Alliance for the Betterment of Citizens with Disabilities

Empowering People: Providers Shaping Policies

Time to Right the Rate

Support Coordination Successes delivered by College Educated Support Coordinators in Supporting Individuals, Families and Providers During COVID-19

November 2020

Support Coordination services performed by college educated Support Coordinators (SCs) have done exceedingly well during the COVID-19 pandemic. Below is a list of successes:

- Due to **Support Coordination Agencies (SCA)** quick **processing,** consumers, families and providers continue to receive existing, or revised services with little or no disruptions.
- Support Coordinators have been an excellent and the primary information source for individuals/families communicating DDD's changes in services and supports due to COVID-19.
- Support Coordinators have increased their contacts by 50% or more with individuals/families at no additional cost to the state explaining new policies and procedures, processing COVID related UIR's, and assisting families in making educated decisions regarding health and support issues.
- Support Coordinators are an important emotional support to individuals/families, listening and offering solutions for the loss of services, day programs, work, visits, and other activities due to COVID-19.
- Support Coordinators and their agencies have become an invaluable information source for the state providing feedback in the creation of policies and procedures in the successful reopening of day programs and other services disrupted by COVID-19.
- SCA's supported DDD's efforts to facilitate the process of bringing critical PPE to vulnerable individuals and families in need.

The reality is Support Coordination delivered by **college educated** SCs is working extremely well in New Jersey and SCAs are valuable partners in delivering excellent service during COVID-19.

Therefore, **it is time for the State to right the rate paid to SC agencies.**

127 Route 206, Suite 26, Hamilton, New Jersey 08610 Phone: 609-581-8375 Fax: 609-581-8512
Email: Admin@abcdnj.org Web: www.abcdnj.org

Recommendation

To increase the compensation rate for an SC to that of a BLS college educated "Social Worker" category - $23.79 per hour and a SC agency payment rate of $325.84 per month. This reflects: the education level and skill required for this position by DDD, the current market cost for this type of position, and the benefit, administrative and managerial costs to a Support Coordination agency. This will require an additional funding cost to DDD of $13,200,000 along with a $6,600,000 match from Medicaid.

The rate increase will correct the original rate setting misclassification of the Support Coordinator position as only requiring a High School Education when the state changed the education requirement to only hiring College graduates. It should also be noted that the state has not provided any rate increase to the Support Coordination rate over the last six years.

Suggestion:

The rate increase will correct the original rate setting misclassification of the Support Coordinator position only requiring a High School Education. DDD subsequently changed the education prerequisite for Support Coordinators to a bachelor's degree requirement. It should also be noted that the state has not provided any rate increase to the Support Coordination rate over the last six years.

SC Agency Rate Increase and DDD's Management Request for Quality Measures.
While we feel strongly that Support Coordination deserves a rate increase based on the education misclassification and lack of increase over the past six years, we recognize the desire of DDD Management to base any rate increase on quality measures and look forward to working with DDD over the next six months in creating these metrics.