



Family Handbook

Introduction

Caring Partners of Morris/Sussex, Inc. is a non-profit care management organization. Caring Partners works in partnership with children, youth, and young adults (“youth”) and their families to improve and expand services needed to maintain and stabilize youth in their homes and communities. Caring Partners respects the diversity of those we serve and utilizes a variety of community-based alternatives to residential and psychiatric hospitalization.

The Mission of Caring Partners:

The mission of Caring Partners is to partner with youth, families, and communities to help youth to overcome significant social, emotional, and behavioral challenges.

The Values of Caring Partners:

Integrity	Teamwork
Consistency	Creative Problem Solving
Persistence	Fiscal Responsibility
Commitment to Positive Outcomes	Respect for Diversity
Accountability	Professional Development

Caring Partners Facts

- ***Caring Partners is a Family Centered organization:*** This means that we view family involvement as essential to the youth's stabilization. We are here to work in partnership with you and support you in meeting the needs that have been identified by your family.
- ***Caring Partners supports a Strengths-Based philosophy:*** We will focus on the youth and family strengths and how they can help you meet your needs.
- ***Caring Partners values Cultural Diversity:*** Caring Partners values and respects diversity in all its expressions. Caring Partners employees come from diverse backgrounds, representative of the community we serve. All our staff are skilled in working with youth and families who have a variety of experiences and backgrounds.
- ***Caring Partners provides Individualized Service and Support to youth and families:*** All services provided by Caring Partners will be tailored to suit the youth and your family's needs. We will work with you to develop a family service plan that is truly responsive to your individual needs.

- ***Caring Partners uses Community-Based Alternatives:*** The goal of Caring Partners is to maintain the youth within the home and community. In doing so, we recognize the value of community-based support and resources such as relatives, neighbors, friends, neighborhood, and religious organizations in the stabilization of youth and their families.
- ***Caring Partners is Easily and Always Accessible:*** Caring Partners offers 24-hour on-call coverage to assist you in time of crisis. We can be contacted by phone any time there is a crisis in your family (refer to your contact sheet for emergency numbers). An on-call Care Manager will support you in de-escalating the crisis. If it is determined that the young are a danger to self or others the on-call Care Manager will work with you to ensure the youth is screened.

Caring Partners' Commitment to Youth and Their Families

Caring Partners utilizes a family-centered approach in helping families. This means that we focus on the strengths and needs of your family. The youth and your family will assist the Care Manager through the Child Family Team Process to identify services that will allow you to continue to build upon identified strengths, while addressing the needs of your family. Caring Partners takes the position that securing service from your neighborhood and community is best. Sometimes the identified resources needed can be found in your own family, in relatives, friends, and neighbors. It is our goal to assist families to build on their strengths and those of their communities, have their needs met through identified services, and to become and remain independent beyond their time with Caring Partners.

Care Manager

Every youth referred to Caring Partners will be assigned a ***Care Manager*** who will be responsible for working directly with the youth and your family. The Care Manager will meet personally with you and the youth to learn how they can help. The Care Manager's first job is to ***listen to you***: to learn your concerns, identify your issues, and acknowledge your strengths. Your Care Manager will work with you to make sure that the support you receive meets the youth and your family's needs.

How it Works

Your assigned Care Manager will meet with you and the youth within 72 hours after the first phone contact with your family to develop a Crisis Plan. This is an initial plan that addresses any immediate concerns regarding the youth's and your family's safety. The plan identifies specific ways of responding to a crisis and will provide emergency phone numbers of

people whom you may contact in a crisis. Caring Partners offers 24-hour support to you and the youth when there is a crisis. After this initial visit, your Care Manager will visit you and contact you at least once a week for the first month while your 30-day Individualized Service Plan is developed. After the first month, your Care Manager will continue to visit you or contact you at least once a week.

Child Family Team and the Individual Service Plan

Caring Partners uses a Child Family Team approach in helping families. This means that we look to develop the strongest team available to meet the needs of the youth. The Child Family Team works collaboratively in the development of an individualized plan.

Caring Partners believes that using a "team approach" is the most successful way of addressing the youth's needs. Your family and your Care Manager will work together to identify those people who play an important role in your youth's life to create your Child Family Team. The team will consist of different people who will work with you on the development of the best plan for the youth's care. Typically, a Child Family Team is composed of both natural and formal supports. Natural supports include individuals such as relatives, mentors, clergy, neighbors, and coaches who you have identified as able to make a positive impact in the youth's life. Formal supports may include therapists, teachers, probation officers, or other professionals who have been chosen to or have provided services to your family.

Together you, the youth's Care Manager and Child Family team will create a plan of care also known as an Individual Service Plan (ISP). This plan will serve as a road map which will guide you and your family's care while working with Caring Partners. The plan is designed to help your family achieve both immediate and long-term goals. In the Child Family Team discussion, all life domains will be addressed. These life domains include the following:

Life Domains

Safety	Family	School
Emotional/Behavioral	Cultural	Social
Finances	Legal	Spiritual
Living	Medical	Recreational
Neighborhood		

The plan utilizes the strengths of all team members to address the youth and family's identified needs using individualized strategies. The plan is tailored specifically to the youth's needs. Once the plan is developed by the Child Family Team, the plan is put into writing by the Care Manager in a Individual Service Plan and distributed to each member of

the team. The needs, strategies and responsible members of the team are all identified in the ISP. Your first Child Family Team meeting will be held within 30 days of the youth's enrollment with Caring Partners and will be reviewed and updated by the Child Family Team within 75 days.

Your Child Family Team meeting will be held at a time and location most convenient to you. Your Care Manager is responsible for coordinating and facilitating the Child Family Team meeting; however it is important that you assume an active and lead role in your family's team meeting. We believe that you are the professional in your family and are most knowledgeable of your family's needs. The plan developed during your Child Family Team meeting will specifically outline the services that you and your team have identified for your family. These will include services that Caring Partners may arrange through providers in our network and voluntary services available from your neighborhood and from family members and others. Please ask your Care Manager any questions you may have about your Individualized Service Plan.

Caregiver Participation in Caring Partners

In addition to the active role you assume in your Child Family Team, Caring Partners invites and strongly encourages you to actively participate in various other components of the organization. During or after your enrollment with Caring Partners, you may be asked to join a variety of groups, participate in meetings, or become involved in other extracurricular activities sponsored by Caring Partners. Some of these may include being involved with the Family Service Organization, participating in Quality Improvement Projects, or attending family events.

The Family Support Organization (FSO)

Family Partners of Morris and Sussex is an organization that is dedicated to helping families with youth who are receiving services through Caring Partners. The FSO works in partnership with Caring Partners to provide supportive services to the caregivers and guardians of youth enrolled in the CMO.

Confidentiality

Caring Partners will keep information pertaining to your family and the youth strictly confidential unless it is information that may pose harm to the youth or others. Information shared is only with your consent and is only for the purpose of obtaining services that will help the youth and your family. You are asked to sign an agreement at the start of the program that allows Caring Partners to share and or receive information from past providers/people who have assisted your family. All the members of the Child Family Team

are required to maintain this same level of confidentiality. Team members sign a confidentiality agreement before participating in the Individual Service Plan meeting.

Special Requests

- If the youth or a family member needs an interpreter, please ask your Care Manager to coordinate this service for you.
- If you or a family member is disabled, Caring Partners will work to accommodate your needs to the best of our ability.
- Caring Partners uses providers from many different cultural backgrounds. We work to offer families a choice in the providers. Should you have any preference in receiving services with a cultural or ethnic orientation, please feel free to bring this to the attention of your Care Manager.

Concerns

Caring Partners is committed to providing the best level of care to the youth and your family. However, if you are not satisfied with the services the youth is receiving, we encourage you to take the following steps.

1. Speak to your Care Manager and attempt to resolve the issue with him/her.
2. If you do not feel comfortable speaking with your Care Manager or you are not satisfied with the outcome, please contact the Care Manager's Supervisor, Program Manager, or the Chief Operations Officer for Caring Partners. (See the "Caring Partners Contacts" section below for the names and numbers of these individuals.)
3. If you remain dissatisfied with the outcome, please put your concerns in writing by completing a Feedback Form and forwarding it to the Director of Quality and Compliance. When you submit the Feedback Form you may request a face-to-face meeting with the Care Manager, Care Manager's Supervisor, Program Manager and/or Chief Operations Officer to resolve the conflict. You will receive a blank copy of the Feedback Form with your Family Handbook.

Caring Partners Contacts

A Caring Partners staff member is available to you 24 hours and 7 days a week to assist in implementing your crisis plan and assist in managing crisis situations. In addition, our ongoing support is readily available and accessible to you in non-crisis situations as well. Below you will find a list of names and numbers that may be helpful to you during your enrollment with Caring Partners. During a crisis we can be reached either through our phone or toll-free numbers:

- Caring Partners Phone # (973) 770-5505
- Caring Partners On-Call (973) 770-5505, dial option #5
- Caring Partners Toll Free # 1-888-522-7320
- Your Care Manager is: _____
 - 973-770-5505 ext. _____
- Your Care Manager's Supervisor is: _____
 - 973-770-5505 ext. _____
- Program Manager: Kristin Van Eeuwen (973) 770-5505 ext. 114
- Program Manager: Tracee Stefanelli (973) 770-5505 ext. 151
- Chief Operations Officer: Gianine Christiano (973) 770-5505 ext. 106
- Director of Quality & Compliance: Amanda Thompson (973) 770-5505 ext. 108
- Director of Community Engagement and Resource Development: Maria Augustowicz (973) 770-5505 ext. 102
- Chief Executive Officer: James Mahoney (973) 770-5505 ext. 109



Other Important Numbers

- **Morris/Sussex Family Support Organization:** (973) 940-3194
- **Psychiatric Crisis Intervention:**
 - Morris County – St. Clare's Medical Center (973) 625-0280
 - Morris County – Morristown Memorial Hospital (973) 540-0100
 - Sussex County – Newton Memorial Hospital (973) 383-0973
 - IDD - Trinitas Regional Medical Ctr Psychiatric Emergency Services
 - (908) 994-7131
- **National Crisis and Suicide Prevention Lifeline:**
 - Call or Text **988** or chat <https://988lifeline.org/>
- **Crisis text line** – text HOME to 741741 to connect to a crisis counselor
- **Caring Contact/Suicide Prevention**
 - (908) 232-2880
- **Domestic Violence:**
 - Morris County – Jersey Battered Women's Services (JBWS)
 - (877) 782-2873 www.jbws.org
 - Sussex County – Domestic Abuse & Sexual Assault Intervention Services (DASI)
 - (973) 875-1211
- **NJ ABUSE** (877) 652-2873
- **Homeless Solutions** (973) 993-0900
- **Streetsmart outreach** (973) 644-4666
- **Market Street Mission** (973) 538-0431
- **The Trevor Project** (866) 488-7386 <https://www.thetrevorproject.org/>
 - **Trans Life Line** (877) 565-8860 <https://translifeline.org/>
 - **The LGBT National Youth Talkline (serving youth through age 25)** (800) 246-7743
- **National Runaway Safeline** (800) RUNAWAY (800-786-2929)
- **Parent's Anonymous/Family Helpline** (800) 843-5437
- **MOM2MOM** (877) 914-6662 <http://www.mom2mom.us.com/>
- **2nd Floor Youth Helpline** (888) 222-2228 <http://www.2ndfloor.org/>
- **Morris Sussex Resource Net** <http://www.morrisussexresourcenet.org/>
- **PerformCare** (877) 652-7624
- **NJ 211** (877) 652-1148

Caring Partners of Morris/Sussex, Inc.

Complete form below or go to this link to fill it out online:

<https://caringpartnerscmo.jotform.com/team/cpcmo/familyfeedback>

Feedback Form

Name of Person Completing Form: _____

Relationship to Youth: _____

Youth's Name: _____ Date of Birth: _____

Address: _____ Phone: _____

Name of Care Manager: _____

Name of specific staff the feedback is about: _____

Please describe the nature of your feedback (use the back of this form or attach sheets if necessary):

Please state how you would like your concerns to be addressed:

Signature: _____ Date: _____

Would you like to meet with the Care Manager's Supervisor? Yes _____ No _____

Mail or deliver this form to the address below or complete online at link at top of page:

Caring Partners of Morris/Sussex, Inc.

Attn: Director of Quality and Compliance

100 Enterprise Drive, Suite 201 Rockaway, NJ 07866

Caring Partners of Morris/Sussex, Inc.

Complete form below or go to this link to fill it out online:

<https://caringpartnerscmo.jotform.com/team/cpcmo/reqrestrictusedisclosurephi>

Request to Restrict Use/Disclosure of Protected Health Information

Youth/Participant Name: _____

Youth Date of Birth: ___/___/___ CYBER ID (if known): _____

Care Manager: _____

I hereby request a restriction on the use or disclosure of personal health information of the above-named individual by **Caring Partners of Morris and Sussex, Inc.** (the "Covered Entity"). I understand that I can request that the Covered Entity restrict the use and/or disclosure of personal health information as it relates to treatment, payment, or health care operations. I would like the Covered Entity to restrict the use and/or disclosure of the following health information in the following manner:

I understand that, except in certain limited circumstances, the Covered Entity is not required to agree to my request. If the Covered Entity does agree to my request, the restriction will not apply if the use or disclosure of information is necessary to provide me with emergency treatment or is required by law.

I understand that the Covered Entity may terminate the restriction if: (1) I agree to or request the termination in writing, (2) I orally agree to the termination and the oral agreement is documented, or (3) the Covered Entity informs me that it is terminating the restriction.

Signature: _____

_____ Date

Print Name: _____

Relationship to Youth: _____

_____ Legal Authority

Mail or deliver this form to the address below or complete online at link at top of page:

Caring Partners of Morris/Sussex, Inc.
Attn: Director of Quality and Compliance
100 Enterprise Drive, Suite 201 Rockaway, NJ 07866

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