Recording in Progress

THANK YOU FOR YOUR DEDICATION — AND — HARD WORK

Agenda

1. Support Coordination Unit (SCU) Updates
2. Support Coordination Agency (SCA) Landscape
3. Support Coordination Agency Evaluation Updates
4. SCA Census Requirements and Enforcement
5. Division Updates
6. Highlight: Deliverables and Claiming Requirements
7. Choking Prevention Awareness Month
8. Resources
9. Questions

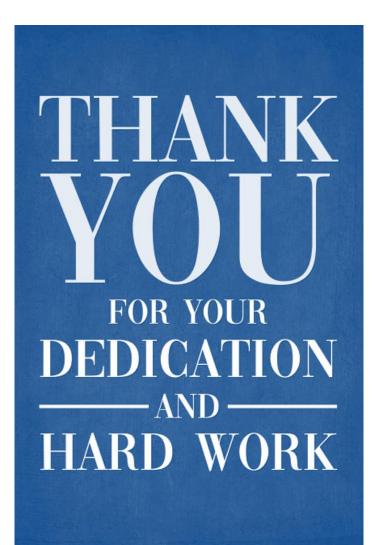# Support Coordination Unit Updates

SCU Updates.

Register for the 2025 Support Coordination Update Webinars!

SC Update Webinars are held quarterly on the following Thursdays:

May 8, 2025: 1-2 p.m.	[Register for the May 8 SCA Update Webinar](#)
August 14, 2025: 1-2 p.m.	[Register for the Aug. 14 SCA Update Webinar](#)
November 13, 2025: 1-2 p.m.	[Register for the Nov. 13 SCA Update Webinar](#)

NEW JERSEY HUMAN SERVICES | Division of Developmental Disabilities

SCU Updates.

Archived Resources!

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

- Quarterly Support Coordination Update Webinars
- Monthly Support Coordination Update Newsletters

Both are available on the Support Coordination Information page.

SCU Updates

Updated Prerequisites!

Support Coordination prerequisites for new Support Coordinators and Supervisors have been updated. Effective **January 1, 2025**, the [College of Direct Support](#) (CDS) has replaced the previous prerequisites with the following:

- DDD SC Prerequisite: Support Coordinator Roles and Responsibilities
- DDD SC Prerequisite: Overview of DDD System
- DDD SC Prerequisite: Getting Started with iRecord Part 1
- DDD SC Prerequisite: Getting Started with iRecord Part 2

SCU Updates

Updated Prerequisites!

As always, new Support Coordinators and Support Coordinator Supervisors must complete prerequisites at least one week before attending The Boggs Center's two-day live virtual training, *SC Orientation: Person-Centered Planning and Connection to Community Supports.*

SCU Updates

Training Highlights

NEW!

[Walkaway Safety and Documentation](#)

February 19, 2025

10-11 a.m.

**UPDATED!
February 2025**

[Support Coordinator Monitoring Tools](#)

February 26, 2025

2-3:30 p.m.

SCU Updates

Monthly Support Coordination Training Calendars
are available on the Support Coordination Information page.

- DDD Trainings for Support Coordinators: February 2025
- College of Direct Support Trainings for Support Coordinators: February 2025

Support Coordination Agency Landscape

SCA Landscape

As of February 3, 2025

Support Coordination Capacity	Support Coordination Census
36,135	26,861

SCA Landscape

SCA Landscape	As of February 4, 2025
Total SCAs	141
Released SCAs	128
Unreleased SCAs	13
New SCAs in 2025	**0**
Number of SCAs Closed in 2025	**3**

SCA Landscape

SCA Census	As of February 4, 2025
Total SCAs with Census less than 60	**26 (16 Released, 10 Unreleased)**
SCAs with Census of 0 – 10	8 (1 Released; 7 Unreleased)
SCAs with Census of 11 – 20	2 (1 Released; 1 Unreleased)
SCAs with Census of 21 – 30	0 (0 Released; 0 Unreleased)
SCAs with Census of 31 – 40	7 (6 Released; 1 Unreleased)
SCAs with Census of 41 – 50	3 (2 Released; 1 Unreleased)
SCAs with Census of 51 – 59	6 (6 Released; 0 Unreleased)

Support Coordination Agency Evaluation Updates

SCA Evaluation

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

DRAFT Indicators for 2025 SCA Evaluations

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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	Group 1: 7 selected, 5 completed Group 2: 12 selected, 9 completed Group 3: 6 selected, 6 completed	All released
2025	Group 1: 7 selected Group 2: 6 selected -notification late Feb. Additional groups TBD	Groups 1 and 2: released

SCA Evaluation Training Resources

Available on the College of Direct Support

Policies & Procedures Manuals

Quality Management: Plans, Processes, and Reporting

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

Support Coordination Agencies (SCAs) Considering Operational Options and Sustainability

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SCA Evaluation Resources

ISP Plan Reviews: Guidance for SCAs

Support Coordination Agency Policies & Procedures Guidebook

Support Coordination Agency Evaluation Guidebook

Support Coordinator Monitoring Tool Work Instructions

For more resources, visit the Support Coordination Information page.

Support Coordination Agency Census Requirements and Enforcement

SCA Census Requirements and Enforcement

Policy Manuals Version 6.0 – April 2024 Section 17.18.5.8

Effective April 1, 2025, any Support Coordination Agency operating for 12 months or longer must serve a minimum of 60 individuals and serve at least one county. Support Coordination Agencies serving less than 60 individuals after one year of operation may not continue operations unless extenuating circumstances have been determined by the Division. The Division of Developmental Disabilities is not responsible for referring individuals to a Support Coordination Agency to meet this metric.
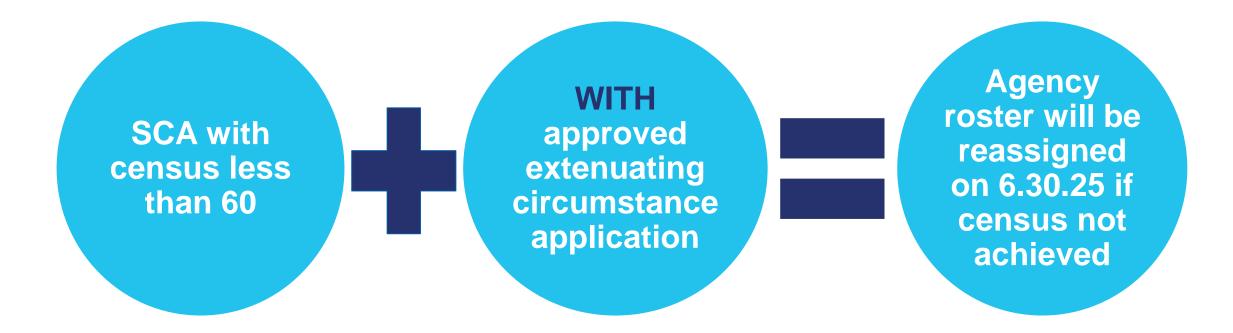
Census Enforcement

SCA with census less than 60

+

WITHOUT approved extenuating circumstance application

=

Agency roster will be reassigned on 4.1.25

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Division of Developmental Disabilities

Census Enforcement

SCA with census less than 60

+

WITH approved extenuating circumstance application

=

Agency roster will be reassigned on 6.30.25 if census not achieved

Census Enforcement

SCAs are strongly encouraged to plan for the future of their agency and for those they serve by making plans in advance.

There is still time to make choices.

Census Enforcement Trainings

Support Coordination Agency Census Requirements

If you missed the live training on

Feb. 5, this training is available on

College of Direct Support

Support Coordination Agencies (SCAs) Considering Operational Options and Sustainability

LIVE! Tuesday, Feb. 25, 2025

2 – 3 p.m.

Also available on

College of Direct Support

Census Enforcement Resources

Census Enforcement Information Hub

Support Coordination Webpage

Video Highlight!

Enforcement of Support Coordination Agency Census Requirements: A Brief Summary

Division Updates

New VF/EA Fiscal Intermediary

- The Division is pleased to announce that, through a competitive bidding process, [Acumen Fiscal Agent](#) has been chosen as the new fiscal intermediary for DDD's Vendor Fiscal/Employer Agent Self-Directed Services Model.

- Self-Directed Employees and Vendors currently paid through Public Partnerships LLC (PPL) will transition to Acumen.

VF/EA Transition Overview

PHASE 1
- Demographics and Data Transfer from DDD and PPL to Acumen

PHASE 2
- Acumen Communication to Employers and Employees to Initiate Online Enrollment
- In-Person Enrollment Opportunities
- Training on New System (Ongoing)

PHASE 3
- Go Live with Existing Employers, Employees, Vendors

PHASE 4
- Acumen Begins Processing New VF/EA Referrals

VF/EA Transition Overview

What to Expect in the New System				
Electronic Visit Verification (EVV)	Email Address Required to Participate	Electronic Timesheet Submission	Service Documentation Required for Payment	Self-Directed Employee Identification (ID) Card

VF/EA Transition Overview

What's (Tentatively) Next?		
Acumen Introductory Webinar in February	Ongoing webinars and trainings for participants and families, employers, employees, and vendors	Thorough and timely information provided for all involved

Division Updates

Updated Forms and Directories – Internal

Updated documents available on the Support Coordination Information page:

- ISP Review Checklist for Support Coordination Supervisors (January 2025)

- Single Passenger Rate Transportation Request (January 2025)

- ISP Plan Reviews: Guidance for SCAs (February 2025)

The Directory of DDD Helpdesks was updated to include the MCO (Managed Care Organizations) Helpdesk – this helpdesk is for MCO Care Managers to request the name and contact information of an individual's Support Coordinator.

Division Updates

Updated Forms – External

Updated! The Boggs Center's [Evaluating Your Support Coordination Services](#) tool is updated and available in English and Spanish on the [The Boggs Center](#) website.

This tool is designed for use by individuals, but may be a great tool to help agencies with self-assessment.

Division Updates

Guardianship Referral Reminder

When initiating a new referral to the Bureau of Guardianship Services (BGS):

- Submit the [Request for Guardianship Recommendation Form](#) with all supporting documentation. **Without supporting documentation, the process cannot move forward.**

- A DDD psychologist will review and make a recommendation regarding need.

For more information, see Section 7.1.1 in the DDD policy manuals or the [Support Coordination Information](#) page for guardianship forms and instructions.

Highlight:
Deliverables and Claiming Requirements

Deliverables and Claiming Requirements

Overview

Support Coordination deliverables include the required documentation showing that services were delivered. **Before** submitting a claim to Medicaid/Gainwell for reimbursement of services, services must be provided, with documentation completed and uploaded in iRecord.

Deliverables and Claiming Requirements

Support Coordinator Deliverable Requirements

Per Section 6.4, of DDD's policy manuals, Support Coordination Deliverables include the following documentation of delivered services:

- Monthly, quarterly face-to-face, and annual face-to-face contact documented on the Support Coordinator Monitoring Tools (SCMTs)

- Completed Person-Centered Planning Tool (PCPT)

- Approved Individualized Service Plan (ISP)

Deliverables and Claiming Requirements

Claim Submissions

Per sections 12.3, 13.1 and 17.18.3 of the policy manuals, the following must be in place for an SCA to submit claims for Medicaid services:

- Proper, written documentation of services that were delivered to substantiate the claim in the case of an audit (i.e. completed SCMTs, a completed PCPT and an approved ISP)

Claims should not be made before a deliverable occurs and documentation is in place.

Deliverables and Claiming Requirements

Summary

- Support Coordination deliverables are required and allow an SCA to claim for services provided. There can be serious consequences to fraudulent documentation and subsequent claiming.

- Deliverables are directly tied to the individuals served.

- The success and viability of the SCA translates to individuals receiving consistent, person-centered services and align with manual requirements

- SCAs can plan for success by having a quality management plan to troubleshoot, find and correct issues in a timely manner, and seek assistance when needed.

Deliverables and Claiming Requirements

Deliverables and Claims Requirements

A training for Support Coordination Agencies

Wednesday, March 17, 2025
2 – 3 p.m.

Choking Prevention Awareness Month

Katie Neve, Chief of Data & Quality

Office of Risk Management

Choking Facts

- Choking can be preventable with the right supports and documentation.

- Almost 50% of choking incidents occur for individuals who don't have a prescribed modified diet (regular).

- Choking can be fatal or have serious outcomes such as aspiration pneumonia and hypoxia, which are dangerous on their own but can also lead to death.

- The Division has resources to help *__proactively__ before someone chokes, and can help ensure mealtime safety in future events.

Division Actions and Partnerships

- Choking has been a focus of the Division for decades due to it's potentially fatal nature.

- The DDD Resource Team has expanded training efforts over the last 10 years to spotlight the issue, including collaboration with SCU for the Mealtime Safety and Documentation Training.

- The Health and Safety Section of the website has been expanded to include training and resource information.

- Choking Prevention Awareness Month (CPAM) was started in 2024 to highlight prevention efforts and receive feedback from stakeholders.

THE DDD RESOURCE TEAM PRESENTS THE 2ND ANNUAL:

CHOKING PREVENTION AWARENESS MONTH

National Choking Awareness Day is March 28, 2025

■ In-Person Trainings for Stakeholders

Two Sessions in March | 10:00 am - 2:30 pm

Join Licensed Speech Pathologist staff for a comprehensive day of mealtime-related trainings at 5 Commerce Way, Hamtilon, NJ. Live demonstrations on preparing modified diet textures and liquid consistencies will occur. Learn about resources available from our Choking Prevention Unit to assist in preventing choking incidents, including individualized consultations, tips, and trainings.

Please utilize the links below to register for live, in-person trainings. Space is limited.

- Tuesday, March 11, 2025
- Thursday, March 27, 2025

Trainings will include:

- Managing Dysphagia in the Community
- Diet Textures
- Liquid Consistencies
- Mealtime Risks of Regular Diets
- Mealtime Supervision

■ Virtual Workshops

Can't make it to a live-in-person training? No problem! There will also be virtual workshops throughout March. In addition to the topics above, additional trainings will include:

- Managing Dysphagia in the Community
- The Choking Risk of Regular Diets
- Mealtime Supervision
- Diet Textures
- Liquid Consistencies
- Mealtime Safety and Documentation
- Adaptive Mealtime Equipment
- Choking IRs & Choking Checklist Webinar
- Intro to Pica
- Prevention of Food Grabbing
- Gastronomy Tube Care
- Danielle's Law Refresher (including English and Spanish sessions)

■ Choking Round Table Discussion
(invite only)

Select Residential Providers and Support Coordination Agencies will be invited to join a group discussion to share experiences with the prevention of choking events. This interactive dialogue will allow attendees to share best practices regarding mealtime safety, discuss staffing needs and challenges, and explore the intersect between providers and SCAs.

Please see the website
for a complete list of Choking
Prevention Awareness Month
events and registration links:
www.nj.gov/humanservices/ddd/individuals/healthsafety/

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

DDD Resources

DDD Resources

- Support Coordination assistance: DDD.SCHelpdesk@dhs.nj.gov

- Routine questions: DDD.FeeForService@dhs.nj.gov

- Training inquiries: SCUTrainingHelpdesk@dhs.nj.gov

- HCBS questions: DDD.HCBShelpdesk@dhs.nj.gov

- Medicaid questions: DDD.MediElighelpdesk@dhs.nj.gov

- Self-directed services questions: DDD.OESDS@dhs.nj.gov

- Waiting list questions: DDD.CCPWaitListRequests@dhs.nj.gov

A complete listing is found here: Directory of Email Helpdesks and Mailboxes

Questions

Post-Webinar Survey