



# Support Coordination Update

## News and information for Support Coordinators

Issue 2025-04

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## News and Reminders

### Support Coordination Trainings with the College of Direct Support

The Division of Developmental Disabilities, in collaboration with The Boggs Center, is beginning to roll 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, promoting more effective learning and understanding.

In addition, all Support Coordination trainings in the CDS have a new prefix, DDD SC. This will make it easier to find or assign both required and optional Support Coordination trainings (see samples below). Please note this prefix addition does not change DDD policy manual requirements, and required trainings that an employee already completed will remain on their CDS transcript.

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)

DDD SC – Developmental Disabilities Community Integration: A Brief History	DDD Support Coordination – DD and Community Integration: A Brief History
DDD SC – Medicaid: Eligibility and Helpdesk	DDD Support Coordination – Medicaid: Eligibility and Helpdesk
DDD SC – NJISP Related: NJCAT and PCPT	DDDSC: NJISP Related: NJCAT and PCPT Overview
DDD SC – NJISP Related: Employment Expectations and Overview	DDDSC: NJISP Related: Employment Expectations and Overview
DDD SC – NJISP Related: Service Entry and iRecord Overview	DDDSC: NJISP Related: Service Entry and iRecord Overview
DDD SC – NJISP Related: Individualized Service Plan Process and Documentation	DDDSC: NJISP Related: Individualized Service Plan Process and Documentation
DDD SC – Crisis and Emergency Resources	N/A
DDD SC – Planning Team Partnerships: Using the AENF in Plan Development	DDD Support Coordination – Using the AENF in Plan Development
DDD SC – Planning Team Partnerships: Using the ISP Worksheets in Plan Development	DDD Support Coordination – Using individualized Service Plan Worksheet (Nov 2022)

## Death Verification

The Death Report tile in iRecord updates automatically to match information in the Department of Health (DOH), Office of Vital Statistics and Registry, electronic Death Record system. iRecord generates an individual’s death report when the DDD status has been changed to “deceased” or when the individual has been matched with information from DOH. This process normally takes about two weeks from the time of the individual’s death. While no specific action is needed during this time, SCAs are encouraged to update case notes and ensure all document uploads are up to date. When iRecord generates the death report, the assigned Support Coordinator (SC) receives an action item on their Due-List to confirm or deny the individual’s death.

The screenshot shows a web form titled "Death Report". At the top right is a close button. Below the title are two buttons: "Print/View" and "Send To" (a dropdown menu). The main section of the form is "Death Report Confirmed?", which has two radio buttons labeled "Yes" and "No". This section is highlighted with a red border. At the bottom right is an email icon.

The death certificate automatically populates in the death report tile. There is no need to request death certificates from families or others after they lose a loved one. For extenuating circumstances, such as a death occurring out of state, the Division Mortality Unit contacts the SC if necessary to request a death certificate.

For more information, review the [Death Report](#) section of the iRecord User Guide.

## iRecord Patch Notes

The DDD IT Department routinely makes updates in iRecord to enhance user experience and to ensure important information is captured in service plans. Recent iRecord updates include:

- 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

Support Coordinators must regularly review the Patch Notes tile on the iRecord home page so they are aware of updates that promote detailed, robust service planning.



## Fiscal Intermediary Transition

The Division of Developmental Disabilities' (DDD) Vendor Fiscal/Employee Agent (VF/EA) Self-Directed Employee Model is transitioning from Public Partnerships, LLC (PPL), its current fiscal intermediary, to Acumen Fiscal Agent (Acumen).

On March 20, 2025, Acumen sent an initial communication to individuals/authorized representatives who participate in the VF/EA model, a copy of which Acumen emailed to their

Support Coordinators. Additional information about the transition is available in the [March 27, 2025 DDD Update Webinar Slide Deck](#) located on the [Public Update Meetings](#) page.

To help ensure a smooth transition for individuals/families, Support Coordinators can:

- Inform individuals/families about the transition to Acumen
- Encourage individuals/families to complete enrollment forms in a timely way
- Attend monthly training sessions offered by Acumen to instruct SCs about the enrollment process.
- Encourage individuals/families to bookmark the [Acumen-New Jersey](#) website, where they will post more information as the transition moves forward.

Support Coordinators can send transition-related questions to the DDD Fee-for-Service Helpdesk at [DDD.FeeForService@dhs.nj.gov](mailto:DDD.FeeForService@dhs.nj.gov).

## **Acumen Transition Update Webinar on Thurs., April 10**

An Acumen Transition Update webinar is scheduled for Thursday, April 10, 2025 at 10 a.m. This webinar will provide important details about next steps and the anticipated launch of a phased approach to participant enrollments. Target audience for this webinar includes:

- **Support Coordinators and Supervisors**
- Supports Brokers
- Individuals/families who have one or more services provided by a vendor that is enrolled with and paid through PPL
- Individuals/families who have one or more Self-Directed Employees who are enrolled with and paid through PPL
- Vendors that provide DDD-funded services for individuals and are enrolled with and paid through PPL

[Register Here for the April 10 Acumen Transition Update Webinar](#)

## **2025 Increases to Agency with Choice Self-Directed Employee Model Monthly Rates**

Effective May 1, 2025, the per-member, per-month rates to participate in the Agency with Coice Self-Directed Employee Model, with Easterseals NJ as the fiscal intermediary, will increase. (There **will not** be a corresponding increase to tier budgets.) For details, please review [FY25 Agency with Choice Per-Member, Per-Month Rate Increases](#).

## ISP Signatures

Per Section 7.9 in Division policy manuals, revisions can be made to the Individualized Service Plan (ISP) as needed. It is not necessary to reconvene the planning team for all changes to the ISP. However, signatures and ISP approval must be obtained when there are changes/additions to outcomes, services, providers, units, or start/end dates. For these changes, the Support Coordinator revises the plan and obtains signatures, per Section 7.5.9: Authorizations and Signatures.

## NJ WorkAbility Medicaid

The [NJ WorkAbility](#) program offers full Medicaid coverage to working, disabled individuals whose income or assets would otherwise make them ineligible. Currently, if an individual's annual earned income is equal to or less than \$79,284 and they have no unearned income, they do not need to pay a premium for their Medicaid benefit.

To qualify for NJ WorkAbility, an individual must be:

- at least 16 years old
- a New Jersey resident
- employed, either full or part time, and be able to show proof of employment
- determined as disabled by the Social Security Administration or the Medical Review Team at the Division of Medical Assistance and Health Services, prior to age 65

## Support Coordination Agency Census Enforcement Reminders

As of April 1, 2025, DDD has implemented enforcement of the census requirement that Support Coordination Agencies must serve 60 or more individuals to continue operations. Agencies that did not achieve census or did not have an approved extenuating circumstance application have closed or merged. SCAs approved for an extenuating circumstance that do not achieve a census of 60 within the 90-day extension period, will have rosters reassigned on 6/30/25. The agency's assigned Quality Assurance Specialist is available for technical assistance.

Information to assist agencies regarding the census requirement 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](#)

## The Following Census Enforcement Trainings are Available on the College of Direct Support

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

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## Support Coordination Unit Evaluations

### Focus On: 24-Hour Availability

Per Section 17.18.5.10 in Division policy manuals, Support Coordination Agencies (SCAs) must ensure that Support Coordination (SC) services are available at all times.

The Division evaluates an agency's 24-hour availability and responsiveness to determine its process and ability to respond to emergent issues and concerns.

- SCAs should be mindful of the following key points regarding 24-hour availability:
- SC services must be available through phone contact.
- An answering service is acceptable as long as a Support Coordinator is available on-call.
- There must be a live response to phone calls. Answering machines, phone prompts, and other mechanical responses are not acceptable.

- Emergent calls must be returned by the covering Support Coordinator to guide callers to appropriate resources and/or make phone calls to 911, emergency personnel, and other government entities as appropriate.
- An SCA's response to emergent concerns must include a planning meeting the following day to discuss and develop contingency plans, as needed.
- The SCA staff member responding to emergent concerns must meet qualification requirements for SC Supervisors or SCs.
- SCAs should routinely test their 24-hour response system and have a back-up plan in place.
- The Division recommends that SCAs have a 24-hour responsiveness policy.

## Training Related to 24-Hour Availability

The training, *Ensuring Support Coordination Agency Availability and Responsiveness: Receive, Respond, and Report*, reviews the role of the Support Coordinator to receive and respond to calls and report unexpected events. It is available on the College of Direct Support and a live webinar is scheduled for May 13, 2025, 2 – 3:30 p.m.

[Register for May 13 Availability and Responsiveness Training](#)

If a Support Coordination Agency has questions related to 24-hour availability, they should contact the assigned Quality Assurance Specialist.

## Evaluation Resources

- The Support Coordination Unit has many trainings and resources posted on the [Support Coordination Information](#) page 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.
- The [Quick Reference Guide to Support Coordination Agency Staff Requirements](#) contains a complete description of SCA staff qualifications and documentation to be stored in personnel records.
- **Updated Training (June 2024)** *Preparing for Support Coordination Agency (SCA) Evaluation: A Training for SCAs* is available on the [College of Direct Support](#).

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## Updated Webpage, Forms and Documents

**Updated!** The [Support Coordination Information](#) page has been updated with some new information tabs:

- Individualized Service Plans and Monitoring
- Evaluation and Oversight for Support Coordination Agencies
- Support Coordination Agency Requirements

**New!** The [Staff Qualifications Tool for Support Coordination Agencies](#) is an optional tool for SCAs to track that staff meet/are meeting all required qualifications. It is located on the [Support Coordination Information](#) page under the new Support Coordination Agency Requirements tab.

**Updated!** The [Quick Reference Guide to Support Coordination Agency Staff Requirements](#) has been updated to reflect the Agency Head clearance process and other minor updates. It is found on the [Support Coordination Information](#) page under the new Support Coordination Agency Requirements tab.

**New!** A Quick Reference Guide to Incident Reporting in both [English](#) and [Spanish](#) have been added to the [Incident Reporting](#) page.

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## Resources

### Featured Support Coordination Training Opportunities

- **New!** [Benefits and Employment](#)  
April 8, 2025: 10 – 11 a.m.
- [SCA and Provider Partnerships: Using the Addressing Enhanced Needs Form \(AENF\) in Plan Development](#)  
April 16, 2025: 10 – 11 a.m.



- [Measuring Customer Satisfaction: A Training for Support Coordination Agencies \(SCAs\)](#)  
April 29, 2025: 2 – 3:30 p.m.
- **New!** [Connect with the Office of Licensing](#)  
April 30, 2025: 10 – 11:30 a.m.

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

- [DDD Trainings for Support Coordination Agencies: April 2025](#)
- [College of Direct Support \(CDS\) Trainings for April 2025](#)

## Community Partner - The Boggs Center

The Boggs Center is New Jersey's federally designated University Center for Excellence in Developmental Disabilities. For coaching seminars, live trainings, and other topics of professional development, The Boggs Center invites you to view their [Calendar of Events](#).

## Support Coordination Update Webinars

Be sure to register for the next SCA Update Webinar!

- [May 2025 SCA Update Webinar](#): Thursday, May 8, 2025: 1 – 2 p.m.
- Find archived SCA Update Webinars on the [Support Coordination Information](#) page.

## Directories

The [DDD Directory of Email Helpdesks and Mailboxes](#) includes a brief descriptions of each to help users seeking guidance, now updated to include the Managed Care Organizations (MCO) Helpdesk.

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.