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State of New Jersey

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1-888-285-3036

(Select Option 2 to be directed to DDS.

When given a choice, select Option 1 to reach
Information & Referral)

TDD: 609-292-1210; FAX: 609-292-1233

9:00 AM to 5:00 PM Monday through Friday

www.state.nj.us/humanservices/dds

This project is a joint endeavor from
New Jersey's Department of Human Services'
Division of Disability Services and
Division of Developmental Disabilities

State of New Jersey
Department of Human Services
Jon Corzine, Governor

DIVISION OF DISABILITY SERVICES
1-888-285-3036

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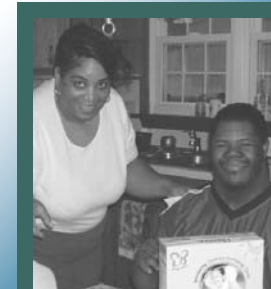
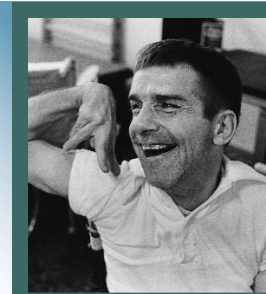
NEW JERSEY



STATE OF NEW JERSEY
DEPARTMENT OF HUMAN SERVICES

INFORMATION & REFERRAL SERVICES

FREQUENTLY ASKED QUESTIONS
ON THE DDS & DDD PARTNERSHIP



FREQUENTLY ASKED QUESTIONS

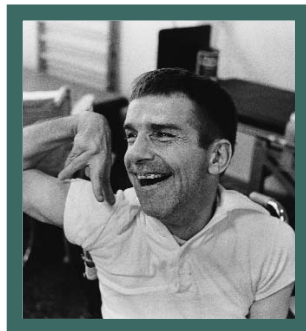
Q: What is the Division of Disability Services?

A: The Division of Disability Services (DDS) is a sister agency of the Division of Developmental Disabilities (DDD). Both agencies operate within New Jersey's Department of Human Services. DDS was originally established to be the central point of entry for all people seeking disability-related information in the State of New Jersey. DDS services include a telephone call center staffed by certified Information and Referral (I&R) Specialists who are available to discuss personal issues confidentially. I&R Specialists strive to provide the best information available regarding disability issues, and will help you with accessing appropriate agencies for services.



Q: How will the DDS and DDD partnership help me?

A: DDD partnered with DDS in order to provide an easy, knowledgeable link to information about resources and services for people with developmental disabilities and their family members. A phone call to I&R Specialists at DDS will give you access to information on a wide array of locally, available services provided by DDD as well other entities and agencies.



What is Information and Referral?

Information and Referral (I&R) is a service maintained through a telephone call center that brings people and appropriate services together.

I&R organizations create and maintain informational databases of programs and services, and offer that information to individuals and communities upon request and/or as needed.

Through caring, confidential, and personal attention, an I&R Specialist helps to make an assessment of an individual's and/or family's needs and concerns. The I&R Specialist provides appropriate information regarding all available resources and services. The Consumers can then make informed decisions regarding his or her needs.



More about the Division of Disability Services (DDS)

The Division of Disability Services was created in 1997 within the New Jersey Department of Human Services. Its mission is to provide a single point of entry for citizens of New Jersey with disabilities; for the family members of those with disabilities; and for professionals, legislators and the general public to easily access disability-related information.

The DDS Information and Referral Unit, established in 1999, has helped thousands of callers get connected to appropriate forms of assistance, as well as helped to increase consumer understanding of the systems of services available in New Jersey.

The DDS Information and Referral Unit has responded to more than 100,000 individual calls (approximately one third were repeat callers) since its inception. The staff of the DDS Information and Referral Unit has given many presentations to community agencies and support groups throughout the state.

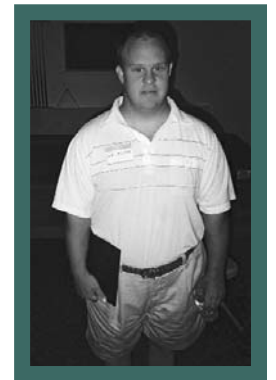
DDS also produces Resources, a directory that provides a comprehensive listing of disability programs and services available in New Jersey. The guide is updated annually and distributed throughout the state to consumers, agencies, and advocates. For a copy of the Resources directory, please call DDS at 1-888-285-3036. The directory is also available at www.state.nj.us/humanservices/dds/.

Q: Why will my family member receive services through DDS?

A: We recognize that not all people eligible for services from DDD actually need ongoing support from specialized case managers. Many individuals and their families need assistance with issues like benefits, insurance, transportation, education, and employment. These services are administered by many different government and community agencies in New Jersey. DDS' I&R Specialists dedicate themselves to connecting individual callers to the information they need from all available sources throughout the state.

Q: Will my family member lose eligibility with DDD?

A: No, your family member will not lose eligibility with DDD. His or her ability to receive services will not be affected. The assignment to DDS only affects the way that you are linked to information and services. Instead of calling a case manager at DDD, you will now call an I&R Specialist at DDS.



Q: My family member already has a DDD case manager. May we opt to retain our current case manager at DDD?

A: No, individuals who receive assignment to I&R Specialists at DDS will not be able to retain their current DDD case manager. The specialists at DDS will be available to help you access supports and services that you may need.

Q: What will happen if there's a change in my family member's needs?

A: We understand that people's needs do change throughout their lifetimes. We know that emergency situations can occur with very little warning, or no warning at all. I&R Specialists at DDS will always be available to assist you in determining your next best course of action, including a referral back to DDD Case Management.

Q: Will this transition affect the Family Support services that my family member is already receiving?

A: If you are already receiving Family Support services from DDD, your level of support is not expected to change at the present time. From this point forward, you should make all of your new or renewing requests for Family Support services through an I&R Specialist at DDS.

Q: Will DDS manage any of DDD's services or Family Support programs?

A: No, DDS does not have management responsibilities for any DDD funds or services. DDS also is not involved in any determination of eligibility for DDD's Family Support programs. If you, or your family member, need to apply for or renew an application for these services from DDD, an I&R Specialist at DDS will assist with making the request to DDD. As in the past, DDD will continue to evaluate all Family Support requests. It is important to remember that all Family Support services are always based on need and the availability of resources.

Q: When does the transfer to DDS occur?

A: Upon receipt of a notification letter, you may begin calling DDS for assistance with your individual and/or family concerns, needs, and questions. An I&R Specialist is available to you to help access any disability-related information and services.

Q: What are the hours of operation for I&R services at DDS?

A: I&R Specialists are available by phone between the hours of 9:00 AM and 5:00 PM, Monday through Friday, with the exception of recognized holidays.



Q: What is the telephone number for I&R at DDS?

A: You may contact I&R at 1-888-285-3036 (toll-free).

- When first connected, select Option 2 to be directed to DDS
- When given another choice, select Option 1 to reach Information & Referral

