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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 is being coordinated. This information session will provide clarification and guidance relating to Individual Supported Employment and Customized Employment services.

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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.

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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.

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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.

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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.

[Customized Employment Registration Link](#)

Apply by 4 pm Wednesday September 22, 2021.

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## ADS – DDS Response CE Provider Info Session 9.13.21 Chat Questions



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 will be considering the ability to allow training via a Mentor approach, which is more than a simple sign off. It is the side by side implementation of the service of staff in training with experienced Certified staff.

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If all 20 seats are not filled can an agency add another one of their employees?

The second staff identified by any one Provider applying would remain on waitlist.

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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)?

Yes, if the Certified Staff is willing to serve in a region not typically served.

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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.

See attached Course Timeline.

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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 attached Course Timeline.

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