

A YEAR LIKE **NO OTHER** 2020-2021

Report to the **Community**





Dear Friends:

What can I say about 2020 that hasn't already been said? It was a difficult year for so many of us as we faced uncertainty, illness, and fear while the Coronavirus invaded our way of life.

Even as I write this in 2021, we are still in the thick of recovery. Vaccines are being administered, doors are opening, and hope is rising. Each day it looks like a return to normal is closer.

In reflecting back on 2020 I can only come away with a tremendous sense of pride for the work we were able to do and continue to do for the community. I feel lucky to have an incredible board of directors, executive team, and management staff, who helped guide the organization through difficult times. I also feel thankful and proud of our frontline workers – medical and dental assistants, nurses and providers from all specialties, and volunteers from across the organization who stood up in the face of uncertainty and fought for each other and their patients.

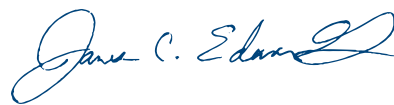
From the very beginning of the COVID-19 pandemic, CompleteCare rose to meet and exceed the challenges presented. We revamped the way our health centers provided care, added telemedicine and telephonic services, closed sites, and moved staff to accommodate social-distancing and patient needs. We collaborated with the local health departments to create some of the first drive-thru testing

clinics in the state. And in December, when vaccines became available, we staged large scale vaccine clinics to provide protection to as many people as we could..

Our organization also faced tremendous sadness as we lost two of our colleagues, Dong Choo and Karla Pope. We are still recovering from their deaths each day and constantly think of the contributions they both made to CompleteCare in their time with us.

As we move forward, we do see a path that leads us to resuming all of our services and reopening all of our locations. We also have plans to open new health centers and continue our growth so that we can meet the goals of our mission. CompleteCare remains strong and steadfast in our goals of taking care of the healthcare needs of the community. We look forward to seeing all of you soon.

Sincerely,



J. Curtis Edwards,
President & CEO



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.

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
- Affordability
- Cultural Diversity
- Quality



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:

- J. 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
- Esteban DeJesus**, Chief Information Officer

- Meghan Spinelli**, Vice President of Community & Government Relations
- Kimberly McCargo**, BSN, MPH, Director of Quality and Population Health Services
- Robert Moran**, Director of Facilities & Corporate Compliance
- Jean-Claude Dungasi**, DMD, Director of Dental Services
- Darlene Clendaniel**, BSN, Director of Nursing
- Kelly Benvenuti**, Director of Human Resources

At CompleteCare we are proud of our response to COVID-19.

Our goal from the beginning of the pandemic was to maintain access to quality care for our patients, while also keeping everyone in our health centers safe. We made this our focus every step of the way and feel we were successful in 2020 and remain committed to those goals today.

COVID Testing

CompleteCare was one of the first federally-qualified health centers in the country to begin testing for COVID-19. Through partnerships with the local health departments, CompleteCare created drive-thru testing sites in multiple counties. We were also able to provide testing and education on local farms. In late 2020, we created a permanent testing site in Millville, offering walk-in testing six days a week. In total, from April 2020 through June 2021, CompleteCare has tested over 15,455 for COVID-19.

COVID Vaccines

Providing the COVID-19 vaccine to staff, patients, and members of the community was a huge moment for the CCHN team. In late December we administered the first doses of the vaccine and the organization has held vaccination clinics ever since. CompleteCare has partnered with churches, schools, farms, agricultural centers, and more to ensure that everyone who needed the vaccine received the shot. Through June 30, 2021, the team has vaccinated over 6,752 people.



Dong Choo
Director of Information Systems



Karla Pope
Director of Nursing



Saying Goodbye

CompleteCare faced tragedy in 2020 and early 2021 with the loss of two vital members of our Executive Team. Dong Choo and Karla Pope dedicated their lives to the organization and sadly both died in early 2021.

Dong, our Director of Information Systems, was an integral part of every team and helped CCHN run safely and securely. He was a kind and caring person who genuinely loved his work and his family.

Karla was CompleteCare's Director of Nursing for many years and prior to that a practice manager and nurse for over 40 years. Karla was dedicated to making others better and her presence guided so many at the organization. Her compassion for others and love for her work are missed every day.

Maintaining Access

Despite the pandemic, our patients still needed access to their providers, medications, and treatment plans. To ensure they did not lose touch with services vital to their health CompleteCare restructured its health centers to make them safer for staff and patients to visit. Additionally, we moved any appointments that could be seen remotely to video or telephone visits. In 2020, CompleteCare still saw 51,380 patients for 118,684 visits. 18,625 of those were via telemedicine.



By the Numbers:

Health Centers:
20

Employees:
270

Patients in 2020:
51,380

Patient Visits in 2020:
118,684

Services Include:

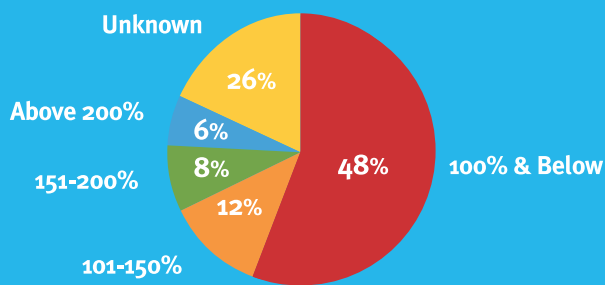
- Addiction Services
- Chiropractic Care
- COVID-19 Testing and Vaccination
- Dental
- Dermatology
- Infectious Disease
- Mental Health & Counseling Services
- Nephrology
- Oncology/Hematology
- Optometry
- Pediatrics
- Podiatry
- Primary Care
- Telemedicine
- Women's Health

Our Patients

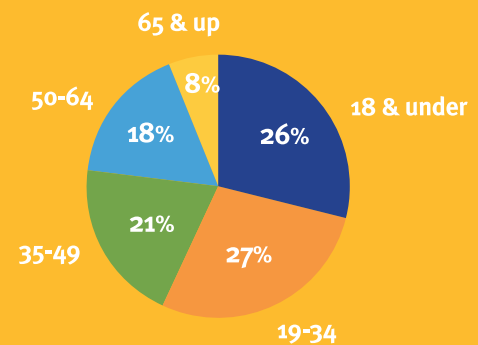


BY INCOME

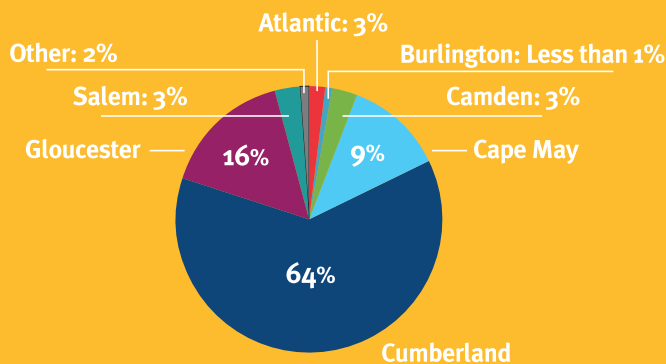
Information based on percentage of federal poverty level guidelines.



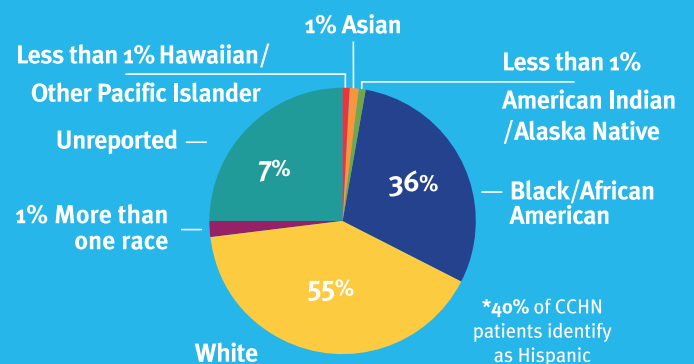
BY AGE



BY COUNTY



BY RACE

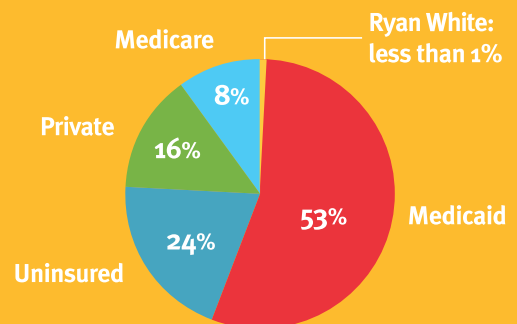


BY SPECIAL POPULATION

In 2020, CompleteCare saw:

- People Living in Public Housing: 3,688
- Veterans: 385
- Homeless Individuals: 6,629
- Agricultural Workers
 - Migrant Farmworkers: 2,494
 - Seasonal Farmworkers: 3,960
 - Total Agricultural Workers: 6,454
- School-Based Students: 1,164

BY COVERAGE





2020 Highlights

Vineland High School

CompleteCare opened its fifth school-based health center in November. CompleteCare at Vineland High School, also known as CompleteCare Hallways to Health is open to all students in the Vineland Public School System. The site features primary medical services, as well as appointments for school and sports physicals and immunizations. In 2021, CCHN hopes to expand services to teachers and staff. We also plan to add mental health services to the site.

Telemedicine

Connecting with patients who cannot visit the doctor in person is not a new problem, but it is definitely one that has been made easier through the advent of telemedicine services. CCHN's video appointments connect our providers with patients from the comfort and safety of their home. These visits are available for multiple specialties including sick visits, medication management visits, counseling sessions and more. In 2020, CompleteCare providers completed over 18,625 telemedicine and telephone visits.



Looking Ahead

New Locations

2021 will be a big year for CompleteCare as we open two new locations, one in Gloucester County and two in Cumberland County.

Medical & Dental Professionals, Millville is on track to open in October 2021. This new site will take the place of CompleteCare's current Millville location. The state-of-the-art facility will welcome patient for medical, dental, mental health and specialty services.

Our largest project will be the opening of a new health center and administrative office for CompleteCare in downtown Bridgeton. This expansive location will house our Adult & Specialty Medical Professionals location, a Community Pharmacy and the CompleteCare Health Network Administration Staff including Human Resources, Information Systems, Medical Records and more.

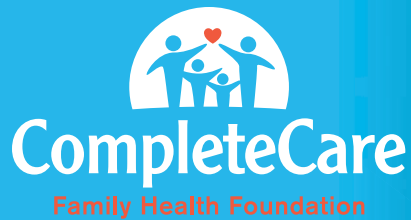
In 2021, CompleteCare will also look for new homes for two other Bridgeton-based locations, their Women's Professionals site and their Dental Professionals location.

Back to Business

In 2020 many of our plans were diverted by the COVID-19 pandemic. We are hopeful that an increase in vaccine rates and a decrease in COVID cases will make it possible to resume normal activities in 2021. This would include reopening all of our health centers to full capacity, bringing all service lines back for face to face care, and planning and implementing events for our patients, staff and Foundation.

Testing & Vaccines

CompleteCare will continue to provide COVID vaccines and testing to the community for as long as needed and necessary. It is our goal to ensure that everyone in the community who wishes to receive a vaccine is able to do so.



The CompleteCare Family Health Foundation was founded in 2015 to raise funds for programs at CompleteCare Health Network. In other years the Foundation has helped support services such as Baby Love, Reach Out & Read, Health Solutions and CompleteCare's Care Management program. In 2020, the Foundation took action in helping CompleteCare raise funds for protective equipment such as masks, gloves, gowns and hand sanitizer.

As the fundraising arm of CompleteCare, the Foundation board is skilled at pivoting quickly to meet the needs of the organization. They work collaboratively with CCHN leadership to ensure the needs of the organization are being met.

Foundation Board:

Dr. Gladwyn Baptist, Board Chair

James Quinn, Board Vice-Chair

Paul Thakkur, Secretary

Sandra Taylor, Treasurer

R. Todd Edwards

John Fitzgerald

Erin Mendez

Christina Riley

Lauren Sullivan

Rosanne Tiazzano

Gilbert Walter

Future Projects:

Naming Opportunities

The Foundation is offering the chance to sponsor rooms in two of our new health centers. We also have additional opportunities for donations at both our Bridgeton and Millville locations.

Events

The Foundation hopes to host in-person events as soon as it is safe to do so. We currently have multiple events in the works including the 2021 Halloween Bone Run and Cumberland County Legends.

Elite Donations

Supporting CompleteCare and the Foundation year-round is easy through our Elite Sponsorship program. Multiple donation tiers provide advertising and sponsorship opportunities for every type of business.

2020 Elite Sponsors



Funds Raised:

\$75,303

To learn more about the Foundation visit:
foundation.CompleteCareNJ.org



2020 Grant Funding & Community Support

In 2020, CompleteCare was honored by many donations of PPE, fabric masks, and gifts for our staff members. In a difficult year having support from our community meant so much!



The organization was also fortunate to receive the following grants in 2020.

Grant Name	Funding Agency	2020 Funding Amount
Ryan White Part B	NJ Department of Health	\$723,490
HIV Counseling & Testing	NJ Department of Health	\$192,832
HIV Risk Prevention	NJ Department of Health	\$90,000
DHSTS State Opioid (ARCH)	NJ Department of Health	\$125,000
School Based Youth Service Program	Department of Children & Families	\$567,618
HRSA – CARES	HRSA	\$1,831,475
HRSA – COVID-19	HRSA	\$114,835
HRSA – ECT	HRSA	\$1,033,594
United Way	United Way	\$50,000
Rural Flu Grant	NJ Department of Health	\$42,630
Flu Shot Clinic Grant	NJ Department of Health	\$384,275

2020 Award Winners

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 2020 honorees!

Employee of the Year:

Kimberly Tweed, BA, MS

Medical Provider of the Year:

Michele Fortune, APN

Dental Provider of the Year:

Dr. Harsh Patel

Nurse of the Year:

Laura Santiago, LPN

Medical Staff

Person of the Year:

Dorcas Diaz, MA

Dental Staff

Person of the Year:

Iris Rosa

Contact Center

Person of the Year:

Mevelin Huertas

Patient Support

Specialist of the Year:

Daisy Martinez, RN

School-Based

Person of the Year:

April Moore

Support Staff Person of the Year – Up Front:

Fernando Garcia-Romero, MA

Support Staff

Person of the Year –

Behind the Scenes:

Angelica Rivera

Innovation Award:

COVID-19 Team

Axis Award:

CompleteCare Medical Providers

Legacy Award:

Martha Alvarez, APN

Team of the Year:

All Staff

Health Center of the Year:

Wildwood Medical & Dental

Silent Hero:

Tarak Pandya, Myrna Cortes, Margie Flores, Aida Morales

Spirit of CompleteCare:

Jessie Rivera, Miriam Chavez, Yesenia Chavez, Keila Cruz

Customer Service Star:

Olivia Leyva, Koy Abali, Evelyn Roldan, Dr. Kimberly Benberry

Team Player:

Ivanette Morris-Yearsley, Dr. Selina Asante, Idi Colon, Franchesca Guzman



Despite the pandemic, CompleteCare was honored to receive multiple honors in 2020.

Joint Commission Accreditation

CompleteCare received the Gold Seal of Approval from the Joint Commission again in 2020, an honor we have been awarded consistently since 1998. The organization underwent multiple in-person visits from the Joint Commission to ensure our health centers met the highest standards for quality and safety.

Elizabeth K. Cooke Most Valuable Player Award

CompleteCare Vice President of Community & Government Relations Meghan Spinelli was honored with the National Association of Community Health Center's Elizabeth K. Cooke Most Valuable Player Award. Meghan was given this award for her health center advocacy and the work she does to connect patients with care.

Horizon Interactive & Telly Award

In 2020 CompleteCare's Marketing Team was awarded with two honors for their "Patients Serving Patients" campaign. A bronze Horizon Interactive Award was awarded for their commercials and videos in the Non-Profit Advocacy category. A bronze Telly Award was awarded in the category of Campaign-Branded Content.

Press of Atlantic City Outstanding Excellence in Nursing Award

Karla Pope, MSN, RN was posthumously honored by the Press of Atlantic City readers and judges in their 2021 Nurses, The Heart of Healthcare awards.

2020 NJ Top Doc

Congratulations to CompleteCare Health Network Pediatrician Dr. Jazmine Harris for being named a 2020 NJ Top Doc by South Jersey Magazine.

Bridgeton Area Chamber of Commerce Community Hero Award

CompleteCare was proud to be one of the local organizations honored by the Bridgeton Chamber of Commerce for their work throughout the COVID-19 pandemic.

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

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

Connect With Us:

CompleteCareNJ.org

Foundation.CompleteCareNJ.org

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