# PROGRAMS ADMINISTERED
# OCEAN COUNTY
# BOARD OF SOCIAL SERVICES


Northern Satellite Office
Northern Ocean County
Resource Center
225 Fourth Street
Lakewood, NJ 08701
(732) 370-8854

Main Office
Ocean County Resource
Center
1005 Hooper Avenue
P.O. Box 547
Toms River, NJ 08753-0547
(732) 349-1500

Southern Satellite Office
333 Haywood Road
Manahawkin, NJ 08050
(609) 242-6100


Emergency After-Hours Number: 211 or Toll-Free Number (877) 652-1148

TDD/TTY#: 711
Website: www.co.ocean.nj.us/SocialServices/

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## PREFACE

The Ocean County Board of Social Services provides eligible county residents with financial, medical, and social services assistance. Assistance can be granted for emergency circumstances, as well as to meet ongoing needs.

Income Assistance Programs
Medicaid Programs
Social and Support Programs

Offices are located in Toms River, Lakewood, and Manahawkin. Not all offices are staffed for all programs.

## MISSION STATEMENT

The mission of the Ocean County Board of Social Services is to serve residents of Ocean County in the administration of approximately 50 programs. The Agency has expanded its mission to include a more pronounced emphasis on client responsibility and eventual self-sufficiency. The Ocean County Board of Social Services continues to commit to an ongoing record of excellence in serving Ocean County's population. In furtherance of this goal, the Board utilizes bilingual (English/Spanish) workers, a Telecommunications Device for the Deaf (TDD), or Teletypewriter (TTY) American Sign Language interpreters, and Language Line Service to ensure that all residents have access to programs and services.

## INFORMATION AND REFERRAL

Income maintenance and social services staff are acquainted with the myriad of county services available. They ensure that clients are aware of the programs and benefits and assist with referrals as needed.

## NON-DISCRIMINATION STATEMENT

The Ocean County Board of Social Services does not discriminate on the basis of race, creed, color, national origin, age, ancestry, nationality, marital or domestic partnership or civil union status, sex, gender identity or expression, disability, liability for military service, affectional or sexual orientation, atypical cellular or blood trait, or genetic information (including the refusal to submit to genetic testing).

Esta agencia no discrimina por raza, credo, nacionalidad de origen, sexo, identidad de género o expresión, edad, estado civil o socios domésticos o uniones civiles, ancestros, incapacidad, nacionalidad, orientación sexual o afectiva, rasgos celulares o sangre hereditaria anormal, información genética (incluyendo la denegación a someter a la prueba genética), por servicios en las fuerzas armadas.

# INCOME ASSISTANCE PROGRAMS

## COMMUNICATIONS LIFELINE/LINK UP AMERICA

Verizon's Communications Lifeline/Link Up America program makes telephone service more affordable for qualified applicants. The Communications Lifeline provides qualified low-income individuals with a credit towards their monthly telephone bill. The Link Up America component of the program provides eligible individuals with a discount on telephone connection charges with the remaining amount billed in 12 monthly payments.

## ELECTRONIC BENEFITS TRANSFER (EBT)

The Electronic Benefits Transfer (EBT) system (known statewide as Families First) took effect in Ocean County on March 1, 1999. This system replaced the issuance of checks and food coupons to eligible TANF/GA/NJ SNAP clients and made their cash and food benefits available to them through an electronic benefit account. To access their cash, food and certain transportation related benefits, TANF/GA/NJ SNAP clients utilize their Families First cards. The EBT card may be used at merchant point-of-sale (POS) terminals and automated teller machines (ATM).

## EMERGENCY ASSISTANCE (EA)

Work First New Jersey/TANF/GA and Supplemental Security Income (SSI) recipients may be eligible to receive Emergency Assistance (EA) benefits to alleviate or prevent homelessness. This assistance may include temporary shelter, utility assistance, food, household furnishings, security deposit, first month's rent, back rent, and/or a rent subsidy. Receipt of these benefits is time-limited and contingent upon other eligibility factors, such as housing affordability.

## NJ SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (NJ SNAP)

This program is designed to promote the general welfare and safeguard the health and well-being of low-income individuals by raising their level of nutrition. When making food purchases, eligible individuals use their Families First card to pay for food purchases with funds available in their Electronic Benefits Transfer (EBT) account. Able-bodied NJ SNAP recipients may be required to register for work and participate in meaningful work-related activities through the NJ SNAP Employment and Training Program.

## REFUGEE RESETTLEMENT PROGRAM (RRP)

This program serves refugees and asylees resettling in New Jersey and provides assistance such as medical support, employment services and other social services.

## WORK FIRST NEW JERSEY/GENERAL ASSISTANCE PROGRAM (WFNJ/GA)

This is a program designed to provide time-limited cash assistance and services that help improve the well-being of single adults or couples without children while they work at obtaining self-sufficiency through employment and/or other sources. The WFNJ/GA program incorporates a five-year limit on cash assistance.

## WORK FIRST NEW JERSEY/TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (WFNJ/TANF)

This is a program designed to provide time-limited cash assistance to needy families with children. The program requires most recipients to participate in work-related activities while providing child-care assistance and other support services designed to promote economic self-sufficiency. The WFNJ/TANF program incorporates a five-year limit on cash assistance.

# MEDICAID PROGRAMS

Medicaid programs pay medical bills for low-income individuals who qualify for assistance. All payments are made directly to the providers of medical and other health-care services.

## BREAST AND CERVICAL CANCER PROGRAM

This program provides full Medicaid benefits to uninsured individuals under the age of 65 who have been diagnosed with breast and/or cervical cancer and who are in need of treatment. As part of the eligibility requirement for this program, individuals must be screened through the New Jersey Cancer Education and Early Detection Program administered by the Department of Health and Senior Services. Once an individual is determined eligible for this program, they continue to be eligible, without regard to changes in their financial circumstances, until they no longer require cancer treatment. As long as an individual is eligible, they are entitled to receive all Medicaid-covered services from a Medicaid-participating provider.

## BURIAL ASSISTANCE PROGRAM

Federal, state, and county funding enables the Board to provide burial assistance for Ocean County residents who had been recipients of Supplemental Security Income (SSI), Medicaid Only, New Jersey FamilyCare (NJFC), Temporary Assistance for Needy Families (TANF), Medically Needy, General Assistance (GA), and Managed Long-Term Services and Supports (MLTSS). Payment is made directly to funeral homes.

## EARLY PERIODIC SCREENING, DIAGNOSIS, AND TREATMENT (EPSDT)

NJ FamilyCare (NJFC) and Temporary Assistance for Needy Families (TANF) recipients, whose children are under age 21, are informed of special preventive health services available through Early Periodic Screening, Diagnosis, and Treatment (EPSDT). Recipients participating in well-child yearly examinations are also provided with support services which assist them in locating medical providers.

## FAMILY PLANNING

Professional family planning services are available to all recipients of Medicaid. Board provides information and literature on these services through the Early Periodic Screening, Diagnosis, and Treatment (EPSDT) staff.

## MANAGED LONG TERM SERVICES AND SUPPORTS (MLTSS)

MLTSS provides home care to disabled Medicaid beneficiaries meeting the income, asset, and nursing facility level of care requirements established by Medicaid, who otherwise would be unable to safely live in the community.

MLTSS is designed to expand home- and community-based services and includes assistance for persons with traumatic brain injuries, AIDS, and those requiring hospice services. Case management services are provided by the Managed Care Organization. MLTSS also provides comprehensive services and supports, whether at home, in an assisted living facility, in community residential services, or in a nursing home.

## MEDICAID EXTENSION

Extended Medicaid benefits are available to families who lose eligibility for Medicaid due to employment-related criteria based upon the income standards and methodologies in effect for the Aid to Families with Dependent Children Program as of July 16, 1996. Thus, Extended Medicaid benefits will begin with the loss of Work First New Jersey cash assistance only when that loss is coincident with the loss of Medicaid eligibility under the July 16, 1996, Aid to Families with Dependent Children Program income standards and methodologies.

## MEDICAID ONLY

Medicaid Only is available to the aged, blind, and disabled residents of Ocean County. Eligible individuals may reside in the community, an assisted living facility, a nursing home, or may be confined to a general or rehabilitation hospital. Eligibility is based on the applicant's income, as well as resource guidelines which relate to the individual's living arrangements.

## MEDICAID SPECIAL

Medicaid Special is designed to provide adequate medical care for children under the age of 21. Financial eligibility is based on the income of the individual and/or his or her parents. The income of the spouse is also considered if married.

## MEDICALLY NEEDY

The Medically Needy Program provides limited medical benefits to New Jersey residents who may not be able to afford health care services but have income and/or assets that are too high for them to qualify for Medicaid. Medically Needy provides assistance for persons in the community who are not otherwise Medicaid eligible. The Medically Needy Program is unique in that if the income of the household exceeds the standard, the client may spend down their income and attain eligibility if they have outstanding medical bills.

## NJ FAMILYCARE (NJFC)

The NJ FamilyCare Program (NJFC) provides health insurance for families, single adults, and childless couples as well as pregnant women who are unable to afford prenatal care. Eligible women receive health care coverage during their pregnancy and for one year following delivery or the date on which the pregnancy ends. Health care and immunizations are also provided for eligible infants and children. Applicants must meet program income guidelines. There is no resource limit in determining financial eligibility. On January 1, 2023, the Cover All Kids program was launched, providing health care coverage to all income eligible children up to age 19.

## NJ FAMILYCARE AGED, BLIND, DISABLED (ABD) PROGRAMS

Low-income individuals aged 65 and over or individuals who meet the Social Security Administration guidelines for disability or blindness may be eligible for the Aged, Blind and Disabled (ABD) segment of the NJ FamilyCare (NJFC) Program.

## NJ WORKABILITY PROGRAM

This is a state and federally funded program that provides Medicaid benefits to permanently disabled individuals over the age of 16 who are employed either full or part-time. Financial eligibility is determined using the individual's earned and unearned income while disregarding their Social Security Disability benefits. A disability determination, prior to age 65, either from the Social Security Administration or the Disability Review Team of the New Jersey Division of Medical Assistance and Health Services is required.

## PLAN FIRST

Plan First is a limited benefit program, which provides family planning services only. The program is designed to provide a full range of family planning services to men and women who do not have access through insurance. The Plan First Program does not provide minimum essential health care coverage, such as physicals.

## VOTER REGISTRATION

The National Voter Registration Act was implemented in New Jersey. Accordingly, staff offer all applicants/clients the opportunity to register to vote at each application, address change, recertification, or redetermination interview.
Completed voter registration applications are mailed to the Ocean County Board of Elections weekly.

# SOCIAL AND SUPPORT PROGRAMS

## ADULT PROTECTIVE SERVICES PROGRAM

This program provides services to vulnerable adults 18 years of age and older, residing in the community, who are the subject of abuse, neglect, self-neglect, and/or exploitation, and are unable to protect themselves. Social workers provide assessments, care plans, and coordinate linkage to community programs to assist adults with stabilization in the community. As a last resort, social workers will work with legal interventions to protect clients.

## AFTER-HOURS PROGRAM

The Agency coordinates payment for placement of adults and families who are experiencing a housing emergency and have been placed by NJ 2-1-1 via the Homeless Hotline. Additionally, the Agency contracts with NJ 2-1-1 to provide an after-hours telephone answering service which notifies the Agency of calls requesting Adult Protective Services in Ocean County outside of Agency business hours. The program is funded by the Ocean County Board of Social Services and the Ocean County Office of Senior Services (Title III B Services to the Elderly).

## CASE MANAGEMENT FOR THE JERSEY ASSISTANCE FOR COMMUNITY CAREGIVING (JACC)

The purpose of the JACC Program is to allow elderly persons in need of nursing home level of care to remain in their own homes for as long as possible with supportive services provided by the program. Care managers work in collaboration with participants and their families to coordinate and implement services for eligible individuals. The JACC Program is accessed through the Ocean County Office of Senior Services.

## CHILD SUPPORT AND PATERNITY – PARENT LOCATOR

This program provides services to the general public which include parent location, genetic testing to establish paternity, and modification of child support orders. In addition, the program establishes court orders for child support and medical coverage on behalf of public- and non-public- assistance recipients. Court orders for support and medical coverage are established through the Superior Court and are enforced by county probation departments with the assistance of the county sheriff.

## FRIENDSHIP CORNER

Friendship Corner was developed to meet the recreational, social, and educational needs of boarding home residents by providing therapeutic recreational programming. Friendship Corner conducts field trips, as well as hosting an annual Boarding Home Festival and Thanksgiving/Holiday dinner.

## HOLIDAY PROGRAM

Requests are received from concerned individuals, businesses, clergy, and other organizations for the names of individuals and families who would welcome a donated gift or food for their holiday meal. Clients authorize the Board to give their names to donors.

## HOME TENANT-BASED RENTAL ASSISTANCE PROGRAM

This program assists low-income individuals, families, and the elderly who fall under HUD income guidelines and are in need of housing assistance by providing a rent subsidy for a maximum of 24 months, in addition to receiving case management by an experienced social worker.

## HOMELESS/HOMELESS PREVENTION SERVICES

The Board administers a number of time-limited programs to aid persons who are homeless or in danger of becoming homeless. The Board may provide limited emergency temporary housing. Help may be available from the Agency through a variety of grants and funding streams whether or not persons are receiving public assistance and, in some cases, may provide security deposits, back rent or mortgage assistance to prevent eviction or foreclosure. A small number of rent subsidy slots may be available to certain households. Other services such as food and transportation are also available. All cases are screened and referred to all other resources. The Homeless Hotline through NJ-2-1-1 provides assistance for emergent housing issues that arise after business hours or when the Board is closed. Funding is limited so assistance is not always available for all programs.

## HOUSING OPPORTUNITIES FOR PERSONS WITH AIDS

This program assists low income individuals living with HIV/AIDS and their families who fall under HUD income guidelines and are in need of housing assistance by providing a rent subsidy, in addition to receiving case management by an experienced social worker.

## OCBSS RESPONSIBILITY IN ROOMING AND BOARDING HOUSE ACT OF 1979

The Board is responsible for coordinating the investigation of all complaints pertaining to rooming and boarding houses, as well as residential health care facilities throughout Ocean County. Allegations of abuse, neglect, or exploitation of residents of these facilities are investigated directly by this department. Outreach to provide information on available services is performed every six months to boarding homes and residential health care facilities and every twelve months to rooming houses as required by the Rooming and Boarding House Act of 1979.

## PERSONAL ASSISTANCE SERVICES PROGRAM

This program provides attendant care services to physically disabled individuals age 18 years of age and older, who have a permanent physical disability, are capable of self-direction and are able to supervise an attendant. Services provided enable disabled adults to be employed, prepare for employment, volunteer, and/or live independently.

## RESPITE CARE

This program is funded by the Office of Senior Services, Older American Act Title III E. The program provides residential maintenance and assisted technology including minor home repairs and modifications, ramp installation, and Personal Emergency Response buttons to adults age 60 and over. Services are provided to eligible adults who have an unpaid caregiver and whose health and safety are threatened because they cannot perform activities of daily living and/or are at risk of institutional placement.

The In-Home Caregiver Education Program is a component of the Respite Care program which provides one-on-one education to enhance caregiver ability and effectiveness. Instruction is provided in the home environment to caregivers of persons over age 60 that have a chronic disability or illness. The caregiver must be an unpaid primary caregiver who either lives with the care recipient or visits regularly to assist with managing life activities. The program may provide up to five visits by professionals, including physical therapists, occupational therapists, speech therapists, dieticians, or licensed clinical social workers for counseling. There are no income eligibility guidelines for these programs.

## SENIOR ASSISTED SOCIAL SERVICES (SASS)

The purpose of this program is to provide home modifications necessary to alleviate conditions which are determined to adversely affect the health and safety of county residents age 60 and older. Recommendations on needed home modifications for eligible individuals are made once a home inspection is completed. Additionally, escorted transportation is available to eligible individuals who require safe transportation to attend to their activities of daily living. Assisted and/or escorted transportation services are provided to Ocean County residents 60 years old and older to secure housing, benefits, and nutrition as well as access to medical care and other services related to the health and welfare of the individual who is not receiving transportation services through other programs.

## SOCIAL SERVICES

The Board provides information and referral services to county adults without regard to income. Information and referrals are directed to adults in need of protective services, transportation, home repairs, and other services. Information and referral services are also available to residents in boarding homes, residential healthcare facilities and rooming houses.

## STATEWIDE RESPITE CARE PROGRAM

This program provides respite services to families experiencing fatigue and stress due to long-term caregiving of frail, elderly, and/or disabled members. Services are short-term and can be arranged on an intermittent basis or for a specific period of time. Respite care makes use of a variety of short-term services to meet the specific and limited goal of providing caregivers with temporary relief from the physical and emotional demands of caregiving. Families or individuals providing unpaid basic daily care at home to a functionally impaired adult over age 18 may be eligible for services. Priority is given to families where the impaired member is at risk of long-term institutionalization due to the inability of the caregiver to continue in that role.

## MOBILE OUTREACH UNIT

The mobile outreach unit brings the Ocean County Board of Social Service programs directly into communities across the County's 640 square miles. The mobile outreach unit staff have a wide range of knowledge of the more than 50 programs administered by the agency and are able to assist residents to identify and apply for eligible programs, as well as provide referrals to the vast resources offered in Ocean County.

## SUPPORTIVE ASSISTANCE TO INDIVIDUALS AND FAMILIES (SAIF)

This program is an intensive case management program for Work First New Jersey (WFNJ) recipients who have received more than 48 months of assistance. It also provides additional support to families and individuals who have been unable to become self-sufficient because of serious barriers.

## TRANSPORTATION SERVICES

- **Emergency Assistance (EA)** – Limited transportation services are provided to eligible recipients of Emergency Assistance.

- **Fair Hearings** – Beneficiaries receive transportation to attend fair hearings concerning adverse actions to the beneficiary.

- **Friendship Corner** – Transportation for Friendship Corner clients is provided for several annual events held during the year.

- **Senior Assisted Social Services (SASS) -** Assisted and/or escorted transportation services are provided to Ocean County residents 60 years old and older to secure housing, benefits, and nutrition as well as access to medical care and other services related to the health and welfare of the individual who is not receiving transportation services through other programs.

## WORK FIRST NEW JERSEY (WFNJ) CASE MANAGEMENT

Case management services are provided to TANF/GA/SSI recipients with serious barriers to employment and self- sufficiency. The WFNJ Case Management unit handles cases involving domestic violence, homelessness, drug and alcohol abuse, and mental illness.

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# TELEPHONE DIRECTORY

Main Office: (732) 349-1500

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Emergency After-Hours Numbers: 211 or (877) 652-1148

Telecommunications Device for the Deaf (TDD) /
Teletypewriters (TTY): 711

Fax Machines:

| | |
|---|---|
| Main Office: | (732) 244-8075 |
| Lakewood: | (732) 905-9797 |
| Manahawkin: | (609) 597-5739 |

Office Hours – Monday through Friday, 8:30 a.m. – 4:30 p.m.

Correspondence to the Ocean County Board of Social Services is mailed to:

**OCEAN COUNTY BOARD OF SOCIAL SERVICES**
**1005 HOOPER AVENUE**
**P. O. Box 547**
**TOMS RIVER, NJ 08753-0547**

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