

The New Jersey Department of Children and Families (DCF) is the designated State department responsible for providing services for children and youth up to age 21 with Intellectual and/or Developmental Disability (I/DD). In addition, the Children's System of Care (CSOC) is responsible for determining eligibility for childhood developmental disability services provided by the State of New Jersey for children under age 18. However, for individuals age 18 and over, the New Jersey Division of Developmental Disabilities is responsible for eligibility determination for related life-long planning.

The following information is provided to answer common questions about developmental disability services available through the NJ Children's System of Care.

### ABOUT THE SYSTEM OF CARE

A system of care is a big picture approach to how, when, and where services and supports are offered. The System of Care approach to service delivery for children began in the 1990s as communities were looking for ways to improve the well-being of children with serious emotional and behavioral disorders. At that time, there were very few community-based treatment options for families, limited private insurance resources, and out of home treatment often required giving up custody of children to child protective services.

Over the past two decades, the system of care approach has been tested and refined in communities around the country, and has expanded to include other child populations, such as very young children, children in state custody, and children in detention.

The New Jersey Children's System of Care began as a federal grant program in 1999 and expanded to provide all essential components in every county by 2006. The New Jersey Children's System of Care has always provided supports to youth with behavioral health challenges in the community as well as to those involved with child protective services. In 2013, it also began serving children with developmental and/or intellectual disabilities and their families, and providing coordinated access to substance use treatment services for certain youth.

### What is PerformCare?

PerformCare is the Contracted System Administrator for the New Jersey Children's System of Care. PerformCare provides a family-centered, community-focused single point of entry for New Jersey's eligible children to obtain publicly available behavioral health, substance use treatment, and developmental disability services.

DCF's Children's System of Care utilizes PerformCare to provide 24 hour, 7 day a week access for families to obtain services for their child with behavioral health, substance use, and/or developmental disability challenges.

### What is a Contracted System Administrator (CSA)?

As a Contracted System Administrator, PerformCare administers the State's service delivery system for children with behavioral health challenges, substance use treatment needs, and/or developmental disabilities. This includes providing 24/7 access for families and coordinating the care for over 50,000 of New Jersey's children a year.

### ELIGIBILITY

#### **Q. My child was previously determined eligible by the New Jersey Division of Developmental Disabilities (DDD). Is my child still eligible?**

Families do not need to re-apply for childhood developmental disability eligibility determination if your youth has already been determined eligible for developmental disability services by the DDD prior to December 31, 2012. Please note that the eligibility determination is valid until your child's 18th birthday, after which a re-assessment would need to occur through DDD.

### **Q. How do I apply for intellectual and/or developmental disability eligibility for my child?**

If your child has not yet turned 18, you can access the application materials, on the PerformCare website at <http://www.performcarenj.org/families/disability/determination-eligibility.aspx>.

If you do not have access to a computer, please contact PerformCare by phone at **1-877-652-7624** and request that an application is mailed to you.

For youth over 18, the Department of Human Services' Division of Developmental Disabilities (DDD) is responsible for making a determination for eligibility. More information on this can be found by calling **1-800-832-9173** or at the New Jersey Division of Developmental Disabilities website, <http://www.state.nj.us/humanservices/ddd/home/index.html>.

### **Q. How long does it take for an application to be reviewed to determine eligibility?**

The length of time it takes to determine eligibility is based on several factors. Once PerformCare receives your application, it will be sent to our DD Eligibility Unit to confirm that all required forms and documents are included. After an initial review of the application, you will receive a letter if your application is missing any documents and/or other information needed to make a decision.

From the date that an application has been submitted, the family has up to one year to submit necessary documents (if the youth is under age 18 years old). After one year, you will need to submit a new application.

A decision will be made within 60 business days after the DD Eligibility Unit has all the information they need. In the event PerformCare is unable to make a determination within the 60 business days, you will receive a follow-up status letter every 30 days thereafter advising you of the status of your application.

The most important factor is submitting all of the required forms and documents as well as updated supporting evaluations at the same time. The "Getting Ready to Apply" checklist is a helpful resource that can help you manage the application process and help to ensure faster application review: <https://www.performcarenj.org/pdf/families/readiness-checklist.pdf>.

## **SERVICES**

### **Q. How do I get services for my child?**

The Children's System of Care offers an array of services for youth and their families such as behavioral health, substance use, and intellectual and developmental disability services that can be accessed by calling PerformCare. Services may be requested by calling PerformCare 24 hours per day, 7 days per week at **1-877-652-7624**.

NOTE: To address your child's educational needs, services necessary to participate in educational settings are still provided through your child's school district.

### **Q. What services are available for youth with developmental disabilities?**

The services include but are not limited to Out-Of-Home treatment, community-based treatment including services such as Family Support Organizations, In-Home Counseling, and IDD specialized services such as Intensive In-Home services, Family Supports Services, and summer camp programs. Children with IDD can also access other treatment such as substance use treatment and Mobile Response and Stabilization services. For a full list of services available, please see: <https://www.performcarenj.org/pdf/families/idd-services-flyer.pdf>.

Our goal is to best meet the needs of children with I/DD whose needs are not being met through school supports, private insurance, or by other existing supports or services. If your child has an unmet need, please call us to discuss your options. It is important to note that service availability is in part determined by the availability of state funding.

### **Q. What are Developmental Disability Family Support Services?**

Developmental Disability Family Support services are intended to support caregivers of individuals who are eligible for developmental disability services and living in their own homes.

The following is a list of some of the typical Family Support services:

- Respite
- Assistive Technology
- Home & Vehicle Modifications
- Educational Advocacy

### **Q. How can I access Developmental Disability Family Support Services?**

Call PerformCare at **1-877-652-7624** and ask to complete a Family Support Service application.

### **Q. How long can I receive Developmental Disability Family Support Services?**

Any new service authorized by PerformCare will be reviewed at regular intervals. The amount of service your family receives may increase or decrease based on current need.

### **Q. I already completed an application for Developmental Disability Family Support Services with the Division of Developmental Disabilities (DDD), but I am not currently receiving any services. Do I need to re-apply with PerformCare?**

Yes. We need current information from you to assess family needs. Once complete, a Family Support Service application is valid for one year. You must reapply at least once per year in order to be considered for an available opening for family support services.

### **Q. How can I apply for CSOC Summer Camp Services for my child?**

Funding toward summer camp tuition and one-to-one aid is subject to availability. Please check the PerformCare website beginning in March of each year for updates about availability of funds and information about the application process. Applications will be available on the PerformCare website or by calling PerformCare and requesting an application be mailed.

CSOC Summer Camp Services do NOT require the completion of a Family Support Service application. Camp assistance is available for eligible youths who attend approved camps. The approved camps are listed on the PerformCare website as they become approved each year.

### **Q. Who is my child's case manager?**

The Children's System of Care has reconfigured the way service coordination will take place. You may be connected with a local care management entity called a CMO (Care Management Organization) that provides in-person individualized and family-centered planning. However, for many children and families, there will not be a single designated case manager. Instead, the Children's System of Care is providing 24 hour/7 day a week resources through PerformCare to assess needs and facilitate the delivery of services.

### **Q. How can I access Out-of-Home (residential or group home) treatment for my child?**

It is the Children's System of Care's philosophy that youth are best served at home and in their communities. Out-of-Home treatment is considered as a last resort option and is only sought after having exhausted a community plan. If a family believes their youth's needs have escalated and may require an Out-of-Home treatment option, the first step would be to call PerformCare.

If your child has already been connected to a local Care Management Organization (CMO), the decision to access Out-of-Home care will be made by you and your child's team.

### **Q. What is a family's responsibility under "Contribution to Care" for out-of-home (residential or group home) care for my child with a developmental disability?**

Some children with developmental disabilities have treatment needs that cannot be addressed at home or in the community. Under certain circumstances, the Children's System of Care (CSOC) can assist families by arranging for their child to enter a residential placement where trained staff will provide day-to-day care. Once your child enters a developmental disability residential placement, you as a parent or legal guardian have financial responsibilities. These responsibilities are required by law and outlined in NJAC 10:46D.

If your child is under 18, your contribution to care will be based on your financial situation and on any unearned income your child receives. If your child is 18 or older, a contribution to care will be assessed based solely on his or her unearned income and/or wages. In all cases, a lien will be filed against the real and personal property of the individual who is entering a residential placement. Additional liens may be filed later if you are assessed a contribution to care but do not pay it.

### **Q. What services is my child/youth entitled to?**

It is important to remember that services provided to developmental disability eligible youth are not entitlements and are dependent upon available resources; if the requested service is not available, an alternate service may be recommended. As the Children's System of Care (CSOC) is the payer of last resort, all other sources of funding must be exhausted.

### **Q. Are services that I am referred to by PerformCare free?**

Although families may not be charged for certain services, they are not free. Services recommended and authorized by PerformCare are paid by a variety of sources, such as state and federal public funds, Medicaid, commercial insurance, or self-pay. Most services paid for with public funds are not entitlements and are subject to availability. Families will be asked to provide insurance information as part of their contact with PerformCare.

Some services may be covered by Medicaid and/or NJ FamilyCare. All families who are not already Medicaid or NJ FamilyCare eligible are required to complete a NJ FamilyCare application. Go to <http://www.state.nj.us/humanservices/dmahs/home/index.html> for more information. However, if you are determined ineligible for Medicaid, your child will still be able to receive services from the Children's System of Care.

Additionally, families requesting services for developmental disability eligible youth must apply for all benefits that the youth may be entitled to, including but not limited to Supplemental Security Income through the U.S. Social Security Administration: [www.socialsecurity.gov](http://www.socialsecurity.gov).

### **Q. Did the integration of DD services to the CSOC spectrum of services have any impact on the Early Intervention Program for children with intellectual and/or developmental delays from birth to age 3?**

No, the Early Intervention Program, administered by the New Jersey Department of Health and funded via Part C of the Individuals with Disabilities Education Act (IDEA) was not affected by this reorganization.

## **TRANSITION TO ADULT SERVICES**

### **Q. How will the care of my child being transitioned from the Division of Developmental Disabilities (DDD) to the Children's System of Care (CSOC) impact my child's status on the Division of Developmental Disabilities' Community Care Program Waiting List?**

The Division of Developmental Disabilities (DDD) currently maintains a Waiting List for the Community Care Program (CCP), which provides funding for long-term community-based services and supports for people with developmental disabilities.

Children who were on the CCP Waiting List prior to July 1, 2012 will continue to be served by the DDD as they age into the adult system, and their need for services will be regularly evaluated, including when they reach the top of the Waiting List.

New children will not be added to the CCP Waiting List. When the child turns 18, s/he will be informed about the CCP Waiting List when they apply for DDD eligibility. At that time, they will have the opportunity to go on the Waiting List if they meet the CCP criteria.

**Q. What will the role of the Department of Human Services' Division of Disability Services (DDS) be with regard to serving children with intellectual and/or developmental disabilities and their families?**

DDS' role as a resource for individuals with any type of disability and their families through its Information and Referral hotline – **1-888-285-3036** – remains unchanged. However, DDS will not be providing any case management type services for children under 21.

**Q. Will my child, who has been determined eligible as a child, automatically be eligible for adult services through the New Jersey Division of Developmental Disabilities (DDD) when they turn 21?**

No. All youth applying for adult services through the Division of Developmental Disabilities (DDD) will have their eligibility for DDD functional services re-assessed through the DDD Functional Eligibility Process once they turn 21.

Please note that all children already determined eligible by the Division of Developmental Disabilities are likewise deemed eligible for childhood developmental disability services through the DCF Children's System of Care (CSOC).

Families that are seeking developmental disability eligibility as part of their child's life-long planning are encouraged to begin the process for eligibility with the DDD when their child turns 18, including determining eligibility for Medicaid. For more information, please visit the following website:

<http://www.state.nj.us/humanservices/ddd/home/index.html>.

**Q. How do I apply for Guardianship of my child with an intellectual and/or developmental disability?**

People with disabilities may need assistance and guidance in some or all areas, including but not limited to health care, relationships, living arrangements, and financial management. Guardianship is not the only option. Supported Decision-Making (SDM) is an alternative model, where people with disabilities keep their legal rights while receiving assistance and guidance from trusted family members, friends and professionals to make important decisions. There are various SDM resources and tools which can be found here:

<http://www.supporteddecisionmaking.org/state-review/new-jersey>.

Parents may file a petition for guardianship themselves by filling out the Pro Se form and gathering the required documents. The Pro Se form can be found at the Supreme Court of New Jersey's website here:

[https://www.njcourts.gov/forms/12009\\_guardianship\\_person.pdf](https://www.njcourts.gov/forms/12009_guardianship_person.pdf) [njcourts.gov].

PerformCARE<sup>®</sup>

[www.performcarenj.com](http://www.performcarenj.com)



## Discrimination is against the law

PerformCare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, pregnancy, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation. PerformCare does not exclude people or treat them differently because of race, color, national origin, age, disability, pregnancy, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation.

PerformCare reduces language barriers to accessing services through the New Jersey Children's System of Care by:

- Providing free aids and services to people with disabilities to communicate effectively with us, such as:
  - Written information in other formats (large print, audio, accessible electronic formats, and other formats)
  - Telecommunication devices such as Device for the Deaf (TDD) and Text Telephone (TTY) systems to enable individuals who are deaf, hard of hearing, or speech-impaired to use the phone to communicate
- Providing language services at no cost to people whose primary language is not English, such as:
  - Qualified interpreter services over the phone via a language line
  - Information written in other languages

If you need these services, contact PerformCare at 1-877-652-7624 or TTY (for the hearing impaired)

Multi-language interpreter services

## Attention: If you do not speak English, language assistance services are available to you at no cost. Call 1-877-652-7624 (TTY 1-866-896-6975).

**Spanish:** Atención: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-652-7624 (TTY 1-866-896-6975).

**Portuguese:** Atenção: Se fala português, encontra-se disponível serviço gratuito de intérprete pelo telefone 1-877-652-7624 (TTY 1-866-896-6975).

**Arabic:** ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-652-7624 (رقم هاتف الصم والبكم: 1-866-896-6975).

**Haitian Creole:** Atansyon: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-877-652-7624 (TTY: 1-866-896-6975).

**Chinese Mandarin:** 注意: 如果您说中文普通话/国语, 我们可为您提供免费语言援助服务。请致电: 1-877-652-7624 (TTY 1-866-896-6975)。

**Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-652-7624 (TTY 1-866-896-6975) 번으로 전화해 주십시오.

**Bengali:** লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১-৮৭৭-৬৫২-৭৬২৪ (TTY 1-866-896-6975)।

**French:** Attention : si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-652-7624 (TTY 1-866-896-6975).

**1-866-896-6975.** We are available 24 hours a day, seven days a week.

If you believe that PerformCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, pregnancy, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation, you can submit a complaint by mail or phone by either calling PerformCare's Quality department at 1-877-652-7624 or by writing to:

PerformCare  
Attn: Quality Department  
300 Horizon Center Drive, Suite 306, Robbinsville, NJ 08691

If you need help filing a complaint, PerformCare's Quality department is available to help you.

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 at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW, Room 509F, HHH Building  
Washington, DC 20201

**1-800-368-1019, 1-800-537-7697 (TDD)**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**Vietnamese:** Chú ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-652-7624 (TTY 1-866-896-6975).

**Hindi:** ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-877-652-7624 (TTY 1-866-896-6975) पर कॉल करें।

**Chinese Cantonese:** 注意: 如果您使用粵語, 您可以免費獲得語言援助服務。請致電 1-877-652-7624 (TTY 1-866-896-6975)。

**Polish:** Uwaga: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-652-7624 (TTY 1-866-896-6975).

**Urdu:**

توجہ فرمائیں: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-877-652-7624 (TTY: 1-866-896-6975)۔

**Turkish:** Dikkat: Türkçe konuşuyorsanız dil yardımı hizmetlerinden ücretsiz olarak yararlanabilirsiniz. 1-877-652-7624 (TTY 1-866-896-6975) numaralı telefonu arayın.

**Russian:** Внимание: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-652-7624 (TTY 1-866-896-6975).