



Ned Lamont
Governor

State of Connecticut
Department of Developmental Services

DDS

Jordan A. Scheff
Commissioner

Peter Mason
Deputy Commissioner

Operations Center Memo FY2022-16

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, Sean Bannon, Division Director, Private ARDs, Resource Administrators, The Alliance, The Arc CT

Date: February 25, 2022

RE: Provider Qualifications for Customized Employment Services

This memorandum is intended to clarify the qualifications required to become a qualified provider of Customized Employment Services with the state of Connecticut Department of Developmental Services. The requirements set in this document update the October 28, 2021, DDS Operation Center Memo FY22-23 Provider Qualifications for CE Services. All provider agencies interested in providing Customized Employment (CE) services must adhere to the standard processes to become a qualified Day Provider agency with the Connecticut Department of Developmental Services (DDS). DDS Qualified Day Provider agencies that meet the qualifications set forth in this memorandum can apply to add CE Services with the DDS Application to Amend Services for Qualified Providers found [here](#) and submitted to DDS.ProviderApplications@ct.gov. 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 that 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.

Provider agencies with staff certified in CE Services must submit each staff member's certification to the State of Connecticut Certified Customized Employment Provider Staff Registry found [here](#). The Provider Staff Registry is used by the state Departments of Education, Aging & Disability Services, and Developmental Services to ensure provider agencies have staff members with active CE Certifications from the State of Connecticut Certification Curriculum or an ACRE Certified CE Course. Provider agencies are required to maintain an active staff member in the registry in order to be qualified to provide CE Services.

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Customized Employment is comprised of three primary components: Job Discovery; Job Development, Negotiation, and Placement; and 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. Staffing changes that do not require immediate notification must be reported to DDS in compliance with quarterly reporting requirements.

For providers showing CE Services on their [Provider Profile](#), please ensure that your agency's CE Certified staff members have been uploaded into the State of Connecticut Certified Customized Employment Provider Staff Registry [Application](#). Providers are required to submit verification of current staff CE certification to the Provider Staff Registry. If no agency staff are not registered, Customized Employment supports will be removed from the provider profile.

Summary

- Submit [Application to Amend Services for Qualified Providers](#) to DDS.ProviderApplications@ct.gov
- Ensure the applicable policies are on file at DDS (see [Policy Requirements Based on Support Level](#))
- Staff certified in CE services must submit training certificate(s) to the State of Connecticut Certified Customized Employment Provider Staff Registry found [here](#).
 - If there is no longer a staff member with an active CE Certification (in the CE component(s) the qualified provider agency is actively administering, notify DDS immediately (Trever.Rogers@ct.gov).

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.