

Equipment Distribution Program (EDP)

FREQUENTLY ASKED QUESTIONS

WHAT IS THE EQUIPMENT DISTRIBUTION PROGRAM?

The Division of the Deaf and Hard of Hearing operates the Equipment Distribution Program (EDP) to ensure that New Jersey residents with hearing loss have access to critical telecommunications and visual home safety equipment.

The program provides wireless devices to help deaf and hard of hearing residents access crucial services delivered remotely, including telehealth, emergency information, telecommunications, and other vital communication needs.

WHAT ARE THE ELIGIBILITY CRITERIA FOR THIS PROGRAM?

To be eligible for the EDP, individuals must:

- Have hearing loss
- Be a New Jersey resident
- Meet the current income guidelines

WHAT IS THE APPLICATION PROCESS?

To apply online, visit: <https://nj.gov/humanservices/ddhh/services/edp/>. For a printed application, contact DDHH at DDHH.communications2@dhs.nj.gov or (609) 588-2648.

Applications may be submitted via mail, email, or fax.

WHERE IS THE APPLICATION SENT?

Mail: Division of the Deaf and Hard of Hearing
New Jersey Hearing Aid Project
PO Box 074
Trenton, NJ 08625-0074

Email: DDHH.communications2@dhs.nj.gov
Fax: (609) 588-2528



WHAT IS THE TURNAROUND TIME FOR APPLICATION PROCESSING?

Applications are processed within two (2) weeks. Additional processing time may occur if the application is incomplete or if further documentation is required.

HOW WILL THE STATUS OF THE APPLICATION BE COMMUNICATED?

DDHH sends a letter of determination via mail or email to the address included on the application.

WHAT HAPPENS AFTER CONFIRMATION OF ELIGIBILITY?

1. The applicant will receive an eligibility letter.
2. DDHH will place an order for the assistive technology.
3. DDHH will email shipping and tracking information to the applicant.



WHAT IS THE ESTIMATED TIME OF DELIVERY?

Delivery may take four (4) to six (6) weeks. Equipment is limited and subject to availability.

Some items may arrive in multiple packages.

HOW IS THE EQUIPMENT DELIVERED?

Equipment is shipped via UPS and requires a signature upon delivery. UPS will make up to three (3) delivery attempts.

If a signature is not obtained after three (3) attempts, the equipment is returned to sender.

ARE THERE ANY OUT-OF-POCKET COSTS?

Assistive technology is provided at no cost; however, out-of-pocket costs may apply depending on the device selected:

- Smartphones require a cellular service plan; applicants are responsible for all associated costs.
- Tablets are Wi-Fi only and require internet access; applicants are responsible for internet costs.

Additionally, protective cases are strongly recommended, as equipment damaged due to breakage will not be replaced.

IS THE ASSISTIVE TECHNOLOGY COVERED UNDER WARRANTY?

Yes, all assistive technology includes a manufacturer's warranty. Coverage varies by device.

WHAT IF THERE ARE QUESTIONS REGARDING SET UP, USE, OR TROUBLESHOOTING?

If there are questions regarding setup, use, or troubleshooting, contact DDHH directly for assistance.

CAN CONTACT INFORMATION BE UPDATED AFTER THE APPLICATION IS SUBMITTED?

Yes, contact information can be updated at any time. To minimize delays in delivery, notify DDHH of any changes to a phone number, email address, or mailing address soon as possible.

WHAT IF EQUIPMENT IS DAMAGED OR NOT FUNCTIONING PROPERLY?

If equipment is damaged or not functioning properly, do not attempt to repair or disassemble it. Contact DDHH directly for assistance.

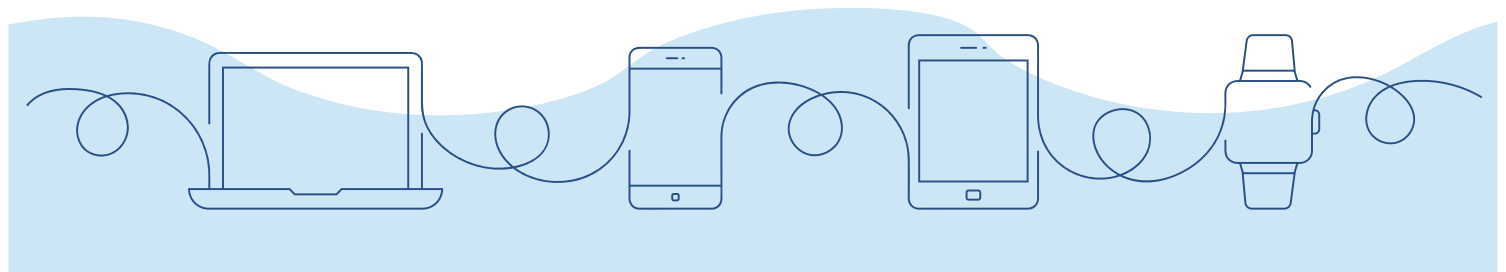
IS ASSISTANCE AVAILABLE FOR COMPLETING THE APPLICATION?

Yes, DDHH is available to guide applicants through the application process.

Contact DDHH:

(609) 588-2648 | Videophone: (609) 503-4862

Email: DDHH.communications2@dhs.nj.gov



State of New Jersey

Mikie Sherrill, Governor | Dr. Dale G. Caldwell, Lt. Governor



Department of Human Services

Dr. Stephen Cha, Commissioner

