

## Support Coordination Agency Communication Protocol

The Division has established this communication protocol to assist **Support Coordination Agencies (SCA)** in navigating the Division, and to provide direction, clarification and effective support around the delivery of Support Coordination services.

### DDD Support Coordination Unit

#### Support Coordination Quality Assurance Specialist (QAS)

Each SCA is assigned a Division Quality Assurance Specialist (QAS) to provide training, technical assistance and quality improvement feedback to SCA Supervisors; audit Individualized Service Plans (ISPs); monitor SCA service delivery; and provide clarification of specific Supports Program and CCP-FFS policies and procedures.

#### Support Coordination Monitor

Division Monitors review and approve ISPs for unreleased SCAs and audit ISPs for released SCAs; provide quality improvement feedback on ISP and PCPT development; review monthly monitoring tools to ensure follow-up on outstanding issues; and provide case consultation when an SCA has submitted an SOS Form and is in need of this type of guidance or support.

### Referrals

#### SOS (Seeking Out Support) Form

When a SCA needs direction or discussion about case-specific issues, when there is apparent risk to an individual that the Division should be aware of and/or to seek Division approval to place an ISP in Review to Inactive status a **SOS Form** should be uploaded to I record with separate email submitted to [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov) **NOTE: do not attach the form to your email.** Upon review of the form, the Division will assign a Monitor to provide instruction.

#### Intensive Case Management (ICM) Referral

An **ICM Referral** should be uploaded to I record with separate email submitted to [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov) when an individual/guardian is requesting emergency enrollment in the Community Care Program (CCP) for out-of-home placement or an in-home CCP budget. **NOTE: do not attach the form to your email.** Other than being reached on the CCP Wait List, the only way an individual can be determined CCP eligible is to meet the ICF-ID level of care (LOC) and demonstrate an ongoing emergent need for the CCP service(s). **The ICM Referral should NOT be used when an individual is already enrolled in CCP.**

#### Residential Transfer Referral (RTR)

For **URGENT** requests (with risk of imminent peril or homelessness), the RTR should be uploaded to I Record with a separate email submitted to [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov) when an individual enrolled in CCP and living alone, with family, or in a licensed setting requests to move to a new/different licensed setting. **NOTE: do not attach the form to your email.** For non-urgent requests, the SC must reach out directly to providers to inquire about vacancies within the FFS system (using the RTR as a cover sheet for the referral package). For non-urgent requests, SCAs may still request to have referral documents uploaded to DDD's File Transfer Program (FTPS). In situations where a residential provider is requesting to discharge an individual supported by their agency, the provider **MUST** contact the Division directly at [DDD.PPMU@dhs.nj.gov](mailto:DDD.PPMU@dhs.nj.gov). Following the Division's review, notification of determination is provided to the provider and SCA by DDD, which will prompt the agency's next steps.

#### Community Transitions Unit (CTU)

Following an individual's admission into an institutional setting (nursing home, ICF/ID, etc.) for greater than 180 days, or a psychiatric hospital greater than 30 days, the case may be considered for transfer to the CTU. The SC should complete

a **SOS form**, upload to iRecord, and send an email to [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov) requesting to put ISP in review to inactive status. If a referral to CTU is warranted, we will direct to complete a Case Review form.

**DDD Resource Team** provides support to staff and families, assists with implementation of doctor's orders, and provides workshops and trainings. Referral form and Power Point Overviews can be found on the [DDD website](#). If you would like to be added to monthly email notifications from the Resource Team about training opportunities, please send your request [DDD.ResourceTeam@dhs.nj.gov](mailto:DDD.ResourceTeam@dhs.nj.gov).

1. **Speech Pathology Referral**- For consultation when there are issues with choking, swallowing, frequent coughing while eating, aspiration, mealtime behavior, weight loss, tube feedings, problems with speech, communication, hearing or hearing aids. Instruction and training on proper diet texture preparation is available also for individuals with prescribed diets. Recommendations should then be reviewed with service providers and added to ISP. Currently virtual observations and trainings are available due to Covid-19 restrictions.
2. **Referral for Consult by a Behaviorist**- For assistance to the behaviorist employed by the residential or day service, or a behaviorist providing supports in an own home setting. Helps with behavioral techniques and strategies, and can review or make suggestions regarding existing behavior support plans.
3. **Available virtual trainings for provider staff, Support Coordinators, and administrative staff:**
  - Behavior Support Plans
  - Behavioral Supports
  - Pica
  - Swallowing Disorders and Mealtimes
  - Common health issues in I/DD Population (Aspiration Pneumonia, Constipation, Dehydration, Seizures, and Urinary Tract Infections (UTI), Pressure Sores).

**Submit completed referrals to [DDD.ResourceTeam@dhs.nj.gov](mailto:DDD.ResourceTeam@dhs.nj.gov) and upload a copy into I record. Mailbox is new!**

4. For the **Behavior Supports Series 1-5** There is a monthly schedule which includes:
  - Functions of Behavior; Understanding Functional Behavior Assessments and Behavior Support Plans
  - Data Collection and Interpretation; Understanding Pica from a Behavioral Perspective and Managing the Environment (optional)
  - Training Behavior Support Plans; Teaching Functional Equivalent Skills

## Assistance and DDD Email Help Desks

### **HELP DESK TIPS:**

- Use these descriptions to identify the correct Help Desk and **REFRAIN** from emailing multiple Help Desks at once.
- For all email, the use of a specific and succinct subject line (SOS, ICM Referral, Request for retro-active payment, etc.) will help to direct your email to the right place and expedite a response. Always include the DDD ID# to assist with tracking.

**Support Coordination Help Desk:** [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov)

For general inquiries and assistance (e.g., submission of birth information for I record, requests for expedited plan reviews with reason listed, **to request that "retirement" be unchecked on the demographics page**) and referrals that must be vetted through the SC Unit (SOS Forms, ICM Referral or Residential Transfer Referral). **NOTE: Do not attach any documents when emailing this Helpdesk.**

**CCP Waitlist Requests Helpdesk:** [DDD.CCPWaitlistRequests@dhs.nj.gov](mailto:DDD.CCPWaitlistRequests@dhs.nj.gov)

A dedicated mailbox has been established to receive CCP Waiting List Requests. Or they may be mailed to:

**DDD CCP Waiting List Coordinator**

2 Echelon Plaza  
221 Laurel Rd., Ste. 210  
Voorhees, NJ 08043

This information as well as the CCP Waiting List Request Form can be found at:

<https://www.state.nj.us/humanservices/ddd/services/ccw/ccwwl.html#2> .

**DDD COVID Helpdesk:** [DDD.COVID-19@dhs.nj.gov](mailto:DDD.COVID-19@dhs.nj.gov) **New!**

A temporary DDD help desk has been established for you to submit questions related to DDD's response to the COVID-19 situation.

**Fee-For-Service Help Desk:** [DDD.FeeForService@dhs.nj.gov](mailto:DDD.FeeForService@dhs.nj.gov)

For any questions related to the fee-for-service system, requests for Tier Assignment Letters and to report PPL-related issues.

**ISP Retroactive Changes Helpdesk:** [DDD.ISPRetroactivechanges@dhs.nj.gov](mailto:DDD.ISPRetroactivechanges@dhs.nj.gov)

For the submission of Retroactive Change Request Forms when retroactive changes are needed to an ISP.

**Cab001/5**

#### **DDD-IT Requests:**

JIRA tickets must be completed when reporting IT-related issues, i.e., iRecord login not working, changes to SC staff email, and phone numbers in iRecord. (Agency changes are sent to [DDD.ProviderHelpdesk@dhs.nj.gov](mailto:DDD.ProviderHelpdesk@dhs.nj.gov)). Issues regarding denied claims, missing Prior Authorizations, etc. should be first addressed with Gainwell provider services (Formerly DXC) by calling 1-800-776-6334 **prior** to submitting a JIRA ticket. Do not create an additional Jira ticket for a status update of an already reported issue. Once a JIRA ticket has been submitted, the status of the ticket can be reviewed within the JIRA system by the requestor. Do not submit multiple tickets for the same issues as this will delay your response time also. **Requests that "retirement" be unchecked on the demographics page must be sent to [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov)**

**Medicaid Eligibility Help Desk:** [DDD.MediElighelpdesk@dhs.nj.gov](mailto:DDD.MediElighelpdesk@dhs.nj.gov)

If Medicaid is terminating or lost, submit a **Medicaid Troubleshooting Form** to this helpdesk immediately with all required information and as much detail as possible. If available, include the letter received from the Medicaid Office. If a letter was not received, the family/individual should contact their local Social Security office for SSI or local Board of Social Services for NJ Medicaid.

This Helpdesk also contacted for transitions from MLTSS to SP+PDN, Options Counseling, Aging out (21+ and enrolling in SP+PDN) and NOEA inquiries; can also assist with Non-DAC issues/inquiries.

**MLTSS Referral Help Desk:** [DDD.MLTSSreferral@dhs.nj.gov](mailto:DDD.MLTSSreferral@dhs.nj.gov)

For questions about or requests for assistance with MLTSS referrals.

**NJCAT Reassessment Requests:** [DDD.DDPIAssessmentRequests@dhs.nj.gov](mailto:DDD.DDPIAssessmentRequests@dhs.nj.gov) (Requests is plural)

Requests for NJCAT reassessment should be submitted to [DDD.DDPIAssessmentRequests@dhs.nj.gov](mailto:DDD.DDPIAssessmentRequests@dhs.nj.gov) with a copy uploaded to I Record. Be sure to include a copy of the completed NJCAT with indication directly on the assessment where it is felt there is a discrepancy between the original response and the individual's current level of need. Include the name, phone and email of the NJCAT respondent/informant and also include any documentation that may support the request. This process can also be used in the event the individual does not agree with the results of a reassessment. The informant must also be listed on Contacts tab and checked off as Assessment Informant.

**PASRR Process:** [DDD.PASRR@dhs.nj.gov](mailto:DDD.PASRR@dhs.nj.gov)

For questions about the PASRR Process

#### **PPL-related Issues**

PPL-related issues should be submitted to PPL following PPL's reporting guidelines which can be found at:

<http://www.publicpartnerships.com/programs/newjersey/ddd/documents/NJ%20Programs%20Customer%20Service%20Information%20and%20Escalation.pdf>. We also recommend copying [DDD.FeeForService@dhs.nj.gov](mailto:DDD.FeeForService@dhs.nj.gov)

**Provider Help Desk:** [DDD.ProviderHelpdesk@dhs.nj.gov](mailto:DDD.ProviderHelpdesk@dhs.nj.gov)

Can be used by Support Coordination Agencies to report learned or observed issues with Provider Agencies. Used to request changes to email and /or phone numbers at the agency level. (Any changes to SC staff email / phone numbers are done through a JIRA ticket.)

**Provider Performance and Monitoring Unit Help Desk:** [DDD.PPMU@dhs.nj.gov](mailto:DDD.PPMU@dhs.nj.gov)

For general inquiries and assistance and for the submission of Provider Discharge requests.

**Service Approval Help Desk:** [DDD.ServiceApprovalHelpDesk@dhs.nj.gov](mailto:DDD.ServiceApprovalHelpDesk@dhs.nj.gov)

For questions and inquiries regarding the status of service approvals. Requests for Early Retirement. Requests for continuation of Prevocational Training

**SCA Selection Form Help Desk:** [DDD.SCChoice@dhs.nj.gov](mailto:DDD.SCChoice@dhs.nj.gov)

For submitting SCA Selection Forms and any general questions or to report issues with SCA assignments.

## Interim Voucher Submissions

**\*\*\*As a temporary measure due to COVID-19 precautions, the submission of Support Coordination Agency (SCA) Vouchers will be accepted via email for Support Coordination services provided to individuals assigned in the Interim Program.**

After ensuring the upload of supporting ISP/MMT, email completed **Interim** Voucher forms to:

[DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov)

**Note:**

Vouchers are reserved for individuals in the Interim program. All claiming for the provision of support coordination services for individuals enrolled on the CCP/SP are done through Medicaid.

**If there is a loss in Medicaid coverage, please follow the Medicaid Troubleshooting process.**

[DDD.MediElighelpdesk@dhs.nj.gov](mailto:DDD.MediElighelpdesk@dhs.nj.gov) will also provide instruction on whether you should submit a voucher to the DDD Medicaid Unit following the **Voucher Process When Medicaid Terminates** which can be found here:

[www.nj.gov/humanservices/ddd/programs/ffs\\_implementation.html](http://www.nj.gov/humanservices/ddd/programs/ffs_implementation.html).

## SCU Escalating Problems/Issues

**Urgent Matters** may necessitate contact with the Division. Please use the following Chain of Command:

**During Covid restrictions, email is the best form of communication.**

### SUPPORT COORDINATION – MONITORING

**Unit Directors**

Kate Honigfeld	<a href="mailto:Kate.Honigfeld@dhs.nj.gov">Kate.Honigfeld@dhs.nj.gov</a>	856.770.5117	(Reports to PJ)
Kathy Jones	<a href="mailto:Kathy.Jones@dhs.nj.gov">Kathy.Jones@dhs.nj.gov</a>	732-424-3311	(Reports to PJ)
Anne Lacey	<a href="mailto:Anne.Lacey@dhs.nj.gov">Anne.Lacey@dhs.nj.gov</a>	973.977.6162	(Reports to IF)
Robert Hudson	<a href="mailto:Robert.Hudson@dhs.nj.gov">Robert.Hudson@dhs.nj.gov</a>	973.523.7980	(Reports to IF)

**Assistant Director**

Penny Johnson	<a href="mailto:Penny.Johnson@dhs.nj.gov">Penny.Johnson@dhs.nj.gov</a>	732.308.7901
Irene Fenarjian	<a href="mailto:Irene.Fenarjian@dhs.nj.gov">Irene.Fenarjian@dhs.nj.gov</a>	973.977.2106

## SUPPORT COORDINATION – QUALITY ASSURANCE

### Assistant Director

Maureen McCarthy

[Maureen.McCarthy@dhs.nj.gov](mailto:Maureen.McCarthy@dhs.nj.gov)

856.770.5492

*\*For information on the Quality Assurance Specialist assigned to a Support Coordination Agency, please send your inquiry to the DDD SC Helpdesk.*

### Director, Support Coordination Unit

Cheryl Betz

[Cheryl.Betz@dhs.nj.gov](mailto:Cheryl.Betz@dhs.nj.gov)

973.927.2662

### Director of Community Services Case Management and Support Coordination

Mariana Pietrunti

[Mariana.Pietrunti@dhs.nj.gov](mailto:Mariana.Pietrunti@dhs.nj.gov)

973.977.2115

## Office of Risk Management – Unusual Incident Reporting

All incident reporting forms and instructions for UpDoc:

[https://www.nj.gov/humanservices/ddd/services/support\\_coordination.html](https://www.nj.gov/humanservices/ddd/services/support_coordination.html)

### Plainfield UIR UNIT

[DDD-CRU.UIRS@dhs.nj.gov](mailto:DDD-CRU.UIRS@dhs.nj.gov)

Counties Served: Bergen, Essex, Hudson, Passaic, Somerset, and Union

Main Office #: 908-561-4587

Supervisor of Unit: John Frade Telephone: 908-412-7766

### Trenton UIR UNIT

[DDD-CRL.UIRS@dhs.nj.gov](mailto:DDD-CRL.UIRS@dhs.nj.gov)

Counties Served: Hunterdon, Mercer, Middlesex, Monmouth, Morris, Ocean, Sussex, and Warren

Main Office #: 609-292-1903

Supervisor of Unit: Ivy Lipton Telephone: 609-633-7782

### Mays Landing UIR UNIT

[DDD-SRO.UIRS@dhs.nj.gov](mailto:DDD-SRO.UIRS@dhs.nj.gov)

Counties Served: Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Salem

Main Office #: 609-476-5080

Acting Sup. of Unit: Tashay Tolbert Telephone: 609-476-5210

### Administrative Oversight

#### Flanders Office

[DDD-NRO.UIRS@dhs.nj.gov](mailto:DDD-NRO.UIRS@dhs.nj.gov)

Main Office #: 973-927-2111

Lauren Chodack, Assistant to ORM Chief Telephone: 973-927-2642

## Office of Risk Management- After Hours On Call Notifications

### COUNTIES

### PHONE NUMBER

Morris, Sussex, and Warren  
Bergen, Hudson, and Passaic

973-927-2600 (Flanders)  
973-977-4004 (Paterson)

Bergen, Essex, Hudson, Passaic, Somerset, and Union

908-226-7800 (Plainfield)

Hunterdon, Mercer, Middlesex, Monmouth, Morris, Ocean, Sussex, and Warren

609-292-1922 (Trenton)

Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Salem  
NJ Division of Developmental Disabilities | SCA Communication Protocol | 1-2021

609-476-5200 (Mays Landing)

**DDD Abuse/Neglect Hotline: 1-800-832-9173 [Hotline Cube: 609-633-7816]**

**Supervisor of Unit: Jennifer Manning Telephone 609-633-7536**

**Statewide Child Registry (SCR) Telephone #: 877-NJ-ABUSE (877-652-2873)**

**Office of Ombudsman Telephone #: 877-582-6995 Fax: 609-943-3479**

**GUARDIANSHIP LIAISONS**

Janet Lindez ([Janet.Lindez@dhs.nj.gov](mailto:Janet.Lindez@dhs.nj.gov)) - Phone-973-977-4426

NR: Bergen, Passaic, Hudson, Morris, Sussex, Warren

Lori Antonucci- ([Lori.Antonucci@dhs.nj.gov](mailto:Lori.Antonucci@dhs.nj.gov)) Phone -908-226-7812

UCR: Essex, Union & Somerset Counties

SRO: Camden, Atlantic, Salem, Cape May, Gloucester, Cumberland and Burlington Counties

Maureen Sinacore ([Maureen.Sinacore@dhs.nj.gov](mailto:Maureen.Sinacore@dhs.nj.gov)) - Phone-609-292-1933

LCR: Mercer, Hunterdon, Middlesex, Monmouth, and Ocean Counties.

\*\*All referrals come through the guardianship liaison. The Liaisons are familiar with the required documents and track the guardianships that are in process. In the event that a Medical emergency arises, there are statutory provisions that permit DDD to provide consent in the absence of a guardian.

**Bureau of Guardianship Services**

**Bureau Chief-Jessica Anastasi**

(609) 631-2213

**Legal Unit**

**Prepares Guardianship Petitions for Court Statewide**

PO Box 705,

Trenton, NJ 08625-0705

Supervisor-Mickelle West, Esq.

**Northern Regional Office**

Supervisor-Michael Dilella

(973) 648-4641

**Covers: Bergen, Essex, Hudson, Passaic, Morris, Somerset, Sussex, Union, and Warren Counties of Community Services; and Green Brook Regional Center**

**Central Regional Office**

Supervisor-Dennis Cline

(609) 631-2209

**Covers: Burlington, Hunterdon, Mercer, Middlesex, Monmouth and Ocean Counties of Community Services; Hunterdon and New Lisbon Developmental Centers**

**Southern Regional Office**

Supervisor-Ebony Sheared

(856) 339-6759

**Covers: Atlantic, Camden, Cape May, Cumberland, Gloucester, and Salem Counties of Community Services; Vineland and Woodbine Developmental Centers**

## Other Resources

**DDD Website:** [www.nj.gov/humanservices/ddd/home](http://www.nj.gov/humanservices/ddd/home)

**DDD Provider Search Database:** <https://irecord.dhs.state.nj.us/ProviderSearch>

**Archived DDD Webinars:** [www.nj.gov/humanservices/ddd/resources/webinars.html](http://www.nj.gov/humanservices/ddd/resources/webinars.html)

**DDD Support Coordination Page:** [www.nj.gov/humanservices/ddd/services/support\\_coordination.html](http://www.nj.gov/humanservices/ddd/services/support_coordination.html)

**Boggs Center Support Coordination Resource Page:** <http://njsupportingcommunitylives.org/support-coordination/>

**Division Circulars:** <https://www.state.nj.us/humanservices/ddd/news/publications/divisioncirculars.html>

**DDD Communications:** [DDD.Communications@dhs.nj.gov](mailto:DDD.Communications@dhs.nj.gov)