



New Jersey Department of Children and Families Policy Manual

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| Manual: | CP&P | Child Protection & Permanency | Effective Date: |
| Volume: | IV | Out of Home Placement | |
| Chapter: | B | Resource Care | 8-17-2017 |
| Subchapter: | 8 | Services to Children in Out-of-Home Placement | |
| Issuance: | 600 | CP&P Access to Mobile Response Stabilization Services (MRSS) Process for Placements and Replacements in Resource Care and Kinship Homes | |

Purpose:

This issuance establishes the policies and procedures for a child or youth, age 3 to 18, placed out of his or her own home and placed in a resource home or in a kinship home.

Policy:

A) Requesting Mobile Response Stabilization Services

MRSS are available 24 hours a day, 7 days a week and can be accessed by calling the Children’s System of Care (CSOC) Contracted System Administrator (CSA).

Every child between the ages of 3 and 18, placed in a resource home, or in a kinship home, must be referred to mobile response on the same day as placement. Once a resource or kinship home is identified the Worker must call the CSA and request a mobile response dispatch. MRSS must dispatch within one hour of placement or arranged a delayed response within 24 hours of placement when requested by the resource parent or CP&P. If the dispatch is being requested beyond this timeframe, CP&P Worker and resource parent must contact the CSA at the time he or she is ready for dispatch.

CP&P must meet or have phone contact with MRSS at the time of the child or youth’s initial placement and within one week of the placement to share information and plan. MRSS can remain involved with the family for up to eight weeks. Based on need MRSS will employ short-term stabilization services and make referrals for additional treatment services as clinically indicated.

B) Overnight Placements

If the placement is a SPRU overnight **only** placement, and the child or youth will need to be placed again the next day, the SPRU Worker must **register** the child or youth with the CSA, but not setup a dispatch.

SPRU informs the resource parent of the availability of MRSS services and provide the CSA contact information in case a dispatch is required later. When the Local Office re-replaces the child or youth the next business day, they must set up the dispatch for the long-term resource home.

C) Concerns With the Process of Accessing Mobile Response Dispatch

If a Worker has concerns with the CSA’s decision during the triage process, the Worker requests assistance from a care coordinator Supervisor. If the situation is not resolved, the Worker may request assistance from a Team Leader.

Procedures:

| Completed By | Task |
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| Worker | <ul style="list-style-type: none"> • The CP&P Worker contacts CSOC (CSA) at 1-877-652-7624, the Worker selects the MRSS telephone prompt for MRSS Dispatch and answers the CSA’s request for information on the child or youth being placed. |
| CSA | <ul style="list-style-type: none"> • A member service representative answers the call and gathers demographic information to determine whether the child or youth has an existing record. A new record will be created if the child or youth was not in the system of care. <ul style="list-style-type: none"> ○ MRSS can be dispatched on sibling groups whether they are being placed in the same or different resource or kin homes. The CP&P Worker needs to provide information to register each child or youth. • After all demographic information is verified, or a new record is created, the member services representative transfers the CP&P Worker to a Care Coordinator. The Care Coordinator |

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| | <p>requests clinical information and seeks consent for MRSS dispatch from CP&P and the Resource/Kinship parent.</p> <ul style="list-style-type: none"> ○ Please see the triage form for information the care coordinator requests. ○ The resource or kinship parent should be available to give consent for MRSS to visit his or her home. ○ When a child or youth is open with the CMO, the CP&P representative contacts the CMO to notify them that the child or youth is being placed in resource or kinship care on the date of placement. The CP&P Worker and the CMO care manager coordinates support for the child or youth and resource or kinship parent during this transition period as well as plan for an emergency Family Team Meeting (FTM) or Child Family Team (CFT). ● The care coordinator holds a conference call with the county MRSS agency in which the child or youth is being placed, the resource parent and CP&P Worker. After MRSS obtains information from the care coordinator, and consent from the resource or kinship parent, a date and time to dispatch is established within 24 hours. |
| <p>Mobile Response Stabilization Service Representative and CP&P Worker</p> | <ul style="list-style-type: none"> ● The MRSS representative speaks with the CP&P Worker and the resource/kinship parent to verify information and ask safety-related questions. MRSS responds within one hour from the request or the dispatch. The response can be delayed until an agreed upon date and time is established within a |

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| | <p>maximum of 24 hours. For immediate dispatches, the child or youth, and CP&P Worker arrive at the resource or kinship home or are in route before MRSS is scheduled to arrive.</p> <ul style="list-style-type: none"> • For delayed dispatches, MRSS emails the CP&P Worker and release forms which require the Worker's signature. The Worker prints, signs, scans, and emails the forms back to the MRSS representative. • Upon arrival, the MRSS representative begins engagement and assessment of the child or youth with the resource/kinship family to address any concerns or questions. <p>NOTE: The process for accessing MRSS is standard across the state. In the event that a child or youth is placed in another county, the same process is followed.</p> |
| SPRU Worker and Local Office Day Staff | <p>If the placement is a SPRU overnight only placement and the child or youth needs to be placed again the next day, the SPRU Worker registers the child or youth with the CSA, but not setup a dispatch. SPRU informs the resource parent of the availability of MRSS services and provides the CSA contact information in case a dispatch is required later. When the Local Office Worker re-replaces the child or youth the next business day, he or she sets up the dispatch for the permanent resource home.</p> |
| Worker and Mobile Response Representative | <p>A phone conference between the mobile response representative and CP&P Worker takes place within 72 hours of resource or kinship placement. The MRSS representative and the CP&P Worker maintains contact and notifies one another of any new circumstances that may arise</p> |

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| | <p>as well as any progress and status changes.</p> <p>The CP&P Worker and MRSS representatives hold monthly conferences to discuss the child or youth and his or her case planning.</p> |
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Related Information

- For additional information, See [CSOC](#).