



Support Coordination Agency Update Webinar

May 8, 2025

Recording in Progress



Agenda

1. Support Coordination Unit (SCU) Updates
2. Support Coordination Agency (SCA) Landscape
3. SCA Census Requirements and Enforcement
4. SCA Evaluation Updates
5. Division Updates
 - Prevocational Training Updates (Christina Gonzalez)
 - Fiscal Intermediary Transition (Greg Motchnik)
6. DDD Resources
7. Questions

Support Coordination Unit (SCU) Updates

SCU Updates

Register for the 2025 SCA Update Webinars!

SCA Update Webinars are scheduled quarterly on the following Thursdays:

August 14, 2025: 1-2 p.m.	<u>Register for the Aug. 14 SCA Update Webinar</u>
November 13, 2025: 1-2 p.m.	<u>Register for the Nov. 13 SCA Update Webinar</u>

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

Support Coordination Trainings in CDS

DDD, in collaboration with The Boggs Center, is rolling out new and revised Support Coordination trainings through the [College of Direct Support](#) (CDS).

- With all new and revised trainings, Support Coordinators (SC) must review the entire lesson before taking the competency test.
- All SC trainings in the CDS have a new prefix, DDD SC.
- DDD policy manual requirements for training remain the same.
- Required trainings that have already been completed remain on the employee's CDS transcript.

SCU Updates

Sample of New Training Listings in CDS

New/Revised Title	Old Title
DDD SC - Support Coordination Monitoring Tools	DDD Support Coordination - Support Coordination Monitoring Tools
DDD SC - Getting Started with iRecord Part 3	N/A
DDD SC - Incident Reporting and Death Verification	DDD Support Coordination - Incident Reporting and Death Verification (Dec. 2022)

SCU Updates

Training Highlights

NEW!

Comprehensive Care
Strategies: Training on the
Behavioral Health
Stabilization Program
(BHSP)

May 19, 2025
2-3 p.m.

NEW!

Navigating Dual
Diagnosis: Supporting
Individuals with IDD and
Mental Health Needs

June 24, 2025
10-11:30 a.m.

SCU Updates

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

- [DDD Trainings for Support Coordinators: May 2025](#)
- [College of Direct Support Trainings for Support Coordinators: May 2025](#)

Documents and Forms Update

Best Practice Guide

Best Practice Information and Instruction

NEW JERSEY HUMAN SERVICES
Division of
Developmental
Disabilities
Support Coordination Unit
May 2025

A Technical
Assistance
Guide for
Support
Coordination
Agencies

Both are available
and will be
updated as
necessary
following the
expected release
of the revised
policy manuals in
the spring of 2025.

The ABC Manual

The Basics of Care Management

NEW JERSEY HUMAN SERVICES
Division of
Developmental
Disabilities

Support Coordination Unit
April 2025

A practical
resource manual
to provide
Support
Coordinators
with the basics
(ABCs) of care
management,
along with
resources, tips,
and Division
information

SCA Onboarding Project

SCA Onboarding Project

The goal of the SCA Onboarding Project is to propose changes to the current method of enrolling new SCAs. The full project plan includes the following:

- Review internal Division processes related to SCA onboarding and adjust as necessary
- Ensure agency readiness by introducing requirements that the prospective SCA would need to meet over a defined period
- Ensure prospective agencies receive thorough and comprehensive Division training
- Institute a mandatory documentation review process for prospective SCAs before they are approved to provide services

SCA Onboarding Project

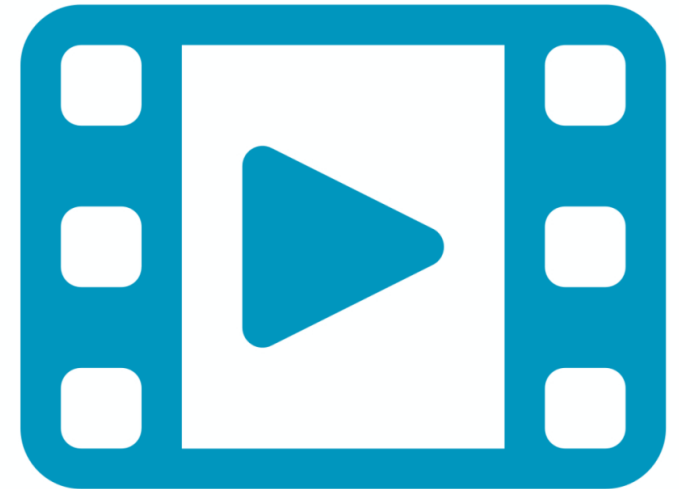
The project plan is moving forward on some elements.



SCA Onboarding Project

Video Summaries

- Will cover topics important for SCAs to understand prior to Gainwell application and SCA opening
- Will generally be 7 -10 minutes long
- Will be available on the [Support Coordination Information](#) page (only Medicaid/DDD-approved providers can access the College of Direct Support)



SCA Onboarding Project

**NOW
AVAILABLE!**

**Under the
Support
Coordination
Agency
Requirements
tab**

- [DDD Communication: Methods and Expectations for SCAs](#)
- [Overview of Monitoring and Evaluation for SCAs](#)
- [1 - Introduction to DDD Policy Manuals](#)
- [2 - SCA Policy Manual Requirements](#)
- [3 - SCA Quality Improvement & Customer Satisfaction](#)
- [4 - SCA Staff Qualifications](#)
- [5 - SCA Claiming & Deliverables](#)
- [6 - Waiver Eligibility and Enrollment](#)
- [7 - SCA 24-Hour Availability](#)
- [8 - SCA Reporting Responsibilities](#)
- [Support Coordination Agency Staff Roles](#)

Support Coordination Agency (SCA) Landscape

SCA Landscape

As of May 5, 2025

Support Coordination Capacity	Support Coordination Census
36,173	27,286

SCA Landscape

SCA Landscape	As of April 30, 2025
Total SCAs	135
Released SCAs	126
Unreleased SCAs	9
New SCAs in 2025	0

SCA Landscape

SCA Census	As of April 30, 2025
Total SCAs with Census less than 60	19 (12 Released, 7 Unreleased)
SCAs with Census of 0 – 10	5 (1 Released; 4 Unreleased)
SCAs with Census of 11 – 20	0 (0 Released; 0 Unreleased)
SCAs with Census of 21 – 30	2 (1 Released; 1 Unreleased)
SCAs with Census of 31 – 40	6 (5 Released; 1 Unreleased)
SCAs with Census of 41 – 50	3 (2 Released; 1 Unreleased)
SCAs with Census of 51 – 59	3 (3 Released; 0 Unreleased)

SCA Census Requirements and Enforcement

SCA Census Requirements and Enforcement

Policy Manuals 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.

Census Enforcement Updates



Census Enforcement Updates



Census Enforcement Updates

As of April 21, 2025

21 SCAs with
Census Below 60

- 16 with Approved Extension
- 4 “New” (2024)
- 1 Inactive

Census Enforcement Updates

April 1, 2025

- Policy effective date
- All SCAs with low census and without approved extension closed or merged.

May 2025

- Formal update meeting with EQC staff for SCAs with approved extension but without sufficient census growth

June 30, 2025

- Capacity closure for SCAs with approved extension and census less than 60 (following communication to individuals/families)

July 2025

- Roster reassignment for SCAs with approved extension and census less than 60 to be complete no later than 7/30/25

Census Enforcement Updates

Trainings

- SCAs Considering Operational Options and Sustainability
- Support Coordination Agency Census Requirements

Guidance Documents

- Support Coordination Mergers & Acquisitions Fact Sheet
- SCA Census Enforcement Fact Sheet
- SCA Census Enforcement FAQ
- SCA Extenuating Circumstance Application FAQ

Video Content

- Enforcement of Support Coordination Agency Census Requirements: A Brief Summary
- Support Coordination Agency Census Requirements: Overview of the Extenuating Circumstance Application

Webinars

Census-related requirements have been included in every SCA Webinar since April 2022, including data related to the overall SCA landscape.

Evaluations

- SCU evaluations in 2023 and 2024 included an indicator on census.
- SCA feedback and reminders about census requirements were provided to SCAs.

Communications

- SCA Newsletters
- SC Listserv Announcements
- Letters to Agency Heads - May, September, November 2024
- Meetings with SCU staff - June, Oct. 2024, Jan., Mar. 2025

Census Enforcement Resources

Census Enforcement Information Hub
[Support Coordination Information](#) page

Video Highlight
[Enforcement of Support Coordination Agency Census Requirements: A Brief Summary](#)

Support Coordination Agency Evaluation Updates

SCA Evaluation

Documentation	Operations	Quality & Compliance	Staff Qualifications
<ul style="list-style-type: none"> • SC Monitoring Tools • ISP • PCPT • Retroactive Change Requests • NJCAT reassessments • Care Management Issues and Follow-up • Field Visit Notification Follow-up • Second Waiver Service 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Quality Improvement/Quality Management Plan • Satisfaction Measurement by SCA • Satisfaction calls by Division • Claims review 	<ul style="list-style-type: none"> • Criminal Background Checks • Staff Education • Staff Experience • Staff Initial and Annual Training Requirements

**Indicators for 2025
SCA Evaluations**

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, all completed Group 2: 6 selected, all completed Group 3: will be notified in June 2025 <i>Additional groups TBD</i>	Groups 1 and 2: released

SCA Evaluation Update

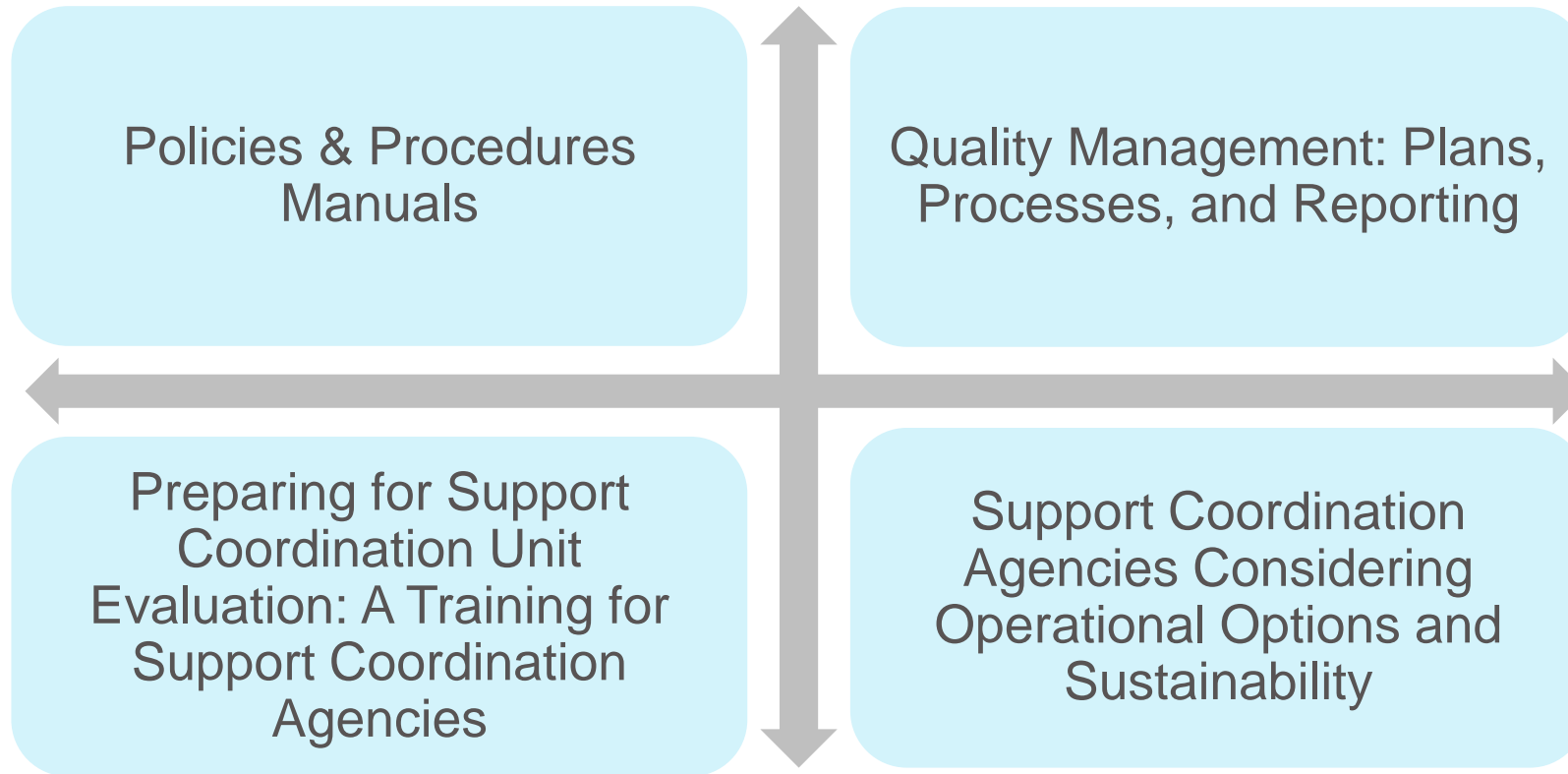
Evaluation Plans

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

It is the goal of the Support Coordination Unit to evaluate 100% of Support Coordination Agencies and then have evaluation occur on a cycle.

SCA Evaluation Training Resources

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



SCA Evaluation Resources

Individualized Service Plans and Monitoring

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

Evaluation and Oversight for Support Coordination Agencies

- [ISP Plan Reviews: Guidance for SCAs](#)
- [Support Coordination Agency Evaluation Guidebook](#)
- [Support Coordination Agency Policies & Procedures Guidebook](#)

Support Coordination Agency Requirements

- [Quick Reference Guide to SCA Staff Requirements](#)
- [Staff Qualifications Tool for SCAs](#)

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

SCA Evaluation

SCA: Staff Qualifications

SCAs are required to ensure their staff are qualified to provide services and must maintain and be prepared to submit evidence when audited by DDD SCU and other entities such as Medicaid.

Evidence of staff qualifications must include:

- Resume (at least 1 year of full-time working with individuals with I/DD)
- Diploma/transcript (Bachelor's degree or higher)
- Verification of background checks
- Documentation of required training and professional development hours

SCA Evaluation

SCA: Staff Qualifications

Meets Requirements	Does Not Meet Requirements
Teacher-Special Ed-FT 5/2022-1/2025. Taught children with I/DD	Teacher-Middle School 5/2022-2/2025
DSP-ABC Provider-FT 6/2021-4/2023. Worked with adults with I/DD. Assisted with meals, ADLs, Community Integration	ABC Provider Agency
Lived Experience-Cousin with I/DD. Provided supervision after school 3-7pm. Helped with snacks, homework, ADLs, 9/2020-6/2025	Lived Experience-Provided support to a family member while he was in HS.

SCA Evaluation

SCA: Staff Qualifications

Both required training and professional development are important to ensuring SCA staff are qualified to perform their jobs. Current evaluation data shows that, of SCAs audited, many are not in compliance with training requirements.

SCAs are strongly encouraged to ensure staff meet requirements, as claiming should not occur for the work of unqualified staff.

Division Updates

Division Updates

iRecord Updates



- Addition of the Substance Use tile on the Health and Nutrition tab
- Additional options in the dropdown list on the Mobility/Adaptive Equipment tile
- ISP updates that do not require a plan revision and signatures are highlighted in the Amended NJISP report

Division Updates

Community Partner – The Boggs Center

The Boggs Center is New Jersey's federally designated University Center for Excellence in Developmental Disabilities.

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.

Division Updates

Support Coordination Coaching Sessions

To join the discussion, Support Coordinators should use The Boggs Center’s [Online Registration System](#) to register.

Balancing “Important To” and “Important For” in Planning	Health and Transition to Adult Healthcare
June 10, 2025: 10-11 a.m.	July 10, 2025: 10-11 a.m.

If you register but are unable to attend, log in to your account, go to the Dashboard page, and withdraw from the course.

Division Updates

The [Support Coordination Information](#) Page Includes New Tabs!

Individualized Service Plans and Monitoring	▼
Evaluation and Oversight for Support Coordination Agencies	▼
Support Coordination Agency Requirements	▼
Monthly Support Coordination Update Newsletters	▼

Division Updates

New on the [Support Coordination Information](#) Page!

- The [Staff Qualifications Tool for Support Coordination Agencies](#) is an optional tool for SCAs to track that staff meet/are meeting all required qualifications.
- The [Quick Reference Guide to Support Coordination Agency Staff Requirements](#) is updated to reflect the Agency Head clearance process and other minor updates.
- A Quick Reference Guide to Incident Reporting in both [English](#) and [Spanish](#) has been added to the [Incident Reporting](#) page.

Prevocational Training Changes

Christina M. Gonzalez, Supervisor
Office of Transition to Adult Life &
Employment

DVRS-DDD-CBVI Interagency Memo of Understanding (MOU)

- Memo of Understanding (MOU – Appendix J in the policy manuals) between:
 - Division of Vocational Rehabilitation Services (DVRS)
 - Division of Developmental Disabilities (DDD)
 - Commission for the Blind and Visually Impaired (CBVI)
- Interagency agreement that individuals who are receiving DDD services and interested in employment must **FIRST** be referred to DVRS or CBVI **BEFORE** accessing DDD employment services.

Continuation of Prevocational Training Justification

What is NOT NEW

- In cases where an individual and their planning team feel the individual needs Prevocational Training for more than **two plan years**, a **Continuation of Prevocational Training Justification** form and supporting documentation must be submitted to DDD for review.

What is NEW

- The **Continuation of Prevocational Training Justification** form will now be submitted by the Support Coordinator electronically, through a new feature in iRecord.

Prevocational Training Changes

New/updated features related to Prevocational Training services are projected to go live in iRecord on **June 2, 2025**.

- 1) **DVRS Referral Confirmation Code:** Before adding Prevocational Training (*or any other employment service*) as a new service, the Support Coordinator (SC) must:
 - ✓ Make sure a current F3 form, dated within the last calendar year, is uploaded in iRecord.
 - ✓ If there is no F3 or the F3 is not current, submit (or have the individual/guardian submit) an online DVRS referral, then enter the DVRS Referral Confirmation Code in iRecord.

Prevocational Training Changes

- 2) Electronic Continuation of Prevocational Training Justification:** iRecord will no longer allow an SC to add Prevocational Training beyond **two plan years** (regardless of # of units authorized weekly). If an individual needs the service beyond two plan years, the SC must submit a Continuation of Prevocational Training Justification form and supporting documentation – electronically through iRecord – at least six weeks before the date the service is needed. Before doing so, the SC must:
- ✓ Make sure a current F3 form, dated within the last calendar year, is uploaded in iRecord.
 - ✓ If there is no F3 or the F3 is not current, submit (or have the individual/guardian submit) an online DVRS referral, then enter the DVRS Referral Confirmation Code in iRecord.

Prevocational Training Changes

- 3) **Volunteering:** Volunteering will no longer be exempt from the Prevocational Training time limit of two plan years. When volunteering has been performed and claimed under Prevocational Training Services for two plan years, the Support Coordinator must:
- ✓ Submit the Continuation of Prevocational Training Justification form and supporting documentation at least six weeks before the date the service is needed.
 - ✓ Make sure a current F3 form, dated within the last calendar year, is uploaded in iRecord.
 - ✓ If there is no F3 or the F3 is not current, submit (or have the individual/guardian submit) an online DVRS referral, then enter the DVRS Referral Confirmation Code in iRecord.

Prevocational Training: Continuation Review Process

- Determinations can take six weeks from the time the request is submitted.
- The individual's Support Coordinator will be notified of the determination.
- DDD will approve continuations for periods of 4, 6, or 12 months, depending on the individual's needs.
- If a continuation is not granted, the individual will receive a 30-day extension of their current Prevocational Training services, during which time they should work with their Support Coordinator to locate alternative services to support the individual's needs.

Prevocational Training: Continuation Review Process

- When submitting the Continuation of Prevocational Training Justification, supporting documents should be included.
 - Prevocational Training Annual Update
 - Six months of Prevocational Training Activity Logs
 - Prevocational Training Individualized Goals
 - Prevocational Training Assessment(s), if applicable



The DDD Office of Transition to Adult Life and Employment has scheduled a webinar overview of the upcoming changes related to Prevocational Training. Register at the link below.

Prevocational Training Services: What's Changing?

Friday, May 16, 2025, Noon – 1 PM

- All are welcome to attend, but the target audience is:
 - ✓ Support Coordinators
 - ✓ Individuals who are receiving or are interested in receiving Prevocational Training and their family members and caregivers
 - ✓ Agencies that are or are interested in becoming DDD/Medicaid-approved to provide Prevocational Training

Fiscal Intermediary Transition

Greg Motchnik, Director
Contracted Financial Management
Services (FMS) Functions & Oversight

VF/EA Fiscal Intermediary Transition

- DDD Vendor Fiscal/Employer Agent (VF/EA) Self-Direction Model is transitioning from Public Partnerships LLC (PPL) as the fiscal intermediary to Acumen.
- Transition enrollments with Acumen will happen at staggered intervals over the next four months.

Cohort

- Every individual who participates in the VF/EA Model has been assigned by Acumen to one of five transition enrollment groups, called **cohorts**.

Enrollment Window

- Each of the five cohorts has been assigned a different window of time in which to complete their transition enrollment, called their **enrollment window**.

Enrollment Start and End Dates

- Each enrollment window has an **enrollment start date** and **enrollment end date**.

VF/EA Fiscal Intermediary Transition

Cohorts 1 – 4 include individuals who have **vendor services only** and no Self-Directed Employees (SDE).

Cohort	Enrollment Start Date	Enrollment End Date
Cohort 1	May 4, 2025	May 16, 2025
Cohort 2	May 17, 2025	May 30, 2025
Cohort 3	May 30, 2025	June 14, 2025
Cohort 4	June 15, 2025	June 30, 2025

Cohort 5 includes all individuals who have **one or more SDEs** (with or without a vendor service)

Cohort	Enrollment Start Date	Enrollment End Date
Cohort 5	July 7, 2025	August 1, 2025

VF/EA Fiscal Intermediary Transition

Community Vendor Services (Cohorts 1 – 4)

- Assistive Technology
- Environmental Modification
- Goods & Services
- Natural Supports Training
- Transportation-Single Passenger
- Vehicle Modification

Self-Directed Employee Services (Cohort 5)

- Community-Based Supports
- Individual Supports
- Respite
- Interpreter Services
- Supports Brokerage-Self-Directed Employee
- Transportation-Self-Directed Employee

The 2025 Fiscal Intermediary transition only applies to services that are being reimbursed through PPL. It does not apply to services being reimbursed through Easterseals NJ (in the Agency with Choice Self-Direction Model)

VF/EA Fiscal Intermediary Transition

On April 24, 2025, DDD emailed the following to all Support Coordination Agency Heads:

- ✓ Copy of **FI Transition Update and Cohort Assignment Notification** – sent by Acumen to all individuals (or their authorized representative) who have or recently had a PPL vendor service
- ✓ Copy of **Vendor Enrollment Notification** – sent by Acumen to all community vendors who provide or recently provided vendor service(s) for any individual in any of the five cohorts
- ✓ Copy of **Support Coordinator Acumen Transition Update Notification** – sent by Acumen to every support coordinator who serves individuals in any of the five cohorts
- ✓ **Spreadsheet of Agency Cohort Assignments** – List of cohort assignments for ALL individuals served by the agency who participate in the VF/EA Model and will need to transition from PPL to Acumen
 - DDD will routinely email updates to agencies that reflect any changes in SCA assignments.
 - Agencies should make note of cohort assignments for individuals recently assigned.

VF/EA Fiscal Intermediary Transition

- All emailed communications from Acumen would have been/will be received from the following sender name and email address:

Acumen Fiscal Agent - acumen no reply <no-reply@acumen2.net>

- We recommend that all Support Coordinators and Support Coordination Supervisors add this email to their safe sender list so they do not miss future Acumen communications.

VF/EA Fiscal Intermediary Transition

Plan Revision (and Approval) End Dates

Cohort	Enrollment Start Date	Enrollment End Date	Plan Revision (and Approval) End Date
Cohort 1	May 4, 2025	May 16, 2025	May 23, 2025
Cohort 2	May 17, 2025	May 30, 2025	June 6, 2025
Cohort 3	May 30, 2025	June 14, 2025	June 20, 2025
Cohort 4	June 15, 2025	June 30, 2025	July 7, 2025
Cohort 5	July 7, 2025	August 1, 2025	August 15, 2025

Cohorts 1 – 4 include individuals who have **vendor services only** and no Self-Directed Employees (SDE).

Cohort 5 includes all individuals who have **one or more SDEs** (with or without a vendor service).

VF/EA Fiscal Intermediary Transition

Plan Revision Process: Cohorts 1 – 4

(1) ENROLLMENT Individual (or their Authorized Representative) completes Acumen enrollment within their assigned Cohort enrollment window.	(2) SC NOTIFICATION Acumen notifies Support Coordinator and individual (or their Authorized Representative) – confirms enrollment is complete and plan can be revised. The notice will identify Acumen service start date.	(3) PLAN REVISION Support Coordinator revises service plan prior to Cohort's plan revision end date: ▶ Adds replacement service with Acumen as FI, using service start date provided by Acumen ▶ Changes PPL service end date to day before Acumen service start date.	(4) SERVICE DETAIL REPORT Upon plan approval, Support Coordinator sends Service Detail Report to every vendor with a new Acumen service line.
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VF/EA Fiscal Intermediary Transition

- For individuals transitioning from PPL to Acumen (only those included in the FI Transition), Support Coordinators **do not** need to submit an FI Referral in iRecord.
- Based on an individual's Cohort assignment, DDD-IT will give Support Coordinators the ability during plan revision to select Acumen as the FI for replacement services, using the service start date provided by Acumen.

Do not revise service plans until Acumen notifies you that enrollment has been completed and provides you with the service start date.

VF/EA Fiscal Intermediary Transition

For existing vendor services with PPL as the FI:

- Support Coordinators do not need to submit a new request to DDD Service Review for an existing vendor service (e.g., Goods & Services Request), as the service has already been approved by DDD.
- DDD-IT will apply a temporary override to any existing PPL vendor service that will be replaced with an Acumen vendor service (through plan revision). This temporary override will only be applied to replacement vendor services that have **no changes** other than (1) the change in FI from PPL to Acumen, and (2) the change in vendor service start date.

VF/EA Fiscal Intermediary Transition

Rollover Units

- Newly created replacement service lines will not include unused 'rollover' units. DDD is developing a request process to rebalance unused rollover units in cases where that may be needed.
- To minimize the need for rollover unit rebalancing, we recommend unused rollover units be used now.
- Depending on an individual's Cohort assignment, when an SC is developing a service plan that will include a vendor service and/or a self-directed employee, the SC should schedule weekly units so as to avoid having rollover units when the individual transitions from PPL to Acumen.

VF/EA Fiscal Intermediary Transition



If an individual/authorized representative:

- Did not receive or misplaced a Cohort Assignment Notice, Enrollment Reminder Notice, Vendor Transition Notice, and/or Good-to-Go Letter
- Does not know which Cohort the individual is in
- Needs help enrolling
- Has questions



Contact Acumen Customer Service Team

- Phone: 833-892-0413
- Email: enrollment@acumen2.net

VF/EA Fiscal Intermediary Transition

- [DDD | 2025 Fiscal Intermediary Transition \(PPL to Acumen\)](#)
 - Transition Updates
 - Transition FAQ
 - Links to Acumen communications
 - Cohort Details and Enrollment Windows
- [Acumen-New Jersey](#)
 - Training Materials and Training Schedule
 - Information for: Employers/Authorized Representatives, Self-Directed Employees, Vendors, Support Coordinators, Supports Brokers

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 list is found here: [Directory of Email Helpdesks and Mailboxes](#)

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

Questions

Post-Webinar Survey