

Caregivers of New Jersey

Support
Coordination:
What Every
Family Needs
To Consider



An overview of what individuals and their families should be thinking about in regards to choosing a support coordination agency.

Caregivers of New Jersey

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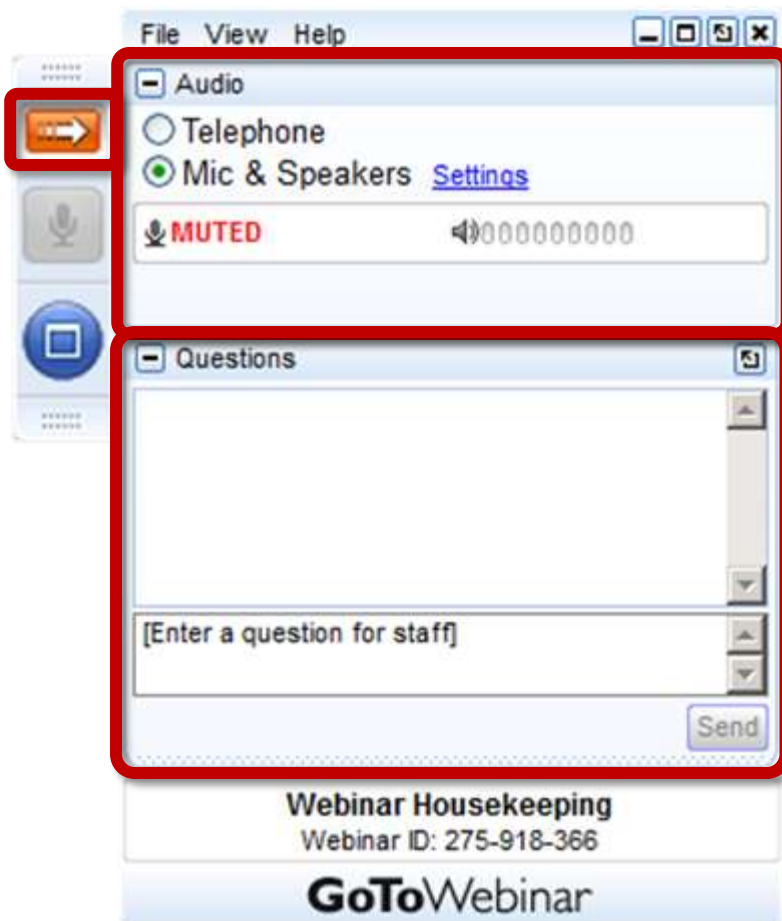
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Caregivers Support Coordination
(877) 265-6360

<http://njcaregivers.org/what-we-offer/support-coordination/>

How to participate today



Control Panel

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- Open and hide your control panel

To join audio

- Choose “Mic & Speakers” to use VoIP (phone service over the Internet)
- Choose “Telephone” and dial using the information provided

Questions panel

- Submit questions and comments

Webinar Objectives

- Discuss what individuals should do first to ensure a smooth transition
- Define a Support Coordination Agency
- Working with a Support Coordination Agency
- Discuss the support coordinator's responsibilities
- Questions to ask a Support Coordination Agency
- Questions to ask a support coordinator
- Discuss the individual's responsibilities
- Resources for finding services
- Provide time for questions and answers

What Individuals Should Do First

DDD Eligibility

If you have not already been deemed eligible for DDD, contact your DDD Community Services Office or start the application process through the DDD website at:

<http://www.nj.gov/humanservices/ddd/services/apply/application.html>

Medicaid Eligibility

DDD's eligibility regulations now require that an individual also be eligible for Medicaid.

Information on Medicaid eligibility as it relates to DDD is available at:

<http://www.nj.gov/humanservices/ddd/services/medicaideligibility.htm>

If you need assistance with applying for Medicaid or have not been able to become eligible, complete the Medicaid Eligibility Troubleshooting Form available on the website provided above and send it to:

DDD.MediElighelpdesk@dhs.state.nj.us



What Individuals Should Do First

(continued)

Research Providers

- Obtain information about service providers in your area from the Employment/Day Services unit within your DDD Community Services Office
- A list of DVRS providers is available at:
<http://lwd.dol.state.nj.us/labor/dvrs/vendor/CRPIndex.html>
- A list of Support Coordination Agencies is available on the DDD website at:
<http://www.state.nj.us/humanservices/ddd/documents/Documents%20for%20Web/List%20of%20support%20Coordination%20Agencies.pdf>
- Attend provider fairs offered throughout the state and through DDD's Planning for Adult Life.



What Individuals Should Do First

(continued)

Plan for Life Course

- It is always easier to identify support needs and access services more quickly when planning has been done prior to exiting the school system. You can use the Person-Centered-Planning Tool (PCPT) to help with you with this process. It is available at:

<http://www.nj.gov/humanservices/ddd/documents/Documents%20for%20Web/PCPT.pdf>

- Discuss your 'vision' for life once school is over. Think about where you might work, live, and what supports you may need.



What Individuals Should Do First

(continued)

Participate in 'Planning for Adult Life' Activities

- Training, information, resource materials, and webinars will be offered through DDD's Planning for Adult Life project. This project will be conducted by The Arc of New Jersey and Community Access Unlimited.
- Activities for students between the ages of 16-21 and their families include, but are not limited to the following: training sessions focusing on topics such as postsecondary education/employment; housing; legal/financial; self-direction; health/behavioral health; and friends/social.
- Information about events and activities will be available on the DDD website and at:

www.PlanningForAdultLife.org



What Individuals Should Do First

(continued)

Complete the Developmental Disabilities Resource Tool (DDRT)

- Correspondence including information about accessing and completing the survey has been sent to 2014 graduates. If you have not received the letter, please reach out to your Regional Office to update your contact information
- The DDRT can be completed online or via phone call



What Individuals Should Do First

(continued)

Complete Support Coordination Agency Selection Form

The ability to choose a SCA is a new experience for most. To choose a SCA, all you have to do is complete a Support Coordination Agency Selection Form that can be accessed from the Division's website at:

<http://www.nj.gov/humanservices/ddd/programs/supportsprgm.html>

- If you do not know of any SCAs, a list of approved SCAs can be accessed on the Supports Program Provider Portal at:

<http://www.state.nj.us/humanservices/ddd/programs/sppp.html>

- If you have a preference for working with a particular SCA, you may choose one from the list of providers who have been approved by the Division to offer Support Coordination services.
- If you do not have a preference, or if the agency that you choose does not provide services within your county and/or does not have the capacity to provide you with services at this time, the Division will auto-assign you to an agency. You will have the option of changing your SCA after 30 days.



What Individuals Should Do First

(continued)

Sixty (60) days prior to graduation, complete and submit the SCA Selection Form to the Division.

The Support Coordination Agency Selection Form can be emailed to:

DDD.SCHelpdesk@dhs.state.nj.us

Or it can be mailed to :

New Jersey Division of Developmental Disabilities

Central Office c/o SCA Selection Forms

PO Box 726

Trenton, NJ 08625-0700



What is a Support Coordination Agency?

A support coordination agency is an organization qualified by the Division of Developmental Disabilities (DDD) to provide services that assist individuals in gaining access to needed program and state plan services, as well as needed medical, social, educational, and other services.



Why Choose a Support Coordination Agency?

In order to access services funded by the New Jersey Division of Developmental Disabilities, you will need to have a Support Coordination Agency (SCA). Choosing a SCA can make it possible for individuals and their families to:

- Match the individual's wants/needs with the skills and expertise of the support coordination agency
- Find an agency that knows the individual's local community and the supports that exist
- Select an agency with which they feel comfortable working
- Discuss what is expected from someone providing support coordination services
- Change to a different agency if the need arises



Working with a Support Coordination Agency

Once you select an agency and submit your form, the Division will enter your information into its system once it is received and notify the SCA. From the date that the SCA is assigned, the SCA will have 30 days to work with you to complete your New Jersey Individualized Service Plan (NJISP). It is important to note that an NJISP must be completed within 30 days of assignment to a Support Coordination Agency. This requires cooperation and commitment of the participant and/or their family and the SCA to attend meetings and work closely together to identify the appropriate services and supports that will be used to create the NJISP. If you and/or your family cannot commit to this timeframe or services are not yet needed, please hold off in submitting this form until you are ready.



What do Support Coordinators do?

Support Coordinators complete a variety of responsibilities in partnership with the individual, his/her family, DDD, and service providers which include:

- Introducing the individual to the process of person-centered planning and self-direction
- Identifying the individual's support needs and preferences
- Developing the New Jersey Person-Centered Planning Tool (PCPT) and New Jersey Individualized Service Plan (ISP)
- Providing information about the range of services and supports available
- Locating options for services that include: traditional disability providers, generic community supports, government supports beyond DDD, and/or natural support based on funds available in the individual's budget
- Ongoing monitoring of supports and services
- Responding to emergencies and other service related needs of the individual and/or family
- Empowering the individual to remain in charge of their plan



Are There Specific Questions to Ask?



Questions to Ask Support Coordination Agencies

Basic information:

- How many individuals do you provide support coordination services to?
What is the typical caseload of one of your support coordinators?
- What is the average turnover of a support coordinator at your organization?
- How do you match individuals using supports with support coordinators?
- How long have you provided services in New Jersey? In this region?
- How does your agency respond to issues/needs that occur after typical business hours?



Questions to Ask Support Coordination Agencies

(continued)

Knowledge & Experience:

- How would you describe the experience your support coordinators have working with individuals with disabilities?
- What training and mentoring do your support coordinators receive to give them the knowledge and skills needed to help my family member obtain the supports and services needed to live the life s/he wants?
- How do your support coordinators develop or adapt services and supports to address the needs and preferences of culturally diverse communities?
- How are your support coordinators connected with the local community and resources?
- How do you educate and empower individuals and families about the support options that are available to them?



Questions to Ask Support Coordination Agencies

(continued)

Ongoing Support:

- How do your support coordinators monitor the quality of supports received and work with the individual, family, and providers to ensure that quality is achieved?
- How do you get feedback from the individuals you serve and how do you use this information to improve services?



Questions to Ask Support Coordination Agencies

(continued)

Additional Questions:

- How is your agency different from others? How do you stand out from other support coordination agencies?
- Are there individuals or families using your support coordination services I can contact as a reference?
- Other questions specific to your/your family member's needs and preferences...



Questions to Ask Your Support Coordinator

Basic Questions:

- How long have you been a Support Coordinator?
- How often do you make visits to the individuals on your caseload?
- What are the hours that you usually work?
- What is your current caseload?
- What is your availability in terms of preferred days/times to be contacted?
- What is the preferred way to communicate with you? How long should I expect to wait for a response?
- What is your policy for contact during emergencies?
- Who covers for you when you are unavailable? How do I contact them?



Questions to Ask Your Support Coordinator

(continued)

Additional Questions:

- What is your education and background related to working with individuals with disabilities and why did you choose this field of work?
- Tell about a time when you successfully helped an individual with disabilities improve her/his quality of life and how you were able to do it.
- Are you familiar with disability rights and protection under the law?
- Have you had successful experiences working with the Division and other agencies and organizations?
- Have you had experience working successfully with providers?
- Describe what you do when you make a visit to the individual. What things do you monitor during a visit? How much time do you spend with the individual? Where do you prefer to meet with the individual?
- What do you see as your role in the individual's life?



What are the Individual's Responsibilities?



Individual's Responsibilities

- Self-Direction depends on the active participation of the individual.
- The individual researches and chooses their own services.
- The individual contacts the agencies directly to inquire about the types of programming offered, and determines whether it is a good fit for them.
- The individual has to negotiate.
- The individual has to continuously follow up with the agencies that are providing the services
- The individual is required to sign off on monthly vouchers from the agencies so they can get paid
- At any time the individual feels dissatisfied with the services provided, they can decide to end the services
- The individual should communicate any changes with the Support Coordinator.



Where are the Resources and Services?



Resources and Services

- Support Coordinator
- Information and Referral Agencies
- Internet and Online Databases
- Conferences, Workshops and Expos
- Networking
- Family and Friends

References

Information presented in this webinar is derived from information and material resources from Caregivers of New Jersey Support Coordination as well as the following valuable resources.

- The Boggs Center on Developmental Disabilities, Rutgers, The State University of New Jersey: <http://rwjms.rutgers.edu/boggscenter>
- NJ Department of Human Services, Division of Developmental Disabilities: <http://www.nj.gov/humanservices/ddd/services/apply>

Request a copy of ***Selecting a Support Coordination Agency: Making Choices, Becoming Empowered - A Guide for Families*** from The Boggs Center on Developmental Disabilities and the flyer ***Timeline for 2014 Graduates to Access Services/Supports After Graduation*** from the Division of Developmental Disabilities as part of your continued planning.



Questions and Answers



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