



Rights and Responsibilities of Youth and Their Families **Compliance Policy 30**

What are your rights and responsibilities?

Youth enrolled in Bergen's Promise and the caregiver(s) of the youth have certain rights related to services. This document will share what those rights are, and what you can do if you feel they are not being met. Youth and caregivers also have responsibilities so that they can receive services. This document will explain what those responsibilities are, and what to expect if these responsibilities are not met.

Your rights when working with Bergen's Promise:

Interaction and Confidentiality:

1. You will be treated with respect, dignity, and cultural sensitivity. This means being free from abuse, exploitation, retaliation, neglect, and violation of personal and physical boundaries.
2. You will not be discriminated against based on gender, sexual orientation, race, age, religion, marital status, veteran status, or disability.
3. You will be informed of any potential conflicts of interest, such as a care manager's personal knowledge of you and/or your family members, or a service provider who does business with your family.
4. You may request and receive prompt information about your care and records.
5. We won't tell anyone about you or the help you've received unless you or your parent/guardian gives us permission in writing. The only time we can share information without permission is if the law allows us to.
6. Bergen's Promise may use information for research, reports, and to check whether our services are helping, however, we may not show any information that reveals who you are (like your name, address, and birthdate). The information we look at might include things like how long you've been with us, your medical conditions, the town you're from, the help you've gotten, how you've answered questions, how old you are, and your self-identified gender.
7. You can refuse to provide information to the Agency, although in some cases this may be a barrier to service.

Services:

1. You will be informed of services, benefits, how to access care, and what to expect from each provider.
2. You may be asked to sign Encounter Forms after meeting with a provider
 - a. BEFORE you sign, forms should be completed with the correct date and length of visit
 - b. You should only sign encounter forms at the END OF EACH SESSION

3. You may be referred to or be given information about other services that may support your Family Vision.
4. Your Bergen's Promise Care Manager will help you build a Child and Family Team to support your vision and goals. The Child and Family Team includes formal (pediatrician, psychiatrist, teachers/school personnel) and informal supports (coaches, clergy, friends, neighbors, etc.) chosen by the family to aid in the achievement of goals.
5. You have the right to choose and/or change provider(s), depending on availability.
6. You will receive care within thirty (30) days of enrollment, depending upon availability.

Communication:

1. You may discuss with your Child and Family Team resources you need to achieve your family vision, including options that may need financial support.
2. You can openly communicate concerns, requests and complaints about any service or provider without fear of consequences or of losing services.
3. If you are facing challenges with accessing services, you may request reasonable accommodation, for example using a language line for translation needs or services to help those with hearing or vision limitations.
4. Your Care Manager will discuss all services that Bergen's Promise puts in place, including the start and end date for services. You are eligible for Bergen's Promise services until:
 - a. Your child turns 21 years old.
 - b. You or your youth over age 14 do not want to continue with the services.
 - c. You or your youth over age 14 do not engage in services for 60 days (about 2 months).
 - d. Services are no longer needed.
 - e. Your youth is receiving services in the community, for example outpatient therapy.
 - f. You are unable or unwilling to supply the information necessary to obtain Medicaid.
 - g. You and your Child and Family Team decide that you are ready to transition out of services ("Graduate") from Bergen's Promise.

What to do if you believe that your rights are being violated:

If you feel that your rights are being violated, you can communicate directly with the Care Manager, the Care Manager Supervisor, or Director of Care Management. Concerns, requests, and complaints will be investigated and addressed, in most cases within thirty (30) business days from when the Agency receives the concern, request, or complaint in writing. You will continue to receive support during this time.

Your responsibilities when working with Bergen's Promise:

1. You are expected to respond to your Care Manager when he/she reaches out to you.
2. Care Managers and provider staff will not be reassigned for non-therapeutic reasons, for example, for reasons of gender, sexual orientation, race, age, religion, marital status, veteran status, or disability.

3. You are expected to attend regularly scheduled Child and Family Team meetings and face-to-face meetings with your Care Manager.
4. You will take part in regularly scheduled meetings with all providers put in place by Bergen’s Promise.
5. You will supply information and documentation needed to obtain Medicaid.
6. You will be an active participant in working toward your family vision and goals. Being open and honest about your needs will help your Child and Family Team best support you.
7. Bergen’s Promise does not condone or tolerate the use and/or possession of illegal drugs, tobacco products or weapons, nor the illegal use of over the counter or prescription medication. Violations of this policy may result in reports to proper authorities, and other actions as considered necessary by the Agency to ensure the safety of the individual, all child and family team members, employees, and the community at large.

What to expect if you do not uphold your responsibilities:

If you do not uphold your listed responsibilities, we will be unable to provide services. Your Care Manager will let you know if you are at risk of losing services. If your Care Manager has made attempts to reach you for three weeks and you do not respond, you will be sent a “Lack of Engagement Letter” which will inform you of your pending termination with Bergen’s Promise, at which point you will still have the opportunity to reach out to your Care Manager to remain open with Bergen’s Promise.

I hereby acknowledge that I received a copy of Bergen’s Promise Rights and Responsibilities of Youth and Their Families. This notice has important information about my rights and responsibilities while enrolled in services with Bergen’s Promise.

Youth’s Name: _____

Cyber ID#: _____

Name of Parent/Guardian/Youth
age 18+: _____

PLEASE PRINT

Relationship to Youth: _____

Signature of Parent/Guardian/Youth
age 18+: _____

Date: _____