To: Employment and Community First CHOICES (ECF CHOICES) Managed Care Organizations (MCOs)
        Employment and Community First CHOICES (ECF CHOICES) Providers

From: Patti Killingsworth, Assistant Commissioner and Chief of Long-Term Services and Supports, Bureau of TennCare

Issue Date: July 13, 2017
        This memo replaces the following previously issued TennCare memos:
        - *Memo – Required Training for Direct Support Professionals (DSPs) Providing ECF CHOICES Services; Issue Date: July 7, 2016*
        - *Memo – Employment and Community First (ECF) CHOICES Employment Services Staff Qualifications; Issue Date: June 6, 2016*
        - *Memo – Employment and Community First CHOICES (ECF CHOICES) Required Training for Direct Support Professionals (DSPs) and Staff Providing Employment Services Effective Date: July 1, 2017; Issue Date: June 27, 2017*

RE: Employment and Community First CHOICES (ECF CHOICES) Required Training for Direct Support Professionals (DSPs) and Staff Providing Employment Services Effective Date: July 1, 2017

This document provides information Managed Care Organizations (MCO) and providers of ECF CHOICES services need in order ensure DSPs providing supports to ECF CHOICES members obtain the certifications and training required for compliance in the ECF CHOICES program.

Requirements: The topics below are categorized in three ways. 1) The timeframe in which the training must be completed; 2) The type/mode of training (External certifications; Training modules that are required to be completed online via Relias, with the option to incorporate in-person components; and Training modules **required** to be provided in-person by providers' training staff); and 3) Training that is specific to staff providing Employment services.

Training required to be conducted in person applies even if the module is based in Relias online training. For example, the provider will be expected to conduct a classroom style presentation of the Relias module and incorporate in-person techniques during the module to achieve active engagement and gauge understanding by staff. Additionally, for all topics except external certifications, demonstration of competency is required regardless of methodology utilized (online vs. in-person). Providers will be required to maintain training completion documents with attestation of demonstrated competency, signed and dated by the employee and the trainer, in the employee's personnel record. These records will be reviewed at least annually.

While these updated training requirements for DSPs makes use of what Relias currently offers, and aligns with DIDD waiver DSP training requirements to the greatest extent possible, TennCare remains committed to developing new and better training content that is much more tailored to the program goals and DSP role in Employment and Community First (ECF) CHOICES. It is intended that these new trainings will replace what is required below, and will not increase the overall amount of time an ECF CHOICES DSP must spend in training. TennCare is also committed to ensuring these new trainings are readily available, as DSPs are hired, and do not further increase DSP training costs for providers.

Trainings required PRIOR to working with a member:

In-Person Using Archived, Recorded Webinar and Provider Agency-Specific Presentation:

1. **Introduction to Employment and Community First CHOICES for Direct Support Professionals**
   Must be completed in-person utilizing:
   a. Archived webinar (25 minutes) available at:
   >   https://bcbst.webex.com/bcbst-en/lsr.php?RCID=1d07658bfafd4f4a917bf23b1e49d719
   b. Presentation by provider agency (minimum 20 minutes) on Provider's philosophy, approach and experience (if applicable) in delivering ECF CHOICES services. Ideally should include stories of people served (if applicable) with appropriate consents obtained in advance.
   c. At least 15 minutes for Q&A and discussion.

   This training <u>must</u> be the first training module that DSPs complete.

   <u>No exceptions</u>: All DSPs working in ECF CHOICES, including DSPs who may also be working in the current DIDD system, are required to complete this module.

Relias Modules or In-Person with Demonstrated Competency:
Note: These trainings are listed in the recommended order that DSPs should complete them for logical progression of learning.

1. **Disabilities Overview**
   Completed in Relias
   Course Description: Everyone has a quality they feel sets them apart. Some of us are tall, some short. Some people have blue eyes, others brown. Some differences between people are called disabilities. This course looks closer at what the term disability means and provides an overview of the different types of disability you are likely to encounter as a direct support provider, including some of the basic supports people use to further their own independence and participation. Topics include physical and sensory impairments, learning and communication disorders, brain injury, and a section on developmental disabilities. Through interactive lessons, as well as descriptive tools and stories, you will learn how to distinguish different types of impairment and disability and become familiar with their causes, characteristics, and basic supports appropriate to each. This course is written for direct support professionals who work in the field of developmental disabilities.

   <u>Exception for DSPs who are working in the current DIDD system:</u> DSPs who have already completed this training are required to demonstrate competency prior to supporting a person. Providers are required to maintain training completion documents with attestation of demonstrated competency, signed and dated by the employee and the trainer, in the employee's personnel record.

2. **Title VI Course**
   Completed in Relias
   Course Description: This course explains the laws and expectation related to non-discrimination.

Exception for DSPs who are working in the current DIDD system: DSPs who have already completed this training are required to demonstrate competency prior to supporting a person. Providers are required to maintain training completion documents with attestation of demonstrated competency, signed and dated by the employee and the trainer, in the employee's personnel record.

3. **Principles and Practices of Effective Direct Supports: The Role of the Direct Support Professional**
Completed in Relias
Course Description: This course defines and discusses professionalism as it relates to direct support practice and explains how professionalism is achieved and practiced by people who support people with disabilities. In this course, you will learn time-management and organization techniques to benefit the efficiency and effectiveness of your professional practice, as well as investigate the skills, knowledge, and attitudes you need to be truly skilled and competent in your important work.

Additional requirement: Provider will need to enhance the modular training to include Disability awareness and cultural competency training, including person-first language; etiquette when meeting and supporting a person with a disability; and working with individuals who use alternative forms of communication, such as sign language or non-verbal communication, or who may rely on assistive devices for communication or who may need auxiliary aids or services in order to effectively communicate; and the DSP's responsibility in promoting healthy lifestyle choices and in supporting self-management of chronic health conditions.

Exception for DSPs who are working in the current DIDD system: DSPs who have already completed this training are required to demonstrate competency prior to supporting a person. Providers are required to maintain training completion documents with attestation of demonstrated competency, signed and dated by the employee and the trainer, in the employee's personnel record.

4. **HIPAA: Overview**
Completed in Relias

Exception for DSPs who are working in the current DIDD system: DSPs who have already completed this training are required to demonstrate competency prior to supporting a person. Providers are required to maintain training completion documents with attestation of demonstrated competency, signed and dated by the employee and the trainer, in the employee's personnel record.

5. **Principles of Positive Behavior Supports for DSPs Part 1: Overview**
Completed in Relias
Course description: In-depth training that covers resilience, coping and relationship skills. Behavioral health challenges related to mental health conditions and positive behavior supports are covered. Applied Behavior Analysis (ABA) provided by a Behavior Analyst is explained emphasizing the importance of documenting and sharing how the plan is working and/or not working.

<u>No exceptions</u>: All DSPs working in ECF CHOICES, including DSPs who may also be working in the current DIDD system, are required to complete this module.

6. **ECF CHOICES Documentation of Service Delivery**
   Completed in-person using training materials provided by MCOs.
   Intent to load to Relias or similar platform in near future.
   Minimum expectations:
   - Goals from PCSP (as related to service)
   - Date/hours worked
   - What did the person do today? (what, where, when, how long, etc.)
   - Who was there? (Name of the supports present paid staff at a minimum; include natural supports, friends, etc. if applicable)
   - What did you learn that worked well? What did the person like about the activity/opportunity? What needs to stay the same?
   - What did you learn that did not work well? What did the person not like about the activity/opportunity? What needs to be different?
   - Other observations from today for the next support person(s).

   <u>No exceptions</u>: All DSPs working in ECF CHOICES, including DSPs who may also be working in the current DIDD system, are required to complete this module.

7. **Use of the EVV System (*For PA/SHC/Respite providers only)***
   Must be completed in person using training materials provided by MCOs.
   Intent to load to Relias or similar platform in near future.
   Note: MCOs may use different EVV systems. DSPs may need to be trained on more than one EVV system.

   <u>No exceptions</u>: All DSPs working in ECF CHOICES, including DSPs who may also be working in the current DIDD system, are required to complete this module.

8. **TN DIDD Standard Precautions**
   Completed in Relias
   Course Description: Course covers OSHA universal/standard precautions and the importance of infection control plans maintained by each agency, proper use of Personal Protective Equipment and proper handwashing.

   <u>Exception for DSPs who are working in the current DIDD system:</u> DSPs who have already completed this training are required to demonstrate competency prior to supporting a person. Providers are required to maintain training completion documents with attestation of demonstrated competency, signed and dated by the employee and the trainer, in the employee's personnel record.

9. **Supporting Individuals with Disabilities During Emergencies**
   Completed in Relias
   Course Description: This course provides information for support staff to help individuals with intellectual or developmental disabilities (IDD) during emergencies. This course discusses ways to prevent and respond to common emergencies. It discusses safety inside and outside of the home and how to respond to natural disaster emergencies.

Exception for DSPs who are working in the current DIDD system: DSPs who have already completed this training are required to demonstrate competency prior to supporting a person. Providers are required to maintain training completion documents with attestation of demonstrated competency, signed and dated by the employee and the trainer, in the employee's personnel record.

10. **ECF CHOICES Abuse and Neglect Prevention, Identification and Reporting, and Critical Incident Management and Reporting**
Completed in-person using training materials provided by MCOs.
Note: Updated version of this training entitled "ECF CHOICES Reportable Event Management" will be distributed by 7/31/17.
Intent to load to Relias or similar platform in near future.

No exceptions: All DSPs working in ECF CHOICES, including DSPs who may also be working in the current DIDD system, are required to complete this module.

11. **Training specific to the person/the person's plan**
Must be completed in person
Training must involve more than requiring DSP to read the PCSP and sign off that they have read it.   If a Provider Plan(s) for Service Implementation have been developed, training should include training on this Plan(s) as well as the PCSP.

No exceptions: All DSPs working in ECF CHOICES, including DSPs who may also be working in the current DIDD system, are required to complete this training.

External Certifications:

1. **First Aid**
Must be completed in person

Exception for DSPs who are working in the current DIDD system: DSPs who have already completed this training are required to remain current.

2. **CPR with Abdominal Thrust**
Must be completed in person

Exception for DSPs who are working in the current DIDD system: DSPs who have already completed this training are required to remain current.

3. *As applicable*: **Medication administration:** This training is completed in person and only required if the DSP will administer medications (when employed by a DIDD contracted agency for applicable service).

Exception for DSPs who are working in the current DIDD system: DSPs who have already completed this training are required to remain current.

Trainings required WITHIN THIRTY (30) days of employment:

1. **Employment Support Focused Learning**
   Completed in Relias
   Course Description: Understanding how to support an individual with disabilities to obtain and maintain employment is an essential component of your job as a direct support professional. In this course you will learn about why employment is important for people with disabilities and how it affects quality of life. You will learn about the types of employment that are available to people with intellectual and developmental disabilities and the way each of them work. You will be introduced to the members of a typical employment team and how they work together to support employment.

   No exceptions: All DSPs working in ECF CHOICES, including DSPs who may also be working in the current DIDD system, are required to complete this training.

2. **Supporting Reasonable Risk-Taking Necessary for Personal Growth and Dignity**
   As of 7/12/17, in-person training materials not yet available. Requirement goes into effect when training materials are sent to providers. Training materials will be distributed by 7/31/17. Intent to load updated course to Relias or similar platform in near future
   Course description: Supporting persons with I/DD to take planned and reasonable risks necessary for personal growth, living a full life, and pursuit/achievement of personal goals.

   No exceptions: All DSPs working in ECF CHOICES, including DSPs who may also be working in the current DIDD system, are required to complete this training.

3. **Tennessee Conservatorship**
   Completed in Relias
   Course Description: An overview of conservatorship in TN. This course will discuss the authority of conservators and the role they play in the lives of people supported in publicly funded programs. Additionally, this course will discuss alternatives to conservatorship and less restrictive options available to members and their families.

   Exception for DSPs who are working in the current DIDD system: DSPs who have already completed this training are required to demonstrate competency prior to supporting a person. Providers are required to maintain training completion documents with attestation of demonstrated competency, signed and dated by the employee and the trainer, in the employee's personnel record.

Trainings required WITHIN SIXTY (60) days of employment:

1. **People with Disabilities: Building Relationships and Community Membership**
   Completed in Relias but must also include in-person components
   In-person content must be developed using:
   http://www.rtc.umn.edu/docs/Friends_Connecting_people_with_disabilities_and_community_members.pdf

   No exceptions: All DSPs working in ECF CHOICES, including DSPs who may also be working in the current DIDD system, are required to complete this training.

2. **Person Centered Planning for Individuals with Developmental Disabilities**
   Completed in Relias
   Course Description: This course is designed to give you the tools you need to incorporate person-centered thinking and planning into your work supporting individuals with developmental disabilities. In this course, you will learn about what makes person-centered planning different from traditional approaches to developing service plans for individuals with developmental disabilities. You'll learn about the importance of distinguishing between what is important to an individual and what is important for that individual, as well as the importance of teamwork in using the person-centered planning approach. Through interactive lessons, personalized planning strategies, and descriptive examples, you will learn how to implement the person-centered approach to supporting the individuals with developmental disabilities with whom you work. This course is appropriate for entry level to intermediate staff and managers.

   Exception for DSPs who are working in the current DIDD system: DSPs who have already completed this training are required to demonstrate competency prior to supporting a person. Providers are required to maintain training completion documents with attestation of demonstrated competency, signed and dated by the employee and the trainer, in the employee's personnel record.

3. **Choice Making for People with Intellectual and Developmental Disabilities**
   Completed in Relias
   Course Description: People with intellectual and developmental disabilities (IDD) continue to face barriers to participating as equal members of society. They are often seen as unable to make choices or problem solve in their daily life. As a direct support professional, you have the opportunity to help teach these skills to the individuals you serve, and help them assert their thoughts, desires, and goals. This course provides you with an overview of teaching and supporting the choice-making process for people with IDD. You will also learn how to empower individuals to make choices, about different techniques for offering choice-making, and how to teach problem-solving skills to the people you support. This course is written for direct support professionals and frontline supervisors who support people with IDD.

   Exception for DSPs who are working in the current DIDD system: DSPs who have already completed this training are required to demonstrate competency prior to supporting a person. Providers are required to maintain training completion documents with attestation of demonstrated competency, signed and dated by the employee and the trainer, in the employee's personnel record.

4. **Federal HCBS setting requirements and the importance of the member's experience**

   As of 7/1/17, in-person using training materials provided by MCOs
   Intent to load to Relias or similar platform in near future.

   Course description: Overview of the HCBS Settings Rule and the impact to service provision for persons supported in publicly funded programs. Review of individual rights and requirements related to implementing and documenting restrictions and the fading of restrictions.

No exceptions: All DSPs working in ECF CHOICES, including DSPs who may also be working in the current DIDD system, are required to complete this training.

The above is for all non-employment <u>and</u> employment service staff.
Employment service staff persons are required to complete additional,
employment-specific trainings as described below.

The following pages identify the staff qualifications to provide all ECF Employment Services:

- Supported Employment—Individual Employment Support:
    - Exploration
    - Benefits Counseling
    - Discovery
    - Situational Observation and Assessment
    - Job Development Plan or Self-Employment Plan
    - Job Development or Self-Employment Start Up
    - Job Coaching
        - Job Coaching for Individualized, Integrated Employment
        - Job Coaching for Individualized, Integrated Self-Employment
    - Co-Worker Supports
    - Career Advancement
- Supported Employment – Small Group Supports
- Integrated Employment Path Services

There are core qualifications that all staff providing ECF CHOICES Employment Services must meet. These are addressed in first section below. There are additional requirements for training and/or certification depending on whether the staff are serving in the capacity of Job Coach, Job Developer, Certified Benefits Counselor or Supported Employment Supervisor/Manager. These requirements have been specifically defined to best position ECF CHOICES Employment Services providers to support individuals with ID/DD enrolled in the program in achieving their employment goals.

Please note, effective July 1, 2016, staff who meet the ECF CHOICES qualifications are qualified to provide employment services under the DIDD waivers and as such, do not have to complete any other employment-specific trainings normally required under the DIDD waivers.

CORE REQUIREMENTS

There are basic core qualifications for all staff providing ECF CHOICES employment services. Any staff providing any Employment Service under ECF CHOICES must meet the following qualifications:
- 18 years of age or older;
- Effectively read, write and communicate verbally in English and in service recipient's first language if not English <u>and</u> the service recipient is not fluent in English;
- Able to read and understand instructions, perform record-keeping and write reports;
- GED or High School Diploma;

- Pass criminal background checks as required by TennCare for the ECF CHOICES program, and not being listed on TNDOH Abuse Registry or TN Sexual Offender Registry;
- If driving is involved in job duties, valid driver's license and automobile liability insurance. If using own vehicle to transport ECF members is involved in job duties, appropriate insurance coverage for this purpose. *Provider agency may contribute toward cost of appropriate insurance coverage to transport ECF members.*
- Completion of required training for all DSPs working in the ECF CHOICES program, as outlined in the first section of this memo.
- Information/Training specific to person(s) being served.

While not required, it is preferred that all staff providing ECF CHOICES employment services have a minimum of six months' experience working with individuals with ID and/or DD, where the work included teaching skills and/or tasks, preferably in an employment setting.

SPECIFIC REQUIREMENTS

There are specific qualifications required for staff to provide ECF CHOICES Employment Services, depending on whether the staff are serving in the capacity of Job Coach, Job Developer, Certified Benefits Counselor or Supported Employment Supervisor/Manager.

For each ECF CHOICES Employment Service, TennCare has established the type of staff that is required to provide the service. See table below, specifically the column titled "Required Job Type." The corresponding qualifications for each type of staff are in column three of the table below.

There will be no grandfathering (waiving of ECF CHOICES qualifications) for staff qualified to provide employment services under the DIDD waivers or VR. All staff providing employment services in ECF CHOICES need to comply with the staff qualifications set forth in this document. However, providers that are credentialed to provide ECF CHOICES employment services and, at the time of credentialing, have existing employment service staff otherwise qualified to provide employment services under the DIDD waivers and/or VR, will have a one-year grace period, from the date the provider is first credentialed by at least one ECF CHOICES MCO to provide ECF CHOICES employment services, to ensure these existing staff obtain the required ECF CHOICES qualifications they may not currently hold.

The below table summarizes what the minimum staff qualifications are for ECF CHOICES Employment Services and the associated trainings and/or certificates required, including the Supported Employment Manager/Supervisor although there isn't a specific service that corresponds with this position.

ECF Employment Services	Required Job Type	Minimum Staff Qualifications/Training	Timeframe for Meeting Minimum Qualifications/Successfully Completing Training
Exploration; Situational Observation & Assessment; Job Coaching - Individual-Wage Employment; Supported Employment; Integrated Employment Path Services	Job Coach	• Meets Job Developer qualifications/training requirements (i.e. holds CESP or ACRE certification); **OR** • Training Resource Network, Inc. (TRN) Job Coaching and Consulting: Design, Training and Natural Support on-line web course **PLUS** shadowing of existing trained/qualified ECF Job Coach (or a Job Coach trained/qualified under DIDD Waiver/VR if no ECF Job Coach is in place in the local area) for at least four hours in at least three different job coaching situations/work sites (equates to a total of 12 hours of shadowing).	• For existing staff (in place as of the date the provider is first credentialed by at least one ECF CHOICES MCO to provide ECF CHOICES employment services) who are qualified as a Job Coach under the Department of Intellectual and Developmental Disabilities (DIDD) waivers or a Vocational Rehabilitation (VR) Letter of Agreement (LOA), there is a one-year grace period to obtain the qualifications. The one-year grace period is one calendar year from the date the provider is first credentialed by at least one ECF CHOICES MCO to provide ECF CHOICES employment services. • For new hires, the qualifications must be met prior to providing ECF CHOICES services.
Benefits Counseling	Certified Work Incentives Counselor (CWIC) or CWIC Community Partner	• Level 5 Suitability Clearance; **AND** • Certified Work Incentives Counseling (CWIC) Certification through Virginia Commonwealth University (VCU) or Cornell; **AND** • On-Going Continuing Education Requirements to maintain CWIC Certification	• The qualifications must be met prior to providing the ECF CHOICES Benefits Counseling service.
Discovery; Job Development Plan; Job Development; Career Advancement	Job Developer	• Association of People Supporting Employment (APSE) Certified Employment Support Professional (CESP) Certificate received through passing an exam; **OR**	• For existing staff (in place as of the date the provider is first credentialed by at least one ECF CHOICES MCO to provide ECF CHOICES employment services) who are qualified as a Job Developer (Employment Specialist) under a Vocational

		• ACRE Basic Employment Certificate – The Supported Employment Online Certificate Series earned through Virginia Commonwealth University; **OR** • ACRE Basic Employment Certificate in Community Employment with Emphasis on Customized Employment offered by Griffin-Hammis Associates; **OR** • ACRE Basic Employment Certificate – College of Employment Services (CES) Plus offered by University of Massachusetts Institute for Community Inclusion; **OR** • ACRE National Certificate of Achievement in Employment Services earned through University of Tennessee; **OR** • ACRE Professional Employment Certificate earned through completion of "Work Works" on-line course offered by University of Georgia Institute on Human Development and Disability.	Rehabilitation (VR) Letter of Agreement (LOA), there is a one-year grace period to obtain the qualifications. The one-year grace period is one calendar year from the date the provider is first credentialed by at least one ECF CHOICES MCO to provide ECF CHOICES employment services. • For new hires qualifying as a Job Developer through the CESP, the CESP qualification must be obtained prior to providing ECF CHOICES services • For new hires qualifying as a Job Developer through ACRE certification, the first four (4) weeks of the ACRE course must be completed prior to providing ECF CHOICES services AND the entire ACRE course must be successfully completed (certification obtained and copy provided to each MCO) in order to continue to provide ECF CHOICES services. Additionally, all work done with ECF CHOICES members prior to the successful completion of the entire ACRE course must be monitored, with written products reviewed and approved via co-signature, by a qualified Job Developer (Employment Specialist) or Supported Employment Program Manager.
Self-Employment Plan; Self-Employment Start-Up	Job Developer	• Association of People Supporting Employment (APSE) Certified Employment Support Professional (CESP) Certificate received	For existing staff (in place as of the date the provider is first credentialed by at least one ECF CHOICES MCO to provide ECF CHOICES employment services) who are qualified as a Job Developer (Employment Specialist) under a Vocational

| | | through passing an exam; **OR**
• ACRE Basic Employment Certificate – The Supported Employment Online Certificate Series earned through Virginia Commonwealth University; **OR**
• ACRE Basic Employment Certificate in Community Employment with Emphasis on Customized Employment offered by Griffin-Hammis Associates; **OR**
• ACRE Basic Employment Certificate – College of Employment Services (CES) Plus offered by University of Massachusetts Institute for Community Inclusion; **OR**
• ACRE National Certificate of Achievement in Employment Services earned through University of Tennessee; **OR**
• ACRE Professional Employment Certificate earned through completion of "Work Works" on-line course offered by University of Georgia Institute on Human Development and Disability.
AND
• Relias ten modules on Customized Self-Employment developed by Griffin-Hammis Associates. | Rehabilitation (VR) Letter of Agreement (LOA), there is a one-year grace period to obtain the qualifications. The one-year grace period is one calendar year from the date the provider is first credentialed by at least one ECF CHOICES MCO to provide ECF CHOICES employment services.
• For new hires qualifying as a Job Developer through the CESP, the CESP qualification must be obtained prior to providing ECF CHOICES services

• For new hires qualifying as a Job Developer through ACRE certification, the first four (4) weeks of the ACRE course must be completed prior to providing ECF CHOICES services AND the entire ACRE course must be successfully completed (certification obtained and copy provided to each MCO) in order to continue to provide ECF CHOICES services. Additionally, all work done with ECF CHOICES members prior to the successful completion of the entire ACRE course must be monitored, with written products reviewed and approved via co-signature, by a qualified Job Developer (Employment Specialist) or Supported Employment Program Manager. |
| Job Coaching Self-Employment | Job Coach | • Meets Job Developer qualifications/training requirements (i.e. | • For existing staff (in place as of the date the provider is first credentialed by at least one |

		holds CESP or ACRE certification) **PLUS** Relias ten modules on Customized Self-Employment developed by Griffin-Hammis Associates; **OR** • Training Resource Network, Inc. (TRN) Job Coaching and Consulting: Design, Training and Natural Support on-line web course **PLUS** shadowing of existing trained/qualified ECF Job Coach (or a Job Coach trained/qualified under DIDD Waiver/VR if no ECF Job Coach is in place in the local area) for at least four hours in at least three different job coaching situations/work sites (equates to a total of 12 hours of shadowing) **PLUS** Relias ten modules on Customized Self-Employment developed by Griffin-Hammis Associates.	ECF CHOICES MCO to provide ECF CHOICES employment services) who are qualified as a Job Coach under the Department of Intellectual and Developmental Disabilities (DIDD) waivers or a Vocational Rehabilitation (VR) Letter of Agreement (LOA), there is a one-year grace period to obtain the qualifications. The one-year grace period is one calendar year from the date the provider is first credentialed by at least one ECF CHOICES MCO to provide ECF CHOICES employment services. • For new hires, the qualifications must be met prior to providing ECF CHOICES services.
	Supported Employment Program Manager / Supervisor of Job Coaches and Job Developers	• ACRE Professional Employment Certificate earned through completion of "Work Works" on-line course offered by University of Georgia Institute on Human Development and Disability; **OR** • Certified Rehabilitation Counselor (CRC status)	• For existing program managers/supervisors (in place as of the date the provider is first credentialed by at least one ECF CHOICES MCO to provide ECF CHOICES employment services), there is a one-year grace period to obtain the qualifications. The one-year grace period is one calendar year from the date the

			and meeting continuing education requirements to maintain the CRC designation; **OR** • ACRE Professional Employment Certificate (UT)	provider is first credentialed by at least one ECF CHOICES MCO to provide ECF CHOICES employment services. • For new hires, the qualifications must be met within six (6) months of hire.

Further details about the different job types who provide ECF CHOICES Employment Services and the associated trainings and/or certificates required for them can be found below. *While we recognize that there will be some cost to providers associated with these training requirements, the rates of reimbursement for employment services in ECF CHOICES are higher than in the existing HCBS waiver programs. These higher rates are reflective of the expectations for these services in the new program: we expect well qualified staff that can deliver on employment outcomes for individuals with ID/DD who are participating in the program.*

Job Developer:

To meet qualifications for Job Developer, staff must obtain <u>one</u> of the following:

- Association of People Supporting Employment (APSE) Certified Employment Support Professional (CESP) Certificate received through passing an exam. Information can be found at http://apse.org/certified-employment-support-professional/. The exam costs $159; or
- ACRE Basic Employment Certificate – The Supported Employment Online Certificate Series earned through Virginia Commonwealth University. The certificate program is 40 hours long over 12 weeks and consists of 6 lessons which includes required reading, practical assignments and on-line discussion. The cost is $325 per person or $260 per person for 5 or more individuals. The course is only offered twice a year. Information can be found at: http://www.worksupport.com/training/courses.cfm; or
- ACRE Basic Employment Certificate in Community Employment with Emphasis on Customized Employment offered by Griffin-Hammis Associates. The training is a 40 hour web-based course over 12 weeks which consists of 7 classes with a quiz after each, 6 webinars, and required reading and homework assignments. The cost is $400/person and each course limited to 40 people. Information can be found at: http://www.griffinhammis.com/acrecertificatetraining.html.
- ACRE Basic Employment Certificate – College of Employment Services (CES) Plus offered by University of Massachusetts Institute for Community Inclusion. The training consists of 11 courses with 4-6 lessons in each course and 3 webinars and field assignments and takes approximately 50 hours to complete. To take the course, there is a minimum requirement of 12 enrollees with a six weeks' notice required to offer the course. The cost is $275 per person for 25-100 enrollees; $268 per person for 101 + enrollees and for under 25 enrollees, the price is higher. Information can be found at: http://www.acreducators.org/training-providers/university-massachusetts-boston-institute-community-inclusion-0; or
- ACRE National Certificate of Achievement in Employment Services earned through University of Tennessee. The course is 40 hours plus an exam. *Note this Certificate program is no longer offered but some individuals in Tennessee may hold this certificate.*

- ACRE Professional Employment Certificate earned through completion of "Work Works" on-line course offered by University of Georgia Institute on Human Development and Disability. Information can be found at: http://www.fcs.uga.edu/ihdd/employment-workworks. The course consists of 9 units; 35 assignments + final exam – must pass all to get certified; its self-paced, typically completed over 20-25 weeks and takes on average 160 hours to complete (80 hours minimum); the cost is normally $1,000 per person; but Tennessee registrants can qualify for a 50% reduction. <u>YOU MUST contact the Work Works coordinator at UGA to ensure the 50% discount is applied to registration when it is made.</u>

The CESP is also acceptable to VR. The Association of Community Rehabilitation Educators (ACRE) certificate options include those currently acceptable to VR plus additional options.

If the Job Developer is providing the Self-Employment Plan or Start-Up service, there is an additional training requirement to the specific requirements. This service requires the Job Developers to also complete the Relias ten modules on Customized Self-Employment developed by Griffin-Hammis Associates which takes an estimated 20.75 hours to complete.

Job Coach:
The following is required to fulfill the required qualifications for Job Coach.
1. Meeting Job Developer qualifications/training requirements (i.e. holds CESP or ACRE certification);
OR
2. Training Resource Network, Inc. (TRN) Job Coaching and Consulting: Design, Training and Natural Support on-line web course. Information can be found at: http://trn-store.com/catalog/web-courses-0. There is special on-demand access for Tennessee (upon registration, course access is opened, lasts for 2 weeks and is open 24 hours a day). The average time to complete the course is 16 hours and ranges between 12 and 20 hours. The cost is $146 per person ($13.00 discount off of regular price of $159 is applied at checkout), $145 per person for registering a group of 3-5, or $135 per person for a group of 6 or more. *Note: One organization can register a group of staff to receive the group discount, even if all of the individual staff do not work for that organization.*
AND
Shadowing of existing trained/qualified ECF Job Coach (or a Job Coach trained/qualified under DIDD Waiver/VR if no ECF Job Coach is in place in the local area) for at least four hours in at least three different job coaching situations/work sites (equates to a total of 12 hours of shadowing).

If the Job Coach is providing the Self-Employment Job Coaching service, there is an additional training requirement to the specific requirements. This service requires the Job Coach to also complete the Relias ten modules on Customized Self-Employment developed by Griffin-Hammis Associates which takes an estimated 20.75 hours to complete.

SE Program Manager/Supervisor:

Providers of ECF CHOICES employment services (excluding providers who only provide benefits counseling) are required to have a designated SE Program Manager/Supervisor on staff that is at least a 50% FTE position and that supervises Job Coaches and Job Developers delivering ECF CHOICES

services. The following training OR certification is required to fulfill the required qualifications for a SE Program Manager/Supervisor:

- ACRE Professional Employment Certificate earned through completion of "Work Works" on-line course offered by University of Georgia Institute on Human Development and Disability. Information can be found at: http://www.fcs.uga.edu/ihdd/employment-workworks. The course consists of 9 units; 35 assignments + final exam – must pass all to get certified; its self-paced, typically completed over 20-25 weeks and takes on average 160 hours to complete (80 hours minimum); the cost is $1,000 per person but Tennessee registrants can qualify for a 50% reduction. <u>YOU MUST contact the Work Works coordinator at UGA to ensure the 50% discount is applied to registration when it is made</u>.

OR

- Certified Rehabilitation Counselor (CRC status) and meeting continuing education requirements to maintain the CRC designation. Information can be found at: https://www.crccertification.com/about-crc-certification.

  OR

- ACRE National Certificate of Achievement in Employment Services earned through University of Tennessee. The course is 40 hours plus an exam. *Note this Certificate program is no longer offered but some individuals in Tennessee may hold this certificate.*

<u>Benefits Counseling:</u>

The following are required for a staff member to be able to provide Benefits Counseling. The following qualifications must be met prior to being authorized to provide Benefits Counseling.
- Level 5 Suitability Clearance (Security clearance required for Social Security representatives who work with beneficiaries and handle sensitive identity/financial information); and
- Certified Work Incentives Counseling (CWIC) Certification through Virginia Commonwealth University (VCU) or Cornell. Information can be found at: http://www.vcu-ntc.org/certification/ or https://www.edionline.org/; and
- On-Going Continuing Education Requirements:
  - 18 continuing certification courses (CCCs) are required per year. These are divided into 3 categories:
    - 12 hours of VCU training (available online)
    - 3 hours from state and local entities about their benefits (this is flexible; can be anything as long as it relates to benefits)
    - 3 hours preparing and submitting a "BSNA" (a full report and benefits analysis on a real beneficiary) to VCU for review

SUMMARY OF TOTAL TRAINING TIME REQUIREMENTS FOR ECF CHOICES EMPLOYMENT SERVICE STAFF:

PERSON TRAINED AND PAID AS JOB COACH (Except Self-Employment): Either trained as Job Developer (see below) **or** 18 hours training plus 12 hours shadowing. This is in addition to core DSP trainings required.

PERSON TRAINED AS JOB DEVELOPER (Except Self-Employment): Either time necessary to pass the CESP exam **or** 40 hours minimum training (range 40-160 depending on certificate the person chooses to get). This is in addition to core DSP trainings required.

PERSON TRAINED TO PROVIDE SELF-EMPLOYMENT PLAN/START-UP SERVICES: 60.75 hours minimum training. This is in addition to core DSP trainings required.

PERSON TRAINED TO PROVIDE SELF-EMPLOYMENT JOB COACHING SERVICES: 38.75 hours training plus 12 hours shadowing. This is in addition to core DSP trainings required.

SUPPORTED EMPLOYMENT PROGRAM MANAGER/DSP SUPERVISOR: 80 hours minimum (typically 160 hours) to complete required certificate.