

# CASE STUDY

## Agency Profile

**Who:** New Jersey Division of Developmental Disabilities  
AWARDS Users Group

**Services:**  
Intellectual/Developmental Disabilities

**Year Initiated:** 2014

**Location:** New Jersey

## A Foothold Technology Perspective

### The Power of Partnership: Collaboration Goes a Long Way

#### The Situation: New Jersey's Transition To A Medicaid Fee-for-Service Model

New Jersey began the shift to a Medicaid Fee-for-Service model in 2012. Transitioning to a new service model is a daunting process, but with the right tools and support, it can be a great opportunity for innovation. That's exactly what agencies providing services to individuals with developmental disabilities in New Jersey did while facing their state's transition to a Medicaid Fee-for-Service model. Providers realized that by coming together they could better respond to the challenges presented by the new state mandates and addressing change within their respective agencies.

#### The Solution: A Cross-Agency Collaborative Working Together To Tackle The Shift To An Electronic Record

Seeking strength in numbers, a group of 18 New Jersey agencies using Foothold Technology's AWARDS software united to create a cross-agency implementation team. Michele Meyer, Director of Quality Assurance at JSDD Metrowest recalls, "We realized we were in this process together and that by working as a group, we would be able to come up with better, more creative solutions."

Each agency agreed to meet on a monthly basis, to commit collective time to support the group, identify needs, and design workflows. The team helped to identify and design additional functionality in AWARDS that would help keep the agencies in compliance and improve services to the individuals in their community. Some of their enhancements included stronger daily service documentation, supported employment services and data elements for more integrated reporting.

#### The Result: Organizations Sharing Best Practices And Problem Solving Together

The collaborative created one strong voice that was able to advocate with state partners. This increased the local government's awareness of the needs of agencies statewide. "It was great to hear from other agencies that were all at different stages of implementation. It created excitement within my organization about the potential for new, streamlined internal processes once implementation was complete," said Paul S. Kucinski, Associate Executive Director at Center for Humanistic Change of NJ.

As more agencies join the Foothold community, they are able to build on the successes and best practices that the initial organizations shared, enabling them to quickly and successfully make the transition to a Fee-for-Service model. The framework that the working group helped create proves collaboration goes a long way when it comes to addressing change.

**"We review regulations not just agency-wide, but across the whole DD community"**

**- Courtney Molinari**  
Assistant Director Data Compliance  
The Arc of Essex County



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