



# Introductions

**Presenter:**

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**CESP<sup>TM</sup> Manager**

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# Presentation Goals

- Define Certification and Accreditation
- Benefits of Certification
- Exam Development
- CESP<sup>TM</sup> Exam - Five Domains, 80 Topic Areas
- Exam Eligibility & Exam Preparation
- Role of Training Programs in Exam Prep
- Getting Ready to Take the Exam
- What to Expect Following the Exam

# 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*

# What is Accreditation

- Accreditation is the process by which certification of competency, authority, or credibility is presented to an organization following extensive review by a third party.
- NCCA is the accrediting body of the Institute for Credentialing Excellence (ICE). NCCA accreditation:
  - Ensures certification programs adhere to modern standards of practice for the certification industry.
  - Distinguishes the CESP™ certification from other professional certifications through a rigorous peer review process and the demonstration of valid and reliable processes for development, implementation, maintenance, and governance.

# CESP™ Accreditation

• On August 8<sup>th</sup>, 2014, the NCCA granted accreditation to the CESP™ certification. The CESP™ joins more than 100 organizations representing over 200 programs that have received and maintained NCCA accreditation, including:

- [American Association of Medical Assistants](#) (AAMA)
- [American Board for Certification in Homeland Security](#)(ABCHS)
- [American Culinary Federation](#) (ACF)
- [Commission on Rehabilitation Counselor Certification](#)(CRCC)
- [Lamaze International](#)
- [National Association of Forensic Counselors](#) (NAFC)
- [Operating Engineers Certification Program](#) (OECF)

# Certification Vs. Certificate

- Certificate
  - Usually at the conclusion of a training
  - Evidence of participation or completed coursework
- Certification
  - Evidence of competency
  - Examines skill/knowledge based on benchmarks set
  - Not based on specific training

# CESP<sup>TM</sup> Certification Benefits

Now's the Time!

Get Certified  
Today!



## **For Professionals**

Certifies competency in the full array of skill areas necessary to assist individuals to succeed in employment.



## **For Service Providers & Funding Agencies**

Provides confidence that staff have the necessary skills to perform high quality work and are committed to best practice.



## **For Individuals with Disabilities**

Assures job seekers that staff providing assistance are knowledgeable, highly skilled, and competent.





## CESP™ Opens the Door

Certification opens the door to:

- Improved professional advancement & job opportunities
- Increased income opportunities
- Enhanced credibility with employers

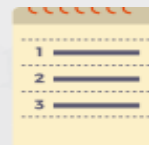
## Join a Rapidly Growing & Elite Group of Professionals

- LinkedIn Group
- CESP Meet-ups
- National networking opportunities
- Name recognition as a leader in your field
- Your name listed on the APSE website

## National and Portable



CESP™ certification is a national, portable individual credential



## Special CESP™ Benefits

- Reduced APSE membership fee
- Stay ahead of the curve
- Exclusive access to CESP™ publications, webinars & networking
- Earn a professional credential - not just a certificate of completion



Certified Employment Support Professional  
[www.apse.org](http://www.apse.org) • [cesp@apse.org](mailto:cesp@apse.org) • 612-385-5122



GET CERTIFIED

# Industries Where National Certification Improved Salaries



## *Certification = Professional Standing*

- Law
- Medical Professionals
- Teaching
- Information Technology
- Financial Planning

# How APSE Developed the CESP<sup>TM</sup> Exam: Role Delineation Study (RDS)

- 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

# 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



ADVANCING EMPLOYMENT.  
CONNECTING PEOPLE.

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

## 47. Strategies for job matching

	1	2	3
Frequency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Criticality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 48. Strategies for contacting and communicating with employers

	1	2	3
Frequency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Criticality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 49. Employment proposals based on business and job seekers' preferences

	1	2	3
Frequency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Criticality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 50. Responding to employer concerns about job seekers' abilities and interests

	1	2	3
Frequency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Criticality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 51. Responding to employer concerns about job seekers' disabilities

	1	2	3
Frequency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Criticality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 52. Incentives to businesses when hiring job seekers with disabilities (e.g., tax credits, on-the-job training, diversity goals)

# Our Group of Subject Matter Experts

- **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 **people with intellectual disabilities (56%)**

# Eligibility Standards?

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



# Work Experience

20 hours+ per week of paid ESP related work.

- Employment as a direct employment support professional
- Provision of direct employment services as an agency/company employee, and/or managerial or supervisory work in employment services.
- Experience in school-to-work transition environments providing employment services also qualifies as acceptable work experience.

# Training

- Internship or practicum of at least 2 months in length
- Successful completion of an intensive training course that includes at least 32 hours of ESP related course work.
  - The content for acceptable training courses must be directly related to the CESP™ certification content outline.
  - Training related to segregated employment services or services that are not widely considered to be best practices will not be accepted.

# How to Study for the CESP<sup>TM</sup> Exam

Visit the APSE web site: [www. APSE.org](http://www.APSE.org)

Study the 80 items listed in the **CESP<sup>TM</sup> Certification Handbook**

Focus on the five domain areas of the CESP<sup>TM</sup> 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.*

# Study Guide?

The ESPCC does not recommend or endorse a study guide or test preparation program. The CESP™ certification was designed to test the application of knowledge and skills one uses in their role as an employment professional. Any coursework or training that contributes to professional development would be beneficial, but not necessary, while preparing to take the exam.



APSE Website

# The Exam

- 135 Multiple choice questions
- 3 hours to complete the exam
- Scenario based
- Find the **most** appropriate response
- Pass-fail cut score: 76%

# Example:

The person you are supporting is starting a new job and must rely on public transportation. All of the following are considered forms of public transportation **except**:

- A. Bus or/coach
- B. Train/Subway
- C. Hoverboard
- D. Cable Car

# Five Domains / 80 Topics

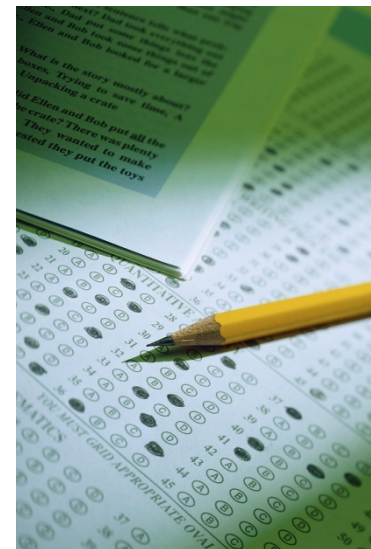
1. Application of Core Values and Principles to Practice & Legislation and Funding (13 to 17%)
2. Individualized Assessment and Employment / Career Planning (23-29%)
3. Community Research and Job Development (19-25%)
4. Workplace and Related Supports (27-33%)
5. Ongoing Support (6-8%)





# Domain 1: Application of Core Values and Principles to Practice (13-17%)

- All people having the right to work and being entitled to equal access to employment in the general workforce
- Zero exclusion
- Disability etiquette
- People First Language
- Job seeker strengths interests and talents
- Full inclusion in the general workforce
- Self determination and empowerment



# Domain 2: Individualized Assessment and Employment/Career Planning (23-29%)

- Rights and responsibilities related to disclosure of disability
- Counseling job seeker on disability disclosure
- Practices unique to school-to-work
- Rapid engagement in the employment process
- Limitations of traditional vocational evaluation for job seekers with significant disabilities
- Motivational interviewing techniques



# Domain 3: Community Research and Job Development (19-25%)

- Gathering and analyzing labor trend information
- Identifying patterns in job markets
- Disability etiquette
- Maintaining updated information on businesses type of jobs available and locations of jobs within the community
- Developing and communicating effective marketing and messaging tools for employment
- Positioning the agency as an employment service
- Targeting message to specific audience



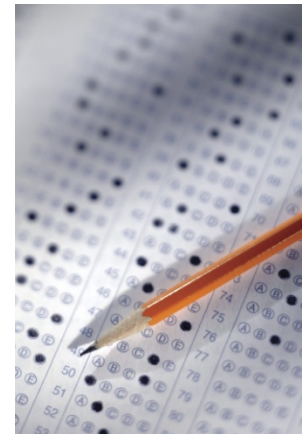
# Domain 4: Workplace and Related Supports (27-33%)

- Communicating with job seeker/employee and his/her natural and paid supports
- Impact of earned income on entitlements
- Transportation for work
- Family support
- Housing/residential staff cooperation
- Gathering clear job expectations from employers
- Preparing and coordinating for the first day on job



# Domain 5: Ongoing Supports (6-8%)

- Scope and limitation of funding sources for ongoing support
- Access to community resources and supports (e.g. transportation, food assistance, financial, housing)
- Impact on benefits/entitlements as earned income changes and ongoing access to benefits counseling (e.g., Community Work Incentive Coordinators)
- Collaboration with employees, employers, and family members to ensure successful employment
- Supporting employees for job and/or career advancement



# Prior to the Exam

- You will receive a confirmation email approximately one week prior to the exam day.
- If you do not receive a confirmation please call or email the CESP™ Manager to confirm registration.
- Read through the CESP™ Certification Handbook.
- Don't panic.

# Exam Day

- We recommend that you arrive at least 30 minutes prior to the exam starting time.
- **Bring photo ID.** This will be checked at the door
- Snacks are allowed in the testing room but please be courteous to those around you.
- Once the exam begins you will have 3 hours to finish. A proctor will announce the time remaining at regular intervals.
- To maintain exam security a proctor will escort you to and from the restroom.
- Don't panic.

# Following the Exam

- Exam results are mailed to your address of record approximately 6-8 weeks following the exam administration.
- Results cannot be released electronically or over the phone.



# Upcoming Exams

- Bethel, CT April 27<sup>th</sup>
- Memphis, TN April 27<sup>th</sup>
- Kansas City, MO April 28<sup>th</sup>
- Lexington, KY April 29<sup>th</sup>
- Lake Placid, NY May 3<sup>rd</sup>
- Portland, OR May 6<sup>th</sup>
- Knoxville, TN May 10<sup>th</sup>
- Columbus-Dublin May 14<sup>th</sup>
- Bend, OR May 24<sup>th</sup>
- Albuquerque, NM June 1<sup>st</sup>
- Sioux Falls, SD June 2<sup>nd</sup>
- Toledo, OH June 4<sup>th</sup>
- Warwick, RI June 7<sup>th</sup>
- Philadelphia, PA June 9<sup>th</sup>
- Pendleton, OR June 11<sup>th</sup>
- Cincinnati, OH June 20<sup>th</sup>
- Selinsgrove, PA June 29<sup>th</sup>
- Minneapolis, MN July 15<sup>th</sup>
- Athens, GA Oct. 11<sup>th</sup>
- Deadwood, SD Oct.



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