

CSOC Provider Advisory: PerformCare Texting Campaigns

*** Please forward this information to the relevant personnel at your organization.**

Dear Providers:

PerformCare is excited to be launching several **automated mobile phone texting campaigns** for youth and families in the Children's System of Care, designed to provide better engagement and satisfaction with CSOC-involved families.

Our newest campaign involves the **Youth Satisfaction Survey**. Youth that will receive a text message in this campaign will be 14 years and older, received an assessment during an episode of care, and previously consented to being texted by PerformCare for this campaign.

Upon the close of the episode of care, a welcome message will be sent to the youth, informing them that they will be receiving text messages from PerformCare. The youth will be sent a link to the Satisfaction Survey, which is five questions and available through a major survey website. It will gauge a youth's satisfaction with PerformCare and the services they accessed.

The Youth Satisfaction Survey texting campaign joins the first campaign that we launched over the summer, which regards sending confirmation and follow-up messages to families that were authorized for BioPsychoSocial (BPS) assessments, helping to increase their access to care.

Families and youth that opt-in to texting from PerformCare will receive notifications, contact information for providers (if applicable for BPS), and if further assistance is needed, they can call PerformCare. Text messages are also available in Spanish per the parent's or youth's preference, and can be stopped at any time.

If you have any additional questions, please contact PerformCare at 1-877-652-7624. We look forward to continuing our collaboration with you in providing CSOC services to the youth and families of New Jersey.

Sincerely,

PerformCare

www.performcarenj.org

PerformCARE[®]

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