Support Coordination Update
News and information for Support Coordinators

Issue 2025-07

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News and Reminders

A Word about Meaningful Conversations

Meaningful conversations with individuals and families are fundamental to the person-centered planning process. These discussions are not merely procedural; they are the cornerstone of developing plans that are personalized, relevant, and impactful. Whether directly supporting individuals, supervising teams, or shaping agency-level practices, everyone plays a critical role in creating the conditions for deeper, more enriching engagement.

Ways to Promote Meaningful Conversations

Support Coordinators

- Take time to build trust and connection.
- Ask open-ended questions that invite individuals and families to share their values, hopes, and daily realities.
- Go beyond the checklist and explore what truly matters to the individual and their family.
- Let the conversation guide the plan.

Support Coordination Supervisors

- Provide space in supervision to reflect on the quality of conversations, not just compliance.
- Encourage staff to share successes and struggles in meaningful engagement.

Agency Heads

- Consider how the agency's structures, policies, and documentation support (or limit) person-centered dialogue.
- Set a tone that invests in culture, training, and making a difference.

Resources

The following resources are available on the Division website, the Boggs Center website or via the College of Direct Support (CDS).

- ISP Plan Reviews: Guidance for SCAs
- DDD's Person-Centered Planning page
- The Boggs Center's Person-Centered Planning & Supports page
- The Boggs Center's Exploring Possibilities & Supports: An Information Gathering Toolkit
- **Updated June 2025!** Charting the LifeCourse: A Method of Ensuring Person-Centeredness (CDS)
- NJISP Related: New Jersey Comprehensive Assessment Tool (NJCAT) and Person-Centered Planning Tool (PCPT) Overview (CDS)
- Supporting a Vision: Identifying Supports and Services (CDS)

Support Planning and Exploring Resources

Whether a person is self-directing services, using provider-managed services, or a combination of both, Division-funded services are to be used only when other resources and supports are insufficient or unavailable to meet the individual's support needs. The planning team should first look to available natural and/or generic supports to limit reliance on state funding and ensure the self-directed budget is not overextended, leading to a gap in services.

Natural Supports	Generic Supports
Non-funded supports provided by family members, friends, neighbors, co-workers, etc.	Supports funded by a source other than the individual's DDD budget, such as other local, state, or federal agencies, or the individual's Medicaid plan or other insurance.

Coordinating services and supports with partnering entities helps the planning team recognize changes in an individual's needs, and expands opportunities for the individual at home and in the community. Service planning with involvement from a diverse team is more likely to lead to a robust ISP and improve the chances of positive outcomes.

For more information, please refer to Section 8.2 Use of Community Resources and Non-Division-Funded Services and Section 13.2 Plan Review Elements in the Division's policy manuals found on the [Policies and Procedures](#) page.

SCU Notifications Mailbox Now Retired

Effective July 1, the SCU Notifications Mailbox has suspended email notifications to Support Coordination Agencies (SCA).

SCAs please note the following:
- Upon receipt of an Incident Report or On-Call Report Notification, SCAs are to enter an iRecord Note summarizing the incident, per manual standards.
- If an Incident Report or On-Call Report involves homelessness/housing instability, choking, elopement, self-injurious behavior, physical aggression, property destruction, falls, head injuries, loss of service, etc., a planning team meeting is required, and the ISP must be revised as needed.
- SCAs must use the SOS process through iRecord for Division intersect related to urgent situations, to request assistance, or troubleshoot involved cases.

ISP changes are documented by providers on the [ISP Revision and Notification Form](#) (available on the [Support Coordination Information](#) page), which is then sent to the assigned Support Coordination Agency for ISP updates.
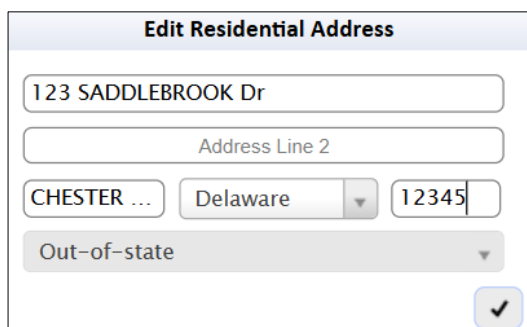
iRecord Address Fields

It is essential that address information is up-to date for all people served by the Division. Not only are addresses used for routine and urgent issues related to the care of the person served, numerous Division units depend on iRecord address fields when mailing important communications to individuals and legal guardians. Waiting list status letters as well as information from NJCAT/Level of Care, Housing, and Intensive Case Management Units are just a few examples for which accurate addresses are needed.

Support Coordinators must:

- Update address fields in a timely way when moves occur, not just for permanent moves but also for temporary moves such as to a hospital or other facility.
- Ensure that fields for mailing addresses are complete, including apartment numbers, floor numbers, or unit numbers when applicable.
- Enter complete addresses for all identified legal guardians and be sure the Mailing Address tile is complete, in addition to the Residential Address tile.

Making Sure the Mailing Address is Updated

Below is an example of a tile for editing a legal guardian's address where the Mailing Address tile is blank. If the mailing address is the same as the residential address, using the checkbox for "Same" will automatically populate the Mailing Address tile. Without this step, this guardian will not receive Division mailings.

Having accurate address information in iRecord will ensure individuals and guardians receive important Division information.

Request for Records

Support Coordinators are typically the first point of contact when individuals, legal guardians, or family members have questions, including requests for copies of records.

It is important for Support Coordinators to remember:

- An Individual's records are the property of the Division, including documentation created by SCAs.
- Support Coordinators should not release records other than the Individual Service Plan (ISP), Person Centered Planning Tool (PCPT), and New Jersey Comprehensive Assessment Tool (NJCAT) to an individual and/or legal guardian, without a written request to the Division.
- Individuals or others acting on their behalf who are requesting records, should submit a DHS HIPAA Authorization to Disclose Protected Information form to DDD.SCHelpdesk@dhs.nj.gov or to the Division's Community Services Office for the county where the individual lives.
- Incident reports, whether pending or closed, *are not part of the public record and their release is prohibited except by judicial order*.

Best Practice Guide

Focus on: Waiver Transition Plans

When an individual is transferring from one Division waiver program to another (for example, Supports Program to Community Care Program) and a new Participant Enrollment Agreement (PEA) is uploaded, iRecord automatically generates a new macro plan in "W" (Work-in-Progress) status. This new plan must be approved within 30 days. The day of approval is the end date of the current plan and the following day is the start date of the new plan.

For information on waiver program transitions, see the Best Practice Guide. For information on types of waiver program transitions, see the ABC Manual.

Focus on: Service Review

Several services require review by the Division's Service Review Unit prior to Individualized Service Plan (ISP) approval. Services requiring a service review include:

- Assistive Technology
- Environmental Modification, Evaluation and Purchase
- Community Based Supports (CBS) when requesting an enhanced wage
- Community Inclusion Services (CIS) or Individual Supports (IS) 15-minute Rate when an individual is already receiving IS Daily Rate
- Goods & Services
- Transportation-Single Passenger

Once a service is approved, the ISP is available to the SCA for plan approval, which allows access to approved services.

Tips for a smooth service review:

- Ensure a service meets applicable criteria as defined in the Division's policy manuals before entering it into the ISP.
- Enter clear and detailed information about vendors and service providers in the ISP service description field.
- Include detailed justification when submitting Service Review requests for CBS, CIS, and IS.
- Verify that Goods & Services providers serve the general public.

Questions about Service Review can be directed to DDD.ServiceApprovalHelpDesk@dhs.nj.gov. Additional information about the Service Review process can be found in the Best Practice Guide.

Focus on: JIRA Tickets

The DDD-IT Unit is available to assist SCAs experiencing iRecord technical problems (missing prior authorizations, plan status failed messages, login issues, etc.) through the submission of a Jira ticket. Submitting Jira tickets also makes DDD-IT aware of wide-ranging issues.

Jira tickets are assigned to a DDD-IT staff member for follow-up. Users receive an auto-generated email for each completed action, and ongoing communication between DDD-IT and the user occurs in the ticket itself, accessed through a link in the email.

- To be able to submit Jira tickets, users must first register and create an account in Jira.

- Support Coordinators employed by more than one SCA must create a separate account for each agency.

For more information on creating a Jira account and submitting tickets, see the [Best Practice Guide](#) and/or review the video, [How to Create a Jira Ticket](#).

Support Coordination Unit Evaluations

Focus On: Staff Qualifications and Agency Compliance with Required Trainings

Comprehensive SCA staff training is important to ensuring individuals are receiving quality Support Coordination services, and auditing training compliance is part of every Support Coordination Unit (SCU) evaluation. Non-compliance with training requirements results in work stoppage and has claiming implications, and must immediately be resolved.

SCAs must maintain documentation that training and professional development requirements have been met. This includes CDS transcripts, agency-developed trainings, and training certificates. Please see the [Quick Reference Guide to SCA Staff Requirements](#) for more information.

Evaluation Resources

- Trainings and resources related to SCU evaluations are available on the [Support Coordination Information](#) page.
- The [Support Coordination Agency Evaluation Guidebook](#) provides an overview of the evaluation process so that SCAs can prepare for and know what to expect in an evaluation.
- [ISP Plan Reviews: Guidance for SCAs](#) provides information about the criteria and quality expectations for development of the Individualized Service Plan (ISP) and Person-Centered Planning Tool (PCPT).
- 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.

Support Coordination Agency Census Enforcement Update

Effective July 1, 2025, all Support Coordination Agencies that had been open one year or longer and did not achieve a census of at least 60 have closed or merged. All new Support Coordination Agencies have one year to meet census requirements.

The following census-related trainings are available through the [College of Direct Support](#):

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

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Resources

Update to the Support Coordination Agency List!

The Support Coordination Agency (SCA) List, now available on the Provider Search Welcome page, has been expanded to include agency census and staff active in iRecord.

Welcome to Provider Search

The Provider Search allows users to search for providers. You may filter search results by name, service, location (county, zip code), language, acuity, and residential licensure setting or use a combination of searches and filters.

The Support Coordination Agency List offers comprehensive info specific to SCAs, including census.

Providers are responsible for updating DDD with their current information. Contact providers directly for more details about whether they currently provide services in your area and if they are a suitable match.

New and Updated CDS Trainings!

The College of Direct Support (CDS) has several brand new trainings, as well as revised versions of some outdated trainings.

New or Updated SC Trainings	No Longer Assignable SC Trainings
DDD SC – Electronic Visit Verification	DDD Support Coordination – Electronic Visit Verification (EVV) *(April 2022)*

New or Updated SC Trainings	No Longer Assignable SC Trainings
NEW! DDD SC – Alternatives to Guardianship Empowering Individuals through SDM	N/A
DDD SC – Guardianship, An Overview of BGS and Alternative Options	DDD Support Coordination – Guardianship, an Overview of BGS and Alternative Options
NEW! DDD SC - Navigating Conflict for Support Coordinators	N/A
DDD SC – Supporting the Person Medical Supports and Documentation	N/A
DDD SC – DDD Housing Subsidy Program Overview	DDD Support Coordination – Overview of the Housing Subsidy Program *(March 2022)*, and DDD Support Coordination – Housing Subsidy Program Q&A *(August 2022)*
NEW! DDD SC – Let's Talk Assistive Technology	N/A
DDD SC – Supporting the Person Adaptive Equipment and Documentation	DDD Support Coordination – Adaptive Equipment and Documentation
DDD SC – Overview of the DDD Service Review Process	DDD Support Coordination – DDD Service Review Overview

Featured Support Coordination Training Opportunities

- Measuring Customer Satisfaction: A Training for Support Coordination Agencies | July 16, 2025: 10 – 11:30 a.m.
- Ensuring Waiver Documentation Compliance for Support Coordination Agencies (SCAs) | July 17, 2025: 10 – 11:30 a.m.
- Planning Team Partnerships: Using the ISP Worksheet for Residential, Day Habilitation Providers and Support Coordinators | July 29, 2025: 2 – 3:30 p.m.
- **Updated July 2025!** Policies and Procedures Manual Development: A Training for Medicaid/DDD Approved Providers | July 31, 2025: 10 – 11:30 a.m.

Monthly training calendars are available on the Support Coordination Information page:

- DDD Trainings for Support Coordination Agencies: July 2025
- College of Direct Support (CDS) Trainings for July 2025

For Coaching Seminars, Live SC Trainings, and other topics of professional development, The Boggs Center invites you to visit their Calendar of Events.

Support Coordination Update Webinars

Be sure to register for the next SCA Update Webinar!

- [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

The [Directory of DDD Helpdesks](#) lists DDD Helpdesks and Mailboxes with brief descriptions 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.