



Scope of Services

[Partners for Kids and Families](#) (PFKF) is the Care Management Organization (CMO) serving youth and their families from Burlington County, NJ. PFKF is a private, nonprofit organization that contracts with the New Jersey Department of Children and Families/Division of Children's System of Care to provide care management services to our designated population.

PFKF serves Burlington County youth with behavioral and emotional difficulties, intellectual or developmental disabilities, and/or substance use treatment needs. Their ages range from age 5, with special consideration given to younger children, up to age 21. Our youth may struggle in many life domains and face numerous challenges including experiencing a history of trauma, moderate to severe mental health difficulties, volatile relationships with their family members, or have significant difficulties with school attendance or academic performance. Given the intensity of their needs, many of our youth are at risk of entering an out of home residential treatment program to address their treatment needs.

PFKF uses the [Child-Family Team \(CFT\) and wraparound values](#) (youth/family voice and choice; strengths-based; culturally competent; individualized; team-based; collaboration; community-based; natural supports; unconditional; and outcome-based) as the foundation of our work with youth and families. The CFT is a group of supportive people who know the strengths and needs of the youth and family and are invested in seeing them succeed. It is a combination of paid formal supports such as a therapist, child protection worker, teacher, or probation officer. Just as importantly, the CFT is also made up of natural supports, those who are a part of the youth/family's network of community supports including other family members, friends, clergy, neighbors, or anyone else the family would like to include.

Each youth is assigned a Care Manager, who is the main point of contact with our agency. During our initial phases of work with the youth and family, the Care Manager develops a crisis plan, which addresses safety concerns and high-risk behaviors and includes the following: a youth/family's definition of a crisis, situations which may lead to a crisis, and strategies to address the crisis including community resources to be used for further assistance.

In our next phase of work with the youth and family, the Care Manager uses a team-based planning process. They work in partnership with the youth/family and CFT in identifying the youth/family's long-term vision, their strengths, and their needs across various life domains including but not limited to mental health, education, legal, financial, social/recreational,

housing, spiritual/cultural, and safety. Using a strengths-based approach, the Care Manager, the youth/family, and the rest of the CFT collaborate to develop strategies to address the youth/family's needs and link them with community resources and services. Through the support of the CFT, the goal is for the youth to be successful at home, in school, and connected to their community.

Our regular business hours are Monday-Friday from 8:30am-5:00pm. Meetings with youth and families are scheduled at a day, time, and location best suited to them. Meetings may take place in the family's home, our office, or other community-based settings like a school or place of worship.

Care Managers have weekly contact with our youth/families and optimally two face-to-face visits per month. During those contacts, the Care Manager is either assessing the needs of the youth/family; coordinating with the youth/family and CFT to develop a plan of care to meet the youth/family's needs; referring them to needed supports and services; and monitoring the effectiveness of the plan of care. They may also have contact with members of the CFT and other systems partners who work with the youth/family. There are formal meetings with the CFT approximately every 60-75 days but no more than 90 days. CFT meetings can occur more frequently if there is a need.

PFKF does not take referrals directly from the community. A family who would like to access our agency must contact an organization known as Perform Care, which serves as the state-wide Contracted Systems Administrator (CSA) for New Jersey's system of care. When they contact Perform Care, a family can then be connected to a licensed behavioral health clinician, who completes a biopsychosocial assessment and sends it to Perform Care for their review. If Perform Care determines the youth meets the clinical criteria for admission to our organization, they will then send us the youth's referral information.

A family's participation in care management through PFKF is voluntary. Prior to their involvement with PFKF, they may be connected with one of our systems partners such as the Division of Child Protection and Permanency, an inpatient psychiatric unit, Mobile Response, the juvenile court system, or education. Those systems partners may inform them about PFKF and assist in facilitating their contact with Perform Care to initiate the referral process.

Care management is provided at no cost to our youth/families. Approximately 96% of PFKF's revenue is generated through billing Medicaid for care management provided to the youth/families. The remaining amount of our funding comes from the contract we have with the state of New Jersey.

In addition to care management services to our youth and families, PFKF is also responsible for community resource development. Our Resource Team works in partnership with PFKF staff, youth/families, local schools, faith-based organizations, community providers, the juvenile justice system, and provider agencies to identify unmet resource needs in our county. The

Resource Team then researches possible organizations who can address the need and/or collaborates with our community providers to create and develop new resources and programming. The Resource Team also maintains an on-line resource database called the [Burlington Resource Net](#) which is available to both PFKF staff and our community. They also provide community outreach through resource fairs and local events.

There are multiple mechanisms in place to inform youth/families and our community about the scope of our services and how PFKF can assist. They include:

- PFKF's website: www.pfkf.org
- NJ CMO (a collective of Care Management Organization in New Jersey): www.njcmo.org
- Perform Care website: www.performcarenj.org
- PFKF's Facebook page
- When a Care Manager meets with a newly referred youth/family for the first time, there is a comprehensive review of the role of the CMO and Care Manager, the CFT process, and wraparound values.