Certified Employment Support Professional (CESP)

*First in the Nation!*
Introductions

- Patricia K. Keul – ESPCC Director
- Janice Moore – Certification Consultant- Seacrest, LLC
- Leon Gross, Ph.D. – Psychometric Consultant-Seacrest, LLC

ESPC Council

Sue Killam, Louisiana
Macey Chovaz, Wisconsin
Karen Flippo, ICI,Boston
Wendy Parent, Ph.D, Kansas
Mindy Oppenheim, California

Tommy Cox, North Carolina
Cherene Caraco, North Carolina
Jeffery Tamburo, New York
Kenji Kellen, North Carolina
(consumer )
Starting a Certification Program

- Define certification and accreditation
- Project overview
- Governance requirements
- Role Delineation Study (RDS)
- Specific project components and timeline
- **How you can be involved?**
What is Certification?

- Process by which individuals demonstrate **required knowledge and skill**
- Tool for identifying **minimally competent individuals**
- Usually **voluntary**, non-governmental (vs. licensure)
- **Time-limited**
- **Independent** of a specific class, course, or other education/training program (vs. certificate programs)
- Primary focus on **assessment**

All professional certification programs have the same basic key components, regardless of the profession/industry
Seacrest Certification Clients

- American Academy of Health Care Providers in the Addictive Disorders
- American Association of Critical-Care Nurses Certification Corporation
- American Association of Medical Audit Specialists
- American Board of Nursing Specialties
- American Board of Perianesthesia Nursing Certification
- American Case Management Association
- American Society of Association Executives
- Association of Clinical Research Professionals
- California Association of Drinking Driver Treatment Programs
- Commission for Case Manager Certification
- Human Resource Professionals Association
- Infusion Nurses Certification Corporation
- International Society for Clinical Densitometry
- Irrigation Association
- Joint Commission on Allied Health Personnel in Ophthalmology
- National Alliance of Wound Care
- National Association of Certified Valuation Analysts
- National Association of Medical Staff Services
- National Association of Mortgage Brokers
- National Board for Respiratory Care
- National Board of Certification for Community Association Managers
- National Board of Certification for Medical Interpreters
- National Board of Nutrition Support Certification, Inc.
- National Center for Competency Testing
- National Certification Corporation for the Obstetric, Gynecologic, and Neonatal Nursing Specialties
- National League for Nursing
- Orthopedic Nursing Certification Board
- Pharmacy Technician Certification Board
- Professional Development Solutions
- Society of Certified Senior Advisors
- Task Force on Foreign Veterinary Graduate Equivalence
- World Institute of Pain
The Value of Certification

- Provides **recognition** and increased **credibility** for employment support professionals.
- Supports and encourages continued **professional development**.
- Provides a way for employment support professionals to demonstrate their **commitment** to supported employment.
- May create job **advancement** or increased earnings opportunities.
- Increased safety (disciplinary process) and industry **standards**.
- Helps employers and customers **identify** qualified employment support professionals.
What is Accreditation?

- Third party
- **Recognition** granted to a certification program by a non-governmental agency after verification that it has met predetermined standards
- Time limited
- *Usually voluntary*
Accreditation Standards

- The ESPCC program will seek accreditation from the National Commission for Certifying Agencies (NCCA)
- Accreditation standards represent the minimum requirements for a **quality** certification program
- Consistent with certification industry **best practice**
- **Objective**, third party recognition
- Increased **credibility**
- Potential competitive advantage
Overview

2010
1. Certification Body Governance / Structure
2. Role Delineation Study

2011
3. Policy Development
4. Test Development
5. Marketing & Communications Plan
6. Candidate Materials

2012
7. Certification Program Launch Plan
8. Test Administration
9. NCCA Accreditation Application
Governance & Structure

- Many certification programs start within, or with significant support from, a parent association (in this case, APSE)
- Industry best practices & accreditation standards dictate the need for the certification program to operate independently from the parent association
- Volunteer certification board will include representation from all relevant interests/stakeholders - our ESPC Council
Certification Board Essentials

- Autonomy and independence
- Ability to make all essential certification decisions
- Includes Public Member/consumer and ESP certified individuals
- No involvement in education / training - no endorsement of any specific training program or organization

**CESP Council Members**

Sue Killam, Louisiana
Macey Chovaz, Wisconsin
Karen Flippo, ICI_ Boston
Wendy Parent, Ph.D, Kansas
Mindy Oppenheim, California

Tommy Cox, North Carolina
Cherene Caraco, North Carolina
Jeffery Tamburo, New York
Kenji Kellen, North Carolina
(consumer)
Role Delineation Study (RDS) to develop the EXAM

- **Outcome:**
  - Clear definition of the roles and responsibilities of employment support professionals
  - Identification of the skills and knowledge required for successful professional performance
- **Built on existing resources**
- **Research based (via online survey tool)**
- **Input from Subject Matter Experts (SMEs) at all stages of development**
- **Serves as the foundation for the exam**
- **Opportunity to collect valuable demographic data**
# SME Committee

<table>
<thead>
<tr>
<th>Participant*</th>
<th>Position / Representation</th>
<th>Organization</th>
<th>Location</th>
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<tbody>
<tr>
<td>Betsy Barnes</td>
<td>Member, APSE Board of Directors</td>
<td>DHS DAAS/MIG Employability Project</td>
<td>Little Rock, AR</td>
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<tr>
<td>Dennis Born</td>
<td>Member, APSE Board of Directors</td>
<td>Aspire Indiana</td>
<td>Anderson, IN</td>
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<tr>
<td>Buddy Cook</td>
<td>Program Director</td>
<td>RHA Howell</td>
<td>Charlotte, NC</td>
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<tr>
<td>Karen Flippo</td>
<td>Senior Technical Assistant's Specialist</td>
<td>University of Massachusetts - Boston</td>
<td>Boston, MA</td>
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<tr>
<td>Teresa Grossi, PhD</td>
<td>Director</td>
<td>Center on Community Living and Careers / Indiana Institution on Disability and Community</td>
<td>Bloomington, IN</td>
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<tr>
<td>David Hoff</td>
<td>Vice President, APSE Board of Directors</td>
<td>Institute for Community Inclusion</td>
<td>Boston, MA</td>
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<tr>
<td>Patricia Keul</td>
<td>Director</td>
<td>NACI</td>
<td>Charlotte, NC</td>
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<tr>
<td>Nancy Molfenter</td>
<td>Public Policy Associate</td>
<td>APSE</td>
<td>Sun Prairie, WI</td>
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<tr>
<td>Robert Niemac</td>
<td>Senior Consultant</td>
<td>Griffin-Hammis Associates</td>
<td>Saint Paul, MN</td>
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<tr>
<td>Laura Owens, PhD</td>
<td>Executive Director</td>
<td>APSE</td>
<td>Rockville, MD</td>
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*The meeting was facilitated by Leon Gross, PhD, and Janice Moore of SeaCrest, in Charlotte, NC.*
Initial RDS Topic Areas

1. Application of Core Values and Principles to Practice & Legislation and Funding
2. Individualized Assessment and Employment / Career Planning
3. Community Research and Job Development
4. Workplace and Related Supports
5. Ongoing Supports
RDS – Rating Scales

APSE RDS Survey

4. Community Research and Job Development

Frequency: How often is this knowledge or skill applied or used in employment situations?

1 – Rarely used
2 – Sometimes used
3 – Often used

Criticality: How does application or use of this knowledge or skill affect attainment of a successful employment situation or outcome?

1 – Non-consequential: not necessary, no effect
2 – Contributory: not necessary, but can have a positive effect
3 – Essential: necessary
# RDS – Sample Items

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<td>47. Strategies for job matching</td>
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<td>48. Strategies for contacting and communicating with employers</td>
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<td>49. Employment proposals based on business and job seekers' preferences</td>
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<tr>
<td>50. Responding to employer concerns about job seekers' abilities and interests</td>
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<tr>
<td>51. Responding to employer concerns about job seekers' disabilities</td>
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52. Incentives to businesses when hiring job seekers with disabilities (e.g., tax credits, on-the-job training, diversity goals)
Cool Things We Learned from the Initial Results

- Items with high frequency ratings generally had high criticality ratings.
- 588 completed surveys (65% from APSE members).
- 15% response rate from total APSE members (2,500 members).
- Average age 48.
- 39% bachelor’s degree.
- 40% master’s degree.
- 45% work in an urban environment.
- 44 of the 50 states represented.
- 67% have primary job responsibility in community employment services.
- 13 average years of experience in community employment services.
- Largest concentration of services is provided for clients with intellectual disabilities (56%).
Other initial results

9. Involvement of job seeker in the employment process as a collaborative effort that includes paid and non-paid supports

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<tr>
<td>Frequency</td>
<td>4.6% (26)</td>
<td>23.0% (130)</td>
<td>72.4% (410)</td>
<td>566</td>
</tr>
<tr>
<td>Criticality</td>
<td>1.8% (10)</td>
<td>14.2% (80)</td>
<td>84.0% (473)</td>
<td>563</td>
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Answered question: 570
Skipped question: 18

16. Rapid engagement in the employment process

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<tr>
<td>Frequency</td>
<td>8.9% (46)</td>
<td>37.6% (194)</td>
<td>53.5% (276)</td>
<td>516</td>
</tr>
<tr>
<td>Criticality</td>
<td>2.7% (14)</td>
<td>30.0% (154)</td>
<td>67.3% (345)</td>
<td>513</td>
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Answered question: 518
Skipped question: 70
Test Development Steps: Completed November 2011

- Role Delineation Study
- Exam Blueprint
- Item Writing & Review
- Exam Development
- Cut Score Study
- Initial Scoring & Data Analysis
- Exam Administration
- Candidate Score Reports, Technical Report & Database Maintenance
- Final Scoring & Data Analysis
- Item Development
- Ongoing Exam Development and Administration
Progress to Date

- RDS survey tool – **completed in January 2011 with SME committee**
- RDS survey distributed – **February 2011**
- RDS results collected and analyzed – **March & April 2011**
- Marketing and Communications Plan – **May 2011**
- Test specifications / content outline – **July SME**
- Governance structure for the certification program-Accomplished August, 2011
- Item Writing Sessions – **Began in June- completed November, 2011 for first exam**
- **First exam conducted on December 2, 2011 in New Hampshire**
- **2012- CESP Exams Launched!**
Marketing ESPCC

• ESP certification program purpose

• Who are the potential certification candidates?
  — Direct service/front line
  — Employers, managers, supervisors
  — Residential service workers
  — School to work transition specialists
  — Mental health professional
  — Social workers/human services
  — Other?
2012 : Next Steps

- Conduct the CESP examination to up to 500 test takers
- Refine the business model and determine rates for re-certification
- Publish the test blueprint so that training organizations may develop curriculum to prepare test takers
- Submit the NCCA Accreditation application *(late 2012 to early 2013)*
Sponsoring the CESP Exam in 2012

How can state agencies, state APSE chapters and others set up and fund the CESP examination sessions?
Sponsoring the CESP Exam

Offering the examination at professional conferences and/or state meetings will enable employment services professionals to take the examination while attending your conference or event saving them time and money - for test takers and draw more people to your conference.

Sponsoring the total cost or at least part of the cost will give your state a cadre of credentialed CESP - and will encourage professional development across your state’s ESPs.
CESP Exam Logistics

The exam administration takes one half day to administer & requires.

1. A large room with lecture style tables- test takers sit – arm’s length apart.
2. Access to nearby restrooms
3. Quiet, climate controlled setting- proctor from ESPC C present at all times!
4. Freedom from distraction for 4 hours
5. Area to register test takers & check credentials at sign-in.
6. Coffee & tea and water would be Nice to have
State and federal agencies, APSE chapters and other organizations can contract with ESPCC to conduct a total of one or more CESP examination sessions in one state or region at discounted rates. State agencies that may help you to sponsor the CESP examination may include:

- Vocational Rehabilitation,
- State Developmental Disabilities Councils,
- Mental Health State Agencies
- Developmental Disabilities State Agencies
- State Medicaid Infrastructure Grant program,
- APSE State Chapters
- Larger Community Rehab. Providers or a group of CRPs
CESP Exam Costs

- **Cost at APSE Conference:**
  - $189.00 per person - if not from sponsored state
  - $100.00 per person – if from one of the sponsoring states:
    - Indiana
    - Wisconsin
    - Arkansas
    - Minnesota
    - New Hampshire
We can & will negotiate with your state, group or agency - for large groups of test takers

**Large Group/State or Regional Exam Session:**
- 10,000
- 15,000
- 20,000

The ESPC Council will vote to adopt a pricing structure for CESP exam administration by March 14, 2012.
**Your options:**

- Agencies pay the total cost for all test takers up to maximum total

- Some agencies ask states to ask test takers to pay part of the fee - but must still contract with ESPCC for the total cost of the contract in advance

- Some agencies or states “pool” resources to bring the CESP exam to one region - and 2 to 4 neighboring states pay for part of the total contract

- We can do 2 test sessions on consecutive days during one trip to your state or region.
**CESP Exam Sponsorship**

**One Total Cost, Several Ways to Fund**

**Your options:**

1. State agencies or organizations contract to pay the total cost for all test takers (150 to 200 test takers)

2. Some agencies ask states to ask the test takers to pay part of the fee, but must still contract with ESPCC for the total cost of the contract in advance.

3. Some agencies or states “pool” resources to bring the CESP exam to one region, and 2 to 4 neighboring states pay for part of the total contract.

4. We can do 2 test sessions on consecutive days during one trip to your state or region (75 test takers in one session, 75 test takers in second test session on next day of the trip.)
How to Study for the CESP Exam?

Visit the APSE web site: www.APSE.org to get the test blueprint.

Study the 80 items listed on the test blueprint & candidate handbook.

Read and or attend nationally recognized training materials

Focus on the five domain areas of the CESP exam:

1. Application of Core Values and Principles to Practice & Legislation and Funding
2. Individualized Assessment and Employment / Career Planning
3. Community Research and Job Development
4. Workplace and Related Supports
5. Ongoing Support

ESPCC recognizes that there are many valuable training programs across the country that may prepare professionals to pass the ESPCC examination. ESPCC does not endorse specific training programs, and ESPCC does not engage in education or training programs.
Applicants for certification must meet **all** of the following requirements before they take the exam:

**Education Requirement** — High school diploma, GED or equivalent

**Experience Requirement** — Each applicant must meet **one** of the following requirements:

- **1 year of employment services professional (ESP) work experience** as defined below, which may include up to a maximum of 3 months of internship or practicum time

  **OR**

- **9 months of ESP work experience with training component** as defined in the candidate handbook.

**Code of Conduct** — Each applicant must agree to and sign the Code of Conduct
**Benefits of CESP Credential**

**CESP certification opens the door to:**
- Improved professional advancement & job opportunities;
- Increased income opportunities.
- Enhanced credibility with employers

*For provider agencies and Community Rehabilitation Programs (CRPs):* Sponsoring staff to earn their CESP credentials, or hiring CESP-certified professionals, increases your credibility with community business leaders and opens the door to new employment opportunities for people with disabilities.

**Supporting CESP certification for your staff:**
- Increases your marketing edge with employers & businesses
- Assures the public and consumers of your commitment to best practices
- Validates your commitment to ethical and safety standards
Thanks for your time and interest
Stay tuned as ESPCC develops!

Pat Keul
ESPCC Director
704-534-1943
pat@apse.com

Janice Moore
Seacrest Consulting
877-619-9885 x 702
jmoore@seacrestcompany.com

Leon Gross, Ph.D.
Seacrest Consulting
877-619-9885
lgross28202@gmail.com

APSE
301-279-0060