



RUTGERS
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

**Family And Support Coordination Partnership:
Making Choices, Becoming Empowered, and Supporting
the Life Your Family Member Wants**

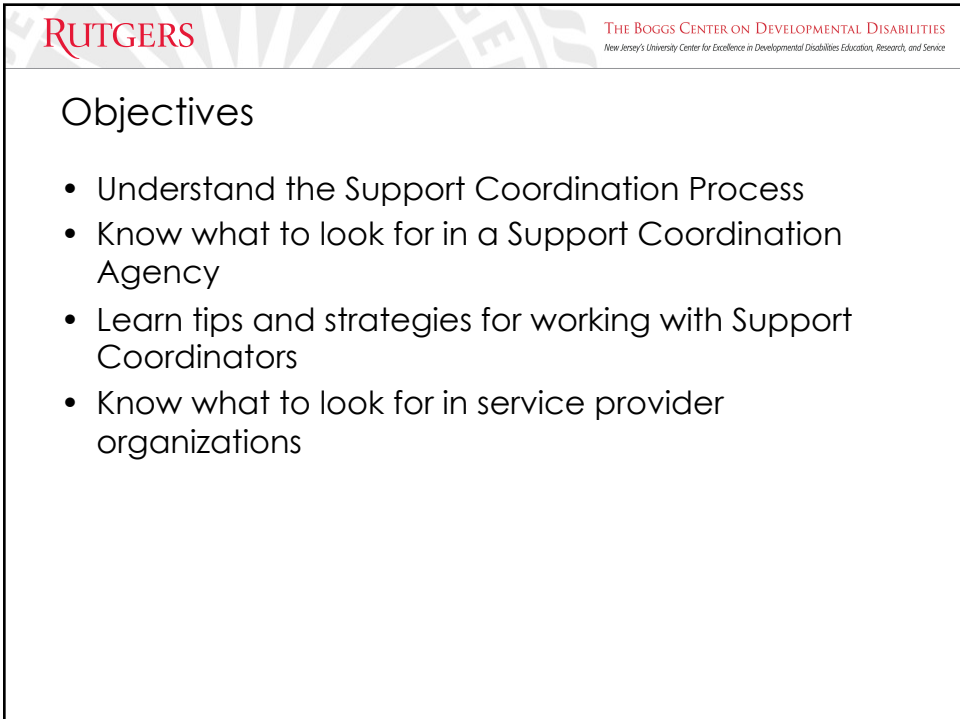
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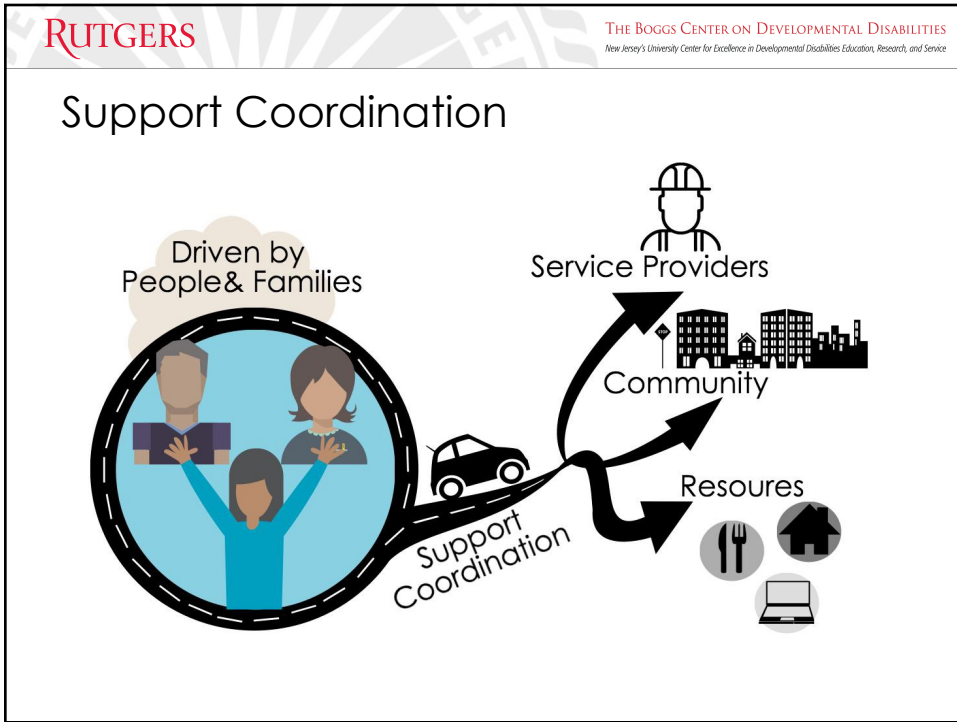
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Objectives

- Understand the Support Coordination Process
- 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

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Roles of a Support Coordinator

- Person-Centered Planning
- Connection to Supports & Services
- Monitoring of Services

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What that looks like...

Person-Centered Planning: SC works with person and family to complete PC Planning Tool and develop Service Plan

Connection to Supports & Services: SC helps identify potential service providers

Person chooses provider

SC authorizes service

Monitoring Supports & Services

Monthly contact

Quarterly face-to-face

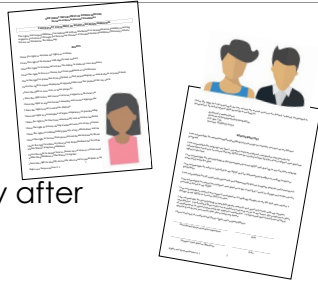
Annual ISP Meeting

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Role of the Person & Family

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



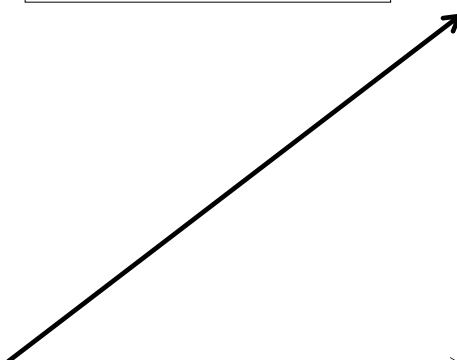
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CHARTING the life course

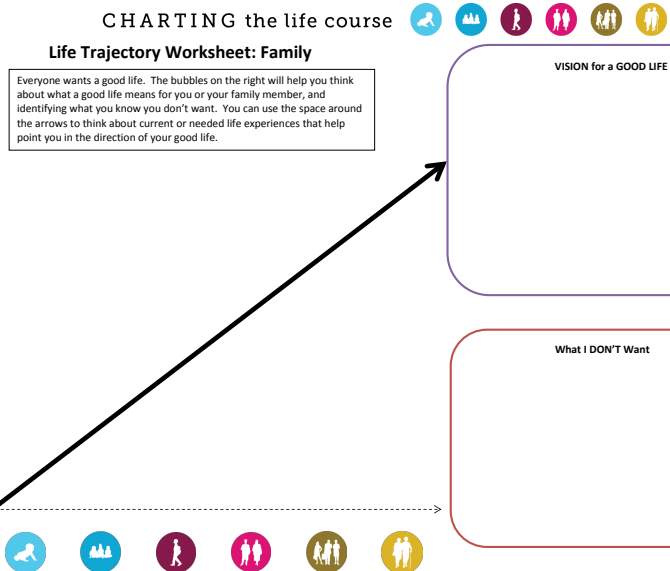
Life Trajectory Worksheet: Family

Everyone wants a good life. The bubbles on the right will help you think about what a good life means for you or your family member, and identifying what you know you don't want. You can use the space around the arrows to think about current or needed life experiences that help point you in the direction of your good life.



VISION for a GOOD LIFE

What I DON'T Want



MISSOURI FAMILY TO FAMILY | UMKC-IHD, UCEDD
MAY 2014

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Integrated Supports Star

Personal Strengths & Assets
 Be Your own Greatest Asset!
 Use good hand-washing and hygiene techniques - Ask for help when needed.
 Create a new routine and try to stick to it.
 Be productive. Find things to keep busy. Complete a task you've been wanting to do.
 Don't be afraid to take a break and relax doing something you enjoy - puzzles, games, coloring or drawing, watching movies and tv, etc...

Technology
 Smart Phone, Tablet, Computer
 Alexa or Google Home (scheduling, reminders, info, calling, etc...)
 Smart TV apps
 Video Game Devices (and headsets to play with others)
 Virtual Connections: Zoom, Google Meet, Facetime, HouseParty
 Social Media: Instagram, Facebook, TikTok, YouTube
 Phone Calls
 Play together Apps (Draw Something, Heads Up, Game Pigeon, etc...)
 Virtual Tours
 National Parks; Museums; International Sites; Historic Locations
 Free online drawing/art classes
 Virtual Classes (Apps, YouTube, Instagram/Facebook Pages); Exercise (for all abilities); Dance; Yoga, Pilates, Meditation; Cooking; Art
 Pick-up or Delivery Services
 Grocery / Pharmacy; Arts and Crafts; Restaurant Take Out
 Neighborhood Walks (at a safe distance)
 Libraries - Virtual Services
 Virtual Events
 Religious Services, Club Meet-Ups, Classes
 Kahn Academy and other online learning options

Relationships
 Schedule "Virtual Dates" with family and friends - Use Facetime, Skype, Zoom, Google Meet, HouseParty, etc... Identify which family and friends to connect with.
 Make your own cards and letters to send to people.
 Join an online social group.
 Quality time with pet(s).
 Quality time with family or those you live with.
 - Movies
 - Games (including electronic)
 - Crafts
 - In Home Spa Day
 - Dance Party

Social/Physical Distancing COVID-19
 Division of Developmental Disabilities
 - Self Directed Employees (SDE)
 - Flexibility with family and overtime
 - Service Providers that provide staff in home
 - Day Programs re-deploying staff in homes
 - Virtual Supports
 - Support Coordinators - connect to services
 The Collaborative for Citizen Directed Supports (w/ Interactive Services Map) - <http://www.thecollaborative.nj.org/home.html>
 Department of Children & Families/Children's System of Care
 - Perform Care www.performcare.org
 SNAP "Food Stamps"
 Unemployment Benefits
 NJ 211
 and RainBow Mental Health Care - 800-202-HELP
www.njmentalhealthcare.org

Community based

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Selecting a Support Coordination Agency

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

It's about choice!

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.

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Selecting a Support Coordination Agency

Step 1 Think about your family member's life...

- What is important to him/her?
- What are his/her support needs?
- What does s/he want for his/her life?

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Selecting a Support Coordination Agency

Step 2 Research Support Coordination Agencies

- Review the list of Support Coordination Agencies
- Locate agencies that serve your region and meet your language needs
- Talk to other families in your area
- Check out the agencies' websites

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Selecting a Support Coordination Agency

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 your family member's needs and preferences


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During this time of COVID make sure to find ways to connect virtually with potential SC agencies and service providers.

Let's Practice!

- *Zoom
- *Google Hangouts
- *GoToMeeting
- *WebEx



Most online meeting platforms allow for free access for up to 30 mins (or more) per session.

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Selecting a Support Coordination Agency

Step 4 Review what you learned to help you decide

- What are your initial thoughts/feelings?
- Which agency...
 - Made you feel respected and at ease?
 - Shares your beliefs and values?
 - Understands your family members needs?
 - Will be responsive?
 - Has the necessary skills?

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Selecting a Support Coordination Agency

Step 5 Submitting your selection

- Complete and submit Support Coordination Agency Selection Form
- Chosen Agency will match your family member with a Support Coordinator



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Why choose services and supports?

- Match what is being planned for with the variety of supports that exist
- Strike a balance between what is practical and what your family member wants to achieve
- Blends who, what, and where is important to your family member with needed support

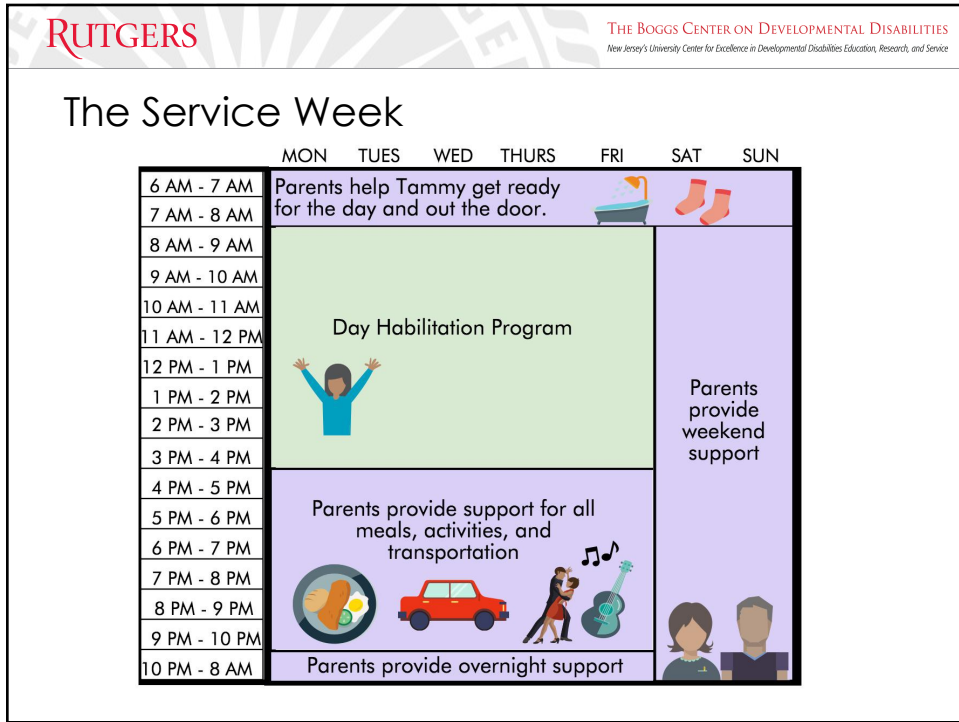
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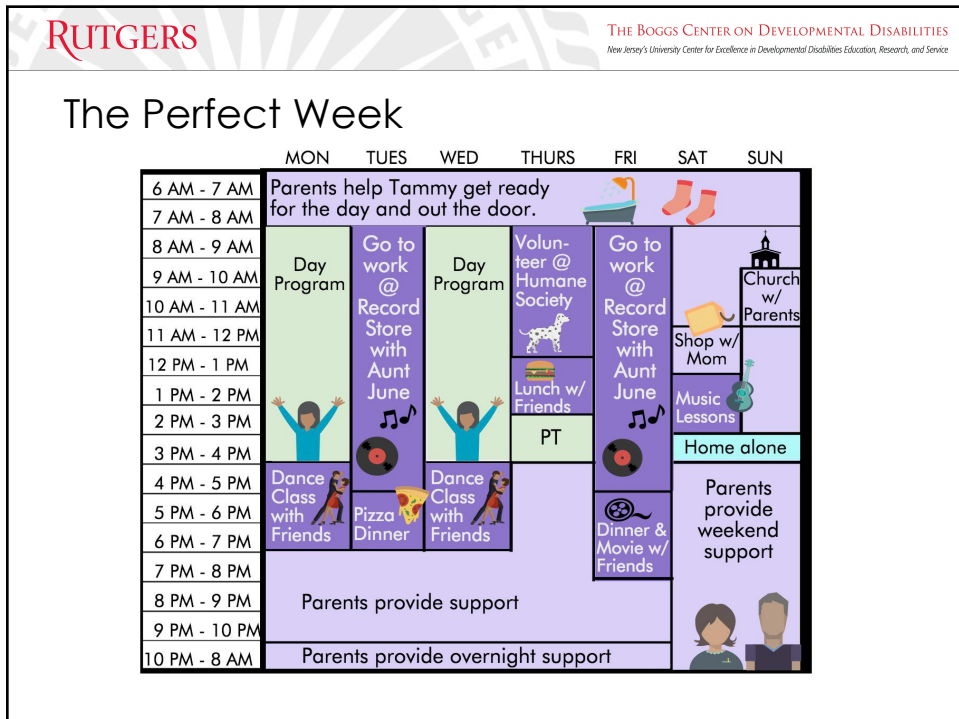
Think about the perfect week...



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Prepare for an Emergency & the Unexpected


COVID-19 FAMILY SUPPORT KIT

BE PREPARED




Pull together important documents

Gather birth certificates, health insurance cards, power of attorney forms & living wills so you have them on hand if needed.




Create a list of available caregivers

In the event one or both parents become ill, choose people you trust to be temporary guardians of your child/ren. Write & sign a letter designating that authority.



Share your Family Plan

Email/text or tell your extended family, physician or hospital personnel that you have a family plan you want followed if you become incapacitated.



Pack an age-appropriate 'GO' bag

Have a bag packed with clothes, shoes, electronics, chargers, books, toys & medicine to last a couple of days - just in case.




Image Credit – NJ DCF

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Selecting Service Providers

Step 1

Identify What Your Family Member Needs & Wants

- What are some things your family member would like to do?
- What kind of support do they need to do those things?
- What are their hopes and dreams for the future?



Available soon!

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Selecting Service Providers

Step 2 Learn about Service Providers

Talk to service providers about:

- What your family member needs and wants
- How your family member wants to be supported
- What they have to offer

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Selecting Service Providers

Step 3 Review what you learned to help you decide

- What are your initial thoughts/feelings?
- Which service provider...
 - understands what your family member needs and wants?
 - will help your family member achieve what they want?
 - knows your community best?
 - will ask for feedback and make changes if supports aren't working well?

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Selecting Service Providers

Step 4 Make your decision...

and let your family member's Support Coordinator know!

THEN...

- Your family member will begin to receive supports through the chosen service provider
- Your Support Coordinator will begin to monitor the quality of supports received

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Self Hire/Supports Brokerage

Service definition: Assists the person with arranging for, directing, and managing services.

Examples of Supports Brokerage activities:

- Providing information on recruiting and hiring DSPs
- Developing recruitment materials for hiring staff
- Assisting with applicant screenings
- Helping with the interviewing and hiring process
- Supporting the management and supervision of DSPs
- Assisting with scheduling DSPs and arranging back up services in unexpected situations
- Assisting the person in identifying desired activities and services of interest in his/her community
- Assisting the person in arranging transportation

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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**

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Evaluating Your Family Member's Support Coordination Services

Is the Support Coordinator meeting your family member's needs?



Think about:

- Comfort, respect, and availability
- Addressing needs and preferences
- Knowledge of supports and services
- Information and education provided

Let the Support Coordinator know what they are doing well and areas they need to improve upon.

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Stay Up To Date...

Boggs Center Info Webpage for People Using Supports & Families:
<http://rwjms.rutgers.edu/boggscenter/projects/infopeopleandfamilies.html>

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

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

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COVID Related Resources

- NJ Department of Human Services – Novel Corona Virus Information Page.
<https://nj.gov/humanservices/coronavirus.html>
- Boggs Center- Information and Resources related to COVID-19
http://rwjms.umdj.edu/departments_institutes/boggscenter/links/COVID-19Resources.html

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