



# Support Coordination Agency Update Webinar

November 7, 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. Guest Speaker Overview: Mealtime Safety and Documentation
7. Resources
8. Questions

# Support Coordination Unit (SCU) Updates

# SCU Updates

## Register for the 2025 Support Coordination Update Webinars!

SC update webinars are held quarterly on the following Thursdays:

February 13, 2025, 1-2 p.m.	<a href="#"><u>Register for the Feb. 13 SCA Update Webinar</u></a>
May 8, 2025 1-2 p.m.	<a href="#"><u>Register for the May 8 SCA Update Webinar</u></a>
August 14, 2025, 1-2 p.m.	<a href="#"><u>Register for the Aug. 14 SCA Update Webinar</u></a>
November 13, 2025, 1-2 p.m.	Link will be provided when available

# SCU Updates

## Training Highlights

**NEW!**

Supporting a Vision:  
Identifying Supports  
and Services

**November 18, 2024  
10:00-11:30 am**

**NEW!**

Crisis and Emergency  
Resources for Support  
Coordinators,  
Individuals, and  
Families

**November 27, 2024  
2:00-3:30 pm**

# SCU Updates

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

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



# Support Coordination Agency (SCA) Landscape

# SCA Landscape

As of November 4, 2024:

Support Coordination Capacity	Support Coordination Census
35,226	26,646

# SCA Landscape

SCA Landscape	As of November 4, 2024
Total SCAs	146
Released SCAs	131
Unreleased SCAs	15
New SCAs in 2024	7

# SCA Landscape

SCA Census	As of November 4, 2024
<b>Total SCAs with Census less than 60</b>	<b>33 (21 Released, 12 Unreleased)</b>
SCAs with Census of 0 – 10	10 (1 Released; 9 Unreleased)
SCAs with Census of 11 – 20	1 (1 Released; 0 Unreleased)
SCAs with Census of 21 – 30	2 (1 Released; 1 Unreleased)
SCAs with Census of 31 – 40	10 (8 Released; 2 Unreleased)
SCAs with Census of 41 – 50	5 (5 Released; 0 Unreleased)
SCAs with Census of 51 – 59	5 (5 Released; 0 Unreleased)

# Support Coordination Agency Evaluation Updates

# 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 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	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	Group 1: 7 selected, 5 completed Group 2: 12 selected, 9 completed Group 3: 6 selected, 6 completed	All released
2025	Group 1: 7 selected (Notification to occur in November 2024) Additional groups to be scheduled	Group 1: All released

# 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

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

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

[Support Coordination Agency Evaluation Guidebook](#)

[Support Coordinator Monitoring Tool Work Instructions](#)

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

# **Support Coordination Agency 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.

# Timelines and Actions

**May 2024**

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

**September 2024**

- *Extenuating Circumstance Application* made available to SCAs

**December 2024**

- *Extenuating Circumstance Application* submission deadline
- Communication of Agency Plan for operations to assigned QAS

# Timelines and Actions

**January  
2025**

- Decisions on *Extenuating Circumstance 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 who will be impacted by census requirements, with a form for selecting a new SCA

**April 1,  
2025**

- Reassignment of individuals from SCAs that did not achieve census and do not have an approved extension

# Extenuating Circumstance

## Definition

An extenuating circumstance is a compelling reason, supported by evidence, that the SCA will achieve census requirements in a specific (short-term) time period.

## Process

The Division has determined a process for reviewing extenuating circumstance applications.

## Decision

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

# Census Enforcement



# Deadlines for Low Census SCAs

## December 2, 2024

- **Communication of Agency Plan for Operations:** Agencies with a census less than 60, that are not applying for an extension, must provide a written update to their Quality Assurance Specialist about their plan for operations. An agency's plan can include: merger/acquisition, voluntary closure, or pursuit of alternate service provision.
- Submission of **Extenuating Circumstance Application**.

## April 1, 2025

- **Roster Reassignment:** Agencies without an approved Extenuating Circumstance Application will have rosters reassigned. SCAs are strongly encouraged to plan for the future of their agency and for those they serve by making plans in advance. There is still time to make choices.



# Census Enforcement Trainings

## Support Coordination Agency Census Requirements

**LIVE!**

**Monday, November 25, 2024:**

**2 – 3 p.m.**

**Also available on**

**College of Direct Support**

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

**LIVE!**

**Thursday, December 12, 2024:**

**2 – 3 p.m.**

**Also available on**

**College of Direct Support**

# Census Enforcement Resources

## CENSUS ENFORCEMENT INFORMATION HUB

[Support Coordination Webpage](#)

### VIDEO HIGHLIGHT!

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

# Division Updates

# Division Updates

## The ABC Manual is Released!

Topics include:

- Decision-Making and Guardianship
- Discharge vs. Disenrollment
- Employment
- Housing Instability and Subsidies
- Incident Reporting
- Psychiatric Hospitalizations
- Waiver Transitions

## The ABC Manual

The Basics of Care Management

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



Support Coordination Unit  
September 2024

# Division Updates

## Amended ISP Quick Reference Guide

This Guide explains:

- The Amended ISP feature
- Permitted Amended Changes
- ISP Changes, which require revision, signature, and approval



### The Amended ISP Feature

The amended ISP feature in iRecord allows Support Coordinators (SCs) to make minor changes (amendments) to the Individualized Service Plan (ISP) without having to create a plan revision, obtain signatures or submit the plan for SC Supervisor review or approval. SCs should share amended ISPs with individuals/legal guardians and each Service Provider associated with the individual's ISP, to ensure the accuracy and awareness of new information.

The [Amended NJISP Report](#) section of the iRecord User Guide contains detailed information about reviewing and acknowledging amended ISPs.

### Permitted Amended Changes

Changes in the following areas are acceptable in an amended ISP (plan revision is not required):

**Personal Tab** - Changes to all areas under this tab, including updates to the Support Coordination tile, are allowed in an amended ISP. (Changes to the Residential Address tile due to hospitalization may require a Planning Team meeting to consider updating the ISP for medical or behavioral needs.)

**Medical Tab** - Changes to all areas under this tab, including medication changes, are allowed in an amended ISP. If a medication change is due to a new medical condition, a plan revision is required.

**Safety & Supports Tab** - Changes to the Communication tile and Religious/Cultural Information tile are allowed in an amended ISP.

**Health & Nutrition Tab** - Under this tab, only changes to the Smoking History tile are allowed in an amended ISP.

**Employment Tab** - Except for the Pathway Assessment tile, changes to all other tiles under the Employment tab are allowed in an amended ISP.

**Contact Tab** - An ISP may be amended to update the Contacts tiles and names of emergency contacts. Changes to guardians or guardianship status require a plan revision.

### Changes Requiring Plan Revision, Signature and Approval

Plan revision, signature and approval is **required** for changes in the following areas (not acceptable in an amended ISP):

**Plans Tab** - All changes/additions to outcomes, services, providers, units or start/end dates require a plan revision.

**Medical Tab** - If a medication change is due to a new medical condition, a plan revision is required. If a new diagnosis is entered, which requires an update to support needs, a plan revision is required.

**Safety & Supports Tab** - A plan revision is required for changes to the following tiles: Support Settings, Mobility/Adaptive Equipment, Behavior/Sensory Needs, Emergency Backup Plan

**Health & Nutrition Tab** - A plan revision is required for changes to the following tiles: Allergies, Dietary, Health Hazards/Concerns, Self-Care

**Employment Tab** - A plan revision is required for changes to the Pathway Assessment tile.

**Contact Tab** - Changes to guardians or guardianship status require a plan revision.



# Division Updates

## Addressing Enhanced Needs Form

Includes SCA Attestation for:

- A review of the NJCAT was conducted
- Identifying all known areas for which enhanced supports are needed
- **ADDED:** The individual/guardian was offered the opportunity to participate in the AENF process



Identifying Information - completed by the Support Coordinator	
Name: Enter text.	NJCAT Score: Self-Care, Behavioral, Medical
DDD ID: Enter text.	Tier: Choose an item.
Acuity factor and enhanced needs are present for the following: Behavioral <input type="checkbox"/> Medical <input type="checkbox"/> Both <input type="checkbox"/>	
Service Type: Community Based Supports <input type="checkbox"/> Individual Supports <input type="checkbox"/> Day Habilitation <input type="checkbox"/> Respite <input type="checkbox"/>	
Name of Service Provider: Enter text.	
Column A - completed by Support Coordinator	Column B - completed by Provider
<b>Enhanced Behavioral Needs</b>	<b>Addressing Enhanced Behavioral Needs</b>
Support Coordinators: List each current and historic behavioral concern which may require specialized support to mitigate risk to the safety of this individual and others while receiving services. (To add rows, click on the last row and click the plus sign.)	Providers: Describe how the agency will address the identified behavioral needs to mitigate risk. This may include environmental modifications, clinical staffing, adaptive equipment, specialized training or other specialized support.
Enter text.	Enter text.
Enter text.	Enter text.
Enter text.	Enter text.
<b>Enhanced Medical Needs</b>	<b>Addressing Enhanced Medical Needs</b>
Support Coordinators: List each medical diagnosis which may require specialized support to mitigate risk to the safety of this individual while receiving services. (To add rows, click on the last row and click the plus sign.)	Providers: Describe how the agency will address the identified medical needs to mitigate risk and meet support needs. This may include environmental modifications, clinical staffing, adaptive equipment, specialized training or other specialized support.
Enter text.	Enter text.
Enter text.	Enter text.
Enter text.	Enter text.
<b>Support Coordinator Attestation</b>	
By submitting this form, the Support Coordinator attests to the following:	
<ul style="list-style-type: none"><li>• A review of the NJCAT was conducted.</li><li>• To the best of my knowledge, all areas for which the individual requires enhanced supports while receiving services, have been identified.</li><li>• The individual/guardian was offered the opportunity to participate in the AENF process.</li></ul>	
Support Coordination Agency: Enter text.	
Support Coordinator: Enter text.	
Date Completed and sent to Provider: Enter a date.      Date Received back from the Provider: Enter a date.	
<b>Service Provider Attestation</b>	
By submitting this form, a representative of the Service Provider attests to the following:	
<ul style="list-style-type: none"><li>• The provider is aware of DDD policy requirements regarding staff qualifications, background checks, requisite training, specialized training, experience and credentialing as summarized and described on pages 1 and 2.</li><li>• DDD has approved the provider to deliver supports to individuals with medical or behavioral acuity.</li><li>• The provider has properly trained and credentialed staff to address the individual's enhanced needs.</li></ul>	
Service Provider: Enter text.	
Staff Member: Enter text.      Title: Enter text.	
Date Received from the SC: Enter a date.      Date Completed by the Provider: Enter a date.	



# Division Updates

Incident Reports (IR) are **not** public documents and are **not** part of the individual's electronic record.

## DO enter case notes in iRecord summarizing:

The writer's awareness of the incident

Relevant information from the Incident Report (IR), which may reference the IR#

Who will be submitting, or who has submitted the IR

A description of anticipated follow-up

Subsequent documentation in case notes that follow up has occurred

**Do NOT upload IRs in iRecord**

**Do NOT copy/paste IRs into case notes**

# Division Updates

## Study-NJCAT

- A study of the New Jersey Comprehensive Assessment Tool (NJCAT) is being conducted by the Developmental Disabilities Planning Institute (DDPI) to identify areas for improvement.
- In September, emails were sent to about 5,000 individuals, inviting their participation. (Assigned Support Coordinators were included in copy.)
- Support Coordinators are asked to explain the importance of the study to individuals and guardians, and encourage their participation.
- iRecord contact information needs be up-to-date for the selected individuals and legal guardians.
- Robust participation is needed to ensure that any potential future updates to the NJCAT are meaningful.



# Division Updates

Prerequisites on College of Direct Support: ***Changes Coming***

Changes are coming to prerequisite trainings for Support Coordinators!

Details will be included in upcoming e-newsletters.

# Highlight: Walkaway Issues

# 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.



In the 1<sup>st</sup> and 2<sup>nd</sup> quarters of 2024, Support Coordination Agencies followed up with photo requests for 100% of individuals with frequent walk-away incidents!

***Thank you!***

# Division Updates

Collected data and incident reports are both reviewed so that prevention strategies may be identified.

Total Walkaway Incidents – January through September 2024	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter
Total Walkaway Incidents	103	147	144
Individuals with more than 1 incident	10	21	18

# Division Updates

## November is Safety In Your Setting Month

- The DDD Office of Risk Management and Resource Team present November as a month to focus on supervision, independence, and how to keep individuals with IDD safe.
- Specific training sessions have been selected that relate to individuals who exhibit walkaway behavior. The Division's hope is to provide education and highlight prevention strategies to keep individuals safe, while still allowing them to experience the independence they deserve in their homes and in the community.



# Division Updates

## November is Safety In Your Setting Month



- Throughout November, a number of trainings are being offered.
- Support Coordination Agencies are encouraged to register for these trainings.
- For a complete list of events and registration links go to the [Health and Safety Information for Individuals, Families and Providers](#) webpage.

# Division Updates

## Safety In Your Setting Month – Featured Trainings!

Date and Time	Virtual Training Title/Registration Link
<b>November 20, 2024</b> 2:30 – 3:15 p.m.	<a href="#"><u>Walkaway Incident Reports and the Walkaway Checklist</u></a> <i>Speaker: Lauren Chodack, Chief of Incident Reporting DDD</i>
<b>November 25, 2024</b> 10 – 11 a.m.	<a href="#"><u>Walkaway Safety and Documentation</u></a> <i>Speakers: Daniel Aiello, QAC, Office of Risk Management, Maureen McCarthy, QAC, Support Coordination Unit, Heather Van Campbell, Board Certified Behavior Analyst (BCBA), DDD Resource Team</i>

## **Highlight: Mealtime Safety and Documentation**

Katelyn Bradley,  
Speech-Language Pathologist  
DDD Resource Team



# Mealtime Safety and Documentation

## Topics to keep in mind:

- Choking
- Diet Textures and Liquid Consistencies
- Documentation in the ISP
- DDD Resource Team Information

# Mealtime Safety

## What is Choking?

- A partial or complete blockage of the airway
- Can affect anyone at anytime
- Choking can occur regardless of history of dietary restrictions, etc.



**As a preventative measure, staff need to provide appropriate and complete supervision to individuals during all meals/snacks!**

# Mealtime Safety

## Diet Textures

Solids
Regular
Chopped (1/2 inch or smaller)
Ground (1/4 inch or smaller)
Puree

Liquids
Regular/Thin
Nectar Thick
Honey Thick
Pudding Thick

**NOTE:** Food texture and liquid consistency modifications should be maintained at ALL times. This includes community outings as well as within the residence/day program.

# Mealtime Safety

## Documentation in the ISP

### Make sure to include:

- |   |   |
|---|---|
| ✓ | Diet levels should be <b>consistent</b> throughout the ISP and <b>match the diet script</b> |
| ✓ | Mealtime strategies   |
| ✓ | Choking incidents should be documented in the ISP with date and brief summary               |
| ✓ | Adaptive mealtime equipment   |

# Mealtime Safety

## When to Contact the Resource Team:

- Choking incident / coughing at mealtime
- Unsafe eating behaviors (for example, fast eating or overfilling the mouth)
- Staff training is needed on preparing modified food and drinks
- Assistance is needed to understand hospital swallowing studies

# Mealtime Safety

## To make a referral, the Support Coordinator:

- Completes a referral form
- Uploads the form in iRecord
- Submits the referral form via email to [DDD.ResourceTeam@dhs.nj.gov](mailto:DDD.ResourceTeam@dhs.nj.gov)

Additional information/resources are available on the following webpage:  
[Health and Safety Information for Individuals, Families and Providers](#)

# Resources

# DDD Resources

- Support Coordination assistance: [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov)
- Routine questions: [DDD.FeeForService@dhs.nj.gov](mailto:DDD.FeeForService@dhs.nj.gov)
- Training inquiries: [SCUTrainingHelpdesk@dhs.nj.gov](mailto:SCUTrainingHelpdesk@dhs.nj.gov)
- HCBS questions: [DDD.HCBShelpdesk@dhs.nj.gov](mailto:DDD.HCBShelpdesk@dhs.nj.gov)
- Medicaid questions: [DDD.MediElighelpdesk@dhs.nj.gov](mailto:DDD.MediElighelpdesk@dhs.nj.gov)
- Self-directed services questions: [DDD.OESDS@dhs.nj.gov](mailto:DDD.OESDS@dhs.nj.gov)
- Waiting list questions: [DDD.CCPWaitListRequests@dhs.nj.gov](mailto:DDD.CCPWaitListRequests@dhs.nj.gov)

A complete listing is found here: [Directory of Email Helpdesks and Mailboxes](#)



# Questions