

# We Can Help!

If you find yourself in one of these situations:

- You're struggling with your child's repeated absences from school or refusal to attend school.
- A friend, teacher or other trusted adult has expressed concerns about your child.
- Your child shows aggression towards others, or is bullying others or is being bullied.
- Your youth's substance use or refusal to comply with home rules is causing major conflict among family members.
- Your child experienced a major loss or change (death, divorce, relocation, etc.) or perhaps a traumatic event and is not adjusting well.
- You're struggling to meet the needs of your child who is living with a developmental disability.



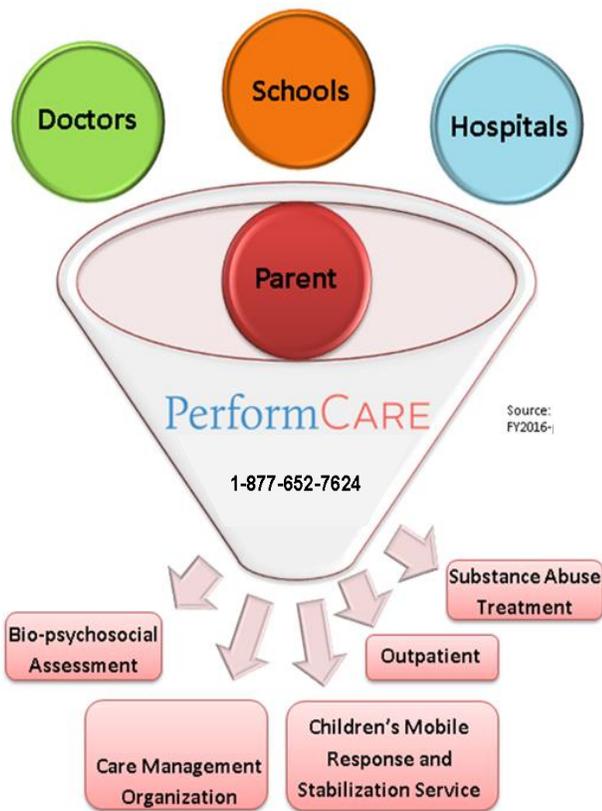
[www.BergensPromise.org](http://www.BergensPromise.org)

Open the  
door to  
support...

Call  
PerformCare  
1-877-652-  
7624



[www.BergenResourceNet.org](http://www.BergenResourceNet.org)



## NJ Children's System of Care Referral Process

The Children's System of Care (CSOC) helps youth up to age 21 with emotional, behavioral, developmental, substance and related health challenges. CSOC wraps services and supports that families need in a home and community-based, family-centered environment.

***How can YOU assist a family with making the call?***

## The System Partners in Bergen County

 <p><b>Care Management Organization (CMO) Bergen's PROMISE, Inc.</b></p> <ul style="list-style-type: none"> <li>* Provides full face-to-face service planning for youth with moderate to intense needs.</li> <li>* Care Managers coordinate Child &amp; Family Team (CFT) meetings, comprised of family and community members, mental health professionals, and school personnel.</li> <li>* Develop individualized service plans.</li> </ul> <p style="text-align: center;"><a href="http://www.BergensPromise.org">www.BergensPromise.org</a></p>	 <p><b>Children's Mobile Response and Stabilization Services (MRSS)</b></p> <ul style="list-style-type: none"> <li>* Provides face-to-face <b>crisis response within one hour of notification.</b></li> <li>* Goals are to stabilize the behavior and prevent loss of ability to remain in the home.</li> <li>* Mobile Response responds 24/7 and can offer up to 8 weeks of stabilization services.</li> </ul>
<p><b>Family Support Organization of Bergen County (FSO)</b></p> <ul style="list-style-type: none"> <li>* FSO provides education and support groups <i>open to all families in the community.</i></li> <li>* Non-profit organization run by families of children with a variety of challenges.</li> <li>* Provides parent-to-parent support and works in partnership with PerformCare, Bergen's Promise, state agencies and provider organizations.</li> <li>* Ensures that the system is open and responsive to the needs of families and children.</li> </ul> <p><b>Call 201-796-6209 or visit <a href="http://www.FSOBergen.org">www.FSOBergen.org</a> for information</b></p> 	

**Bergen County CIACC (Children's Interagency Coordinating Council)**

- \* Local planning body that coordinates system partners and advises the state of local needs.
- \* Acts as the central resource for information regarding mental health services for children and families.

**Join a meeting! Second Tuesday of each month, 9AM-11AM;  
1st floor, 327 East Ridgewood Avenue, Paramus**



**Bergen's  
PROMISE**

Healthy Families, Safe at Home

## Providing Care Management Services to Bergen County's Youth

**Who we are:** Bergen's Promise is the designated Care Management Organization (CMO) for Bergen County, New Jersey. We serve youth ages 5 to 21, with serious behavioral health challenges, substance abuse issues and developmental disabilities. Youth with chronic co-occurring behavioral and specific medical health issues will also be served through an enhanced medical care coordination component. The goal of this additional support is the joint coordination of wellness promotion with behavioral health care management.



**What we do:** For each youth, Bergen's Promise designs an individualized service plan that is developed in collaboration with the youth's Child and Family Team. The team is comprised of individuals who are invested in the youth's future success. The plan is child and family driven, strength based and culturally competent.

**How we do it:** Bergen's Promise uses a Wraparound Model of Care to coordinate a comprehensive array of local resources and supports. This model serves to empower the youth and family to achieve their full potential.

**Our goal:** To keep youth safely in home, in school and out of trouble.

### Making a referral:

- Call PerformCare at 1-877-652-7624 to access services, 24 hours a day, 7 days a week.
- Referrals must be made by phone by the youth's legal guardian. A concerned non-family member can also call; however, the youth's parent or legal guardian must be present and provide consent.
- Services are cost effective and provided without regard to income level, insurance status, languages spoken or involvement with other service providers.
- PerformCare will conduct an assessment and link the youth and family with services that can include: care management, outpatient counseling and/or mobile response stabilization.

**Next Steps:** Once PerformCare makes a referral to Bergen's Promise, one of our highly trained Care Managers will reach out to the family and begin to:

- Create a crisis plan and address immediate safety needs.
- Work with the family members to learn about concerns, identify needs and acknowledge strengths.
- Identify key people in the child's life in order to build the Child and Family Team.
- Coordinate communication across all care and service providers involved.

Youth meet with their Care Manager at least monthly to assess service effectiveness. Youth typically attain their goals and graduate from Bergen's Promise within 3—12 months.



## The Wraparound Model of Care

“Wraparound” is a model of care that builds on the family’s unique strengths, values, voice and resources.

Wraparound helps families develop individualized plans of care with their Child and Family Team (CFT). The Wraparound Model of Care is:

- Family Voice and Choice
- Team Based
- Natural Supports
- Collaboration
- Community Based
- Culturally competent
- Individualized
- Strengths Based
- Persistence
- Outcome Based



The plan of care incorporates a combination of services, informal and natural supports and community based resources, and includes a plan for graduation from Bergen’s Promise. It is based on the family’s individual needs, rather than fitting the criteria of service driven programs. The team works to maximize the use of sustainable supports that families can use to meet their needs throughout their lives.

The caregiver(s) and child are integral parts of the team, and participate in developing and implementing their plan of care. The child and family are present at all CFT meetings.

The plan of care addresses the family’s needs in all major life domains and areas: including:

- Safety
- Family
- Emotional/Behavioral
- Cultural
- Financial
- Legal
- Developmental
- Intellectual
- Educational
- Medical
- Social
- Recreational
- Spiritual
- Vocational



## Who might be a member of your Child and Family Team?

**Family Support**  
Partner from the **Family Support Organization:**  
Partner: \_\_\_\_\_  
Phone: \_\_\_\_\_

**Care Manager & Supervisor**  
from Bergen's Promise:  
CM: \_\_\_\_\_  
Phone: \_\_\_\_\_  
CMS: \_\_\_\_\_  
Phone: \_\_\_\_\_

**Legal Guardian**  
(parent, relative, DCP, etc.):  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_

**Educational System**  
(teacher, coach, counselor, mentor, Child Study Team, etc.):  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_

**Family Members**  
(aunt, uncle, cousin, siblings, grandparent, etc.):  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_

**Community Members**  
(neighbor, clergy, etc.):  
**ANYONE**  
important in your life  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_

**Who else is important in your life?**  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_

**Service Providers**  
(therapist, foster-parent, mentor, physician, residence facility director, etc.):  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_

### What happens at your Child and Family Team meetings?

You will select the members of your Child and Family Team. Your Bergen's Promise Care Manager will help coordinate and provide structure for the initial team meetings.

Child and Family Team meetings are an important part of the process where your voice will be heard in order to develop a plan focused on accomplishing your desired goals.

### What is the vision of what you would like to see happen now or in the future for your family?

The answer to this question helps form a plan based on your interests, strengths and needs. It's called the Individual Service Plan.

This plan is discussed with, agreed to and signed by your Child and Family Team.

## Behavioral Health Home

The Behavioral Health Home component supports youth with chronic co-occurring behavioral and medical health issues. This enhances the Wraparound Model of Care to integrate both medical and behavioral health care.

Behavioral Health Home services utilize a holistic philosophy to integrate physical and behavioral health care management in order to build a person-centered system of care. Youth will receive the traditional Wraparound care management services for emotional/behavioral health, IDD



or substance abuse issues with the addition of an enhanced health care management component.

Eligible youth must have a behavioral health challenge and a chronic medical condition/developmental disability. These include:

### Chronic Health Conditions Covered

- Asthma
- Autism with GI Concerns
- Cardiac Disorders—  
requiring Cardiologist  
follow-up (at least  
annually)
- Cystic Fibrosis
- Hypertension
- Eating Disorder
- Seizure Disorder
- Kidney Disease
- Endocrine Disorders:
  - ◊ Hypothyroidism
  - ◊ Hyperthyroidism
  - ◊ Polycystic Ovary Syndrome
  - ◊ Pre-Diabetes
  - ◊ Diabetes
- Obesity
- Chronic Migraine Headaches
- Sickle Cell Disease
- Substance Abuse Disorder
- Developmental Disability
  - ◊ Cerebral Palsy
  - ◊ Genetic or Chromosomal Disorders
  - ◊ Fetal Alcohol Syndrome
  - ◊ Neurological Disorders
  - ◊ Metabolic Disorders
  - ◊ Prematurity Related Disorders
  - ◊ Spina Bifida

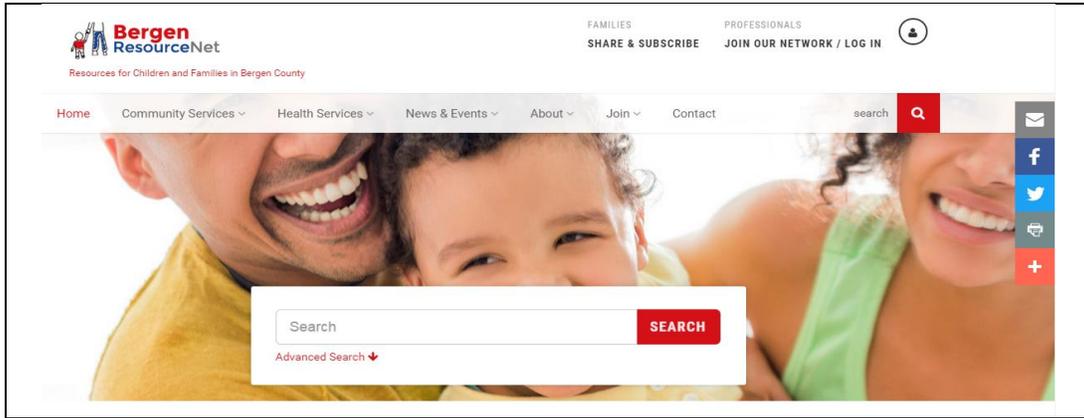
In addition to a Care Manager, a highly trained Nurse or Wellness Educator will be added to the youth's Child and Family Team with the **goal** of providing:

- health promotion
- care coordination
- Individual and family support
- comprehensive transitional care and follow up
- referrals to community based support services

***Referrals and eligibility are determined by PerformCare, the contracted systems administrator by calling 1-877-652-7624.***

# Looking for resources in your community and across Bergen County?

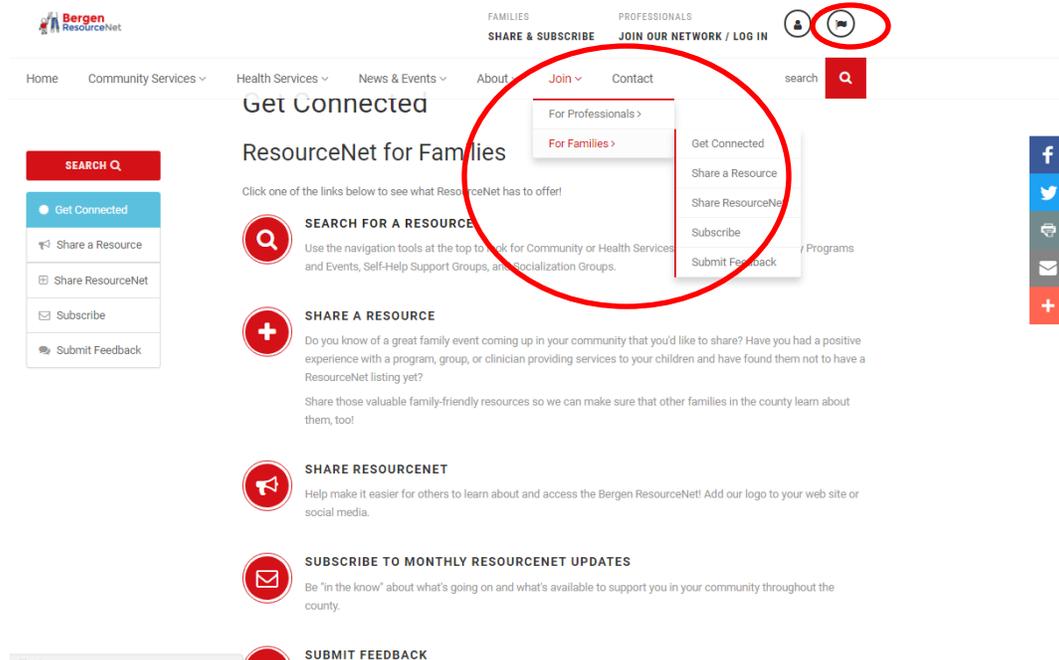
**Bergen ResourceNet** is a free online resource directory of services, support groups, events, webinars, workshops specific to the health and wellbeing of families in your community and throughout Bergen County. Search for resources by keyword, town, category/need.



- Arts & Recreation Programs
- Basic Needs & Assistance
- Employment & Training Resources
- Educational Programs
- Behavioral/Mental Health Services
- Outpatient Services

- Events & Support Groups
- Seasonal Programs, Summer Camps
- Faith-based Organizations
- Community Service/Volunteer
- Pediatric Medical Services
- Family Services

This is the centralized, mobile friendly resource for anyone looking for, or offering community-based, health and wellbeing-related programs and services for the families of Bergen County. The site can be translated into multiple languages using the flag drop down in the upper right corner. Resources are added every day.



**Family Home Page**

**Help spread the word to those offering these programs and services in YOUR town so we can get them listed for the benefit of ALL! Add the BergenResourceNet to the home screen of your phone for easy access!**



**Does your agency/community/coalition/organization provide programs/services/groups/activities for Bergen County families?**

Bergen ResourceNet is the “Google for Bergen County Family Resources”! This free online resource portal offers local services, support groups, events, webinars, and workshops specific to youth, young adults, and families.

This is a vital resource for anyone looking for, or offering community-based, health and wellbeing-related programs and services for Bergen County families. Search for resources by keyword, zip code, category/need.

**Don't Miss Out on a Big Audience! Free Marketing Opportunity!**

(Totals for all of 2018)

**5,000+**

Events & resources

**156,792**

Total Page Views

**35,661**

Users via Google (78% of all referrals)

**45%**

Users accessed BRN through mobile devices

***Attention Providers/Community Based Organizations:***

Participate in a short web-based ResourceNet coaching session to review and enter your agency/organization events, services, programs, groups, etc. Learn to optimize search results and find resources for clients. Email [info@bergenresourcenet.org](mailto:info@bergenresourcenet.org) for available dates/times.

Help cross promote! Link to the Bergen ResourceNet from YOUR webpage today!

Bergen ResourceNet is maintained by **Bergen's Promise**, a private, non-profit community-based organization providing home-based care management services for youth ages 5-21 living with behavioral, mental, substance, developmental and intellectual challenges.

**[www.BergenResourcenet.org](http://www.BergenResourcenet.org)**