



# Support Coordination Agency Update Webinar

Support Coordination Unit

February 8, 2024

# Your work is appreciated!



# Agenda

1. Division Update
2. Support Coordination Agency (SCA) Landscape
3. Support Coordination Unit (SCU) Updates
4. Support Coordination Agency Evaluation Updates
5. Support Coordination Unit 2023 Impact
6. Questions



# 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 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 Support Coordination Unit staff.
- 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

December 2023

**17%** of individuals with frequent walk-away incidents have photos in iRecord

January 2024

**32%** of individuals with frequent walk-away incidents have photos in iRecord



# Support Coordination Agency (SCA) Landscape Update

# SCA Landscape

SCA Landscape	February 1, 2024
Total SCAs	146
Released SCAs	134
Unreleased SCAs	12
New SCAs in 2023	6
New SCAs in 2024	0

# SCA Landscape

Support Coordination Capacity	Support Coordination Census
33,487	25,444

As of January 28, 2024

# SCA Landscape

SCA Census	February 1, 2024
<b>Total Number of SCAs with a Census under 60</b>	<b>47 (36 Released; 11 Unreleased)</b>
# of SCAs with Census between 0 - 10	7 (2 Released; 5 Unreleased)
# of SCAs with Census between 11 - 20	5 (4 Released; 1 Unreleased)
# of SCAs with Census between 21 - 30	7 (6 Released; 1 Unreleased)
# of SCAs with Census between 31 - 40	8 (7 Released; 1 Unreleased)
# of SCAs with Census between 41 - 50	9 (6 Released; 3 Unreleased)
# of SCAs with Census between 51 - 59	11 (11 Released; 0 Unreleased)



# Support Coordination Unit (SCU) Updates

# SCU Updates

## 2024 Support Coordination Unit Communications Plan

E-Newsletters	SCA Webinars
Monthly in 2024	February 2024 May 2024 August 2024 November 2024

# SCU Updates

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

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

All Archived Webinars can be found on the Division's [Support Coordinator Information](#) web page under Support Coordination Agency Update Webinars.

# SCU Updates

**NEW! Ensuring Support Coordination Agency Availability and Responsiveness: Receive, Respond and Report**

February 28, 2024

2:00 pm-3:30 pm

**NEW! Medicaid Application Process for Community Care Program (CCP) and Supports Program (SP)**

February 28, 2024

10:00 am-11:00 am

# SCU Updates

## College of Direct Support (CDS) Learning Opportunities!

[The College of Direct Support](#) is available 24/7 to all registered learners.

The menu of Division trainings is updated monthly and can be found [here](#).



# Support Coordination Agency Evaluation Updates

# SCA Evaluation

25 SCAs Evaluated in 2023

Year	Number of SCAs
2021	30 (unreleased)
2022	10 (released) selected, 9 SCAs completed evaluation
2023	33 were selected for evaluation (22 unreleased, 11 released) 25 SCAs completed evaluation

# 2023 Evaluation Findings

## Areas of Agency Strength

Face-to-Face Visits Documented

Monthly Monitoring Documentation Completed

Staff Education & Experience

ISP Status Review

# 2023 Evaluation Findings

## Areas of Agency Challenge

Documentation Quality (most areas of ISP, PCPT)

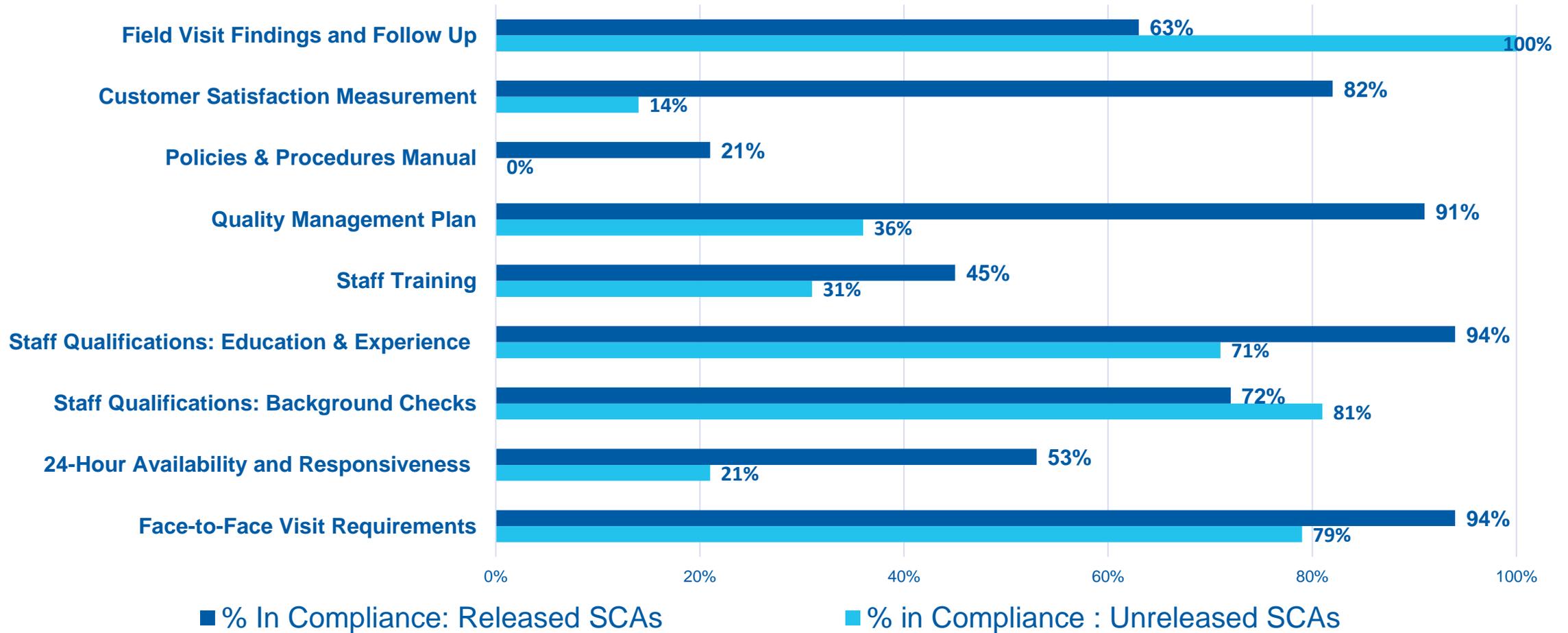
Policies & Procedures Manuals

Staff Training Requirements

24-Hour Availability and Response

Customer Satisfaction Measurement and Follow Up

# 2023 Evaluation and Released Status



# 2023 Evaluation and Census

**Compliance Goal is 86%  
or Higher**

Indicator	Percent in Compliance: SCAs with Census Under 60	Percent in Compliance: SCAs with Census 60 or More
Face to Face Visit Compliance	85%	<b>86%</b>
ISP Quality Issues/Met Requirements	40%	<b>57%</b>
24 Hour Availability and Response	30%	<b>57%</b>
Field Visit Findings (Appropriate Follow Up)	<b>95%</b>	71%
Policy & Procedure Manual	10%	<b>29%</b>
Quality Management Plan/ Quality Improvement	50%	<b>86%</b>

# 2023 Evaluation and Census

Compliance Goal is  
86% or Higher

Indicator	Percent in Compliance: SCAs with Census Under 60	Percent in Compliance: SCAs with Census 60 and Over
Staff Qualifications: Training	35%	43%
Staff Qualifications: Background Checks	72%	100%
Staff Qualifications: Education and Experience	85%	71%
Customer Satisfaction Measurement	33%	71%

# SCA Evaluation Update

Number of SCAs Released in  
2023

8

Number of SCAs that Closed  
Voluntarily in 2023

21

# 2024 SCA Evaluation

DRAFT Indicators for  
2024 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

- 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 less than 60)
- Agency Governance

## Quality & Compliance

- Quality Improvement/Quality Management Plan
- Satisfaction Measurement by SCA
- Satisfaction calls by Division
- Claims review

## Staff Qualifications

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

# SCA Evaluation Updates

## 2024 Activities in Evaluation Work

### New and Updated Publications Planned

- Updated P&P Guidebook for SCAs
- Updated Evaluation Guide
- Best Practice Guide
- Care Management Guidebook

### Education & Training

- Training already available for all 2023 indicators
- Trainings for new 2024 indicators in development
- Preparing for Evaluation (and related trainings) will be updated

# SCU Evaluation 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)



# 2023 Support Coordination Unit Impact

# Supporting SCAs with Situations

The Seeking Out Support (SOS) Form is:

- A communication tool between Support Coordination Agencies and DDD.
- Used when SCAs require assistance with complex issues.
- Initiates DDD engagement in services and provision of supports.
- **1832** SOS forms were received between January and December 2023.

New Jersey Department of Human Services  
Division of Developmental Disabilities  
Support Coordination Unit

Seeking Out Support (SOS) Form  
Used to report urgent situations, request assistance, or troubleshoot involved cases with the Support Coordination Unit

**Demographic Information**

Name <small>Click here to enter text.</small>	Date of Referral <small>Click to enter a date.</small>
DDD ID <small>Click here to enter text.</small>	Waiver <small>Choose an item.</small>
Current NICAT Score / Date / Tier <small>Click here to enter text.</small>	County of Residence <small>Choose an item.</small>
Current Living Arrangements <small>Click here to enter text.</small>	Guardianship status / Appointee <small>Click here to enter text.</small>

**Support Coordination Agency Information**

SCA Name <small>Click here to enter text.</small>	Agency Status <small>Choose an item.</small>
Support Coordinator Name <small>Click here to enter text.</small>	Phone Number / Email Address <small>Click here to enter text.</small>
SC Supervisor Name <small>Click here to enter text.</small>	Phone Number / Email Address <small>Click here to enter text.</small>

Has the SC discussed the situation with the SCS? Yes  No   
If no, do not proceed with completing the SOS form until you have done so.  
Is the individual on the Supports Program and receiving Private Duty Nursing (PDN)? Yes  No   
If yes, do not request to submit the plan to RI. \* See important information under instructions.

**Description of Issue**

What is the Reason for the SOS? Choose an item.

Summarize the current situation and relevant background: Click here to enter text.

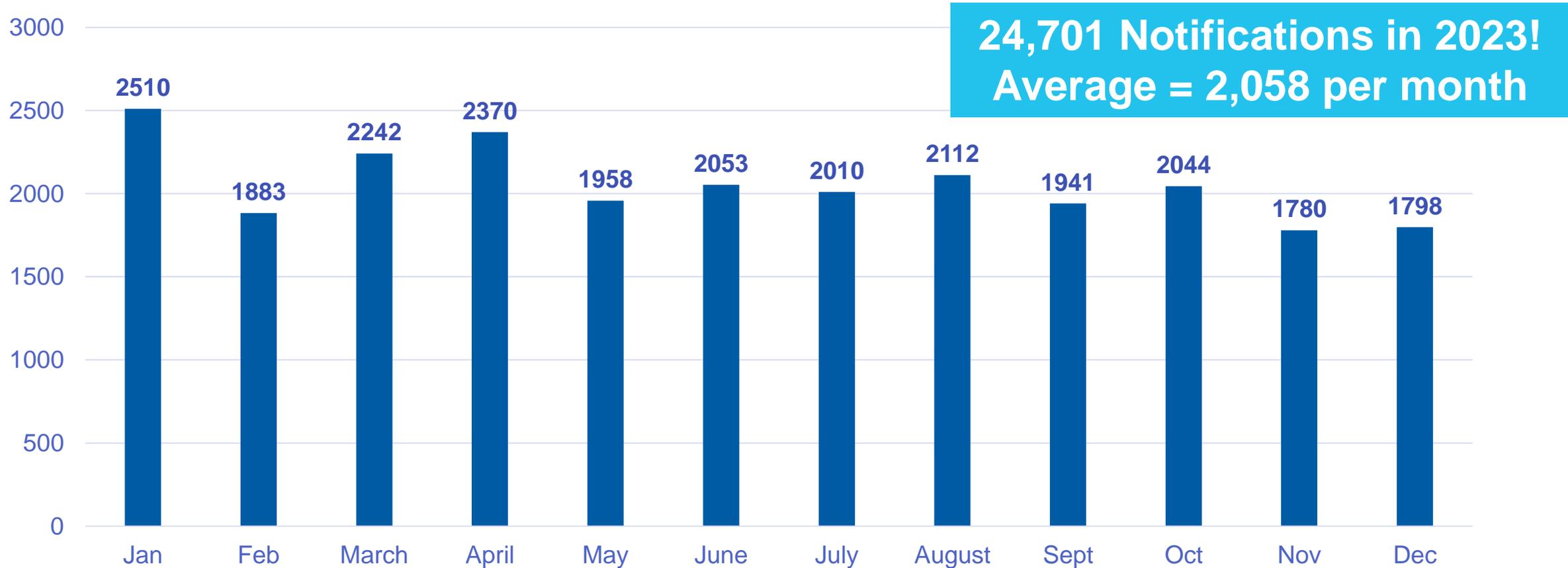
Clarify the question or the assistance you are seeking: Click here to enter text.

Describe previous attempts for resolution, including outreach to community resources (ex: Police, APS, CARES, Board of Social Services): Click here to enter text.

NJ Division of Developmental Disabilities | Seeking Out Support (SOS) Form, March 2022  
Page 1 of 2

# Supporting SCAs with Situations

## Notifications Mailbox

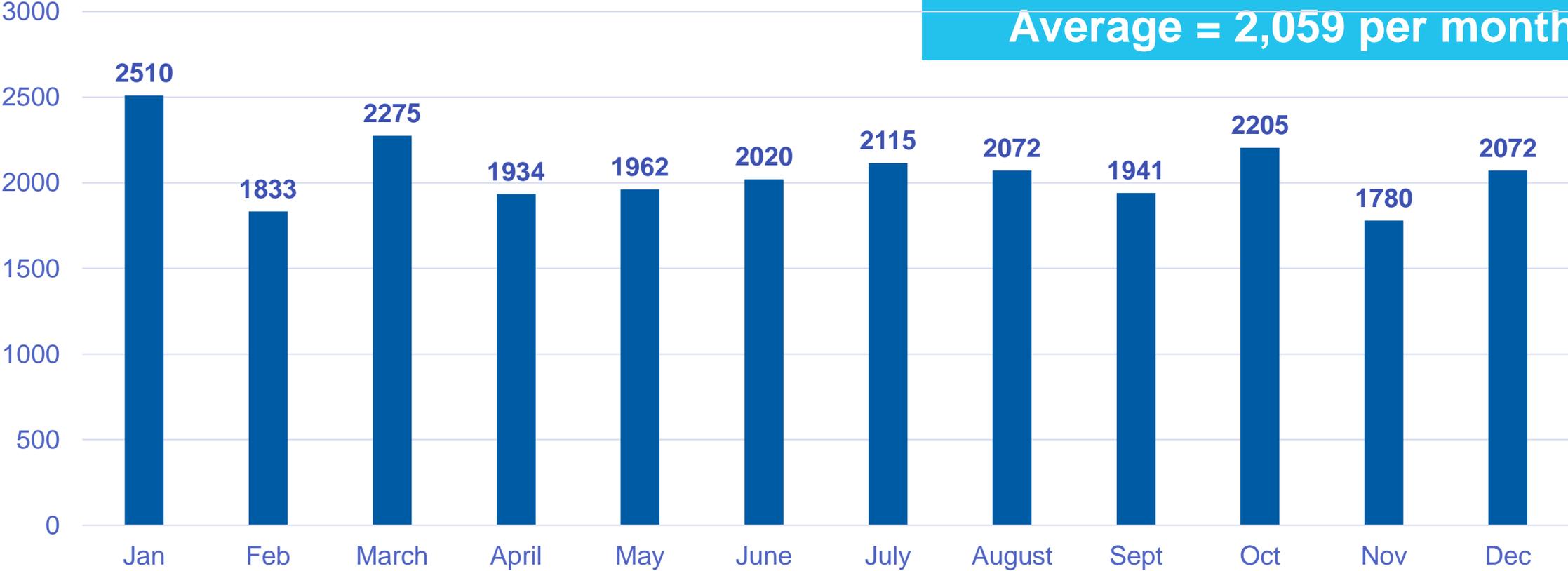


# Supporting SCAs with Situations

## SC Helpdesk

24,719 SC Helpdesk Inquiries in 2023!

Average = 2,059 per month



# Live Trainings in 2023

Trainings Offered

186

SCA Staff Attendees

9,082

Division Staff  
Attendees

2,498

# College of Direct Support

40 presentations created  
2022-2023

22 new presentations  
added in 2023

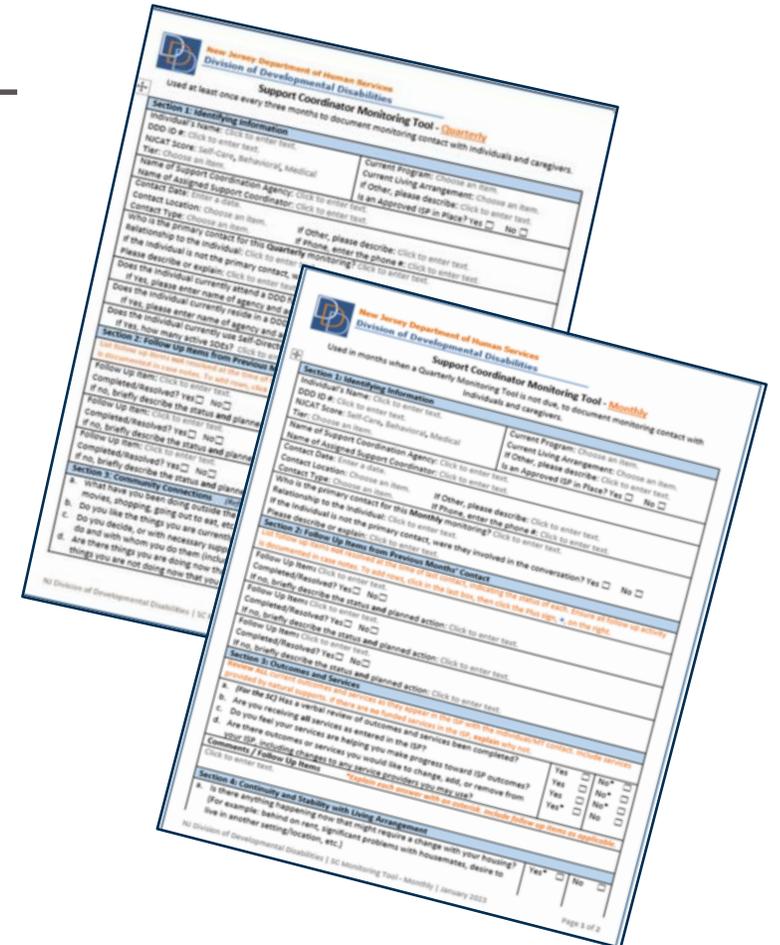
College of Direct Support

CDS trainings were accessed over  
**4,000** times by SCA staff in 2023

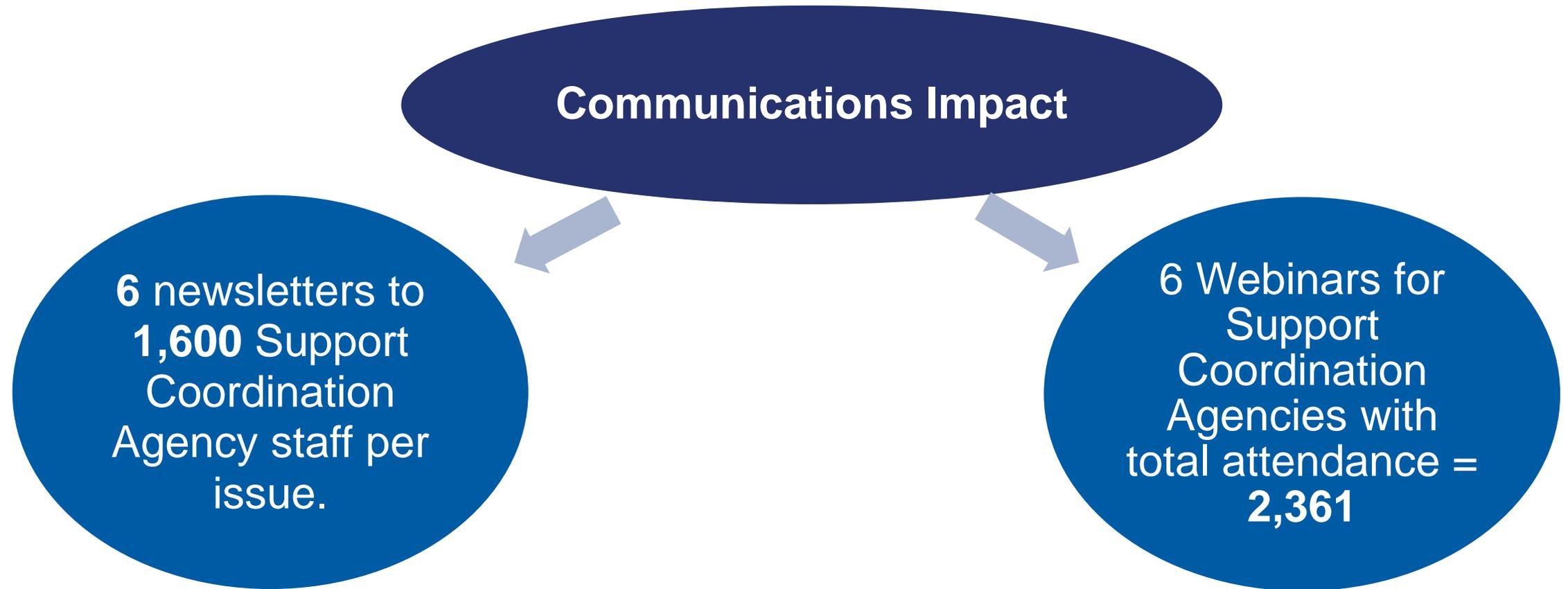
CDS trainings were accessed over  
**167 times** by Division staff in 2023

# Forms

- The CAR Team leads the review and revision of ALL forms used by Support Coordinators!
- The form review process involves representatives from other Teams and Units within the Division and from Support Coordination Agencies.
- Forms have been updated to have a consistent appearance, improved instructions, and improved ease of use.
- In 2023, **16** forms were updated and published.
- Many additional forms are currently under review.



# Communications



# Resources

## [Disability Rights New Jersey](#)

- 800-922-7233 (toll-free in New Jersey only)

## [Ombudsman for Individuals with Developmental Disabilities and their Families](#)

- 609-984-7764

## [New Jersey Council on Developmental Disabilities](#)

- 800-792-8858

## [The Boggs Center](#)

- 732-235-9300

# 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)



# Questions