



NEW JERSEY DEPARTMENT OF CHILDREN AND FAMILIES

# CSOC Town Hall

Children's System of Care and PerformCare

December 15, 2020



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# Town Hall Agenda

- 1) Welcome/Introductions
- 2) Joint Presentation: CSOC and PerformCare
- 3) Q&A Session (Chatbox)
- 4) Wrap Up/Next Step



# Goals of Town Hall

- **Strengthen connection with the education community**
- Functions of CSOC and PerformCare
- CSOC service array
- Service access
- DD Eligibility
- Respond to audience questions



# Today's Presenters (CSOC)

**Mollie Greene, Assistant Commissioner**

**Dr. Diana Salvador, Clinical Director**

**Wyndee Davis, Assistant Director, Community Services**

**Nicholas Pecht, CIACC Liaison, Community Services**



# Today's Presenters (PerformCare)

PerformCARE<sup>®</sup>

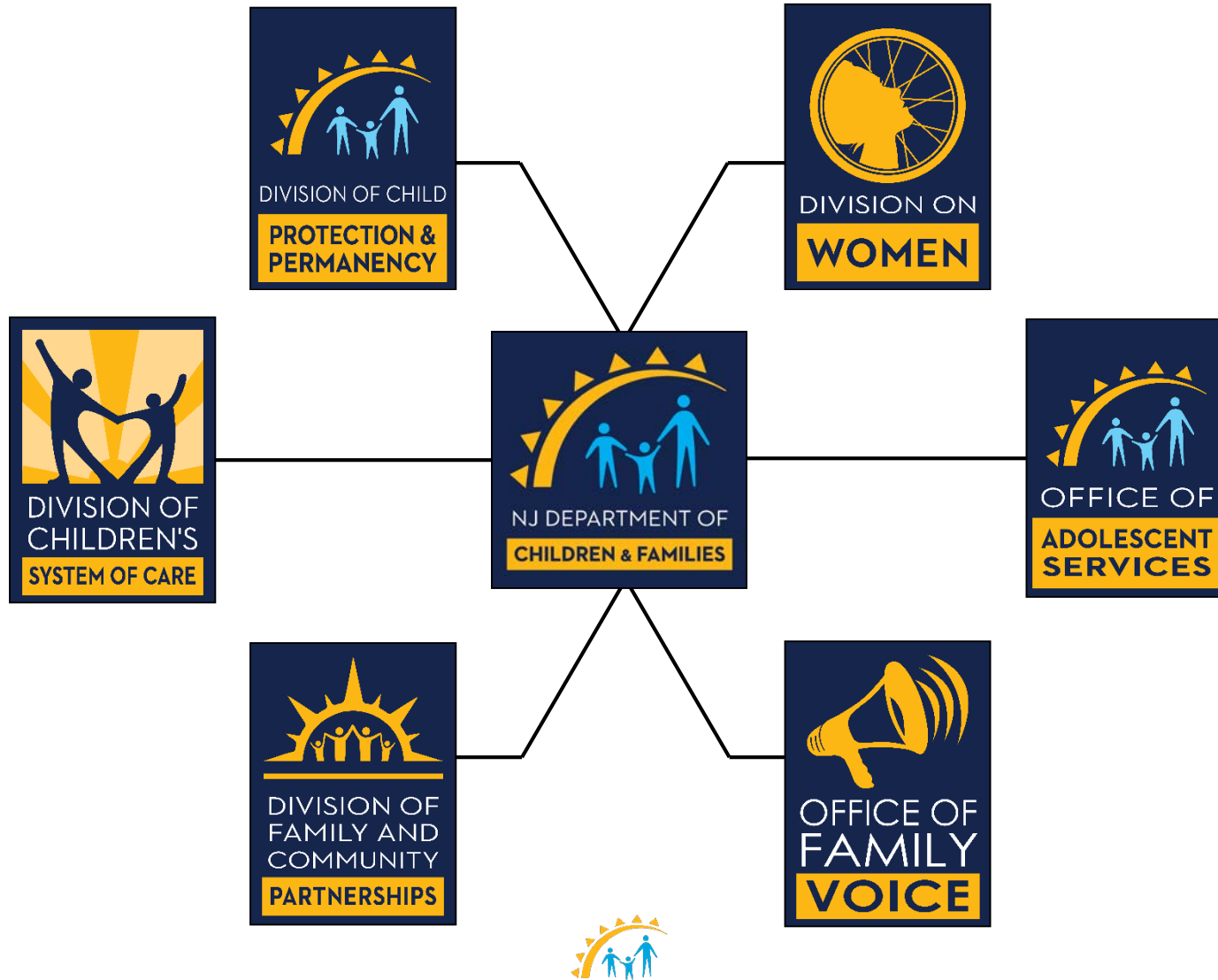
**Kathy Enerlich, Executive Director**

**Yolanda Mancari, Director of Member Engagement**

**Alexa Morales, Director of Clinical Services**



# Departmental Organization



# What is the Children's System of Care?

- Serves youth under age 21 with emotional and behavioral 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 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.



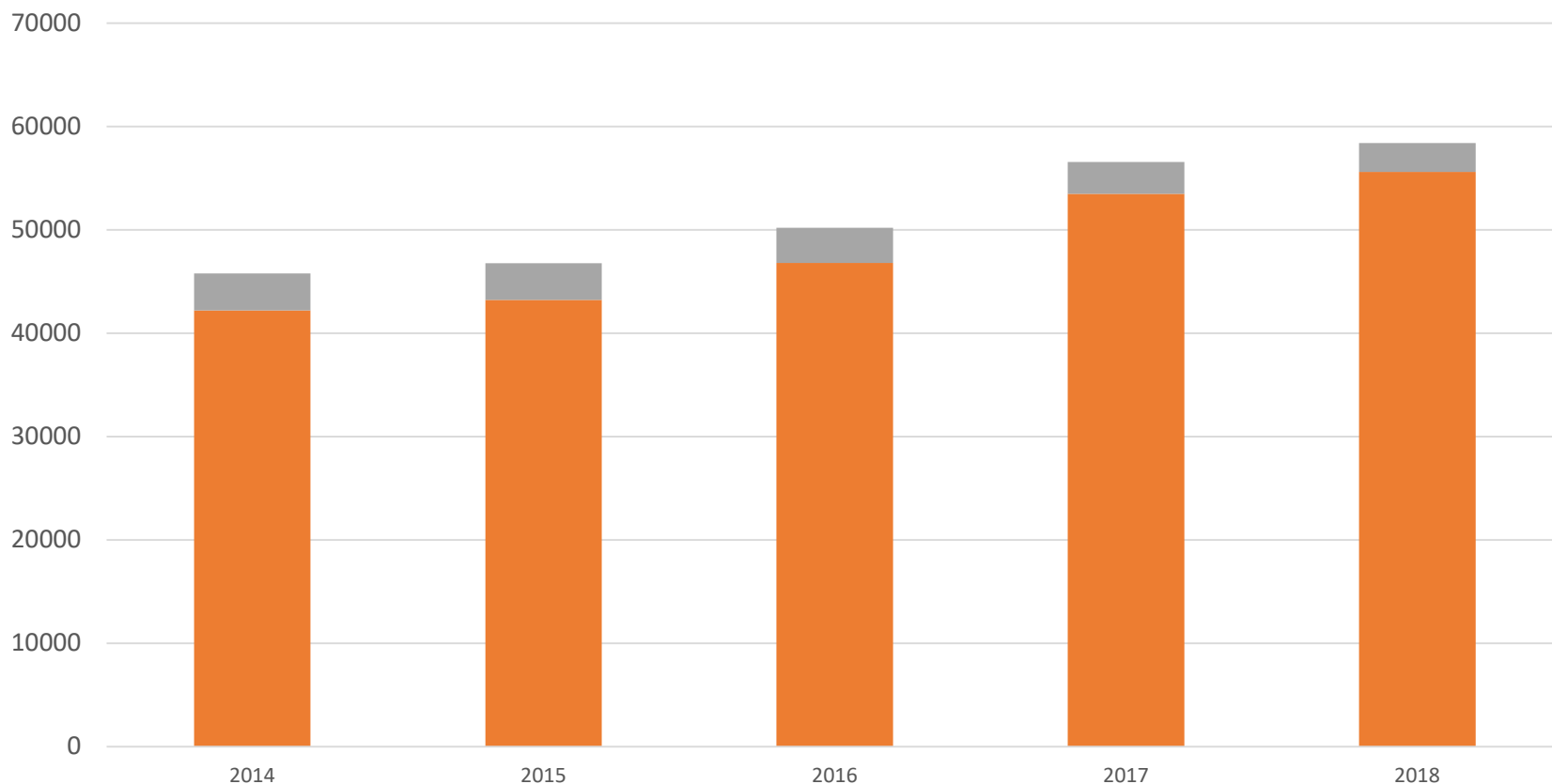
# Who We Serve

- CSOC services are available to all NJ children and their families.
- **Within the last 12 months, 53,280 youth ages 3-21 were served by CSOC**
- 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.





# Most CSOC Services are Delivered At Home/In the Community



■ active, served out of home during year    ■ active, served in home during year

Source: NJ Child Welfare Data Hub



# 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



# CSOC Core Components

- Contracted Services Administrator – PerformCare, single point of access, medical necessity determinations, prior authorization
- Care Management Organizations – Utilizes a Wraparound model for youth and families with moderate to high needs
- Single Assessment – CANS Tool
- Emphasis on Crisis De-escalation – Mobile Response and Stabilization Services available 24/7
- Family Service Organizations – peer support and advocacy for families and youth
- Provider Network of In-Home and Out-of-Home Treatment Services and Supports



# Who is PerformCare?

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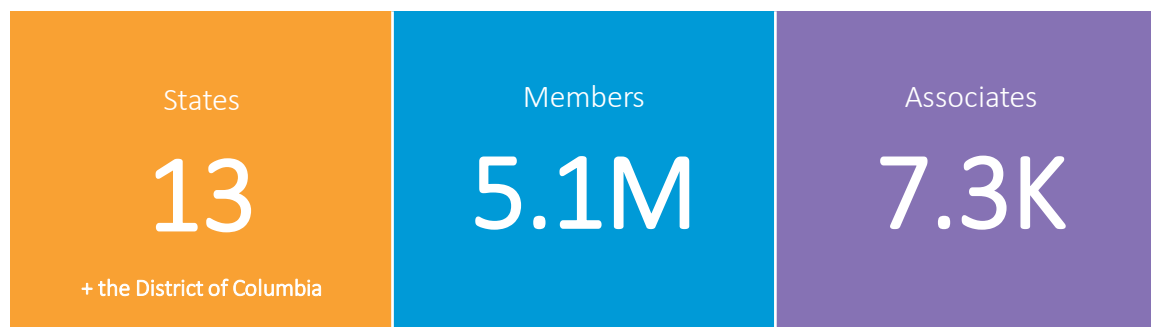
PerformCare, a subsidiary of AmeriHealth Caritas, is a full-service behavioral health managed care company serving members in the public and private sectors.

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## Our mission:

We help people get care, stay well, and build healthy communities.

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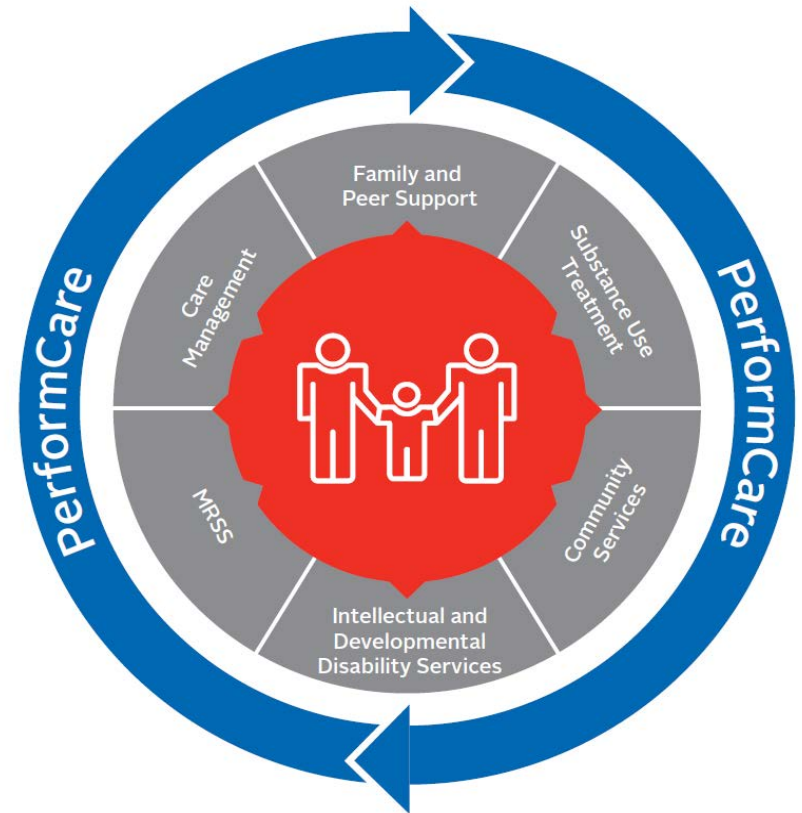


# PerformCare's Role In NJ

In New Jersey, PerformCare is the contracted system administrator for NJ Children's System of Care and supports the state's mission to keep youth at home, in school, and in the community.

We authorize services for youth with serious emotional and behavioral health care challenges, intellectual/developmental disabilities, and substance use challenges.

The System of Care supports parents and guardians with peer support and a variety of respite services.



Sometimes it can be hard to know when a parent should reach out for extra help.

Families should call if their child's behavior has changed or if they are overwhelmed by challenges at home or in the community. Some common reasons to call PerformCare include:

- Depression and/or anxiety.
- Bullying or being bullied.
- Physical or verbal aggression.
- Intellectual/developmental disabilities.
- Substance use.
- Inattention or hyperactivity.
- Oppositional or defiant behavior.
- Grief from major trauma.
- Concerns from teachers.

# Right Care at the Right Time

In 2020, there were over 100k calls to the children's system of care.





## Role of the state

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Setting vision and policy for system of care

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Setting data collection priorities

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Using data to refine service array

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Establishing clinical criteria for each service

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Contract management and service line manager

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Rate setting, new services (via notice of funds availability), funding priorities

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Defining new service and population rules, requirements, and criteria, ensuring compliance with statutes and regulations



## Role of PerformCare

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Providing access to care 24/7/365 as a single point of contact for families

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Developing and enhancing electronic medical record

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Data collection, reporting, and trending

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Independent clinical decision-making to authorize services

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Provider training, communication, technical support

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Leveraging funding streams to maximize services and availability of Federal Funding Participation

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Rapid implementations that ensure capacity for new services and populations



# CSOC Service Array

## Core Community Services:

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



# Mobile Response Stabilization Services (MRSS)

***MRSS helps youth and their families who are at-risk of, or experiencing, a broad range of stressors, coping challenges and emotional or behavioral needs/symptoms***

- 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 approaches
- Assessment – CAT used to identify priority needs and strengths
- Planning including safety and transition planning
- Support and Service Connection

## **Stabilization Period – Up to 8 weeks**

- Plan implementation
- Connection with family, providers and partners on plan progress and next steps

## **Community Partnership and Connections**

- Presentations for School, Law Enforcement and Community
- Local collaboration and planning



# Care Management Organization (CMO)

*CMOs are CSOC's local lead system partner that provide comprehensive care coordination and planning for youth and their families with moderate and complex needs through the Wraparound model*

- 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)** which drive individualized, sustainable care planning, including strategies for safety and self care.
- Planning is youth focused, family driven and focused on identification and implementation of supports and services that promote progress and success for families and youth to support meeting their needs

## **Community Collaboration and Relationship Development**

- Local system partner connection and collaboration
- Community Resource Development



# Family Support Organization (FSO)

*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*

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

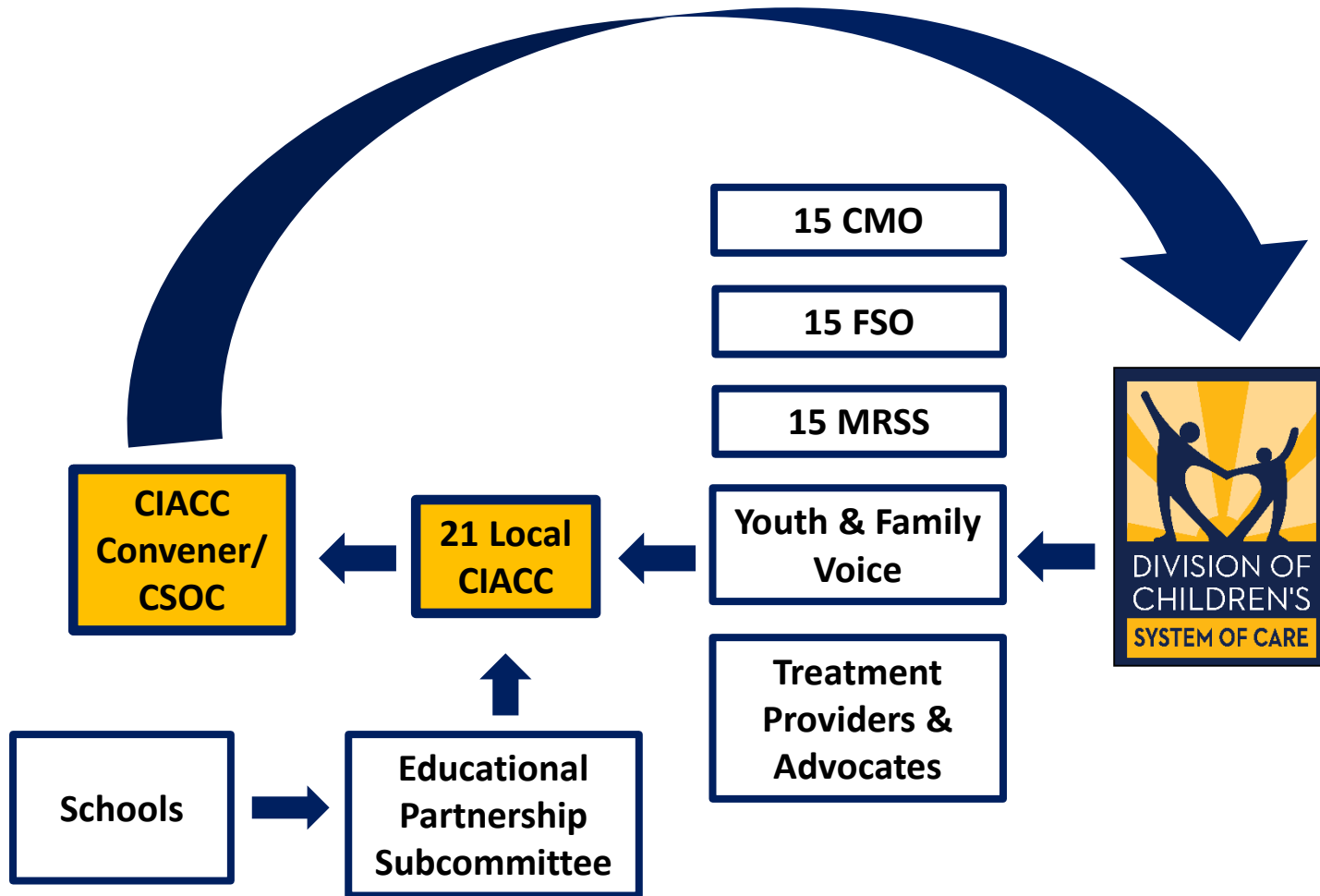


# Other CSOC Services

- 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 (CIACC) State and Local Collaboration



# How Can I Access Services?

**PerformCare creates pathways for children by providing access to the right care at the right time. We are the single point of access for youth up to age 21 and we are available 24/7/365.**

## **Member Services**

- Life Threatening calls are redirected
- Registration for services in the System of Care
- Check for Developmental Disability Eligibility
- Determine Call Reason and Resolution
- Is Youth Homeless? Adolescent Housing Hub
- Provider Support (Non-Technical)
  - Authorization Assistance
  - Court Orders
  - Access to Children's Records
- General Questions and Answers



# Consent and Access to Information

For PerformCare to register a youth and authorize services, consent from the Legal Guardian is required.

- A youth 18 or older can contact PerformCare and request services for themselves.
- Services can only be authorized with consent from the Legal Guardian.
- School personnel can assist families in contacting PerformCare and can provide information with the families consent.

PerformCare will not notify school personnel of the outcome of a call or service request. Information can only be shared with the Legal Guardian's consent.

- Consent to speak with PerformCare must be provided in writing using the Disclosure of Health Information Form located on the PerformCare website.
- If written consent is not available, PerformCare will only share information with school personnel if the legal guardian is also on the phone and provides permission for the PerformCare associate to share information.

# Care Coordination for Youth Involved with Child Welfare

- Dedicated unit with staff trained on case practice model & role of child welfare
- Apply trauma informed care approach in assessing youth needs and intensity of care
- Dispatch Mobile Response to youth in resource homes to stabilize the transition.
- Expedite referrals for youth requiring out of home & DD eligibility determination
- Ensure timely information exchange for families under investigation

# Care Coordination for Youth Involved in Juvenile Justice

- Identify youth with legal involvement and substance use as high need requiring enhanced care coordination.
- Expedited processes for assessments for youth in detention & court ordered services
- Expedite developmental disability eligibility review if incarcerated to facilitate timely and appropriate out of home treatment referral
- Upon determination of release date from juvenile correctional facility PerformCare authorizes care management to facilitate transitioning to the community.

# Video

Introduction to PerformCare

PerformCARE<sup>®</sup>

# Educator Webpage Demo

PerformCARE<sup>®</sup>

# Developmental Disability Eligibility Process

If the child **has not** yet turned 18, you can access the application materials, on the PerformCare website at <http://www.performcarenj.org/families/disability/determination-eligibility.aspx>

If the family does not have access to a computer, please contact PerformCare and request that an application is mailed.

For youth **over 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 **1-800-832-9173** or at the New Jersey Division of Developmental Disabilities website, <http://www.state.nj.us/humanservices/ddd/home/index.html>

## **How long does it take for an application to be reviewed to determine eligibility?**

The length of time it takes to determine eligibility is based on several factors. The most important factor is submitting all of the required forms and documents as well as current supporting evaluations at the same time.

# Video

Applying for Developmental Disability Eligibility

# Main Takeaways

- CSOC and PerformCare are distinct entities yet work together to ensure that youth and families are connected to quality care;
- PerformCare 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 PerformCare website





# Q&A Session

- Enter questions via Chat feature
- Questions will be addressed as time permits
- Remaining questions will be documented and responded to via FAQ document (Educators page on PerformCare website)

**Thank you!**

