NJ DEPARTMENT OF HUMAN SERVICES

DIVISION OF DEVELOPMENTAL DISABILITIES

Updates for
Support Coordination Agencies
August 10, 2023

Webinar Agenda

1. Support Coordination Unit (SCU) Updates
2. Support Coordination Agency (SCA) Landscape
3. Support Coordination Evaluation Updates
4. Division Updates
5. Highlight Issue: Individual Needs and Licensed Settings
6. Highlight Issue: Respite
7. Questions

Webinar Survey

Participants will have the opportunity to participate in a survey related to this webinar.

The survey should appear immediately when the webinar has ended.

Support Coordination is a rewarding and challenging role!

DDD honors and appreciates Support Coordination Agency staff and all of their work with individuals with intellectual and developmental disabilities.

SCU Updates

SCU Updates

Don't miss out on important information!

Upcoming Support Coordination Unit Webinars for Support Coordination Agencies

October 12, 2023, 1:00pm – 2:00pm **Register**

December 14, 2023, 1:00pm – 2:00pm **Register**

Past webinar slide decks and recordings may be found on the **Support Coordinator Information** webpage.

SCU Updates

New Learning Opportunities in August!

UPDATED! **Overview of Pre-Admission Screening and Residential Review (PASRR) Process for Individuals with IDD**
August 14, 2023, 10:00am – 11:00am Register

Preparing for Support Coordination Agency Evaluation
August 8, 2023, 2:00pm – 3:30pm Register
August 15, 2023, 10:00am – 11:30am Register

SCU Updates

<u>Home & Community-Based Services (HCBS) Webinar Series</u>

[The HCBS Settings Rule Series: A Collection of 10 Minute Webinar Shorts](#)
This webinar series includes information, guidance, and expectations for compliance with the various characteristics of the HCBS Settings Rule.

Available now through [The College of Direct Support](#)(CDS).

Additional information can be obtained from the

HCBS Helpdesk: DDD.HCBShelpdesk@dhs.nj.gov

SCU Updates

New College of Direct Support Opportunities!

- **NEW!** Overview of the Community Care Program Waiting List

- **NEW!** Measuring Customer Satisfaction: A Training for Support Coordination Agencies

- **NEW!** Overview of the Office of Education on Self-Directed Services

- **NEW!** Preparing for Support Coordination Agency Evaluation

SCU Updates

Education & Training Resources

- The Support Coordination Unit offers [Monthly Training and Education Opportunities](#) for Support Coordination Agencies.

- [The College of Direct Support](#) is available 24 hours a day, 7 days a week.
  - CDS lessons with the DDDSC designation are required. CDS lessons with DDD Support Coordination designation are optional, but encouraged.
  - To access recorded trainings, the SCA-assigned CDS Administrators need to assign individual lessons to each staff member.

- [The Boggs Center on Developmental Disabilities](#)

- Helpdesk for Education & Training: SCUTraininghelpdesk@dhs.nj.gov.

SCU Updates

Support Coordination Agency Operations

Sudden departure or unavailability of any SCA staff that may impact operations must be reported to the agency's assigned SCU Quality Assurance Specialist (QAS).

SCA Landscape

SCA Landscape

SCA Landscape	As of August 1, 2023
Total SCAs	149
Released SCAs	130
Unreleased SCAs	19
New SCAs in 2023	4

SCA Landscape

Support Coordination Capacity	Support Coordination Census
29,402	**25,042**

As of August 1, 2023

SCA Landscape

SCA Census	As of August 1, 2023
Total SCAs with Census under 60	**54** (37 Released, 17 Unreleased)
SCAs with Census between 0 - 10	**7** (1 Released, 6 Unreleased)
SCAs with Census between 11 - 20	**5** (2 Released, 3 Unreleased)
SCAs with Census between 21 - 30	**12** (7 Released, 5 Unreleased)
SCAs with Census between 31 - 40	**10** (8 Released, 2 Unreleased)
SCAs with Census between 41 - 50	**8** (8 Released, 0 Unreleased)
SCAs with Census between 51 - 59	**12** (11 Released, 1 Unreleased)

SCA Evaluation Updates

SCA Evaluation Updates

DRAFT Indicators for 2023 SCA Evaluation

Documentation Indicators

- SC Monitoring Tools
- ISP
- PCPT
- Retroactive Change Requests
- NJCAT reassessments
- Care Management Issues and Follow Up
- Field Visit Notification Follow Up
- Second Waiver Service

Operations

- Policies & Procedures Manual
- 24-Hour Availability and Response
- Adherence to Conflict-Free Requirements
- Appropriate iRecord Utilization
- Staff Conflict of Interest Issues
- Census Plan (if less than 60)

Quality

- Quality Improvement/Quality Management Plan
- Satisfaction Measurement by SCA
- Satisfaction calls by Division

Staff Qualifications

- Criminal Background Checks
- Staff Education
- Staff Experience
- Staff Initial and Annual Training Requirements

SCA Evaluation Updates

Ensuring SCAs Meet Division Waiver Requirements

If an SCA has reviewed Division manuals, tools, publications, has attended trainings and webinars, and has set up infrastructure and systems to ensure requirements are met, it is expected that the SCA will not have significant problems with the Support Coordination Unit evaluation.

Recommended documents to review and use:

✓[Community Care Program (CCP) Waiver Manual](#)

✓[Supports Program (SP) Waiver Manual](#)

✓[ISP Plan Reviews: Guidance for Support Coordination Agencies](#)

✓[SCA Policies & Procedures Guidebook](#)

✓[Support Coordinator Monitoring Tool Work Instructions](#)

SCA Evaluation Updates

SCA Notification	Month/Year of Evaluation Final Report	SCA Released Status	Scope of Review	Number of SCAs Notified of Evaluation Selection
Ongoing quarterly	Ongoing quarterly	Unreleased SCAs	Documentation only	28 (Jan 2023)
Summer 2022	January 2023	Released SCAs	Most 2023 indicators	6
Winter 2022	April 2023	Unreleased SCAs	Most 2023 indicators	10
Spring 2023	July 2023	Unreleased SCAs	All 2023 indicators	7
Fall 2023	To be determined	Released SCAs	All 2023 indicators	7
Winter 2023	To be determined	Unreleased SCAs	All 2023 indicators	8

SCA Evaluation Updates

Evaluation Indicator Highlight: 1/2

17.18.5.10 24-Hour Availability and Responsiveness

Support Coordination Agencies must ensure that Support Coordination services are available at all times. At a minimum, these services must be available via phone contact. There must be a live response to phone calls. Answering machines, phone prompts and other mechanical responses are not acceptable. An answering service is acceptable as long as there is timely contact to a Support Coordinator (SC), Support Coordinator Supervisor (SCS) or Agency Head, who is available to respond to the issue for which outreach was made.

SCA Evaluation Updates

Evaluation Indicator Highlight: 2/2

The evaluation of 24-Hour Availability and Responsiveness is to determine the SCA's availability and ability to respond to emergent issues and concerns while meeting Division expectations and ensuring the health and safety of the individuals served.

The evaluation of 24- Hour Availability and Responsiveness includes five components:

- SCA availability 24 hours a day, 7 days a week

- Live response to a phone call

- SCA's response is appropriate and includes direction to resources and services

- SCA's response demonstrates an effective emergency response plan

- SCA's response includes a plan to hold a meeting the next day to develop contingency plans for emergency situations.

SCA Evaluation Updates

Evaluation Indicator Highlight: 1/2

Support Coordinator Monitoring Tool (SCMT): Supervisor Signature

The Supports Program and Community Care Program policy manuals and the [Support Coordinator Monitoring Tool Work Instructions](#) indicate that a SCS review is required:

- the first 60 days of any new SC
- when performance issues with an SC have been identified
- for complicated or difficult situations

An SCS signature should only be present when an SCS has fully reviewed the monitoring tool.

SCA Evaluation Updates

Evaluation Indicator Highlight: 2/2

By reviewing the Support Coordinator Monitoring Tools, the Evaluation, Quality & Compliance (EQC) Team has observed that some SCMTs have section eleven (11) completed but may not have actually been reviewed by the Support Coordinator Supervisor (SCS).

Section 10: Completed by	
Name: Click to enter text.	Date: Click to enter a date.
Title: Click to enter text.	
If completed by someone **other** than the assigned Support Coordinator, please explain: Click to enter text.	
Section 11: Reviewed by – *SCS review is required for the first 60 days of any new Support Coordinator, when performance issues have been identified and for complicated or difficult situations.*	
Name of SC Supervisor: Click to enter text.	Review Date: Click to enter a date.

SCA Evaluation Updates

Expected August 2023!

Support Coordination Agency Evaluation Guidebook

A guidebook for Support Coordination Agencies that outlines the evaluation process in detail, including methods and indicators used, and remediation strategies when performance issues are found.

Division Updates

Division Updates

!!NEW!! August 2023 Policy Manual Updates

The Division of Developmental Disabilities has updated the policies and procedures manuals for our Home and Community Based Services (HCBS) waiver programs, the Community Care Program and Supports Program. You will find a summary of changes on page two of each manual, and a detailed overview will be provided at the next DDD Update Webinar on August 24 ([Register Now](#)).

Please hit the URL refresh button to be sure you are viewing the August 2023 version:

- [Community Care Program Policy Manual](#) (August 2023)
- [Supports Program Policy Manual](#) (August 2023)

Division Updates
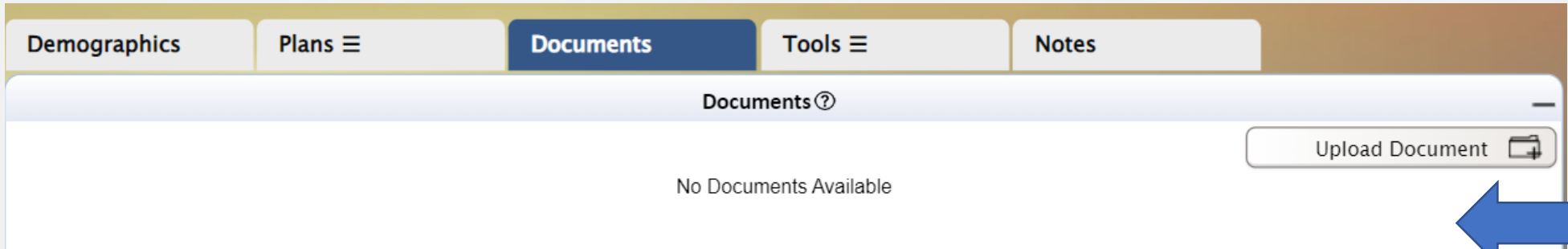
Rights and Responsibilities Document: iRecord Enhancement

- As of June 14, 2023, it is mandatory that the Participant Statement of Rights and Responsibilities be uploaded to iRecord.

- The Participant Statement of Rights and Responsibilities is required for all macro/annual plan approvals.

- The Participant Statement of Rights and Responsibilities must be uploaded within the last 365 days.

- Once uploaded, the Participant Statement of Rights and Responsibilities can be emailed from iRecord to the appropriate provider.

Division Updates
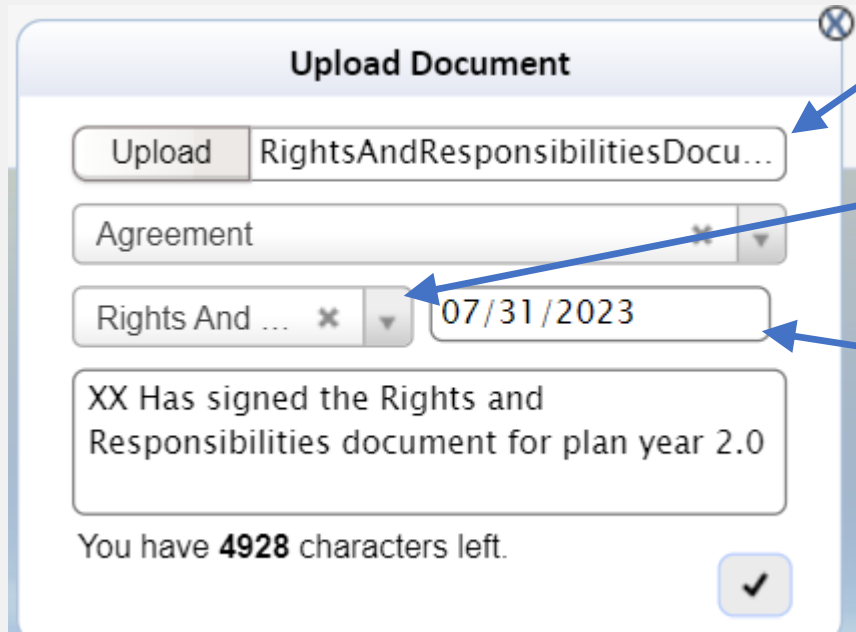
Rights and Responsibilities Document: iRecord Enhancement

Group – Select Agreement from the drop-down options.

Type – Select Rights and Responsibilities from the drop-down options.

Document Date – Enter the date the document was signed. (This date must be within the last 365 days to proceed with plan approval.)

Division Updates

Unreported, Unplanned Hospitalizations Project

- The Office of Risk Management (ORM), Data Analysis Unit conducted a project on unplanned hospitalizations.

- Hospitalization claims to Medicaid from January through June 2022 for DDD waiver participants were compared to Unplanned Hospitalization Incident Reports (IRs), code MD102, submitted during that same time frame.

- The project revealed shortfalls in Incident Reporting regarding unplanned hospitalizations.

- Claiming discrepancies can lead to deficiencies during a Medicaid audit resulting in the need to pay back claims.

- The Office of Risk Management reached out to providers and SCAs that had unreported, unplanned hospitalizations.

Division Updates

Unreported, Unplanned Hospitalizations

Hospitalizations without IRs by Waiver Type
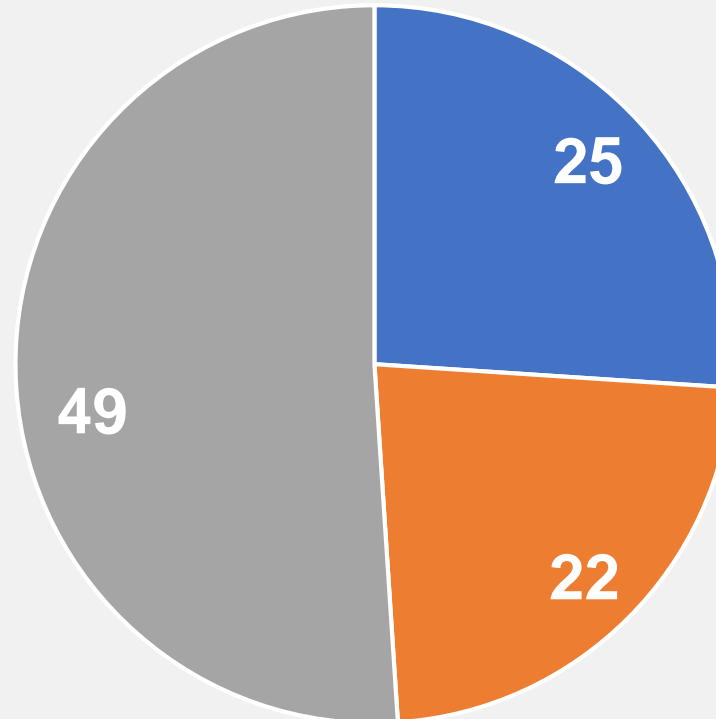
Legend: ■ CCP Provider Managed Residence ■ CCP Own Home ■ SP

Pie values: 25, 22, 49

Division Updates

Unreported Unplanned Hospitalizations

- All unplanned hospitalizations must be reported.

- Information regarding Incident Reporting can be found on the [Division's website](#).

- Upcoming live presentation:

Incident Reporting Responsibilities and Death Verification Process

Tuesday, August 29, 2023;

10:00am – 11:30am

[Register](#)

Division Updates

UPDATE FROM OPIA: COVID-19 Incident Reporting

Effective June 14, 2023, the Department of Human Services (DHS) Office of Program Integrity and Accountability (OPIA) has rescinded the 11/15/2022 COVID-19 Incident Reporting guidance.

Service providers rendering services (Ex. Residential, Day, Support Coordinators, etc.) to individuals are no longer required to report positive COVID-19 test results for individuals served to their respective Division (this includes the Streamlined reporting process) **unless** it is related to hospitalization or death. In those instances, established reporting requirements are to be followed.

Division Updates

Rescinding of DDD COVID-19 Policy

With the release of recent State and Federal Policies on COVID-19, the Division is rescinding the following Policy, effective immediately:

- [Residential, Day Program, and Support Coordinator COVID-19 Policy](#), issued on April 5, 2023.

In place of the above, all DDD/Medicaid-approved service providers must follow the most current infection prevention and control information /guidance from the [Centers for Disease Control and Prevention (CDC)](#), [Occupational Safety and Health Administration (OSHA)](#), and [New Jersey Department of Health (NJ DOH)](#) on health issues that impact the population(s) they serve. This includes but is not limited to: COVID-19, Influenza, etc. In all circumstances, DDD/Medicaid approved providers shall cooperate with federal, state, and local health officials.

Highlight Issue: Individual Needs and Licensed Settings

Individual Needs and Licensed Settings

Need for Licensure 1/4

It is important for Support Coordinators to be aware of an individual's need for personal guidance when setting up Individual Supports services in a Provider Managed unlicensed setting.

The Support Coordinator is responsible to coordinate a planning team meeting to discuss and determine the individual's need for personal guidance and ensure documentation in the ISP.

Individual Needs and Licensed Settings

Need for Licensure 2/4

17.9.4.3.1 Need for Licensure:

The following factors determine that a setting must be licensed under the provisions set forth in N.J.A.C. 10:44A – Standards for Community Residences for Individuals with Developmental Disabilities:

- Individuals residing in the setting are on the CCP, AND

- The setting is provider-managed (definition in Section 18.1), AND

- The individual residing in the setting requires personal guidance as defined in Section 18.1.

Individual Needs and Licensed Settings

Need for Licensure 3/4

18.1 Definitions: Provider Managed

A setting in which CCP services and supports are coordinated by <u>a singular service provider</u> that manages all aspects of residential services for one or more individuals residing in that location.

Note the distinction: CCP Services are coordinated by <u>*one*</u> provider.

Individual Needs and Licensed Settings

Need for Licensure 4/4

18.1 Definitions: Personal Guidance

The assistance provided to an individual with intellectual/developmental disabilities on a daily basis in activities of daily living because he or she requires help completing such activities of daily living and/or cannot direct someone to complete such activities when physical disabilities prevent self-completion; or there is a documented health or mental health problem requiring supervision of the person for the protection of the individual or others. In the absence of a court determination, the Planning Team determines the need for personal guidance for each individual, in accordance with N.J.A.C. 10:44A-4.3(c).

SCU Updates

Independent Living Tool

We recommend using the
Independent Living Tool
whenever an individual is interested in moving to a setting that is not licensed, to support planning team discussion around safety and wellbeing.

Highlight Issue: Respite

Respite

Respite Services

17.16.1 Description – Respite

Services provided to participants unable to care for themselves that are furnished on a short-term basis because of the absence or need for relief of those persons who normally provide care for the participant. Respite may be provided in the participant's home, a DHS licensed group home, or another community-based setting approved by DHS. Some settings, such as a hotel, may be approved by the State for use when options using other settings have been exhausted.

Any Respite not provided in the individual's home or a licensed setting must be approved by DHS. SCAs must follow the Seeking Out Support (SOS) process and submit an SOS Form so that SCU Care Management can review and approve the request.

Respite Service Entry

- Start date is the day they will arrive and end date is the day they will leave.

- Respite entered at the daily rate is always entered with 7 as average weekly units.

- iRecord will automatically calculate the total units and exceptions.

Provider | Details

10/07/2022 to 10/10/2022

$229.17 / Day(s)

☐ Exclude Weekends

Average Weekly Units 7

Total Units 4

$916.68

Exceptions

Exception Week | Units | ✚ | 🗑

W46 10/02/2022 - 10/08/2022 2
W47 10/09/2022 - 10/15/2022 2

Respite

Example of a Planned Respite:

James lives at home with his mom. During monthly contact, his mom tells you she will be going out of town in two months to attend a high school reunion. Since James cannot be left unsupervised overnight, his mom is requesting out-of-home respite.

Please include ideas for future webinar topics when answering the survey!

Please complete survey post webinar!

Questions