Noone, DPM
- Yaron Raducanu, DPM

2018 Award Winners

**Contact Center Person of the Year:**
- Tiana Kent-Burnette, LPN

**School-Based Person of the Year:**
- Matthew Lawrence-Evans, MSW, LCSW

**Support Staff Person of the Year:**
- Kim McCargo, BSN, MPH

**Dental Staff Person of the Year:**
- Kristina Cooke

**Dental Provider of the Year:**
- Ramon Raffucci, DMD

**Medical Staff Person of the Year:**
- Fernando Garcia-Romero, MA

**Nurse of the Year:**
- Carmen Ortega, LPN

**Medical Provider of the Year:**
- Joseph Cipriano, APN

**Team of the Year:**
- Women’s Medical Professionals, Bridgeton

**Silent Hero:**
- Idi Colon, Esteban DeJesus, Danielle Miller, PA, Luciano Vargas

**Spirit of CompleteCare:**
- Thakir Ismael, Lucero Romero, Crystal Shelton, Kimberly Tweed

**Customer Service Star:**
- Ikiera Allen, Laura Hagen, Beatriz Perez, Angie Sanchez

**Team Player:**
- John Fuqua, Ana Gutierrez, Suleika Rodriguez, Claudia Villalpando

**Innovation Award:**
- The Fresh Start Team

**Axis Award:**
- The Business Department

**Legacy Award:**
- Karen Sheppard, LPN

**Employee of the Year:**
- Angelica Garcia (pictured)

*Names in bold indicate providers who are new to CompleteCare.*
CompleteCare Health Network Locations

Cumberland County

Wellness on Wheels Mobile Locations throughout South Jersey

Bridgeton

Adult & Specialty Medical Professionals
70 Cohansey St.
Bridgeton, NJ 08302

Kids’ Corner
Broad Street School
251 West Broad St.
Bridgeton, NJ 08302

Pediatric & Family Medical Professionals
265 Irving Ave.
Bridgeton, NJ 08302

Smile Center
105 Manheim Ave., Suite 11
Bridgeton, NJ 08302

Teen Center
Bridgeton High School
111 North West Ave.
Bridgeton, NJ 08302

Women’s Medical Professionals
105 Manheim Ave., Suites 7-9
Bridgeton, NJ 08302

Millville

Medical & Dental Professionals
1200 North High St.
Millville, NJ 08332

Newport

Kids’ Center
Downe Township Elementary School
220 Main St.
Newport, NJ 08345

Seabrook

Colt Connection
Cumberland Regional High School
90 Silver Lake Rd.
Seabrook, NJ 08302

Upper Deerfield Medical Professionals
1369 Route 77,
Seabrook, NJ 08302

Vineland

RiteCare at Vineland ShopRite
1255 West Landis Ave.
Vineland, NJ 08360

Women’s Medical Professionals
484 South Brewster Rd.
Vineland, NJ 08361

Vineland Health Campus
785 West Sherman Ave.
Vineland, NJ 08360

Gloucester County

Glassboro

Dental Professionals
335 North Delsea Dr.
Glassboro, NJ 08028

Medical Professionals
715 North Delsea Dr.
Glassboro, NJ 08028

Woodbury

CompleteCare Family Medicine Center at Inspira
509 North Broad Street
Woodbury, NJ 08096

Cape May County

Cape May Court House

Medical Professionals
3 Broadway
CMCH, NJ 08210

Wildwood

Medical & Dental Professionals
3700 New Jersey Ave.
Wildwood, NJ 08260

Phone Numbers:

Cape May: 609-465-0258
Cumberland: 856-451-4700
Glassboro: 856-863-5720
Woodbury: 856-853-2055

Connect With Us:

@CompleteCareNJ