

*Supports  
Program  
Policies and  
Procedures Manual:  
A Quick Guide  
for Families*

Developed by  
**The New Jersey Department of Human Services  
Division of Developmental Disabilities**

In collaboration with  
**Regional Family Support Planning Councils**

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# Introduction

The **Supports Program** was developed by the New Jersey Department of Human Services' Division of Developmental Disabilities (DDD), which provides public funding for certain services that assist eligible New Jersey adults with intellectual and developmental disabilities, age 21 and older, to live as independently as possible.

## What is the Purpose of this Guide?

This guide summarizes the information in DDD's **Supports Program Policies and Procedures Manual** – the rules that govern Supports Program eligibility and process – in a comprehensive, yet uncomplicated format for families.

This guide is based on the information contained in DDD's Supports Program Policies and Procedures Manual. It is not intended to, nor does it replace the Supports Program Policies and Procedures Manual. The complete policy manual is available on the DDD website:

<http://tinyurl.com/supportsprogrammanual>

The Supports Program Policies and Procedures Manual is the final and definitive source for all policies and procedures related to DDD's Supports Program.

**For questions, please contact:**

**[DDD.SuppProgHelpdesk@dhs.state.nj.us](mailto:DDD.SuppProgHelpdesk@dhs.state.nj.us)  
800.832.9173**

**Or visit:**

**NJ Division of Developmental Disabilities  
[www.nj.gov/humanservices/ddd](http://www.nj.gov/humanservices/ddd)**

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*The Division of Developmental Disabilities would like to express appreciation to the **Regional Family Support Planning Councils** for their assistance in the development of this guide, and to the families who provided valuable input and feedback.*

# The Supports Program Policies and Procedures Manual: **A QUICK GUIDE FOR FAMILIES**

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## DDD Eligibility Criteria

### Section 3.1, Supports Program Policies and Procedures Manual

To be determined eligible for DDD services, an individual must:

- **Be a New Jersey resident**
- **Be Medicaid eligible**
- **Meet the functional criteria** of having a developmental disability, and must document that s/he has a chronic physical and/or intellectual impairment that
  - manifested in the developmental years, before age 22;
  - is lifelong; and
  - substantially limits the individual in at least three of the following life activities: self-care; learning; mobility; communication; self-direction; economic self-sufficiency; and the ability to live independently.

### Medicaid Eligibility and the Supports Program

An applicant must be **Medicaid eligible** in order to access Supports Program services. (*To be “Medicaid eligible” means that an individual has applied and been approved for Medicaid and continues to meet the income and financial resources criteria for Medicaid.*)

**Every New Jersey resident who qualifies for and receives federal SSI (Supplemental Security Income) automatically receives New Jersey Medicaid.** Therefore, it is highly recommended and strongly encouraged that individuals with intellectual and developmental disabilities immediately apply for SSI when they turn 18.

To apply for SSI, contact the local Social Security office or call the **Social Security Administration** toll free at **1.800.772.1213** (TTY 1.800.325.0778). For help, contact DDD’s **Medicaid Eligibility Help Desk: [DDD.MediEligHelpdesk@dhs.state.nj.us](mailto:DDD.MediEligHelpdesk@dhs.state.nj.us)**.

#### **What if I’m not eligible for SSI?**

*If an individual’s income and/or financial resources are above the limits for SSI eligibility, he or she can still apply for New Jersey Medicaid. (For example, s/he has money in a savings account, or receives a financial benefit due to a parent’s death or because his/her parent has begun to collect social security benefits.) To apply for New Jersey Medicaid, contact the County Welfare Agency or Board of Social Services in the county where the individual resides.*

## DDD Intake / Application Process

### Section 3.2, Supports Program Policies and Procedures Manual



To be determined DDD eligible, an individual must complete the **DDD Intake Application** and go through the **DDD Intake Process**.

The intake application, which must be mailed to DDD, is available on the DDD website or by contacting the **DDD Community Services Office** that serves the county where the individual resides.

Once the DDD Intake Application and all supporting documents have been received, DDD will conduct a preliminary eligibility review, and a **DDD Intake Worker** will create a case file for the individual.

After the preliminary review, the individual then will be referred to the Developmental Disabilities Planning Institute (DDPI) for completion of the **NJ CAT (New Jersey Comprehensive Assessment Tool)**. A final review regarding the individual's eligibility for DDD services will be made when DDD receives the NJ CAT results. Once a determination regarding the individual's eligibility for DDD services has been made, a letter will be mailed to the individual/family.

*The **DDD Intake Worker** will be the individual's point of contact at DDD throughout the Intake Process. If there are questions or concerns during the intake process, the individual or his/her family should contact the individual's DDD Intake Worker.*

# The NJ Comprehensive Assessment Tool (NJ CAT)

Section 3.3 and 3.4, Supports Program Policies and Procedures Manual

The **NJ CAT (New Jersey Comprehensive Assessment Tool)** is a tool that DDD uses to evaluate an individual's support needs in three main areas: **(1) Self-care, (2) Behavioral, and (3) Medical.** Completion of the NJ CAT is required for any individual who wishes to access Supports Program services.

## The NJ CAT consists of two main components



### Functional Criteria Assessment (FCA)

The FCA evaluates an individual's abilities in the following seven areas:

- Ability to live independently
- Communication
- Economic self-sufficiency
- Learning
- Mobility
- Self-care
- Self-direction

### Developmental Disabilities Resource Tool (DDRT)

The DDRT component of the NJ CAT evaluates the individual's abilities. It is a tool that makes sure that people with similar needs have access to similar levels of support.

*There are no "right" or "wrong" answers on the NJ CAT.*



*Answers should reflect an individual's support needs and conditions at the time of the assessment.*

## Completing the NJ CAT

### Section 3.3, Supports Program Policies and Procedures Manual

The person who completes the NJ CAT is referred to as the **informant**. It is best for the NJ CAT informant to be someone who knows the individual well and spends a lot of time with him or her, both during the day and overnight. In many cases, a family member or guardian is the informant for the NJ CAT.

The NJ CAT is administered by the Rutgers University **Developmental Disabilities Planning Institute** (DDPI), on behalf of DDD, and is completed in one of two ways:

- **Online**, by receiving a password-protected link by email from DDPI 
- **Over the telephone**, with a professional from DDPI 

*The NJ CAT assessment cannot be submitted by mail or fax.*

A [sample NJ CAT assessment](#) can be found on the [NJ CAT](#) resource page of the DDD website.

Typically, the NJ CAT results are valid for five years. However, at the time of an individual's **initial enrollment** in the Supports Program the NJ CAT should not be older than one year (i.e., completed more than one year prior to the initial enrollment date). If the NJ CAT is older than one year, a new NJ CAT must be completed.

The NJ CAT results establish an individual's **tier**, which determines the individual's **annual budget amount**. The tier also determines the **provider reimbursement rate** for that individual for many Supports Program services.

Within two—four weeks of completion of the NJ CAT, eligible individuals will receive mailed notification of the tier. The assigned Support Coordinator can provide a copy of the completed NJ CAT, upon request, to the individual and/or the individual's guardian.

If an individual experiences changes in his/her level of care, behavioral, or medical needs, an NJ CAT reassessment may be needed. The process to request a reassessment is found in Section 3.6 of the Supports Program Policies and Procedures Manual.



# What is the Supports Program?

*Section 4, Supports Program Policies and Procedures Manual*

The **Supports Program** is a Medicaid waiver program that provides certain services for eligible adults with intellectual and developmental disabilities, age 21 and older, living with their families or in other non-licensed settings.

## The Supports Program

- is designed to help New Jersey better serve adults with intellectual and developmental disabilities, and to assist them to live in their communities
- provides opportunities for individuals with intellectual and developmental disabilities to make their own choices and direct their own services
- provides all enrollees with **Employment/Day Services** and **Individual/Family Support Services**; individuals and their families are able to choose from a variety of services, based on the individual's assessed needs
- enables individuals who need both Private Duty Nursing (PDN) services and Supports Program services to enroll in Supports Program Plus Private Duty Nursing (SP+PDN)

## Supports Program Eligibility

*Section 5, Supports Program Policies and Procedures Manual*

To enroll in and access services through the Supports Program, an individual first must be determined **DDD eligible** and **Medicaid eligible**. **All individuals who have been determined eligible for DDD services and who are Medicaid eligible can enroll in the Supports Program, except for individuals already enrolled on another Medicaid waiver program, such as the Community Care Waiver (CCW) or Managed Long Term Services and Supports (MLTSS).**

## Supports Program Enrollment

*Sections 5.2 and 5.3, Supports Program Policies and Procedures Manual*

Once an individual is determined DDD eligible, the next steps to enroll in the Supports Program in order to begin services are:

1. Individual/family chooses (or is auto-assigned to) a **Support Coordination Agency**
2. Support Coordination Agency assigns a **Support Coordinator**
3. Support Coordinator explains the Supports Program Participant Enrollment Agreement
4. Individual signs the **Supports Program Participant Enrollment Agreement**



# Maintaining Supports Program Eligibility

## Section 5.4, Supports Program Policies and Procedures Manual

As indicated in the [Supports Program Participant Enrollment Agreement](#), which the individual signs when enrolling in the Supports Program, it is very important to know what the individual needs to do (or not do!) to remain eligible for services through the Supports Program.

### WHAT TO DO:

- ✓ Submit all required information and documentation on time.
- ✓ Provide accurate and updated information.
- ✓ Participate in monthly, quarterly, and annual contacts/visits conducted by the Support Coordinator.
- ✓ Maintain Medicaid eligibility.
- ✓ Follow the rules explained in the Supports Program Participant Enrollment Agreement.

**If one or more of the following situations occurs, the individual may not be able to access Supports Program services:**

- ➔ The individual loses his/her Medicaid eligibility.
- ➔ The individual has moved out of New Jersey.
- ➔ The individual has enrolled in another Medicaid waiver program.
- ➔ The individual does not access Supports Program services (other than Support Coordination) for more than 90 days due to lack of need of services rather than lack of availability of services.

For a complete list of requirements for maintaining Supports Program eligibility, see Section 5.4 of the Supports Program Policies and Procedures Manual.

## Support Coordination (Care Management)

### Section 6, Supports Program Policies and Procedures Manual

Support Coordination (care management) services are provided by an independent Support Coordination Agency in the community that has been approved by Medicaid and DDD to provide this service. The Support Coordination Agency helps the individual and his or her family connect with appropriate Supports Program services and other services available through NJ Medicaid (“State Plan”), as well as other needed medical, social, and educational services.

### How to Choose a Support Coordination Agency

- Using the Provider Search Database at <https://irecord.dhs.state.nj.us/ProviderSearch>, **identify approved Support Coordination Agencies** that serve the county where the individual resides:
  1. Under Filter, select “Service” and check “Support Coordination”
  2. Select “Medicaid Approved” and check the box
  3. Select “County Served” and select the county in which the individual resides
  4. Click the magnifying glass icon
- **Call and/or visit several potential Support Coordination Agencies**, and/or **ask for recommendations from individuals/families you know** who already are enrolled in the Supports Program and receiving services to make an informed choice about which agency is a good fit for the individual’s needs.
- **Complete and submit the Support Coordination Agency Selection Form.** The **Support Coordination Agency Selection Form** is available on the Support Coordination page of the DDD website, or can be requested from the DDD Intake Worker or the DDD Community Services Office that serves the county where the individual resides. *(It is a good idea to include both your first and second choice on the SCA Selection Form, as this will increase the possibility of being assigned to an agency of your choosing.)*

#### FOR HELP CHOOSING A SUPPORT COORDINATION AGENCY

*The Boggs Center on Developmental Disabilities has developed guide booklets to assist individuals and their families in choosing a Support Coordination Agency:*

<http://rwjms.rutgers.edu/boggscenter/products/SelectingandEvaluatingSupportCoordinationAgency.html>

## DDD's Assignment of a Support Coordination Agency

- Within 2-4 weeks after the Support Coordination Agency Selection Form is received (or beginning in April of the exit year for students who have turned or are turning 21 and will be exiting the school system), DDD will assign a Support Coordination Agency based on the indicated preference.
- If no preference is indicated, or if the preferred agency does not serve the county where the individual lives or does not have openings, DDD will auto-assign a Support Coordination Agency.

## Changing a Support Coordination Agency

- **The individual has the right and ability to change the Support Coordination Agency.**
- If an individual would like to change his/her Support Coordination Agency, he/she can choose a different Support Coordination Agency (*section 6.1.3, Supports Program Policies and Procedures Manual*).
- To change the Support Coordination Agency, a new **Support Coordination Agency Selection Form** must be submitted (*the form is available on the DDD website or by calling the DDD Community Services Office that serves the county where the individual lives*).
- The Support Coordination Agency Selection Form can be submitted to DDD by email or mail. (Email and mail address are included on the form.)

### **I want to change my Support Coordination Agency but I don't want to start the process all over.**

*You don't have to start all over! When you change your Support Coordination Agency, all the information already gathered and developed—including contact and demographic information, planning documents such as the Person Centered Planning Tool (PCPT) and Individualized Service Plan (ISP), monitoring tools, etc.—is transferred to your new Support Coordination Agency.*

# The Role of the Support Coordinator

Sections 6.2 and 6.3, Supports program Policies and Procedures Manual

The Support Coordination Agency will assign a professional **Support Coordinator**, who will contact the individual/family to introduce him/herself and begin the planning process.

## THE SUPPORT COORDINATOR:

- Is the primary point of contact—or “go-to” person—for the individual/family
- Helps connect the individual with services and other resources in the community
- Is available 24/7 for emergent situations, and can schedule other interactions with the individual/family at their convenience

## THE SUPPORT COORDINATOR WILL:

- **Foster a good relationship** with the individual and his/her family and develop an understanding of the individual’s level of need
- **Be knowledgeable** about services and other resources available in the communities he/she serves
- **Understand the information** contained in the Supports Program Policies and Procedures Manual, including all services available through the Supports Program
- **Understand the difference** between acting as a resource, which is part of the Support Coordinator’s role, and speaking for the individual or family, which **is not** part of the Support Coordinator’s role

## THE SUPPORT COORDINATOR’S ROLE IS DIVIDED INTO FOUR AREAS:

- **Individual Discovery** – Assisting the individual in identifying hopes, dreams, and goals through completion of the Person Centered Planning Tool (PCPT)
- **Plan Development** – Developing the Individualized Service Plan (ISP) with input from the individual and other service planning team members
- **Coordination of Services** – Arranging for and coordinating DDD services; services not available through the Supports Program or funded by DDD; and other resources that meet the needs of the individual
- **Monitoring Progress** – Making sure that the individual is receiving quality services that are meeting his/her needs and helping him/her progress toward identified outcomes

## CHANGING A SUPPORT COORDINATOR

If an individual wishes to change his/her **Support Coordinator**, he/she should talk with the agency’s Support Coordination Supervisor. (See page 10 for “Changing a Support Coordination Agency.”)

# The Three Steps of the Service Planning Process

## Section 7, Supports Program Policies and Procedures Manual

### ➔ **1** STEP 1: Service Planning Team Meets

The members of the service planning team will work together to develop one integrated plan for the individual. Members of the planning team will vary depending upon the needs and wishes of the participant, and will include at a minimum:

- Individual
- Support Coordinator
- Individual's parent/family or legal guardian, as appropriate
- Any service provider and/or additional person(s), approved by the individual, whose participation is necessary to develop a complete and effective plan

### ➔ **2** STEP 2: Support Coordinator completes the Person-Centered Planning Tool

The **Person-Centered Planning Tool** (PCPT) assists the individual in identifying his/her hopes, dreams, and goals. The PCPT also includes the **Pathway to Employment**, which assists the individual in identifying employment-related outcomes for the service plan. The PCPT is written by the Support Coordinator in collaboration with the individual and his/her family, and other identified team members as needed. **The PCPT is completed before the Individualized Service Plan is developed** and must be used as part of the service planning process.

### ➔ **3** STEP 3: Support Coordinator Develops the Individualized Service Plan

The **Individualized Service Plan** (ISP) is the document that directs and **prior authorizes** all Supports Program services and service providers. This means the individual's budget will only pay for services that are in the approved ISP. The Support Coordinator works with the individual and other planning team members to develop the ISP.

- The individual identifies his/her outcomes and, together with the Support Coordinator and planning team members, chooses appropriate services to reach those outcomes
- The individual's services, service providers, and service-related outcomes are documented in the ISP
- The ISP must be developed and approved within 30 days of Supports Program enrollment, and then renewed annually
- The ISP can be changed if an individual's needs or goals change
- Any changes in services or service providers must be documented and prior authorized through the ISP

## Choosing / Changing Service Providers

### Section 8.3.1, Supports Program Policies and Procedures Manual

The Supports Program gives individuals and families flexibility to choose and change any of the following:

**Support Coordination Agency**

**Support Coordinator**

**Support Services**

**Service Providers**

*Having the Freedom and ability to choose/change the individual's Support Coordination Agency, Support Coordinator, Support Services, and Service Providers is a basic, yet crucial part of the Supports Program.*

All choices are made based on the individual's needs as identified in the Individualized Service Plan (ISP). The Individualized Service Plan (ISP) directs and prior authorizes all services and service providers, and any changes to services and/or service providers must be documented in the ISP. The Support Coordinator will work with the individual and his/her family to make sure that the individual's budget can accommodate the chosen services.

A list of available Supports Program services is included in this guide, on pages 16-17. The Support Coordinator will be familiar with professionals and agencies in his/her area that have been approved to provide Supports Program services. In addition, approved providers are listed in the web-based [Provider Search Database](#) and are searchable by a number of criteria, such as counties served, service type, etc.

**It is important to know that individuals cannot receive services other than Support Coordination from their Support Coordination Agency, even if the agency is an approved provider of other services. This is a conflict of interest for the agency and is not allowed by DDD or Medicaid.**

#### **FOR HELP CHOOSING SERVICE PROVIDERS**

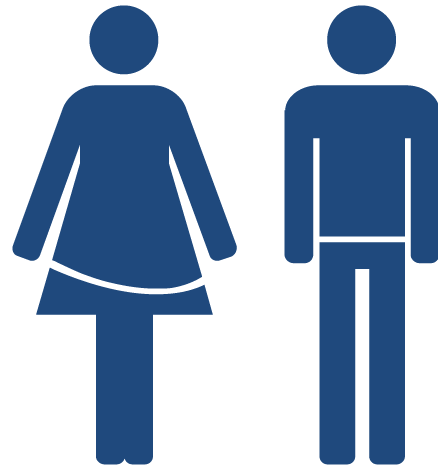
*The Boggs Center on Developmental Disabilities has developed guide booklets to assist individuals and their families in choosing service providers:*

<http://rwjms.rutgers.edu/boggscenter/SelectingaServiceProvider.html>

## Hiring a Self-Directed Employee (SDE)

Section 8.3.2, Supports Program Policies and Procedures Manual

For some services (*Community Based Supports, Interpreter Services, Respite, Supports Brokerage, and Transportation*), an individual and his/her family can choose to hire a Self-Directed Employee (SDE), sometimes called a “self-hire,” as the provider. When hiring an SDE, the individual/family becomes the managing employer and the common law employer, and the individual/family is assisted in managing the SDE through the support of a Fiscal Intermediary (FI). The SDE and the service provided by the SDE must be prior authorized through the Individualized Service Plan (ISP) before services begin.



### Important things to know when hiring a Self-Directed Employee:

SELF-DIRECTED EMPLOYEE	FISCAL INTERMEDIARY	INDIVIDUAL/FAMILY
Completes process to become approved to provide service	Ensures compliance with federal and state regulations and labor laws	Responsible for hiring, firing, and training of the Self-Directed Employee
Completes applicable mandated training	Manages payment to the Self-Directed Employee	Ensures compliance with Individualized Service Plan (ISP) – if an individual/family negotiates work outside of what is authorized through ISP, individual/family is responsible for payment



# Entering the Supports Program: A Quick Overview

<b>STEP 1</b>	<b>INDIVIDUAL/FAMILY COMPLETES DDD INTAKE APPLICATION</b> <ul style="list-style-type: none"><li>→ DDD makes initial determination of DDD eligibility.</li></ul>
<b>STEP 2</b>	<b>INDIVIDUAL/FAMILY COMPLETES NJ CAT</b> <p><i>NJ CAT results establish the individual's tier, and tier determines the individual's budget.</i></p> <ul style="list-style-type: none"><li>→ DDD makes final determination of DDD eligibility.</li><li>→ DDD provides written notification of DDD eligibility.</li><li>→ DDD provides written notification of tier assignment to DDD eligible individuals.</li></ul>
<b>STEP 3</b>	<b>INDIVIDUAL/FAMILY SUBMITS SUPPORT COORDINATION AGENCY SELECTION FORM</b> <p><i>If the individual is still receiving school-based services, the Support Coordination Agency Selection Form is completed in February/March of the school year in which the individual turns 21 and will exit school-based services.</i></p> <p><i>If services are needed at age 21 and prior to exiting school-based services, the individual/family should contact DDD Intake.</i></p> <ul style="list-style-type: none"><li>→ DDD assigns Support Coordination Agency based on individual/family preference or through auto-assignment.</li><li>→ <b>Support Coordination Agency</b> identifies a Support Coordinator to work with the individual/family.</li><li>→ <b>Support Coordinator</b> contacts individual/family to introduce him/herself and schedule first Support Coordination meeting.</li></ul>
<b>STEP 4</b>	<b>INDIVIDUAL/FAMILY MEETS WITH SUPPORT COORDINATOR</b> <ul style="list-style-type: none"><li>→ <b>Individual</b> signs Supports Program Participant Enrollment Agreement.</li><li>→ <b>Support Coordinator</b> completes Person-Centered Planning Tool (PCPT); helps identify and coordinates participation of service planning team; helps individual/family identify and connect with appropriate services and service providers; and develops Individualized Service Plan (ISP).</li></ul>
<b>ONGOING</b>	<b>SUPPORT COORDINATOR MAINTAINS MONTHLY CONTACT WITH INDIVIDUAL/FAMILY, OR MORE OFTEN IF NEEDED</b> <ul style="list-style-type: none"><li>→ Together with individual/family, Support Coordinator reviews progress and makes changes to services and service providers as needed and/or when individual/family requests a change.</li></ul>

## Services Available in the Supports Program

### Section 17, Supports Program Policies and Procedures Manual

Service	Section
<b>ASSISTIVE TECHNOLOGY:</b> <i>An item, piece of equipment, or product system used to increase, maintain, or improve an individual's functional capabilities</i>	17.1
<b>BEHAVIORAL SUPPORTS:</b> <i>Counseling, behavioral interventions, and/or diagnostic evaluations/consultations to help an individual manage his/her behaviors and learn to interact with others</i>	17.2
<b>CAREER PLANNING*:</b> <i>Employment planning to help an individual get and keep a job</i>	17.3
<b>COGNITIVE REHABILITATION:</b> <i>Therapeutic cognitive activities to help an individual with a neurological impairment learn new and different ways to function</i>	17.4
<b>COMMUNITY BASED SUPPORTS:</b> <i>One-on-one direct support that promotes increased independence, productivity, enhanced family functioning, and inclusion in the community</i>	17.5
<b>COMMUNITY INCLUSION SERVICES:</b> <i>Direct support to assist a group of 2-6 individuals in educational, enrichment, or recreational activities</i>	17.6
<b>DAY HABILITATION:</b> <i>Education and training that assist an individual in gaining the skills needed to participate in the community (problem-solving skills, self-help skills, social skills, adaptive skills, daily living skills, and/or leisure skills)</i>	17.7
<b>ENVIRONMENTAL MODIFICATIONS:</b> <i>Physical adaptations to the private residence of an individual/family to ensure the health, welfare, and safety of the individual or to enable the individual to function with greater independence in his/her residence</i>	17.8
<b>FISCAL MANAGEMENT SERVICES (An administrative service that does not come out of the individualized budget):</b> <i>Assistance with disbursement of funds for Self-Directed Employees and fiscal accounting (referred to as Fiscal Intermediary, or FI)</i>	17.9
<b>GOODS AND SERVICES:</b> <i>Services, equipment, or supplies not provided through other Supports Program services, or other resources that address an identified need</i>	17.10
<b>INTERPRETER SERVICES:</b> <i>Face-to-face support to assist an individual to integrate more fully with community-based activities and employment</i>	17.11
<b>NATURAL SUPPORTS TRAINING:</b> <i>Training for caregivers who provide unpaid support, training, companionship, or supervision to an individual</i>	17.12
<b>OCCUPATIONAL THERAPY:</b> <i>Habilitative or rehabilitative, provided one-on-one or in a group (rehabilitative services available only after limits under the State Medicaid Plan are exhausted)</i>	17.13

# Services Available in DDD's Supports Program

## Section 17, Supports Program Policies and Procedures Manual

Service	Section
<b>PERSONAL EMERGENCY RESPONSE SYSTEM (PERS):</b> <i>Electronic device that gets help in an emergency</i>	<b>17.14</b>
<b>PHYSICAL THERAPY:</b> <i>Habilitative or rehabilitative, provided one-on-one or in a group (rehabilitative services available only after limits under the State Medicaid Plan are exhausted)</i>	<b>17.15</b>
<b>PREVOCATIONAL TRAINING*:</b> <i>Learning and work experiences that help an individual learn about jobs that he/she may be interested in, and learn skills to become more employable</i>	<b>17.16</b>
<b>RESPIRE:</b> <i>Short-term care/support of an individual due to the absence or need for relief of the usual caregiver(s)</i>	<b>17.17</b>
<b>SPEECH, LANGUAGE, AND HEARING THERAPY:</b> <i>Habilitative or rehabilitative, provided one-on-one or in a group (rehabilitative services available only when the limits under State Medicaid plan are exhausted)</i>	<b>17.18</b>
<b>SUPPORT COORDINATION (An administrative service that does not come out of the individualized budget):</b> <i>Assists an individual to gain access to DDD program services, as well as needed medical, social, educational and other services</i>	<b>17.19</b>
<b>SUPPORTED EMPLOYMENT – INDIVIDUAL*:</b> <i>Assists an individual to get and/or keep a job in the general workforce at or above minimum wage</i>	<b>17.20</b>
<b>SUPPORTED EMPLOYMENT – SMALL GROUP*:</b> <i>Training activities in business, industry, and community settings for a group of 2-8 individuals</i>	<b>17.20</b>
<b>SUPPORTS BROKERAGE:</b> <i>Available to individuals using Self-Directed Employees for some or all services, to assist the individual in arranging for, directing, and managing these self-directed services (Intended to supplement, not duplicate, Support Coordination service)</i>	<b>17.21</b>
<b>TRANSPORTATION:</b> <i>Assists individual in gaining access to services, activities, and resources</i>	<b>17.22</b>
<b>VEHICLE MODIFICATIONS:</b> <i>Assessments, adaptations, or alterations to an automobile or van to accommodate an individual's needs</i>	<b>17.23</b>

**\*Employment services (Career Planning, Prevocational Training, Supported Employment) must be initially accessed through the NJ Division of Vocational Rehabilitation Services (DVRS). If employment services are not available or have been exhausted through DVRS, Supports Program funding will be made available .**

## DDD Community Services Offices for Intake

FLANDERS OFFICE	PATERSON OFFICE
<b>Serving Morris, Sussex, Warren</b> 1-B Laurel Drive, Flanders, NJ 07836 Phone: 973.927.2600	<b>Serving Bergen, Hudson, Passaic</b> 100 Hamilton Plaza, 7 <sup>th</sup> Floor Paterson, NJ 07505 Phone: 973.977.4004
NEWARK OFFICE	PLAINFIELD OFFICE
<b>Serving Essex</b> 153 Halsey Street, 2 <sup>nd</sup> Floor PO Box 47013 Newark, NJ 07101 Phone: 973.693.5080	<b>Serving Union, Somerset</b> 110 East 5th Street Plainfield, NJ 07060 Phone: 908.226.7800
FREEHOLD OFFICE	TRENTON OFFICE
<b>Serving Ocean, Monmouth</b> Juniper Plaza, Suite 1 - 11 3499 Route 9 North Freehold, NJ 07728 Phone: 732.863.4500	<b>Serving Hunterdon, Mercer, Middlesex</b> 120 South Stockton Street Trenton, NJ 08611 (Mail: PO Box 706, Trenton, NJ 08625-0706) Phone: 609.292.1922
MAYS LANDING OFFICE	VOORHEES OFFICE
<b>Serving Atlantic, Cape May, Cumberland, Salem</b> 5218 Atlantic Avenue, Suite 205 Mays Landing, NJ 08330 Phone: 609.476.5200	<b>Serving Burlington, Camden, Gloucester</b> 2 Echelon Plaza 221 Laurel Road, Suite 210 Voorhees, NJ 08043 Phone: 856.770.5900

## QUESTIONS?

- ◆ Contact the Community Services Office that serves the county where the individual resides
- ◆ Contact the Supports Program Help Desk: [DDD.SuppProgHelpdesk@dhs.state.nj.us](mailto:DDD.SuppProgHelpdesk@dhs.state.nj.us)
- ◆ Call DDD Toll-Free at **1.800.832.9173**

## Additional Resources

**APSE (Association for People Supporting Employment First)**

[www.apse.org](http://www.apse.org) (National chapter)

[www.njapse.com](http://www.njapse.com) (New Jersey chapter)

**NJ Council on Developmental Disabilities (NJCDD)**

[www.njcdd.org](http://www.njcdd.org)

**The Boggs Center on Developmental Disabilities**

<http://rwjms.rutgers.edu/boggscenter/>

**NJ Division of the Deaf and Hard of Hearing (DDHH)**

[www.nj.gov/humanservices/ddhh/home/index.html](http://www.nj.gov/humanservices/ddhh/home/index.html)

**Community Health Law Project (CHLP)**

<http://chlp.org/>

**NJ Division of Disability Services (DDS)**

[www.nj.gov/humanservices/dds/home/index.html](http://www.nj.gov/humanservices/dds/home/index.html)

*DDS annually publishes the comprehensive **NJ Disability Resources Guide***

**Disability Rights New Jersey (DRNJ)**

[www.drnj.org](http://www.drnj.org)

**NJ Division of Vocational Rehabilitation Services (DVRS)**

<http://careerconnections.nj.gov/careerconnections/plan/foryou/disable/>

**Family Support Coalition of New Jersey**

[www.familysupportcoalition.org](http://www.familysupportcoalition.org)

**NJ Statewide Independent Living Council**

[www.njsilc.org](http://www.njsilc.org)

**Family Support Organizations (FSO)**

[www.nj.gov/dcf/families/support/support/](http://www.nj.gov/dcf/families/support/support/)

**Planning for Adult Life (PFAL) program**

[www.planningforadultlife.org](http://www.planningforadultlife.org)

**NJ Children's System of Care (CSOC)**

<http://performcarenj.com/>

**Regional Family Support Planning Councils (RFSPC)**

[www.njcdd.org/the-regional-family-support-planning-councils](http://www.njcdd.org/the-regional-family-support-planning-councils)

**NJ Commission for the Blind and Visually Impaired (CBVI)**

[www.nj.gov/humanservices/cbvi/home/index.html](http://www.nj.gov/humanservices/cbvi/home/index.html)

**Supportive Housing Association (SHA)**

[www.shanj.org](http://www.shanj.org)

The New Jersey Department of Human Services (NJ DHS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. NJ DHS does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. The NJ DHS provides:

- free aids and services to people with disabilities to communicate effectively with us, such as: Qualified sign language interpreters
- written information in other formats (large print, audio, accessible electronic formats, other formats)
- free language services to people whose primary language is not English, such as: Qualified interpreters
- information written in other languages

If you need these services, contact Bonny E. Fraser, Esq., or if you believe that the NJ DHS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance:

NJ Department of Human Services  
222 South Warren Street  
PO Box 700  
Trenton, NJ 08625-0700  
Phone: 609.777.2026  
Fax: 609.633.9610  
Email: [Bonny.Fraser@dhs.state.nj.us](mailto:Bonny.Fraser@dhs.state.nj.us).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone:

U.S. Department of Health and Human Services  
200 Independence Avenue  
SW Room 509F, HHH Building  
Washington, D.C. 20201  
Phone: 1.800.368.1019, 800.537.7697 (TDD)  
Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html)



**New Jersey**  
**Department of Human Services**  
**Division of Developmental Disabilities**



In collaboration with  
**Regional Family Support Planning Councils**

