

State of New Jersey



NJ DEPARTMENT OF HUMAN SERVICES

DIVISION OF DEVELOPMENTAL DISABILITIES

Updates for Support Coordination Agencies

April 14, 2022



Webinar Agenda

- Welcome and Purpose
- Review: Face-to-Face Visits
- Review: Vaccination and Testing Requirements
- Review: Communications
- Review: Support Coordination Agency Landscape
- Manual Reminders/Agency Requirements
- Support Coordination Unit Update
- Webinar Feedback
- Questions

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Welcome and Purpose

Welcome and Purpose



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

This presentation is the second in the 2022 series.

Welcome and Purpose



THANK YOU!

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

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Review: Face-to-Face Visits

Face-to-Face Visits

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

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

Face-to-Face Visits

- On March 24, 2022, the Division updated the [SC Visit Guidance](#).
- The changes are not substantive and are intended to align with the [Residential and Day Screening Policy](#).

Face-to-Face Visits

- Support Coordinator (SC) attempts face-to-face visit.
- For each month that an individual/family declines, the SC documents it in iRecord.
- If three months or more are reached without a face-to-face visit the SC 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

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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

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): <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

Face-to-Face Visits



Questions from February 2022 Webinar

- Can face-to-face visits be completed outside?
- Will SCAs be paid if individuals/families decline visits?

Review: Vaccination & Testing Requirements

Vaccination and Testing Requirements



- Providers are reminded that licensed community residences for individuals with intellectual and developmental disabilities (IDD), certified day programs for individuals with IDD and support coordinators are required to comply with [Executive Order No. 283](#) and [Executive Order No. 290](#).
- This requires them to be at least two weeks past having completed their primary vaccine series and up-to-date with their COVID-19 vaccinations (including booster).
- Employers may consider exemptions as applicable.

Vaccination and Testing Requirements



Vaccination Survey for Support Coordination Agencies

April - Must be completed by April 13, 2022.

May - Must be completed by May 9, 2022.

Vaccination and Testing Requirements

Vaccination Survey Participation

December Survey Participation Compliance Rate: 47%

January Survey Participation Compliance Rate: 70%

February Survey Participation Compliance Rate: 95%

March Survey Participation Compliance Rate 94%



Vaccination and Testing Requirements

Questions from February 2022 Webinar

- Are boosters mandatory?
- What if a Support Coordinator does not want to be vaccinated or boosted?

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Review: Communications

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. The deactivation of an iRecord account is performed in iRecord through the [Support Coordination Management function](#).

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, June 9, 2022; 1pm – 2pm](#)
- [Sign up for all 2022 SCA Webinars here!](#)



Communications

Division Communications

The following guidance documents, which impact Support Coordination Agencies, have been recently released since the February 2022 SCA Webinar. All updates can be found on the [DHS COVID-19 Information Page](#) under *Developmental Disabilities*.

- February 23, 2022: [Office of Education on Self-Directed Services](#)
- March 7, 2022: [Updated COVID-19 Vaccination Requirements](#)
- March 24, 2022: [Residential and Day Program Screening Policy](#)
- March 24, 2022: [Support Coordinator Field Visits](#)

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Support Coordination Agency Landscape

SCA Landscape



There are currently 180
Support Coordination Agencies
in NJ.

SCA Landscape

Data as of April 11, 2022

Support Coordination Capacity	Support Coordination Census
32,770	23,645

SCA Landscape

Agency Status



Released Agencies

- 128 released Support Coordination Agencies as of April 11, 2022.
- 1 released Support Coordination Agency with Corrective Action Plan.

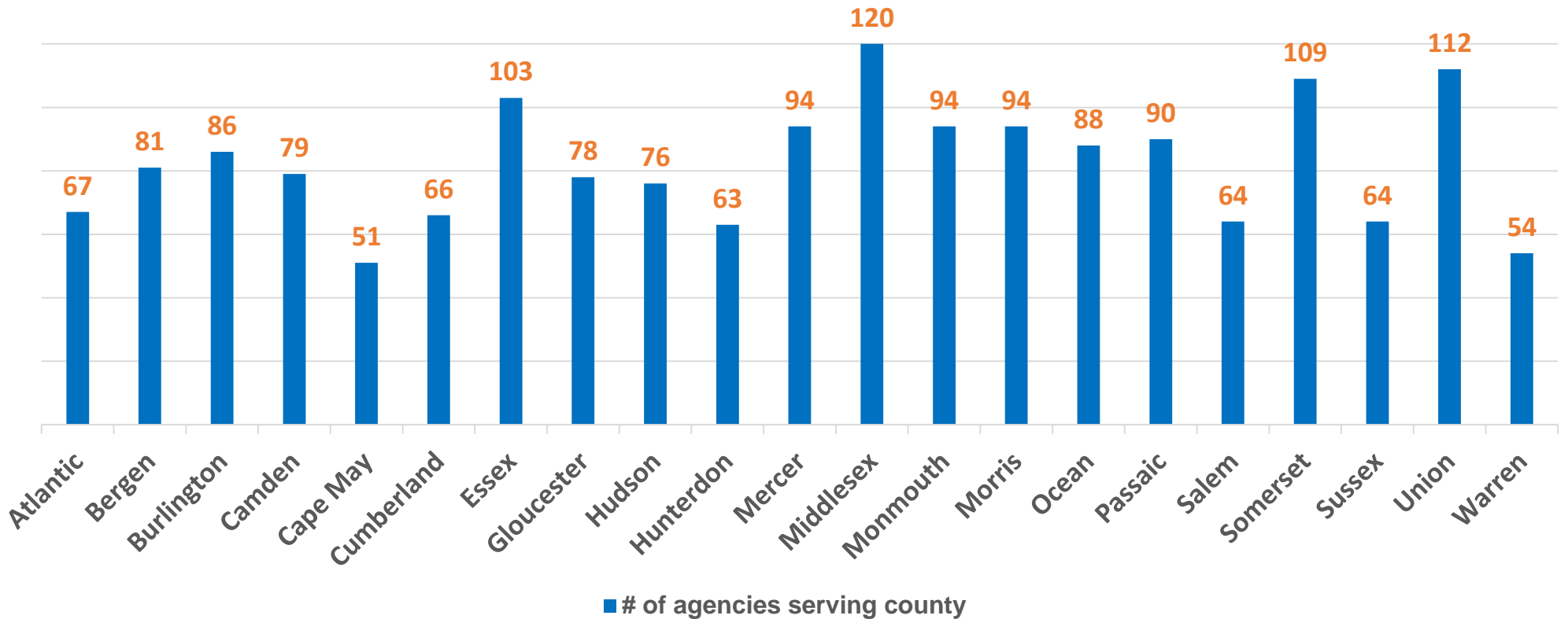
Unreleased Agencies

- 52 unreleased Support Coordination Agencies as of April 11, 2022.
- 30 unreleased Support Coordination Agencies have a Corrective Action Plan.

SCA Landscape



Of SCAs Serving Each County



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 is not yet established, any Support Coordination Agency that serves below 60 individuals is directed to take steps to meet that minimum requirement.

SCA Landscape

Questions from February Webinar (Part One of Two)

- Will the Division limit the number of SCAs?
- How can a SCA reach the census goal of 60?
- What is the Division doing to ensure a census of 60? Can the Division “channel” auto assignments to SCAs with low census?
- Are SCAs responsible for building their own census?
- How many individuals should an SC have assigned to them?

SCA Landscape

Questions from February Webinar (Part Two of Two)

- Can I voluntarily choose to close my Support Coordination Agency?
- My agency provides several services – can I voluntarily choose to close only Support Coordination services?
- I'm interested in merging with another (or several) Support Coordination Agency. How does this work?

SCA Landscape



Support Coordination Agencies considering options are welcome to attend a training on this topic.

Please see May Education and Training Calendar for more details.

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Manual Highlights

Manual Highlights

- This and future webinars will review selected manual requirements for SCAs.
- The goal of these reviews is to ensure that SCAs are utilizing the manuals as a tool for meeting Division requirements.
- Manual requirements, while sounding administrative in nature, are directly related to the ability to provide excellent service to individuals.

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Manual Highlight: 24 Hour Responsiveness

24 Hour Responsiveness

- Support Coordination Services must be available 24 hours per day, 7 days per week.
- An answering service is acceptable as long as there is a SCS/SC available on-call.
- Emergent cases shall be directed to the on-call SCS/SC for immediate follow-up:
 - SC/SCS contacts the individual and directs them to appropriate resources and/or makes phone calls, including but not limited to 911, emergency personnel, and other government entities as appropriate.
- **Additional information can be found in the SP and CCP Manuals: [17.18.5.10 Coverage](#)**

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Manual Highlight: Quality Management

Quality Management

All Support Coordination Agencies are required to have a Quality Management Plan that meets waiver requirements.

Quality Management

11.1 Policies & Procedures Manual Requirements

Quality Management Plan – Process to measure customer satisfaction, method to evaluate areas for improvement / goals for the year, plan for improvement.

Quality Management

15.1 Service Provider Quality Management

Quality management in a service provider agency requires a comprehensive strategy that includes planning, implementing, evaluating, and improving on systems and agency practices that lead to enhanced outcomes for individuals served.

The Division of Developmental Disabilities expects that all service providers will be able to demonstrate a comprehensive quality management system in the agency ...

Quality Management



Support Coordination Agencies are directed to review Section 15 of the waiver manuals and ensure their quality management plan details the agency's goals and quality improvement practices.

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Manual Highlight: Policies & Procedures Manuals

Policies & Procedures



All Support Coordination Agencies are required to have a Policies & Procedures Manual that meets waiver requirements.

Policies & Procedures

11.1 Policies & Procedures Manual

All approved service providers must develop, maintain, implement, and be able to produce for Division review at any time, a Policies & Procedures Manual governing their organization.

These policies and procedures shall be designed in accordance with the Supports Program (SP) and Community Care Program (CCP) Policies & Procedures Manuals and applicable Division Circulars.

Policies & Procedures

In an effort to assist in the development/maintenance of their manual, the following areas have been identified and must be addressed as applicable to the provider:

- Admission
- Suspension
- Discharge
- Complaint/Grievance Resolution or Appeals Process
- Reporting Unusual Incidents (Division Circular #14)
- Complaint Investigation (Division Circular #15)
- Medication Administration (if medication is distributed while rendering service)

Policies & Procedures

- Emergency Procedure – Life Threatening Emergencies (Division Circular #20)
- Personnel
- Quality Management Plan
- Reporting Medicaid Waste/Fraud/Abuse (Division Circular #54)
- HIPAA & Protected Health information (PHI)
- Human Rights (Division Circular #5)
- Financial Management and Billing
- Organizational Governance
- Service Provision

Policies & Procedures



Support Coordination Agencies are directed to review Section 11 of the waiver manuals and ensure that the agency has policies and procedures in place that meet the requirements.

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Manual Highlight: Conflict-Free Care Management Policy

Conflict-Free Care Management Policy



17.18.5.7 Conflict Free Care Management

According to the Centers for Medicare & Medicaid Services (CMS), care management services must be “conflict-free,” which has the following characteristics: there is a separation of care management from direct services provision; there is a separation of eligibility determination from direct services provision; and anyone who is conducting independent evaluations, assessments and the plan of care cannot be related by blood or by marriage to the individual or any of their paid caregivers.



Conflict Free Care Management Policy

- The Centers for Medicare and Medicaid Services (CMS) requires the Division to provide assurances that care management services provided to its waiver participants are conflict-free.
- Support Coordination Agencies are utilized to provide care management services and must adhere to the Conflict Free Policy.
- Violations of Conflict-Free Policy requirements may result in sanctions up to, and including, disenrollment.

Conflict Free Care Management Policy

SCAs indicate compliance through a Letter of Intent

- Option 1 - Intent to Provide Support Coordination Services Only
- Option 2 - Intent to provide Support Coordination and other services, but in distinct geographic areas.
- Option 3 - Request for Exception to provide both Support Coordination and other Division-funded services in the same geographic region. This exception is based on the essential needs of the Division, not agency need, and is rare.

Conflict Free Care Management Policy

- An agency who meets the Conflict-Free Policy but later changes their business, the services they provide, or the counties they serve in a way that may impact their ability to remain Conflict-Free must resubmit their Conflict-Free Policy/Letter of Intent at the time of the change.
- Letters of Intent are submitted via the Provider Helpdesk at DDD.ProviderHelpdesk@dhs.nj.gov.

Conflict Free Care Management Policy



A recent project in the Support Coordination Unit and Provider Performance & Monitoring Unit indicated significant issues in Support Coordination Agencies with conflict free policies.

Conflict-Free Care Management Policy

Support Coordination Agencies must ensure that they are in compliance with the Conflict Free Policy. The full policy is available on the [Division's website](#).



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Support Coordination Unit Updates

Support Coordination Unit Update



Care Management Update: The SOS Form

The Seeking Out Support (SOS) form is utilized to:

- **Alert** the Division of urgent situations where an individual is, or may be, at risk.
- **Seek guidance** when a SC Supervisor needs direction.
- **Reduce the potential for risk** and/or **maximize benefit** to the individual, even after the SCA has already acted to insert supports during a critical situation.

Support Coordination Unit Update



The SOS form has been revised and is available on the SC Web Page: [Seeking Out Support \(SOS\) Form](#)



Seeking Out Support (SOS) Form

Used to report urgent situations, request assistance, or troubleshoot involved cases with the Support Coordination Unit

Demographic Information

Individual Information	
Name Click here to enter text.	Date of Referral Click to enter a date.
DDD ID Click here to enter text.	Waiver Choose an item.
Current NJCAT Score / Date / Tier Click here to enter text.	County of Residence Choose an item.
Current Living Arrangements Click here to enter text.	Guardianship status / Appointee Click here to enter text.
Support Coordination Agency Information	
SCA Name Click here to enter text.	Agency Status Choose an item.
Support Coordinator Name Click here to enter text.	Phone Number / Email Address Click here to enter text.
SC Supervisor Name Click here to enter text.	Phone Number / Email Address Click here to enter text.
Has the SC discussed the situation with the SCS? Yes <input type="checkbox"/> No <input type="checkbox"/> If no, do not proceed with completing the SOS form until you have done so.	
Is the individual on the Supports Program and receiving Private Duty Nursing (PDN)? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, do not request to submit the plan to RI. * See important information under instructions.	

Description of Issue

What is the Reason for the SOS? Choose an item.
Summarize the current situation and relevant background: Click here to enter text.
Clarify the question or the assistance you are seeking: Click here to enter text.
Describe previous attempts for resolution, including outreach to community resources (ex: Police, APS, CARES, Board of Social Services): Click here to enter text.

Support Coordination Unit Update


Independent Living Discussion Tool

A new optional, but recommended, tool is available to Support Coordinators and is available [here](#) on the SC Web Page.

- **Purpose**: To guide the Support Coordinator and planning team in a thorough discussion about an Individual's need for personal guidance and capabilities with self-preservation.
- **Goal**: To ensure that a safe and supportive plan is in place prior to a move into an independent setting.
- **Recommended use**: Anytime an Individual is interested in moving into a setting that is not licensed.

Support Coordination Unit Update





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

Independent Living Discussion Tool

Use of this form is recommended when an Individual is interested in moving to a setting that is not licensed. It is intended to guide the Support Coordinator and planning team in discussion to ensure that a safe and supportive plan can be put into place prior to the move.

BACKGROUND INFORMATION	
Date of Meeting: Click or tap to enter a date.	Purpose of Meeting: Choose an item.
Name of Individual: Click or tap here to enter text.	DDD ID #: Click or tap here to enter text.
Supports Program <input type="checkbox"/> Community Care Program <input type="checkbox"/>	Date of Birth: <input type="text"/> Age: <input type="text"/>
Self-Care- Behavioral-Medical Score: <input type="text"/> Tier: <input type="text"/>	Current type of living arrangement: Choose an item.
Name of Legal Guardian: <input type="text"/> Ensure guardianship judgment is uploaded.	Will living arrangement be alone or shared? Choose an item. If space will be shared, who with? Enter full name(s) and relationship here
SUPPORT COORDINATION AGENCY INFORMATION	
Name of Support Coordination Agency: Click or tap here to enter text.	Name of Division Quality Assurance Specialist: Click or tap here to enter text.
Name of Support Coordinator: Click or tap here to enter text.	Phone Number: <input type="text"/> Email: <input type="text"/>
Name of SC Supervisor: Click or tap here to enter text.	Phone Number: <input type="text"/> Email: <input type="text"/>
SUPERVISION AND SUPPORT NEEDS / NEED FOR PERSONAL GUIDANCE AND SELF PRESERVATION	
Expected prerequisites should include discussion of and documented evidence that the individual is:	
<ul style="list-style-type: none"> • Capable of self-preservation in emergencies; • Capable of self-administration of medication or can direct assistance; • Self-sufficient with safety at home, including fire safety and minor first aid; • Self-sufficient with personal hygiene; • Capable of telephone use; and • Has basic shopping skills. 	

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Support Coordination Unit Update

Education & Training

Month	Audience	Number of Trainings	Number of Attendees
January 2022	SCAs	8	779
February 2022	SCAs	6	1,110
March 2022	SCAs	10	807

Support Coordination Unit Update

Education & Training

- The Support Coordination Unit [Monthly Calendar Link](#).
- The College of Direct Support is available to Support Coordination Agencies 24 hours' day/7 days' week. To access the recorded trainings, the Support Coordination Agency-assigned College of Direct Support Administrators will need to assign individual lessons to each staff member. College of Direct Support [link](#).
- Elizabeth M. Boggs Center on Developmental Disabilities [link](#).



Support Coordination Unit Update

Education & Training

A new Helpdesk for Education and Training is available!

SCUTraininghelpdesk@dhs.nj.gov

Support Coordination Unit Update



Communication Updates

Next Support Coordination Agency Webinar:

June 9, 2022, 1-2pm

[Register Here](#)

The Divisions SC Webpage now lists all SCA Webinars for the remainder of the year. 2022 SCA Webinars may be found [here](#).

Support Coordination Unit Update



Webinar Feedback

Participants attending this webinar will have the opportunity to provide feedback related to this presentation. The feedback tool should immediately appear when the webinar has ended.

Questions?

