

Operations Memo 2026-07

To: DDS Qualified Private Providers and Subcontracted Nursing Agencies

From: Sean Bannon, Director, Operations Center

CC: Jordan Scheff, Commissioner, Elisa Velardo, Deputy Commissioner, Katie Rock-Burns, Chief of Staff, Nicholas Jerard, CFO, Gloria Jones, Director of Health and Clinical Services, Regional Directors, Private ARDs, Resource Administrators, The Alliance, The ARC CT

Date: September 10, 2025

Subject: Subcontracted Nursing Agency Qualifications Update

The Department of Developmental Services (DDS) is issuing an updated document listing the Requirements for Subcontracting Nursing Agencies to follow when hired by a DDS Qualified Provider and/or working with any individual receiving DDS funding.

This document reflects several changes to the original "Qualification for Agencies to Subcontract with Nurse Consultant Firms for Nursing Services", dated 6/2021. Below are highlights of some of the changes to the expectations.

- Qualified nursing consulting agencies will no longer be required to submit nursing credentials to DDS Operations Center, just the list of nurses' names at initial qualification and as new nurses are added. (#5)
- Qualified nurse consulting agency shall follow the Abuse and Neglect Policy and Procedures of the Department and agrees to participate in all investigations requested by the Department (#30)

Qualified nurse consulting agency shall ensure that all employees including nurses have annual training. (#11)

The qualified provider shall only subcontract with nursing agencies that are deemed qualified nurse consulting agencies by DDS.

A link to the updated document can be found on the DDS website on the [Provider Minimum Qualifications](#) page.

These requirements will go into effect as of October 1, 2025.

Presently there are four DDS Qualified Nursing Consulting Agencies.

- DDN Consulting Services, LLC
- Key Human Services, Inc
- PJW Nursing Consultants, LLC
- Trusted Angels Homecare, LLC

If you have any questions, please contact Tiffany.Redding@ct.gov.

