

# NJ's Children's System of Care: How to Connect Your Patients to Mental Health Services FAQ

## **General Children's System of Care (CSOC) & PerformCare Information**

- ✚ The NJ Children's System of Care is the state's public behavioral health system for youth up to age 21 in need of mental health supports, substance use treatment or programs and services for developmental disabilities.
- ✚ CSOC's contracted services administrator is PerformCare. CSOC is the payor, PerformCare authorizes and oversees the delivery of services.
- ✚ PerformCare can assist any family when a child is impacted by depression, trauma, bullying, violence, defiant behavior, and/or drug or alcohol use. It is available to help you 24 hours a day, 7 days a week, and 365 days a year at 1-877-652-7624. There is no charge for calling PerformCare.
- ✚ In general, if the Division of Child Protection and Permanency (DCPP) has custody/guardianship, it can consent to services for the youth. PerformCare has a unit dedicated to DCPP workers working with youth open to CSOC or who may need CSOC services.
- ✚ If there is not a Spanish speaking member services or care coordination representative available at the time of the call, PerformCare has access to the Language Line, which provides real time interpreter services, 24/7, in 240 languages. In addition, many of the resources on the PerformCare website are also available in Spanish.
- ✚ Although CSOC serves youth between ages 0-21, there are limited services for youth under age 5. If the youth in need of services is under the age of 5, please contact PerformCare to discuss what services might be available and appropriate.
- ✚ Traditional CSOC services such as care management and mobile response would not be covered by private insurance and would be available to youth based on medical necessity under the CSOC umbrella, regardless of coverage at the time of the request/call. There are other services that youth can be connected to through PerformCare that would be covered under a private insurance plan such as substance use services or outpatient treatment. If in doubt, call and discuss each situation with PerformCare to determine the appropriate avenue of care.

- ✦ Generally, CSOC provides services to individuals without regard to citizenship status. However, under NJ law, only individuals who are US citizens or permanent residents (i.e.: have a green card) can qualify to receive certain DD services. Families or caregivers should contact PerformCare to discuss which services may be available and appropriate for undocumented individuals.
- ✦ Services are provided to the youth as long as they are deemed clinically necessary or appropriate. Families with private insurance may also seek services through private insurance.
- ✦ Parents have the discretion to choose the method of service delivery (in-person or telehealth) depending on the service. Please note that not all services are available via telehealth. PerformCare will specify which services qualify during your call.
- ✦ CSOC utilizes the public procurement process. Prospective providers must submit a proposal when a competitive Requests for Proposals or Requests for Qualifications is issued on the Department of Children and Families' website at:  
<http://www.nj.gov/dcf/providers/notices/requests/>
- ✦ To receive notices announcing Requests for Proposals, Qualifications/or Information and Funding Opportunities by email, visit:  
<http://messagingtoolkit.att.com/onlineSignup/NJDCF/signup>
- ✦ CSOC endorses and promotes trauma informed care across all services.
- ✦ CSOC requires providers to be trained in the provision of culturally informed care across the service array, including a demonstrated sensitivity to the needs of LGBTQ+ youth. Specific therapists may be trained in a variety of therapeutic interventions that are geared toward the clinical and developmental needs of the population served.
- ✦ There are multiple adolescent substance use treatment providers in NJ that can be accessed through PerformCare. Families and youth are encouraged to contact PerformCare directly at 1-877-652-7624 to confirm their eligibility for services. The Substance Use Provider List can be found on the PerformCare website: <https://www.performcarenj.org/index.aspx>
- ✦ There are an array of licensed professionals, including LCADC who can evaluate and treat youth substance use. For more specific questions or details regarding substance use treatment or any other specific service, please call PerformCare to speak with a care coordinator who can assist with your individualized needs.

#### **Care Management Organization (CMO) & Family Support Organizations (FSO)**

- ✦ CMOs provide comprehensive care coordination and planning for youth and their families with moderate and complex needs through the Wraparound model. Services are accessed through PerformCare, with an assessment process and determination of need based on clinical criteria. The Care Managers' work is to engage with and build relationships with youth and families, and to support assessment of strengths and prioritizing needs. They collaborate with youth and families to develop child-family teams (CFT).

- ✚ CFT members include anyone the youth and family identify as important connections for their support. The CFT composition is determined by the youth and family. They may ask medical personnel to participate in CFT meetings. If they do not, a physician can still participate in the youth's treatment by maintaining contact with the youth's care manager (consent forms signed by the parent/legal guardian are required).
- ✚ FSOs provide peer support services to families of youth with emotional, behavioral, developmental, and/or substance use challenges. FSO peer partners have lived experience supporting their own youth, and allow caregivers the benefit of guidance and support from that perspective through an array of services. FSO services are automatically offered when youth qualify for CMO services. In addition, families may directly outreach their county's local FSO for local meetings, resources, and other supports. A complete list of FSOs are located on the PerformCare website within the Educators page.

### **Mobile Response & Stabilization Services (MRSS)**

- ✚ MRSS are designed to respond within an hour and/or up to 24 hours based on the family's request. Crisis stabilization services can be provided up to eight weeks based on need. During this time, a transition plan will be developed for youth and families who may need continued services beyond MRSS involvement.
- ✚ PerformCare does not authorize psychiatric screening. Rather, based on the outcome of the call with the PerformCare Clinical Coordinator, a recommendation may be made to take the youth for psychiatric screening at a local hospital. PerformCare can assist in coordinating this with the caller. MRSS are authorized to provide immediate crisis intervention. MRSS are a Medicaid State Plan service and cannot be used for the purposes of school clearance.
- ✚ Educators can access MRSS with parent/legal guardian consent. Educators are encouraged to engage with the family and assist them in contacting PerformCare.
- ✚ In the event that MRSS responds to the home and the youth has left the residence, MRSS will work with the family on a plan to engage with the youth; It will work to connect with the youth once they are available and endeavor to connect the family with the appropriate emergency services if there are concerns with safety or immediate risk to the youth. Similarly, if a youth initially refuses to engage in services, MRSS will work with the family to discuss planning and resources to connect with the youth in a way that best meets that youth's individual needs.

### **Intellectual/Developmental Disabilities (IDD)**

- ✚ When an individual becomes DD eligible through CSOC s/he is eligible to receive DD services through CSOC until his/her 21st birthday. However, before an individual is able to receive adult services, s/he must apply for and be determined eligible for services by DDD. While there is no minimum age requirement to qualify for DD services, there must be sufficient clinical information to show an individual meets eligibility criterion.

- ✚ CSOC offers an array of IDD services. Community-based services include the Care Management Organization (CMO), Mobile Response Stabilization Services (MRSS), Family Support Organization (FSO), Family Support Services (respite, assistive technology, and home and vehicle modifications), Intensive In-Home Services (IIH), and camp. CSOC also offers a continuum of out-of-home services. In addition, PerformCare manages the DD eligibility process for youth up to the age of 18. Youth must be deemed IDD eligible before they can access IDD services through PerformCare. Additional information related to IDD services/supports and the IDD eligibility process is located on the PerformCare website within the Intellectual/Developmental Disabilities section.
- ✚ For youth over age 18, the Department of Human Services' Division of Developmental Disabilities (DDD) is responsible for making a determination for eligibility. More information on this can be found by calling DDD at 1-800-832-9173 or at the New Jersey Division of Developmental Disabilities website:  
<http://www.state.nj.us/humanservices/ddd/home/index.html>
- ✚ Parents need to obtain assessments conducted within the required timeframes as indicated on the PerformCare website for the eligibility process. If a parent does not have access to a computer, the DD application and materials can be mailed into PerformCare. Families are encouraged to engage with their local Family Support Organizations (FSOs), CMO (if involved), and local ARCs for support.
- ✚ Families that wish to request Family Support Services must contact PerformCare to speak with a Care Connector who will assist the family in completing the telephonic application.

*Helpful Resources:*

***NJ Children's System of Care***

<https://www.nj.gov/dcf/families/csc/>

***PerformCare***

<https://www.performcarenj.org/>

***NJ Division of Developmental Disabilities***

<http://www.state.nj.us/humanservices/ddd/home/index.html>

***DCPP Child Abuse/Neglect Hotline***

[1-877-NJ ABUSE \(652-2873\)](tel:1-877-NJ-ABUSE)