New Jersey DDD Support Coordination Agency Readiness

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What to have ready

- The current Supports Program manual (Version 10.0.1), Section 17.18, read by the person who will run the agency, since DDD tells applicants to "Review the DDD policy manuals, particularly the sections related to Support Coordination" (DDD Apply page [https://nj.gov/humanservices/ddd/providers/apply/]).
- DDD's revised Conflict-Free Policy (revised January 2022) and a draft Agency Conflict-Free Policy on agency letterhead (DDD Apply page [https://nj.gov/humanservices/ddd/providers/apply/]).
- An Agency Letter of Interest on agency letterhead (DDD Apply page [https://nj.gov/humanservices/ddd/providers/apply/]).
- An NPI plan by location: "You need to apply for an NPI for each location from which you plan to provide services" (DDD Apply page [https://nj.gov/humanservices/ddd/providers/apply/]).
- Credentials for each Support Coordinator showing a "Bachelor's Degree or higher in any field" and "1 year of experience working with individuals with intellectual and/or developmental disabilities (I/DD)" (Supports Program manual v10.0.1, 17.18.4 [https://www.nj.gov/humanservices/ddd/assets/documents/supports-program-policy-manual.pdf]). Section 17.18.4 also lists State and Federal criminal background checks, Child Abuse Registry Information (CARI) checks and Central Registry checks, and completion of Division-required Support Coordination trainings within the Appendix E timeframes; the experience may include paid employment, volunteer experience or family caregiving. Supervisors must meet all Support Coordinator qualifications and cannot be related by blood or marriage to anyone whose plan they supervise or sign off on.
- A census plan that reaches "a minimum of 60 individuals" and "at least one county" within the first year of operation (Supports Program manual v10.0.1, 17.18.5.8 [https://www.nj.gov/humanservices/ddd/assets/documents/supports-program-policy-manual.pdf]).
- A staffing and capacity plan. "Currently, there are no mandated caseload ratios, but the Support Coordination Agency must be able to meet the deliverables and fulfill the roles and responsibilities outlined in Sections 6.1 and 6.2" (Supports Program manual v10.0.1, 17.18.5.8 [https://www.nj.gov/humanservices/ddd/assets/documents/supports-program-policy-manual.pdf]). The manual also says the Division will monitor caseload ratios as reported by the agency and may institute caseload limits or a reduction in census if an agency is not meeting deliverables or if there is an overall concern about ratios.
- A monthly contact and monitoring procedure, since "All Supports Program participants receive monthly contact with their Support Coordinator" (Supports Program manual v10.0.1, 17.18.2 [https://www.nj.gov/humanservices/ddd/assets/documents/supports-program-policy-manual.pdf]).
- An intake procedure that accepts "all individuals as assigned" with no discharge pathway (Supports Program manual v10.0.1, 17.18.5.9 [https://www.nj.gov/humanservices/ddd/assets/documents/supports-program-policy-manual.pdf]).
- Your organizational structure and the DDD Conflict-Free Policy for Support Coordination Agencies, since 17.18.5.7 describes conflict-free care management as separation of care management from direct services provision and of eligibility determination from direct services provision, and requires agencies to comply with that policy (DDD Supports Program manual [https://www.nj.gov/humanservices/ddd/assets/documents/supports-program-policy-manual.pdf]).