NJ DEPARTMENT OF HUMAN SERVICES

DIVISION OF DEVELOPMENTAL DISABILITIES

Updates for Support Coordination Agencies

February 9, 2023

Webinar Agenda

- Welcome and Purpose

- Updates

- Support Coordination Agency (SCA) Landscape

- Focus on Education & Training

- 2022 Support Coordination Unit (SCU) in Review

- 2023 Support Coordination Unit Goals

- Questions

Welcome and Purpose

Welcome and Purpose

The Support Coordination Unit launched a communication plan in 2022, which includes more frequent communications to Support Coordination Agencies.

The Updates for Support Coordination Agencies webinars will continue every other month in 2023.

Welcome and Purpose

Webinar Feedback

Participants attending this webinar will have the opportunity to provide feedback related to this presentation.

The feedback tool should immediately appear when the webinar has ended.

Welcome and Purpose

In 2022, over **24,694** individuals were served through Support Coordination!

Welcome and Purpose

2022	
Monthly Contacts	**Face to Face Visits**
288,374	**45,210**

Incredible work

Support Coordination Agencies!

Updates

Updates: Mandatory Survey

COVID-19 Vaccination Rates and Testing for Support Coordination Agencies

- Survey invitations are sent the second week of each month.

- A new survey link is generated each month.

- Survey invitations are emailed to the agency head/Executive Director unless otherwise requested by the agency.

- Email may be marked as "Possible Spam Quarantined." Please check junk/spam mail.

March survey will go out on March 6th and close on March 10, 2023.

Updates: Mandatory Survey

COVID-19 Vaccination Rates and Testing for SCAs

Month	Compliance Rate
Jan-22	70%
Feb-22	95%
March-22	94%
April-22	86%
May-22	98%
June-22	81%
July-22	92%
Aug-22	93%
Sept-22	86%
Oct-22	86%
Nov-22	89%
Dec-22	85%
Jan - 23	77%

Remember to complete and submit the COVID-19 survey each month!

State of New Jersey
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Department of
Human Services

Updates: SC Monitoring Tools

Support Coordinator Monitoring Tools Released November 14, 2022

- Support Coordination Agencies are strongly encouraged to attend trainings on HCBS and on the new Support Coordinator Monitoring Tools (SCMT).

- The new Monitoring Tools became available for use in November 2022.

- Required use began in January 2023.

Updates: SC Monitoring Tools

Support Coordinator Monitoring Tools (cont'd)

- Minor updates to Tools in January 2023 – revised versions on DDD website.

  [Support Coordinator Monitoring Tool - Quarterly](#)

  o The instructions in Section 9 have been clarified.

  o The asterisk on the answer to question 10 c. has been corrected.

  o Minor grammatical revisions.

  [Support Coordinator Monitoring Tool – Monthly](#)

  o Minor grammatical revisions.

  [Support Coordinator Monitoring Tool – Work Instructions](#)

  o Updated to provide instruction and guidance on the use of the updated tools.

Updates: SC Monitoring Tools

New iRecord Feature!
Released January 25, 2023

iRecord changes to align with new SC Monitoring Tools:

- A new icon field is available in iRecord to indicate which tool is being uploaded, "M" for Monthly and "Q" for Quarterly.

- Either tool, Monthly or Quarterly, may be used with any Contact Type: Phone/Video Contact, Face-to-Face Visit, or Home Visit.

- The requirement for a Face-to-Face Visit, or Home Visit every 3rd month remains unchanged.

- The Quarterly tool must be used every three months.

Attend the live [Support Coordinator Monitoring Tools Training](#) on February 21, 2023, 10 – 11:30.

Updates: SCA Webinars

Support Coordination Unit Update Webinars for Support Coordination Agencies

- April 13, 2023; 1:00pm - 2:00pm; [Register]
- June 8, 2023; 1:00pm - 2:00pm; [Register]
- August 10, 2023; 1:00pm - 2:00pm; [Register]

[Register] for all 2023 Support Coordination Unit Update Webinars for Support Coordination Agencies.

2022 Webinar slide decks and recordings may be found on the [Division website]
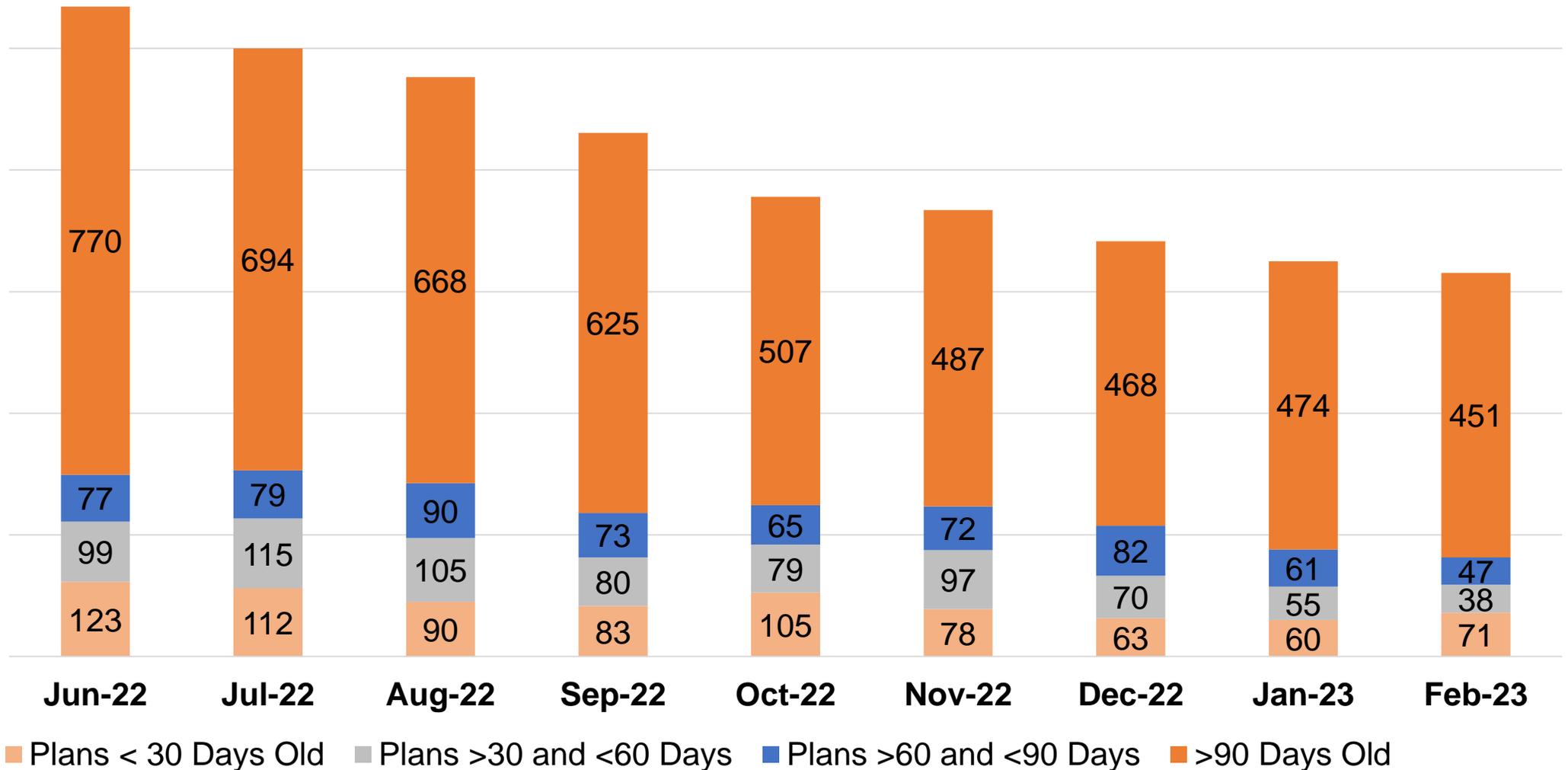
Updates: Service Utilization

Service Utilization (Second Service Project)

- Project continues to ensure individuals are receiving a waiver service IN ADDITION to Support Coordination.

- Project was introduced during June 2022 webinar.

- SCAs are contacted with a list of individuals who do not have a second service in their ISP.

- Trainings were held in June 2022 and updates have been provided via SCA webinars.

- Recorded trainings are available in the College of Direct Support.

- Reminder to SCAs that as per Division waivers, a second service is required, or waiver disenrollment will occur.

Updates: Service Utilization

Service Utilization (Second Service Project)

Number of Plans Currently Without Services

	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23
>90 Days Old	770	694	668	625	507	487	468	474	451
Plans >60 and <90 Days	77	79	90	73	65	72	82	61	47
Plans >30 and <60 Days	99	115	105	80	79	97	70	55	38
Plans < 30 Days Old	123	112	90	83	105	78	63	60	71

■ Plans < 30 Days Old   ■ Plans >30 and <60 Days   ■ Plans >60 and <90 Days   ■ >90 Days Old

Update: Planning Team Language

Reminder: With the publication of the waiver manuals in 2017 (Supports Program) and 2017 (Community Care Program) the Division has replaced the term Interdisciplinary Team (IDT) with **Planning Team.**

Update: Division of Medical Assistance and Health Services

Starting April 1, 2023, all States, including New Jersey, are required to resume their Medicaid Eligibility Processes.

The two most important things for NJ FamilyCare members to know:

1. **Make sure NJ FamilyCare/Medicaid has your correct mailing address**: Members can confirm or update their contact information by calling NJ FamilyCare at 1-800-701-0710 (TTY: 711). NJ FamilyCare will use this information to communicate with members about their healthcare coverage.

2. **Respond to mail from NJ FamilyCare/Medicaid**: Members need to look for and respond to mail from the State of New Jersey or their local County Board of Social Services. If NJ FamilyCare requests information, members need to respond right away to avoid a gap in their NJ FamilyCare coverage.

For additional information, visit Stay Covered NJ, Stay Covered NJ Toolkit and NJ Family Care/Medicaid Members Frequently Asked Questions

Update: SC Leadership Forum

In 2017 leaders from ABCD, The Arc, The Collaborative for Citizen Directed Supports-New Jersey and the NJACP formed the SC Leadership Forum.

The SC Leadership Forum meets regularly with Division Leadership to inform, discuss and contribute to the development of policies and best practices for Support Coordination Agencies.
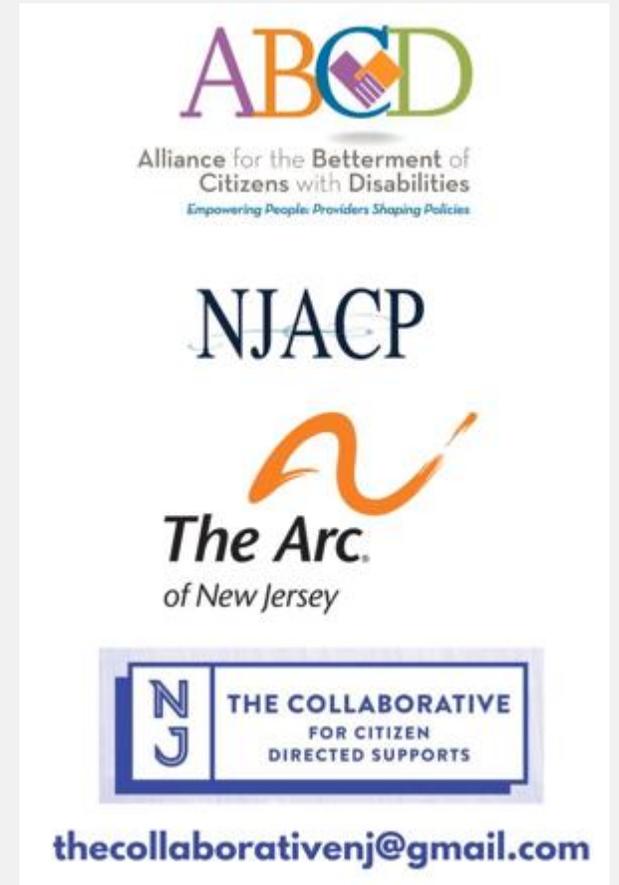
Update: iRecord

The Division acknowledges issues with iRecord. The Divisions IT Department is actively working with the Department of Human Services (DHS) IT to address these issues. DHS IT is testing potential resolutions on an ongoing basis.

Division users experience the same issues and delays as external users.

Support Coordination Agency Landscape

SCA Landscape

SCA Landscape	February 1, 2023
Total Number of SCAs	159
Total Number of Released SCAs	131
Total Number of Unreleased SCAs	28
Total Number of New SCAs in 2022	8
Total Number of New SCAs in 2023	1

SCA Landscape

Support Coordination Capacity	Support Coordination Census
30,094	24,470

Data as of 2/6/23

SCA Landscape

SCA Census	As of February 1, 2023
Total Number of SCAs with a Census under 60	**64**
# of SCAs with Census between 0 - 10	12 (2 Released; 10 Unreleased)
# of SCAs with Census between 11 - 20	13 (3 Released; 10 Unreleased)
# of SCAs with Census between 21 - 30	11 (9 Released; 2 Unreleased)
# of SCAs with Census between 31 - 40	13 (9 Released; 4 Unreleased)
# of SCAs with Census between 41 - 50	8 (8 Released; 0 Unreleased)
# of SCAs with Census between 51 - 59	6 (6 Released; 0 Unreleased)

Focus on Education & Training

Education & Training

This section of the webinar will focus on

- Resources

- College of Direct Support

- January 2023 Education & Training Survey Results

Education & Training

Education & Training Resources

- The Support Coordination Unit offers [Monthly Training and Education Opportunities](#) for Support Coordination Agencies.

- The [College of Direct Support](#) is available to Support Coordination Agencies 24 hours a day, 7 days a week.

- [Elizabeth M. Boggs Center on Developmental Disabilities](#)

- Helpdesk for Education & Training: SCUTraininghelpdesk@dhs.nj.gov

Reminder: SCs and SCSs have requirements for annual training.

Education & Training

What is the College of Direct Support (CDS)?

- CDS is an online portal for training.

- CDS has required and optional trainings available.

- Each SCA MUST have a designated CDS administrator and a back up.

- All trainings need to be assigned by the SCA's CDS administrator.

- The College of Direct Support is available to Support Coordination Agencies 24 hours a day, 7 days a week.

Education & Training

Advantages of College of Direct Support

- Accessible 24 hours a day/7 days a week
- View recordings on your schedule
- Ability to view and print transcripts
- New recordings added all the time
- View a training more than once for a refresher

Education & Training

CDS Login

- To login, [click here](#)
- Type in Username
  - First initial of first name, Full last name and last 4 of your Social Security number
  - Example: John Doe (JDoe1234)
- Type in Password
  - The generic password is hello.
- Contact your agency's CDS Administrator(s) for initial registration.

Education & Training

<u>CDS Administrator</u>

- Each Support Coordination Agency is required to have two (2) CDS Administrators.

- Attended Boggs Center training to learn system and how to assign trainings.

- Your agency's CDS Administrator(s) is your go to contact for course assignment.

- DDD recorded trainings are listed in "Modules available to All Facilities".

- All DDD recorded trainings begin with "DDD Support Coordination".

Manage eLearning

Module to Assign

Modules your Department Created:

Modules available to All Facilities:

DDD Support Coordination – Best Practices in Documentation (Dec 2022)
DDD Support Coordination - Considering Operational Options & Sustainability11/22
DDD Support Coordination - Corrective Action Plan [March2022]
DDD Support Coordination - E-Signature in iRecord [March 2022]
DDD Support Coordination - Incident Reporting and Death Verificatioin [July 2022]
DDD Support Coordination - Intro to Charting the LifeCourse [March 2022]
DDD Support Coordination - ISP: Employment Outcomes and Required Docs [Jan2022]
DDD Support Coordination - ISP: NJCAT and PCPT [Jan2022]
DDD Support Coordination - ISP: Process and Documentation [Jan2022]
DDD Support Coordination – Mealtime Safety (Oct. 2022)
DDD Support Coordination - Overview of DVRS [June 2022]
DDD Support Coordination - Overview of the Housing Subsidy Program [March 2022]
DDD Support Coordination – PreAdmission Screening & Resident Review (PASRR)
DDD Support Coordination - Putting HCBS Rules into Practice [October 2022]
DDD Support Coordination - Quality Improvement: Plans, Processes, and Reporting
DDD Support Coordination - Quarterly Corrective Action Plan Reports [Jan2022]
DDD Support Coordination - SC Agency Staff Qualifications (Oct. 2022)
DDD Support Coordination - SCA Policy and Procedures Manual Review [Nov 2022]
DDD Support Coordination - Service Entry & iRecord Overview [April 2022]
DDD Support Coordination - Service Utilization Waiver Requirement [June 2022]

View   Assign Now   Assign Later

Email Options
Send Notification Email
☐ Send notification email for learners

Set up Module Reminder Emails
Send reminder emails for the module
☐ 1 day before due date
☐ 1 week before due date
☐ 30 days before due date

How would you like to assign this

Assign to one or more departments
Choose Departments

Assign to one or more groups
Choose Groups

Assign to one or more individuals
Choose Individuals

Education & Training

Accessing Recorded Trainings (1/2)

- Once logged in, you will be on the main/home page
  - ➤ Look for a red or green box on the left that will either say, "Current Assignments" or "Overdue Assignments".
  - ➤ There will be a number if there are any eLearning assigned.
  - ➤ Click underneath where it says, "eLearning Lessons".

Education & Training

Accessing Recorded Trainings (2/2)

- On the next page of assigned items you should be able to view all the assigned eLearning lessons.

- Click on the specific lesson you would like to view.

- A new window will pop up, click "start the lesson" at the bottom.

Education & Training

CDS Available Recorded Trainings

- The agency's CDS Administrator(s) must assign trainings.
- Current list of recorded trainings can be found on the Division's Monthly Training & Education Opportunities for Support Coordination Agencies calendar.
- [Click here](#) to view CDS trainings for Support Coordinators.

Education & Training

CDS Transcript Generation

- Click Transcript on main/home page

- Ability to view on screen

- Ability to export to excel

- Ability to print

Education & Training

Education & Training Survey

Survey completed during January 2023

338 Respondents!

Education & Training

Education & Training Survey – January 2023

Please indicate your primary role in the Support Coordination Agency.
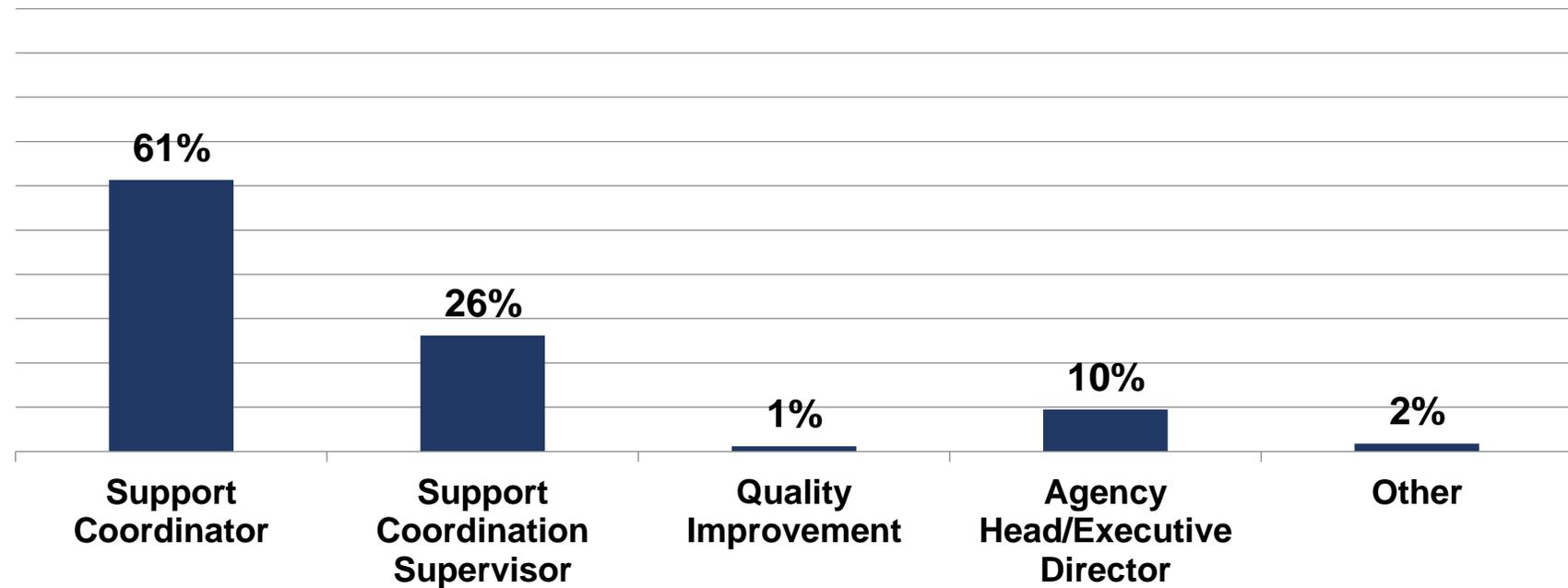
Bar chart showing:
- Support Coordinator: 61%
- Support Coordination Supervisor: 26%
- Quality Improvement: 1%
- Agency Head/Executive Director: 10%
- Other: 2%
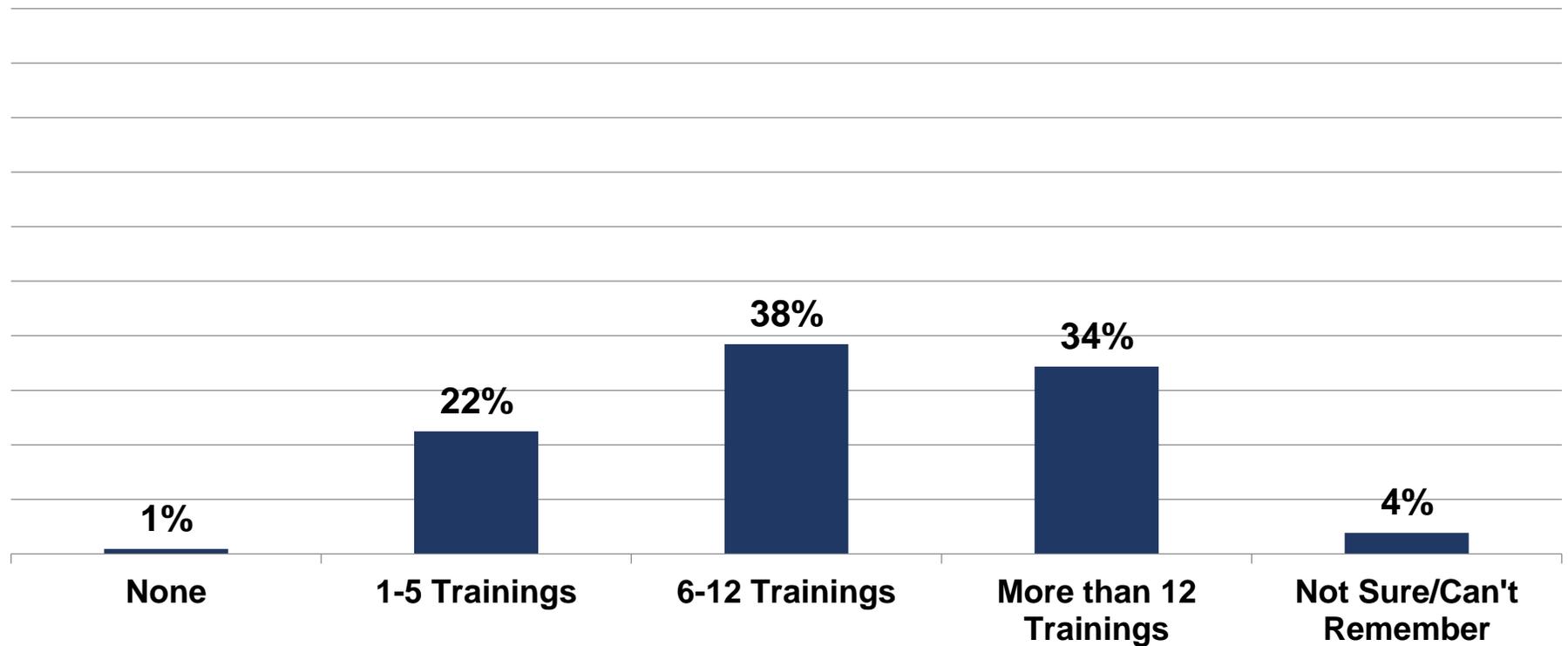
Education & Training

Education & Training Survey – January 2023

Overall, please rate the registration experience for 2022 Support Coordination Unit trainings.	
Easy or very easy	88 %
Neither easy or difficult	11%
Overall, please rate the post training experience: the training satisfaction survey, certificates, training materials sent reliably.	
High quality or very high quality	80%
Average quality	17%
Overall, for the trainings attended, please provide feedback on the quality of CONTENT.	
High quality or very high quality	77%
Average quality	22%

Education & Training

Education & Training Survey – January 2023

Overall, for the trainings attended, please provide feedback on the quality of the TRAINERS (patience, professionalism, content expertise).

Very high quality	High quality	Average quality	Low quality	Very low quality
37%	48%	15%	1%	0%
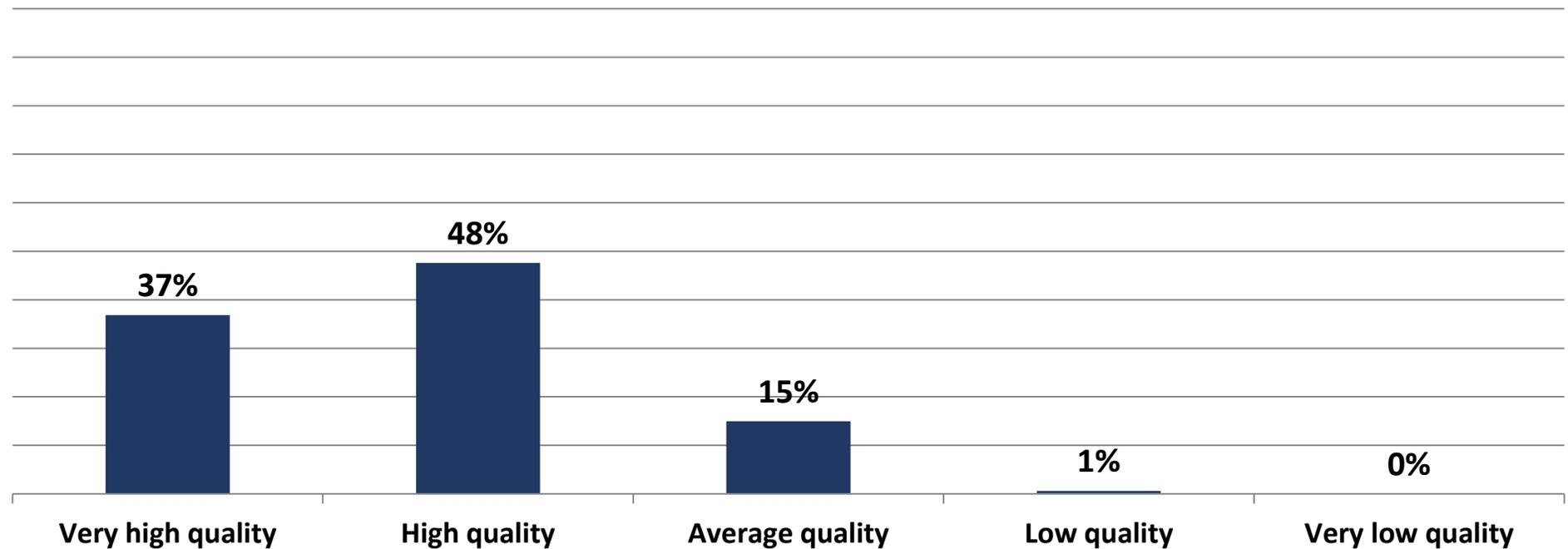
Education & Training

Education & Training Survey – January 2023

Many Support Coordination Unit trainings have been uploaded to the College of Direct Support for 24 hour access. Have you utilized this resource?

Bar chart:
- Yes: 66%
- No: 34%
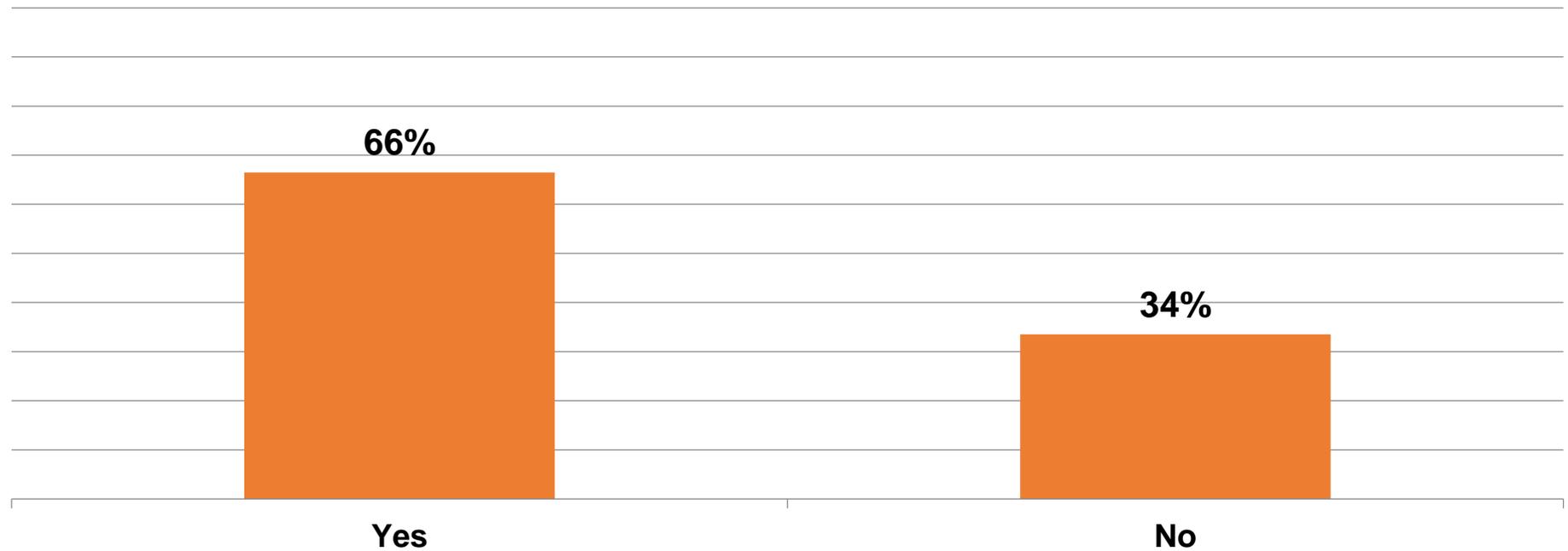
Education & Training

Education & Training Survey – January 2023

**Please indicate convenient time periods for trainings.
It is possible to select more than one response.**
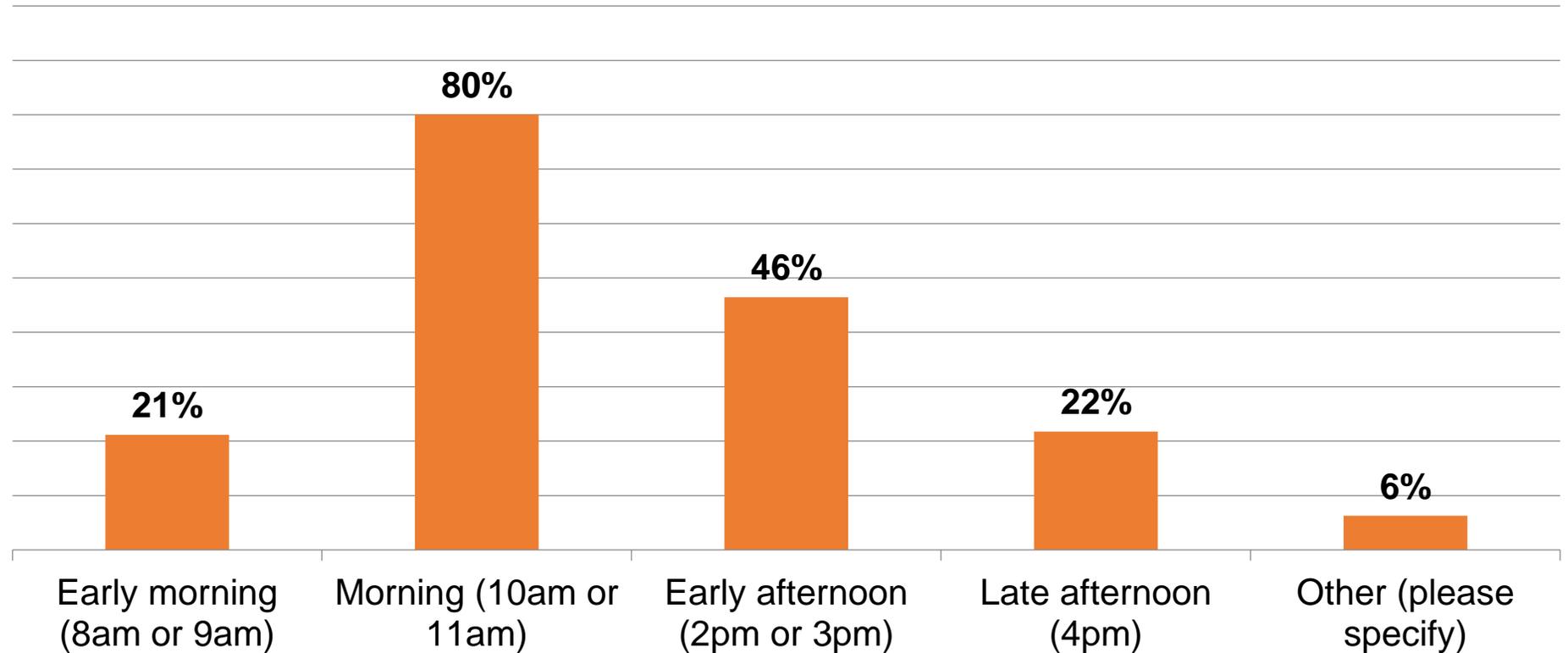
Bar chart:
- Early morning (8am or 9am): 21%
- Morning (10am or 11am): 80%
- Early afternoon (2pm or 3pm): 46%
- Late afternoon (4pm): 22%
- Other (please specify): 6%

Education & Training

Education & Training Survey – January 2023

Which of the following topic areas would be of interest in future trainings? More than one selection is possible.	
Answer Choices	**Responses**
Emergency Situations: Negotiating Division Resources	57%
Division Resources (for example, housing, placement support, waiting list, etc.)	70%
Developmental Disabilities and Mental Health Intersections	52%
Developmental Disabilities and the Criminal Justice System	38%
Behavioral Health	52%
Technical Assistance with Waiver Manual Requirements	23%
Support Coordination Agency Evaluation	25%
Forms	37 %
Person-Centered Planning and Tools	19%
Guardianship	56 %
Supplemental Resources (for example, Medicaid, SSI)	54%
Substance Abuse with the IDD Population	25%
Other (please specify)	10%

Education & Training

Thank you for your participation in the survey!

NJ DEPARTMENT OF HUMAN SERVICES DIVISION OF DEVELOPMENTAL DISABILITIES

Support Coordination Unit: 2022 Year in Review

2022 Year in Review

Overview

Education & Training

Care Management

Support Coordination Unit Teams

Communication, Administration & Regulation

Evaluation, Quality & Compliance

2022 Year in Review

Communication, Administration & Regulation

Updates for Support Coordination Agencies Webinar	
February 2022	793 registered, 582 attended
April 2022	757 registered, 488 attended
June 2022	597 registered, 460 attended
August 2022	569 registered, 397 attended
October 2022	304 registered, 213 attended
December 2022	588 registered, 413 attended
Attendance Total	**3608 registered, 2553 attended**

2022 Year in Review

Communication, Administration & Regulation

Survey Results - Updates for Support Coordination Agencies Webinar				
Webinar	**The subject matter covered was useful to me in my role.**	**The presentation was well organized.**	**The presenter was knowledgeable about the subject matter.**	**The presenter's communication style was clear and effective.**
SCA Webinar- April 2022	83% "strongly agree" or "agree"	92% "strongly agree" or "agree"	93% "strongly agree" or "agree"	90% "strongly agree" or "agree"
SCA Webinar – August 2022	86% "strongly agree" or "agree"	93% "strongly agree" or "agree"	93% "strongly agree" or "agree"	91% "strongly agree" or "agree"
SCA Webinar – October 2022	89% "strongly agree" or "agree"	90% "strongly agree" or "agree"	93% "strongly agree" or "agree"	90% "strongly agree" or "agree"
SCA Webinar – December 2022	90% "strongly agree" or "agree"	96% "strongly agree" or "agree"	97% "strongly agree" or "agree"	97% "strongly agree" or "agree"

2022 Year in Review

Communication, Administration & Regulation

Support Coordination Agency Newsletters	
January 2022	1482
March 2022	1476
May 2022	1487
July 2022	1506
September 2022	1525
November 2022	1520
SCA Newsletter Distribution Total	**8,996**

2022 Year in Review

Communication, Administration & Regulation

Survey Results - Support Coordination Agency Newsletters	
Question	Response
Overall, please indicate how VALUABLE you find the SCA Newsletter.	84% of Respondents indicated the Newsletter was "extremely valuable" or "very valuable".
In general, what is your opinion on the APPEARANCE of the SCA Newsletter?	81% of Respondents thought the appearance of the SCA Newsletter was of "very high quality" or "high quality".
Please indicate your opinion regarding the CONTENT of the SCA Newsletter.	82% of Respondents thought the content of the SCU Newsletter was "extremely informative" or "very informative".

2022 Year in Review

Communication, Administration & Regulation (CAR)

Administrative accomplishments of the CAR team include:

- Development of guidance documents and materials for SCAs (i.e. Policies & Procedures Guidebook).

- Creation and review of Agency and Unit presentations.

- Review and update of forms and documents used by Support Coordinators.

- Creation and use of template guidelines for internal and external communications, slide decks, etc. to ensure standardization.

- Lead and manage staffing-related issues in the SCU and serve as liaison to Human Resources.

- Maintain unit records, staff lists and tables of organization.

- Record, track and process changes to SCA assignments.

2022 Year in Review

Communication, Administration & Regulation

Regulation-related accomplishments of the CAR Team include:

- Recommendations for waiver manual updates for items related to Support Coordination Agency practice.

- Developed and implemented a review process for Support Coordination Agency Policies & Procedures Manuals and SCA staff qualifications.

- Developed and facilitated trainings related to regulatory issues for Support Coordination Agencies (i.e. Policies & Procedures, Staff Qualifications, Mealtime Safety and Supervision).

2022 Year in Review

Care Management

Total Number of Cases Opened to Care Management By Month
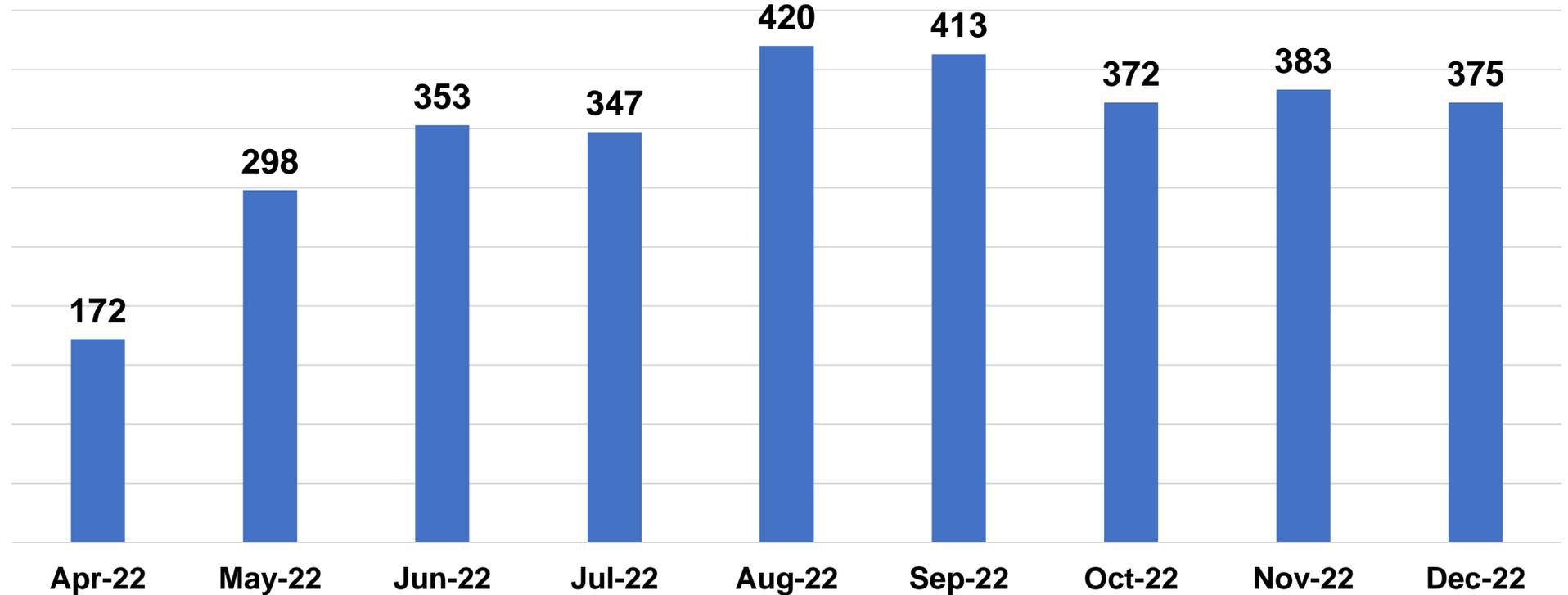
2022 Year in Review

Care Management

Number of (New) Cases Opened by Month

Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
197	230	238	225	216	213	211	178	212
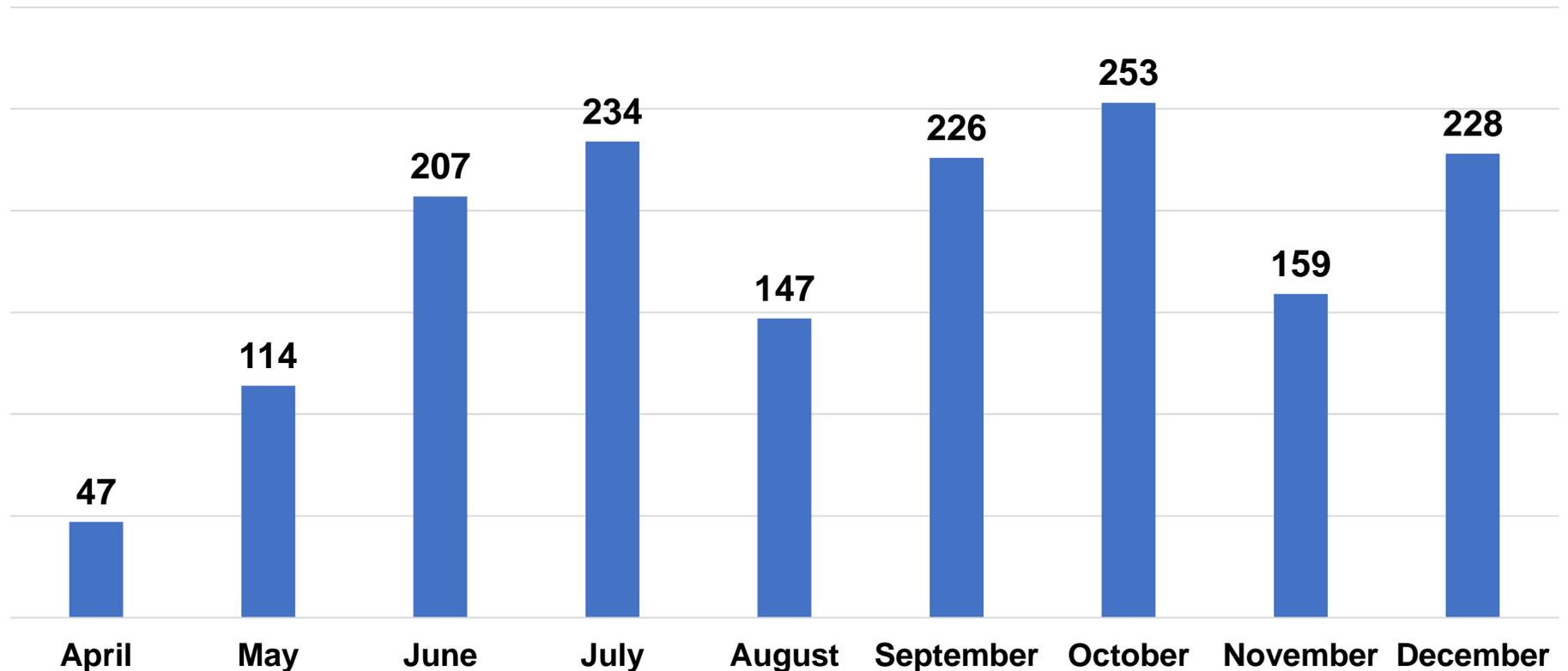
2022 Year in Review

Care Management

What was the #1 issue for which there was outreach in 2022 to the Care Management Team in the SCU?
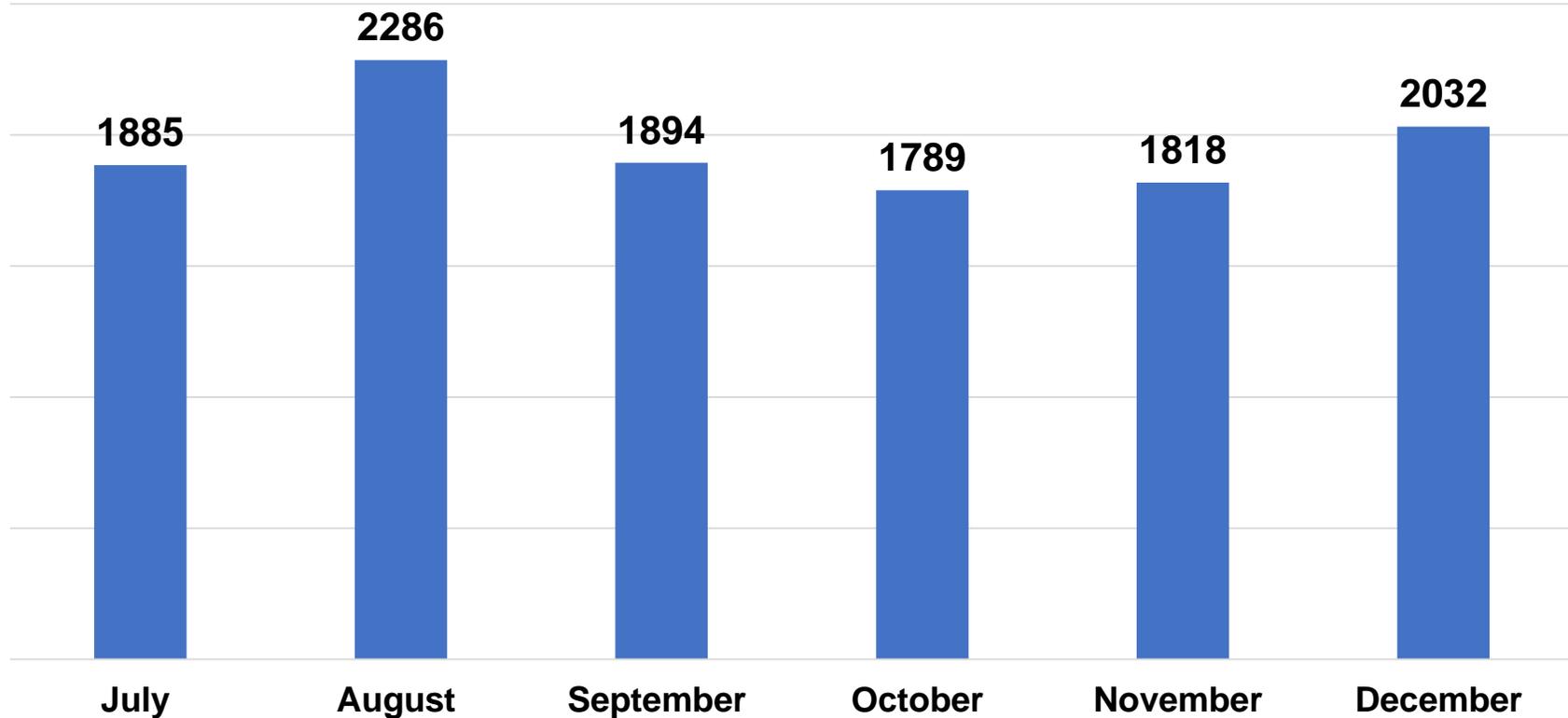
2022 Year in Review
Care Management

Category of Referral Type: April 2022 - December 2022

Category	Value
Service CM instruction to RI-AI	20
Seeking Permission to RI / AI	212
Potential for or Confirmed Housing Instability	537
Medical Concern / Hospitalization / SNF	183
Issue with Provider Not Resolved by Team	110
Irecord / Plan Submission Issue	79
Inability to Reach Individual or Family	129
Guardianship Issue	78
Family / Guardian Refusing to Meet or Sign	89
Escalation: Ombudsman / Legislative	30
Escalation: Direct Outreach to Asst. Com	49
Emergent Case Issues (excluding housing instability)	255
Difficulty Obtaining a Service/Provider	114
Behavioral Concern / Hospitalization	110

2022 Year in Review
Education & Training

Month	Audience	Number of Trainings	Number of Attendees
December 2021	SCAs	13	232
January 2022	SCAs	8	779
February 2022	SCAs	6	1,110
March 2022	SCAs	10	807
April 2022	SCAs	10	513
May 2022	SCAs	15	1,073
June 2022	SCAs	15	565
July 2022	SCAs	9	496
August 2022	SCAs	5	169
September 2022	SCAs	15	740
October 2022	SCAs	16	965
November 2022	SCAs	18	1,458
December 2022	SCAs	22	1,101
TOTALS	SCAs	172	10,008

2022 Year in Review
Education & Training

Month	Audience	Number of Trainings	Number of Attendees
December 2021	Division Staff	4	24
January 2022	Division Staff	5	207
February 2022	Division Staff	4	150
March 2022	Division Staff	7	206
April 2022	Division Staff	14	282
May 2022	Division Staff	17	260
June 2022	Division Staff	19	308
July 2022	Division Staff	9	136
August 2022	Division Staff	5	65
September 2022	Division Staff	16	219
October 2022	Division Staff	19	316
November 2022	Division Staff	19	221
December 2022	Division Staff	21	220
TOTALS	Division Staff	**162**	**2,614**

2022 Year in Review

Training Name	Total attendance for all trainings	"Satisfied" or "very satisfied" with knowledge gained from the training.	"Agreed" or "strongly agreed" the presenter was knowledgeable about the subject matter.	"Agreed" or "strongly agreed" the presentation was clear and effective.
Mealtime Safety and Documentation	950	94%	95%	95%
SC Monitoring Tools	744	80%	90%	89%
Monthly Monitoring Tools	695	86%	95%	91%
E-Signature	597	87%	90%	92%
ISP-Employment and Forms	554	87%	95%	95%
ISP-Process and Documentation	551	88%	95%	95%
Writing Effective Outcomes and Meeting Benchmarks	494	92%	95%	95%
ISP-NJCAT and PCPT	467	90%	95%	94%
Housing Subsidy Program	466	91%	96%	96%
Service Entry and iRecord Overview	442	98%	99%	99%

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2022 Year in Review

Evaluation, Quality & Compliance

Released SCA	Unreleased SCA
• Have been through an evaluation and review phase by the EQC Team.	• Continue to be evaluated and reviewed by the EQC Team.
• The EQC Team has determined that the SCA meets quality standards.	• Receive Quarterly Progress Reports (QPRs) evaluating performance on specific indicators.
• Has Division permission to approve the ISPs of those they serve.	• QPRs inform the SCA of compliance with quality standards.
• Historically, have not received further reports of their compliance with quality measures.	• Meeting the established benchmark for 3 quarters allows the SCA to be released.

2022 Year in Review

Evaluation, Quality & Compliance

Evaluation History

- Prior to 2022, evaluation efforts focused solely on unreleased SCAs.

- In 2021, the style of the report changed, moving towards a more quantitative report.

- In 2022, the EQC team expanded indicators, initiated a Corrective Action Plan (CAP) process for underperforming SCAs, and piloted the evaluation of released SCAs.

- Through the 2022 evaluation experience, it was noted that the designation of "Released" does not necessarily mean that the SCA is meeting Division standards.

2022 Year in Review

Evaluation, Quality & Compliance

2022 Indicators will continue into 2023 with additional DRAFT indicators being planned

Documentation Indicators

- SC Monitoring Tool
- ISP
- PCPT
- Retroactive Change Requests
- NJCAT Reassessments
- Care Management Issues and Follow Up
- Field Visit Notification Follow Up
- Second Waiver Service

Operations

- Policies & Procedures Manual
- 24-Hour Availability and Responsiveness
- Adherence to Conflict-Free Requirements
- Appropriate iRecord Utilization
- Staff Conflict of Interest Issues
- Census Plan (if less than 60)

Quality

- Quality Improvement/Quality Management Plan
- Annual Satisfaction Survey by SCA
- Satisfaction calls by Division

Staff Qualifications

- Criminal Background Checks
- Staff Education
- Staff Experience
- Staff Initial and Annual Training Requirements

State of New Jersey
DHS
Department of Human Services

2022 Year in Review

Evaluation, Quality & Compliance

Accomplishments of the EQC team include:

- Unreleased SCAs that did not meet documentation benchmark scores for 3 or more quarters were required to submit a CAP.

- CAP process provided training and support to SCAs, as well as ongoing feedback and review of documentation and reports.

- Unreleased SCAs continued to receive quarterly progress reports in all quarters of 2022. Reports served as a "check and balance" to agency-submitted reports related to CAP progress.

- Additional indicators added to evaluation, beyond documentation. Additional indicators include Policies and Procedures manuals, staff qualifications indicators, and 24-hour responsiveness.

2022 Year in Review

Evaluation, Quality & Compliance

Accomplishments of the EQC team include:

- Evaluation efforts expanded to include released SCAs via pilot projects, 10 released SCAs were evaluated, all resulting in CAP requirements.

- Significant communication and transparency to SCAs related to evaluation plans. Evaluation information was included in SCA webinars, trainings, and other communications.

- Training efforts aligned with evaluation plans, components and documents. Training ranged from basic training related to person-centered documentation to more advanced training related to quality improvement plans.

- Onboarding training created (with CAR and E&T) to ensure new SCAs are clear on the landscape and Division requirements.

Support Coordination Unit: 2023 Goals

NJ DEPARTMENT OF HUMAN SERVICES DIVISION OF DEVELOPMENTAL DISABILITIES

2023 Goals

Guiding Principles of our 2023 Unit Goals:

- Care of the individual as the Unit's highest priority.
- Continue developing evaluation strategies, training, regulatory, communication, and administrative efforts.
- Continue excellence on all teams.
- Continue to communicate expectations to SCAs.
- Continue to utilize PDSA quality loop to evaluate effectiveness and identify opportunities for improvement.

68

Support Coordination Competency Project

SC Competency Project
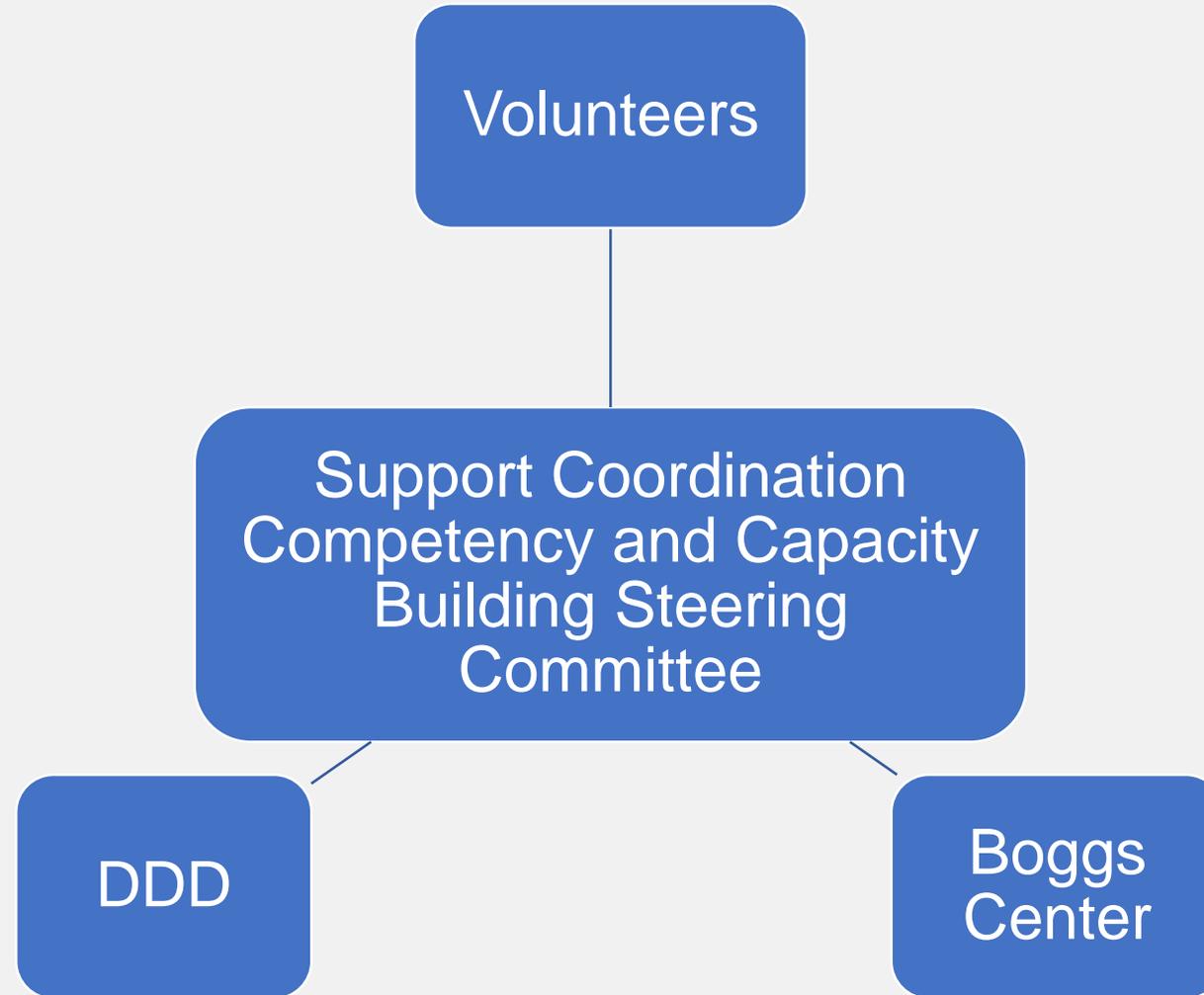
- Beginning in May 2013, the State began converting to a fee-for-service model with Support Coordination as the method of service coordination in New Jersey. Individuals/families/guardians were being offered more choice in service providers than the previous State Case Management system. This choice included the opportunity to select a Support Coordination Agency.

- Unlike other states, New Jersey has had an "any willing provider" policy for Support Coordination Agencies; meaning, potential SCAs that can meet basic requirements have been approved to provide Support Coordination services. New Jersey, as of February 1, 2023, has 159 Support Coordination Agencies (SCAs), 359 Support Coordinator Supervisors and 1,181 Support Coordinators.

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Volunteers

Support Coordination Competency and Capacity Building Steering Committee

DDD

Boggs Center

NJ DEPARTMENT OF HUMAN SERVICES DIVISION OF DEVELOPMENTAL DISABILITIES

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Primary project goal of the Support Coordination Competency and Capacity Building Steering Committee = Support Coordination Agency service delivery is person-centered, consistent and of the highest quality.

Additional project goals will include:

- To move from a model of training only to a competency-based practice for Support Coordination.

- To align competency expectations with waiver manual requirements (and vice versa, where appropriate).

- To develop a plan for the evaluation of competency-based Support Coordination efforts.

- To create a certificate program for Support Coordinators/Support Coordination Supervisors.

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The Support Coordination Competency and Capacity Building Steering Committee will make recommendations to the Division regarding Support Coordination Competencies based on best practice literature, other states' experiences, federal and state requirements, and New Jersey stakeholder input.

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Support Coordination Competency and Capacity Building Steering Committee participants will be requested to make a one-year commitment to the project and also commit to the review of materials between meetings as needed, so that meeting time can be best utilized.

The workgroup will be comprised of the following representation:

- Boggs Center staff
- Division staff
- Those with lived experience (individuals and families)
- Support Coordination Agency staff (mix of leadership and SCs)
- Provider Agency representation
- Trade Organization representation
- Advocacy representation

Please include any ideas for topics in future webinars in your feedback!

Please complete survey post webinar!

Questions