CSOC Town Hall
Children’s System of Care and PerformCare
December 1, 2021
Today’s Presenters

- 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

DCF

DCPP

CSOC

Perform Care

CMO

MRSS

FSO
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

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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
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/](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
Perform Care

DD Eligibility

CMO

MRSS

FSO

FSS/IIH

OOH
Suicide Prevention Resources

- Traumatic Loss Coalition – prevention and postvention
  - ubhc.rutgers.edu/education/trauma-loss-coalition/overview.xml

- 2NDFLOOR Youth Helpline
  - www.2ndfloor.org / 888-222-2228

- Crisis Text Line
  - www.crisistextline.org / text HOME to 741741

- New Jersey Suicide Prevention Hopeline
  - www.njhopeline.com / 855-654-6735

- National Suicide Prevention Lifeline
  - Lifeline (suicidepreventionlifeline.org) / 800-273-8255

- Society for the Prevention of Teen Suicide
  - 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
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

Thank you!