

Bergen's Promise Program Description and Scope of Services

Bergen's Promise is a private, non-profit agency that serves Bergen County youth up to age 21. Bergen's Promise helps families support youth with serious behavioral, emotional, substance use, or developmental challenges. The agency also offers a wellness program for youth with physical health challenges through the Behavioral Health Home Program (BHH, see BHH Program Description).

The mission of Bergen's Promise is: *Healthy Families, Safe at Home.*

The goal of Bergen's Promise is to link families to suitable and effective strategies to help them become healthy and self-sufficient.

Wraparound Model of Care

The "Wraparound" model of care builds on strengths the youth and the family already have. Wraparound helps families create a Child and Family Team ("CFT" or "Team"). The Team usually includes the youth, their caregiver(s), and their Bergen's Promise Care Manager. It can also include other people supporting the youth, such as:

- Other family members
- Friends
- Therapists
- School staff
- Healthcare providers
- Spiritual leaders
- Coaches
- Others

The Team works together to create a treatment plan, called an Individualized Service Plan ("ISP" or "Service Plan"). The ISP includes a combination of services, supports, and community resources. It also includes a plan for transition from Bergen's Promise services. The ISP addresses the family's needs in major areas of life, such as:

- · Safety
- · Social/Recreation
- · Mental health
- · Physical health
- · Culture/Spiritual
- · School/Work

- · Living situation
- · Finances

Strategies Offered

Wraparound strategies keep children in their homes, schools, and communities, and out of trouble. Bergen's Promise links youth with services and supports that may include:

- · Psychiatric treatment
- · Individual therapy
- · Behavioral assistance
- · Nurtured parent coaching
- · Wellness education
- · Mentorship
- · Partial care programs
- · Family support partners

Key goals of these strategies include:

- Keeping the family stable and minimizing the movement of youth from one living arrangement to another
- Preventing unnecessary hospitalization or re-hospitalization
- Improving the youth's social, behavioral, developmental, emotional, physical, and educational function.

Bergen's Promise uses Care Managers to help with the planning, coordination, and delivery of these services. A Care Manager is required to have a Bachelor's Degree in a social services field. Once enrolled with Bergen's Promise, each youth and family will be assigned a Care Manager. Care Managers report to a supervisor who oversees their work and is available for consultation. [AF4] Care Manager Supervisors are required to have a Master's Degree in a social services field.

Meetings with the Care Manager and the Team take place in the family home when possible. Meetings may take place outside of the home as needed. Other locations could include school, court, the hospital, or Bergen's Promise office. Bergen's Promise office is centrally positioned in Bergen County. It is easy to access via car or public transportation. The building [AF5] and office are handicap accessible, externally and internally, with plenty of parking for visitors.

Referral and Eligibility

Children and families are referred to Bergen's Promise through the State Contracted Services Administrator when they call Perform Care (1-877-652-7624). There are no physical barriers to admission. For all referrals, families must agree to be voluntary and active participants in services. Referral sources include:

- • Mobile Response and Stabilization Services
- • School personnel
- • Parents/guardians
- • Existing clinical providers
- • Courts
- • Youth detention centers
- • Substance use assessors or providers
- • Children's Crisis Intervention Services
- • DCP&P
- • Psychiatrists
- • Members of the community

Youth are eligible for care management services when at least one of the following is true:

- Youth has serious emotional, behavioral, substance use and/or developmental challenges that make it hard to function in the community.
- Youth/family need help getting treatment, rehabilitation, financial, or social services. Without this assistance, youth may need more intensive services.

Frequency of Services *(See Appendix A: Bergen's Promise Services Timeline)*

- The day that PerformCare sends Bergen's Promise a youth's information, the family will get a phone call from a Care Manager to schedule a first meeting.
 - Also, within **24 hours**, the family will be emailed documents to fill out and sign.
- Within **72 hours** (about 3 days) the family will meet with the Care Manager to learn how Bergen's Promise services work.
 - The Care Manager will create a Family Crisis Plan with the family to help if there is an emergency.
- Within **30 days** (about 4 weeks) of the first meeting, the family and Care Manager will meet again to develop a service plan and create a 'Child and Family Team.'
- The Care Manager will contact the family weekly and meet with them in person **once or twice per month** – depending on need.
 - The Care Manager and family will talk about progress and any current needs.
- Every **60 to 90 days** (about 3 months), the Care Manager will schedule a Child and Family Team meeting.

- The Team will update the service plan created in the first planning meeting.
- The Team makes treatment goals and reviews progress at each meeting.
- The Care Manager may connect the family to other services if needed.
- When the family has met their individualized goals, the Care Manager and Child and Family Team will help the youth transition to community-based services.
 - Planning for successful transition starts from a family's first meeting with the Care Manager.
 - Before the transition date, the Team helps the family connect with long-term supports to sustain outcomes.

Hours and Days of Services

Regular office hours are Monday through Friday 9 a.m. to 5 p.m. However, meetings may happen outside of these hours based on family and provider availability. Bergen's Promise also offers a 24/7 emergency on-call phone service (201-712-1170) to help Bergen's Promise families in crisis outside of "regular office hours." For psychiatric and all other emergencies, call 911.

Fees/ Payer Sources

Bergen's Promise services are provided to all families at no cost through one of two types of coverage:

- **New Jersey FamilyCare (NJFC):** Also known as Medicaid. Offers medical and mental health benefits for families that meet financial criteria.
- **Children's System of Care Initiative (CSOCI) coverage:** Offers limited benefits, which include Bergen's Promise services, to youth who are *not* eligible for Medicaid. For more information see the PerformCare website or ask your Care Manager.