MONMOUTHCARES YOUTH AND FAMILY HANDBOOK

Your Guide to Care Management

MonmouthCares

A MEMBER OF NJCMO

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WWW.MONMOUTHCARES.ORG

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Your Care Manager is: _____

Contact: _____

Your Care Manager Supervisor is: _____

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Welcome to MonmouthCares!

We're looking forward to working with you and getting to know you!

This Youth and Family Handbook has been created as a guide to explain how MonmouthCares will assist your child and your family. It details who we are, the services we coordinate, how to use the opportunities available to you, the responsibilities of your team members, and your role in **planning for a positive future**. You are encouraged to read this handbook and let us know if you have any questions we can answer at any time.

We will be partnering with your family so that we can work together towards our common goal of ensuring kids are able to **stay at home, in school, and out of trouble.**

MonmouthCares' mission is to facilitate positive change, without judgment, so that children with emotional and behavioral challenges, along with their families, have the greatest opportunity to **live, thrive, and develop** together and in their communities. These challenges may include intellectual/developmental, substance use, and/or physical health issues.

For every family that is referred to us, our job is to coordinate the services that you need, at the time you need them the most. We do not provide direct care, but we strive to put together a plan of action that is right for you and your family and ensure that you receive the best care possible.

Who Are We?

MonmouthCares is a private non-profit Care Management Organization (CMO) in Monmouth County, NJ that serves youth up to age 21 and their families. We are not a government agency, but are part of the New Jersey Children's System of Care that helps youth and families dealing with emotional, behavioral, and substance use issues as well as intellectual/developmental disabilities. Our Health and Wellness Team also helps families who qualify to obtain health care access and manage their medical challenges. **Our goal is to keep your child at home and for your family to receive the community support and resources that you need.**

MonmouthCares is also part of the **Monmouth County Stigma-Free Initiative**, a county-wide program that aims to **reduce the stigmas associated with mental illness and substance use disorders**. We are dedicated to raising awareness of these diseases to create a culture where residents feel supported by their community and neighbors and feel free to seek help and services without fear of stigma.

We are child and family-centered, respect differences, and work from a strengths-based philosophy. **Each of our staff members is skilled** in working with youth and families who have a variety of experiences and backgrounds.

We will keep all information strictly confidential unless it is information that may pose harm to your child or others. Information is only shared with your consent and for the purpose of obtaining services that will help your child and family. All your team members sign the same agreement at each meeting.

At MonmouthCares, you will have a Care Manager, whose services and responsibilities are explained in detail in this handbook.

Family Based Services Association is the Family Support Organization (FSO) for Monmouth County, NJ. It is run and staffed by family members who have raised, or are still raising, children with emotional and/or behavioral challenges. The FSO works with families enrolled in MonmouthCares and offers support, education, and advocacy to Monmouth County families, regardless of family income or insurance eligibility, in the New Jersey Children's System of Care.

This organization is unique because it is made up of parents supporting parents. **At Family Based Services Association, you will have a Family Support Partner**, who is a caregiver

who has had similar experiences as yours. Your Family Support Partner is there to support you, understands your concerns, and can be trusted to keep your information confidential, as provided by law. Your Family Support Partner will help you obtain and understand the information you need to successfully navigate the New Jersey Children's System of Care.

Youth ages 13-18 are also welcomed to join the Youth Partnership (YP) through Family Based Services Association of New Jersey. The Youth Partnership is an advocacy organization formed and run by youth who are or have been involved in the New Jersey Children's System of Care. YP youth participate in leadership training and the development of positive social connections with other group members in the community.

What Do We Do?

MonmouthCares provides care management for families. Our Care Managers facilitate Wraparound, a family-driven and team-based process for planning and implementing services and supports. Through the Wraparound process, Child Family Teams create plans that are geared toward meeting the unique and holistic needs of each youth and family.

This process requires **working together as a team**, with input and effort from all parties involved, including the youth and families we serve, those who know them, and the staff members and other professionals who serve them. We encourage you to make the most of all that is available to you in order to receive the most benefit from those services.

Together…

- We are focused on your child and centered on your family.
- We respect family culture, family values, individual preferences, and unique abilities.
- We help you to build your own team, based upon your family's strengths and needs, and to find people, organizations, and other connections to support you in the community.

As part of this planning process, you are assigned a Care Manager who will be responsible for working directly with your family. Your Care Manager will meet with you and your child to learn how they can help.

Your **MonmouthCares Care Manager** will:

- Visit your family at least monthly, or more often as necessary, and will adjust the frequency of their visits and meetings based on needs.
- Have weekly contact with you through your preferred method of contact.
- Listen to find out what you are experiencing and what you really need to make life better for your family and help you create your family vision of success.
- Work with you to create an Individual Service Plan (ISP) based upon the strengths, needs, abilities, and preferences that you and your family identify to us.
- Facilitate your Child Family Team and document the outcomes within your Individual Service Plan.
- Coordinate resources and services with you and your team.
- Monitor the success of your plan using the Strengths and Needs Assessment and adjust the plan as needed with you and your team members.

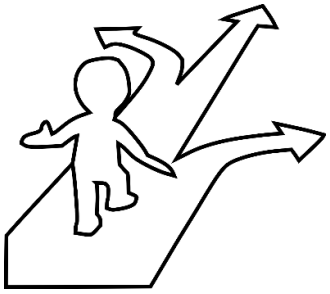
What Is the Health and Wellness Team?

MonmouthCares has a Health and Wellness Team to assist children and young adults who have eligible chronic medical conditions along with their mental health, intellectual / developmental, and substance use challenges.

A registered nurse (RN) will complete an assessment to determine if the youth or young adult meets the criteria for this expanded care management service. If the required criteria are met and with the family's consent, a health and wellness care plan will be integrated into your child's Individual Service Plan and a nurse and wellness coach will join your team.

What Is an Individual Service Plan?

Your Child and Family Team will create your Individual Service Plan (ISP), which is the **road map that guides you and your family's care to achieving your vision**. At ongoing Child and Family Team meetings, you and your team will brainstorm and discuss various action steps, or strategies, along the way.



As you follow your ISP:

- You and your family, including team members that you choose to identify, will receive a copy of your Individual Service Plan.
- You and your team will meet regularly to identify needs, strengths, abilities, strategies, and services that will address your needs and help accomplish your vision.
- Every meeting will have an agenda that starts with reviewing your vision and accomplishments.
- You and your team will assess how your plan is working and if the action steps in the plan are helping you and your family make progress.
- You and your team will adjust the plan as needed by changing the action steps, ending some actions, or adding new ones.
- You and your team members will take responsibility for following through on specific actions until your next meeting.

What Are Your Visions and Goals?

Your Care Manager will ask you to prepare your thoughts about your **goals and vision for your future**. Your input is needed to create a vision statement that will guide your family's plan through the months of working together.

This is your personal vision and a vision for your entire family. It takes into account your abilities, preferences, strengths, and needs. It also gives your Care Manager the opportunity to learn about you and your family and help you achieve your vision.

Questions you may want to think about are:

- How do you wish things to be in the future, for both you and your family?
- What will life be like when things get better?
- What things would you like to accomplish?

Details you may want to share include:

- Who are you?
- What makes you happy?
- What do you like to celebrate?
- What inspires you?
- What are you good at doing?
- How do you want to be contacted?
- Who shares in your life?
- How do you like to be addressed?

What Are Your Strengths and Needs?

To help figure out the best way to move forward towards your goals, your Care Manager will have a conversation with you and use the **Strengths and Needs Assessment (SNA) Tool**. This is a comprehensive communication tool that determines the strengths, needs, abilities, and preferences that you and your family currently have.

The SNA Tool is used to:

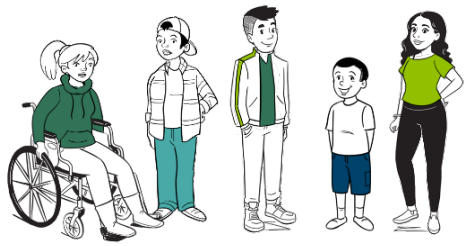
- Direct your Wraparound planning process so that the most important needs are being addressed.
- Evaluate the progress and outcomes of the team process.
- Ensure your family is receiving the right kind of care, delivered in the right way.

If your child or a family member needs an interpreter, please ask your Care Manager to coordinate this service for you.

If you or a family member need any accommodations, your Care Manager will assist.

What Are Your Community Resources?

Your Child and Family Team will guide you to resources that can help you make progress toward your goals. Discuss these resources with your team and your Family Support Partner.



MonmouthCares collaborates with **providers that are responsive to diverse cultural backgrounds**, representing all races, ethnic groups, religious beliefs, genders and gender identities, disabilities, social-economic statuses, and communities. We offer families a choice in the providers they would like to use. Many providers are neighborhood organizations that specialize in offering services to our diverse community.

If you have any preference in receiving services with a cultural, ethnic, or sexual orientation consideration, please feel free to bring this to the attention of your Care Manager.

You may already know about community supports and services that have helped you in the past and that are **available through your health insurance or affordable within your budget**.

If you have a home computer with internet access or can get to your local library or a community organization with internet access and would like to find additional information about available resources, **go to the website for Monmouth ResourceNet at www.monmouthresourcenet.org**. This is a free, online database that is maintained by MonmouthCares to share information about more than 1,500 resources that are locally accessible for Monmouth County residents, including a wide range of support groups, resources, hotlines, activities, health providers, events, and other services.

MonmouthResourceNet.org
Resources for Monmouth County Residents

Your Care Manager or Family Support Partner can help you learn how to use Monmouth ResourceNet.

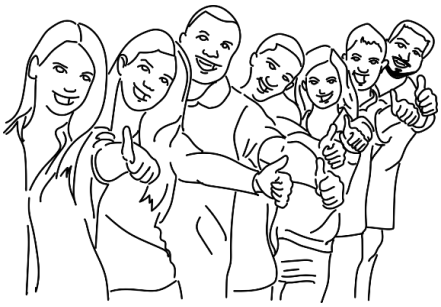
Transition Planning

The care management service you receive is meant to continue until your family is on its way to achieving your vision and moving towards your goals.

Beginning with your first meeting with MonmouthCares, you and your Child and Family Team will start **planning for successful transition** going forward. That process will continue at every team meeting and by the time you are ready for transition, your family will be connected to several community support services.

While any kind of transition brings change and transitions actually happen throughout the Wraparound process, the most important one will come when you can manage your own Child and Family Team. **You should be proud and congratulate yourself and the members of your team for helping you reach this level of self-empowerment!**

Transition may involve having a final meeting of the whole team, a small celebration, or simply saying that you are ready to move on. As a family, you will receive a Transition ISP, which includes your plan for the future, a list of team members you can continue to count on, plus referrals and links to community resources.



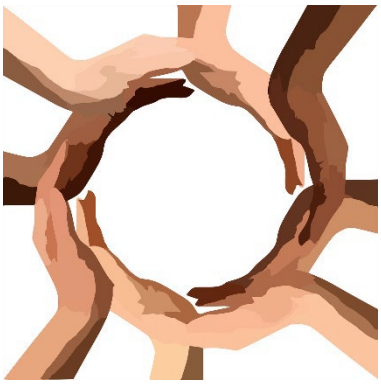
What Are Your Rights?

At MonmouthCares, **we believe in you** and the value of your family, now and in the future! We also believe that **youth and their families have the right to:**

- Be treated with consideration and respect at all times by all team members and employees of MonmouthCares, members of the New Jersey Children's System of Care, and supporters from the community.
- Expect that MonmouthCares will keep all your information, records, and contacts confidential to the extent required by law.
- Be treated fairly and without discrimination or stigma regarding gender, race/ethnicity, religion, sexual orientation, age, marital status, veteran status, or physical challenges.
- Be informed of services and resources that are available to you.
- Expect your services will be delivered in a safe and caring way, in a safe environment.
- Have your concerns, questions, requests, and complaints investigated and resolved in a timely manner, without retaliation or limitation of services.
- Refuse any and all services, including MonmouthCares Care Management services.

A complete list of rights is provided at your Orientation of Enrollment and reviewed annually.

What Is Expected of You?



MonmouthCares is dedicated to helping children, young adults, and families live their lives to the fullest, and **we ask you to be an active partner** in moving towards that goal.

Wraparound works best when your Care Manager has the information they need to help guide the planning process so your family can be successful. Parents, caregivers, legal guardians, youth, and young adults are expected to:

- Keep in touch with your Care Manager on a weekly basis.
- Let us know if you change your contact information.
- Let us know your preferences on how to keep in touch with you.
- Leave detailed messages when your Care Manager is not available so that they can follow up and respond to your call.

- Let us know about appointments, dates, and meetings with providers and your IEP team.
- Keep appointments or, if changes are necessary, call and reschedule.
- Tell your care manager of any conflicts you may be experiencing with providers or other team members.
- Participate in your Child and Family Team planning process.

Respectful Partnership Expectations

MonmouthCares is committed to creating a safe, respectful, and collaborative environment for children, young adults, families, and staff. We recognize that families may experience stress, frustration, or disagreement throughout the service process. We are committed to listening, problem-solving, and working through concerns together.

To support a positive and productive partnership, we ask that all interactions with MonmouthCares staff, providers, and team members remain respectful and professional. Parents, caregivers, legal guardians, youth, and young adults are expected to:

- Communicate in a respectful manner, even when expressing concerns or disagreements.
- Refrain from the use of threatening, intimidating, hostile, discriminatory, abusive, or aggressive language or behavior.
- Avoid harassment, bullying, or actions that create an unsafe environment for staff, providers, or team members.
- Work collaboratively with team members to address concerns and identify solutions that support the youth and family.
- Respect personal and professional boundaries of staff, including appropriate methods and times of communication.
- In the event that responsibilities are not met, your involvement with MonmouthCares may experience a higher-level review and could result in a disruption of services.

The first step is honesty. **At MonmouthCares, we are here to support, not to judge.** You can expect to feel comfortable as you are asked to share:

- Your strengths, abilities, and preferences.
- Your family traditions and cultural values.
- Your history of treatment and services in the past.
- Areas of concern or worry that you'd like to work on.

With the help of your Care Manager, you will also have the opportunity to **build and manage your personal Child and Family Team**, bringing together people from different parts of your family's life. Your team members will work together, coordinate their activities, and blend their perspectives of your family's situation.

The more involved you are, the more successful you will be.

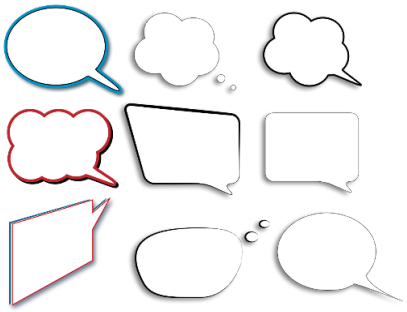
This means that:

- Your participation and input will drive the team's decisions.
- Your team meets on a regular basis.
- Your vision helps guide team planning to achieve your goals.
- Your team develops your written Individual Service Plan (ISP).

Why Is Your Feedback Important?

MonmouthCares is committed to providing quality services and we are continually looking for ways to improve through feedback from the youth and caregivers we serve. Periodically, we hope that you will take a few moments to fill out our short survey, which will arrive via email and can be completed at your convenience.

By providing input about how we at MonmouthCares are doing, you help us to improve our services to better assist you and the community in the future and we thank you for your feedback!



Our highest priority is to make sure your family reaches its goals. To do that, it is important that any **concerns, requests, or complaints** you may have are addressed and resolved promptly.

- Any enrolled family has the right to openly communicate concerns, requests, or complaints about any service or service provider, without fear of retaliation or losing services.
- Children and families are encouraged to register a complaint starting with their Care Manager and, if needed, proceeding to the Supervisor, Operations Manager, Director of Clinical Operations, or CEO via email, letter, phone call or through MonmouthCares website: Contact - MonmouthCares.

The New Jersey Children's System of Care also has procedures for dispute resolution and appeal, which can be found on their website at performancecarenj.org/families/quality

If you wish to make an anonymous report about suspected Medicaid fraud, waste, or abuse, please refer to this page.

NJ Children's System of Care
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How Can You Contact Us?

Contact information is available for you to reach your team members at MonmouthCares and Family Based Services Association so that they can address your questions and concerns.

MonmouthCares services are accessible 24 hours a day, 365 days a year. During our normal business hours of Monday-Friday, 9 a.m.- 5 p.m., you can reach our staff by calling our main office at 732-222-8008.

Emergency Access: If your child is suicidal and/or homicidal, in immediate danger, or experiencing a serious emotional crisis that threatens their well-being or the well-being of others, call 9-1-1.

If you are an enrolled youth or family or are working with one of our enrolled families and your child **is not** in immediate danger, you can also reach us outside of our normal business hours at 732-222-8008. The On-Call Care Manager will respond to your call as soon as possible, but no later than 10-15 minutes, and will assist in handling an emergency via telephone to the extent possible. Care management staff will speak with you, review your family crisis plan, and help develop a response to your situation.

If the after-hours call includes a situation related to your child's chronic medical condition and they are enrolled with our Health and Wellness Team, the care manager will notify the Health and Wellness Team.

Follow-Up: You can expect a call from your own Care Manager and, when necessary, your Health and Wellness Team, on the next business day to help you plan any next steps.

Reminder: In the past, you may have worked with Mobile Response. When enrolled with MonmouthCares, Mobile Response is no longer active.