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# **NJ DEPARTMENT OF HUMAN SERVICES**

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**DIVISION OF DEVELOPMENTAL DISABILITIES**

# **Updates for Support Coordination Agencies**

**August 11, 2022**

# Webinar Agenda



- Welcome and Purpose
- Update: Support Coordination Agency (SCA) Landscape
- Manual Highlights: Staff Qualifications
- Manual Highlight: Service Utilization (Second Service Project)
- Manual Highlight: Transportation Services
- Support Coordination Unit (SCU) Updates
- Questions

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# Welcome and Purpose

# Welcome and Purpose



The Support Coordination Unit has launched an updated communication plan, which includes more frequent communications to Support Coordination Agencies.

This presentation is the fourth in the 2022 series.

# Welcome and Purpose



*thank  
you*

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# Support Coordination Agency Landscape

# SCA Landscape



SCA Landscape	July 2022
Total Number of SCAs on Last Day of Month	180
Total Number of Released SCAs	131
Total Number of Unreleased SCAs	49
Total Number of New SCAs	0

# SCA Landscape



<b>SCAs on a Corrective Action Plan</b>	<b>July 2022</b>
Total Number of SCAs on CAP	31
# of Released SCAs on CAP	1
# of Unreleased SCAs on CAP	30



# SCA Landscape



**Support Coordination  
Capacity**

**32,372**

**Support Coordination  
Census**

**23,933**

Data as of August 1, 2022

# SCA Landscape



## Manual Language Re SCA Census

An SCA must provide services in at least one county and for a minimum of 60 individuals.

The Division will start to move toward broad enforcement of this requirement. While a deadline is not yet established, any Support Coordination Agency that serves below 60 individuals is directed to take steps to meet that minimum requirement.

# SCA Landscape



Support Coordination Agencies considering their options are welcome to attend the training entitled:

[SCAs Considering Operational Options and Sustainability.](#)

Please see Education and Training [Calendars](#) upcoming training opportunities.

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# Manual Review

# Manual Review



- This and future webinars will review select manual requirements for SCAs.
- The goal of these reviews is to ensure that SCAs are utilizing the manuals as a tool for meeting Division requirements.
- Manual requirements, while sounding administrative in nature, are directly related to the ability to provide excellent service to individuals.

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# Manual Highlight: SCA Staff Qualifications



# Manual Highlight: SCA Staff Qualifications

Support Coordination Agencies are directed to review section 17.18.4 of the waiver manuals.

# Manual Highlight: SCA Staff Qualifications



- The responsibility of ensuring the health and safety of individuals by having staff meet basic qualification standards is a responsibility shared by the Division and Support Coordination.
- Support Coordination Agencies will not be able to claim for services provided by staff who have not met qualification requirements. This may also result in the need to return funds.



# Manual Highlight: SCA Staff Qualifications



## Section 11.3, 15.1.2, 17.18.4 and Appendix I

- Support Coordination Agencies are responsible to ensure all staff meet the qualifications set forth in the Supports Program and Community Care Program Manual.
- Support Coordination Agencies are required to check that staff hired, Board of Directors, shareholders, and contracted vendors utilized are not excluded from working with individuals with developmental disabilities or within a Medicaid provider agency.

# Manual Highlight: SCA Staff Qualifications



## Section 11.3, 15.1.2, 17.18.4 and Appendix I (continued)

- All approved service providers must maintain documentation that can be provided at the request of the Division to demonstrate continued compliance with qualification requirements. Personnel files that include relevant licenses, certifications, proof of completion of mandated training, etc. shall be maintained and available for Division review at any time.

# Manual Highlight:

## SCA Staff Qualifications



Manual Standard	Staff Qualifications
17.18.4	Bachelor's Degree or higher in any field AND...
17.18.4	1 year (full-time) experience working with adults (18 or over) with Intellectual/Developmental Disabilities
17.18.4	SC Supervisors cannot be related by blood or marriage to anyone who's plan they will supervise or sign off on
17.18.5.7	Support Coordination Agency staff cannot be related by blood or marriage to any individual they serve
17.18.4 Appendix E	Successful completion of trainings required by the Division before rendering services

# Manual Highlight:

## SCA Staff Qualifications



Manual Standard	Staff Qualifications
17.18.4	Completed State and Federal Criminal Background Check prior to hire
17.18.4	Documentation of Child Abuse Registry Information (CARI) checks at the time of hire
17.18.4	Verification of Central Registry check at the time of hire
Appendix I	Repeat Fingerprint Checks every 2 years after initial.
Appendix I	Verification of NJ Treasurers Exclusion database check at the time of hire and monthly thereafter.

# Manual Highlight: SCA Staff Qualifications



Support Coordination Agencies are directed to develop a method of verifying staff qualifications, and that method shall be included within the agency's Policies & Procedures Manual.

# Manual Highlight: SCA Staff Qualifications



## Organizational Tip

Support Coordination Agencies should consider systems that track and house information related to staff qualifications. For example, a personnel file, folders of certificates for completed trainings.

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# Manual Highlight: Service Utilization

# Manual Highlight: Service Utilization



## Second Service Project

- On June 9, 2022, a Webinar was held on Service Utilization Waiver Requirements at which time the Second Service Project was introduced.
- Per section 5.4.1 of the Supports Program and Community Program Manuals, an Individual needs to access at least one Division-funded waiver service in addition to Support Coordination.
- Support Coordination Agencies are responsible for ensuring waiver compliance.



# Manual Highlight: Service Utilization



## Second Service Project Goals

- To ensure waiver compliance and service access.
- To provide every individual the needed support in identifying preferred services that encourage meaningful participation in their community and enhance independence.
- To support the ongoing efforts of Service Case Management and Support Coordination Agencies with successful project completion.

# Manual Highlight: Service Utilization



## Second Service Project Progress

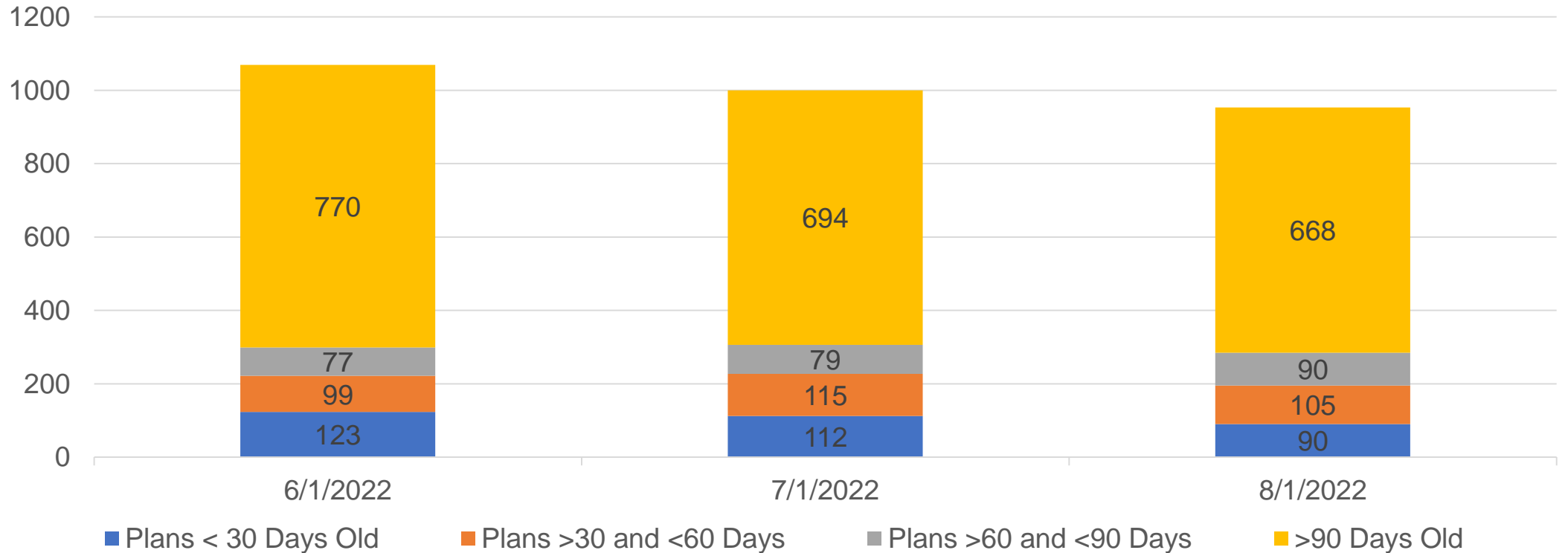
- The Second Service Project was introduced at the SCA Webinar on June 9, 2022.
- Initial Distribution of the “No Obligation Report” and instruction letter was sent on June 10, 2022.
- Service Utilization-Waiver Requirement Training was held on June 22, 2022.
- Frequently asked questions were included in the July SCU Beacon Newsletter.

# Manual Highlight: Service Utilization



## Second Service Project Updates

### Number of Plans Currently Without Services



# Manual Highlight: Service Utilization



## Second Service Project Updates

Initial observations from May – August 2022 data reflected an overall reduction of 116 plans without services:

- 102 plan reduction in the greater than 90 days category since this project was introduced.
- Plans less than 30 days old and plans greater than 90 days saw the most reduction.

Support Coordination Agency outreach makes a tremendous difference in achieving the shared goal of identifying preferred services for individuals.

**THANK YOU!**

# Manual Highlight: Service Utilization



## Second Service Project Next Steps

- On August 12, 2022, the Support Coordination Unit will complete the 2<sup>nd</sup> distribution of the “No Obligation Report”. Follow up is requested on individuals identified in the report without a second service.
- For individuals who identified in June reports, and follow-up was completed, the Support Coordinator should continue to have conversations with the individual and/or family regarding accessing services.
- Conversations should be documented in the MMT form and iRecord notes.

# Manual Highlight: Service Utilization



## Second Service Project Expected Follow Up

- Explain the waiver requirement of having a second service added into the service plan.
- Complete a review with the individual/family on the services that can be accessed through the waiver.
- Support the individual/family in identifying Providers.
- Complete an iRecord note with the follow-up steps taken for resolution.

# Manual Highlight: Service Utilization

## Second Service Project Expected Follow Up (continued)

- If an individual or family is not ready for a service during the public health emergency, the reason should be documented in iRecord in a case note using the category COVID-19. Upon the conclusion of the federal public health emergency individuals without a second service for 90 days will be reviewed.
- If the individual/ family is not interested in services at any time and chooses to disenroll, the voluntary disenrollment process should be followed. This process can be referenced in Section 5.4.1 of either manual.

# Manual Highlight

# Service Utilization



## Second Service Project Resources

- The [Provider Search](#) database.
- Identify Self-Directed Employees through the [Collaborative Interactive Map](#).



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# Manual Highlight: Transportation Services

# Manual Highlight: Transportation



## Manual Language Regarding Transportation:

### 17.21.2 Service Limits

Reimbursement for transportation is limited to distances not to exceed 150 miles one way and cannot be used for services where transportation is built into the rate (e.g. Individual Supports/Daily Rate and/or Day Habilitation within assigned catchment area).

# Manual Highlight: Transportation

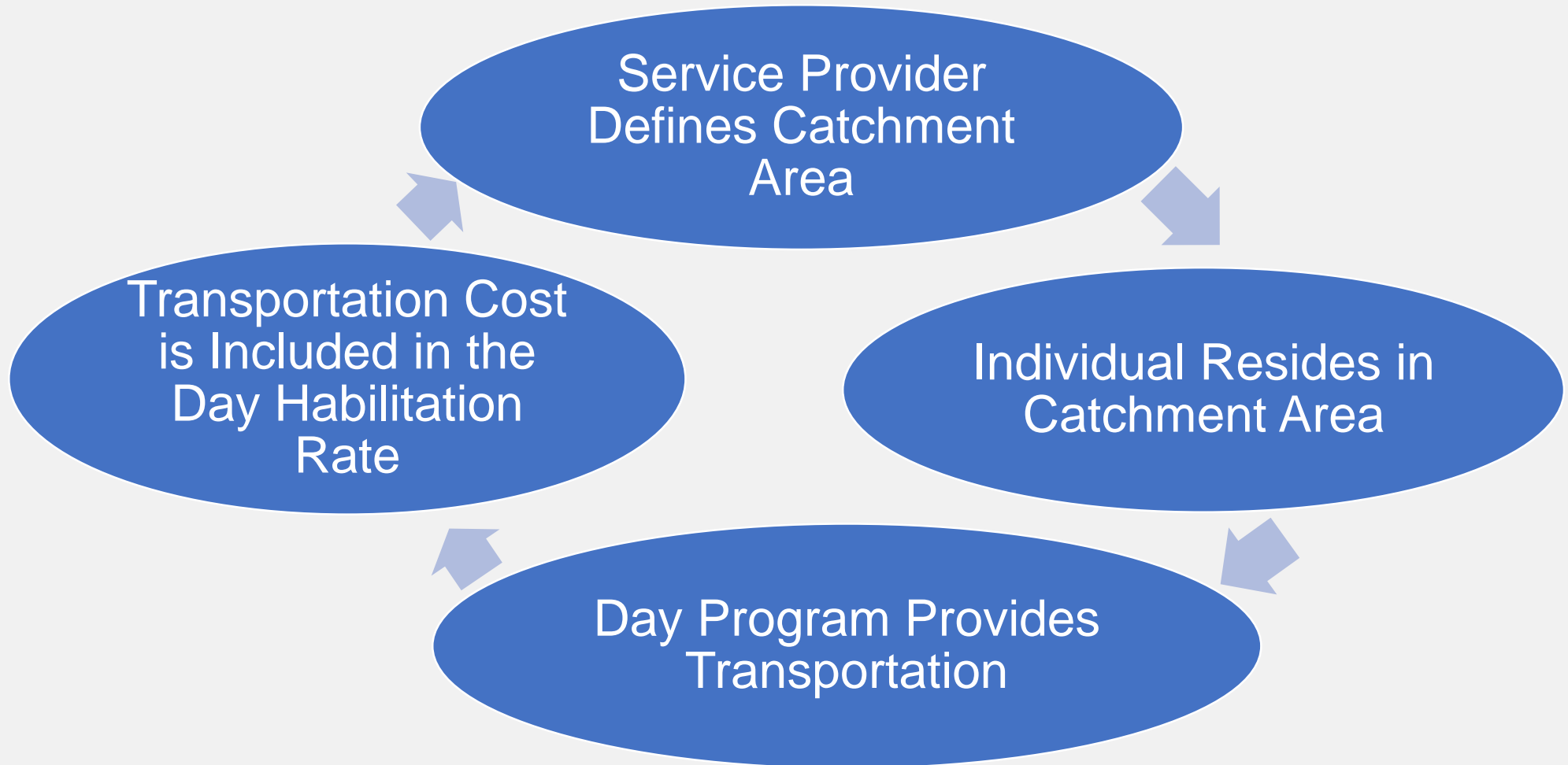


## Transportation and Day Habilitation

- Transportation is included in the day habilitation rate for those within the Service Provider's catchment area. The Service Provider defines their catchment area.
- It is permissible to add transportation to the Individualized Service Plan if an individual resides outside of the catchment area.

# Manual Highlight: Transportation

## Transportation and Day Habilitation: Inside Catchment Area



# Manual Highlight: Transportation

## Transportation and Day Habilitation: Inside Catchment Area

If the day habilitation provider serves an individual within the catchment area but is indicating that they cannot/will not provide transportation, the Support Coordinator should take the following actions:

- Hold an IDT Meeting to discuss natural resources or supports.
- Contact the Provider Performance and Monitoring Unit at [DDD.ProviderHelpdesk@dhs.nj.gov](mailto:DDD.ProviderHelpdesk@dhs.nj.gov) for awareness.
- Determine if there is an openness to exploring other providers.
- Do not enter a separate transportation service in the ISP.



# Manual Highlight: Transportation

## Transportation and Day Habilitation: Outside Catchment Area

### Service Provider Defines Catchment Area

- Individual does not live inside the catchment area.

### Seek Alternate Transportation

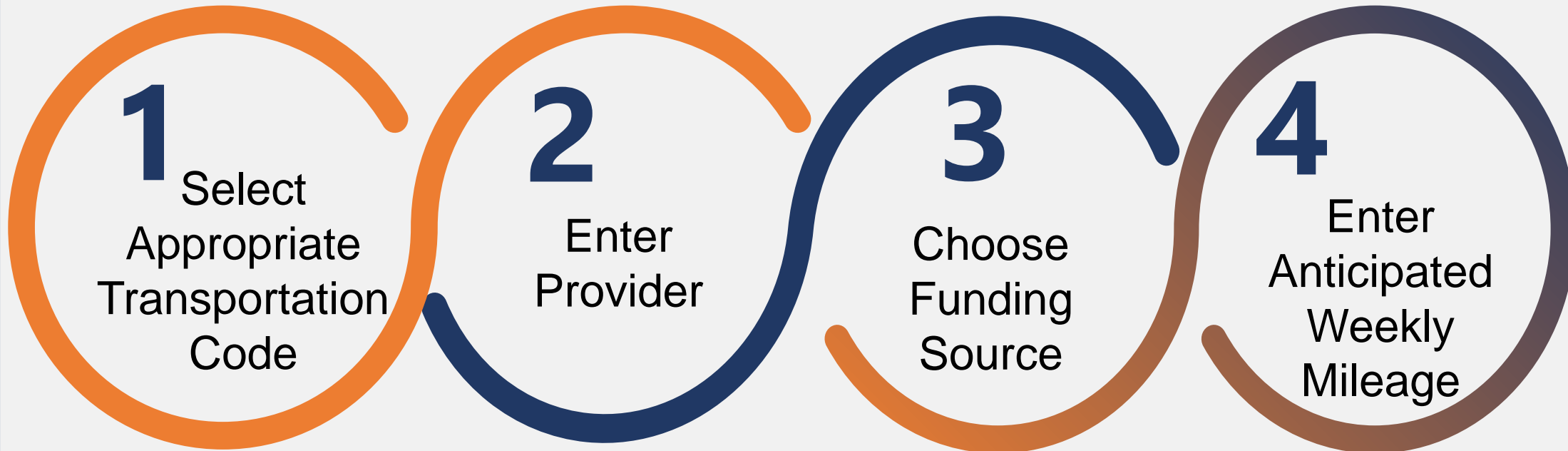
- Team meets to identify natural resources. If not available, transportation services will be needed.

### Secure Transportation Services

- Roundtrip mileage to day habilitation site calculated. Mileage cannot exceed 150 miles one way

# Manual Highlight: Transportation

## Transportation and Day Habilitation: Outside Catchment Area Adding to the ISP



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# Manual Highlight: Transportation



## Transportation Options

Multiple  
Passenger  
Transportation

Single  
Passenger  
Rate  
Transportation

Self-Directed  
Employee

Goods &  
Services



# Manual Highlight: Transportation



## Multiple Passenger Transportation

- This service is selected when a Medicaid/DDD-approved provider transports more than one individual on the vehicle.
- **Procedure Code:** A0090HI22
- **Funding Source:** Medicaid
- **Reimbursement rate:** .74/mile
- **Units:** round trip mileage

# Manual Highlight: Transportation



## Single Passenger Rate Transportation

- Used when a community vendor or Medicaid/DDD approved provider is transporting a single individual during the entire trip, OR when a community vendor **whose sole business is providing transportation to the general public** is transporting more than one individual receiving DDD-funded Transportation services.
- **Procedure Code:** A0090HI
- **Funding Source:** Fiscal Intermediary (FI)
- SCA completes and uploads the “Single Passenger Rate Transportation Request Form.” The Division reviews/ approves to ensure the mileage reimbursement rate is reasonable and customary.

# Manual Highlight: Transportation



## Self-Directed Employee

- This service is selected when an individual chooses to hire an SDE to provide transportation to/from activities and services. All standards for the SDE hiring and payment process apply.
- **Procedure Code:** A0090HI52
- **Funding Source:** Fiscal Intermediary (FI)
- **Units:** 15-minute rate
- If the rate of reimbursement requested is outside of reasonable & customary parameters, DDD will be required to review the rate and provide approval.

# Manual Highlight: Transportation



## Transportation and Goods & Service Requests

The only time an SCA should enter a Goods & Service request for transportation service is when a generic transportation vendor (Single Passenger) charges a flat or boarding fee in addition to the per-mile rate.

The flat/ boarding fee is submitted as a Goods and Service Request, whereas, the mileage request will be entered using a single passenger procedure code.

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# Support Coordination Unit Updates

# Support Coordination Unit Updates



## Care of the Individual

- The individuals care is our focus
- Person-centeredness focus in training efforts
- Developing a trauma-informed perspective

## Measuring Our Work

- Evaluation of unreleased SCAs
- Pilot projects with released SCAs
- Evaluation of E&T sessions

## Improving Systems

- Monthly E&T calendars for SCAs & Division staff
- Monthly newsletters for SCAs & SCU
- Formalization of SCU communications

## Communicating Our Work

- New tracking systems
- Helpdesk improvements
- Collaboration with other units on forms and processes

# Support Coordination Unit Updates

## Documentation Workgroup

A workgroup, representative of all Division units, was established in June 2022 to review documentation practices.

The workgroup is meeting during the summer and hopes to conclude the initial round of work by September 2022.

Results and decisions of the workgroup will be put forth in trainings to Division staff and SCAs.



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# Support Coordination Unit Updates



## Documentation Workgroup Goals

- Ensure alignment on major areas of documentation practice.
- Improved consistency in note types.
- Clarification and guidelines for Division supervisors and other staff related to iRecord documentation.
- Develop/update Division guidance related to documentation for distribution to Division staff and to Support Coordination Agencies.
- Determine evaluation indicators to use as a measurement of documentation improvements.
- Coordination with IT regarding issues that have an impact across units.



# Support Coordination Unit Updates



## Documentation Workgroup Planned Outcomes

- Improved consistency in documentation practices across the Division.
- Improved quality of documentation practices in the Division and with SCAs.
- Establishment of documentation guidelines.
- Development of documentation training for SCU staff, Division staff, and SCA staff.

# Support Coordination Unit Updates



## Vaccination Surveys

### Executive Order 294:

#### COVID 19 Vaccination Survey Support Coordination

A Survey invitation is emailed on the 2<sup>nd</sup> Monday of every month.

- Each email contains a new link to the survey
- The email is sent to the Executive Director of the agency.
- The email may be marked as 'Possible Spam Quarantine', please be on the lookout for it.

# Support Coordination Unit Updates



## Vaccination Surveys

Follow-up from the Support Coordination Unit has occurred each month with Agencies who have not yet responded.

July 2022	
Response Before SCU Outreach	Response After SCU Outreach
51%	92%

# Support Coordination Unit Updates

## Commitment to Education & Training

Month	Audience	Number of Trainings	Number of Attendees
January 2022	SCAs	8	779
February 2022	SCAs	6	1,110
March 2022	SCAs	10	807
April 2022	SCAs	10	513
May 2022	SCAs	15	1073
June 2022	SCAs	15	565
July 2022	SCAs	9	496



# Support Coordination Unit Updates



## Commitment to Education & Training

- The Support Coordination Unit [Monthly Calendar Link](#).
- The College of Direct Support is available to Support Coordination Agencies 24 hours a day/7 days a week. College of Direct Support [link](#).
- Elizabeth M. Boggs Center on Developmental Disabilities [link](#).
- Helpdesk for Education and Training: [SCUTraininghelpdesk@dhs.nj.gov](mailto:SCUTraininghelpdesk@dhs.nj.gov)

# Support Coordination Unit Updates



## Commitment to Communication

<b>SCA Newsletter The Beacon</b>	<b>SCA Update Webinars</b>
<p data-bbox="555 772 1403 833">Distributed every other month.</p> <p data-bbox="555 1001 1403 1139">Four Newsletters sent thus far in 2022 to 1,400 + recipients!</p>	<p data-bbox="1538 772 2270 911">Live webinars every other month.</p> <p data-bbox="1480 1001 2328 1139">Four SCA Webinars in 2022, average attendance is at 535.</p>

# Support Coordination Unit Updates



## Support Coordination Unit Communication Updates

Next Support Coordination Agency Webinar:  
Thursday, October 13, 2022, 1:00-2:00 pm.

[Register here](#)

The Division's SC Webpage now lists all SCA Webinars for the remainder of the year. 2022 SCA Webinars may be found [here](#).

# Support Coordination Unit Updates



## Webinar Feedback

Participants attending this webinar will have the opportunity to provide feedback related to this presentation. The feedback tool should immediately appear when the webinar has ended.



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# Questions?