



Quick Reference Guide to Support Coordination Agency Staff Requirements

If documentation of a staff person’s experience, background checks, and/or training records has a name different from the staff person’s current name (e.g., maiden name), the agency must also have documentation on file verifying that all previously-used names belong to that same staff person (e.g., copy birth certificate, marriage license).

Support Coordination Agency Heads

DDD completes all Agency Head clearances and runs the 2-year archive process for all Agency Heads. When there is a change in the Agency Head, the agency needs to contact DDD to initiate the clearance process for the new Agency Head. Agencies are not allowed to clear Agency Heads on their own. If there *is* a change they should immediately notify DDD.CHRI@dhs.nj.gov for guidance.

For an Agency Head to fill in or function as a Support Coordination Supervisor they must meet all requirements of a Support Coordination Supervisor.

Education

Agencies are required to ensure that all providers of support coordination, including supervisors, meet educational requirements as a condition of employment.

Timeline	Requirement	Expected Documentation
At time of hire	Bachelor’s degree or higher in any field There are no exceptions to the educational requirement. A nursing certificate or lesser degree is not accepted in place of a Bachelor’s Degree.	Copy of college degree or final transcript Degrees or transcripts issued by a college or university outside of the United States must be evaluated by a reputable service to establish the U.S. equivalency. One such service for international academic credential evaluations is WES .

Experience

Agencies are required to ensure that all providers of support coordination, including supervisors, have required experience as a condition of employment.

Timeline	Requirement	Expected Documentation
At time of hire	One year of full-time experience working with individuals with I/DD. Experience may be paid, volunteer or caring for a family member with I/DD. <i>If an applicant has experience working in a setting where a percentage of the individuals had I/DD, the SCA may determine that the experience meets the equivalent of one year, full-time experience working with individuals with I/DD.</i>	A resume clearly describing the equivalence of at least one year of full-time, paid or volunteer experience working with individuals with I/DD or caring for a family member with I/DD.

Mandatory Background Checks

Agencies are required to conduct background checks on all employees, and potential employees (which includes any consultants, interns, volunteers and seasonal employees) who have direct contact with persons served.

Timeline	Requirement	Required Documentation
At time of hire	Fingerprint-based Criminal History Record Information (CHRI) check	CHRI clearance letter – available through Fingerprint Approval Retrieval Application (FARA) portal; to download the letter from FARA, the user will need: <ol style="list-style-type: none"> 1. Transaction Control Number (TCN) from Identogo website where initial fingerprint appointment was scheduled 2. Contributor’s Case # – specific to the agency, found on the agency’s Identogo Fingerprint Service Code Form 3. Date of fingerprinting
Every 2 years from month of initial fingerprinting	Fingerprint-based Archive CHRI check <i>Agencies are not responsible for archive CHRI checks for agency heads, as DDD Care Management & Provider Support Unit (CMPSU) completes and maintains these.</i>	CHRI clearance letter – available through Fingerprint Approval Retrieval Application (FARA) portal; to download the letter from FARA, user will need: <ol style="list-style-type: none"> 1. Transaction Control Number (TCN) from CHRI Mailbox in response to archive request 2. Contributor’s Case # – specific to the agency, found on the agency’s Identogo Fingerprint Service Code Form 3. Date archive request was submitted to CHRI Mailbox
At time of hire; Ongoing when prompted by email from DHS	Central Registry of Offenders Against Individuals with Developmental Disabilities (Central Registry)	At time of hire: copy of Central Registry Check Consent Form showing initial check result Ongoing: Internal agency documentation should show the following: <ol style="list-style-type: none"> 1. The date each check was performed 2. The person who completed the review 3. The results of the check
At time of hire (for employees hired after 7/16/2018)	Child Abuse Record Information (CARI) check <i>Agencies are not responsible for CARI check documentation for agency heads, as CMPSU maintains this.</i>	Initial email received showing employee’s clearance and/or the printable record available through NJ CARI Portal .

Mandatory Background Checks – Exclusionary Database Checks

Agencies are required to check that staff, board members, and contracted vendors are not excluded from working with individuals with I/DD or for a Medicaid provider agency (see Appendix I, DDD policy manuals). Agencies may wish to explore other resources/websites that offer “one-stop shop” help completing all required database checks.

Timeline	Requirement	Expected Documentation
At time of hire; Monthly thereafter	NJ Medicaid Fraud Division Ineligible Provider Report NJ Medicaid Fraud Division Ineligible Provider Report	In the Ineligible Provider Report, which is updated monthly, use the search function to verify employees are not debarred (ineligible). Agency documentation should include: <ol style="list-style-type: none"> 1. Date check was performed 2. Person who completed the check 3. Results of the check
At time of hire; Monthly thereafter	NJ Treasury Debarment Search NJ Treasury Debarment Search	Select “Professional Debarment Search.” Enter employee first or last name and “Start Search.” Agency documentation should include: <ol style="list-style-type: none"> 1. Date check was performed 2. Person who completed the check 3. Results of the check
At time of hire; Monthly thereafter	Federal Exclusions Database Federal Exclusions Database	Enter employee first and/or last name Agency documentation should include: <ol style="list-style-type: none"> 1. Date check was performed 2. Person who completed the check 3. Results of the check
At time of hire; Monthly thereafter	NJ Division of Consumer Affairs License Verification System NJ Consumer Affairs Licensure Database	Select person search and enter First and Last Name of employee. Agency documentation should include: <ol style="list-style-type: none"> 1. Date check was performed 2. Person who completed the check 3. Results of the check
At time of hire; Monthly thereafter	NJ Department of Health Licensee Database NJ Department of Health Licensee Database	Enter employee’s information and search. Agency documentation should include: <ol style="list-style-type: none"> 1. Date check was performed 2. Person who completed the check 3. Results of the check

Mandatory Training (see Appendix E, DDD policy manuals)

Agencies are required to ensure that all providers of support coordination, including supervisors, successfully complete all support coordination staff training within required timelines.

Timeline	Requirement	Expected Documentation
Prior to delivering services	SC Orientation: Prerequisite Orientation Lessons	College of Direct Support Transcript
Prior to delivering services	SC Orientation Training: Person-Centered Planning & Connection to Community Supports (two-day live training)	Boggs Center Certificate and/or Transcript
Prior to working with individuals	DDD Life Threatening Emergencies – Danielle's Law	College of Direct Support Transcript

Timeline	Requirement	Expected Documentation
Prior to working with individuals	DDD Stephen Komninos' Law Training	College of Direct Support Transcript
Prior to working with individuals	Provider Developed Incident Reporting	Provider Developed Documentation
Within 90 days of hire	DDD Shifting Expectations – Changes in Perception, Life Experience & Services	College of Direct Support Transcript
Within 90 days of hire	Prevention of Abuse, Neglect & Exploitation: Modules 1, 3, 4, 5 and 7	College of Direct Support Transcript
Within 90 days of hire	Provider Developed Orientation <ul style="list-style-type: none"> • Overview of the Agency • Mission, philosophy, goals, services and practices • Personnel policies • Safety <i>(if hired after August 2023)</i> • Supporting Healthy Lives <i>(if hired after August 2023)</i> • Individualized Service Plan Process and Documentation <i>(if hired after August 2023)</i> • Individual Support Plans, Progress and Personal Goals <i>(if hired after August 2023)</i> • Cultural Competence • Individual Rights • Working with Families • Documentation & record keeping 	Provider Developed Documentation and/or College of Direct Support Transcript
Within 90 days of hire	Medicaid Training for Support Coordinators (DDD: Medicaid 101)	Provider Developed Documentation and/or College of Direct Support Transcript
Within 90 days of hire	Support Coordination NJISP Related Modules CDS Listing: DDSC: NJISP Related <ul style="list-style-type: none"> • New Jersey Comprehensive Assessment Tool (NJCAT) and Person-Centered Planning Tool (PCPT) Overview • Employment Expectations and Overview • Service Entry and iRecord Overview • Individualized Service Plan Process and Documentation 	Provider Developed Documentation and/or College of Direct Support Transcript
Within 90 days of hire	SC's Guide to Navigating the Employment Service System: 8 lessons	Provider Developed Documentation and/or College of Direct Support Transcript
Within 90 days of hire	Cultural Competence Training: 8 lessons	Provider Developed Documentation and/or College of Direct Support Transcript
Annually	Professional Development Training <ul style="list-style-type: none"> • Full-time staff – 12 hours per calendar year • Part-time staff – 6 hours per calendar year <i>(Hours may be prorated based on month of hire.)</i> <i>(Full-time is defined as working 30 or more hours per week.)</i>	Various Trainers - Documentation must include: <ul style="list-style-type: none"> • Staff name • Title of training • Length of training • Date of training • Name of trainer/agency