

Working with a Support Coordinator

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Transition into DDD Fee for Service

- New Grads Class of 2018
- What you need to do ...
- What you need to know ...

What is a Support Coordinator and how do I get one?

- Private case manager whom you choose
- Help find services, author the NJ Individualized Service Plan (NJISP) and Person Centered Planning Tool (PCPT) which tells about an individual and approves the services that will be provided through the plan.
- Support Coordination Agency Selection Form
- http://njsupportingcommunitylives.org/wp-content/uploads/2015/01/SCA_selection_form-September-2016-WORD-FILLABLE.docx
- Scan back to e-mail address on form or mail to address on form but keep a copy

Some Things to Consider in Choosing a Support Coordination Agency

- Do they serve your county?
- Do they have capacity?
- Do they approve their own plan?
- Can they provide references?
- What do other families and providers have to say about the agency?

Assignment and First Meeting

- Once the agency selection form is sent to DDD, individual assignments are sent to the family and Support Coordination Agency. The Agency has a 10 day window to reach out to the family and a 30 day window to create an initial plan.
- The SC will look to set up a meeting quickly as this is a very short turn around time. The initial plan may be only about exploring services and does not have to be exact.

First Meeting

- Relax and enjoy the process. You are creating a new support team.
- Have some ideas of services that would enhance your life.
- Have demographic information prepared including:
 1. insurance information: copy of Medicaid card, copy of HMO card from Medicaid, private insurance information.
 2. Doctor information-address, phone number
 3. Medications: dosage, frequency
 4. Preferred hospital and pharmacy
 5. Emergency contact information
 6. Copy of guardianship papers if applicable
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Plan Creation

- The SC takes all this information gathered and creates a plan draft. The individual and their team review the plan and if in agreement they must sign it to move forward with plan approval.
- The plan is approved by a SC Supervisor. They must ensure that all quality assurance measures and Medicaid required components of the plan are present before approval so it may take several revisions to ensure compliance.

Plans

- Any time a change in services is needed a revision plan is created with the team by the SC.
- These revisions also require signatures and go through an approval compliance process.
- A new plan is required annually.

The individual's role in this process

- As you can see a lot of timing is essential in this process
- Services and plans can move quickly as long as the individual and their team respond to calls, e-mails etc.
- Get an e-mail address if at all possible.
- Stay on top of any requests or correspondences from Medicaid or Social Security.
- Follow through and Follow Up

The SC role in this process

- Monthly phone calls
- Quarterly visits
- Annual visit in the home
- Help families identify Providers in their community based on the person's individual support needs.
- Help families identify and connect to services available within their community.
- Identify Generic resources.

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New Jersey Department of Human Services
Division of Developmental Disabilities
www.nj.gov/humanservices

2018 Graduates Aging Out of the School System:
Steps to Accessing Services/Supports from the Division of Developmental Disabilities (DDD)
This directive applies to students who have exhausted their educational entitlement by turning 21 years of age within the 2017/2018 school year.
All NEW GRADUATES MUST APPLY TO DDD TO ENSURE THEY ENTER THE DDD INTAKE PROCESS TO ENSURE ELIGIBILITY.

September 2017 – JANUARY 2018 Eligibility /Intake

DDD Community Service Offices

Hanford (201) 301-3000
Paterson (973) 977-4004
Newark (973) 609-5000
Passaic (908) 226-7800
Rutherford (973) 983-6000
Trenton (609) 392-1502
Westfield (908) 478-5300
Woodbury (609) 739-5000

More information can be found at:
www.nj.gov/humanservices/daddstafflist

✓ Ensure you are eligible for DDD
To determine eligibility, contact the intake list within your DDD Community Service Office. **Eligibility must be confirmed after the individual turns 18 years old regardless of exit approval.** You can NOT start the application process through the DDD website at: www.nj.gov/humanservices/daddstafflist

✓ Ensure you are eligible for Medicaid
Information on Medicaid eligibility as it relates to DDD is available at: www.nj.gov/humanservices/daddstafflist
If you need assistance with applying for Medicaid or have not been able to become eligible, complete the Medicaid Eligibility Troubleshooting Form available on the website provided above and send it to: DDD@nj.gov

✓ Complete the NJ Comprehensive Assessment Tool (NJ CAT)
Contact the intake list within your DDD Community Service Office to request access to complete the NJ CAT through the online process or via phone call.

ONGOING: September 2017 – JUNE 2018 Planning

✓ Participate in activities offered through the Planning for Adult Life project

- Visit www.nj.gov/humanservices/daddstafflist for details about training sessions, resource materials, webinars, student groups, and parent groups covering topics for students with intellectual and developmental disabilities between the ages of 16-21 and their families. Topics covered through this project include but are not limited to transition planning, guardianship, employment/post secondary education, housing, self-direction, self-advocacy/peerment, legal/financial planning, health/beneficial health, guardianship, building/maintaining community ties, and friendships.
- Attend the **Opportunity Expo** located throughout the state of New Jersey. Opportunity Expo features a variety of exhibitors including: State and county government entities, community service providers, support coordination agencies, local health care support and recreation providers, and additional information and referral services. During these events families will have an opportunity to meet resource providers from their area and explore potential services for their child.

✓ Identify the student's vision for work and life and what supports he/she may need through Person-Centered Planning

- You can review DDD's Person-Centered Planning Tool (PCPT) available at: www.nj.gov/humanservices/daddstafflist or contact your intake list at www.nj.gov/humanservices/daddstafflist to help get you started.

NJ Division of Developmental Disabilities September 2017

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I Research Service Providers and Support Coordination Agencies

- Physical Support Coordination Agencies can be found through the Provider Search Database at <http://www.nj.gov/humanservices/daddstafflist> using the following Process (1) under "Filter" select "Service" and check Support Coordination; (2) check "County" and select the county in which the individual resides and (3) click the magnifying glass. If you do not have a preference, you can choose to have the Division Auto-assign you one.
- The Provider Search Database can also be used to identify potential providers in your area and the services they can offer.

FEBRUARY/MARCH 2018 Support Coordination Agency Selection*

II Complete and submit the Support Coordination Agency (SCA) Selection Form

- The form will be provided through the intake list within your DDD Community Service Office.
- The completed SCA Selection Form should be submitted to DDD DDD@nj.gov.
- DDD will process the form to confirm (1) DDD eligibility, (2) the scope of eligibility, (3) completion of the NCAT, and the Support Coordination Agency will not be assigned until April 2018.
- *The new Provider Search Database and Support Coordination Agency Selection Form for help identifying agencies.

APRIL 2018 Support Coordination Agency Assignment*

III Assign the Support Coordination Agency

- DDD will assign the Support Coordination Agency based on the completed the Support Coordination Selection Form. To maximize the possibility of being assigned to an agency of your choice, DDD encourages that **you** agree to be assigned on the form. If you do not have a preference, please indicate that on the Support Coordination Agency Selection Form and one will be auto-assigned for you.
- Once assigned, Support Coordination agencies can reach out to you by using the individual's email address and phone number to determine what the individual's needs are and how they can best support the individual's needs.

APRIL – JUNE 2018 Service Plan Development*

I Develop the Individualized Service Plan (ISP)

- The Support Coordination will be responsible for writing the ISP with guidance from the planning team (individual, support coordinator, family, providers, etc.) through the Person-Centered Planning process and information gathered from the PCPT. The final ISP will be reviewed and approved by the relevant professional system to ensure the services supports to be available upon graduation.

For those turning 21 between September 2017 – August 2018:

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| <p>September 2017 to March 2018:</p> <p>Individuals who are assigned a Support Coordination Agency and the receipt of all necessary documentation (if necessary as needed using notification of necessary services and a Support Coordination will be assigned in April).</p> | <p>April to August 2018:</p> <p>Individuals who are assigned a Support Coordination Agency will be assigned in April.</p> | <p>Individuals who are assigned a Support Coordination Agency will be assigned in April.</p> <p>If the 21st birthday falls within this month, the individual will be assigned the role of educational professional.</p> <p>If an immediate service is needed, the individual can be assigned a Support Coordination Agency in April and the receipt of all necessary documentation.</p> |
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*Whenever individuals making DDD decisions to begin the application process at the age of 18, but will continue to receive services from their parents and the school system until the age of 21.

Resources and Helpful Links

- DDD
- Boggs Center
- <http://njsupportingcommunitylives.org/>
- <http://www.nj.gov/humanservices/ddd/home/>
- http://www.nj.gov/humanservices/ddd/documents/2017_graduates_aging_out_of_school_system.pdf
- <http://planningforadulthoodlife.org/>