



Support Coordination Update

News and information for Support Coordinators

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News and Reminders

NEW! Restoration of Rollover Units Request Process

When there is a vendor or Self-Directed Employee (SDE) service in a plan, the individual, vendor, employer of record, and/or SDE can track any unused service units (often referred to as “rollover” units) so they can be used, if needed, up through the service end date. Rollover (unused) units, however, are not tracked by Support Coordinators, iRecord, or any fiscal intermediary and, therefore, *will not transfer over during the current fiscal intermediary transition.*

DDD has developed a temporary process whereby a Support Coordinator can submit a request to have some or all of an individual’s tracked rollover units restored in the new Acumen service line. The process documents below and other updates about the fiscal intermediary transition are found on [DDD | 2025 Fiscal Intermediary Transition \(PPL to Acumen\)](#).

- [Restoration of Rollover Units Request](#)
- [Restoration of Rollover Units Request Instructions](#)

NEW! Changes to Incident Reporting

Effective July 12, 2025, changes have been made to the Office of Risk Management’s (ORM) Incident Reporting Unit within the Division of Developmental Disabilities (DDD) to simplify the

incident-reporting process for provider agencies, support coordination agencies, and ORM staff.

The Incident Reporting (IR) Unit now has four 'sub-units':

- Program Incident Reporting Unit A
- Program Incident Reporting Unit B
- Home Based Incident Reporting Unit
- Abuse Hotline and External Program Incident Reporting Unit

Each is responsible for handling incident reports based on the county where the incident occurred and/or the entity under whose supervision the individual was at the time of the incident. Agencies will submit all initial incident reports to ORM through the [DDD UpDoc](#) secure upload portal. For agencies with NJIRMS access, follow-up reports should be uploaded directly to NJIRMS. For agencies that do not have NJIRMS access, follow-up reports that fall to DDD for closure should be submitted through DDD UpDoc.

Program Incident Reporting Units A and B: These two units handle incident reports involving individuals in all DDD-funded licensed residential homes and day habilitation centers. Each DDD/Medicaid-approved agency has been assigned to Unit A or Unit B and will submit all initial and follow-up incident reports to their assigned unit.

Home Based Incident Reporting Unit: This unit handles incident reports involving individuals in non-licensed residences (own/family homes) who are receiving services from DDD/Medicaid-approved providers (except day habilitation providers) and/or from non-DDD/Medicaid-approved providers (community vendors, such as vendors providing Goods and Services). This unit also handles follow-up incident reports that need DDD closure.

Abuse Hotline and External Program Incident Reporting Unit: This unit handles incident reports involving out-of-state providers and licensed programs not funded by DDD (DOH, DCF, TBI). They also manage the abuse hotline and oversee special projects.

The following new/updated IR documents are available on the [DDD | Incident Reporting](#) web page:

- [Incident Reporting Units](#) (overview of new ORM IR structure and contact information)
- [Incident Reporting: Agency Assignments](#) (list of agencies and their assigned IR unit)
- [Incident Reporting: UpDoc Instructions](#)

Support Coordination Unit Evaluations

Focus On: Provider Developed Orientation Requirements

Per Appendix E in the DDD policy manuals (*Quick Reference Guide to Mandated Staff Training*), Support Coordination Agencies (SCA) must provide orientation training to all Support Coordination Supervisors and Support Coordinators within 90 days of hire. The agency may develop its own orientation materials, or use College of Direct Support (CDS) modules, or both.

While some required orientation topics are agency-specific and must be developed by the agency, supplementing with CDS modules helps ensure all requirements are satisfied. Below are some CDS topics to consider.

- Safety
- Supporting Healthy Lives
- Individualized Service Plan Process and Documentation
- Individual Support Plans, Progress and Personal Goals
- Cultural Competence
- Individual Rights
- Working with Families
- Documentation and Record Keeping

If your agency plans to incorporate CDS modules into its orientation, please note each module may consist of multiple lessons and your agency head will need to determine which lessons to require. Be sure to specifically identify CDS module and lesson numbers and names on all orientation documentation and maintain that documentation in personnel records. For more information, please see [Quick Reference Guide to Support Coordination Agency Staff Requirements](#)

Evaluation Resources

- [Support Coordination Information](#) for trainings and resources
- [Support Coordination Agency Evaluation Guidebook](#) for a comprehensive overview of the evaluation process to help SCAs prepare for evaluation and know what to expect

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

As of July 1, 2025, Support Coordination Agencies open one year or longer that did not achieve a census of 60 have closed or merged. Going forward, new SCAs will have one year to come into compliance with the census requirement of 60 individuals. An updated [Census Enforcement Fact Sheet](#) is available on the [Support Coordination Information](#) page, under the SCA Agency Census Requirements tab.

Trainings on census requirements available on the [College of Direct Support](#):

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

NEW! Published List of Licensed Providers

The Office of Program Integrity's (OPIA) [Office of Licensing](#) (OOL) will now maintain on its home page an updated list of provider agencies that have at least one home licensed by the NJ Department of Human Services, [Agencies Licensed by the New Jersey Department of Human Services Office of Licensing](#).

Featured Support Coordination Training Opportunities

- [Ensuring Support Coordinator Availability and Responsiveness: Receive, Respond and Report](#) | August 18, 10 – 11:30 a.m.
- [Best Practice in Documentation](#) | August 20, 2 – 3:30 p.m.

- [DDD Charting the LifeCourse: A Method for Ensuring Person-Centeredness](#) | August 21, 10 – 11:30 a.m.
- [Preparing for Support Coordination Agency Evaluation: A Training for Support Coordination Agencies](#) | August 26, 2 – 3:30 p.m.

Monthly training calendars are posted on the [Support Coordination Information](#) page:

- [DDD Trainings for Support Coordination Agencies: August 2025](#)
- [College of Direct Support \(CDS\) Trainings for August 2025](#)

For Coaching Seminars, Live SC Trainings, and other topics of professional development, The Boggs Center invites you to visit their [Calendar of Events](#).

Support Coordination Update Webinars

Be sure to register for the next SCA Update Webinar!

- [August 2025 SCA Update Webinar](#) | Thu, Aug 14, 2025: 1 – 2 p.m.
- [November 2025 SCA Update Webinar](#) | Thu, Nov 13, 2025: 1 – 2 p.m.

Archived 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.