



# Support Coordination Glossary

A guide to common terms and acronyms that you and your family will come across when working with a support coordination agency.

## Community Care Program (CCP)

A program that provides the needed supports and services for adult individuals 21 and older who reside in a variety of living arrangements, such as with family, in a licensed residential setting, or in an unlicensed setting. Some care program examples are:

- Assistive technology
- Behavioral supports
- Career planning
- Community inclusion services
- Community transition services
- Day habilitation
- Interpreter services
- Prevocational training
- Supported employment

## Department of Human Services (DHS)

The New Jersey Department of Human Services is the state's largest agency, serving about 2.1 million New Jerseyans. Through its eight divisions, it provides numerous programs and services designed to give eligible individuals and families the help they need for economic and health challenges. It includes health insurance through NJ FamilyCare or Medicaid, food assistance through NJ SNAP, independent living supports, personal care services, and much more.

## Division of Developmental Disabilities (DDD)

The DDD mission statement is: The 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.

Thanks to the DDD, individuals have access to a wide array of services through a network of over 500 providers, along with service planning by independent support coordinators. Available services include:

- Assistive technology
- Behavioral supports
- Day programming
- A variety of employment options
- Various therapies
- Transportation
- Option to self-direct both employees and support services, including classes in the community

## **Division of Vocational Rehabilitation Services (DVRS)**

The New Jersey Division of Vocational Rehabilitation Services (DVRS) provides services that enable individuals with disabilities to find new jobs or keep their existing jobs. Services include:

- Vocational counseling and guidance
- Placement services
- Job seeking skills
- Supported employment
- Job accommodations
- Skills training
- College training
- Physical restoration
- Emotional restoration services
- Mobility equipment
- Driver training
- Vehicle modification
- Home modifications

## **Electronic Visit Verification (EVV)**

EVV is a web-based system that verifies when provider visits occur and documents the precise time that services begin and end. It confirms that services are delivered using a variety of electronic methods like phone calls, a smart phone application, or a free EVV device in the home. It is a way to ensure that people receive their authorized services.

## **Fee for Service (FFS)**

FFS is a payment model currently used by Medicaid. It ensures that NJ bills Medicaid for specific services provided to each individual after they occur. Anytime an individual is not present to participate in a planned service, programs won't be able to bill for that service, even though staffing and facility costs will still be incurred by the program's organization.

## **Goods and Services (G&S)**

G&S includes services, equipment or supplies that will improve and maintain an individual's opportunity for full inclusion into the community. G&S are outlined thoroughly in an individual's service plan. Some examples of G&S are:

- Garage door opener for access to home
- Medical equipment for transportation
- Kitchen appliances with tailored safety features
- Classes within the general public

## **Health Insurance Portability and Accountability Act (HIPAA)**

HIPAA is a series of regulatory standards that outline the lawful use and disclosure of protected health information. It states that sensitive patient information cannot be shared without the patient's consent.

## **Intensive Care Management (ICM)**

ICM is high-quality responsive care for adults with intellectual and developmental disabilities. Adults and their families can request this level of care from their support coordination agency. Demographic information, emergent criteria, and services utilization will need to be provided.

## **Individualized Services Plan (ISP)**

An ISP is a comprehensive and customized document that coordinates and provides prior authorization for all NJ DDD services and service providers (it is required by the NJ DDD). Its goal is to ensure that every individual has access to the special supports they need in order to be healthy, safe, and a valued member within their community. The ISP includes information about:

- Personal preferences
- Medical history and current medical concerns
- Communication preferences
- Dreams and aspirations

## **Person-Centered Planning Tool (PCPT)**

This mandatory discovery document is used to guide the development of the ISP. It lists an individual's family members, friends and guardians, details regarding how an individual views him or herself, employment details, relevant career experiences, mental health information, and more.

## **Support Coordination Agency (SCA)**

Support coordination agencies have the primary responsibility of locating, coordinating, and monitoring needed supports for program participants. These agencies monitor an individual's health, happiness and program progress, while continuing to deliver all the required services and supports.

## **Support Coordinator (SC)**

A support coordinator works directly with an individual and their family to implement and maintain the necessary programs for a quality and fulfilling life. This person will administer paperwork, arrange equipment needs and connect the individual to a variety of services and supports in and around their community. A support coordinator will update an individual's service plan on an ongoing basis.

## **Support Coordinator Supervisor (SCS)**

A support coordinator supervisor doesn't usually communicate directly with an individual and their family, but instead manages services at a higher level. This person coordinates agency programs and external programs and works with service providers to ensure that all areas of their participant's needs are addressed.

## **Self-Directed Services (SDS)**

A self-directed service delivery model is designed to increase choice and authority over how, and from whom, an individual receives their program services. This approach allows individuals and their families to hire their own caregiver (known as a self-directed employee (SDE)) to provide the necessary services. An individual can also choose to self-direct their services by participating in a program or taking a class in the community that is available to the general public.

## **Supports Program (SP)**

A supports program is a Medicaid-waiver program that provides services for eligible adults with intellectual and developmental disabilities, age 21 or older, living with their families or in other unlicensed settings.

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# **About Skylands Family Support**

Skylands is a trusted and proven support coordination agency in New Jersey. Our support coordinators form lifelong bonds with the families they serve and are dedicated to helping individuals with special needs choose and access the best services to thrive in the adult world.

