



Specialized Health Care Provider Agency in New Jersey

POLICIES & PROCEDURES MANUAL

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[COMPANY]

POLICIES AND PROCEDURES MANUAL

General Policy and Purpose of the Manual

General Policy

Policy Number: **001**

Section: **General Policy and Purpose**

Reference Source:

Effective Date: **TBD**

Revision Date: **TBD**

DDD Review Completed/Compliance Date:

The purpose of this manual is to outline the policies and procedures adopted by [COMPANY] to provide support and services to adults aged 21 years and over with developmental disabilities. This manual aims to ensure that every individual using the service receives the correct level and quality of support and care needed.

This policy is governed by the New Jersey Department of Human Services Division of Developmental Disabilities Manual and the SCA Evaluation Guidebook.

This policy applies to all employees, contractors, and service providers associated with [COMPANY].

The Program Director/Support Coordinator Supervisor (SCS) is responsible for administering and enforcing this policy. For further inquiries, contact the [COMPANY] office at [phone number].

[illegible]

[REDACTED]

[REDACTED]

Policy Statement

The purpose of this policy is to provide a comprehensive framework for the administration and delivery of support services to adults aged 21 years and over with developmental disabilities. This policy ensures that every individual using the service receives the correct level and quality of support and care needed. It aligns with the guidelines set forth by the New Jersey Department of Human Services Division of Developmental Disabilities and aims to fulfill the organizational goals of [COMPANY].

Employment at Will

The [COMPANY] Policies and Procedures Manual ([COMPANY]PPM) is provided only as a matter of reference and is not an employee contract. Regardless of anything contained in the [COMPANY]PPM and regardless of any custom or practice, [COMPANY] makes no promises and remains free to change policies, benefits, and all other working conditions without having to consult anyone or obtain anyone's agreement. Just as any employee has the right to terminate their employment for any reason, [COMPANY] continues to have absolute power to discharge anyone, with or without cause, and without prior notice. Only the Executive Director has the authority to adopt new policies or to change or eliminate an existing one in writing. No other member of the management or other person has the right to make any commitment that adds to, subtracts from, or contradicts the foregoing or any other provision in this [COMPANY].

Procedure

Review and Revision

This policy shall be reviewed and revised annually, or as necessary, to ensure compliance with data protection regulations and to reflect changes in organizational practices. The Program Director is responsible for initiating the review and revision process.

References

Policy Review and Approval

This policy shall be reviewed and approved by the Program Director. Any amendments to this policy shall be documented and approved by the same authority.

Approval Signatures

Program Director: _____ Date: _____

Policy Distribution

Copies of this policy shall be distributed to all employees and relevant personnel. An electronic copy shall be available on the [COMPANY] intranet.

Agency Overview and Organizational Structure

Agency Overview and Organizational Structure

Policy Number: 002

Section: Organizational Structure

Reference Source:

Effective Date: TBD

Revision Date: TBD

DDD Review Completed/Compliance Date:

Purpose

The purpose of this policy is to provide an overview of [COMPANY], including the organizational structure, the range of support and services provided, and the responsibilities of key roles within the organization. This policy ensures that [COMPANY] delivers high-quality support and care to individuals with developmental disabilities.

Additional Authority

This policy is governed by the New Jersey Department of Human Services Division of Developmental Disabilities Manual and the SCA Evaluation Guidebook.

Scope

This policy applies to all employees, contractors, and service providers associated with [COMPANY].

Responsible Party

The Program Director/Support Coordinator Supervisor (SCS) is responsible for administering and enforcing this policy. For further inquiries, contact the [COMPANY] office at [phone number].

Definitions

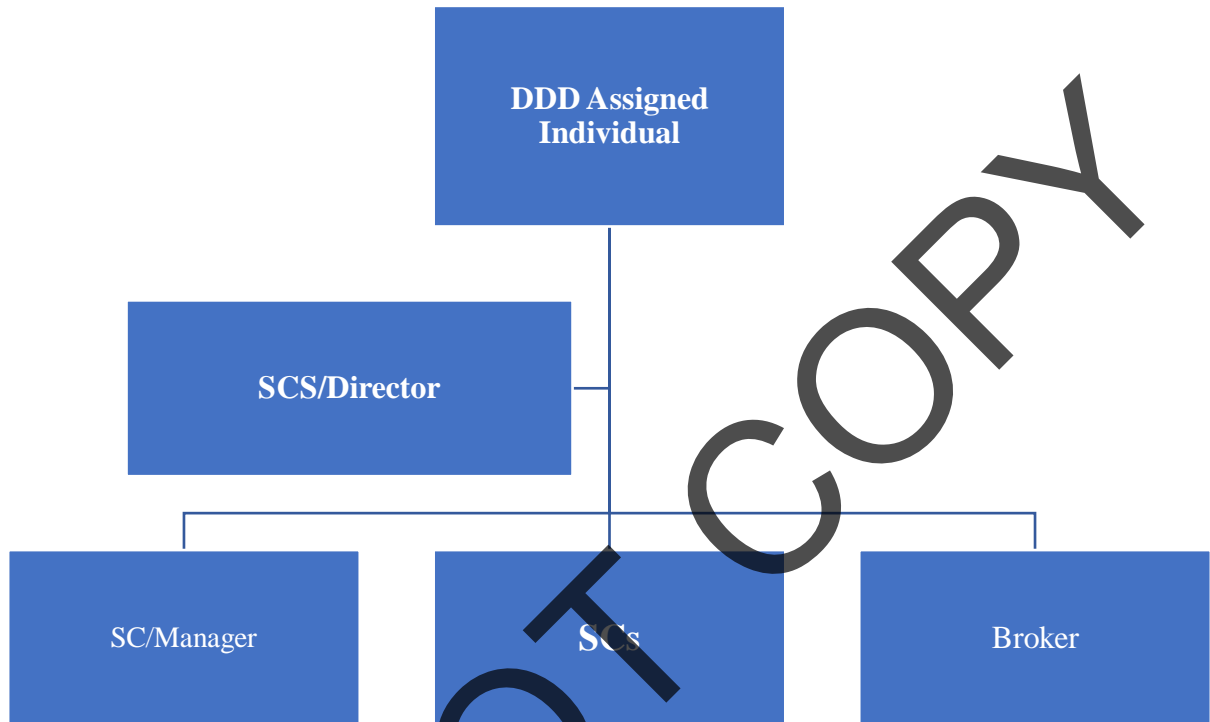
Policy Statement

The purpose of this policy is to provide a comprehensive overview of the structure and functions of [COMPANY]. This policy details the roles and responsibilities of key personnel

within the organization and outlines the services provided. The policy ensures that [COMPANY] operates efficiently and effectively to support adults aged 21 years and over with developmental disabilities.

Procedure

Organizational Structure



1. Program Director/Support Coordinator Supervisor (SCS):

2. Support Coordinators (SCs):

Purpose and Services

1. Purpose:

2. Mission:**3. Vision:****4. Values:****5. Who We Serve:****6. Service Areas:****Review and Revision**

This policy shall be reviewed and revised annually, or as necessary, to ensure compliance with data protection regulations and to reflect changes in organizational practices. The Program Director is responsible for initiating the review and revision process.

References**Policy Review and Approval**

This policy shall be reviewed and approved by the Program Director. Any amendments to this policy shall be documented and approved by the same authority.

Approval Signatures

Program Director: _____ Date: _____

Policy Distribution

Copies of this policy shall be distributed to all employees and relevant personnel. An electronic copy shall be available on the [COMPANY] intranet.

Personnel/Hiring Policies & Procedures

Personnel/Hiring Policies & Procedures

Policy Number: 003

Section: Personnel/Hiring Policies & Procedures

Reference Source:

Effective Date: TBD

Revision Date: TBD

Purpose

The purpose of this policy is to outline the personnel and hiring procedures for [COMPANY], ensuring equal employment opportunities, managing conflicts of interest, and maintaining high standards in staff recruitment and employment practices.

Additional Authority

[REDACTED]

Scope

This policy applies to all employees and potential employees of [COMPANY].

Responsible Party

The Human Resources Manager is responsible for administering and enforcing this policy.

Definitions

[REDACTED]

I. Policy Statement

[COMPANY] is committed to recruiting and selecting staff based on demonstrated and potential ability to perform the functions of the position available with the highest degree of skill and judgment. [COMPANY] ensures non-discrimination in recruitment, selection, advancement, and employment-related conditions and benefits on various protected bases, promoting individual merit and opportunities for advancement within the agency.

A. Policy

1. Equal Employment Opportunity (EEO) Policy Statement:

[REDACTED]

2. Conflict of Interest:

[REDACTED]

II. Procedures

1. EEO Procedures:

The Human Resources Manager ensures job postings clearly state [COMPANY]'s [REDACTED]

[REDACTED]

2. Conflict of Interest Procedures:

[REDACTED]

Review and Revision

This policy is reviewed and revised annually or as necessary to ensure compliance with relevant laws and regulations and to reflect changes in organizational practices. The Human Resources Manager is responsible for initiating the review and revision process.

References

[REDACTED]

Notes on Compliance with Data Protection Regulations

This policy ensures that [COMPANY] complies with data protection regulations by safeguarding personal information collected during the recruitment and employment processes. All personal data is handled in accordance with applicable data protection laws and [COMPANY]'s data protection policy.

Policy Review and Approval

This policy is reviewed and approved by the [COMPANY] Board of Directors. Any amendments to this policy are documented and approved by the same authority.

Approval Signatures

- Human Resources Manager: _____ Date: _____
- Data Protection Officer: _____ Date: _____

Policy Distribution

[REDACTED]

Drafting a Policy – Style Tips

[REDACTED]

Recruitment, Selection and Advancement

Recruitment, Selection and Advancements

Policy Number: 005

Section: Recruitment, Selection and Advancements

Reference Source:

Effective Date: TBD

Revision Date: TBD

DDD Review Completed/Compliance Date:

Purpose

The purpose of this policy is to outline the procedures for recruitment, selection, and advancement within [COMPANY], ensuring a fair, transparent, and effective hiring process that supports the agency's goals and complies with legal and regulatory requirements.

Additional Authority

[REDACTED]

Scope

This policy applies to all employees and potential employees of [COMPANY].

Responsible Party

The Human Resources Manager is responsible for administering and enforcing this policy.

Definitions

[REDACTED]

I. Policy Statement

[COMPANY] is committed to recruiting and selecting staff based on demonstrated and potential ability to perform the functions of the position available with the highest degree of skill and judgment. [COMPANY] ensures non-discrimination in recruitment, selection, advancement, and employment-related conditions and benefits on various protected bases, promoting individual merit and opportunities for advancement within the agency.

A. Policy

[REDACTED]

[REDACTED]

II. Procedure

[REDACTED]

[REDACTED]

Review and Revision

This policy is reviewed and revised annually or as necessary to ensure compliance with relevant laws and regulations and to reflect changes in organizational practices. The Human Resources Manager is responsible for initiating the review and revision process.

References

[REDACTED]

Notes on Compliance with Data Protection Regulations

This policy ensures that [COMPANY] complies with data protection regulations by safeguarding personal information collected during the recruitment and employment processes. All personal data is handled in accordance with applicable data protection laws and [COMPANY]'s data protection policy.

Policy Review and Approval

This policy is reviewed and approved by the [COMPANY] Board of Directors. Any amendments to this policy are documented and approved by the same authority.

Approval Signatures

- Human Resources Manager: _____ Date: _____
- Data Protection Officer: _____ Date: _____

Policy Distribution

DO NOT COPY

Employment Classifications and Standards

Employment Classification and Standards

Policy Number: 006

Section: **Employment Classification and Standards**

Reference Source:

Effective Date: TBD

Revision Date: TBD

DDD Review Completed/Compliance Date:

Purpose

To outline the employment classifications, status changes, training requirements, and employment standards for staff at [COMPANY], ensuring compliance with legal and organizational policies.

Additional Authority

[REDACTED]

Scope

This policy applies to all employees and contractors of [COMPANY].

Responsible Party

The Human Resources Manager is responsible for administering and enforcing this policy.

Definitions

[REDACTED]

I. Policy Statement

[COMPANY] classifies all staff as part-time or contractual, with staff receiving a 1099 form at the end of the year. Employees are required to notify [COMPANY] immediately of any changes in their personal status. All staff must be State certified, complete mandatory training, and adhere to [COMPANY]'s employment standards to ensure high-quality service delivery.

A. Policy

[REDACTED]

[REDACTED]

II. Procedure

[REDACTED]

[REDACTED]

Review and Revision

This policy is reviewed and revised annually or as necessary to ensure compliance with relevant laws and regulations and to reflect changes in organizational practices. The Human Resources Manager is responsible for initiating the review and revision process.

References

[REDACTED]

Notes on Compliance with Data Protection Regulations

This policy ensures that [COMPANY] complies with data protection regulations by safeguarding personal information collected during the recruitment and employment processes. All personal data is handled in accordance with applicable data protection laws and [COMPANY]'s data protection policy.

Policy Review and Approval

This policy is reviewed and approved by the [COMPANY] Board of Directors. Any amendments to this policy are documented and approved by the same authority.

Approval Signatures

- Human Resources Manager: _____ Date: _____
- Data Protection Officer: _____ Date: _____

Policy Distribution



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Progressive Discipline, Complaints, Grievance Resolution, and Appeal

Progressive Discipline, Complaints, Grievance Resolution, and Appeal

Policy Number: 007

Section: Progressive Discipline, Complaints, Grievance Resolution, and Appeal

Reference Source:

Effective Date: TBD

Revision Date: TBD

DDD Review Completed/Compliance Date:

Purpose

To outline the procedures for progressive discipline, handling complaints, grievance resolution, appeals, performance evaluations, and resignation at [COMPANY].

Additional Authority

[REDACTED]

Scope

This policy applies to all employees and contractors of [COMPANY].

Responsible Party

The Human Resources Manager is responsible for administering and enforcing this policy.

Definitions

[REDACTED]

I. Policy Statement

[COMPANY] ensures a fair and consistent approach to employee discipline, performance evaluation, and grievance resolution. This policy outlines the steps for addressing disciplinary issues, evaluating employee performance, and handling grievances and resignations.

A. Policy

Progressive Discipline

[REDACTED]

Performance Evaluations

[REDACTED]

Grievance Procedures and Resignation

[REDACTED]

II. Procedure

Progressive Discipline

Performance Evaluations

Grievance Procedures and Resignation

Review and Revision

This policy is reviewed and revised annually or as necessary to ensure compliance with relevant laws and regulations and to reflect changes in organizational practices. The Human Resources Manager is responsible for initiating the review and revision process.

References

Notes on Compliance with Data Protection Regulations

This policy ensures that [COMPANY] complies with data protection regulations by safeguarding personal information collected during the disciplinary, evaluation, and resignation processes. All personal data is handled in accordance with applicable data protection laws and [COMPANY]'s data protection policy.

Policy Review and Approval

This policy is reviewed and approved by the [COMPANY] Board of Directors. Any amendments to this policy are documented and approved by the same authority.

Approval Signatures

- Human Resources Manager: _____ Date: _____
- Data Protection Officer: _____ Date: _____

Policy Distribution

Care Management

Care Management

Policy Number: 008

Section: Care Management

Reference Source:

Effective Date: TBD

Revision Date: TBD

DDD Review Completed/Compliance Date:

Purpose

The purpose of this policy is to outline the care management procedures for services provided through Medicaid/Division-approved Support Coordination Agencies. It aims to ensure that individuals receive appropriate support and services in a timely and effective manner.

Additional Authority

This policy is governed by the New Jersey Department of Human Services Division of Developmental Disabilities Manual and the SCA Evaluation Guidebook.

Scope

This policy applies to all employees, contractors, and service providers associated with [COMPANY].

Responsible Party

The Program Director/Support Coordinator Supervisor (SCS) is responsible for administering and enforcing this policy. For further inquiries, contact the [COMPANY] office at [phone number].

Definitions

[REDACTED]

Policy Statement

The care management policy outlines the responsibilities of Support Coordinators in managing support services for individuals enrolled in the [COMPANY] Supports Program. This policy ensures that individuals receive comprehensive and coordinated services tailored to their needs.

I. Policy

[REDACTED]

II. Procedure

Selection and Assignment Process

[REDACTED]

Changing Support Coordination Agencies

Support Coordinator Responsibilities

Review and Revision

This policy shall be reviewed and revised annually, or as necessary, to ensure compliance with regulations and reflect changes in organizational practices. The Program Director is responsible for initiating the review and revision process.

References

Policy Review and Approval

This policy shall be reviewed and approved by the Program Director. Any amendments to this policy shall be documented and approved by the same authority.

Approval Signatures

Program Director: _____ Date: _____

Policy Distribution

Copies of this policy shall be distributed to all employees and relevant personnel. An electronic copy shall be available on the [COMPANY] intranet.

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Service Plan

Service Plan

Policy Number: 009

Section: Service Plan

Reference Source:

Effective Date: TBD

Revision Date: TBD

DDD Review Completed/Compliance Date:

Purpose

The purpose of this policy is to ensure that each person eligible to receive services from [COMPANY] has an Individualized Service Plan (ISP) developed according to the standards specified in this policy manual. The ISP aims to provide safe, secure, and dependable support to achieve full social inclusion, independence, and personal and economic well-being for the individual.

Additional Authority

This policy is guided by the New Jersey Department of Human Services Division of Developmental Disabilities Manual and the SCA Evaluation Guidebook.

Scope

This policy applies to all employees, contractors, and service providers associated with [COMPANY].

Responsible Party

The Program Director/Support Coordinator Supervisor (SCS) is responsible for administering and enforcing this policy. For further inquiries, contact the [COMPANY] office at [phone number].

[REDACTED]

[REDACTED]

I. Policy Statement

The Service Plan policy ensures that each eligible individual has a comprehensive and individualized service plan. This plan is developed by a planning team that includes the individual, their Support Coordinator, and other relevant parties. The policy aligns with the

mission of [COMPANY] to provide support that promotes independence, dignity, and inclusion for individuals with developmental disabilities.

A. Policy

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