The New Jersey Department of Human Services
Division of Developmental Disabilities

SERVICE DOCUMENTATION FOR SELF-DIRECTED EMPLOYEES

July 2020

Division of
Developmental
Disabilities

State of New Jersey
Department of
**Human
Services**

Service Documentation

○ All self-directed employees, including family members of the individual served, must maintain service notes for each date services are delivered.

○ Consistent maintenance of service notes:

  ✕ Substantiates service claims/billing.

  ✕ Ensures service delivery is supporting the outcomes identified in the service plan.

  ✕ Provides an overview of the individual's progress toward outcomes and response to strategies and supports, and reflects significant events that occur in the individual's life that may impact progress.

  ✕ Ensures provider is in compliance with service definition and provider roles and responsibilities.

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Service Documentation

- Service notes should:
  - Be written by the person who delivered the service.
  - Include individual's DDD ID and plan, outcome and service #s.
  - Be specific and individualized and must accurately reflect the service provided per session/date of service.
  - Be written in a meaningful way so that the notes collectively outline the individual's response to supports in a sequential, logical, and easy-to-follow manner over the course of service.
- Service notes should not be duplicative (i.e., should not just be copied and pasted).

Required Elements

Who

What

Where

When

Why

Required Elements

- **Who**
  - Full legal name of individual receiving the service and self-directed employee (SDE) delivering the service.

- **What**
  - **What service was delivered** (e.g., Community Based Supports, Respite) - separate service note must be written for each service (e.g., Individual Supports and Transportation), with separate start and stop times for each service.

  - **What happened -** document the individual's response (level and type of participation, ability to demonstrate the skill, type of support needed, progress/regression).

Required Elements

- **Where**
  - Be specific - where inside the individual's home or where specifically in the community the service occurred. If service occurred in multiple locations, identify mode of transport.

- **When**
  - Date of service, and start and stop time (identify AM or PM).

- **Why**
  - Why was the service delivered? – must be a clear link to outcomes and strategies in the service plan.

Submitting Service Documentation

- When submitting Paper Timesheets to Public Partnerships (PPL):
  - **STEP 1:** Fax or email the <u>timesheet only</u> to PPL.
  - **STEP 2:** Fax the <u>timesheet AND supporting service documentation</u> to DDD at **609.341.2226,** with a cover sheet that includes:
    - SDE full name (Last, First)
    - SDE phone number
    - Name of individual receiving services (Last, First)
    - Start and end date of payroll period

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Submitting Service Documentation

- When submitting timesheets electronically to Public Partnerships (PPL), you must click on **Activity**:

Submitting Service Documentation

- Clicking on Activity will generate this Activities and Notes pop-up:

Submitting Service Documentation

- When submitting Timesheets to Easterseals
  - For those currently enrolled in Agency with Choice Model.
  - Coming soon for all others utilizing SDEs with Easterseals as FI (eRecord/Interim/FFS).
  - **STEP 1:** Complete Page 1 of the timesheet as it applies to hours worked.
  - **STEP 2:** Complete Page 2 of the timesheet – this is the Note Page that outlines the service that was delivered to the individual.
  - **STEP 3:** Fax the completed two-page timesheet weekly to 888-399-0427 or email to awcforms@nj.easterseals.com by 11:59pm Saturday.

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Implementation Schedule

Easterseals

- Agency With Choice employees- already implemented
- Easterseals as FI: eRecord, Interim, FFS coming soon

PPL

- Timesheet beginning September 7 is the soft-rollout date
- Electronic and Paper Timesheets

PPL and Easterseals: Full Implementation

- Late Fall

Soft Roll-Out vs Full Implementation

Soft Roll-Out

- SDE's will complete service documentation on the new paper and/or electronic platforms

- DDD staff will review service documentation

- DDD will take action; as needed

- Payment continues without interruption

Soft Roll-Out vs Full Implementation

Full Implementation

- SDE's will complete service documentation on the new paper and/or electronic platforms

- DDD staff will review service documentation

- DDD will take action; as needed

- Payment may be interrupted

- SDE employment is linked to proper documentation

What's Next?

- All information will be posted on DDD Self-Directed Services page: https://nj.gov/humanservices/ddd/programs/selfdirected/

- New service documentation process notification to SDEs

- Soft roll-out beginning September 7, 2020

- Full implementation: Fall 2020

Appreciation Slide

Thank You!