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 as described on the U.S. Department of State Evaluation of Foreign Degrees website.

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. *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.*	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: 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** *Agencies are not responsible for archive CHRI checks for agency heads, as DDD Care Management & Provider Support Unit (CMPSU) completes and maintains these.*	CHRI clearance letter – available through Fingerprint Approval Retrieval Application (FARA) portal; to download the letter from FARA, user will need: 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 and **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:** If the person added to the Central Registry works for the agency, immediate action is required. Documentation should show the date, the action taken, and the staff members involved.
At time of hire (for employees hired after 7/16/2018)	**Child Abuse Record Information (CARI) check** *Agencies are not responsible for CARI check documentation for agency heads, as CMPSU maintains this.*	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	**State of NJ Debarment List** [State of New Jersey Medicaid Fraud Division Ineligible Provider Report](#)	Use the search function to verify employees are not ineligible. Agency documentation should include: 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** [Search the Exclusions Database | Office of Inspector General (hhs.gov)](#)	Enter employee first and/or last name. Agency documentation should include: 1. Date check was performed 2. Person who completed the check 3. Results of the check
At time of hire; Monthly thereafter	**NJ Treasurer's Exclusions Database** [NJ Treasury Consolidated Debarment Report](#)	Using the applicable Search list(s) to search employees. Agency documentation should include: 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 Licensure Database** https://newjersey.mylicense.com/verification/	Utilize **Person Search** to enter employee's information and search. Agency documentation should include: 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 licensure Database** [License Management (psiexams.com)](#)	Use the search fields to verify employees are not ineligible. Agency documentation should include: 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 Support Coordinators and Support Coordination Supervisors successfully complete all Support Coordination staff trainings within required timelines, and maintain documentation of completion. Completion dates must be from January 1, 2023 onward, except where "*One-time completion*" is noted.

Timeline	Requirement	Expected Documentation
Prior to delivering services to individuals	**DDD Support Coordination Prerequisites:** • DDD SC Prerequisite: SC Roles and Responsibilities • DDD SC Prerequisite: Overview of DDD System • DDD SC Prerequisite: Getting Started with iRecord Part 1 • DDD SC Prerequisite: Getting Started with iRecord Part 2	College of Direct Support transcript *(One-time completion. These prerequisites are effective 1/1/2025 and replace the previous set of five SC orientation lessons. Only one complete set of prerequisite lessons is required.)*

Timeline	Requirement	Expected Documentation
Prior to delivering services to individuals *(continued)*	**Support Coordination Orientation:** **Person-Centered Planning & Connection to Community Supports** *(Live, two-day training)* *Prerequisites must be completed prior to this training.* *Access to iRecord cannot be approved prior to this training.*	Boggs Center certificate or transcript *(One-time completion)*
	DDD Life-Threatening Emergencies (Danielle's Law) **DDD Stephen Komninos' Law Training**	College of Direct Support transcript *(One-time completion)*
	Provider-Developed Orientation: Incident Reporting	Provider-developed documentation *(One-time completion)*
	Incident Reporting Overview **Support Coordination Monitoring Tools**	College of Direct Support transcript or Division live-training certificate
	Getting Started with iRecord Part 3	College of Direct Support transcript
Within 90 days of hire	**Prevention of Abuse, Neglect & Exploitation:** (CDS Maltreatment Prevention and Response) - The Role of the DSP - What is Abuse? - What is Neglect? - What is Exploitation? - The Ethical Role of DSPs	College of Direct Support transcript *(One-time completion)*
	Preventing Abuse, Neglect and Exploitation (PANE) Competency Assessment *(Administered by SCA)* Resource Guide	Completed PANE Competency Assessment
	Provider-Developed Orientation* includes but is not limited to: - Overview of the Agency - Mission, Philosophy, Goals, Services and Practices - Personnel Policies - Safety *(after Aug. 2023)* - Supporting Healthy Lives *(after Aug. 2023)* - Individualized Service Plan Process and Documentation *(after Aug. 2023)* - Individual Support Plans, Progress and Personal Goals *(after Aug. 2023)* - Cultural Competence - Individual Rights - Working with Families - Documentation & Recordkeeping *Provider-developed trainings may utilize lessons from the College of Direct Support to meet requirements. Providers must document the specific lessons required and completed, and maintain evidence of all training elements in the personnel file.	Provider-developed documentation or College of Direct Support transcript *(One-time completion, **by each SCA for which an SC or SCS works**.)*
	Medicaid: Eligibility and Helpdesk	College of Direct Support transcript
	Developmental Disabilities and Community Integration: A Brief History	College of Direct Support transcript or Division live-training certificate

Timeline	Requirement	Expected Documentation
	Design Your Own Path: Introduction to Self-Directed Services	
	Fiscal Intermediary Choices: Understanding Options	College of Direct Support transcript
Within 90 days of hire *(continued)*	**Crisis and Emergency Resources**	College of Direct Support transcript or Division live-training certificate
	Planning Team Partnerships: Using the Addressing Enhanced Needs Form (AENF) in Plan Development	
	Planning Team Partnerships: Using the ISP Worksheets in Plan Development	
	NJISP Related: New Jersey Comprehensive Assessment Tool (NJCAT) and Person-Centered Planning Tool (PCPT) Overview	College of Direct Support transcript or Division live-training certificate
	NJISP Related: Employment Expectations and Overview	
	NJISP Related: Service Entry and iRecord Overview	
	NJISP Related: Individualized Service Plan Process and Documentation	
	Cultural Competence	College of Direct Support transcript *(One-time completion)*
Within 120 days of hire	**Putting Home and Community-Based Services (HCBS) Rules into Practice** **OR** **Upholding HCBS Settings Final Rule for SCs**	College of Direct Support transcript or Division live-training certificate **OR** Boggs Center certificate or transcript
	Charting the LifeCourse: A Method for Ensuring Person-Centeredness **OR** **Building Partnerships in Planning Through Charting the LifeCourse and Person-Centered Thinking**	College of Direct Support transcript or Division live-training certificate **OR** Boggs Center certificate or transcript
	Best Practice in Documentation	College of Direct Support transcript or Division live-training certificate
	Electronic Visit Verification (EVV)	College of Direct Support transcript
	From Application to Access: Overview of the Community Care Program Waiting List	College of Direct Support transcript or Division live-training certificate
Within 180 days of hire	**Navigating Conflict for Support Coordinators**	College of Direct Support transcript or Boggs Center certificate or transcript
	Alternatives to Guardianship: Empowering Individuals through Supportive Decision Making (SDM) **OR** **Guardianship, an Overview of BGS and Alternative Options**	College of Direct Support transcript
	Overview of Dual Diagnosis	
Within 240 days of hire	**Introduction to Trauma-Informed Supports** **OR** **Trauma Risk and Recovery: A Workshop for Support Coordinators**	College of Direct Support transcript Boggs Center certificate or transcript

Timeline	Requirement	Expected Documentation
	Supporting the Person: Behavior Supports and Documentation	College of Direct Support transcript or Division live-training certificate
	Supporting the Person: Medical Supports and Documentation	
Within 1 year	**Coaching Sessions (Select 4 sessions)**	Boggs Center certificate or transcript or Division live-training certificate
	DDD Housing Subsidy Program Overview	College of Direct Support transcript
	Supporting the Person: Adaptive Equipment and Documentation	College of Direct Support transcript or Division live-training certificate
	Let's Talk Assistive Technology	College of Direct Support transcript
	Overview of DDD Service Review Process	
	Planning Across the Life Stages	
Annually, 12 hours per calendar year Prorated for hires that occur throughout the year	**Professional Development Training** • Applies to full-time and part-time staff. Part-time staff must complete 12 hours annually beginning in 2026. Professional Development includes but is not limited to: • Mandated trainings • Orientation • Seminars • Educational webinars • In-Service • College of Direct Support • Conferences	Various trainers, transcript or certificate *Name of training, date of training, name of trainer, number of hours and attendee name must be present on transcript/certificate of attendance