

STATE OF ARKANSAS



Mike Beebe
Governor

Department of Career Education
Arkansas Rehabilitation Services
Randy Laverly, *Commissioner*

Bill Walker
Director

Memorandum

To: Arkansas Rehabilitation Services Supported Employment Providers
From: Dale Turrentine, Community Program Development Manager
Date: December 2, 2013
Re: New Supported Employment Job Coach Certifications Requirements, In-house Training Opportunities and Extended Services (Follow along) change

Arkansas Rehabilitation Services is moving forward with the next step of the Job Coach Certification process by passing the torch to the providers beginning January 1, 2014. During the ARS first initial site visits to Supported Employment (SE) providers, we have been sharing the new changes. The new ARS required job coach certification process is:

All Supported Employment Services (SES) personnel, whether newly hired or transitioning into a Job Coach position, must be certified by an Arkansas Rehabilitation Services (ARS) approved accreditation entity and receive *yearly* twelve (12) hours of training, with six (6) hours of the twelve being employment specific. See the attached policy.

ARS has partnered with the Developmental Disabilities Provider Association (DDPA), Arkansas Waiver Association, Developmental Disabilities Services (DDS), Arkansas Association of People Supporting Employment First (AR-APSE) and rural supported employment provider to create job coach certification training in Arkansas. DDPA/AWA has taken the lead in the development of this training to be offered in the near future.

In House Training Options

ARS will be allowing in-house job coach training as an approved accreditation for certification if the agency meets one of the following criteria:

1. CARF accreditation in *Section 3. C. Community Employment Services, Subsection: Job Development (CES: JD) and Employment Supports (CES: ES.)*
2. Council on Accreditation certification - *VOC 10: SUPPORTED EMPLOYMENT SERVICES.*
3. Employ an APSE certified employment service specialist.

All trainers will be required to create the training curriculum based on the enclosed ARS preferred training components. A new test has been created based on these components to establish consistency in the Arkansas certification process. If your agency meets the criteria, contact ARS for the test.

Attached is a change to Extended Services (follow along) reducing the contact requirements. If you have any questions, please contact me at Dale.Turrentine@arkansas.gov or call 501-296-1620.

Arkansas Rehabilitation Services Preferred Job Coach Certification Training Components

In preparation of these training components, Supported Employment defines individuals who might seek Supported Employment services as:

- ☐ Persons with the most significant disabilities for whom competitively employment not traditionally occurred, been interrupted or intermittent as a result of their disability.
- ☐ Persons whose disability causes significant functional limitations :
 - Intellectual Disabilities or Developmental Disabilities.
 - Mental Health
 - Cognitive disabilities such as: Traumatic Brain Injury.
 - Dual diagnosis
 - Individual functional level similar to an above category.

I. Values

- Values
- Normalcy
- "People First" Language
- Respect and Empowerment for Individuals
- APSE Ethical Guidelines

II. Federal & State Agencies, Laws, and Benefits Analysis

- Social Security Work Incentives & Arkansas Medicaid Work Program
- Vocational Rehabilitation/Supported Employment
- Americans With Disabilities Act (ADA)
- Assistive Technology Links

III. Assessment/Discovery Process (This section should provide an overview of relevant processes, including various assessment instruments. It should not focus on one specific assessment instrument and is not intended to prepare a job coach to administer assessments.)

- Initial Assessments
- Skill Identification
- Functional Assessment
- Community-Based Situational Assessment
- Developing a Customer Profile
- Determination if Assistive Technology is Needed

IV. Job Development

- Know The Job Seeker: Desires, Choice, Skills and Abilities
- Career Planning
- Team Meetings
- Employment Objectives : Disclosure, Resumes, and Interviewing
- Job Development Matching Job-Seeker Skills to Jobs: Match Individuals' Desires and Abilities With Career Opportunities
- Job Analysis
- Job Accommodations and JAN (Jobs Accommodation Network)
- Available Funding Sources

V. Marketing Skills for Job Development and Employment Opportunities

- How to take Advantage of Social Media, and Networking both in Person and Online.
- Contacting Employers Understanding and Responding to Employers' Needs.
- Relationship Building
- Marketing Your Services and Your Future Job Seekers
- Marketing Plan
- Networking & Business Partnerships: Negotiating Hiring Arrangements Including Accommodations and Job Carving

VI. Work Skill Development

- Developing a Plan to Sustain Employment
- Interviewing
- Customized Employment
- Job Readiness including Supporting Job Seekers with Online Job Applications
- Ready the Job Seekers on When, How or if they should Disclose Their Disabilities.
- Compensatory Strategies

VII. Support Needs (This section should teach actual operational skills, not just concepts. 80% of the training should be focused on this section.)

- Supporting Individuals who are Self Employed
- Task Analysis
- Identifying and Supporting Learning Styles
- Teaching Important Skills
- Reinforcement Procedures
- Facilitating and Developing Natural Supports
- Evaluation and On-Going Support
- Examples of Supports Provided by Employers
- Fading From The Job Site

ARS Approved Accreditation Entities for Job Coach Certification	Website
AR Developmental Disabilities Provider Association/AR Waiver Job Coach Certification Training	To Be Announced
University of North Texas course: Job Coaching for Success	http://pacs.unt.edu/wise/
TRN (Training Resource Network) course: Job Coaching and Workplace Supports	https://trn-store.com/home
Virginia Commonwealth University - Supported Employment Web-Based Certificate Series	http://www.worksupport.com/training/index.cfm
University of Georgia- Employment Services Certificate	http://www.ihdd.uga.edu/employment/workworks/certificate.php
Direct Course Online – College of Employment Services	http://directcourseonline.com/employmentservices/core-curriculum/
Other VR agency training certificates may be accepted.	

For more information on the Employment Support Professional Certification recommended by APSE
APSE -National Organization webpage

<http://www.apse.org/>

If you are aware of other training that may be accepted by ARS, contact Dale Turrentine 501-296-1620
Dale.Turrentine@arkansas.gov
10-2013

Arkansas Rehabilitation Services Policy change effective 1-1-2014

SUPPORTED EMPLOYMENT (SE) EXTENDED SERVICES (FOLLOW ALONG): The SE Provider is required to support the individual for the length of the job. Providers are required to obtain funding to provide this support to keep the individual stabilized in employment on a long term basis or assist the individual to be stabilized with supports, if needed. The Provider is required to contact the individual and employer, at a minimum, at least once a month for the first year and then at a minimum of quarterly for the length of the job.