



February 8, 2022

Topic: Electronic Signature (E-Signature) Use in iRecord
Effective February 8, 2022

Overview

Care management and Individualized Service Plan (ISP) development are provided by Support Coordination Agencies (SCAs). The ISP is the central document which describes individual strengths and needs, with the individual served always being at the center of the ISP process. To date, the ISP signature has been obtained in handwritten form, which is then electronically uploaded to iRecord. This guidance outlines the new electronic signature feature in iRecord.

Electronic Signature (E-Signature)

Beginning February 7, 2022, E-signature is an available feature in iRecord for ISPs only. Individuals/families/guardians are encouraged to utilize E-signature but use is not mandatory at this time. The paper version of the ISP may still be signed and uploaded to iRecord. SCAs and/or their staff may need to teach the E-signature functionality to individuals/families/guardians so that it can be used appropriately.

All Support Coordinators and Support Coordination Supervisors have signed Terms of Agreement when access to iRecord was granted by the Division. These documents outline that instances of fraud or inappropriate use of the electronic record will not be tolerated, and consequences/sanctions will be imposed.

Waiver Manual Requirements regarding ISP Signatures

As per section 7.5.9 (Authorizations & Signatures), *Signatures from the individual and guardian/legal representative (if applicable) must all be included. The Support Coordinator must ensure that the individual has been a full participant in the planning process and is aware of his/her rights and Responsibilities as documented in the "Participants Statement of Rights & Responsibilities" and indicated through the list of items with which the individual's signature attests to agreement.* Section 7.6 (Resolving Differences of Opinion among Planning Team Members) states *The individual will indicate his/her agreement with and approval of the plan by signing the ISP "Authorizations & Signatures" page.*

Requirements

1. The individual must remain at the center of the planning process, participating in the planning and signing the ISP within the scope of their capacity. The individual must continue to be involved in planning and sign their ISP, even in cases where a guardian is assigned.
2. If the individual is their own guardian, their signature is the only one required/accepted for ISP approval. The ISP cannot be sent to any other party (including a family member) for E-signature. If permitted by the individual, the SC can send the ISP to a family member for review through the "Send Plan" tile.
3. SCAs have the responsibility for ensuring that their staff are properly trained in the use of E-signature, that their staff are using E-signature appropriately, and that usual procedures regarding ISP review and signature are followed.
4. SCAs are strongly encouraged to ensure that policies and procedures related to E-signature are included in policy and procedure documents for their agency.
5. ISPs signed by someone other than the individual/guardian without their permission, whether electronically or otherwise, must be reported as via an incident report. Information regarding incident reporting can be accessed here: <https://www.state.nj.us/humanservices/ddd/partners/provider/incidentreporting/>
6. A hard copy of the ISP shall still be provided by the SCA at the request of the individual/family/guardian.

7. The SC will ensure that the email addresses listed in iRecord in each demographic/contact tile are the email address for the person listed.

Trainings

The Support Coordination Unit will provide trainings on the use of E-signature. Live trainings will be available in February and March 2022, and recorded trainings will be available in the College of Direct Support at a later date.

Concerns/Issues/Incident Reporting

- Questions or concerns related to E-signature from SCAs can be directed to the SCAs assigned Quality Assurance Specialist (QAS).
- Questions or concerns related to E-signature from individuals/families/guardians can be directed to the Support Coordination Unit helpdesk at DDD.SCHelpdesk@dhs.nj.gov.
- If an E-signature is used to approve an ISP and/or services without permission and knowledge of the individual or guardian an incident report must be uploaded to the Division's Office of Risk Management.
- Please refer to the [E-signature Frequently Asked Question \(FAQ\)](#) document for additional information.