

The background of the slide features a large, light gray watermark of the Rutgers University seal. The seal is circular with a sunburst in the center and the words "RUTGERS UNIVERSITY" around the perimeter.

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Robert Wood Johnson
Medical School

THE BOGGS CENTER ON DEVELOPMENTAL DISABILITIES

*New Jersey's University Center for Excellence in Developmental Disabilities Education, Research, and Service
New Jersey's Leadership Education in Neurodevelopmental and Related Disabilities Program*

Working in Partnership with Support Coordinators

Jaime Zahid

Training & Consultation Specialist

jaime.zahid@rutgers.edu

Objectives

- Understand the Support Coordination process
- Learn about tools that help you think about your life and what you want to do and achieve
- Know what to look for in a Support Coordination Agency
- Learn tips and strategies for working with Support Coordinators
- Know what to look for in service provider organizations

Support Coordination

Driven by
People & Families



Service
Providers



Community



Resources

Getting Started



DDD Intake & Eligibility Determination



Selection of Support Coordination Agency



Support Coordination Agency Assigned



Agency Contacts Individual



Individual/Family Member completes
“Participant Enrollment Agreement”

Know Your Rights!

It's important to know your rights as someone who **will be** or **is** receiving Home and Community Based Services (HCBS). The federal HCBS Settings Final Rule requires:

- People receiving services to have full access to community life
- Services are provided in the most integrated setting possible
- Respect for an individual's rights, choices, and independence
- Opportunities for seeking employment, work in integrated settings, engaging in community life, and controlling personal resources



**Person-
Centered
Planning**



**Connection
to Supports &
Services**



**Monitoring of
Services**

Role of the Person & Family

- Maintain Medicaid Eligibility
- Meet with Supports Coordinator shortly after initial contact
- Participate in Person-Centered Planning Process
- Complete required paperwork
- Participate in monthly, quarterly, & annual monitoring activities
- Contact SC when changes occur or are needed

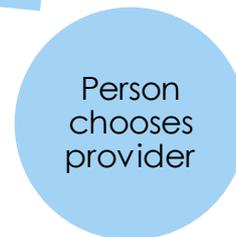


What that looks like...



Connection to Supports & Services

An icon of two hands shaking, positioned above the section header.



Monitoring Supports & Services

An icon of a magnifying glass, positioned above the section header.



Selecting a Support Coordination Agency

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Selecting a Support
Coordination Agency
Making Choices, Becoming Empowered
A Guide for People with Disabilities



People receiving support through NJ's Division of Developmental Disabilities are able to choose the agency they receive support coordination services from. The opportunity to do this can be empowering as people with disabilities and their families select an agency that they believe will do the best job helping them plan for and obtain the supports and services they need. This guide provides information and ideas that can help in the selection process.



It's about choice!

Download or order copies:
[boggscenter.rwjms.rutgers.edu/
resources/publications/selecting-
a-support-coordination-agency](http://boggscenter.rwjms.rutgers.edu/resources/publications/selecting-a-support-coordination-agency)

Selecting a Support Coordination Agency

Step 1: Think about Your Life

- What is important for you to have in your life?
- What support do you need?
- What do you want in your life?
- How do you want your Support Coordinator to work with you?

Step
1

Think about Your Life

LIFE TRAJECTORY | EXPLORING

Vision for What I Want

What I Don't Want

Developed by the Charting the LifeCourse Nexus, University of Missouri-Kansas City Institute for Human Development and available online: <https://www.lifecourse.net>

**Step
2****Learn about Support Coordination Agencies**

- Find agencies that serve your region and meet your language needs using DDD's Provider Search Database: <https://irecord.state.nj.us/providersearch>
- Talk to other people receiving Support Coordination from those agencies
- Check out the agencies' websites

**Step
3****Interview Support Coordination Agencies**

Ask Support Coordination Agencies questions to learn:

- Basic information about the agency
- Knowledge and experience of Support Coordinators
- Practices for monitoring of quality
- Information specific to meeting your needs and preferences

**Step
4****Review What You Learned to Help you Decide**

How do you feel about the Support Coordination Agencies you interviewed?

- Which agency...
 - Made you feel respected and comfortable?
 - Understands what you're looking for in your life?
 - Understands how you want, need, and prefer to be supported?
 - Has the skills and knowledge to support you?

Step
5

Submitting Your Selection

- If you are selecting a Support Coordination Agency for the first time as part of the DDD Intake Process, the Intake Coordinator will provide you with information and forms needed to select an Agency
- People that have an SC Agency already may choose to change if their current agency is not meeting their needs or they are not happy with the services by completing the Support Coordination

SupportCoordinationAgencySelectionForm

In order to access services funded by the New Jersey Division of Developmental Disabilities, you will need to have a Support Coordination Agency (SCA). If the SCA will assign you an individual Support Coordinator who will help you identify services, draft an Individualized Service Plan (ISP), and ensure that you are receiving the services you need on an ongoing basis, you will have a preference for working with a particular SCA. You may also have a preference for the provider(s) that have been approved by the Division for Support Coordination services. If you do not have a preference for the agency that you choose, you will not provide services with your county and/or you will not have the capacity to provide you with services at this time. The Division will auto-assign you an agency. You will have the option of changing your SCA after 30 days.

Once you select the agency to submit your form, the Division will enter your information into the system. Once received and by the SCA. From the State that the SCA is assigned, the SCA will have 30 days to work with you to complete your ISP. It is important to note that this ISP must be completed with the participant and/or their family and the SCA. Attend meetings and work closely together to identify the appropriate services and supports that will be used to reach the ISP. You and/or your family must commit to the time and services are not yet needed. Please hold off on submitting this form until you are ready.

All list of approved Support Coordination Agencies can be accessed on the Support Program Provider Portal at: <http://www.state.nj.us/humanservices/ddd/programs/spp.html>

Please complete the bottom portion of this form and submit to the Division of Developmental Disabilities:
Preferred Option: Complete and save this form and submit to the Division of Developmental Disabilities:
 DDD_SCHelpdesk@dn.state.nj.us
 OR
 Mail the completed form to:
 New Jersey Division of Developmental Disabilities
 Central Office/SCA Selection Form
 PO Box 7261
 Trenton, NJ 08625-0700

Name: Graduation (Date if Applicable):

DDD ID: County of Residence:

Please indicate the choice of SCA to auto-assign to:

My first choice for a Support Coordination Agency:

My second choice for a Support Coordination Agency:

If you do not have a preference for a Support Coordination Agency, please auto-assign to: (check if applicable)

Signature: _____ Date:

Print Name: Phone:

Email (for confirmation receipt of form):

*Please note that Support Coordination Agencies are not guaranteed to be assigned to your individual Support Coordinator preference.

SCA Form 01 3/24/2014

Working with Your Support Coordinator





Person-centered planning is about **exploring possibilities**. It is an ongoing process, directed by the person receiving services (**you**), that helps to develop a vision for the future.

It involves:

- Exploring hopes, dreams, and what you want and doesn't want in your life
- Working in partnership with a Support Coordinator and those who know you best (like family, friends, neighbors, etc.)

Person-Centered Planning in Action

Person-Centered Planning
with Sean and Jenn

Exploring Possibilities

THE BOGGS CENTER ON DEVELOPMENTAL DISABILITIES
 New Jersey's University Center for Excellence in Developmental Disabilities Education, Research, and Service
 New Jersey's Leadership Education in Neurodevelopmental and Related Disabilities Program

EXPLORING POSSIBILITIES & SUPPORTS: AN INFORMATION GATHERING TOOLKIT

This resource provides people with developmental disabilities, family members, and Support Coordinators with tools to use when exploring life possibilities and planning for supports. The information gathered can be used, together with conversations, to inform the person-centered planning process and development of the Person-Centered Planning Tool and New Jersey Individualized Service Plan.

INSIDE YOU'LL FIND:

- Relationship Map 2
- Great Things About Me 3
- Likes and Dislikes 4
- Rituals and Routines 5
- Good Day/Bad Day 6
- How the Person Communicates 7
- Looking Back/Looking Forward 8
- Life Trajectory Tool 9
- Mapping Relationships Tool 10
- Integrated Supports Star 11
- Quick Guides in the Life Experience Series 12

This resource provides tools to use when exploring life possibilities and planning for supports. The information gathered can be used to guide conversations and inform person-centered planning.

<https://boggscenter.rwjms.rutgers.edu/resources/publications/exploring-possibilities-and-supports-an-information-gathering-toolkit>

Let's take a look!



Identify
Service &
Support
Options

The Perfect week

The Service Week

	MON	TUES	WED	THURS	FRI	SAT	SUN
6 AM - 7 AM	Parents help Tammy get ready for the day and out the door.						
7 AM - 8 AM							
8 AM - 9 AM	Day Habilitation Program 				Parents provide weekend support		
9 AM - 10 AM							
10 AM - 11 AM							
11 AM - 12 PM							
12 PM - 1 PM							
1 PM - 2 PM	Parents provide support for all meals, activities, and transportation				Parents provide overnight support 		
2 PM - 3 PM							
3 PM - 4 PM							
4 PM - 5 PM							
5 PM - 6 PM							
6 PM - 7 PM	Parents provide support for all meals, activities, and transportation    						
7 PM - 8 PM							
8 PM - 9 PM							
9 PM - 10 PM							
10 PM - 8 AM							

The Perfect Week

	MON	TUES	WED	THURS	FRI	SAT	SUN
6 AM - 7 AM	Parents help Tammy get ready for the day and out the door.						
7 AM - 8 AM							
8 AM - 9 AM	Day Habilitation Program						
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2 PM - 3 PM							
3 PM - 4 PM							
4 PM - 5 PM							
5 PM - 6 PM							
6 PM - 7 PM	Parents provide overnight support						
7 PM - 8 PM							
8 PM - 9 PM							
9 PM - 10 PM							
10 PM - 8 AM							

	MON	TUES	WED	THURS	FRI	SAT	SUN
6 AM - 7 AM	Parents help Tammy get ready for the day and out the door.						
7 AM - 8 AM							
8 AM - 9 AM	Day Program	Go to work @ Record Store with Aunt June	Day Program	Volunteer @ Humane Society	Go to work @ Record Store with Aunt June	Church w/ Parents	
9 AM - 10 AM						Shop w/ Mom	
10 AM - 11 AM						Music Lessons	
11 AM - 12 PM						Home alone	
12 PM - 1 PM							
1 PM - 2 PM							
2 PM - 3 PM							
3 PM - 4 PM							
4 PM - 5 PM	Dance Class with Friends	Pizza Dinner	Dance Class with Friends				
5 PM - 6 PM							
6 PM - 7 PM							
7 PM - 8 PM							
8 PM - 9 PM	Parents provide support						
9 PM - 10 PM	Parents provide overnight support						
10 PM - 8 AM							

Making the Perfect Week Happen



Use the **Integrated Supports Star** to map out supports and services and to plan for what you want in the future.



Choose
Services &
Supports

Figuring Out What's Right for You

Options for Services and Supports:

- Traditional Provider-Managed Services
- Self-Directed Employee
- Blended model (Services from an agency + self-directed supports)
- Non-disability Specific Supports

Provider-Managed Services

What is a service provider?

A **service provider** is any organization, business, or individual that has been approved to provide the supports you need. Service providers:

- Develop and implement strategies to help you achieve what you want in life
- Address your support needs and preferences
- Check with you to make sure you are making progress toward achieving your goals
- Make changes to supports if needed

Selecting Service Providers

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Selecting a Service Provider

Making Choices, Becoming Empowered



A Guide for People with Developmental Disabilities

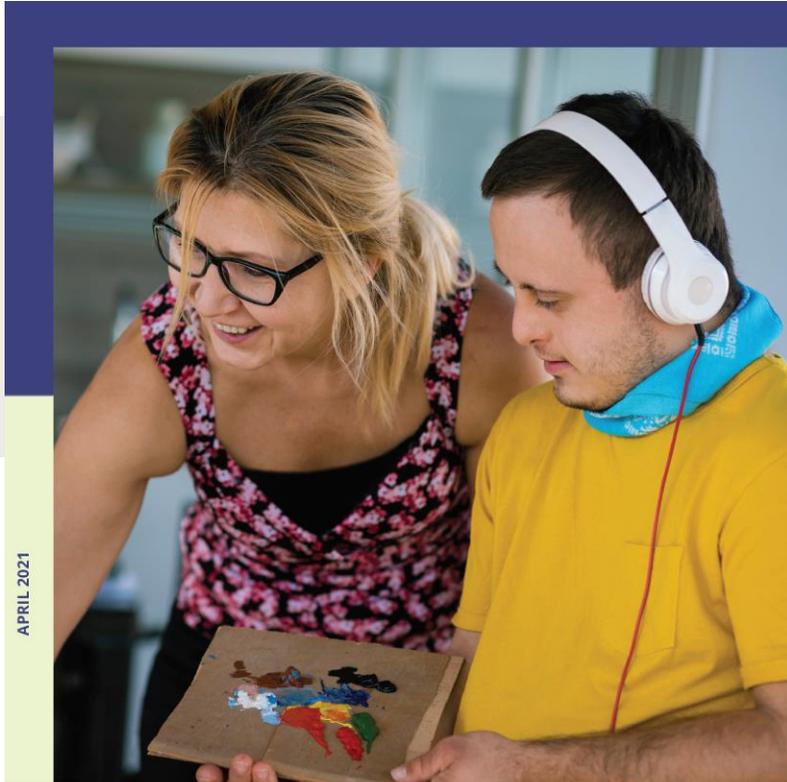
As someone receiving services through New Jersey's Division of Developmental Disabilities, you are able to choose the service provider that best meets your needs. The opportunity to select a service provider is a new process for many, but choosing the provider that is the right fit for you is important to ensuring quality in the services you receive.

This guide provides information and ideas that can help in the selection process.

Use this guide to help find a service provider that will help meet your needs

Download or order copies:
[boggscenter.rwjms.rutgers.edu/
 resources/publications/selecting-a-
 service-provider](http://boggscenter.rwjms.rutgers.edu/resources/publications/selecting-a-service-provider)

Learn About Self-Direction



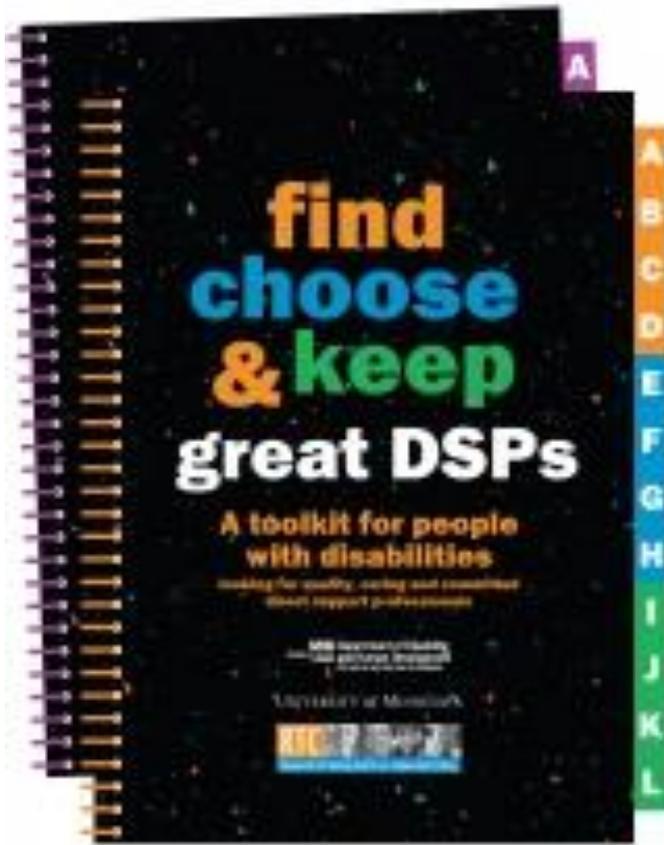
Use this guide to help you learn about self-direction in New Jersey

Download or order copies:
[boggscenter.rwjms.rutgers.edu/
resources/publications/underst
anding-self-directed-services-in-
new-jersey-and-the-role-of-the-
supports-broker](http://boggscenter.rwjms.rutgers.edu/resources/publications/understanding-self-directed-services-in-new-jersey-and-the-role-of-the-supports-broker)

APRIL 2021

**UNDERSTANDING SELF-DIRECTED SERVICES
IN NEW JERSEY AND THE ROLE OF THE
SUPPORTS BROKER**

Find, Choose and Keep Great DSPs



This resource from the University of Minnesota's Institute on Community Integration provides information on how to recruit and retain quality Self-Directed Employees

Download:
ici.umn.edu/products/375



Ongoing
Monitoring
of Supports
& Services

What's working and not working?

Your Support Coordinator will check-in with you regularly to make sure your services and supports are working for you.

You will meet with your Support Coordinator in-person or by telephone at least monthly and will have a face-to-face visit at least quarterly.

Once a year, you will work together to review and update your person-centered plan.

Evaluating Your Support Coordination Services

Is the Support Coordinator meeting your needs?



Think about:

- Comfort, respect, and availability
- Addressing needs and preferences
- Knowledge of supports and services
- Information and education they provide you

Let the Support Coordinator know what they are doing well and what could be better.

Stay Up To Date...

Boggs Center Website

boggscenter.rwjms.rutgers.edu

DDD Supports Program Webpage:

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

Supports Program and Community Care Program Policies and Procedures Quick Guides for Families

<https://njcdd.org/nj-supports-program-policies-and-procedures-manual-a-quick-guide>

