

NJ Children's System of Care – Intellectual and Developmental Disability Services

The New Jersey Children's System of Care – or CSOC – offers services for eligible youth that are impacted by Intellectual and Developmental Disabilities such as Down Syndrome, Autism Spectrum Disorder, Cerebral Palsy, Spina Bifida, and seizure disorders like Epilepsy. PerformCare works with CSOC to assist families who are requesting these services.

To access services for children with intellectual or developmental disabilities through CSOC, families must first complete a DD **eligibility application**. In order to qualify, the child must be under the age of 18 and living with a caregiver. An application is available on the PerformCare NJ website at: <https://www.performcarenj.org/families/disability/determination-eligibility.aspx>.

Please note: If your child also has mental health or substance use needs or is in crisis, the eligibility application is **not required** to immediately access **behavioral health services** and **substance use services** through CSOC. PerformCare is available to help you 24 hours a day, seven days a week, at **1-877-652-7624**. **For a life-threatening emergency, always dial 911.**

Intellectual and Developmental Disability Services available through CSOC

Intensive In-Home (IIH) services - While traditional therapies are typically provided at the health care provider's office location, Intensive In-Home (IIH) services are provided in the child's home or at another location in the community, which makes sense to both the family needs and the goals of the service. IIH covers a variety of services geared to assist youth with challenging behaviors that may impact their ability to remain at home.

- **Clinical and Therapeutic Interventions** — These services are rehabilitative, focused on the restoration of a youth's functional level after an acute episode of decline in functioning related to mental illness or a significant life stressor.
- **Behavioral Interventions** — These services are habilitative and designed for decreasing dangerous behaviors while assisting youth in acquiring and retaining self-help, communication, and adaptive skills. Services focus on helping youth learn these skills while working with and training the youth's parent or caregiver to implement the behavioral plan.
- **Individual Support Services (ISS)** — ISS is skill development for activities of daily living, including self-care tasks and the enabling of an individual to live independently in the community.

Family Support Services (FSS) are available for youth who are determined eligible for developmental disability services **and** meet the criteria for FSS. The services described below may be provided based on

availability and appropriateness to the needs of your child and family. An FSS application, which is separate from the I/DD eligibility application, must be completed to access these supports.

- **Respite** means “break” or “relief.” Respite services are intended to provide temporary relief for the primary caregiver from the demands of caring for an individual with disabilities during the times when the caregiver would normally be available to provide care. The service relieves family members from care on a temporary basis for short periods of time.

There are several different settings for respite including: home-based, agency after-school, overnight stays, and weekend recreation. Please note that respite services are dependent upon funding availability.

- **Assistive Technology** is designed to increase the functional skills of a youth with a developmental disability, and enhance their ability to live successfully in the community. An assistive device is an item to increase, maintain, or improve functional capabilities of the youth, and is not solely therapeutic. **Vehicle** and **home** (environmental) **modifications** are also included in this category. It must be an item not covered by medical insurance and cannot be used to restrain the youth.
- **Educational Advocacy** is a service provided to youth and their families when the youth needs in-depth help with education-related needs.

CSOC Summer Camp Services - CSOC offers limited financial support for eligible youth to attend summer camp. Youth can attend either a specialized camp or a mainstream camp, as long as the camp becomes qualified as a camp provider through CSOC.

One-to-One Aide services may also be available for youth deemed eligible for CSOC developmental disability services who would otherwise be unable to participate in camp.

Additional information about CSOC Summer Camp Services is available on the PerformCare website.

Out-of-Home (OOH) treatment - Specialized I/DD Out-of-Home (OOH) treatment options are available. While the goal of CSOC is to provide the services and supports necessary to keep a child at home and connected to their school and community, sometimes this is not possible for the safety of the child or the community, or for the unique challenges of the child or family.

Recognizing that your child may need care beyond your own abilities can be overwhelming, and the decision to do so is never made lightly. Whenever possible, CSOC works to provide supports that will enable a child to remain at home. If your child requires OOH treatment, PerformCare will work with your child’s CSOC providers to identify the least restrictive type of treatment setting to best meet your child’s identified needs.

Services not offered by CSOC

If the service you need is not provided through CSOC, families and caregivers can look for services from other sources, such as insurance and your child’s school district. Services that are currently **not offered**

by CSOC include: occupational therapy, physical therapy, speech and language therapy, prevocational services, and medication management. ABA services are only offered through CSOC if the youth does not have Medicaid. Youth enrolled in a Medicaid managed care organization must go through their Medicaid insurance provider to get ABA services.

Contact PerformCare

PerformCare is available to help you 24 hours a day, 7 days a week, and 365 days a year at **1-877-652-7624**. It's free to call PerformCare. Specially trained PerformCare associates are available to help with the application process. For more information, visit PerformCare's website at **www.performcarenj.org**. We look forward to helping your family access the services your child needs to be well and succeed.

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).