Webinar Feedback

Participants will have the opportunity to provide feedback related to this webinar.

The feedback tool should appear immediately when the webinar has ended.

Introduction of Presenters

Support Coordination Unit

- Mariana Pietrunti, Director, Care Management
- Colette McLaughlin, Asst. Director, Education & Training (E&T)
- Michele Ruggiero, Asst. Director, Evaluation, Quality & Compliance (EQC)
- Cheryl Betz, Director, Communication, Administration & Regulation (CAR)

Intake & Intensive Case Management Unit

- Tina McDuffie, Statewide Director

Webinar Agenda

- Support Coordination Unit (SCU) Updates
- Support Coordination Agency (SCA) Landscape
- Support Coordination Agency (SCA) Evaluation Updates
- Division Updates
- Decision Making (Individual, Guardian, Proxy)
- Intensive Case Management (ICM) Highlights
- Questions

Support Coordination Unit (SCU) Updates

SCU Updates

The SCU Updates section of the webinar will cover the following:

- SCU Webinars
- Rights and Responsibilities – SC Role
- SCU Communication Protocol
- Helpdesks
- Second Service Project
- Training Updates

SCU Updates

**Upcoming Support Coordination Unit
Webinars for Support Coordination Agencies**

August 10, 2023, 1:00 pm to 2:00 pm **Register**

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

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

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

SCU Updates

Rights & Responsibilities Form Distribution

Following the annual service plan meeting, the signed Participant Rights & Responsibilities form, along with the ISP, needs to be sent to all necessary parties (individual, guardian and providers of HCBS services: group supported employment, prevocational services, day habilitation, licensed residential programs).

If providers are requesting Support Coordinators to send the signed Participant Rights & Responsibilities form from previous plans, please do so.

SCU Updates

The Support Coordination Agency [Communication Protocol](#) has been updated.

It is available on the [Support Coordinator Information](#) Webpage.

SCU Updates

<u>The Most Commonly Used Helpdesks</u>

Support Coordination Helpdesk: DDD.SCHelpdesk@dhs.nj.gov

Service Approval Helpdesk: DDD.ServiceApprovalHelpDesk@dhs.nj.gov

Provider Helpdesk: DDD.ProviderHelpdesk@dhs.nj.gov

Office of Education on Self Directed Services: DDD.OESDS@dhs.nj.gov

SCU Updates

Service Utilization (Second Service Project)

- This project continues to ensure individuals are receiving a waiver service IN ADDITION to Support Coordination to prevent waiver disenrollment. The project was introduced during June 2022 webinar (one year ago!).

- SCAs have been contacted with a list of individuals who do not have a second service in their ISP.

- Dramatic progress has been made in the past year with this collaborative project – thank you Support Coordination Agencies!

- The SCU will not continue to report progress in webinars but SCAs will still receive contact for individuals without a second service and this indicator will be included in SCA evaluations.

- Recorded trainings are available in The College of Direct Support.

SCU Updates

Service Utilization (Second Service Project) – As of June 1, 2023

Number of Plans Currently Without Second Service

Date	Plans <30 Days	Plans >30 and <60	Plans >60 and <90	Plans >90	Total
6/1/2022	123	99	77	770	1069
8/1/2022	90	105	90	668	
10/1/2022	105	79	65	507	
12/1/2022	63	70	82	468	
2/1/2023	72	46	45	468	
4/1/2023	54	44	53	383	
6/1/2023	55	47	27	343	472

Legend:
- ■ Plans <30 Days
- ■ Plans >30 and <60
- ■ Plans >60 and <90
- ■ Plans >90
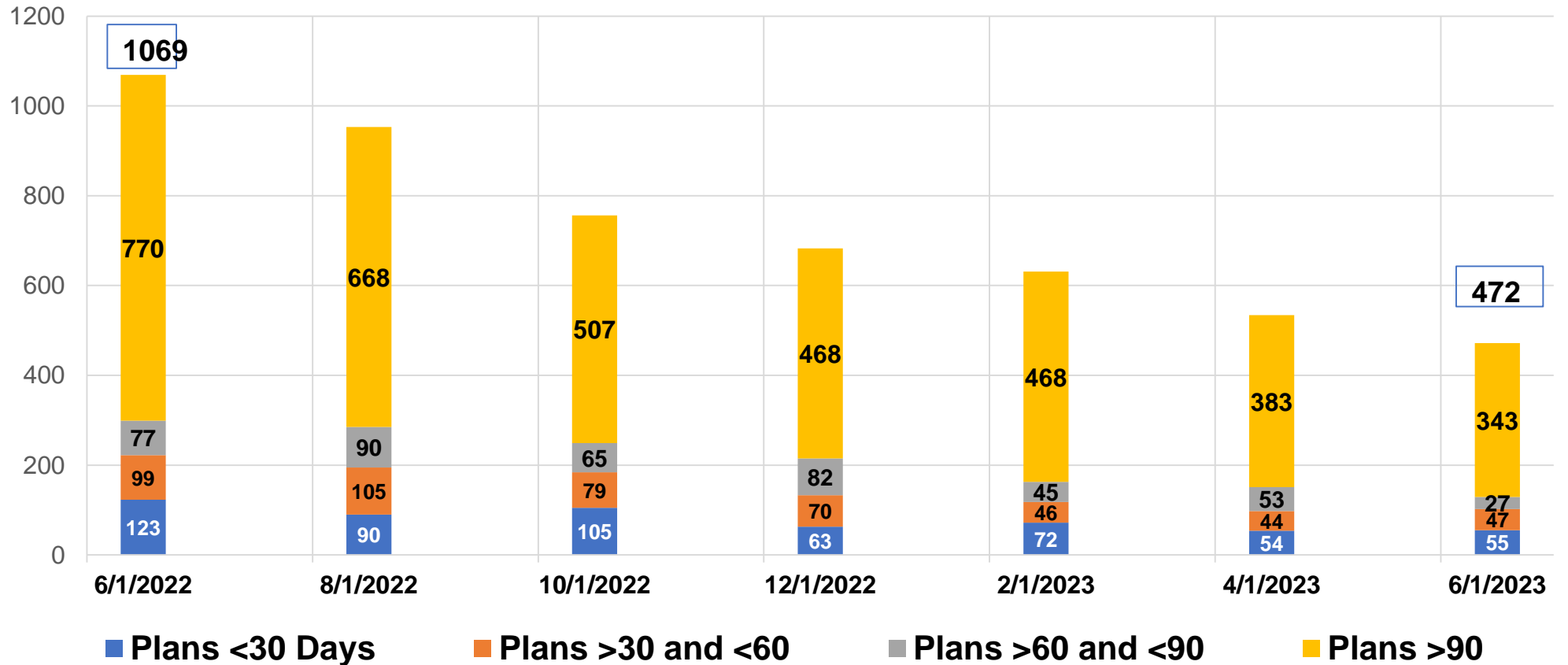
SCU Updates

Education & Training is Offering New Learning Opportunities in June

Behavior Supports and Documentation	Adaptive Equipment and Documentation	Supports for Persons with Criminal Justice Involvement
June 14, 2023	June 21, 2023	June 26, 2023
10:00 am-11:30 am	10:00 am-11:30 am	10:00 am-11:00 am
[Register](#)	[Register](#)	[Register](#)

June's training calendar can be found on the Division's webpage under [Monthly Training and Education Opportunities for Support Coordination Agencies](#)

SCU Updates

<u>Now Available on The College of Direct Support (1 of 2)</u>

Trainings previously presented live are now available on
[The College of Direct Support](#) (CDS):

- NJISP Related: Employment Expectations and Overview.

- NJISP Related: New Jersey Comprehensive Assessment Tool (NJCAT) and Person Centered Planning Tool (PCPT) Overview.

- NJISP Related: New Jersey Individualized Service Plan Process and Documentation.

- NJISP Related: Service Entry and iRecord Overview.

SCU Updates

Now Available on The College of Direct Support (2 of 2)

- Overview of the DDD Medicaid Eligibility Helpdesk and Medicaid Eligibility.

- Suicide Prevention and the IDD Population (Part of a series on mental health.)

- Support Coordinator Monitoring Tools.

- Using the Addressing Enhanced Needs Form (AENF) in Plan Development.

The College of Direct Support is available to Support Coordination Agencies 24 hours per day/7 days per week. To access the recorded trainings, the Support Coordination Agency-assigned College of Direct Support Administrators will need to assign individual lessons to each staff member.

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 to Support Coordination Agencies 24 hours a day, 7 days a week.
    - CDS lessons with the DDDSC designation are required per the Division manual. CDS lessons with DDD Support Coordination designation are optional but encouraged.
- Elizabeth M. Boggs Center on Developmental Disabilities.
- Helpdesk for Education and Training: SCUTraininghelpdesk@dhs.nj.gov.

Support Coordination Agency Landscape

SCA Landscape

SCA Landscape	As of June 1, 2023
Total Number of SCAs	154
Total Number of Released SCAs	132
Total Number of Unreleased SCAs	22
Total Number of New SCAs in 2022	7
Total Number of New SCAs in 2023	3

SCA Landscape

Support Coordination Capacity	Support Coordination Census
31,940	**24,783**

As of June 5, 2023

SCA Landscape

SCA Census	As of June 1, 2023
Total Number of SCAs with a Census under 60	**59** (39 Released, 20 Unreleased)
SCAs with Census between 0 - 10	**11** (2 Released, 9 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	**11** (9 Released, 2 Unreleased)
SCAs with Census between 41 - 50	**11** (10 Released, 1 Unreleased)
SCAs with Census between 51 - 59	**9** (9 Released, 0 Unreleased)

Support Coordination Agency (SCA) Evaluation Updates

SCA Evaluation Updates

SCU Evaluation Update

The Support Coordination Unit continues SCA evaluation efforts.

Evaluation of Unreleased SCAs:

- A documentation review and report for unreleased SCAs is completed every quarter.
- Expanded review completed of six (6) unreleased SCAs in April 2023.
- Expanded review of seven (7) unreleased SCAs launched in May 2023.

Evaluation of Released SCAs:

- Completed limited evaluation of five (5) released SCAs in January 2023.
- Planning for an expanded review of at least ten (10) released SCAs in 2023.

SCA Evaluation Updates

DRAFT Indicators for 2023 SCU 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

<ins>Ensuring SCA Meet Division Waiver Requirements</ins>

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 not expected that the SCA will 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

!!Coming Soon!!

Support Coordination Agency Evaluation Guidebook

A guidebook for Support Coordination Agencies that outlines and describes the Support Coordination Unit evaluation methods, indicators and remediation activities, if issues of non-compliance are found.

Division Updates

Division Updates

Division Updates will include the following topics:

- COVID-19 Incident Reporting (IR) for Staff
- Division Communications re Medicaid
- EVV
- Form Updates

Division Updates

COVID-19 Incident Reporting (IR) for Staff

NJ Department of Human Services, Office of Program Integrity and Accountability Bulletin of November 15, 2022 changes Incident Reporting for service providers rendering services (**Support Coordinators**, Residential, Day, etc.) to individuals through the Division (and others under state oversight). Service providers are STILL required to report positive COVID-19 test results for **individuals served** to their respective Divisions.

The change is that **reporting is no longer required for positive test results among staff.** Service providers are to continue notifying individuals served/their guardian outside of the incident reporting process in cases where an individual has been in close contact with a positive staff person.

Go to Covid-19 Incident Reporting to read the entire November 15, 2022 bulletin.

Division Updates

Medicaid Unwinding Reminder (1 of 3)

Medicaid has begun the process of "unwinding" the special rules, including a pause on required Medicaid Redeterminations, that were put in place during the COVID-19 Public Health Emergency.

- Beginning April 1, 2023, the Redetermination process has resumed.

- Between April 2023 - March 2024, everyone enrolled in Medicaid/NJ FamilyCare will receive a Redetermination packet.

- Support Coordinators are asked to notify each individual/individual's legal guardian to be on the lookout for the packet and to complete/return it promptly as Medicaid will be terminated for individuals who do not respond or are found ineligible.

Division Updates

Medicaid Unwinding Reminder (2 of 3)

Steps for Support Coordinators:

1. Be on the lookout for any email from the DDD Waiver Unit. The subject line of the email will be "DDD ID xxxxxx - Medicaid Unwinding" so it should be easily recognized.

2. During the SC's regular monthly contact, alert the individual/legal guardian that they are due for their redetermination/renewal and should expect mail from the State of New Jersey or their local County Board of Social Services.

3. Ensure that the SC and SCS email and contact information are current in iRecord.

4. Ensure the individual's primary contact and mailing address are current in iRecord.

Division Updates

Medicaid Unwinding Reminder (3 of 3)

Beginning in late June/early July, after the April cases are processed, the Division's Waiver Unit will reach back out to SCAs regarding individuals whose Medicaid is being terminated due to ineligibility or failure to respond.

It is hoped that these initial notices may help avoid terminations.

Questions may be directed to: Ddd.Medielighelpdesk@dhs.nj.gov.

Division Updates

EVV Webinar Recording Available

- A webinar was held in April on Electronic Visit Verification (EVV). This webinar can now be accessed on the Division's webpage under [Electronic Visit Verification (EVV) for Providers](#).

- For assistance or EVV questions, please contact the Electronic Visit Verification (EVV) Helpdesk: DDDEVV@dhs.nj.gov.

Division Updates

!!REVISED!!

Support Coordination Form

[Addressing Enhanced Needs Form](#) Completed for individuals assigned an acuity factor and interested in receiving a tier-based service prior to service delivery and annually.

The training; **Using the Addressing Enhanced Needs Form (AENF) in Plan Development** is now available in [The College of Direct Support](#).

New Jersey Department of Human Services
Division of Developmental Disabilities

Addressing Enhanced Needs Form

Completed for individuals assigned an acuity factor and interested in receiving any of the following services:
Community Based Supports / Individual Supports, Day Habilitation, Respite.

Instructions:
1. This form is required **prior to service delivery** and is **updated at least annually.**
2. The Support Coordinator (SC) is to complete their section of the form and then send to the Provider to complete their portion.
3. The **completed** form is returned to the SC for upload to iRecord.

General Information	*This section completed by the Support Coordinator*
Individual's Name: Click to enter text.	NJ CAT Score: Click to enter text.
DDD ID Number: Click to enter text.	Tier: Choose an item.
Acuity factor and enhanced needs are present for the following: Behavioral ☐ Medical ☐ Both ☐	

Service Provider Information	*This section completed by the Support Coordinator*
Service Type: Community Based Supports ☐ Individual Supports ☐ Day Habilitation ☐ Respite ☐	
Name of Service Provider: Click to enter text.	

Column Completed by Support Coordinator	*Column Completed by Provider*
Enhanced Behavioral Needs	**Addressing Enhanced Behavioral Needs**
Support Coordinators: List each current and historic behavioral concern which requires a clinical level of staffing to mitigate risk to the safety of this Individual and others while receiving services. *To add rows, click on the last row and click the Plus Sign: +*	**Providers**: Describe how the agency will address the identified behavioral needs to mitigate risk. This may include environmental modifications, clinical staffing, adaptive equipment, specialized training or other specialized support.
Click to enter text.	Click to enter text.
Click to enter text.	Click to enter text.
Click to enter text.	Click to enter text.
Enhanced Medical Needs	**Addressing Enhanced Medical Needs**
Support Coordinators: List each medical diagnosis which requires a clinical level of staffing to mitigate risk to the safety of this Individual while receiving services. *To add rows, click on the last row and click the Plus Sign: +*	**Providers**: Describe how the agency will address the identified medical needs to mitigate risk and meet supports needs. This may include environmental modifications, clinical staffing, adaptive equipment, specialized training or other specialized support.
Click to enter text.	Click to enter text.
Click to enter text.	Click to enter text.
Click to enter text.	Click to enter text.

NJ Division of Developmental Disabilities | Addressing Enhanced Needs Form | April 2023   Page 1 of 3

Decision Making: Individual, Guardianship and Proxy Decision Makers

Decision Making

This section of the webinar will cover the following topics:

- Decisions and the Individual
- Manual References
- Types of Decision Making Designations
- Documentation in iRecord
- Emergency Back Up Plans and Documentation

Decision Making

Types of Decision Makers

Individual

Individual with supports

Individual with court judgement

Individual designation of proxy (healthcare proxy, living will, medical POA)

Limited guardianship

Full guardianship

Decision Making

<u>Manual Highlight: 7.1.1 Individual as the Decision Maker</u>

The Support Coordinator shall facilitate a discussion at the annual Planning Team meeting (which includes the individual) on decision making.

- If an individual does not have an appointed guardian, discussion shall include whether supported decision making or other less restrictive options than guardianship can be used to support the individual in their decision making.

- If an individual has an appointed guardian, the discussion shall include whether the guardianship remains appropriate.

Decision Making

Individual

- The individual as their own decision maker is the goal.
- Families should be educated about supporting individual decision making (and not assume guardianship is required).
- Teams should review decision making capacity annually.
- Documentation should occur in the ISP under Safety & Supports /Support Settings/Home.

Documentation example when a person makes their own decisions:

"The *planning team has determined that XX appears able to make informed decisions for themselves at this time.*"

Decision Making

Individual Decision Making with Supports

Supported Decision Making

- Individuals with disabilities make choices about their own lives with support from a team of people they choose.

- Supported Decision Making and other less restrictive means of decision-making supports should be tried before pursuing guardianship.

- The plan for supports may be formally documented via a health care proxy, durable POA form, etc.

Documentation example when a person makes decisions with support:

"The *planning team has determined that XX appears able to make informed decisions and the family and/or team provides support, as needed, in the least restrictive manner.*"

Decision Making

Individual Decision Making with Court Judgement

- In some instances, there has been an effort to obtain/assign guardianship, but the court has denied the petition.

- In some instances the court has terminated or modified a prior judgment that had determined an individual incapacitated and appointed guardianship.

- In these cases, if the court issued a judgement, it should be uploaded when designating the individual as "Self Guardian" in iRecord.

Decision Making

Individual with Proxy Decision Maker

- A proxy decision maker is a person appointed by the individual to make health-related decisions on their behalf in the event they become incapacitated.
- If documentation exists of a proxy decision maker, the documentation should be uploaded to iRecord and noted in the contact tile.
- Best practice is that all individuals with capacity should be encouraged to complete proxy documents.
- All of the following are typical proxy designation documents:
  - Health Care Proxy Form
  - Durable Power of Attorney for Healthcare
  - Living Will

Decision Making

Guardianship (Limited or Full)

Guardian –- A guardian is a person or agency that is legally authorized to act on behalf of a minor or an incapacitated adult to assure that the person's health, safety, and welfare needs are met and that his or her rights are protected. ([Bureau of Guardianship Services (BGS)](#)).

- Both limited and full guardianship are determined by the court, typically in response to a petition.

- Limited guardianship determinations specify the parameters of decision making of the assigned guardian.

- Full guardianship is typically in place when the individual has been determined to require a long term proxy decision maker for all decisions.

Decision Making

iRecord Documentation

A letter was sent to Support Coordination Agency Heads on May 15, 2023, requesting Support Coordination Agencies to obtain and upload guardianship judgment documents for each individual for whom a legal guardian is identified in the Contact Attributes tile but is missing the judgment document in iRecord.
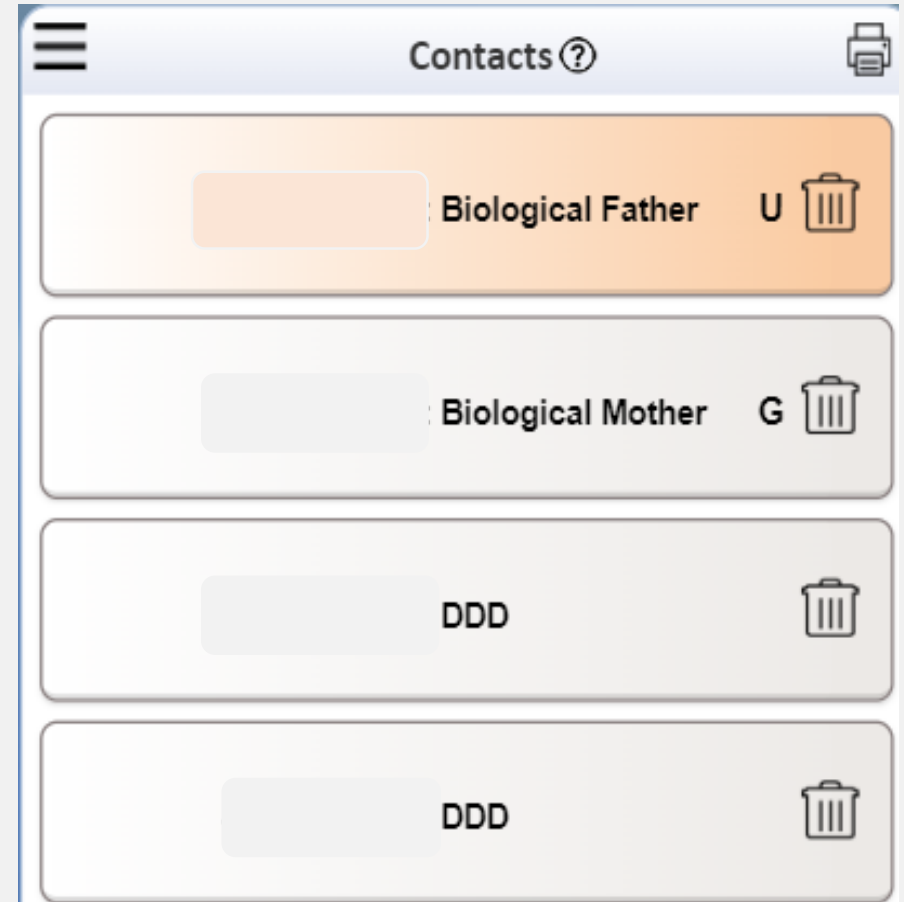
Decision Making

Support Coordinator Follow Up

- All efforts to procure guardianship documentation should be documented in SC Monitoring Tools and/or a case note in iRecord.

- If an individual is listed as having an "undocumented" guardian, and in fact, is learned to not have a court-appointed guardian, the "Contact Attributes" designation should be updated to reflect the current and accurate status.

- If an individual is found to have a health care proxy (for example, Power of Attorney) designated instead of a guardian, Support Coordinators should change the "Contact Attributes" and upload documentation.

Decision Making

iRecord Documentation

Self Guardian should only be checked when there is a formal court document that denied a petition to obtain/assign guardianship or a formal court document that terminated or modified a prior judgment that had determined an individual incapacitated and appointed guardianship. Both are extremely rare. If there is a document, it should be uploaded in iRecord.

Decision Making

iRecord Documentation

1. Use the "Contact Attributes" tile within the Contacts Tab in iRecord to designate an individual's legal guardian(s).

2. Select the appropriate guardianship type (General or Limited).

3. Upload the official Guardianship Papers (often referred to as the judgment) to iRecord.

Decision Making

Emergency Backup Plans

- Emergency backup plan documentation has long been a desired component of iRecord.

- On April 7, 2023, a new tile was added to document the emergency backup plan in the event that current supports are no longer available.

- Additional updates may be made to the tile and the User Guide in the coming months.

- Macro plans (initial, anniversary, NJ CAT reassessment plans, etc.) not yet approved, cannot be approved until the emergency backup plan tile is complete. If the plan is already approved, nothing is needed until the next macro plan.

Decision Making

iRecord Documentation: Backup Plans and Proxy Decision Makers

Contact Attributes ?

- Assessment Informant
- HIPAA
- Legal Guardian
- Power of Attorney
- Proxy Decision Maker

Emergency Backup Plan

	Yes	No
Lives in a provider managed setting with 24-hour access to staff?	○	○
Has a Personal Emergency Response System (PERS)?	○	○
Has a Will or Advance Directive?	○	○
Has a Proxy-Decision maker for health-related decisions?	○	○

Notes

Decision Making

<u>Backup Plans and Proxy Decision Makers</u>

More information and Resources:

- The NJ Department of Health has a [Designation of Healthcare Representative Form](), or proxy directive, available for use. This form does not need to be notarized but does need to be completed prior to a health crisis and while the capacity to designate is present. The form can be found on [The NJ Department of Health]() website.

- [ISP Plan Reviews: Guidance for SCAs]() is available for use.

Intensive Case Management Highlight

Tina McDuffie

Statewide Director of Intake & Intensive Case Management

Intensive Case Management (ICM)

Intensive Case Management (ICM) Referrals

When is a referral to ICM needed?

- Any time an individual on the Supports Program, their family or legal guardian, requests emergency access to an in-home Community Care Program (CCP) budget or residential placement.

- The [criteria for emergency access](#) to the CCP includes:
  - Imminent Peril
  - Homelessness
  - Level of Care (LOC) Criteria

What should the SC do prior to the submission of the ICM referral?

- Review the [Community Care Program (CCP) Frequently Asked Questions](#) with the individual/family/legal guardian to ensure that the referral criteria are understood.

Intensive Case Management (ICM)

Intensive Case Management (ICM) Referrals

[Intensive Case Management (ICM) Referral](#)

[Community Care Program (CCP) Frequently Asked Questions](#)

Intensive Case Management (ICM)

<u>Important Questions for the Planning Team</u>

- Could the individual's needs be met in a boarding home, or in their own apartment with a housing subsidy and Supports Program services?

- Does the NJCAT continue to be an accurate reflection of supervision and support needs?

- If the interest is in a provider managed setting, are they interested now or is it wanted in the future?

- Are there services not being used that would fit within the current budget that would address the individual's needs?

Intensive Case Management (ICM)

Eligibility Requirements for CCP Waiver

The Individual must:

- Be determined eligible for DDD services.

- Establish and maintain Medicaid / CCP financial eligibility.

- Be reached on the Waiting List for CCP or be declared in need of emergency CCP services.

- Be determined in need of ongoing CCP services.

- Meet the Level of Care (LOC) for Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/ID).

Intensive Case Management (ICM)

Level of Care (LOC) for ICF/ID

Substantial limitations in activities of adult living, one of which is self-care, and each of the following:

- A diagnosis of developmental disability or condition related to having a developmental disability.

- Need of continuous active treatment related to the developmental disability.

- Require a 24-hour plan of care related to the developmental disability.

- Require intensive and consistent training due to an inability to apply skills learned in one environment to a new environment.

- Would otherwise require institutionalization.

- Cannot be safely supported on the Supports Program.

Intensive Case Management (ICM)

State of New Jersey
DHS
Department of
Human
Services

Role of Intensive Case Manager

Ask Questions

Gather Information

Become a Collaborative Member

Ask More Questions!

Not the Decision Maker

Intensive Case Management (ICM)

Tips for Completing the ICM Referral

- Justification for the ICM Referral related to the developmental disability needs to be clear and compelling. Include current examples of impact or potential impact to health and safety.

- Clear and thorough responses on the entire ICM Referral form are important, not only for presenting the referral, but also for the Level of Care review.

- If the individual is dually diagnosed, be sure to describe how the developmental disability contributes to the need for residential placement or a CCP in-home budget. (The CCP is a DDD waiver, not a mental health waiver.)

- Be as thorough and detailed as possible.

Intensive Case Management (ICM)

After the ICM Referral is Submitted

1
- The DDD ICM Unit will notify the SC of the assigned ICM Worker who will complete the review.

2
- The ICM Worker will meet with the individual and/or legal guardian for an initial face-to-face visit.

3
- The SC remains in constant contact with the DDD ICM Worker, and the individual and family to provide regular updates.

4
- The SC is responsible to ensure the ISP remains accurate and that any appropriate services are added to the plan as needed.

Intensive Case Management (ICM)

Additional Resources

- [Division Circular 12; N.J.A.C. 10:46B](#) establishes the Division's practices concerning placement into residential services.

- If the individual <u>has been assigned</u> an ICM worker, please reach out to them with any questions for follow-up you may have.

Please include any ideas for topics in future webinars in your feedback!

Please complete survey post webinar!

Questions

Based on feedback from previous post-webinar surveys, additional time for questions has been allocated during this webinar.

Questions