



Dear Reader,

On behalf of the Brain Injury Alliance of New Jersey, I am pleased to present this guide to resources that may be of assistance to people with brain injury and their families. Brain injury is the leading cause of death and disability among children and adolescents, and an estimated 3.17 million Americans live with disabilities resulting from brain injury. Many programs and state agencies serve individuals affected by brain injury; this guide was developed to assist you in having a better understanding of the resources available.

The guide contains a listing of comprehensive brain injury rehabilitation programs, support groups and state and county agencies that assist people with brain injuries. While we attempted to include a wide variety of services throughout New Jersey, there may be programs that are not listed. Professionals who are in private practice are not included in the guide.

For further assistance in identifying appropriate supports, please contact one of our Community Resource Specialists at 1-800-669-4323.

Sincerely,

Barbara Geiger-Parker  
President & CEO

*The Brain Injury Alliance of New Jersey does not support, endorse, or recommend particular methods, treatments, or programs for people with brain injury. Our goal is to inform the public. We believe every individual affected by brain injury has the right to know what resources are available. Inclusion of a brain injury program in this directory does not imply endorsement by the Brain Injury Alliance of New Jersey. The Brain Injury Alliance of New Jersey is not responsible for the nature, scope and quality of the programs listed in this directory.*

# TABLE OF CONTENTS

Brain Injury Alliance of New Jersey.....	3
Brain Injury Associations in Neighboring States.....	5
What is Brain Injury?.....	6
Brain Injury Alliance of New Jersey Support Groups.....	8
Choosing a Brain Injury Rehabilitation Program.....	11
1. Guidelines for Selecting a Facility.....	11
2. Descriptions of Services.....	13
3. Listing of Programs by <i>Type</i> .....	15
4. Listing of Programs by <i>County</i> .....	17
5. Listing of Home and Community Based Programs.....	24
Government Services & Other Resources.....	25
A. Sources of Funding.....	25
B. State and County Agencies Providing Supports.....	30
C. Social Security.....	37
D. Legal Services.....	38
E. Employment.....	38
F. Transportation.....	39
G. Housing.....	40
H. Assistive Technology.....	43
I. Children’s Health Care & Education.....	43
J. Information and Support.....	45
Tips for Making Phone Calls & Advocating for Services.....	48

# Brain Injury Alliance of New Jersey

## *Mission*

Our mission is to support and advocate for individuals affected by brain injury and raise public awareness through education and prevention.

### *Services for People with Brain Injury & Their Families*

- **Family Helpline** (1-800-669-4323) and **Resource Library** offering people with brain injury, family members, professionals and the general public free information and resources about brain injury. The library contains free publications and articles, as well as books and videos which may all be borrowed at no cost.
- **Support Groups** for people with brain injury, their family and friends.
- **Family Support Program** provides families with loved ones injured under the age of 22 with care coordination, resource exploration, and assistance navigating the system of available supports and services.
- **TREK (Together in Recreation, Exploration, and Knowledge) Program** for people with brain injury 16 and older that provides a weeklong residential summer respite and recreational camp program.
- **Social Outings and Gatherings** for individuals with brain injury to get out, interact, make new friends, and just have fun!

### *Outreach*

- **Outreach to Health & Human Service Organizations** to raise awareness of brain injury and the programs and services of the Alliance.
- **Exhibiting & Community Events** to further raise awareness of brain injury and the Alliance through exhibiting at large professional conferences but also smaller grassroots level events.

### *Education & Training*

- **Brain Injury Basics for Families Sessions** offered throughout the state for families, people with brain injury and their families to learn more about brain injury and the resources available to individuals and families.
- **Adjustment to Brain Injury Sessions** also offered throughout the state. At these sessions you will find information that will help you and your family learn how to adjust to living with a brain injury.
- **Annual Seminar** aimed at educating family members, persons with a brain injury, professionals, and the general public on issues surrounding brain injury.
- **Regional Seminars** for health and human service workers to learn more about brain injury.
- **Online Course for School Professionals** offered through a partnership with Rutgers University.
- **Brain Injury Traveling Workshops** provide free educational opportunities for all people affected by brain injury including family, friends, and professionals. Have our staff train you at your facility.
- **Brain Injury Alliance of New Jersey website** at [www.bianj.org](http://www.bianj.org).
- **E-News** free monthly electronic newsletter.

### *Brain Health Network- Prevention*

- **Brain Injury Prevention and Awareness Lesson Plans** for early childhood safety ([www.bianj.org/brain-health-network](http://www.bianj.org/brain-health-network)).
- **Brainy Bunch** wheeled sports, helmet, and pedestrian safety ([www.brainybunch.info](http://www.brainybunch.info)).
- **Think Positive – A Helmet Safety Reward Program** step-by-step manual for law enforcement professionals ([www.bianj.org/think-positive](http://www.bianj.org/think-positive)).

- **Concussion in Youth Sports** campaign ([www.sportsconcussion.com](http://www.sportsconcussion.com)).
- **U Got Brains Champion Schools Program** campaign aimed at adolescents and transportation safety ([www.ugotbrains.com](http://www.ugotbrains.com)).
- **NJTeenDriving** safe driving campaign aimed at parents and adolescents ([www.njteendriving.com](http://www.njteendriving.com)).
- **NJDriverEducation.com** campaign aimed at driver's education teachers ([www.njdrivereducation.com](http://www.njdrivereducation.com)).
- **NJSmartRiders** campaign aimed at motorcyclists throughout the state ([www.njsmartriders.com](http://www.njsmartriders.com)).
- **Heads Up Seniors** fall prevention and safety awareness ([www.bianj.org/brain-health-network](http://www.bianj.org/brain-health-network)).

### **Advocacy**

- **Advocacy and Legislative Affairs** maintaining a voice in government and promoting safety legislation.
- **CHIC (Council for the Head Injured Community)** supporting self-advocacy efforts for people with brain injury.

For more information regarding our programs, please contact us:

**Brain Injury Alliance of New Jersey**

825 Georges Road, 2nd Floor, North Brunswick, NJ 08902

(800) 669-4323 (NJ only) or (732) 745-0200

Fax: (732) 745-0211

Web Site: [www.bianj.org](http://www.bianj.org) ~ Email: [info@bianj.org](mailto:info@bianj.org)

Office Hours are Monday – Friday

9:00am – 5:00pm

# Brain Injury Organizations in Neighboring States

## **Brain Injury Association of New York**

10 Colvin Avenue  
Albany, NY 12206  
Telephone: 518-459-7911  
Family Helpline: 800-228-8201  
Fax: 518-482-5285  
Website: [www.bianys.org](http://www.bianys.org)

## **Brain Injury Association of Pennsylvania**

2400 Park Drive  
Harrisburg, PA 17110  
Telephone: 717-657-3601  
Family Helpline: 866-635-7097  
Website: [www.biapa.org](http://www.biapa.org)

## **Brain Injury Association of Delaware**

840 Walker Road, Suite A  
Dover, DE 19904  
Telephone: 302-346-2083  
Family Helpline: 800-411-0505  
Website: [www.biausa.org/Delaware/bia.htm](http://www.biausa.org/Delaware/bia.htm)

## **Brain Injury Association of America**

1608 Spring Hill Road, Suite 110  
Vienna, VA 22182  
Telephone: 703-761-0750  
Family Helpline: 800-444-6443  
Fax: 703-761-0755  
Website: [www.biausa.org](http://www.biausa.org)  
E-Mail: [FamilyHelpLine@biausa.org](mailto:FamilyHelpLine@biausa.org)

# What is brain injury?

The brain controls everything we say, do, think, and feel. It controls the very functions that keep us alive: breathing, circulation, digestion, hormones, and the immune system. It is through the brain that we experience emotion and express ourselves.

“Weighing less than sixteen hundred grams (three pounds) the human brain in its natural state resembles nothing so much as a soft, wrinkled walnut. Yet despite this inauspicious appearance, the human brain can store more information than all the libraries in the world. It is also responsible for our most primitive urges, our loftiest ideals, the way we think, even the reason why, on some occasions, we sometimes don’t think, but act instead.” - From *The Brain* by Richard Restak, M.D.

## Definitions and Causes

Brain injury refers to an injury in which an insult to the brain causes damage to the brain. Just as every individual is unique, every brain injury is unique, and no two injuries are ever the same.

Brain injuries are often described as either traumatic or acquired based on the cause of the injury.

**Traumatic brain injury (TBI)** is an insult to the brain which is caused by an external physical force that may produce a diminished or altered state of consciousness, and which results in an impairment of cognitive abilities or physical functioning. It can also result in the disturbance of behavioral or emotional functioning.

Traumatic brain injuries occur during everyday activities, including: falls, motor vehicle crashes, assaults, and sports injuries, including concussions.

**Acquired brain injury (ABI)** is an injury to the brain that is not inherited, congenital, or degenerative. Acquired brain injuries are caused by some medical conditions, including strokes, encephalitis, aneurysms, anoxia (lack of oxygen during surgery, drug overdose, or near drowning), metabolic disorders, meningitis, or brain tumors.

Although the causes of brain injury differ, the effects of these injuries on a person’s life are quite similar.

## Results of a brain injury

Whatever the cause, a brain injury can result in an impairment of cognitive abilities and physical functioning. It can also result in the disturbance of behavioral or emotional functioning. Cognitive consequences may include memory loss, slowed ability to process information, trouble concentrating, organizational problems, poor judgment and difficulty initiating activities. Physical consequences can include seizures, muscle spasticity, fatigue, headaches, and balance problems. Emotional and behavioral consequences can include depression, mood swings, anxiety, impulsivity, and agitation.

Brain injury affects not only the individual but also the family, close friends, co-workers, and other social networks of the individual. Roles and relationships change. The financial ramifications may be extensive.

## The silent epidemic

Brain injury has been called the “silent epidemic” because public recognition of brain injury is

extremely low despite the staggering number of people who are injured each year.

The effects of brain injury are often invisible to an unknowing observer. Likewise, the visible effects of brain injury—such as physical impairment, behavioral issues, and even cognitive deficits—are often not properly attributed to brain injury.

Over 1.7 million people in the United States sustain traumatic brain injuries each year but only one sixth of them are admitted to hospitals. This number does not include people with acquired brain injuries. The annual incidence of TBI alone is higher than that of breast cancer, multiple sclerosis, spinal cord injury, and HIV/AIDS combined.

### **TBI in the United States**

According to the Centers for Disease Control and Prevention (2004):

- 1.7 million Americans sustain a traumatic brain injury every year.
- Each year, approximately 80,000 - 90,000 Americans experience the onset of long-term disability following TBI.
- More than 52,000 people die every year as a result of TBI.

For additional national statistics, visit the CDC website: <http://www.cdc.gov/ncipc/tbi/TBI.htm>

### **TBI in New Jersey**

According to the New Jersey Department of Health & Senior Services' Center for Health Statistics:

- Each year in New Jersey there are nearly 9,000 traumatic brain injuries (TBI), resulting in hospitalization or death. This does not include the brain injuries that are treated in emergency departments and outpatient settings or those that go untreated.
- Approximately 10% of these TBIs are fatal.
- Leading causes of TBI in New Jersey are falls, motor vehicle crashes, assaults, and self-inflicted injury. Historically, the leading cause has been vehicle crashes (including automobiles, bicycles, and recreational vehicles). However, in 2003, falls became the leading cause of TBI in New Jersey, responsible for more than 20% more TBIs than vehicle crashes.
- TBI rates are higher among men for all major causes. The rate of TBI for males is nearly twice that of females for motor vehicle injures and 54% higher for falls.

For additional state statistics, visit the Center for Health Statistics website:

- [http://www.state.nj.us/health/chs/monthlyfactsheets/tbi\\_0407.pdf](http://www.state.nj.us/health/chs/monthlyfactsheets/tbi_0407.pdf)
- <http://www.state.nj.us/health/chs/oisp/cns.shtml>

# Brain Injury Alliance of New Jersey Support Groups

## What is a brain injury support group?

Brain injury support groups allow persons with brain injury and their family members to meet others who are in similar situations, gain valuable emotional support from one another, form friendships, obtain information and resources, and hear speakers discuss a variety of brain injury topics. They are an opportunity for both persons with brain injury and their family members to discuss the difficulties and hardships they are facing, as well as the accomplishments and joys in their life. Meetings typically take place once a month, and are led by professionals who volunteer their time to run a brain injury support group. The groups are free of charge and are open to both family members and people with brain injury.

Many individuals avoid support groups because they feel that they are only complaint sessions that focus on the negative aspects of life after brain injury, but this is not the case. Support groups can be an opportunity for individuals to support and encourage one another, not only through the rough times but also through the good times.

**\*Please note that the support group information is subject to change. Please call before you attend a meeting for the first time or if you have not attended recently.**

- **Adolescent/Parent Groups at Children's Specialized Hospital- Middlesex County**  
200 Somerset St., New Brunswick, NJ 08901  
Adolescent Group: Auditorium 2, Contact: Deborah Brown, 856-229-3065  
Parent Group: Auditorium 1, Contact: Doreen Bridgman, 732-977-7381  
*Both groups meet the 3rd Thursday of each month at 7 p.m.*
- **Adolescent/Parent Groups at Garfield Park Academy- Burlington County**  
24 Glenolden Lane, Willingboro, NJ 08046  
Contacts: Elizabeth Blackburn-Gruver and Mary Wightman Murdock, 609-877-4111  
*Both groups meet the 3rd Tuesday of each month at 6 p.m.*
- **Atlantic Group at Bacharach Institute for Rehabilitation**  
61 W. Jimmie Leeds Road, Pomona, NJ 08240-0723  
Contact: Nutan Ravani, 856-589-5797  
*Meets the 2nd Thursday of each month at 7 p.m.*
- **Bergen Group at Englewood Hospital**  
350 Eagle St., Englewood, NJ 07631  
Contact: Jane and Joe Concato, 201-666-2015  
*Meets the 3rd Monday of each month at 6:30 p.m.*
- **Burlington/Camden Group at Bancroft NeuroHealth**  
201 South Kings Highway East, Cherry Hill, NJ 08034  
Contact: Katie Law, 609-799-8400 ext. 13 or Kristin Lukianovich, 856-616-6433  
*Meets the 3rd Monday of each month at 7 p.m.*
- **Burlington/Camden Group at Community Skills Program, Marlton**  
5000 Sagemore Dr., #203, Marlton, NJ 08053  
Contact: Nutan Ravani, 856-589-5797 or Mark Rader, 856-667-3330  
*Meets the 2nd and 4th Wednesdays of each month at 7 p.m.*



- **Cape May Group at Cape May Regional Medical Center**  
 2 Stone Harbor Blvd., (1st floor, Maruchi Room)  
 Cape May Court House, NJ 08210  
 Contact: Bonnie Kratzer, 609-463-4043  
*Meets the 3rd Thursday of each month at 1p.m.*
- **College Students with Brain Injury Group at Rutgers, New Brunswick**  
*(This group is open to all college students with brain injury)*  
 Rutgers Campus, Lucy Stone Hall, A-Wing, Suite A145,  
 54 Joyce Kilmer Ave, Piscataway Township, NJ 08854  
 Contact: Kathy Loder-Murphy, 732-932-6725  
*Meets the 4th Wednesday of each month at 7:30 p.m.*
- **Cumberland Group at HealthSouth Rehabilitation Hospital of Vineland**  
 1237 West Sherman Avenue, Vineland, NJ 08360  
 Contact: Eugenio Rocksmith, MD, 856-696-7100  
*Meets the 1st Tuesday of each month at 7 p.m.*
- **Essex Group at Kessler Institute for Rehabilitation**  
 1199 Pleasant Valley Way, West Orange, NJ 07052  
 Contact: Betty Collins, 973-414-4743  
*Meets the second and last Tuesday of each month at 6:30 p.m.*
- **Gloucester Group at Moss Rehab/Drucker Brain Injury Center at Woodbury**  
 135 South Broad Street, Woodbury, NJ 08096  
 Contact: Dayna Scott, 856-853-9900 x102  
*Meets the 4th Monday of each month at 5:30 p.m.*
- **Mercer Group at St. Lawrence Rehabilitation Hospital**  
 Conference Room 117, 2381 Lawrenceville Road, Lawrenceville, NJ 08648  
 Contact: David Searles, 609-896-9500, ext. 2244  
*Meets the 1st Wednesday of each month at 6:30 p.m.*
- **Middlesex Group at JFK Johnson Rehab Center for Head Injuries**  
 JFK Hartwyck at Oak Tree, 2048 Oak Tree Rd., Edison, NJ 08820-2012  
 Contact: Sabrina Wisniewski, 732-906-2640, ext. 42656  
*Meets the 2nd Tuesday of each month at 6 p.m.*
- **Monmouth Group at Dorbrook Park Recreation Area**  
 Route 537, Colts Neck, NJ, 07722  
 Contact: BIANJ Office, 732-745-0200  
*Meets the 1st Tuesday of each month at 7 p.m.*
- **Morris Group at Kessler Institute for Rehab at Chester Campus**  
 Pleasant Hill Road, Chester, NJ 07930  
 Contact: Denise Holderied, 973-252-6375  
*Meets the 1st Tuesday of each month at 6 p.m.*
- **Morris Group at DAWN Center for Independent Living**  
 30 Broad St., Suite 5, Denville, NJ 07834  
 Contact: Peter Gimbel, 973-625-1940  
*Meets the 3<sup>rd</sup> Monday of each month at 6 p.m.*

- **Ocean Group at Community Medical Center**  
99 Highway 37 West, Toms River, NJ 08755  
Contacts: Vicky Hardy, 732-557-8000, ext. 10226 and Pam Lightfoot, ext. 11547  
*Meets the 3rd Tuesday of each month at 6 p.m.*
- **Passaic/Bergen Group at Rehabilitation Specialists**  
18-01 Pollitt Drive, Suite 1A, Fair Lawn, NJ 07410  
**Family Contact:** Dawn King, 201-478-4200 ext. 19 & Jennifer Victoria-Proano, ext. 31  
**Voices That Count (Survivors) Contact:** Carly Schoener, 201-478-4200 ext. 26  
*Both groups meet the 2nd Wednesday of each month at 6:30 p.m.*
- **Salem Group at Memorial Hospital of Salem County**  
Ware Agriculture Complex  
51 Cheney Road, Woodstown, NJ 08098  
Contact: Diane Lynn Robbins, 609-202-9902  
*Meets the 4th Monday of the month at 6 p.m.*
- **Sussex Group at Redeemer Lutheran Church**  
37 Newton Sparta Road, Newton, NJ 07860  
Contact: Vince D'Orio, 703-297-7726, Vincentd54@msn.com  
*Meets the 2nd Wednesday of each month at 7 p.m. (March thru November)*
- **Union/Somerset Group at Community Skills Program**  
776 Mountain Blvd, Suite #102, Watchung, NJ 07069  
Contact: Nina Geier, 908-753-1595  
*Meets the 2nd Thursday of each month at 6 p.m.*

*Support group information is subject to change. Please call the support group contact before you attend a meeting for the first time, or if you have not attended recently.*

# Choosing a Brain Injury Rehabilitation Program

## Guidelines for Selecting a Facility

1. Always try to obtain the names of at least three programs to consider for your family member.
2. Location should be just one of many factors families consider in regard to selecting a brain injury rehabilitation program. If a nearby program is not familiar with brain injury, it may be better to travel a distance to ensure an appropriate program.
3. Tour the facilities. You shouldn't rely on brochures and phone calls alone. Nothing can replace the experience of viewing a facility in person and meeting with program staff.
4. Look for a clean environment with a caring staff and adequate space for all disciplines of the treatment team to provide treatment.
5. Ask questions. Learn about the program, its staff and rehabilitation philosophy and methodology. If you do not understand something, insist that someone take the time to explain it in the detail you need.
6. Write down answers to your questions during tours to enable you to compare information about the different programs.
7. It is most important that members of the prospective treatment team all have expertise in brain injury rehabilitation, and have a team approach to planning and treatment.
8. Ask for the names of family members of individuals who have been through the program within the past year. Ask the family member what they were told prior to admission. Were they satisfied with the program content? Was discharge based on goals reached or exhaustion of funding?
9. Ask if a nationally recognized accrediting body, such as the Commission on Accreditation of Rehabilitation Facilities (CARF), accredits the brain injury program.
10. Finally, the decision you arrive at must be based on your own individual opinions. This will continue to be the most important criteria in the long term care of your family member. Remember that people with brain injury and their family members know themselves and their needs best.

## **Accreditation**

National Accreditation Commissions such as those mentioned below are paid by facilities to visit their location and conduct an outside evaluation of services. The evaluation is conducted by experts in the appropriate specialty areas who apply very strict standards of care to the evaluation process. If a facility meets the standards, the agency will accredit the facility for a period of one to three years and facilities may then let the public know that they have met very strict standards that have been evaluated by a National Accreditation Commission. National Accreditation Commissions could include:

- **JCAHO:** Joint Commission Accreditation of Healthcare Organizations  
Website: [www.jointcommission.org](http://www.jointcommission.org)  
Phone: 630-792-5000
  
- **CARF:** Commission on Accreditation of Rehabilitation Facilities  
CARF has different categories that a facility may have:
  - CARF in Brain Injury
  - CARF in General Rehabilitation
  - CARF in Comprehensive Inpatient RehabilitationWebsite: [www.carf.org](http://www.carf.org)  
Phone: 888-281-6531
  
- **CORF:** Comprehensive Outpatient Rehabilitation Facility  
Website: [www.cms.hhs.gov/CertificationCompliance/17\\_CORFs.asp](http://www.cms.hhs.gov/CertificationCompliance/17_CORFs.asp)

## Descriptions of Services

**Acute inpatient rehabilitation:** This may be provided at either a hospital or a freestanding rehabilitation facility that offers 24-hour nursing care. Patients participate in a minimum of 3 hours of intensive rehabilitation services per day at least 5 times per week. After acute rehabilitation, patients may be transferred to subacute rehabilitation or discharged home.

**Behavioral management:** Evaluation and treatment techniques in order to increase the frequency of desired behaviors and/or decrease the frequency of problem behaviors. Behavioral management techniques are provided by specially trained clinicians and therapists on an in- or out-patient basis and typically are integrated into other provided rehabilitation services.

**Clubhouse day program:** A community center for people living with the effects of a brain injury. Members work together to support each other in the pursuit of personal goals. Clubhouses encourage community re-entry, the rebuilding of social relationships and the training of skills required to return to productive activity.

**Cognitive rehabilitation:** The process of relearning cognitive skills that have been lost or altered as a result of brain injury. If skills cannot be relearned, then new ones are taught to enable the person to compensate for their lost cognitive functions. Treatment is based on an evaluation of the person's needs with specific emphasis on the achievement of functional goals at home and in the community. Treatment may occur in a group setting or one-on-one and may be performed by a multi-disciplinary team, usually under the supervision of a neuropsychologist.

**Coma treatment center:** Some persons with brain injury will remain in a coma for months or longer after injury. Selected centers will accept such individuals once they are medically stable and attempt to achieve improvement by the use of various stimulation techniques.

**Concussion services:** Screening and assessment of concussion. Services may include recommendations for further testing, therapies targeted at cognitive deficits, return-to-play decisions for athletes, and assistance reintegrating back to school or work.

**Day rehabilitation program:** These are non-residential facilities. They emphasize a variety of services to improve functional skills, including traditional therapies, psychosocial adjustment, cognitive therapy, pre-vocational training, independent living skills training, etc.

**Driver evaluation and re-training:** Individuals are evaluated to determine if they are able to maintain safe driving skills in various traffic environments. Based on the evaluation, the instructor may provide behind-the-wheel training and use of adaptive driving equipment.

**Home and community based services:** Rehabilitation and therapy sessions may be provided in an individual's home, community, or workplace. These services help people adapt, find employment, and be active in their communities.

**Individual and family counseling:** One-to-one and group counseling focused on adjustment to the effects of the brain injury and the development of coping skills and compensatory strategies. Counseling that is specific for family members may also address the stress of changing family dynamics following the brain injury.

**Neurology:** Neurological evaluations and treatment provided by a doctor with specialized training in the central nervous system. Treatment may include medications, therapies and referrals to other specialists such as neuropsychiatrists, neuropsychologists, etc., depending on the nature and extent of an individual's brain injury and related symptoms.

**Neuro-ophthalmology:** Evaluation and treatment of vision problems specific to brain injury, including loss of vision caused by injury to the brain as well as injury to the nerves that connect the brain to the eye. Neuro-ophthalmologists may prescribe, and depending on their training, provide, specialized rehabilitation therapies for vision loss related to brain injury.

**Neuropsychiatry:** Evaluation and treatment of people with neurologic conditions with associated cognitive, emotional and behavioral problems. Services are provided by a psychiatrist who is also board-certified in neurology, or by a neurologist who specializes in behavior-brain relationships (sometimes called behavioral neurology). Neuropsychiatrists may prescribe medications for the treatment of behavioral and psychiatric symptoms of brain injury such as aggression, depression, etc.

**Neuropsychology:** Evaluation and treatment provided by clinical psychologists who have completed additional training in brain-behavior relationships. May involve lengthy, comprehensive evaluations of cognitive deficits caused by brain injury, cognitive rehabilitation to help the individual develop compensatory strategies for the deficits, and counseling to help adapt to living with a brain injury.

**Occupational therapy:** Occupational therapists address physical and cognitive skills related to the individual's ability to perform activities of daily living, such as dressing and preparing meals, and aspects of safely navigating the home and environments like the workplace and community.

**Physical therapy:** Physical therapists provide evaluation and treatment for gross and fine motor impairments, including loss of motion, loss of flexibility, and problems of spasticity after brain injury.

**Residential services:** For those individuals unable to live at home or independently, a structured residential program may be an alternative. These long-term care arrangements may include supervised apartments or group home living options.

**School re-entry services:** Services that prepare a student to re-enter school may include educational counseling, learning disability evaluations, and consulting with school personnel to provide necessary support and accommodations.

**Speech therapy:** Speech therapists provide evaluation and treatment for functional speech disorders and treating general cognitive deficits related to communication.

**Subacute rehabilitation:** Subacute care is provided in an inpatient setting such as a nursing home, with 24-hour nursing care. Typically, patients participate in rehabilitation one to two hours a day, four to five days a week. Some patients may transfer to this setting from the hospital or acute inpatient rehabilitation.

**Substance abuse services:** Individuals with brain injury are especially vulnerable to abusing alcohol and drugs. Counselors and clinicians familiar with cognitive issues related to brain injury, such as memory loss, problems in comprehension, etc., may be better able to treat substance abuse issues in a specialized substance abuse treatment program.

**Transportation:** Some rehabilitation programs are able to provide local transportation to and from a program within a specified mile radius.

**Vocational rehabilitation:** Services intended to help the individual with brain injury find and keep a job, including job coaching, resume development, skills building, and in some cases, the direct involvement of a vocational counselor in the individual's workplace to help the individual put in place accommodations and strategies to maximize their independence in the workplace.

## Listing of Programs by Type

***Rehabilitation programs provide a variety of services to assist individuals with brain injury to progress to their optimum level of recovery. Beyond the program types listed below, additional services provided by rehabilitation facilities may also include physical, occupational, speech and recreational therapies; cognitive rehabilitation; vocational and employment services.***

### **1. Acute Inpatient Rehabilitation:**

In New Jersey, the following brain injury rehabilitation programs provide acute inpatient rehabilitation:

- Bacharach Institute for Rehabilitation (Atlantic)
- Children's Specialized Hospital (pediatrics – Middlesex, Ocean)
- HealthSouth Rehabilitation Hospital (Cumberland, Monmouth, Ocean)
- JFK Johnson Rehabilitation Institute – Brain Trauma Unit (Middlesex)
- Kessler Institute for Rehabilitation (Bergen, Essex, Morris)
- Marlton Rehabilitation Hospital (Burlington)
- Meadowlands Hospital Rehab Institute (Hudson)
- St. Lawrence Rehabilitation Hospital (Mercer)
- Weisman Children's Rehabilitation Hospital (pediatrics - Burlington)

### **2. Subacute Rehabilitation:**

In New Jersey, the following brain injury rehabilitation programs provide subacute rehabilitation:

- JFK Johnson Rehabilitation Institute's Center for Head Injuries (Middlesex)
- Monmouth County Care Centers (Monmouth)
- Weisman Children's Rehabilitation Hospital (pediatrics – Burlington)
- Willowcreek Rehabilitation and Care Center (Somerset)

### **3. Residential Services:**

In New Jersey, the following brain injury rehabilitation programs provide residential programs:

- Bancroft NeuroHealth (Camden, Gloucester, Middlesex, Ocean)
- Moss Rehab - Drucker Brain Injury Center (Gloucester)
- NeuroRestorative (Atlantic, Burlington, Camden, Mercer, Sussex)
- Rehabilitation Specialists (Bergen)
- Universal Institute (Essex, Monmouth)

### **4. Day Rehabilitation Programs:**

In New Jersey, the following brain injury rehabilitation programs provide day rehabilitation programs:

- Bacharach Institute for Rehabilitation (Atlantic)
- Bancroft NeuroHealth (Camden, Middlesex, Ocean)
- HealthSouth Rehab Hospital of Tinton Falls (Monmouth)
- Independence Rehabilitation Services (Camden)
- JFK Johnson Rehabilitation Institute's Center for Head Injuries (Middlesex)
- Kessler Institute for Rehabilitation (Bergen, Essex, Morris)
- Marlton Rehabilitation Hospital (Burlington)
- NeuroRestorative (Atlantic, Burlington)
- Rehabilitation Specialists (Bergen)
- St. Lawrence Rehabilitation Hospital (Mercer)
- Universal Institute (Essex, Monmouth)
- Weisman Children's Rehabilitation Hospital (pediatrics - Burlington)

## **5. Coma Treatment Centers:**

In New Jersey, the following brain injury rehabilitation programs provide coma treatment centers:

- Children's Specialized Hospital (Middlesex)
- Eastern Shore Nursing & Rehabilitation (Cape May)
- JFK Johnson Rehabilitation Institute – Brain Trauma Unit (Middlesex)
- Kessler Institute for Rehabilitation (Bergen, Essex, Morris)
- Meadowlands Hospital Rehab Institute (Hudson)
- St. Lawrence Rehabilitation Center (Mercer)
- Willow Creek Rehabilitation and Care Center (Somerset)

## **6. Home & Community Based Services:**

In New Jersey, the following brain injury rehabilitation programs provide home and community based services:

- Bancroft NeuroHealth (provided in Burlington, Camden, Ocean and Salem Counties)
- Cambridge Rehabilitation Services (provided in Bergen, Burlington, Camden, Hudson, Hunterdon, Mercer, Middlesex, Monmouth, Passaic, Somerset and Union Counties)
- Community Skills Program (provided statewide)
- NeuroRestorative (provided statewide)



## **Listing of Programs by County**

Programs are listed in the county in which they are located, although they typically work with individuals from a wider geographic area. Contact the programs listed below for more specific information on the programs and services they offer. For more help in selecting a facility, contact the Brain Injury Alliance of New Jersey to obtain a copy of the **Guide to Selecting & Monitoring Brain Injury Rehabilitation Services**.

### **Atlantic County**

- **Bacharach Institute for Rehabilitation**

61 West Jimmie Leeds Road  
Pomona, NJ 08240

Telephone: 609-652-7000

[www.bacharach.org](http://www.bacharach.org)

- Inpatient: Acute
- Outpatient
  - OT / PT / ST
  - Cognitive Rehabilitation
  - Day Rehabilitation
- In-Home:
  - PT

- Neuropsychology
- Family / Individual Counseling

- **NeuroRestorative**

235 W. White Horse Pike  
Egg Harbor City, NJ 08215

Referral line: 800-743-6802

[www.neurorestorative.com](http://www.neurorestorative.com)

- Residential: Egg Harbor Township, Galloway, Somers Point
- Outpatient
  - OT / PT / ST
  - Cognitive Rehabilitation
  - Day Rehabilitation
- In-Home:
  - OT / PT / ST
  - Cognitive Rehabilitation

- Behavior Management
- Vocational Rehabilitation
  
- Behavior Management
- Vocational Rehabilitation

### **Bergen County**

- **Cambridge Rehabilitation Services**

611 N. Maple Ave, Suite 10  
Ho Ho Kus, NJ 07423

Telephone: 201-251-8555 ext. 3

[www.cambridgerehabilitationservices.com](http://www.cambridgerehabilitationservices.com)

- Outpatient
  - OT / PT / ST
  - Cognitive Rehabilitation
  - Neuropsychology
  - Family/Individual Counseling
- In-Home
  - OT / PT / ST
  - Cognitive Rehabilitation
  - Family / Individual Counseling

- Behavior Management
- Substance Abuse Services
- School Re-Entry Services
- Vocational Rehabilitation
  
- Substance Abuse Services
- School Re-Entry Services

- **Kessler Institute for Rehabilitation—Saddle Brook**

300 Market Street  
Saddle Brook, NJ 07663

Telephone: 201-368-6000

[www.kessler-rehab.com](http://www.kessler-rehab.com)

- Inpatient: Acute, Coma Treatment
- Outpatient
  - OT / PT / ST
  - Cognitive Rehabilitation
  - Day Rehabilitation
  - Neuropsychology

- Family / Individual Counseling
- Vocational Rehabilitation
- Driver Evaluation and Training

- **Rehabilitation Specialists**

18-01 Pollitt Drive, Suite 1A  
Fair Lawn, NJ 07410

Telephone: 800-441-7488  
[www.rehab-specialists.com](http://www.rehab-specialists.com)

- Residential: Fair Lawn
- Outpatient
  - OT / PT / ST
  - Day Rehabilitation
  - Cognitive Rehabilitation
- In-Home:
  - Cognitive Rehabilitation
  - Neuropsychology
- Concussion Services
- Neuropsychology
- Substance Abuse Services

## **Burlington County**

- **Marlton Rehabilitation Hospital**

92 Brick Road  
Marlton, NJ 08053

Telephone: 856-988-8778  
[www.marltonrehab.com](http://www.marltonrehab.com)

- Acute: Inpatient
- Outpatient
  - OT / PT / ST
  - Day Rehabilitation
- Neuropsychology
- Neuro-Ophthalmology

- **NeuroRestorative**

8008 Route 13 North Building C  
Delran, NJ 08075

Telephone: 800-743-6802  
[www.neurorestorative.com](http://www.neurorestorative.com)

- Residential: Delran, Maple Shade, Mount Laurel, Moorestown
- Outpatient:
  - OT / PT / ST
  - Cognitive Rehabilitation
  - Day Rehabilitation
- In-Home:
  - OT / PT / ST
  - Cognitive Rehabilitation
- Behavior Management
- Vocational Rehabilitation
- Behavior Management
- Vocational Rehabilitation

- **Weisman Children's Rehabilitation Hospital**

92 Brick Road, 3<sup>rd</sup> Floor  
Marlton, NJ 08053

Telephone: 877-543-8774  
[www.weismanchildrens.com](http://www.weismanchildrens.com)

- Inpatient: Pediatric Acute, Pediatric Subacute
- Outpatient
  - OT / PT / ST
  - Cognitive Rehabilitation
  - Day Rehabilitation
- Neuropsychology
- Family / Individual Counseling
- School Re-Entry Services

## **Camden County**

- **The Center for Neurological and Neurodevelopmental Health**

250 Haddonfield-Berlin Road, Suite 105  
Gibbsboro, NJ 08026

Telephone: 856-346-0005  
[www.thecnnh.org](http://www.thecnnh.org)

- Outpatient (Pediatric)
  - OT / PT / ST
  - Cognitive Rehabilitation
  - Concussion Services
  - Neuropsychology
- Family / Individual Counseling
- Behavior Management
- School Re-Entry Services
- Neurology

▪ **Bancroft NeuroHealth**

201 Kings Highway South  
Cherry Hill, NJ 08034

- Residential: Cherry Hill
- Outpatient:
  - OT / PT / ST
  - Cognitive Rehabilitation
  - Day Rehabilitation
  - Neuropsychology
- In-Home:
  - OT
  - Cognitive Rehabilitation
  - Family / Individual Counseling

Telephone: 856-216-8090

[www.bancroft.org](http://www.bancroft.org)

- Family / Individual Counseling
- Behavior Management
- Vocational Rehabilitation
  
- School Re-Entry Services
- Community Re-Integration

▪ **Independence Rehabilitation Services**

1030 N. Kings Hwy, Suite 210  
Cherry Hill, NJ 08034

- Outpatient:
  - OT / PT / ST
  - Cognitive Rehabilitation
  - Day Rehabilitation

Telephone: 800-356-7360

[www.independencerehab.com](http://www.independencerehab.com)

- Neuropsychology
- Family / Individual Counseling
- Vocational Rehabilitation

▪ **NeuroRestorative**

Telephone: 800-743-6802

- Residential: Merchantville, Pennsauken

[www.neurorestorative.com](http://www.neurorestorative.com)

**Cape May County**

▪ **Eastern Shore Nursing and Rehab**

1419 Route 9 North  
Cape May Court House, NJ 08210

- Inpatient: Subacute
- Outpatient:
  - OT / PT / ST

Telephone: 609-465-2260

[www.easternshorenursing.com](http://www.easternshorenursing.com)

**Cumberland County**

▪ **HealthSouth Rehab Hospital of Vineland**

1237 West Sherman Avenue  
Vineland, NJ 08306

- Inpatient: Acute
- Outpatient:
  - OT / PT / ST
  - Cognitive Rehabilitation

Telephone: 856-696-7100

[www.neurorestorative.com](http://www.neurorestorative.com)

- Day Rehabilitation
- Neuropsychology

**Essex County**

▪ **Kessler Institute for Rehab – West Orange**

1199 Pleasant Valley Way  
West Orange, NJ 07052

- Inpatient: Acute, Coma Treatment
- Outpatient:
  - OT / PT / ST
  - Cognitive Rehabilitation
  - Day Rehabilitation
  - Neuropsychology

Telephone: 973-731-3600

[www.kessler-rehab.com](http://www.kessler-rehab.com)

- Individual Counseling
- Vocational Rehabilitation
- Driver Evaluation and Training
- Neuropsychiatry

- **Opportunity Project**  
60 East Willow Street  
Millburn, NJ 07041
  - Outpatient:
    - Clubhouse Day Program

Telephone: 973-921-1000  
[www.opportunityproject.org](http://www.opportunityproject.org)

- **Universal Institute**  
15-17 Microlab Road  
Livingston, NJ 07039
  - Residential: Livingston
  - Outpatient:
    - OT / PT / ST
    - Cognitive Rehabilitation
    - Day Rehabilitation
  - In-Home:
    - Cognitive Rehabilitation

Telephone: 973-992-8181  
[www.uirehab.com](http://www.uirehab.com)

- Individual Counseling
- Vocational Rehabilitation

### **Gloucester County**

- **Moss Rehab - Drucker Brain Injury Center**  
135 South Broad Street  
Woodbury, NJ 08096
  - Residential: Woodbury
  - Outpatient:
    - OT / PT / ST
    - Cognitive Rehabilitation
    - Clubhouse Day Program

Telephone: 800-225-5667  
[www.mossrehab.com](http://www.mossrehab.com)

- Neuropsychology
- Vocational Rehabilitation

- **Bancroft NeuroHealth**  
8 Commissioners Road  
Mullica Hill, NJ 08062
  - Residential: Mullica Hill

Telephone: 800-774-5516  
[www.bancroft.org](http://www.bancroft.org)

### **Hudson County**

- **Meadowlands Hospital Rehabilitation Institute**  
55 Meadowlands Parkway  
Secaucus, NJ 07094
  - Inpatient: Acute, Coma Treatment
  - Outpatient:
    - OT / PT / ST
    - Cognitive Rehabilitation
    - Concussion Services
    - Neuropsychology
  - In-Home:
    - OT
    - Cognitive Rehabilitation

Telephone: 201-392-3524  
[www.meadowlandshospital.org](http://www.meadowlandshospital.org)

- Family / Individual Counseling
- Behavior Management
- Transportation

### **Mercer County**

- **St. Lawrence Rehabilitation Center**  
2381 Lawrenceville Road  
Lawrenceville, NJ 08648
  - Inpatient: Acute, Coma Treatment
  - Outpatient:
    - OT / PT / ST
    - Cognitive Rehabilitation
    - Day Rehabilitation
    - Concussion Services
    - Neuropsychology

Telephone: 609-896-9500  
[www.slrc.org](http://www.slrc.org)

- Family / Individual Counseling
- School Re-Entry Services
- Driver Evaluation and Training
- Transportation

- **Children’s Specialized Hospital—Outpatient Center at Hamilton**  
 3575 Quakerbridge Road  
 Hamilton, NJ 08619  
 Telephone: 609-631-2800  
[www.childrens-specialized.org](http://www.childrens-specialized.org)
  - Outpatient (Pediatric):
    - OT / PT / ST
    - Cognitive Rehabilitation
    - Family / Individual Counseling
  - School Re-Entry Services
  - Vocational Rehabilitation
  
- **NeuroRestorative**  
 Telephone: 800-743-6802  
[www.neurorestorative.com](http://www.neurorestorative.com)
  - Residential: Hamilton, Lawrenceville.

**Middlesex County**

- **Bancroft NeuroHealth**  
 666 Plainsboro Road, Suite 2000C  
 Plainsboro, NJ 08536  
 Telephone: 800-774-5516  
[www.bancroft.org](http://www.bancroft.org)
  - Residential: Plainsboro
  - Outpatient:
    - OT / PT / ST
    - Cognitive Rehabilitation
    - Day Rehabilitation
  - In-Home:
    - OT
    - Cognitive Rehabilitation
    - Family / Individual Counseling
  - Neuropsychology
  - Individual Counseling
  - Vocational Rehabilitation
  - School Re-Entry Services
  - Community Re-Integration
  
- **Children’s Specialized Hospital**  
 200 Somerset Street  
 New Brunswick, NJ 08901  
 Telephone: 732-258-7000  
[www.childrens-specialized.org](http://www.childrens-specialized.org)
  - Inpatient: Pediatric Acute, Coma Treatment
  - Outpatient:
    - OT / PT / ST
    - Cognitive Rehabilitation
    - Neuropsychology
    - Family / Individual Counseling
  - Behavior Management
  - School Re-Entry Services
  - Neurology
  - Neuropsychiatry
  
- **JFK Johnson Rehab Institute—Brain Trauma Unit**  
 65 James Street  
 Edison, NJ 08818  
 Telephone: 732-321-7732  
[www.njrehab.org/head-injuries/brain-trauma-unit/](http://www.njrehab.org/head-injuries/brain-trauma-unit/)
  - Inpatient: Acute, Coma Treatment
  
- **JFK Johnson Rehab Institute—Center for Head Injuries**  
 2048 Oak Tree Road  
 Edison, NJ 08820  
 Telephone: 732-906-2640  
[www.njrehab.org/head-injuries/](http://www.njrehab.org/head-injuries/)
  - Inpatient: Subacute
  - Outpatient:
    - OT / PT / ST
    - Cognitive Rehabilitation
    - Day Rehabilitation
    - Neuropsychology
  - Individual Counseling
  - School Re-Entry Services
  - Vocational Rehabilitation

## Monmouth County

- **HealthSouth Rehabilitation Hospital of Tinton Falls**  
2 Centre Plaza  
Tinton Falls, NJ 07224  
Telephone: 732-460-5320  
[www.healthsouth.com](http://www.healthsouth.com)
  - Inpatient: Acute
  - Outpatient:
    - OT / PT / ST
    - Cognitive Rehabilitation
    - Day Rehabilitation
  - Family / Individual Counseling
  - Behavior Management
  - Vocational Rehabilitation
  
- **John L. Montgomery Care Center—Monmouth County Care Centers**  
115 Dutch Lane Road  
Freehold, NJ 07728  
Telephone: 732-431-7420  
<http://co.monmouth.nj.us/carecenters/>
  - Inpatient: Subacute
  
- **Universal Institute**  
73 Dudley Street  
Long Branch, NJ 07740  
Telephone: 732-222-4916  
[www.uirehab.com](http://www.uirehab.com)
  - Residential: Long Branch
  - Outpatient:
    - OT / PT / ST
    - Cognitive Rehabilitation
    - Day Rehabilitation
  - Individual Counseling
  - Vocational Rehabilitation

## Morris County

- **Atlantic Rehabilitation Institute - Brainworks Cognitive Rehabilitation Program**  
95 Mount Kemble Avenue  
Morristown, NJ 07962  
Telephone: 973-971-4588  
[www.atlantichealth.org](http://www.atlantichealth.org)
  - Outpatient:
    - OT / ST / PT
    - Cognitive Rehabilitation
  - Neuropsychology
  
- **Kessler Institute for Rehabilitation**  
201 Pleasant Hill Road  
Chester, NJ 07930  
Telephone: 973-584-7500  
[www.kessler-rehab.com](http://www.kessler-rehab.com)
  - Inpatient: Acute, Coma Treatment
  - Outpatient:
    - OT / ST / PT
    - Cognitive Rehabilitation
    - Day Rehabilitation
    - Concussion Services
  - Neuropsychology
  - Vocational Rehabilitation
  - Driver Evaluation and Training

## Ocean County

- **Bancroft NeuroHealth**  
1608 Route 88, Suite 202  
Brick, NJ 08724  
Telephone: 732-840-1418  
[www.bancroft.org](http://www.bancroft.org)
  - Residential: Brick
  - Outpatient:
    - OT / PT / ST
    - Cognitive Rehabilitation
  - In-Home:
    - OT
    - Cognitive Rehabilitation
    - Family / Individual Counseling
  - Day Rehabilitation
  - School Re-Entry Services
  - Community Re-Integration

▪ **Children’s Specialized Hospital**

94 Stevens Road  
Toms River, NJ 08755

- Inpatient: Pediatric Acute
- Outpatient:
  - OT / PT / ST
  - Cognitive Rehabilitation
  - Neuropsychology
  - Family / Individual Counseling

Telephone: 888-244-5373 x3705  
[www.childrens-specialized.org](http://www.childrens-specialized.org)

- Behavioral Management
- School Re-Entry Services
- Vocational Rehabilitation

▪ **HealthSouth Rehabilitation Hospital of NJ**

14 Hospital Drive  
Toms River, NJ 08755

- Acute: Inpatient
- Outpatient:
  - OT / PT / ST
  - Cognitive Rehabilitation

Telephone: 732-244-3100  
[www.healthsouth.com](http://www.healthsouth.com)

- Driver Evaluation and Training
- Transportation

**Passaic County**

- **No listings—see Bergen County listings.**

**Salem County**

- **No listings—see Cumberland and Gloucester County listings.**

**Somerset County**

▪ **Willow Creek Rehabilitation and Care Center**

1165 Easton Avenue  
Somerset, NJ 08873

- Inpatient: Subacute, Coma Treatment

Telephone: 732-246-4100  
[www.reverawillowcreek.com](http://www.reverawillowcreek.com)

**Sussex County**

▪ **NeuroRestorative**

Telephone: 800-743-6802

- Residential: Newton

[www.neurorestorative.com](http://www.neurorestorative.com)

**Union County**

▪ **Atlantic Neuroscience Institute—Concussion Center**

99 Beauvoir Avenue  
Summit, NJ 07902

- Outpatient:
  - Cognitive Rehabilitation
  - Concussion Services
  - Neuropsychology

Telephone: 908-522-6146  
[www.atlantichealth.org](http://www.atlantichealth.org)

- Family / Individual Counseling
- School Re-Entry Services
- Neurology

▪ **Children’s Specialized Hospital**

150 New Providence Road  
Mountainside, NJ 07092

- Outpatient:
  - OT / PT / ST

Telephone: 908-301-5534  
[www.childrens-specialized.com](http://www.childrens-specialized.com)

- Cognitive Rehabilitation

- Neuropsychology
- Family / Individual Counseling
- Behavior Management
- School Re-Entry Services
- Neurology

**Warren County**

- **Warren Hospital Concussion Center**  
755 Memorial Parkway, Suite 103  
Phillipsburg, NJ 08865  
    - Outpatient:
      - OT / PT / ST
      - Cognitive Rehabilitation
- Telephone: 908-859-4381  
[www.warrenhospital.com/concussioncenter/](http://www.warrenhospital.com/concussioncenter/)
- Concussion Services
  - Neuropsychology

**Listing of Home and Community Based Programs**

Some brain injury rehabilitation programs provide home and community based services either statewide or in various counties throughout the state.

- **Bancroft NeuroHealth**  
(Provided in Burlington, Camden, Ocean and Salem counties; and on a case-by-case basis, for out-of-county clients that live close to Bancroft facilities)  
201 Kings Highway South  
Cherry Hill, NJ 08034  
    - In-Home:
      - OT
      - Cognitive Rehabilitation
      - Family / Individual Counseling
- Telephone: 856-216-8090  
[www.bancroft.org](http://www.bancroft.org)
- Community Re-Integration
  - School Re-Entry Services
- 
- **Cambridge Rehabilitation Services**  
(Provided in Bergen, Burlington, Camden, Essex, Hudson, Hunterdon, Mercer, Middlesex, Monmouth, Passaic, Somerset, and Union counties.)  
31 Sheridan Avenue, Suite 1  
Ho-Ho-Kus, NJ 07423  
    - In-Home:
      - OT / PT / ST
      - Cognitive Rehabilitation
      - Family / Individual Counseling
- Telephone: 201-251-8555  
[www.njbraininjurycenter.com](http://www.njbraininjurycenter.com)
- Substance Abuse Services
  - School Re-Entry Services
- 
- **Community Skills Program**  
(Provided statewide in every county.)  
5000 Sagemore Drive, Suite 203  
Marlton, NJ 08053  
    - In-Home:
      - Cognitive Rehabilitation
      - Family / Individual Counseling
- Telephone: 877-856-5122  
[www.communityskillsprogram.com](http://www.communityskillsprogram.com)
- School Re-Entry Services
  - Vocational Rehabilitation
- 
- **NeuroRestorative**  
(Provided statewide in every county.)  
2000 Crawford Place, Suite 700  
Mount Laurel, NJ 08054  
    - In-Home:
      - Cognitive Rehabilitation
      - Neuropsychology
      - Family / Individual Counseling
- Telephone: 609-239-3568  
[www.neurorestorative.com](http://www.neurorestorative.com)
- Behavior Management
  - School Re-Entry Services
  - Vocational Rehabilitation



# Government Services & Other Resources

## **A. Sources of Funding**

Currently, in the State of New Jersey, there are several funding sources available in the event of a brain injury. Severity of injury, pre-injury insurance, employment status and history, financial situation, current age, age at the time of injury, and the circumstances that brought about the injury are all factors that help determine which sources may be available to an individual.

The following information is provided to assist families and professionals in understanding the existing programs so that they can better determine where to apply for assistance.

## **Government Sources of Assistance**

### **1. Social Security Disability Insurance (SSDI)**

The Social Security Disability program pays benefits at any age to people who have enough Social Security credits and who have a severe physical or mental impairment that is expected to prevent them from doing “substantial” work for a year or more, or who have a condition that is expected to result in death. The disability program includes incentives to smooth the transition back into the workforce, including continuation of benefits and health care coverage while a person attempts to work.

### **2. Supplemental Security Income (SSI)**

Supplemental Security Income is a federal program established for the aged and people with disabilities. The program provides monthly payments to people who have a low income and few assets. The federal government administers SSI through the Social Security Administration office. People over 65 and people with disabilities, including children, may be eligible for SSI payments, and would receive New Jersey Medicaid automatically. Check with your local Social Security office for the SSI rates (as they vary state to state, and vary depending on a person’s living arrangement). Generally, people who qualify for SSI also qualify for Medicaid, food stamps, and other assistance.

**For further information on both Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI), contact the Social Security Administration at 1-800-772-1213 or visit their website at [www.ssa.gov](http://www.ssa.gov).**

### **3. Medicare**

Medicare is a health insurance program, administered by the Health Care Financing Administration (HCFA), for people 65 years of age or older and certain young people with disabilities. Anyone who has received Social Security Disability Insurance (SSDI) for at least two years is eligible for Medicare.

Medicare services are divided into three types: Part A, Part B, and, most recently, Part D (prescription coverage). Part A helps to pay for care in hospitals, skilled nursing facilities, and hospice care. Part B helps pay for doctors, outpatient hospital care, and some other services not covered under Part A. Part D is the most recent addition to Medicare, and helps to

pay for prescription drug coverage.

**For further information on Medicare, call 1-800-633-4227 or visit the website at [www.medicare.gov](http://www.medicare.gov).**

#### **4. Medicaid**

The New Jersey Medicaid program, administered by the Division of Medical Assistance and Health Services, covers certain medical and health care services for individuals who meet established eligibility requirements. Medicaid is a medical assistance program designed for persons on limited fixed incomes and for some “medically needy” persons. SSI recipients are automatically eligible and need not make a separate application.

New Jersey Medicaid requires that everyone who has Medicaid, including people who also have Medicare or private health insurance, must enroll in a Medicaid HMO. The four plans are: Amerigroup (serving all counties except Salem), Healthfirst (in 10 counties: Bergen, Essex, Hudson, Mercer, Middlesex, Morris, Passaic, Somerset, Sussex and Union), Horizon NJ Health (serving all counties), and UnitedHealthcare Community Plan (serving all counties). Enrollees have the option of changing HMOs at any time, if there is a “good cause” reason, by calling NJ Medicaid / FamilyCare at 1-800-701-0710.

Many health services previously covered under Medicaid fee-for-service (“carved-out” from the Medicaid HMO system) are now provided by the Medicaid HMOs (“carved-in”). In some cases, the provider may change, but the services have not been eliminated. These are the health services for people with disabilities now covered by the Medicaid HMOs: the pharmacy benefit, home health care, PT, OT, and speech therapy, personal care assistance, adult and pediatric medical day care.

Care management services are available at all of the Medicaid HMOs. Care managers are able to do individual, out-of-network contracting with medical, dental, and mental health providers who are not in the HMO’s network, when the HMO does not have in-network providers with the same level of expertise as the out-of-network provider. These arrangements are made on a case-by-case basis, if the health care professional is willing to make such an arrangement.

#### **Medicaid HMO care management phone numbers:**

Amerigroup Community Care: 1-800-452-7101 x66050

Healthfirst NJ: 1-866-467-7178

Horizon NJ Health: 1-800-682-9094 x89385

United Healthcare Community Plan: 1-877-704-8871 x5260

To report a problem with Medicaid HMO managed care, you can complete a form at the Arc of NJ’s website, Mainstreaming Medical Care: [www.mainstreamingmedicalcare.org](http://www.mainstreamingmedicalcare.org), or call the Brain Injury Alliance of NJ, 800-669-4323, for assistance in completing the form.

**For further information on Medicaid, call 1-800-356-1561.**

#### **Medicaid Specialized Long Term Care**

Medicaid also pays for certain nursing home residents with exceptional needs to receive specialized care at a long-term care facility, including traumatic brain injury long-term care facilities. Medicaid pre-admission

screening is required for anyone seeking to access these specialized long-term care programs. This process is referred to as the TBI PAS, referring to the pre-admission screening that is necessary for admission to a sub-acute brain injury facility. If a person with a brain injury is being transferred from an acute care facility to a nursing home, it is worthwhile to inquire about placement in a specialized TBI care facility as an alternative.

a. **Medicaid Home & Community Based Waivers**

Medicaid provides unique services to persons with a variety of disabilities through home and community-based waiver programs.

i. The **Community Resources for People with Disabilities (CRPD) Medicaid Waiver** is for blind and disabled children and adults, and provides all Medicaid State Plan services, as well as case management services. Individuals, who meet specific clinical criteria, can receive private duty nursing services of up to 16 hours per day. The most frequently used services are personal care assistant, home health, medications, durable medical equipment and physician services. New Jersey has recently added new services to this waiver, including environmental modifications and personal emergency response systems. **For further information on the CRPD Waiver, contact the Division of Disability Services at 1-888-285-3036 or 609-292-4800.**

ii. The **Traumatic Brain Injury (TBI) Medicaid Waiver** for persons 22-65 with an acquired brain injury, and provides case management, counseling, community residential services, therapies, behavioral programs, environmental modifications, day programming, personal care assistant, transportation, respite care, night supervision, chore services and companion services for individuals who qualify. **For further information on the TBI Medicaid Waiver, contact the Division of Disability Services at 1-888-285-3036 or 609-292-4800.**

iii. The **Global Options (GO) for Long-Term Care Medicaid Waiver** is for individuals 65 years or older, or between the ages of 21 and 64 who are deemed disabled by the Social Security Administration (SSA) or the Division of Medical Assistance and Health Services, Disability Review Section (individuals who are chronically mentally ill, intellectually or developmentally disabled are considered ineligible). Services provided through the GO Medicaid Waiver include assisted living/adult family care, respite care, home based supportive care, environmental accessibility adaptations, personal emergency response systems, home delivered meal service, caregiver/participant training, social adult day care, special medical equipment and supplies, chore services, care management, transition services and transitional care management, transportation, and attendant care.

The **Global Options (GO) Nursing Facility Transition (NFT)** is part of the above GO initiative, and is for individuals residing in a nursing facility who could potentially transition back to the community.

**For more information on the GO for Long-Term Care and GO Nursing Facility Transition Medicaid Waivers, contact your local Area Agency on Aging at 1-877-222-3737.**

iv. The **Community Care Medicaid Waiver (CCW)** is for individuals registered with the Division of Developmental Disabilities (the disability had to have manifested before the age of 22), and provides case management, habilitation, individuals supports, environmental/vehicle accessibility adaptation, personal emergency response system, and respite care. **For further information on the CCW Waiver, contact the Division of Developmental Disabilities at 800-832-9173.**

**b. NJ Personal Preference: Cash & Counseling Program**

Allows Medicaid recipients who are eligible for Medicaid Personal Care Assistance services to direct their own care. Through a monthly cash allowance, participants work with a consultant to develop a cash management plan by which they decide the services they need and the individuals and/or agencies they wish to hire to provide the identified services. The program requires greater consumer responsibility but offers participants greater control, flexibility and choice.

**For further information on the Cash & Counseling Program, contact the Division of Disability Services at 1-888-285-3036 or 609-292-4800.**

**5. Veterans**

A disabled individual who is a veteran or whose parent or spouse is or was a veteran, may be eligible for monthly cash payments, assistance with educational costs, medical care, vocational assistance, rehabilitation or other benefits. In addition, a disabled person who is a veteran may be eligible for grants for specifically adapted housing.

**For more information, contact the Veteran's Affairs Hotline at 1-800-624-0508.**

**6. Victims of Crime Compensation Agency**

Victims of crime who have suffered personal injuries (including brain injuries) may file a claim for compensation with the New Jersey Victims of Crime Compensation Agency. To be eligible, you must file within two years from the date of the personal injury, the crime must be reported to the police within three months after it occurs, the crime must have occurred in New Jersey, and you must cooperate fully with the police, the prosecutor's office, and the Agency. **For further information, contact the Victims of Crime Compensation Agency at 877-658-2221.**

**7. Traumatic Brain Injury Fund**

The purpose of the Traumatic Brain Injury (TBI) Fund is to allow New Jersey residents who have survived a traumatic brain injury to obtain the services and supports they need to live in the community. The Fund purchases services and supports that foster independence and maximize

quality of life. This Fund is used when insurance, personal resources and/or public programs are unavailable to meet the needs of the applicant. Services that may be funded include the following: addiction treatment services, assistive technology, case management, cognitive therapy, counseling services, employment services, equipment, home health services, home modifications, neuropsychology services, personal care assistance, pharmaceuticals, service coordination, transportation, therapy services, and other services related to brain injury.

**For further information, contact the Division of Disability Services at 1-888-285-3036, option 2.**

### **8. New Jersey Temporary Disability Insurance**

Workers who are temporarily unable to perform their normal work responsibilities due to illness or disability NOT caused by work are entitled to receive benefits from the State of New Jersey for up to 26 weeks. In order to be eligible for these benefits, you must have had at least 20 calendar weeks in covered New Jersey employment in which you earned \$103 or more (called "base weeks"), or have earned \$5,200 or more in such employment during the "base year" period. The "base year" period is the 52 weeks immediately before the week in which your disability began. Only covered wages earned during the base year period can be used in determining your claim. Workers who become disabled within 14 days of their last day of work in covered New Jersey employment may be covered for disability insurance under the State Plan or an approved Private Plan. Inquiries concerning your own coverage may be directed to your employer, and benefits are usually applied for on the worker's behalf by the employer. You have 30 days from the first day of disability in which to file your claim.

**For further information, speak with your employer or contact the Division of Temporary Disability Insurance at 609-292-7060.**

### **9. New Jersey Catastrophic Illness in Children Relief Fund**

The Catastrophic Illness in Children Relief Fund was created to provide financial assistance for families whose children have experienced an illness or condition which is not fully covered by a state or federal program, or by insurance, or have unpaid medical bills. Families annually may reapply for assistance. Families that have lived in New Jersey for at least three months immediately preceding the date of application may be eligible if they have incurred health care expenses that exceed 10 percent of the family's income (plus 15 percent of any income over \$100,000). The child must have been 21 years old or younger when the medical bills were incurred.

**For further information, contact the Catastrophic Illness in Children Relief Fund at 609-292-0600 or the Family Information Line at 1-800-335-FUND (3863).**

### **Private Sources of Assistance**

#### **No Fault Insurance**

Individuals who have sustained their injuries during an automobile crash are protected under the New Jersey Automobile Reparation and Reform Act, commonly known as no fault insurance. Benefits include all reasonable and necessary medical expenses incurred as a result of the accident as well as continuation of income. Since 1990, there has been a \$250,000 cap on allowable medical expenses.

### **Worker's Compensation**

Benefits similar to those provided under no fault insurance may be available to individuals injured while on the job. Payments for lost wages as well as medical expenses are usually available. Information can be obtained through the employer's personnel department.

## **B. State and County Agencies Providing Supports or Services**

### **New Jersey Division of Disability Services (DDS)**

222 South Warren Street, PO Box 700

Trenton, NJ 08625

Telephone: 1-888-285-3036 (Toll-free) or 609-292-7800

Fax: 609-292-1233

Website: [www.state.nj.us/humanservices/dds](http://www.state.nj.us/humanservices/dds)

DDS serves as a single point of entry for people with disabilities, whether through illness or injury. Through its toll-free helpline (888-285-3036), DDS responds to questions about information, programs and services required by people with disabilities. DDS also administers programs that allow people with disabilities to live more independently in the community including:

- The **Traumatic Brain Injury (TBI) Fund** allows New Jersey residents who have survived a traumatic brain injury to obtain the services and supports they need to live in the community.
- The **Traumatic Brain Injury (TBI) Medicaid Waiver** provides services in the home and community for those who sustained brain injuries after their 21st birthday but prior to turning 65 years of age who qualify financially and medically.
- **NJ WorkAbility: Medicaid Buy In** offers people with disabilities who are employed the ability to receive New Jersey Medicaid health coverage.
- **Personal Assistance Services Program** is a state funded program that provides routine non-medical assistance to people with disabilities who work, attend school or are involved in community and volunteer activities.
- **Personal Preference** is a program that allows New Jersey Medicaid recipients with disabilities to direct their own Medicaid personal care assistance services as an alternative to accepting services from an agency.

### **Commission for the Blind & Visually Impaired (CBVI)**

Main Office

153 Halsey Street

Newark, NJ 07102

Telephone: 973-648-3333

Website: [www.state.nj.us/humanservices/cbvi](http://www.state.nj.us/humanservices/cbvi)

The CBVI offers educational services, mobility training, daily living skills training and vocational rehabilitation services for the blind and visually impaired.

### **Division of Developmental Disabilities**

Central Office

5 Commerce Way

Hamilton Township, NJ 08691 (Mailing Address: PO Box 726, Trenton, NJ 08625)

Telephone: 800-832-9173

Website: [www.state.nj.us/humanservices/ddd](http://www.state.nj.us/humanservices/ddd)

The New Jersey Division of Developmental Disabilities arranges and coordinates services to eligible state residents who have developmental disabilities. Developmental disabilities begin before age 22 and are lifelong conditions that affect a person's ability to live without some assistance. These conditions include neurological impairments that may be due to traumatic or acquired brain injuries. Developmental disabilities substantially limit the individual in at least three of the following areas: self-care, learning, mobility, communication, self-direction, economic self-sufficiency and the ability to live independently. Availability of services depends upon the Division's current resources and types of services offered vary in each county. The services may include: case management, guardianship, family support, residential services, day programs, transitioning services through the Pathways to Adult Life program, and supported employment. DDD serves clients through the following eight regional offices located throughout the state.

NORTHERN REGION

1-B Laurel Drive  
Flanders, NJ 07836  
Telephone: 973-927-2600  
Counties Served: Morris, Sussex &  
Warren

100 Hamilton Plaza, 7th Floor  
Paterson, NJ 07505  
Telephone: 973-977-4004  
Counties Served: Bergen,  
Hudson & Passaic

UPPER CENTRAL REGION

110 East 5th Street  
Plainfield, NJ 07060  
Telephone: 908-226-7800  
Counties: Somerset (Intake cases ONLY)  
& Union

2

Green Brook Road, 2nd Floor  
Green Brook, NJ 08812  
Telephone: 732-424-301  
Counties: Somerset (Case management ONLY)

153 Halsey Street, 2nd Floor  
PO Box 47013  
Newark, NJ 07101  
Telephone: 973-693-5080  
Counties: Essex

LOWER CENTRAL REGION

11-A Quakerbridge Plaza  
Hamilton, NJ 08619  
Mailing address: PO Box 706,  
Trenton, NJ 08625-0706  
Telephone: 609-588-2727  
Counties: Hunterdon, Mercer &  
Middlesex

Juniper Plaza, Suite 1-J  
3499 Route 9 North  
Freehold, NJ 07728  
Telephone: 732-863-4500  
Counties: Monmouth and Ocean

SOUTHERN REGION

2 Echelon Plaza  
221 Laurel Road, Suite 210  
Voorhees, NJ 08043  
Telephone: 856-770-5900  
Cumberland  
Counties: Burlington, Camden & Gloucester

5218 Atlantic Avenue #205  
Mays Landing, NJ 08330  
Telephone: 609-476-5200  
Counties: Atlantic, Cape May,  
Cumberland & Salem

**Division of Mental Health Services (DMHS)**

Main Office

50 East State Street, PO Box 727

Trenton, NJ 08625

Telephone: 800-382-6717

Website: [www.state.nj.us/humanservices/dmhs](http://www.state.nj.us/humanservices/dmhs)

DMHS provides psychiatric care and outpatient mental health services to adults with serious and persistent mental illness and children with emotional and behavioral disorders.

**Division of Child Behavioral Health Services**

50 E. State Street, P.O. Box 717, 4th Floor

Trenton, NJ 08625

Telephone: 609-292-4741

Website: [www.nj.gov/dcf](http://www.nj.gov/dcf)

For questions about or to access services for children and youth, call the 24-hour, toll-free Access Line at: 1-877-652-7624

The Division of Child Behavioral Health Services (DCBHS) serves children and adolescents with emotional and behavioral health care challenges and their families across all child-serving systems. Formal and informal services include: assessment (screening, evaluation & diagnostic services); mobile response and stabilization services; out-of-home crisis stabilization services; acute inpatient hospital services; residential treatment center care; group home care; treatment homes/therapeutic foster care; intensive face-to-face care management; outpatient treatment; partial care; intensive in-home services; behavioral assistance; wraparound services; and family support.

**Division of Vocational Rehabilitation Services (DVRS)**

Main Office

P.O. Box 398

Trenton, NJ 08625

Telephone: 609-292-5987

Website: [www.state.nj.us/labor/dvrs/vrsindex.html](http://www.state.nj.us/labor/dvrs/vrsindex.html)

The Division of Vocational Rehabilitation Services (DVRS), within the Department of Labor, provides services to individuals of employable age with disabilities through 18 district offices. Eligibility generally is based on the presence of a mental or physical disability that is a handicap to employment, and a reasonable expectation that the division's services will help the individual become employable. Vocational rehabilitation counselors work with the individuals and their families to develop and carry out a plan for training and placement. If financial need is established, the division will purchase other rehabilitative services from private providers, such as further evaluation or counseling, training at a vocational center or technical school and on-the-job training.

<u>County</u>	<u>Telephone</u>
Atlantic County	609-813-3933
Bergen County	201-996-8970
Burlington County	609-518-3948
Camden County	856-614-2500
Cape May County	609-523-0330
Cumberland County	856-453-3888
Essex County	973-648-3494
Gloucester County	856-384-3730
Hudson County	201-217-7180



Hunterdon County	908-704-3030
Mercer County	609-292-2940
Middlesex County	732-937-6300
Monmouth County	732-775-1799
Morris County	973-631-6304
Ocean County	732-505-2310
Passaic County	973-977-4285
Salem County	856-453-3888
Somerset County	908-704-3030
Sussex County	973-852-4110
Union County	908-965-3940
Warren County	908-852-4110

### **Special Child, Adult and Early Intervention Services**

P.O. Box 364

Trenton, NJ 08625

Telephone: 609-777-7778

Website: [www.state.nj.us/health/fhs/scdesc.htm](http://www.state.nj.us/health/fhs/scdesc.htm)

Special Child Health Services provides case management to ensure that children with special health care needs receive quality services that will prevent or reduce the effects of developmental delay, chronic illness or behavioral disorder.

### **County Boards of Social Services**

The county Boards of Social Service provide financial aid and support to individuals and families that meet income eligibility requirements. Programs include: Work First NJ, emergency assistance, food stamps, Medicaid, kinship care, supports for working families, home energy assistance, homeless sheltering, child care, and child support.

<u>County</u>	<u>Telephone</u>
Atlantic County	609-348-3001
Bergen County	201-368-4200
Burlington County	609-261-1000
Camden County	856-225-8800
Cape May County	609-886-6200
Cumberland County	856-691-4600
Essex County	973-733-3000
Gloucester County	856-582-9200
Hudson County	201-420-3000
Hunterdon County	908-788-1300
Mercer County	609-989-4320
Middlesex County	732-745-3500
Monmouth County	732-431-6000
Morris County	973-326-7800
Ocean County	732-349-1500
Passaic County	973-881-0100
Salem County	856-299-7200
Somerset County	908-526-8800
Sussex County	973-383-3600
Union County	908-965-2700
Warren County	908-475-6301

## Family Success Centers

The Division of Prevention and Community Partnerships (DPCP) funds a statewide network of 37 Family Success Centers as “one-stop” shops that provide wrap-around resources and supports for families before they find themselves in a crisis. Family Success Centers bring together concerned community residents, leaders, and community agencies to address the problems that threaten the safety and stability of families and the community. There is no cost to access services. Core services include:

- Access to information on child, maternal, and family health services, including linkage to publicly-funded health insurance programs and referrals to local health care services;
- Development of “Family Success” plans, which address strengths and challenges and goals to address challenges which threaten to undermine family stability;
- Economic self-sufficiency/employment related services/income security services;
- Information & Referral services (connection to off-site public and private resources);
- Life Skills training (budgeting, nutrition, etc.);
- Housing related services;
- Parent education and parent-child activities;
- Advocacy;
- Home visiting, consistent with the model of engagement approved by DPCP.

## Family Success Center Locations:

### ▪ Atlantic County

New York Ave Family Success Center  
411 North New York Avenue  
Atlantic City, NJ 08401  
Phone: 609-441-0102

Dr. Martin Luther King School  
Family Success Center  
1700 Marmora Avenue  
Atlantic City, NJ 08401  
Phone: 609-345-1994

Hammonton Family Success Center  
310 Bellevue Avenue  
Hammonton, NJ 08037  
Phone: 609-567-2900 ext. 106

Pleasantville Family Success Center  
9 South Main Street  
Pleasantville, NJ 08232  
Phone: 609-272-8800

Egg Harbor Township Family Success Center  
3050 Spruce Avenue  
Egg Harbor Township, NJ 08234  
Phone: 609-569-0376

### ▪ Bergen County

Englewood/Teaneck Family Success Center  
44 Armory St.  
Englewood, NJ 07631  
Phone: 201-568-0817 ext. 32

### ▪ Burlington County

Burlington County Family Success Center  
45 High Street  
Mount Holly, NJ 08060  
Phone: 609-267-4001

### ▪ Camden County

Camden Family Success Center  
2850 Federal Street  
Camden City, NJ 08105  
Phone: 856-963-0270

PARTNERS Family Success Center  
180 White Horse Pike  
Clementon, NJ 08021  
Phone: 856-309-5300 ext. 1513

▪ **Cumberland County**

Gateway Family Success  
Center  
155 Spruce Street  
Bridgeton, NJ 08302  
Phone: 856-451-1133  
Holly City Help Family  
Success Center  
511 Columbia Avenue  
Millville, NJ 08332  
Phone: 856-327-1510

IMPACT Family Success  
Center  
1038 E. Chestnut Avenue  
Suite 130  
Vineland, NJ 08360  
Phone: 856-507-7840

▪ **Essex County**

Babyland 3 Family Success  
Center  
755 South Orange Avenue  
Newark, NJ 07106  
Phone: 973-399-3400

Central and West Ward Family  
Success Center  
982 Broad Street  
Newark, NJ 07102  
Phone: 973-643-5727 ext. 258

East Orange Family Success  
60 Evergreen Place, Suite 307  
East Orange, NJ 07018  
Phone: 973-395-1442

FOCUS Family Success  
Center  
441-443 Broad Street  
Newark, NJ 07105  
Phone: 973-624-2528 ext. 114

Ironbound Community  
Corporation Family Success  
Center  
29-31 Cortland Street  
Newark, NJ 07105  
Phone: 973-344-5949 x201  
Ironbound Community  
Corporation Family Success  
Center - Elm Street  
317 Elm Street  
Newark, NJ 07105  
Phone: 973-465-0555 ext 202

Irvington Family Development  
Center Family Success Center  
50 Union Avenue, Suite 403  
Irvington, NJ 07111  
Phone: 973-372-4353 x17

LaCasa's Family Success  
Center I  
23 Broadway  
Newark, NJ 07104  
Phone: 973-483-2703 Ext.  
2218

LaCasa's Family Success  
Center II  
595 North 6th St.  
Newark, NJ 07107  
Phone: 973-482-9002

The North Ward Center Family  
Success Center  
286 Mt. Prospect Avenue  
Newark, NJ 07104  
Phone: 973-485-5723

▪ **Gloucester County**

Gloucester Family Success  
Center Woodbury Crossing 3  
S. Broad Street #202B  
Woodbury, NJ 08096  
Phone: 856-848-7150

▪ **Hudson County**

West Hudson Family Success  
Center  
655 Kearney Avenue  
Kearney, NJ 07032  
Phone: 201-998-0803

Horizon Health Center Family  
Success Center  
725 Bergen Avenue  
Jersey City, NJ 07306  
Phone: 201-451-4767

▪ **Mercer County**

North Ward Parent/Child  
Family Success Center  
1554 Princeton Avenue  
Trenton, NJ 08638  
Phone: 609-393-2980

South Ward Parent/Child  
Family Success Center  
635 S. Clinton Avenue  
Trenton, NJ 08611  
Phone: 609-695-6275

▪ **Middlesex County**

New Brunswick Family  
Success Center at the Puerto  
Rican Action Board  
90 Jersey Avenue  
New Brunswick, NJ 08903  
Phone: 732-828-4510

- **Monmouth County**
  - Long Branch Concordance  
Family Success Center  
279 Broadway, Suite 301  
Long Branch, NJ 07740  
Phone: 732-571-1670
- **Ocean County**
  - LCSC Family Success Center  
415 Carey Street  
Lakewood, NJ 08701  
Phone: 732-901-6001
  
  - The White House Family  
Success Center  
100 Linden Avenue  
Lakewood, NJ 08701  
Phone: 732-886-3764
- **Passaic County**
  - Paterson Family Success  
Center  
79 Ellison Street  
Paterson, NJ 07505  
Phone: 973-278-0220
  
  - Straight & Narrow Family  
Success Center  
101 Cedar St.  
Paterson, NJ 07501  
Phone: 973-333-6240 x 12
- **Salem County**
  - Family Success Center of  
Salem  
14 New Market Street  
Salem, NJ 08079  
Phone: 856-935-0944
- **Sussex County**
  - Sussex County Family  
Success Center at Project Self  
Sufficiency  
127 Mill Street  
Newton, NJ 07860  
Phone: 973-940-3500
- **Union County**
  - Jefferson Park Ministries  
Family Success Center  
213 Jefferson Avenue  
Elizabeth, NJ 07201  
Phone: 908-469-9508
  
  - Plainfield Center for Stronger  
Families Family Success  
Center  
504 Madison Ave  
Plainfield, NJ 07060  
Phone: 908-731-4200 Ext.  
5235
- **Warren County**
  - NORWESCAP Family  
Success Center  
459 Center St.  
Phillipsburg, NJ 08865  
Phone: 908-213-2674

### **C. Social Security**

After a brain injury, many people face significant financial struggles. Early contact with the Social Security Administration can help identify possible sources of income replacement and medical benefits.

#### **Social Security Administration (SSA)**

Telephone: 1-800-772-1213

Website: [www.ssa.gov](http://www.ssa.gov)

SSA provides general information and will set up an appointment with your local Social Security Disability office. Have available the Social Security number of the individual interested in services when you place the call.

#### **State Health Insurance Assistance Program (SHIP)**

Telephone: 800-792-8820

Website: [www.state.nj.us/health/senior/ship.shtml](http://www.state.nj.us/health/senior/ship.shtml)

SHIP provides information and assistance with Medicare related problems and questions.

#### **Legal Services of New Jersey's Supplemental Security Income (SSI) Project**

Telephone: 1-877-576-5774

Website: [www.lsnj.org](http://www.lsnj.org)

Initiated in 1999, the SSI Project represents a unique joint venture of various state and federal agencies and LSNJ, and has the sole purpose of helping disabled, indigent people get a more livable income. The SSI Project represents General Assistance (GA) and Temporary Assistance for Needy Families (TANF) recipients in all levels of the SSI and Social Security Disability application process. With an emphasis on winning cases at the initial application stage, the SSI Project helps individuals with physical and mental disabilities by developing their medical history, writing legal arguments, and completing the complex Social Security application and related documents in a way designed to win federal SSI benefits for disabled individuals.

#### **Community Health Law Project (CHLP) – Main Office**

185 Valley Street

South Orange, NJ 07079

Telephone: 973-275-1175

Website: [www.chlp.org](http://www.chlp.org)

CHLP provides advocacy and representation services to people with disabilities in matters involving Social Security benefits.

#### **Disability Rights New Jersey**

210 South Broad Street, 3rd Floor

Trenton, NJ 08608

Telephone: 1-800-922-7233

Website: [www.drnj.org](http://www.drnj.org)

Disability Rights New Jersey (DRNJ) is the consumer-directed, non-profit organization that serves as New Jersey's designated protection and advocacy system for people with disabilities in the state. DRNJ works to assist beneficiaries of Social Security Disability and Supplemental Security Income to remove barriers to employment. They assist beneficiaries who receive notices of work-related overpayment claims and obtain waivers of repayment as appropriate.

## **D. Legal Services**

### **Brain Injury Alliance of New Jersey's Family Helpline:**

Telephone: 1-800-669-4323

Website: [www.bianj.org](http://www.bianj.org)

The Alliance maintains a list of attorneys with experience representing individuals with brain injuries.

### **Community Health Law Project (CHLP) – Main Office**

185 Valley Street

South Orange, NJ 07079

Telephone: 973-275-1175

Website: [www.chlp.org](http://www.chlp.org)

The essential mission of CHLP is to provide legal and advocacy services to people with disabilities. CHLP attorneys and advocates represent clients in matters involving Social Security benefits, welfare, food stamps, and other entitlements; housing habitability and landlord-tenant disputes; consumer protection and debt collection; child support, visitation, and domestic violence; Medicaid, Medicare, and other health insurance issues.

### **Legal Services of New Jersey**

P.O. Box 1357

Edison, NJ 08818

Telephone: 1-888-576-5529

Website: [www.lsnj.org](http://www.lsnj.org)

Provides free information, advice and referral for low-income people with civil legal problems.

### **Disability Rights New Jersey**

210 South Broad Street, 3rd Floor

Trenton, NJ 08608

Telephone: 1-800-922-7233

Website: [www.drnj.org](http://www.drnj.org)

Disability Rights New Jersey (DRNJ) is the consumer-directed, non-profit organization that serves as New Jersey's designated protection and advocacy system for people with disabilities in the state. In partnership with individuals with disabilities and their families, DRNJ works to protect and advance the rights of people with disabilities. DRNJ provides information and referral and a broad range of advocacy services, including legal representation in numerous cases in state and federal courts.

## **E. Employment**

### **Division of Vocational Rehabilitation Services (DVRS)**

(See Listing Under State Agencies on Page 32)

### **Job Accommodations Network (JAN)**

Telephone: 1-800-526-7234

Website: <http://janweb.icdi.wvu.edu/>

JAN is a free consulting service designed to increase the employability of people with disabilities by providing individualized worksite accommodations solutions, providing technical assistance regarding the ADA and other disability related legislation, and educating callers about self-employment options.

### **Ticket to Work and Work Incentives Improvement Act**

Telephone: 1-866-968-7842

Website: [www.yourtickettowork.com](http://www.yourtickettowork.com)

This voluntary program allows Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) disability beneficiaries to receive a “ticket” to obtain vocational rehabilitation, employment, or other support services from an approved provider of their choice.

### **One-Stop Career Centers**

Telephone: 1-877-872-5627

Website: [www.nj.gov/labor/oscc/OSCC.html](http://www.nj.gov/labor/oscc/OSCC.html)

Designed to fundamentally change the way workforce services are delivered, the One-Stop Career Centers fully integrate all workforce programs and services (unemployment, job training, job search assistance, etc.) available at the state and local levels as if they were a single entity.

### **NJ WORKABILITY, Division of Disability Services**

Telephone: 1-888-285-3036

Website: [www.state.nj.us/humanservices/dds](http://www.state.nj.us/humanservices/dds)

The WorkAbility program offers people with disabilities who are working, and whose income would otherwise make them ineligible for Medicaid, the opportunity to receive full NJ Medicaid coverage. People with permanent disabilities who are employed between the ages of 16 to 64 can qualify for the program with annual gross earned income up to approximately \$50,000.

### **NJ WINS (Work Incentive Network Support)**

Website: [www.cpodnj.org/services/bene.htm](http://www.cpodnj.org/services/bene.htm)

NJ WINS assists individuals receiving Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI) to make decisions about returning to work by providing benefits analysis, benefits support planning, problem solving, and information and referrals.

Cerebral Palsy of New Jersey and the Epilepsy Foundation of New Jersey are working together on this project in order to provide this service.

#### **Cerebral Palsy of New Jersey: 1-877-659-4672**

Counties Served: Atlantic, Bergen, Cape May, Cumberland, Gloucester, Hudson, Mercer, Middlesex, Passaic, Salem, Sussex, and Warren Counties

#### **Epilepsy Foundation of New Jersey: 1-866-946-7465**

Counties Served: Burlington, Camden, Essex, Hunterdon, Monmouth, Morris, Ocean, Somerset, and Union Counties

## **F. Transportation**

### **New Jersey Transit**

Telephone: 973-275-5555

TTY: 1-800-772-2287

Website: [www.njtransit.com](http://www.njtransit.com)

New Jersey Transit provides accessible services available to people with disabilities and senior citizens.

**Access Link**

Telephone: 1-800-955-2321

TTY: 800-955-6765

Access Link provides curb to curb transportation service for eligible people with disabilities. Access Link was developed to comply with the paratransit regulations of the Americans with Disabilities Act (ADA) of 1990. Access Link service is comparable to the NJ TRANSIT local bus network. Transportation is provided during the same hours and days and at the same fares as the local bus network. In order to use Access Link, you must be determined to be eligible for ADA Paratransit.

**Reduced Fare Program (RFP)**

Telephone: 973-378-6401 or 6327

NJ Commission for the Blind: 973-648-3333

The New Jersey Transit reduced fare program is available to senior citizens and people with disabilities who travel the 150 regular bus routes, and 11 rail lines.

**Accessible Bus/Rail Information**

Telephone: 973-275-5555

For those with mobility devices, you can reserve a lift-equipped bus by calling the New Jersey Transit Information Center one day in advance of your trip, by 4pm.

**County Paratransit Contacts**

Each of the 21 counties in New Jersey has a curb- to-curb transportation service for senior citizens and people with disabilities. The counties have the authority to manage their programs independently. The names and guidelines of the programs also vary from county to county. Please contact the paratransit program in your county for assistance or more detailed information.

<b>County</b>	<b>Telephone</b>	<b>County</b>	<b>Telephone</b>
Atlantic	609-645-5910	Middlesex	800-221-3520
Bergen	201-368-5955	Monmouth	732-431-6480
Burlington	609-265-5109	Morris	973-829-8103
Camden	856-456-3344	Ocean	877-929-2082
Cape May	609-889-3700	Passaic	973-305-5756
Cumberland	856-691-7799	Salem	856-935-7510
Essex	973-678-1300	Somerset	908-231-7115
Gloucester	856-686-8350	Sussex	973-579-0480
Hudson	201-369-4320	Union	908-241-8300
Hunterdon	800-842-0531	Warren	908-454-4044
Mercer	609-530-1971		

**New Jersey Find a Ride**Website: [www.njfindaride.org](http://www.njfindaride.org)

This free website allows individuals with disabilities to locate public and private transportation in their area.

**G. Housing****Section 8**

New Jersey Department of Community Affairs (DCA)

Division of Housing &amp; Community Resources

101 South Broad Street

PO Box 806, Trenton, NJ 08625-0806

Telephone: 609-292-4080

Website: [www.nj.gov/dca/dh/section8/index.shtml](http://www.nj.gov/dca/dh/section8/index.shtml)



The objective of Section 8 is to provide housing that is affordable to very low-income households in the private rental market. Households must meet eligibility requirements. Through Section 8, renters pay no more than 30 percent of their adjusted monthly income towards their monthly rent and utilities. The balance of the rent is paid directly to the owner of the rental property. A helpful publication, Guide to the Section 8 Housing Program, is available through the New Jersey Department of Community Affairs. For more information on Section 8, you can contact both the state and county offices.

<b>County</b>	<b>Telephone</b>	<b>County</b>	<b>Telephone</b>
Atlantic	609-441-3334	Middlesex	732-777-6999
Bergen	201-996-8990	Monmouth	732-780-6772
Burlington	856-614-3300	Morris	973-631-6285
Camden	<i>See Burlington</i>	Ocean	732-255-0818
Cape May	<i>See Atlantic</i>	Passaic	973-225-7146
Cumberland	856-453-3820	Salem	<i>See Cumberland</i>
Essex	973-266-2822	Somerset	908-707-9010
Gloucester	<i>See Cumberland</i>	Sussex	973-383-5602
Hudson	201-217-7256	Union	908-412-3700
Hunterdon	<i>See Somerset</i>	Warren	<i>See Morris</i>
Mercer	609-292-8537		

**Section 8 Homeownership**

Telephone: 609-292-9025

Through the New Jersey Department of Community Affairs, participants in the Section 8 Housing Choice Voucher program can also purchase a home using their Section 8. The voucher is applied to the mortgage payment, instead of the rent. The Section 8 Homeownership program also provides housing counseling and information about financial and community resources.

**Public Housing**

Telephone: 609-633-6303 (For a listing of local housing authorities in New Jersey)

Website: <http://www.state.nj.us/dca/divisions/codes/publications/guide.html>  
(Guide to Affordable Housing in New Jersey)

As with Section 8, the objective of the public housing program is to provide housing that is affordable to very low-income households. This federal program is administered by local housing authorities, of which there are about 100 in New Jersey. Most housing authorities have rental units, but some have houses for sale. Rents and sale prices depend on household income, and public housing authorities may give priority to people who live or work in the communities they serve.

**Homeless Prevention Program**

Telephone: 866-889-6270

The Homeless Prevention Program may be able to provide limited financial assistance to those who, because of temporary financial problems beyond one's control, face eviction or foreclosure. For individuals and families who have become homeless, financial assistance may be provided to help secure permanent housing. For more information on the Homeless Prevention program, you can contact both the state and county offices.

<b>County</b>	<b>Telephone</b>	<b>County</b>	<b>Telephone</b>
Atlantic	609-441-3334	Middlesex	732-442-1081 x170
Bergen	201-342-2323	Monmouth	732-431-6000
Burlington	609-835-4329	Morris	908-454-7000 x118

Camden	856-964-6887	Ocean	732-244-2351
Cape May	609-463-0138	Passaic	973-684-3320 x304
Cumberland	856-451-2966 x6646	Salem	856-451-2966 x6646
Essex	866-889-6270	Somerset	908-454-7000 x118
Gloucester	856-451-2966 x6646	Sussex	908-454-4850
Hudson	201-217-7263	Union	908-454-7000 x118
Hunterdon	908-454-7000 x118	Warren	908-454-4850
Mercer	866-889-6270		

### **Social Services for the Homeless**

The Social Service for the Homeless (SSH) program provides assistance to New Jersey residents who are at risk of homelessness, but are ineligible for Temporary Assistance for Needy Families welfare, General Assistance welfare or Supplemental Security Income. SSH can pay for emergency food or a motel or shelter stay for a limited amount of time. It also can provide rental, mortgage, utility, and security deposit assistance. This program, which operates on a 24-hour emergency basis, also includes referral services and limited case management. To apply for services in your area, call the county office.

<b>County</b>	<b>Telephone</b>	<b>County</b>	<b>Telephone</b>
Atlantic County	609-345-5517	Middlesex County	888-908-4636
Bergen County	888-323-7436	Monmouth County	732-431-6000
Burlington County	856-234-8888	Morris County	800-640-9783
Camden County	800-331-7272	Ocean County	732-349-1500
Cape May County	609-886-1325	Passaic County	211
Cumberland County	800-360-7171	Salem County	856-299-7200
Essex County	973-744-3312	Somerset County	908-526-8800
Gloucester County	800-648-0132	Sussex County	877-827-8411
Hudson County	800-624-0287	Union County	908-756-6060
Hunterdon County	908-788-1300	Warren County	211
Mercer County	609-278-1481		

### **Subsidized Housing for Seniors & Disabled**

Telephone: 609-633-6303 ((For a listing of subsidized housing for seniors & disabled)

Website: <http://www.state.nj.us/dca/divisions/codes/publications/guide.html>  
(Guide to Affordable Housing in New Jersey)

Subsidized Housing specifically designated for seniors and people with disabilities is available throughout the state. To locate subsidized housing for seniors and people with disabilities in your area, contact your local county office for the disabled and/or you local county office on aging. County contact sheets, which list the contacts for these offices, are available through Brain Injury Alliance of New Jersey.

### **WWW.NJHOUSING.GOV**

The New Jersey Housing Resource Center, a FREE online, searchable registry of affordable and special needs housing located in New Jersey, is administered by HMFA.

People without internet access can call 1-877-428-8844 to receive help in searching the database.

**Additional housing resources may be available at your county level, including non-profit agencies that assist residents in finding and obtaining**

**affordable housing. For more information on your county resources, dial 211 and be connected to the Information & Resources Helpline for health and human services, community resources and governmental assistance for your county.**

## **H. Assistive Technology**

### **ABLEDATA**

Telephone: 1-800-227-0216

Website: [www.abledata.com](http://www.abledata.com)

This organization provides information about assistive technology products and rehabilitation equipment available throughout the world. Although ABLEDATA does not sell products, they can locate companies that do.

### **The Assistive Technology Advocacy Center (ATAC) of Disability Rights New Jersey**

210 South Broad Street, 3rd Floor

Trenton, NJ 08608

Telephone: 1-800-922-7233

Website: [www.drnj.org](http://www.drnj.org)

ATAC provides information and referral, outreach and education, technical assistance and legal and non-legal advocacy in the area of assistive technology. They also publish the CARTWheel, a NJ-wide directory of assistive technology service providers, vendors, and funding sources. Back in Action is a used equipment recycling program whose mission is to provide an alternative source for assistive technology devices, including hospital beds, wheelchairs, TTYs, etc. The Back in Action catalog acts as a clearinghouse for assistive devices that are for sale (usually at a minimal cost) or offered for donation or loan. The Back in Action program can be accessed online at: [www.drnj.org/pdf/BIA%200708.pdf](http://www.drnj.org/pdf/BIA%200708.pdf) or call 1-800-922-7233 for a catalog.

### **NJ Coalition for the Advancement of Rehabilitation Technology (CART)**

1005 Whitehead Road Extension Ste. 1

Ewing, NJ 08638

Telephone: 1-888-322-1918

Website: [www.njcart.org](http://www.njcart.org)

NJ CART is a non-profit organization which networks professionals and others interested in assistive technology and provides continuing education for its members and the community. The group meets approximately five times per year to discuss various assistive technologies. The organization does not provide evaluations.

## **I. Children's Health Care & Education**

### **Catastrophic Illness in Children Relief Fund**

NJ Department of Human Services

P.O. Box 728

Trenton, NJ 08625

Telephone: 1-800-335-3863

Website: [www.njcatastrophicfund.org](http://www.njcatastrophicfund.org)

Financial help is available from this fund if your child is 21 years old or younger when the medical expenses were incurred; your family has lived in New Jersey at least three months prior to application; and in any prior, consecutive, 12

month period, dating back to 1988, eligible expenses must exceed 10% of the family's income, plus 15% of any excess income over \$100,000. Covered expenses include, but are not limited to, special ambulatory care, acute or specialized in- or out-patient hospital care, medical equipment, medically-related home modifications, home health care and medical transportation.

### **Statewide Parent Advocacy Network (SPAN)**

35 Halsey Street, 4th Floor

Newark, NJ 07102

Telephone: 1-800-654-7726

Website: [www.spannj.org](http://www.spannj.org)

SPAN provides support, training and advocacy for families and professionals who seek assistance with the educational and healthcare needs that impact children with special needs.

### **Education Law Center**

60 Park Place, Suite 300, Newark, NJ 07102

Phone: 973-624-1815

Website: [www.edlawcenter.org](http://www.edlawcenter.org)

The Education Law Center focuses on improving public education for disadvantaged children, and children with disabilities and other special needs.

The Center uses a wide variety of strategies, including public education and engagement, policy initiatives, research, communications and, as a last resort, legal action. The Law Center also publishes *The Right to Special Education in New Jersey: A Guide for Advocates*.

### **ASAH**

2125 Route 33, Lexington Square, Hamilton Square, NJ 08690

Phone: 609-890-1400

Website: [www.asah.org](http://www.asah.org)

ASAH is a not-for-profit organization of private schools and agencies in New Jersey which provide highly specialized services to more than 10,000 infants, children and young adults with disabilities. Founded in 1974 by thirteen private schools, ASAH now serves more than 125 school locations. ASAH provides a toll free Parent Assistance Line to help parents understand their rights and identify appropriate services, and a free Speakers Bureau for parent groups to access experts on topics in special education.

### **Division of Developmental Disabilities**

(See Listing Under State Agencies on Page 30)

### **Special Child, Adult and Early Intervention Services**

(See Listing Under State Agencies on Page 33)

### **Disability Rights New Jersey**

(See Listing Under Legal Services on Page 37)

### **Office of Special Education Programs**

P.O. Box 500

Trenton, NJ 08625

Telephone: 609-292-4469

Website: [www.nj.gov/njded/specialed](http://www.nj.gov/njded/specialed)

The office implements state and federal laws and regulations governing special education to ensure that pupils with disabilities in New Jersey receive full educational opportunities. It provides statewide leadership through the development of policy and implementation documents and provides guidance to

school districts and parents regarding the implementation of special education programs and services. Their website contains an online search directory of approved private schools for the disabled in and out of state that can be searched by county and disability. In addition, the office funds four learning resource centers (LRCs) that provide schools and parents with information services, materials circulation, technical assistance, consultation services and production services.

**Learning Resource Center - Central Region**

200 Riverview Plaza, 1st Floor

Trenton, NJ 08625

Mailing: LRC-Central, NJ Dept. of Education, PO Box 500, Trenton, NJ 08625

Telephone: 609-633-8893

Region Served: Hunterdon, Mercer, Middlesex, Monmouth, Ocean, Somerset, and Union Counties

**Learning Resource Center - North**

7 Glenwood Avenue, 2nd Floor, Suite 201

East Orange, New Jersey 07017

Region Served: Bergen, Essex, Hudson, Morris, Passaic, Sussex, and Warren Counties

Telephone: 973-414-4491

**Learning Resource Center - Northern Satellite**

104 The American Road, Building 100

Morris Plains, New Jersey 07950

Region Served: Bergen, Essex, Hudson, Morris, Passaic, Sussex, and Warren Counties

Telephone: 973-631-6345

**Learning Resource Center – South**

Learning Resource Center – South at EIRC

South Jersey Technology Park,

Samuel H. Jones Innovation Center – Suite 200

107 Gilbreth Parkway

Mullica Hill, NJ 08062

Region Served. Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, and Salem Counties

Telephone: 856-582-7000

**J. Information & Support**

**2-1-1**

From Your Phone: Simply dial 2-1-1

Website: [www.nj211.org](http://www.nj211.org)

From Your Cell Phone: 1-800-435-7555

2-1-1 is a new statewide easy to remember telephone number that connects people with important community services and volunteer opportunities. While services that are offered through 2-1-1 vary from community to community, 2-1-1 provides callers with information about and referrals to human services for every day needs and in times of crisis.

**Family Support Center of New Jersey**

2516 Route 35 North

Manasquan, New Jersey 08736

Telephone: 1-800-372-6510

Website: [www.fscnj.org](http://www.fscnj.org)

The Family Support Center is a "One-Stop Shop" clearinghouse, offering you the most up-to-date information on all types of disabilities as well as national, state and local support programs and services for individuals and families seeking such information. Services of the Family Support Center include an online database of programs, services and resources on a wide range of disabilities, diseases and disorders; a statewide parent to parent support program; lending library; private respite provider database; guardianship stipends; and an annual conference. They also publish an OPTIONS manual, free for families, which includes information on support programs, advocacy, education, recreation, financial assistance and practical parent-to-parent tips.

### **County Office for the Disabled**

County Offices for the Disabled function as a clearinghouse for information about programs and services, advocate for people with disabilities and provide technical assistance at a local level.

<b>County</b>	<b>Telephone</b>	<b>County</b>	<b>Telephone</b>
Atlantic County	888-426-9243	Middlesex County	732-745-4013
Bergen County	201-336-6500	Monmouth County	732-431-7399
Burlington County	609-265-5144	Morris County	973-285-6855
Camden County	856-858-3220	Ocean County	732-506-5062
Cape May County	609-465-4117 x28	Passaic County	973-569-4060
Cumberland County	856-825-8707	Salem County	856-935-7510
Essex County	973-395-8494	Somerset County	908-704-6334
Gloucester County	856-681-6128	Sussex County	973-948-6000
Hudson County	201-369-5280	Union County	908-527-4840
Hunterdon County	908-788-1361	Warren County	888-383-3296
Mercer County	609-989-6468		

### **NJ Statewide Independent Living Centers (SILCS)**

c/o Progressive Center for Independent Living

1262 Whitehorse-Hamilton Square Road

Hamilton, NJ 08690

Telephone: 877-917-4500 Website: [www.njsilc.org](http://www.njsilc.org)

Centers for Independent Living are community based, consumer-driven organizations that provide information and referral, peer counseling, skills training, advocacy and a variety of services based on individual needs.

### **Statewide Independent Living Council County Offices**

<b>County</b>	<b>Council Name</b>	<b>Telephone</b>
Atlantic	Total Living Center, Inc.	609-645-9547
Bergen	Heightened Independence & Progress	201-996-9100
Burlington	Resources for Independent Living	609-747-7745
Camden	Center for Independent Living	800-413-3791
City of Camden	Camden City Independent Living Center	856-966-0800
Cape May	Tri-County Independent Living Center	856-327-5177
Cumberland	Tri-County Independent Living Center, Inc.	856-327-5177
Essex	Dial, Inc.	973-470-8090
Gloucester	Center for Independent Living	800-413-3791
Hudson	Heightened Independence & Progress	201-533-4407

Hunterdon	Progressive Center for Independent Living	877-376-9174
Mercer	Progressive Center for Independent Living	877-917-4500
Middlesex	Alliance Center for Independence	732-738-4388
Monmouth	Moceans Center for Independent Living	732-571-4884
Morris	Dawn, Inc.	888-383-3296
Ocean	Moceans Center for Independent Living	732-505-2310
Passaic	Dial, Inc.	973-470-8090
Salem	Tri-County Independent Living Center	856-327-5177
Somerset	Alliance Center for Independence	732-738-4388
Sussex	Dawn, Inc.	888-383-3296
Union	Alliance Center for Independence	732-738-4388
Warren	Dawn, Inc.	888-383-3296

### **NJ MentalHealthCares**

Telephone: 1-866-202-4357

Website: [www.njmentalhealthcares.org](http://www.njmentalhealthcares.org)

A free, confidential mental health information and referral helpline and website, helping professionals and the general public. Providing information about, and referrals to, many mental health services for adults and children, including: legal, housing, employment rehabilitation, inpatient and outpatient, self-help and more.

### **The Addictions Hotline of New Jersey**

Telephone: Dial 2-1-1 or 1-800-238-2333

The Addictions Hotline of New Jersey provides trained clinically supervised telephone specialists who are available 24 hours a day, 7 days a week to educate, assist, interview and/or refer individuals and families battling addictions. Calls are free and information shared is confidential.

### **Ala-Call/Substance Abuse Hotline**

Telephone: 1-800-322-5525

The Ala-Call/Substance Abuse hotline is an Information and Referral hotline for New Jersey residents with alcohol and drug problems. A trained volunteer will provide you with information about meeting times and locations for Alcoholics Anonymous, Al-Anon, Alateen, Narcotics Anonymous, Nar-Anon, ACOA, CODA and other self-help groups. Information is available concerning counseling, hospitalization, and treatment facilities which cover the entire state of New Jersey. There is also service for non-English-speaking callers.

# Tips for Making Phone Calls & Advocating for Services

The first step to becoming a good advocate is to learn how to get the information you need. This means making many phone calls! These steps will help you get the most out of every phone call that you make. Making phone calls to get information is one of the most valuable tools to becoming a successful advocate. It takes practice. The more you do it, the better you will get.

## Be Prepared

- Have a pad of paper and pencil or pen ready.
- Think about the information you want to get: Why are you calling? What do you want to find out? Who do you need to talk to? Write down your questions before making the call.
- Try to make the phone call from a quiet place and when you won't be interrupted.

## During the phone call

- Keep accurate notes.
- Write down the agency name and phone number, the date of the phone call, who you spoke with, what you learned, and what you have to do next.
- Be patient. You may be put on hold or transferred to different people. You may need to ask the same questions several times. You may be directed to call someone else. This can get very frustrating, but it's important to remain calm.
- There is a fine line between being assertive and being aggressive. Try to stay assertive.
- Here are some examples of good ways to get the information you need.

### Beginning the Call:

- "I'm hoping you can help me. My name is \_\_\_\_\_. I am trying to get information about \_\_\_\_\_."
- "My name is \_\_\_\_\_. I am calling about my daughter who is \_\_\_\_\_ years old and disabled. I would like to get information about \_\_\_\_\_."

### Asking for Clarification:

- "I'm sorry. I didn't hear what you said. Can you repeat that?"
- "You said \_\_\_\_\_. I don't understand what that means. Can you explain it to me?"
- "Please repeat that phone number."
- "How long do you think it will take for me to get the information that you are sending me?"
- "When should I call back to check on that?"
- "Thank you. You have been very helpful. May I call you again if I have questions?"

## After the phone call

- Review your notes.
- Write down any additional information that you remember, anything that you need to do or additional phone calls that you need to make.
- If you need to call back, get a calendar and write that down on the day you need to call.



- It's very easy to forget things. The more you write down, the better.
- Keep your notes in a safe place.

### **Following up on a call**

- Sometimes you will be making phone calls for services or applications. You may have asked when to expect a reply and then you never hear back. This can be stressful. It is OK to call and follow up. Try to call when you are calm, so you can remember what you hear and take accurate notes.
- If you are told that the application for services was denied or that services are not available, don't give up! Ask if there is a way to appeal the denial, usually called an appeals process, or if the person knows about other programs that can help.
- Here are some examples of how to follow up on a call, check on an application, and ask about appeals.

#### Waiting for a Reply

- "I called a few days ago and left a message for \_\_\_\_\_. He did not get back to me. Is he available now?"
- "I have left several messages for \_\_\_\_\_ and he hasn't called me back. He must be very busy. Is there someone else I can talk to?"

#### Checking on an Application

- "I sent in an application and want to make sure that you got it. Can you check for me?"
- "How long does it usually take to hear something after an application is sent in?"
- "I sent in an application 2 months ago and haven't heard anything. Could you please check on that for me?"

#### Asking about the Appeals Process

- "I got a letter saying that my daughter did not qualify for your services. Do you have an appeal process?"
- "I do not understand the appeal process. What am I supposed to do?"