

NJ Children's System of Care

Contracted System Administrator — PerformCare®

Helping families across New Jersey

Since 2009, PerformCare has been connecting families and young people (up to age 21) to behavioral health, intellectual/developmental disability, and substance use treatment services through the statewide New Jersey Children's System of Care (CSOC).

How we help

PerformCare is focused on prevention and early intervention by linking a young person with the care they need in the most appropriate setting — the right care in the right place at the right time. Our goal is to help families and caregivers create a more stable and healing environment for children, address barriers to well-being, and maximize youth and family strengths.

Our trained associates are available 24 hours a day, seven days a week, and 365 days a year, to provide individualized support to eligible children.

If your child is struggling with emotional and behavioral health care needs, intellectual/developmental disabilities, or substance use challenges, PerformCare can help. With just one phone call, we can connect you to the services your child needs to be well and thrive.

Available 24 hours a day, seven days a week — 1-877-652-7624

Depending on your child's unique needs, services and supports may include:

✓ Mobile crisis response	✓ In-home counseling	✓ Substance Use Treatment
✓ Needs assessment	✓ Family Support Services	✓ Behavioral supports
✓ Care management	✓ Respite services	✓ Family Functional Therapy
✓ Assistive technology	✓ Partial hospitalization	✓ Out-of-Home Treatment
✓ Habilitation services	✓ CSOC Summer Camp Services	✓ Trauma-informed care

Keys to success — early response and prevention

By engaging youth in support services at an earlier age, CSOC has achieved tremendous results. Earlier interventions with CSOC give children a better chance of positive outcomes and being healthier and happier, and can often prevent a more serious and difficult behavioral problem from developing.

1-877-652-7624

TTY: 1-866-896-6975

www.performcarenj.org



Contact us toll free:
1-877-652-7624

PerformCARE®

When to call

If you have never called PerformCare before, you may not be sure if you should reach out to us. We want to assist families as early as possible. 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:

- You are struggling to meet the needs of a child or adolescent who is impacted by a developmental disability.
- You have concerns about your child's performance in school, including refusing to attend school, repeated lateness, or skipping classes.
- Your child shows physical and/or verbal aggression, bullies others, or is being bullied.
- You observe family conflict, including youth substance use or refusal to comply with rules.
- Your child has experienced a major loss or change, such as death, divorce, or relocation, and does not seem to be adjusting well.
- Your child experiences a traumatic event, such as a house fire or witnessing violence.
- A friend, teacher, or other trusted adult has expressed concerns about your child.
- You would like to know more about the types of services available.

Child-centered care in the right place — available services

The New Jersey Children's System of Care is accessible throughout the state. No matter the challenge, PerformCare can direct a family to a CSOC program that will put your child on the path to a better quality of life. Some of the available services include:

- **Mobile Response and Stabilization Services** provide face-to-face crisis response to youth who experience severe behavioral challenges. Mobile Response can arrive within one hour of notification. Their goal is to stabilize behavior and preserve the child's ability to remain in the home. Mobile Response is available 24 hours a day, seven days a week, 365 days a year, and can offer up to an additional eight weeks of stabilization services in certain situations.
- **BioPsychoSocial Assessment (BPS)** is an in-depth assessment authorized by PerformCare or our providers to make an accurate evaluation of your child's needs and the most appropriate resources or services.
- **Intensive In-Community (IIC) and Intensive In-Home (IIH) Services** cover a variety of services to assist youth with challenging behaviors that may impact their ability to remain at home. IIC and IIH are provided in the child's home or at another location in the community that makes sense to both the family needs and the goals of the service.
- **Care Management Organizations (CMOs)** are county-based, nonprofit organizations responsible for face-to-face care management and comprehensive service planning, using a wraparound approach for youth and their families with complex needs.

- **Family Support Organizations (FSOs)** are run by families of children with emotional and behavioral challenges and provide peer support, education, advocacy and system feedback to families. FSOs collaborate with CSOC stakeholders to ensure that the system is open and responsive to the needs of families and youth.
- **Family Support Services and CSOC Summer Camp Services** are available to youth and families impacted by an intellectual or developmental disability. Services are designed to maintain and enhance the quality of a child's life. Supports include respite care, educational advocacy, assistive technology, and financial support toward CSOC-qualified summer camps.
- **Substance Use Treatment Services** — PerformCare can authorize several treatment program options, depending on your child's individual needs and eligibility. Services can include outpatient individual and group counseling, in-depth outpatient treatment for more complex needs, Partial Care, Out-of-Home Treatment for substance use with co-occurring behavioral health needs, and Withdrawal Management.
- **Out-of-Home (OOH) Treatment** — While the goal of CSOC is to provide the services and supports necessary to keep a child at home and connected to their school and community, sometimes this is not possible for the safety of the child or the community, or the unique challenges of the child or family. If your child requires OOH Treatment, PerformCare will work with your CMO to identify the least restrictive type of treatment setting to best meet your child's identified needs.

More resources, information, and links for youth can be found on the PerformCare website, www.performcarenj.org. Resources include behavioral health counseling hotlines, how to access peer recovery meetings for substance use challenges, and other youth-driven and youth-focused resources throughout New Jersey and on the internet.

“PerformCare was there in my time of need. They were able to link me to care management, and they took the time to set up services. Setting me up with services lifted such a burden and it also allowed me to be able to really work on being a family again.” — Glenn M., parent

PerformCare is available 24 hours a day, seven days a week, 365 days a year. Contact us toll free (parents, guardians, and youth):

1-877-652-7624

TTY: 1-866-896-6975

www.performcarenj.org



PerformCARE®

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Discrimination is against the law

PerformCare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. PerformCare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

PerformCare reduces language barriers to accessing services through the New Jersey Children's System of Care by:

- Providing free aids and services to people with disabilities to communicate effectively with us, such as:
 - Written information in other formats (large print, audio, accessible electronic formats, and other formats).
 - Telecommunication devices such as Device for the Deaf (TDD) and Text Telephone (TTY) systems to enable individuals who are deaf, hard of hearing, or speech-impaired to use the phone to communicate.
- Providing language services at no cost to people whose primary language is not English, such as:
 - Qualified interpreter services.
 - Information written in other languages.

If you need these services, contact PerformCare at **1-877-652-7624** or [TTY (for the hearing impaired) **1-866-896-6975**]. We are available 24 hours a day, seven days a week.

If you believe that PerformCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can submit a complaint by mail or phone, by either calling PerformCare's Quality department at **1-877-652-7624** or by writing to:

PerformCare
Attn: Quality Department
300 Horizon Center Drive, Suite 306, Robbinsville, NJ 08691

If you need help filing a complaint, PerformCare's Quality department is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW, Room 509F, HHH Building
Washington, DC 20201

1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>.

Multi-language interpreter services

Attention: If you do not speak English, language assistance services are available to you at no cost. Call 1-877-652-7624 (TTY 1-866-896-6975).

Spanish: Atención: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-652-7624 (TTY 1-866-896-6975).

Portuguese: Atenção: Se fala português, encontra-se disponível serviço gratuito de intérprete pelo telefone 1-877-652-7624 (TTY 1-866-896-6975).

Arabic: ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-652-7624 (رقم هاتف الصم والبكم: 1-866-896-6975).

Haitian Creole: Atansyon: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-877-652-7624 (TTY: 1-866-896-6975).

Chinese Mandarin: 注意: 如果您说中文普通话/国语, 我们可为您提供免费语言援助服务。请致电: 1-877-652-7624 (TTY 1-866-896-6975)。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-652-7624 (TTY 1-866-896-6975) 번으로 전화해 주십시오.

Bengali: লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১-৮৭৭-৬৫২-৭৬২৪ (TTY 1-866-896-6975)।

French: Attention : si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-652-7624 (TTY 1-866-896-6975).

Vietnamese: Chú ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-652-7624 (TTY 1-866-896-6975).

Hindi: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-877-652-7624 (TTY 1-866-896-6975) पर कॉल करें।

Chinese Cantonese: 注意: 如果您使用粵語, 您可以免費獲得語言援助服務。請致電 1-877-652-7624 (TTY 1-866-896-6975)。

Polish: Uwaga: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-652-7624 (TTY 1-866-896-6975).

Urdu:

توجہ فرمائیں: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-877-652-7624 (TTY: 1-866-896-6975)۔

Turkish: Dikkat: Türkçe konuşuyorsanız dil yardımı hizmetlerinden ücretsiz olarak yararlanabilirsiniz. 1-877-652-7624 (TTY 1-866-896-6975) numaralı telefonu arayın.

Russian: Внимание: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-652-7624 (TTY 1-866-896-6975).