

The New Jersey Department of Human Services **Division of Developmental Disabilities**

1

NAVIGATING THE DIVISION OF DEVELOPMENTAL DISABILITIES SERVICE SYSTEM

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DDD Overview

2

- 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.



Fee-for-Service (FFS)

3

- Standardized rates for services
- Payment rendered after services are delivered
- Increased flexibility
- Increased choice
- Increased quality

System Reform and Quality Improvement

4






- Medicaid-based fee-for-service system
- Equity of services
- Community inclusion
- Employment
- Individual choice
- Quality services and supports
 - Supports Program
 - Community Care Waiver (CCW) Program
- Stakeholder input



Preparing to Enter Adulthood (including the DDD System)

Vision for Support Across the Life Course

6

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	DHS/DDD Managed Long Term Services and Supports (MLTSS)
			Generic Supports	



16-21 Years Old

7

- 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.planningforadulthoodlife.org



2019 Graduates Aging out of the School System

8



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 ELIGIBILITY.

SEPTEMBER 2018 – FEBRUARY 2019 Eligibility/Intake

DDD Community Service Offices
 Flinders: (973) 927-2600
 Paterson: (973) 977-4004
 Newark: (973) 693-5080
 Plainfield: (908) 226-7800
 Freehold: (732) 863-4300
 Trenton: (609) 292-1922
 Mays Landing: (609) 476-3200
 Voorhees: (856) 770-5900
 More information can be found at:
www.nj.gov/humanservices/ddd/staff/cao

Eligibility/Intake can be completed between 18-21 years of age	<input type="checkbox"/> 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
	<input type="checkbox"/> 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
	<input type="checkbox"/> 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.
	<input type="checkbox"/> 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).

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.

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 21 st 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 21 st 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.	

18 Years Old

9

- 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

10

- **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

11

- 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

21+ Years Old

12

- 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



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2019 Graduates Aging Out of the School System:

Steps to Accessing Services/Supports from the Division of Developmental Disabilities (DDD)

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



Birthdates of New Graduates

14

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July 2018 to March 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: <ul style="list-style-type: none"> • 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.
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New Graduates Access to DDD Service

15

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



Entering DDD Service System: Support Coordination



What is Support Coordination?

17

- 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?

18

- 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

After Assignment to Support Coordination

19

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

Steps in the Service Planning Process

20

Individual or
primary caregiver

Assessment

- NJ CAT - measures self-care, behavior, medical needs
- Establishes Tier
- Completed by individual or primary caregiver

Support Coordinator,
with individual and others

Discovery

- Person-Centered Planning Tool (PCPT)
- Identify hopes, dreams, goals
- Gather information to develop ISP

Individual

Planning

- Individualized Service Plan (ISP)
 - Identify outcomes
 - Identify services
 - Identify providers
- Budgeting for services

Living

- Home
- Job
- Health
- Recreation
- Friends and family

Minimum Contact Requirements

21

- 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

22

- 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

Support Coordination Policy and Practice Requirements

Important Policy and Practice Requirements

24

- 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

25

- 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

26

- 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

27

- ☑ 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



Resources

Visit DDD on the Web

29

www.nj.gov/humanservices/ddd

- News and Announcements
 - DDD Webinars - archived and upcoming
 - NJ CAT information
- ... and more!

The screenshot shows the homepage of the Division of Developmental Disabilities (DDD) within the New Jersey Department of Human Services. At the top right, it identifies Governor Chris Christie and Lt. Governor Kim Guadagno, along with navigation links for NJ Home, Services A to Z, Departments/Agencies, and FAQs. A search bar is also present. The main header reads 'STATE OF NEW JERSEY DEPARTMENT OF HUMAN SERVICES DIVISION OF DEVELOPMENTAL DISABILITIES'. A left-hand navigation menu lists categories such as 'DHS Home', 'Division of Developmental Disabilities Home', 'About DDD', 'Developmental Centers', 'Services and Supports', 'Major Programs and Initiatives', 'Important Resources', 'News, Publications and Reports', 'Information for Providers & Stakeholders: Contracts, Legal Notices', 'Division Staff & Contact Information', 'Public Advisory Boards, Commissions & Councils', and 'Important Alerts'. The main content area is titled 'Division of Developmental Disabilities Home' and features a section for 'Services for Adults with Intellectual and Developmental Disabilities'. This section explains that the division provides public funding for services and supports for New Jersey adults with intellectual and developmental disabilities age 21 and older, aiming to help them live as independently as possible. It lists services like 'Planning for Adult Life' and 'College of Direct Supports'. A 'I want to:' section offers links to 'Apply for DDD Services', 'Become a Provider of DDD Services', 'Get the latest DDD News and Announcements', 'Attend upcoming DDD Webinars or listen to archived DDD Webinars', and 'Subscribe to Division Update'. A 'Contact Us' section provides a toll-free number (800.832.9173) and a link to send an email message. The footer includes logos for NJHelps, NJ 211 Partnership, New Jersey Housing Resource Center, New Jersey Mental HealthCares, NJ FAMILY CARE, and New Jersey Lottery.



DDD Webinars

30

- 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

31

- 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:
 - **Supports Program Help Desk:**
DDD.SuppProgHelpdesk@dhs.state.nj.us
 - **Medicaid Eligibility Help Desk:**
DDD.MediEligHelpdesk@dhs.state.nj.us
 - **Fee-for-Service Implementation Help Desk:**
DDD.FeeForService@dhs.state.nj.us
- Quarterly Division Update Meetings for Families:
 - Next one is Wednesday, September 27, 2017



Thank you!