



# BERGEN COUNTY SUPPORT COORDINATION AGENCY

## Virtual Roundtable

*For Caregivers/Parents/Guardians of Young Adults with Disabilities who are DDD eligible*

February 3, 2022



# ***Advanced Disability Management Services***

Welcome to the Virtual SCA Roundtable

Presented by: Dina Waheeb

# About Us

- ▶ Started in 2017 Advanced Disability Management Services has been serving consumers in New Jersey by providing Support Coordination and Advocacy services for the past 5 years.
- ▶ Counties we serve are Bergen, Hudson, Passaic, Morris, Essex, Union, Middlesex, Monmouth, Somerset, and Ocean Counties.
- ▶ We currently serve over 350 consumers in 10 counties and still accepting new consumers in all 10 counties.
- ▶ We have highly trained and committed Support Coordinators and Advocates to help guide our consumers within DDD and any other services needed.
- ▶ Advanced Disability Management Services has been authorized by DDD to approve its own cases for the past 4 years.

# Who We Can Help

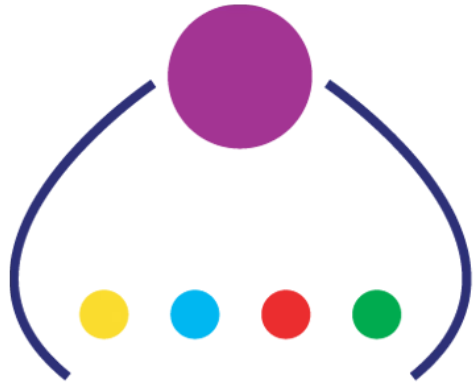
- ▶ Young adults who are graduating from school and need a helping hand to begin planning for the future.
- ▶ Families who need assistance in completing the DDD application for their loved one to be eligible for DDD services.
- ▶ Families who need advocacy to help their loved one receive much needed services that they were either not qualified for or denied from.
- ▶ Existing DDD benefits recipient who may not be getting the appropriate attention and support from their existing support coordinator or support coordination agency.

# How To Reach Us?

- ▶ ADMS is available to families and consumers 24 hours a day 7 days a week.
- ▶ Call us at 201-357-7378
- ▶ Email us at [info@admsnj.com](mailto:info@admsnj.com)
- ▶ Facebook Page Advanced Disability Management Services
- ▶ You can reach me directly at extension 102
- ▶ Or you can reach me by email at [dwaheeb@admsnj.com](mailto:dwaheeb@admsnj.com)

# Questions

- ▶ Any questions please feel free to ask.
- ▶ Thank you for attending the Virtual Roundtable Event.



# The Family Resource Network

Providing families with access, answers and action



Autism Family  
Services of  
New Jersey



Caregivers of  
New Jersey



epilepsy  
SERVICES  
NEW JERSEY

Presented by:

Trisha Bailey, Support Coordinator/Trainer

NJ Support Coordination @ Caregivers of NJ

## Support Coordination with Caregivers of NJ

# Support Coordination

Once a student is determined to be eligible for DDD services and they are 21 or nearing 21, DDD will ask them to choose a support coordination agency.



# Support Coordination Selection Form

Paragraph

Styles

## 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 find potential SCAs through the Provider Search Database at <https://irecord.dhs.state.nj.us/providersearch>, using the following four steps: (1) under Filter, select "Service" and check Support Coordination; (2) select "Medicaid Approved" and check the box; (3) select "County Served" and select the county in which the individual resides; and (4) click the magnifying glass. If you do not have a preference, you can choose to have the Division auto-assign one to you.

A Guide to assist individuals and families in choosing a Support Coordination Agency is also available at The Boggs Center on Developmental Disabilities at <http://nisupportingcommunitylives.org/people-and-families/information-selection/>.

**Preferred Option:** Email completed form to  
[DDD.SCAchoice@dhs.state.nj.us](mailto:DDD.SCAchoice@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

Individual's Name:	DDD ID:	County of Residence:
	Date Of Birth:	
I need a Support Coordinator that speaks <input type="checkbox"/> Spanish <input type="checkbox"/> Other Language:		
Please indicate if any of the following apply		
<input type="checkbox"/> I am a graduating student (please note that the Division begins assigning SCAs for graduating students in April)		
Graduation Date:		
<input type="checkbox"/> I would like to <u>CHANGE</u> my current SCA		
Current SCA:		
<input type="checkbox"/> My SCA is <u>CLOSING</u>		
Current SCA:		
Please indicate your choice of SCA <u>OR</u> auto-assign option		
We encourage that two SCA's be provided to improve your chances of being assigned to an agency of your choice. If the agency you choose does not provide services within your county, or does not have the capacity to provide you with services at this time, you will be auto assigned.		
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:		
<u>Auto-Assign</u>		
I do not have a preference for Support Coordination Agency. Please auto-assign me. <input type="checkbox"/> (check here if applicable)		
*Please be aware that Support Coordination Agencies cannot guarantee, nor are they required to, assign your preferred Support Coordinator.		
Signature:	Date:	
Print Name:	Phone:	
Email (for notification purposes):		



# What is Support Coordination?

A Division-funded service that assists individuals in gaining access to needed program and state services, as well as needed medical, social, educational, and other services.

# What Do Support Coordinators Do?



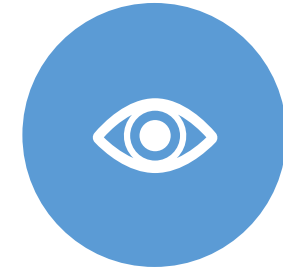
INDIVIDUAL  
DISCOVERY



PLAN  
DEVELOPMENT



COORDINATION  
OF SERVICES



MONITORING

# What To Look For In A Support Coordination Agency

- Have they been trained in the Individualized Support Plan (ISP) and the Person-Centered Planning Tool (PCPT)?
- Do they have over 10 years of experience?
- Will your assigned Support Coordinator live in or near your county of residence?
- Will they have your plans and services up and running within 30 days?



# What To Look For In A Support Coordination Agency

- Can they connect you to local support groups?
- Are Recommendations from others you know
- Are they available for emergencies 24 /7 and have an on-call service?
- Do they approve their own ISPs or will you have to wait for the Division's approval?

**We do!**





## NJ Support Coordination at Caregivers of New Jersey

**Trisha Bailey:** 856-685-9217

**Email:** [tbailey@njcaregivers.org](mailto:tbailey@njcaregivers.org)

**Phone:** 1-877-265-6360

**Website:** [www.njcaregivers.org](http://www.njcaregivers.org)

### **We serve the following NJ counties:**

Atlantic, Burlington, Bergen, Cape May, Cumberland,  
Hudson, Hunterdon, Mercer, Passaic, Salem, Somerset,  
Sussex and Warren.

# *COMMUNITY ACCESS UNLIMITED SUPPORT COORDINATION*

Presented by Alison Goodrich  
Assoc. Exec. Director, Support Coordination  
Community Access Unlimited

c: 908-499-9493  
o: 908-354-3134  
e: [agoodrich@caunj.org](mailto:agoodrich@caunj.org)

Se Habla Español





# *CAU Support Coordinators*

- Acts as your point of contact to DDD
- Encourages exploring different funding sources for assistance
- Presents you with research and recommendations for providers
- Discusses employment options and work incentive programs
- Connects you to resources to gain entitlements
- Promotes independence and community inclusion
- Acts as the mediator (as needed) between you and your providers
- Grants prior authorizations to providers for services
- Assists in finding connections for housing
- Provides you with advocacy opportunities
- **Responds when you are in a crisis and need help**



# *CAU Real World Crisis Assistance*



- During a particularly cold winter night over the weekend one of our members experienced a sudden loss of heat due to a burst pipe. Our member called the CAU 24 hours, 7 days a week live emergency hotline and spoke to a live person right away.
- The immediate problem within the home could not be resolved. A plan was made with our member to get him to a safe place until the heat could be fixed.
- The SC on-call team found a hotel in the area, provided payment, and reached out to the local police for assistance in transporting the member to his hotel room for the weekend.
- The SC on-call team worked to get a plumber to come into our member's home on Monday to resolve the issue.



## *Why Choose CAU*

- CAU has worked in Self-Direction since 1999.
- We are a “self-approving” agency.
- Coordinators receive extensive training in Person Centered Planning, Preventing Abuse, Neglect and Exploitation, Counseling Skills, Suicide Prevention, Trauma-Informed Care and more. We continue mentorship and training throughout the year to stay current with how best to assist you in your communities.
- We have a trained Housing Navigator on staff to assist you.
- We match coordinators with families by their knowledge of the local community you live in and accommodate your schedule to meet you when you find it convenient.
- We have bilingual staff available to help you in English and Spanish.
- CAU works with many community providers to bring our members options that are outside of the box. We’ve helped connect to yoga, horseback-riding, karate, game-design, acting, and more.



# *We use a mix of traditional and self-directed services*

## *Traditional Services*

- Day Program
- Transportation
- Physical, Speech, Occupational Therapy

## *Self-Directed Services*

- Classes in Art, Cooking, Gardening, etc.
- Lessons in Music, Tutoring, etc
- Tuition for College Courses

## *We have connected people to Community Providers like:*

- Game-U
- A Plus Tutoring
- Equine Tranquility Wellness Center
- Young Chefs Academy
- Forward Motion yoga
- Miracle Fitness
- YMCA

And many more!

*Services are  
available in  
the following  
counties:*

- Atlantic
- Bergen
- Burlington
- Camden
- Cape May
- Cumberland
- Essex
- Gloucester
- Hudson
- Hunterdon
- Mercer
- Middlesex
- Monmouth
- Morris
- Ocean
- Passaic
- Salem
- Somerset
- Sussex
- Warren



# FRONTIER SERVICES

Support Coordination



# MISSION

Enable persons with developmental disabilities to become more integrated in the community and provide opportunities to reach their personal goals.

# PHILOSOPHY

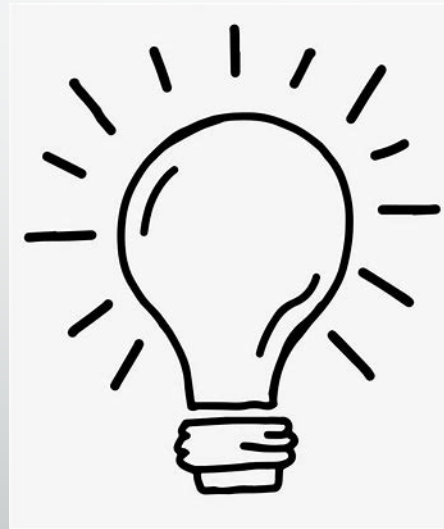
Every individual has a unique set of goals. We develop an Individualized Support Plan based on the Person Centered Planning tool and meeting with each participant and his or her family and friends to discuss their goals in their lives. We consult with service professionals to provide their professional input. We focus on the outcomes, desires, goals, and dreams of the client to assist with living more complete and independent lives.



100%



2018







# FRONTIER SERVICES





# Welcome Roundtable Participants!

**February 3, 2022**

**Presented by:**

**Errol Seltzer and Infinity Today's Team of Support Coordinators**



**Support Coordination is all that we do !**

**[www.infinitytoday.com](http://www.infinitytoday.com)**

**1 800 On My Own**

**350 West Passaic St in Rochelle Park**



English, Spanish, and Korean Speaking  
Coordinators

[www.infinitytoday.com](http://www.infinitytoday.com)

1 800 On My Own



Specialists on staff in...  
Medicaid, DVRS, Housing, PPL, and more

[www.infinitytoday.com](http://www.infinitytoday.com)

Support Coordination since 2015



## REVIEWS

**“YOU GUYS ARE FABULOUS!”**

*- Sandy Rosenstock, 2020*

**[www.infinitytoday.com](http://www.infinitytoday.com)**



# MSB Enterprises

A Support Coordination Agency

Helping to enrich the lives of adults living  
with developmental disabilities

Judy Krantz, B.S. M.S & Jessica Perez, B.A. M.S.

Managing Directors



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



MSB Enterprises  
A Support Coordination Agency

# Why Choose Us?

- Knowledgeable with many years of Experience
- Small and able to react quickly- No Turnover
- Stellar record with The Division
- Team Effort- in effect you have 2 team members to work with







**MSB Enterprises**  
A Support Coordination Agency

# Things to Remember

## A TIMELINE FOR STUDENTS EXITING SCHOOL AND TURNING 21

*(Students born after 1/1/2000 must go through the entire eligibility application process)*

- ☐ **STEP 1** Apply for Medicaid Eligibility
  
- ☐ **STEP 2** Apply for DDD Eligibility
  
- ☐ **STEP 3** Complete the NJ Comprehensive Assessment Tool (NJCAT)
  
- ☐ **STEP 4** Complete the Support Coordination Agency Selection Form



# NETWORK



**MSB Enterprises**  
A Support Coordination Agency

Remember...

- Our best source of information comes from speaking to others and learning all that we can
- Nobody said it would be easy

**GOOD LUCK**



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



MSB Enterprises  
A Support Coordination Agency

# THANK YOU

Judy Krantz

[info@msbent.org](mailto:info@msbent.org)

201-679-4681



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



## ► National Institute for People with Disabilities of New Jersey

# Support Coordination

Support Coordinator Supervisor, Meghan Jacob

# NIPD/NJ Support Coordination

- NIPD/NJ founded in 1998
- Providing SC services since 2013 (6 counties)
  - Other services provided by agency in Bergen and Passaic Counties
    - Residential
    - Respite
    - Pre-vocational
    - Community based supports

# NIPD/NJ Support Coordination

- Small caseloads
  - Each coordinator is maxed out at 30
- Slow progression of capacity increases to ensure quality of care
- Close supervisor/individual relationship
- Regionalized to maximize location familiarity

# NIPD/NJ Support Coordination

- Released to approve our own plans since 2013
- Staff trained in specific areas of interest in the DDD field to be able to maximize assistance
- Quality assurance review done twice a year via surveys and phone calls

# NIPD/NJ Support Coordination

- Contact Information:
  - Meghan Jacob SCS
    - 917.796.3316; Meghan.Jacob@yai.org
  - Erin Barrett, Director
    - 646.946.1042; Erin.Hopkins@yai.org
  - Ralph Coloma, Executive Director
    - 845.641.0955; Ralph.Coloma@yai.org





**Trusted and Proven Support Coordination**

**Kathryn Humanick**

kathrynh@skylandsfamilyservices.com

(484) 903-8989

# ABOUT US:

Established in 2012

Over a 1,000 families have chosen us to be their support coordination agency

- We work in 16 counties in NJ
- 40 team members
- Our team is available 24/7
- Self-approving agency



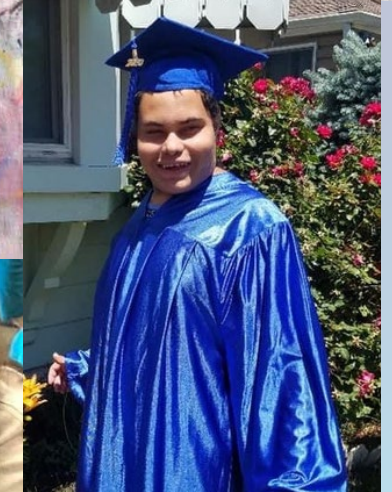


# OUR PHILOSOPHY:

We believe that everyone has the right to choose and receive the best services to support a successful adult life

We promise:

- to take time to learn your unique needs and assist you in finding services that best match your needs
- to assist you in making sure your health and safety needs are met
- to consider your choices about who you are, where and how you live, and what you do to maximize your life
- to help you develop and maintain positive relationships with the important people in your life
- to ensure that everyone we serve fully participates and is included within the community



# OUR TEAM:

We work as a team to provide you the best support coordination services

- Low support coordinator turnover
- Support coordinators have a caseload between 15-50 individuals
- Support coordinators are experts on services in their county
- Their caseloads are based on their comfort level and how they can best serve our families







**skylandsfamily.com**

**1 (855) 222-3051**

# SPECTRUM CARE MANAGEMENT & COUNSELING

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WHY CHOOSE US?



# THE SPECTRUM WAY

“IT’S NOT A JOB, IT’S A  
PART OF OUR LIVES”

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Our support coordinators are all trained professionals in social service fields. This gives them the edge to think outside of the box and access services many may not even be aware of. Many of our support coordinators have friends or family members with special needs, so to us, it’s personal.



# THE SPECTRUM WAY

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- We hire only experienced individuals who have demonstrated their ability to compassionately care for their clients.
- We provide continuous training to our staff and educate families on new resources and supports available to them.
- Our support coordinators live close to the clients and families they serve, so they are knowledgeable about the services available in your area.
- We are allowed by the state to approve our own plans, which means we are able to add or change services as you request them.
- We work to create and maintain strong relationships with service providers in the area to keep current on their service offerings.
- Our unique team approach makes us highly flexible to talk or meet when you need us, providing more efficient support.



# THE SPECTRUM WAY

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Spectrum provides Support Coordination that will:

- Be aware and follow state guidelines, policies, and procedures
- Be flexible, compassionate, and communicate well
- Focus on the individual's needs, hopes, and dreams
- Be tenacious in their pursuit of the individuals best possible outcomes
- Be aware of providers and different services offered
- Respond to emergencies and answers the phone

# THE SPECTRUM WAY

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A great Support Coordinator will:

- Get to know the individual and family
- Be creative, flexible, adaptable, and versatile depending on the needs of the individual they serve
- Be respectful
- Be a great teammate (it takes a village)
- Understand the program, the individual, and the services that can be accessed
- Look at your whole life (physical, emotional, spiritual, mental and financial wellbeing)
- Problem solve with you and the planning team
- Empower you to be independent

# THE SPECTRUM WAY

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As a person-centered organization, we focus on ensuring you have full control over the services and supports you receive. Not all services are for everyone and not everyone can benefit from all services. By taking the time to learn about you, your likes, dislikes, interests and needs, we are able to help you achieve your goals, whatever they may be!



# FREQUENTLY ASKED QUESTIONS

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- How long will I work with the same support coordinator?
- How will you know which support coordinator will be right for me?
- How long have you provided services in New Jersey?
- How does your agency respond to issues and needs that occur after typical business hours?
- What training do your support coordinators receive?
- Do you have a list of people/families using your support coordination services I can contact to learn more?

# Agency Contact Info

## **Bergen County Special Services – CAPE Center**

Website: <https://www.bergen.org/cape>

Email: [linwie@bergen.org](mailto:linwie@bergen.org)

Phone: (201) 343-6000 x4067

## **Advanced Disability Management Services**

Website: <https://www.admsnj.com>

Email: [info@admsnj.com](mailto:info@admsnj.com)

Phone: (201) 357-7378

## **Caregivers of NJ**

Website: <https://www.njcaregivers.org>

Email: [tbailey@njcaregivers.org](mailto:tbailey@njcaregivers.org)

Phone: 1 (877) 265-6360

## **Community Access Unlimited**

Website: <https://www.njcaregivers.org>

Email: [agoodrich@caunj.org](mailto:agoodrich@caunj.org)

Phone: (908) 499-9493  
(908) 354-3134

## **Frontier Services**

Email: [info@frontierservice.org](mailto:info@frontierservice.org)

Phone: (973) 737-9199

## **Infinity Today**

Website: <http://www.infinitytoday.com/>

Email: [errol@infinitytoday.com](mailto:errol@infinitytoday.com)

Phone: (185) 566-9696

## **MSB Enterprises**

Website: <http://www.ms bent.org/>

Email: [info@msbent.org](mailto:info@msbent.org)

Phone: (201) 679-4681

## **National Institute for People with Disabilities of New Jersey**

Website: <https://www.yai.org/>

Meghan Jacob SCS

Email: [Meghan.Jacob@yai.org](mailto:Meghan.Jacob@yai.org)

Phone: (917) 796-3316

Erin Barrett, Director

Email: [Erin.Hopkins@yai.org](mailto:Erin.Hopkins@yai.org)

Phone: (646) 946-1042

Ralph Coloma, Executive Director

Email: [Ralph.Coloma@yai.org](mailto:Ralph.Coloma@yai.org)

Phone: (845) 641-0955

## **Skylands Family Support**

Website: <https://www.skylandsfamily.com/>

Email: [kathrynh@skylandsfamilyservices.com](mailto:kathrynh@skylandsfamilyservices.com)

Phone: (484) 903-8989

1 (855) 222-3051

## **Spectrum Care Management & Counseling**

Website: <https://www.spectrumcmc.com/>

Email: [BVersaci@spectrumcmc.com](mailto:BVersaci@spectrumcmc.com)

Phone: (973) 530-4155

