

Selecting a Service Provider

Making Choices, Becoming Empowered



A Guide for People with Developmental Disabilities

As someone receiving services through New Jersey's Division of Developmental Disabilities, you are able to choose the service provider that best meets your needs. The opportunity to select a service provider is a new process for many, but choosing the provider that is the right fit for you is important to ensuring quality in the services you receive.


This guide provides information and ideas that can help in the selection process.

Selecting a Service Provider

Introduction

New Jersey's Division of Developmental Disabilities (DDD) provides supports and services to eligible adults with developmental disabilities who are 21 and older. You are able to choose the service providers that will work best for you. A service provider is any organization, business, or individual that has been approved to provide the supports you need. This guide explains when and how to choose service providers.

Your Support Coordinator will assist with exploring and linking you to service providers in your community. You may also want to include your family, friends, and others that care about you to learn more about service providers and help you decide which will best meet your needs.



A Service Provider is any organization, business, or individual that has been approved to provide the supports you need.

When Do I Choose?

New to DDD Services

If you are just starting to receive services through the Division of Developmental Disabilities (DDD), you will be selecting a service provider for the first time.

Already Receiving DDD Services

You are able to change your service provider if you are currently receiving services. You may want to change your service provider if you are not satisfied with the supports you receive, or if the service is no longer meeting your needs.

Current Service Provider No Longer Provides Services

If the service provider stops providing services or is disenrolled, you will need to choose a new service provider. When a service provider is disenrolled, it means they are no longer eligible to offer services.

This does not mean you will no longer receive services. There are other service providers that can meet your needs, and your Support Coordinator will help you to find providers that are available.

How Do I Choose?

Step 1: Identifying Your Needs and Wants

When choosing a service provider, you will work with your Support Coordinator to **identify your needs and wants**.

On **page 3**, you will find questions to help you think about what you need and want from a service provider.

Step 2: Learning about Service Providers

You can choose the service provider you want. Before making your choice, you should talk to service providers to learn more about what they offer.

Suggestions for **Interviewing Service Providers: Questions to Ask** can be found on **page 4**.

Step 3: Making Your Choice

On **page 5** you will find questions to **help you decide** which service provider will meet your needs best.



Step 1: Identifying Your Needs and Wants

Before exploring your options for service providers, you should **think about what you want and need**. Your Support Coordinator will help you with this as you develop your service plan together. Below are questions to identify what you need and want in your life.

What are some things you would like to do?

Participate in activities in my community

Meet people and make friends

Learn to use the computer or other technology

Find a job

Work on my advocacy skills

Find ways to get from place to place

Go out shopping

Do household chores

Exercise and eat healthy

Learn how to: _____

Other things you would like to do:

What kind of help do you need to do these things?

What are your hopes and dreams for the future?

Step 2: Learning about Service Providers

It is important to learn more about the service providers in your area. This will help you decide which service providers you prefer.

Your Support Coordinator will help you identify options for service providers that offer the support you want and need in your community. You should **talk to service providers about what you need and want** using your answers from **page 3**.

You should also **interview service providers** about what they have to offer. These are some questions you can ask when you interview service providers:



- How will your agency help me to achieve my hopes and dreams for the future?

- How will your agency involve me in choosing my staff?

- How will your agency help me be involved in the community?

- What activities and places do you know about in my community?

- How will your agency make sure I am healthy and safe?

- How will you help me meet people and make friends?

- How will you ask me if I like the supports I receive from your agency?

- Will changes be made if the supports I receive from your agency are not working well for me?

- Are there people receiving supports from your agency that I can contact to learn more?

Step 3: Making Your Choice



What did you think of the service providers you interviewed?

Take time to review the answers you received when you interviewed service providers. It can be helpful to discuss these with your family members, friends, Support Coordinator, and others that care about you. Use the questions below to **help you decide**.

Which service providers did you interview?

Which service provider understands your needs and wants best?

Which service provider will help you to achieve what you want?

Which service provider knows the most about recreation, activities, and places in your community?

Which service provider will make sure you are healthy and safe?

Which service provider will help you meet people and make friends?

Which service provider will make changes to the supports if they are not working well for you?

When you spoke to others receiving supports, which service provider did they like best?

I've Made My Decision, What's Next?

Let your Support Coordinator know once you have decided on the service provider that you think will best meet your needs. Your Support Coordinator will work quickly to confirm that the provider will meet your needs and is available to provide supports when and where you need them.

Need More Information?

More detailed information about selecting a service provider can be found in Section 9.3 (Accessing Division-Funded Services) of the New Jersey Department of Human Services' Division of Developmental Disabilities' Supports Program Policies & Procedures Manual, available online at:



http://www.state.nj.us/humanservices/ddd/documents/supports_program_policy_manual.pdf

Additional resources for individuals with disabilities, family members, Support Coordinators, and service providers are available at:
<http://rwjms.rutgers.edu/boggscenter/projects/infopeopleandfamilies.html>

THE BOGGS CENTER ON DEVELOPMENTAL DISABILITIES

New Jersey's University Center for Excellence in Developmental Disabilities Education, Research, and Service

Selecting a Service Provider

Making Choices, Becoming Empowered



Preparation of this document was supported in part by the NJ Department of Human Services, Division of Developmental Disabilities (Contract #04ME16C).

October 2015

RUTGERS

Robert Wood Johnson
Medical School

The Boggs Center on Developmental Disabilities
Department of Pediatrics
Rutgers, The State University of New Jersey
Liberty Plaza, 335 George Street
New Brunswick, NJ 08901

rwjms.rutgers.edu/boggscenter
p. 732-235-9300
f. 732-235-9330