



Support Coordination Update

News and information for Support Coordinators

Issue 2024-12

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What I Need (WIN): A Forum for Professionals to Discuss Self-Directed Services

NEW JERSEY HUMAN SERVICES
Division of Developmental Disabilities

Office of Education on Self-Directed Services (OESDS)
Presents:

W.I.N. Time

Who?
Virtual **What I Need (W.I.N.) Time** is for professionals who have questions or just want to learn more about DDD self-directed services.

When?
2nd Wednesday of every month, Noon-1 p.m. Beginning 1/8/25

What?
A time for **YOU** to tell **US** what you need to better educate and support people who want to self-direct their services

Where? **VIRTUAL!**
REGISTER HERE
Or scan the QR code
Questions? Email Us!
DDD.OESDS@DHS.NJ.GOV

Why?
To give support coordinators, supports brokers, providers, and others a standing opportunity to learn about DDD self-directed services, ask questions, and network.

The DDD Office of Education on Self-Directed Services (OESDS) will begin offering monthly WIN (What I Need) Time virtual forums in January 2025. WIN Time

provides a standing opportunity for support coordinators, supports brokers, providers, and others to:

- Learn about DDD self-directed services
- Ask questions
- Discuss what Support Coordinators need to better support individuals who want to self-direct their services
- Network with other professionals

WIN Time will be held the 2nd Wednesday of each month, from Noon to 1 p.m., beginning **January 8, 2025**.

- Print the [WIN Time Flyer](#)
- [Register Here for the Jan. 8 WIN Time](#)

News and Reminders

Expedited ISP Review Requests: Now in iRecord!

iRecord now offers an **Urgent** checkbox for use by an unreleased Support Coordination Agency (SCA) when they are submitting an Individualized Service Plan (ISP) to State Review (SR1) and requesting an expedited ISP review. This replaces the practice of contacting the SC Helpdesk to request expedited ISP review.


When using the urgent checkbox, the SCA must select one of the following reasons from the dropdown menu:

- Issue obtaining signature or guardian is unavailable
- Delayed service approval
- Addition/discontinuation of service
- SCA error
- SCA staffing issue
- Crisis/emergent issues and/or ICM involvement
- Delay in document submission by the provider
- Other: Please provide details in a case note

When an SCA submits an ISP to State Review with the urgent checkbox selected, iRecord will alert Division staff.

Amended ISP Report

As of November 18, 2024, the Amended NJISP Report indicates changes to a previously-approved ISP by highlighting updated information in yellow on the first page (shown below) and respective headers on the remaining pages.

<p>John Doe, Jr.</p>  <p>ID : 111111 A/G : 72 y.o. / Male DOB : 1/2/1952 County : Bergen Program : Supports Program</p>	<p>Support Coordination</p> <p>Support Coordination Agency P : 555-555-5555 E : SCA@SCA.email</p> <p>SC : Support Coordinator E : SC@SCA.email SCS : Support Coordinator Supervisor E : SCS@SCA.email</p>	<p>Prereferred Hospital</p> <p>Community Hospital 123 Community Drive Doetown NJ 00000 555-555-5555</p>
<p>Medicaid ID : 111XX9999000 Medicaid Type : Categorically Needy Disability Assistance Medicaid Only - No Money Payment DOD Status : Eligible For DOD Services Waiver Enrollment Date : 3/21/22</p>	<p>Guardianship</p> <p>John Doe - Nephew 123 John's Street Doetown NJ 00000 H: 555-555-5555 W: N/A C: N/A E: john@doe.email</p>	<p>Primary Care Physician</p> <p>N/A</p>
<p>123 Support St Coordination NJ 00000 H: 555-555-555 W: N/A C: N/A E: N/A</p>	<p>Jane Doe - Relative 123 Jane's Street, Doetown NJ 00000 H: 555-555-5555 W: N/A C: N/A E: jane@doe.email</p>	<p>Administrative Service Organization (ASO)</p> <p>N/A CM : N/A ID/Gp : N/A / N/A C : N/A E : N/A</p>
<p>Diagnosis</p> <p>Primary : F70,Mild Intellectual Disability Secondary : F99,Psychiatric Disorder or Problem</p>	<p>Managed Care Organization (MCO)</p> <p>N/A CM : N/A ID/Gp : N/A / N/A C : N/A E : N/A</p>	<p>Private Insurance</p> <p>N/A CM : N/A ID/Gp : N/A / N/A C : N/A E : N/A</p>

Reminder: Updated Prerequisites for New Support Coordinators and Support Coordination Supervisors

The Division's Support Coordination Unit has updated the Support Coordination prerequisites for new Support Coordinators (SCs) and Supervisors (SCSs).

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

- DDD SC Prerequisite: Support Coordinator Roles and Responsibilities
- DDD SC Prerequisite: Overview of DDD System
- DDD SC Prerequisite: Getting Started with iRecord Part 1
- DDD SC Prerequisite: Getting Started with iRecord Part 2

As always, new SCs and SCSs must complete 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 the training, come back later and pick up where they left off. At the end of each prerequisite, there is an embedded assessment. Once that is successfully completed and the learner closes the lesson, 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.

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 under 60 should have a plan in place well before April 1, 2025. The agency’s assigned Quality Assurance Specialist is available for technical assistance.

Information to help agencies comply with census requirements is posted on the [Support Coordination Information](#) webpage 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

- [January 15, 2025: 10 – 11 a.m.](#)

Support Coordination Agencies Considering Operational Options and Sustainability

- [January 6, 2025: 10 – 11 a.m.](#)

Support Coordination Unit Evaluations

Focus On: The Person Centered Planning Tool (PCPT)

The Person Centered Planning Tool (PCPT) is a required document that is reviewed and updated annually, focusing on the individual – what is important to them and why. As an individual’s hopes, dreams, and goals change, the PCPT evolves as well, reflecting things learned throughout the planning year.

To ensure the PCPT is robust and meaningful, Support Coordinators (SCs) have important conversations and ask deep questions, which help to build on each section of the PCPT. Monthly and quarterly monitoring tools are additional resources when developing PCPT content.

Important questions for an SC to consider when reviewing a PCPT:

- Would a reader have a clear and thorough picture of who the person is and what is important to them?
- Is there anything else planning team members need to know about the person?

- What was discussed during monthly monitoring conversations that can be added to the PCPT (i.e. family trips, new friends, new community experiences, new skills or achievements, etc.)?
- Are desired outcomes being addressed or achieved? Does the person still want to achieve them?
- What additional probing questions can be asked to gather more relevant information?
- Is the PCPT strength-based and written in respectful, person-centered language?

Find more tips for delivering a quality PCPT in [ISP Plan Reviews: Guidance for SCAs](#).

Evaluation Resources

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

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

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

UPDATED TRAINING (June 2024) [Preparing for Support Coordination Agency \(SCA\) Evaluation: A Training for SCAs](#) | January 8, 2025: 2 – 3:30 p.m.

UPDATED TRAINING (OCTOBER 2024) [Support Coordination Agency \(SCA\) Staff Qualification Requirements](#) | January 7, 2025 2 – 3 p.m.

Resources

UPDATED! [ISP Plan Reviews: Guidance for Support Coordination Agencies](#) has been revised and now includes notations for new and updated information as well as a Table of Contents.

UPDATED! The [Enhanced Reasonable and Customary Wage Request](#) has been updated.

Both of these resources are available on the [Support Coordination Information](#) webpage.

Featured Support Coordination Training Opportunities

- [Ensuring Waiver Documentation Compliance for Support Coordination Agencies \(SCAs\)](#) | January 27, 2025, 10 – 11:30 a.m.
- [Deliverables and Claims Requirements](#) | January 22, 2025, 10 – 11 a.m.

Monthly training calendars are available on the [Support Coordination Information](#) webpage:

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

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

- [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!

- [February 2025 SCA Update Webinar](#) | Thursday, February 13: 1– 2 p.m.
- Find archived SCA Webinars on the [Support Coordination Information](#) page.

Directories

The [Directory of DDD Helpdesks](#) lists DDD Helpdesks and Mailboxes and brief description of each to help users 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.