

Frequently Asked Questions- FAQ's for Families with Children with Developmental and Intellectual Disabilities

The Department of Children and Families (DCF), Division of Children's System of Care (CSOC), and The Department of Human Services (DHS), Division of Developmental Disabilities (DDD) continues to work closely to ensure a seamless transition for children, youth, and young adults with developmental and intellectual disabilities from DDD to CSOC. The following information is provided to answer the most frequently asked questions.

BASIC INFORMATION

Is my child still eligible?

Families do **not** need to re-apply if your youth has already been determined DD eligible. Families do **not** need to call PerformCare to register their child if they have already been determined DD eligible. Basic information such as name, address, date of birth, and your youth's DD case number will be transferred to PerformCare including information about your child's eligibility status.

What will happen to the services that I currently receive?

In order to ensure a smooth transition, all current services will be extended beyond January 1st. Please contact your current provider for specific time frames. CSOC is presently reviewing all services to determine how the system may be improved and provide the right care at the right time.

Who is my new care manager?

Families currently receiving DD services do not require a care manager in order to access services through CSOC. Not all youth within the children's system of care have a care manager. If your child has been assigned a care manager, you will be contacted directly by the care manager.

DD ELIGIBILITY

How do I apply for DD eligibility for my child?

Beginning 1/1/13, eligibility for developmental disability services will be determined by CSOC. An application and instructions for applying for CSOC developmental disability services will be available on the PerformCare website at <http://www.performcarenj.org>.

If you don't have access to a computer, please contact PerformCare by phone at 1-877-652-7624 and request that an application be mailed to you.

Who is eligible to apply?

A youth must have a developmental disability, be a New Jersey resident and US citizen, and be under the age of 18.

How long does it take for an application to be reviewed to determine eligibility?

Once determined complete, an application may take up to 60 days to review.

FAMILIES SEEKING NEW SERVICES

How do I get services for my child?

The Children's System of Care offers a broad array of services for youth and their families that are accessed through PerformCare. An overview of services can be found on the PerformCare website at <http://www.performcarenj.org>. Services may be requested by calling PerformCare 24 hours per day, 7 days per week at 1-877-652-7624.

What services are available for youth with developmental and intellectual disabilities?

There are presently no new services available to youth with developmental disabilities. CSOC is currently assessing service needs and conducting systematic service planning which may result in new services that are developed and phased in over time.

Do I have to wait until January 2013 to obtain services for my DD eligible child?

No. Families may call PerformCare at any time to access urgent services for youth in crisis.

How can I access out of home treatment for my child?

It is CSOC'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 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 about immediate stabilization needs.

FAMILY SUPPORT SERVICES

How can I access Family Support Services (FSS)?

PerformCare serves as a single entry point for families to apply for Family Support Services. Staff is available during regular business hours, 9am-5pm, to speak with families about their service needs. Inquiries about Family Support Services will be handled by calling PerformCare at 1-877-652-7624. Please be advised there is no additional funding for these services.

What types of services are provided under Family Support?

The most common Family Support Services are respite, camp, assistive technology devices, and home & vehicle modifications. Please refer to the “Family Support Information Sheet” on the PerformCare web site for more information.

Who is eligible to receive Family Support Services?

Families may apply for FSS only if their youth has been determined DD eligible. Determination for approval of Family Support Services is based upon intensity of need, availability, and date of application.

How can I apply for camp for my child?

Funding for camp is subject to availability. Please check the PerformCare website for updates about availability of funds and information about the application process.

How will I be notified if I am approved for Family Support Services?

You will be informed in writing if and when approved by either PerformCare or the service vendor directly.

How long can I receive Family Support Services?

Any new service authorized by PerformCare will be time limited and will vary depending upon the service and intensity of need determination.

I already completed an application for Family Support Services with the prior agency. Do I need to re-apply through CSOC?

Yes. We would like to have current information in assessing family needs. Your information will be documented and used to assist us in planning for future service needs. There are no new funds available for Family Support and approval for new services is contingent upon available funds. If you are currently receiving Family Support Services there is no need to re-apply.

COMMUNITY SERVICES

How can I access after school programs and other community based resources for my youth?

Please refer to the PerformCare website for Information Links on Community Resources. If you have a care manager, please direct any questions in accessing those services with him/her.

COST FOR SERVICES

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

public funds, commercial insurance, or self-pay. Services paid by 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 Family Care and all families referred for a service that are not already Medicaid or NJ Family Care eligible will be required to complete an eligibility application. Additionally, families requesting services for DD eligible youth must apply for all benefits that the youth may be entitled to, including but not limited to, social security and SSI. The requirements for contribution to the cost of care for out of home treatment remains the same.

What services are my child/youth entitled to?

It is important to remember that services provided to DD 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 CSOC is the payer of last resort, all other sources of funding must be exhausted. There is no new funding available to youth with DD eligibility.

WHAT CAN I EXPECT WHEN I CALL PERFORMCARE?

When you call, you will first speak to a Member Service representative who will register your youth (if not already registered) and/or will update your family information. You may direct basic inquiries and questions about services to this representative.