

Support Coordination



What is Support Coordination?



The primary role of a Support Coordinator is to assist individuals with navigating services and resources. In the future, the role of the DDD Case Manager will be primarily assumed by the Support Coordinator.

Support Coordination (SC) is a case management role. This is a Medicaid approved service that will be provided to individuals enrolled in the Supports Program (SP) or the Community Care Waiver (CCW).

Case Management is shifting from a service provided by the state to a service provided by private agencies.

Each individual will select or be assigned a Support Coordinator. There are currently just over 100 Support Coordination Agencies (SCA's) that provide this service state-wide.

SCA's are required to be "conflict free". This means that an agency cannot provide direct services and support coordination to the same client. Therefore, Alternatives does not provide Support Coordination within the counties where our direct services are provided.

How Will Support Coordination Affect Clients of Alternatives



- DDD will be transitioning from a contract based system to a Fee for Service system. Not every client/program will transition at the same time. Many of our clients are in the process of transitioning to Fee for Service at this time.
- Individuals can still work with Alternatives as their service provider (residential provider), this just needs to be outlined in the plan the Support Coordinator will write.

Selecting a SC Agency



- When an individual is targeted to move to Fee for Service, he/she will receive a letter indicating that he/she can select a Support Coordination agency.
- At this time, you may be involved with the following steps. Alternatives Inc. staff can assist you with these steps.
 - Obtain a list of SCA's that serve the county where the client resides
 - Obtain a list of possible questions for clients/guardians to interview potential SCA's
 - Complete and send in the DDD SCA Selection Form
- If you do not wish to select a Support Coordination agency, one can be auto-assigned to you

Client Choice



- Support Coordination is rooted in individual choice. Clients/guardians must be given the opportunity to select all service providers, including the SCA.
- Alternatives cannot direct a client/guardian to select a particular SCA. However, we can provide a list of options and tools to assist with the decision making process.
- Medicaid guidelines allow clients to request a change in SC within a SCA, and to change SCA's as often as every 30 days.
- Similarly, clients are able to request a change in any of their direct service providers (including the services they receive from Alternatives) at any time.
- Currently, GH's and SAL's have one DDD Case Manager for the entire program. In the future, Support Coordinators will be selected on an individual basis. Therefore, there may be multiple SC's working with individuals a single program (if there are four clients in a Group Home, there could potentially be four SC's)

Individual Budgets



- The basis of the Fee for Service transition is a move from contracts to Medicaid billing.
- Individualized budgets are based on New Jersey Comprehensive Assessment Tool (NJCAT), the assessment which evaluates level of need in the areas of self care, behavioral and medical. Each individual is assigned an associated Tier level (A-E, E being the highest level of need). Some individuals will also receive an acuity (a) related to medical and/or behavioral concerns.
- The higher the tier level, the higher the budget to account for service needs.

CCW Services



- In addition to the services provided by Alternatives, the budget can be used to purchase other services as well. These include but are not limited to:
 - Assistive Technology- for example the purchase of a communication device to allow an individual to increase communication abilities
 - Day Hab- Day Programming
 - Career Planning
 - Speech, Physical, Occupational Therapy

The Initial Meeting



Once an individual is assigned to a Support Coordinator, the Support Coordinator will reach out to schedule an initial meeting. The individual is in charge of this meeting. They may invite whomever they want to the meeting (at minimum, the meeting should include the individual, Support Coordinator, and Guardian if applicable). For individuals that Alternatives provides residential services to, it is required that Alternatives staff attend the meeting as well.

The Initial Meeting



- The Support Coordinator will have access to the individual's Tier assignment (based off of the NJCAT), and his/her budget. This the budget that will be used to fund services.
- The Support Coordinator should review and discuss the Tier assignment, and the budget.
- The Support Coordinator should also review the most recent NJCAT and there should be in depth conversation about any discrepancies.
- As a Guardian you may be asked to provide paperwork (proof of Guardianship for example)

PCPT



- The Support Coordinator will spend most of this first meeting developing the Person Centered Planning Tool (PCPT). The PCPT collects much of the information that has previously been included in the IHP. This includes likes/dislikes, hope/dreams, etc. There will be a heavy focus on employment.
- Guardian/Family Member/Staff member you will you will be asked for your input on questions in the PCPT.

NJISP



- The Support Coordinator and individual/Guardian will write the NJ Individual Service Plan (NJISP) and will develop Outcomes.
- Alternatives will then work with the client to develop the Strategies that align with those outcomes. The Strategies will explain how Alternatives staff will assist a client in meeting that Outcome.
- Aside from Outcomes the NJISP includes a lot of other information about the individual (employment, voting etc.) Again, as a Guardian/Family Member/Staff member you will be asked for your input.

NJCAT Reassessments



- When reviewing the NJCAT with the Support Coordinator, you may find many discrepancies/areas that have changed since it was last completed.
- The Support Coordinator has the ability to assist you in requesting a reassessment.
- As a Guardian/Family Member/staff you will be asked to help explain what areas of the NJCAT are inaccurate, and may be asked to write a letter that captures this.

Employment



- New Jersey became an Employment First state in April 2012. This means that employment should be considered the first post-education activity for all, including those with disabilities.
- Employment is a large focus of the NJISP and each NJISP must have one employment related outcome. Support Coordinators will be assessing each individual's readiness to work.

Responsibilities of Support Coordinators



- Complete Person Centered Planning Tool
- Develop the Individual Service Plan (NJISP)
- Monthly Monitoring
- Quarterly Face to Face Contact
- Minimum of an Annual In-Home Visit and Plan Renewal
- Basic Health and Safety Monitoring
- Plan modification as needed

My Responsibilities as an Individual Receiving Support Coordination Services



- Participate in the initial meeting, and development of my NJISP
- Sign off on the NJISP
- Participate in monthly monitoring (in person or phone calls)
- Participate in the annual plan renewal meeting

My Responsibilities as a Guardian



- Participate in the initial meeting, and development of the NJISP
- Sign off on the NJISP
- Participate in monthly monitoring as appropriate (in person or phone calls)
- Your responsibilities with Alternatives will remain the same moving forward

Resources



RWJ/Boggs Center:

<http://njsupportingcommunitylives.org/>

DDD NJ Website:

<http://www.state.nj.us/humanservices/ddd/home/>

CCW Manual:

http://www.state.nj.us/humanservices/ddd/documents/community_care_waiver_policy_manual.pdf

Thank You for Your Time!!



Questions