Will additional trainings/guidance be provided to DDS Case Managers beyond the FAQ document in order to have everyone understand when ISE is appropriate to locate employment vs CE? And/or will there be changes to the current DDS ISE model based upon CE rolling out?

**A DDS internal and external stakeholder Customized Employment information session has been held to provide clarification and guidance relating to Individual Supported Employment and Customized Employment services. Additional sessions will be held as needed.**

This may be addressed later, but with a one-person limit per organization, and with the expectation that certification follows the person and not the organization, what would be the protocol should that staff choose to leave the provider in terms of services for individuals served?

**If the only certified CE staff leaves a provider, the provider will be given priority status for being provided a slot in the next training session. The job seeker has the option to stay with the provider or switch providers to continue receiving Customized Employment services. For individuals funded through DDS, employment supports can continue under the authorization of Individual Supported Employment. Each circumstance will be determined based on the unique factors of how far along the job seeker is in receiving CE.**

Will one trained/certified staff person be providing all aspects of CE such as discovery, job development, and post-employment supports?

**At this time, yes. As the numbers of certified staff within our CE providers grows this may be revisited.**

Is it expected of each agency that has a staff that becomes certified, should there be a COS for pay increase?

**Pay increases or a differential for the individual CE Certified staff would be up to the employing Provider Agency.**

I think I may have missed it but when would we be able to register a staff?

**Application to apply for staff is open now.**

[CT Customized Employment Training Application](https://forms.office.com/Pages/ResponsePage.aspx?Host=Teams&lang=%7Blocale%7D&groupId=%7BgroupId%7D&tid=%7Btid%7D&teamsTheme=%7Btheme%7D&upn=%7Bupn%7D&id=-nyLEd2juUiwJjH_abtziwroytCcJUtCnbPCP8uNFKxUMDUzNDg2QldYTU5ZNDVGUUdJRFkzMlBXTy4u)

**Apply by 4 pm Tuesday January 11, 2022.**

If a manager is certified - will this allow for the line staff to practice and offer these services, or must they be certified too in order for us to offer this service?

**Staff providing the service are expected to be certified.**

**The ADS-DDS team in review of the CE model has determined that in order to assure the integrity of the service the ability to allow training via a Mentor approach will not be permitted at this time.**

If all training seats are not filled can an agency add another one of their employees?

**Unfilled training seats will be offered at the discretion of the ADS-DDS Team to interested agencies based upon provider coverage needs for our job seekers statewide.**

If a provider works in all three regions of CT, will attending in one region's slot only allow referrals from that region, or can they accept referrals from any region after staff certification (based on the staff's location, of course)?

**Referrals can be accepted from any region, if the Certified Staff is willing to serve in a region not typically served.**

Are the synchronous classes scheduled to take place during the typical workday hours?

**Yes, in person sessions will be between 8 am and 4 pm.**

What is the exact schedule for the trainings? I understand part is self-study and can be done outside of work hours.

Are there trainings that are at a fixed date and time that myself or employees would have to take time away from work duties?

**See the current Course Timeline. Provider agencies and identified staff are encouraged to establish how course participation will be accommodated in relation to the trainees work duties.**