

A large, stylized gold '50' logo is centered on a dark background filled with numerous small, glowing gold dots and several larger, multi-pointed gold stars. The '5' and '0' are thick and have a slight 3D effect with a lighter gold inner outline.

YEARS OF CARING

Patients Serving Patients Since 1973

REPORT TO THE COMMUNITY

2022-23





Dear Friends

We are so proud to be celebrating our 50th year serving the community in South Jersey. In 1973, what would eventually be known as CompleteCare Health Network, was the vision of some local activists who saw a need for healthcare for the underserved in their hometown of Bridgeton, NJ. Aligning themselves with the health center movement taking place across the country at the time, Bridgeton Area Health Services was born. Initially, two small health centers, the organization grew in size and scope and is now one of the largest federally qualified health centers in the state of New Jersey serving over 54,500 patients annually across three counties.

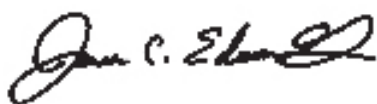
In our 50th year CompleteCare continues to expand its reach. We will add an additional mobile unit to our list of health centers in early 2023 and we will begin work on three new centers with plans to open in 2024. We are also proud to add vascular services to the growing list of services our patients are offered at CompleteCare.

As you will see throughout this report, 2022 was a successful year for CompleteCare. The number of patients we served grew by 4% and the number of overall visits increased by 12%, getting us closer to our goal of reaching pre-COVID numbers.

We also continued to review and streamline processes for our patients from start to finish, working to live up to our organizational common purpose of Patients Serving Patients. Additionally, our quality and improvement efforts were spotlighted, as evidenced by our Joint Commission accreditation being renewed after a three-day survey in late 2022.

As I review our accomplishments from the past and look forward to this year and beyond, I think our achievements would make our early founders extremely proud. I am honored to carry on this legacy and to do so with so many phenomenal health care professionals by my side.

Sincerely,



J. CURTIS EDWARDS, PRESIDENT & CEO

In our 50th year CompleteCare continues to expand its reach.



Mission Vision & Values

Mission Statement

To improve lives by providing convenient, 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.

Board Officers

Jack Surrency | CHAIRPERSON
Arthur Horn | VICE CHAIRPERSON
Maria Laboy | SECRETARY
Demtrica Todd, Esq. | TREASURER

Board Members

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



Thank you to all of our past and present board members who have contributed to the success of CompleteCare Health Network in the 50 years it has been serving patients throughout South Jersey.

GWENDOLYN E. GOULD – BOARD MEMBER FROM 1989-2015

Executive Team

J. Curtis Edwards, MBA | PRESIDENT & CEO
Jean Basa | SENIOR EXECUTIVE ASSISTANT
Azizeh J. Salloum, MD, MPH | CHIEF MEDICAL OFFICER
Brian Stringari, CPA | CHIEF FINANCIAL OFFICER
Esteban DeJesus, BS | CHIEF INFORMATION OFFICER
Jean-Claude Dungasi, DMD | CHIEF DENTAL OFFICER
Richie Elwell | EXECUTIVE VICE PRESIDENT OF BUSINESS & OPERATIONS
Meghan Spinelli | VP OF COMMUNITY AND GOVERNMENT SERVICES & INFECTION CONTROL

Feyza Demirci, MSDM | DIRECTOR OF MARKETING
Kimberly McCargo, BSN, MPH | DIRECTOR OF QUALITY & POPULATION HEALTH SERVICES
AnnaMaria Rosado, CPCS | DIRECTOR OF MEDICAL STAFF SERVICES & RECRUITMENT
Robert Moran, MBA | DIRECTOR OF FACILITIES & CORPORATE COMPLIANCE
Darlene Clendaniel, BSN, RN | DIRECTOR OF NURSING
Myrna Cortes, MBA | DIRECTOR OF HUMAN RESOURCES

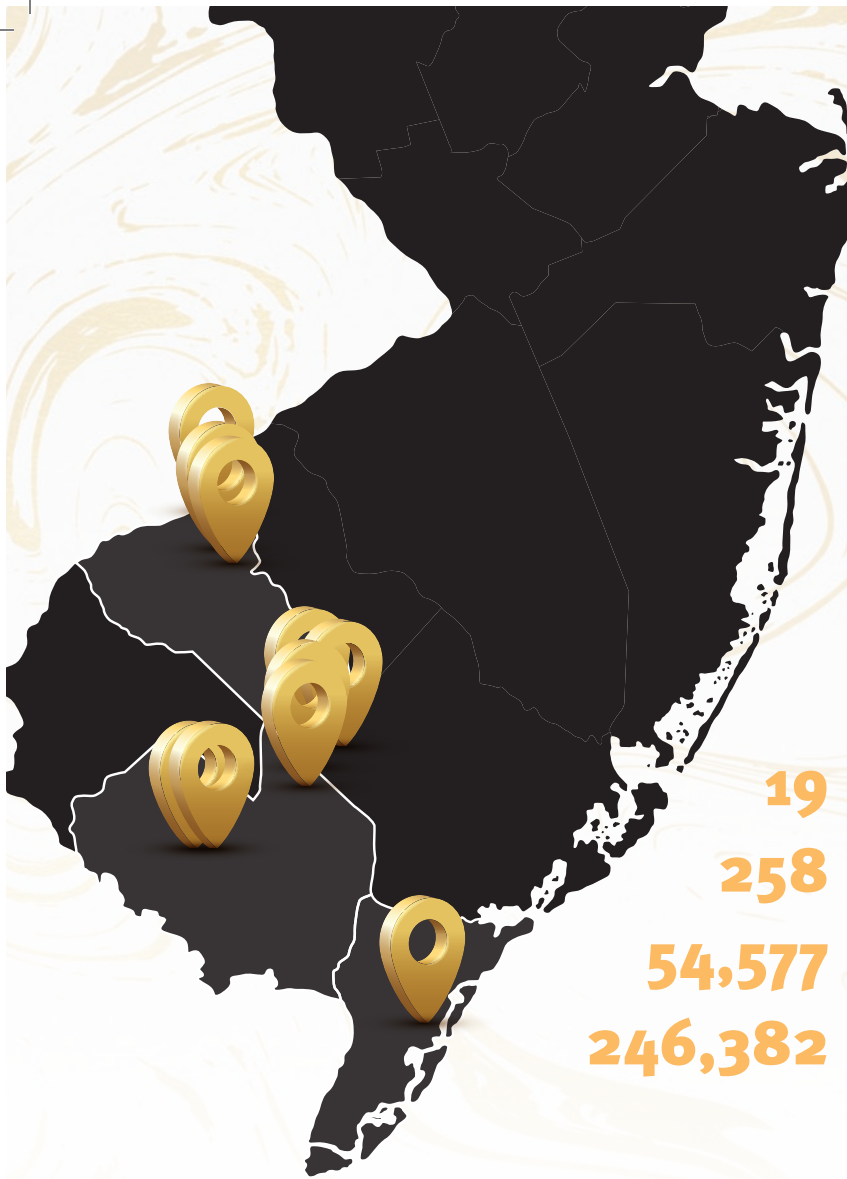
We will create and maintain a healthier community by:

- 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.

Values

- Accessibility
- Cultural Diversity
- Affordability
- Quality

By the Numbers



19	HEALTH CENTERS
258	EMPLOYEES
54,577	PATIENTS IN 2022
246,382	PATIENT VISITS IN 2022



Services Include

- Addiction Services
- Behavioral Health
- Chiropractic Care
- COVID-19 Testing
- Dental
- Financial Screening Services
- Infectious Disease
- Nephrology
- Oncology/Hematology
- Pediatrics
- Podiatry
- Primary Care
- School Based Services
- Telemedicine
- Women's Health
- Vascular Services





Our Patients

BY INCOME

- Unknown: **38%**
- 100% or Below: **39%**
- 101-150%: **11%**
- 151-200%: **7%**
- Above 200%: **5%**

BY AGE

- 18 and under: **32%**
- 19-34: **23%**
- 35-49: **20%**
- 50-64: **17%**
- 65 and up: **8%**



BY COUNTY

- Cape May: **9%**
- Cumberland: **68%**
- Gloucester: **14%**
- Atlantic: **3%**
- Camden: **3%**
- Salem: **3%**
- Other: less than **1%**

BY RACE

- Asian: **2%**
- American Indian/Alaska Native: Less than **1%**
- Hawaiian/Other Pacific Islander: Less than **1%**
- Black/African American: **39%**
- White: **53%**
- More than one race: **Less than 1%**
- Unreported: **5%**

BY ETHNICITY

- Hispanic/Latino: **46%**
- Non-Hispanic/Latino: **51%**
- Unreported: **3%**

BY SPECIAL POPULATION:

- People Living in Public Housing: **15,858**
- Veterans: **554**
- Homeless Individuals: **7,483**
- Migrant Farmworkers: **4,846**
- Seasonal Farmworkers: **4,595**
- School-Based Students: **1,700**

BY COVERAGE

- Uninsured: **21%**
- Medicaid: **55%**
- Medicare: **9%**
- Private Insurance: **14%**
- Other: **1%**

2022 Highlights

SERVING THE UNDERSERVED

CompleteCare saw increases in the number of special populations we served in 2022. Agricultural and seasonal worker populations increased by 11%, homeless patients increased by 11%, veteran health center patients increased by 35%, and those seeking services in our school-based health centers increased by 29%.

STAFFING

While staffing still remains an issue for businesses across the United States, including a large number of healthcare organizations, CompleteCare saw a 6% increase in the number of full time employees on staff in 2022.



CENTRALIZED SYSTEMS

CCHN continues to work toward more streamlined operations across the organization. In January 2022, CompleteCare opened a sterilization center in Millville to process instruments from dental, podiatry and OB services from all CCHN health centers. Additionally, a centralized location to store and ship supplies was opened to allow for less waste and overall savings.

JOINT COMMISSION

CompleteCare was once again awarded certification from The Joint Commission. The Joint Commission visited CCHN in October and spent three days meeting with staff, visiting health centers, and talking with leadership to review our systems for quality and compliance. CompleteCare scored very well and maintains its Joint Commission accreditation in both ambulatory care and patient centered medical home care.





Looking Ahead

2023 & BEYOND

New Mobile Health Unit

CompleteCare will hit the road with its new mobile medical center in 2023. This state-of-the-art medical facility will allow CCHN staff to visit hard to reach populations in the areas they live and work. CCHN's outreach team will also use the vehicle to help promote services throughout our service area and bring health services to community events, schools, churches, and more.



Breaking Ground on Two New Facilities

Making sure our health centers are of the highest quality and are visually appealing to our patients is always a goal at CCHN. This year we will start work to replace two current facilities with new and updated locations. CompleteCare Women's Medical Professionals in Bridgeton will eventually move to Pearl Street and CompleteCare Dental Professionals in Bridgeton will move across the street into a newly remodeled and updated center. Keep an eye out for construction to start in 2023.



Reaching Pre-COVID Numbers

COVID's impact at CCHN was felt in many ways, including a reduction in patients visiting for care. This is a cause for concern because we know our communities have many people in need of the long list of health services we offer. CompleteCare seeks to continue growing our staff, adding service lines, and improving quality to ensure everyone in the community has access to high-quality healthcare.





Foundation Board

Dr. Gladwyn Baptist

BOARD CHAIR

James Quinn

BOARD VICE-CHAIR

Paul Thakkur

SECRETARY

Erin Mendez

TREASURER

Joanne Gittone

Antwan McClellan

Christina Riley

Sandra Taylor

Gilbert Walter

Foundation Director

Nico Rizzo



The Year Ahead

KINDNESS PROJECT

In 2023, the Foundation will continue to raise funds to supply local schools and CCHN health centers with much needed items including pads, tampons, hygiene products, diapers, breast pumps, and more. We are currently working with multiple districts to stock care closets with requested items as needed, ensuring students are cared for and confident to take on their educational demands.

CUMBERLAND COUNTY LEGENDS 2023

Legends 2023 was held on April 27, 2023 at Merighi's Savoy Inn. Our annual event honored local contributors Dr. Mary Gruccio, Gilbert Walter, and Nancy Sungenis.

HALLOWEEN BONE RUN & WALK

The Foundation's annual Halloween Bone Run & Walk will be held on October 14, 2023 at Parvin State Park. Runners and walkers from across the country will participate in this fantastic fall event. A 5k run and 1 mile walk through the park will culminate with a health fair, awards, and cash prizes!



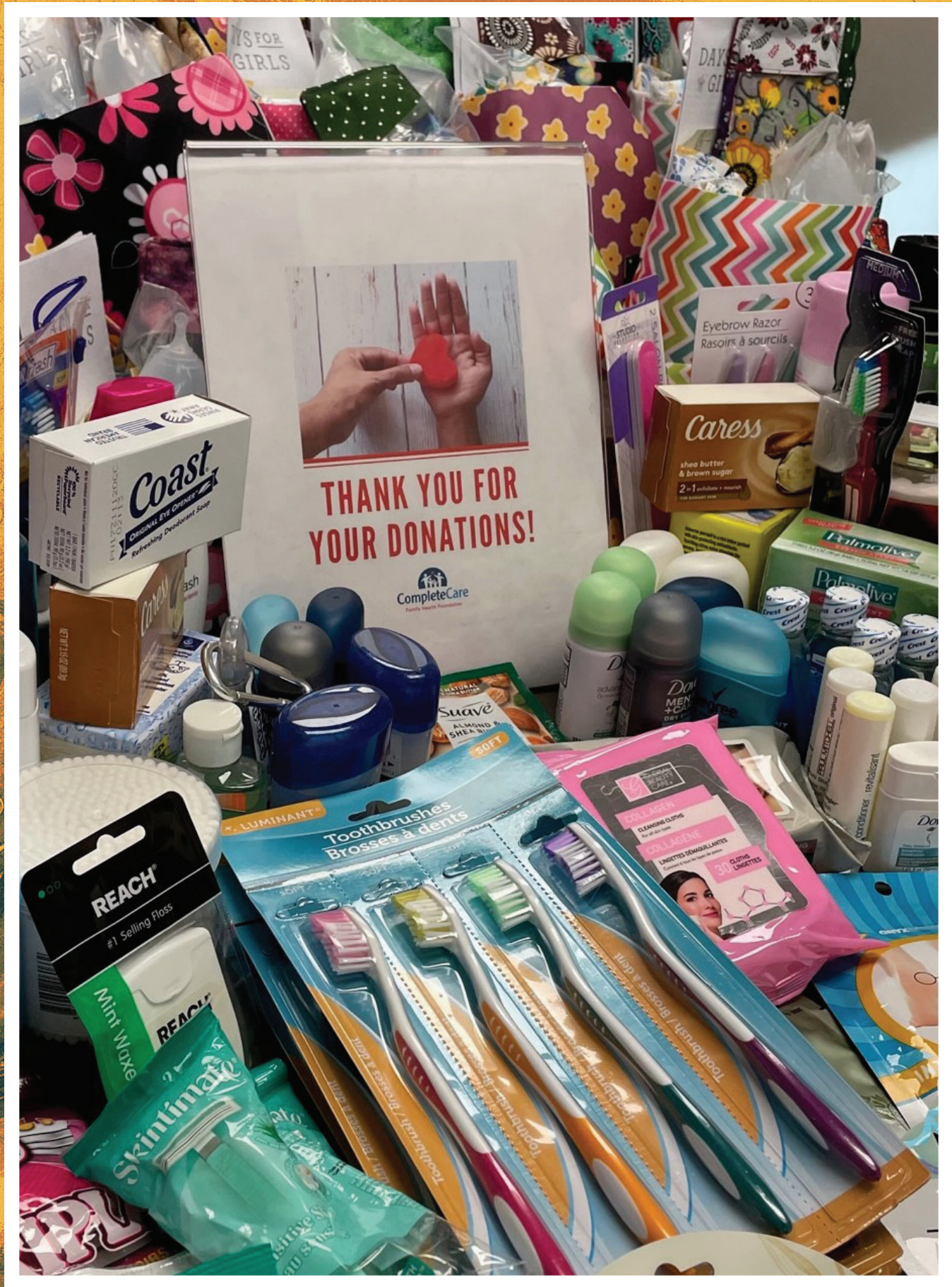
Aetna Better Health® of New Jersey



**2022
Funds Raised:**

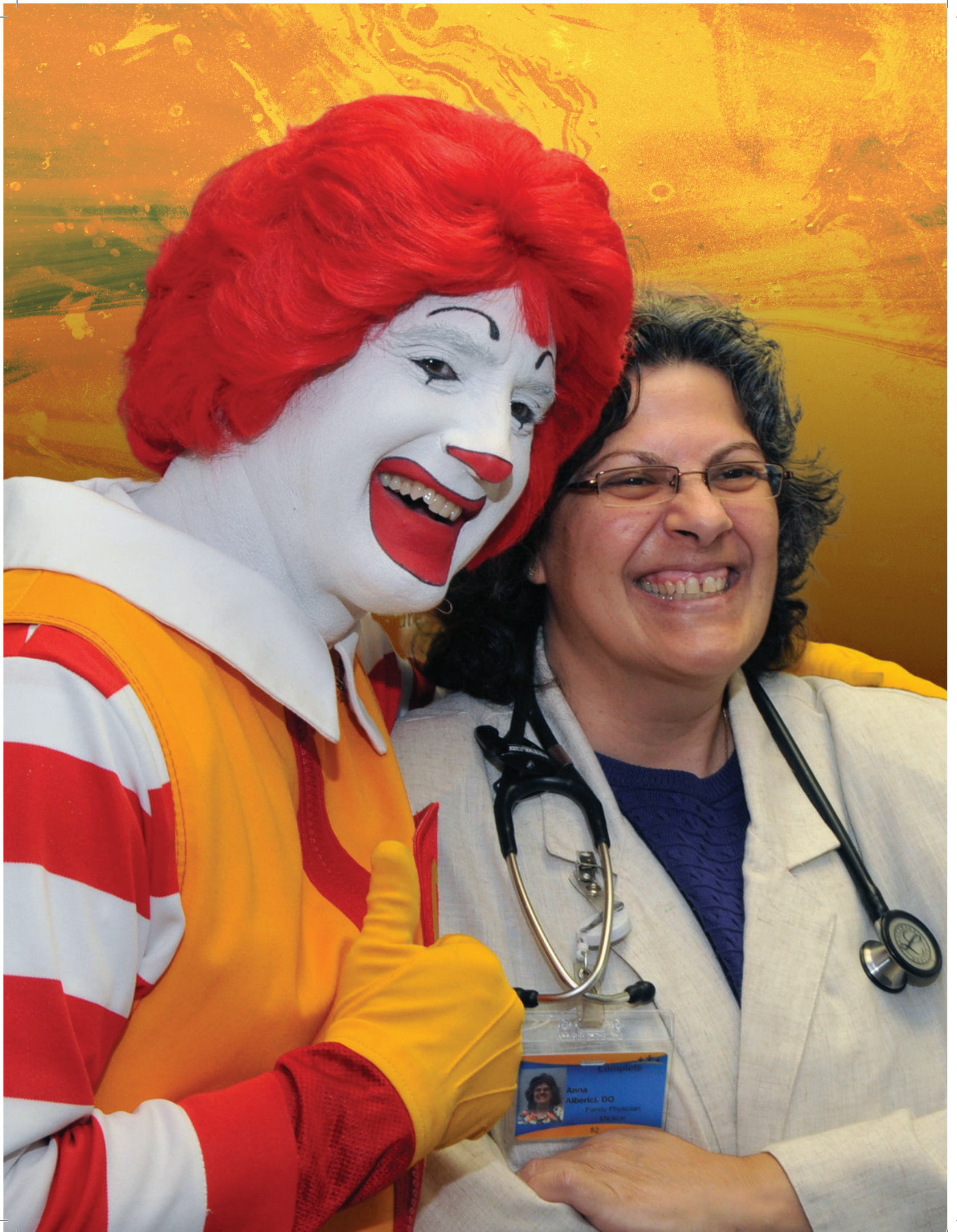
\$197,000

TO LEARN MORE ABOUT THE FOUNDATION VISIT FOUNDATION.COMPLETECARENJ.ORG



2022 Grant Funding

Grant Name	Funding Agency	2022 Funding Amount
Ryan White Part B	NJ Department of Health – Division of HIV, STD, & TB Services	\$620,351.00
HIV Services	NJ Department of Health – Division of HIV, STD, & TB Services	\$450,000.00
DHTS Opioid	State of New Jersey	\$205,000.00
School-Based Youth Services Program	Department of Children & Families	\$1,182,501.00
COVID-19 Outreach Grant	National Center for Farmworker Health	\$60,209.00
COVID-19 Health Equity Grant	State of New Jersey	\$268,916.00
Screen NJ	Rutgers Cancer Institute of NJ	\$55,000.00
Telehealth Innovation Grant	New Jersey Primary Care Association	\$14,600.00
HRSA COVID-19 Grant	Health Resources and Services Administration	\$518,656.00



The Best of the Best

At the end of each year CompleteCare honors staff with awards. Many are voted on by their peers or by the staff at the Executive level.

Congratulations to our 2022 honorees!

EMPLOYEE OF THE YEAR:

ANGIE SANCHEZ

MEDICAL PROVIDER
OF THE YEAR:

ELIZABETH BEVAN, LCSW

DENTAL PROVIDER
OF THE YEAR:

TARA DAVENPORT, RDH

NURSE OF THE YEAR:

KELLIE ALEXANDER, LPN

MEDICAL STAFF PERSON OF
THE YEAR:

MELINDA MUNIZ

DENTAL STAFF PERSON
OF THE YEAR:

JENIFFER CONTRERAS

CONTACT CENTER PERSON
OF THE YEAR:

SHELSEY ESQUILIN

PATIENT SUPPORT

SPECIALIST OF THE YEAR:

VIVIAN JIMENEZ-CRUZ

SCHOOL-BASED PERSON
OF THE YEAR

MARISOL DELGADO

SUPPORT STAFF PERSON
OF THE YEAR – UP FRONT

FRANCHESKA DELGADO

SUPPORT STAFF PERSON
OF THE YEAR – BEHIND
THE SCENES:

LAWRENCE ODEN

INNOVATION AWARD:

CENTRAL STERILIZATION

AXIS AWARD:

CONTACT CENTER

LEGACY AWARD:

LILLIAN COLON

SILENT HERO:

JOSHUA VILLALONGO

DAISY MARTINEZ

MEGAN VENGENOCK

JASMINE GUTIERREZ &

BRIANNA BARBER

SPIRIT OF COMPLETECARE:

THERESA MENDEZ

RAFAELA FARIA

CRYSTAL SHELTON

DORCAS DIAZ

OLIVIA LEYVA

CUSTOMER SERVICE STAR:

WILGIA LEON

TIANA KENT-BURNETTE

JESSIE RIVERA

CompleteCare Health Network Locations

WELLNESS ON WHEELS MOBILE

Locations throughout
South Jersey

CUMBERLAND COUNTY

Bridgeton

Adult & Specialty
Medical Professionals
30 North Pearl Street
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
530 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

Vineland

RiteCare at Vineland ShopRite
1255 West Landis Ave.
Vineland, NJ 8360

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

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

CompleteCare at Vineland
High School
3010 East Chestnut Street
Vineland, NJ 08361

GLOUCESTER COUNTY

Glassboro

Dental Professionals
335 North Delsea Dr.
Glassboro, NJ 08028

Medical Professionals
715 North Delsea Dr.
Glassboro, NJ 08028

Woodbury

Family Medicine Center
75 West Red Bank Ave.
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