Support Coordination Update
News and information for Support Coordinators

Issue 2025-2

In this issue:

Safety and Supports

Medical Acuity and Staff Qualifications

When a person needs Community Based Supports (CBS), Individual Supports (IS), Day Habilitation, and/or Respite, identifying qualified providers is key to ensuring their health and safety, particularly when they have an identified medical acuity.

When exploring services for individuals with a medical acuity, please note the following:

- Provider agencies are required to complete a Medical Attestation with the Division. Agencies that attest that they meet and will comply with the Division's standards for serving individuals with an acuity are the only agencies qualified to serve that population. When conducting a provider search on behalf of an individual, support coordinators need to ensure providers are appropriately qualified to meet that individual's needs.
- Procedures to meet a skilled need that are conducted by a provider agency and required to be performed by a registered nurse (RN) or by a licensed practical nurse with RN or physician supervision, include, but are not limited to the following:
  - Oral or nasal suctioning, tracheostomy care and management
  - Bladder or supra pubic catheterizations
  - Intramuscular (IM) (including Glucagon) and intravenous (IV) medication administration
  - External venous access devices (such as IV tubing, heparin, and intrathecal lines)
- Although family members may be trained to provide care that otherwise requires an RN/LPN, if the family member is employed by a provider agency to provide services to
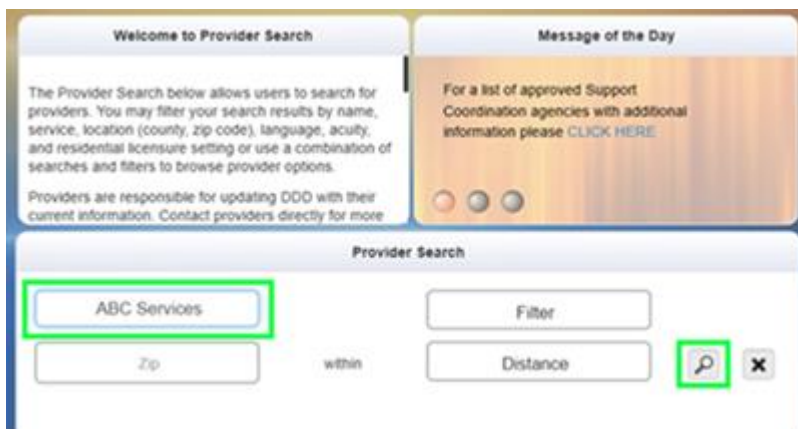
their loved one, they cannot be paid to provide a skilled-need service unless they are qualified to do so as defined by the DDD policy manuals.

News and Reminders

Updated Guidance! Provider Search Database and Acuity Follow-up

An individual with an acuity may only receive an acuity-differentiated service (Community Based Supports/Individual Supports, Day Habilitation, or Respite) from a provider approved/qualified to deliver acuity services. A Support Coordinator can verify this using the Provider Search database by following a few basic steps. Information in this database should be considered up to date. Acuity approval is for an agency as a whole.

Step 1: Enter the provider name then click on the magnifying glass icon to see the provider services.

Step 2: Click on the provider row for the service the individual needs. (A large agency will have many services listed).

Step 3: Review the Agency Information Report, which identifies the agency's qualifications to provide the service. Medical Acuity does not equal Medication administration – support coordinators should contact the provider to verify whether an agency is cleared for Medication administration.

If the Agency Information Report does not identify the agency as approved to serve an individual with enhanced needs:

1. Contact the provider to confirm whether they are approved. Advise an unapproved provider to contact Ddd.Providerhelpdesk@dhs.nj.gov for help to come into compliance.
2. If a Support Coordinator learns that an individual is receiving services from an unapproved/unqualified provider, they must work with the individual/legal guardian to identify an alternate, qualified provider.
3. Do not refer an individual with an acuity to a provider until/unless the provider is in compliance as an approved provider of acuity-differentiated services.
4. Follow the SOS process for Division support and technical assistance, as needed.

Assistive Technology and Environmental Modifications

The following strategies can be helpful when searching for Assistive Technology and Environmental Modification providers:

- Speak with members of the planning team who may be aware of potential resources.
- Network with coworkers, supervisors and other professional contacts, as they may have past experience with similar service needs and may have knowledge of resources.
- Use the Provider Search database to search for providers and apply filters to narrow down the search.
- Include all information and a thorough description when uploading the AT/EM/VM Purchase Request Form in iRecord.
- Reach out to DDD.ServiceApprovalHelpDesk@dhs.nj.gov for assistance.

Guidance When an Individual is Receiving Hospice Care

Support Coordinators (SCs) involved in a situation where an individual is receiving hospice care, in a facility or at home should keep the following things in mind:

- Routine monthly and quarterly monitoring continue as usual, clearly documenting updates to medical status and support needs.
- The planning team should discuss services regularly and make adjustments as needed.
- The SC should clearly document the individual/legal guardian's preferences about residing in the community vs. in a skilled nursing facility or other setting.
- If an individual is admitted to a skilled nursing facility, the Support Coordination Agency needs to notify the DDD PASRR unit at Ddd.Pasrr@dhs.nj.gov

Support Coordination Agency Census Enforcement Reminders

Effective April 1, 2025, DDD will enforce 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
- [February 5, 2025: 2 – 3 p.m.](#)

Support Coordination Agencies Considering Operational Options and Sustainability
- [February 25, 2025: 2 - 3 p.m.](#)

Support Coordination Unit Evaluations

Focus On: SCA Staff Qualifications

Support Coordination Agencies (SCAs) are required to meet staffing standards around education, experience, training, and background checks. The [Quick Reference Guide to Support Coordination Agency Staff Requirements](#), found on the [Support Coordination Information](#) page, is an important resource to assist SCAs as they hire staff and develop/follow their policies and procedures.

SCA Staff Qualifications training is available on the [College of Direct Support](#).

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 qualifications and supporting documentation to be stored in personnel records.

UDATED TRAINING (June 2024) [Preparing for Support Coordination Agency (SCA) Evaluation: A Training for SCAs](#) - February 3, 2025: 10 – 11:30 a.m.

Support Coordination Agency Forms and Documents

Updated Forms!

The following have been updated and posted to the [Support Coordination Information](#) page:
- [ISP Review Checklist for Support Coordination Supervisors](#)
- [Single Passenger Rate Transportation Request](#)

Available on [The Boggs Center on Disability and Human Development](#) website:
- [Evaluating Your Support Coordination Services](#). Now available in English and Spanish!

Resources

Featured Support Coordination Training Opportunities

- **NEW!** [Deliverables and Claims Requirements](#)
  February 12, 2025: 10 – 11 a.m.
- **NEW!** [Walkaway Safety and Documentation](#)
  February 19, 2025: 10 – 11 a.m.
- **NEW!** [From Application to Access: Overview of the Community Care Program Waiting List](#)
  February 24, 2025: 2 – 3 p.m.
- **UPDATED February 2025!** [Support Coordinator Monitoring Tools](#)
  February 26, 2025: 2 – 3:30 p.m.

Monthly training calendars are posted 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 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

REVISED January 2025! The [Directory of DDD Helpdesks](#) lists DDD Helpdesks and Mailboxes with brief descriptions of each to help users seeking guidance. Now updated to include the MCO (Managed Care Organizations) Helpdesk.

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.