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**New Jersey Department of Human Services**

**Division of Developmental Disabilities**

**Support Coordination Unit**

**Support Coordination Agency Communication Protocol**

For use by SCAs in seeking assistance, direction and clarification from the Division of Developmental Disabilities

**DDD Support Coordination Unit (SCU)**

For SCU assistance, please email or submit a [Seeking Out Support (SOS) Form](https://www.nj.gov/humanservices/ddd/assets/documents/support/Seeking-out-Support-SOS-Form-March-2022.docx) to the [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov).

**CARE MANAGEMENT**

Provides guidance with case specific, escalated and urgent issues; responds to SCA SOS submissions

Mariana Pietrunti, Director [Mariana.Pietrunti@dhs.nj.gov](mailto:Mariana.Pietrunti@dhs.nj.gov) 973-977-2115

Irene Fenarjian, Asst. Director [Irene.Fenarjian@dhs.nj.gov](mailto:Irene.Fenarjian@dhs.nj.gov) 973-977-2106

Jaime Saban-LoVullo, Unit Director [Jaime.Saban-LoVullo@dhs.nj.gov](mailto:Jaime.Saban-LoVullo@dhs.nj.gov) 609-476-5216

Dustin DiCristo, Unit Director [Dustin.Dicristo@dhs.nj.gov](mailto:Dustin.Dicristo@dhs.nj.gov) 973-977-2103

Robert Hudson, Asst. Director [Robert.Hudson@dhs.nj.gov](mailto:Robert.Hudson@dhs.nj.gov) 973-523-7980

Tara Menocal, Unit Director [Tara.Menocal@dhs.nj.gov](mailto:Tara.Menocal@dhs.nj.gov) 609-292-1042

Rebecca Ammen, Unit Director [Rebecca.Ammen@dhs.nj.gov](mailto:Rebecca.Ammen@dhs.nj.gov) 856-770-5429

**EVALUATION, QUALITY & COMPLIANCE (EQC)**

Provides technical assistance; ISP review/approvals for unreleased SCAs, reviews and monitors the performance of SCAs

Penny Johnson, Director [Penny.Johnson@dhs.nj.gov](mailto:Penny.Johnson@dhs.nj.gov) 732-308-7891

Michele Ruggiero, Asst. Director (Evaluation) [Michele.Ruggiero@dhs.nj.org](mailto:Michele.Ruggiero@dhs.nj.org) 973-927-2670

Udeshika Gamage, Unit Director [Udeshika.Gamage@dhs.nj.gov](mailto:Udeshika.Gamage@dhs.nj.gov) 732-863-4511

Daniel Frade, Asst. Director (Q&C) [Daniel.Frade@dhs.nj.org](mailto:Daniel.Frade@dhs.nj.org) 973-252-3708

Jessica Smithen, Unit Director [Jessica.Smithen@dhs.nj.gov](mailto:Jessica.Smithen@dhs.nj.gov) 856-770-5117

**EDUCATION & TRAINING (E&T)**

Develops, coordinates, implements and tracks SCA and SCU training and education sessions

Colette McLaughlin, Asst. Director [Colette.McLaughlin@dhs.nj.gov](mailto:Colette.McLaughlin@dhs.nj.gov) 973-977-2107

Christine Broderick, Unit Director [Christine.Broderick@dhs.nj.gov](mailto:Christine.Broderick@dhs.nj.gov) 973-927-2688

**COMMUNICATION, ADMINISTRATION & REGULATION (CAR)**

Develops SCA/SCU communications (newsletters, email, etc.), reviews and revises SCA forms, monitors SCA “landscape”

Cheryl Betz, Director [Cheryl.Betz@dhs.nj.gov](mailto:Cheryl.Betz@dhs.nj.gov) 973-927-2662

Maureen McCarthy, Asst. Director [Maureen.McCarthy@dhs.nj.gov](mailto:Maureen.McCarthy@dhs.nj.gov) 856-770-5406

**Assistance and DDD Email Helpdesks**

***HELPDESK TIPS:***

* Use these descriptions to identify the **correct** helpdesk and **refrain** from emailing multiple helpdesks with the same request or issue. If you email the incorrect helpdesk, it will be forwarded for you.
* Using a specific and succinct subject line (SOS, ICM Referral, Request for retro-active payment, etc.) will help to direct your email to the right place and expedite a response. Always include the DDD ID# to assist with tracking.

**Support Coordination Helpdesk:** [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov)

A primary responsibility of the SC Helpdesk is to review and direct SOS Forms, which are submitted to report urgent situations, request Division involvement, and to request case consultation for any reason.

Additionally, the SC Helpdesk reviews and directs ICM Referrals and Residential Referral Coversheets, responds to various general inquiries, assists with removing the retirement option, entering birth information, providing limited iRecord guidance, and forwarding requests for expedited ISP reviews. **NOTE: Do not attach documents when emailing this Helpdesk.**

**CCP Waiting List Requests Helpdesk:** [DDD.CCPWaitlistRequests@dhs.nj.gov](mailto:DDD.CCPWaitlistRequests@dhs.nj.gov)

This mailbox was established to receive inquiries regarding waiting list status and Community Care Program (CCP) Waiting List requests (if the email submission option is chosen). Addition to the waiting list does not guarantee eligibility for CCP enrollment. Once reached on the waiting list, the individual will need to be determined by DDD to require an ICF/ID Level of Care (LOC). Use this link to find the [CCP Waiting List Request Form](https://www.state.nj.us/humanservices/ddd/individuals/community/waitinglist/) and additional information.

**Choose only** **ONE** submission option for CCP Waiting List requests:

1. **Preferred method**- Submission through email to [DDD.CCPWaitlistRequests@dhs.nj.gov](mailto:DDD.CCPWaitlistRequests@dhs.nj.gov);

2. Submission through iRecord “Submit Waitlist Request” feature, under the Tools tab;

3. Submission via US Mail to:

DDD-SRO Waiting List Coordinator

221 Laurel Rd., Ste. 210

Voorhees, NJ 08043

**COVID Helpdesk:** [DDD.COVID-19@dhs.nj.gov](mailto:DDD.COVID-19@dhs.nj.gov)

This temporary DDD helpdesk is established for questions related to DDD’s response to the COVID-19 pandemic.

**DDD Human Rights Committee**: [DDD.HRC@dhs.nj.gov](mailto:%20DDD.HRC@dhs.nj.gov)

For the submission of HRC Referral Forms.

**Employment Helpdesk:** [DDD.EmploymentHelpdesk@dhs.nj.gov](mailto:DDD.EmploymentHelpdesk@dhs.nj.gov)

For employment related inquiries, and for submission of employment related requests, i.e. Continuation of Prevocational Training Request, Employment Services Funding Request, and the Early Retirement Request Form.

**EVV Helpdesk:** [DDDEVV@dhs.nj.gov](mailto:DDDEVV@dhs.nj.gov)

For inquiries related to Electronic Visit Verification.

**Fee-For-Service Helpdesk:** [DDD.FeeForService@dhs.nj.gov](mailto:DDD.FeeForService@dhs.nj.gov)

For questions related to the fee-for-service system, requests for Tier Assignment Letters and to report PPL related issues.

**Home and Community Based Services** **Helpdesk:** [DDD.HCBShelpdesk@dhs.nj.gov](mailto:DDD.HCBShelpdesk@dhs.nj.gov)

For any questions related to the [Home and Community Based Services (HCBS) Final Rule](https://www.medicaid.gov/medicaid/home-community-based-services/guidance/home-community-based-services-final-regulation/index.html), issued by the federal Centers for Medicare and Medicaid Services, which states that all HCBS must be delivered in settings that are integrated in and support full access to their community. This includes opportunities to seek employment and work in competitive settings within the community, engage in a community life, control personal resources, and receive services in a similar way as Individuals who do not receive HCBS. Visit the [Division of Medical Assistance and Health Services](https://www.state.nj.us/humanservices/dmahs/info/hcbs_trans.html) for the most current Statewide Transition Plan Addendum.

**Housing Subsidy Helpdesk:** [DDD.housingsubsidy@dhs.nj.gov](mailto:DDD.housingsubsidy@dhs.nj.gov)

Contact this helpdesk with questions regarding the housing subsidies process. Inform this helpdesk in any of the following situations:

* when the [Housing Subsidy Program Eligibility Determination](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.nj.gov%2Fhumanservices%2Fddd%2Fassets%2Fdocuments%2Fhousing-subsidy-program-eligibility-determination-form.docx&wdOrigin=BROWSELINK) form is uploaded
* when an Individual who receives a housing subsidy has an address change
* when an Individual who receives a housing subsidy has a change in household members
* when an Individual who receives a housing subsidy receives an eviction notice or notice to quit/cease
* if rental assistance becomes funded by another source

**ISP Retroactive Changes Helpdesk:** [DDD.ISPRetroactivechanges@dhs.nj.gov](mailto:DDD.ISPRetroactivechanges@dhs.nj.gov)

Notify this helpdesk when a [Retroactive Change Request Form](https://www.state.nj.us/humanservices/ddd/assets/documents/support/retroactive-change-request.docx) has been uploaded in iRecord to request retroactive changes to an ISP.

**Medicaid Eligibility Helpdesk:** [DDD.MediElighelpdesk@dhs.nj.gov](mailto:DDD.MediElighelpdesk@dhs.nj.gov)

If Medicaid is terminating or lost, submit a [Medicaid Troubleshooting Form](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fnj.gov%2Fhumanservices%2Fddd%2Fdocuments%2Fmedicaid-eligibility-troubleshooting.docx&wdOrigin=BROWSELINK) to this helpdesk immediately with as much detail as possible. If available, include the letter received from the Medicaid Office. If a letter was not received, the Individual/family should contact their local Social Security Administration office to apply for SSI or the local Board of Social Services for NJ Medicaid.

This helpdesk also assists with the following:

* Medicaid eligibility questions and concerns (as it relates to DDD eligibility & services)
* All enrollments onto the SP+PDN
* All disenrollments from MLTSS onto a DDD waiver (SP, SP+PDN, CCP)
* Payment Voucher requests for services provided, **due to loss of Medicaid –** Please see the Division webpage entry:[Voucher Process When Medicaid Terminates](https://www.state.nj.us/humanservices/ddd/providers/providerinformation/) for additional information.

**MLTSS Referral Helpdesk:** [DDD.MLTSSreferral@dhs.nj.gov](mailto:DDD.MLTSSreferral@dhs.nj.gov)

For questions about or requests for assistance with MLTSS referrals, including options counseling regarding MLTSS and DDD options.

**Mortality Helpdesk:** [DDD.ORMmortality@dhs.nj.gov](mailto:DDD.ORMmortality@dhs.nj.gov) .

This helpdesk, managed by the Office of Risk Management (ORM), handles Support Coordinator inquiries when there seems to be a problem with the iRecord death verification process.

**NJCAT Reassessment Requests:** [DDD.DDPIAssessmentRequests@dhs.nj.gov](mailto:DDD.DDPIAssessmentRequests@dhs.nj.gov) **(Requests is plural)**

To request an NJCAT reassessment, upload to iRecord a copy of the current NJCAT assessment, indicating directly on the form where there seem to be discrepancies between the original response and the Individual’s current level of need. Send an email request to this mailbox being sure to include the name, phone number and email address of the NJCAT respondent/ informant, and include any documentation that may support the request. This process is also used in the event the Individual/Legal Guardian does not agree with the results of a reassessment.

The informant must be listed on the Contact tab in iRecord and checked off as Assessment Informant.

**PASRR Helpdesk:** [DDD.PASRR@dhs.nj.gov](mailto:DDD.PASRR@dhs.nj.gov)

Notify this helpdesk of the dates of all nursing home admissions, discharges, and transitions from rehab to long-term care. Contact this helpdesk with questions about the PASRR Process.

**Provider Helpdesk:** [DDD.ProviderHelpdesk@dhs.nj.gov](mailto:DDD.ProviderHelpdesk@dhs.nj.gov)

This helpdesk can be used by SCAs to report learned or observed issues with Provider agencies. This mailbox is also used to request changes to email and /or phone numbers at the agency level. (Changes to Individual SC staff email and phone numbers are done through a JIRA ticket.)

**Provider Performance and Monitoring Unit Helpdesk:** [DDD.PPMU@dhs.nj.gov](mailto:DDD.PPMU@dhs.nj.gov)

For the submission of Provider Discharge Requests and Provider-related general inquiries and assistance.

**Resource Team:** [ddd.resourceteam@dhs.nj.gov](mailto:ddd.resourceteam@dhs.nj.gov)

The DDD Resource Team provides speech pathology, nursing and behavioral consultation, support and education to staff and families through workshops and trainings. Requests to receive monthly notifications about Resource Team training opportunities can be sent to this mailbox. Completed referrals for Behaviorist, Speech Pathology and Nursing consults are also sent here. (See Referral section for more information).

**SCA Choice Helpdesk:** [Ddd.Scachoice@dhs.nj.gov](mailto:Ddd.Scachoice@dhs.nj.gov)

For submitting SCA Change Forms and for general questions or to report issues with SCA re-assignments.

**SCU Education and Training Helpdesk:** [SCUTrainingHelpdesk@dhs.nj.gov](mailto:SCUTrainingHelpdesk@dhs.nj.gov)

This helpdesk distributes the monthly Training and Education calendar, which can also be found on the [Support Coordinator Information](https://www.state.nj.us/humanservices/ddd/providers/support/) webpage. This helpdesk distributes certificates of attendance and presentation slide decks.

**Service Approval Helpdesk:** [DDD.ServiceApprovalHelpDesk@dhs.nj.gov](mailto:DDD.ServiceApprovalHelpDesk@dhs.nj.gov)

For inquiries regarding the status of service reviews.

**Supports Program Bump-Up Requests Helpdesk:** [DDD.SPBumpUpRequest@dhs.nj.gov](mailto:DDD.SPBumpUpRequest@dhs.nj.gov)

If an Individual on the Supports Program experiences a change in life circumstances resulting in a need for additional, temporary services, which exceed the ability of their current individual budget, a short-term increase, known as a “bump-up,” may be available to help address the situation. If approved, a bump-up is capped at $5,000, is effective for up to one year, and can be provided only once every three years. A bump-up may only be requested for Individuals currently enrolled in the Supports Program. An Individual, family member or Support Coordinator may submit an email requesting a bump-up to this helpdesk. The email subject line must contain the individual’s initials and DDD ID#.

**Transition Helpdesk:** [DDD.TransitionHelpdesk@dhs.nj.gov](mailto:DDD.TransitionHelpdesk@dhs.nj.gov)

For questions regarding the transition from school to adult life.

**Referrals**

All referral forms can be found on the [Support Coordination Information](https://nj.gov/humanservices/ddd/providers/support/) webpage. If you are unsure which referral form is most appropriate, please complete and submit a [Seeking Out Support (SOS) Form](https://www.nj.gov/humanservices/ddd/assets/documents/support/Seeking-out-Support-SOS-Form-March-2022.docx).

**SOS (Seeking Out Support) Form** [Seeking Out Support (SOS) Form](https://www.nj.gov/humanservices/ddd/assets/documents/support/Seeking-out-Support-SOS-Form-March-2022.docx)

Used to advise the SCU of escalated and urgent situations, particularly when there is apparent risk to an individual that the Division should be aware of. Also used to request approval to place an ISP in Review to Inactive status, assistance with changing retirement status, and other case specific issues and questions. Upload the SOS Form to iRecord with separate email submitted to [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov). **NOTE:** Do not attach the form to your email.

**Community Transitions Unit (CTU)**

When an individual is admitted into an institutional setting (nursing home, ICF/ID, etc.) for greater than 180 days, or a psychiatric hospital greater than 30 days, the SC must complete a [Seeking Out Support (SOS) Form](https://www.nj.gov/humanservices/ddd/assets/documents/support/Seeking-out-Support-SOS-Form-March-2022.docx), upload it in iRecord, and send an email to [[DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov)](mailto:DDD.SCHelpdesk@dhs.state.nj.us) requesting to put ISP in review to inactive status due to the institutional setting. If a referral to DDD’s CTU is warranted, we will direct to complete a [Community Transitions Unit Case Transfer Form](https://www.state.nj.us/humanservices/ddd/assets/documents/support/Community-Transtions-Unit-Case-Transfer-Form-March-2023.docx).

**DDD Resource Team**

Consultation with a Speech Pathologist, Behaviorist or Registered Nurse, is available to staff and families. The Resource Team also provides workshops and trainings. To receive monthly notifications about training opportunities please email: [DDD.ResourceTeam@dhs.nj.gov](mailto:DDD.ResourceTeam@dhs.nj.gov).

1. **Speech Pathology Referral -** [Speech Pathology Consultation Form](https://www.nj.gov/humanservices/ddd/assets/documents/Speech%20Pathology%20Consultation%20Form.docx)is used to request consultation on issues with choking, swallowing, frequent coughing while eating, aspiration, mealtime behavior, weight loss, tube feedings, problems with speech, communication, hearing or hearing aids.  Instruction and training on proper diet texture preparation is available also for individuals with prescribed diets. Submit referrals to [DDD.ResourceTeam@dhs.nj.gov](mailto:DDD.ResourceTeam@dhs.nj.gov) and upload a copy of the form in iRecord. See the [Choking Prevention flyer](https://nj.gov/humanservices/ddd/assets/documents/individuals/Choking-Prevention-Unit-flyer.pdf) for more information.

1. **Behaviorist Referral -** [BCBA Consultation Form](https://www.nj.gov/humanservices/ddd/assets/documents/BCBA%20Consultation%20Form.docx) is used to request assistance to a behaviorist employed by the residential or day service, or a behaviorist providing supports in an own home setting. A Resource Team behaviorist helps with behavioral techniques and strategies, and can review or make suggestions regarding existing behavior support plans. Submit referrals to [DDD.ResourceTeam@dhs.nj.gov](mailto:DDD.ResourceTeam@dhs.nj.gov) and upload a copy of the form in iRecord. See the [Behavior Analysis Unit flyer](https://nj.gov/humanservices/ddd/assets/documents/individuals/Behavior-Analysis-Unit-Flyer.pdf) for more information.
2. **Registered Nurse (RN) Referral** - [RN Consultation Form](https://nj.gov/humanservices/ddd/assets/documents/individuals/RN-Consultation-Form.pdf) is used to request consultation on a wide range of medical conditions including: seizures, peg tube issues, weight loss, dehydration, non-psychotropic medication review, wound care, staff training on durable medical equipment, bowel obstruction, assistance with understanding medical results, urinary tract infections and transitioning back to a residential placement from a rehabilitation facility. Submit referrals to [DDD.ResourceTeam@dhs.nj.gov](mailto:DDD.ResourceTeam@dhs.nj.gov) and upload a copy of the form in iRecord. See the [Nursing Support Unit flyer](https://nj.gov/humanservices/ddd/assets/documents/individuals/Nursing-Support-Unit-Flyer.pdf) for more information.
3. **Available virtual trainings for Provider staff, Support Coordinators, and administrative staff:**
   * Behavior Support Plans
   * Behavioral Supports
   * Pica
   * Swallowing Disorders and Mealtimes
   * Common health issues in the I/DD Population (Aspiration Pneumonia, Constipation, Dehydration, Seizures, Urinary Tract Infections (UTI), and Pressure Sores).
   * For the **Behavior Supports Series 1-5,** a monthly schedule includes:
   * Functions of Behavior: Understanding Functional Behavior Assessments and Behavior Support Plans
   * Data Collection and Interpretation: Understanding Pica from a Behavioral Perspective and Managing the Environment (optional)
   * Training Behavior Support Plans: Teaching Functional Equivalent Skills

**Intensive Case Management (ICM) Referral** [Intensive Case Management (ICM) Referral](https://www.state.nj.us/humanservices/ddd/assets/documents/support/Intensive-Case-Management-Referral-April-2023.docx)

Used when an individual on the Supports Program or their family/legal guardian requests emergency access to a Community Care Program (CCP) budget for in-home or out-of-home supports. For emergency access to the CCP, the individual must demonstrate an ongoing emergent need for the CCP service(s) and be determined by DDD to require an ICF/ID Level of Care (LOC). Upload the referral form in iRecord and email [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov). **NOTE:** Do not attach the form to your email. Non-emergent enrollment to CCP is done through the [Community Care Program Waiting List Request Form](https://www.nj.gov/humanservices/ddd/assets/documents/individuals/ccp-waiting-list-request-form.docx).

**Private Intermediate Care Facilities for Individuals with Intellectual and Developmental Disabilities - ICF/ID Facilities**

An individual with disabilities has the right to receive services in the least restrictive, most integrated community-based setting that supports their needs. Placement of any individual into an ICF/ID facility will only be considered by DDD when all other reasonable measures have been exhausted, which must include prior submission of a [Seeking Out Support (SOS) Form](https://www.nj.gov/humanservices/ddd/assets/documents/support/Seeking-out-Support-SOS-Form-March-2022.docx) by the SC requesting intervention and assessment by DDD.

If an individual or their legal guardian is requesting placement into a private ICF/ID, the SC must upload the [ICF/ID Request Form](https://www.state.nj.us/humanservices/ddd/documents/support/icfid-referral-form.docx) in iRecord, and email [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov). **NOTE:** Do not attach the form to your email. The ICF/ID Request Form is not used for admission into any of DDD’s five Developmental Centers.

**Residential Referral Coversheet** [Residential Referral Coversheet](https://www.state.nj.us/humanservices/ddd/documents/support/Residential-Referral-Coversheet-May-2022.docx)

If requesting Division assistance with making residential referrals for individuals on the CCP, and the situation is **urgent** or a Provider Discharge Request has been approved by the Division, upload the Residential Referral Coversheet in iRecord, and send a separate email to [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov). **NOTE:** Do not attach the form to your email.

The Residential Referral Coversheet is also used for **non-urgent** requests when an individual/legal guardian is requesting to move to another residential provider due to preference or when an individual on the CCP is requesting placement for the first time. In these instances, the SC uses the form as a coversheet for referral packages and reaches out to providers directly to inquire about residential vacancies. Residential referrals may not be made if the individual is not on the CCP or not approved for the CCP.

For non-urgent requests, SCAs may request DDD to upload referral documents to DDD’s File Transfer Program Server (FTPS) for Residential Providers to review. Upload the Residential Referral Coversheet in iRecord and send a separate email to [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov) for FTPS assistance. **NOTE:** Do not attach the form to your email.

**Interim Voucher Submissions**

**Note:** SCA Vouchers are reserved for individuals in the Interim program. All claiming for the provision of Support Coordination services for individuals enrolled on the CCP/SP are done through Medicaid.

After ensuring that the required ISP and/or Support Coordinator Monitoring Tools are uploaded in iRecord, email completed Interim Voucher forms to: [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov)

If there is a loss in Medicaid coverage, and you are unable to submit claims to Medicaid, do not send vouchers to the SC Helpdesk. Please follow the Medicaid Troubleshooting process. [DDD.MediElighelpdesk@dhs.nj.gov](mailto:DDD.MediElighelpdesk@dhs.nj.gov) will provide instruction on whether you may submit a voucher to the DDD Medicaid Unit following the [Voucher Process When Medicaid Terminates](https://www.state.nj.us/humanservices/ddd/providers/providerinformation/).

**Office of Risk Management – Incident Reporting**

Lauren Chodack Chief, Office of Risk Management 973-927-2642

Katharine Neve Mortality Review, Danielle’s Law Incidents 609/808-2809

All incident reporting forms and instructions for UpDoc can be found on the [Incident Reporting](https://www.state.nj.us/humanservices/ddd/providers/staterequirements/incidentreporting/) webpage.

Plainfield ORM UNIT [DDD-CRU.UIRS@dhs.nj.gov](mailto:DDD-CRU.UIRS@dhs.nj.gov)

Counties Served: Bergen, Essex, Hudson, Passaic, Somerset, and Union

Main Office #: 908-561-4587

Supervisor of Unit: John Frade 908-412-7766

Trenton ORM UNIT [DDD-CRL.UIRS@dhs.nj.gov](mailto:DDD-CRL.UIRS@dhs.nj.gov)

Counties Served: Hunterdon, Mercer, Middlesex, Monmouth, Morris, Ocean, Sussex, and Warren

Main Office #: 609-292-1903

Supervisor of Unit: Jennifer Manning 609-808-2821

Mays Landing ORM UNIT [DDD-SRO.UIRS@dhs.nj.gov](mailto:DDD-SRO.UIRS@dhs.nj.gov)

Counties Served: Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Salem

Main Office #: 609-476-5080

Supervisor of Unit: Emira Roman 973-927-2658

**Office of Risk Management- After Hours On Call Notifications**

COUNTIES PHONE NUMBER

Morris, Sussex, and Warren 973-927-2600 (Flanders)

Bergen, Hudson, and Passaic 973-977-4004 (Paterson)

Essex, Somerset, and Union 908-226-7800 (Plainfield)

Hunterdon, Mercer, Middlesex 609-292-1922 (Trenton)

Monmouth, and Ocean 732-292-1922 (Freehold)

Burlington, Camden, Gloucester 856-770-5900 (Voorhees)

Atlantic, Cape May, Cumberland, Salem 609-476-5200 (Mays Landing)

DDD Abuse/Neglect Hotline: 800-832-9173 or 609-633-7816

Supervisor of Unit: Jennifer Manning Telephone 609-633-7536

Statewide Child Registry (SCR) 877-NJ-ABUSE (877-652-2873)

Office of Ombudsman 877-582-6995 Fax: 609-943-3479

**Guardianship Liaisons**

Janet Lindez ([Janet.Lindez@dhs.nj.gov](mailto:Janet.Lindez@dhs.nj.gov))- Phone-973-977-4426

Bergen, Burlington, Camden, Cumberland, Essex, Gloucester, Hudson, Passaic, Morris, Sussex, and Warren Counties.

Maureen Sinacore ([Maureen.Sinacore@dhs.nj.gov](mailto:Maureen.Sinacore@dhs.nj.gov)) - Phone-609-292-1933

Atlantic, Cape May, Hunterdon, Mercer, Middlesex, Monmouth, Ocean, Salem, Somerset, Union Counties and POC Out of State

\*\*All referrals come through the guardianship liaison. The Liaisons are familiar with the required documents and track the guardianships that are in process.  In the event that a Medical emergency arises, there are statutory provisions that permit DDD to provide consent in the absence of a guardian.

**Bureau of Guardianship Services**

**Bureau Chief-Jessica Anastasi** (609) 631-2213

**Asst. Bureau Chief – Dennis Cline** 609-689-1785

**Legal Unit Prepares Guardianship Petitions for Court Statewide**

Supervisor-Mickelle West, Esq. 609-631-2213

PO Box 705, Trenton, NJ 08625-0705

**Northern Regional Office**  Supervisor**-Michael Dilella**  (973) 648-4641

**Covers: Bergen, Essex, Hudson, Passaic, Morris, Somerset, Sussex, Union, and Warren Counties of Community Services; and Green Brook Regional Center**

**Central Regional Office** Supervisor- **Agatha Curran**  609-689-0737

**Covers: Burlington, Hunterdon, Mercer, Middlesex, Monmouth and Ocean Counties of Community Services; Hunterdon and New Lisbon Developmental Centers**

**Southern Regional Office**  Supervisor- **Nurah Muhammad**  (856) 339-6759

**Covers: Atlantic, Camden, Cape May, Cumberland, Gloucester, and Salem Counties of Community Services; Vineland and Woodbine Developmental Centers**

**Other Resources**

[Division of Developmental Disabilities Website](http://www.nj.gov/humanservices/ddd/home/)

[DDD Provider Search Database](https://irecord.dhs.state.nj.us/ProviderSearch)

[DDD Support Coordination Information Page](http://www.nj.gov/humanservices/ddd/providers/support)

[The Boggs Center Support Coordination Information Page](http://njsupportingcommunitylives.org/support-coordination/)

[Division Circulars](http://www.nj.gov/humanservices/ddd/providers/staterequirements/circulars)

Sign up for DDD Communications Listserv Updates: [DDD Communications Listserv](https://www.nj.gov/humanservices/ddd/signup/)

Sign up for DDD Support Coordination Listserv Updates: [DDD Support Coordination Listserv](https://listserv.dhs.state.nj.us/scripts/wa.exe?SUBED1=DDD_SUPPORT_COORDINATION&A=1)