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## **UNDERSTANDING SELF-DIRECTED SERVICES IN NEW JERSEY AND THE ROLE OF THE SUPPORTS BROKER**



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## INTRODUCTION

This document is intended to serve as a guide for people with disabilities, families, Support Coordinators, and Supports Brokerage providers interested in learning more about Self-Direction in New Jersey and the role of the Supports Broker in supported self-direction. This guide is meant to supplement information provided in the Division of Developmental Disabilities (DDD) Supports Program and Community Care Program policy manuals. People are strongly encouraged to review the details found within the policy manuals.



# SELF-DIRECTED SERVICES IN NEW JERSEY

Self-Direction is an approach to the delivery of home and community-based services that offers increased choice and control over how and from whom a person receives supports. Self-directed services give people with disabilities, or their representatives, decision-making authority over certain services and the ability to take direct responsibility to manage their services with the assistance of a system of available supports. The self-directed service delivery model is an alternative to traditionally delivered and managed services, such as an agency/provider delivery model. Self-directed services allow people with disabilities to have the responsibility for managing aspects of service delivery.<sup>1</sup>

The terms self-directed services and participant-directed services are often used interchangeably. In this model, the person, instead of a provider organization, has the authority to hire, screen, train, and supervise their own staff, known as Self-Directed Employees SDEs. This is made possible through the use of a financial management services agency, known as the fiscal intermediary (FI), which conducts some employer-related tasks such as payroll processing and tax withholding.<sup>2</sup> In New Jersey, people can self-direct all or some of their services by hiring a Self-Directed Employee and/or accessing a program, class or service that is available to the general public through a community vendor and is justified per the parameters of the waiver. The fiscal intermediary processes Self-Directed Employee timesheets and vendor invoices and issues payments to them. In New Jersey, these are the services that a person can hire a self-directed employee to provide or access through a community vendor:

## **Self-Directed Services available through a Self-Directed Employee:**

- Community Based Supports
- Individual Supports-Hourly
- Interpreter Services
- Respite
- Supports Brokerage
- Transportation – SDE

## **Self-Directed Services available through a Community Vendor:**

- Assistive Technology
- Environmental Modification
- Goods and Services
- Natural Supports Training
- Transportation – Single Passenger
- Vehicle Modification

In New Jersey, people may choose a traditional provider-managed model, using Medicaid/DDD approved providers; a self-directed model; or a combination of both models to receive services and supports. This means that people may use a Medicaid/DDD approved provider agency for some services and hire a Self-Directed Employee (or employees) for other services. People may also choose to use their individual budget to purchase a program, class or service that is available to the general public through a community vendor (for example, through Goods and Services). The ability to self-direct services is available in both the DDD Community Care Program and Supports Program.

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[1] Medicaid: Self-Directed Services -

<https://www.medicaid.gov/medicaid/long-term-services-supports/self-directed-services/index.html>

[2] [https://www.nasddds.org/uploads/documents/Individual\\_Providers\\_final.pdf](https://www.nasddds.org/uploads/documents/Individual_Providers_final.pdf)

# DECIDING TO SELF-DIRECT

## 1. Person-Centered Planning with the Support Coordinator

Determining the supports and services that a person needs and wants always begins with the person-centered planning process. Determining whether to self-direct some or all services starts with the person and their team having a conversation with the Support Coordinator, documenting support needs and preferences, and identifying the outcomes the person wants to achieve in the NJ Person-Centered Planning Tool (PCPT) and Individualized Service Plan (ISP).

## 2. Learning About Service and Support Options

Once a person's needs, preferences, and outcomes are discussed and documented, the Support Coordinator should describe service options available to the person, including those within the Community Care Program or Supports Program as well as other community-based resources that may be available. The Support Coordinator can help the person narrow down these options by helping them evaluate the options within the framework of their needs and preferences. The ability to use a self-directed model to hire and manage one's own staff and/or purchase programs, classes, or services available to the general public through community vendors should be included in the described options.

## 3. Choosing to Self-Direct

There are many reasons people with disabilities, often with support of family or others that care about them, choose to self-direct supports and services. A person may decide to self-direct if they:

- Want to be in charge of where they go and what they do during the day or evening.
- Want to participate in more inclusive activities in the community.
- Would like to choose the staff that provide support.
- Can't find a provider or agency or have not been successful in working with their provider agency to support them in the way they prefer or help them achieve their goals.
- Decide to use provider-managed services a few days a week, but want the flexibility of hiring Self-Directed Employees on other days.





- Are not happy with or have concerns about group or congregate services and are interested in more individualized supports and more control over who is supporting them and where that support is provided.
- Want to live a more self-determined life by having greater choice and control over their supports and what they do throughout the day.

If the person chooses to self-direct all or some services, the Support Coordinator will make sure this is documented and authorized appropriately in the Individualized Service Plan.

#### **4. Use of a Fiscal Intermediary**

For self-directed services funded through DDD, using a Fiscal Intermediary (FI) is required. In New Jersey, individuals who want to hire a Self-Directed Employee (SDE) have two self-direction models to choose from. In the Vendor Fiscal/Employer Agent (VF/EA) model, with Public Partnerships (PPL) as the Fiscal Intermediary, the person or family representative is the Employer of Record. In the Agency with Choice Model (AWC), Easterseals NJ is the Fiscal Intermediary and the Employer of Record and the person and/or family representative is the Managing Employer. The person, with help from their Support Coordinator, will need to decide which model they would like to use to hire Self-Directed Employees. For individuals who are not hiring a Self-Directed Employee but will access services through a community vendor, Public Partnerships (PPL) is the only available Fiscal Intermediary.

Information that can help people to decide which model will be best for them can be found in Frequently Asked Questions: Self-Directed Employee Models in DDD Fee for Service (Appendix B) and the Side-by-Side Comparison: DDD Self-Directed Employee (SDE) Models (Appendix C).

#### **5. Getting Help with Self-Direction**

People who self-direct some or all of their services may choose to use Supports Brokerage services to assist with arranging, directing, and managing their self-directed services. Supports Brokerage is only available to people who self-direct some or all of the services in their Individualized Service Plan (ISP). Supports Brokerage is different than and does not replace the person's Support Coordination services. Supports Brokerage services can be provided by an agency approved by DDD and Medicaid or by a Self-Directed Employee. The person's Support Coordinator can provide a list of agencies that are approved to provide Supports Brokerage. The type and level of assistance the person will receive will be documented in the ISP.

When Supports Brokerage is added to a person's ISP, the Support Coordinator must document an appropriate outcome as well as the other services that will be self-directed. The Supports Brokerage provider (Supports Broker) will develop strategies to assist the individual in reaching the desired outcome(s) and will maintain documentation for the work they do. A Supports

Brokerage documentation template can be found in Appendix E and on the DDD Self-Directed Services webpage.

A Supports Broker may assist the person and/or the family representative with **tasks related to their self-directed services**, such as:

- Arranging for, planning, accessing, and managing their self-directed services.
- Being a responsible employer, which includes recruiting, interviewing, selecting, hiring, supervising, evaluating and, if necessary, separating from (dismissing) a self-directed employee.
- Understanding the responsibilities involved with self-directing their services.
- Helping the person's self-directed employees understand how to complete timesheets, including entering service documentation notes.
- Making sure the person and their self-directed employees understand and comply with the rules and regulations associated with self-directed services.

A Supports Broker may also assist the person in cultivating community connections by:

- Community Mapping.
- Facilitating or helping to facilitate Circles of Support.
- Learning about the person's immediate and long-term needs related to self-direction and helping to identify resources that may be able to meet those needs. This could include financial, housing, family, enhanced planning, and other resources.
- Helping the person to find and access natural and generic supports in their community and build a strong natural support system.

A Supports Broker does not:

- Perform the employer-related tasks for the person or their representative. A Supports Broker may provide assistance with these tasks.
- Make referrals to traditional DDD and Medicaid approved service providers. Remember, the role of the Supports Broker is to help the person self-direct their services.
- Help navigate housing options, unless the person is working to move from a provider-managed residence or from their family home **and** is planning to use or using a self-directed service.
- Duplicate Support Coordination services.
- Provide any service other than Supports Brokerage to the person, because that would be a conflict of interest.

## 6. Working in Partnership

Collaboration is an important part of self-direction. Strong, open lines of communication between the person, family, Supports Broker, Support Coordinator and Fiscal Intermediary can help ensure success and high-quality, person-centered, stable supports.

Although the Supports Broker does not have the same the responsibilities as the Support Coordinator, collaboration is encouraged. Supports Brokers can collaborate by:



- Helping the person and family communicate with their Support Coordinator what they may learn in Circle of Support meetings, through relationships, and in their day-to-day life, which will help inform the PCPT and ISP.
- Sharing lessons and ideas learned through use of enhanced planning and discussions with families.
- Recognizing potential issues, support needs, etc., and helping the person and family communicate these as needed.
- Identifying community resources that may be able to be funded through the person's individual budget.
- Participating as a member of the person's support and planning team.

# APPENDIX A:

## IMPORTANT WEBSITES

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### **NJ DDD Self- Directed Services**

<https://www.state.nj.us/humanservices/ddd/programs/selfdirected/>

Includes:

- Description of Self-Directed Services in New Jersey
- Two Models of Self-Direction and Links to Fiscal Intermediaries
- Overview Webinars on Self-Directed Services and Fiscal Intermediaries
- Frequently Asked Questions, Side-by-Side Comparisons, AWC cost table
- Self-Directed Employee Documentation for VF/EA Model
- Help Desk Contact Information

### **NJ Fiscal Intermediaries**

Public Partnerships (PPL)

<https://www.publicpartnerships.com/state-programs/new-jersey/nj-division-of-developmental-disabilities-ddd/nj-division-of-developmental-disabilities-ddd-overview/>

Easterseals

<https://www.financialmanagementservices.org/>



# APPENDIX B:

## SELF-DIRECTED EMPLOYEE MODELS IN DDD FEE FOR SERVICE

Self-Directed Services is an approach to the delivery of home and community based services that offers increased control and choice over how and from whom you receive support. The Self-Directed Employee (SDE) option for self-directing services enables you (or your guardian) to recruit, hire and manage employees to provide prior authorized direct support services.

The NJ Department of Human Services offers two SDE models for individuals who choose to self-direct their services: Vendor Fiscal/Employer Agent (VF/EA) and Agency with Choice (AWC).

Individuals choosing to participate in either of these SDE models should review NJ Department of Labor and Workforce Development labor laws to ensure that, in their role as employer of record or co-employer, they are abiding by those laws (e.g., ensuring employees are not discriminated against). The fiscal intermediary for the SDE model selected can help answer questions related to your role and responsibilities within that model.

### **What are the differences between the two SDE models?**

There are two key differences between the VF/EA and AWC models: **who is identified as the employer of record and the availability of employer-sponsored health benefits.**

In the VF/EA model, the individual receiving services must enroll as the employer of record and obtain a federal Employer Identification Number (EIN) or must designate someone else to enroll as the employer of record. In the AWC model, the fiscal intermediary is the employer of record and the individual is the co-employer.

Employer-sponsored health benefits are not available in the VF/EA model, and are available in the AWC model to employees working 30 or more hours per week for the employer of record (Easterseals).

### **Is there a cost to participate in either of the models?**

There are three main costs associated with participation in an SDE model: a per-member, per-month (PMPM) fee, workers' compensation insurance and employer taxes. The state pays an amount that covers the PMPM fee for the VF/EA model and partially covers the PMPM fee for the AWC model. (Please refer to the Agency with Choice Per-Member, Per-Month Cost Table for a breakdown of the PMPM cost to the individual's budget.)

In the VF/EA model, the cost to cover workers' compensation is deducted once per year from the individual's budget, and the cost to cover employer taxes is added to the employee's hourly wage and comes out of the individual's budget.

In the AWC model, the cost to cover workers' compensation and employer taxes is added to the employee's hourly wage and comes out of the individual's budget.

### **How do I decide which of the two models is right for me?**

It will depend on your needs and preferences, as well as the ability of your budget to support the per-member, per-month cost of participating in the AWC model. You should discuss service options with your support coordinator and planning team members to determine which option is a good fit.

### **How do I enroll in an SDE model?**

You will need to talk to your support coordinator if you are interested in hiring a self-directed employee through one of the SDE models. Once you decide which model will best meet your needs, your support coordinator will send an Individual Referral to the appropriate fiscal intermediary. The fiscal intermediary will contact you within 3-5 days to initiate the enrollment process.

### **How do I know when enrollment is completed and my employee can start working?**

A self-directed employee can only begin working/providing services when the following conditions have been met:

- Fiscal intermediary confirms the employer of record is enrolled (if applicable) and the employee has completed the hiring process
- Fiscal intermediary calculates the billable unit rate and provides it to the support coordinator
- Support coordinator uses the billable rate to add the SDE service to the Individualized Service Plan
- Individualized Service Plan is approved and authorized

Your support coordinator will let you know the approved service start date, which is the date the employee can start working/providing services. The fiscal intermediary for the model you selected will also contact you to let you know the enrollment and hiring processes are completed.

### **Do employees get paid time off in either of the models?**

In the VF/EA model, **sick time only** is available and accrues at one hour per every 30 hours worked. In the AWC model, paid time off is available to every employee and will vary based on the number of hours and number of years worked for the Employer of Record (Easterseals).



## **Who determines my employee's hourly wage?**

In both models, you determine the employee's hourly wage based on what is "reasonable and customary," which your budget must be able to support. In both models, the fiscal intermediary applies a mark-up to the hourly wage to cover the cost of employer-related taxes. The wage mark-up in Agency with Choice also covers the cost for employer-sponsored workers' compensation.

## **Can I hire a family member in either of the models?**

Yes, you can hire certain family members as a self-directed employee in either model. You and your Support Coordinator will need to check the most up-to-date Supports Program and Community Care Program policy manuals for information about which family members are permitted to be hired.

## **What if I receive self-directed services from a community vendor?**

If you **ONLY** receive self-directed services from a community vendor (for example, through Goods & Services) and do not have any self-directed employees, the VF/EA model with Public Partnerships is the only available option. If you hire self-directed employees in the future, you will have the option of choosing either of the models.

If you receive self-directed services from a community vendor **AND** you have self-directed employees, you will have the option to participate in the VF/EA model with Public Partnerships for all your self-directed services **OR** in the AWC model with Easterseals for all your self-directed services.

## **Can I participate in both models at the same time?**

No. You can only participate in one SDE model at a time, but you can:

- Change from one SDE model to another based on your needs and preferences
- Receive some services through the SDE model you have chosen and receive other services from a traditional provider agency

## **What if I receive DDD services from a self-directed employee and I receive services through the Personal Preference Program (PPP)?**

Public Partnerships is the fiscal intermediary for all Personal Preference Program (PPP) services.

If you receive DDD services from a self-directed employee through Public Partnerships and you receive PPP services, you have the option to either (a) continue with Public Partnerships for both

DDD and PPP services, or (b) transition to Agency with Choice model through Easterseals for your DDD services and maintain PPL for your PPP services.

If you receive DDD services from a self-directed employee in the old Easterseals model and you receive PPP services, you have the option to transition your DDD services to either the VF/EA or AWC model.

**Does this mean I can now use a single Employer Identification Number (EIN) for both my PPP services and my DDD self-directed employee services?**

No. Enrollment in the Division of Medical Assistance and Health Services' Personal Preference Program (PPP) requires the individual receiving services to obtain an EIN. If you also choose to participate in the VF/EA model with Public Partnerships, you will not be able to enroll using that same EIN. You will need to identify someone else who is able and willing to obtain a separate EIN and enroll as the employer on your behalf.

If there is no one who can obtain an EIN and enroll as the employer on your behalf, then your options are to participate in the AWC model or receive services from a provider agency.



# APPENDIX C:

## SIDE-BY-SIDE COMPARISON: DDD SELF-DIRECTED (SDE) MODELS

- Public Partnerships is the fiscal intermediary (FI) for the Vendor/Fiscal Employer Agent (VF/EA) model
- Easterseals NJ is the fiscal intermediary for the Agency with Choice (AWC) model

	Vendor Fiscal/Employer Agent (VF/EA)	Agency with Choice (AWC)
Employer of Record/holder of federal Employer Identification Number (EIN)	Individual enrolls as the employer of record or identifies a family member or friend as the employer of record	FI is the employer of record (holds the EIN) and the individual is the co-employer/ managing employer
Administrative cost to participate	State pays an amount that currently covers the program VF/EA model administrative cost	State pays the same amount paid for the VF/EA model toward the AWC model, and the remaining cost of the AWC model is deducted from the individual's budget (see PMPM Table)
Employer-related taxes	Cost is added to the employee hourly wage and paid through the individual's budget	Cost is added to the employee hourly wage and paid through the individual's budget
Workers' Compensation	Cost is paid once per year through the individual's budget, and the individual employer of record holds the WC policy	Cost is added to the employee hourly wage and paid through the individual's budget, and the FI holds the WC policy
Employee training and CPR/ First Aid certification	Required, as per Self-Directed Employee Training in policy manuals; cost covered through a state-funded SDE stipend	Required, as per Self-Directed Employee Training in policy manuals; cost covered by employer of record (Easterseals)
Service documentation	Required, and employer of record validates completion	Required, and FI validates completion
Paid time off (PTO)	Paid <b>sick time only</b> is available and accrues at 1 hour per 30 hours worked	Paid time off is available based on number of hours and years worked for the employer of record (Easterseals)
Employer-sponsored health benefits	Not available	Available for employees working 30 or more hours per week for the employer of record (Easterseals)
Pre-employment background checks and drug screening	Required, and conducted via the FI	Required, and conducted via the FI

	Vendor Fiscal/Employer Agent (VF/EA)	Agency with Choice (AWC)
Manages payroll and taxes	FI	FI
Recruits, chooses, hired, and directs workers	Individual/Employer of record	Individual/Managing employer
Determines hourly wage	Individual/Employer of record	Individual/Managing employer
Approves timesheets	Individual/Employer of record	Individual/Managing employer
Notifies worker that the individual no longer wishes to utilize the worker for services	Individual/Employer of record	Individual/Managing employer or FI
Servers worker's employment	Individual/Employer of record	FI

<https://www.state.nj.us/humanservices/ddd/documents/sde-models-side-by-side-comparison.pdf>

# APPENDIX D:

## SUPPORTS BROKERAGE SERVICE PARTNERSHIPS & ROLES

PLANNING & GETTING STARTED WITH SELF-DIRECTED EMPLOYEE OPTIONS				
Model	Person and/or Representative	Support Coordinator (SC)	Fiscal Intermediary (FI)	Supports Broker
Both	<p>The service recipient is responsible to be an active member in planning for his/her future including participating in team meetings/decision-making.</p> <p>Shares important information about themselves and their support needs, preferences, and life goals.</p> <p>Communicates what is and is not working with plan(s).</p> <p>Discusses service options with SC when interested in hiring an SDE to provide individual supports.</p> <p>Completes enrollment paperwork and submits all enrollment documents to FI by Fax/Email/Electronically (secure digital signing software).</p>	<p>The Support Coordinator is responsible for the facilitation of and development of the PCPT and NJISP.</p> <p>Monitors plan implementation and the effectiveness of service delivery, updating the ISP as needed.</p> <p>Allocates resources based on what is available in the person's individual budget.</p> <p>Discusses Supports Brokerage with individual/family to determine whether they may benefit from choosing that service.</p>	<p>Contacts the service recipient/ representative to request information about prospective employees and to provide information about the enrollment process.</p>	<p>If the person chooses to receive a Supports Brokerage service, the Supports Broker works together with the person to communicate with the SC about needed changes in the ISP and progress toward outcomes related to self-direction.</p> <p>Contributes to the planning process based on what they learn about the person.</p> <p>May assist with facilitation of a circle of support and other intensive person-centered approaches to enhancing natural, generic and informal supports.</p>
Vendor Fiscal/ Employer Agent	<p>Determines who will obtain an Employer Identification Number (EIN) and act as the Employer of Record (EOR).</p>	<p>Completes and submits the <u>Individual Referral Form</u> to FI.</p>	<p>Acts as an agent in the administration of SDEs and helps the EOR with financial responsibilities of being an employer including payment of employees and</p>	

Last updated 3/1/21- table will be modified if procedural changes occur

## PLANNING & GETTING STARTED WITH SELF-DIRECTED EMPLOYEE OPTIONS (cont'd)

Model	Person and/or Representative	Support Coordinator (SC)	Fiscal Intermediary (FI)	Supports Broker
Vendor Fiscal/ Employer Agent (cont'd)			withholding, filing, and payment of employer and employee tax.	
Agency with Choice	Will act as 'co-employers,' with the FI as primary and service recipient/ representative as managing or secondary employer.	Completes and transmits FI Referral via iRecord Function.	Acts as the Employer of Record (EOR) and as primary 'co employer' with the service recipient/ representative acting as managing or secondary employer.  Holds the Employer Identification Number (EIN).  Manages the financial responsibilities of being an employer including payment of employees and withholding, filing, and payment of employer and employee tax.	

## BUDGETING

Model	Person and/or Representative	Support Coordinator (SC)	Fiscal Intermediary (FI)	Supports Broker
Both	Responsible for understanding what services are in the ISP and how much of the services are available and costs associated.  Negotiates and determines the wages that SDEs should be paid.  Responsible for monitoring spending	Develops the ISP and includes the services that will be used to support the person and help them achieve desired outcomes.  Authorizes payment based off the fee structure of each service. Submits revisions to the plan if the person's needs change. This may	FI uses hourly wage(s) identified to calculate the billable rate(s) (wage plus employer taxes) and forwards the billable rate to the SC in order for the SC to create a service line in the plan.  FI is provided with the authorizations for each applicable service entered into	The Broker may assist the person/ representative with:  Establishing wages for workers  Understanding and monitoring the budget for the person's participant-directed services  Understanding statements and



BUDGETING (cont'd)				
Model	Person and/or Representative	Support Coordinator (SC)	Fiscal Intermediary (FI)	Supports Broker
Both (cont'd)	and staying within the limits of services that are approved in the ISP.	include allocation of funds.  Ensures the hourly wages fall within 'reasonable and customary' and can be supported in the person's budget.	the plan where the FI manages reimbursement.  FI provides reimbursement to vendors for all approved services where FI manages reimbursement.	correspondence from the FI  Making decisions about service usage to ensure that the person is not over or underutilizing services outlined in the ISP.
Agency with Choice			FI provides Per Member Per Month cost to be included in plan and deducted from budget.	

RECRUITING				
	Person and/or Representative	Support Coordinator (SC)	Fiscal Intermediary (FI)	Supports Broker
Both	Participant/ representative is responsible to find Self-Directed Employees (SDE) to perform duties outlined in ISP.	None	FI has no responsibility to assist with recruitment of SDE.	The Supports Broker can assist the participant to recruit SDEs by writing and placing ads, etc.

HIRING				
	Person and/or Representative	Support Coordinator (SC)	Fiscal Intermediary (FI)	Supports Broker
Both	Decides who is hired for each approved service.  Ensure that SDEs providing Waiver services meet applicable provider qualifications.	None	Creates an employee enrollment packet and sends to the employee via email or USPS mail.  Processes employee enrollment packet submitted by the prospective employee.	The Broker may assist the participant/ representative with interviewing, determining which applicant is most suitable for the job, reference checks, and collecting all necessary paperwork to ensure that the

HIRING (cont'd)				
Model	Person and/or Representative	Support Coordinator (SC)	Fiscal Intermediary (FI)	Supports Broker
Both (cont'd)			Conducts pre-employment background checks and drug screening.	SDE meets the qualifications for the position.
Vendor Fiscal/ Employer Agent	Serves as Employer of Record.		<p>Purchases a worker compensation policy on behalf of the employer that covers all employees.</p> <p>Once EOR and SDE enrollment is complete, service authorization and plan approval present, FI issues EOR Welcome Packet for each employee.</p>	
Agency with Choice			Purchases and maintains a workers' compensation policy.	

TRAINING				
Model	Person and/or Representative	Support Coordinator (SC)	Fiscal Intermediary (FI)	Supports Broker
Both	<p>Responsible for making sure SDEs complete required training.</p> <p>Provides additional training to SDEs to ensure competency and skill development needs are met.</p>	Document individual-specific training needs in ISP.	<p>Mandatory training is identified in the Self-Directed Training Table in both the Supports Program and Community Care Program policy manuals.</p> <p>FI provides SDE with a link to list of mandatory trainings and CDS log-in access and credentials to complete any trainings that can be completed through the CDS, which will</p>	Supports Broker may assist to locate additional training for SDEs or provide individual specific training to the SDEs.

TRAINING (cont'd)				
Model	Person and/or Representative	Support Coordinator (SC)	Fiscal Intermediary (FI)	Supports Broker
Both (cont'd)			be reflected on that employee's transcript.	
Vendor Fiscal/ Employer Agent	SDEs are required to submit proof of training to the EOR. The EOR and SDE must sign and date the SDE Training Certificate form upon satisfactory completion of required trainings and submit to the FI within the first six (6) months of hire.		Once all DDD-mandated trainings have been completed, the employee must complete, sign, and submit a Self-Directed Employee Training Certification Form, which the FI will maintain on file.	
Agency with Choice			FI provides list of required and applicable trainings to the SDE, including flat rates reimbursed to the SDE once the training and assessment confirming competency are fully completed.	

DOCUMENTATION & PAYMENT				
Model	Person and/or Representative	Support Coordinator (SC)	Fiscal Intermediary (FI)	Supports Broker
Both	<p>Certifies that the individual has received the hours of service as reported in SDE timesheet.</p> <p>Timesheets can be submitted two ways: Electronically (via web portal) and by fax/mail.</p>	Ensures all services are listed with appropriate service codes/rates/ timeframes.	<p>Maintains documents and records associated with payments to SDEs.</p> <p>Responsible for timely reimbursement for authorized services reflected in Service Plan.</p>	

DOCUMENTATION & PAYMENT (cont'd)				
Model	Person and/or Representative	Support Coordinator (SC)	Fiscal Intermediary (FI)	Supports Broker
Vendor Fiscal/ Employer Agent	<p>If applicable, certifies that the SDE provided transportation to the individual as authorized in the Service Plan and reported on the SDE Mileage Log.</p> <p>If applicable, certifies that the SDE paid for authorized activity fees found in the individual's Service Plan and reported on the SDE Reimbursement Form.</p>		Informs EOR and SDE of payment schedule.	<p>Can assist with setup of timesheet approval/submittal.</p> <p>Assists Person/Representatives to comply with Medicaid requirements including SDE documentation of service delivery activities.</p> <p>Assist with organization, review, and maintenance of documentation.</p>
Agency with Choice	<p>If applicable, certifies that the SDE provided transportation to the individual as authorized in the Service Plan and reported on the SDE Timesheet.</p> <p>If applicable, certifies that the SDE paid for authorized activity fees approved in the individual's Service Plan and completes reimbursement process.</p>		Informs Managing Employer and SDE of payment schedule.	Can assist service recipient/representative if they feel SDE services are not being provided appropriately (i.e. dismiss SDE from services).



# APPENDIX E:

## SUPPORTS BROKERAGE DOCUMENTATION LOG



### Support Brokerage Log

Name of Individual: Click or tap here to enter text. Individual's DDD ID: Click or tap here to enter text. Date: Click or tap here to enter text.

ISP Outcome(s): Click or tap here to enter text.

Total Monthly Hours of SB Services: Click or tap here to enter text. Reporting Period Start Date: Click or tap to enter a date. End Date: Click or tap to enter a date.

Support Broker's Name: Click or tap here to enter text.

Support Broker Strategies to assist in meeting the above stated outcome.		
The Support Broker role is to assist the person to foster independence, social engagement, and choice.		
1	<u>Click or tap here to enter text.</u>	
2	<u>Click or tap here to enter text.</u>	
3	<u>Click or tap here to enter text.</u>	

Dates of SB Services	Hours/Units	What assistance was provided? (Ex. Including but not limited to: Reached out by phone, reviewed documents, recruited employees, updated schedules, reviewed service notes, drafted x, etc. )	How did this activity assist the individual in progressing towards his/her outcomes?
Date: <u>Click or tap to enter a date.</u>	Start Time: <u>Click or tap here to enter text.</u>	<u>Click or tap here to enter text.</u>	<u>Click or tap here to enter text.</u>
	End Time: <u>Click or tap here to enter text.</u>		
	Total Units: <u>Click or tap here to enter text.</u>		
Date: <u>Click or tap to enter a date.</u>	Start Time: <u>Click or tap here to enter text.</u>	<u>Click or tap here to enter text.</u>	<u>Click or tap here to enter text.</u>
	End Time: <u>Click or tap here to enter text.</u>		
	Total Units: <u>Click or tap here to enter text.</u>		
Date: <u>Click or tap to enter a date.</u>	Start Time: <u>Click or tap here to enter text.</u>	<u>Click or tap here to enter text.</u>	<u>Click or tap here to enter text.</u>
	End Time: <u>Click or tap here to enter text.</u>		
	Total Units: <u>Click or tap here to enter text.</u>		

Individual Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Support Broker Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
*By signing this document, I verify that all information provided above is accurate.*

NJ Division of Developmental Disabilities January 2019

# APPENDIX F:

## SELF-DIRECTED EMPLOYEE SERVICE DOCUMENTATION LOG

Self-Directed Employee Service Documentation Log

Employee Name:	Payroll Period From:	To:
Individual Name:	DDD ID Number:	Plan Number:
Outcome Description:		
Service Strategies (check at least one; and check all that apply):		
<input type="checkbox"/>	Assistance with Activities of Daily Living (such as getting dressed, eating, personal hygiene, etc.)	
<input type="checkbox"/>	Assistance with Increasing Community Participation (such as daily errands, attending events, restaurant, purchasing items, travel training, etc.)	
<input type="checkbox"/>	Assistance with Increasing Independence (such as helping the individual learn to do laundry, cook, clean, dress, grocery shop, pay for items, etc.)	
<input type="checkbox"/>	Assistance with On-The-Job Support (such as safety awareness, using the restroom, attending to task, lunch/breaks, etc.)	
<input type="checkbox"/>	Assistance with Learning Activities (such as basic tutoring – math, reading, writing, support in attending a class; etc.)	
Date	Start Time (AM/PM)	End Time (AM/PM)
Tell us about the day, and how the activities will help the individual reach the above outcome		

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Service Notes Log: PAGE \_\_\_\_ OF \_\_\_\_

# NOTES & NEXT STEPS

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Use this space to record notes and next steps.



# UNDERSTANDING SELF-DIRECTED SERVICES IN NEW JERSEY AND THE ROLE OF THE SUPPORTS BROKER

This resource was developed by The Boggs Center on Developmental Disabilities, New Jersey's University Center for Excellence in Developmental Disabilities Education, Research, and Service, in collaboration with New Jersey's Department of Human Services, Division of Developmental Disabilities, NJ Collaborative for Citizen Directed Supports, people with disabilities and families.

**April 2021**

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