

A Step-by-Step Guide for Families

This program helps families access assistive technology, home modifications, and vehicle modifications through a guided approval process.

1 Apply through PerformCare

Families begin by calling PerformCare at **877-652-7624** to apply for Developmental Disability (DD) eligibility and Family Support Services.

PerformCare will: Open your application, review eligibility, and schedule any required evaluations

2 Referral & Agency Evaluation

After the initial evaluation, PerformCare takes care of sending the referral to an evaluation agency on your behalf. **Families do not need to take any additional steps at this stage.** An evaluation agency will contact you to schedule an assessment at a time that works for you. This assessment helps clarify the scope of services and the medical necessity of the request. Once completed, the evaluation report is sent to the state for review.

3 State Authorization For Services

If approved, the state authorizes FRN to begin services, and families receive a formal approval notice from the Department of Children and Families (DCF) confirming next steps.

4 Family Resource Network Support Begins

Family Resource Network will:

- Contact you directly and explain what happens next
- Send initial paperwork and a simple checklist
- Review your request with you and confirm the project details
- Share information for approved vendors
- Confirm the project fits within the approved budget (up to \$15,000)
 - **Note:** budgets are approved on a three-year cycle
- Support the project with you and the approved vendor from start to finish

Family Checklist

This checklist helps keep the approval process moving smoothly. Don't worry if you don't have everything right away – we'll review it together.

Required Documentation

- Completed PerformCare application
- Participation in required evaluations
- Prescription or statement of need from a physician or licensed therapist**
 - Must list the specific modification
 - Must include a diagnosis
 - Must be dated within the past year

If You Rent or Live in a Condo

- Written permission from landlord or condo association
- Copy of lease (if applicable)
- Families should be prepared to welcome approved contractors into the home for measurements and estimates
- If the request is under \$3,000:
 - One quote is acceptable
- If the request is over \$3,000:
 - Three quotes with identical specifications
 - Quotes dated within the last 60 days
 - No NJ sales tax included

Important Things to Know

- Do not purchase items or begin work before approval
- Funding is based on eligibility, medical need, and available resources
- CSOC is the payer of last resort
- Family Resource Network pays vendors directly after work is completed and confirmed
- Work can only be completed by DCF-approved vendors
- Finish selections, such as tile, are allowed when they support accessibility and remain within practical, cost-effective guidelines

What to Expect From Us

- Clear guidance at each step
- Help understanding paperwork and timelines
- Ongoing communication throughout the process
- Support coordinating vendors and approvals