



## Customized Employment Services

### Frequently Asked Questions

#### *Question 1:*

*How are case managers being trained to know how Customized Employment and Individual Supported Employment (ISE) can be the same?*

Individual Supported Employment (ISE) is a service that offers supports to an individual in a job that is already created and has been obtained.

Customized Employment (CE) is a service that offers multiple components including the finding and/or creating a position with a business partner that builds on the needs of the individual and their new employer. This includes the creation of modified supports upon the successful start of employment and postemployment supports. These services are broken down into three modules: Job Discovery, Job Development, and Post-Employment Supports.

*I'm concerned case managers will see CE as a lower level of service, and hence undeserving of ISE incentives, which supports intensive support and training on the job.*

Individuals in an ISE have often completed a readiness program and are successfully placed in employment and need supports. Individuals entering CE have often tried other programs such as Group Supported Employment (GSE) or Employment Transition Services (ETS) and need more intensive supports to assist in the placement of competitive integrated employment. This is not to say that CE is *a lower level of service*, rather, it serves as a separate service model with more intensive, creative, and specifically modified supports to help the individual achieve their self-directed employment option. Rates and incentives will further assist case managers in understanding the value of Customized Employment

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*Question 2:*

*What is the difference between CESP & Customized Employment certification?*

**The Connecticut Customized Employment (CE) Curriculum** has been created to certify provider staff in the state of Connecticut to Customized Employment Services. The service is not meant to replace other training, but rather to create a specialized program that will bring provider staff to competency in CE at a faster pace.

**Certified Employment Support Professional (CESP)** is a credential, accredited through the National Commission for Certifying Agencies (NCCA) earned by job coaches, job developers, transition employment specialists, job placement personnel, and employment specialists. The CESP certification does not qualify provider staff to perform Customized Employment Services in Connecticut.

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*Question 3:*

*Some staff have taken pieces of the ACRES certification, how different is that from the curriculum being presented?*

The service is not meant to replace other recognized training programs, but rather to create a specialized program designed to bring provider staff to competency at a faster pace. Providers have the option of choosing state curriculum or outside sources. Staff with valid A.C.R.E. Certified CE training are not affected but may choose to certify through the state's CE Curriculum when it comes time to recertify upon expiration.

The CT Customized Employment Curriculum is fully online with a combination of synchronous and asynchronous sessions. The CT Curriculum can be completed faster than most A.C.R.E. Certified CE training platforms and is incentivized by the state: DDS will reimburse provider agencies for replacement staff required for staff sent to training (upon completion of the course) and the course fee is covered by DDS.

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*Question 4:*

*How many staff can we send?*

The Department of Developmental Services may offer up to 15 spots per CT CE curriculum session for those who plan to complete all 4 modules, up to a maximum of 90 spots annually. **NOTE:** For the initial rollout only 10 spots will be available. DDS will ensure slots are filed equitably across the regions while maintaining a first come first serve basis when registration opens.

*Is there a recertification process? Who is tracking recertification?*

According to the Memorandum of Agreement (MOA) between the Department of Aging & Disability Services (ADS) and the Department of Developmental Services (DDS), ADS will track certification and provide access to DDS. ADS will also send DDS a list of expiring certifications so DDS can track provider certifications. Certification lasts three years recertification will occur online in the same format as the original certification.

*Does the certification stay with the person or organization?*

Certification follows the individual, not the organization.

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*This FAQ will be periodically updated to reflect new submissions. Questions can be submitted via this link: <https://forms.office.com/g/WnCjV6Y6Wx>*