

Support Coordination:

Q: Who oversees the support coordination agencies? Who should I contact with any problems?

A: Support Coordination agencies are privately owned businesses. However, they must become qualified to supply this service through both Division of Developmental Disabilities (DDD) and Medicaid. Monitoring for quality assurance will be conducted by both DDD and Medicaid.

Q: Do we ever get to review support coordination agencies and read each other's reviews?

A: At present, there is no review forum however, we encourage families to ask support coordination agencies for references and get word of mouth reviews from other families.

Q: Does the support coordination agency notify and update The Arc of Essex County with funding information?

A: The support coordination agency and the family will receive changes in an individual's budget amount first. Then, families should notify their provider agencies of changes as soon as possible.

Q: Does The Arc have a list of the support coordination agencies?

A: This list is on the DDD website www.nj.gov/humanservices/ddd/services/supportcoordination.html. It is updated regularly. Additionally, The Arc of Essex County will be hosting a Meet the Support Coordination Agencies provider fair in October. Check our website for Save the Date information soon.

Assessments:

Q: Who completes the NJCAT assessments besides family members (not understanding the NJIT component)?

A: The NJCAT is administered by the Developmental Disabilities Planning Institute (DDPI). The individual completing the NJCAT is considered the informant. For individuals living at home, the informant is typically their primary caregiver. For individuals residing with a provider, the provider is typically the informant. For individuals living at home and who

attend an Arc of Essex day program, we encourage families to invite us to assist with the NJCAT assessment so we can provide information based on our experience with the individual in our services.

Q: Are the assessments done in person, by phone, or in writing?

A: The assessment can be conducted on the phone or online. Families must first register to be contacted either electronically or over the phone. The Arc of Essex County is conducting seminars to help families with this process, so contact Erin Koropsak at 973-535-1181 ext. 1246 or e-mail her at ekoropsak@arcessex.org.

General:

Q: My son is currently in a day program on Saturdays. Will he be able to continue when July and the changes come?

A: At this time, all services will continue as normal. As individuals move onto the Supports Waiver, all services will need to be authorized through the individual service plan that is created by the support coordinator with the family and the provider.

Q: What is the difference between ISP and PCPT?

A: The ISP stands for the Individual Service Plan. This document defines personal outcomes and lists the services an individual will utilize to accomplish the outcome. It is the authorization of services that allow providers to bill Medicaid for service provision to an individual.

The PCPT stands for the Person Centered Planning Tool. This document is written to provide a picture of the individual. It explains to a provider who this person is and how best to provide services to them.

The PCPT and ISP should also elaborate on answers provided in the NJCAT. These three documents help to shape the services and substantiate the reasons specific services are being utilized.

Q: Does the Real Life Choices program continue?

A: Eventually, all self-directed programs that have existed (Real Life Choices, Self-Determination, Self-Directed Services, Self-Directed Day Services) will all fall under the Supports Program and have one set of policies as defined in the Supports Program Policy and Procedure Manual.

Q: Can I keep you as my provider?

A: Absolutely! The Arc of Essex County is in the process of qualifying all of our services through Medicaid. This means that as individuals are enrolled onto the Supports Waiver, the services they are currently taking part in can easily be incorporated into their Individual Service Plan and continue with no interruptions.

Q: Do day and aftercare fall under different tiers?

A: Every unique service will have its own rates based on the tier level an individual is assigned through the NJCAT results. For example Jane is assigned as a Tier C. Jane wants to use day habilitation and a group aftercare program. The day habilitation Tier C rate will be applied to Jane's budget and the Tier C rate will be applied to her group after care program.

Q: Who benefits from these programs, meaning how old do the children have to be for these services?

A: The Supports Waiver/Fee for Service is under The Division of Developmental Disabilities (DDD). DDD provides services to individuals 21 years of age or older. For individuals under 21 years of age, services are administered through the Department of Children and Families, Children's System of Care.