Webinar Agenda

- Welcome and Purpose
- Division Updates
- HCBS and Implications for Support Coordination
- Manual Updates
- Support Coordination Unit Updates
- Support Coordination Agency (SCA) Landscape
- Support Coordination Agency Evaluation
- Questions

Welcome and Purpose

Welcome and Purpose

The Support Coordination Unit has launched an updated communication plan, which includes

more frequent communications to

Support Coordination Agencies.

This presentation is the fifth in the 2022 series.

Welcome and Purpose

Thank you

Support Coordination Agencies!

Welcome and Purpose

Webinar Feedback

Participants attending this webinar will have the opportunity to provide feedback related to this presentation.

The feedback tool should immediately appear when the webinar has ended.

Division Updates

Division Updates

1. **Waiver Manual Updates** (Released September 19, 2022): Division released updated manuals for the Community Care Program and Supports Program. Changes affecting Support Coordination:

   - Revised individual budgets to reflect rate increases since the last revision.

   - Clarified that language around plan revisions found in Section 11.7 of the manual is a Support Coordinator's responsibility.

   - Added detail around the need for an annual physical and dental exam for individuals residing in provider-managed residential settings and that they are uploaded into the iRecord.

Division Updates

1. **Waiver Manual Updates, continued**

   - Clarified that PCPT must be comprehensive and updated annually.

   - Clarified that Support Coordination Agency On-Call service must include response from a live person.

   - Adjusted Goods & Services definition and clarified that Service Animals remain excluded as an eligible expense.

Division Updates

2. **Rights and Responsibilities** (Released September 26, 2022): [Participant Statement of Rights and Responsibilities Form](#)

3. **Employee Onboarding** (Released September 28, 2022): Office of Program Integrity and Accountability Releases Update on [Employee Onboarding](#): The Department of Human Services (DHS) will provide expedited approval of emergency hiring requests through December 31, 2022. This includes Self-Directed Employees (SDEs).

Division Updates

4. **Goods and Services** (Released September 29, 2022): As part of an update to the manuals, individuals can now access in-person **and** *virtual classes* for a cumulative total of up to 12 hours per week. Additionally, the Division introduced new flexibilities related to signatures for Goods & Services Requests.

For questions related to Goods & Services please contact DDD.ServiceApprovalHelpDesk@dhs.nj.gov or you may refer to the Goods & Services Request Form Instructions.

The Goods and Services form can be found here.

Division Updates

Home and Community Based Services Final Rule

- HCBS requirements have been reviewed in Division webinars.

- [Trainings](#) are available for providers and Support Coordination Agencies.

- While the Final Rule applies to provider managed residential and day service settings, there are implications for Support Coordination Agencies.

- Documentation requirements/manual requirements require that all Providers (including SCAs) that are involved in an individual's care meet requirements.

- Evidence/documentation that NJ is meeting requirements is required.

Division Updates

Home and Community Based Services Final Rule

- The HCBS Final Rule identifies conditions that provider-owned or controlled residential settings must meet, in addition to the requirements for all HCBS settings.

- Goal is to ensure that individuals receiving HCBS have full access to benefits of community living and the opportunity to receive services in the most integrated setting appropriate.

- HCBS Final Rule also focuses on informed choice, community integration.

- Support Coordinators must be familiar with HCBS Final Rule, as SCs are responsible for documentation through the person centered planning process; as well as being clear on how to document restrictions.

Division Updates

Home and Community Based Services Final Rule Requirements
(Partial List)

- Individuals must have privacy in their bedroom or living unit. Each bedroom or living unit must have a door that can be locked to support personal privacy. Only staff identified as necessary will have keys to the unit's door.

- Units have lockable entrance doors, with the individual and appropriate staff having keys to doors as needed.

- Individuals sharing bedrooms have a choice of roommates.

Division Updates

Home and Community Based Services Final Rule Requirements
(Partial List)

- Individuals have the freedom to furnish and decorate their sleeping or living units within the lease or other agreement.

- Individuals have freedom and support to control their schedules and activities and have access to food any time.

- Individuals can have visitors at any time.

- Setting is physically accessible to the individual.

SCs are strongly encouraged to attend available trainings on HCBS

Division Updates

Home and Community Based Services Final Rule

**Big News!
New Support Coordination Monitoring Tools Coming!**

- Support Coordination Agencies are strongly encouraged to attend trainings on HCBS and on the new Monthly Monitoring Tool (MMT).

- The new Monitoring Tools will be available for use in November 2022.

Support Coordination Unit Updates

Support Coordination Unit Updates

Service Utilization (Second Service Project)

- Project underway to ensure that individuals are receiving a waiver service IN ADDITION to Support Coordination.

- Project introduced during June 2022 webinar.

- SCAs are contacted with a list of individuals who do not have a second service in ISP.

- Trainings were held in June 2022.

- Recorded trainings are available in College of Direct Support.

- Reminder to SCAs that waiver requirements call for a second service, or waiver disenrollment will occur.

Support Coordination Unit Updates

Service Utilization (Second Service Project)

Month	# of Individuals Without Second Service for over 90 days
July 2022	694
August 2022	668
September 2022	625
October 2022	507

Support Coordination Unit Updates

Commitment to Education & Training

Month	Audience	Number of Trainings	Number of Attendees
July 2022	SCAs	9	496
August 2022	SCAs	5	169
September 2022	SCAs	15	740

There are 15 trainings available in October 2022 from the Support Coordination Unit for Support Coordination Agencies!

Support Coordination Unit Updates

Commitment to Education & Training

- The Support Coordination Unit [Monthly Training and Education Opportunities](#) for Support Coordination Agencies.

- The [College of Direct Support](#) is available to Support Coordination Agencies 24 hours a day/7 days a week.

- [Elizabeth M. Boggs Center on Developmental Disabilities](#).

- Helpdesk for Education and Training: SCUTraininghelpdesk@dhs.nj.gov

Support Coordination Unit Updates

Support Coordination Unit Communication Updates

Next Support Coordination Agency Webinar:

Thursday, December 8, 2022, 1:00-2:00 pm.

[Register here](#)

The Division's SC Webpage now lists all SCA Webinars for the remainder of the year as well as many in 2023.

2022 & 2023 SCA Webinars may be found [here](#).

Support Coordination Agency Landscape

SCA Landscape

SCA Landscape	October 3, 2022
Total Number of SCAs	175
Total Number of Released SCAs	130
Total Number of Unreleased SCAs	45
Total Number of New SCAs in September 2022	0

SCA Landscape

Support Coordination Capacity	Support Coordination Census
32,261	**24,161**

Data as of 10.10.22

SCA Landscape

Manual Language Re SCA Census

An SCA must provide services in at least one county and for a minimum of 60 individuals.

The Division will start to move toward broad enforcement of this requirement. While a deadline is not yet established, any Support Coordination Agency that serves below 60 individuals is directed to take steps to meet that minimum requirement.

SCA Landscape

SCA Census	September 2022
Total Number of SCAs with a Census under 60	**87**
# of SCAs with Census between 0 - 10	22 (2 Released; 20 Unreleased)
# of SCAs with Census between 11 - 20	17 (5 Released; 12 Unreleased)
# of SCAs with Census between 21 - 30	18 (11 Released; 7 Unreleased)
# of SCAs with Census between 31 - 40	9 (9 Released; 0 Unreleased)
# of SCAs with Census between 41 - 50	10 (9 Released; 1 Unreleased)
# of SCAs with Census between 51 - 59	11 (7 Released; 4 Unreleased)

SCA Landscape

Support Coordination Agencies considering their options are welcome to attend the training entitled:

SCAs Considering Operational Options and Sustainability.

This training has been offered live several times and will again be offered live in November 2022. It can also be found on The College of Direct Support.

Support Coordination Agency Evaluation: Overview

Support Coordination Agency Evaluation

<u>Rationale for Support Coordination Agency Evaluation</u>

- Ensure high quality services are being provided to individuals served.

- Ensure that SCAs meet Division waiver (manual) requirements.

- Ensure that SCAs are meeting requirements necessary for claiming/avoiding Medicaid fraud.

- Centers for Medicare and Medicaid Services (CMS) reserves the right to audit waiver programs.

Support Coordination Agency Evaluation

Manual Language Related to Evaluation/Audits

15.5 Division Oversight & Quality Monitoring

The Division is required to implement oversight and monitoring of Division approved service providers. As such, agencies will be subject to audits and formal reviews of fiscal and programmatic functions. The Division will evaluate services and require corrective action when necessary.

Support Coordination Agency Evaluation

Manual Language Related to Evaluation/Audits

15.5 Division Oversight & Quality Monitoring

- Monitoring and addressing characteristics and behaviors effecting the health and safety of individuals;

- Monitoring the use of restrictive interventions and incidents.

- Monitoring and preventing instances of abuse, neglect, and exploitation of service recipients.

- Evaluating appropriate level of care and access to services;

- Monitoring of deliverables and related documentation required by service type;

- Monitoring of credentialing requirements by service type;

- Monitoring training requirements;

- Monitoring of service plans, including assessed needs met and revisions made when necessary;

Support Coordination Agency Evaluation

Manual Language Related to Evaluation/Audits

15.5 Division Oversight & Quality Monitoring

- Monitoring service delivery in accordance with service plans;

- Monitoring individual choice and trends in referrals by support coordination agencies.

- Monitoring individual and family satisfaction with services;

- Monitoring individual outcomes and goal attainment;

- Trend analysis of issues identified on monitoring tools and required follow up;

- Involuntary capacity closure for services not being rendered in compliance with Division standards;

- Monitoring and auditing Medicaid claims data;

- Monitoring service provider Quality Management Plans and required data reporting.

Support Coordination Agency Evaluation

Manual Language Related to Evaluation/Audits

15.5.1 Auditing

Ongoing evaluation of service providers will occur to ensure compliance with Division standards and Medicaid claiming either via routine audits or other methods. This includes monitoring compliance with mandated background and exclusion checks (see Section 15.1.2) as well as personnel and training standard as indicated in this manual (see Section 17).

Support Coordination Agency Evaluation

Manual Language Related to Evaluation/Audits

15.5.1 Auditing

Monitoring for criminal history background checks will be in accordance with regulation 10:48A-3.6 (Background Checks - Monitoring). Methods of monitoring may include on-site visits, interviews with staff or contractors, questionnaires, DHS/DDD Licensing and Certification inspections, reviews of policies and procedures, trend analysis or other methods as deemed appropriate by the Division's Quality Improvement Office. All service providers will be subject to both fiscal and programmatic reviews and audits on a regular basis by both Medicaid and the Division or the Division's designee (i.e. external auditing firms, etc.).

Support Coordination Agency Evaluation

Manual Language Related to Evaluation/Audits

15.6 Technical Assistance

The Division is committed to providing quality services to individuals with developmental disabilities and as such, will provide technical assistance to service providers to improve performance.

Support Coordination Agency Evaluation

Evaluation(s) for Support Coordination Agencies

Mercadien

(DDD) Waiver Compliance

UNDER CONSTRUCTION

(DDD) Support Coordination Unit

Mercadien Audit

Mercadien Audit

- Mercadien is an external auditor contracted by the Division of Medical Assistance & Health Services (DMAHS) to complete audits.
- Previous audit time frame was January 2019 - December 2019.
- 29 Support Coordination Agencies (SCAs) were randomly selected.
- The audit completed included large, medium and small SCAs, as well as released and unreleased SCAs.

Mercadien Audit

Criteria Reviewed by Mercadien 1/3

1. Verify that the participant was financially eligible for the waiver program.

2. Verify that the participant has a waiver service other than Support Coordination in the service plan and is also billed for those services.

3. Verify that the Person-Centered Planning Tool (PCPT) is complete, and that quality metrics identified by DDD (Department of Developmental Disabilities) are present.

4. Verify that the authorized services in the participant's service plan are linked to the PCPT.

Mercadien Audit

Criteria Reviewed by Mercadien 2/3

5. Verify that the Qualified Intellectual Development Professional (QIDP) approving the service plan met the QIDP criteria, including all required trainings.

6. Verify that the Monthly Monitoring Tools (MMT) and Annual Home Visit were present, completed timely, and that the quality metrics identified by DDD were present.

7. Verify that all elements of the service plan are complete, timely, consistent with other required documents, and that the quality metrics identified by DDD are present.

Mercadien Audit

Criteria Reviewed by Mercadien 3/3

8. Verify that the Addressing Enhanced Needs Form (AENF) is present, consistent with other required documents, and that the quality metrics identified by DDD are present.

9. Verify that the Support Coordination Agency does not have a conflict of interest (COI) letter based upon the metrics provided by DDD.

10. Verify that the Support Coordination Supervisor Checklist is present, and the information is consistent with the results of our procedures performed.

11. Support Coordinators have completed the required trainings for the service delivered.

Mercadien Audit

The table below is selected indicators & does not represent the full Mercadien review.

Findings

Mercadien Staff Qualifications Review – Most Significant Issues	
Indicator	**% Non Compliance**
Number of Staff Files Reviewed	230
No evidence of bachelors degree	6%
Fingerprints not completed at hire*	15%
Fingerprints not completed every two years*	11%
Central Registry Check not completed*	23%
Provider developed incident report training missing*	10%
Instances of DDD required trainings missing *	36%
Provider developed orientation missing*	20%

*does not include requirement completed late

Mercadien Audit

State of New Jersey
DHS
Department of Human Services

Findings

The table below is selected indicators and does not represent the full Mercadien review.

Mercadien Documentation Review – Most Significant Issues	
Indicator	**% Non Compliance**
No billing for second service	6%
No update made to PCPT	21%
Outcomes not related to PCPT	41%
Quarterly MMT missing	10%
Face to Face documentation missing at Provider location for services delivered 16 hours or more per week	5%
Annual home visit documentation missing	12%
SCS Checklist indicates AENF was applicable, but there is no acuity	11%

Mercadien Audit

Division Next Steps

- <u>Training</u>: Ensure all reviewed items are included in Support Coordination Unit trainings. Expand training methods and topics.

- <u>Communication</u>: Continue to communicate with SCAs via newsletters, emails, listserv communication and webinars regarding waiver expectations.

- <u>Division Evaluation</u>: Support Coordination Unit evaluation goal to review of 100% of SCAs.

Division Audit: Support Coordination Unit Evaluation

Support Coordination Unit Evaluation

This section of the webinar will review the following:

- Long-term Support Coordination Unit evaluation goals
- Evaluation results from 2021 and 2022
- Evaluation plans for 2022 and 2023
- Indicators to be reviewed in evaluations
- Corrective Action Plans
- Sanctions

Support Coordination Unit Evaluation

Long Term Goals for Evaluation in Support Coordination Unit

The long-term plan for ensuring that Support Coordination Agencies are adhering to Division/Waiver requirements is to develop a comprehensive evaluation strategy for the Support Coordination Unit.

The goal is that 100% of Support Coordination Agencies will be reviewed.

Support Coordination Unit Evaluation

State of New Jersey
DHS
Department of Human Services

DRAFT Indicators for 2023 SCU Evaluation

Documentation Indicators

Monthly Monitoring Tools

ISP

PCPT

Retroactive Change Requests

NJCAT reassessments

Care Management Issues and Follow Up

Field Visit Notification Follow Up

Second Waiver Service

Operations

Policy & Procedure Manual

24-Hour Availability and Response

Adherence to Conflict-Free Requirements

Appropriate iRecord Utilization

Staff Conflict of Interest Issues

Census Plan (if less than 60)

Quality

Quality Improvement/Quality Management Plan

Annual Satisfaction Survey by SCA

Satisfaction calls by Division

Staff Qualifications

Criminal Background Checks

Staff Education

Staff Experience

Staff Initial and Annual Training Requirements

Support Coordination Unit Evaluation

2022 Evaluation: UNRELEASED Support Coordination Agencies

- Unreleased SCAs undergo documentation reviews quarterly. The Support Coordination Unit changed the style of the quarterly report in 2021.

- To date, once an unreleased SCA has been determined to meet documentation criteria, the agency is then "released" to approve its own plans.

- Documentation reviews with unreleased SCAs in 2021 and 2022 resulted in more than half of the unreleased SCAs being required to submit a Corrective Action Plan and enter the Support Coordination Unit CAP process.

Total Number of UNRELEASED SCAs evaluated in 2022= 55

SCA Evaluation

SCU Evaluation of UNRELEASED Support Coordination Agencies

Project	Number of SCAs	Indicators	Project Completion Date	Outcomes
Ongoing Quarterly Progress Reports.	As of October 3, 2022, there are 45 unreleased SCAs.	Documentation.	Ongoing in 2022.	24 unreleased SCAs have a Corrective Action Plan. (13 unreleased SCAs have merged or closed in 2022).

SCA Evaluation

What is a Pilot Project?

A pilot study is defined as "A small-scale test of the methods and procedures to be used on a larger scale" ([Source](#))

The goal of pilot work is …to assess the feasibility/acceptability of an approach to be used in a larger scale study. ([Source](#))

SCA Evaluation

2022 Evaluation: RELEASED Support Coordination Agencies

- 2022 efforts also focused on pilot projects with released Support Coordination Agencies.

- In addition to documentation reviews, these pilot projects expanded the evaluation scope to include additional indicators.

- As of September 2022, 4 released SCAs have been evaluated and all 4 required a Corrective Action Plan.

- A current pilot project is underway of 6 released SCAs – results/reports are expected to be available in early 2023.

> Total Number of RELEASED SCAs evaluated = 10

SCA Evaluation

SCAs on a Corrective Action Plan	September 2022
Total Number of SCAs on CAP	28
# of Released SCAs on CAP	4
# of Unreleased SCAs on CAP	24

SCA Evaluation

2022 Support Coordination Unit Evaluation Plans

- Continue work with unreleased Support Coordination Agencies (quarterly reports, training, etc.).

- Continue work with unreleased and released Support Coordination Agencies on Corrective Action Plans.

- Continue work with pilot evaluation of released Support Coordination Agencies – current pilot project will conclude in early 2023..

SCA Evaluation

2023 Support Coordination Unit Evaluation Plans

- Complete expanded evaluation of UNRELEASED SCAs, to include more indicators (in addition to documentation). Projects will begin in early 2023. Goal is 100% of unreleased SCAs will have expanded evaluation in 2023.

- Continue pilot project evaluations of RELEASED SCAs with additional indicators.

- Establish 2024 evaluation plan, with method of routine evaluation of 100% of SCAs.

SCA Evaluation

- The established benchmark of 86% for documentation indicators is used to determine if the SCA has met expectations. Some indicators must be 100% compliant.

- Support Coordination Agencies have had access to the waiver manual since opening. All requirements and indicators to be measured are included in the manual.

- The Support Coordination Unit has offered extensive trainings in 2022 to prepare SCAs to meet expectations.

- The Support Coordination Unit will continue to produce and provide tools to further support SCAs.

Support Coordination Unit Evaluation

Evaluation Process

1. Support Coordination Unit sends a letter to SCA indicating the SCA has been selected for evaluation.

2. SCA has 30 days to upload documents outlined in letter to a secure Division portal.

3. Support Coordination Unit completes the evaluation.

4. SCA is notified (prior to evaluation report) if there is a highly problematic issue. Sanction action(s) may occur.

5. SCA receives a comprehensive report. Sanction action(s) may occur.

Support Coordination Unit Evaluation

Evaluation Process

6. Generally, for items that the SCAs did not meet expectations or benchmarks, they are given the opportunity to submit a Corrective Action Plan (CAP).

7. SCAs in the CAP process must attend trainings related to areas of underperformance as well as CAP-related trainings. SCAs in the CAP process also submit quarterly reports.

8. SCAs that do not make appropriate progress in the CAP process will face sanctions.

Support Coordination Unit Evaluation

Corrective Action Plans (CAPs)

- In general, SCAs that do not score at or above benchmark for single indicators will have an opportunity to submit a CAP for correction.

- The Support Coordination Unit provides training on CAPs and expectations related to CAPs.

- SCAs should be aware of that a CAP is a significant piece of work for the agency, requiring numerous trainings, documents and often, SCA audits and structural changes to ensure benchmarks are met moving forward.
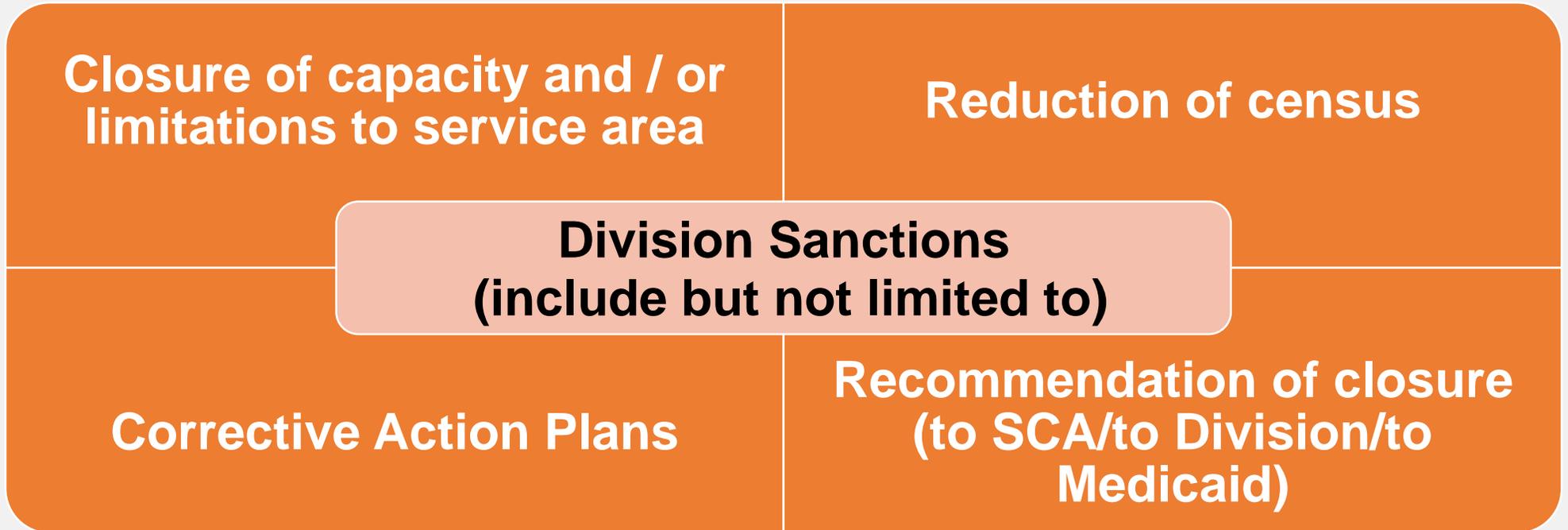
Support Coordination Unit Evaluation

Sanctions

- Support Coordination Agencies that do not meet benchmarks should expect Division sanctions.

- Generally, sanctions are progressive.

- Egregious findings will result in more aggressive sanction(s).

Support Coordination Unit Evaluation

Sanctions

Closure of capacity and / or limitations to service area	Reduction of census
Corrective Action Plans	Recommendation of closure (to SCA/to Division/to Medicaid)

Division Sanctions (include but not limited to)

Support Coordination Unit Evaluation

- Support Coordination Agencies should operate in a state of perpetual readiness for evaluation.
- All evaluation indicators are clearly outlined in the waiver manuals.
- SCAs may consider using the information provided to
  - Evaluate agency operations and determine areas of potential vulnerability.
  - Start internal evaluation/audit practices for problematic indicators.
  - Consider adding areas of non-compliance to quality improvement plans and processes.

Please complete survey post webinar!

Questions