Purpose of Webinar

- Feedback
- Implementation
- Clarification based on further development
Additional Training Opportunities

- 2-Day Sessions – September 26 & 27, November dates to be announced
- Supports Program – Beginning of 2014
- I-Record
- Technical Assistance & Continuing Education

DHS/DDD
Overview of DDD

- Adult Service System
- Medicaid Based System
  - Individual Based
  - MCO/ASO/Waiver Services
- Disability Services
- Individual Based
- What DDD is not …
Key Themes

- Individual Choice
- Shift from Segregated Settings/Supports to Integrated Supports
- Employment First
Overarching question to consider...
If the individual didn’t have an I/DD, would we be...

- having this discussion?
- making this decision?
- suggesting this?
- asking this?
- expecting this?
- etc.
Care Management
Current Overview of Care Management

- Individuals receiving services prior to June 2013
- New presenters as of June 2013
- Individuals enrolled into Supports Program – beginning of 2014

DHS/DDD
Accessing Support Coordination

- Individual/Family completes the Support Coordination Agency (SCA) Selection Form & submits to DDD
- SCA form provides individual/family the opportunity to indicate preference in SCA
- SCA is assigned if preferred selection serves county of residence and has capacity
Accessing Support Coordination

- SCA agency is auto assigned by computer in situations where:
  - No preference is indicated
  - SCA of preference does not serve county of residence or does not have capacity
- Individual/family can choose a new SCA at any time
Accessing Support Coordination

- Notification of SCA assignment is sent to the individual and DDD Regional Office
- SCA will receive the NJ CAT (Comprehensive Assessment Tool) and individual’s budget
- SCA will identify SC
- SC will contact the Regional Office for a case conference (using SC Case Conference Guide)
Individualized Budgets

- How budgets are assigned
- Support Coordinator’s role
- Support Coordinator cannot be involved in budget setting process
- Process when there are concerns about the budget
What is Support Coordination?

- Services that assist participants in gaining access to needed program and State plan services, as well as needed medical, social, educational and other services
Conflict Free Care Management

- SC **cannot** select providers for the individual
- SCA/SC **cannot** enter into “agreements” with direct service providers to refer individuals in exchange for SC referrals
- DDD will monitor trends in referrals
- SCA will be subject to suspension or disenrollment
24 Hour Coverage

- SCA must ensure that Support Coordination services are available at all times – minimally via phone contact
- Answering service is acceptable as long as there is a SC available on-call
- SCA must schedule meetings to accommodate individuals/families that cannot meet during business hours
24 Hour Coverage - Emergent Cases

- Shall be directed to the on-call SC for follow-up
- SC must contact the individual and direct him/her to appropriate resources and/or make phone calls (911, emergency personnel, other government entities, etc.)
- A meeting to develop a plan to address the issue must be held the following morning/day
Service Planning Process
PCPT’s Purpose

- Facilitates Person Centered Planning process
- Identifies strengths, preferences, individual characteristics, etc.
- Can be used to share pertinent caregiver information/support needs
- Provided to service providers upon consent
Pathways to Employment

- Designed to facilitate a conversation about employment with the individual
- Path 1: Already employed
- Path 2: Unemployed & wants to pursue employment
- Path 3: Unemployed & not pursuing employment at this time
Voting

- Designed to facilitate a conversation about voting with the individual
- Identifies support needs related to voting
Mental Health Pre-Screening

- Designed to facilitate a conversation about the individual’s mental health
- Indicate “yes” or “no” based on response to questions
- Ask follow up questions as needed
- Responses may lead to the need for referrals for mental health services or identification of support needs
ISP’s Purpose

- Identifies outcomes, goals, and support needs
- Identifies health & safety concerns
- Service authorization
- Provided to all service providers
Documents Needed for ISP Development

- NJ CAT
- Discovery Tools
- Current/Previous PCPT(s)
- Previous ISP(s), if applicable
- Must review the NJ CAT, PCPT, and previous ISP prior to writing a new ISP
Review – NJ CAT

- Information related to physical, cognitive, health, behaviors, communication, etc.
- How will these characteristics effect the individual’s ability to meet outcomes/goals?
- Identify areas where support is needed
Review – NJ CAT

- Identify areas/experiences that will continue or contribute to meeting outcomes/goals
- Identify how caregiver characteristics may require support
Review - PCPT

- Outcomes, goals, service needs related to the individual
- Pathways to employment
- Voting
- Mental health pre-screening
# Outcomes – Do’s & Don’ts

<table>
<thead>
<tr>
<th>Do’s</th>
<th>Don’ts</th>
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<tbody>
<tr>
<td>Write about the individual’s desired achievement</td>
<td>Write about the service/supports needed to achieve the desire</td>
</tr>
<tr>
<td>Write in future tense</td>
<td>Write in present or past tense</td>
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<tr>
<td>Write one outcome per outcome</td>
<td>Write/combine multiple outcomes into one</td>
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<tr>
<td>Include at least one employment outcome</td>
<td>Forget to include an employment outcome</td>
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<tr>
<td>Individualize the outcomes</td>
<td>Write the same outcome for everyone</td>
</tr>
<tr>
<td>Other?</td>
<td>Other?</td>
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DHS/DDD
Writing Goals

- Goals are the steps it takes to reach the outcome
- Be specific and measurable
- Do not repeat what has been written as an outcome
Additional ISP Requirements

- Must be completed within 30 days of individual assignment
- Completed at least annually to review current plan and develop a new annual ISP
- Modified whenever there is a significant change in the individual’s status
- Distributed (along with PCPT upon consent) to all team members and service providers within 3 days of approval
Coordinating Services
Use of Community Resources

- Most communities offer an array of services that may meet the needs of people with I/DD and their families.
- Utilizing these resources can increase the amount of services an individual receives and may provide services that are not available through DDD.
Use of Community Resources

- SC must be aware of community resource information & assist the individual in linking to these resources
- Adaptive and/or medical equipment, nutrition assistance, housing, legal assistance, recreation, advocacy, transportation, utility assistance, etc.
- Section to assist this discussion in PCPT
Current DDD Services

- Assistive Technology
- Environmental Modification
- Habilitation
- Individual Supports
- PERS
- Recreation
- Respite
- Supported Employment
- Transportation
- Vehicle Modification
- Adult Training (AT) – contracted
- AT-Special Needs – contracted
- Corporate Respite – contracted
- Family Supports – contracted

* A handout with additional details is being developed and will be available by 9/26
Selection of Approved Providers

- SC cannot select providers for the individual.
- SC will assist in:
  - Matching providers to needs.
  - Identifying criteria that will help narrow the list of available providers (can be accessed through a database, DDD regional personnel, provider fairs).
  - Contacting potential service provider to help facilitate individual research (interviews, tours, etc.).
  - Determining availability of services.
Selection of Approved Providers

- Individual identifies provider choices based on identified need
- SC contacts the potential providers to assess availability and documents the provider in the ISP
- SC provides contact info to provider and individual, facilitates introduction, notifies provider of service need & individual attributes
Selection of Approved Providers

- Provider should make contact with individual or express interest in delivering services to the individual (5 working days)
- SC changes provider selection in ISP as necessary
- SC follows ISP authorization process
Self-Hires

- A self-hire is an individual who provides services as an employee of the participant.
- The Fiscal Intermediary (FI) shall be utilized to manage payroll, tax responsibilities, and other employer obligations related to Self-Hire selection and employment activities.
Self-Hire Process

- Provide individual/family with a self-hire packet – obtained from Easter Seals
- Complete packet and send to Easter Seals
- Easter Seals reviews qualifications
- Individual/family hires, orients, and trains
- FI will ensure training in accordance with DDD required qualifications specific to the services
For Self-Hires the Individual/Family must:

- Track the hours of service used against the hours of service authorized
- Report any concerns to the SC, and work with the FI/DDD toward resolution
Referral & Placement

- Contracted – the Region will make referrals
- Self-directed – Easter Seals will send a welcome packet to the provider
- If family support services are needed, the SC will contact Tricia to arrange
- SC sends a copy of the ISP and relevant and consented to discovery tools, evals, assessments, etc. to the providers
Service Authorization

- DDD-funded services require authorization prior to delivery
- Currently, all plans are reviewed and approved by DDD
- In the future, the SC Supervisor’s approval of the ISP will authorize services & some services will require DDD approval (a list will be provided)
SC Supervisor

- Reviews the ISP once submitted by SC
- Ensures that other resources have been explored and are either not available or not sufficient to meet the documented need
- Ensures that the services will be provided in accordance with the service definitions and parameters outlined in the SP Policy Manual
Authorization Process

- SC completes the ISP and passes on to the SC Supervisor for review
- SC Supervisor (SCS) reviews the ISP
- SCS notifies the SC of any needed revisions
- SCS approves and sends to DDD for approval
Authorization Process – I-Record

- SC completes the ISP and changes status from “work in progress” to “review”
- SC Supervisor (SCS) reviews the ISP
- SCS notifies the SC of any needed revisions
- SCS will approve the plan or send to DDD for approval
Monitoring

- Ensuring that the individual
  - Receives quality supports and services as outlined in the ISP
  - Progresses toward identified outcomes
  - Receives quality supports and services in accordance with DDD’s mission and core principles
- Documented on the Support Coordination Monitoring Tool
Monthly Contact

- Face-to-Face is preferable
- Telephone is acceptable
- Documented on Support Coordination Monitoring Tool
- SC must provide follow-up and document through case notes and/or the SC Monitoring Tool
- Revise ISP as necessary
Quarterly Contact

- Must be face-to-face & include at least 1 home visit annually
- Some services require a review of the setting where services are provided
- Documented on the SC Monitoring Tool
- SC must provide follow-up and document through case notes and/or the SC Monitoring Tool
- Revise ISP as necessary
SC Monitoring Tool

- Identifying Information
- Outstanding Issues/Outcomes of Corrective Actions
- Medicaid Eligibility Status
- Budget
- Service Plan
- Health & Safety
SC Monitoring Tool

- Behavior (if applicable)
- Community Involvement
- Provider Satisfaction
- Friendships and Social Interactions
- Choice and Decision Making
- Unusual Incident Reports
- Communication
SC Monitoring Tool

- Additional Comments
- Quarterly Face-to-Face Review (if applicable) – For SC to answer
- Annual In-Home Review (if applicable) – For SC to answer
- Acknowledgements
Quality Assurance Responsibilities

- SC should report any quality assurance issues that come to his/her attention to DDD
- Include standards that are out of compliance, inappropriate implementation of programs, serious incidents not being reported, etc.
- Also document in SC Monitoring Tool and/or case notes
Summary of Current SC Documents

- **Required Documents**
  - Support Coordination Monitoring Tool
  - PCPT
  - ISP
  - Participants Statement of Rights & Responsibilities

- **Optional Documents**
  - ISP Assurance Checklist
  - Information Gathering Packet/Discovery Tools
# A Support Coordinator

## Does…

- Assist in linking individual to services & supports
- Provide information and can act as a resource to service providers
- Support individual in advocating for him/herself and/or link individual/family to advocacy resources
- Follow-up
- Meet deliverables on time
- Understand community resources & linkages

## Does Not…

- Choose or recommend specific services, supports, or providers
- Advocate or attempt to change provider’s delivery of services
- Advocate on behalf of the individual/family
- Wait until designated meetings or documentation to provide follow-up
- Go past deadlines
- Utilize or rely only on DDD services/supports prior to seeking out other resources
I-Record

- October 1 – Go Live Date
- November 1 – Deadline for entering info
- IT Needs
  - Internet Explorer Browser (Version 7 or 8)
  - Scanner
  - Current Adobe Reader
  - Microsoft Word or comparable productivity software
  - Internet access
I-Record Training

- Demonstration during SC training sessions
- Video Training – available in October
- Ongoing Technical Assistance provided by the DDD Regional Monitors
Friendly Reminders

- Establish and maintain records
- Monthly contact CANNOT be conducted by email
- Only one outcome is required (although most individuals will have more than one)
- Outcomes must be individualized (DDD will be monitoring)
Friendly Reminders

- All ISPs indicating that the individual is “not currently pursuing employment at this time” will be reviewed by Jennifer Joyce
- SCA/SC cannot enter into “agreements” with direct service providers to refer individuals in exchange for SC referrals
- SC must distinguish between care management and advocacy
Resources & Technical Assistance

- Support Coordination Resource Page -
  http://rwjms.rutgers.edu/boggscenter/projects/njisp.html
- SC Help Desk –
  DDD.SCHelpdesk@dhs.state.nj.us
- NJ Resources –
Technical Assistance

- SC Help Desk
- Central Office – Tricia Brennan
- Each Regional Office has identified a point person
- 100% review of ISPs
- Review of SC Monitoring Tool
- Conflict Free – Carrie Conger
Questions???