

The New Jersey Department of Human Services
Division of Developmental Disabilities



**QUARTERLY DIVISION UPDATE
FOR INDIVIDUALS, FAMILIES AND PROVIDERS**

Jonathan S. Seifried
Acting Assistant Commissioner

December 2017



Overview

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- Executive Management Team and Unit Contacts
- Program Development Update
- Community Care Program (Formerly Community Care Waiver)
- Fee-for-Service (FFS) Transition
- Fiscal Intermediary (FI) Transition
- Stephen Komninos Law
- Provider Performance and Monitoring



Executive Management as of 12/2017

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Jonathan Seifried	Acting Assistant Commissioner
Carol L. Jones	Chief of Staff
Eric Kaufmann	Assistant CFO, DHS
Charles Naus	Chief Information Officer
Jennifer Joyce	Director, Supports Program and Employment Services
Kelli Rice	Director, Community Care Waiver Unit
Michelle Whitmore	Special Assistant
Diane Flynn	Division Communications
Doris Windle	Developmental Center Operations



DDD Unit Contacts

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Unit	Contact Name	Contact Email
Intake	James Schiralli	James.Schiralli@dhs.state.nj.us
Support Coordination	Cheryl Betz	Cheryl.Betz@dhs.state.nj.us
Supports Program	Jennifer Joyce	Jennifer.Joyce@dhs.state.nj.us
Provider Performance & Monitoring	Wendy Yosco	Wendy.Yosco@dhs.state.nj.us
Housing Development	Eric Kaufmann	Eric.Kaufmann@dhs.state.nj.us
Housing Subsidies	Courtney Davey	Courtney.Davey@dhs.state.nj.us
Case Management	Mariana Pietrunti	Mariana.Pietrunti@dhs.state.nj.us
Contracting	Jose Gonzalez	Jose.Gonzalez@dhs.state.nj.us
Quality Improvement	Heather Ciociola	Heather.Ciociola@dhs.state.nj.us



Program Development

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- **Notice of Intent to License**
 - Effective December 1, 2017
 - Allows for the processing of 'new site' NPI numbers with Medicaid ahead of licensure
 - Once Medicaid processes and forwards to DDD, the site will be released once licensure occurs

Community Care Waiver Program

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- Effective November 1, 2017, the Community Care Waiver was folded into the State's Comprehensive Medicaid Waiver. The CCW is now referred to as the **Community Care Program (CCP)**
 - ✦ As a result, the following services are now available in the CCP for **participants who have transitioned into fee-for-service:** Community Inclusion, Goods and Services, Interpreter Services, Natural Supports Training, and Supports Brokerage.
 - ✦ **Administrative change only – no action needed**



FFS Implementation: CCW Conversion

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- 4,700+ SC Agency Selection Forms sent to CCW individuals
- 1,400+ CCW individuals assigned to SC Agency
- Benchmarks
 - 5,000 SCA Selection forms to be sent by December 31, 2017
 - ✦ Additional 3,000 by March 1, 2018
 - ✦ Additional 2,000 by May 1, 2018

FFS Implementation: Supports Program

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- **Current Supports Program (SP) enrollment: 5,130**
- **Projected timeline to complete SP enrollment:**
 - ✦ **December 2017: 5,500**
 - ✦ **March 2018: 7,000**
 - ✦ **June 2018: Full enrollment**

FFS Implementation: Support Coordination

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- **Increased capacity**
 - ✦ Medicaid/DDD approved Support Coordination Agencies: 100
- **Expansion of SCA monitoring and mentoring**
 - ✦ Increased number of monitors reviewing ISPs

Fiscal Intermediary Transition

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- PPL and DDD project management teams continue to meet weekly
- PPL COO, CFO, and EVP of Strategic Operations directly involved with management of NJ program
- PPL onboarding new Account Manager for NJ
- PPL on-site weekly at DDD Administrative office to troubleshoot emergent issues



Fiscal Intermediary Transition

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- Revised enrollment process for new Employers of Record and Self-Directed Employees
- Supplemental payments distributed to underpaid SDEs
- Steady increase from July to November in successfully reimbursed SDE timesheets and provider invoices

Fiscal Intermediary Transition

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- **Steady decrease from July – November of issues reported by transitioned SDE Option participants**
 - Limited number of complex cases continue to require intensive DDD/PPL troubleshooting
 - DDD anticipates transitioning next small cohort from Easterseals NJ (ESNJ) to PPL after the New Year

Fiscal Intermediary Transition

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- **Decrease in pended timesheets and invoices**
 - PPL has added four FT employees dedicated to researching pended timesheets/invoices
- **Decreased wait time for PPL customer service callers**
- **Increased PPL customer service call backs**

Fiscal Intermediary Transition

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- **Transportation**

- DDD and PPL are working to finalize and operationalize transportation reimbursement process for SDEs
- Outstanding SDE reimbursements for transportation expected to be issued by or before January 2018

Stephen Komninos Law

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- **Signed into law by Gov. Christie October 2017**
 - Provides protections for individuals with intellectual/developmental disabilities (I/DD)
 - Upgrades offenses committed against individuals with I/DD
 - Improves transparency and accountability in investigations of abuse, neglect and exploitation of individuals with I/DD
- **DHS and DDD have until May 1, 2018 to operationalize provisions of the law**



Overview of Komninos Law Provisions

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- Two unannounced visits per year to every licensed community-based residential setting to evaluate risk factors for abuse, neglect and exploitation
- An individual's guardian must be notified by residential program within two hours of any major, moderate or minor physical injury to the individual (can be within eight hours in extraordinary circumstances)

Overview of Komninos Law Provisions

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- Within 48 hours of an incident report involving moderate or major physical injury or abuse, neglect or exploitation, a DHS employee must visit the location of the reported incident and verify the level of severity of the injury
- Mandatory drug testing prior to employment and random drug testing after employment

Overview of Komninos Law Provisions

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- Every Developmental Center must have bi-annual scheduled meetings with parents and guardians or residents, to provide them an opportunity to share experiences about individuals
- Monetary penalties collected under Danielle's Law must be dedicated to providing training to caregivers
- Expands penalties to disorderly persons, fourth or third degree crimes for failure to report (depending on staff involved and severity of incident)

Overview of Komninos Law Provisions

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- Residential service providers must request contact information from parents/guardians of every resident and advise them that, *if they agree*, their contact information will be shared with parent/guardians of other residents, enabling them to share their experiences
- When requested, guardians can be present for investigative interviews, and can terminate interviews in certain circumstances

Overview of Komninos Law Provisions

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- Requires notification to guardian of summary findings, remedial actions, and Central Registry inclusion
- Other covered areas such as timeframes, etc.

Provider Performance & Monitoring Unit (PPMU)

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DDD Mission Statement

The Division of Developmental Disabilities (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.



Provider Performance and Monitoring Unit (PPMU)

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DDD Core Principles

- Ensure health and safety while respecting the rights of individuals
- Promote and expand community-based supports and services to avoid institutional, segregated and out-of-state services
- Promote individual choice, natural relationships and equity in the provision of supports and services
- Ensure access to needed services from other New Jersey State and local agencies
- Support provider agencies in achieving core principles
- Ensure that services are high in quality and culturally competent
- Ensure financial accountability and compliance with all laws and ethical codes
- Ensure clear, consistent communication and responsiveness to stakeholders
- Promote collaboration and partnerships with individuals, families, providers and all other stakeholders



Shift in Provider Auditing/Monitoring

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- **Component of DDD System Reform – Division’s role would shift from individual case management, referrals, etc. to quality assurance/improvement, monitoring, and technical assistance**
- **Prior to System Reform**
 - Conducted audits once every five years
 - ✦ Focused on compliance with standards manuals such as the Adult Day Program and Supported Employment Manuals
 - ✦ Relied on Case Managers & Licensing for residential providers
 - ✦ Not necessarily aligned with other auditing/licensing entities – redundancy/inconsistency



Separation of Case Management and Provider Monitoring for Improved Service and Quality

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Support
Coordination

Focused on individuals

Individual-level
objectives, issues, and
responsibilities; goal
and outcome
management

Provider
Monitoring

Focused on providers

Provider- and
systems-level
objectives, issues, and
responsibilities;
quality monitoring
and management

Working Together

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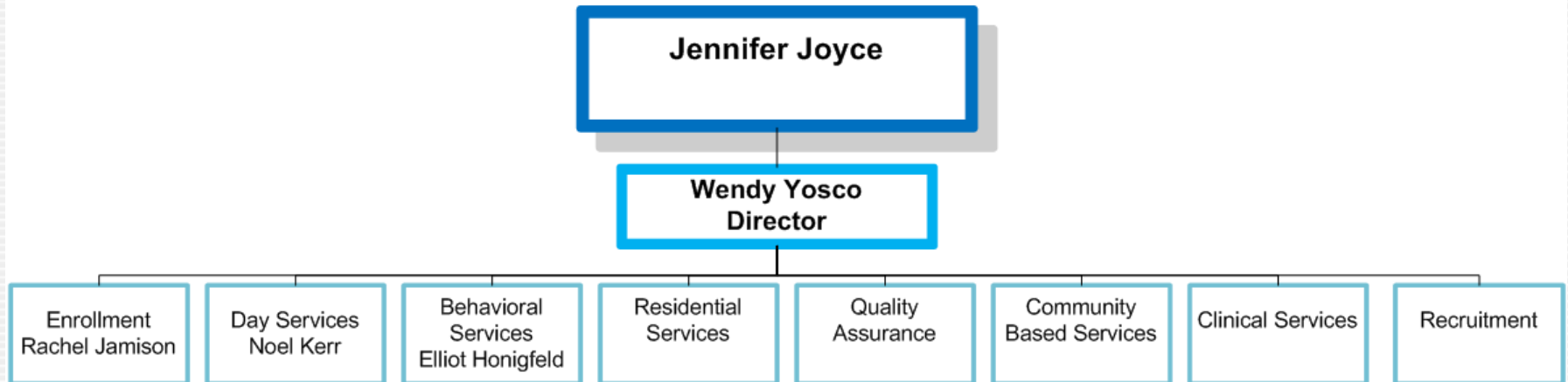


Provider Performance & Monitoring Unit (PPMU)

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Provider Performance and Monitoring Unit

12/13/2017



PPMU Benefits

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- Clear consistent communication and responsiveness to stakeholders
- Partner in solutions
- On site technical assistance
- Neutrality
- Centralized point of contact into Division by provider/service

Expectations of PPMU

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- **Minimum of bi-annual visitation to day and residential sites**
- **Team approach to problem solving**
- **Best practice recommendations**
- **Technical assistance**

Current PPMU Projects

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- **Enrollment**
 - Enhanced onboarding for new providers
- **Day Services**
 - Finalizing day certification tools, scheduling 2018 dates
- **Behavioral Services**
 - Development behavior-related resource materials and monitoring tools
- **Residential Services**
 - Development of Komninos' Law monitoring tool
 - ✦ Stakeholder input

Current PPMU Projects

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- **Quality Assurance**
 - Alignment of practices to Supports Program and Community Care Program standards
- **COMING SOON**
 - Clinical Services
 - Recruitment
 - Community Based Services

QUESTIONS?