
Bergen's Promise Program Description and Scope of Services

Description of Services

Bergen's Promise is the designated Care Management Organization (CMO) of Bergen County, NJ. We are a private, non-profit agency solely focused on providing wraparound care management services and community resource development to Bergen County children and adolescents. We also have a wellness component for youth with qualifying co-occurring physical conditions through our Behavioral Health Home Program (BHH). Eligible youth will have access to additional medical expertise and support needed for a holistic approach to behavioral and medical health needs. A Registered Professional Nurse and Health and Wellness Educator shall be added to the youth's Child and Family Team (CFT) to provide medical care coordination/health promotion. Please see the *Behavioral Health Home Program Description* for more details on the Behavioral Health Home Program.

Bergen's Promise's mission is: *Healthy Families, Safe at Home*. Bergen's Promise provides a single point of entry for the planning, coordination and delivery of care. We work directly with children and families in their communities, providing face to face assessment, referral, and care management services. Our goal for each family is to provide appropriate, effective, and sustainable supports to enable the family to become healthy and self-sustaining. Bergen's Promise operates within New Jersey's Department of Children and Families (DCF), Division of Children System of Care (CSOC). All requests for service are evaluated and directed through the State's Contracted Systems Administrator (CSA) PerformCare at 1-877-652-7624.

Bergen's Promise utilizes the "Wraparound" model of care that builds on the identified strengths and assets already present within the young person and his or her family. The Wraparound model helps families to develop individualized service plans (ISPs) with their Child and Family Team (CFT) that are:

- Family Voice & Choice
- Culturally Competent
- Team Based
- Natural Supports
- Collaboration
- Individualized
- Persistence
- Strengths Based
- Outcome Based
- Community Based

The plans further incorporate a combination of services, informal supports and community-based resources, and includes a plan for transition from CMO services. The plan of care addresses the family's needs in all major areas of life domains, including:

- Social
- Environmental
- Emotional
- Occupational
- Spiritual

- Intellectual Development
- Financial
- Physical Wellness

Working with community partners is key to the mission of Bergen's Promise. Our policies reflect youth and family choice, and fair and open use of providers. We work with the Family Support Organization (FSO), Children's Inter-Agency Coordinating Council (CIACC), Mobile Response Stabilization Services (MRSS), Youth Services Commission (YSC) and the Division of Child Protection and Permanency (DCPP) to address the needs of our youth and families. Examples of our efforts to effectively work with local system partners include our hosting of quarterly "System Partner" meetings where representatives from DCPP, MRSS and FSO are invited to discuss shared concerns and solutions. Bergen's Promise care providers are an integral part of the team. All providers attend regularly scheduled CFT Meetings with their youth, and Quality Assurance meetings with the Bergen's Promise management team. Each provider also signs a Memorandum of Understanding, which clearly describes Bergen's Promise's expectations for excellent service.

Populations Served and Settings for Services

Bergen County children and adolescents aged 5-21, with serious behavioral, emotional, substance abuse, developmental challenges, and juvenile justice involvement requiring high or moderate levels of care coordination.

Bergen's Promise provides a single point of accountability for the planning, coordination and delivery of care; working directly with children and families in their communities. Child and Family Team meetings take place in the family home whenever possible. Meetings may also take place outside of the home - at Bergen's Promise offices, at school, in court or in the hospital - as the situation may require. For families requiring the use of our facilities, our office is centrally located in Bergen County, with easy access via taxi cab or New Jersey Transit bus service. The building and office are handicapped accessible, externally and internally, with adequate parking for visitors. There are meeting rooms available for Child and Family Team meetings, and a comfortable reception and waiting area. The building is secure, and access to the Bergen's Promise office suite is controlled through magnetic keycards. All record storage areas are secured with locks. All visitors must be signed in and out at reception and accompanied by appropriate staff at all times to ensure the security of protected health information (PHI).

Services Offered

Implementing the Wraparound Model, Bergen's Promise "wraps" a network of services, formal and informal supports, and community resources around the child and family to keep children in their homes, schools and communities, and out of trouble. The agency links youth with services and supports such as psychiatric treatment, individual therapy to address identified areas of need, family therapy designed to increase positive family communication, nurses to assess and refer for medical services,

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behavioral assistants who can increase both functional and life skills, wellness educators to increase health literacy and behaviors, mentors who can support positive self-image, enrollment in partial care settings to provide after-school treatment, and structured activities in supervised environments. These services are accessed through referral and contracted providers. The expected outcomes of CMO involvement may include: improved health, reduction of aggressive behaviors, elimination of substance abuse, improved school attendance/performance, increased family involvement and sustainability. Key goals include:

1. Stabilizing the family system and minimizing the movement of youth from one living arrangement to another;
2. Preventing inappropriate hospitalization or re-hospitalization;
3. Improving the functioning of youth in all life domains, including but not limited to, social, behavioral, developmental, emotional, physical and educational.

Once enrolled with Bergen's Promise, a Care Manager (CM) is assigned to each youth and family. A CM shall have a minimum of a bachelor's degree in a related field, such as social work, counseling, psychology, psychiatric nursing, criminal justice or special education.

CMs report to a Care Manager Supervisor (CMS) who provide oversight and are available for consultation. CMSs shall have a Master's degree in social work, counseling, psychology, psychiatric nursing, criminal justice or special education, with supervisory experience in child welfare, children's mental health, juvenile justice, special education or a related public sector human services or behavioral health field working with at-risk children and families; and a professional license in a related field is preferred.

The Directors of Care Management (DCMs) and the Chief Operations Officer (COO) provide supervision to CMSs, as well as oversight of all programmatic Care Management activities.

Youth meeting eligibility criteria for the Behavioral Health Home (BHH) will be assigned a Wellness Educator and BHH Nurse. A Wellness Educator shall have at minimum a bachelor's degree in health education with Certified Health Education Specialist (CHES) Certification or eligibility.

A BHH Nurse shall have a Registered Nurse License in the State of New Jersey and a bachelor's degree or candidacy in nursing or a related field.

A Clinical Consultant is available to provide clinical expertise for youth active with Bergen's Promise and the Bergen County Division of Child Protection and Permanency (DCP&P). The Clinical Consultant assists DCP&P partner staff with gaining a clinical understanding regarding the needs of youth and families.

Referral Sources

All referrals are made through the State system of care when families call this central point-of-contact at 1-877-652-7624. There are no physical barriers to admission. There are several ways a family may be referred to the CMO, depending on the intensity and nature of their needs. Possible referral sources include but are not limited to Mobile Response Stabilization Services (MRSS), school personnel, parents/guardians, existing clinical providers, courts, youth detention centers, substance use assessors/providers, Children's Crisis Intervention Services (CCIS), Department of Child Protection & Permanency (DCPP), psychiatrists, and members of the community.

Regardless of the source of the referral, a family must agree to be a voluntary and active participant in CMO services. All referral information submitted is reviewed by the State system to determine if the youth being referred meets CMO clinical criteria. DCF determines a youth or young adult eligible to receive care management services when any one or any combination of the following is present:

- The youth has serious emotional, behavioral, substance abuse and/or developmental challenges that adversely affect his or her capacity to function in the community;
- The youth's assessment indicates a need for the level of care management services provided by a CMO; and/or,
- The youth and/or the youth's family require face-to-face assistance in obtaining and coordinating treatment, rehabilitation, financial and/or social services without which the youth could reasonably be expected to require more intensive and/or out of home services.

Frequency of Services

The CMO is required to provide initial and continuing care management services to youth and families.

Initial CMO services include, but are not limited to:

- Enrollment of the youth into CMO services with Care Manager making initial contact with the family within 24 hours
- Initial face to face meeting with the family within 72 hours
- Development of a Family Crisis Plan to stabilize the youth and address the immediate concerns of the youth and family within 7 days of referral
- Initial ISP within the first 30 days and continual reassessment of the ISP every 60-90 days

Continuing CMO services include, activities related to:

- Bimonthly face to face meetings
- Comprehensive assessment services
- ISP design and implementation
- Linkage and referral to appropriate services
- Monitoring and follow-up of services for expected outcomes

Transition planning begins when a child is first enrolled in Bergen's Promise. The Child and Family Team (CFT) defines treatment goals and set timelines, and reviews progress at each meeting. Ninety days prior to the agreed transition date, the CFT reviews the individualized service plan to ensure that sustainable strategies are in place, and that the family is connected with supports that will be sustainable after transitioning from the CMO. Unanticipated transition occurs only if a family leaves Bergen County, the youth is sentenced to long-term incarceration or the youth/family declines CMO services. In all instances, the Care Manager will work to ensure that sustainable supports are in place prior to transition. For BHH eligible youth, refer to *BHH Eligibility Policy* for complete transition procedures.

Hours and Days of Services

Administration office hours are Monday through Friday 9 a.m. to 5p.m.; however, Care Managers meet with youth and families based on family availability and convenience, which may be outside of these hours. Additionally, Bergen's Promise offers a 24/7 emergency on-call phone service. This system is designed to help our families in crisis outside of these "office hours." Any Bergen's Promise family can call our office number (201-712-1170) outside of office hours for support and de-escalation of crisis situations. Each on-call Care Manager is trained to handle crisis situations, and will escalate calls to an on-call Care Manager Supervisor if necessary. If additional assistance is needed on scene, 262-HELP or MRSS will be called. For psychiatric and all other emergencies, 911 is called. All crisis responses are thoroughly documented by the Care Manager, and are subject to an extensive in-house review process as part of the agency's continuous quality improvement initiative.

Fees/ Payer Sources

As Care Management services are not covered under any private insurance plans, State regulations require that all youth entering Bergen's Promise obtain appropriate supplementary insurance. This additional coverage is of no cost and will have no effect on the family's private insurance or other services that the family is receiving.

The two possible types of coverage include:

- **New Jersey FamilyCare (NJFC):** for financially eligible families, provides medical and mental health benefits, sometimes with a small premium from the family.
- **Children's System of Care Initiative (CSOCI) coverage:** coverage available only to youth who are *not* eligible for NJFC; provides limited benefits, including care management services. For further information refer to the CSOC/ PerformCare website or ask your Care Manager.