Support Coordination Agency Update Webinar

May 9, 2024

Recording in Progress

Thank you Support Coordinators, Supervisors, and Agency Heads!
Your commitment, compassion, and hard work is appreciated!

Agenda

1. Support Coordination Agency (SCA) Landscape
2. Support Coordination Unit (SCU) Updates
3. Support Coordination Agency Evaluation Updates
4. Support Coordination Agency Census Requirements
5. Division Updates: Waiver Manuals
6. Questions

Support Coordination Agency (SCA) Landscape Update

SCA Landscape

SCA Landscape	As of May 1, 2024
Total SCAs	148
Released SCAs	134
Unreleased SCAs	14
New SCAs in 2023	4
New SCAs in 2024	3

SCA Landscape

SCA Census	As of May 1, 2024
Total SCAs with Census under 60	44 (30 Released, 14 Unreleased)
SCAs with Census of 0 – 10	7 (1 Released; 6 Unreleased)
SCAs with Census of 11 – 20	4 (2 Released; 2 Unreleased)
SCAs with Census of 21 – 30	5 (5 Released; 0 Unreleased)
SCAs with Census of 31 – 40	12 (9 Released; 3 Unreleased)
SCAs with Census of 41 – 50	7 (4 Released; 3 Unreleased)
SCAs with Census of 51 – 59	9 (9 Released; 0 Unreleased)

NEW JERSEY HUMAN SERVICES

Division of Developmental Disabilities

SCA Landscape

May 6, 2024

Support Coordination Capacity	Support Coordination Census
34,403	25,846

DDD Community Census 2021-2024

Years	Number of Individuals Receiving Community Services
2021	24,563
2022	25,551
2023	26,873

SCA Landscape

Market Conditions: Ratio of Individuals to SCAs by County – April 2024

County	# of Individuals Receiving DDD Services	# of SCA Serving County
Atlantic	964	63
Bergen	2600	76
Burlington	1732	82
Camden	1642	71
Cape May	270	46
Cumberland	598	64
Essex	2050	82
Gloucester	1164	68
Hudson	981	71
Hunterdon	402	60

NEW JERSEY HUMAN SERVICES | Division of Developmental Disabilities

SCA Landscape

Market Conditions: Ratio of Individuals to SCAs by County – April 2024

County	# of Individuals Receiving DDD Services	# of SCA Serving County
Mercer	1281	80
Middlesex	2146	95
Monmouth	1926	78
Morris	1572	79
Ocean	1999	77
Passaic	1380	69
Salem	232	56
Somerset	1327	93
Sussex	625	58
Union	1529	93
Warren	404	54

NEW JERSEY HUMAN SERVICES | Division of Developmental Disabilities

Support Coordination Unit (SCU) Updates

Division Updates

iRecord Photos

- Photos in iRecord are encouraged for all individuals served.

- Photos in iRecord are strongly encouraged for individuals with a history of walkaway incidents.

- Written consent is not needed for iRecord photos.

- Support Coordination Agencies should ensure that formal consent is obtained for photography outside of iRecord photo and that agency policies and procedures are in place for planned use.

All SCAs with individuals with frequent history of walk-aways or elopements have been contacted. As of April 1, 2024, **55%** of those now have a photo uploaded.

SCU Updates

2024 Support Coordination Unit Communications Plan

SC Updates via Listserv	SCA Webinars
Monthly in 2024	February 2024 May 2024 August 2024 November 2024

SCU Updates

Register for the 2024 Support Coordination Agency (SCA) Update Webinars!

SCA update webinars are held quarterly on the following Thursdays:

August 8, 2024, 1-2 p.m.	[Register now for Aug. 8 SCA Update Webinar](#)
November 7, 2024, 1-2 p.m.	[Register now for Nov. 7 SCA Update Webinar](#)

All archived Webinars can be found on the Divisions Support Coordinator Information web page under Support Coordination Agency Update Webinars, [Archived SCA Update Webinars](#).

NEW JERSEY HUMAN SERVICES | Division of Developmental Disabilities

SCU Updates

Training Highlights

Suicide Prevention and the IDD Population

May 13, 2024

2-3:30 p.m.

NEW! Overview of the Human Rights Committee (HRC)

May 21, 2024

10-11:30 a.m.

Putting Home and Community Based (HCBS) Rules into Practice

May 29, 2024

2-3:30 p.m.

SCU Updates

Monthly Support Coordination Training Calendars

(available on the Support Coordinator Information webpage)

- DDD Trainings for Support Coordinators: May 2024
- College of Direct Support Trainings for Support Coordinators: May 2024

SCU Updates

The Support Coordination Unit developed a [Directory of Email Helpdesks and Mailboxes](#).

- This quick reference document contains DDD Helpdesks and DDD Mailboxes that may be helpful to Support Coordinators.

- This can be found on the [Support Coordination Webpage](#) under Guidance and Tools.

NJ Division of Developmental Disabilities (DDD)
Directory of Email Helpdesks and Mailboxes

NJDDD | Directory of Email Helpdesks and Mailboxes | April 2024   Page **1** of **6**

Support Coordination Agency Evaluation Update

SCA Evaluation

Documentation	Operations	Quality & Compliance	Staff Qualifications
• SC Monitoring Tools • ISP • PCPT • Retroactive Change Requests • NJCAT reassessments • Care Management Issues and Follow Up • Field Visit Notification Follow Up • Second Waiver Service	• Policies & Procedures Manual • 24-Hour Availability and Response • Adherence to Conflict-Free Requirements • Adherence to iRecord Utilization Requirements • SCA Conflict of Interest Policies & Procedures, including staff conflict of interest Issues • Census Plan (if less than 60) • Agency Governance	• Quality Improvement/Quality Management Plan • Satisfaction Measurement by SCA • Satisfaction calls by Division • Claims review	• Criminal Background Checks • Staff Education • Staff Experience • Staff Initial and Annual Training Requirements

DRAFT Indicators for 2024 SCA Evaluation

NEW JERSEY HUMAN SERVICES

Division of Developmental Disabilities

SCA Evaluation Update

Year	Number of SCAs Evaluated	SCA Status
2021	30	All unreleased SCAs
2022	10 selected, 9 completed evaluation	All released SCAs
2023	33 selected, 25 completed evaluation	22 unreleased, 11 released SCAs
2024	Group 1 - 7 selected, 6 completed evaluation Group 2 - 12 selected, notification in May 2024 Group 3+ - TBD, notification in August 2024	Group 1 and 2 -All released SCAs Group 3+ - TBD

Support Coordination Agency Census Requirements

Census Enforcement Update: April 2024

Version 6.0 – April 2024

Section 17.18.5.8

Effective April 1, 2025, any Support Coordination Agency operating for 12 months or longer must serve a minimum of 60 individuals and serve at least one county. Support Coordination Agencies serving less than 60 individuals after one year of operation may not continue operations unless extenuating circumstances have been determined by the Division. The Division of Developmental Disabilities is not responsible for referring individuals to a Support Coordination Agency to meet this metric.

Census Enforcement 1/2

SCAs have until April 1, 2025 to achieve a census of 60 or greater.

New agencies have until April 1, 2025 or one year from the date they are approved as a provider of Support Coordination services, whichever is later, to achieve a census of 60 or more.

Support Coordination Agencies that have a compelling and well-documented reason for an extended timeline may submit an *Extenuating Circumstance Application.*

Census Enforcement 2/2

For agencies that achieve a census of 60 or more and then experience a census loss, the Division will not take any action until/unless the census remains less than 60 for 90 days or longer.

SCAs that have not achieved census of 60 by April 1, 2025, (and do not have an approved *Extenuating Circumstances Application)* will have individuals reassigned by the Division.

SCAs may consider merger or other reorganizational strategies.

Extenuating Circumstances

Definition

Extenuating circumstances are compelling reasons, _supported by evidence_, that the SCA will achieve census requirements in a specific (short-term) time period.

Process

The Division will define a process for approval of extenuating circumstances.

Decision

Approval of extenuating circumstances will be for a defined short-term period (90 days).

Extenuating Circumstances Categories

Unique or Underserved Populations

- The agency has *demonstrated* evidence of experience and expertise serving a specific area or population **and** there is compelling evidence that the needs are otherwise unmet.

Geographic Need

- The agency provides Support Coordination services in geographic areas where market saturation does not exist **and** the agency can provide *demonstration* of need.

Evaluation Outcomes

- The agency is in Released status, and has been formally evaluated by the Support Coordination Unit and demonstrated that waiver requirements are met.

Census Between 50 and 60

- The agency is in Released status and in good standing, has a census of at least 50 and compelling evidence of growth opportunities, and has been determined by the Division to have a realistic plan to achieve a census of 60 or more within a 90-day period.

Census Enforcement

SCA with census below 60
+
No extenuating circumstance extension approved
=
Agency roster will be reassigned on 4.1.25

Short-Term Extenuating Circumstances

Limitation

Support Coordination Agencies with current Division sanctions may not apply for an extenuating circumstance extension.

Limitation

Agencies with an approved *Extenuating Circumstance Application* must achieve a census of 60 or more within 90 days of application approval.

Timeline and Actions

May 2024
- SCA Webinar and Trainings for SCAs
- Meetings with QAS staff and SCAs with low census
- Information Hub on DDD website

September 2024
- *Extenuating Circumstances Application* available to SCAs

December 2024
- *Extenuating Circumstances Application* due to DDD

Timeline and Actions

January 2025
- Decision re *Extenuating Circumstances Applications* to SCAs
- Communication to potentially impacted individuals/families/guardians

February 2025
- Final reminder letter to released SCAs with low census

March 2025
- Letter to individuals/families/guardians that will be impacted by census requirements, with selection form for new SCA
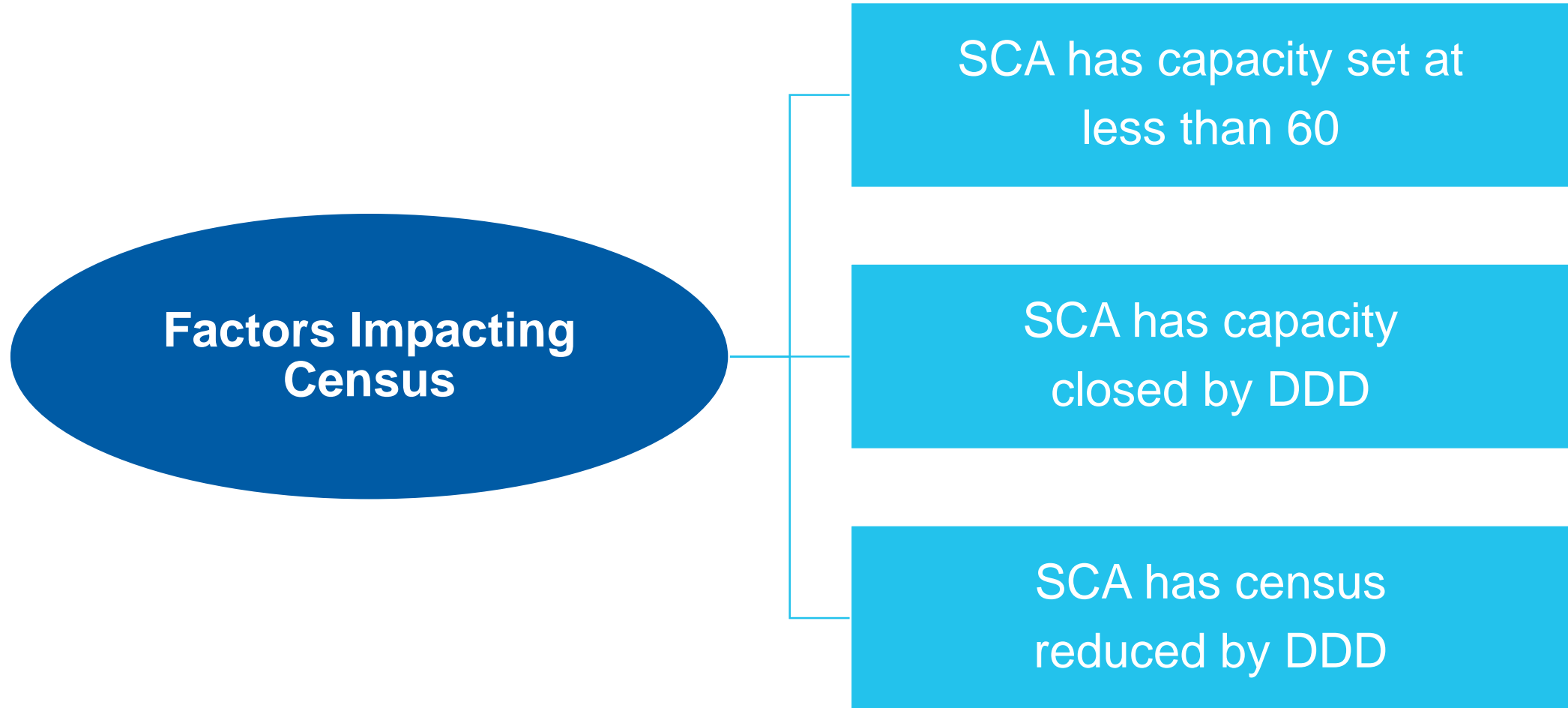
April 1, 2025
- Reassignment of individuals from SCAs that did not achieve census and do not have an approved *Extenuating Circumstance Application*

Considerations: Service Expansion

Limitation

Support Coordination Agencies that have an open Corrective Action Plan may not expand services until the CAP is closed and/or sanctions resolved.

Considerations: Factors Impacting Census

Factors Impacting Census

SCA has capacity set at less than 60

SCA has capacity closed by DDD

SCA has census reduced by DDD

Census Enforcement

Support Coordination Agency Census Requirements Trainings

May 14, 2024, 10:00 am

May 30, 2024, 2:00 pm

June 13, 2024, 10:00 am

June 20, 2024, 2:00 pm

Census Enforcement

Support Coordination Agencies (SCAs)
Considering Operational Options and Sustainability Trainings

Monday, May 13, 2024,10:00 am
Wednesday, June 5, 2024, 2:00 pm

Division Updates: Waiver Manuals

Manual Updates

There are a number of manual changes that were discussed during the April 25, 2024 DDD Update Webinar presented by the Assistant Commissioner, Jonathan Seifried. The [slide deck](#) and [recording](#) of the April 25, 2024 webinar are available on the Division's webpage under [2024 DDD Update Webinars](#).

A detailed list of manual updates can also be found in each of the manuals on page 2 : Version 6.0 – April 2024; Description of Changes.

Manual Updates

3.1.5 Limited Circumstances Where a Person Ages 18 through 21 May Receive Division Services

- The Division recognizes that each year, there may be a small number of individuals who meet the goals of their Individualized Education Plan (IEP) and graduation requirements, so are therefore no longer eligible to remain in school until age 21.

- Individuals in this circumstance may be eligible for Division services to support enrollment in non-Division funded institutes of higher education or trade schools, and/or supports for competitive integrated employment.

- This flexibility does not allow for enrollment in a Division funded day program prior to age 21.

NEW JERSEY HUMAN SERVICES

Division of Developmental Disabilities

Manual Updates

3.1.5 Limited Circumstances Where a Person Ages 18 through 21 May Receive Division Services

- It is the responsibility of the Support Coordinator (SC) to ensure that supports/services fit within the allotted budget.

- The use of natural/generic supports should be used when appropriate to extend the budget as far as possible. (7.3.1)

- SC should document efforts to counsel individuals/families/guardians about budget planning.

Questions related to this topic may be directed to the Agency's assigned Quality Assurance Specialist.

Manual Updates

3.1.5 Limited Circumstances Where a Person Ages 18 through 21 May Receive Division Services

Do

Ask person served what supports they will need during the day once they graduate and assist them in planning to ensure the budget will support that desired outcome.

Don't

Frontload services that the budget can't support upon graduation or during the first full plan year.

Manual Updates

11.2 Organizational Governance Policy

Providers found at any time to be in violation of their Board Policies, including but not limited to all the above requirements, **and background check requirements for Board Members described in 15.1.2**, may be dis-enrolled as an approved provider of Division services.

15.1.2 Mandated Background and Exclusion Checks

- Service providers are required to check that staff hired, Board of Directors, and contracted vendors utilized are not excluded from working with individuals with developmental disabilities or within a Medicaid provider agency in accordance with the newsletter found in Appendix I.

Manual Updates

13.1 Mandatory Monitoring

- Monthly Contact, Quarterly Face-to-Face Contact and Annual Face-to- Face Home Visit contact must be documented in the Support Coordinator Monitoring Tool and uploaded in iRecord **no later than the last day of the following month.** Claiming should not occur before the deliverable, contact, and documentation that fulfills the requirement of a Support Coordinator Deliverable, have all been met.

Manual Updates

17.18.4 Provider Qualifications

- Bachelor's Degree or higher in any field (Please note that degrees and/or transcripts issued by a college or university outside of the United States must be evaluated by a reputable evaluation service) - and-

- 1 year of experience working with individuals with intellectual and/or developmental disabilities (I/DD):

- Support Coordination Supervisors cannot be related by blood or marriage to anyone whose plan they will supervise or sign off on; - and-

- State, Federal Criminal Background checks, Child Abuse Registry Information (CARI) checks, and Central Registry checks; - and-

- Successfully complete Support Coordination Staff trainings required by the Division within the timeframes listed in Appendix E of this manual.

- **Note: For an Agency Head to be able to fill in or function as a Support Coordination Supervisor they must meet all of the above requirements.**

DDD Resources

- For Support Coordination assistance: DDD.SCHelpdesk@dhs.nj.gov

- For routine questions: DDD.FeeForService@dhs.nj.gov

- For training inquiries: SCUTrainingHelpdesk@dhs.nj.gov

- For HCBS questions: DDD.HCBShelpdesk@dhs.nj.gov

- For Medicaid questions: DDD.MediEligheIpdesk@dhs.nj.gov

Questions