

ACCESS TO THE SPECIALIZED RESIDENTIAL TREATMENT UNIT (SRTU) CHILDREN'S SYSTEM OF CARE

The Specialized Residential Treatment Unit (SRTU) is a specialized unit within the Children's System of Care (CSOC) whose function is distinctly related to CSOC contracted out-of-home (OOH) treatment services and adolescent substance use treatment services. SRTU is not a care management entity nor does it serve a function within the Child Family Team (CFT). The Child Family Team (CFT) is the cornerstone of the Children's System of Care. All decision making is driven by the CFT. SRTU is not in a position to make CFT decisions or rectify youth-specific issues that were identified by the CFT. Therefore, please refer back to the CFT and review this document in its entirety before contacting SRTU for assistance.

The array of statewide functions provided by SRTU include the following:

- Provides consultation to the Care Management Organization (CMO) for the following Intensities of Service (IOS) and special populations:
 - Group Home-1 I/DD (GH-1 I/DD) IOS
 - Group Home-2 I/DD (GH-2 I/DD) IOS
 - Intensive-IDD (INT-I/DD) IOS
 - Psychiatric Community Home (PCH) IOS
 - Psychiatric Community Home-IDD (PCH-IDD) IOS
 - RTC-Behavioral Health/Developmental Disability (RTC-BH/DD)
 - RTC-Behavioral Health/Substance Use (RTC-BH/SU)
 - Specialty (SPEC) and SPEC-IDD IOS
 - Special Skills Home (SSH-IDD) IOS
 - Expectant or Parenting Youth
 - Specialized Medical Needs (e.g. diabetes, sight/hearing impaired, etc.)
 - Human Trafficking

*Consultation consists of the following roles:

- a) Completes a thorough clinical review of the OOH referral upon IOS determination by PerformCare
 - b) Provides OOH treatment recommendations to care management
 - c) Recommends CFT follow-up, as needed
 - d) Monitors flow of referrals, admissions, transitions, and discharges
 - e) Enters CYBER authorization for admission (as required)
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- Provides technical assistance* in accessing the following out-of-home (OOH) program types:
 - Detention Alternative Program (DAP)
 - *Intensive Residential Treatment Services (IRTS)
 - *Crisis Stabilization and Assessment Programs (CSAP) for IDD, Behavioral Health, Child Welfare (CW), and Human Trafficking (HT)

**All programs require authorization by PerformCare*

- Oversight of all CSOC contracted out-of-home treatment programmatic components;
- Oversight of CSOC contracted adolescent substance use treatment programmatic components, (outpatient and out-of-home);
- Other administrative oversight responsibilities related to CSOC contracted OOH programs, which include, but are not limited to: no eject/no reject requests, reporting, project management, system refinement, training for system partners and community providers, annual review of clinical criteria for all CSOC out-of-home treatment programs, and development of Requests for Proposals (RFPs) for OOH treatment programming.

SRTU Consultation Process (please review carefully as the process has recently changed):

- 1) At the time of the IOS determination, PerformCare will verify if a youth qualifies for SRTU consultation. Please note that only certain OOH intensities of service qualify for SRTU consultation. Care Managers should carefully review the IOS determination in the youth's progress notes where this information will be located.
- 2) To request SRTU consultation, CMO must first complete the SRTU Consultation Form, which is located at <https://www.nj.gov/dcf/providers/csc/>.
- 3) Within the Doc Tab of the youth's face sheet, CMO should then upload the SRTU Consultation Form to the following file:
 - a. Doc Type: Clinical
 - b. Doc Subtype: Cover Letter with SRTU Checklist
- 4) Upon uploading the SRTU Consultation Form, CMO shall send an email to SRTUConsultation@dcf.nj.gov as a trigger to assign the referral for SRTU Consultation. **CMO SHOULD NO LONGER ATTACH THE SRTU CONSULTATION FORM TO THIS EMAIL** (which prevents the need for encryption). Rather, this e-mail should only include the following information:
 - a. Subject Line: SRTU Consultation
 - b. Body Of E-Mail: CYBER ID#, Name and contact information to assigned Care Manager, Date of IOS Determination.
- 5) Upon receipt of the SRTU consultation email, the responsible CSOC/SRTU support staff person will go into the youth's CYBER record and upload/print the SRTU Consultation Form.
- 6) SRTU support staff person will proceed to assign to a SRTU consultant. Upon assignment, the assigned SRTU consultant has up to three (3) business days to review the material and provide recommendations.

SRTU Consultation Tips:

- Care Managers have the ability to view the name, assigned date, and contact information of their assigned SRTU consultant via the Provider tab of the youth's face sheet (double click on name for contact information):

USER	FIRSTNAME	LASTNAME	TYPE	AGENCYTYPE	FACILITYNAME	STARTDATE	ENDC
NJBAK	Jennifer	Bak	EXEEXE	CSOC	CSOC/SRTU	2015/04/06	
nwatson	Nicole	Watson	SABWOR	SAB	SODAT of New Jersey, Inc.	2015/03/25	

- The assigned SRTU consultant will e-mail the Care Manager with OOH treatment recommendations within three (3) business days of referral assignment.
- SRTU consultants will not provide treatment recommendations without required information. Please review the OOH document requirements via the following link: <http://www.performcarenj.org/provider/behavioral/forms.aspx>
- Recommendations are made based on the youth's specific needs, program contracted deliverables (including populations served, age range, and gender), as well as proximity to the family home (whenever possible). Although bed availability is a consideration, it is not the sole determining factor for treatment recommendations. Clinical appropriateness is priority. Similarly, the CFT should not focus on bed availability, rather which program is clinically in the youth's best interest.
- SRTU recommendations will also be posted in the youth's CYBER progress notes. Please review this progress note carefully as additional tips are provided.
- Please take note that effective 4/3/17, OOH providers acquired CYBER access to the youth's uploaded clinical documents upon SRTU approval. Therefore, mailing referral packets to programs is no longer necessary.
- Upon receipt of OOH recommendations, the CM should reach out to all of the recommended programs in order to proceed with the meet-and-greet process.
- Due to the possibility of waiting lists, SRTU strongly recommends that care management pursue all recommended programs (including meet & greets) in order to provide the youth and family with as many program options as possible. Please do not outreach programs that are not approved by SRTU.

- If the CFT decides not to pursue a program for whatever reason, the CM should advise the OOH provider(s) as a courtesy. This way, the OOH provider may move on to the next youth in line who requires treatment.

Other Important Tips:

- The Child Family Team (CFT) should first exhaust its efforts to resolve an issue directly with the OOH provider prior to contacting SRTU for troubleshooting assistance. The CMO/DCP&P should proceed through the chain of command within the OOH agency (e.g. CMO Executive Director or DCP&P Area Office Director should communicate directly with the OOH agency's CEO/ED) prior to contacting SRTU. CMO has direct access to the OOH provider directory via the Provider Details tab of CYBER.
- Similarly, the OOH provider should directly communicate with the CFT to resolve issues (court orders, etc.) prior to contacting SRTU. OOH providers can easily access the name, contact information, and title of involved CMO staff via the Provider tab of the youth's face sheet.
- If upon speaking to the CMO ED, ongoing issues exist with a Care Management entity, please contact the CSOC CMO Service Line Manager, Ann Marie Stahl, at Ann.Marie.Stahl@dcf.nj.gov.
- If the CFT has exhausted their efforts based on the above and SRTU outreach is required, please contact the below-mentioned identified staff person based on the program's intensity of service. The outreach e-mail includes specific information pertaining to the identified issue, which should detail the efforts made to resolve the identified issue.
- Upon SRTU outreach, please provide SRTU staff at least 24 hours to respond before proceeding up the chain of command. If all possible, please avoid contacting several SRTU staff for one issue as this approach tends to cause confusion and redundancy.
- Once a youth is officially admitted to an OOH program, or, if OOH treatment is no longer the primary plan for the youth, the SRTU consultant will cease involvement and close the SRTU referral. In this circumstance, the Youth Link referral should be cancelled by the CMO.
- SRTU has no administrative oversight/control of the local screening centers. If there is an issue with a local screening center regarding a possible admission to a CCIS, the CFT should advocate directly with the screening center and ensure the most updated clinical information is provided. The youth's current treating clinician and psychiatrist/APN (whether youth is home or in an OOH setting) should speak with the psychiatrist at the screening center to provide additional information.

SRTU Staff Directory

SRTU Administrators

Name	E-mail Address	Areas of Oversight	Reports to:
Michael Higginbotham	Michael.Higginbotham@dcf.nj.gov	-Clinical Administrator for OOH -Liaison to adult psychiatric hospitals -Adolescent Substance Use treatment	Kathi Way
Jennifer Bak	Jennifer.Bak@dcf.nj.gov	-CSOC OOH policy -CSOC OOH operations -SPEC/SPEC IDD IOS -OOH liaison to PerformCare	Kathi Way
Kim Maloney	Kimberle.Doyle-Maloney@dcf.nj.gov	-Liaison to Juvenile Justice, JDAI - Human Trafficking -Liaison to Contracting, OOL, and IAIU -RTC, GH, TH, CW CSAP, ED RU	Kathi Way
Jennae Suiter	Jennae.Suiter@dcf.nj.gov	-All IDD out-of-home programs, IDD CSAP	Michael Higginbotham

SRTU Staff

Programmatic Oversight	Staff Name	E-mail Address	Supervisor
IRTS, CCIS, and Intermediate Units Liaison to Private Children's Hospitals	Iris Carter	Iris.Carter@dcf.nj.gov	Michael Higginbotham
Adolescent Substance Use OOH and Outpatient Treatment Programs	Robin Federico	Robin.Federico@dcf.nj.gov	Michael Higginbotham
SPEC, SPEC-I/DD	Frank Mulrine Tracie Harris	Frank.Mulrine@dcf.nj.gov Tracie.Harris@dcf.nj.gov	Jennifer Bak
SRTU Support Staff SRTU Consultation Assignments	Terry Seremeta	Terry.Seremeta@dcf.nj.gov	Jennifer Bak
PCH	Andrea Lewis	Andrea.Lewis@dcf.nj.gov	Michael Higginbotham
PCH-I/DD, IPCH, Liaison to Matheney and Woods	Babayemi Aiyegbo	Babayemi.Aiyegbo@dcf.nj.gov	Michael Higginbotham
DAP, ED RU, CW CSAP Liaison to Detention and Juvenile Court	Hassan Ravenell	Hassan.Ravenell@dcf.nj.gov	Kim Maloney

Programmatic Oversight	Staff Name	E-mail Address	Supervisor
TH Liaison-OOL/IAIU/Contracting	Trishan Jhummat	Trishan.Jhummat@dcf.nj.gov	Kim Maloney
RTC Special Needs Populations: HT, Pregnant and Parenting, Medical	Selina Allen	Selina.Allen@dcf.nj.gov	Kim Maloney
SSH GH 1-I/DD DDD Special Projects	Wendi Smith	Wendi.Smith@dcf.nj.gov	Jennae Suiter
RTC-BH/DD GH 2-I/DD	Renee Moultrie	Renee.Moultrie@dcf.nj.gov	Jennae Suiter
CSAP-IDD, Intensive-IDD	Tennille Garner	Tennille.Garner@dcf.nj.gov	Jennae Suiter
Liaison-DD Roundtable	Melissa Ashmen	Melissa.Ashmen@dcf.nj.gov	Jennae Suiter
GH 1-I/DD	Denise Douglas	Denise.Douglas@dcf.nj.gov	Jennae Suiter