

PerformCare New Jersey

Helping families across New Jersey

PerformCare partners with the New Jersey Children’s System of Care (CSOC) as the single point of entry for all children, adolescents, and young adults (up to age 21) who are in need of behavioral health, developmental and intellectual disability, or certain substance use treatment services.

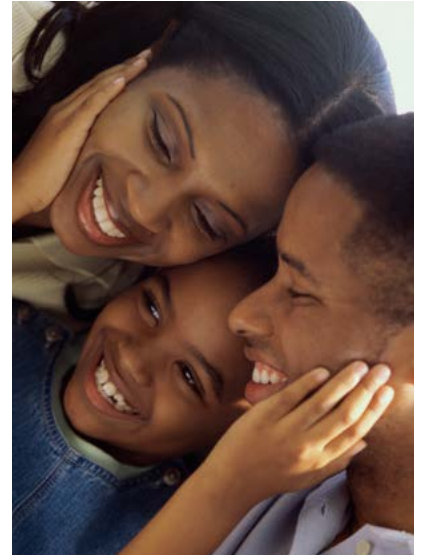
PerformCare is focused on prevention and early intervention by connecting a young person with the care they need in the most appropriate setting — the right care in the right place at the right time. Our goal is to help families and caregivers create a more stable and healing environment for children, address barriers to well-being, and maximize youth and family strengths.

How we help

Starting with just one phone call, PerformCare can help a parent or guardian connect their child to the behavioral health, substance use and developmental disability services they need to be well and thrive.

Available 24 hours a day, seven days a week — 1-877-652-7624

PerformCare associates are available 24 hours a day, seven days a week, 365 days a year, to provide individualized care to eligible children. You can also visit PerformCare’s website at www.performcarenj.org. Depending on the child’s unique needs, support may include:



Contact us toll-free:
1-877-652-7624

✓ In-home counseling	✓ Family support services	✓ Behavioral supports
✓ Mobile crisis response	✓ Care management	✓ Out-of-home treatment
✓ Needs assessment	✓ Partial hospitalization	✓ Functional family therapy
✓ Respite services	✓ Assistive technology	✓ Habilitation services
✓ Summer camp tuition assistance	✓ Substance use treatment (under 18 only)	✓ Trauma informed care

When to call

If you have never called PerformCare before, you may not be sure if you should reach out to us. We want to assist families as early as possible. Families should call if their child's behavior has changed from normal or if they are overwhelmed by challenges at home or in the community. Some common reasons to call PerformCare include:

- You are struggling to meet the needs of your developmentally delayed child or adolescent.
- Your child refuses to attend school or has repeated lateness or skipping, or if you have other concerns about his or her school performance.
- Your child shows physical and/or verbal aggression, bullies others, or is being bullied.
- You observe family conflict, including youth substance use or refusal to comply with rules.
- Your child seems to experience grief that is beyond “normal,” such as from the loss of a family member or friend through divorce, death, or relocation.
- Your child experiences a traumatic event, such as a house fire or witnessing violence.
- A trusted friend, teacher, or other adult in your child's life has expressed concerns.
- You would like to know more about the types of services available.



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“PerformCare was there in my time of need. They were able to link me to care management, and they took the time to set up services. Setting me up with services lifted such a burden and it also allowed me to be able to really work on being a family again.” — Glenn M., parent

Keys to success

Early response and prevention

The New Jersey Children's System of Care has achieved tremendous results. By engaging youth in support services at an earlier age, the CSOC can often prevent a more serious and difficult behavioral problem from developing. Earlier interventions mean children have a better chance of positive outcomes and being healthy and happy.

Child-centered care in the right place

No matter what the challenge, PerformCare can direct a child's family to a CSOC program which will put him or her on the path to a better quality of life. Services include in-home, in-community, and out-of-home programs.

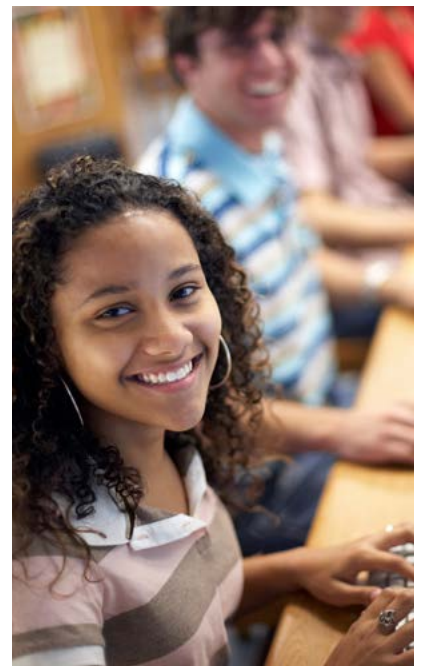
New Jersey Children's System of Care is accessible whenever and wherever the challenge arises.

Mobile Response is provided to youth who experience challenges that threaten their current living arrangements. They provide face-to-face crisis response within one hour of notification. The goal is to stabilize behavior and preserve the child's ability to remain in the home. Mobile Response is available 24 hours a day, seven days a week, 365 days a year, and can offer up to an additional eight weeks of stabilization services in certain situations. Mobile Response has demonstrated great success with this rapid-response system: Over 95 percent of children served by this program have remained in their homes instead of needing out-of-home placement.

The NJ CSOC ensures children and young adults receive care in the setting best suited to their needs. The goal is to keep children at home whenever possible, where they can remain in a familiar environment with their family support system. When out-of-home treatment is needed, care management organizations work with the family to identify the best program available. They help monitor the service to ensure treatment goals are being met so the child can return home.



Mobile Response is available 24 hours a day, seven days a week.



Additional services

- Care management: Using a wraparound approach, local organizations combine advocacy, service planning, and coordination for youth with moderate-to-intense needs.
 - Family and peer-support organizations provide education, advocacy, and peer support to families, ensuring that key values of NJ Children's System of Care are upheld and that families can navigate the system.
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Founded in 1994, PerformCare is a member of the AmeriHealth Caritas Family of Companies — the nation's leader in health care solutions for the underserved. With nearly 30 years of experience, AmeriHealth Caritas is dedicated to ensuring the delivery of quality health care to populations covered by publicly funded programs. We help people get care, stay well, and build healthy communities.



NJ Children's System of Care
Administered by PerformCare®

PerformCare is available 24 hours a day, seven days a week, 365 days a year. Contact us toll-free (parents, guardians and youth):

1-877-652-7624

TTY: 1-866-896-6975

www.performcarenj.com/families



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PerformCARE®

www.performcarenj.org

Discrimination is against the law

PerformCare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. PerformCare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

PerformCare reduces language barriers to accessing services through the New Jersey Children's System of Care by:

- Providing free aids and services to people with disabilities to communicate effectively with us, such as:
 - Written information in other formats (large print, audio, accessible electronic formats, and other formats).
 - Telecommunication devices such as Device for the Deaf (TDD) and Text Telephone (TTY) systems to enable individuals who are deaf, hard of hearing, or speech-impaired to use the phone to communicate.
- Providing language services at no cost to people whose primary language is not English, such as:
 - Qualified interpreter services.
 - Information written in other languages.

If you need these services, contact PerformCare at **1-877-652-7624** or [TTY (for the hearing impaired) **1-866-896-6975**]. We are available 24 hours a day, seven days a week.

If you believe that PerformCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can submit a complaint by mail or phone, by either calling PerformCare's Quality department at **1-877-652-7624** or by writing to:

PerformCare
Attn: Quality Department
300 Horizon Center Drive, Suite 306
Robbinsville, NJ 08691

If you need help filing a complaint, PerformCare's Quality department is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC 20201

1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Multi-language interpreter services

English: Attention: If you do not speak English, language assistance services are available to you at no cost. Call 1-877-652-7624 (TTY 1-866-896-6975).

Spanish: Atención: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-652-7624 (TTY 1-866-896-6975).

Portuguese: Atenção: Se fala português, encontra-se disponível serviço gratuito de intérprete pelo telefone 1-877-652-7624 (TTY 1-866-896-6975).

Arabic:

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-652-7624 (رقم هاتف الصم والبكم: 1-866-896-6975).

Haitian Creole: Atansyon: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-877-652-7624 (TTY 1-866-896-6975).

Chinese Mandarin: 注意: 如果您说中文普通话/国语, 我们可为您提供免费语言援助服务。请致电: 1-877-652-7624 (TTY 1-866-896-6975)。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-652-7624 (TTY 1-866-896-6975) 번으로 전화해 주십시오.

Bengali: লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-877-652-7624 (TTY 1-866-896-6975)।

French: Attention : si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-652-7624 (TTY 1-866-896-6975).

Vietnamese: Chú ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-652-7624 (TTY 1-866-896-6975).

Hindi: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-877-652-7624 (TTY 1-866-896-6975) पर कॉल करें।

Chinese Cantonese: 注意: 如果您使用粵語, 您可以免費獲得語言援助服務。請致電 1-877-652-7624 (TTY 1-866-896-6975)。

Polish: Uwaga: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-652-7624 (TTY 1-866-896-6975).

Urdu: توجہ فرمائیں: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں۔ 1-877-652-7624 (TTY: 1-866-896-6975)۔

Turkish: Dikkat: Türkçe konuşuyorsanız dil yardımı hizmetlerinden ücretsiz olarak yararlanabilirsiniz. 1-877-652-7624 (TTY 1-866-896-6975) numaralı telefonu arayın.

Russian: Внимание: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-652-7624 (TTY 1-866-896-6975).