



Family Handbook

CAPE/ATLANTIC I.N.K.

**1413 Cantillon Blvd.
Mays Landing, NJ 08330**

**Phone: (609) 829-2038
Toll Free: 1-877-727-1200
Fax: (609) 829-2886
After Hours: (866) 398-1091**

Revised 11-2-20

This Handbook will explain
The Care Management Organization,
Cape/Atlantic Integrated Network for Kids, and
give you information about the **Family Support Organization.**

Table of Contents

	<u>Page</u>
Youth/Young Adults and Their Families' Rights	3-4
Cape Atlantic Integrated Network for Kids' Commitment to the Community.	5
Cape Atlantic Integrated Network for Kids' Commitment to Youth/Young Adults & Families	5-6
Youth/Young Adult and Family's Responsibilities	6-7
Your Youth/Young Adult's Care Manager	7
Crisis Plan	7-8
The Child Family Team and the Individual Service Plan (ISP)	8-9
Confidentiality	9
Special Requests	9
Grievance	10
Grievance Form	11-12
The Family Support Organization (FSO)	13
Important Phone Numbers	14

Youth/Young Adults and Their Families' Rights

Youth/young adults and their families are entitled to certain rights when enrolled in services with Cape Atlantic Integrated Network for Kids (I.N.K.).

You have the right to:

1. Be treated with respect, dignity and recognition with regard to privacy and cultural sensitivity.
2. Be free from discrimination solely by reason of gender, sexual orientation, race, age, religion, marital status, veteran status or disability.
3. Be free from abuse, exploitation, financial exploitation, retaliation, humiliation, neglect and violation of personal and physical boundaries.
4. Expect that Cape Atlantic I.N.K. will disclose any potential conflicts of interest.
5. Request and receive timely information regarding your care and records.
6. Expect that all information regarding current or previous services be kept confidential, to the extent allowed by law.
7. Refuse to disclose information to Cape Atlantic I.N.K., although in some cases this may be a barrier to services.
8. Expect that no identifying information will be released without your valid written consent, except as allowable by law.
9. Assist the Care Manager in building your Child and Family Team (CFT).
10. Choose or change service provider(s) or Child Family Team members including your Care Manager without retaliation.
11. Be informed of available services and resources for which you are eligible.
12. Access information about other services and entities that may support the family in a broad array of domains (e.g. legal, self-help, advocacy, etc.) and referral.
13. Receive services in a timely manner.
14. Participate in a candid discussion with your Child and Family Team regarding appropriate options necessary to achieve your family vision, regardless of cost or benefit coverage.
15. Openly communicate concerns, requests and complaints about any service or service provider without fear of retaliation or loss of services.
16. Request reasonable accommodations to remove barriers to accessing services.
17. Timely resolution of concerns, requests and complaints.

18. Have concerns, requests and complaints investigated and resolved in a timely manner without your services being interrupted.
19. Know when your service will change or end. Your Care Manager will discuss all authorized services including the start and end date for services. You have the right to a copy of your Individualized Service Plan (ISP). You are eligible for care management services until:
 - a) Your child becomes 21 years old, or otherwise passes the age limit for certain services or support.
 - b) You, as the parent/legal guardian of the youth (and/or the youth, if applicable) give notice that you do not wish to continue with the services, or decline to engage in services for 60 days.
 - c) Your child becomes ineligible for services or services are no longer clinically indicated.
 - d) You are unable or unwilling to provide the information necessary to obtain Medicaid.
 - e) You and your Child and Family Team determine that you are ready to transition out of services from Cape Atlantic I.N.K..
20. Refuse any and all services including Cape Atlantic I.N.K. Care Management services.
21. Expect Cape Atlantic I.N.K. will adhere to the NASW Code of Ethics.

Cape Atlantic Integrated Network for Kids' Commitment to the Community

Cape/Atlantic Integrated Network for Kids (I.N.K.) is a non-profit Care Management Organization (CMO) located in Atlantic and Cape May Counties. We provide integrated care management services to youth/young adults and their families in Atlantic and Cape May Counties. We are part of the New Jersey Children's System of Care that reformed how youth/young adults who have complex emotional, behavioral, medical, addiction and developmental needs, receive the supportive services they need.

Cape/Atlantic I.N.K. works in partnership with youth/young adults and their families to improve and expand the services and supports they receive from their local community. We are advocates working with and for youth/young adults and families to build and coordinate a network of care. Cape/Atlantic I.N.K. utilizes a research base model of care management called Wraparound. We coordinate Child Family Team meetings and develop and implement Individual Service Plans to assist youth/young adults and their families meet their needs. We also provide health and wellness services through our Behavioral Health Home Program for those individuals who meet medical and program criteria.

Cape Atlantic Integrated Network for Kids Commitment to Youth/Young Adults & Families

Family-Centered: The family is an essential part of the care management process. We are here to listen and advocate for family voice and choice in planning for your youth/young adult.

Strengths-Based: We believe that all youth/young adults and their families have strengths. We will build upon these strengths and those of your community to help you meet your needs.

Culturally Diverse: Our staff is diverse and reflects the community we serve. Each of our staff is skilled in learning and implementing your family's culture, values, preferences, and interests into the planning process.

Individualized: Services will be tailored to suit your youth/young adult and family's needs.

We will work with you to create a service plan that is truly responsive to your youth/young adult's needs.

Community-Based: We strive to keep your youth/young adult within the home/community. By working together, we can build a network of care that offers easily accessible, long-term, community-based sources of support for your youth/young adult and family.

Easily Accessible: Cape Atlantic I.N.K. offers 24-hour on-call coverage to assist you in time of crisis. By calling our afterhours service (866) 396-1091, a Care Manager can be contacted by phone to assist you in implementing your crisis plan.

Youth/Young Adult and Family Responsibilities: Cape Atlantic I.N.K. views you and your youth/young adult as equal partners in the delivery of care management services. You are the expert and decision-maker about what your family needs and what services and supports would help you. You know what is best for you and your family.

Successful teams require that each member is committed to doing what is necessary to achieve the family's vision. This is how Wraparound Model and the Child Family Team (CFT) process works. Cape Atlantic I.N.K. believes that the CFT process is an effective way to help your youth/young adult achieve your family vision.

You and your youth/young adult play a very important role on the Child Family Team. In this regard, you and your youth/young adult are responsible to actively participate in all CFT functions including the Meet and Greet/ Family Crisis Plan Development Meeting, Initial Meeting and all Comprehensive CFT Meetings. At a minimum it will be your responsibility to meet with the Care Manager on a monthly basis. Successful outcomes are greatly enhanced when there is consistent communication and mutual respect amongst all CFT members. It is essential that you maintain weekly and as needed contact with your Care Manager to ensure that the Individual Service Plan is working effectively. The CFT process requires that Care Managers

and families work together to identify informal and formal supports in your youth/young adult's life who can continue to support them after services are ended.

It is of equal importance that you and your youth/young adult, 14 years old and older, sign all CFT sign in sheets, Release of Information forms, Transportation Authorization form, HIPAA Privacy Notice, Substance Abuse Release forms and CMO Face to Face forms when face to face services are initiated . You must provide all the necessary information and documentation, including proof of income, to obtain Medicaid and/or other medical benefits in order to avoid a delay or disruption of services from Cape Atlantic I.N.K. You and your youth/young adult are required to maintain ethical and proper use of the services authorized to you. You and your youth/young adult are responsible for participating in regularly scheduled meetings with all providers authorized by the CFT. You and your youth/young adult are required to assure compliance with Medicaid by only signing for services that have been provided to you. **Do not sign any blank forms.** You and your youth/young adult are responsible for contacting Cape Atlantic I.N.K.'s Corporate Compliance Officer, John Roy, at 609-829-2038 if there is a belief that any fraudulent or unlawful activity has occurred. You and your youth/young adult are also responsible for responding to Cape Atlantic I.N.K.'s Quality Assurance Department for all quality improvement activities.

Your youth/young adult's Care Manager

Every youth/young adult referred to Cape Atlantic I.N.K. will be assigned a Care Manager. The ***Care Manager's*** first job is to ***listen to you and your youth/young adult.*** The Care Manager will work with you and your youth/young adult to learn your concerns, identify your needs, and acknowledge and build upon your strengths through weekly phone contact and monthly face to face visits. The Care Manager will work with you to make sure that the support you receive meets your youth/young adult and family's needs.

Crisis Plan

The Care Manager will meet with you and your youth/young adult within 72 hours and up to 7 days after your youth/young adult's enrollment into the CMO to develop a Family Crisis Plan and complete all required paperwork including a Medicaid application if appropriate. The ***Family Crisis Plan*** addresses any concerns and issues regarding your youth/young adult and

family's safety. The plan identifies specific ways of preventing and responding to a crisis and provides everyone with emergency numbers to call in case of a crisis.

Cape Atlantic Integrated Network for Kids offers 24-hour on-call staff coverage. You can call our afterhours service at 1 (866) 398-1091 if you need emergency assistance with implementing your crisis plan. This service is available after regular business hours, weekends and holidays.

The Child Family Team and the Individual Service Plan

Cape Atlantic I.N.K. uses the Wraparound model which is a family-centered approach in helping youth/young adults and their families. This means that we assess and look at the strengths, needs, abilities and preferences of your youth/young adult and family. We build upon these factors to develop an individualized service plan of care that addresses the needs of your youth/young adult and family.

The Wraparound Model utilizes a "team" approach which has been found to be successful in addressing youth and young adult's needs. Your family and your Care Manager will work together to identify those people who play an important role in your youth/young adult's life in order to create your ***Child Family Team***. Your Care Manager is responsible for coordinating and facilitating ***the Child Family Team*** meeting. ***This meeting is held at a time and location most convenient to you.*** The Child Family Team is typically a combination of informal supports (for example - relatives, mentor, clergy, neighbor, coach) and formal supports (therapist, teacher, probation officer). Child Family Team members will change as your youth/young adult's needs change. Each Team member is responsible for helping you and your youth/young adult achieve the family vision you have set for your family.

You, your youth/young adult, the Care Manager and the Child Family Team will develop an ***Individual Service Plan (ISP)*** that meets the needs of your youth/young adult and family and is based upon a Strengths and Needs Assessment conducted with input from your Child Family Team. The initial ISP will be developed within 30 days after your youth/young adult's enrollment into the CMO. The ISP is designed to help your family achieve both immediate and long-term goals. ***The ISP is tailored to your youth/young adult and family's own needs.*** The

ISP addresses all areas of your youth/young adult's life including family interactions, safety concerns, emotional/psychological needs, peer interactions, educational objectives, legal issues, substance abuse developmental and medical concerns, to name a few. It is important that you and your youth/young adults take part in the development and monitoring of the ISP. The ISP will include the informal and formal services that you have chosen for your youth/young adult and family. This will include informal as well as formal services and supports. The ISP documents the plan developed at the CFT meeting. All changes to the ISP are made at the CFT meeting. The ISP is reviewed and updated every three months or sooner if necessary with your mandatory participation.

Your Care Manager coordinates the efforts of the Child Family Team to make sure the team is meeting your family's needs and your Individual Service Plan is followed.

Confidentiality

Cape/Atlantic Integrated Network for Kids will keep information about your youth/young adult and family confidential, unless the information relates to child abuse, immediate danger to someone, or a court order from a judge. Cape/Atlantic I.N.K. staff are mandated reporters of suspected child abuse and neglect. All of the members of the Child Family Team are required to maintain this same level of confidentiality. By signing the CFT sign in sheet all CFT members agree to maintain your youth/young adult and family's confidentiality. Cape/Atlantic I.N.K. adheres to all HIPAA regulations and all local, state and federal laws.

Special Requests

- If your youth/young adult or a family member needs an interpreter, please ask your Care Manager to obtain this service for you.
- If you or a family member is disabled, Cape Atlantic Integrated Network for Kids will try to help you in any way we can. This includes assistance with securing transportation to and from scheduled appointments.

Grievances

Cape Atlantic Integrated Network for Kids is committed to providing the best level of care possible. However, if you are not satisfied with the services your youth/young adult is receiving, please take the following steps.

1. Speak with your Care Manager and attempt to work out the problem with him/her.
2. If you do not feel comfortable speaking with your Care Manager or your needs are not met, please contact your Care Manager's Supervisor, the Program Manager or the Operations Administrator at Cape/Atlantic I.N.K.'s office: (609) 829-2038 or toll free 1-877-727-1200.
3. If you remain dissatisfied with the outcome, please put your concerns in writing by completing a ***Grievance Form*** and forwarding it to the Operations Administrator, who will then review the grievance with the Executive Director and respond back to you within one week.

A blank Grievance Form is included in this handbook; additional grievance forms can be obtained from the Care Manager's Supervisor on the Cape/Atlantic I.N.K. or contacting any Cape Atlantic I.N.K. office. When you submit the grievance form, you may request a face-to-face meeting with the Care Manager's Supervisor, Program Manager, Operations Administrator and the Executive Director to resolve the conflict.

If you would like assistance and/or advocacy in following this Grievance Procedure, please contact Rob Schober at the Family Support Organization. (609)485-0575.

Mail, Deliver or Fax to: CAPE ATLANTIC INTEGRATED NETWORK FOR KIDS
1413 Cantillon Boulevard
Mays Landing, NJ 08330 Fax: (609) 829-2886

The Family Support Organization (FSO)

The Family Support Organization (FSO) of Atlantic and Cape May Counties is a peer support organization dedicated to helping families with youth/young adults who are receiving services through Cape Atlantic Integrated Network for Kids. The FSO works in partnership with Cape Atlantic I.N.K. and Families to provide family-focused support, education and advocacy.

The FSO has mentors who can serve as a source of information, make referrals and help the family/caregiver navigate the system.

If you need to speak with someone who can offer an empathic ear, then the FSO is an excellent resource for you. This parent-to-parent support can be very helpful when you need to talk with someone who truly understands your concerns as well as how the New Jersey Children's System of Care works.

The FSO

peer partner can also be a member of your Child Family Team and be present with you at the Child Family Team meetings.

Cape Atlantic I.N.K. works very closely with the Family Support Organization (FSO) of Atlantic and Cape May Counties to make sure our services are truly responsive to the needs of youth/young adults and their families.

For more information about the Family Support Organization,

*please contact **Rob Schober at (609)-485-0575 or rob@acfamsupport.org***

CAPE ATLANTIC INTEGRATED NETWORK FOR KIDS

Important Phone Numbers

Office Phone Number:(609) 829-2038Toll Free Office Number:1-877-727-1200

Alpha Message Center: (866) 398-1091 (to be used as crisis intervention, after hours and on weekends)

Your Care Manager's Name: _____

Cell Number: _____

Your Care Manager Supervisor's Name: _____

Cell Number: _____

Program Managers:

Glorist Moore (609) 602 7210 and Cathy Hutchison (609) 602-9228

Operations Administrator: Patti Orapallo (609) 602-9210

Executive Director: Alan DeStefano (609) 602-9212

Atlantic Cape Family Support Organization:

Rob Schober, Executive Director (609) 485-0575

Psychiatric Screening Centers:

Atlantic County: Psychiatric Intervention Program,

Atlantic Care Regional Medical Center, City Division (609) 344-1118

Cape May County: Cape Counseling Emergency Screening Unit,

Cape Regional Medical Center (609) 465-5999

Additional information, including The New Jersey Department of Children and Families Care Management Organization Policy Manual can be found on the Cape Atlantic I.N.K. website, www.capeatlanticink.org