

**CHAPTER 133B**  
**INFORMATION AND REFERRAL**

**Authority**

N.J.S.A. 30:4C-44 and 9:6-8.15.

**Source and Effective Date**

R.1993 d.21, effective January 4, 1993 (operative July 1, 1993).  
See: 23 N.J.R. 3720(a), 25 N.J.R. 136(a).

**Executive Order No. 66(1978) Expiration Date**

Chapter 133B, Information and Referral, expires January 4, 1998.

**Chapter Historical Note**

Chapter 133B, Information and Referral, was adopted as new rules by R.1993 d.21. See: Source and Effective Date.

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**SUBCHAPTER 1. GENERAL PROVISIONS**

**10:133B-1.1 Purpose**

The purpose of this chapter is to make known the actions the Division shall or may take on behalf of anyone who expresses a need for services or information for himself or herself or for a family or on behalf of a child.

**10:133B-1.2 Scope**

The provisions of this chapter apply to all Division representatives, all applicants for services from the Division, all persons referred for Division services, and all persons making referrals to the Division.

**10:133B-1.3 Definitions**

The definitions in N.J.A.C. 10:133, General Provisions of Initial Response and Service Delivery, are hereby incorporated into this chapter by reference.

**10:133B-1.4 Information and referral services**

(a) The Division shall provide information and referral services within 72 hours to anyone who expresses a need for services or information for himself or herself or for a family or on behalf of a child.

(b) The Division may provide information and referral instead of an assessment and provision of services when:

1. The applicant requests or needs more than information only, as defined in N.J.A.C. 10:133-1.3; or
2. Abuse or neglect is not alleged, and the Division is not legally required to provide the requested service, and another part of the social service system is responsible for providing the service.

**10:133B-1.5 Help for the applicant**

The Division representative shall help the applicant make the referral when the applicant wants this help or the need for this help is otherwise indicated.

**10:133B-1.6 Follow-up**

When the Division representative does not provide help with the referral, the Division representative shall follow up with the applicant or the source/service to which the applicant was referred to determine whether the applicant continues to need a service from the Division when the applicant requests follow-up or the need for this follow-up is otherwise indicated. The Division representative shall provide the applicant with the Division representative's name and telephone number and inform the applicant that the applicant may recontact the Division at any time for help in obtaining the needed services.

**10:133B-1.7 County information and referral plan**

Division representatives in each county shall work with community agencies and county government to develop a county information and referral plan.