



Support Coordination Update

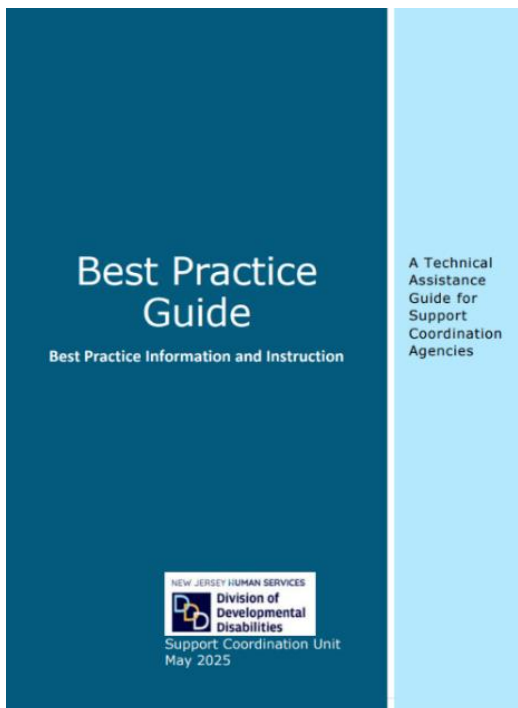
News and information for Support Coordinators

Issue 2025-05

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News and Reminders



Just Posted! Best Practice Guide

The [Best Practice Guide](#) (BPG) provides technical guidance, instruction, and support for Support Coordinators in tandem with the iRecord User Guide.

Topics include: Individualized Service Plan (ISP) development and plan types, iRecord features and setup, retirement, SCA assignments and reassignments, SCA prior authorization and claiming, service evaluations, service entry, documentation, and many more.

It is now available on the [Support Coordination Information](#) page under the Support Coordination Documents and Forms tab.

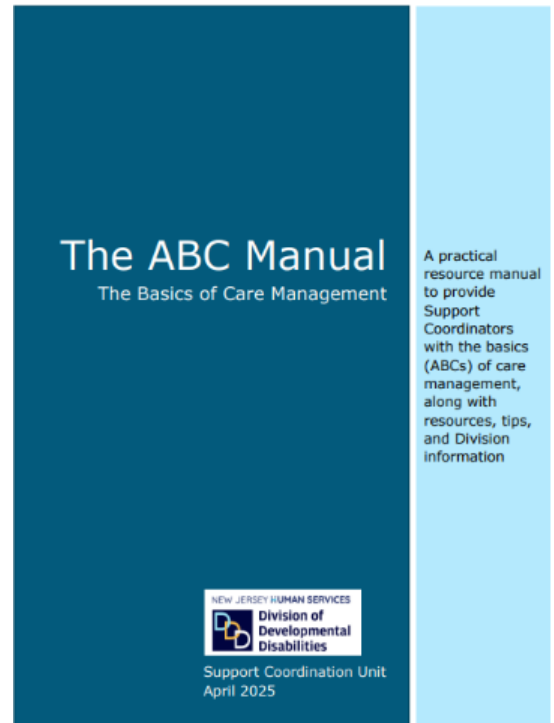
(Please note we will make any needed updates following the expected release of the revised policy manuals in the spring of 2025.)

Revised! ABC Care Management Manual

The [ABC Care Management Manual](#) (ABC Manual) has been revised to include updated hyperlinks and minor edits. More significant updates occurred in the following chapters:

- New Chapter! County Social Service Agencies
- Employment and Referrals to Vocational Rehabilitation
- Housing Subsidies through DDD
- Out-of-state Travel

The ABC Manual is found on the [Support Coordination Information](#) page under the Support Coordination Documents and Forms tab.



Mental Health Awareness Month

In recognition of Mental Health Awareness Month in May, the Education and Training Team is pleased to offer the following trainings:

- **NEW!** [Division of Mental Health and Addiction Services \(DMHAS\): Targeted Overview for DDD Staff & Support Coordination Agencies](#)
May 5, 2025: 2 – 3 p.m.
- [Substance Use and the Intellectual and Developmental Disabilities \(I/DD\) Population](#)
May 13, 2025: 10 – 11:30 a.m.
- [Suicide Prevention and the IDD Population](#)
May 27, 2025: 10 – 11:30 a.m.

Behavior Support Plans and Acuity

When an individual who lives in their own home is assigned an acuity factor, staff hired by the individual must provide the necessary support and monitoring. Staff from all sources, including Self-Directed Employees (SDEs) and Direct Support Professionals (DSPs), are required to ensure the consistency of Behavioral Supports planning, training, monitoring, and implementation (Section 17.2, DDD policy manuals), which is critical to successful outcomes.

Support Coordinators should ensure the Addressing Enhanced Needs Form is completed for applicable services. If needed, Behavioral Supports Assessment/Plan development may be accessed separately to ensure a consistent Behavior Support Plan (BSP) across providers and

settings. The Support Coordinator must also ensure support needs are well-documented in the Individualized Service Plan (ISP).

The individual/family/Support Coordinator share responsibility for providing the current ISP, BSP, etc. to SDEs and DSPs, and communicating service expectations, as well as ensuring that SDEs and DSPs receive reasonable training about the individual's needs and BSP data collection prior to working with them.

Unplanned Caregiver Absence

The unplanned absence of a caregiver can lead to an urgent situation if there is no contingency plan in place, potentially threatening an individual's health and safety. When this happens, Support Coordinators must immediately alert DDD through the Seeking Out Supports (SOS) process listing the reason, "Urgent Situation, other than Homelessness/Housing Instability."

Outside of business hours, situations considered urgent should be reported promptly to DDD's on-call service.

Community Care Program Waiting List Request

DDD's Office of Education on Self-Directed Services, Waiting List & Special Projects Unit reviews requests for an individual to be added to the Community Care Program (CCP) Waiting List.

Requests are assigned to a DDD Transition and Education Liaison (TEL), who ensures requests are complete. The TEL will follow up with the Support Coordinator or the person who submitted the request to gather additional information, if needed. The TEL then processes the request per the criteria in N.J.A.C 10:46C, including the Waiting List assignment date.

Good communication and collaboration between the Support Coordinator and the TEL help the process run smoothly. Support Coordinators may reach out with questions about this process at any time to the CCP Waiting List Helpdesk at Ddd.Ccpwaitlistrequests@dhs.nj.gov.

Money Transfer Apps: Use Caution

Incidents of financial exploitation are on the rise. A contributing factor may be increasing use of electronic money-transfer apps such as Venmo, Cashapp, Paypal, and Zelle. While these types of apps are convenient to use, they may not provide sufficient evidence or detail to substantiate an allegation of financial exploitation.

Support Coordinators should be aware that concerns exist and, where possible, encourage individuals and families to be sure that requests for payment through electronic money-transfer apps are legitimate.

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Virtual Meetings and Face-to-Face Requirements

Virtual meetings are convenient, enable a team to assemble with short notice, and allow for participation of team members who have difficulty meeting in person. However, virtual meetings can have technical issues that hamper a meeting's progress, and can limit the participation of an individual, particularly if their primary method of communication is not verbal. It is important that Support Coordinators hold meetings in a format that achieves the meeting goals and meets the individual's needs.

As a reminder, virtual meetings do not take the place of the Support Coordinator's required quarterly face-to-face visit or annual in-person home visit with the individual. Per Section 5.3 of DDD's policy manuals, face-to-face visits are mandatory. If individuals/families ask to hold face-to-face meetings virtually, Support Coordinators should remind them of the DDD requirements as well as their own responsibilities as outlined on the Participant Statement of Rights and Responsibilities Agreement embedded in the Individualized Service Plan.

Support Coordination Agency Census Enforcement Reminders

As of April 1, 2025, Support Coordination Agencies that did not achieve a census of 60 or did not have an approved Extenuating Circumstance Application, have closed or merged. Agencies approved for extenuating circumstances that do not achieve a census of 60 within the 90-day extension period, will have rosters reassigned on June 30, 2025. 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](#)

Trainings Related to Census Enforcement 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: SCA Staff Qualifications Tool

The [Staff Qualifications Tool for SCAs](#) (posted on the [Support Coordination Information](#) page under the Support Coordination Agency Requirements tab) helps SCAs ensure staff meet all requirements for providing services. This tool can help an agency track staff qualifications and maintain documentation, both of which are needed during any audit by the DDD Support Coordination Unit (SCU) or another entity such as Medicaid.

Evidence of staff qualifications includes, but is not limited to, the following documentation:

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

Agencies are encouraged to use the [Staff Qualifications Tool for SCAs](#) and contact their assigned Quality Assurance Specialist (QAS) with any questions.

Evaluation Resources

- The Support Coordination Unit has trainings and resources on the [Support Coordination Information](#) web page to help Support Coordination Agencies ensure they are meeting DDD policy requirements.
- The [Support Coordination Agency Evaluation Guidebook](#) is a comprehensive overview of the evaluation process that helps SCAs prepare for evaluation and know what to expect.
- The [Quick Reference Guide to Support Coordination Agency Staff Requirements](#) provides detailed descriptions of SCA staff requirements and the documentation expected to be stored in personnel records.
- [Preparing for Support Coordination Agency \(SCA\) Evaluation: A Training for SCAs – May 21, 2025, 2 – 3:30 p.m.](#) (this training was updated June 2024)

Resources

NJCAT Inquiries

Send questions about NJCAT scores and tier assignments, as well as reassessment requests, to: DDD.DDPIAssessmentRequests@dhs.nj.gov

The NJ Division of Aging Services (DoAS)

The NJ Division of Aging Services (DoAS) administers several federal and state-funded programs that make it easier for older adults to live in the community as long as possible with independence, dignity, and choice. Programs are in place to support caregivers as well.

Access to some of these programs is through [NJSave](#), an online application to help low-income seniors and individuals with disabilities save money on Medicare premiums, prescription costs, and other living expenses.

DoAS provides oversight of the home and community-based programs provided by or through New Jersey's 21 county offices on aging known as the [Area Agencies on Aging \(AAA\)](#)/[Aging and Disability Resource Connection \(ADRC\)](#).

These and other DoAS programs and resources are found in the [DoAS 2025 Program Guide](#).

-From the [NJ Division on Aging Services](#) website

Featured Support Coordination Training Opportunities

- [NJ Adult Protective Services Program Overview: Mandated Reporters and Community Partners](#) May 6, 2025: 10 – 11 a.m.
- **Updated May 2025!** [Charting the LifeCourse: A Method for Ensuring Person-Centeredness](#) May 12, 2025: 2 – 3:30 p.m.
- [Ensuring Support Coordinator Availability and Responsiveness: Receive, Respond, and Report](#) May 13, 2025: 2 – 3:30 p.m.
- **NEW!** [Agency Organizational Governance: Requirements and Best Practice Considerations](#) May 19, 2025: 10 – 11:30 a.m.
- **NEW!** [Adults with Disabilities: Not What you Expect I Discussing Best Practices With Those Who Know](#) May 21, 2025: 10 – 11:00 a.m.

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

- [DDD Trainings for Support Coordination Agencies: May 2025](#)

- [College of Direct Support \(CDS\) Trainings for May 2025](#)

For coaching seminars, live trainings, and other professional development topics, The Boggs Center invites you to view their [Calendar of Events](#).

Support Coordination Update Webinars

Be sure to register for the next SCA Update Webinars!

- [May 2025 SCA Update Webinar](#) | Thursday, May 8, 2025: 1 – 2 p.m.
- [August 2025 SCA Update Webinar](#) | Thursday, August 14, 2025: 1 – 2 p.m.

Find archived SCA Update Webinars on the [Support Coordination Information](#) page.

Directories

- [Directory of DDD Helpdesks](#) – list of DDD Helpdesks and Mailboxes with brief descriptions of each
- [New Jersey Resources 2024 Edition](#) – a comprehensive guide to programs and services that NJ Human Services and its partners offer to residents, caregivers, and advocates