

Employment Staff Training Requirements for All HCBS Programs

Providers of employment services (excluding providers who only provide Benefits Counseling) are required to have a designated Supported Employment (SE) Manager/Front Line Supervisor (FLS) on staff that is at least a 50% full-time equivalent position and that supervises Job Coaches and Job Developers. Providers are required to have a supervisor role on staff to manage employment services and/or in the case of only one employment role on staff. Please see supervisor training requirements below.

Employment Staff Core Requirements: 1915(c), ECF CHOICES, CHOICES

All staff delivering employment supports as part of supported employment services, regardless of job title

All staff providing employment services must meet the following qualifications prior to delivering employment services:

18 years of age or older

Can effectively read, write, and communicate verbally in English and in the person's first language if not English and the service recipient is not fluent in English

Able to read and understand instructions, perform record-keeping, and write reports

Has a General Equivalency Degree (GED) or high school diploma *(1915(c) staff have a one-year grace period from 2/1/24 to obtain this qualification)*

Passes criminal background checks, and is not listed on the TN Department of Health (TNDOH) Abuse Registry or TN Sexual Offenders Registry

If driving is involved in job duties, has valid driver's license and automobile liability insurance. If using own vehicle to transport ECF or 1915(c) 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 - found in TennCare training protocol

Has information/training specific to the person being served

Has six months or more experience of working with individuals with ID and/or DD (for 1915(c) and ECF CHOICES) and/or physical disabilities or older adults (for CHOICES), where work included teaching skills/tasks in an employment setting (employment setting preferred but not required)

*Job Coach: 1915(c)

All staff delivering employment supports as part of supported employment services requiring the Job Coach credential

**Must also complete all required training for Direct Support Professional role - found in TennCare staff training protocol*

1915(c) Job Coach Training Options: can be qualified to provide employment services through ECF CHOICES or CHOICES (ACRE, CESP, or TRN + shadowing) *(strongly encouraged)* **OR** must complete the following Relias courses:

Course Title	Timeframe for Completion of Training	Previous Course(s) <i>(grandfathered)</i>
<i>All courses are classroom, web-based modality. Certificate transcript is received after successful completion of each course.</i>		
TNDIDD Job Coach Training 2013 <i>TNDIDD_1306</i>	Due 30 days from Hire	• TNDIDD Job Coach Training

Training Req for Provider Staff Categories

TNDIDD Supports for Success <i>TNDIDD_1307</i>	Due 30 days from Hire	
Supported Employment: Individual Placement and Supports <i>REL-BHC-0-SEIPS</i>	Due 30 days from Hire	• Evidence-Based Practices in Supported Employment Part 1: Principles and Practices for Job Finding • Evidence-Based Practices in Supported Employment Part 1 • Evidence-Based Practices in Supported Employment Part 2: Supporting Employed Consumers • Evidence-Based Practices in Supported Employment Part 2
Communicating Effectively <i>REL-ALL-0-COMME</i>	Due 60 days from Hire	• Effective Communication in the Workplace • Effective Communication
Customized Community Careers Pt. 1: An Overview of Customized Employment <i>REL-IDD-GHA-CCCP1AOCE</i>	Due 60 days from Hire	• Creating Community Careers Part 1: Overview of Customized Employment V2 • Introduction to Customized Employment • Customized Community Careers Part 1: Overview of Customized employment V3
Customized Community Careers Pt. 2: Discovering Personal Genius Process <i>REL-IDD-GHA-CCCP2DPGP</i>	Due 60 days from Hire	• Creating Community Careers Part 2: Understanding the Discovering Personal Genius Process V2 and Discovering Personal Genius. • Customized Community Careers Part 2: Understanding the Discovering Personal Genius Process V3
Customized Community Careers Pt 5: Job Training <i>REL-IDD-GHA-CCCP5JT</i>	Due 60 days from Hire	• Creating Community Careers Part 5: Systematic Instruction and Job Training V2 • Systematic Instruction • Customized Community Careers Part 5: Systematic Instruction and Job Training V3
*Job Coach: ECF CHOICES, CHOICES <i>All staff delivering employment supports as part of supported employment services requiring the Job Coach credential</i>		
All staff providing job coaching services must meet all qualifications prior to delivering employment services.		
*Must also complete all required training for Direct Support Professional role - found in TennCare staff training protocol		
Employment Services Job Coach Can Deliver:	Exploration (IIE/CIE only), Situational Observation and Assessment, Job Coaching for Individual Wage Employment/Self-Employment, Integrated Employment Path Services, Co-Worker Supports, Supported Employment - Small Group	
If providing self-employment services , complete Relias modules on Customized Self-Employment by Griffin-Hammis Associates (GHA).		
Continuing Education Requirements: <i>(required via training provider)</i>	ACRE: no continuing education required; once certificate is obtained, it does not expire.	
	CESP: 36 continuing education units required every three years.	
	TRN: no continuing education required; once certification is obtained, it does not expire.	
May have Job Developer qualifications OR must complete the following:		

Training Req for Provider Staff Categories

<ul style="list-style-type: none"> • Training Resource Network, Inc. (TRN) Job Coaching and Consulting: Design, Training and Natural Support on-line web course. 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 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. • PLUS at least 12 hours of shadowing of existing trained/qualified Job Coach/Job Developer in at least 3 different employment situations (at least 4 hours at each one). Shadowing only required if staff completes TRN online course and does not meet Job Developer qualifications. 	<p>https://trn-store.com/catalog/web-courses-0</p>
---	--

***Job Developer: 1915(c), ECF CHOICES, CHOICES**
All staff delivering employment supports as part of supported employment services requiring the Job Developer credential

All staff providing job developer services must meet all qualifications prior to delivering employment services.

*Must also complete all required training for Direct Support Professional role - found in TennCare staff training protocol

Employment Services Job Developer Can Deliver:	All Employment Services: Discovery, Job Development Plan, Job Development Start-Up, Self-Employment Plan, Self-Employment Start-Up, Career Advancement, Exploration (IIE/CIE), Exploration (Self-Employment), Situational Observation and Assessment, Job Coaching for Individual Wage Employment/Self-Employment, Integrated Employment Path Services, Co-Worker Supports, Supported Employment - Small Group*
--	---

Timeframe for Meeting Minimum Qualifications / Successfully Completing Training:	<ul style="list-style-type: none"> • If taking the APSE CESP exam, CESP certification must be obtained prior to providing employment services. • If obtaining ACRE certification, the first four (4) weeks of the ACRE course must be completed prior to providing employment services. Until the entire ACRE course has been successfully completed, all work done with members must be monitored and written reports must be approved via co-signature by a qualified Job Developer or Supported Employment Program Manager/Supervisor. In order to continue providing employment services, ACRE certification must be obtained.
--	--

If providing **self-employment services**, complete Relias modules on Customized Self-Employment by Griffin-Hammis Associates (GHA).

Continuing Education Requirements: <i>(required via training provider)</i>	<p>ACRE: no continuing education required; once certificate is obtained, it does not expire.</p> <p>CESP: 36 continuing education units required every three years.</p>
---	---

Complete one of the following ACRE or CESP Certificate options:

Certification/Course	Course Info <i>Subject to Change</i>	Cost <i>Subject to Change</i>	More Information <i>Subject to Change</i>
Association of People Supporting Employment (APSE) Certified Employment Support Professional (CESP) Certificate	Received through passing an exam in person or online (no prior course).	Application fee \$40; exam \$159	http://apse.org/certified-employment-support-professional/
Association of Community Rehabilitation Educators (ACRE) Basic Employment Certificate – The Employment Specialist Training offered by Utah State University	The 40-hour hybrid (online and field work) training course is completed over the course of one month. Course is offered every month.	\$200 per person	https://ceiutah.com/acre-training/

Training Req for Provider Staff Categories

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 six lessons which includes required reading, practical assignments and on-line discussion. Course is offered twice a year.	\$375 per person or \$300 per person for five or more individuals	http://www.worksupport.com/training/courses.cfm
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 seven classes with a quiz after each, six webinars, and required reading and homework assignments.	\$400/person. Each course limited to 40 people.	http://www.griffinhammis.com/acrecertificatetraining.html
ACRE Basic Employment Certificate – Employment Consultant Training with an Emphasis on Customized Employment offered by Indiana Institute on Disability and Community, Indiana University Bloomington	The 65-hour online training course is completed over the course of two months. Course is offered quarterly.	\$325 per person	https://www.iidc.indiana.edu/cclc/training-and-events/employment-consultant-training.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, three webinars and field assignments, and takes approximately 50 hours to complete.	See website for pricing and availability.	https://cesacre.communityinclusion.org/
ACRE Basic Employment Certificate in Employment Services with an Emphasis on Customized Employment through the WISE Online Academy 100 Series offered by WISE: Washington Initiative for Supported Employment	The (approx.) 45-hour hybrid (online and field work) training course is completed over the course of three months. Course is offered quarterly.	\$600 per person	https://www.gowise.org/training/woa100/
ACRE National Certificate of Achievement in Employment Services earned through University of Tennessee	The course is 40 hours plus an exam.	Not available	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	The course consists of 9 units and a final exam – must pass all to get certified. The course is self-paced, typically completed over 20-40 weeks, and takes on average 160 hours to complete (80 hours minimum); must complete within 52 weeks.	Normally \$1,000 per person, but Tennessee registrants can qualify for a 50% reduction. You must contact the Work Works coordinator at UGA to ensure the 50% discount is applied to registration when it is made.	https://www.fcs.uga.edu/ihdd/work-works
*Supported Employment (SE) Managers/Frontline Supervisors (FLS) of Job Coaches and Job Developers: 1915(c), ECF CHOICES, CHOICES			
<i>Required to manage employment services and/or in the case of only one employment role on staff</i>			
Providers of employment services (excluding providers who only provide Benefits Counseling) are required to have a designated SE Manager/FLS on staff that is at least a 50% full-time equivalent position and that supervises Job Coaches and Job Developers.			
*Must also complete all required training for Direct Support Professional role - found in TennCare staff training protocol			

Training Req for Provider Staff Categories

Employment Services Supported Employment (SE) Managers/Frontline Supervisors (FLS) of Job Coaches and Job Developers Can Deliver:	All Employment Services: Discovery, Job Development Plan, Job Development Start-Up, Self-Employment Plan, Self-Employment Start-Up, Career Advancement, Exploration, Situational Observation and Assessment, Job Coaching for Individual Wage Employment/Self-Employment, Integrated Employment Path Services, Co-Worker Supports, Supported Employment - Small Group*	
Timeframe for Meeting Minimum Qualifications / Successfully Completing Training:	Qualifications must be met within twelve (12) months of hire or promotion into the role. If providing job coaching or job developer services, must follow timeframe for meeting minimum qualifications of the respective role prior to delivering employment services.	
If providing self-employment services , complete Relias modules on Customized Self-Employment by Griffin-Hammis Associates (GHA).		
Complete one of the following certificate options:		
ACRE Professional Employment Certificate earned through completion of "Work Works" on-line course offered by University of Georgia Institute on Human Development and Disability. The course consists of 9 units and a final exam – must pass all to get certified. The course is self-paced, typically completed over 20-40 weeks and takes on average 160 hours to complete (80 hours minimum); must complete within 52 weeks. The cost is normally \$1,000 per person, but Tennessee registrants can qualify for a 50% reduction. <i>You must contact the Work Works coordinator at UGA to ensure the 50% discount is applied to registration when it is made.</i>		https://www.fcs.uga.edu/ihdd/work-works
Certified Rehabilitation Counselor (CRC) status with continuing education to maintain the designation		https://www.crccertification.com/
ACRE National Certificate of Achievement in Employment Services earned through University of Tennessee		<i>Note this Certificate program is no longer offered but some individuals in Tennessee may hold this certificate.</i>
Benefits Counseling: 1915(c), ECF CHOICES, CHOICES		
This service is provided by a certified Community Work Incentives Coordinator (CWIC), Community Partner Work Incentives Counselor (CPWIC), or Certified Work Incentive Practitioner (WIP-C). The following are required for a staff member to complete <i>prior</i> to providing Benefits Counseling services:		
<i>For CWICs only:</i> Level 5 Suitability Clearance (security clearance required for Social Security representatives who work with beneficiaries and handle sensitive identifying/financial information) - <i>required for CWIC certification only (not CPWIC or WIP-C) and is obtained through the CWIC certification process.</i>		
Community Work Incentives Coordinator (CWIC) Certification through Virginia Commonwealth University (VCU), OR Community Partner Work Incentives Counselor (CPWIC) through Virginia Commonwealth University (VCU), OR Work Incentive Practitioner Credential (WIP-C) through Cornell University	https://vcu-ntdc.org/training/initial/initial.cfm	https://www.ytionline.org/
Continuing Education Requirements: <i>(required via training provider)</i>	CWIC: Eighteen (18) Continuing Certification Credits (CCCs) each year (every 365 days); submission of Benefits Summary and Analysis (BS&A) report every three (3) years.	
	CPWIC: Eighteen (18) Continuing Certification Credits (CCCs) each year (every 365 days).	
	WIP-C: Sixty (60) Continuing Education Units (CEUs) over five (5) years.	

Training Req for Provider Staff Categories

Training on Medicaid patient liability (preferred, but not required)					
<i>†Supported Employment - Small Group service is not available in CHOICES</i>					<i>Effective 3.1.24. Revised April 2024.</i>