 CE Proficiency Mentoring

CETS Stage 2 Fidelity Tenets

**Facilitate or Provide Employment Support Outside of Workplace (quality checklist)**

Facilitate or Provide Support Outside Work - Quality Checklist (all of the following must be true for an Acceptable score):

* New employee has supports in place at home to get ready for work each workday.
* New employee has transportation to and from work each workday.
* New employee and/or designated person has a plan for reporting earnings and managing changes to benefits.
* Communication plan outlines who calls who and when.

**Support Natural Trainer(s) to Implement CETSP (fidelity tenet)**

CETSFS Tenet 2.2: The consultative employment specialist fosters authentic connection between the new employee and other company employees and facilitates the development of coworker relationships to enhance and support job performance and full participation in the workplace culture.

* Unacceptable (-1):   The employment specialist serves as the primary point of contact between coworkers and the new employee and intervenes on behalf of the new employee.
* Acceptable (+1):   The consultative employment specialist promotes direct communication between the new employee and coworkers and identifies and fosters opportunities for authentic connections with other coworkers throughout the workday.
* Good (+2):   The consultative employment specialist supports the primary trainer and other coworkers to teach the new employee unspoken and unwritten “natural” rules, including those related to the company culture, that are critical to employment success but not directly related to job performance.
* Exemplary (+3):   The consultative employment specialist ensures the new employee has positive relationships, cultural competency, and opportunities to connect with coworkers and participate in company activities both during and outside working hours.

CETSFS Tenet 2.3: When consulting with the primary trainer, the consultative employment specialist supports learning challenges by interweaving effective specialized teaching strategies that align with the new employee’s preferred learning style and the workplace culture.

* Unacceptable (-1):  The employment specialist assumes primary or sole responsibility for addressing teaching issues or relies on generic strategies not specific to the particular work environment.
* Acceptable (+1):   When standard training processes or protocols are insufficient to support the new employee to master a task, the consultative employment specialist provides appropriate specialized teaching supports (e.g., systematic instruction, modeling, or other validated rehabilitative training strategies) only for the specific task or subtask(s) that require additional support. Fading of specialized supports begins as soon as data indicates learning has occurred.
* Good (+2):   When providing specialized teaching supports, the consultative training specialist utilizes instructional strategies, including high- or low-technology, that align with the new employee’s preferred learning style as identified during Discovery.
* Exemplary (+3):   When challenges arise, the consultative employment specialist enlists the support of other coworkers to brainstorm suggestions and offer guidance to the new employee- as they would for any other employee.

**Support Communication, Engagement, and Resolution of Workplace Challenges (fidelity tenets)**

Consultative Employment Training and Supports Fidelity Scale (CETSFS) Tenet 2.4: The consultative employment specialist, new employee, and coworkers develop and implement proactive, universal, and workplace culturally appropriate strategies that align with the new employee’s preferences and conditions of employment to support communication, maximize engagement, and effectively respond to workplace challenges.

* Unacceptable (-1):   The employment specialist responds to emerging workplace challenges by unilaterally increasing onsite coaching, reducing or eliminating work tasks, hours, or interactions or utilizing strategies that are punitive or do not promote/enhance universality, dignity, and respect.
* Acceptable (+1):   The consultative employment specialist, coworkers, and the new employee proactively design and adjust daily work routine and schedule to align with the employee’s rhythms, preferences, and conditions of employment (as identified during Discovery) in order to support communication, maximize engagement and motivation, and prevent issues (minimize triggers).
* Good (+2):   The consultative employment specialist, coworkers, and the new employee develop and incorporate universal strategies to effectively communicate about and address common workplace issues, e.g., having a bad morning, responding to frustration or difficult coworkers, handling nonpreferred work tasks, etc. All strategies must fit both the person and the workplace culture, promote dignity and respect, and enhance workplace connection.
* Exemplary (+3):   The employment specialist reframes the new employee’s reactions to workplace challenges in ways that help coworkers to recognize their commonality and universality and identify potential strategies and solutions that work within context of workplace culture.

**Negotiate Job Modifications/Accommodations (fidelity tenets)**

Consultative Employment Training and Supports Fidelity Scale (CETSFS) Tenet 2.5: The consultative employment specialist negotiates reasonable accommodations and changes within customary and ordinary work processes and communication practices.

* Unacceptable (-1):  When issues or challenges arise, the employment specialist makes changes to accommodate the needs of the business.
* Acceptable (+1):   The consultative employment specialist negotiates reasonable changes to customary and ordinary work practices and communication only when data demonstrates that standard and supplemental teaching strategies have proven insufficient to support task mastery.
* Good (+2):   The consultative employment specialist negotiates job duties, schedule changes, and other modifications to the new employee’s work duties only when data demonstrates that standard and supplemental teaching strategies have proven insufficient to support task mastery.
* Exemplary (+3):  The consultative employment specialist negotiates reasonable accommodations to ensure the future integrity, stability, and dignity of the employee’s job duties, negotiated accommodations, and work hours.

**Transition to Ongoing Support and Career Development (fidelity tenets)**

Consultative Employment Training and Support Fidelity Scale (CETSFS) Tenet 2.6: The consultative employment specialist collaborates with coworkers and the long-term support personnel to progressively fade onsite support services once the work performance standards are met and/or natural workplace supports are established.

* Unacceptable (-1): The fading plan and timelines are dictated primarily by standard disability services processes or timelines (e.g., all onsite supports include 40 hours provided upfront; full-time “job coaching” is the default practice, etc.)
* Acceptable (-1):  The consultative employment specialist uses validated, progressive fading strategies as soon as data indicates the performance standards in the CETS plan are met and/or necessary natural workplace supports are established. If the long-term support personnel is different than the CETS specialist, the CETS and the long-term support personnel both provide consultative training supports for at least two weeks before the CETS specialists stops delivering services.
* Good (+2):   The consultative employment specialist, coworkers, and new employees identify and implement natural support strategies, including use of high- or low-tech solutions, to address any regular support needs that would otherwise prevent fading.
* Exemplary (+3):   The consultative employment specialist ensures the new employee has at least one coworker and/or a supervisor that believes in them, someone who can positively interpret who this new employee is and serve as the “go to” person, and actively involves them in the fading plan.

Consultative Employment Training and Support Fidelity Scale (CETSFS) Tenet 2.7: The ongoing supports strategy is re-negotiated and modified based on what is learned during consultative training.

* Unacceptable (-1):  The initial supports strategy is adhered to despite new information about work setting, work product, leadership, and coworker changes.
* Acceptable (+1): The ongoing supports strategy is regularly re-negotiated and updated to accommodate work-related or financial changes, including ongoing access to a benefits planner, as well as changes in the new employee’s life like moving, death of a loved one, etc.
* Good (+2):   The ongoing support strategy is re-negotiated and changed to address new leadership changes, new communication protocols, and new coworker interactions.
* Exemplary (+3):   The ongoing supports strategy includes reciprocal support and education strategies to increase the social competency of the work culture and the new employee.