



Support Coordination Update

News and information for Support Coordinators

Issue 2024-11.2

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An Individual Received a Waiting List Letter: What Happens Now?

When an individual is reached on the Community Care Program (CCP) Priority Waiting List, the Division of Developmental Disabilities (DDD) notifies them and their guardian(s), if applicable, by sending a “reached letter” to the address listed in iRecord. (As always, it is important that Support Coordinators keep all contact information up-to-date.)

The reached letter provides the name and contact information of the DDD Transition and Education Liaison who has been assigned to help the individual with next steps.

The liaison will:

- Work closely with the Support Coordinator, who communicates with the individual/ guardian and completes ISP updates
- Contact the individual/guardian and invite them to a Family Networking Session with DDD and the Community Living Education Project (CLEP)

The liaison will review with the individual, guardian, and Support Coordinator:

- CCP eligibility criteria
- The NJCAT, to ensure accuracy and request reassessment if needed
- Level of Care (LOC) criteria (the liaison will complete the LOC review if needed)
- Supportive Housing Connection (SHC) Rental Subsidy information
- The waiver program transfer process

If the individual is interested in and eligible for the CCP:

- DDD will enable “soft enrollment” in iRecord.
- The Support Coordinator will be notified to upload an updated Participant Enrollment Agreement (PEA) and enroll the individual in the CCP (iRecord will generate a new annual ISP).
- When this new ISP is approved, enrollment in the CCP will be complete and the individual’s name will formally be removed from the waiting list.
- The liaison will remain involved throughout the process.

After receiving a reached letter, the Transition and Education Liaison will be the contact person for any questions about the transition to the CCP. Otherwise, waiting list questions can be sent to DDD.CCPWaitlistRequests@dhs.nj.gov.

Updated SC Orientation Prerequisites for New Support Coordinators and Support Coordination Supervisors

The Division’s Support Coordination Unit has updated the Support Coordination Orientation prerequisites that new Support Coordinators (SC) and Supervisors (SCS) must complete during the onboarding process.

Effective **January 1, 2025**, the [College of Direct Support](#) (CDS) will replace the current prerequisites with the following:

- DDD SC Orientation Prerequisite: Welcome to Support Coordination: SC Roles and Responsibilities
- DDD SC Orientation Prerequisite: Overview of DDD System
- DDD SC Orientation Prerequisite: Getting Started with iRecord Part 1
- DDD SC Orientation Prerequisite: Getting Started with iRecord Part 2

As always, new SCs and SCSs must complete these prerequisites at least one week before attending The Boggs Center's two-day live virtual training, *SC Orientation: Person-Centered Planning and Connection to Community Supports*. The new prerequisites are broken down into 10-15 minute intervals, allowing the learner to leave and come back and pick up where they left off. At the end of each prerequisite, there is an embedded assessment. Once that is successfully completed, the learner's transcript will indicate a passed status.

New SCs and SCSs who complete the current prerequisites prior to January 1, 2025 do not need to complete the new prerequisites. Experienced SCs and SCSs who complete the new prerequisites can use them toward their annual continuing education requirement.

Every Support Coordination Agency has CDS Administrators who assign trainings in CDS and who can reassign for repetition, if desired. CDS trainings are available to learners 24 hours a day/7 days a week.

News and Reminders

Updated Forms and Documents

The following forms and documents have been updated and are posted on the [Support Coordination Information](#) page:

- [Intensive Case Management \(ICM\) Referral](#)
Used to request emergency enrollment in the Community Care Program (CCP) via the DDD Intensive Case Management Unit. In addition to general updates to the referral form, the process has been refined to no longer require Support Coordinators to obtain a written request from the individual/legal guardian for addition to the CCP.
- [Community Care Program \(CCP\) Fact Sheet](#)
Replaces the *Community Care Program (CCP) Frequently Asked Questions* document and is reviewed with individuals/guardians when submitting an ICM Referral.
- [Community Inclusion Services/Individual Supports 15-Minute Rate Request](#)
This updated form replaces the *Individual Support Request Form* and is used when an individual receiving Individual Supports Daily Rate is in need of additional support through Community Inclusion Services (CIS) or Individual Supports (IS) 15-minute Rate.

- [Electronic Signature \(e-signature\) Fact Sheet](#)
Replaces two documents: *Electronic Signature Use in iRecord* and *Electronic Signature Frequently Asked Questions*.

Provider Search Database and Acuity

Per Section 3.4.1 of the DDD policy manuals, when an individual is assigned an acuity differentiated factor, it is expected that providers of Community Based Supports, Day Habilitation, Individual Supports, and Respite will provide necessary medical and/or behavioral supports.

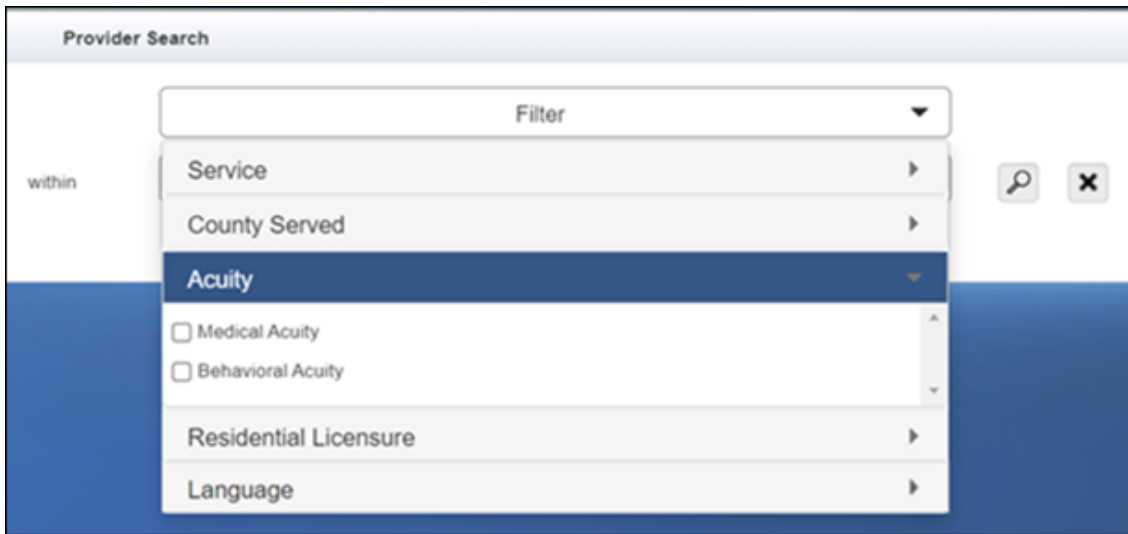
While providers should ensure the qualifications of their staff and only accept referrals for individuals they are qualified to serve, Support Coordinators must also check the Provider Search database to ensure a provider is qualified to serve a person with an acuity before entering the provider in the ISP.

To determine whether a provider is qualified to serve a person with an acuity, follow these steps:



1. Open the Provider Search Database using the link located at the bottom right corner of the iRecord home screen.



2. Click Filter to open the dropdown options. Click Service to select the desired service, then click Acuity to select Medical Acuity, Behavioral Acuity, or both. (The user can also click on other filtering options, such as counties served.)



3. After filters are selected, click on the magnifying glass icon to initiate the search, which will yield a list of providers within the selected filters.

Filter		Clear Filter	
Click on the provider row to view more information such as Hours of Operations, Provider Supported Language, Services by County and Provider's Description.			
	Provider	Services	Location Type
	ABC Services 123 Provider Rd. 555-221-2211	Behavioral Supports	Service Delivery
	XYZ Services 987 Provider Rd. 555-112-1122	Respite	Service Delivery

Referrals to the Bureau of Guardianship Services

When making a new referral to the Bureau of Guardianship Services (BGS), the first step is to submit the [Request for Guardianship Recommendation](#) form together with all supporting documentation. These will be reviewed by a DDD psychologist, who makes a recommendation regarding the need for a guardian. *Without supporting documentation, this review process will not move forward.*

For more information, see Section 7.1.1 in the DDD policy manuals or the Support Coordination Documents and Forms tab on the [Support Coordination Information](#) page.

Support Coordination Agency Census Enforcement Reminders

Effective April 1, 2025, DDD will begin enforcement of the census requirement that Support Coordination Agencies must serve 60 or more individuals to continue operations. Agencies with a census less than 60 should have a plan in place well before April 1, 2025. Your agency's assigned Quality Assurance Specialist is available for technical assistance.

The [Extenuating Circumstance Application](#) is available on the [Support Coordination Information](#) page, under the Support Coordination Census Enforcement tab, for agencies interested in requesting an extension. Applications are due **December 2, 2024**.

Agencies with a census less than 60 that are not applying for an extenuating circumstance extension must provide a written update about their plan for operations. Plans may include merger/acquisition, voluntary closure, or pursuit of alternate service provision. Written updates are due to assigned Quality Assurance Specialists by **December 2, 2024**.

Information to help agencies comply with census requirements is posted on the [Support Coordination Information](#) page, under the Support Coordination Census Enforcement tab:

- [Support Coordination Agency Census Enforcement Fact Sheet](#)
- [Support Coordination Agency Census Enforcement FAQ](#)
- [Support Coordination Agency Mergers/Acquisitions Fact Sheet](#)

Video Highlights Related to Census Enforcement

- [Enforcement of Support Coordination Census Requirements – A Brief Summary](#)
- [Overview of the Extenuating Circumstance Application](#)

Upcoming Trainings Related to Census Enforcement

Support Coordination Agency Census Requirements

- [December 10: 10 - 11 a.m.](#)

Support Coordination Agencies Considering Operational Options and Sustainability

- [November 27: 10 - 11 a.m.](#)
 - [December 12: 2 - 3 p.m.](#)
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Support Coordination Unit Evaluations

Focus On Quality

Per Section 15.4 of the DDD policy manuals, each service provider is required to have an annual Quality Management Plan (QMP), which includes tracking individual and family satisfaction. Being responsive and knowledgeable when asked about services and processes will go a long way toward customer satisfaction and retention. A QMP is a free-standing agency document that outlines the agency's systems for internal controls and monitoring, includes customer satisfaction measurement plans and responses, and identifies areas where the agency plans to improve quality.

Documentation Reviews and QMP. Reviewing cases with the Support Coordination Supervisor (SCS) may be an important addition to an agency's QMP. To prevent documentation errors or other concerns, Support Coordination Supervisors are encouraged to hold regular case conferences with Support Coordinators. If an individual is experiencing complex challenges, the Supervisor should review and sign off on the Support Coordinator Monitoring Tool (SCMT). Support Coordination Agencies should monitor a sample of documentation for quality control and address concerns with staff directly. The Supervisor should provide support and guidance to help Support Coordinators in their professional development and assign training as needed.

Claiming and QMP. Ensuring that the agency is claiming properly may be an appropriate QMP indicator. Per Section 17.18.5.12, Documentation Guidelines,

there are serious consequences to fraudulent documentation such as reusing identical content in multiple notes, monitoring tools, etc. Monitoring tools must **never** be blank or have content cut/pasted or repeated from month to month. Documentation is considered unacceptable if it is missing altogether. Finally, if claiming occurred for a tool that is missing or incomplete, the Support Coordination Agency should contact Gainwell to void the claim. And, agencies can contact their assigned QAS with related questions.

Upcoming Training on Quality Management Plans

Quality Management: Plans, Processes and Reporting

- **January 29, 2025: 2 – 3:30 p.m.** Watch for the training link on an upcoming training calendar! A recorded version of this training is available on the [College of Direct Support](#).

Evaluation Resources

The Support Coordination Unit has many trainings and resources to help Support Coordination Agencies ensure they are meeting DDD policy requirements. All evaluation and training resources are posted on the [Support Coordination Information](#) page.

The [Support Coordination Agency Evaluation Guidebook](#) provides a comprehensive overview of the evaluation process that can help agencies prepare for evaluation and know what to expect.

[A Quick Reference Guide to Support Coordination Agency Staff Requirements](#) contains a complete description of Support Coordination Agency staff requirements and documentation that should be stored in personnel records.

UPDATED TRAINING! [Preparing for Support Coordination Agency \(SCA\) Evaluation: A Training for Support Coordination Agencies, December 5, 2024: 10 – 11:30 a.m.](#)

Resources

Conversation Café

A recording of the [Conversation Café for Supports Brokers and Support Coordinators](#) webinar, which discusses Supports Brokerage and Self-Directed Services, is available on the [Supports Brokerage](#) page.

Featured Support Coordination Training Opportunities

- December 11, 2024: 10 – 11:30 a.m.
NEW! [Ensuring Waiver Documentation Compliance for Support Coordination Agencies \(SCAs\)](#)
- December 16, 2024: 10 – 11:30 a.m.
NEW! [Crisis and Emergency Resources for Support Coordinators, Individuals, and Families](#)

Monthly training calendars are posted on the [Support Coordination Information](#) page:

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

Support Coordination Update Webinars

Be sure to register for the next SCA Update Webinar!

- Thursday, February 13: 1– 2 p.m.
[Register for the February 13 Webinar](#)
- Archived SCA Webinars can be found on the [Support Coordination Information](#) page.

Directories

The [Directory of DDD Helpdesks](#) lists DDD Helpdesks and Mailboxes along with a brief description of each to help users navigate the DDD system when seeking guidance.

The [New Jersey Resources 2024 Edition](#) is a comprehensive guide to useful programs and services that NJ Human Services and its partners offer to residents, caregivers, and advocates.