The New Jersey Department of Human Services
Division of Developmental Disabilities

1

NAVIGATING THE DIVISION OF DEVELOPMENTAL DISABILITIES SERVICE SYSTEM

Nkechi Ugoji, MSW, LSW
Senior Coordinator, Transition, Policy, & Training

Division of Developmental Disabilities

State of New Jersey
DHS
Department of Human Services

DDD Overview

- A Division of the NJ Department of Human Services
- Mission:

> DDD assures the opportunity for individuals with developmental disabilities to receive quality services and supports, participate meaningfully in their communities and exercise their right to make choices.

Division of Developmental Disabilities

State of New Jersey
DHS
Department of Human Services

3

Preparing to Enter Adulthood (including the DDD System)

Division of Developmental Disabilities

State of New Jersey
DHS
Department of Human Services

Vision for Support Across the Life Course

Early Intervention (Birth – Age 3)	Children's Services	Transition Ages 16 – 21	Adult Services	Aging Adults
↓	↓	↓	↓	↓
Department of Health (DOH)	Department of Education (DOE) Department of Children and Families (DCF)	**DDD-Funded Planning for Adult Life (PFAL) Project**	**Division of Developmental Disabilities** Generic Supports	**DHS/DDD** Managed Long Term Services and Supports (MLTSS)

Division of Developmental Disabilities

State of New Jersey
DHS
Department of Human Services

16-21 Years Old

- Transition planning
  - Get to know current skills and preferences
  - Identify adulthood dreams and goals
  - Build skills needed to achieve goals
  - Make connections, identify supports, use resources
- Research Support Coordination Agencies and service providers
- Participate in **Planning for Adult Life** student/parent groups, training sessions, webinars, provider fairs, etc.

  www.planningforadultlife.org

Division of Developmental Disabilities

State of New Jersey
DHS
Department of Human Services

2019 Graduates Aging out of the School System

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

2019 Graduates Aging Out of the School System:
Steps to Accessing Services/Supports from the Division of Developmental Disabilities (DDD)

This timeline applies to students who have exhausted their educational entitlement by turning 21 years of age within the 2018-2019 school year.

ALL NEW GRADUATES BORN AFTER 1/1/97 MUST GO THROUGH THE FULL INTAKE PROCESS TO ENSURE ELLIGBILITY.

SEPTEMBER 2018 – FEBRUARY 2019 Eligibility/Intake

DDD Community Service Offices
Flanders: (973) 927-2600
Paterson: (973) 977-4004
Newark: (973) 693-5080
Plainfield: (908) 226-7800
Freehold: (732) 863-4500
Trenton: (609) 292-1922
Mays Landing: (609) 476-5200
Voorhees: (856) 770-5900

More information can be found at:
www.nj.gov/humanserv ices/ddd/staff/cso

Eligibility/Intake can be completed between 18-21 years old

☐ **STEP 1: Ensure Medicaid Eligibility**
Information on Medicaid eligibility as it relates to DDD is available at:
www.nj.gov/humanservices/ddd/services/medicaideligibility.html
If the student needs assistance with applying for Medicaid or has not been able to become eligible, complete the Medicaid Eligibility Troubleshooting Form available on the website above and send it to:
DDD.MediElighelpdesk@dhs.state.nj.us

☐ **STEP 2: Ensure DDD Eligibility**
To determine eligibility, contact the Intake Unit within your DDD Community Services Office. Eligibility must be confirmed after the individual turns 18 years old regardless of past approval. The student can also start the application process through the DDD website at:
www.nj.gov/humanservices/ddd/services/apply/index.html

☐ **STEP 3: Complete the NJ Comprehensive Assessment Tool (NJ CAT)**
Contact the Intake Unit within your DDD Community Services Office to request access to complete the NJ CAT through the online survey or via phone call.

☐ **STEP 4: Complete the Support Coordination Agency Selection Form**
During the students last year of educational entitlement they must complete the SCA Selection Form. (See step 4 info on the back).

Enrollment

ONGOING: SEPTEMBER 2018 – JUNE 2019 Planning

√ **Participate in activities offered through the *Planning for Adult Life* project (PFAL)**
- Visit www.PlanningforAdultLife.org 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.
- Attend PFAL Opportunity Expos that occur throughout the state. Opportunity Expos feature 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 have the opportunity to meet area providers and learn about services they offer.

√ **Identify the student's vision for work and life, and supports that may be needed, through Person-Centered Planning"**
For help getting started, review DDD's Person-Centered Planning Tool:
www.nj.gov/humanservices/ddd/documents/person-centered-planning-tool.docx.

NJ Division of Developmental Disabilities   August 2018

√ **Research Service Providers and Support Coordination Agencies**
- Potential Support Coordination Agencies can be found through the Provider Search Database at https://irecord.dhs.state.nj.us/providersearch, using the following three steps: (1) under Filter, select "Service" and check Support Coordination; (2) select "County Served" and select the county in which the individual resides; and (3) click the magnifying glass.
- The Provider Search Database can also be used to identify potential providers in your area and the services they cover.

FEBRUARY/MARCH 2019 Support Coordination Agency Selection

☐ **STEP 4: Complete and submit the *Support Coordination Agency (SCA) Selection Form***
- The SCA Selection Form will be provided through the Intake Unit within your DDD Community Services Office. To maximize the possibility of being assigned to an agency of your choice, DDD encourages that two agencies be identified on the form. If the student does not have a preference, please indicate that on the Support Coordination Agency Selection Form and an agency will be auto-assigned.
- The completed SCA Selection Form should be submitted to DDD.SCAChoice@dhs.state.nj.us.
- DDD will process these forms to confirm (1) DDD eligibility (2) Medicaid eligibility (3) completion of the NJCAT
- The Support Coordination Agency will not be assigned until April 2019.
  *Review the "Research Service Providers and Support Coordination Agencies" section above for help identifying agencies.

APRIL 2019 Support Coordination Agency Assignment

√ **DDD assigns the Support Coordination Agency**
- DDD will assign the Support Coordination Agency based on the completed Support Coordination Selection Form and the available capacity of the agencies selected.
- Once assigned, Support Coordination Agencies can receive DDD funding to attend exit IEP and/or transition related meetings at the school and begin developing the Individualized Service Plan (ISP).

APRIL – JUNE 2019 Service Plan Development

√ **Develop the *Individualized Service Plan* (ISP)**
- The Support Coordinator is responsible for writing the ISP, with guidance from the planning team (individual, support coordinator, family, providers, etc.), and information gathered during the Person-Centered Planning process and completion of the NJCAT. **The ISP should be completed and approved prior to exiting the school system in order for services/supports to be available upon graduation**

For Those Turning 21 between July 2018 – June 2019

If your 21st birth date is between...			
		July 2018 to March 2019	April 2019 to June 2019
Immediate Service Needs	If an immediate service is needed (such as continuation of service provided, behavioral services, respite, etc.), the individual can be assigned a Support Coordinator upon turning 21 and the receipt of all necessary documentation.	Please follow the following steps: • Complete steps: STEPS 1,2 & 3 • Complete STEP 4 and indicate need for immediate service • Submit STEP 4 one to two months prior to the 21st birthday.	Follow the above and a Support Coordinator will be assigned in April.
After Graduation	If services are only needed upon graduation, services will become available following graduation.	Follow the timeline and a Support Coordinator will be assigned in April.	

NJ Division of Developmental Disabilities   August 2018

18 Years Old

- Supplemental Security Income (SSI) Eligibility – Medicaid

- DDD Intake/Eligibility Determination
  - Contact DDD Community Services Office or download application from the DDD website
  - Complete NJ Comprehensive Assessment Tool (NJ CAT)

- Continue to receive services from the school system

- Continue to receive services from NJ Department of Children and Families (DCF/PerformCare)

Entering DDD Services

- NJ CAT Assessment
  - Mandatory assessment tool that evaluates support needs in three main areas: (1) self-care, (2) behavioral, (3) medical
  - Completed online or over the phone
  - Establishes an individual's tier
    - Tier determines the individualized budget
    - Tier determines service reimbursement rate for most services
  - Reassessment done every five years, more often if needed

Tiers and Individualized Budgets

- Results of the NJ CAT establish the tier in which an individual is assigned

- Five base tiers: A-E
  - Any of the base tiers can include an acuity factor for individuals assessed with a significant clinical medical or behavioral support need, identified by a small "a" (e.g., "Aa")

- Every tier has a corresponding up-to budget amount that funds needed services

What is Support Coordination?

- Mandatory service that assists participants in gaining access to needed program and State plan services, as well as needed medical, social, educational and other services

- **Care Management**

- Administrative cost – service reimbursement does not come out of individualized budget

How Does Support Coordination Work?

- Individual chooses or is assigned by DDD to a Support Coordination Agency

- Support Coordination Agency assigns a **Support Coordinator** to work with the individual

- Individual and Support Coordinator together identify people to include on the **Service Planning Team** (family members, providers, etc.)

- Service Planning Team meets, service planning begins

Division of Developmental Disabilities

State of New Jersey
DHS
Department of Human Services

21+ Years Old

- Ensure individual is eligible for DDD and Medicaid
- **Fall prior to graduation:**
  - Initiate NJ CAT with DDD Community Services Office Intake Unit
- **February/March** of graduation year:
  - Submit Support Coordination Agency Selection Form
- **April** of graduation year:
  - DDD begins assignment of SCAs
- **April – June** of graduating year:
  - Planning process with Support Coordinator
  - Service plan approval

Division of Developmental Disabilities

State of New Jersey
DHS
Department of Human Services

After Assignment to Support Coordination

3 Days

- Call from Support Coordinator

10 Days

- First meeting with Support Coordinator
- Completion of Person Centered Planning Tool (PCPT)

30 Days

- Completion of Individualized Service Plan (ISP)
- Services begin after ISP is approved

Division of Developmental Disabilities

State of New Jersey
DHS
Department of Human Services

New Graduates Access to DDD Service

Turning 21 between...

○ April – June
  × Follow 2019 Graduates Aging Out of the School System Timeline

○ July – September
  × Submit Support Coordination Agency Selection Form a month prior to 21st birthdate.
  × Receive Support Coordination Assignment Upon turning 21
  × Access all services except Day Program services until graduation

Birthdates of New Graduates

15

For Those Turning 21 between July 2018 – June 2019

If your 21st birth date is between...			
	July 2018 to March 2019		**April 2019 to June 2019**
Immediate Service Needs	If an immediate service is needed (such as continuation of service provided, behavioral services, respite, etc.), the individual can be assigned a Support Coordinator upon turning 21 and the receipt of all necessary documentation.	Please follow the following steps: • Complete steps: STEPS 1,2 & 3 • Complete STEP 4 and indicate need for immediate service • Submit STEP 4 one to two months prior to the 21st birthday.	Follow the above and a Support Coordinator will be assigned in April.
After Graduation	If services are only needed upon graduation, services will become available following graduation.	Follow the timeline and a Support Coordinator will be assigned in April.	

Entering DDD Service System: Support Coordination

Division of Developmental Disabilities

State of New Jersey
Department of Human Services

Steps in the Service Planning Process

Individual or primary caregiver	Support Coordinator, with individual and others		Individual
Assessment	**Discovery**	**Planning**	**Living**

• NJ CAT - measures self-care, behavior, medical needs
  • Establishes Tier
  • Completed by individual or primary caregiver
	• Person-Centered Planning Tool (PCPT)
	  • Identify hopes, dreams, goals
	  • Gather information to develop ISP
		• Individualized Service Plan (ISP)
		  • Identify outcomes
		  • Identify services
		  • Identify providers
		• Budgeting for services
			• Home
			• Job
			• Health
			• Recreation
			• Friends and family

Division of Developmental Disabilities

State of New Jersey
DHS
Department of Human Services

Minimum Contact Requirements

- Monthly (can be by telephone)

- Quarterly Face-to-Face

- Annual Home Visit

- Some services require a review of the setting where the services are provided

Support Coordination (SC) Monitoring Tool

- Identifying information
- Outstanding issues, outcomes of corrective actions
- Medicaid eligibility status
- Budget and assessment
- Service plan
- Provider satisfaction
- Behavior
- Community involvement
- Friendships and social interactions
- Choice and decision-making

- Employment
- Communication
- Health and safety
- Unusual Incident Reports (UIR)
- Quarterly Face-to-Face review
- Acknowledgements

These areas are reviewed every calendar month by the Support Coordinator

Division of Developmental Disabilities

State of New Jersey
DHS
Department of Human Services

20

Support Coordination Policy and Practice Requirements

State of New Jersey

DHS
Department of
Human Services

Division of
Developmental
Disabilities

Important Policy and Practice Requirements

- Support Coordination Agencies (SCA) must adhere to DDD policies and practices
  - Documented prior to becoming an approved SCA (Conflict-free Policy)
  - Monitored via auditing and quality assurance
- SCAs may be sanctioned for non-compliance with policies, substantiated individual/family complaints, and/or not meeting deliverables

Zero Reject/Discharge Policy

- SCA must accept all individuals as assigned and cannot discharge individuals from services

- DDD may discharge individuals for failure to comply with eligibility requirements or policies

- SCAs cannot focus on serving one type of developmental disability or "specialize" in serving a specific group of people

24 Hour Coverage Policy

- SCA must ensure that Support Coordination services are available at all times – minimally, via telephone

- Answering service is acceptable as long as there is an on-call Support Coordinator

- Support Coordinator must schedule meetings to accommodate individuals/families who cannot meet during business hours

Summary: Preparation Checklist

☑ Confirm Medicaid eligibility

☑ Confirm DDD eligibility and complete DDD Intake process

☑ Complete NJ CAT

☑ Research Support Coordination Agencies and service providers

☑ Complete and submit Support Coordination Agency Selection Form

☑ Receive Support Coordination Agency and Support Coordinator assignment

☑ Begin service planning process with Support Coordinator

☑ Support Coordinator completes Individualized Service Plan (ISP), delivered prior to graduation

☑ Access DDD-funded, community-based services upon graduation

Division of Developmental Disabilities

State of New Jersey
DHS
Department of Human Services

Resources

Visit DDD on the Web

www.nj.gov/humanservices/ddd

- News and Announcements
- DDD Webinars - archived and upcoming
- NJ CAT information

... and more!

DDD Webinars

- Live webinars are regularly available
  - Check Webinars page:

    www.nj.gov/humanservices/ddd/resources/webinars.html
  - Check News and Announcements page:

    www.nj.gov/humanservices/ddd/news/news/index.html

Stay Informed

- Stakeholder e-news bulletin, Division Update
  - Send an email to DDD.Communications@dhs.state.nj.us with Division Update Subscribe in the subject line
  - Email Help Desks:
    - **Medicaid Eligibility Help Desk:**
      DDD.MediEligHelpdesk@dhs.state.nj.us
    - **Fee-for-Service Implementation Help Desk:**
      DDD.FeeForService@dhs.state.nj.us

Thank you!