Employment Training, Core Competencies, & Credentialing FAQ

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Oregon Office of Developmental Disabilities Services

Contents

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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?

➢ Complete one Department Approved Training **within the first 90 days of hire**, **or enrollment for Personal Support Workers.**
➢ 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 one annual competency based training 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.

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Does the CESP Certificate satisfy the core competency trainings?

The CESP (Certified Employment Support Professional) is an employment credential that satisfied "demonstration" of the employment core competencies – until ODDS released AR 17-020 which gives all providers one year to complete online modules to meet this rule requirement.

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 initial and annual training requirements. Initial training requirements are to complete one competency based course within 90 days. Annual training requirements are to complete one competency based course annually. The Core Competencies are in addition to training requirements.

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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)

To meet the requirements of the Core Competencies does an individual complete the online modules in iLearn, the OELN series or both?

The OELN is one example of available training to train on Employment Competencies, but will not substitute the completion of the online Employment Professional Core Competency Modules.

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.

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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.

What if I am already an ODDS Enrolled PSW – how do I begin delivering Job Coaching?

Existing PSWs may begin delivering Job Coaching under their current enrollment. PSWs will need to take one competency based employment training within 90 days of delivering the service, and take the 12 online Core Competency modules released in AR 17-020 within one year. Additionally, PSW Job Coaches will need to complete one competency based employment training every year.

When the current enrollment expires, they will need to complete the new provider enrollment agreement with the Job Coach specialty checked. See the Worker Guide – Personal Support Worker Employment Services Enrollment for more information.

Where can I find the "Department Approved Discovery Profile"?

The Discovery Profile is available on the following web page under the header "Discovery Resources"

https://www.dhs.state.or.us/spd/tools/dd/bpa/

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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".

Do the Staff in a DSA or a Community Service Program need to complete the Employment Core Competency Online Modules?

No. Only individuals who are delivering the employment services authorized in OAR 411-345 are required to complete these modules within 12 months of hire.

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?

The individual who works for an AGENCY under the VR contract must meet the VR contract requirements for job placement services (EOPII, Core Competencies, Training and Credentialing, if applicable).

The AGENCY could employ a completely different individual to provide Discovery Services, who must meet all of 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

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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 <u>ONLY</u> to meet the Core Competency requirements. Employment Professionals must still take a competency based training within 90 days and annually thereafter. 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.

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.

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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.

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.

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For MAC Users, use the Command-Tilde combination to achieve the same result:
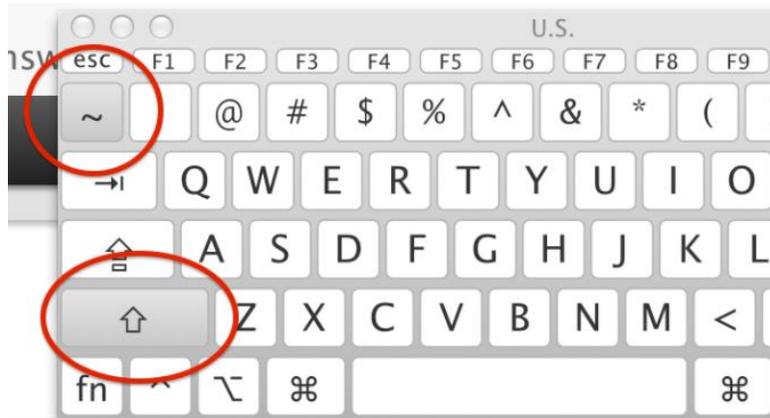
Now the "Continue" button should be visible.
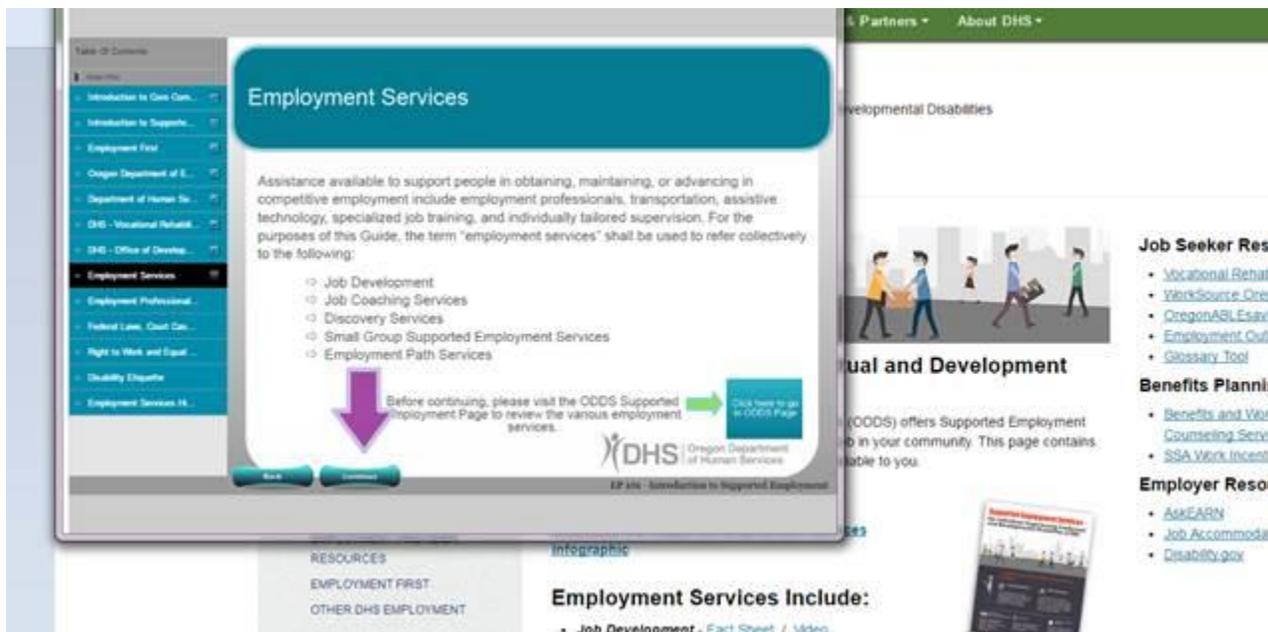
Even though you are partially through the module and have already clicked on the link, each time you access the module from this point you will need to click on the link to the ODDS Web Page before the button will be shown on the screen.

Hint: the point 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.

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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:

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

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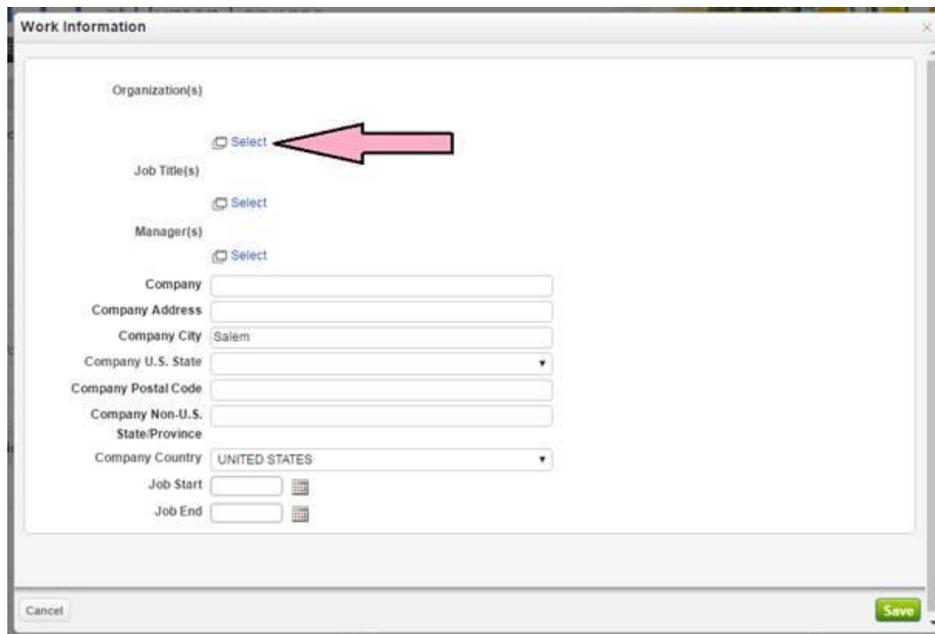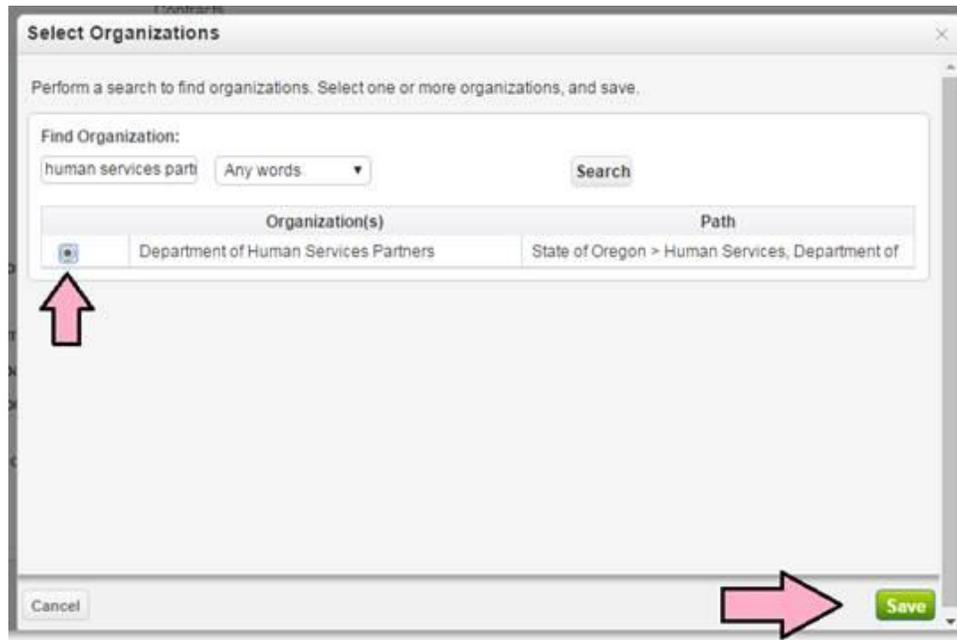
Select "Save" again on the "Work Information" window. This should correctly identify your profile to be able to view the online modules. You may need to log out and log back in before you can see them.

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 records 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.

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