

NJ Department of Human Services Information Bulletin

To: Agency Providers, Distribution
From: Kathy Patrick, Director Office of Licensing
Date: 02.13.25
Subject: **History of Service Provision to Operate Licensed Residential Settings**

Background

The Department seeks to clarify the regulatory requirement that an applicant for licensure to provide residential services must demonstrate a history of service provision to individuals with developmental disabilities. Specifically, N.J.A.C. 10:44A-1.4(c)1vii requires an application to include: "Documentation of agency history of service provision to individuals with developmental disabilities for a minimum of 24 months, including survey or audit results and plans of correction." This bulletin addresses the conditions that must be met to demonstrate compliance with this standard and discusses the importance of service history.

Guidelines

History of service provision refers to the provision of direct care services (e.g., individual supports, day habilitation, respite, residential in another state, etc.) to individuals with intellectual and developmental disabilities. An agency applying for licensure shall provide evidence that it has provided such services for at least 24 months.

Agencies may satisfy this requirement by demonstrating service provision to individuals with intellectual and developmental disabilities, either in the State of New Jersey or out-of-state. Survey or audit results by the applicable state entity and the agency's approved plans of correction shall be provided, including out-of-state services, if applicable. The experience must be demonstrated through 24 months of operation *by the agency*. Submission of experience *by the leadership* or employees of the agency, and not the agency itself, is not sufficient.

A history of service provision is important to show that an agency is qualified to provide residential services to individuals with developmental disabilities. Through a successful service history, organizations will have demonstrated the ability to appropriately report incidents, implement quality assurance, successfully claim for services, and maintain fiscal viability. Additionally, organizations will have shown their ability to hire, train, and retain staff in order to provide quality supports in accordance with the agency's stated goals and purposes. And by successfully completing and responding to audits and implementing plans of correction, organizations will have demonstrated their ability to comply with regulations, policies, and other mandates.