

## Frequently Asked Questions for Educators

### **CSOC/PerformCare Roles:**

#### ***Who is CSOC?***

The Children's System of Care (CSOC) is a division within the New Jersey Department of Children and Families. CSOC is focused on supporting children's mental health and behavioral health. CSOC provides comprehensive mental health services, substance use and addiction services, and services/supports for youth with intellectual and developmental disabilities, as well as their families.

CSOC's structure and foundational values ensures that supports and services provided are based on the needs of the youth and family, are family-centered, culturally competent, and community-based.

#### ***Who is PerformCare?***

PerformCare is the Contracted System Administrator (CSA) for CSOC. They support CSOC's mission to keep youth at home, in school, and in the community. PerformCare authorizes services for youth with emotional and behavioral health challenges, intellectual/developmental disabilities, substance use challenges, and co-occurring needs. They are not direct service providers. Rather, they authorize service providers who are contracted/approved through CSOC. PerformCare can be reached 24/7/365 at 1-877-652-7624.

#### ***How are CSOC and PerformCare different? How are they similar?***

CSOC sets the vision and policy for the system of care. Some of their key roles include the establishment of clinical/service criteria, provider management, and service development. PerformCare is a contracted vendor of CSOC and is the front door access to CSOC services.

Other key roles of PerformCare include provider training, communication, technical support, and development/maintenance of CSOC's electronic behavioral health information system (CYBER), data collection/reporting, implementation of CSOC services/initiatives. Both CSOC and PerformCare work closely and collaboratively in order to ensure that youth and families are receiving timely and quality services.

#### ***Can CSOC or PerformCare assist with arbitrating disagreements on the residency status of a youth in need of educational services?***

CSOC contracted agencies such as the Care Management Organization (CMO) and the Family Support Organization (FSO) can provide support to families with whom they are engaged to coordinate teaming and collaboration with a youth's school. However, decisions regarding a youth's educational services do not fall within the purview of CSOC or PerformCare.

As such, CSOC and PerformCare are not able to arbitrate residency disagreements with respect to educational services. For more information regarding available educational due process, parents should follow up with their local school districts. As necessary, parents may also wish to consult an attorney or an educational advocate for guidance.

### **Service Access:**

#### ***How can educators access services for a youth through PerformCare?***

To access services, parents may contact PerformCare at 1-877-652-7624. Educators are encouraged to share information about PerformCare with families, but may not make a referral on their behalf. PerformCare is available 24/7/365. Due to the requirements of privacy laws and the needs of Protected Health Information (PHI), consent from the youth's parent/legal guardian is required if they are under age 18.

If the youth is 18 years old or older, they can give consent on their own. Educators are highly encouraged to jointly call PerformCare with the parent/legal guardian or youth.

The parent/legal guardian (or youth if 18 years old or older) must be on the call to give consent for these voluntary services. Another option would be to send PerformCare a signed informed consent document, the **Authorization for Sharing Health Information** form, which is available at [www.performcarenj.org/families/forms.aspx](http://www.performcarenj.org/families/forms.aspx).

This completed form will allow the educator to communicate with PerformCare and the NJ Children's System of Care on behalf of the youth and family. Ultimately, the educator's engagement and support of the youth and family may be key to successful linkage to services.

#### ***Can youth access these services if they are involved with the Division of Child Protection and Permanency (DCPP)?***

Yes, all New Jersey youth are eligible for CSOC services regardless of DCPP involvement. If a youth is involved with DCPP, educators are encouraged to coordinate with the youth's assigned DCPP worker.

#### ***Can a parent/guardian who does not speak English access services for their child through PerformCare?***

Yes, PerformCare has access to the Language Line, which provides real time translation services 24/7/365 in 240 languages. PerformCare also has staff bilingual in Spanish who can assist.

#### ***Are CSOC services available to youth and families who are undocumented?***

Access to CSOC behavioral health and substance use services is available to all families who are New Jersey residents, regardless of citizenship status or documentation status.

However, according to 22NJ regulation, only New Jersey residents who are U.S. citizens or permanent alien residents (green card holders) can qualify to receive certain services for individuals with Intellectual and Developmental Disabilities.

Families or caregivers of undocumented individuals are encouraged to contact PerformCare to discuss potential service options.

***Must the youth have a recent psychiatric/psychological evaluation in order to access services?***

In most cases, no. Based on the outcome of the call, PerformCare may determine that the youth needs a Biopsychosocial (BPS) Assessment, which is completed by a licensed clinician at the youth's home.

The BPS assessment will help determine the youth's needs and which services can be offered. Certain evaluative material (which may include a psychological and/or psychiatric evaluation) is required for out-of-home treatment services and IDD eligibility determination.

***Due to concerns related to COVID, what discretion does a family have as to how services are delivered (in-person versus telehealth services)?***

Information on telehealth service delivery standards can be found [here](https://www.nj.gov/dcf/coronavirus.html) on the DCF website:  
[www.nj.gov/dcf/coronavirus.html](https://www.nj.gov/dcf/coronavirus.html).

***How often can youth receive services? Is there a cap on how services are available to youth?***

Services are authorized based on identified clinical need. In most cases, there is no cap on services. There are some exceptions, including IDD Family Support Services and Biopsychosocial Assessments.

***Where can I find additional information related to services and resources offered by CSOC/PerformCare?***

The Educators page on the PerformCare website ([www.performcarenj.org/schools](https://www.performcarenj.org/schools)) provides a wealth of information related to available services/definitions, brochures/flyers, and other valuable resources.

In addition, there is a Provider Directory link on PerformCare's home page. This directory contains a list of contracted/affiliated CSOC service providers.

Lastly, if you have any questions related to the services offered by PerformCare, feel free to contact them directly 24/7/365 at 1-877-652-7624.

***Must a youth/family have health insurance in order to access CSOC services?***

There is no charge for calling PerformCare. Services are authorized without regard to income, private health insurance, or eligibility for Medicaid/NJ FamilyCare or other health benefits programs.

Additional eligibility information can be found here: [www.performcarenj.org/families/eligibility.aspx](https://www.performcarenj.org/families/eligibility.aspx)

## **Mobile Response and Stabilization Services (MRSS):**

### ***When is it appropriate to call PerformCare for Mobile Response and Stabilization Services (MRSS)?***

MRSS provides crisis intervention and response based on the family's need and their definition of crisis. A crisis for one family may not constitute a crisis for another.

If an educator (or a family) feels that MRSS may be helpful, a call to PerformCare is encouraged in order to coordinate a MRSS dispatch and/or other available services that may assist the family.

### ***Can educators call PerformCare to access MRSS for a youth?***

Educators can support a parent/legal guardian when they access MRSS by being on the call to PerformCare with the parent/legal guardian as they give consent. Educators are encouraged to engage with the family and assist them in contacting PerformCare when needed; however, they cannot request services for the youth.

### ***When contacting PerformCare to access MRSS, should the school also call the police?***

CSOC seeks to divert youth involvement with the police or Juvenile Justice System whenever possible and safe to do so. However, schools should follow the guidelines and policies set out by their school district.

### ***Is MRSS capable of providing clearances for a youth who needs to return to school?***

Mobile response services are authorized to provide immediate crisis intervention. MRSS is a Medicaid State Plan service and hence cannot be used for the purposes of school clearance.

### ***Can PerformCare assist in providing school clearances?***

No. School clearance is a policy construct with no real equivalent in the psychiatric emergency service domain. Psychiatric emergency services staff do not have the capacity for making any predictive assertions about a student's prospective behavior.

It is outside MRSS's scope of work to provide such clearance. Thus, CSOC encourages schools to adopt a best practice approach to school clearance that includes a comprehensive assessment and linkages to community services.

### ***What can a parent/guardian do if their youth leaves the home before the MRSS worker arrives or otherwise refuses to engage in services?***

A youth is required to be present at the time of service request in order for MRSS to dispatch. If a youth should leave the home prior to MRSS arriving, the parent/guardian can meet with MRSS upon their arrival to the home.

MRSS will gather information from the caregiver and have the parent/guardian contact MRSS upon the youth's return home. If MRSS calls to confirm the youth's availability prior to dispatch, the family can plan with MRSS for staff to dispatch when the youth returns home or contact MRSS upon their return.

Should the youth leave and not return for a period of time, a parent/guardian should notify the proper authorities.

***Does PerformCare authorize psychiatric screening services?***

No, PerformCare does not authorize psychiatric screening. Rather, based on the outcome of the call with the PerformCare, 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.

**Care Management Organizations (CMO)**

***What is a Care Management Organization (CMO)?***

Care Management Organizations (CMOs) are CSOC's county-based system partner that provides comprehensive care coordination and planning for youth and their families with moderate to complex needs.

CMOs utilize the Wraparound Approach to care and all discussion/planning is facilitated through the Child Family Team (CFT). Every county has a Care Management Organization.

***Can school personnel be part of a youth's Child Family Team (CFT)?***

The CFT composition is determined by the youth and family. The youth/family may ask school personnel to participate in CFT meetings. If the requested school personnel does not participate, the school can still participate in the youth's treatment by maintaining regular contact with the youth's care manager (consent forms signed by the parent/legal guardian are required).

***How do I contact my county's CMO?***

Educators are highly encouraged to connect with their local CMO. Information for CMOs located here: [www.performcarenj.org/families/cmos.aspx](http://www.performcarenj.org/families/cmos.aspx).

In addition, each CMO administers a ResourceNet, which provides a wealth of county specific information and resources. Available here: [www.performcarenj.org/families/county-resources.aspx](http://www.performcarenj.org/families/county-resources.aspx).

**Out of Home Services**

***How can a family access out of home treatment services for their youth?***

The philosophy of CSOC is that youth are best served within their homes and in the community. However, when a youth displays intensive treatment needs that may require out of home intervention,

they may be referred to a Care Management Organization (CMO). The CMO will coordinate with the youth, family, and other service providers in discussions around pursuing out of home treatment (as well as other community service/support options that may assist the youth/family). A youth must meet criteria for CMO in order to access out of home services.

***Can a general education student in need of or currently receiving out of home treatment obtain or qualify for special services through his/her school district?***

While the receiving district (the district where the OOH program is located) and CMO may collaborate with the sending district (where the family home is located) to coordinate education services, neither CSOC or PerformCare have authority to determine the youth's educational programming.

A youth can only qualify for special education services if they are deemed eligible by the Child Study Team (CST); admission to an OOH program does not, by itself, qualify a youth for special education services. While youth who are in OOH treatment may be deemed eligible by the CST, it must be demonstrated that these challenges impact a youth's ability to perform academically as expected.

Most importantly, collaboration between a youth's treatment team or Child Family Team and a youth's school's personnel, including educators, administration, and/or Child Study Team, is the best way to ensure both the youth's treatment and educational needs are met.

**Other Services**

***How can a youth obtain Intensive In-Community/Behavioral Assistant Services (IIC/BA)?***

A family can contact PerformCare for more information on IIC/BA services. A youth must meet the criteria for Care Management Organization (CMO) or Mobile Response and Stabilization Services (MRSS) in order to be considered for IIC/BA. The complete clinical criteria for CMO, IIC/BA, and other offered services is on the PerformCare website here: [www.performcarenj.org/provider/clinical-criteria.aspx](http://www.performcarenj.org/provider/clinical-criteria.aspx).

***What is the Family Support Organization (FSO)? How may a family access FSO services?***

Family Support Organizations (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. This allows caregivers the benefit of guidance and support from that perspective through an array of services.

FSO services are automatically offered when youth qualify for Care Management Organization (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.

## **Children's Inter-Agency Coordinating Council (CIAAC)**

### ***What are the Children's Inter-Agency Coordinating Councils (CIACCs - pronounced "kayak")?***

CIACCs are local planning bodies that foster cross-system service planning for youth residing in their county. CIACCs provide a multidisciplinary forum to develop and maintain a responsive, accessible, and integrated System of Care for youth and their families.

### ***How and why might educators want to connect with their county's CIACC coordinator?***

Most CIACCs have Educational Partnerships, which are alliances between local school districts and local agencies that serve youth and families. These partnerships provide cross system training and help coordinate resources and services from DCF and other agencies to families in need. They serve as a forum for local school personnel, DCF staff, and local service providers to not only cross-train but to also help agencies understand how they fit together in the local system of care to support youth and families.

If your county's CIACC doesn't have an Educational Partnership, the larger CIACC is responsible for the work of the Educational Partnership. Schools that serve more than one county should reach out to the CIACC that serves the county in which the physical school building exists.

A complete list of each local CIACC is available on the PerformCare website and via the following link: [www.nj.gov/dcf/providers/resources/interagency/](http://www.nj.gov/dcf/providers/resources/interagency/)

## **Intellectual/Developmental Disabilities:**

### ***What services are available for youth with Intellectual/Developmental Disabilities?***

CSOC offers an array of IDD services. Please note that youth must be deemed IDD eligible before they can access IDD services through PerformCare.

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.

Additional information related to I/DD services/supports and the IDD eligibility process is located on the PerformCare website here: [www.performcarenj.org/families/disability/index.aspx](http://www.performcarenj.org/families/disability/index.aspx).

***How can a parent/guardian obtain assistance with understanding the Individual Educational Plan (IEP) meeting and process?***

To obtain assistance with understanding the IEP meeting and process, the youth's parent/guardian should contact, in writing, the youth's Child Study Team Case Manager to schedule a Parent Conference as soon as possible to discuss the youth's IEP. The Case Manager should be able to answer the parent or legal guardian's questions and help them understand the IEP process.

**There are several additional resources a parent or legal guardian can access to better understand IEPs:**

- Call or go to the NJ Department of Education Learning Resource Centers:
  - Learning Resource Center – Central: [www.nj.gov/education/lrc/directions/central/](http://www.nj.gov/education/lrc/directions/central/)
  - Learning Resource Center – South: [www.nj.gov/education/lrc/directions/south/](http://www.nj.gov/education/lrc/directions/south/)
  - Learning Resource Center – North: [www.nj.gov/education/lrc/directions/north/](http://www.nj.gov/education/lrc/directions/north/)
- NJ ARC's Planning for Adult Life Help Desk – for all ages, especially youth ages 18-21
  - <https://planningforadulthood.org> - (732) 246-2525
- NJ SPAN – Statewide Parent Advocacy Network
  - <https://spanadvocacy.org/contact/> or 1-800-654-SPAN (7726) every weekday, 8:00am-4:00pm
- NJ Family Support Organizations (FSOs) – Call or Walk In
  - [www.performcarenj.org/families/fsos.aspx](http://www.performcarenj.org/families/fsos.aspx)
- Autism NJ Help Line: [www.autismnj.org/information-services/helpline/](http://www.autismnj.org/information-services/helpline/)
- NJ Office of Special Education (OSE) - OSE Helpline - 609-376-9060
  - County Office of Education (Each county has staff to answer both general education and special education questions). [www.nj.gov/education/about/counties/](http://www.nj.gov/education/about/counties/)
  - [Special Education Ombudsman \(nj.gov\)](http://www.nj.gov/education/about/counties/special-education-ombudsman/) - 609-376-9060 or [specedombudsman@doe.nj.gov](mailto:specedombudsman@doe.nj.gov)
  - [New Jersey Department of Education - Special Education \(nj.gov\)](http://www.nj.gov/education/about/counties/new-jersey-department-of-education-special-education/)
  - [Facilitated Individualized Education Program \(FIEP\) \(nj.gov\)](http://www.nj.gov/education/about/counties/facilitated-individualized-education-program-fiep/) (The program is available for IEP meetings only. Therefore, it is typically used after the initial referral and evaluation process.)
  - Guardianship and alternatives - [Preparing for the Age of Majority: Supported Decision-Making and Other Support Options \(nj.gov\)](http://www.nj.gov/education/about/counties/guardianship-and-alternatives/)
- New Jersey Council on Developmental Disabilities:



- Contact Us: [njcdd.org/contact-us/](https://njcdd.org/contact-us/)
- Regional Family Support Planning Councils: [njcdd.org/the-regional-family-support-planning-councils/](https://njcdd.org/the-regional-family-support-planning-councils/)

***If a parent/legal guardian/caregiver is having trouble with the DD eligibility application, to whom can the educator direct the parent/guardian to seek assistance?***

Families are encouraged to contact PerformCare where a Care Connector can provide guidance on the application process. Families are also encouraged to engage with their local Family Support Organizations (FSOs), CMO (if involved), and local ARCs for support.

***How recent must the Child Study Team evaluations be in order to qualify for the DD Eligibility Application?***

For youth under the age of 5, Child Study Team evaluations must have been completed within one year of the family's DD Eligibility Application. For youth aged 5 years or older, the Child Study Team evaluations must be within 3 years of the family's DD Eligibility Application.

Timetables for evaluations can be found here: [www.performcarenj.org/pdf/families/clinical-assessment-timeline.pdf](https://www.performcarenj.org/pdf/families/clinical-assessment-timeline.pdf)

***Once a youth is deemed DD eligible by CSOC, does this eligibility automatically transfer to the Division of Developmental Disabilities when the youth reaches the age of majority (18)?***

No. For youth over age 18, the Department of Human Services' Division of Developmental Disabilities (DDD) is responsible for determining eligibility. Youth may be eligible to receive services through CSOC up to age 18, but if they wish to transition to the adult DDD system, they must reapply for adult eligibility.

More information on this can be found by calling 1-800-832-9173 or at the New Jersey Division of Developmental Disabilities website: [www.state.nj.us/humanservices/ddd/home/index.html](https://www.state.nj.us/humanservices/ddd/home/index.html)

***How can a parent/guardian receive assistance with obtaining guardianship for a youth with an Intellectual / Developmental Disability?***

Whether the family plans to file for guardianship "pro se" (on their own) or with the use of a private attorney, their county Surrogate's Office is the place to start:

[www.njcourts.gov/public/assets/directories/surrogateroster.pdf](https://www.njcourts.gov/public/assets/directories/surrogateroster.pdf)) They have all the forms needed and can walk the family through the process. Child Family Team members or the family's local Family Support Organization can provide additional support.

For more information:

- [Guardianship Support / Guardianship Monitoring Program](#)
- [Division of Developmental Disabilities | Guardianship](#)

***In order to access DD services a DD eligibility application must be completed. What is the eligibility criteria and when in a youth's life should this application be made?***

In order to be eligible for Developmental Disabilities (DD) services, the youth must be under the age of 18; the youth's parent or legal guardian must be a resident of New Jersey; the youth or the youth's parent or legal guardian must be a U.S. citizen or permanent resident (such as a Green Card holder).

In addition, the youth must be diagnosed with a mental or physical impairment and a developmental disability which is not due only to a behavioral health diagnosis, although the child may also have a behavioral health diagnosis.

The mental or physical impairment and developmental disability might consist of an intellectual disability, autism, cerebral palsy, epilepsy, and other neurological impairments or genetic conditions; the youth has substantial functional limitation in 3 or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, and economic self-sufficiency.

Additional information on the DD Eligibility process can be found on the PerformCare website here: [www.performcarenj.org/families/disability/index.aspx](http://www.performcarenj.org/families/disability/index.aspx).

It is recommended that a parent or legal guardian begin the process of obtaining DD eligibility for their youth as soon as it is determined that the youth may need DD services. Here are some helpful links, based on the age of the youth:

#### **Youth 0-3 years old**

- Applying for NJ Developmental Disabilities (DD) eligibility and services: [Department of Health | Early Intervention | When Does A Child Need Early Intervention? \(nj.gov\)](#)

#### **Youth 3-17 ½ years old: CSOC/PerformCare - [www.performcarenj.org](http://www.performcarenj.org)**

- Intellectual and Developmental Disability Services - [www.performcarenj.org/families/disability/index.aspx](http://www.performcarenj.org/families/disability/index.aspx)
- Applying for Determination of Eligibility - [www.performcarenj.org/families/disability/determination-eligibility.aspx](http://www.performcarenj.org/families/disability/determination-eligibility.aspx)
- PerformCare Family Portal (Apply Online) - [apps.performcarenj.org/CYBERPortal/Production/Default.aspx](http://apps.performcarenj.org/CYBERPortal/Production/Default.aspx)

### Youth 17 ½ years old and over: New Jersey Division of Developmental Disabilities

- Apply for Services: [nj.gov/humanservices/ddd/individuals/applyservices/](https://nj.gov/humanservices/ddd/individuals/applyservices/)
- If your child did not receive services through DHS Division of Developmental Disabilities (DDD) recently or did not receive services through the NJ Children's System of Care (CSOC via PerformCare): [Full Application for Determination of Eligibility \(state.nj.us\)](https://state.nj.us/full-application-for-determination-of-eligibility) – includes checklist of items needed
- If your child is in a residential facility (out of home - OOH) or has been receiving CMO services through PerformCare, you may be eligible to fill out a 'short DDD application': [Short Application for Determination of Eligibility \(state.nj.us\)](https://state.nj.us/short-application-for-determination-of-eligibility) – includes a checklist of items needed
- Verify, with your DDD Community Services Office, that your child has a form of adult Medicaid or medical coverage for their disabilities: Contact the DDD office by your county for confirmation - [Division of Developmental Disabilities | Community Services Office Locations \(nj.gov\)](https://nj.gov/division-of-developmental-disabilities/community-services-office-locations) Or begin the application for Supplemental Security Income or SSI, which includes Medicaid (coverage for adult medical services) - [Disability Starter Kits \(ssa.gov\)](https://ssa.gov/disability-starter-kits)
- You can also email [DDD.NJapply@dcf.nj.gov](mailto:DDD.NJapply@dcf.nj.gov) to obtain a response from the statewide DDD Intake Office about Medicaid and the adult DDD application process