

ACCESSING ACCOMODATIONS FOR DEAF AND HARD OF HEARING CONSUMERS IN NEED OF SUBSTANCE USE TREATMENT

If a deaf or hard of hearing consumer is in need of substance use treatment, please follow the steps below:

1

The consumer must first call the New Jersey Interim Managing Entity at 1-844-276-2777.

2

The IME will find an available provider, and inform the provider that the consumer is deaf or hard of hearing and needs accommodations for communication access.

3

The IME will instruct the provider to contact the NJ Division of Deaf and Hard of Hearing (DDHH) to request interpreters or other appropriate accommodations.

4

Provider will contact DDHH to schedule appropriate accommodations at 609-588-2648 or via email at DDHH.communications2@dhs.nj.gov.

If a caseworker or advocate becomes aware that placement for services have not been made within a reasonable time frame, encourage or assist the consumer to make a follow-up call with the IME.

For more information, contact DDHH at 609-588-2648 or DMHAS at 800-382-6717



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