

# Case Management Out. Support Coordination In.

How to Choose & Use a Support Coordinator That's Right for You

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# Key Components of the Comprehensive Medicaid Waiver

- Medicaid and DDD Eligibility
- Statewide Fixed Rates for Services and Provider Billing
- NJCAT Assessment and Tier Assignment
- Budgets, ISP, and Support Coordination

# Where do You Fall in the Movement Toward Support Coordination?

- Transition Age/2016 graduate or new presenter to the DDD
- Graduated within last several years and using a support coordinator
- In the DDD system and using a DDD case manager

## Who will Receive Support Coordination Services?

- Approximately 14,000 individuals currently eligible for DDD will move to support coordination model
- These are individuals living in their family home receiving services such as day services, follow along job coaching, and respite

- 2 Cohorts have been enrolled amounting to about 300 individuals
- Now individuals currently receiving case management have been receiving support coordination selection forms. It is anticipated this will begin to move much more quickly
- All graduates have been moving directly to support coordination over the past several years.

# Gearing up for the Supports Program

- Everyone should have taken the NJCAT between November 2015 and present. If you have not, The Arc can help you with this. NJCAT results translate to a tier assignment based on support needs.
- After the NJCAT is taken, the next step is to request the tier assignment. Instructions are in your packet.
- The tier assignment drive the allowable budget for services.
- Next step is to pick a support coordination agency.

# What is Support Coordination?

- Private case management
- The link to services
- NJISP developers
- Follow along support
- Emergency responders

# Old System vs. New System of Case Management

## Old System

- Assigned a DDD case manager in your DDD region.
- Case manager sent out referrals to providers and drove the process
- Yearly contact via phone or at annual IHP meeting
- Responsible to the IHP

## New System

- Choose a Support Coordination Agency that serves the county in which you reside
- SC provides service options and individual drives the process
- Monthly contact via phone and quarterly visits
- Responsible to the NJISP



# How to Choose a Support Coordination Agency

- Auto assigned vs. choice
- County served-not where the service is, goes by where you live
- Availability to take on new individuals

## Sample Questions to Ask

- How long have you been in business?
- Do you approve your own plans?
- Do you have support coordinators who are familiar with services in my area?
- Could you supply references?
- How large are your support coordinators' caseloads?
- What is your turn over rate?

# Support Coordination Agency Selection Form

## Support Coordination Agency Selection Form

In order to access services funded by the New Jersey Division of Developmental Disabilities, you will need to have a Support Coordination Agency (SCA). You may select a SCA from the provider database or list provided by the Division, or you can choose to have the Division auto-assign one to you.

A list of approved Support Coordination Agencies can be accessed on the Support Coordination web page of the Division's website at [www.nj.gov/humanservices/ddd/services/support\\_coordination.htm](http://www.nj.gov/humanservices/ddd/services/support_coordination.htm). Guides to assist individuals and families in choosing a Support Coordination Agency are available at <http://rwjms.rutgers.edu/boggscenter/projects/infopeopleandfamilies.html>.

**Please complete the bottom portion of this form and submit to the Division of Developmental Disabilities:**

**Preferred Option: Complete and save this document, then email it as an attachment to the SC Help Desk at [DDD.SCHelpdesk@dhs.state.nj.us](mailto:DDD.SCHelpdesk@dhs.state.nj.us)**

**-OR-**

**Mail the completed form to:**  
New Jersey Division of Developmental Disabilities  
Central Office c/o SCA Selection Forms  
PO Box 726  
Trenton, NJ 08625-0700

Name: \_\_\_\_\_ DDD ID: \_\_\_\_\_ County of Residence: \_\_\_\_\_

**Please indicate if any of the following apply:**

I am a graduating student (please note that the Division begins assigning SCAs for graduating students in April)

Graduation Date: \_\_\_\_\_

I am requesting a SCA reassignment

Current SCA: \_\_\_\_\_

**Please indicate choice of SCA OR auto-assign option:**

My **first choice** for a Support Coordination Agency is: \_\_\_\_\_

I prefer a particular Support Coordinator in the above agency – Name: \_\_\_\_\_

My **second choice** for a Support Coordination Agency is: \_\_\_\_\_

I prefer a particular Support Coordinator in the above agency – Name: \_\_\_\_\_

I do not have a preference for Support Coordination Agency. Please auto-assign me.  (Check here if applicable)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email (for confirmation of receipt of form): \_\_\_\_\_

*\*Please note that Support Coordination Agencies cannot guarantee nor are required to assign your individual Support Coordinator preference.*

- Have top 2 choices ready
- Always better to send things electronically
- Scan to [DDD.SCHelpdesk@dhs.state.nj.us](mailto:DDD.SCHelpdesk@dhs.state.nj.us)
- Can be mailed-address on form
- Follow up to above e-mail if no assignment has been made within 2-3 weeks.

- Once form is submitted there is generally a few week process to assignment.
- Request goes to SC and then SC has 10 days to make contact with the family.
- SC has 30 days to generate the initial plan so typically once SC receives referral the contact is quick.

# Getting Ready for Your First Meeting with Assigned Support Coordinator

1. Review the SC planning documents and make notes:
  - New Jersey Individual Service Plan (NJISP)
  - Person Centered Planning Tool (PCPT)
2. Be ready to discuss services needed and have visited providers to narrow down options
3. Have all insurance cards, especially state Medicaid card available
4. Have copies of guardianship papers if applicable
5. Have current medications available
6. Have phone numbers and addresses for:
  - Doctors
  - Emergency Contacts
  - Providers you are interested in



New Jersey Division of Developmental Disabilities  
**Individualized Service Plan**

Name:

Date:

**A. Participant Information**

**Demographics -**

DDD ID:

DOB:

Gender:  Select

Primary Language:  Select

County:  Select

Status:  Select

Waiver Program:  Select

Waiver Status:  Select

Waiver Enrollment Date:

Waiver Waiting List Date:

Support Coordinator:

Support Coordinating Supervisor

(SCS):

**Participant Contact Information -**

Address:

Home Phone #:

Work Phone #:

Cell Phone #:

Email:

**Emergency / Contact Information -**

#1

Name:

Relationship

Address:

Home Phone #:

Work Phone #:

Cell Phone #:

Email:

#2

Name:

Relationship

Address:

Home Phone #:

Work Phone #:

Cell Phone #:

**Guardianship/Co-Guardianship Information - (obtain documentation)**

#1

Name:

Address:

Home Phone #:

Work Phone #:

Cell Phone #:

Date Approved by Court:

Email:

#2

Name:

Address:

Home Phone #:

Work Phone #:

Cell Phone #:

Date Approved by Court:



# Role of the Support Coordinator

- The SC becomes a part of your team.
- It is a self-directed system service model so you will need to do some work too!
- SC is the link to services not in charge of services. Issues with the service should first be managed through the service provider.
- Monthly phone calls, quarterly visits.
- Quick responses, amendable schedules.
- Creates an accurate ( amount of units, individual's support needs, etc.) NJISP which allows for service to be generated and for service to be paid for and to ensure the service is renewed in a timely manner..

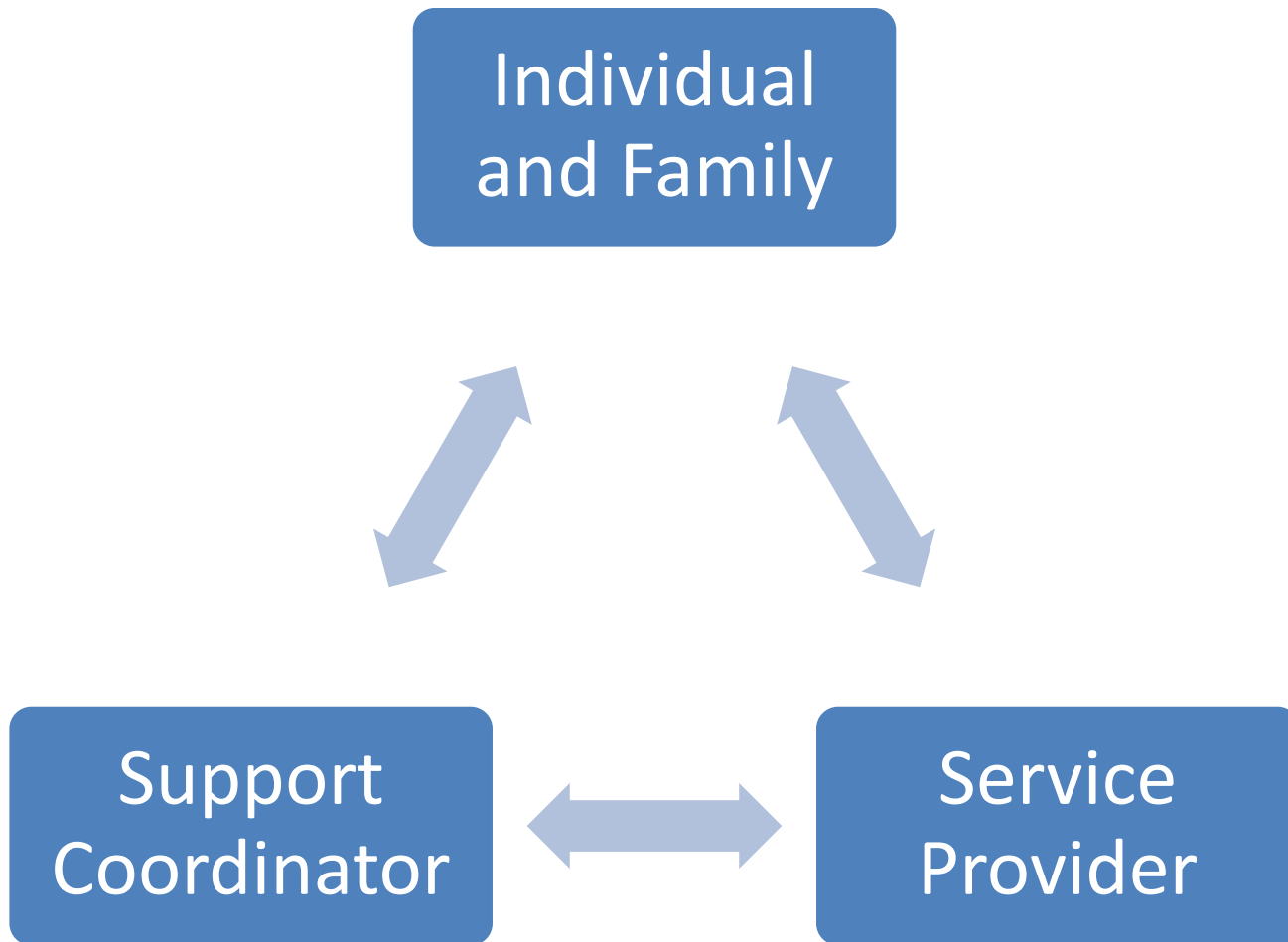
# Role of the Service Provider

- The service provider becomes a part of your team.
- The service provider works with you and the SC to complete the NJISP and reviews it for accuracy in support needs and service delivery units and approved dates.
- The service provider becomes your point of contact for issues with the service delivery once it begins. They are your first point of contact to trouble shoot or to make adjustments to service delivery. If a change in services is required the SC then makes the adjustments to the NJISP. Changes should not be made without discussions with service provider first.

# Role of Individual and Family

- To understand services needed and to visit service providers to choose services
- To respond to support coordination and service providers to ensure all services are delivered.
- To inform SC and service provider of support need changes, emergencies, medication changes, etc.
- To review the NJISP and PCPT for accuracy and to uphold approval time frames and amount of units allotted.

# Bringing it All Together



## Evaluating Your Support Coordination Services

Support coordinators work with you to plan for and find services that help meet your needs and reach your goals. It is important to ask yourself if your support coordinator is assisting you to get the support you need. You should take time to let them know what they are doing well and where you think things could be better.

When your support coordinator is not providing the help you need, you have the right to seek services that are a better fit.



Below is a tool you can use to help figure out if your support coordinator is meeting your needs. You may want to include your family, friends, and others that care about you in helping you think about your answers.

Circle "yes" if your support coordinator is doing what is listed in the statements below. Circle "no" if your support coordinator is not doing what is listed in statements below.



### Is Your Support Coordinator Meeting Your Needs?

#### Useful Questions to Ask Yourself

Questions	Yes 	No 
<b>1</b> My support coordinator takes the time to get to know me.	Yes	No
<b>2</b> My support coordinator treats me with respect.	Yes	No
<b>3</b> I feel comfortable talking with my support coordinator.	Yes	No
<b>4</b> My support coordinator takes the time to communicate with me.	Yes	No
<b>5</b> My support coordinator asks me what I want.	Yes	No
<b>6</b> My support coordinator takes my background (culture, religious beliefs, language) into account when planning and finding supports.	Yes	No
<b>7</b> My support coordinator makes sure that my service plan addresses my needs and wants.	Yes	No
<b>8</b> My support coordinator knows about the services in my local community.	Yes	No
<b>9</b> My support coordinator gives me choices for supports and services.	Yes	No
<b>10</b> My support coordinator helps me get the supports I need to be included in the community.	Yes	No

(continued) 

# What to do if You are Unhappy

- Ask current Support Coordination Agency to switch support coordinator
- Request to switch Support Coordination Agency by submitting a new support coordination agency selection form- 30 day turn around process because it is a service billed by month intervals.

- **Who?** Individuals residing at home who are eligible for DDD services and not on any other waiver.
- **What?** Support Coordination links individuals to services, provides case management monitoring via monthly phone calls and quarterly visits, responds to emergencies
- **When?** Anticipated switch over the next 24 months
- **Where?** Support Coordination works with you in your home, at community resource locations and at the service provision site.
- **Why?** The Supports Waiver carved out an individualized approach to case management that allows the individual to choose case management services.

## **Division of Developmental Disabilities**

<http://www.nj.gov/humanservices/ddd/home/>

## **The Arc of Essex County**

973-535-1181

[www.arcessex.org](http://www.arcessex.org)



# Questions?

**Thank You**