

This Fact Sheet provides a summary of expectations and responsibilities for potential agencies interested in providing Support Coordination services, to consider prior to completing an application. A comprehensive overview of all expectations and responsibilities is outlined in DDD policy manuals.

## Overview and Landscape Considerations

Potential providers considering Support Coordination services should be aware of the following, prior to submitting an application to provide the waiver service.

- Support Coordination is a service that has significant requirements and considerable Division monitoring and oversight.
- Potential and new Support Coordination Agencies are encouraged to understand market conditions for support coordination services.
- SCAs must achieve a minimum census of 60 within one year of beginning operations. The Division does not provide individual referrals and agencies must actively work on enrollment strategies. SCAs that do not achieve a census of 60 within one year may not continue operations.
- All policies and procedures required by the Division can be found in the DDD policy manuals:
  - [Community Care Program Manual](#)
  - [Supports Program Manual](#)

## Agency Requirements

Support Coordination Agency requirements include the following:

- To provide high quality supports and services to individuals served, consistent with their expressed preferences and vision.
- To be familiar with, understand, and adhere to the definitions, limitations, and qualifications for Support Coordination services as outlined in DDD policy manuals.
- To develop and maintain document(s) that outline the organizational governance that oversees the operations of the organization in such manner as will assure effective and ethical management.

Support Coordination Agencies are responsible for the following:

- Care management
- 24-hour availability
- Census requirement
- Zero-reject/zero-discharge
- Ensuring health and safety
- Role of mandatory reporter
- Crisis intervention and resolution
- Development and facilitation of Individualized Service Plans (ISPs)
- Connection to resources
- Documentation in iRecord (DDD's secure, electronic health record)

- Development and ongoing maintenance of a Policies & Procedures Manual that complies with the requirements outlined DDD policy manuals, Division directives, circulars, and communications.
- Development and maintenance of a Quality Management Plan to continuously assess and improve service delivery and measure customer satisfaction.

## Staff Qualifications and Responsibilities

Potential and new providers of Support Coordination must ensure all requirements related to staff qualifications and responsibilities are met.

- All providers of Support Coordination must meet the following qualifications:
  - A bachelor's degree or higher
  - A minimum one year of full-time experience working with individuals with intellectual/developmental disabilities
  - Meet requirements related to all required state and federal background and exclusionary checks
  - Complete all required trainings as described in Appendix E of DDD policy manuals
  - Complete a minimum of 12 hours of professional development annually
- Providers of Support Coordination may not be:
  - Related by blood or marriage to anyone whose plan they will supervise or sign off on
  - Related by blood or by marriage to the individual or any of their paid caregivers

## Application Process for Prospective Agencies

To apply to become a DDD/Medicaid-approved Support Coordination Agency, interested agencies must:

- Review DDD's revised [Conflict-Free Policy](#).
- Submit an Agency Letter of Interest (on agency letterhead) by email to: [DDD.ProviderHelpdesk@dhs.nj.gov](mailto:DDD.ProviderHelpdesk@dhs.nj.gov).
- Complete the [Combined Application to Become a Medicaid/DDD Approved Provider](#) and sign the DDD Provider Agreement, DMAHS Provider Agreement, and Business Associate Agreement (BAA) contained within the application and submit to [DDD.ProviderHelpdesk@dhs.nj.gov](mailto:DDD.ProviderHelpdesk@dhs.nj.gov).

## Resources

- Video Summaries give a brief 7-10 minute overview on topics of interest to prospective agencies to ensure an understanding of Division requirements for SCAs. Video summaries can be found on the [Support Coordination Information](#) and include the following topics:
  - [DDD Communication: Methods and Expectations for SCAs](#)
  - [Overview of Monitoring and Evaluation for SCAs](#)
  - [Support Coordination Agency Staff Roles](#)
  - DDD Policy Requirements for SCAs Series
    - Policy Requirement #1: [Introduction to DDD Policy Manuals](#)
    - Policy Requirement #2: [SCA Policy Manual Requirements](#)
    - Policy Requirement #3: [SCA Quality Improvement and Customer Satisfaction](#)
    - Policy Requirement #4: [SCA Staff Qualifications](#)
    - Policy Requirement #5: [SCA Claiming and Deliverables](#)
    - Policy Requirement #6: [Waiver Eligibility and Enrollment](#)

- Policy Requirement #7: [SCA 24-hour Availability](#)
- Policy Requirement #8: [SCA Reporting Responsibilities](#)
- The [CCP and SP Manuals](#) are definitive sources for all program information.
- [Support Coordination Information](#) webpage.
- The [Approved Support Coordination Agencies List](#) can be found on Division website.
- Subscribe to [DDD Communications](#) to ensure all within the agency receive communications from DDD.
- Subscribe to [Support Coordination Listserv](#) to receive updates specific to Support Coordination.
- [SCA Update Webinars](#) are held quarterly and provide important information for SCAs.
- [Support Coordination Training calendars](#) are posted monthly.