

Rights and Responsibilities of Youth and Their Families

Your youth is entitled to certain rights when you enroll him/her in services with Bergen's Promise. As a parent/legal guardian, you also have certain rights.

It is the policy of Bergen's Promise that youth and their families have the Right to:

1. Be treated with respect, dignity and recognition with regard to privacy and cultural sensitivity.
2. To be free from discrimination solely by reason of gender, sexual orientation, race, age, religion, marital status, veteran status or disability.
3. To be free from abuse, exploitation, retaliation, humiliation, neglect and violation of personal and physical boundaries.
4. Expect that the Agency will disclose any potential conflicts of interest.
5. Request and receive timely information regarding their family's care and records.
6. Expect that all information regarding current or previous services be kept confidential, to the extent allowed by law.
7. Refuse to disclose information to the Agency, although in some cases this may be a barrier to service.
8. Expect that no identifying information will be released without the valid written consent of the youth and/or parent/legal guardian on file, except as allowable by law.
 - a. Bergen's Promise may utilize de-identified data for research, reporting and evaluation purposes. Data analyzed may include but is not limited to length of enrollment, diagnoses, geographic location, services provided, age and gender.
9. Be informed of services, benefits and how to access care.
10. Be informed of what to expect from each provider, including proper protocol for signing Encounter Forms; this includes
 - a. i. an explanation that the family should only sign encounter forms at the END OF EACH SESSION
 - b. ii. BEFORE THE YOUTH OR CAREGIVER SIGNS, forms should be completed with the date and length of visit filled in
 - c. iii. families should only sign if the service provided was provided on the date and for the length of time set forth on the encounter form
11. If applicable, referral to and/or information about other services and entities that may support the family in a broad array domains (e.g. legal, self-help, advocacy, etc.)
12. Assistance from the Bergen's Promise Care Manager to build a Child and Family Team to support families in realizing their vision and achieving their goals.
 - a. The Child and Family Team includes formal and informal supports (pediatrician, psychiatrist, teachers/school personnel, coaches, religious clergy, friends, neighbors, etc.) chosen by the family to aid in the achievement of goals.

13. Choose and/or change provider(s).
14. Receive care in a timely manner.
15. Participate in a candid discussion with their Child and Family Team regarding appropriate options necessary to achieve their family vision, regardless of cost or benefit coverage.
16. Openly communicate concerns, requests and complaints about any service or service provider without fear of retaliation or of losing their benefits.
17. Request reasonable accommodations to remove barriers to accessing services.
18. Timely resolution of concerns, requests and complaints.
19. Have concerns, requests and complaints investigated and resolved in most cases within thirty (30) business days from the Agency's receipt of a written request, complaint or grievance.
20. Continue to receive support and assistance during and until their concern, request or complaint is resolved.
21. Know when your youth's service will change or end. Your Care Manager will discuss all authorized services including the start and end date for services. You are eligible for services until:
 - a. Your child becomes 21 years old, or otherwise passes the age limit for certain services or support.
 - b. You, as the parent/legal guardian of the youth (and/or your youth, if applicable) give notice that you do not wish to continue with the services, or decline to engage in services for 60 days.
 - c. Your youth becomes ineligible for services or services are no longer clinically indicated.
 - d. You are unable or unwilling to provide the information necessary to obtain Medicaid.
 - e. You and your Child and Family Team determine that you are ready to transition out of services ("Graduate") from Bergen's Promise.

It is the policy of Bergen's Promise that youth and their families are Responsible for:

1. Remaining in contact with their Care Manager.
2. Attending regularly scheduled Child and Family Team meetings and face to face meetings.
3. Participating in regularly scheduled meetings with all providers authorized by Bergen's Promise.
4. Providing information and documentation necessary to obtain Medicaid.
5. Asserting their rights as appropriate (see above).
6. Being an active participant in realizing their vision and achieving their goals.