



# Support Coordination Agency Update Webinar

August 8, 2024

# Recording in Progress



DDD recognizes  
Support Coordination  
Agency staff and their  
work with individuals  
with intellectual and  
developmental  
disabilities



# Agenda

1. Support Coordination Unit (SCU) Updates
2. Support Coordination Agency (SCA) Landscape
3. Support Coordination Agency Evaluation Updates
4. Support Coordination Agency Census Requirements and Enforcement
5. Division Updates
6. Resources
7. Questions

# Support Coordination Unit (SCU) Updates

# SCU Updates

## 2024 Support Coordination Unit Communications Plan

SC Updates via Listserv	SCA Webinars
Monthly in 2024	February 2024 May 2024 August 2024 <u><a href="#">November 2024</a></u>

# SCU Updates

## Register for the 2024 Support Coordination Agency (SCA) Update Webinars!

SCA update webinars are held quarterly on the following Thursdays:

**November 7, 2024, 1-2 p.m.**

**[Register now for Nov. 7 SCA Update Webinar](#)**

All past Webinars can be found on the Division's [Support Coordination Information](#) web page, under the Past SC Update Webinars dropdown tab.

# SCU Updates

## Training Highlights

Overview of the  
Housing Subsidy  
Program

**August 21, 2024  
10-11:00 a.m.**

Incident Reporting  
Responsibilities  
and Death  
Verification  
Process

**August 26, 2024  
10-11:30 a.m.**



# SCU Updates

## Monthly Support Coordination Training Calendars

(available on the [Support Coordination Information](#) web page)

- [DDD Trainings for Support Coordinators: August 2024](#)
- [College of Direct Support Trainings for Support Coordinators: August 2024](#)

# SCU Updates

## Seeking Out Supports (SOS) Form (1/4)

The SOS form is a primary mechanism of SCA communication with DDD regarding case concerns and issues. In February 2024, the SOS form became available through iRecord. With this feature iRecord populates basic demographic information and it eliminates the need to email the SC Helpdesk.

When first rolled out, Support Coordinators could use either complete and upload the form and email the SC Helpdesk or submit the form directly via iRecord.

# SCU Updates

## Seeking Out Supports (SOS) Form (2/4)

Data collected for May and June 2024.

Month	Total Number of SOS Submissions	Total Number Submitted via iRecord
May 2024	205	119 (58%)
June 2024	133	83 (62%)

The feedback received regarding the iRecord SOS feature has been positive.

# SCU Updates

## Seeking Out Supports (SOS) Form (3/4)

**Effective September 1, 2024,  
all SOS form submissions  
should be completed through iRecord.**

# SCU Updates

## Seeking Out Supports (SOS) Form (4/4)

The screenshot displays the user interface for the 'Seeking Out Supports (SOS) Form'. The header includes the 'Division of Developmental Disabilities' logo and navigation icons. The user profile for 'Jane Harmony' is shown on the left, with details such as ID (107572), Age (31), DOB (09/30/1992), County (Middlesex), Program (CCP), SSN, Medicaid ID (202082186301), and Medicaid Type (Categorically Needy Disability As...). The main content area is divided into 'Demographics', 'Plans', 'Documents', 'Tools', and 'Notes' tabs. The 'Tools' dropdown menu is open, showing options like 'Monitoring Tool', 'PCPT', 'Evaluations', 'Send FI Referral', 'Email Validation', 'Submit Waitlist Request', and 'Forms' (highlighted with a red box). The 'Forms' section displays a calendar for 2024 with months from JAN to JUN, each with a date field and icons for home, settings, and mobile app.

Month	Day	Home	Settings	Mobile App
JAN	17			
FEB	9			
MAR	—	—	—	—
APR	—	—	—	—
MAY	—	—	—	—
JUN	—	—	—	—

# Support Coordination Agency (SCA) Landscape Update

# SCA Landscape

SCA Landscape	As of August 5, 2024
Total SCAs	146
Released SCAs	132
Unreleased SCAs	14
New SCAs in 2023	4
New SCAs in 2024	5

# SCA Landscape

As of August 5, 2024

Support Coordination Capacity	Support Coordination Census
33,747	26,302



# SCA Landscape

SCA Census	As of August 5, 2024
Total SCAs with Census under 60	37 (26 Released, 11 Unreleased)
SCAs with Census of 0 – 10	9 (2 Released; 7 Unreleased)
SCAs with Census of 11 – 20	2 (1 Released; 1 Unreleased)
SCAs with Census of 21 – 30	2 (2 Released; 0 Unreleased)
SCAs with Census of 31 – 40	12 (9 Released; 3 Unreleased)
SCAs with Census of 41 – 50	4 (4 Released; 0 Unreleased)
SCAs with Census of 51 – 59	8 (8 Released; 0 Unreleased)

# Support Coordination Agency Evaluation Update

# SCA Evaluation

Documentation	Operations	Quality & Compliance	Staff Qualifications
<ul style="list-style-type: none"> <li>• SC Monitoring Tools</li> <li>• ISP</li> <li>• PCPT</li> <li>• Retroactive Change Requests</li> <li>• NJCAT reassessments</li> <li>• Care Management Issues and Follow Up</li> <li>• Field Visit Notification Follow-Up</li> <li>• Second Waiver Program Service</li> </ul>	<ul style="list-style-type: none"> <li>• Policies &amp; Procedures Manual</li> <li>• 24-Hour Availability and Response</li> <li>• Adherence to Conflict-Free Requirements</li> <li>• Adherence to iRecord Utilization Requirements</li> <li>• SCA Conflict of Interest Policies &amp; Procedures, including staff conflict of interest Issues</li> <li>• Census Plan (if less than 60)</li> <li>• Agency Governance</li> </ul>	<ul style="list-style-type: none"> <li>• Quality Improvement/Quality Management Plan</li> <li>• Satisfaction Measurement by SCA</li> <li>• Satisfaction calls by Division</li> <li>• Claims review</li> </ul>	<ul style="list-style-type: none"> <li>• Criminal Background Checks</li> <li>• Staff Education</li> <li>• Staff Experience</li> <li>• Staff Initial and Annual Training Requirements</li> </ul>

**DRAFT Indicators for  
2024 SCA Evaluation**

# SCA Evaluation Update

Year	Number of SCAs Evaluated
2021	30 unreleased SCAS
2022	10 released SCAs selected, 9 completed evaluation
2023	33 (22 unreleased, 11 released) SCAs selected, 25 completed evaluation
2024	<b>Group 1</b> - 7 released SCAs selected, 6 completed evaluation <b>Group 2</b> - 12 released SCAs selected, 9 completed evaluation <b>Group 3</b> - 6 released SCAs selected, notification in August 2024

# SCA Evaluation Training Resources

**Policies & Procedures  
Manuals**

**Quality Management: Plans,  
Processes, and Reporting**

**Preparing for Support  
Coordination Unit  
Evaluation: A Training  
for Support Coordination  
Agencies**

**Support Coordination  
Agencies (SCAs)  
Considering Operational  
Options and Sustainability**

Available on the [College of Direct Support](#)

# SCA Evaluation Resources

[Support Coordination  
Agency Policies &  
Procedures Guidebook](#)

[ISP Plan Reviews: Guidance  
for SCAs](#)

[Support Coordination  
Agency Evaluation  
Guidebook](#)

[Support Coordinator  
Monitoring Tool Work  
Instructions](#)

For more resources, visit the [Support Coordination Information](#)

# Support Coordination Agency Census Requirements and Enforcement

# SCA Census Requirements and Enforcement

## Version 6.0 – April 2024 Section 17.18.5.8

Effective April 1, 2025, any Support Coordination Agency operating for 12 months or longer must serve a minimum of 60 individuals and serve at least one county. Support Coordination Agencies serving less than 60 individuals after one year of operation may not continue operations unless extenuating circumstances have been determined by the Division. The Division of Developmental Disabilities is not responsible for referring individuals to a Support Coordination Agency to meet this metric.



# Timeline and Actions

**May 2024**

- SCA Webinar and Trainings for SCAs begin
- Meetings with QAS staff and SCAs with low census
- Information Hub on DDD website

**September 2024**

- *Extenuating Circumstances Application* available to SCAs

**December 2024**

- *Extenuating Circumstances Application* due to DDD

# Timeline and Actions

**January  
2025**

- Decision about *Extenuating Circumstances Applications* to SCAs
- Communication to potentially impacted individuals/families/guardians

**February  
2025**

- Final reminder letter to released SCAs with low census

**March  
2025**

- Letter to individuals/families/guardians that will be impacted by census requirements, with selection form for new SCA

**April 1,  
2025**

- Reassignment of individuals from SCAs that did not achieve census and do not have approved *Extenuating Circumstances Application*

# Extenuating Circumstances

## Definition

Extenuating circumstances are compelling reasons, ***supported by evidence***, that the SCA will achieve census requirements in a specific (short-term) period.

## Process

The Division will define a process for approval of extenuating circumstances.

## Decision

Approval of extenuating circumstances will be for a defined short-term period (90 days).

# Extenuating Circumstances Categories

## Unique or Underserved Populations

- If an SCA has **demonstrated** evidence of experience and expertise supporting individuals in an area of service or with a specific population, AND there is compelling evidence that the needs are otherwise unmet.

## Geographic Need

- The SCA provides Support Coordination services in geographic areas where market saturation does not exist. **Demonstration** of need must be provided.

## Evaluation Outcomes

- The SCA is in Released status, has been formally evaluated by the SCU and has demonstrated that waiver requirements are met.

## Census Between 50 and 60

- The SCA is in Released status, with a census of over 50, is in good standing, has compelling evidence of growth opportunities and has been determined by DDD to have a realistic plan to grow the SCA within a specific short time frame.

# Census Enforcement

**SCA with  
census  
below 60**



**No  
extenuating  
circumstance  
extension  
approved**



**Agency  
roster will  
be  
reassigned  
on 4.1.25**

**April 1, 2025 deadline.**

**There is still time to make choices that benefit and empower the Support Coordination Agency (SCA).**

**SCAs can consider closure, merger, and provision of alternate waiver program services.**

# Impact of Evaluation

- To make empowered choices, SCAs must understand the impact of evaluation outcomes on Census Enforcement.
- SCAs with Corrective Action Plan and/or sanctions need to demonstrate positive progress to resolve issues.
- Evaluation findings and consequences can include delay or limitation of SCA growth, reduction of census, and prevention of business expansion.
- SCAs on a Corrective Action Plan (CAP) cannot pursue alternate waiver program services until the CAP is closed and sanctions resolved.

Support Coordination Agencies with a Corrective Action Plan are encouraged to examine progress to date and develop strategies to address underperformance.

# Checking SCA Status

SCAs interested in submitting an *Extenuating Circumstances Application* should consider quality checks.

## Capacity

- Is the agency's capacity currently set to less than 60?

## Counties

- Does the agency provide Support Coordination services in the counties listed in the Provider Database?

## Language

- Does the agency still accommodate the language(s) listed in the Provider Database?



# Census Enforcement Resources

**Support Coordination Agency Census  
Requirements Trainings**

**August 15, 2024: 2 - 3 pm**

**LIVE!**

**(Also available on College of Direct Support)**

# Census Enforcement Resources

**Support Coordination Agencies (SCAs)  
Considering Operational Options and  
Sustainability Trainings**

**August 19, 2024: 2 - 3 pm**

**LIVE!**

**(Also available on College of Direct Support)**

# Census Enforcement Resources

## VIDEO HIGHLIGHT

[Enforcement of Support Coordination Census Requirements – A Brief Summary](#)

# Division Updates

# Division Updates



## iRecord Photos

- Photos in iRecord are encouraged for all individuals served.
- Photos in iRecord are strongly encouraged for individuals with a history of walkaway incidents.
- Written consent is not needed for iRecord photos. Support Coordination Agencies should ensure that formal consent is obtained for photography outside of iRecord photo and that agency policies and procedures are in place for planned use.

# Division Updates



## iRecord Photos

- In 2024, the Division launched a project with SCAs to ensure that individuals with frequent walk-aways had a photo in iRecord.
- 156 individuals appeared on the multiple walkaway report for 2022-2023.

Photo Project Update for 2022-2023 Individuals	
Total Number of Photos Needed	156
Number with Photo	140
Number that Declined Photo (documentation in iRecord)	5
Number with Changed Circumstances (death, nursing home, etc.)	11

# Division Updates



## iRecord Photos

For 2024 (Jan – June), there are 20 individuals with repeated walk-aways.

- 13 of the 20 already have photos in iRecord. 2 have declined.
- SCU is contacting Agency Heads to communicate the need for photos for the remaining 5.

# Division Updates

## Unplanned Hospitalizations, Incident Reporting and Claiming (1/5)

The Office of Risk Management (ORM) Data Analysis Unit and Incident Reporting (IR) Units have been working on a project to cross-check Medicaid claims for unplanned hospital admissions against IRs submitted for such events through the review of SC Monitoring Tools and iRecord case notes.

- Medicaid has been performing audits related to this subject.
- Other states that did not have IRs submitted for unplanned hospitalizations have had to reimburse funding due to noncompliance.



# Division Updates

## Unplanned Hospitalizations, Incident Reporting and Claiming (2/5)

To comply with Medicaid claiming requirements, DDD policy manuals' Sections 15.3 and 13.1 and [Division Circular 14](#), advise Support Coordinators of their reporting and documentation requirements, which include:

- All hospitalizations communicated during monthly monitoring shall be reflected in the SC Monitoring Tool.
- All hospitalizations communicated outside of monthly monitoring shall be documented in an iRecord case note.

# Division Updates

## Unplanned Hospitalizations, Incident Reporting and Claiming (3/5)

- Documentation, whether in an SC Monitoring Tool or an iRecord case note, should detail whether the hospitalization was planned or unplanned, reason for admission, and if known, dates of admission and discharge.
- Incident reports are required for all UNPLANNED hospitalizations regardless of living arrangement. If the incident is unrelated to a service provider, the SC is the responsible reporter. Unplanned hospitalizations may be due to medical, psychiatric, or behavioral concerns.

# Division Updates

## Unplanned Hospitalizations, Incident Reporting and Claiming (4/5)

- Follow-up that has occurred must be documented in iRecord case notes or subsequent SC Monitoring Tools.
- For additional information, the ORM training on Incident Reporting can be found on the [College of Direct Support](#).

# Division Updates

## Unplanned Hospitalizations, Incident Reporting and Claiming (5/5)

Questions may be directed to the Incident Reporting Unit:

- Plainfield Office #: 609-341-2342 [DDD-CRU.UIRS@dhs.nj.gov](mailto:DDD-CRU.UIRS@dhs.nj.gov)  
Counties Served: Bergen, Essex, Hudson, Passaic, Somerset, Union
- Trenton Office #: 609-341-2343 [DDD-CRL.UIRS@dhs.nj.gov](mailto:DDD-CRL.UIRS@dhs.nj.gov)  
Counties Served: Hunterdon, Mercer, Middlesex, Monmouth, Morris, Ocean, Sussex, Warren
- Mays Landing Office #: 609-341-2340 [DDD-SRO.UIRS@dhs.nj.gov](mailto:DDD-SRO.UIRS@dhs.nj.gov)  
Counties Served: Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Salem

# Division Updates

## Background: Study-NJCAT (1/5)

The Rutgers Developmental Disabilities Planning Institute (DDPI) is conducting a two-step research study of the New Jersey Comprehensive Assessment Tool (NJCAT). The purpose is to identify areas of the NJCAT that might benefit from improvements.

- **Step 1: Completed Fall, 2023**

- Stakeholder feedback was collected through small discussion groups and then an online survey that was open to all DDD stakeholders.
- More than 3,400 people responded to the survey.
- Using stakeholder feedback, a revised draft NJCAT was created.

# Division Updates

## Plan: Study-NJCAT (2/5)

- **Step 2: Launch - September 2024**

- The revised draft NJCAT is being referred to as the **Study-NJCAT**.
- The **Study-NJCAT** will be tested.
- Invitations to participate in testing of the **Study-NJCAT** will be sent to a stratified random sample (provided by DDPI) of about 5,000 individuals served by DDD.
- Participation will involve completing the Study-NJCAT in the same way participants have completed the NJCAT in the past.

# Division Updates

## Preparation: Study-NJCAT (3/5)

- **Step 2: Preparation - Now**

- Starting in July, DDD began to email SCs of groups of about 500 selected individuals advising them to **update iRecord contact information of the individual and their legal guardian(s)** within the next 30 days (a specific deadline was given).
- DDD will continue to email SCs of groups of about 500 selected individuals every 4-8 weeks over the next 12 - 18 months to **ensure iRecord contact information of the individual and their legal guardian(s) is current.**

# Division Updates

## Action: Study-NJCAT (4/5)

### Step 2: Action - September 2024

- DDPI will begin emailing selected individuals or their legal guardian(s) in small groups of 100 – 500 people at a time, to invite them to participate in testing of the **Study-NJCAT**.
- Support Coordinators for the selected individuals will be copied on those invitation emails.
- To be successful, iRecord must have the most up-to-date contact information for the selected individuals and their legal guardian(s).



# Division Updates

## SC Role: Study-NJCAT (5/5)

- When notified that an individual is selected to participate, the SC must ensure that the contact information for the individual and their legal guardian(s) is correct, including:
  1. Name
  2. Email address
  3. Phone number
  4. Mailing address
- SC must speak to the individual or their guardian(s) to confirm information.
- SCs do not need to respond to the email or enter a separate case note indicating outreach was made.

# Resources

# SCA Resources

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.



[thecollaborativenj@gmail.com](mailto:thecollaborativenj@gmail.com)

# DDD Resources

- For Support Coordination assistance: [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov)
- For routine questions: [DDD.FeeForService@dhs.nj.gov](mailto:DDD.FeeForService@dhs.nj.gov)
- For training inquiries: [SCUTrainingHelpdesk@dhs.nj.gov](mailto:SCUTrainingHelpdesk@dhs.nj.gov)
- For HCBS questions: [DDD.HCBShelpdesk@dhs.nj.gov](mailto:DDD.HCBShelpdesk@dhs.nj.gov)
- For Medicaid questions: [DDD.MediElighelpdesk@dhs.nj.gov](mailto:DDD.MediElighelpdesk@dhs.nj.gov)

For a list of all DDD Helpdesks and Mailboxes, please refer to:  
[Directory of Email Helpdesks and Mailboxes.](#)

# Questions