



# Support Coordination Agency Update Webinar

December 14, 2023

## **Webinar Survey**

Attendees will have the opportunity to provide feedback related to this webinar.

The survey should appear immediately when the webinar has ended.

Sincere thanks for your  
dedication and hard work!

**Together, we serve  
25,330  
New Jerseyans**

# Agenda

1. Support Coordination Agency (SCA) Landscape
2. Support Coordination Unit (SCU) Updates
3. Support Coordination Agency Evaluation Updates
4. Spotlight on Survey Results
  - Support Coordination Agency Evaluation Guidebook
  - Support Coordinator Monitoring Tool (SCMT)
5. Division Updates
  - Walkaway Incidents
  - iRecord Pictures
  - 2024 Minimum Wage Increase
6. Questions



# **Support Coordination Agency (SCA) Landscape Update**

# SCA Landscape

| SCA Landscape    | As of December 1, 2023 |
|------------------|------------------------|
| Total SCAs       | 147                    |
| Released SCAs    | 134                    |
| Unreleased SCAs  | 13                     |
| New SCAs in 2023 | 5                      |

# SCA Landscape

| Support Coordination Capacity | Support Coordination Census |
|-------------------------------|-----------------------------|
| <b>33,894</b>                 | <b>25,330</b>               |

As of December 4, 2023

# SCA Landscape

| SCA Census                             | As of December 5, 2023                 |
|--|--|
| <b>Total SCAs with Census under 60</b> | <b>48 (35 Released, 13 Unreleased)</b> |
| SCAs with Census of 0 – 10             | 7 (2 Released, 5 Unreleased)           |
| SCAs with Census of 11 – 20            | 4 (3 Released, 1 Unreleased)           |
| SCAs with Census of 21 – 30            | 10 (7 Released, 3 Unreleased)          |
| SCAs with Census of 31 – 40            | 9 (8 Released, 1 Unreleased)           |
| SCAs with Census of 41 – 50            | 7 (5 Released, 2 Unreleased)           |
| SCAs with Census of 51 – 59            | 11 (10 Released, 1 Unreleased)         |



# Support Coordination Unit (SCU) Updates

# SCU Updates

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

In 2024, the SCU will begin holding SCA update webinars on a quarterly basis, on the following Thursdays:

|                            |  |
|----------------------------|--|
| February 8, 2024, 1-2 p.m. | <a href="#">Register now for Feb. 8 SCA Update Webinar</a> |
| May 9, 2024, 1-2 p.m.      | <a href="#">Register now for May 9 SCA Update Webinar</a>  |
| August 8, 2024, 1-2 p.m.   | <a href="#">Register now for Aug. 8 SCA Update Webinar</a> |
| November 7, 2024, 1-2 p.m. | <a href="#">Register now for Nov. 7 SCA Update Webinar</a> |

# SCU Updates

## 2024 Support Coordination Unit Communications Plan

| SCA Email Communications                                | SCA Webinars  | SCA Newsletters  |
|---|---|--|
| January 2024<br>April 2024<br>July 2024<br>October 2024 | February 2024<br>May 2024<br>August 2024<br>November 2024 | March 2024<br>June 2024<br>September 2024<br>December 2024 |

# SCU Updates

**NEW!** Live Learning Opportunity

## **Emergency Access to Community Care Program (CCP) and the Intensive Case Management (ICM) Referral Process**

*Presented by: Megan MacFarland, Unit Director, NJCAT and Level of Care Unit, Division of Developmental Disabilities*

January 16, 2024, 10 - 11:30 a.m.

[Register now for the January 16 webinar](#)

# SCU Updates

**NEW!** Live Learning Opportunity

## **Barriers to Justice for Individuals with Intellectual and Developmental Disabilities**

*Presented by: Robyn Holt, MA, Director of the Criminal Justice Advocacy Program, and Jennifer Catalano, MS, Criminal Justice Case Manager, ARC of New Jersey*

January 24, 2024, 10 – 11a.m.

[Register now for the January 24 webinar](#)

# SCU Updates

**NEW!** College of Direct Support (CDS) Learning Opportunities!

## **Introduction to Self-Directed Services**

*and*

## **Self Determination:**

## **Why It's Important for Individuals with Different Abilities**

**CDS** is available to all registered learners 24 hours per day, 7 days per week. The listing of Division trainings is updated monthly and can be found [here](#).



# **Support Coordination Agency Evaluation Updates**

# SCA Evaluation Updates

## Indicators for 2023 SCA Evaluation

### Documentation Indicators

- SC Monitoring Tools
- ISP
- PCPT
- Retroactive Change Requests
- NJCAT Reassessments
- Care management issues and follow-up
- Field visit notification follow-up
- Second waiver service

### Operations

- Policy manuals
- 24-hour availability and response
- Adherence to conflict-free requirements
- Appropriate iRecord use
- Staff conflict of interest issues
- Census Plan (if less than 60)

### Quality

- Quality Improvement/Quality Management Plan
- Satisfaction Measurement by SCA
- Satisfaction calls by DDD

### Staff Qualifications

- Criminal background checks
- Staff education
- Staff experience
- Staff initial and annual training requirements

# SCA Evaluation Updates

- The SCU is concluding 2023 SCA evaluations. Future webinars will discuss 2023 findings.
- Preliminary trends indicate the following requirements/indicators have presented challenges for SCAs:
  - Documentation issues, including Individualized Service Plan (ISP) documentation
  - Achievable Census Plans for SCAs
  - Policies & Procedures
  - Staff qualifications
  - Staff conflict of interest issues
  - Lack of evidence regarding customer satisfaction surveys, results and action plan

# SCA Updates

**Published August 2023!**

## **Support Coordination Agency Evaluation Guidebook**

This guidebook for Support Coordination Agencies explains the SCU evaluation process in detail, including methods and indicators used, as well as remediation strategies when performance issues are found.

# SCA Updates

## Support Coordination Agency Evaluation Trainings on [College of Direct Support](#)

- Preparing for Support Coordination Unit Evaluation: A Training for Support Coordination Agencies
- Support Coordination Agency (SCA) Staff Qualifications (updated September 2023)



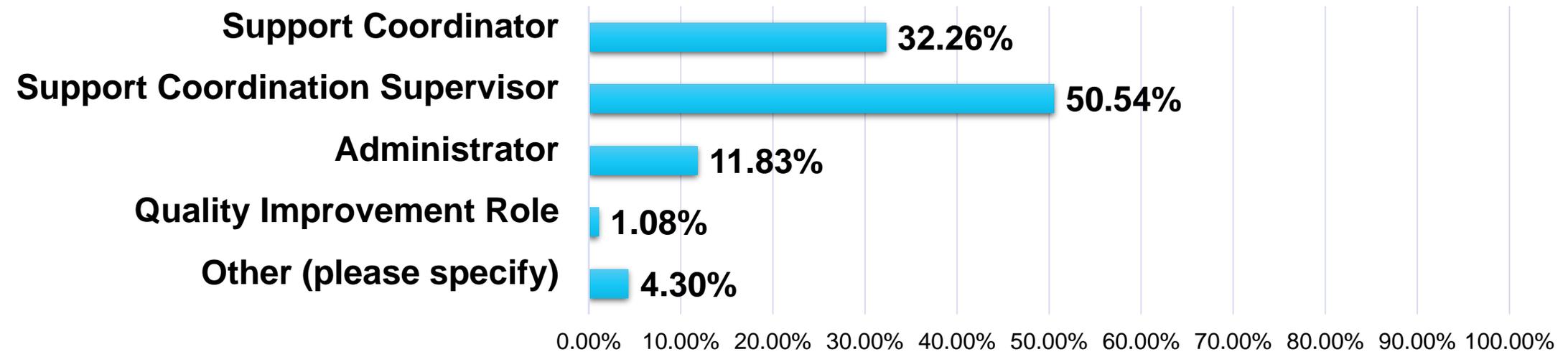
# Support Coordination Unit Documents Survey

# Survey Results

## The SCA Evaluation Guidebook

**Q: Please indicate your role in a Support Coordination Agency.**

Answered: 93      Skipped: 0



# Survey Results

## The SCA Evaluation Guidebook

### Q: How many individuals are served by your Support Coordination Agency?

Answered: 93      Skipped: 0

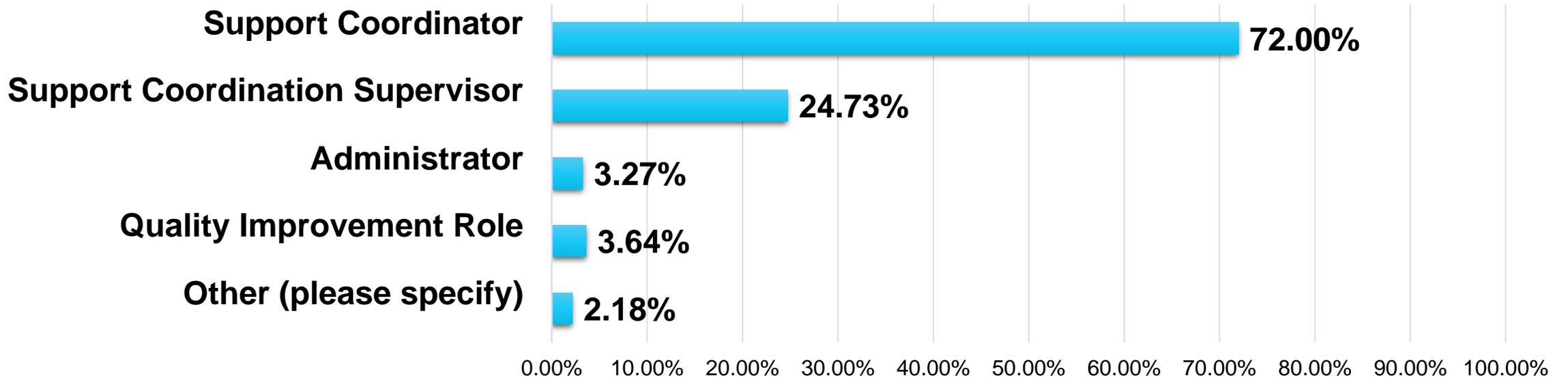
| Agency Size | % of Respondents |
|-------------|------------------|
| Under 59    | 35.48%           |
| 60-100      | 16.13%           |
| 101-200     | 16.13%           |
| 201-500     | 16.13%           |
| 501-1000    | 7.53%            |
| Over 1000   | 8.60%            |

# Survey Results

## Support Coordinator Monitoring Tool (SCMT)

**Q: Please indicate your role in the Support Coordination Agency (check all that apply).**

Answered: 275      Skipped: 1

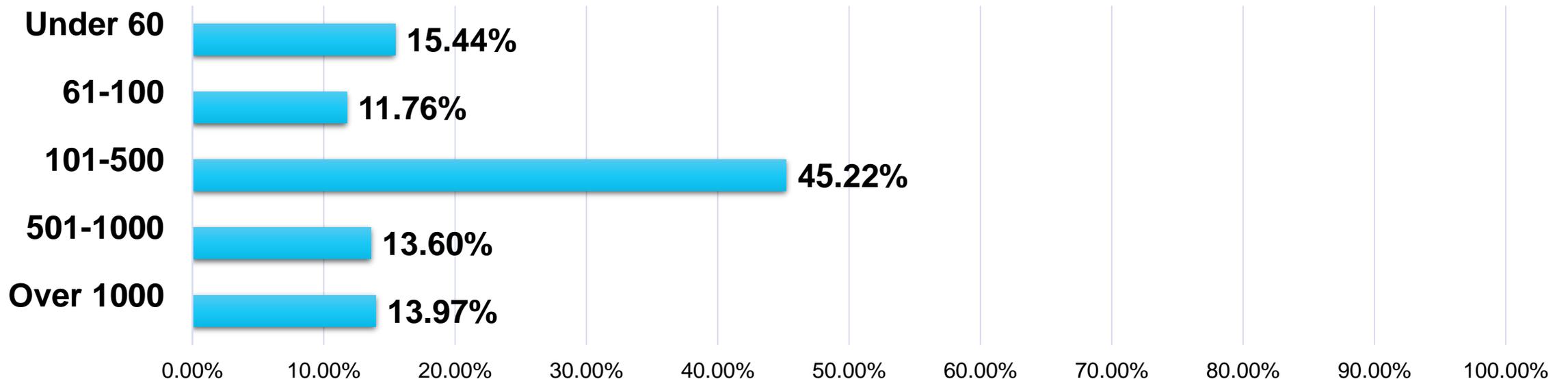


# Survey Results

## Support Coordinator Monitoring Tool (SCMT)

**Q: How many individuals does your Support Coordination Agency serve?**

Answered: 272      Skipped: 4





# Division Updates

# Division Updates

## 2024 Minimum Wage Increase

In February 2019, Governor Murphy signed New Jersey's [Minimum Wage Law](#) which requires a minimum hourly wage of \$15 to be implemented statewide by January 1, 2024. Under the law, the minimum wage increases by \$1 per hour – or more if warranted based on the Consumer Price Index (CPI).

# Division Updates

## 2024 Minimum Wage Increase

- Fiscal intermediaries are **prohibited by law** from compensating Self-Directed Employees for any amount less than \$15.13 per hour beginning January 1, 2024.
- Individuals who employ Self-Directed Employees (SDEs) whose current minimum wage is below \$15.13 per hour will need to have their ISP revised. Revisions to ISPs can be made now, with a future start date of January 1, 2024.
- Support Coordinators are encouraged to discuss minimum wage with individuals and families now, so potential budget impact is understood.
- Support Coordinators do not need to revise ISPs for agency-employed Direct Support Professionals (DSPs).

# Division Updates

## Walkaway Incidents

The [Incident Reporting Levels and Categories Grid](#) includes Walkaway as a reportable incident (Code WK101) and defines it as the “act of an individual leaving the premises who may be considered dangerous to self or others or is otherwise at risk. Law enforcement notification might be required if the individual cannot be located after an initial search of the premises.” ([source](#))

- Since January 1, 2022, there were 514 individuals involved in 1,320 walkaway incidents. 155 SCAs were involved.
- Of those 514, 156 individuals have had more than 1 walkaway.
- An analysis of past data shows that the occurrence of walkaway incidents continues on the rise.
- Nearly all SCAs have had experience with walkaway incidents.

# 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 and agency policies and procedures are in place for planned use.



# Division Updates

## iRecord Photos

### Improving Practice Related to Walkaway Incidents

- Support Coordination Agencies who are assigned individuals with a history of walkaway incidents have been contacted by staff in the Support Coordination Unit.
- Support Coordinators have been requested to upload a photo of the individual to the iRecord (their health record). If the individual does not agree to a photo, the SC should document declination in a case note.
- The goal is that the photo could be shared with first responders if the individual needed to be located.
- Questions may be directed to the QAS assigned to the SCA.

# Division Updates

## iRecord Photos

- The upload of a photo is recommended for all individuals who agree to having their picture taken.
- It is not uncommon for a picture to be added to an electronic health record, such as iRecord.
- A walkaway could happen at any time, not just with an individual who has a history of walking away.

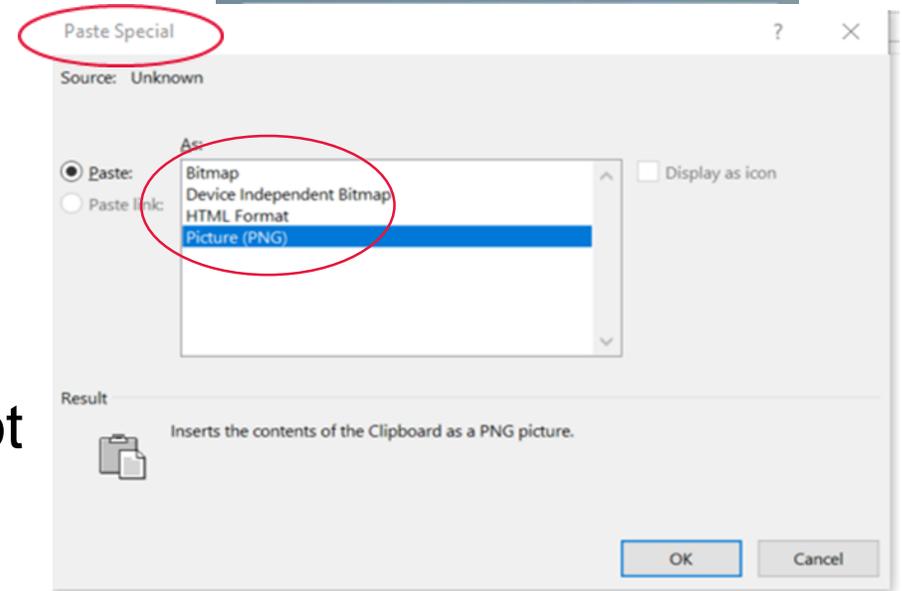
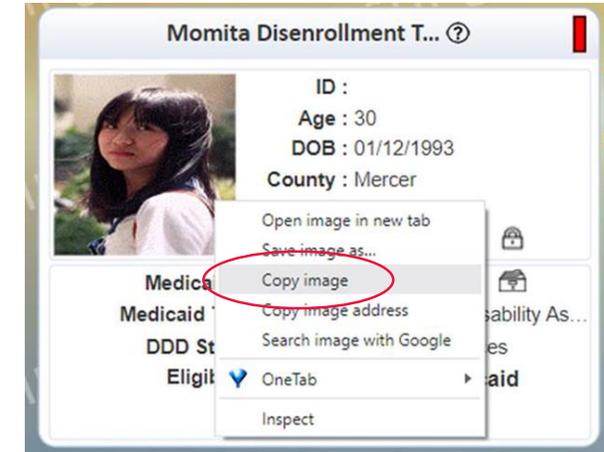


# Division Updates

## iRecord Photos

### Retrieving Photos

1. To get a copy of the image, right-click on the main participant tile and select **Copy image**.
2. Paste the image into an email or document using the **Paste special** option, and selecting **Bitmap**, **Device independent Bitmap**, or **Picture (PNG)**. Any option other than HTML Format will work.
3. Simply copying and pasting the image will not work.





# Questions