

Employment Training, Core Competencies, & Credentialing FAQ

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Oregon Office of Developmental Disabilities Services

EMPLOYMENT TRAINING, CORE COMPETENCIES, & CREDENTIALING FAQ

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What is an Employment Professional? Who needs to meet the training, core competency, and credentialing requirements outlined in OAR 411-345 for Employment Professionals?

Any individual, whether employed by an Agency, enrolled as an Independent Contractor, or enrolled as a Personal Support Worker who delivers any of the Employment Services outlined in OAR 411-345 (Including Discovery, Job Coaching, Job Development, Small Group, or Employment Path), is considered an employment professional and must meet the training, core competency, and credentialing requirements outlined in OAR 411-345.

What are the training, core competency, and credentialing requirements for employment professionals?

- Demonstration of the 12 [Core Competencies and Training Standards of Supported Employment Professionals](#) **within 12 months of hire**. Online modules are available in [iLearn Oregon](#), a state managed Learning Management System. Transmittal [AR 17-020](#) outlines the requirements of completing the online modules.
- Every Employment Professional must also complete at least 12 hours of [Department Approved Training](#) annually as a continuing education requirement to continue to provide ODDS funded employment services.

Additional Specialties:

- *Discovery Providers* must complete a Department Approved Discovery Course **prior to delivering the service** and be a qualified Vocational Rehabilitation Vendor for Job Placement Services.
- *Provider Organizations* must have one individual in a supervisory role overseeing employment services who holds a Department Approved Credential.
- *Independent Contractors* must hold a Department Approved Credential and be a qualified Vocational Rehabilitation Vendor for Job Placement Services.

Does the CESP Certificate satisfy the core competency trainings?

The CESP (Certified Employment Support Professional) is an employment credential. Core Competencies must be satisfied by successful completion of the Employment Core Competency Modules released in [AR 17-020](#).

Is it possible to train groups of staff all at once through our agency on *one* iLearn account or would we have to have each staff register with iLearn and take the online trainings individually for it to be sufficient?

The Employment Core Competency modules should be completed on an individual basis. Each individual who delivers employment services should set up an iLearn account and complete the modules individually. Individual training records will be required for all Employment Professionals.

There is a link in the transmittal [AR 17-020](#) that includes instructions for setting up a first-time account.

Do the new iLearn Core Comp training modules satisfy the employment support requirements, or required in addition to the OELN series?

OELN is not a required curriculum, but is an option to meet the annual training requirements. Annual training requirements are to complete 12 hours of Department Approved Supported Employment Training each year. The Core Competencies are in addition to training requirements; however, the Employment Core Competency modules may apply toward up to 8 hours of the first-year training requirements.

The iLearn core comps are for DSP's and SC's and PA's not employment professionals, correct?

There are three different series of iLearn Core Competencies. Each of the series target specific audiences.

- Service Coordinators and Personal Agents - Released in [AR 17-007](#) (OAR 411-415: Case Management)

- Direct Support Professionals - Released in [AR 17-008](#) (OAR 411-325: 24 Hour Residential, and OAR 411-328: Supported Living)
- Employment – Released in [AR 17-020](#) (OAR 411-345: Employment Services)

Does the online training available from Elsevier Direct Course meet the requirements to provide discovery services?

If participants complete the ACRE approved College of Employment Services certification - so they take the entire series of CES Plus and obtain an ACRE credential, then yes – they would be approved to do Discovery by virtue of having a credential per [PT 14-029](#). The individual courses will not be sufficient to qualify someone to deliver the service of Discovery.

How do I become a PSW Job Coach?

In order to become a Job Coach through the Office of Developmental Disabilities Services, follow the [Worker Guide – Personal Support Worker Employment Services Enrollment](#). This and other helpful resources can be found on the [Employment Service Provider Resources](#) page. The [Training Calendar](#) can be found there which shows all of the training across the state that ODDS has been made aware of, and the [Department Approved Training List](#).

A PSW Job Coach has asked which specific courses does she need to take, and by when?

ODDS is flexible in terms of which classes employment professionals want to take. There are a variety of approved curriculums, and a full list can be found on the [Employment Service Providers Resources Page](#). The document is titled: “Department-Approved Employment Service Provider Training Courses”.

An Agency has a contract with the Oregon Office of Vocational Rehabilitation Services to provide job placement services. Does the person who works for the Agency that provides these services have to have specific certifications? How does this translate to Discovery?

An individual who works for an Agency under the VR contract must meet the VR contract requirements for job placement services (Job Developer Orientation Training (JDOT), Core Competencies, Training and Credentialing, if applicable).

The Agency could employ a completely different individual to provide Discovery Services, who must meet all the ODDS Employment Professional requirements for a Discovery Provider (Online Core Competency Training, Initial and Annual Training, Discovery Specific Training/Credentialing).

Therefore, an Agency can be an authorized VR vendor, employing an individual authorized by ODDS to provide Discovery Services. This Discovery Employment Professional does NOT need to be a VR Contractor for Job Placement, as the Agency is a qualified vendor.

Do the on-line Core Competency Modules certify a person to become a Job Coach? If so, do these Core Comps meet VR requirements for Development and Coaching through VR?

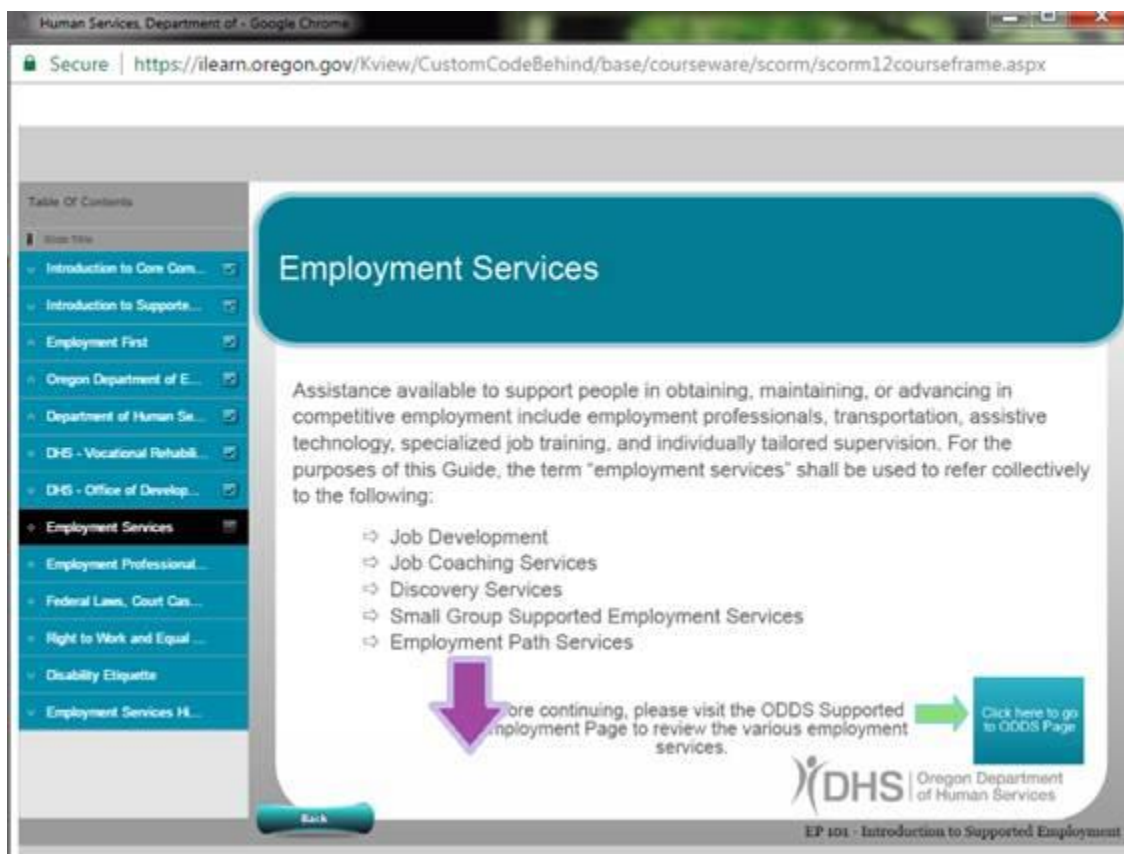
The online modules are ONLY to meet the Core Competency requirements. Employment Professionals must still take 12 hours of training annually. These modules will also not replace credentialing requirements, or the need for Discovery Training for individuals who want to deliver that service.

VR does accept the online modules for Core Competency attainment, but individuals should contact VR Contracts to identify further requirements.

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In Online iLearn Module EP 101 – Introduction to Supported Employment there is a slide that prompts me to visit the ODDS site and review the Employment Services information. When I come back to the page there isn't a button to click to continue, so I cannot move forward.

First, make sure your pop up blocker is turned off on your web browser, then try the following.



The screenshot shows a web browser window displaying an iLearn module slide. The slide title is "Employment Services". The content includes a list of services: Job Development, Job Coaching Services, Discovery Services, Small Group Supported Employment Services, and Employment Path Services. A purple arrow points to the text "Before continuing, please visit the ODDS Supported Employment Page to review the various employment services." A green arrow points to a button labeled "Click here to go to ODDS Page". The slide footer includes the DHS logo and the text "EP 101 - Introduction to Supported Employment".

The purple arrow shows where there is no “Continue” button. When you click on the link for the ODDS Supported Employment Page, a new window should pop up.

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Without clicking on anything else at this point, try this first: If you hold down the “Alt” key on your keyboard and press the “Tab” button once, then release both keys, you should return to the online module window.

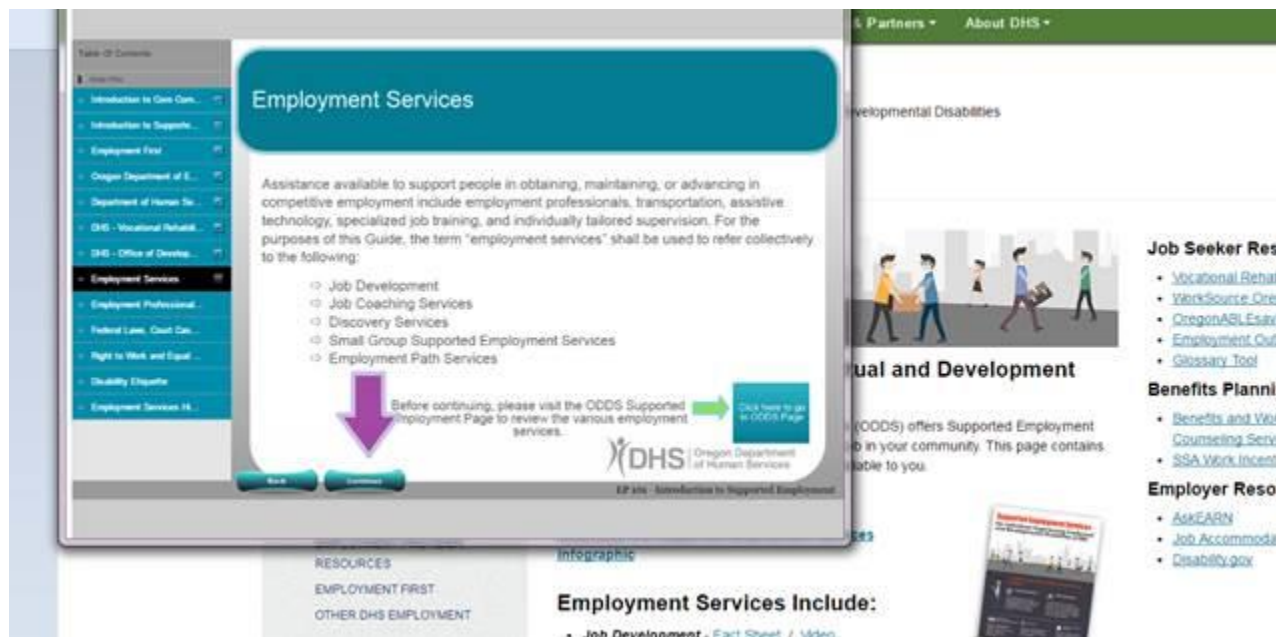


For MAC Users, use the “Command-Tilde” combination to achieve the same result:



Now the “Continue” button should be visible.

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Even though you are partially through the module and have already clicked on the link, each time you access the module from this point you will need to click on the link to the ODDS Web Page before the button will be shown on the screen.

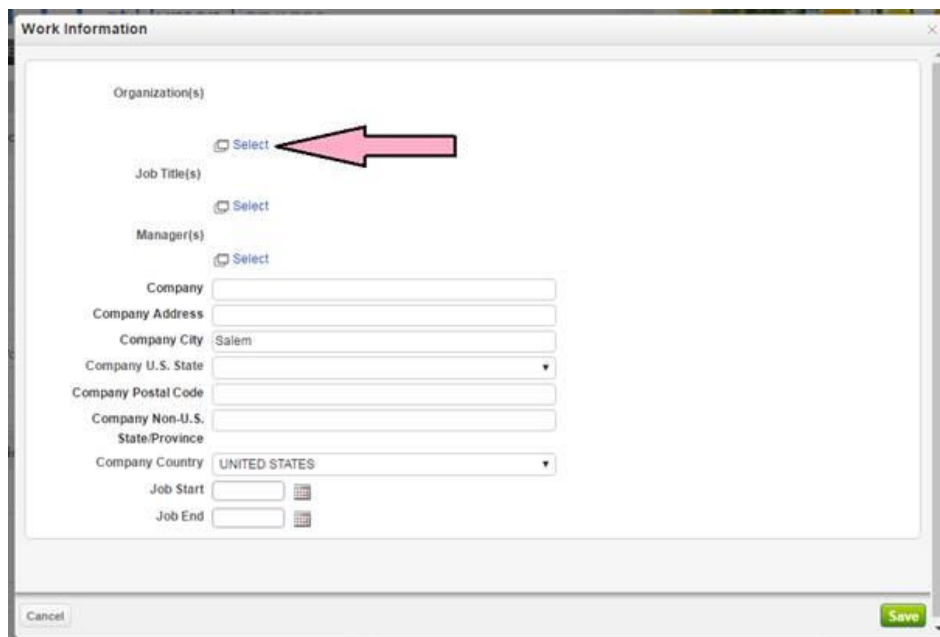
Tip: the purpose of directing you to the ODDS web page to review Employment Services is because there may be questions in the quiz regarding what is on the page.

I can't find the Online Core Competency Modules and when I click on the links in the transmittal, iLearn tells me I do not have permissions to view.

You'll need to make sure you are set up under the correct "Organization" in iLearn. When you log in, if you hover your cursor over your name in the top right corner, a drop down menu will appear. Click on "My Account".

In the box title "Work Information", click the edit button. A new window will appear. Click on the "Select" hyperlink under the "Organization(s)" field:

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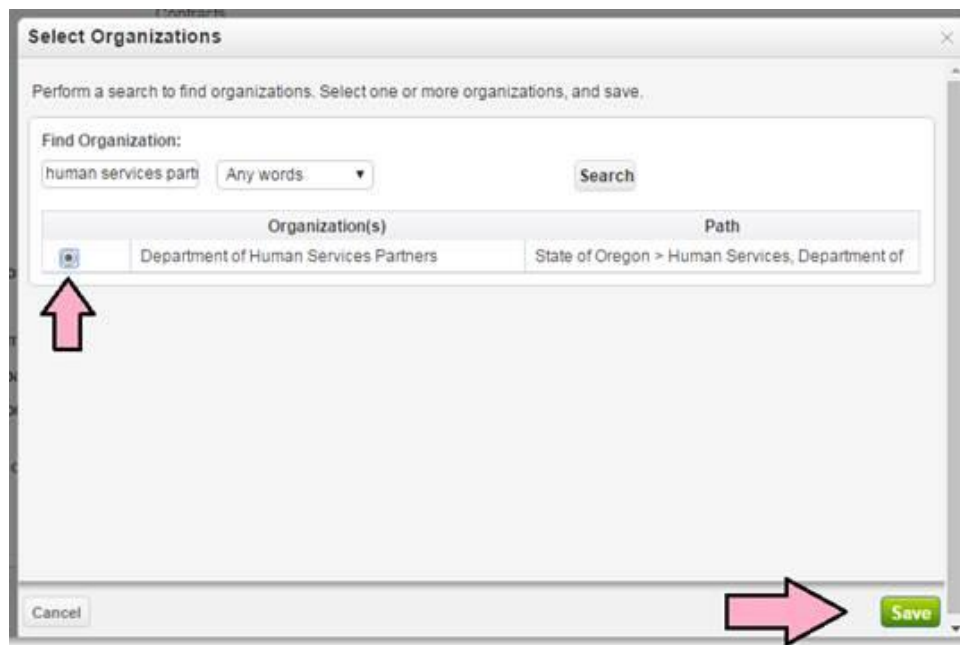


The screenshot shows a 'Work Information' form with the following fields:

- Organization(s): Select (indicated by a pink arrow)
- Job Title(s): Select
- Manager(s): Select
- Company: [Text Field]
- Company Address: [Text Field]
- Company City: Salem
- Company U.S. State: [Dropdown Menu]
- Company Postal Code: [Text Field]
- Company Non-U.S. State/Province: [Text Field]
- Company Country: UNITED STATES
- Job Start: [Date Picker]
- Job End: [Date Picker]

Buttons: Cancel, Save

Type “human services partners” in the “Find Organization” field and click search. Select the button for Department of Human Services Partners and click save.



The screenshot shows a 'Select Organizations' dialog box with the following elements:

- Find Organization: human services part, Any words, Search
- Table with columns: Organization(s), Path
- Table Row: [Selection Button], Department of Human Services Partners, State of Oregon > Human Services, Department of

Buttons: Cancel, Save (indicated by a pink arrow)

Select “Save” again on the “Work Information” window. This should correctly identify your profile to be able to view the online modules. You may need to log out and log back in before you can see them.

Does the iLearn module: DHS-DD-EP 101 Discovery and Career Planning count as a "department approved training" for Discovery providers?

The online Core Competency Module is not sufficient to prepare someone to deliver the service of Discovery. The online modules are intended to provide a minimum introduction to supported employment services in Oregon and a record that an employment professional has demonstrated the Core Competencies and Training Standards of Supported Employment Professionals. Providers must continue to take other training as needed, including taking a Department Approved Discovery course prior to delivering the service.