**BRS Quality Indicators for CRPs**

*Employment Services Staff requirements and qualifications***:**

Minimum requirements for staff providing Employment Services (Certified Employment Specialist or certified Job Coach) include a H.S. Diploma or a GED and at least one year (FTE) of work experience. At least one year of experience working with a person with a disability is preferred.

All direct service staff will have criminal background checks completed. Criminal convictions within the past five years may disqualify the staff person as a provider of employment services.

All direct service employees that transport clients (even if it is on an occasional basis) will have a valid Maine driver’s license and current auto insurance.  
  
Staff will have adequate training to meet qualification standards. All staff providing employment services must complete at a minimum some formal training to be certified as an Employment Specialist or Job Coach. Approved trainings can be found at: <http://www.employmentforme.org/providers/crp-training.html>

All staff, Employment Specialist or Job Coach, will be supervised by a “Fully Qualified Employment Specialist”\* until completion of required training. A minimum of 5 hours per month of face-to-face supervision is required, and must be documented, dated and signed by the Supervisor (Employment Specialist) and the trainee, and maintained in the trainee’s personnel file. Newly hired staff must complete training within six months of date of hire.

\* Minimum requirements to be a Fully Qualified Employment Specialist are:

A. Employment Specialist Certification (through documented completion of an approved training program)

B. Two years (FTE) of directly related work experience as a Certified Employment Specialist.

**Note: Or Otherwise Eligible:** Individuals with an active Certification as a Rehabilitation Counselor (CRC) are automatically qualified as a Maine Certified Employment Specialist and are not required to complete the CES training. Individuals with an active Certification as Certified Employment Support Professional (CESP) are also automatically qualified as a Maine Certified Employment Specialist and are not required to complete the CES training.

**Specialty Services/Additional Staff Requirements:**

**Certified Employment Specialist as Business Coach**

Certified Employment Specialists who are interested and have a minimum of 3 years of experience in the employment services field can qualify to work with our business partners at the business site. Their on-site role has the employer/business as the primary customer. The Employment Specialist is loaned to a business for a defined time period\* to coordinate the start-up or expansion of the business’s strategies to integrate people with disabilities in the workforce. The Employment Specialist observes operations and consults with the business to understand their culture, core values, workforce needs and hiring practices in order to connect the business with both qualified job applicants with disabilities and resources to maximize successful employment outcomes. The role will vary depending on the needs of the business partner, and may, at times be limited to job and cultural analysis as well as on-site coaching.

In order to qualify as a Business Coach, the Employment Specialist must:

* Be a Certified Employment Specialist
* Have a minimum 3 years of experience in the field (FTE) as a Certified Employment Specialist
* Complete the BRS training for “ES as Business Coach”

**Certified Employment Specialist Supporting Job Seekers who are Culturally Deaf** must meet these additional requirements for the additional hourly fee.

1. The Employment Specialist and Job Coach are required to meet a defined standard of ASL proficiency via an assessment established by the Maine Division of Deaf/HH/LD. For the SLPI Employment Specialist or Job Coach must have level of intermediate or higher and for the ASLPI must have level of 3 or higher. For information on ASLPI or SLPI you can use this link, <http://www.rit.edu/ntid/slpi/>
2. The Employment Specialist or Job Coach is required to meet a defined level of Deaf culture awareness/ knowledge via an assessment established by the Maine Division of Deaf/HH/LD.
3. The Employment Specialist or Job Coach and his/her supervisor are required to  participate in a one-time, no-cost, employment training session through the Division of Deaf/HH/LD, targeting skill sets related to serving culturally Deaf individuals.
4. The Employment Specialist or Job Coach and supervisor are required to have knowledge of, and be accessible via the use of videophones and other communication devices (i.e.: CART, TEP, iPad, iPod, with capabilities of video software, texting, etc.).It is suggested that you contact Disability Rights Center (DRM) / Deaf Services for updated information on the above.
5. The Employment Specialist and supervisor are required to keep up with the current technology in order to support clients and employers with whom they are working.
6. The Employment Specialist or Job Coach and supervisor would each participate in 18 hours of on-going employment- related training within a period of every three years, as is currently requiredthrough our in –state accreditation process; 6 of those 18 training hours would be required to be related to Deaf culture topics and employment.
7. People who work with Deaf population but do not qualify for additional hourly fee are encouraged to take Deaf awareness training and also training offered by DOL related to CRP working with Deaf.

If you have any questions you can contact Terry Morrell at [terry.l.morrell@maine.gov](mailto:terry.l.morrell@maine.gov)

**Ongoing Training Requirement:** All certified Employment Specialists and Job Coaches are required to complete at least 18 hours of related training every three years in order to remain eligible to provide employment services. Courses do not need prior approval, but must be reasonably related to the field of employment services. For each completed training, a copy of the agenda and a certificate of completion must be maintained in the personnel file of the Certified Employment Specialist or Job Coach.

NOTE: Employment Services provided by any person not meeting the training requirements above are not eligible for reimbursement by the Maine Bureau of Rehabilitation Services. If payment has already been made, CRP may be required to reimburse BRS on a dollar for dollar basis.

A Personnel Record will be maintained for each employee to include at a minimum:

* A current job description identifying essential functions and clear performance expectations and evidence this has been communicated to the employee
* Annual performance reviews
* Annual employee development plan/goal
* Documentation of supervision (for ES or JC who have not completed training)
* Evidence of minimum entrance requirements, training and educational programs completed
* Current SOM drivers’ license
* Current auto insurance
* Current professional insurance ($400,000 minimum)
* Acknowledgement regarding understanding of rights of recipients/clients’ rights
* Acknowledgement of confidentiality policy.