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Bergen's **PROMISE** =



When you find yourself in one of these situations:

- ✓ **You're struggling with a child's repeated absences from school or refusal to attend school.**
- ✓ **A teacher, school nurse, or guidance counselor has expressed concerns about a child who is harming or injuring themselves.**
- ✓ **A child is showing aggression towards others, or is bullying others or is being bullied**
- ✓ **A youth's substance use or refusal to comply with school rules is causing major conflict**
- ✓ **A child experienced a major loss or change (death, divorce, relocation, etc.) or perhaps a traumatic event and is not adjusting well.**
- ✓ **A youth with autism is experiencing behavioral challenges**
- ✓ **A child/youth (regardless of whether an IEP or 504 plan are in place), is demonstrating social, emotional and/or behavior that is impacting them educationally.**

Call PerformCare at 1-877-652-7624

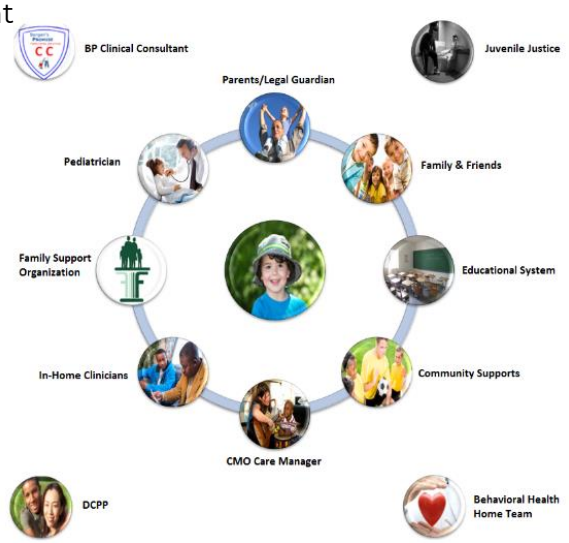
Supporting Bergen County Families with Mental Health Needs

Bergen's PROMISE
Healthy Families, Safe at Home

Who we are: Bergen's Promise is the designated Care Management Organization (CMO) for Bergen County, NJ (as part of the NJ Children's System of Care). We help youth up to age 21 with emotional, behavioral, substance use, or developmental disabilities.

What we do: We create an individualized service plan in collaboration with the youth, family, and help them build their Child and Family Team. The team is made up of individuals who genuinely care about the youth's success. The plan is child and family driven, strength-based and culturally competent.

How we do it: Bergen's Promise uses the Wraparound Model of Care to connect families to services, natural supports, and resources in their community. This model empowers youth and family to achieve their full potential.



Our mission: Keeping children healthy and safe in their communities.

We can help if you find yourself in one of these situations:

- You are struggling with your child's repeated absences from school or refusal to attend school.
- Your child demonstrates social, emotional and/or behavioral challenges that impact their education.
- A friend, teacher or other trusted adult has expressed concerns about your child.
- Your child shows aggression towards others, is bullying others, or is being bullied.
- Your child's substance use or refusal to comply with home rules is causing major conflict among family members.
- Your child experienced major loss or change (death, divorce, relocation, etc.) or traumatic event and is not adjusting well.
- You are struggling to meet the needs of your child who is living with a developmental disability.



How to get help:

- **Call PerformCare at 1-877-652-7624** to access services, 24 hours a day, 7 days a week.
- The call to PerformCare must be made by the youth's parent/legal guardian. A concerned non-family member can assist in making the call, but the youth's parent/legal guardian must be present and provide consent.
- Services are NO COST to Families regardless of income, insurance or immigration status.
- PerformCare will conduct an assessment and link the youth and family with appropriate services that can include care management, outpatient counseling and/or mobile response stabilization, among other service options
- For more details how we work with you, scan the QR code:

For more information...
www.bergenspromise.org

Follow us on Instagram

GET READY FOR YOUR PERFORMCARE CALL



AVAILABLE
24 hours / 7 days

CALL
877-652-7624

ONLINE
www.performcarenj.org

WHEN CAN PERFORMCARE HELP?

- Struggling at home, school, or in the community
- Aggressive, withdrawn, or upset
- Substance use or unsafe behaviors
- Developmental disability concerns
- A trusted adult is concerned

BEFORE YOU CALL, THINK ABOUT THE INFO YOU MIGHT NEED

- Child's diagnosis, if applicable.
- Current medications and providers.
- School information.
- IEP or 504 Plan, if applicable.
- Prior hospitalizations or services.
- Specific examples of concerning behaviors.
- Child's name, age, date of birth, insurance, and other demographic details.

WHAT SHOULD I TELL THEM?

WHAT?
Describe the behavior clearly.

HOW OFTEN?
Frequency & Length of behaviors.

WHERE?
Home • School • Community

TRIGGERS?
What makes it worse?

WHAT HELPS?
Previous Interventions

WHAT CHANGED?
Mood • sleep • behavior • interests

SOME EXAMPLES OF BEHAVIORS TO DESCRIBE

- Aggression
- Fighting
- Kicking / hitting
- Throwing things
- Breaking things
- Self-harm behaviors
- Running away / elopement
- Severe tantrums
- Cursing / verbal aggression
- Refusing school
- Unsafe behaviors

DON'T MINIMIZE IT. Be honest and specific about how difficult things have become and how the behaviors affect daily life and family functioning.

Asking for help is a strong step for your child and your family.

YOUR CALL • YOUR NOTES • YOUR NEXT STEPS

Keep this page beside you while you talk with PerformCare

1 Who referred you?
School counselor, pediatrician, hospital, or another source.

2 Used PerformCare before?
For example: in-home therapy, Mobile Response, or Circle of Care-CMO.

3 Biggest concerns?
Give clear examples such as aggression, self-harm, severe anxiety, unsafe actions, or other behaviors.

4 Recent difficult event?
Examples include loss, trauma, bullying, or a major life change.

5 Suicidal thoughts?
If yes, describe statements or attempts, who has been informed, and actions already taken.

6 Impact on daily life?
Describe the impact at home, school, and in the community.

7 How often / how long?
Describe frequency and the typical length of episodes.

8 Triggers?
What tends to happen before the behavior? Is the response disproportionate?

9 Recent changes?
Note changes in mood, behavior, sleep, or interests.

10 What has been tried?
Include therapy, hospitalizations, and other interventions; note what did or did not help.

AFTER THE CALL: CAPTURE THE PLAN

REFERRAL AGENCY	
CONTACT DETAILS	
APPOINTMENT DATE & TIME	
SUPPORT RECOMMENDED	
OTHER INSTRUCTIONS / FOLLOW-UP	

KEEP THIS HANDY

PerformCare • 877-652-7624 • www.performcarenj.org • 24/7



NJ Children's System of Care Referral Process

The Children's System of Care (CSOC) supports youth up to age 21 with emotional, behavioral, developmental and substance challenges. These family-centered in-home wraparound services are provided at no cost to families regardless of income or insurance.

Get started by calling PerformCare

1-877-652-7624

The Children's System of Care Partners in Each County

Care Management Organization (CMO)

* Provides full face-to-face service planning for youth with moderate to intense needs.
* Care Managers coordinate Child & Family Team (CFT) meetings, comprised of family and community members, mental health professionals, and school personnel.
* Develop individualized service plans.

Children's Mobile Response and Stabilization Services (MRSS)

* Provides face-to-face crisis response within one hour of notification.
* Goals are to stabilize the behavior and prevent loss of ability to remain in the home.
* Mobile Response responds 24/7 and can offer up to 8 weeks of stabilization services.

Family Support Organization (FSO)

* Non-profit organization run by families of children with a variety of challenges.
* Provides parent-to-parent support and works in partnership with PerformCare, CMO, state agencies and provider organizations.
* Ensures that the system is open and responsive to the needs of families and children.
* FSO provides free education and support groups *open to all families in the community.*

Children's Interagency Coordinating Council (CIACC)

- Local child serving organizations convene to discuss behavioral health services/resource needs and advise the state.
- Monthly meeting open to the public

Bergen's PROMISE
Healthy Families, Safe at Home

Providing Care Management Services to Bergen County's Youth



Who we are: Bergen's Promise is the designated Care Management Organization (CMO) for Bergen County, New Jersey. We serve youth up to age 21, with serious behavioral health challenges, substance abuse issues and developmental disabilities. Youth with chronic co-occurring behavioral and specific medical health issues will also be served through an enhanced medical care coordination component. The goal of this additional support is the joint coordination of wellness promotion with behavioral health care management.

What we do: For each youth, Bergen's Promise designs an individualized service plan that is developed in collaboration with the youth's Child and Family Team. The team is comprised of individuals who are invested in the youth's future success. The plan is child and family driven, strength based and culturally competent.

How we do it: Bergen's Promise uses a Wraparound Model of Care to coordinate a comprehensive array of local resources and supports. This model serves to empower the youth and family to achieve their full potential.

Our goal: To keep youth safely in home, in school and out of trouble.

Making a referral:

- Call PerformCare at 1-877-652-7624 to access services, 24 hours a day, 7 days a week.
- Referrals must be made by phone by the youth's legal guardian. A concerned non-family member can also call; however, the youth's parent or legal guardian must be present and provide consent.
- Services are cost effective and provided without regard to income level, insurance status, languages spoken or involvement with other service providers.
- PerformCare will conduct an assessment and link the youth and family with services that can include: care management, outpatient counseling and/or mobile response stabilization.

Next Steps: Once PerformCare makes a referral to Bergen's Promise, one of our highly trained Care Managers will reach out to the family and begin to:

- Create a crisis plan and address immediate safety needs.
- Work with the family members to learn about concerns, identify needs and acknowledge strengths.
- Identify key people in the child's life in order to build the Child and Family Team.
- Coordinate communication across all care and service providers involved.

Youth meet with their Care Manager at least monthly to assess service effectiveness. Youth typically attain their goals and graduate from Bergen's Promise within 3—12 months.

Bergen's PROMISE
Healthy Families, Safe at Home

The Wraparound Model of Care

"Wraparound" is a model of care that builds on the family's unique strengths, values, voice and resources.

Wraparound helps families develop individualized plans of care with their Child and Family Team (CFT). The Wraparound Model of Care is:

- Family Voice and Choice
- Team Based
- Natural Supports
- Collaboration
- Community Based
- Culturally competent
- Individualized
- Strengths Based
- Persistence
- Outcome Based



The plan of care incorporates a combination of services, informal and natural supports and community based resources, and includes a plan for graduation from Bergen's Promise. It is based on the family's individual needs, rather than fitting the criteria of service driven programs. The team works to maximize the use of sustainable supports that families can use to meet their needs throughout their lives.

The caregiver(s) and child are integral parts of the team, and participate in developing and implementing their plan of care. The child and family are present at all CFT meetings.

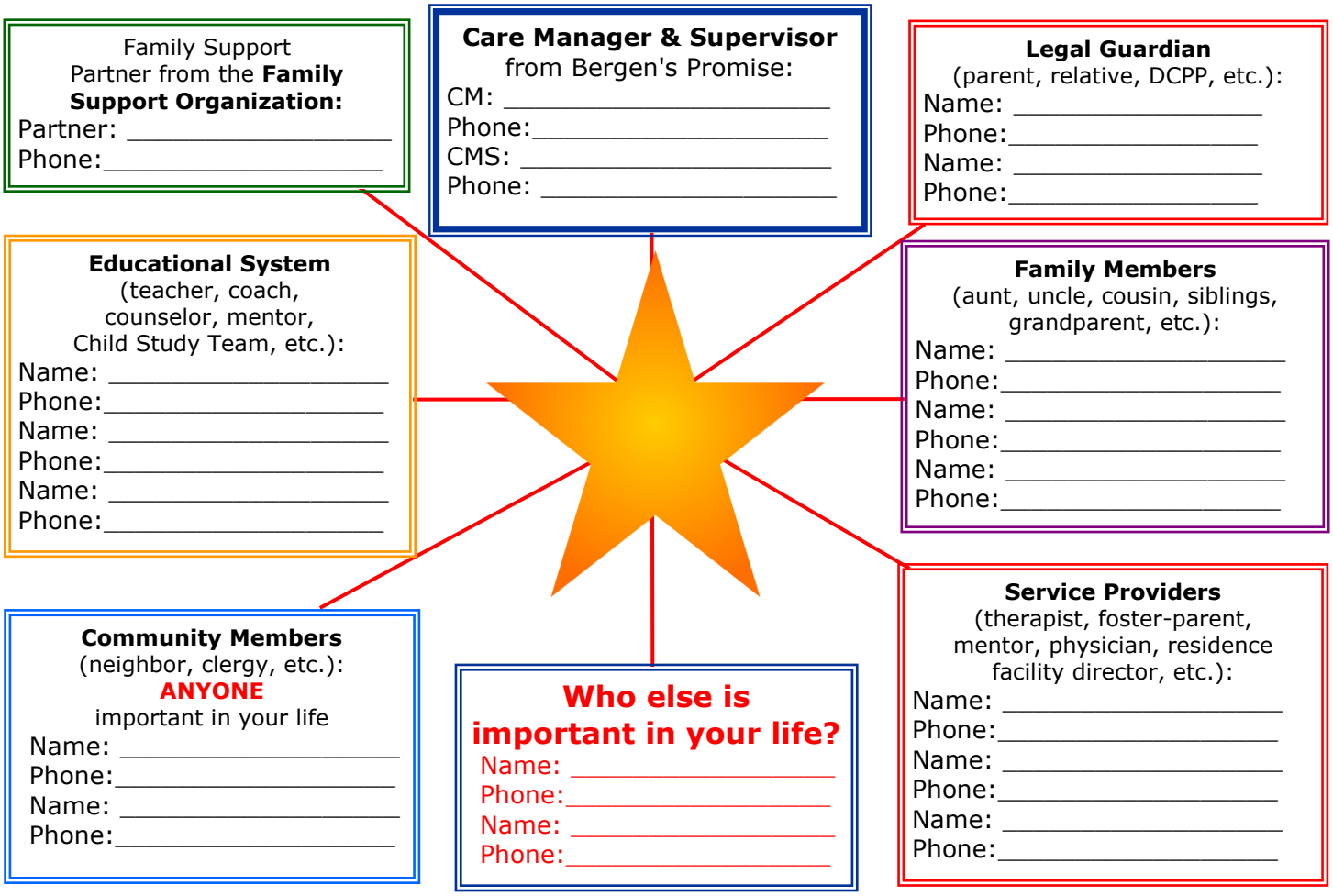
The plan of care addresses the family's needs in all major life domains and areas: including:

- Safety
- Family
- Emotional/Behavioral
- Cultural
- Financial
- Legal
- Developmental
- Intellectual
- Educational
- Medical
- Social
- Recreational
- Spiritual
- Vocational

View our Wraparound video to learn more at www.bergenspromise.org

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Who might be a member of your Child and Family Team?



What happens at your Child and Family Team meetings?

You will select the members of your Child and Family Team. Your Bergen's Promise Care Manager will help coordinate and provide structure for the initial team meetings.

Child and Family Team meetings are an important part of the process where your voice will be heard in order to develop a plan focused on accomplishing your desired goals.

What is the vision of what you would like to see happen now or in the future for your family?

The answer to this question helps form a plan based on your interests, strengths and needs. It's called the Individual Service Plan.

This plan is discussed with, agreed to and signed by your Child and Family Team.

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Behavioral Health Home



The Behavioral Health Home component supports youth with chronic co-occurring behavioral and medical health issues. This enhances the Wraparound Model of Care to integrate both medical and behavioral health care.

Behavioral Health Home services utilize a holistic philosophy to integrate physical and behavioral health care management in order to build a person-centered system of care. Youth will receive the traditional Wraparound care management services for emotional/behavioral health, IDD or substance abuse issues with the addition of an enhanced health care management component.

Eligible youth must have a behavioral health challenge *and* a chronic medical condition/developmental disability. These include:

Chronic Health Conditions Covered

- Asthma
- Autism with GI Concerns
- Cardiac Disorders—requiring Cardiologist follow-up (at least annually)
- Cystic Fibrosis
- Hypertension
- Eating Disorder
- Seizure Disorder
- Kidney Disease
- Endocrine Disorders:
  - ◊ Hypothyroidism
  - ◊ Hyperthyroidism
  - ◊ Polycystic Ovary Syndrome
  - ◊ Pre-Diabetes
  - ◊ Diabetes
- Obesity
- Chronic Migraine Headaches
- Sickle Cell Disease
- Substance Abuse Disorder
- Developmental Disability
  - ◊ Cerebral Palsy
  - ◊ Genetic or Chromosomal Disorders
  - ◊ Fetal Alcohol Syndrome
  - ◊ Neurological Disorders
  - ◊ Metabolic Disorders
  - ◊ Prematurity Related Disorders
  - ◊ Spina Bifida

In addition to a Care Manager, a highly trained Nurse or Wellness Educator will be added to the youth's Child and Family Team with the ***goal*** of providing:

- health promotion
- care coordination
- Individual and family support
- comprehensive transitional care and follow up
- referrals to community based support services

Referrals and eligibility are determined by PerformCare, the contracted systems administrator by calling 1-877-652-7624.

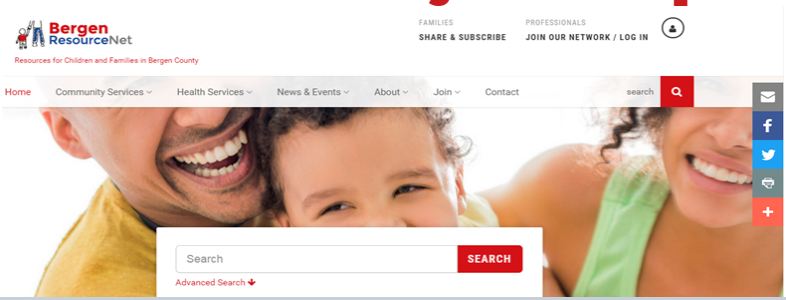
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Bergen ResourceNet

Resources for children and families in Bergen County

WWW.BERGENRESOURCENET.ORG

Looking for Resources in/around Bergen County?



BergenResourceNet.org is a free online resource directory for Bergen County families and professionals that support them! Use it to find local agencies, organizations across Bergen County and surrounding areas that offer:

- Arts & Recreation Programs
- Events, Webinars
- Support Groups
- Basic Needs/Assistance
- Seasonal activities e.g., Summer Camps
- Community Service/Volunteer
- Behavioral/Mental Health
- Outpatient Services
- Family Support Services
- Professional Development Opps
- Grant opportunities, toolkits, etc.

Search for resources by keyword, category/need. The site is mobile friendly and can be translated into multiple languages. Resources are added every day.

Find and connect with the programs and services that you and your family need. Add BergenResourcenet.org to the home screen of your phone for easy access.

Follow BergenResourceNet FaceBook to see all upcoming events in your feed!



Bergen ResourceNet is maintained by Bergen's Promise, a private, non-profit community-based organization providing home-based care management services for youth up to age 21 living with behavioral, mental, substance, developmental and intellectual challenges.