



# Support Coordination Update

## News and information for Support Coordinators

Issue 2025-06.2

In This Issue:

[News and Reminders](#) | [ABC Care Management Manual](#) | [SCA Census Enforcement Updates](#) | [Resources](#)

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## News and Reminders

### **NEW!** Agency Onboarding Video Summaries

A newly developed series of video summaries is posted to the [Support Coordination Information](#) page under the SC Agency Requirements tab. Offering a clear, succinct overview of topical elements that Support Coordination Agencies (SCAs) need to be aware of, most are under 10 minutes in length. While they are targeted for new or potentially new agencies, they also are ideal as a quick refresher on SC requirements for existing agencies.

Please note that viewing of a video summary does not replace the need for full-length trainings, which go into much greater detail.

- [DDD Communication: Methods and Expectations for SCAs](#)
- [Overview of Monitoring and Evaluation for SCAs](#)
- [Support Coordination Agency Staff Roles](#)

#### Policy Requirement Series

- #1: [Introduction to DDD Policy Manuals](#)
- #2: [SCA Policy Manual Requirements](#)
- #3: [SCA Quality Improvement and Customer Satisfaction](#)
- #4: [SCA Staff Qualifications](#)
- #5: [SCA Claiming and Deliverables](#)
- #6: [Waiver Eligibility and Enrollment](#)
- #7: [SCA 24-hour Availability](#)
- #8: [SCA Reporting Responsibilities](#)

## **NEW! Resources for Development of Agency Policies & Procedures**

The [Policies & Procedures Guidebook for Medicaid/DDD-Approved Providers](#) and the [Policies & Procedures Checklist](#) were created collaboratively by the DDD Care Management Provider Support Unit (CMPSU) and Support Coordination Unit (SCU) to provide guidance to Medicaid/DDD-approved providers (including Support Coordination Agencies) as they develop and/or review their policies and procedures in the context of DDD requirements.

The documents are available on both the [Support Coordination Information](#) page, under the Evaluation and Oversight for SC Agencies tab, and the Provider Information page, under the Development of Provider Policies & Procedures tab.

We expect an updated training on agency policies and procedures to be available in July 2025.

## **Budget Accuracy and Self-Directed Budgets**

Self-directed services offer the individual increased choice, flexibility, and creativity, but it is important to be aware of budget limitations related to self-directed services. Because an individual's budget must last for the full one-year plan term, careful planning is crucial to prevent the budget from being exhausted too early and a potential service gap at the end of the plan year. Careful planning is particularly critical in the following circumstances:

- An individual is transitioning from one waiver program to another (e.g., Supports Program to Community Care Program).
- An individual is requesting an NJCAT Reassessment, which may or may not result in a change in tier and corresponding budget, let alone a change to a higher tier and higher corresponding budget.

If a Support Coordinator is experiencing difficulty helping an individual and their caregivers appropriately allocate the available budget for self-directed services, we encourage them to use the SOS process and reach out for Division support.

## **Respite Planning**

With summer just around the corner, respite planning for individuals served by the Division is likely underway. In Section 17.16 of the DDD policy manuals, Respite is defined as a service provided to individuals unable to care for themselves, on a short-term basis because of caregivers' absence or need for relief.

Key points to keep in mind:

- Respite may be provided in an individual's home, a Department of Human Services (DHS) licensed group home, or another DHS-approved, community-based setting. The Support Coordinator works directly with the individual, family/guardian, and provider to make arrangements.
- Under limited circumstances, hotel respite can be considered after other options have been unsuccessfully explored. Requests to use the Overnight Respite rate at a hotel are initiated through the SOS process and must be approved by the Division. The SC must provide documentation of Respite referrals to licensed settings that were declined.
- Urgent requests requiring Division review within a week should be submitted through the SOS process, selecting the dropdown reason, "Urgent Situation, other than Homelessness/Housing Instability."
- Respite **is not** used to resolve homelessness, hospital disposition issues, or situations that do not include returning to live with the caregiver. For these concerns, an SOS must be submitted.

## Incident Reporting When an Individual Passes Away

When an individual is admitted to a skilled nursing facility (SNF) or a rehabilitation facility, they remain assigned to the Support Coordination Agency (SCA) for a maximum of 180 days or until the preadmission screening and resident review (PASRR) process approves the individual for long-term placement or custodial care. During this time, while still assigned to an SCA, the Support Coordinator may be the first person to be notified if the individual passes away. In these instances, regardless of where the individual had previously been residing, the Support Coordinator must submit an Incident Report.

## Legal/Criminal History & Substance Use iRecord Tiles

As reported in the iRecord Message of the Day, Legal/Criminal History and Substance Use tiles have been temporarily removed from iRecord. Please note that no previously entered information will be lost and guidance for SCAs is expected to be available soon.

Remember to review the Message of the Day on the iRecord home page for important updates.

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# ABC Care Management Manual

## Focus on: Discharge Requests from Residential Providers

If a residential provider feels they can no longer safely serve an individual, they must follow policies outlined in Division Circular #36 and the Community Care Program Policy Manual, Sections 12.5 and 12.5.1. Per these policies, providers submit discharge requests in writing, along with supporting documentation, to the Division's Care Management & Provider Support Unit (CMPSU) at the helpdesk, [DDD.PPMU@dhs.nj.gov](mailto:DDD.PPMU@dhs.nj.gov).

Support Coordinators should be aware that:

- A provider cannot discharge an individual without the Division's written permission.
- A residential provider may not request or advise a Support Coordinator to conduct a search for an alternate living arrangement without the Division's approval of a discharge request.

While the Division reviews a provider discharge request, the Support Coordinator should:

- Organize planning team meetings as needed, to address concerns through strategies, services, and supports.
- Upload meeting minutes in iRecord when received from the provider, and ensure iRecord Notes and monitoring tools are kept up to date.
- Follow the SOS process:
  - When they become aware that a provider discharge request has been submitted
  - If a provider asks them to search for an alternate placement

When a determination is made, the Division informs providers in writing with the Support Coordinator in copy.

- If a discharge request is approved, the Support Coordinator assembles a referral package using the [Residential Referral Coversheet](#) and proceeds with residential referrals.
- If a discharge request is denied, the Support Coordinator continues to:
  - Coordinate planning team meetings to strategize about supporting the individual
  - Make referrals for services as needed
  - Fulfill all SC requirements

An individual/legal guardian may, at any time, request a transfer to another residential program. For transfer requests, as with an approved discharge request, Support Coordinators use the Residential Referral Coversheet to assemble referral packages and make residential referrals. Training Resource:

### **Training Resource**

*Crisis and Emergency Resources for Support Coordinators* is a [College of Direct Support](#) training that addresses some of the dynamics involved when providers make a discharge request.

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## **Support Coordination Agency Census Enforcement Update**

- As of April 1, 2025, agencies that did not achieve census of at least 60 or did not have an approved extenuating circumstance application have closed or merged.
- Agencies approved for an extenuating circumstance that do not achieve a census of at least 60 within the 90-day extension period and have not elected for voluntary closure or merger, will have rosters reassigned beginning July 1, 2025.
- Agency Quality Assurance Specialists are available for technical assistance.

Information about agency census is available on the [Support Coordination Information](#) page under the SC Agency Census Requirements 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](#)

### **College of Direct Support Trainings Related to Census Enforcement**

- Support Coordination Agency Census Requirements
  - Support Coordination Agencies Considering Operational Options and Sustainability
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# Resources

## Forms and Documents

**UPDATED!** The following forms have been updated to include additional spaces for co-guardian signatures, when applicable:

- [Voluntary Discharge from DDD Services](#)
- [Waiver Program Disenrollment Request](#)
- [Waiver Program Transfer Request](#)

**NEW!** The [Provider Search Quick Reference Guide](#) instructs individuals, families, guardians, and staff on using the [Provider Search](#) database. It is available on the [Support Coordination Information](#) page and on the Individuals and Families/[Support Coordination \(Care Management\)](#) page.

## The Boggs Center on Disability and Human Development, Navigating Conflict

Working with the planning team is a fundamental component of Support Coordination. [Navigating Conflict for Support Coordinators](#) is a training developed to assist Support Coordinators navigate conflicting perspectives among planning team members. To register for this training or review many other training offerings, visit the [Boggs Center Online Registration System](#)

For coaching sessions and trainings to support professional development, Support Coordination Agency staff are encouraged to visit The Boggs Center's [Calendar of Events](#).

## Featured Support Coordination Training Opportunities

- **NEW!** [Agency Organizational Governance: Requirements and Best Practice Considerations](#) June 16, 10 – 11:30 a.m.
- **NEW!** [Navigating Dual Diagnosis: Supporting Individuals with IDD and Mental Health Needs](#) June 24, 10 – 11:30 a.m.
- **Updated June 2025!** [Support Coordination Agencies \(SCAs\) Considering Operational Options and Sustainability](#) June 24, 2 – 3 p.m.
- [New Jersey Individualized Service Plan \(NJISP\) Related: New Jersey Comprehensive Assessment Tool \(NJCAT\) and Person-Centered Planning Tool \(PCPT\) Overview](#) June 10, 2 – 3:30 p.m.

Monthly training calendars, with many additional trainings, are posted on the [Support Coordination Information](#) page:

- [DDD Trainings for Support Coordinators: June 2025](#)
- [College of Direct Support Trainings for Support Coordinators: June 2025](#)

## 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.
- [ISP Plan Reviews: Guidance for SCAs](#) provides detailed information on the criteria and quality expectations related to development of the Individualized Service Plan (ISP) and Person-Centered Planning Tool (PCPT).
- The [Quick Reference Guide to Support Coordination Agency Staff Requirements](#) contains a complete description of SCA staff qualifications and documentation to be stored in personnel records.

## Support Coordination Update Webinars

Be sure to register for the next SCA Update Webinar!

- [August 2025 SCA Update Webinar](#) - Thursday, Aug. 14, 2025, 1-2 p.m.
- Archived SCA Update Webinars are available on the [Support Coordination Information](#) page.

## Directories

The [Directory of DDD Helpdesks](#) lists DDD Helpdesks and Mailboxes with 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.