



State of Connecticut
Department of Developmental Services

DDS

Ned Lamont
Governor

Jordan A. Scheff
Commissioner

Peter Mason
Deputy Commissioner

Operations Center Memo FY2022-13

To: DDS Qualified Providers

From: Amber Burke, Director of Employment and Day Services

CC: Jordan Scheff, Commissioner, Peter Mason, Deputy Commissioner, Katie Rock-Burns, Chief of Staff, Scott McWilliams, CFO, Private ARDs, Resource Administrators, The Alliance, The Arc CT

Date: October 28, 2021

RE: Provider Qualifications for Customized Employment Services

This memorandum is intended to clarify the expectations for Qualified Customized Employment Service Providers with the Connecticut Department of Developmental Services. All provider agencies interested in providing Customized Employment (CE) services must adhere to the standard processes to become a qualified provider agency with the Connecticut Department of Developmental Services (DDS). Information on the application and steps to apply to become a new qualified provider can be found [here](#). The CT DDS Provider Minimum Qualifications Document can be found [here](#).

In addition to the standard policies and qualifications to become a DDS qualified provider of Day Support services, the criteria below must also be met in order to provide CE services. This criterion is set forth to ensure the CE services provided to eligible individuals by DDS qualified providers meet accepted standards for the delivery at each phase of the CE process. CE Services can only be provided by provider staff with an active certification for the component in which they are providing.

Customized Employment is comprised of three primary components:

- i. Job Discovery
- ii. Job Development & Negotiation and Placement
- iii. Post-Employment Supports
 - Qualified provider agencies can choose to offer one or all components if they have a staff member with an active certification for the component of CE that will be provided.
 - Qualified provider agencies are required to inform DDS when staffing changes affect the organization's ability to provide CE.
 - The absence of a staff member with an active CE Certification (in the CE component(s) the qualified provider agency is actively administering) eliminates the qualified provider agency's ability to offer CE Services.
 - Immediate notification to DDS is not required if the provider agency has another staff member certified to offer the CE component(s) actively administered by the agency.

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- Staffing changes that do not require immediate notification must be reported to DDS in compliance with quarterly reporting requirements. *Note: DDS will follow-up with qualified providers of CE Services each quarter to verify certification of staff.*

For providers showing CE Services on their [Provider Profile](#), please send an email to **Debra.Lynch@ct.gov** within **30 days** of this letter stating that your agency has a staff member with an active certification for the component(s) of Customized Employment and specify which component(s). Providers are required to submit verification of current staff CE certification to DDS. If certification is not received, Customized Employment supports will be removed from the provider profile.

If you have specific programmatic questions relating to CE services, please contact Trever.Rogers@ct.gov.

For questions regarding provider qualification, please contact Debra.Lynch@ct.gov