SUPPORT COORDINATION
WHAT FAMILIES NEED TO KNOW

The Arc of New Jersey Family Institute

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WHAT IS THE SUPPORTS PROGRAM?

The **Supports Program** provides individuals 21 and older, living with their families or in other unlicensed settings needing supports and services.

The Supports Program will provide all participants employment/day services and individual/family support services based on their assessed level of need. Individuals and family have the opportunity to choose the support services that will meet their needs with the assistance of a Support Coordinator.

** With the exception of individuals enrolled in another Home & Community Based Setting or Managed Long Term Services and Supports program, including Community Care Waiver (CCW), all individuals 21 and older who are eligible for both Division services and Medicaid will be able to access the Supports Program**

WHAT IS A SUPPORT COORDINATION AGENCY?

A support Coordination Agency is a DDD funded service that assists individuals in gaining access to programs and state services.

Check out our Supports Program Go Bag:

https://www.thearcfamilyinstitute.org/resources/support-coordination-go-bag.html

List of Agencies:

https://www.nj.gov/humanservices/ddd/assets/documents/individuals/support-coordination-agencies-list.pdf

Support Coordination Podcasts:

https://www.thearcfamilyinstitute.org/what_we_do/podcasts.html

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Advocacy ◆ Empowerment
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WHAT IS A SUPPORT COORDINATOR?

Support Coordinators play an important role in the lives of individuals with intellectual and developmental disabilities and their families. They are professionals that:

Help identify the supports an individual needs

Help the individual plan for the life he/she wants

Connect the individual to services that will help him/her achieve a quality life in the community.

SUPPORTS PROGRAM MANUAL

This manual contains the current policies and practices governing all aspects of the Supports Program including but not limited to:

- Eligibility

- Care management

- Service delivery and standards

- Quality assurance
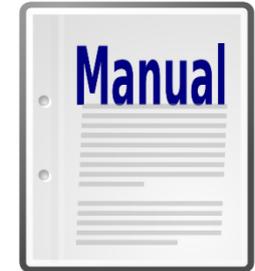
These policies apply to all individuals enrolled in the Supports Program, and this manual has been developed to provide uniform direction and guidance to individuals, families, Division personnel, and service providers.

Questions or requests should be directed to the Division's Supports Program Help Desk at DDD.SuppProgHelpDesk@dhs.state.nj.us.

For a copy of the Supports Program Policies & Procedures Manual visit:

https://www.nj.gov/humanservices/ddd/assets/documents/supports-program-policy-manual.pdf

ELIGIBILITY

WHAT ARE THE REQUIREMENTS FOR THE DIVISION OF DEVELOPMENTAL DISABILITIES (DDD) ELIGIBILITY?

- An individual must be determined eligible for services before DDD can provide services.

- An individual must meet the functional criteria of having a developmental disability.

- In order to receive DDD services, individuals are responsible to apply, become eligible for and maintain Medicaid eligibility.

- An individual must establish that New Jersey is his or her primary residence at the time of application.

- At 18 an individual may apply for eligibility. At 21, eligible individuals may receive Division services.

- The determination of an applicant's eligibility for Division services shall be completed as quickly as possible.

✓ Download our DDD Go Bag: http://bit.ly/2Xue7US

WHAT IS THE INTAKE/APPLICATION PROCESS?

An individual must apply to the Division of Developmental Disabilities to receive services from the Division. Again, this can begin at 18 years of age but supports won't be available to the individual until they are 21 years of age. (Limited Circumstances)

The application process begins by contacting the **Community Services Office**in your region- https://bit.ly/2XoQsGL or by

Downloading the application from DDD's website at- https://www.nj.gov/humanservices/ddd/assets/documents/individuals/application-for-eligibility-full.pdf

Upon request, the intake worker can provide assistance in completing the application. We can help too!

The more documentation that is provided, the easier it will be to process the application.

IS MEDICAID ELIGIBILITY NECESSARY TO RECEIVE SERVICES?

In the Medicaid-based, fee-for-service system **Medicaid eligibility is required** in order to receive DDD services.
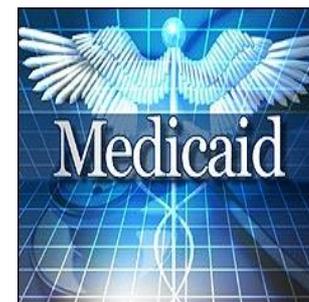
There are a few different types of Medicaid for the Supports Program:

Supplemental Security Income Medicaid

Workability Medicaid

NJ Care

Supports Program Medicaid Only (known as Non-Dac)

For more information please visit:
https://www.thearcfamilyinstitute.org/resources/helpful-guides.html

WHAT ARE SOME WAYS TO BECOME MEDICAID ELIGIBLE?

The process to apply for Medicaid may take some time and should start as soon as an individual turns 18. If an individual receives health insurance through a family member they can remain on that insurance, but must still become Medicaid eligible. Again, there are several ways to become Medicaid eligible:

- **Supplemental Security Income (SSI)-** If eligible for SSI a person will automatically receive Medicaid, as well.

- **Aged, Blind, Disabled Program (ABD)** - The Aged, Blind, Disabled (ABD) Programs cover individuals who are age 65 years or older as well as individuals determined by the Social Security Administration or by the Division of Medical Assistance and Health Services (DMAHS) as blind or disabled.

  - NJ Workability Medicaid - The NJ WorkAbility Program offers full New Jersey Medicaid health coverage to people with disabilities who are working, and whose earnings would otherwise make them ineligible for Medicaid.
  - New Jersey Care Special Medicaid Programs (also known as Community Medicaid) - The New Jersey Care Special Medicaid Programs are for individuals with gross monthly income that is equal to or less than 100% of the Federal Poverty Level.

- **NJ Family Care (County Medicaid)** - New Jersey's publicly funded health insurance program - includes CHIP, Medicaid and Medicaid expansion populations. That means qualified New Jersey residents of any age may be eligible for free or low cost health insurance that covers doctor visits, prescriptions, vision, dental care, mental health and substance use services and even hospitalization.

WHAT IF YOUR LOVED ONE JUST CAN'T OBTAIN MEDICAID?

There is an exception to the Medicaid requirement, which is applicable to a small number of individuals with IDD.

A relatively small number of school-age youth with IDD are NOT able to obtain SSI or Medicaid at age 18 because a parent has retired, become disabled, or died before the student was able to apply for SSI. DDD developed the term "Non- DAC" also called program medicaid …to describe individuals with IDD who are eligible for an exception to the requirement of having Medicaid before they can receive DDD services.

For more information about Non- DAC:

https://bit.ly/3ErZS4H

MEDICAID RESOURCES

- [Social Security](#)
- [Workability](#)
- [NJ Family Care](#)
- [DDD Medicaid Help Desk](#)
- [Health Care Advocacy](#)

- [ABD Medicaid](#)

- [DDD Go Bag](#)

NEW JERSEY COMPREHENSIVE ASSESSMENT TOOL (NJ CAT)

When the DDD application is completed, the intake worker will create a file for the individual. The application and all necessary documentation will be reviewed to determine if the individual has met the initial requirement.

When completed, the intake worker will refer the individual to complete the NJ CAT to begin the process of determining whether or not the individual meets the criteria. Call us and we can go over the NJ CAT with you!

For more information about the NJ CAT download our fact sheet at:

http://www.thearcfamilyinstitute.org/resources/helpful-guides.html

REQUESTING A NJ CAT REASSESSMENT

An individual may experience changes in his/her self-care, behavior, or medical needs that result in the need for a NJ CAT reassessment.

The process for submitting a request to be reassessed is as follows:

- The individual requests a copy of the most recently completed NJ CAT from his/her Support Coordinator

- The individual reviews the NJ CAT and notes any changes directly on the assessment

- The individual completes the "Request for Reassessment Form" found on the Division's website. (see below)

- The individual submits the completed "Request for Reassessment Form," NJ CAT changes, and any supporting documents to the assessment request email address at **DDD.DDPIAssessmentRequests@dhs.state.nj.us** or mail the documents to:

Department of Human Services Division of Developmental Disabilities

Attention: NJ CAT Re-assessment Unit 5

P.O. Box 726 Trenton, NJ 08625-0726

A person from DDD who is assigned to the mailbox will gather information about the changes that has led to the request and reach out to the designated "informant" within 3 business days from the initial contact.

The person from DDD will submit the gathered information to the Division's Intake Director review to determine if a reassessment will be conducted.

Please visit our Appeals page for more information about a NJ CAT reassessment.

http://bit.ly/2LruFoT

TIER AND ACUITY FACTOR

Results of the NJ CAT are calculated and summarized into a score based on:

Self Care

Behavior

Medical

This resulting score establishes a tier in which each individual has been assigned based on support needs.

The Tier is used to determine the individual's budget amount. There are 5 tiers: A B C D E (in very rare cases there is an F tier)

Acuity factor will be added to the tier for individuals with high clinical support needs based on medical/and or behavioral concerns.

The acuity based tiers include: Aa, Ba, Ca, Da, Ea and again possibly Fa

For more information go to page 19 in the Supports Program Manual:
https://www.nj.gov/humanservices/ddd/assets/documents/supports-program-policy-manual.pdf

BUMP-UP

If an individual experiences changes in life circumstances that result in a need for additional temporary services that are more than his/her individual budget, a short term increase in the budget, known as a bump-up may be available.

The bump-up is capped at 5,000 per individual, effective for one year and can only be provided every three years.

Process for submitting a request:

The individual's Support Coordinator can help with this.

The individual/family contacts DDD's Statewide Intake Worker

The Statewide Intake Coordinator will review the information requested and provided and make a decision

The Statewide Intake Coordinator will provide the individual/family with the determination within 3 business days of the initial request.

RESPONSIBILITIES
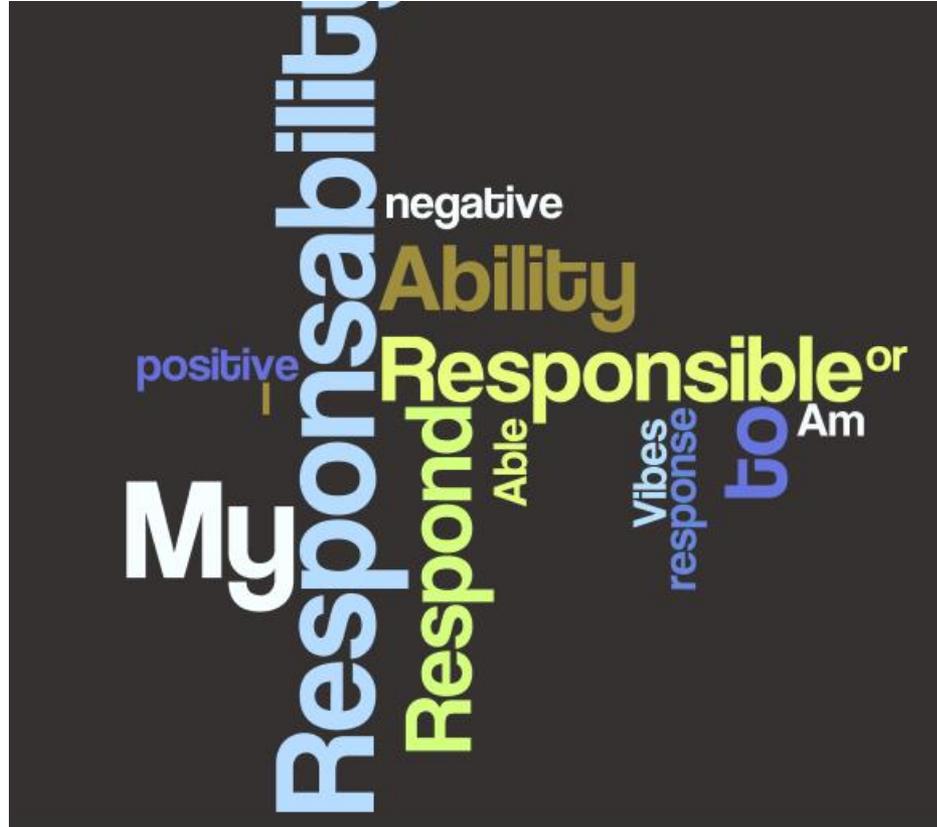
WHAT IS DDD RESPONSIBLE FOR?

- Determine individual eligibility

- Meet and comply with waiver assurances

- Ensure that assessment is available and completed

- Identify individual budget amounts

- Assign the chosen Support Coordination Agency or auto assign as applicable

- Approve service providers in collaboration with Medicaid

- Monitor service providers to ensure standards and policies are being met

- Provide approval/denial for identified services, that cannot be approved by the SC Supervisor. For example Vehicle Modifications

- Provide ongoing quality assurance of the service plan and provisions of services

- Discharge individuals from the Division or dis-enroll individuals from the supports program, as applicable

WHAT IS THE SUPPORT COORDINATOR RESPONSIBLE FOR?

The Support Coordinator (SC) is responsible for the following tasks:

- Identifying team members (You and your child are team members)

- Notifying team members

- Ensuring that copies of all current evaluations and assessments are available to the team members prior to a meeting, if possible

- Actively participating in team meetings

- Coordinating meetings of the planning team

- Writing the PCPT as a result of the Person-Centered planning process (with individual and family input, of course)

- Writing the ISP (connection to supports and services)

- Distributing copies of the ISP

- Ensuring that all data is entered into the iRecord

- Monitoring and reviewing the ISP

- Completing other assignments as determined by the planning team

RESPONSIBILITIES OF THE SUPPORT COORDINATOR…..

- Using and coordinating community resources and other programs and agencies

- Accessing these community resources and other programs

- Developing a thorough understanding of the services funded by DDD

- Interviewing the individual and if appropriate, the family

- Obtaining authorization from the SC Supervisor for funded DDD services

  Monitoring

- Maintaining confidential case records

- Ensuring that incidents are reported

- Notifying team of any changes

- Reporting any suspected violations

- Linking the individual to service providers

- Conducting contacts on a monthly basis, face to face quarterly and home visits on an annual basis

WHAT IS THE INDIVIDUAL AND FAMILY RESPONSIBLE FOR?

The person or guardian is responsible for the following tasks:

- Being available to meet for the required ISP planning meeting and reviews

- Providing documentation for eligibility determination/redetermination

- Actively participating in planning meetings

- Reporting issues with providers of service

- Reporting changes of address

- Reporting changes in individual circumstances

- Signing appropriate consents

- Providing appropriate documentation to obtain requested assistance from DDD

- Complying with and maintaining Medicaid eligibility

RESPONSIBILITIES OF THE INDIVIDUAL AND FAMILY CONTINUED….

- Informing the Intake worker in the Division's Community Services Office serving the region in which the person resides of significant temporary or permanent changes to the individual or caregiver that cause the need for a bump- up or reassessment

- Requesting that the Support Coordinator invite other persons to participate as team members, if necessary

SUPPORT COORDINATION

SELECTION AND ASSIGNMENT OF A SUPPORT COORDINATION AGENCY

Each person must have a Support Coordinator to receive services through the Supports Program

An individual has the opportunity to choose his/her preferred Support Coordination Agency.

The Support Coordination Agency Selection Form can be found in our Support Coordination Go Bag: https://bit.ly/SCgobag

The choice will be made from a database of approved agencies which can be found at: //bit.ly/SCgobag

If an agency isn't selected by the individual or family, DDD will auto assign the Support Coordination Agency based on location and availability.

**once assigned, the Support Coordination Agency will identify a Support Coordinator within the agency. While an individual can inform the SC agency of any preference they might have in a Support Coordinator, there is no guarantee that the SC agency will be able to assign the preferred Support Coordinator.

SELECTING A SUPPORT COORDINATOR

The Support Coordination Agency will assign a support coordinator and he/she will contact the individual and family to initiate the Person Centered Planning Process.

The Support Coordinator is responsible for developing the Individualized Service Plan (ISP) with the individual, the individual's family, and other team members designated by the individual.

The Support Coordinator is responsible for monitoring services utilized by the individual.

Person Centered Planning Tool (PCPT)

https://bit.ly/3vthoRL

Individualized Service Plan (ISP)

bit.ly/dddispplan

WHEN CHOOSING A SUPPORT COORDINATION AGENCY

- Match the person's wants and needs with the skills and expertise of the support coordination agency

- Find the agency that knows the person's local community and the supports that exist

- Select and agency that you or your loved one feels comfortable working with

- Discuss expectations of the Support Coordinator

- Always remember that you can change to a different agency if the need arises

To download the Selecting a Support Coordination Agency booklet visit: https://bit.ly/3Ezs06j
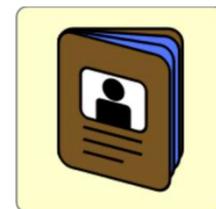
STEPS FOR SELECTING A SUPPORT COORDINATION AGENCY

Step 1: Think about your family member's life…..

❑ What's important to him/her?

❑ What are his/her support needs?

❑ What does he/she want for his/her life?

Step 2: Research Support Coordination Agencies….

❑ Review the list of Support Coordination Agencies

❑ Locate the agencies that serve your region and meet your language needs

❑ TALK TO OTHER FAMILIES in your area

❑ Check out the agencies' websites

STEPS FOR SELECTING A SUPPORT COORDINATION AGENCY CONTINUED

Step 3: Interview Support Coordination Agencies

Ask Support Coordination Agencies Questions about:

❑ Basic information about the agency

❑Knowledge and experience of Support Coordinators

❑Practices of monitoring of quality

❑Information specific to your family member's needs and preferences

Step 4: Review what you've learned to help you decide

❑What are your initial thoughts/feelings?

❑Which agency:

✓Made you feel at ease?

✓Share your beliefs and values?

✓Understand your family members needs?

✓Will be responsive?

✓Has the necessary skills

CHANGING SUPPORT COORDINATION AGENCIES

If the individual wants to change their Support Coordinator, he/she must follow the policies and procedures set forth by the Support Coordination Agency.

The Support Coordination Agency must make every effort to accommodate the request and assign a new support coordinator to the individual, but they aren't obliged to do so.

If an individual wants to change Support Coordination Agencies, he/she must indicate it on the Support Coordination Selection Form and submit it to the division. Once the form is received the reassignment process will follow.

The Support Coordination Selection Form can be found in our Support Coordination Go Bag:

http://www.thearcfamilyinstitute.org/resources/support-coordination-go-bag.html

** Because the rate for Support Coordination services monthly, the individual must commit to a calendar month of services from the assigned Support Coordination Agency.**

SERVICES

SERVICES AVAILABLE THROUGH THE SUPPORTS PROGRAM

Assistive Technology

Behavioral Supports

Career Planning

Cognitive Rehabilitation

Community Based Supports

Community Inclusion Services

Day Habilitation

Environmental Modifications

Goods & Services

Interpreter Services

Natural Supports Training

Occupational Therapy

Personal Emergency Response System (PERS)

Physical Therapy

Prevocational Training

Respite

Speech, Language, and Hearing Therapy

Support Coordination*

Supported Employment-Individual Employment Support

Supported Employment-Small group employment support

Supports Brokerage

Transportation

Vehicle Modification

You can find a fact sheet for each service here:
https://www.thearcfamilyinstitute.org/resources/helpful-guides.html

PLANS

What's the plan!

INDIVIDUALIZED SERVICE PLAN (ISP)

It is a requirement that each person who has been determined eligible to receive services from DDD must have an Individualized Service Plan (ISP).

The plan will be developed by a planning team of appropriate persons to include, but not be limited to:

- The individual

- The Support Coordinator

- The individual's parent or guardian as appropriate.

This plan is developed based on assessed needs identified through the:

➢ NJ Comprehensive Assessment Tool (NJ CAT)

➢ the Person-Centered Planning Tool (PCPT)

➢ and additional documents, as needed

The plan identifies the individual's outcomes and describes the services needed to assist the individual in attaining the outcomes identified in the plan.

PERSON CENTERED PLANNING TOOL (PCPT)

The Person-Centered Planning Tool (PCPT) is a mandatory discovery tool used to guide the person-centered planning process and assist in the development of an individual's Service Plan.

The Support Coordinator will facilitate the development of the PCPT with input and guidance from the identified team members.

The PCPT can be provided to the individual and/or his/her guardian, family, or other people as identified by the individual and/or guardian prior to the planning meeting in order to assist them in becoming familiar with the PCPT and begin thinking about information that will be provided to assist in completing the PCPT.

Individuals may also have participated in the person-centered planning process through other entities, such as their school. Information gathered through these previous person-centered planning experiences can be very relevant to include in the PCPT, too.

Any information provided when an individual, family, etc. completes the PCPT prior to meeting with the Support Coordinator will be discussed during the person centered planning meeting and used to inform the PCPT completed by the Support Coordinator.

For more information on PCPT visit: **http://bit.ly/PCPTool**

QUESTIONS TO ASK

HERE ARE SOME QUESTIONS TO ASK SUPPORT COORDINATION AGENCY DIRECTORS

- How long has your agency been qualified to provide Support Coordination?

- How many families does you agency serve through Support Coordination?

- How many Support Coordinators does your agency have? How many part-time? How many Full-time?

- What is the maximum number of families that your Support Coordinators will have on their caseload?

- Does your agency have the authority to approve your own consumers' service plans

- What is the average turnover of a support coordinator at your organization?

- How do you match people using supports with support coordinators?

- How does your agency respond to issues/needs that occur after typical business hours?

QUESTIONS CONTINUED…KNOWLEDGE AND EXPERIENCE

- How would you describe the experience your Support Coordinators have working with individuals with disabilities?

- What training and mentoring do your support coordinators receive to give them the knowledge and skills needed to help family members obtain the supports and services needed to live the life he/she wants?

- How do your Support Coordinators develop or adapt services and supports to address the needs and preferences of culturally diverse communities?

- How are your support coordinators connected with the local community and resources?

- How do you educate and empower people and families about the support options that are available to them?

- You can find additional questions at:
https://boggscenter.rwjms.rutgers.edu/documents/BOGGS/Publications/SupportCoordination/SelectingSCAgency-ENG.pdf

NOTES...WHAT DO YOU THINK OF THE SUPPORT COORDINATION AGENCIES YOU INTERVIEWED?

Take time to review your notes from your conversations with the different agencies.

❑What are your thoughts and feelings?

❑Which organization do you think:

❑Made you feel respected, comfortable, and at ease?

❑Share your family's beliefs and values?

❑Understands your family member's disability?

❑Will be responsive to what your family member wants and needs are?

❑Has the skills and knowledge needed to support your family member?

❑ visit http://bit.ly/2ueCfLu for more information on this topic.

SERVICE PROVIDER

UTILIZING A SERVICE PROVIDER

An individual selects each service provider he or she prefers to provide services included in the ISP. The individual and family are encouraged to research service providers through:

- Phone Calls

- Interviews

- Provider Fairs

- Site visits

- Word of mouth

- Marketing materials

https://irecord.dhs.state.nj.us/providersea

SUPPORT COORDINATORS AND SERVICE PROVIDERS

Support Coordinators cannot select the service providers or recommend any specific provider for an individual, but they **can** assist the individual in:

- Researching service providers

- Matching approved service providers for the services identified

- Responsible for assisting the individual with identifying criteria which will help narrow down the list of providers

HOW CAN SUPPORT COORDINATORS HELP WITH SERVICE PROVIDERS

A Support Coordinator can help facilitate individual research through:

- Provider interviews

- Tours

- Meetings

- Schedule intake meetings

- Assist the individual and family in providing any referral information required by the service provider

- Communicate with the service provider to ensure that they are capable of meeting the strategies necessary to assist the individual in progressing toward the outcomes indicated in the ISP

- Determine availability of services

An individual has the option of doing the research themselves and scheduling meetings instead of the Support Coordinator

THINGS TO THINK ABOUT WHEN SELECTING SERVICE PROVIDERS

Step 1: *Identify What the Family Member Needs and Wants*

What are some things that the family member would like to do?

What kind of support do they need to do those things?

What are their hopes and dreams for the future?

Step 2: *Learn about service providers*

Talk to a Service Provider about:

What your family needs and wants

How your family member wants to be supported

What they have to offer

SELECTING SERVICE PROVIDERS…..

Step 3: Review what you learned to help you decide

What are your initial thoughts/feelings?

Which Service Provider:

➢Understands what your family member needs and wants

➢Will help your family member achieve what they want

➢Knows your community best

➢Will ask for feedback and make changes if supports aren't working well

SELECTING SERVICE PROVIDERS

Step 4: Make your decision

Let your family member's Support Coordinator know what your decision is

Start to receive services

Your support Coordinator will monitor the quality of services received

For more information visit:

http://rwjms.rutgers.edu/boggscenter/projects/infopeopleandfamilies.html

SUPPORT COORDINATION AGENCY LIST

SUPPORT COORDINATION AGENCIES

Support Coordination (SC) Agencies marked with a diamond are "released agencies" which means that they have received authorization from DDD to have their SC Supervisors approve their own service plans. This signifies that these agencies do not have to submit service plans to DDD for review and approval because they have met a minimum standard for delivering quality service plans.

Please note that newer agencies and those serving a smaller number of individuals may not yet be released, which does not necessarily reflect on their quality.

DDD updates the SC Agency List as additional agencies receive released status, so please make sure you have the most up-to-date list when choosing an agency.
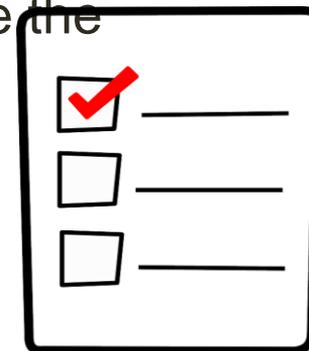
RESOURCES

HELPFUL LINKS TO DDD

Division of Developmental Disabilities-
www.nj.gov/humanservices/ddd/home/

Applying for services-
https://www.nj.gov/humanservices/ddd/individuals/applyservices/

Community Care Waiver (CCW)-
https://nj.gov/humanservices/ddd/documents/community-care-program-faqs.pdf

Division Circulars-
https://www.state.nj.us/humanservices/ddd/providers/providerinformation/circulars/

LINKS CONTINUED….

Medicaid Eligibility
https://www.state.nj.us/humanservices/ddd/individuals/applyservices/medicaid/

DDD- News and Announcements-
https://www.state.nj.us/humanservices/ddd/news/updates/

NJ CAT resource page-
https://www.state.nj.us/humanservices/ddd/individuals/applyservices/assessment/

Support Coordination-
https://www.state.nj.us/humanservices/ddd/individuals/community/care/

Supports Program-
https://www.nj.gov/humanservices/ddd/assets/documents/supports-program-policy-manual.pdf

CCW Waiver List Form-
http://www.state.nj.us/humanservices/ddd/documents/Documents%20for%20Web/Waiver%20WL%20Request%20Form%20-%20Web.pdf

Useful Links

DDD HELP DESKS

Communications/ Division Update
DDD.Communications@dhs.state.nj.us

Fee for Service- DDD.FeeForService@dhs.state.nj.us

Medicaid Eligibility- DDD.MediEligHelpdesk@dhs.state.nj.us

Provider Database-
DDD.ProviderDatabaseHelpdesk@dhs.state.nj.us

Supports Program- DDD.SuppProgHelpdesk@dhs.state.nj.us

Support Coordination-
DDD.SCSupervisorSupport@dhs.state.nj.us

Support Coordination Supervisors Support-
DDD.SCSupervisorSupport@dhs.state.nj.us

GENERAL RESOURCES, INFORMATION AND CLARIFICATION

Support Coordination Resource Page-
http://rwjms.rutgers.edu/boggscenter/projects/njisp.html

Support Coordination Help Desk-
DDD.SCHelpdesk@dhs.state.nj.us

Person-Centered Planning/Thinking

o www.inclusion.com

o www.learningcommunity.us

o The Boggs Center on Developmental Disabilit
https://rwjms.rutgers.edu/boggscenter/training/

o www.thearcfamilyinstitute.org