What to expect

Children's System of Care

Camden County

My PerformCare Team

PerformCare: 1-877-652-7624 — 24 hours a day, 7 days a week, 365 days a year

My Child's CYBER ID:_____

Role	Name	Cell Phone #	Email Address	Hours approved for my youth
Care Manager (CMO)				
Family Support Partner (FSP)				
Intensive In community Therapist (IIC)				
Behavioral Assistant (BA)				
Mentor				
Individual Support Services (ISS)				
Intensive In Home (IIH) Therapist				
(ABA, RBT, Tech & BCBA)				

Should a problem or issue arise with any of the above providers, please reach out to:

PerformCare: 1-877-652-7624 — 24 hours a day, 7 days a week, 365 days a year

CMO Supervisor: _____

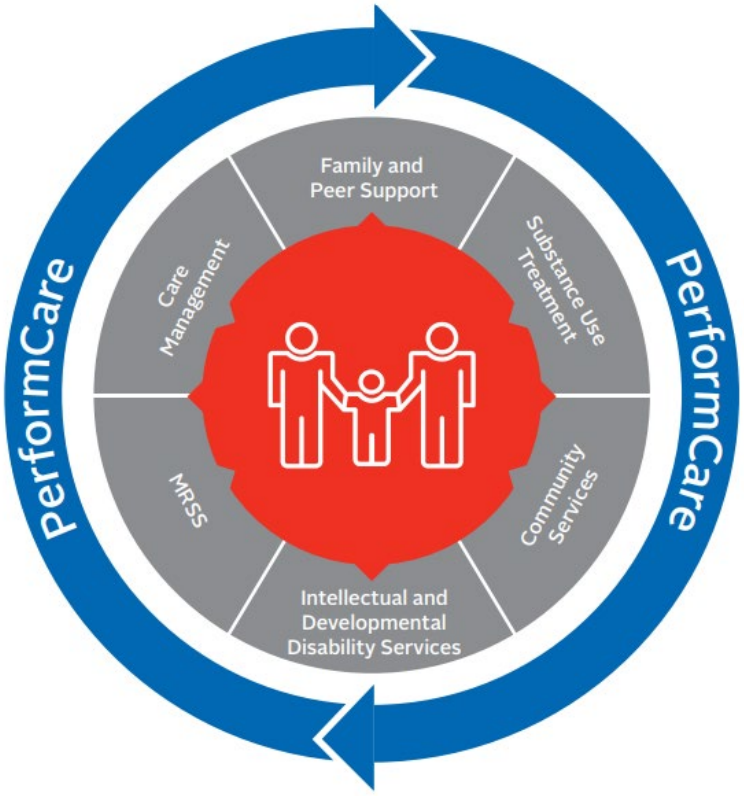
FSO: Audrey Mariani (856) 662-2600 audrey.mariani@camdenfso.org

If your child is having an emergency that requires medical attention or police involvement, call 911

- If your child is having an acute mental/behavioral health crisis (i.e., a tantrum/meltdown that is high in intensity and duration) or is making ideations of self-harm/harming others, call 877-652-7624 (available 24/7) and ask for Mobile Response

- The dispatch person will ask questions to get demographic information and to learn more about what is happening. If it is agreed that care is needed, a Mobile Response therapist will come to your home (or wherever the crisis is occurring) within 1 hour, so it is important that the child is there.
- Sometimes, a behavioral incident at school can prompt school administrators to request that your child be cleared by a physician before they can return to school. Mobile Response cannot clear a child for return to school; the child must visit a local crisis unit, emergency room, or psychiatric physician.
- If your child is not in an acute crisis, but is dealing with a continuing perseverant mental health and/or behavioral health issues that have not improved, call 877-652-7624 (available 24/7) and ask to be connected to the Case Management Organization for services

The best way to ensure that you are connected to the proper services is to be as honest as possible about what is occurring with your child. Don't downplay severity or need for fear of having someone judge your parenting/caregiver skills or "judge" your child.



Mobile Response and Stabilization Services

Safety, Stabilization & Skills

"Earliest possible intervention to prevent further escalation and increase the likelihood of treatment success."

What is Mobile Response?

Mobile Response and Stabilization Services (MRSS) provides a face-to-face timely response to youth who are experiencing stress or challenges with coping, and are exhibiting emotional and/or behavioral symptoms, including substance use. Mobile Response is available 24 hours a day, seven days a week, 365 days a year, by calling PerformCare at **1-877-652-7624.**

When should I call Mobile Response?

PerformCare can assist your family when your child is impacted by depression, trauma, bullying, violence, defiant behavior, and/or drug or alcohol use. Guidelines to qualify for Mobile Response services include the following:

- Life Functioning is Disrupted
- Current Coping/Problem Solving Skills aren't working
- Escalating Emotional or Behavioral Symptoms
- Traumatic Event/Circumstances
- High Risk for Hospitalization/Out of Home Treatment
- High Risk for Legal Involvement
- High Risk for Loss of Housing for Youth or Family

How can Mobile Response help my family?

A Mobile Response Clinician can arrive within one hour and for up to 24 hours, based on the family's needs and request for assistance. Their goal is to assess the youth, develop a plan, and connect families to interventions that address the needs of the youth and family. The Mobile Response Clinician will stabilize the youth's emotions and behaviors while supporting the youth's ability to remain at home and function within school and community settings. Mobile Response can offer up to eight weeks of stabilization services in certain situations. Please note that only parents, caregivers, and legal guardians can request Mobile Response.

Getting Started with Mobile Response:

***Please note that if there is an immediate life-threatening emergency or any serious behavioral health problem that could lead to your child being harmed or possibly harming someone else, please dial 911. ***

1. Call PerformCare at 1-877-652-7624

2. A trained PerformCare Associate will take your initial information. You may also speak with a Care Coordinator who will complete a Clinical Triage and determine if there is a need for Mobile Response and Stabilization Services-MRSS. At the end of your call with the trained PerformCare Associate or Clinician, you can expect an explanation of any services being authorized or recommended, as well as the next steps. You will also receive a letter in the mail explaining the service(s) you have been authorized to receive.

3. If a need is determined, a Mobile Response Clinician can be available to arrive at your home within 1 hour, or a time that is more convenient for the family.

• If a need is NOT determined, the trained PerformCare Associate will either provide you with a list of Community Resources to contact, or they may recommend that you contact your Health Insurance for Outpatient Mental Health Services.

4. Once the Mobile Response Clinician arrives, they will provide On-Site De-escalation, complete a CAT- (Crisis Assessment Tool) and develop an Individualized Crisis Plan-sometimes called the CP.

5. The Individualized Crisis Plan (aka ICP) will provide the following: Verbal and Written Information to Develop and Build Skills, review Prevention Strategies to avoid future crises, and provide links to Community Resources.

6. The Individualized Crisis Plan-ICP may also include the following: In-Home Counseling, Intensive In-Community Services, Behavioral Assistance, Caregiver Support, Skill Building, Assistance with Barriers to Treatment (i.e., Medication or School-Related Concerns), Identify Formal and Natural Supports, and possible Referral to Specialized Services

Intake

Mobile Response- If a Mobile Response therapist is sent to the home, this will initiate therapeutic services, ranging from 4 to 12 weeks on average.

Transition of Services

If therapeutic goals have been met with the support of Mobile Response, the child will be transitioned from services. Families can choose to end therapeutic services completely, or link request to be linked to outpatient services.

If therapeutic goals have not been met with the support of Mobile Response, the child will be transitioned to CMO services. If therapy is warranted, services are authorized in increments of 90 days.

Notes:

Camden County Care Management Organization (CMO) /aka/Camden County Partnership for Children

(856) 482-6222 https://www.camdencmo.org/

Who we are? (CMO): CMO is an independent, community-based organization that combines advocacy, individualized service planning, and care management into a single, integrated, cross-system process. Care Management services provide a single point of accountability to ensure services are accessed, coordinated, and delivered in a strength-based, individualized, youth-focused, family-driven, ethnically, culturally, and linguistically relevant manner.

What we do:
The CMO assesses, designs, implements and manages youth-guided and family-driven, Individual Service Plans (ISP) for children and adolescents whose needs are complex and require intensive care management techniques that may cross multiple service systems.

How to get services:
A parent or legal guardian calls PerformCare directly when seeking services for their youth between the ages of 5 and until their 21st birthday. Special consideration will be given to children under 5. Eligibility is in place up to and including the day prior to the young adult's 21st birthday.

1. *Performcare determines if CMO services are clinically appropriate*
2. *CMO services are at no cost to the family*
3. *CMO services are voluntary*

CMO timeline while working with families in our community

1. When a new youth and family opens with the Camden CMO the assigned Care Manager (CM) is expected to reach out within 24 hours to introduce themselves and the agency
2. The CM is expected to review all consent forms with the family and have the family sign the forms before any services can be rendered.
3. The CM is expected to complete a family soothing plan (formerly called Crisis Plan) within the first 7 days **face to face
4. The initial Individual Service Plan (ISP) is scheduled and expected to take place within the first 30 days **face to face
5. The CM is expected to meet with the youth and family 2x a month to monitor services and document updates in the CYBER system **face to face
6. The ISP for the youth and family is reviewed and updated every 60-90 days to monitor services and re- authorize services if/when clinically appropriate **face to face

***Please note Face to Face can be either: in-person or telehealth based on the family's preference. It is our goal to offer services in person to best assist a youth and family however depending on the circumstances, a CMO meeting could take place virtually if needed/requested.*

Notes:

Camden County Family Support Organization

(856) 662-2600
www.camdenfso.org

The Camden County Family Support Organization is made up of family support partners who have or had children in the Children's System of Care (CSOC). The goal of family support partners is to empower parents to advocate for their children and their families effectively in all realms of care through support, education and modeling advocacy. These areas of assistance include advocacy in the Children's System of Care, accessing supports and resources in your local community, county and state, working with your child's school for special education assistance in the form of an IEP or 504 plan and assistance finding professionals for your child's care. The goal of receiving family support services is to receive support and learn the skills needed to advocate for your child effectively moving forward.

What can my family support partner do to help me?

- Draft a letter for school to get an IEP meeting or evaluations
- Review your child's IEP and make recommendations
- Attend an IEP meeting with you
- Share community resources like organizations that offer food pantries, free diapers, reduced cost medical screenings and budget workshops
- Help find a medical provider who accepts your insurance
- Connect you with parent advocacy organizations
- Share support groups and mental health resources
- Provide resources on how to choose a provider or therapist
- Share how the Children's system of care works and your rights within the system
- Educate you on how the IEP process works and share resources to continue your education
- Assist you in completing applications for SNAP, TANF, disability and state assistance programs

How long will I have a Parent Partner?

Since the goal of the Family Support Organization is to empower you to advocate for your child effectively, you typically have a parent partner for a shorter length of time than your child has a care manager. This can vary depending on each situation. The Family Support Partner is typically in place for 3 to 6 months but can be extended if situations warrant.

The life cycle of the FSP – Caregiver relationship

1. The FSO specialist will call you within three days of approval of CMO services. They will explain what FSO is and ways the FSO can support your family. You are free to accept or decline FSO services. THIS DOES NOT AFFECT YOUR CHILD'S INVOLVEMENT WITH CMO OR RECEIVING CMO SERVICES.

2. If you accept FSO services, you will be assigned an FSP (Family Support Partner) who will reach out within 2 business days to set up your first visit. This may coincide with your first CMO visit or it may not. This can be virtual or in person, depending on your preferences and availability. FSP's do their best to meet at times convenient for you. This meeting with the FSP will be with you and any other adult support person you wish to be present. It can be upsetting to the youth or other children to be present for the discussion. Please make arrangements for an adults-only meeting.

3. The first meeting will last roughly 1 to 2 hours and will cover your family's needs, resources, and supports as well as a discussion about how the FSO works and what services are available to your family. Your FSP will also ask questions to complete a Family Assessment of Needs and Strengths

(FANS) that must be completed within 25 days of starting FSO services. Your FSP will continue to complete a FANS every 80 days while you are working together. This assessment becomes part of the record kept by the Children's System of Care and is available to you upon request.

4. You will continue to meet with your FSP around your availability. FSP's can attend school meetings, team meetings with your child's care manager and therapist or meetings in which you are unsure how to best advocate for your child. Speak with your FSP prior to a meeting to see if it is a meeting in which the FSP could assist.

5. You will work on developing your knowledge of the Children's System of Care and how the system can best meet the needs of your child and ways to advocate through the system. You will expand your knowledge of advocacy and education resources, so you have access to organizations and places to go to get answers as they arise in your advocacy journey.

6. The FSP usually stays in place for 3 to 6 months but can be extended if needed. The goal is your becoming a 100% strong, independent advocate. At this point, you will be considered empowered and your direct 1:1 FSP support will stop. You will be provided information for our community programs which are free and accessible throughout the county.

7. If at any time you feel the need to reach out for additional or continued support from your FSP, you can call (856) 662-2600 and ask to be reassigned. This will start the above cycle again. You are able to request the previous FSP be assigned to you, but this depends on each FSP's caseload.

***If you decline FSO at the initial call or are not engaged at any time and would later like FSP support, please call (856) 662-2600 and ask to be assigned.**

Notes:

Resource Net

https://www.camdenresourcenet.org/

ResourceNet (RN) is an electronic database of various resources local to your community. Each county in NJ has a Care Management Organization (CMO) and the CMO manages their county's ResourceNet (RN). Here is the NJ state website for the RNs across our state: https://www.njresourcenet.org
See attached brochure for more info on what the RN is and why it is helpful for everyone in the community. Here is our link for the RN specific to Camden County NJ:

https://www.camdenresourcenet.org

The site is FREE for all users and if you are a professional you can market your agency on the RN if you are approved. All you have to do is go to the NJ website for the RN and hover the mouse over the county you are located in. Once you are on that county's RN, in the top right hand corner click the link to join. Follow the steps and submit your agency for the database. You will receive an email confirmation if/when you are approved. Once approved you are live on the site and can search yourself. Each provider is able to link their own website to their page, upload flyers, logos, PDFs etc. You can even link your social media business accounts. RN is translatable into multiple languages and can be accessed by anyone with a computer or smart phone.

For more info please feel free to email adipietro@camdencmo.org.

Notes:

Developmental Disability

www.performcarenj.org/families/disability/determination-eligibility.aspx

The New Jersey Children's System of Care (CSOC) offers services for eligible youth that are impacted by intellectual and developmental disabilities (I/DD) such as Down syndrome, autism, cerebral palsy, spina bifida and seizure disorders like epilepsy. The DDD values persons with intellectual and developmental disabilities, honors abilities, respects choice and achieves possibilities for individuals to live their good lives by assessing services they need to thrive in their community. PerformCare works with CSOC to assist families who are requesting these services. To qualify, the youth must be under the age of 18 and living with a caregiver. PerformCare is available to help 24 hours a day. It's free to call PerformCare at 1- 877-652-7624 or you may visit PerformCare's website at www.performcarenj.org.

There are several Intellectual and Developmental Disability (I/DD) services available through CSOC.

1.) Intensive In-Home services (IHH): Therapies are provided at the youth's home or at another location in the community based on the family needs and the goals of the services. The IIH services are geared towards assisting youth with challenging behaviors that may impact their ability to remain at home.

- *Clinical and Therapeutic Intervention:* These services focus on the restoration of the child's functional level after an acute (sudden) episode or decline in functioning related to mental illness or a significant life stressor.

- *Applied Behavior Analysis (ABA):* These services are designed to help decrease dangerous behaviors while assisting youth in acquiring and retaining self-help, communication, and adaptive skills. The service is focused on helping the child learn skills while working with and training the youth's parent or guardian to implement the behavioral plan.

- *Individual Support Services (ISS):* These services provide skill development for activities of daily living, including self-care tasks and the enabling of an individual to live independently in the community.

2.) Family Support Services (FSS): Services are available for youth who are determined eligible for developmental disability services and meet certain criteria. Family support services have a separate application that must be completed to access support. Some supports include:

- Respite Services: These services are intended to provide temporary relief (a break) for the primary caregiver from caring for an individual with disabilities when the caregiver would normally be available to provide care. The service relieves family members from care on a temporary basis for short periods of time. There are different settings for respite which includes home based, agency after-school, overnight stays and weekend recreation. Respite services are dependent upon funding availability.

- Assistive Technology Services: It is designed to increase the functional skills of a youth with a developmental disability and enhance their ability to live successfully in the community. An assistive device is an item to increase, maintain, or improve functional capabilities of the youth, and is not solely therapeutic. Vehicle and home modifications are also included in this category. It must be an item not covered by medical insurance and cannot be used to restrain the youth.

- Education Advocacy services: This service is provided to the youth and family when the youth needs in-depth help with education related needs.
- CSOC Summer Camp services: The children's system of care offers limited financial support for eligible youth to attend summer camp. Youth can either attend a specialized camp or a

mainstream camp, if the camp becomes qualified as a camp provider through CSOC. 1:1 Aide services may be available for youth deemed eligible for CSOC developmental disability services who would otherwise be unable to participate in camp.

- Out of home (OOH) Treatment options: While the goal of CSOC is to provide the services and supports necessary to keep a child at home and connected to their school and community, sometimes this is not possible for the safety of the child or community or challenges of the child or family. Specialized I/DD Treatment options are available. This option is available recognizing that your child may need care beyond your own abilities. If your child requires treatment, PerformCare will work with your child's CSOC providers to identify the least restrictive type of treatment setting to best meet your child's identified needs.

**** Services not Offered by CSOC include occupational therapy, physical therapy, speech and language therapy, prevocational services and medication management. ****

When you are ready to begin the process:
please reachout to Jean Bridges at (856) 662-2600 to set up an appointment to learn more about the application process and for support completing the application.

Once submitted, a letter is sent that acknowledges receipt of the application. It will include documentation needed to complete the application.

I/DD staff will ensure the application includes the information needed for a complete application for an appropriate decision on eligibility. You will receive a letter if there is specific missing documentation.

An eligibility determination will be made from a completed application. A decision will be made within 60 days after the I/DD Eligibility Unit has all the information they need. A letter will be sent notifying you of the determination and the next steps.

Next steps if you are determined eligible: Based on the information you provided you will be referred to the appropriate case manager to help meet your needs. The case manager works to support the applicant by assessing the needs of the individual receiving services and to help identify resources to support the individual goals and the family as a whole.

You do not need to reapply if you are deemed eligible.

DDD Eligibility Appeals process: If you disagree with the eligibility determination you have a right to appeal the decision. You will receive written information on the options to appeal the decision within the eligibility determination.

Special notice for young adults ages 18 to 21
Applications on behalf of individuals who have turned 18 years old or older must be submitted to the Department of Human Services (DHS) Division of Developmental Disabilities (DDD). CSOC will honor determinations of eligibility and provide developmentally disability services made by DDD for individuals between the ages of 18 and 21. Eligibility for services from CSOC ends the day before an individual's 21st birthday. Please visit DHS DDD website for more information on DDD's application forms and process for young adults.

Family Support Services

www.performcarenj.org/families/disability/index.aspx

Families caring for relatives with developmental disabilities on an ongoing basis often struggle to meet their caregiving responsibilities. The Division of Developmental Disabilities (DDD) can, in many cases, help by providing Family Support Services, which range from respite care to home modifications. DDD will consider all requests for support that meet the criteria outlined below. Families should be aware, however, that DDD's ability to aid depends on available funding. Moreover, Family Support Services may not always be available. Also, please note, DDD cannot provide Family Support Services to families caring for an individual enrolled on a Medicaid waiver where those services are covered under the waiver. All other available options must be utilized prior to authorization of Family Support Services.

Who Can Request Family Support Services: To be considered for DDD's Family Support Services, family caregivers must be:

- Caring for an individual who has been determined eligible to receive services funded by DDD;
- Caring for the individual on an ongoing basis in an "own home" setting; and
- Uncompensated.

How to Request Family Support Services: Families should submit their Family Support requests to their assigned DDD contact, which is either:

- A DDD Case Manager, or
- An Information and Referral (I&R) Specialist at the Office of Information and Assistance Services at the Division of Disability Services. (The phone number for that office is 1-888-285- 3036.)

DDD evaluates requests for Family Support based on the needs of the individual receiving care, caregiver status, the services and supports already available and/or being used by the family, and the availability of DDD resources. DDD Case Managers or I&R Specialists can provide additional information about specific service guidelines.

Families' options for Family Support Services may vary from county to county.

Respite: Respite provides family caregivers with a short period of rest or relief by arranging alternate care- giving for the family member with a developmental disability. Respite also can be provided when the family caregiver is temporarily absent or disabled for any reason, such as for a short period of hospitalization. In-home respite usually is provided by an agency that contracts with DDD to provide this service, such as a home health agency.

Out-of-home respite includes:

- After-school activities for children and after-program activities for adults.
- Weekend recreational activities; and
- A short-term placement in a licensed setting.

Family Support Services can assist families with the cost of day or overnight summer camp, although it will not cover registration fees, transportation or the costs of day trips taken during camp. When families apply, they are required to submit documentation showing that the registration fee has been paid.

Families should be aware that camps may require full payment before DDD determines whether Family Support will be able to assist with any portion of the cost. The application deadline for requesting assistance with camp fees is always the first Monday in May, and the actual date will be posted on DDD's website each spring. Families are encouraged to apply early. Families of children still in school must provide verification of extended school year services, or lack of same, as per the child's IEP. Detailed information about DDD funding for camp can be found on the Camp Services fact sheet.

Assistive Technology Devices:

Assistive Technology Devices help individuals maintain or improve their functional capabilities. They include materials, tools, and services that can assist with:

- Learning and/or communication.
- Making the environment more accessible; and
- Allowing the individual to compete in the workplace.

Home & Vehicle Modifications:

These are removable structural modifications, such as ramps and grab bars that enhance accessibility and promote greater independence.

Notes: