**General Caseload Self-Assessment Checklist**

****Directions: **Before** the training course begins, please rate your knowledge of each competency (I know this or I don’t know this) using the scale on the left side of the checklist. **After** the training course, please rate your knowledge of each competency on the right side of the checklist. We hope the training series provides you with additional knowledge and confidence needed to provide quality employment services to your job seekers!

Post-Certificate Training

Pre-Certificate Training

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| I know this | I don’t know this | Competency | I know this | I don’t know this |
|  |  | **Module 1 - Application of Core Values and Principles of Practice** |  |  |
|  |  | 2. 1. Underlying values, ethical guidelines, definitions, and philosophy of community employment:(K)  a) Define “normalization” (social role valorization) and its guiding principles.  b) Identify how support strategies can enhance or detract from the image of a worker on your caseload.  c) Discuss the benefits of integration at the workplace.  d) Differentiate between individual and group approaches to employment.  e) Discuss multicultural impacts and considerations in services delivered. |  |  |
|  |  | 2. Informed choice, self-determination, and active participation throughout the employment process, emphasizing job-seeker strengths, interests, and talents. (K) |  |  |
|  |  | 3. Rights and responsibilities of individuals in community employment (K) |  |  |
|  |  | 4. History and status of community employment services in your state. (K) |  |  |
|  |  | 5. Best practices in community employment services, from intake to follow-along:(K)  a) Motivational Interviewing techniques  b) Customized employment  c) Use of natural supports  d) Supported Employment  e) Evidence-based practices  f) Transition and school-to-work practices |  |  |
|  |  | 6. Understanding of employer’s perspective on community employment programs (S) |  |  |
|  |  | 7. Understanding of Vermont’s Progressive Employment strategies (K) |  |  |
|  |  | 8. Professionalism for employment specialists: (K)  a) Interact with job seekers, family members, employers, potential employers, and other providers in a respectful, non-judgmental, and professional manner.  b) Dress in a manner that fits the environment and occasion.  c) Write reports, case notes, emails, etc. that are purposeful and concise while also neat, objective and easily understood. |  |  |
|  |  | **Module 2 - Individualized Assessment and Employment/Career Planning** |  |  |
|  |  | 9. Assisting job seekers with making a decision about disclosure considering both the risks and benefits of disclosing and providing approaches to disclosing. (S) |  |  |
|  |  | 10. Personal career profile development: (S)  a) Encourage the active participation and decision-making of the person served in the career planning process.  b) Interview the individual and others familiar with his/her abilities and work history.  c) Identify the impact of an individual’s cultural and social background, including socio- economic status, race, gender, ethnicity, native and spoken language, and sexual identity, as well as his/her role in the family, religious organization, and community.  d) Review individual’s records and collect pertinent information related to employment.  e) Observe the individual in his/her current daily routines and environments.  f) Explore non-work needs that may impact the achievement and maintenance of employment, as well as work-life balance (money management/banking, social/recreational needs once employed, getting up and ready for work, and scheduling appointments so they don’t conflict with the work schedule).  g) Assess the individual’s preferred style of learning, environmental tolerances, and preferred modes of communication, as well as their expressed interests in jobs, careers, or specific tasks.  h) Integrate relevant employment information regarding each person served into a vocational profile.  i) Use progressive employment strategies such as informational interviewing, job shadowing, and other work-based opportunities to explore careers and identify possible job tasks. |  |  |
|  |  | 11. Situational assessments, paid work trials, job tryouts, volunteer work, and job shadowing: (S)  a) Develop career exploration sites aligned with the interests and desires of each individual.  b) Assess needed environmental or job-task modifications for the person to succeed in his/her choices of employment settings.  c) Assess the availability of community supports and transportation.  d) Conduct situational assessments, paid work trials, job tryouts, volunteering, and job shadowing.  e) Understand Department of Labor guidelines regarding unpaid work.  f) Identify techniques and resources to address business concerns about liability risks associated with situational assessments/job tryouts. |  |  |
|  |  | 12. Self-employment opportunities: (K)  a) Examples of self-employment  b) Local and national resources |  |  |
|  |  | 13. Making referrals to appropriate agencies, organizations, and networks based on individual career plans. (K) |  |  |
|  |  | **Module 3 – Community Research and Job Development** |  |  |
|  |  | 14. Marketing plans targeted to employers, including researching opportunities and organizing information gathered: (K)  a) Explore local and national labor market information for employment trends via the Internet, market surveys, outreach to business groups, etc.  b) Develop a system for organizing information on businesses and business contacts, including new area businesses and types of jobs available in the local area.  c) Analyze the gathered information to inform the job development process. |  |  |
|  |  | 15. Effective marketing tools for community employment: (K)  a) Develop and use marketing tools, including employment brochures, fact sheets, cover letters to businesses, and business cards.  b) Use the personal and professional networks of job seekers and employment staff, including targeted use of social media.  c) Plan and deliver presentations to groups of individuals and parents, advocacy groups, local civic organizations, service providers, and employers.  d) Participate in community business organizations (career centers, Chambers of Commerce, etc.). |  |  |
|  |  | 16. Effective marketing messages for community employment: (S)  a) Promote the agency as a resource to help businesses meet their hiring needs while accurately explaining services.  b) Target messages to audience needs, rather than offering only one generic presentation or brochure.  c) Use language and images that highlight skills, abilities, and interests of job seekers.  d) Use language and images that respect the job seeker’s disclosure choices.  e) Share information about incentives to businesses when hiring job seekers (e.g., tax credits, on-the-job training, diversity goals) |  |  |
|  |  | 17. Developing relationships with businesses using proven business practices: (S)  a) Target and identify businesses to contact based on job seekers’ needs, interests, and personal networks.  b) Use informational interviews, tours, and observations to better understand the business culture and build a relationship with the employer.  c) Respond to businesses’ concerns about job seekers’ abilities, interests, and challenges in the workplace.  d) Maintain the business perspective, emphasizing to employers the benefits of hiring a diverse staff.  e) Conclude employer contact with clear next steps (interview, job offer, situational assessment,  f) Determine frequency of contact over time for each employer to maintain the relationship |  |  |
|  |  | 18. Assisting job seekers in developing portfolios, resumes, cover letters, letters of introduction, references, and other job application documents in various media, including electronic and print. (S) |  |  |
|  |  | 19. Assisting job seekers in their job search process: (S)  a) Identify potential employers, schedule tours or informational interviews, complete job applications, and arrange job interviews.  b) Support job seekers’ disclosure decisions and advise about the best disclosure practices.  c) Use social media/electronic media, as well as traditional job search resources. |  |  |
|  |  | 20. Job matching considerations: (S)  a) Identify/clarify existing job descriptions.  b) Identify/clarify unmet employer needs.  c) Understand workplace cultures and climates.  d) Consider transportation options. |  |  |
|  |  | 21. Negotiating progressive employment and job placements including job details, hours, wages, tasks, work area, breaks, orientation, training, supports, and developing employment proposals based on business and job seeker preferences. (K) |  |  |
|  |  | F **Module 4 – Workplace and Related Supports** |  |  |
|  |  | 22. Building collaborative relationships with: (K)  a) Job seeker/employee  b) Employer, supervisor, coworkers (solicit employer feedback on satisfaction with services)  c) Natural and paid supports  d) Family  e) Other providers, including housing/residential staff, clinicians, etc. |  |  |
|  |  | 23. Managing travel /transportation: (K)  a) Facilitate transportation to and from work (natural supports, paid transportation agreements, etc.).  b) Provide travel training.  c) Explore creative transportation solutions. |  |  |
|  |  | 24. Ensuring that the employee enters the job in the most inclusive manner possible: (K)  a) Maximize the employee’s hours on the job, including natural social times (breaks and lunch).  b) Support worksite personnel in introducing the new employee to coworkers.  c) Maintain adherence to typical new employee orientation and training procedures.  d) Establish clear employer and employment service expectations. |  |  |
|  |  | 25. Comprehensive job analysis: (S)  a) Identify strategies for creating/designing jobs that make use of integrated and natural supports.  b) List in sequence the duties and requirements of the job as well as the approximate time required to perform each task.  c) Describe job skills needed for an employee to perform the job functions.  d) Identify reinforcers that are natural to the work site (e.g., praise from a coworker or boss; taking a break). |  |  |
|  |  | 26. Helping individuals meet social/behavioral expectations of the workplace culture: (K)  a) Identify cultural norms of the workplace.  b) Describe behaviors in measurable and observable terms.  c) Describe the events and situations that precede the occurrence of challenging behaviors.  d) Identify consequences that follow these behaviors.  e) Assess the communicative functions of these behaviors.  f) Evaluate options before implementing behavioral interventions.  g) Support individuals to acquire socially acceptable behaviors. |  |  |
|  |  | 27. Strategies for developing workplace supports: (S)  a) Explore workplace/culture for opportunities for natural supports and how to implement them.  b) Model good interactions with the employee from which other workplace personnel may learn.  c) Facilitate training of the employee by his/her coworkers.  d) Facilitate supports that promote inclusion and good social interactions rather than those which may be stigmatizing or stereotyping.  e) Facilitate mentor relationships between the employee and his/her coworkers. |  |  |
|  |  | 28. Providing systematic instruction based on individual learning styles and needs, including task analysis with baseline and scheduled data collection, natural cues, and reinforcement procedures. (S) |  |  |
|  |  | 29. Maximizing worker job performance and social integration to achieve job stability: (S)  a) Develop strategies to increase worker productivity/efficiency.  b) Assist the worker in using self-management strategies.  c) Identify strategies to increase the employee’s tolerance to workplace changes, including new or multiple supervisors, added job duties, scheduling adjustments, and coworker assignments.  d) Identify strategies to mitigate job stress and anxiety. |  |  |
|  |  | 30. Strategies to provide support to the employee and employer in the event of a job separation or termination (K) |  |  |
|  |  | 31. Providing an ongoing review of the employee’s performance and satisfaction with the job:(K)  a) Determine the supervisor’s and coworkers’ satisfaction with employee performance.  b) Determine additional or different support needs.  c) Conduct on-site observations to evaluate job performance.  d) Gather input from others (family/residential, counselors, other professionals) about how the job is going for the worker.  e) Explore opportunities for career advancement. |  |  |

*Curriculum competencies adapted from ACRE and National Association of Person in Supported Employment (APSE) Competencies, 2013.*