



Bergen's  
**PROMISE**

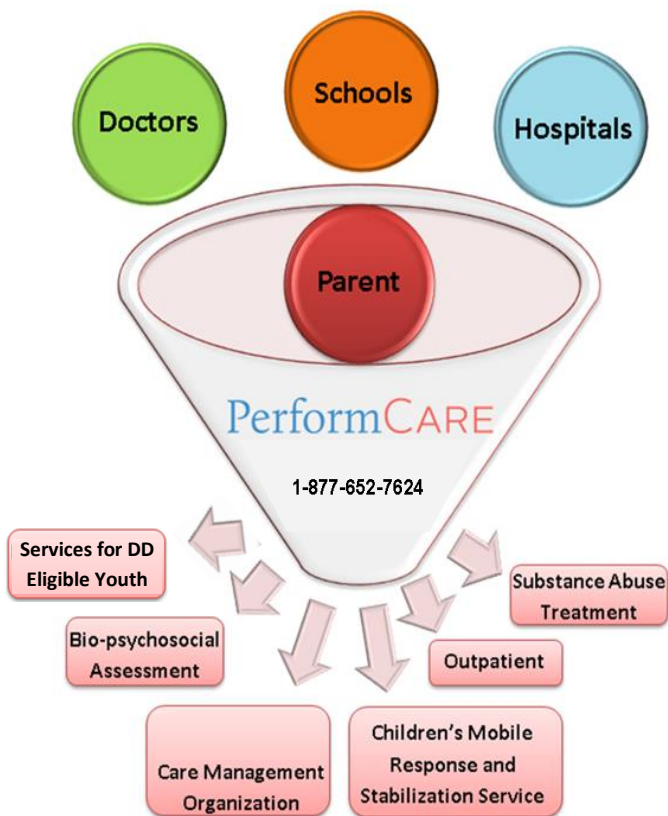


When you find yourself in one of these situations:

- ✓ You're struggling with a child's repeated absences from school or refusal to attend school.
- ✓ A teacher, school nurse, or guidance counselor has expressed concerns about a child who is harming or injuring themselves.
- ✓ A child is showing aggression towards others, or is bullying others or is being bullied
- ✓ A youth's substance use or refusal to comply with school rules is causing major conflict
- ✓ A child experienced a major loss or change (death, divorce, relocation, etc.) or perhaps a traumatic event and is not adjusting well.
- ✓ A youth with autism is experiencing behavioral challenges
- ✓ A child/youth (regardless of whether an IEP or 504 plan are in place), is demonstrating social, emotional and/or behavior that is impacting them educationally.

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

**or your Bergen's Promise Care Manager**



## NJ Children's System of Care Referral Process

The Children's System of Care (CSOC) supports youth up to age 21 with emotional, behavioral, developmental and substance challenges. These family-centered in-home wraparound services are provided at no cost to families regardless of income or insurance.

***Get started by calling PerformCare***

**1-877-652-7624**

## The Children's System of Care Partners in Each County

### Care Management Organization (CMO)

- \* Provides full face-to-face service planning for youth with moderate to intense needs.
- \* Care Managers coordinate Child & Family Team (CFT) meetings, comprised of family and community members, mental health professionals, and school personnel.
- \* Develop individualized service plans.

### Children's Mobile Response and Stabilization Services (MRSS)

- \* Provides face-to-face crisis response within one hour of notification.
- \* Goals are to stabilize the behavior and prevent loss of ability to remain in the home.
- \* Mobile Response responds 24/7 and can offer up to 8 weeks of stabilization services.

### Family Support Organization (FSO)

- \* Non-profit organization run by families of children with a variety of challenges.
- \* Provides parent-to-parent support and works in partnership with PerformCare, CMO, state agencies and provider organizations.
- \* Ensures that the system is open and responsive to the needs of families and children.
- \* FSO provides free education and support groups *open to all families in the community*.

### Children's Interagency Coordinating Council (CIACC)

- Local child serving organizations convene to discuss behavioral health services/resource needs and advise the state.
- Monthly meeting open to the public

## 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 up to age 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.***



**Bergen  
ResourceNet**  
Resources for children and families in Bergen County



**WWW.BERGENRESOURCENET.ORG**

## Looking for Resources in/around Bergen County?



Resources for Children and Families in Bergen County

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Community Services

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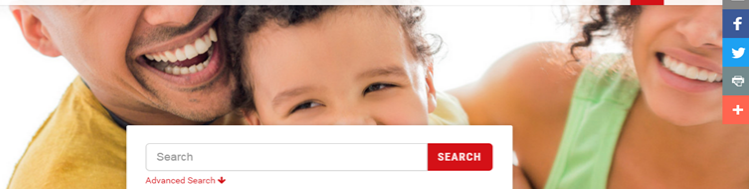
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**BergenResourceNet.org is a free online resource directory for Bergen County families and professionals that support them! Use it to find local agencies, organizations across Bergen County and surrounding areas that offer:**

- Arts & Recreation Programs
- Events, Webinars
- Support Groups
- Basic Needs/Assistance
- Seasonal activities e.g., Summer Camps
- Community Service/Volunteer
- Behavioral/Mental Health
- Outpatient Services
- Family Support Services
- Professional Development Opps
- Grant opportunities, toolkits, etc.

Search for resources by keyword, category/need. The site is mobile friendly and can be translated into multiple languages. Resources are added every day.

Find and connect with the programs and services that you and your family need. Add BergenResourceNet.org to the home screen of your phone for easy access.

**Follow BergenResourceNet FaceBook** to see all upcoming events in your feed!

