

The New Jersey Department of Human Services **Division of Developmental Disabilities**



DDD QUARTERLY UPDATE FOR INDIVIDUALS, FAMILIES AND PROVIDERS

Jonathan S. Seifried, MA
Assistant Commissioner

December 11, 2019



Quarterly Update Agenda

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- Executive Management Team and Unit Contacts
- 2019 Accomplishments
- Other Divisions/DDD Health & Safety Resources
- Fee-for-Service Implementation
- Direct Support Professional Wage Increase
- Self-Directed Services Update
- MFP Request for Proposals
- OPIA Risk Management and Risk Report
- Community Care Program Waiting List



Schedule of 2020 Quarterly Update Meetings

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Wednesday, March 18	Webinar: 1-3 p.m. In-Person: 5-7 p.m.
Wednesday, June 17	Webinar: 1-3 p.m. In-Person: 5-7 p.m.
Wednesday, September 16	Webinar: 1-3 p.m. In-Person: 5-7 p.m.
Wednesday, December 16	Webinar: 1-3 p.m. In-Person: 5-7 p.m.

DDD Executive Management as of Dec. 2019

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Assistant Commissioner

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Chief of Staff

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Information Technology (Interim)

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Director, Employment Services

Kelli.Rice@dhs.state.nj.us

Director, Waiver Unit

Mariana.Pietrunti@dhs.state.nj.us

Director, Support Coordination &
Case Management

Michelle.Whitmore@dhs.state.nj.us

Special Assistant

Diane.Flynn@dhs.state.nj.us

DDD Communications

Robert.Artis@dhs.state.nj.us

Family Outreach



DDD Unit Contacts

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Unit	Contact Name	Contact Email
Intake	James Schiralli	James.Schiralli@dhs.state.nj.us
Support Coordination	Cheryl Betz	Cheryl.Betz@dhs.state.nj.us
Waivers	Kelli Rice	Kelli.Rice@dhs.state.nj.us
Provider Performance & Monitoring	Wendy Yosco	Wendy.Yosco@dhs.state.nj.us
Housing	Patrick Boyle	Patrick.Boyle@dhs.state.nj.us
Housing Subsidies	Courtney Davey	Courtney.Davey@dhs.state.nj.us
Case Management	Mariana Pietrunti	Mariana.Pietrunti@dhs.state.nj.us
Contracting	Jose Gonzalez	Jose.Gonzalez@dhs.state.nj.us
CCP Fee-For-Service	Michelle Whitmore	Michelle.Whitmore@dhs.state.nj.us



Other Divisions

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- Commission for the Blind and Visually Impaired
 - 877-685-8878
 - www.nj.gov/humanservices/cbvi/home/index.html
- Division of the Deaf and Hard of Hearing
 - 800-792-8339
 - www.nj.gov/humanservices/ddhh/
- Division of Family Development (SNAP, Child Services, etc.)
 - 800-792-9773
 - www.nj.gov/humanservices/dfd/home/index.html



DDD Health and Safety Resources

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- **DDD Resource Team**
 - Conducts monthly training workshops (Freehold office) at no cost to agencies
 - Staff consists of Board Certified Behavior Analysts and Speech-Language Pathologists
 - Available to conduct on-site training and provide individualized supports for agencies
- **DDD Resource Team Contact:**
Sara.Irizarry@dhs.state.nj.us (609.476.5208)



DDD Health and Safety Resources

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- Health and Safety Bulletins:

www.nj.gov/humanservices/ddd/news/publications/

Preventing Aspiration	Preventing Choking	Preventing Constipation
Preventing Dehydration	Preventing Falls	Preventing Pressure Ulcers
Preventing Seizures	Communication	Oral Care
Pica	Thickeners	

- Health and Safety Videos (NJDHS YouTube Channel)

[Diet Textures](#) - www.youtube.com/watch?v=wonosqN8uFs

[Thickening Liquids](#) - www.youtube.com/watch?v=H BeetLLilA

[General Feeding Guidelines](#) - www.youtube.com/watch?v=VHQUsIFEBgs

2019 Accomplishments

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- Implemented \$36 million to fund Direct Support Professional Rate Increase
- Launched \$5 million initiative to increase housing options for individuals with acute behavioral and/or medical needs
- Engaged with stakeholders to seek feedback related to various initiatives
- Enrolled just under 21,000 people in Fee-for-Service



2019 Accomplishments

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- Revised DDD's Intake Application
- Updated CCP and SP Policy Manuals
- Launched Support Brokerage Training
- Launched additional tools to improve ISP planning/development process
- Continued to support DDD's rental subsidy program, which supports about 8,000 individuals, approximately 750 of whom self-direct their services



2019 Accomplishments

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- Applied for and accepted into the National Community of Practice for Supporting Families Across the Lifespan
- Applied for and accepted into the National Center of Advancing Person-Centered Practices and Systems
- Ensured that each person on the Priority CCP Waiting List was offered the option to enroll in the Supports Program, if not already enrolled
- Reached 200 people on the Priority CCP Waiting List since July 2019



Fee-for-Service Implementation

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- System currently at 94% converted to fee-for-service
 - More than 10,700 individuals in the Community Care Program converted to fee-for-service
 - More than 10,100 individuals in the Supports Program converted to fee-for-service

DSP Wage Increase

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- FY19 state budget included funding for a Direct Support Professional (DSP) wage increase
 - \$32 million total (\$16M state funds + federal matching funds)
 - Funding was translated into rate increases for eight services
- DHS is required to verify that the FY19 budget funding was passed on to DSPs
 - DSP wage-reporting template and instructions were distributed to providers
 - Providers must demonstrate a DSP wage increase by providing wage data from before and after the rate increases

DSP Wage Increase: Provider Verification Report

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- Provider verification reports were due October 31, 2019
- Not all providers have responded
- Any provider delivering one or more of the following eight services *must submit a verification report to DDD immediately*, demonstrating a wage increase for all DSPs:

Career Planning	Individual Supports
Community Based Supports	Prevocational Training
Community Inclusion Services	Respite
Day Habilitation	Supported Employment

Please direct questions to: DDD.WaiverFinancialReports@dhs.state.nj.us



DSP Wage Increase: Provider Claiming

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- Provider Claiming – **UPDATED GUIDANCE**
 - Adjustment will not occur automatically as previously announced
 - Providers will need to complete an **amended claim** to DXC/Medicaid in order to draw down the difference in funding from July 1, 2019 until the time the provider started claiming at the new rates
 - Timely filing rules require this be done within one year of the date of service

Self-Directed Employee Services Update

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- DDD is pleased to announce that it will begin to offer two self-directed employee service models
 - Vendor Fiscal/Employer Agent (VF/EA), with Public Partnerships serving as the fiscal intermediary
 - Agency with Choice (AWC), with Easterseals NJ serving as the fiscal intermediary



Agency with Choice Implementation

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- To ensure system integrity and that no bottlenecks occur with on-boarding, the option to move to Agency with Choice will be handled in phases
- Individuals, families and impacted support coordinators will be notified when the option to move to Agency with Choice is available

Agency with Choice Implementation

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- Soft enrollment for Agency with Choice began this month, with first cohort of approximately 50 individuals
- Soft-enrollment triage (*individuals dually enrolled in PPP and DDD self-directed employee services in e-Record will transition first*):
 - Individuals in Real Life Choices plans (e-Record)
 - Individuals in Interim plans
 - Individuals enrolled in VF/EA

Agency with Choice Implementation

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- DDD notified first cohort about transitioning to Fee-for-Service
 - ✦ Individual must complete and return SC Agency Selection Form (can choose to remain with current SC agency)
 - ✦ Support coordinator will discuss service options:
 - Provider-Managed Services
 - Self-Directed Services
 - Vendor Fiscal/Employer Agent
 - Agency with Choice (only available to individuals hiring one or more SDEs)
 - ✦ Pre-recorded overview webinars and information available on DDD's Self-Directed Services web page:

www.nj.gov/humanservices/ddd/programs/selfdirected/



Agency with Choice Cost

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	PMPM 1	PMPM 2	PMPM 3	PMPM 4
	One or more SDEs working 0-40 hrs. per week for the individual or the employer of record (ESNJ) and not electing health benefits	One shared SDE working less than 30 hrs. per week for the individual but 30+ hrs. per week for the employer of record (ESNJ) and electing health benefits	<ul style="list-style-type: none"> One SDE working 30+ hrs. per week for the individual and electing health benefits; OR Two or more shared SDEs working less than 30 hrs. per week for the individual but 30+ hrs. per week for the employer of record (ESNJ) and electing health benefits 	Two or more SDEs working 30+ hrs. per week for the individual and electing health benefits
Sub-Total	\$268.97	\$415.15	\$517.48	\$811.19
DDD Allowance	-75.00	-75.00	-75.00	-75.00
FINAL PMPM	\$193.97	\$340.15	\$442.48	\$736.19
ANNUAL Cost to Individual Budget:	\$2,327.64	\$4,081.80	\$5,309.76	\$8,834.28

NOTE: SDE hours are reviewed and averaged over a 4-week period to ensure correct Per-Member, Per-Month (PMPM)



Agency with Choice Cost

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- What does Per-Member, Per-Month (PMPM) Pay For?
 - Process SDE employment paperwork and ensure SDEs complete and pass pre-employment screenings and trainings
 - Ensure SDEs complete DDD-mandated training within specified timeframes
 - Process SDE timesheets and collect SDE service documentation
 - Ensure SDE timesheets and service documentation, and vendor invoices and receipts, align with the Individualized Service Plan (ISP)
 - For individuals with an SDE, processing of vendor payments
 - Employer-sponsored health benefits (medical, dental, vision options) available to SDEs working 30 or more hours per week for Easterseals
 - Paid time off available to all SDEs based on the number of hours and years worked for Easterseals



MFP Request for Proposals (RFP)

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- On October 15, 2019, DDD released an RFP
- To increase community capacity of provider-managed housing for individuals with acute behavioral and/or medical needs

www.nj.gov/humanservices/providers/grants/rfprfi/RFPfiles/Final%20-%20DDD%20RFP%20MFP.pdf

MFP Request for Proposals (RFP)

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- Funding is provided through DDD's Money Follows the Person (MFP) rebalancing fund
- Up to \$5 million dollars allocated
- Submissions are accepted each month through November 1, 2020 or until funding is exhausted

MFP Request for Proposals (RFP)

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- Eligible vendors can request up to \$90,000 per site for acquisition of renovation
- Sites can serve no more than four (4) individuals enrolled in the CCP, each with their own bedroom
- At least half of the individuals served at the site must have acute behavioral and/or medical needs
- Site must be licensed

New Jersey Department of Human Services



OPIA RISK MANAGEMENT SYSTEM

**OFFICE OF PROGRAM INTEGRITY AND
ACCOUNTABILITY**



Division of
Developmental
Disabilities



OPIA Agenda

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- Introduction
- Risk Management System Overview
- Indicator Data
- Council on Systemic Risk Assessment

OPIA Risk Management System

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- To assure senior level quality management, the Office of Program Integrity and Accountability (OPIA) operates a Risk Management System (RMS)
- The Department of Human Services refers to *Risk Management* as a set of practices that leads to minimizing possible harm to systems and to individuals

OPIA Risk Management System

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- The Office of Program Integrity and Accountability (OPIA) assembles the data it collects to create a quarterly “dashboard” – reporting performance data from each DDD-licensed provider agency across various DHS systems, including licensing, auditing, investigations and critical incident reporting
 - Enhances transparency and enables the public to assess provider strengths

OPIA Risk Indicator Report

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- The data contained in the Risk Indicator Report are representative of ***only*** licensed Division of Developmental Disabilities (DDD) community providers
- This data set ***does not*** contain figures for other providers at this point in time

OPIA Risk Indicator Report

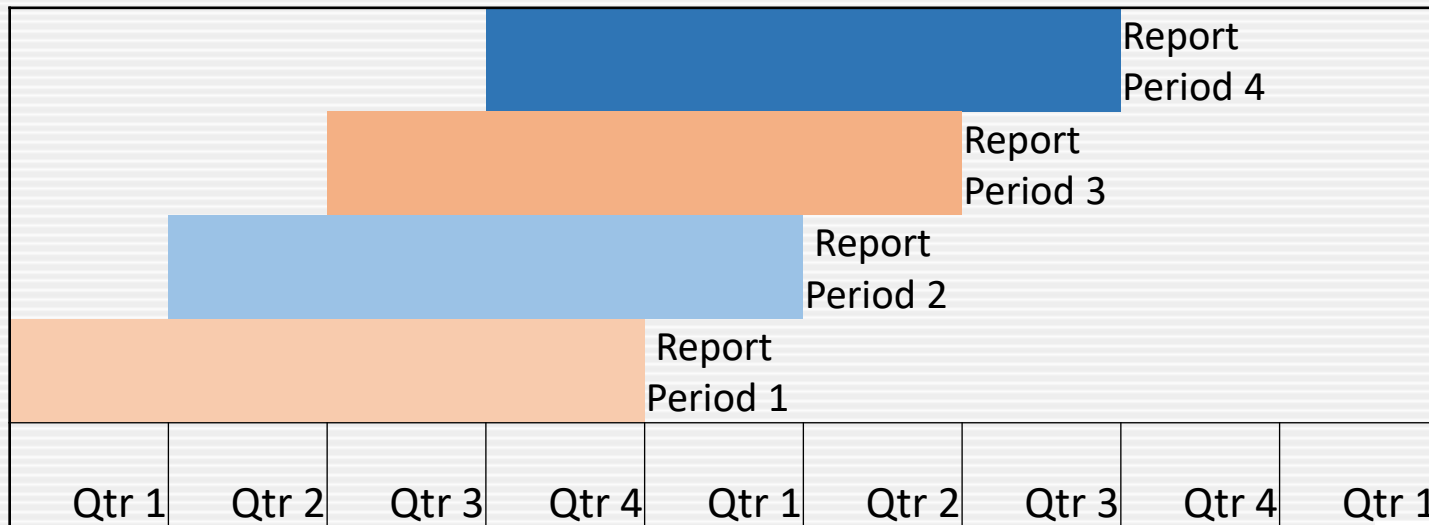
30

- This information is designed to serve as a resource—for individuals and their families/caregivers, provider agencies, DDD, stakeholders, and the general public—to better inform the personal choices and decision making around planning living/care arrangements for and on behalf of individuals served
- Provider agencies are encouraged to use the information in the report as part of a Continuous Quality Improvement (CQI) plan

OPIA Risk Indicator Report

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- The Risk Indicator Report contains data covering a one year period and is run quarterly (some data will remain on subsequent reports)



OPIA Risk Indicator Report

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- The report is organized by the provider agency's licensed residential capacity (LRC)
- LRC is determined by the Office of Licensing and represents the maximum number of individuals who may reside at an agency

Tier 4	LRC 200+
Tier 3	LRC 101 to 200
Tier 2	LRC 51 to 100
Tier 1	LRC 0 to 50

Office of Licensing (OOL) Data

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Inspection and Program Review			
N/A	N/A	10%	1
* Licensed Capacity	* Number of Licenses	* % of Provisional License	* Repeat Provisional Licenses
47	8		
34	7		
28	6		
32	15	66.7%	
48	11		
11	2		
233	50	2.0%	
216	56	3.6%	1
122	39	15.4%	2
145	13		

Critical Incident Management Unit (CIMU) Data

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Incident Reporting and Management			
2.0	30%	2.0	3
Median Days to Report	% Overdue CIMU Incidents	Rate of OI Incidents per 25 Individuals served	Individuals Involved in 3 or More Alleged Critical Incidents
1.0	25.3%	1.51	3
1.0	19.3%	1.49	4
1.0	4.1%	1.17	
1.0	23.8%	0.34	2
2.0	40.2%	1.44	3
1.0	17.1%	0.58	1
2.0	24.7%	1.07	
1.0	63.1%	2.89	8

Office of Investigations (OI) Data

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Incident Reporting and Management			
2.0	30%	2.0	3
Median Days to Report	% Overdue CIMU Incidents	Rate of OI Incidents per 25 Individuals served	Individuals Involved in 3 or More Alleged Critical Incidents
1.0	25.3%	1.51	3
1.0	19.3%	1.49	4
1.0	4.1%	1.17	
1.0	23.8%	0.34	2
2.0	40.2%	1.44	3
1.0	17.1%	0.58	1
2.0	24.7%	1.07	
1.0	63.1%	2.89	8

Critical Incident Data- Individuals Served

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Incident Reporting and Management			
2.0	30%	2.0	3
Median Days to Report	% Overdue CIMU Incidents	Rate of OI Incidents per 25 Individuals served	Individuals Involved in 3 or More Alleged Critical Incidents
1.0	25.3%	1.51	3
1.0	19.3%	1.49	4
1.0	4.1%	1.17	
1.0	23.8%	0.34	2
2.0	40.2%	1.44	3
1.0	17.1%	0.58	1
2.0	24.7%	1.07	
1.0	63.1%	2.89	8

Office of Auditing Data

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Financial Audit	
No	Yes
Audit Submission	Deficit Fund Balance
Yes	No
Yes	No
Yes	No
No	
Yes	No
No	
Yes	Yes

Thresholds Triggered

38

Threshold
3
Thresholds Triggered
1
2
5
1
2
1
3
2

OPIA Council on Systemic Risk Assessment

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- Once the Risk Indicator Report is disseminated and analyzed, the next level of action is convening an OPIA Council on Systemic Risk Assessment
 - The Council provides an executive level review of the Risk Indicator Report
- OPIA managers partner with DDD and Division of Mental Health and Addiction Services' managers, and other DHS administrators to evaluate – at a systemic level - the triggered thresholds of the report's critical domains

OPIA Council on Systemic Risk Assessment

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- Focuses and aligns the activities of the participants who are responsible for performing risk management functions
- Improves the ability to identify and reduce risk to individuals and the service delivery system
- Creates a partnership with those providers to improve delivery of services
- Improves the processes and systems which are responsible for creating the data
- Recommends the formation of a quality management team to address systemic risk and improved outcomes through quality assurance and monitoring



- Questions about OPIA's Risk Management System or Risk Indicator Report can be directed to:
DHS.OPIA@dhs.state.nj.us
- The Risk Indicator Reports are found here:
www.nj.gov/humanservices/staff/opia/risk/reports.html

New Jersey Department of Human Services



CCP WAITING LIST OVERVIEW



Division of
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Community Care Program (CCP) Waiting List

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- October 21: Proposed re-adoption with amendments to the Community Care [Waiver] Program Waiting List Procedures was posted to DHS website
- DDD Communication sent October 24, 2019
- Public comment through December 20, 2019
- Comments can be submitted by:
 - **Email:** DDD-CO.LAPO@dhs.state.nj.us
 - **USPS Mail:** Carol Jones, Administrative Practice Officer, Division of Developmental Disabilities, PO Box 726, Trenton, NJ 08625-0726



Community Care Program (CCP) Waiting List

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- The Community Care Program (CCP) Waiting List is a list of individuals waiting to be enrolled in that program
- Once reached on that waiting list, an individual must meet the Level of Care for that program in order to be added to it
- Individuals do not need to meet Level of Care to be added to this waiting list

Community Care Program (CCP) Waiting List

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- The CCP Waiting List is not:
 - A waiting list for housing, although the option to live in a licensed residential setting (e.g., group home) is only available to individuals enrolled in the CCP
 - A waiting list to be automatically enrolled in the CCP when the individual is reached on the list
 - ✦ Once reached on the waiting list, the individual can be evaluated to determine whether he/she meets the Level of Care criteria for the CCP at that time

Community Care Program (CCP) Waiting List

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- Process to request addition to the CCP Waiting List
 - Complete the Request to be Added to the CCP Waiting List and submit to the Waiting List Coordinator (WLC) for the individual's geographic area
 - ✦ If criteria are clearly met, the individual is added to the Priority CCP Waiting List
 - ✦ If criteria are not clearly met, the request is reviewed by the Waiting List Review Team, which can determine that:
 - Emergent need criteria have been met → individual is added to the Priority CCP Waiting List
 - Individual does not meet criteria for addition to the Priority CCP Waiting List → individual is added instead to the General CCP Waiting List

Community Care Program (CCP) Waiting List

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- **Priority CCP Waiting List**
 - If approved for the priority waiting list, the effective date of chronological addition to the priority list is the date the request was signed by the requestor
 - Individuals on the priority list receive an annual letter notifying them of their numerical ranking on the list
 - Ranking letter sent in the Summer of each year

Community Care Program (CCP) Waiting List

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- General CCP Waiting List
 - Individuals who request to be added to the CCP Waiting List but who do not meet the criteria for the Priority CCP Waiting List are added to the General CCP Waiting List
 - Individuals on the general list do not receive an annual ranking letter
 - Individuals on the general list are only moved to the Priority CCP Waiting List if a new Request for Addition to the CCP Waiting List – Priority Category is submitted **and** at least one of the criteria for the priority waiting list is met

Community Care Program (CCP) Waiting List

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To be added to the Priority CCP Waiting List, at least one the following criteria must be met:

Both an individual's parents (birth or adoptive) are 55 or older

An individual is living with a non-parent caregiver who is providing care voluntarily and without pay and can no longer provide care

Either of an individual's birth/adoptive parents is under 55 and has a chronic and long-term physical or psychiatric and/or behavioral health condition(s) that significantly limits the parent's ability to provide care

Either of an individual's birth/adoptive parents is under 55 and there is a risk to the health and safety of the individual, parent, or other person living in the home due to specific outlined conditions

There is clear indication that the individual meets the emergency criteria for CCP enrollment

Community Care Program (CCP) Waiting List

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- An individual can be enrolled in and receiving services through the Supports Program and also be on the CCP Waiting List
- DDD outreached all individuals on the Priority CCP Waiting List not enrolled in the Supports Program
 - To educate them about the Supports Program
 - To provide next steps for Supports Program enrollment, if desired

When an Individual is Reached on the Priority List

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- Transition case manager (TCM) sends a “reached” letter to the individual/guardian, follows up with a phone call
- NJCAT is reviewed – if older than two years, NJCAT reassessment may be requested
- Transition case manager explains the waiver program options available

Reached on the List and Supports Program Eligible



Supports Program (SP)

- Review of NJCAT
- Review of current supports and services
- Option to complete a Level of Care review
- Option to obtain a Housing Subsidy

Supports Program plus Private Duty Nursing (SP+PDN)

- Review of NJCAT
- Review of current supports and services
- Option to complete Level of Care review
- Option to obtain a Housing Subsidy
- If currently on Managed Long Term Services and Supports (MLTSS) waiver program and receiving nursing: careful coordination between DDD and Medicaid Managed Care Organization (MCO) to ensure a smooth transition to SP+PDN

Reached on the List and CCP Eligible



Community Care Program (in-home supports)

- Priority CCP Waiting List transition case manager works with support coordinator to enroll individual into CCP
- Support coordinator works with individual/family to complete new CCP service plan
- Once individual is enrolled in CCP and has an approved CCP service plan, individual is removed from Priority CCP Waiting List

Community Care Program (residential placement)

- Transition case manager works with support coordinator to enroll individual into CCP
- Support coordinator works with individual/family to complete new CCP service plan (if in-home supports are desired during residential placement search)
- Transition case manager works with individual/family and support coordinator to find residential placement
- Once individual is enrolled in CCP and has an approved CCP service plan that includes the residential service, individual is removed from Priority CCP Waiting List

Questions