



# A SIMPLE LEAP

## SUPPORT SERVICES

# Welcome!

*Coming together is a beginning, keeping together is progress; working together is success. ...*

*Henry Ford*

From the very beginning, we clearly defined our purpose, and how we would provide services. We knew it would take a special kind of resiliency and commitment to human dignity, while seeking and providing resources that will allow each person to realize their goals and dreams. We stand alongside those who cannot stand for themselves.

We provide resources necessary for people living with intellectual and developmental disabilities to live independently as they choose, work and become active participants within their communities.



As a purpose driven agency, we recognize each person is as similar as they are different. Our support coordinators fully embrace our ideologies and philosophies that "the rights and choices of the people we serve deserve to be defended.

" We ensure that each person is given the tools and support they need to meet their personal goals with the support of families, friends and community providers."

## **What is the role of a support coordination agency?**

A Support Coordination Agency is an independent community-based entity that is contracted by the Division of Development and Intellectual Disabilities (DDD) of NJ, to assist individuals in gaining access to needed programs and state plan services that cater to medical, social, and educational needs.

### **Support Coordinator's Credentials**

1. All our SC's hold a bachelor's degree or higher.
2. All SC receives extensive training from the Division before hiring
3. Has at least one year's experience working with the I/DD population.
4. Receive continuous fingerprint and background Checks
5. Receives up to 12 hrs. of yearly training

## **Now that I have been assigned to A Simple Leap, what is the next step?**

You will receive an introductory call or email from your **assigned support coordinator (SC)** requesting an in-person meeting that generally takes

1.5 -2hrs. The DDD recipient must be present for a portion of the meeting if not all. If applicable, you should have the following information available at the meeting to help expedite the process.

1. *Guardianship Document (if there was a court guardianship appointed)*
2. *List of all medications, dosages, frequency and reason for taking them.*
3. *All current Doctor's information (Name, Practice & contact)*
4. *Last doctor's visit for Primary Care, Dentist, and specialist as applicable.*

5. *Names and contact information to be added to the HIPPA form (people that you give access to your information).*
6. *Preferred pharmacy and hospital.*

Please complete the attached forms before your meeting and give them to your Support Coordinator at that time. This helps us move through the process more quickly.

The details you share during your meeting help us create your **Individualized Service Plan (ISP) and Person-Centered Planning Tool (PCPT)**. The Division provides a 30-day window for your Support Coordinator to complete these documents. To make sure we have enough time to build a thoughtful and accurate plan that truly reflects what matters most to you, we encourage you to schedule your meeting as soon as you're able.

Once your ISP has been completed and reviewed by you, it will be sent to the Support Coordinator Supervisor for final approval. After approval, you and your Support Coordinator can begin discussing the services you would like to add or adjust.

Please note: The ISP is considered a **living document**, which means it can be updated at any time as your needs, goals, or preferences change. In most cases, you will be required to sign when updates are made.

If you prefer electronic signatures, ask your Support Coordinator how to set up e-signing through the DDD network.

### **What is an Individuals Service Plan (ISP)?**

An Individualized Service Plan (ISP) is a document that outlines your personally defined outcomes, planning goals, and the services needed to support those goals. It also includes important information such as critical health and safety considerations, medical and support requirements, emergency back-up plans, and relevant cultural or religious preferences.

The ISP ensures that your support reflects who you are, what matters to you, and how you want to live your life.

## **What is a Person Center Planning Tool (PCPT)**

PCPT is a document that tells a story about who you are, your likes and dislikes, and what your hopes and dreams are for the future. It is an ever-evolving document that is used to explore your interests and goals. With this tool, as a team we develop, identify, coordinate, monitor, and maintain support and services for individuals with intellectual disabilities and their families.

## **Why must the ISP plan be updated Yearly?**

An ISP meeting is held every year because it's required by DDD and Medicaid to keep services active and compliant. The annual review ensures the plan still reflects the person's current needs, goals, health, and daily life. It also gives the individual and their team an opportunity to discuss what is working, what may need to change, and whether new support or services are needed for the upcoming year.

If the ISP is not updated by the required annual deadline, **services may stop because the plan is no longer valid in the system.** Without an updated plan, providers cannot be paid. This can lead to delays, service interruptions, and gaps in support.

## **How can I prevent Medicaid Interruption**

First, you must keep your bank account balance under \$2,000. Medicaid has a financial limit because eligibility is based on need. If the account goes above \$2,000, Medicaid may stop benefits, which can pause services and prevent providers from being paid. To help manage this, many families use ABLE accounts or a Special Needs Trust, which allow the person to save money without affecting their Medicaid eligibility.

### **NJ ABLE Account**

- Website: [nj.savewithable.com](http://nj.savewithable.com) [savewithable.com](http://savewithable.com) [2nj.savewithable.com](http://2nj.savewithable.com) [2](http://2)
- Contact Phone: **1-888-609-8869** (Monday-Friday, 8 am)

### **Special Needs Trusts (NJ DMAHS / DHS)**

- Website: [nj.gov/humanservices/dmahs/clients/snt.html](http://nj.gov/humanservices/dmahs/clients/snt.html) [NJ.gov](http://NJ.gov)
- Contact Phone: **609-588-3026** or **609-588-3089**

The second requirement is completing the **annual Medicaid**

**redetermination.** Every year, Medicaid sends renewal paperwork to confirm income, resources, and eligibility. It's very important to open and respond to that mail right away and provide any documents requested. If the renewal is not completed on time, Medicaid may close, and services could be interrupted until it is reinstated.

So, to keep everything running smoothly, please keep an eye on the bank balance and complete the Medicaid renewal each year. If you have questions or need help understanding any of this, we are here to support you and connect you with helpful resources.

### **Who are the Service Providers?**

They are DDD NJ registered organizations that provide services and support to assist eligible individuals with intellectual and developmental disabilities. All staff undergo extensive background checks as required by the Division of NJ. A list of some referral services is provided on the last page.

Once a service need has been identified, the support coordinator (SC) will coordinate a "Meet and Greet" session with the service providers where the individual and families can ask questions and schedule a start date for the referred service.

Here are **a few of our affiliate providers** for the Division of Developmental Disabilities (DDD) Community-Based Supports (CBS) or related services in New Jersey.

### **CBS & Specialized Provider List**

<b>Provider Name</b>	<b>Services Offered</b>	<b>Notes</b>
The Arc of New Jersey	CBS / Day Program / Employment Supports	Statewide resource
Community Options, Inc.	CBS / Supported Employment	Large NJ provider
Bancroft	CBS / BCBA / Residential Supports	Well known
Say It With Clay	Therapeutic Art Program	Creative expression & communication
Dreamscape	Adaptive Recreation Program	Sensory & community engagement
Blue Light Music Program	Music / Studio Therapy	Creative and expressive
Club Aspire / Club Adapt	Social / Community Activities	Peer engagement and life skills
Healing Strides / Equine Therapy	Horseback Riding Therapy	Sensory and therapeutic movement

YMCA Adaptive Programs	Recreation & Adaptive Fitness	Gym / swim / wellness
Avenues to Independent Living	Independent Living Skills Training	Life skills-focused
Abilities New Jersey	CBS / Respite / Community Supports	Wide support range
Hearten LLC	CBS / Individual Supports	Community and skill building
Kingdom Caregivers	CBS / Respite / In-Home Supports	South Jersey provider
Faith Care US	CBS / In-Home Supports	Registered CBS provider
Inclusive Support Services	CBS / Community Supports	Smaller provider

## **Referral Services**

Referred services provide you with a good understanding of the specific programs that are offered that would best suit your specific needs. The following **list is not exhaustive but rather an example of the various types of referral services available to you.**

Employment	Housing/Residential
Transportation	In Home Service (DSP)
Job Coach	Community Inclusion
Respite	Environmental Modification
Behavioral Support	Assistive Technology
Adult Day Program	Community Based Support

## **What if I am not happy with the providers or staff of the referred services that are being delivered?**

If at any time you are not satisfied with the services you're receiving or the staff providing them, please contact your Support Coordinator (SC) right away. Your concerns are important, and we will work with you to address them promptly.

Service providers are separate agencies with their own procedures and staffing. Because not every provider is the right match for every person, it may take time to find one that feels comfortable and supportive. We will work with you throughout this process, and we ask for patience as we explore the best fit together.

## **Monthly Contacts**

You are responsible for participating in monthly phone contacts and quarterly face-to-face (in-person) visits with your Support Coordinator (SC). These visits are required and may take place in your home, day program, or place of employment based on what is most appropriate and agreed upon with your Support Coordinator.

Please note: At least one of the quarterly in-person visits each year must occur inside your home.

Support Coordinators are also mandated reporters, which means they are legally required to report any suspected abuse, neglect, or exploitation of individuals receiving services.

### **Your Responsibilities**

- You are responsible for maintaining/keeping Medicaid coverage to continue services on your Waiver program.
- You are responsible for making sure that you meet with your support coordinator and provide all the necessary information to ensure that your NJISP can be created within 30 days of your support coordination agency selection.
- You are responsible for all required paperwork and following all Waiver program policies and procedures.
- You are responsible for contacting your support coordinator if you want to change any of the service providers listed in your ISP.
- You are responsible for contacting my support coordinator if anything changes in your life that may require a change to your ISP or services that you receive.
- You are responsible to notify your SC in advance if you cannot meet if you are away or due to medical reasons.

### **Monthly Contact Inquiry**

We connect with you every month to stay informed about how things are going and to make sure you're receiving the support you need. This monthly contact is also required by the Division of Developmental Disabilities (DDD).

During these check-ins, we review your services, explore community opportunities, discuss any changes in your life, and support the goals that matter most to you.

Below are some key topics your Support Coordinator may ask about during your monthly contact:

## Areas of Discussion

1. **Community engagement:** Has there been opportunities to engage in communities such as places visited -restaurants, library, mall, movies, parks, bowling etc.
2. **Socialization:** Who did you spend time with. Could be a phone conversation with a friend, played video games, worked, vacation with family, programs ...
3. **Services:** Are you satisfied with the services approved in the ISP? Also, relationship with caregivers such as DSPs ...
4. **Medicaid eligibility:** Do you know when your Medicaid needs to be updated?
5. **Health concerns:** Have you been sick, doctor visits, medication changes or new health concerns. **(SC must be informed of all unscheduled doctor's visits)**
  
6. Are you **planning to go away** such as vacation, out-of-town visits
7. **Schedule Visits:** This is a great time to schedule next month's visit.
8. **Any incidents** of abuse, neglect, exploitation or the like must be reported.

## Communication Protocol

If you're not able to reach your Support Coordinator, don't worry, just leave a message and they'll return your call as soon as they can. Sometimes they're out meeting with other individuals and can't answer right away. If you need someone sooner, a Support Coordinator Supervisor can help. Their contact information is listed below. **If you are experiencing a medical or life-threatening emergency, please call 911 immediately.**

Jacqueline Taylor, SCS (347) 401 3901 [j.taylor@asimpleleap.com](mailto:j.taylor@asimpleleap.com)

Jacqueline Ulloa, SCS (609) 943-2482 [j.ulloa@asimpleleap.com](mailto:j.ulloa@asimpleleap.com)

Thank you for making  
**A Simple Leap Support Services**

Your choice of Support Coordination Services

For reporting suspected abuse, neglect, or exploitation of an adult with an intellectual or developmental disability in New Jersey via DDD: **1-800-832-9173**

## **Referrals**

If you are happy with our services, we kindly ask  
that you refer anyone you  
believe would benefit from the services that we provide  
(we cover most of NJ Counties).

**A Simple Leap, Support Services, LLC**

199 Sixth Ave, Mount Laurel NJ 08054

Office (856) 669-4126

Email: [info@asimpleleap.com](mailto:info@asimpleleap.com)

Website: [www.asimpleleap.com](http://www.asimpleleap.com)

Hours of operation 8:30am-5:30pm

**For after-hours contact: (347) 401-3901**



## Medical Practitioners and Specialist Information

Name	Name	Last Visit	Address	Phone #
Primary Care Physician (PCP)				
Dentist				
Psychiatrist				
Optometrist				
Cardiologist				
GYN				
Podiatrist				
Neurologist				