Support Coordination Update
News and information for Support Coordinators

Issue 2025-01

In this issue:

Health and Safety Resources

Support Coordinators and Service Providers are encouraged to register for an upcoming DDD Resource Team training, Understanding and Preventing Health Conditions that can be Life Threatening for People with IDD on Monday, February 24, 2025, 2 – 3 p.m.

The Resource Team has a variety of resources available on the Division's Health and Safety Information for Individuals, Families and Providers page, including:

- Workshops and trainings
- Flyers and referral forms for behavior analysis, choking prevention, nursing and speech/language pathology
- Medical Tracking Sheets and Behavioral Data Sheets
- Health and safety handouts

Health and safety concerns should be thoroughly discussed at the annual planning team meeting, and any needed tracking should be clearly noted in the Individualized Service Plan.

News and Reminders

Public Partnerships, LLC (PPL), one of two New Jersey fiscal intermediary agencies, is available to meet with Support Coordination Agencies, family groups, advocates, Supports Brokerage agencies, etc. A PPL representative can speak at an upcoming meeting or conference to help groups gain a better understanding of self-direction, the Vendor/Fiscal Employer Agent model, and PPL's operational policies and processes. To request a meeting, visit the PPL website.

NEW! **SDE Over-the-Phone Enrollment!**

Public Partnerships now offers over-the-phone enrollment for new Self-Directed Employees (SDEs). Instructions about using this enrollment option are available on the PPL NJDDD Self-Directed Services website.

Policy Manual Update Reminder: Self-Directed Employees

In April 2024 the Division's policy manuals were updated to state that Self-Directed Employees (SDEs) may not be regularly scheduled to work more than 16 consecutive hours in any 24-hour period. To ensure the safe delivery of services and avoid unnecessary risk, annual planning-team meetings should consider the following:

- Clearly define the individual's support needs.
- If the individual needs overnight support, SDE staffing is reimbursable only if staff is awake and the need for overnight-awake staff is clearly documented in the Individualized Service Plan (ISP).
- Discuss hours of availability of both paid caregivers and unpaid, natural supports.
- Ensure services and caregivers are identified to cover all needed hours of support.
- Ensure a back-up plan is in place for an emergency and in case a caregiver is unexpectedly unavailable.

Allocate the individual's budget carefully to ensure services are supported for the *entire* plan year.

Reminder: Updated SC Prerequisites for New Support Coordinators and Support Coordination Supervisors

The Division's Support Coordination Unit has updated the Support Coordination prerequisites for new Support Coordinators (SCs) and Supervisors (SCSs).

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

As always, new SCs and SCSs 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.*

New SCs and SCSs who completed the prerequisites prior to January 1, 2025 do not need to complete the new prerequisites. Experienced SCs and SCSs who complete the new prerequisites can use them toward their annual professional development requirement.

Every Support Coordination Agency has CDS Administrators who assign trainings in CDS and who can reassign for repetition, if desired. CDS trainings are available to learners 24 hours a day/7 days a week.

Support Coordination Agency Census Enforcement Reminders

Effective April 1, 2025, DDD will begin enforcement of the census requirement that Support Coordination Agencies must serve 60 or more individuals to continue operations. Agencies with a census under 60 should have a plan in place well before April 1, 2025. The agency's assigned Quality Assurance Specialist is available for technical assistance.

Information to help agencies comply with census requirements is posted on the [Support Coordination Information](#) page under the Support Coordination Census Enforcement tab:

- [Support Coordination Agency Census Enforcement Fact Sheet](#)
- [Support Coordination Agency Census Enforcement FAQ](#)
- [Support Coordination Agency Mergers/Acquisitions Fact Sheet](#)

Video Highlights Related to Census Enforcement

- [Enforcement of Support Coordination Census Requirements – A Brief Summary](#)
- [Overview of the Extenuating Circumstance Application](#)

Upcoming Trainings Related to Census Enforcement

Support Coordination Agency Census Requirements

- [January 15, 2025: 10 – 11 a.m.](#)

Support Coordination Agencies Considering Operational Options and Sustainability

- [January 6, 2025: 10 – 11 a.m.](#)
- [February 25, 2025: 2 – 3 p.m.](#)

Support Coordination Unit Evaluations

Focus On: Services - Provider Search Database and Acuity Follow-up

The Support Coordinator uses information from the NJCAT, PCPT, and other discovery and/or assessment tools to identify individualized services appropriate for the individual's needs and support the outcome for which they are listed.

Following the November Support Coordination Update article about using the Provider Search database for individuals with an assigned acuity factor, many Support Coordination Agencies (SCAs) have initiated internal reviews to ensure providers are qualified to serve individuals with an acuity. If an SCA becomes aware that an individual with an acuity is receiving services from a provider not qualified to deliver acuity services, the SCA must do the following:

1. Contact Ddd.Providerhelpdesk@dhs.nj.gov to confirm the provider's current qualifications.
2. If the provider is not qualified to support the person's enhanced needs, work with the individual to identify an alternate, qualified provider.
3. During the search for an alternate provider, the current provider should continue supporting the individual.
4. Advise the unqualified provider to contact Ddd.Providerhelpdesk@dhs.nj.gov for help coming into compliance.

No additional referrals of individuals with an acuity should be made to the provider until they are in compliance as a qualified provider of acuity services.

Focus On: Person-Centered Planning and Non-Verbal Communication

Making sure the annual service plan reflects an individual's wishes, hopes, and dreams is part of person-centered planning and the Home and Community-Based Services (HCBS) Final Settings Rule. This can be challenging at times, especially if an individual has a non-verbal method of communication. Below are some tips the planning team can use to ensure an individual's plan represents their needs and wants.

- Support the individual in using their preferred style of communication during meetings and document this in the ISP.
- Pay careful attention to non-verbal signs, such as body language, movements, and gestures.
- If it is not clear what someone is trying to communicate, *ask questions*.
- Be mindful of your own non-verbal communication. Tone of voice, body language, facial expressions, etc. can help convey questions or what is being discussed.
- With an individual's permission, be sure the planning process includes people who know the individual best and might assist them to communicate more fully.
- When appropriate, use Interpreter Services for meetings. Section 17.10 of the Division's policy manuals includes information about this service.

Evaluation Resources

The Support Coordination Unit has many trainings and resources posted on the [Support Coordination Information](#) page to help Support Coordination Agencies ensure they are meeting DDD policy requirements.

The [Support Coordination Agency Evaluation Guidebook](#) provides a comprehensive overview of the evaluation process to help SCAs prepare for evaluation and know what to expect.

A [Quick Reference Guide to Support Coordination Agency Staff Requirements](#) contains a complete description of SCA staff requirements and documentation expected to be stored in personnel records.

UDATED TRAINING (June 2024) [Preparing for Support Coordination Agency (SCA) Evaluation: A Training for SCAs](#) | January 8, 2025: 2 – 3:30 a.m.

UPDATED TRAINING (October 2024) Support Coordination Agency (SCA) Staff Qualification Requirements | January 7, 2025 2 – 3:00 p.m.

Resources

Featured Support Coordination Training Opportunities

- **NEW!** Ensuring Waiver Documentation Compliance for Support Coordination Agencies (SCAs) | January 27, 2025: 10 – 11:30 a.m.
- **NEW!** Deliverables and Claims Requirements | January 22, 2025: 10 – 11 a.m.
- Danielle's Law Refresher | January 14, 2025: 2 – 3 p.m.

Monthly training calendars are posted on the Support Coordination Information page:

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

Support Coordination Update Webinars

Be sure to register for the next SCA Update Webinar!

- February 2025 SCA Update Webinar – Thursday, February 13, 2025, 1 – 2 p.m.
- Find archived SCA Webinars on the Support Coordination Information page.

Directories

The Directory of DDD Helpdesks lists DDD Helpdesks and Mailboxes and brief descriptions of each to help users seeking guidance.

The New Jersey Resources 2024 Edition is a comprehensive guide to useful programs and services that NJ Human Services and its partners offer to residents, caregivers, and advocates.