Support Coordination Agency Update Webinar

August 14, 2025

Recording in Progress

Agenda

1. Support Coordination Unit (SCU) Updates

2. SC Competency Requirements – Coming Soon!

3. Support Coordination Agency (SCA) Landscape

4. SCA Census Requirements and Enforcement

5. Support Coordination Agency Evaluation Updates

6. Division Updates

7. DDD Resources

8. Questions

NEW JERSEY HUMAN SERVICES | Division of Developmental Disabilities

Support Coordination Unit (SCU) Updates

SCU Updates.

Register for the final SCA Update Webinar of 2025!

SCA Update Webinars are scheduled quarterly on second Thursdays:

November 13, 2025: 1-2 p.m.	[Register for the Nov. 13 SCA Update Webinar](#)

SCU Updates

Archived Resources

Support Coordination Agencies are encouraged to stay up to date on missed information by reviewing archived communication resources.

Past Support Coordination Update Webinars

Monthly Support Coordination Update Newsletters

Both are available on the Support Coordination Information page.

SCU Updates.

Video Resources

- **UPDATED!** Support Coordination Agency Census Requirements
- **NEW!** Conflict-Free Requirements for Support Coordination Agencies
- **NEW!** Overview of Organizational Governance for Support Coordination Agencies

Education and Training Opportunities

Training Highlights

[Best Practice in Documentation](#)

August 20, 2025

2-3:30 p.m.

[DDD Charting the LifeCourse: A Method for Ensuring Person-Centeredness](#)
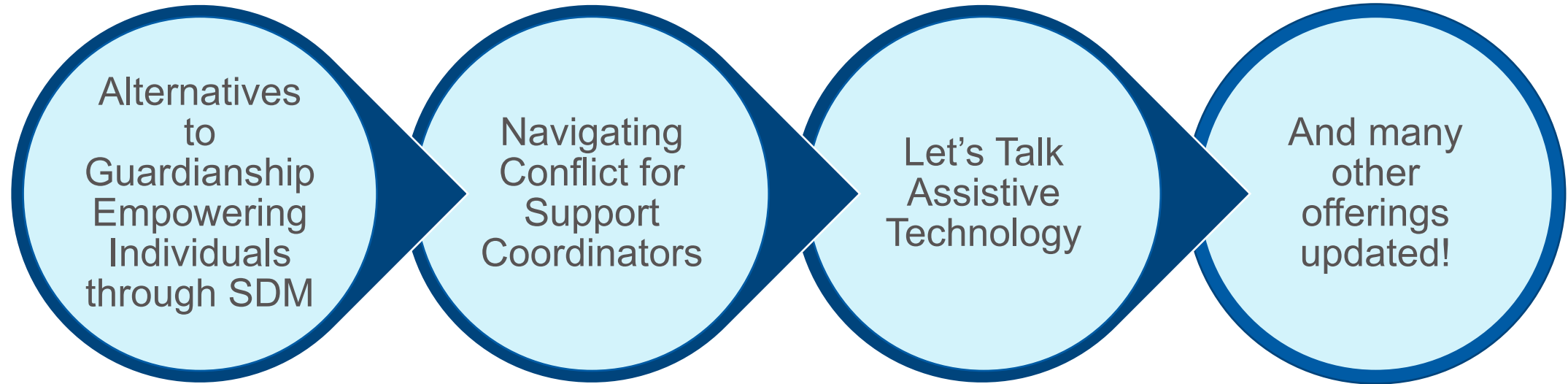
August 21, 2025

10-11:30 a.m.

Education and Training Opportunities

Monthly Support Coordination Training Calendars are available on the [Support Coordination Information](#) page.

- [DDD Trainings for Support Coordinators: August 2025](#)
- [College of Direct Support Trainings for Support Coordinators: August 2025](#)
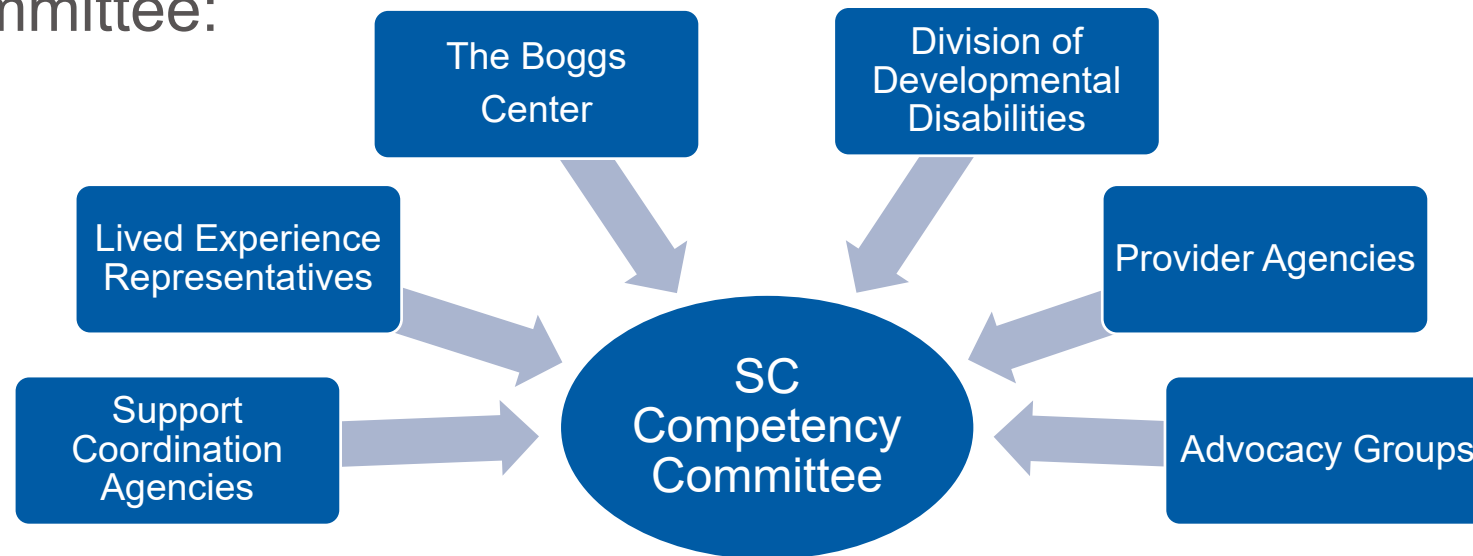
Education and Training - CDS

New Offerings Available on CDS!

Alternatives to Guardianship Empowering Individuals through SDM

Navigating Conflict for Support Coordinators

Let's Talk Assistive Technology

And many other offerings updated!

Education and Training - Impact

Month	Total Live Training Attendees	Total CDS Training Attendees
January 2025	639	520
February 2025	908	340
March 2025	695	318
April 2025	763	348
May 2025	944	161
June 2025	495	220
TOTAL	**4,444**	**1,907**

SC Competency Requirements – Coming Soon!

SC Competency Committee

- In 2023-24, a New Jersey committee studied national competencies and best practices in the field of Support Coordination.

- The committee:

The Boggs Center

Division of Developmental Disabilities

Lived Experience Representatives

Provider Agencies

Support Coordination Agencies

SC Competency Committee

Advocacy Groups

NEW JERSEY HUMAN SERVICES

Division of Developmental Disabilities

SC Competency Requirements – Coming Soon!

Committee Outcomes

- Culminated in NJ Support Coordination competency and skill recommendations

- Produced an opportunity for New Jersey to further develop and promote excellence and consistency

- Competency to be achieved via updated and enhanced training curriculums

- Recommendations for training timelines

SC Competency Requirements – Coming Soon!

Rollout

Expected Fall 2025

Newsletter with details

Timeline for requirements communicated

Specific training available

SC Competency Requirements – Coming Soon!

Support Coordination Competency Requirements: Strengthening Skills and Supporting Success

November 17 at 10 a.m.	Register Now for November 17 Webinar
November 19 at 2 p.m.	Register Now for November 19 Webinar
December 2 at 2 p.m.	Register Now for December 2 Webinar
December 11 at 10 a.m.	Register Now for December 11 Webinar
January 7 at 2 p.m.	Register Now for January 7 Webinar
January 26 at 10 a.m.	Register Now for January 26 Webinar
February 10 at 2 p.m.	Register Now for February 10 Webinar
February 25 at 10 a.m.	Register Now for February 25 Webinar

NEW JERSEY HUMAN SERVICES | DDD Division of Developmental Disabilities

Support Coordination Agency (SCA) Landscape

SCA Landscape

As of August 4th, 2025

Support Coordination Capacity	Support Coordination Census
36,688	26,810

SCA Landscape

SCA Landscape	As of August 1, 2025
Total SCAs	123
Released SCAs	117
Unreleased SCAs	6
New SCAs in 2025	1

SCA Census Requirements and Enforcement

SCA Census Requirements and Enforcement

Policy Manuals Version 6.0 – April 2024

Section 17.18.5.8 Caseloads & Capacity

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.

Census Enforcement Updates

SCA with census less than 60

+

WITHOUT approved Extenuating Circumstance Application

=

Agency rosters were reassigned on 4.1.25

Census Enforcement Updates

SCA with census less than 60

+

WITH approved Extenuating Circumstance Application

=

Agency rosters were reassigned on 6.30.25

Census Enforcement Updates

April 1, 2025	• Each SCA with low census and without an approved extension, closed or merged. • 100% of SCAs that applied for an extension were approved.
June 30, 2025	• 100% of SCAs provided an operational decision. • 100% of SCAs that did not meet census, merged or closed voluntarily.
August 2025	• At present and moving forward, the only SCAs with low census are those in operation for less than one year. • The Division is developing a formal census process for new SCAs.

NEW JERSEY HUMAN SERVICES

DDD Division of Developmental Disabilities

Support Coordination Agency Evaluation Updates

SCA Evaluation

Documentation	Operations	Quality & Compliance	Staff Qualifications
• SC Monitoring Tools • ISP • PCPT • Retroactive Change Requests • NJCAT reassessments • Care Management Issues and Follow-up • Field Visit Notification Follow-up • Second Waiver Service	• Policies & Procedures Manual • 24-Hour Availability and Response • Adherence to Conflict-Free Requirements • Adherence to iRecord Utilization Requirements • SCA Conflict of Interest Policies & Procedures, including staff conflict of interest Issues • Census Plan (if below 60) • Organizational Governance	• Quality Improvement/Quality Management Plan • Satisfaction Measurement by SCA • Satisfaction calls by Division • Claims review	• Criminal Background Checks • Staff Education • Staff Experience • Staff Initial and Annual Training Requirements

Indicators for 2025 SCA Evaluations

NEW JERSEY HUMAN SERVICES | Division of Developmental Disabilities

SCA Evaluation Update

Year	Number of SCAs Evaluated	SCA Status
2021	30 selected, 30 completed	All unreleased
2022	10 selected, 9 completed	All released
2023	33 selected, 25 completed	22 unreleased; 11 released
2024	25 selected, 20 completed	All released
2025	Group 1: 7 selected Group 2: 5 selected Group 3: 6 selected Group 4: 6 selected	All released

SCA Evaluation Update

Evaluation Plans

- The Support Coordination Unit plans to formally evaluate new Support Coordination Agencies that meet census requirements around the one year anniversary.

- The Support Coordination Unit has a goal to evaluate 100% of Support Coordination Agencies and then complete evaluations on a cycle.

- Notification to first evaluation group in 2026 will occur in fall 2025.

- Benchmark for scoring will change to 90% in 2026 (currently 86%).

SCA Evaluation Training Resources

Now Available!

NEW!
Policies & Procedures Manuals

Quality Management: Plans, Processes, and Reporting

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

NEW!
Agency Organizational Governance: Requirements and Best Practice Considerations

SCA Evaluation Resources

New Collaborative Resources!

[Policies & Procedures Guidebook for Medicaid/DDD-Approved Providers](#)
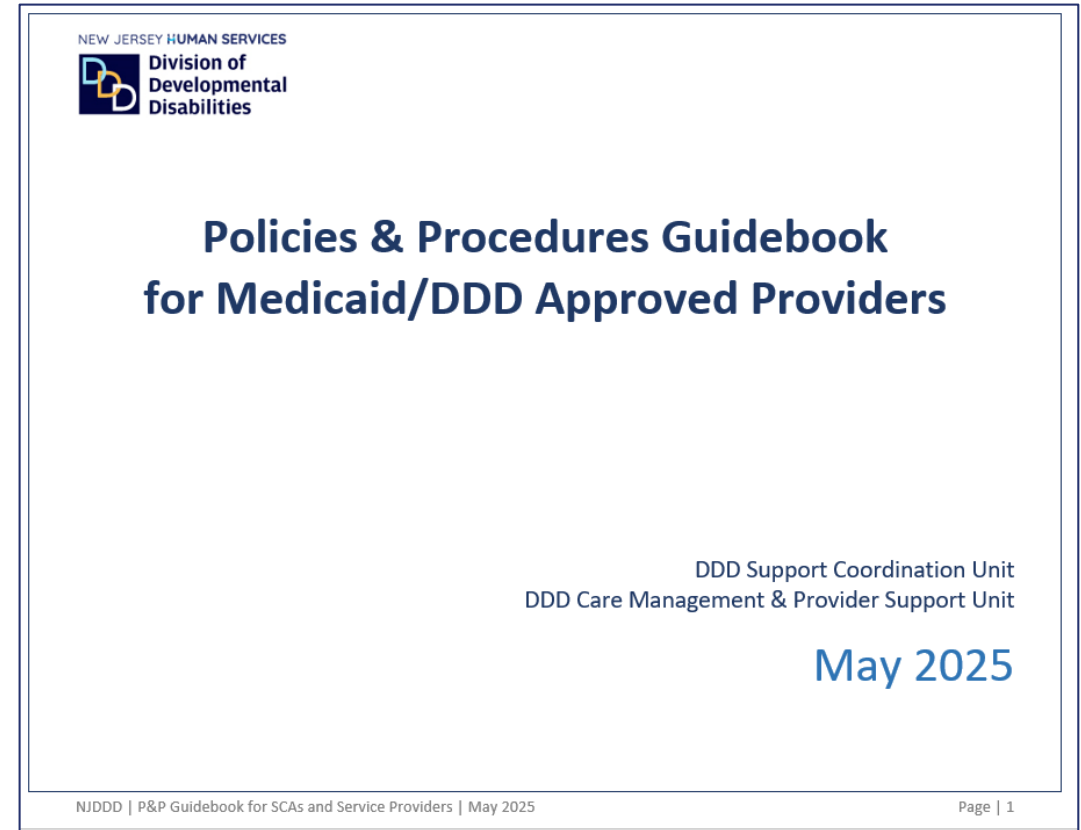
NEW JERSEY HUMAN SERVICES

Division of Developmental Disabilities

Policies & Procedures Guidebook for Medicaid/DDD Approved Providers

DDD Support Coordination Unit
DDD Care Management & Provider Support Unit

May 2025

NJDDD | P&P Guidebook for SCAs and Service Providers | May 2025   Page | 1

SCA Evaluation Resources

New Collaborative Resources!

[Policies & Procedures Checklist for Medicaid/DDD-Approved Providers](#)

SCA Evaluation Resources

ISP Plan Reviews: Guidance for SCAs

Support Coordination Agency Evaluation Guidebook

Support Coordinator Monitoring Tool Work Instructions

For additional resources, visit the Support Coordination Information page.

Evaluation Highlight: Customer Satisfaction

- EQC has been measuring Customer Satisfaction since 2024.
- Surveys are completed with individuals/families by DDD staff.
- There is a survey question related to changing SCA if dissatisfaction is expressed.
- Individuals/families are surveyed. BGS guardians are not surveyed.
- There are 20 questions on the survey.
- Surveys often are an opportunity for praise or complaints re the SCA.
- Results are included in evaluation findings to SCA.

Surveys Completed
The Customer Satisfaction Survey has been completed for 28 SCAs, representing 471 individuals.

Evaluation Highlight: Customer Satisfaction

Survey Themes

1. Is the SCA knowledgeable?
2. Does the SCA follow up on service requests?
3. Does the SC complete F2F and phone contacts as required?
4. Is the SC responsive?
5. Is the individual/family aware of the SCA after hours call number?
6. Is the individual/family aware with the Service Plan development?
7. Does the individual/family aware have choice in providers?
8. Did the individual/family receive the finalized service plan?
9. Does the SCA meet expectations of the individual/family?

Response Choices

☐ Yes
☐ No
☐ Not sure/sometimes/other
☐ N/A, just assigned to SCA

Comments:

Evaluation: Customer Satisfaction Results

Are you aware that the SCA has an after-hour emergency number?   470 Total Respondents

8%

17%

75%

■ Yes   ■ No   ■ Not Sure/Sometimes/Other

NEW JERSEY HUMAN SERVICES | Division of Developmental Disabilities
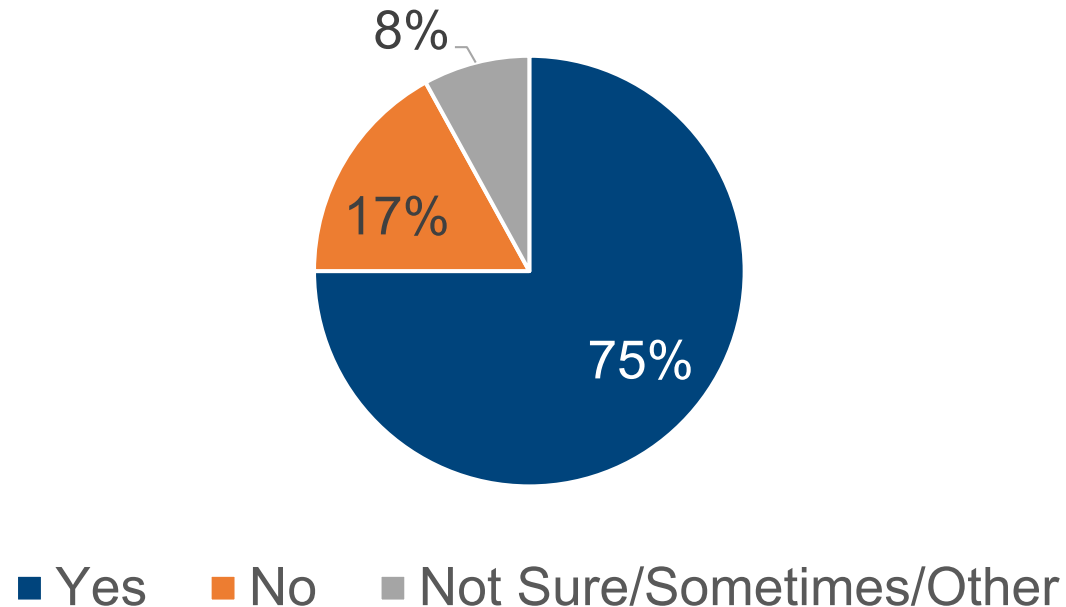
Evaluation: Customer Satisfaction Results

Do you feel that <SC> knows about services and supports that may help you?   469 Respondents

2%   3%

95%

■ Yes   ■ No   ■ Not Sure/Sometimes/Other
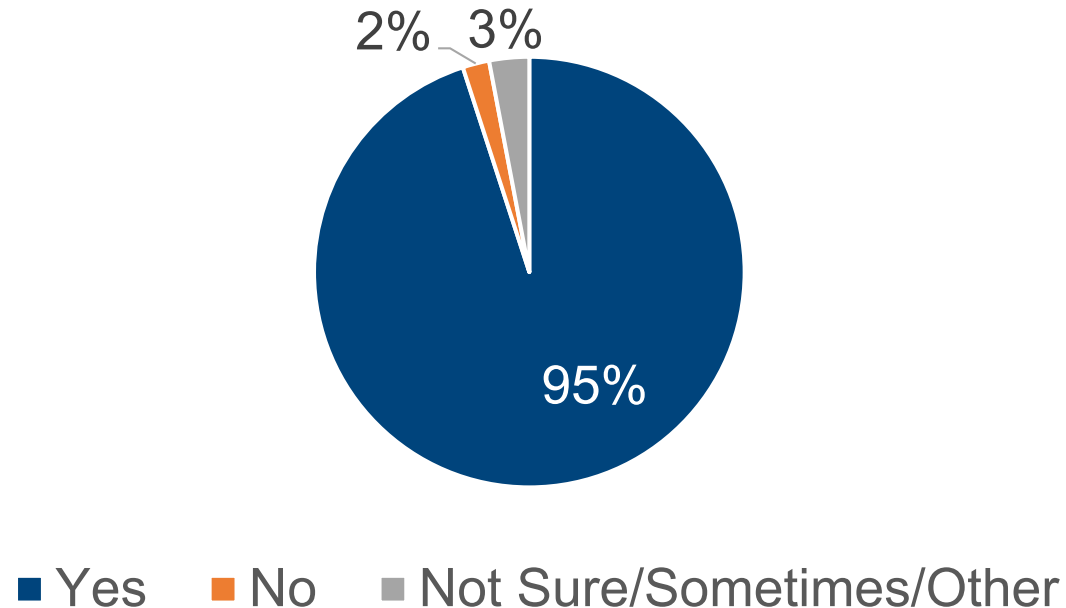
Evaluation: Customer Satisfaction Results

How often does \<SC\> CALL each month?
471 Respondents

Category	Value
Not sure/other	16
More often than 1/X per month	93
Less than once per month	22
Individual lives in a Provider Setting	3
I never hear from our SC	4
At least 1/X per month	333
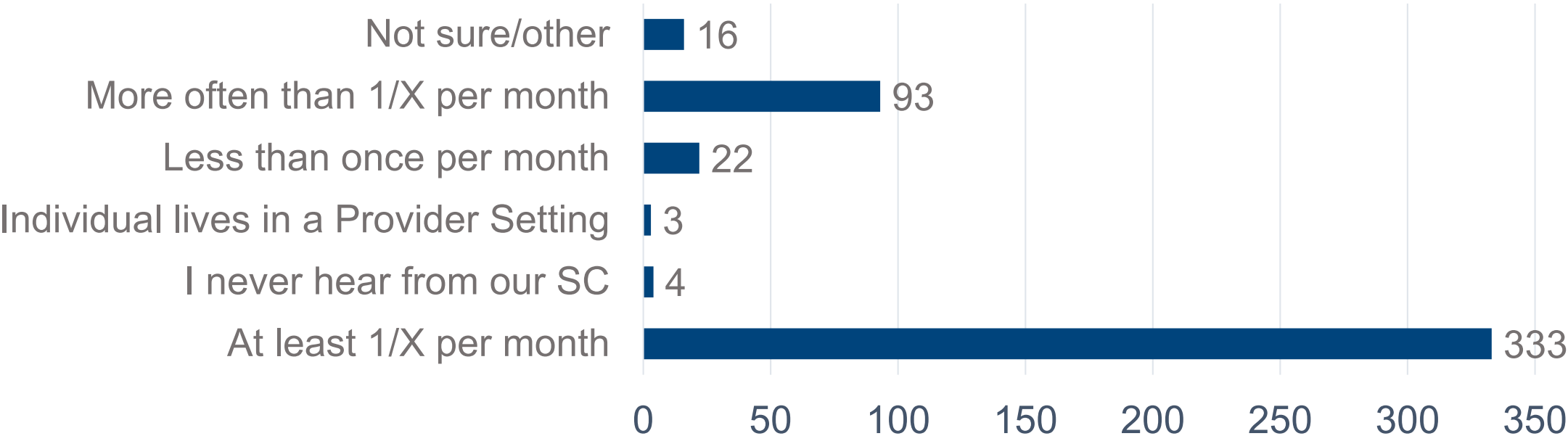
Evaluation: Customer Satisfaction Results

How often do you or <individual's name> SEE the SC in person?   471 Responses

Category	Percentage
More often than 1/X per quarter	7%
Less than 1/X per quarter	9%
Individual lives in a Provider Setting	0.06%
I never see our SC	5%
At least 1/X per quarter	79%

NEW JERSEY HUMAN SERVICES

Division of Developmental Disabilities
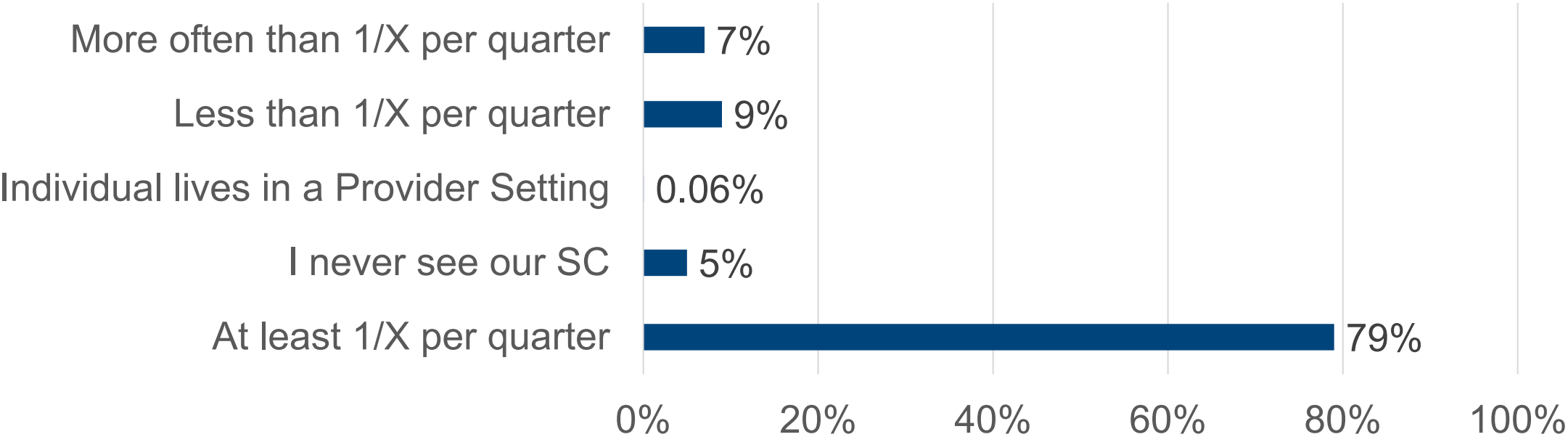
Evaluation: Customer Satisfaction Results

Do you believe that <SCA> is meeting expectations?
468 Respondents

95%　　　2%
3%

■ Yes　■ No　■ Not sure/Sometimes/Other
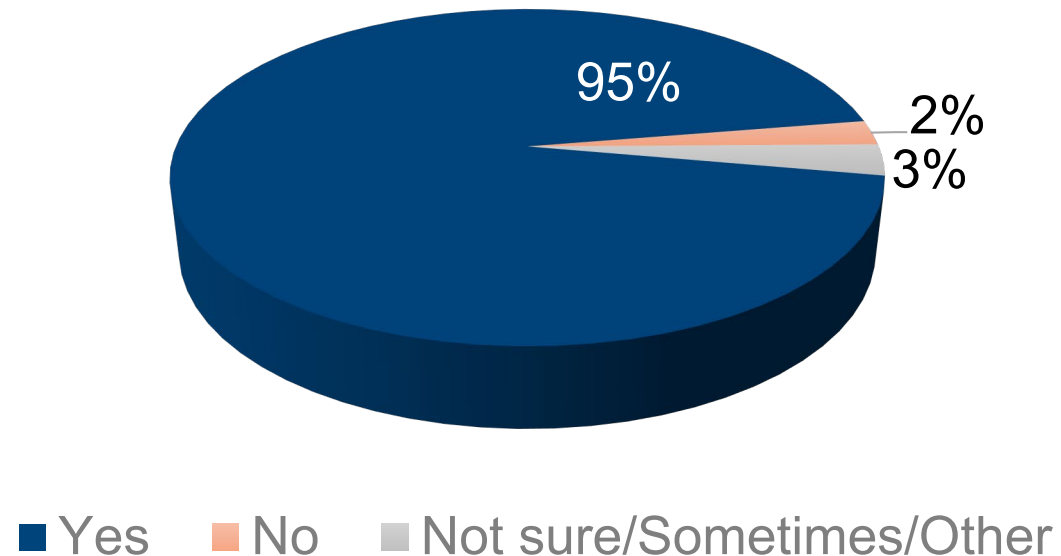
Evaluation: Customer Satisfaction Results

Has the Support Coordinator provided you with a copy of the finalized Service Plan?   469 Respondents

4%   3%

93%

■ Yes   ■ No   ■ Not Sure/Sometimes/Other
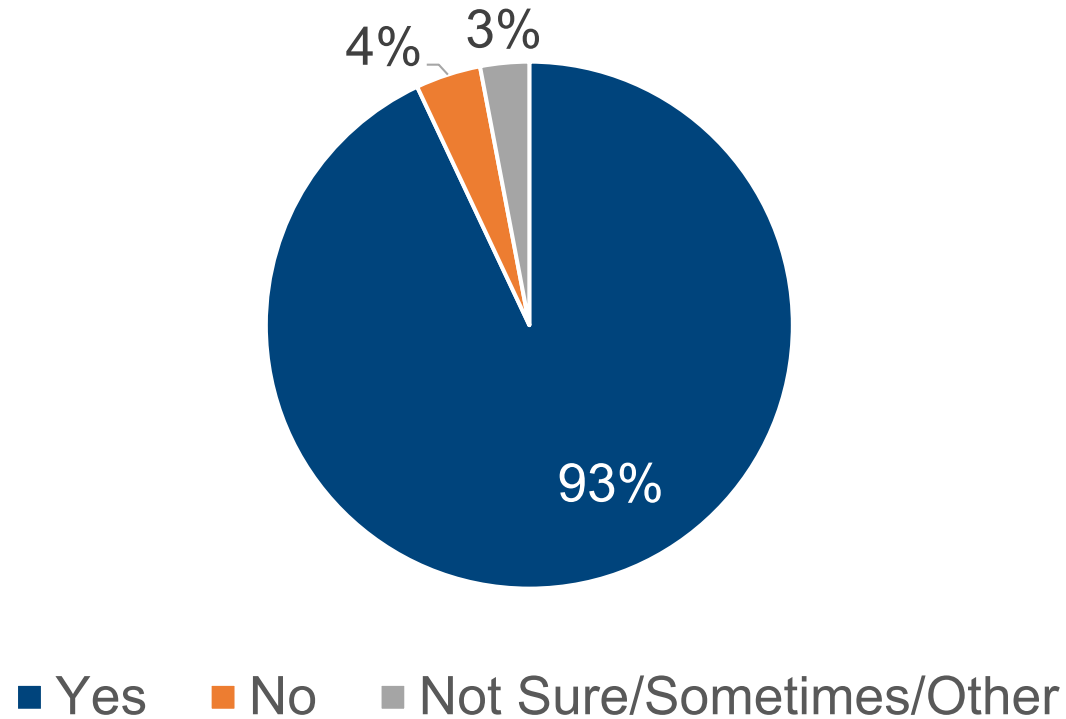
Evaluation Highlight – ISP Reviews

Individualized Service Plans (ISPs)

- Evaluation results indicate needed improvement in ISPs.
- Areas of issues found:
  - Late ISPs
  - Documentation quality, particularly in the areas of Outcomes, Health & Nutrition, Safety & Supports
  - Missing signatures
  - Missing other required documents

SCU is working with DDD-IT on tile enhancements to ensure important information is captured more easily.

Evaluation Highlight – ISP Reviews

Recommended Trainings to Improve ISP Quality

- NJISP Related: Individualized Service Plan Process and Documentation
- NJISP Related: New Jersey Comprehensive Assessment Tool (NJCAT) and Person-Centered Planning Tool (PCPT) Overview
- NJISP Related: Employment Expectations and Overview
- NJISP Related: Service Entry and iRecord Overview
- Planning Team Partnerships: Using the Addressing Enhanced Needs Form (AENF) in Plan Development
- Planning Team Partnerships: Using the ISP Worksheets in Plan Development
- Best Practice in Documentation
- Charting the LifeCourse: A Method for Ensuring Person-Centeredness
- Putting Home and Community Based Services (HCBS) Rules into Practice
- Supporting the Person: Adaptive Equipment and Documentation
- Supporting the Person: Behavior Supports and Documentation
- Supporting the Person: Medical Supports and Documentation

> Check monthly training calendars for these trainings and more!

NEW JERSEY HUMAN SERVICES | Division of Developmental Disabilities

Division Updates

Division Updates

Community Partner – The Boggs Center

Coaching seminars, live trainings, and professional development topics are offered through The Boggs Center.

Visit their Calendar of Events to review training content and register.

Division Updates

Support Coordination Coaching Sessions

The Boggs Center offers monthly virtual coaching sessions.

- These collaborative learning sessions offer Support Coordinators a space to share resources, collaborate on solving common challenges, and develop skills through facilitated discussion.
- Each session includes a brief introduction to the topic using scenarios, case studies, or shared experiences.
- Support Coordinators are to be prepared to contribute, brainstorm, and share relevant resources related to the topic.

NEW JERSEY HUMAN SERVICES | Division of Developmental Disabilities

Division Updates

Support Coordination Coaching Sessions

To join a collaborative virtual coaching session, Support Coordinators should use The Boggs Center's Online Registration System to register.

Planning with the Person in the Context of the Family	Person-Centered Planning and Housing
August 28, 2025: 10-11 a.m.	September 9, 2025: 10-11 a.m. September 30, 2025: 10-11 a.m.

Division Monthly Update Webinars

Visit the Division's [Public Update Meetings](#) page to register for monthly DDD Update Webinars and to review archived webinars.

- [Register for August 28 Webinar](#)

- [Register for September 25 Webinar](#)

- [Register for October 23 Webinar](#)

- [Register for November 26 Webinar](#)

- [Register for December 18 Webinar](#)

Fiscal Intermediary Transition

Division Updates

Acumen Transition Update and Q&A Webinars – all dates are 1 – 2 p.m., unless otherwise noted	
Thursday, August 14 ***3 - 4:00 p.m.**	REGISTER NOW: August 14 Acumen Transition Update and Q&A
Thursday, August 21	REGISTER NOW: August 21 Acumen Transition Update and Q&A
Thursday, August 28	REGISTER NOW: August 28 Acumen Transition Update and Q&A

2025 Fiscal Intermediary Transition (PPL to Acumen)

Changes to Incident Reporting

Lauren Chodack, Chief
Office of Risk Management (ORM)

Division Updates

New! Changes to Incident Reporting

Effective July 12, 2025, changes have been made to the Office of Risk Management's (ORM) Incident Reporting Unit. These changes simplify the incident-reporting process for provider agencies, Support Coordination Agencies, and ORM staff.

The Incident Reporting (IR) Unit now has four 'sub-units':
- Program Incident Reporting A
- Program Incident Reporting B
- Home-Based Incident Reporting
- Abuse Hotline and External Program Incident Reporting

Division Updates

New! Changes to Incident Reporting

- Each sub-unit is responsible for handling incident reports based on the county where the incident occurred, and/or the entity under whose supervision the individual was at the time of the incident.

- Agencies will submit all **initial** incident reports to ORM through [DDD UpDoc](), our secure upload portal.

  - For agencies **with** NJIRMS access, follow-up reports should be uploaded directly into NJIRMS.

  - For agencies **without** NJIRMS access, follow-up reports that fall to DDD for closure should be submitted through DDD UpDoc.

Division Updates

New! Incident Reporting Sub-Units

- **Program Incident Reporting Units A and B:** These two units handle incident reports involving individuals in all DDD-funded licensed residential homes and day habilitation centers. Each DDD\Medicaid-approved agency has been assigned to Unit A or Unit B and will submit all initial incident reports to their assigned unit.

Division Updates

New! Incident Reporting Sub-Units

- **Home-Based Incident Reporting Unit:** This unit handles incident reports involving individuals in non-licensed residences (own/family homes) who are receiving services from DDD/Medicaid-approved providers (except day habilitation providers) and/or non-DDD/Medicaid-approved providers (community vendors, such as vendors providing Goods and Services). This unit also handles follow-up incident reports that need DDD closure.

Division Updates

New! Incident Reporting Sub-Units

- **Abuse Hotline and External Program Incident Reporting Unit:** This unit handles incident reports involving out-of-state providers and licensed programs not funded by DDD (DOH, DCF, TBI). They also manage the abuse hotline and oversee special projects.

Division Updates

Updated! Incident Reporting Webpage

The DDD | Incident Reporting web page includes the following new/updated IR documents:

- Incident Reporting Units (overview of the new ORM IR unit restructure and contact information)
- Incident Reporting: Agency Assignments (list of IR units each agency is assigned to)
- Incident Reporting: UpDoc Instructions

DDD Resources

DDD Resources

- Support Coordination assistance: DDD.SCHelpdesk@dhs.nj.gov

- Routine questions: DDD.FeeForService@dhs.nj.gov

- Training inquiries: SCUTrainingHelpdesk@dhs.nj.gov

- HCBS questions: DDD.HCBShelpdesk@dhs.nj.gov

- Medicaid questions: DDD.MediElighelpdesk@dhs.nj.gov

- Self-directed services questions: DDD.OESDS@dhs.nj.gov

- Waiting list questions: DDD.CCPWaitListRequests@dhs.nj.gov

A complete listing is found here: Directory of Email Helpdesks and Mailboxes

Post-Webinar Survey

Questions