

State of New Jersey



NJ DEPARTMENT OF HUMAN SERVICES

DIVISION OF DEVELOPMENTAL DISABILITIES

Updates for Support Coordination Agencies

February 10, 2022



Webinar Agenda

- Welcome and Purpose
- Face-to-Face Visits
- Vaccination and Testing Requirements
- Electronic Signatures
- Communications
- Support Coordination Agency Landscape
- Support Coordination Unit Update
- Education & Training
- Evaluation, Quality & Compliance
- Questions

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Welcome and Purpose

Welcome and Purpose



The Support Coordination Unit is launching an updated communication plan, which includes more frequent communications to Support Coordination Agencies.

This presentation is the first in the 2022 series.

Welcome and Purpose



THANK YOU!

Sincere thanks to Support Coordinators
and Support Coordination Agencies for
all your work!

Working through a pandemic has not
been easy and your efforts are
appreciated!

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Face-to-Face Visits

Face-to-Face Visits

Updated guidance indicates face-to-face visits are now required to resume on March 1, 2022.

Face-to-face visits may occur prior to March 1, 2022.

Inability to complete face-to-face visits and the reason why should be documented in iRecord.

Face-to-Face Visits

- Support Coordinator (SC) attempts face-to-face visit.
- Each month an individual/family declines, the SC documents it in iRecord.
- If three months or more are reached without a face-to-face visit the Support Coordinator will:
 - Complete the [Support Coordinator Face-to-Face Visit Declination Form](#) and upload it to iRecord.
 - Email DDD.SCHelpdesk@dhs.nj.gov of the issue.
- The Support Coordination Unit (SCU) will contact individual/family, as per [Support Coordinator Field Visits](#).

Face-to-Face Visits



New Jersey Department of Human Services
 Division of Developmental Disabilities
 Support Coordination Unit

Individual/Family - Support Coordinator Face to Face Visit Declination Form

Instructions for Support Coordinator Use <ol style="list-style-type: none"> 1. If an individual experiences 3 or more consecutive months without a face to face visit, complete this "Individual/Family - Support Coordinator Visit Declination Form". 2. Upload the Declination Form to iRecord. 3. Ensure Case Notes are up to date and include outreach attempts to schedule visits. 4. Send an email to DDD.SCHelpdesk@dhs.nj.gov with the individual's name and DDD ID# indicating that the visits have been declined and the Declination Form is uploaded. 	
Individual Name: Click or tap here to enter text.	DDD ID#: Click or tap here to enter text.
SCA Name: Click or tap here to enter text.	SC Name: Click or tap here to enter text.
Dates of Contact to Individual/Family to request Face-to-Face Visit as documented in iRecord notes: Month 1: Click or tap to enter a date. Month 2: Click or tap to enter a date. Month 3: Click or tap to enter a date.	Does individual have external Self-Directed Employees (SDEs) coming into the home? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Typically has SDE but none in place at this time <input type="checkbox"/> Other Click or tap here to enter text.
Date of Last Face to Face Visit: Click or tap to enter a date.	
Reason provided by Individual/family for Declining Visit (check as best applies): <ul style="list-style-type: none"> <input type="checkbox"/> Individual medically fragile/immunocompromised/other health issues <input type="checkbox"/> Family member in home medically/fragile/immunocompromised/health issues <input type="checkbox"/> Individual unvaccinated <input type="checkbox"/> Family unvaccinated <input type="checkbox"/> Individual vaccinated but no booster <input type="checkbox"/> Family vaccinated but no booster <input type="checkbox"/> Unsure of Support Coordinator's health/vaccination status <input type="checkbox"/> Not reachable <input type="checkbox"/> Other Click or tap here to enter text. 	
Notes: Click or tap here to enter text.	

SC Face-to-Face Visit Declination Form

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Vaccination & Testing Requirements

Vaccination and Testing Requirements

- On January 19, 2022, [Executive Order No. 283](#) went into effect requiring covered workers at health care facilities and high-risk congregate settings to be up-to-date with COVID-19 vaccination, including booster dose.
- This impacts many settings, including but not limited to:
 - Developmental Centers;
 - Licensed community residences for individuals with intellectual and developmental disabilities (I/DD) and traumatic brain injury (TBI) (e.g., group homes and supervised apartments);
 - Certified day programs for individuals with I/DD and TBI; and
 - Support Coordination Agencies.

Vaccination and Testing Requirements

Important Dates

Unvaccinated workers in covered settings have until:

- February 16, 2022 to receive their first dose of the primary series of COVID-19 vaccine.
- March 30, 2022 to provide adequate proof that they are up-to-date with their COVID-19 vaccinations, including booster.
- Staff who become eligible for a booster after March 30, 2022 have until three weeks after they are eligible for a booster to receive it.

Vaccination and Testing Requirements

- A covered worker may be granted an exemption by their employer for a qualifying medical disability as defined by the ADA or sincerely held religious belief pursuant to Title VII of the Civil Rights Act.
 - Covered workers granted an exemption must continue to be tested once or twice weekly as required by [Executive Order No. 252](#).
- Masking will continue to be required for staff, regardless of vaccination status.
- Questions related to vaccination and testing requirements can be sent to DDD.COVID-19@dhs.nj.gov.

Vaccination and Testing Requirements



Vaccination Survey Participation

December Survey Participation
Compliance Rate: 47%

January Survey Participation
Compliance Rate: 70%

February Survey Closes on February 11, 2022

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Electronic Signatures in iRecord

Electronic Signatures

- Electronic Signatures on ISPs are available in iRecord as of February 7, 2022. IT has sent out user guide.
- [Guidance document](#) and [FAQ](#) related to use issued on February 8, 2022.

Trainings on Electronic Signatures

February 22, 2022 : 10 am - 11 am

March 14 , 2022 : 1pm - 2pm

Registration required!

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Communications: Expectations and Opportunities

Communications

Expectations of Support Coordination Agencies

SCAs are responsible for communicating changes in staffing to the
Division.

Karen.Bashore@dhs.nj.gov

SCAs are responsible for ensuring iRecord access is disabled when
staff depart the SCA.

Communications

Ensure You are Signed Up to Receive DDD Communications!

- [DDD Communications.](#)
- [DDD List Serv.](#)
- [DDD Support Coordination Agency List Serv.](#)

Also available:

- [Archived Division Webinars](#) (See *Developmental Disabilities Section*).
- [Next SCA Webinar on Thursday, April 14, 2022; 1pm – 2pm.](#)

Communications



Division Communications

The following guidance documents, which impact Support Coordination Agencies, have been recently released. All updates can be found on the [DHS COVID-19 Information Page](#) under *Developmental Disabilities*.

- January 20, 2022: [COVID-19 Vaccination Requirements Announcement](#).
- January 27, 2022 - [Support Coordinator Field Visits](#) (with Declination Form).

Communications

Division Communications

Information on the types of Self-Directed Employee Models can be found on the Division's [Self-Directed Services or Self Direction](#) webpage.

- Agency with Choice (Easterseals):
 - Webinar: [Agency with Choice Overview](#).
 - [Agency with Choice Per-Member, Per-Month Cost Table](#).
 - Visit the [Easterseals Agency with Choice](#) website.
- Vendor Fiscal/Employer Agent (PPL):
 - Webinar: [Vendor/Fiscal/Employer Agent Overview](#).
 - Visit the [PPL NJDDD Self-Directed Services](#) website.



Division Forms

Forms

INSERT LINK FOR FORMS ON DIVISION WEBSITE

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Support Coordination Agency Landscape

SCA Landscape

There are currently 184
Support Coordination
Agencies in NJ.

SCA Landscape

Data as of February 2, 2022

Support Coordination Capacity	Support Coordination Census
32,626	23,477

SCA Landscape



Agency Status

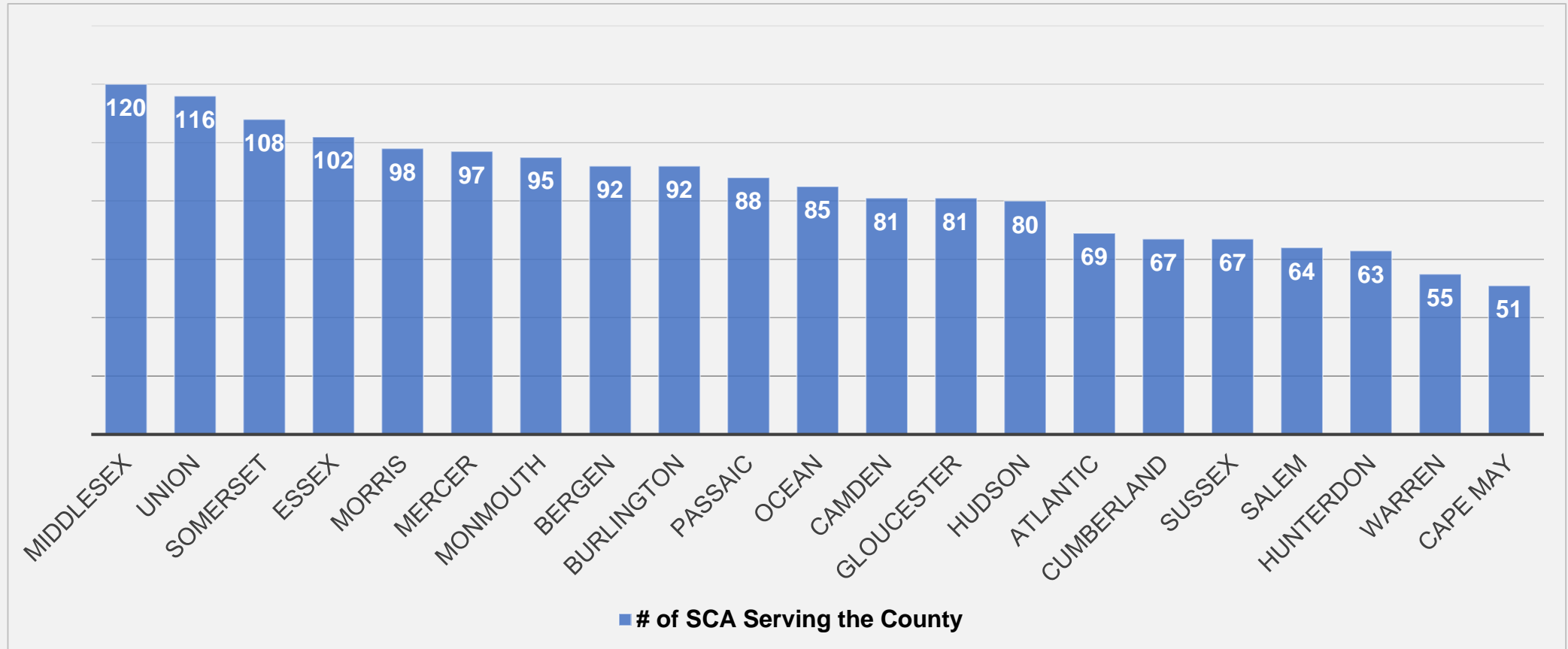
Released Agencies

- 127 released Support Coordination Agencies.
- Formal evaluation efforts with released agencies will begin in 2022.

Unreleased Agencies

- 57 unreleased Support Coordination Agencies as of January 2022.
- 30 unreleased Support Coordination Agencies have a Corrective Action Plan.

SCA Landscape



SCA Landscape

State of New Jersey



County	Individuals Receiving Services in the Community
Atlantic	902
Bergen	2279
Burlington	1609
Camden	1561
Cape May	256
Cumberland	600
Essex	1807
Glouster	1069
Hudson	860
Hunterdon	383
Mercer	1138
Middlesex	1894
Monmouth	1798
Morris	1355
Ocean	1799
Passaic	1252
Salem	199
Somerset	1204
Union	1346
Warren	378

Source: [DDD Statistics](#)

SCA Landscape



Manual Language Re: SCA Census

A SCA must provide services in at least one county and for a minimum of 60 individuals.

The Division will start to move toward broad enforcement of this requirement. While a deadline not yet established, any Support Coordination Agency that serves below 60 individuals is directed to take steps to meet that minimum requirement.

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Support Coordination Unit Update



Support Coordination Unit Update

Strategic Planning Goals

1. Ensure the SCU meets the needs of individuals/families/guardians, Support Coordination Agencies and the Division.
2. Ensure Support Coordination Agencies are meeting requirements and expectations.
3. Ensure that the SCU includes work components needed to be successful in the next phase of Fee for Service.

Support Coordination Unit Update

Support Coordination Unit Priorities for 2021

- Improve unit operations by determining appropriate staffing structure to respond to present day needs.
- Reorganize unit work to respond to new expectations related to quality and compliance.
- Prioritize training and education.
- Improve processes for the handling of case escalations.
- Formalize, further develop and implement SCA evaluation efforts.

Support Coordination Unit Update

Support Coordination Unit Priorities for 2021

- Improve customer service/measurement of customer service experience.
- Improve simplicity/transparency in DDD processes and systems, wherever possible.
- Improve communication in the Support Coordination Unit.
- Improve communication to/with Support Coordination Agencies.

Support Coordination Unit Update



Previous Support Coordination Unit Structure

Monitoring = ISP review, “case management”, generation of data for other unit functions.

Quality = Agency primary contact, completes reports to agencies, assessment of SCA function.

Support Coordination Unit Update

Support Coordination Unit New Functional Areas

Communication, Administration & Regulation

Care Management

Education & Training

Evaluation, Quality & Compliance

Support Coordination Unit Update

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Communication, Administration, Regulation

Newsletters, Webinars
Emails

Sanctions

Forms, Manual

Care Management

Seeking Out Support (SOS) and other support for health and safety needs.

Negotiating Division

Support Coordination Unit Helpdesk

Education & Training

Education & Training in SCU

Education & Training for SCAs

Evaluation, Quality & Compliance

Ongoing evaluation of unreleased SCAs

Pilot projects with released SCAs

Ongoing support to SCAs (via QAS)

Other data projects





Support Coordination Unit Update

Education & Training

Month	Audience	Number of Trainings	Number of Attendees
December 2021	SCAs	12	236
December 2021	SCU staff	5	104
January 2022	SCAs	8	779
January 2022	Division Staff	5	207

Support Coordination Unit Update



Evaluation, Quality & Compliance Current Projects

1. Evaluation of unreleased Support Coordination Agencies.
2. Pilot projects with released SCAs.
3. Field visit findings.



Support Coordination Unit Update

Project #1- Evaluation of Unreleased Support Coordination Agencies

- The Support Coordination Unit continues to complete Quarterly Progress Reports (QPRs) for unreleased SCAs.
- Feedback on findings is communicated to SCAs.
- Benchmark for identified indicators is 86% compliance.
- SCAs that did not meet benchmarks after three quarters in 2021 have a Corrective Action Plan (CAP) requirement.
- Extensive training has been provided for SCAs with CAPs.
- SCAs that cannot meet CAP and/or reporting requirements and expectations face progressive sanctions.

Support Coordination Unit Update

Project #1- Evaluation of Unreleased Support Coordination Agencies

59 Unreleased
Agencies

58 SCAs
Received 3rd
Quarter
Report

30 SCAs
Received a
CAP

28 SCAs with
approved
CAP

Support Coordination Unit Updates

Project #1- Evaluation of Unreleased Support Coordination Agencies

Next Steps

- SCAs with CAP will complete quarterly CAP reports.
- Continued training efforts.
- Continued technical assistance.
- Sanctions plan implementation for SCAs that do not meet benchmarks.
- Continued Division review of documentation.



Support Coordination Unit Update

Project #2 - Pilot Projects with Released SCAs

- Division goal is to evaluate 100% of Support Coordination Agencies, including released SCAs.
- The Support Coordination Unit will begin small evaluation projects of released SCAs in 2022.
- Initial efforts will focus on documentation reviews, ultimate plan will include other manual indicators.

Support Coordination Unit Update

Project #3: Issues Found on Field Visits

- Support Coordination Unit has been receiving issues for follow up found during field visits to providers.
- Issues identified have been researched and outreach for correction has occurred with involved SCA.

Support Coordination Unit Update

Project #3: Issues Found on Field Visits

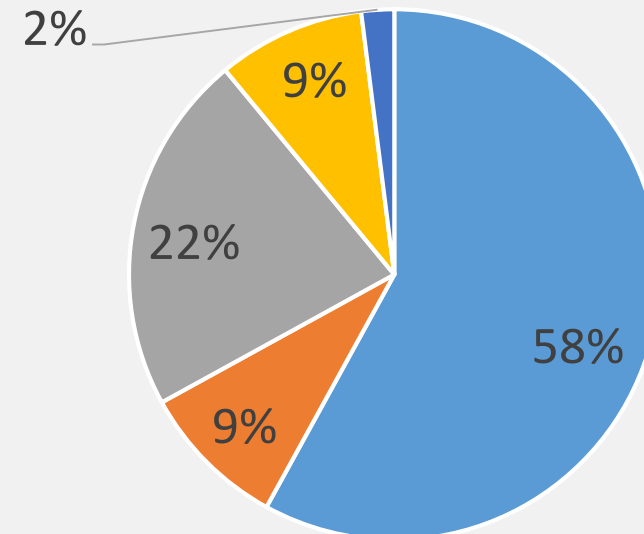
- Items received are categorized, analyzed, and sent to the SCA for follow up.
- Most items have to do with needed ISP updates.
- The Division is tracking findings, SCAs involved, and categories of issues found.

Support Coordination Unit Update

Project #3: Issues Found on Field Visits

Categories of Findings

- Diet Change
- Medication/medical change
- Adaptive equipment
- Health/Safety/Rights
- Behavior/BSP



Support Coordination Unit Update

Project #3: Issues Found on Field Visits

Implications for Practice

- Documentation by SCs appears to be missing components.
- Documentation improvements possible with enhanced communication between providers and SCAs/comprehensive planning team meetings.
- Tools to facilitate communication (e.g. ISP Worksheet) may need updating and re-training.
- Division tracking of issues will continue into 2022.

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Questions?