



WELCOME PACKET

Changing Tides in the *Lives of Families*

Ocean Partnership *for* Children



CARE MANAGEMENT ORGANIZATION

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WELCOME LETTER

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WELCOME



OCEAN PARTNERSHIP FOR CHILDREN, INC. (OPC) IS A PRIVATE, NON-PROFIT COMMUNITY-BASED AGENCY SERVING CHILDREN WITH BEHAVIORAL, EMOTIONAL, SUBSTANCE ABUSE, LEGAL ISSUES AND/OR INTELLECTUAL/DEVELOPMENT DISABILITIES ALONG WITH THEIR FAMILIES. OPC SERVES CHILDREN UP TO 21 YEARS OF AGE. THE CONTRACTED SYSTEMS ADMINISTRATOR FOR THE STATE OF NEW JERSEY, PERFORMCARE, COMPLETES A REVIEW FOR CLINICAL NECESSITY AND IS RESPONSIBLE FOR REFERRING TO OCEAN PARTNERSHIP FOR CHILDREN.

There is no charge to participate in services through Ocean Partnership for Children. You will be required to complete a Medicaid application as a part of your enrollment, and in doing so, your family may be found eligible for full Medicaid, or as a secondary insurance to your primary. If you are not found eligible for full Medicaid, you will automatically qualify for special mental health coverage that will cover the cost of certain behavioral health services that may supplement your private insurance benefits.

We provide short-term (6-9 months) service planning and care coordination for youth and children with complex needs to stabilize them at home, in school and in their community through:

- An Individualized Service Plan (ISP)
- Flexible services
- Promotion of family and youth voice
- Strength-based wraparound philosophy
- Utilizing formal, informal, and natural supports
- Linkage to community based resources

MISSION, VISION, & VALUES

■ OUR MISSION

The mission of OPC is to enhance the well being of youth and their families through natural and community supports.

■ OUR VISION

Ocean Partnership for Children envisions a totally accessible, individualized, family-friendly system of care for youth and their families, one that offers the highest quality supports with unconditional care and sustainable success.

■ WRAPAROUND VALUES

Wraparound is an intensive, holistic method of engaging individuals and their families with complex needs so they can live in their homes and communities and realize their hopes and dreams. The goal is to keep the process team-driven so the entire Child and Family Team (CFT) can support the family in reaching their vision, while helping the youth and family meet needs with natural supports, instead of services, whenever possible. This is achieved through partnerships and integration with community resources, whereby families can be helped to achieve independence and the ability to link to their own services and community organizations when needed. Once achieved, families may be transitioned from OPC to continue their stabilization with community supports.

WHAT TO EXPECT



CHILD & FAMILY TEAM PROCESS

The Child and Family Team (CFT) represents a crucial part of the support process. The team helps the family learn to help itself. Team members lend their support to the child/ youth and/or the family in many ways. Your assigned Care Manager will facilitate meetings called Child and Family Team Meetings (CFT) every 60-75 days. The CFT will meet and develop an individualized wraparound plan that helps the family find ways to meet their short and long term goals.



TEAM MEMBERS & NATURAL SUPPORTS

The Care Manager will help the family identify a team consisting of individuals who know the family best, and who are willing to make a commitment to do whatever it takes to help them achieve positive outcomes. This team will consist of the youth/child, caregiver, the Care Manager, formal service providers such as therapists and in-community providers, school personnel and natural or informal supports, like family, friends, neighbors, coaches, spiritual leaders, etc. Everyone on the team makes a commitment to do whatever it takes to help the family reach their goals.



COLLABORATION WITH THE FAMILY SUPPORT ORGANIZATION

As part of New Jersey's Children's System of Care every family enrolled with OPC will also be matched with a Family Support Partner (FSP) through the Family Support Organizations. FSPs are parents and guardians of children that may have experienced similar challenges. They have experienced many trials and tribulations in trying to help their children, and those insights, experiences and courage consistently prove helpful to other families in similar situations.

WHAT TO EXPECT



FAMILY CRISIS PLAN

The team also discusses what will be done if a crisis occurs and who can help resolve the crisis.

- During the first initial contact a temporary crisis plan will be created for the family.
- This crisis plan will provide the family with strategies to use in the event of an emergency.
- The crisis plan will be updated as needs change.
- The crisis plan is designed so that over time it will help the family prevent the triggers which can create emergency situations.
- OPC offers 24 hour/7 day on call telephone urgent support at 732-202-1585.
- As always, if the safety of the child/youth is in question, caregivers should call 911 or PESS.



STRENGTHS AND NEEDS ASSESSMENT

The Strengths and Needs Assessment (SNA) is a tool completed prior to every CFT meeting, that will drive the Individual Service Plan (ISP). The SNA assesses Strengths, Needs, Abilities, & Preferences:

- Strengths & Abilities will be identified and used as strategies to accomplish the needs of the Individual Service Plan.
- Needs are identified areas in which the family is requesting assistance.
- Preferences ensure that the youth and family's unique perspective is taken into consideration.

The Care Manager will work with family and members of the CFT to update the Strengths and Needs Assessment to help monitor progress.



FAMILY RESPONSIBILITIES

Families play a critical role in the development and progress of the child/youth's treatment. Caregivers must remain in weekly contact with Care Managers to provide detailed updates regarding treatment. Caregivers must be active in collaboration, attend all CFT meetings and participate in all aspects of the youth's treatment and care.

ENROLLMENT TIMELINE

What to expect from Care Management Services in the initial 90 days

Within 24 hour of enrollment



Assigned Care Manager will contact you and/or your family to discuss services, needs, create Family Crisis Plan and schedule initial in-person meeting.

Within 72 hours of enrollment



Assigned Care Manager will meet you and/or your family in person to review services, complete intake paperwork, and conduct the Strength & Needs Assessment.

Within 21 days of enrollment



Assigned Care Manager will meet you and/or your family in person for the initial Child & Family Team Meeting, where the Individualized Service Plan (ISP) is created.

Within 90 days of enrollment



Assigned Care Manager will meet you and/or your family in person to complete second Child & Family Team Meeting, with the team and roles clearly defined, along with creating changes to the Individualized Service Plan (ISP) and tracking progress.

Within 2 months of enrollment



Assigned Care Manager will meet you and/or your family in person monthly to monitor progress toward youth/family vision.

Within 1 month of enrollment



Collaboration with the Child and Family Team will occur, along with linkages to community resources and therapeutic supports.

Please note, during this entire process, families are expected to engage with assigned Care Manager on a weekly basis via telephone, and will complete at least one monthly meeting, in person, with the youth and family. Child must be present at all meetings

AGENCY PROCEDURES

1

CONFIDENTIALITY

You will be asked to sign several releases during your first visit and on-going, if need be. The releases will allow Ocean Partnership for Children to share information or get information from past and current providers. Information about your child and family is always confidential. The only exceptions are if your child/youth expresses a desire to harm themselves or others, or if abuse/neglect is suspected.

2

DUTY TO WARN

In 2018, New Jersey revised an existing Duty to Warn Law, NJ has instituted a new law that strengthens the existing NJ Duty to Warn or Protect Law. It is designed to limit access to firearms by individuals who may pose a threat to themselves or others. Duty to Warn or Protect law requires any Licensed Clinical Social Worker (and any other licensed health/mental health professional), who has reason to believe that a client poses a threat to themselves or others and that the client is likely to act on the threat, must report this information to the chief law enforcement officer in the municipality where the client lives. Therefore, Ocean Partnership for Children will be required to call the local police department when brought for a psychiatric emergency screening (PESS) due to threat to themselves or others. Please note that only identifying information, including name and other non clinical identifying information, is permitted. While our goal at OPC is to adhere to the highest level of confidentiality, we want to be certain you and your family are aware of the steps required by law that will be taking place in order to ensure safety of all.

AGENCY PROCEDURES

3

FORMAL COMPLAINTS/AGENCY OMBUSPERSON

In the event a youth or family member has a formal complaint regarding service delivery, it is recommended that the youth or family member attempt to address their concern directly with their assigned Care Manager. If resolution cannot be achieved through speaking with their Care Manager, the youth/child or family member is encouraged to contact the respective supervisor. Formal complaints may be directed to the agency's Ombudsperson (at 732-202-1585) who will provide you with a form to complete and investigate your complaint to facilitate the resolution with you and agency staff.

4

FAMILY EXPERIENCE

Ocean Partnership for Children is committed to making sure that your family receives the best care and services possible. OPC will periodically contact you to complete telephonic or electronic surveys to ensure you are satisfied with the services you are receiving throughout your time with our agency and to verify documented dates of service delivery. If at any point you are unhappy with the care and services you are receiving, we ask that you convey your concerns to your Care Manager. If you are not comfortable telling your Care Manager about your concern, or if nothing happens, you may call their Supervisor.

5

CONTACT POLICY

Caregivers must be willing to work within a team process to manage the challenges of the family. Depending on need, caregivers must be accessible a minimum of one to two times per month for a face-to-face visit with their Care Manager. In addition, caregivers must be accessible for weekly phone calls with assigned Care Manager to track progress/updates. Caregivers and child/youth must be willing to participate in Child and Family Team meetings a minimum of every 75 days (in addition to contacts listed above with Care Manager). Finally, timely completion of paperwork including Medicaid application is necessary.

AGENCY PROCEDURES

6

RECORDING POLICY

Ocean Partnership for Children maintains a policy on audio/video recording/monitoring and photography that seeks to safeguard sensitive information from accidental disclosure, ensures that access to recordings is appropriately limited, and that required authorizations are obtained. As such, recordings are permitted by way of audio and/or video monitoring/recording in appropriate circumstances, as permitted by applicable law, regulations, and guidance, provided all the following criteria are met: (a) There is a legitimate purpose for the recording. (b) The recording device is in plain view. (c) Written authorization has been obtained from ALL parties. If a request to record/monitor a conversation or take photographs is made, OPC's 'Procedures for Audio/Video Recording, Monitoring, & Photography' must be followed. If an individual revokes authorization to record/photograph at any time, the recording will be stopped, and no portion of the recording will be utilized. Violation of this policy by an individual may result in immediate transition from Ocean Partnership for Children's services, immediate termination of a Memorandum of Understanding, and/or disciplinary action, including termination of employment.



Our Commitment to Suicide Prevention

Ocean Partnership for Children is committed to taking a proactive approach to prevent suicide and removing stigmas associated with mental health care. We are committed to the Zero Suicide initiative embraced across the New Jersey Children's System of Care and our Care Managers are trained in the Columbia-Suicide Severity Rating Scale (C-SSRS).

Zero Suicide is a framework that involves specific strategies and tools designed to save lives. It recognizes that young people experiencing suicidal thoughts and feelings can sometimes be overlooked in a busy and fragmented health care system. Zero Suicide supports a proactive approach to prevent suicide.

The C-SSRS is a non-clinical assessment to determine if someone is experiencing suicidal thoughts or behaviors. Care Managers will administer the C-SSRS to evaluate your child's needs and inform targeted care planning.

We're committed to ensuring the safety of your child and your family. If you have any questions or concerns, please feel free to reach out to your Care Manager or their Supervisor.

Sincerely,

Victoria Azzopardi, LCSW

CEO

Suicide Prevention Guidelines

It's not uncommon for people to think about suicide at some point in their lives. For most, these thoughts pass as they realize that the pain they're experiencing is temporary — but the decision to end a life is permanent. During a crisis, however, individuals may feel overwhelmed, hopeless, and unable to see a way out. They may believe there are no options left and feel completely out of control.



Be Aware of Warning Signs

Talking about wanting to die, withdrawing from loved ones, friends, or social activities, losing interest in hobbies, work, or school, increased alcohol or drugs, dramatic mood changes, change in sleep patterns, giving away personal belongings, neglecting appearance, previous suicide attempts, taking unnecessary risks, recent severe losses, preoccupied with death and dying

Hotlines

Dial 988
Suicide & Crisis Lifeline
Call/Text 888-222-2228

2nd Floor Youth Helpline



Be Aware of Feelings

Hopelessness, helplessness, worthlessness, overwhelming emotional pain, isolation, guilt or shame, loss of purpose, irritability or anger, exhaustion, numbness



If someone you know feels suicidal, immediately:

- Transport or call the local emergency room
- Contact their therapist, doctor, and/or psychiatrist
- Contact suicide prevention or crisis center
- Take action and remove all lethal means such as guns or stockpiled medications.

How to Help

- **Talk:** Be direct and talk openly about suicide.
- **Listen:** Allow expression of feelings
- **Accept:** Show interest, support, and accept their feelings.
- **Judgement Free:** avoid judging their feelings as good or bad
- **Lecture Free:** do not lecture about the value of life, it can feel dismissive. They need to feel heard.
- **Remain Calm:** stay calm and let them know they are not alone

36 Washington Street, Toms River, NJ 08753
732-202-1585 • info@oceanpartnership.org



OceanPartnership.org | [f](https://www.facebook.com/OceanPartnership) [i](https://www.instagram.com/oceanpartnership/) [in](https://www.linkedin.com/company/ocean-partnership/) [@OceanPartnership](https://twitter.com/OceanPartnership)

OPC
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CRISIS RESOURCES

<p>1 988 SUICIDE & CRISIS LIFELINE 988 will connect people to the existing National Suicide Prevention Lifeline. Compassionate, accessible care and support will be available for anyone experiencing mental health-related distress, thoughts of suicide, mental health or substance use crisis. People can also dial 988 if they are worried about a loved one who may need crisis support.</p>	<p>2 OCEAN COUNTY PSYCHIATRIC EMERGENCY SCREENING SERVICES (PESS) Provides callers with access to emergency services and counseling for non-medical emergencies and crisis intervention. Services can be accessed through the PESS Department by calling 732-886-4474 or toll free 866-904-4474.</p>
<p>3 OCEAN PARTNERSHIP FOR CHILDREN ON-CALL SERVICES Ocean Partnership for Children's operating hours are Monday-Friday from 9:00 AM - 5:00 PM. Ocean Partnership for Children is accessible 24 hours 7 days a week to any enrolled family by contacting our after hours staff who will provide telephonic support. On-call services can be reached at 732-202-1585.</p>	<p>4 MOM2MOM HOTLINE The Mom2Mom 24/7 peer support programs are staffed by mothers of children with special needs who have been trained as counselors with the support of mental health clinicians. This services is open to all caregivers. Support can be found at 1-877-914-MOM2.</p>

36 Washington Street, Toms River, NJ 08753
732-202-1585 • info@oceanpartnership.org



OceanPartnership.org | @OceanPartnership

OPC

*Changing Tides in
the Lives of Families*



LÍNEA CÁLIDA
LUNES - VIERNES
9:00 AM TO 5:00 PM
732-569-6334

*¿Tiene alguna pregunta
sobre el comportamiento
de un niño?
Llámanos!*

*¿Necesita un recurso para su
hijo o estudiante?*

*¿Necesita hablar después de
un día frustrante lidiando
con los comportamiento
difíciles de su hijo?*

Estamos aquí para escuchar.

WARM LINE
MONDAY - FRIDAY
9:00 AM - 5:00 PM
732-569-6334

*Have a question about a
child's behavior? CALL US!*

*Need a resource for your
child or student?*

*Need to talk after a
frustrating day dealing
with your child's difficult
outburst?*

*We are here to listen. We
are all parents who
have raised children with
challenges.*

1415 Hooper Avenue, Suite 301
Toms River NJ 08753
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 Ocean Partnership for Children



@OceanPartnership



<https://www.linkedin.com/company/ocean-partnership-for-children/>

Or Scan the QR Code Below!





SIGN UP FOR OUR NEWSLETTER!

Ocean Resource Net provides a wide range of information about support, resources, and services for families in Ocean County, New Jersey

Families can find specific recreational activities, health providers, support groups, and events in your area. If you are a resident of Ocean County, NJ, please subscribe to our Monthly Events and News. Scan the QR Code below to sign up.



RIGHTS OF CHILDREN AND THEIR FAMILIES/CAREGIVERS

When enrolled with Ocean Partnership for Children, youth and their families have the right to:

- Be treated with respect, dignity, and recognition & be free from discrimination.
- Be free from abuse, exploitation, retaliation, humiliation, neglect, and violation of personal and physical boundaries.
- Be entitled to request and receive information regarding their family, their care, and their electronic health records. In accordance with federal HIPAA Privacy Regulations, Ocean Partnership for Children has 30 days to provide the requested documentation
- Expect the Agency will disclose any potential conflicts of interest.
- Expect that all identifying information regarding current or previous services, contacts, and treatment be kept confidential, to the extent allowed by law.
- Expect that no identifying information will be released without having the valid written consent on file, except subject to NJ Title 9 on Mandated Reporting of suspected child abuse and neglect & N.J. Duty to Warn Law.
- Refuse to disclose information to the agency, although in some cases this may be a barrier to service.
- Have a choice regarding: service delivery, release of information, concurrent services, composition of the child & family team, and involvement in research projects (when applicable). Additionally, youth and families have the right to refuse or withdraw consent at any time.
- Be informed of services & benefits available and how to access care.
- Choose and/or change provider(s). (The selection of providers may be limited to boundaries of participant's insurance program including Medicaid, and ability to pay).
- If applicable, receive referral to and/or information about other services and entities that may support the family in a broad array of domains (e.g., legal, self-help, advocacy, etc.)
- Openly communicate complaints or grievances, or request reconsiderations about any CSOC partner / provider regarding service, care, benefit payment, administrative action, or quality of care issues without fear of retaliation or of losing their benefits. Concerns with any aspect of care management should be first addressed within the structure of Ocean Partnership for Children, starting with the Care Manager and the Care Manager Supervisor. If needed, please note that a Director of Care Management, the COO and/or the CEO of Ocean Partnership for Children may also be involved as needed.
- Request reasonable accommodations to remove barriers to access services.

- Know when service will change or end. Your Care Manager will discuss all authorized services including the start and end date for services. You are eligible for services until:
 - You and your Child and Family Team determine that you are ready to transition out of services (“Graduate”) from Ocean Partnership for Children.
 - Your child/youth becomes 21 years old or otherwise passes the age limit for certain services or support.
 - You, as the parent/legal guardian of the child/youth (and/or the child/youth, if applicable) give notice that you do not wish to continue with the services.
 - You, as the parent/legal guardian of the child/youth (and/or the child/youth, if applicable) are not responsive and/or not mutually engaged with Ocean Partnership for Children for more than 30 Days (i.e. inconsistency with visits, not returning outreach, etc.).
 - Child/Youth have reached maximum benefit, or services are no longer clinically indicated.
 - You are unable or unwilling to provide the information necessary to obtain Medicaid, which allows Ocean Partnership for Children’s services to be covered.

When enrolled with Ocean Partnership for Children, youth and their families are Responsible for:

- Remaining in contact with their Care Manager as per Ocean Partnership for Children and Children’s System of Care requirements, including attendance at regularly scheduled in person Child and Family Team meetings and face to face meetings.
- Understanding that Care Managers and provider staff will not be reassigned for non-therapeutic reasons.
- Participating in regularly scheduled sessions with all providers authorized by Ocean Partnership for Children.
- Being responsive to Care Manager’s outreaches by responding within 48 hours.
- Being an active participant in realizing their vision and achieving their goals.
- Being a respectful team member, in language and behavior towards all Child Family Team participants.
- Working together to address concerns that may arise and differences in beliefs.

PLEASE NOTE: Ocean Partnership for Children does not condone the use of Illegal drugs, tobacco products, weapons and/or the illegal use of over the counter or prescription medication.

NOTICE OF PRIVACY PRACTICES

(REVISED NOVEMBER 20, 2025)

Federal law protects the confidentiality of protected health information and substance use disorder patient records. This notice describes:

- How health information about you may be used and disclosed
- Your rights with respect to your health information
- How to file a complaint concerning a violation of the privacy or security of your health information, or of your rights concerning your information. You have a right to a copy of this notice (in paper or electronic form) and to discuss it with our privacy officer at 732.202.1585 if you have any questions.

This Notice of Privacy Practices describes how we may use and disclose your protected health information and substance use disorder information to carry out treatment, payment or health care operations related to the care management services we provide through New Jersey's Children's System of Care and for other purposes that are permitted or required by law. It also describes your rights to access and control your protected health information and substance use disorder (or "SUD" for short) records. "Protected health information" (or "PHI" for short) is information about you, including demographic information, that may identify you and that relates to your past, present or future physical or mental health or condition and related health care services including the payment for your health care.

We are required by law to maintain the privacy of your PHI and your SUD records and to provide you with this notice informing you of our legal duties and privacy practices with respect to your PHI and SUD records. We are also required by law to notify affected individuals following a breach of their unsecured PHI and/or of their SUD records. We are required to abide by the terms of this Notice of Privacy Practices. We may change the terms of our notice, at any time. The new notice will be effective for all PHI and SUD records that we maintain at that time. We will provide you with any materially revised Notice of Privacy Practices at the time of your next appointment. We will also post the revised notice in our office and on our website.

A. Understanding Your PHI and PHI Confidentiality. Every time you visit a hospital, physician or other healthcare provider, including Care Management Organizations (CMOs), or each time you receive a visit from a Care Manager, a record is made of that visit. This record contains your individualized service plan, progress and service notes regarding Child Family Team information, involvement of the Division of Child Protection & Permanency (DCP&P), school records, health history, current symptoms, examination and test results, diagnoses, treatment and plans for future care and/or treatment. This information is "Protected Health Information" (PHI).

B. Confidentiality of Your PHI and SUD records. Your PHI and SUD records are confidential. We are required to maintain the confidentiality of your PHI and SUD records by the following federal and New Jersey laws.

1. The Health Insurance Portability and Accountability Act of 1996 ("HIPAA") as amended by the Health Information Technology for Economic and Clinical Health Act ("HITECH"). The Department of Health and Human Services issued the following regulations: "Standards for Privacy of Individually Identifiable Health Information". We call these regulations the "HIPAA Privacy Regulations". We may not use or disclose your PHI except as required or permitted by the HIPAA Privacy Regulations. The HIPAA Privacy Regulations require us to comply with New Jersey laws that are more stringent and provide greater protection for your PHI.

2. 42 CFR Part 2. 42 CFR Part 2 is a federal regulation that protects the confidentiality of substance use disorder (SUD) records and imposes strict restrictions on the use and disclosure of such records. We may not use or disclose your SUD records except as required or permitted by 42 CFR Part 2.

- 3. New Jersey Confidentiality Laws.** New Jersey laws may provide greater protection for your PHI than the HIPAA Privacy Regulations. For example, we are not permitted to disclose or release PHI in response to a New Jersey subpoena. Also, any information acquired by a licensed psychologist in the course of your treatment that is in our PHI is privileged under New Jersey law and we may not release this information without your authorization or court order. We will comply with the New Jersey laws that are more stringent than the HIPAA Regulations and provide greater protection for your PHI.
- 4. New Jersey Laws Regarding Confidentiality of Drug and Alcohol Abuse Records.** For certain individuals whose records include information relating to drug or alcohol abuse or dependency, New Jersey laws provide more protection for your PHI and SUD records than the HIPAA Privacy Regulations. We will comply with the federal and New Jersey laws that are more stringent than the HIPAA Privacy Regulations and provide greater protection for your PHI and SUD records, where applicable.
- 5. Confidentiality of HIV-Related Information.** New Jersey laws provide greater protection for PHI related to HIV. We will comply with New Jersey laws that are more stringent than the HIPAA Privacy Regulations and provide greater protection for your PHI.

C. Uses and Disclosures of Your Protected Health Information (PHI) and Substance Use Disorder (SUD) Records

- 1. We may use and disclose your PHI and SUD records for Treatment, Payment and Health Care Operations (TPO).** Your PHI and SUD records may be used and disclosed by our employees, including our office staff, and others outside of our office that are involved in your care and treatment for the purpose of providing services to you. Your PHI and SUD records may also be used and disclosed to pay your health care bills and to support the operation of our organization.
- 2. Single Consent.** Except in an emergency or other special situations, you may provide a single consent for all future uses or disclosures of SUD records to your treating providers, health plans, third-party payers, and people helping to operate OPC for the purposes of treatment, payment and/or health care operations pursuant to 42 CFR Part 2, so that we may use and disclose your SUD records for the purposes set forth below.

Following are examples of the types of uses and disclosures of your PHI and SUD records that our office is permitted to make. These examples are not meant to be exhaustive, but to describe the types of uses and disclosures that may be made by our office.

- a. For Treatment.** It is necessary for us to use your PHI and/or SUD records to ensure that you are receiving appropriate services. For example, we may disclose your PHI or SUD records to a provider for your treatment.
- b. For Payment.** We will use and disclose your PHI and SUD records to obtain payment for our services. Before you receive services, we may disclose PHI and SUD records to Medicaid to permit them to: make a determination of eligibility or coverage; review the medical necessity of your services; review your coverage; or review the appropriateness of care of our charges. We will also use your PHI and SUD records for billing, claims management, collection activities, and data processing.
- c. For Health Care Operations.** We may use and disclose your PHI and SUD records in order to carry out health care operations. For example, your PHI and SUD records are used for: business management and general administrative duties; quality assessment and improvement activities; medical, legal, and accounting reviews; business planning and development; licensing; training, and for state/federal oversight purposes. We may use and/or disclose your PHI or SUD records for a number of care management related activities, that meet the definition of “health care operations”, including, but not limited to, case management, care management, care coordination, utilization review, quality assessment and improvement, network and provider development, and population-based research to improve the quality of life for children involved in New Jersey’s Children’s System of Care.

We will disclose identifiable health information only to the extent reasonably necessary to perform the above-mentioned activities of our practice. In some instances, we may need to use or disclose all of the information, while other times, we may need to use or disclose only certain information.

In the event applicable law other than HIPAA, such as 42 CFR Part 2 or New Jersey law, prohibits or materially limits our uses and disclosures of PHI or SUD records, we will restrict our uses or disclosures of your PHI or SUD records in accordance with the more stringent standard.

Records that are disclosed to Ocean Partnership for Children pursuant your written consent for treatment, payment and health care operations may be further disclosed by Ocean Partnership for Children without your consent, to the extent that HIPAA regulations permit such disclosure.

If we receive or maintain any information about you from a SUD treatment program that is covered by 45 CFR Part 2 (as “Part 2 Program”) through a general consent you provided to the Part 2 program to use and disclose the Part 2 Program record for purposes of treatment, payment or health care operations, we may use and disclose your Part 2 Program record for treatment, payment and health care operations purposes as described in this notice. If we receive or maintain your Part 2 Program record through specific consent you provide to us or another third party, we will use and disclose your Part 2 Program record only as expressly permitted by you in your consent as provided to us.

D. Uses and Disclosures Requiring a Written Authorization.

We may only use or disclose PHI of SUD records for purposes outside of treatment, payment, and health care operations or as provided below in Section E when your appropriate authorization is obtained. You may revoke all such authorizations at any time provided each revocation is in writing. You may not revoke an authorization to the extent that we have relied on that authorization and disclosed the PHI or SUD records.

Legal Proceedings. SUD records, or testimony relaying the content of such records, shall not be used or disclosed in any civil, administrative, criminal or legislative proceedings without a separate written consent or court order. Records shall only be used or disclosed based on a court order after notice and an opportunity to be heard is provided to you or the holder of the record, where required by 42 U.S.C. 290dd-2 and 42 CFR Part 2. A court order authorizing use or disclosure must be accompanied by a subpoena or other similar legal mandate compelling disclosure before the record is used or disclosed.

Highly Confidential Information. Federal and state laws require special privacy protections for certain highly confidential information about you. This includes information that is (1) maintained in psychotherapy notes or SUD counseling notes; (2) documentation related to mental health or developmental disabilities services; (3) drug and alcohol abuse, prevention, treatment and referral information; and (4) information related to HIV status, testing and treatment as well as any information related to the treatment or diagnosis of sexually transmitted diseases. Generally, unless a limited exception exists, we must obtain your authorization to release this type of PHI.

E. Uses and Disclosures Without An Authorization

We may use or disclose your PHI and/or SUD records under the following circumstances without obtaining your prior consent or authorization:

- **As Required by Law.** We will use or disclose your PHI and/or SUD records when required by federal, New Jersey, or local law. For example, we would be required to share this information when the law requires us to report information about suspected abuse, neglect or domestic violence, or suspected criminal activity.
- **Threat to Health or Safety.** We may use or disclose your PHI and/or SUD records to avert a serious threat to health or safety. Additionally and by law, Ocean Partnership for Children will be required to notify the local police department municipality where the child/youth resides when the child/youth is brought for a psychiatric emergency screening (PESS) due to threat to themselves or others.

- **Child Abuse.** If we have reasonable cause, on the basis of our professional judgment, to suspect abuse of children with whom we come into contact in our professional capacity, we are required by law to report this to the State Central Registry for the New Jersey Department of Children and Families.
- **Disaster Relief Purposes.** We may use or disclose your PHI and/or SUD records to a public or private agency authorized by law or charter to assist in disaster relief efforts such as the American Red Cross.
- **Public Health.** If required by federal or New Jersey law, we will disclose your PHI and/or SUD records for public health activities in order to: prevent disease, injury or disability; report births or deaths; report child abuse or neglect; report reactions to medications; notify a person who may be at risk for contacting or spreading a disease or condition.
- **Health Oversight.** We may disclose PHI and/or SUD records to a health oversight agency for activities authorized by law, such as audits (e.g., by a state insurance department), civil, administrative or criminal investigations, inspections, and licensing activities.
- **Judicial or Administrative Proceedings:** If you are involved in a court proceeding and a request is made about the services we provided you or the records thereof, such information is privileged under state law, and we will not release the information without a written authorization, or a court order. The privilege does not apply when you are being evaluated for a third party or where the evaluation is court ordered. You will be informed in advance if this is the case.
- **Coroners and Funeral Directors.** We may disclose PHI to a coroner or medical examiner for identification purposes to determine cause of death or for the coroner or medical examiner to perform other duties authorized by law. We may also disclose PHI to a funeral director, as authorized by law, in order to permit the funeral director to carry out his or her duties.
- **Organ Donation.** PHI may be used and disclosed to organ procurement organizations for cadaveric organ, eye or tissue donation purposes.
- **Research.** If we disclose your PHI and/or SUD records for research, we will comply with federal and New Jersey law regarding such disclosures. An authorization will also be obtained from you.
- **HIPAA Compliance.** We are required to disclose your PHI to the Secretary of Health and Human Services to investigate or determine our compliance with the Privacy Regulations.
- **Fundraising.** We may use or disclose your PHI and/or SUD records for fundraising purposes only if you are first provided with a clear and conspicuous opportunity to elect not to receive fundraising communications.

F. Your Rights Regarding Your Protected Health Information (PHI) and Substance Use Disorder (SUD) Records

The summary below sets forth your rights relating to your PHI and SUD records and a brief description of how you may exercise these rights. You may make requests regarding these rights by contacting our Privacy Officer in writing at: Ocean Partnership for Children, Inc.; Attention: Privacy Officer; 36 Washington Street, Suite 1, Toms River, NJ 08753.

- **Right to Request Restrictions on Uses and Sharing of PHI and SUD Records with Others.** You have the right to request restrictions on certain uses and disclosures of PHI about you such as not disclosing PHI to family members. You also have the right to request restrictions of disclosures made with your prior consent for purposes of treatment, payment and health care operations. We are not required to agree to a restriction you request. If we do agree with your request, we will put our agreement in writing and follow it, except in emergency situations. We cannot agree to limit the use of sharing information as required by law or as a requirement of participation in New Jersey's Children's System of Care.

You also have the right to request that we restrict certain disclosures of PHI and SUD records to a health plan when you actually pay out-of-pocket in full for the health care items of service. 4

- **Right to Receive Confidential Communications by Alternative Means and at Alternative Locations.** You have the right to request and receive confidential communications of PHI by alternative means and at alternative locations, where reasonable. For example, upon your request, we will only contact you at work or by mail. We will accommodate such reasonable written requests made to the Privacy Officer.
- **Right to Inspect and Copy.** You have the right to inspect and/or obtain a copy of PHI and/or SUD information in our records used to make decisions about you for as long as the PHI and/or SUD information is maintained in the record. You also have the right to request a summary instead of a copy of your record. Your request must be in writing. We may deny your access to PHI or SUD records under certain circumstances, and, in some cases, you may have this decision reviewed. At your request, we will discuss with you the details of the request process and/or the denial process.

If the record is electronic, we will provide you access to your electronic record in electronic format form so long as it is readily producible in electronic form or format. If not, we will provide you with a paper copy. You may also request/authorize us to send a copy of your record to a third party designated by you when the request is in writing, signed by you, and you provide clear direction as to the person and their location who is to receive the record copy. We may charge you for copying, postage, etc.

- **Right to Amend.** You have the right to request an amendment of PHI and/or SUD records for as long as the PHI or SUD information is maintained in the record. We may deny your request. At your request, we will discuss with you the details of the amendment process.
- **Right to an Accounting.** You generally have the right to receive an accounting of disclosures of PHI and SUD records for purposes other than TPO for which you have not provided an authorization.
- **Right to Discuss.** You have the right to discuss this notice with the Privacy Officer of Ocean Partnership for Children, who is available at 732.202.1585.
- **Right to a Paper Copy.** You have the right to obtain a paper copy of the notice upon request, even if you have agreed to receive the notice electronically.
- **Marketing and Sale of Your PHI.** We will not engage in any marketing activities, as that term is defined under HIPAA and we will not disclose your PHI to any third party for financial gain (directly or indirectly) without your authorization. We will not sell your PHI without your express written authorization.

G. Complaints. If you believe your privacy rights have been violated, or you disagree with a decision that was made about access to or changes to your PHI, you can file a written complaint with: Ocean Partnership for Children, Inc.; *Attention: Privacy Officer*; 36 Washington Ave., Toms River, New Jersey 08753.

You may also file a complaint in writing – within 180 days of when you knew or should have known (absent limited exceptions) of some violation or act of omission – with Region II of the U.S. Department of Health and Human Services (New Jersey, New York, Puerto Rico and Virgin Islands): **Office for Civil Rights; U.S. Department of Health and Human Services**; Jacob Javits Federal Building; 26 Federal Plaza - Suite 3312 New York, NY 10278. [Voice Phone: 800-368-1019; FAX: 212-264-3039; TDD: 800- 537-7697]. ***There will be no retaliation for filing appeals or complaints.***

For Further Information: If you have questions or need further assistance regarding this Notice, you may call or write to our Privacy Officer (732-202-1585): Ocean Partnership for Children, Inc.; Attention: Privacy Officer; 36 Washington Street, Suite 1, Toms River, NJ08753.

NOTE: Ocean Partnership for Children, Inc. reserves the right to amend this Notice at any time in the future and to make the new Notice of provisions applicable to all your health information – even if it was created prior to the change in the Notice. If such amendment is made, we will display the revised notice at our office and post the revised notice on our webpage. We will also provide additional copies at any time upon request.