



**NEW JERSEY DEPARTMENT OF CHILDREN AND FAMILIES**

# **CSOC Town Hall**

## **Children's System of Care and PerformCare**

December 1, 2021



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# Today's Presenters



PerformCARE<sup>®</sup>

- Jennifer Bak
- Nicholas Pecht
- Stacy Reh
- Andrea Schwartz



# Goals of Presentation

- Strengthen connection with the education community
- Functions of CSOC and PerformCare
- CSOC service array
- Service access
- DD Eligibility



# Youth Mental Health Today

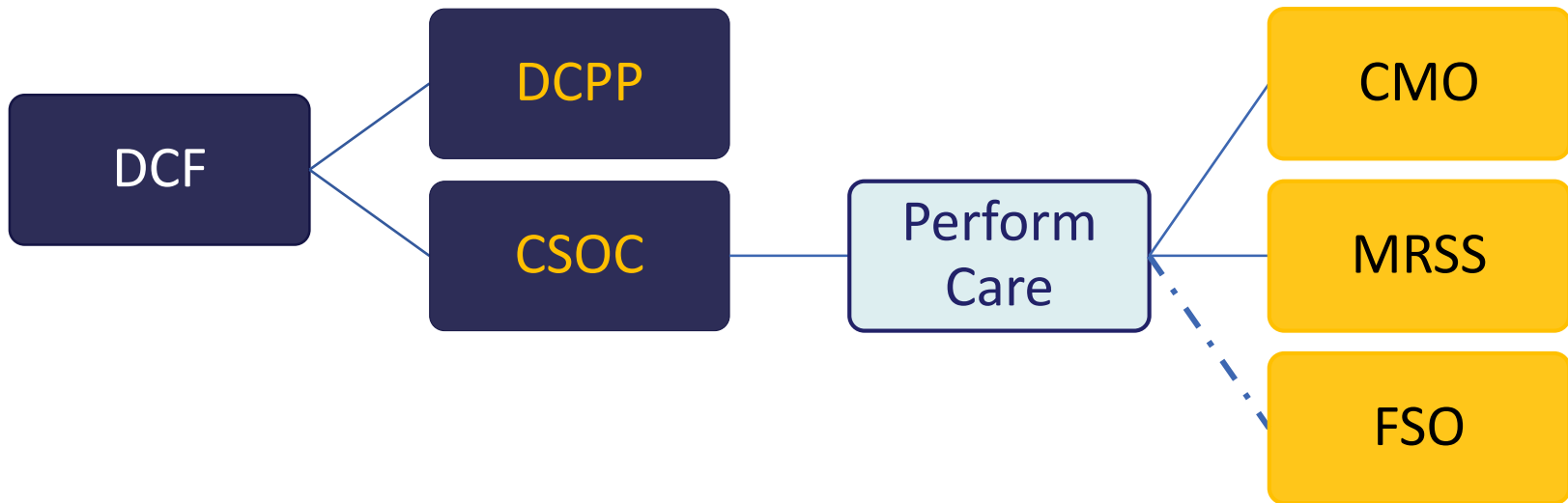
## Increased urgency and demand

- More than 1 in 3 high school students had experienced persistent feelings of sadness or hopelessness in 2019, a 40 percent increase since 2009.
- In 2019, approximately 1 in 6 youth reported making a suicide plan in the past year, a 44% increase since 2009.

Source: <https://www.cdc.gov/healthyyouth/mental-health/index.htm>



# Roles and Responsibilities



# What is the Children's System of Care?

- NJ's public behavioral health system that serves youth under age 21 with emotional and mental health care needs, intellectual/ developmental disabilities including autism, and/or substance use challenges.
- Families may access services across the state by contacting PerformCare, CSOC's Contracted Services Administrator.
- CSOC's structure and foundational values ensure that supports and services provided are based on the needs of the youth and family, are family-centered, culturally competent and community-based.



# Who We Serve

- CSOC services are available to all NJ children and their families. There is no income criteria.
- Over 52,000 youth and families were served in 2020
- Point in Time Data as of August 31, 2021
  - 34,988 children and youth open with CSOC
  - 15,131 children and youth receiving CMO services
- 35% of youth accessing CSOC are uninsured, underinsured, or have private insurance that does not cover the costs of CSOC services; 65% have Medicaid coverage.



# System of Care Values and Principles

## Youth Guided & Family Driven Community Based Culturally/Linguistically Competent

Strength Based

Unconditional Care

Promoting  
Independence

Family Involvement

Collaborative

Cost Effective

Comprehensive

Individualized

Home, School &  
Community Based

Team Based



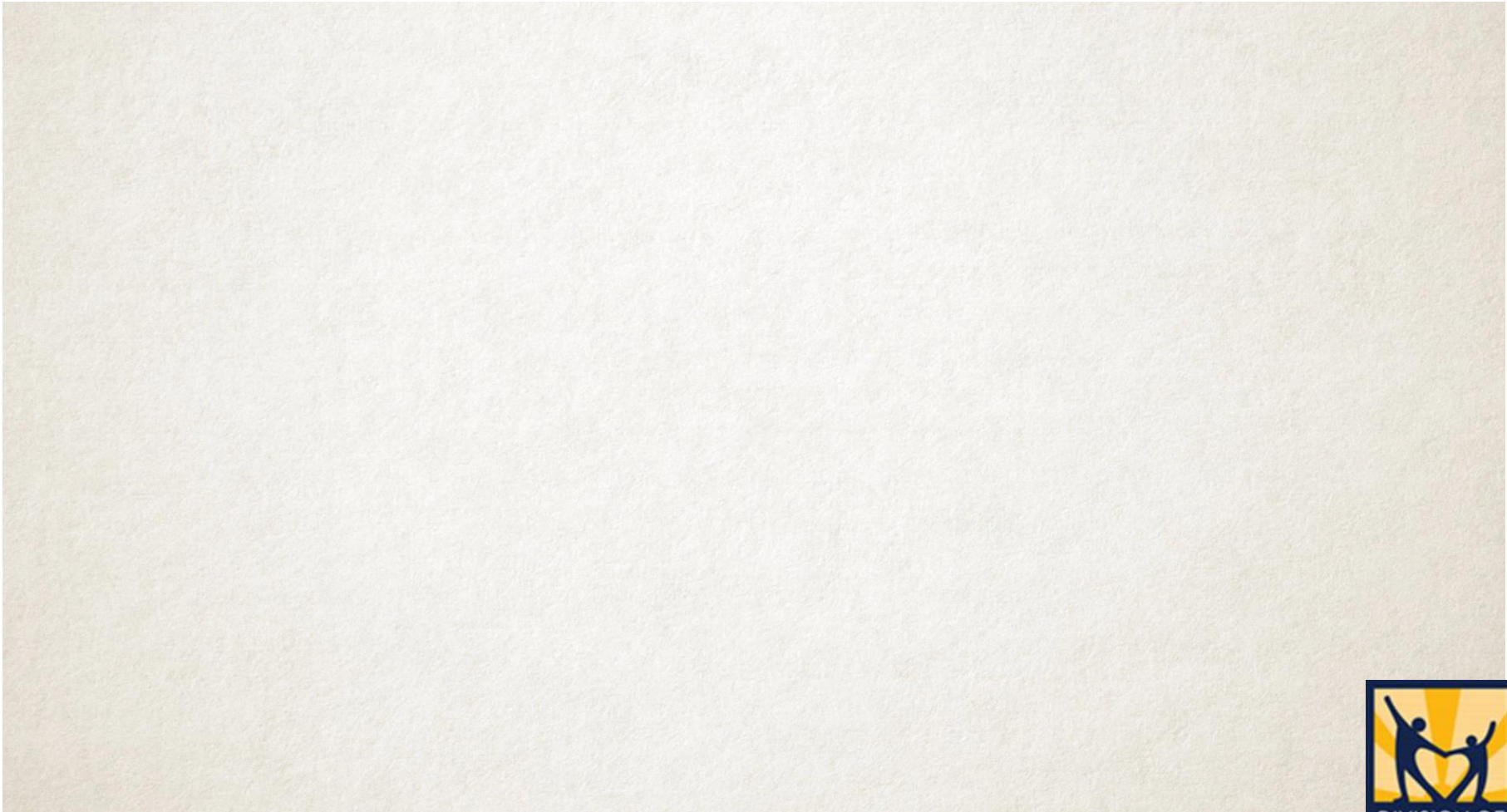


# PerformCare

- **PerformCare** is the current Contracted System Administrator (CSA) for CSOC
- Does not provide direct services
- Front door access to all CSOC services
- 1-877-652-7624
  - 24 hours a day 7 days a week



# Children's System Of Care



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# PerformCare

- Engagement with the youth and family
- Obtaining Caregiver Consent
  - Educators can encourage/support families in calling PerformCare; legal guardian consent is required
- Accessing Services
- Supporting the youth and family



# CSOC Service Array

## Core Community Services:

- Mobile Response and Stabilization (MRSS)
- Care Management Organization (CMO)
- Family Support Organization (FSO)



# Mobile Response and Stabilization Services

- Intervention available based on family need and clinical determination
- Provides engagement and connection needed to support youth and families in meeting their needs and being successful in the areas of their lives
- Timely access and response 24/7
  - Statewide Single Point of Access - PerformCare
  - Statewide response within one hour – flexible within 24 hours based on family request



# MRSS Model of Care

## Initial Response - 72 hours

- Intervention and engagement, including de-escalation
- Wrap Around, Nurtured Heart and Crisis Intervention
- Assessment
- Planning including safety and transition planning
- Support and Service Connection

## Stabilization Period – Up to 8 weeks

- Plan implementation
- Connection with family, providers and partners



# Care Management Organization (CMO)

- Engage and build relationship with youth and families to assess strengths and identify priority needs
- Collaborate with families to develop and facilitate Child Family Teams (CFT)
- Planning is youth focused, family driven and concentrated on identification and implementation of supports and services
- Community Collaboration and Relationship Development
  - Local system partner connection and collaboration
  - Community Resource Development



# Family Support Organization (FSO)

- Individual Peer Support - families of youth with moderate and high needs
  - CFT co-facilitation, FANS and Family Action Planning
- Community Supports and System Collaboration
  - Warmline Support, Support Groups, Advocacy and Outreach
  - Local Collaboration and Planning
- Youth Partnerships
  - Youth voice, building leadership, advocacy and life skills





# Other CSOC Services

- Biopsychosocial Assessment (BPS)
- Intensive In-Community / Behavioral Assistant (IIC/BA)
- Intensive In-Home (IIH) and Family Support Services (FSS)
- Out of Home (OOH) Treatment Services
- Substance Use Treatment Services



# Children's InterAgency Coordinating Council

- Local planning bodies
- Assist in identifying needs and addressing barriers to service delivery
- Make recommendations within their county
- Educational Partnerships
- <https://www.nj.gov/dcf/providers/resources/interagency/>
- Youth and Family Voice and Participation



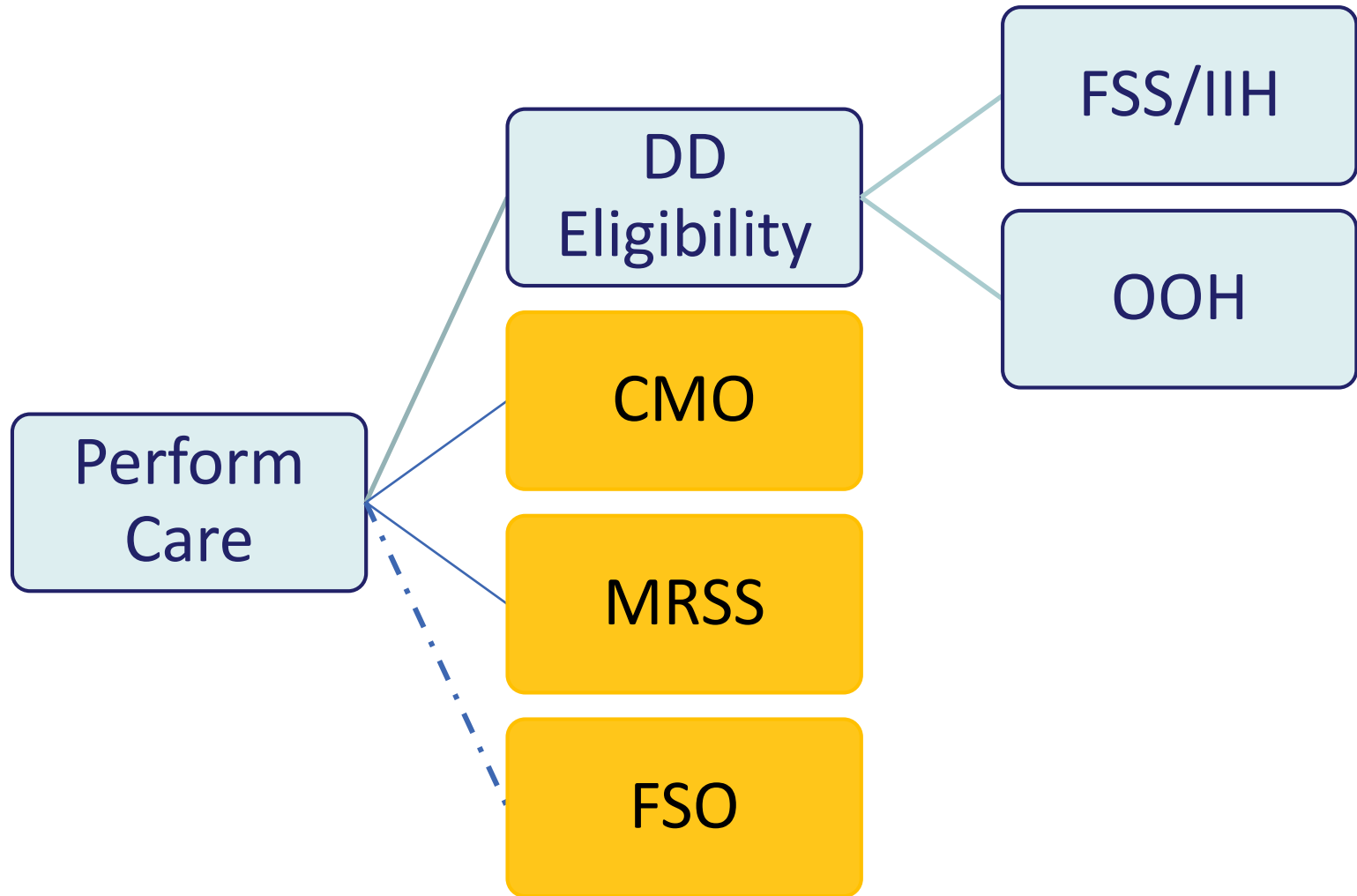
# “DREAMS” Project

## Developing Resiliency with Engaging Approaches to Maximize Success (DREAMS)

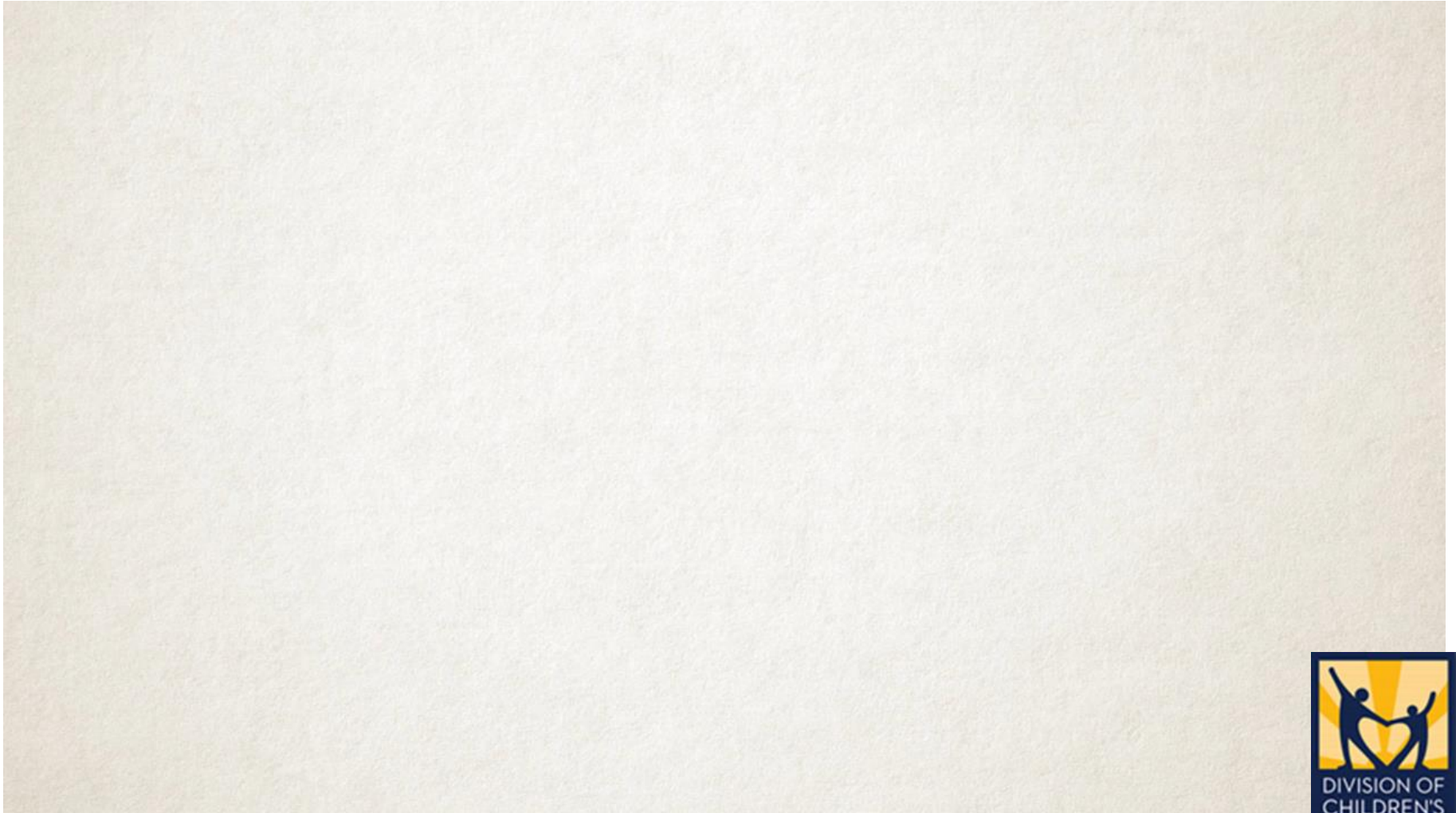
- One-year initiative between CSOC/DOE/System Partners/Schools/UBHC
- Provides Trauma Informed & NHA Foundation for participating schools/districts
- Focus on providing training, resources and support to increase knowledge of trauma and the NHA
- 50 School Districts were chosen by DOE/CSOC based on need, different data points, and system partner recommendations



# Developmental Disabilities



# Developmental Disabilities



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# Suicide Prevention Resources

- Traumatic Loss Coalition – prevention and postvention
  - [ubhc.rutgers.edu/education/trauma-loss-coalition/overview.xml](http://ubhc.rutgers.edu/education/trauma-loss-coalition/overview.xml)
- 2NDFLOOR Youth Helpline
  - [www.2ndfloor.org](http://www.2ndfloor.org) / 888-222-2228
- Crisis Text Line
  - [www.crisistextline.org](http://www.crisistextline.org) / text HOME to 741741
- New Jersey Suicide Prevention Hopeline
  - [www.njhopeline.com](http://www.njhopeline.com) / 855-654-6735
- National Suicide Prevention Lifeline
  - [Lifeline \(suicidepreventionlifeline.org\)](http://Lifeline(suicidepreventionlifeline.org)) / 800-273-8255
- Society for the Prevention of Teen Suicide
  - [www.sptsuniversity.org](http://www.sptsuniversity.org)



# Main Takeaways

- CSOC and PerformCare are distinct entities yet work together to ensure that youth and families are connected to quality care;
- PerformCare is available 24/7/365
- CSOC provides a wide array of services
- Educators can encourage/support families in calling PerformCare; legal guardian consent is required
- Educators are encouraged to connect with their local partners (CMO, CIACC, Ed partnerships)
- Educators Page on [www.performcarenj.org](http://www.performcarenj.org)



# Children's System of Care





# Q&A Session

- Questions will be addressed as time permits
- Remaining questions – feel free to reach out to:
  - [Nicholas.Pecht@dcf.nj.gov](mailto:Nicholas.Pecht@dcf.nj.gov)

**Thank you!**

