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Hello and welcome to KISS!!

We would like to take the opportunity to welcome you to Keeping Independence Services and Supports (KISS). Thank you for putting your confidence in our agency and we look forward to our partnership. As your support coordination agency, we will help identify services and supports that help you meet your goals and help you chart your life's course. Through a mix of services, we hope to help you maintain and develop relationships, connect you with your community, live more independently, and much more.

As we get started on the intake process, we will be working together to develop a service plan, which includes two documents, the New Jersey Individualized Service Plan (NJISP) and Person-Centered Planning Tool (PCPT). Please be patient, as we will be asking a lot of detailed questions and gathering documents. It is important that we present an accurate picture so that proper support is put in place. Once complete, these documents will be shared with service providers too as part of their determination of if they can meet your support needs. Services are funded through approval in the NJISP, with the amount available determined by your tier.

As we learn about you, your goals, and your hopes and dreams, we will provide information on services funded both by the Division of Developmental Disabilities (DDD), as well as resources outside of the Division. If there are service providers you have in mind, please don't hesitate to let us know too and we can assist you with making connections. We encourage you to take the opportunity to reach out, visit, and take tours of the various providers, so that you are making choices and finding the best fit for you. Whenever possible, we are happy to help facilitate and accompany you on visits.

Once the ISP is approved, we are required to be in touch with you monthly, either by phone or in person. In-person visits are made at least once per quarter and can take place in the home (required once a year) or anywhere else. During our calls, we will be checking to see how services are going, for changes in medical status, to ensure that Medicaid is maintained (a requirement for DDD services) and to see if there are any other issues we can help resolve. However, if you have any questions at any time, you don't need to wait for our call; please don't hesitate to reach out to us. Circumstances change all the time, and we are happy to adjust your plan as needed.

At KISS, we pride ourselves on exceptional customer service and want you to know that in addition to your assigned support coordinator, there is a team of people working to help you reach your goals. In this packet, you will find contact information for our leadership team. We are always happy to help in any way we can.

We look forward to getting to know you and the people that are important to you. We want you to know that we are here to help. If we can't help directly, we will connect you with those who can. We realize that every participant is unique, and we often come up with "out of the box" ideas. New Jersey and DDD have a wide range of resources to pull from and we are happy to assist in making those connections happen.

The KISS Team