

# 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.

# How Do I Choose?

This guide helps you to think about your life and what to ask when you are choosing a Support Coordination Agency. You may want to include your family, friends, and others that care about you in helping you to make this decision.

## Step 1: Thinking about Your Life

Choice starts with knowing what you need and want in your life.

On **page 3**, there are some topics about **Your Life** that you should talk about with Support Coordination Agencies.

## Step 2: Learning about Support Coordination Agencies

You can choose the Support Coordination Agency you want. In order to do this, you will want to take time to learn about the different agencies. You can find a complete list of Support Coordination Agencies that work in your community online:

- List of Medicaid/DDD-approved Support Coordination Agencies:  
<https://nj.gov/humanservices/ddd/documents/support-coordination-agencies-list.pdf>
- DDD Provider Search Database (filter by Service/Support Coordination, and County):  
<https://irecord.dhs.state.nj.us/providersearch>

You can talk to Support Coordination Agencies before making your choice. Doing this can help you find the agency that:

- Will listen and understand your needs
- Knows your community and the supports that are available
- You feel comfortable working with

Suggestions for **Interviewing a Support Coordination Agency: Questions to Ask** can be found on **page 4**.

## Step 3: Making Your Decision

On **page 6** you will find questions to **Help You Decide** which Support Coordination Agency will meet your needs. Information on **Submitting Your Selection** once you decide and **Changing Your Support Coordination Agency** can be found on **page 7**.

## What is a Support Coordination Agency?

A Support Coordination Agency is an organization that will help you get the supports you need. Support Coordinators help you by:

- Listening to what you need and want in your life
- Developing your Person-Centered Planning Tool and NJ Individualized Service Plan
- Helping you find service providers and community resources to meet your needs
- Checking in to make sure the services are meeting your needs
- Answering your questions
- Responding to emergencies
- Making plan revisions and helping you change services as needed

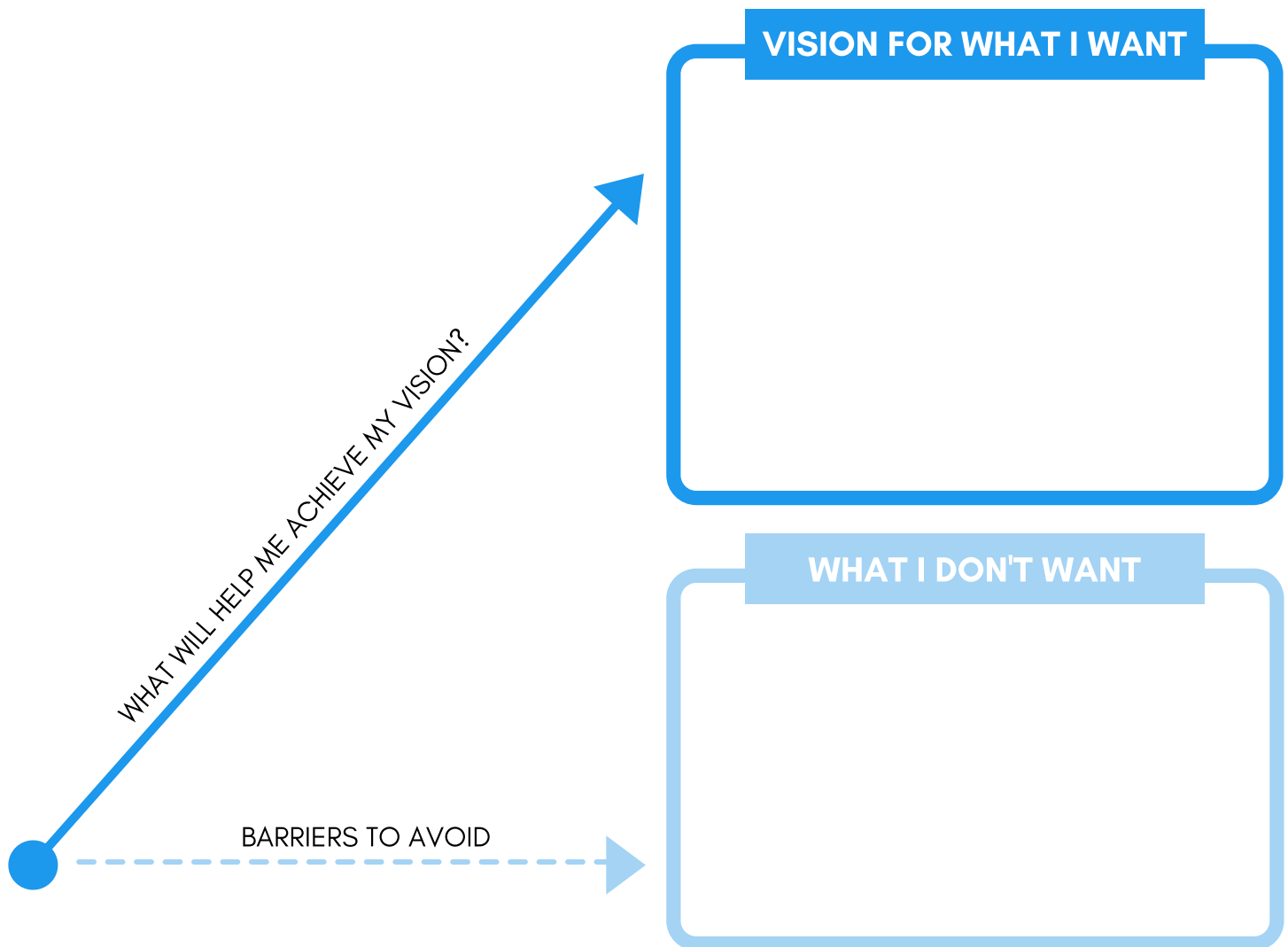
# Step 1: Thinking about Your Life

Use the Life Trajectory Tool below to think about **your life**. On the right, you can share the **vision for what you want in life** and **what you don't want** for your future. The space on the left side can be used to think about what will help you **achieve your vision** and **barriers to avoid** what you don't want.

Think about:

- Daily Life & Employment
- Community Living
- Healthy Living
- Safety & Security
- Social & Spirituality
- Advocacy & Engagement

## Life Trajectory Tool



Adapted from the Life Trajectory Tool developed by the University of Missouri-Kansas City Institute for Human Development available online here:

<https://www.lifecoursetools.com/lifecourse-library/foundational-tools/person-centered/>

# Step 2: Learning about Support Coordination Agencies

## Questions to Ask Support Coordination Agencies

Below is a list of questions you might want to ask when you interview Support Coordination Agencies. You can choose which ones to ask. You may want to include your family, friends, and others that care about you in helping you to ask these questions and taking notes.

### Basic Information

- How long have you provided Support Coordination services in New Jersey?
- How will you know which Support Coordinator will be right for me?
- How many other people will my Support Coordinator work with?
- How long will I work with the same Support Coordinator?
- How does your agency respond to issues and needs that occur after typical business hours?

### Knowledge & Experience

- Describe the experience your Support Coordinators have working with people with disabilities.
- How will your Support Coordinators work with me to understand my needs and wants and the way I communicate them?

## **Knowledge & Experience (continued)**

- How will you involve me, my family, and others that care about me in planning for and choosing services?
- How will your Support Coordinators consider my background (including culture, traditions, and language) when working with me and helping me find services? Please give some examples.
- What training do your Support Coordinators receive in addition to what's required?
- How well do your Support Coordinators know my community and resources? Please give examples.

## **Ongoing Support**

- How will your Support Coordinators make sure my needs are being met in the ways that I want?
- How will your agency make sure that Support Coordinators are available to meet outside of required meetings?
- How will you use my suggestions to make Support Coordination services better?

## **Additional Questions:**

- How is your Support Coordination Agency better than others?
- Are there people or families using your Support Coordination services I can contact to learn more?

## Step 3: Making Your Decision

### Helping You Decide...

#### **What did you think of the Support Coordination Agencies you interviewed?**

Take time to review your notes from your conversations with the Support Coordination Agencies. You may want to include your family, friends, and others that care about you in writing down your answers and helping you decide.

- Which agencies did you interview?
- Which agency made you feel respected and comfortable?
- Which agency understands what you are looking for in your life?
- Which agency understands how you want, need, and prefer to be supported?
- Which agency has the skills and knowledge to support you?



## Submitting Your Selection

You will select a Support Coordination Agency for the first time as part of the DDD Intake Process. The Intake Coordinator will provide you with the information and forms needed to select the Support Coordination Agency you want. Contact information for each of the DDD Community Services Offices can be found below and online at: <https://state.nj.us/humanservices/ddd/staff/cso/>

### DDD Community Services Offices

<b>Flanders Office</b> Counties served: Morris, Sussex, Warren (973) 927-4004	<b>Paterson Office</b> Counties served: Bergen, Hudson, Passaic (973) 977-4004	<b>Newark Office</b> Counties served: Essex (973) 693-5080	<b>Plainfield Office</b> Counties served: Union, Somerset (908) 226-7800
<b>Freehold Office</b> Counties served: Ocean, Monmouth (732) 863-4500	<b>Trenton Office</b> Counties served: Hunterdon, Mercer, Middlesex (800) 832-9173	<b>Mays Landing Office</b> Counties served: Atlantic, Cape May, Cumberland, Salem (609) 476-5200	<b>Voorhees Office</b> Counties served: Burlington, Camden, Gloucester (856) 770-5900

## Changing Your Support Coordination Agency

People that already have a Support Coordination Agency may choose to change if their current agency is not meeting their needs or they are not happy with the services. The form to change Support Coordination Agencies is available online at:  
[https://www.nj.gov/humanservices/ddd/documents/sca-change-form\(fillable\).pdf](https://www.nj.gov/humanservices/ddd/documents/sca-change-form(fillable).pdf)

Once completed, it should be sent by email to [DDD.SCACHoice@dhs.nj.gov](mailto:DDD.SCACHoice@dhs.nj.gov).

# Selecting a Support Coordination Agency

## Making Choices, Becoming Empowered A Guide for People with Disabilities



Preparation of this document was supported by the New Jersey Department of Human Services,  
Division of Developmental Disabilities.

May, 2021

# RUTGERS

Robert Wood Johnson  
Medical School

The Boggs Center on Developmental Disabilities  
Department of Pediatrics  
Rutgers, The State University of New Jersey  
Liberty Plaza, 335 George Street  
New Brunswick, NJ 08901

[rwjms.rutgers.edu/boggscenter](http://rwjms.rutgers.edu/boggscenter)  
p. 732-235-9300  
f. 732-235-9330