

PROJECT CONNECT

Caregiver Guide for calling PerformCare

PerformCare, the Contracted Systems Administrator for the Children's System of Care, is the single point of access to CSOC's wide array of behavioral health, substance use, and intellectual and developmental disability services for youth and families throughout New Jersey. Families can access Mobile Response and Stabilization Services by calling PerformCare.

1. Prepare for the Call:

- a. Ensure you have up to an hour of uninterrupted time.
- b. Be prepared to discuss the situation and your child's and family's needs.
- c. Consider what support you may find helpful.

2. Make the Call:

- a. Dial 1-877-652-7624
- b. Listen for the recorded message & press #2 to connect with a PerformCare Member Service Associate
- c. Inform the Associate of your family's situation and include, ***"I have been referred by Project Connect."***
- d. Confirm that you are the primary caregiver for the reference youth.
- e. You will be transferred to a licensed clinician to complete a Triage.

3. Answer Questions:

- a. Be prepared to answer demographic questions about your child.
- b. Provide a brief overview of why you are calling.

4. Possible Next Steps:

- a. The representative will determine available services for your child.
- b. If appropriate, you will be connected to the Mobile Response Stabilization Services (MRSS) team.

5. Engaging with MRSS:

- a. The MRSS team can meet in person, at your home, an agreed location, or via telehealth.
- b. It's best to contact MRSS when you are ready to meet; they are dispatched within an hour of the request for service.
- c. Mobile Response is available 24/7 and offers up to eight weeks of stabilization services.

For additional support, contact the Project Connect Regional Care Coordinator via email: CSOC.ProjectConnect@dcf.nj.gov.

