



Support Coordination Agency Update Webinar

November 13, 2025

Recording in Progress



Agenda

1. Support Coordination Unit (SCU) Updates
2. Support Coordination Agency (SCA) Landscape
3. SC Competency Requirements
4. Support Coordination Agency Evaluation Updates
5. Fiscal Intermediary (FI) Transition
6. Division Updates
7. Resources
8. Questions

Support Coordination Unit (SCU) Updates

SCU Updates

Register for the 2026 SCA Update Webinars!

SCA Update Webinars are scheduled quarterly on second Thursdays:

February 12, 2026: 1-2 p.m.	<u>Register for the Feb. 12 SCA Update Webinar</u>
May 14, 2026: 1-2 p.m.	<u>Register for the May 14 SCA Update Webinar</u>
August 13, 2026: 1-2 p.m.	<u>Register for the Aug. 13 SCA Update Webinar</u>
November 12, 2026: 1-2 p.m.	Link will be available soon!

SCU Updates

Archived Resources

Support Coordination Agencies are encouraged to stay up to date on missed information by reviewing archived communication resources.

Past Support Coordination Update Webinars



Monthly Support Coordination Update Newsletters



Both are available on the [Support Coordination Information](#) page.

Education and Training Opportunities

Training Highlights

Putting Home and
Community Based
Services (HCBS) Rules
into Practice

SC Competency Requirement

November 18, 2025

2 – 3:30 p.m.

Supporting the Person:
Adaptive Equipment and
Documentation

SC Competency Requirement

November 25, 2025

2 – 3:30 p.m.

Education and Training Opportunities

Monthly Support Coordination Training Calendars are available on the [Support Coordination Information](#) page.

- [DDD Trainings for Support Coordinators November 2025](#)
- [College of Direct Support Trainings for Support Coordinators November 2025](#)

Support Coordination Agency (SCA) Landscape

SCA Landscape

As of November 3, 2025

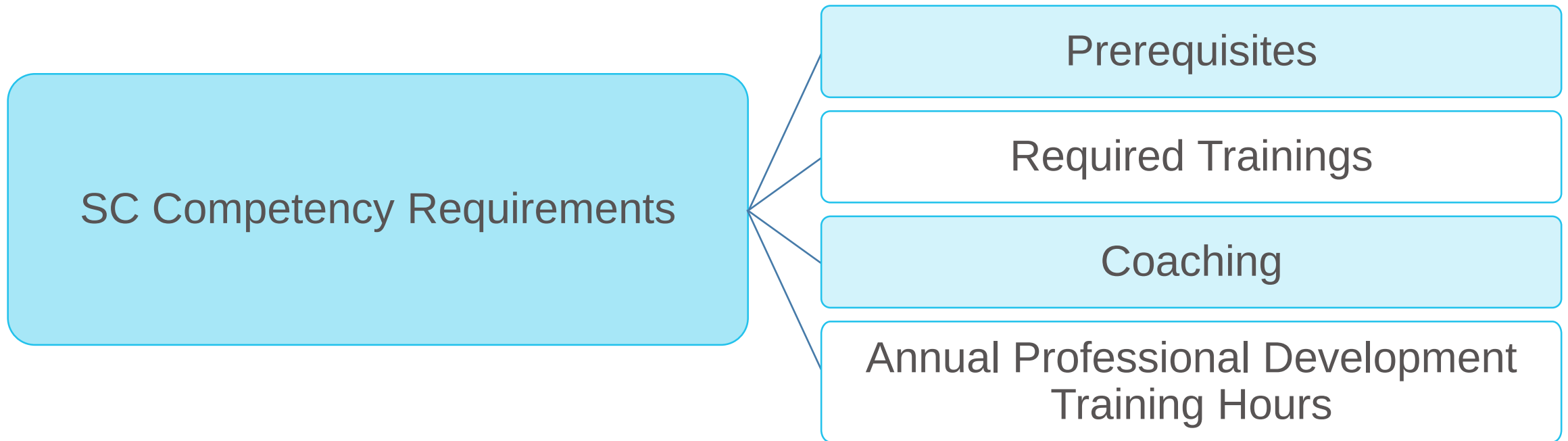
Support Coordination Capacity	Support Coordination Census
36,623	27,084

SCA Landscape

SCA Landscape	As of November 3, 2025
Total SCAs	123
Released SCAs	117
Unreleased SCAs	6
New SCAs in 2025	2

SC Competency Requirements

SC Competency Categories of Training



SC Competency Requirements apply to all current and future SCSs and SCs.

SC Competency Requirements

SC Competency Requirements result in:

- Increased total training hours for Support Coordination Supervisors and Support Coordinators
- New timelines for completion of trainings
- Inclusion of coaching sessions
- 12 hours of annual professional development completed for both full-time **AND** part-time staff

Current Number of Required Trainings	SC Competency Required Number of Trainings*
35	46

*Many staff have already completed many required trainings. Evidence of completion should be maintained by SCA.

Coaching Sessions

Offered by The Boggs Center on Disability and Human Development & the Division of Developmental Disabilities (DDD)

- Sessions offered 3-4 times monthly
- Attendance is limited for each session
- 4 coaching sessions (1 hour per session)
- Active engagement is required

Be Prepared

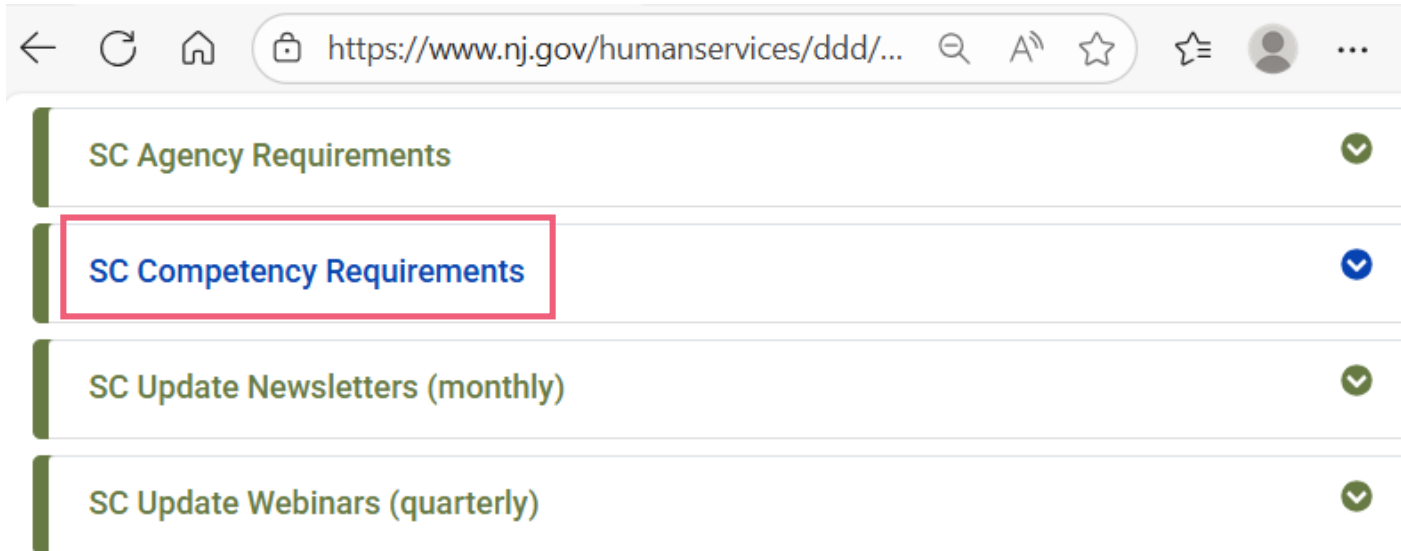
- Log in to session on time
- Camera on
- Audio/microphone working
- Ensure Zoom and Teams platforms are accessible

Coaching sessions are intended to provide “real time” discussion and feedback to support knowledge building with SCs and Supervisors.

Steps for SCAs to Ensure Compliance



SC Competency Information Hub



- [SC Competency Information Hub on DDD Website](#)
- Provides information related to SC Competency Requirements
- Always review Division newsletters for updates

SC Competency Requirements

SC Competency Requirements Resources

Publications

- [Appendix E – Mandatory Training for Support Coordination](#)
- [Support Coordination Competency Requirements Fact Sheet](#)
- [Support Coordination Competency Requirements Guide](#)
- [Quick Reference Guide to Support Coordination Agency Staff Requirements](#)
- [Staff Qualifications Tool for Support Coordination Agencies](#)

Video Summary

- [Overview of Support Coordination Competency Requirements](#)

SC Competency Requirements

Support Coordination Competency Requirements: Strengthening Skills and Supporting Success

November 17 at 10 a.m.	<u>Register Now for November 17 Webinar</u>
November 19 at 2 p.m.	<u>Register Now for November 19 Webinar</u>
December 2 at 2 p.m.	<u>Register Now for December 2 Webinar</u>
December 11 at 10 a.m.	<u>Register Now for December 11 Webinar</u>
January 7 at 2 p.m.	<u>Register Now for January 7 Webinar</u>
January 26 at 10 a.m.	<u>Register Now for January 26 Webinar</u>
February 10 at 2 p.m.	<u>Register Now for February 10 Webinar</u>
February 25 at 10 a.m.	<u>Register Now for February 25 Webinar</u>

Support Coordination Agency Evaluation Updates

SCA Evaluation Update

Documentation	Operations	Quality & Compliance	Staff Qualifications
• SC Monitoring Tools • ISP • PCPT • Retroactive Change Requests • NJCAT reassessments • Care Management Issues and Follow-up • Field Visit Notification Follow-up • Second Waiver Service	• Policies & Procedures Manual • 24-Hour Availability and Response • Adherence to Conflict-Free Requirements • Adherence to iRecord Utilization Requirements • SCA Conflict of Interest Policies & Procedures, including staff conflict of interest Issues • Census Plan (if below 60) • Organizational Governance	• Quality Improvement/Quality Management Plan • Satisfaction Measurement by SCA • Satisfaction calls by Division • Claims review	• Criminal Background Checks • Staff Education • Staff Experience • Staff Initial and Annual Training Requirements

2025 SCA Evaluation Indicators

SCA Evaluation Update

Year	Number of SCAs Evaluated	SCA Status
2021	30 selected, 30 completed	All unreleased
2022	10 selected, 9 completed	All released
2023	33 selected, 25 completed	22 unreleased, 11 released
2024	25 selected, 20 completed	All released
2025	24 selected, 24 completed	All released
2026	Group 1: 6 selected Group 2: 6 selected Group 3: not yet selected Group 4: not yet selected	All selected so far are released

SCA Evaluation Update

Evaluation Plans

- The Support Coordination Unit (SCU) plans to formally evaluate new Support Coordination Agencies that meet census requirements around the one-year anniversary.
- The SCU intends to evaluate 100% of Support Coordination Agencies and then complete evaluations on a regular cycle.
- Benchmark for documentation scoring will change to 90% in 2026.

SCA Evaluation Highlight

24-Hour Availability and Responsiveness

The purpose of evaluating an SCA's 24-hour availability and responsiveness is to determine the agency's process and ability to respond to emergent issues and concerns at any time, and the agency's availability while meeting Division expectations and ensuring the health and safety of the individuals served.

For more information, SCAs are encouraged to review the video summary, [SCA 24-hour Availability](#) found on the [Support Coordination Information](#) page.

SCA Evaluation Highlight

24-Hour Availability and Responsiveness

Using an answering service is acceptable when:

- There is a live response to calls
- An SCS or SC is on call to respond/follow up

The on-call SCS/SC response should include:

- Directing the caller to applicable resources and/or making phone calls to 911, emergency personnel, or other entities as appropriate (including DDD on call)
- Guidance that a planning team meeting must be held the following day to address concerns and develop contingency plans as appropriate

SCA Evaluation Training Resources

Now Available!

Policies & Procedures
Manuals

Quality Management: Plans,
Processes, and Reporting

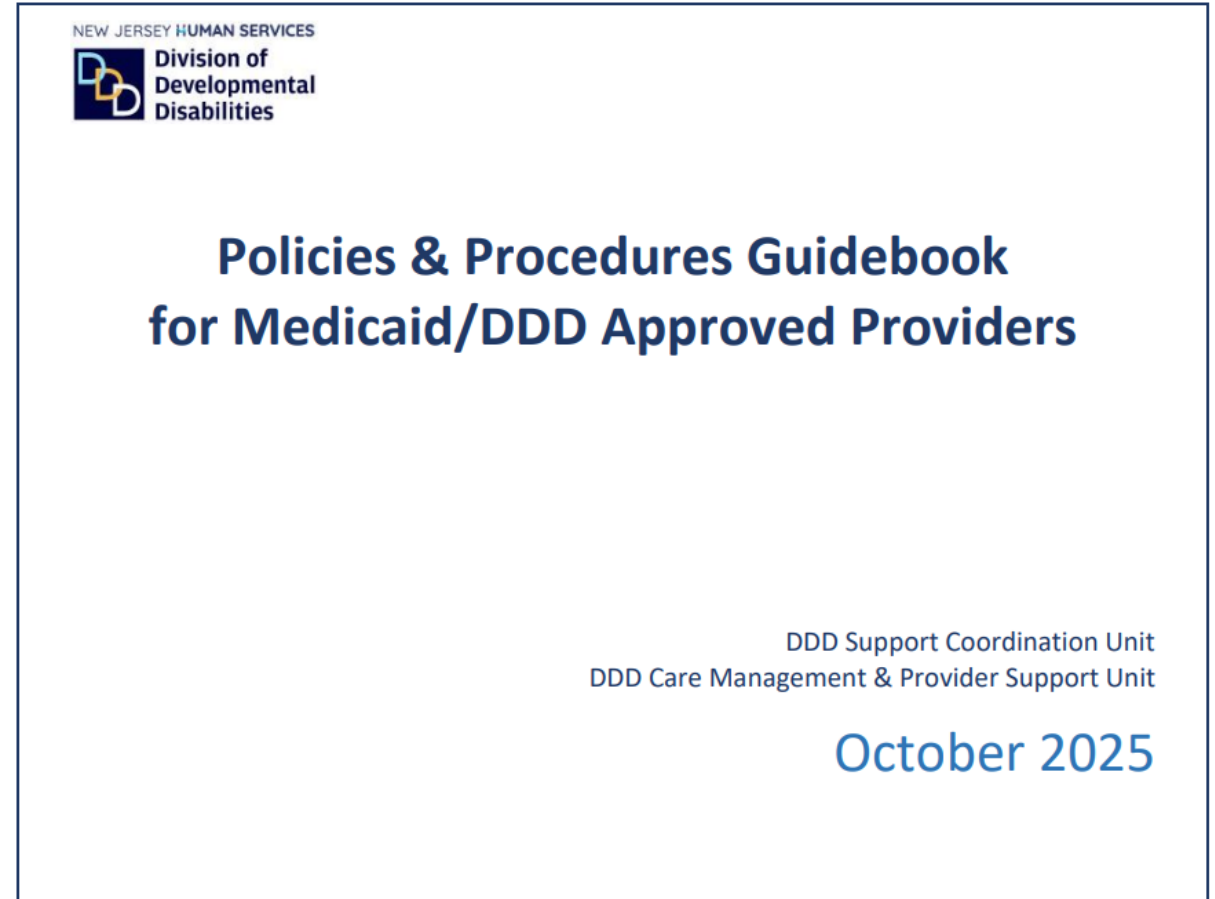
Preparing for Support
Coordination Unit
Evaluation: A Training for
Support Coordination
Agencies

Agency Organizational
Governance: Requirements
and Best Practice
Considerations

SCA Evaluation Resources

Updated Resources!

Policies & Procedures Guidebook for Medicaid/DDD-Approved Providers



NJDDD | P&P Guidebook for Medicaid/DDD Approved Providers (Version 2.1) | October 2025

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SCA Evaluation Resources

Updated Resources!

Policies & Procedures Checklist for Medicaid/DDD-Approved Providers

NEW JERSEY HUMAN SERVICES
 **Division of
Developmental
Disabilities**

**Policies & Procedures Checklist for Medicaid/DDD Approved
Providers**

Used by Medicaid/DDD approved agencies (Service Providers and Support Coordination Agencies) to confirm that expected elements of required policies and procedures exist, are reviewed at least annually, and are updated as needed.

11.1 Policies & Procedures Manual
All approved agencies must develop, maintain, implement, and be able to produce for Division review at any time, a Policies & Procedures Manual governing their organization. These policies and procedures shall be designed in accordance with the DDD policy manuals and applicable Division Circulars.

Policies & Procedures should be internally consistent, include procedures that are specific, detailed, and include assignment of responsibilities, timeframes and other important details. They should be easy for staff members to read, understand and follow. Policies & Procedures should be reviewed at least annually and updated as needed to reflect current state and federal requirements.

Agency Information		
Agency Name: Enter text.	New DDD Agency Submission Date: Enter a date.	
Contact Name: Enter text.	DDD Reviewer: Enter text.	
Contact Email Address: Enter text.		

General Guidelines	Expectations Met	Comments
Title or cover page with Agency Name	☐ Yes ☐ No	Enter text.
Policies include effective and revision dates	☐ Yes ☐ No	Enter text.
Table of Contents	☐ Yes ☐ No	Enter text.
Pages are numbered	☐ Yes ☐ No	Enter text.
Policies include sequential numbering system	☐ Yes ☐ No	Enter text.
Policies include a descriptive title unique to permit easy reference and retrieval.	☐ Yes ☐ No	Enter text.
Policies include a purpose statement.	☐ Yes ☐ No	Enter text.
Procedures include sequential steps, identify staff title responsible for each step and identify timeframes for each step to be completed.	☐ Yes ☐ No	Enter text.

NJDDD | P&P Checklist for Medicaid/DDD Approved Providers (Version 2.1) | October 2025

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SCA Evaluation Resources

Policies & Procedures Manual Training

Live Training! Policies & Procedures Manual Development: A
Training for Medicaid/DDD-Approved Providers
[Register Now for November 19, 2025: 10 - 11:30 a.m.](#)

Fiscal Intermediary (FI) Transition

Greg Motchnik, Director,
Contracted Financial Management Services (FMS)
Functions & Oversight Unit

Fiscal Intermediary (FI) Transition: Final Transition Enrollments

- Acumen sent out a **Billable Rate Notification for a Pending (in progress) Enrollment** this week for participants where the self-directed employee (SDE) enrollment was still pending (in progress).
- Similar to the approach used toward the end of Cohort 1-4a transition for vendor services, Support Coordinators will use the billable rate provided in the notice to move forward with plan revision and approval.
 - PPL service end date: December 6
 - Acumen service start date: **December 7**
 - Deadline to approve the plan revision is included in the notification

Fiscal Intermediary (FI) Transition:

Final Transition Enrollments

- The hourly wage used to calculate the billable rate for an SDE with a pending enrollment was submitted to Acumen by the employer at the time they initiated their enrollment.
- Once the SDE completes and signs their portion of the enrollment packet (sent to them via DocuSign), it will be routed back to the employer for final signature.
- Once the enrollment is completed, the SDE will be able to enter time back to the Acumen service start date of **December 7**.

Fiscal Intermediary (FI) Transition:

Final Transition Enrollments

- Acumen only sent out a Billable Rate Notification for a Pending (in progress) Enrollment when the employer-employee had already initiated enrollment with Acumen.
- Acumen **did not** send out billable rate notifications for participants where the employer-employee had not initiated enrollment.
- December 6 is the last date that SDEs will be able to submit and be reimbursed for their time through PPL.

Fiscal Intermediary (FI) Transition:

Overtime Pay for Self-Directed Employees

From section 8.3.2.1 *Selecting SDE Service Delivery*, in the DDD policy manuals:

The SDE can only receive payment for rendering services that have been prior authorized through an approved ISP. Any services, including overtime, exceeding those indicated in the ISP will not be reimbursed through the individual's budget. **One SDE cannot provide more than 40 hours of service for an individual per week. If an individual requires services that will go beyond those 40 hours in a week, another SDE or a provider agency must be utilized to deliver those additional hours of service. It is the individual's responsibility, along with the Support Coordinator and Supports Broker when utilized, to ensure that SDE schedules do not require payment of overtime.**

Fiscal Intermediary (FI) Transition:

Overtime Pay for Self-Directed Employees

During the COVID public health emergency, the Division granted a temporary allowance for SDEs to work overtime (more than 40 hours in a workweek).

- The temporary allowance for overtime was intended to be used for emergent, unanticipated circumstances and not to be regularly relied upon to meet an individual's support needs. (If an individual needs more than 40 hours per week of support, they must hire more SDEs and/or use Direct Support Professionals through an agency.)
- If there was room in the plan and the participant/family was in agreement, SCs were guided to add a few extra service hours in plans in case an emergent need arose.
- The Division determined that, for the duration of the temporary allowance of overtime, it would fund the **one-half (0.5) portion** of the time-and-one-half overtime payment, while individual budgets would cover the base wage portion.

Fiscal Intermediary (FI) Transition:

Overtime Pay for Self-Directed Employees

- To date, the Division has continued to extend its temporary allowance for SDE overtime for emergent, unanticipated circumstances, and has also continued to fund the one-half portion of the time-and-one-half overtime payment.
- The temporary allowance for SDE overtime and the Division's funding of the one-half portion of overtime payments remain under review.

Fiscal Intermediary (FI) Transition:

Overtime Pay for Self-Directed Employees

- **Live-In Exemption from Premium Overtime Pay**
 - Not available in the Vendor Fiscal/Employer Agent (VF/EA) Self-Directed Services Model with Acumen as the fiscal intermediary (FI).
 - Had been available through the VF/EA with PPL as FI
 - Not available in the Agency with Choice Self-Directed Services Model with Easterseals NJ as the FI, or in the Personal Preference Program (PPP) administered by our sister division, the Division of Medical Assistance and Health Services (DMAHS).
- Going forward, any SDE that works more than 40 hours in a workweek will be paid the premium (time-and-one-half) overtime payment, regardless of that SDE's live-in status or relationship to the employer of record.

Fiscal Intermediary (FI) Transition: Upcoming Transition Webinars

November 13, 2025

- 10 – 11 am: [Webinar for Support Coordinators and Supports Brokers](#)
- 11:30 am – 12:30 pm: [Webinar for Individuals/Families, Authorized Representatives, Employers of Record, and Self-Directed Employees](#)
- 3 – 3:30 pm: [Webinar for Community Vendors and Individuals/Families who use Vendor Services](#)

November 20, 2025

- 11 am – 12 pm: [Webinar for Support Coordinators and Supports Brokers](#)
- 1 – 2 pm: [Webinar for Individuals/Families, Authorized Representatives, Employers of Record, and Self-Directed Employees](#)
- 3 – 3:30 pm: [Webinar for Community Vendors and Individuals/Families who use Vendor Services](#)

Fiscal Intermediary (FI) Transition: Resources

- NJ Client Service Agent: 848-400-5903 or Enrollment-NJ@acumen2.net
- Vendor Service Agent Team: 848-400-5738 or Vendor-NJ@acumen2.net
- For payroll, technical, or after-hours support: 833-892-0413 (available 24/7)
- For information and resources, including past webinars, visit:
 - Acumen website: [Acumen – NJ](#)
 - Division webpage: [2025 Fiscal Intermediary Transition \(PPL to Acumen\)](#)

Division Updates

Division Updates.

New iRecord Tiles Anticipated in December

- **Substance Use** (*Individual may indicate preference to not answer*)
 - Documenting treatment or support needs related to substance use
- **Legal/Criminal History** (*Individual may indicate preference to not answer*)
 - Documenting support and supervision needs related to legal concerns (current/past criminal activity, parole, probation, Megan's Law, etc.)
- **Behavior Support Plan**
 - Documenting the need for, use and status of a Behavior Support Plan.

Division Updates

November is Safety in Your Setting Month

- November's focus is walkaway prevention.
- The Division is committed to continued partnership with constituents on topics of safety.
- Roundtable discussion is occurring with providers and SCAs to talk about successes and challenges.
- Resources, trainings, and tips are available to agencies navigating situations with safety concerns.

Division Updates

November is Safety in Your Setting Month



Please see our website for a complete list of
Safety In Your Setting Month events and registration links:
www.nj.gov/humanservices/ddd/individuals/healthsafety/

Contact ddd.resourceteam@dhs.nj.gov if you have additional questions.

- November 18, 2025: 10 – 11 a.m. [Walkaway Incident Reports and the Walkaway Checklist](#)
- November 18, 2025: 2 – 3 p.m. [Walkaway Safety and Documentation](#)

September 2025 Policy Manual Updates

The Division of Developmental Disabilities has updated the policies and procedures manuals for our Home and Community Based Services (HCBS) waiver programs, the Community Care Program and Supports Program.

A summary of changes are included on page two of each manual.

- [Community Care Program Policy Manual](#) (Sep. 2025, v7.0.1)
- [Supports Program Policy Manual](#) (Sep. 2025, v10.0.1)

September 2025 Policy Manual Updates

Section	Updates
3.4.1 Acuity Factor Requirements	All providers of <service> must ensure they are qualified to meet the service and support needs of individuals prior to acceptance, including those with an acuity differentiated factor and/or require assistance with medication administration during the time of service delivery.

September 2025 Policy Manual Updates

Section	Updates
6.3 and 17.18.5.4 Responsibilities of the Support Coordinator	Linking the individual to service providers by providing information about service providers; assisting in narrowing down the list of potential service providers; checking the Provider Search Database if the person has the acuity differentiated factor,

September 2025 Policy Manual Updates

Section	Updates
6.3 and 17.18.5.4 Responsibilities of the Support Coordinator	Facilitates a Planning Team discussion and completion of an Independent Living Discussion Tool when an individual is interested in moving into a unlicensed setting without a natural care giver present, to ensure that a safe and supportive plan can be put into place prior to a move.

September 2025 Policy Manual Updates

Section	Updates
6.3 and 17.18.5.4 Responsibilities of the Support Coordinator	Notifying the DDD.SCHelpdesk@dhs.nj.gov if the individual is homeless, living in conditions that put the individual at risk, facing the possibility of eviction, arrest or other concerns that could impact safety.

September 2025 Policy Manual Updates

Section	Updates
6.3 and 17.18.5.4 Responsibilities of the Support Coordinator	Annual completion review of the Participant Rights and Responsibilities embedded in the ISP form with the individual/guardian., uploading it to iRecord, and providing a signed copy minimally to the individual/guardian, residential, and day service provider (as applicable).

September 2025 Policy Manual Updates

Section	Updates
7.5.9.1 Guidance on ISP Signature	Use of Electronic Signatures (E-sign) The NJISP may be signed through E-sign or by signing a printed copy, scanning, and then uploading the document. If SCAs have electronic signature capabilities and are able to successfully obtain verified electronic signatures from individuals/legal guardians using software from a reputable company, verified electronic signatures may be used. Typed names in script or other fonts are not acceptable.

September 2025 Policy Manual Updates

Section	Updates
8.3.2 Hiring a Self-Directed Employee (SDE) “Self-Hires”	SDEs are not to be paid for hours during which they are sleeping.

September 2025 Policy Manual Updates

Section	Updates
11.1 Policies & Procedures Manual	Support Coordination Agencies may refer to the involved Provider agencies HRC or the Division HRC, as appropriate.

September 2025 Policy Manual Updates

Section	Updates
11.1 Policies & Procedures Manual - Suspension	Support Coordination Agencies are prohibited from suspending individuals, and thus, are not required to have a suspension policy.

September 2025 Policy Manual Updates

Section	Updates
13.1 Mandatory Monitoring - Annual ISP	If the monthly and quarterly minimal requirements have already been met (including the annual home visit), a Support Coordinator Monitoring Tool does not need to be completed in the same month as the annual ISP.——

September 2025 Policy Manual Updates

Section	Updates
Appendix E - Quick Reference Guide to Mandated Staff Training	Appendix E has been split into three sections. One for Direct Service Providers (DSPs) and other staff; one for Self-Directed Employees (SDEs); and one for Support Coordination.

September 2025 Policy Manual Updates

Section	Updates
Appendix E - Quick Reference Guide to Mandated Staff Training – Professional Development	Annually, 12 hours per calendar year. for full time (30 or more hours per week). ----- Annually, 6 hours per calendar year for part time staff (less than 30 hours per week) ----- Prorated at 1 hour per month for full time staff hired after January Prorated to 1 hour every two months per year for part-time staff (less than 30 hours a week).

September 2025 Policy Manual Updates

For a full list of changes, please refer to Descriptions of Changes on page two (2) of the DDD policy manuals.

Community Care Program Policies & Procedures Manual, Version 7.0–September 2025	
Section	Description of Changes
Overall Manual	General grammatical, typo corrections, updates to form names, email addresses, and links where applicable, etc.
Section 1	Clarified manual applicability to Medicaid/Division approved providers, including Support Coordination Agencies.
Section 3	- For NJCAT re-assessments, clarified that a person needs to be assigned an SCA and have an ISP and PCPT. - Added Section 3.4.1 Acuity Factor Requirements; 3.4.2 Behavioral Acuity Requirements; and 3.4.3 Medical Acuity Requirements. - Revised individual budgets to reflect rate increases since last revision.
Section 6	Updated SC Responsibilities to reflect that: The Participant Rights and Responsibilities form is now integrated into the ISP; That the Division needs to be alerted if a person served is homeless, pending eviction, or otherwise experiencing health and safety challenges; That for persons assigned acuity, Provider Search can be used to ensure agencies they are referred to serve people with acuity; That if a person is moving to a setting without a family caregiver present the Independent Living Tool needs to be completed.
Section 7	Added guidance on electronic signatures.
Section 8	- Revised individual budgets for retirement to reflect rate increases since last revision. - Updated data related to Reasonable and Customary wages. - Clarified that Self-Directed Employees cannot be paid for hours during which they are asleep. - Updated information related to Self-Directed Employee training.
Section 10	Updated to reflect Acumen as the incoming Fiscal Intermediary for DDD's Vendor Fiscal/Employer Agent model.
Section 11	Updated information on required sections of Policy and Procedure manual.
Section 13	Updated information in Annual ISP section.
Section 14	Updated Audit Thresholds.
Section 15	- Updated elements related to updated training requirements. - Updated sections related to Incident Reporting.
Section 16	Updated information in Appeals and Reinstatement section.
Section 17	- Made minor updates to Behavioral Supports service definition. - Updated Day Habilitation service definition to reflect that, if serving persons with acuity, the agency must have the proper credentials and that the values to receive a three- and five-year certification have been increased. - Updated information on Activity Fees in Goods and Services service definition. - Updated Individual Supports service definition to reflect that, if serving persons with acuity, the agency must have the proper credentials. - Updated Natural Supports service definition to reflect current training requirements. - Updated Pre-Vocational Services service definition to better explain the two-year limitation on the service. - Updated Respite service definition to reflect that, if serving persons with acuity, the agency must have the proper credentials. - Updated Support Coordination service definition to reflect that the Participant Rights and Responsibilities form is now integrated into the ISP; That the Division needs to be alerted if a person served is homeless, pending eviction, or otherwise experiencing health and safety challenges; That if a person is moving to a setting without a family caregiver present the Independent Living Tool needs to be completed. - Made various updates to the Supports Brokerage service definition.
Section 18	Updated definitions.
Appendix	- Updated Appendix A. - Updated Quick Reference Guide to Mandated Staff Training in Appendix E and split into three sections. One for DSPs and other staff; One for Self-Directed Employees; and One for Support Coordination. - Updated rates to reflect increases since last revision in Appendix H. - Updated language in Appendix K. - Updated PMPM values in Appendix P.

NJ Division of Developmental Disabilities
CCP Policies & Procedures Manual (Version 7.0)

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September 2025

Division Monthly Update Webinars

Division Update Webinars provide updates for individuals, families, and providers with time for questions and answers.

Visit the Division's [Public Update Meetings](#) page to register for monthly DDD Update Webinars and to review archived webinars.

- [Register for the November 26 DDD Update Webinar](#)
- [Register for the December 18 DDD Update Webinar](#)

Resources

DDD and Other Resources

- Support Coordination assistance: DDD.SCHelpdesk@dhs.nj.gov
- Routine inquiries: DDD.FeeForService@dhs.nj.gov
- Training questions: SCUTrainingHelpdesk@dhs.nj.gov
- HCBS questions: DDD.HCBSHelpdesk@dhs.nj.gov
- Self-directed services questions: DDD.OESDS@dhs.nj.gov
- Waiting list questions: DDD.CCPWaitListRequests@dhs.nj.gov

For a complete DDD listing: [Directory of Email Helpdesks and Mailboxes](#)

- The Boggs Center: [Calendar of Events](#)
- NJ Client Service Agent: 848-400-5903 or Enrollment-NJ@acumen2.net
- Vendor Service Agent Team: 848-400-5738 or Vendor-NJ@acumen2.net

Questions

Post-Webinar Survey