The New Jersey Department of Human Services
Division of Developmental Disabilities

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NAVIGATING THE DIVISION OF DEVELOPMENTAL DISABILITIES SERVICE SYSTEM

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DDD Overview

- A Division of the NJ Department of Human Services
- Mission:

  DDD assures the opportunity for individuals with developmental disabilities to receive quality services and supports, participate meaningfully in their communities and exercise their right to make choices.

Fee-for-Service (FFS)

- Standardized rates for services
- Payment rendered after services are delivered
- Increased flexibility
- Increased choice
- Increased quality

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Services Available for Eligible Individuals through DDD

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What services are funded by DDD?

- Assistive Technology
- Behavioral Supports
- Career Planning
- Cognitive Rehabilitation (SP only)
- Community Based Supports (SP only)
- Community Inclusion Services
- Community Transition Services (CCP only)
- Day Habilitation
- Environmental Modifications
- Goods & Services
- Individual Supports (CCP only)

- Interpreter Services
- Natural Supports Training
- Occupational Therapy
- Personal Emergency Response System (PERS)
- Physical Therapy
- Prevocational Training
- Respite
- Speech, Language, and Hearing Therapy
- Supported Employment
- Supports Brokerage
- Transportation
- Vehicle Modifications

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Steps to Access DDD Services

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Vision for Support Across the Life Course

Early Intervention	Children's Services *(through age 21)*	Transition Ages 16-21	Adult Services *(eligibility at 18)* *(services at 21)*
⬇	⬇	⬇	⬇
Department of Health (DOH)	School System Department of Children & Families (DCF)	Planning for Adult Life Program (PFAL)	DDD Generic, Natural, Community Supports

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Who does DDD serve?

- Adults at least 21 years of age

- Individuals with intellectual & developmental disabilities (occurred before 22 and is lifelong)

- Meet Functional Criteria for DD

- Resident of New Jersey

- Eligible for Medicaid
  - DDD.MediEligHelpdesk@dhs.nj.gov
  - www.nj.gov/humanservices/ddd/services/medicaideligibility.html

16-21 Years Old

- Transition planning
  - Get to know current skills and preferences
  - Identify adulthood dreams and goals (RECIPES)
  - Build skills needed to achieve goals
  - Make connections, identify supports, use resources

- Research Support Coordination Agencies (SCA) and service providers

- Participate in Planning for Adult Life student/parent groups, training sessions, webinars, provider fairs, etc.
  www.planningforadultlife.org

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Graduates Aging Out of the School System:
Accessing Adult Services from the NJ Division of Developmental Disabilities

A TIMELINE FOR STUDENTS EXITING SCHOOL AND TURNING 21
(Students born after 1/1/1997 must go through the entire eligibility application process)

☐ **STEP 1** Apply for Medicaid Eligibility
- For Medicaid eligibility information, go to:
  www.nj.gov/humanservices/ddd/services/medicaideligibility.html
- For additional help, contact: DDD.MediEligHelpdesk@dhs.state.nj.us

☐ **STEP 2** Apply for DDD Eligibility
- After the student turns 18, contact the DDD Community Services Office nearest your place of residence.
- To download the DDD Eligibility Application, go to:
  www.nj.gov/humanservices/ddd/services/apply/index.html

☐ **STEP 3** Complete the NJ Comprehensive Assessment Tool (NJCAT)
- The NJCAT is completed with the Intake Unit of the DDD Community Services Office nearest your residence, as part of the eligibility application process.

☐ **STEP 4** Complete the Support Coordination Agency Selection Form
- When the student is in his/her last year of school-based services and is 21 or turning 21, the Support Coordination Agency Selection Form is completed and submitted.

> **DDD Community Services Offices**
> Flanders: 973.927.2600
> Freehold: 732.863.4500
> Mays Landing: 609.476.5200
> Newark: 973.693.5080
> Paterson: 973.977.4004
> Plainfield: 908.226.7800
> Trenton: 609.292.1922
> Voorhees: 856.770.5900

SEPTEMBER – JUNE: Preparation and Planning

✓ Participate in activities offered through Planning for Adult Life
- Planning for Adult Life (www.PlanningForAdultLife.org) has a variety of resources available for students with intellectual and developmental disabilities age 16-21 and their families, including:
  - **Webinar Wednesdays** – covers topics of interest related to transition to adult life
  - **Opportunity Expos** – events held in different areas of the state throughout the school year, where students and families can meet and learn about support coordination agencies and service providers.

✓ Through person-centered planning, assist the student in identifying his/her vision for work and life and supports that may be needed to achieve this vision
- For help getting started, review DDD's Person-Centered Planning Tool:
  www.nj.gov/humanservices/ddd/documents/person-centered-planning-tool.docx

✓ Learn about Support Coordination (*Care Management*)
- Support Coordination is the care management model used by DDD to assist individuals in accessing DDD services and other needed medical, social and educational services. To learn more about Support Coordination, visit: www.nj.gov/humanservices/ddd/services/support_coordination.html

- Attend Boggs Center trainings on effective partnering with Support Coordination Agencies:
  https://rwjms.rutgers.edu/boggscenter/training/dd_families.html

Research Support Coordination Agencies and Service Providers
- Use DDD's Provider Search Database to find Support Coordination Agencies and Service Providers in your area:
  https://irecord.dhs.state.nj.us/providersearch

FEBRUARY/MARCH: Support Coordination Agency Selection

✓ Complete and submit the Support Coordination Agency Selection Form (STEP 4)
- The Support Coordination Agency (SCA) Selection Form will be provided during the eligibility application process. When completing the SCA Selection Form, identify both a first-choice and second-choice agency to increase your chance of getting an agency of your own choosing. The list of SCA's can be found at
  https://irecord.dhs.state.nj.us/providersearch
- The SCA Selection Form should be returned to the DDD Intake Worker assisting the student with the eligibility application process.

APRIL: Support Coordination Agency Assignment

✓ DDD assigns the student to a Support Coordination Agency
- DDD will assign the student a Support Coordination Agency based on the SCA Selection Form that was completed and on the available capacity of the agencies selected.
- → Once assigned, a Support Coordination Agency can receive funding to attend exit IEP and/or transition-related meetings at school, and to develop the Individualized Service Plan (ISP).

APRIL – JUNE: Service Plan Development

✓ Develop the Individualized Service Plan
- The Support Coordinator is responsible for writing the Individualized Service Plan (ISP), with guidance from the planning team (student, family, providers, etc.) and information gathered during the Person-Centered Planning process and completion of the NJCAT.
  The ISP should be completed and approved before the student exits the school system, so that services will be in place upon graduation.

For graduating students who will need immediate services at 21

Students turning 21 July – March	Students turning 21 April – June
—Complete STEP 1, STEP 2, and STEP 3 —Complete STEP 4 and indicate the need for immediate services at 21 —Submit the SCA Selection Form to the student's DDD Intake Worker 1-2 months before turning 21 —If immediate services are needed at 21 (for example, behavioral supports or respite)—and as long as all required documentation has been received—DDD will assign the student a Support Coordination Agency upon turning 21.	—Follow the timeline and DDD will assign the student a Support Coordination Agency in April.

18 Years Old

- Supplemental Security Income (SSI) Eligibility – Medicaid

- DDD Intake/Eligibility Determination
  - Contact DDD Community Services Office or download application from the DDD website
  - Complete NJ Comprehensive Assessment Tool (NJ CAT)

- Continue to receive services from the school system

- Continue to receive services from NJ Department of Children and Families (DCF/PerformCare)

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Types of Medicaid for DDD Services

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- There are many types of Medicaid available
- Four main types of Medicaid used for DDD services:
  - SSI Recipient
  - New Jersey Care
  - Medicaid Only (via DDD Waiver Unit)
  - New Jersey Workability

DDD Intake Process

○ Application for Eligibility – new SHORT application for applicants already determined eligible through DCF-CSOC/PerformCare

- Developed in collaboration with DDD's Family Advisory Council
- When SHORT application is submitted, DDD will obtain individual's DD-related records from CSOC

Applicant is age 18 or older and **WAS NOT** previously determined eligible for developmental disability services through DCF-CSOC / PerformCare

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FULL Application for Eligibility is **REQUIRED**

Applicant is age 18 or older and **WAS** previously determined eligible for developmental disability services through DCF-CSOC / PerformCare

↓

SHORT Application for Eligibility may be submitted

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Entering DDD Services

- NJ CAT Assessment
  - Mandatory assessment tool that evaluates support needs in three main areas: (1) self-care, (2) behavioral, (3) medical
  - Completed at intake.
  - Establishes an individual's tier
    - Tier determines the individualized budget
    - Tier determines service reimbursement rate for most services
  - Reassessment done every five years, more often if needed

Tiers and Individualized Budgets

- Results of the NJ CAT establish the tier in which an individual is assigned

- Five base tiers: A-E
  - Any of the base tiers can include an acuity factor for individuals assessed with a significant clinical medical or behavioral support need, identified by a small "a" (e.g., "Aa")

- Every tier has a corresponding up-to budget amount that funds needed services

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Individualized Budgets

- Tiers (reflecting level of support need) are assigned based on result of NJ Comprehensive Assessment Tool (NJ CAT)
  - Tiers are from A to E and can include an acuity differentiated factor for individuals with high/specialized clinical support needs based on medical/behavioral concerns

- Each tier is assigned an individual budget
  - Employment/Day Services
  - Individual/Family Supports
  - Individual Supports (supports provided in residential settings) – CCP only

- Additional SE funding if needed

Acuity Differentiated Factor

- Determined through the NJ CAT
- Indicates that the individual has high/specialized clinical support needs based on medical/behavioral concerns
- Requires that professional medical/behavioral staff (nursing, behaviorist, etc.) is available as needed when the individual is receiving DDD funded services

DDD Intake Process

Applicant Determined Eligible

Applicant Determined Ineligible

Intake Worker contacts applicant to discuss selection of a support coordination (SC) agency

Applicant receives letter explaining the reasons for the determination of ineligibility, including information about how to appeal that outcome

Intake Worker mails letter of eligibility

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What is Support Coordination?

- Mandatory service that assists participants in gaining access to needed program and State plan services, as well as needed medical, social, educational and other services

- **Care Management**

- Administrative cost – service reimbursement does not come out of individualized budget

21+ Years Old

- Ensure individual is eligible for DDD and Medicaid
- **Fall prior to graduation:**
  - Initiate NJ CAT with DDD Community Services Office Intake Unit
- **February/March** of graduation year:
  - Submit Support Coordination Agency Selection Form
- **April** of graduation year:
  - DDD begins assignment of SCAs
- **April – June** of graduating year:
  - Planning process with Support Coordinator
  - Service plan approval

New Graduates Access to DDD Service

Turning 21 between...

- April – June
  - Follow 2019 Graduates Aging Out of the School System Timeline

- July – September
  - Submit Support Coordination Agency Selection Form a month prior to 21st birthdate.
  - Receive Support Coordination Assignment Upon turning 21
  - Access all services except Day Program services until graduation

Entering DDD Service System: Support Coordination

How Does Support Coordination Work?

- Individual chooses or is assigned by DDD to a Support Coordination Agency

- Support Coordination Agency assigns a **Support Coordinator** to work with the individual

- Individual and Support Coordinator together identify people to include on the **Service Planning Team** (family members, providers, etc.)

- Service Planning Team meets, service planning begins

After Assignment to Support Coordination

3 Days
- Call from Support Coordinator

10 Days
- First meeting with Support Coordinator
- Completion of Person Centered Planning Tool (PCPT)

30 Days
- Completion of Individualized Service Plan (ISP)
- Services begin after ISP is approved

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Steps in the Service Planning Process

Individual or primary caregiver	Support Coordinator, with individual and others		Individual
Assessment	**Discovery**	**Planning**	**Living**

• NJ CAT - measures self-care, behavior, medical needs
  • Establishes Tier
  • Completed by individual or primary caregiver
	• Person-Centered Planning Tool (PCPT)
	  • Identify hopes, dreams, goals
	  • Gather information to develop ISP
		• Individualized Service Plan (ISP)
		  • Identify outcomes
		  • Identify services
		  • Identify providers
		• Budgeting for services
			• Home
			• Job
			• Health
			• Recreation
			• Friends and family

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Minimum Contact Requirements

- Monthly (can be by telephone)
- Quarterly Face-to-Face
- Annual Home Visit
- Some services require a review of the setting where the services are provided

Support Coordination (SC) Monitoring Tool

- Identifying information
- Outstanding issues, outcomes of corrective actions
- Medicaid eligibility status
- Budget and assessment
- Service plan
- Provider satisfaction
- Behavior
- Community involvement
- Friendships and social interactions
- Choice and decision-making

- Employment
- Communication
- Health and safety
- Unusual Incident Reports (UIR)
- Quarterly Face-to-Face review
- Acknowledgements

These areas are reviewed every calendar month by the Support Coordinator

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Support Coordination Policy and Practice Requirements

Zero Reject/Discharge Policy

- SCA must accept all individuals as assigned and cannot discharge individuals from services

- DDD may discharge individuals for failure to comply with eligibility requirements or policies

- SCAs cannot focus on serving one type of developmental disability or "specialize" in serving a specific group of people

24 Hour Coverage Policy

- SCA must ensure that Support Coordination services are available at all times – minimally, via telephone

- Answering service is acceptable as long as there is an on-call Support Coordinator

- Support Coordinator must schedule meetings to accommodate individuals/families who cannot meet during business hours

Summary: Preparation Checklist

- ☑ Confirm Medicaid eligibility
- ☑ Confirm DDD eligibility and complete DDD Intake process
- ☑ Complete NJ CAT
- ☑ Research Support Coordination Agencies and service providers
- ☑ Complete and submit Support Coordination Agency Selection Form
- ☑ Receive Support Coordination Agency and Support Coordinator assignment
- ☑ Begin service planning process with Support Coordinator
- ☑ Support Coordinator completes Individualized Service Plan (ISP), delivered prior to graduation
- ☑ Access DDD-funded, community-based services upon graduation

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Resources

Visit DDD on the Web

www.nj.gov/humanservices/ddd

- News and Announcements
- DDD Webinars - archived and upcoming
- NJ CAT information

... and more!

Stay Informed

- Stakeholder e-news bulletin, Division Update
  - Send an email to DDD.Communications@dhs.nj.gov with Division Update Subscribe in the subject line
  - Email Help Desks:
    - **Supports Program Help Desk:**
      DDD.SuppProgHelpdesk@dhs.nj.gov
    - **Medicaid Eligibility Help Desk:**
      DDD.MediEligHelpdesk@dhs.nj.gov
    - **Fee-for-Service Implementation Help Desk:**
      DDD.FeeForService@dhs.nj.gov

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Thank you!