

## TIE THAT BINDS

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**ATTITUDE IS THE REAL DISABILITY**

## THE LIST GROWS

The number of professionals who have passed the Certificate for Employment Support Professionals has grown again. As of May 2015, the number of professionals holding the certificate in Tennessee has grown to 54.

Congratulations to:

Bridgette Bonifas-Smith	Goodwill Knoxville
Talia Cunetto	Goodwill Knoxville
Jennifer Heaton	Goodwill Knoxville
Indya Holloway	Dawn of Hope
Alicia Steudlein	Goodwill Morristown
Shounda Stevenson	Frontier Health
Mary Newlon	Progressive Development Inc.
Lynise Parisien	Jobwise
Tina Rose	Extended Arms
Bertrane Jennings	Sunrise of Knoxville
Daryl Bobo	Pride Inc.
Jacson Chapman	Developmental Services of Dickson

The ESPCC developed the CESP™ for professionals who provide employment services to individuals with a variety of disabilities including intellectual, mental

health, autism spectrum disorders and multiple physical & sensory disabilities.

Job coaches, job developers, transition employment specialists, job placement personnel and employment consultants can earn the designation of Certified Employment Support Professional by passing the national CESP examination.

## GENERAL REFERENCE TOOL

Boy, I have not written about the Social Security **RED BOOK** in quite a few years. It is still around and is an excellent reference book for SSI and SSDI questions. Go to <http://ssa.gov/redbook>. Social Security is celebrating its 80<sup>th</sup> anniversary this year. You need to explore their website to see all the information that is available there.

The RED BOOK focuses on work incentives that protect benefit eligibility so that a person can re-enter the workforce or remain in the workforce. This is a large download.

In August the Community Work Incentive coordinators and the Benefits Analysts spoke to the Community Rehabilitation Providers in East TN about the incentives available when people go to work. The RED BOOK has all that in a compact little package. Remember the RED BOOK gives you a good working knowledge of the incentives out there. **You need to work with the CWICs in your region.**

## Oops! There Goes Another One

Managers tend to blame turnover on everything under the sun, while ignoring the white elephant in the room. People don't leave their jobs, they leave their managers. There are some people who leave their jobs to pursue something quite unrelated to what they had been doing.

Look around! We see staff moving from one agency to another agency. They like what they do, not necessarily who they work for. I have had the opportunity to talk to people in East TN, who have left jobs from a variety of industries. This is what I have heard:

1. Overworked
2. Don't care about employees
3. Stagnant, my skills were not developed
4. Stagnant, can't be creative
5. Stagnant, not intellectually challenged
6. Didn't recognize my contributions
7. Didn't reward my good work
8. Lied to me.
9. Hired and promoted the wrong people
10. Could not do what I was passionate about

Good managers work at helping their employees be successful at work. Good managers work at finding out what each employee deems as success.

## 21<sup>st</sup> Century Job Developing

They had to drag me into the 21<sup>st</sup> Century. Some say I was lost in the 1960s. Even though I am connected, there are some principles that transcend the decades. Always use your full name. Using only a first name implies intimacy and knowing the other person.

Avoid slang. "I'll get back to you." "I will contact you again at the end of the week", sounds much more professional.

Write in complete sentences, spell out the word and avoid emoticons. U know its gr8 2 write in shorthand, but the recipient may misunderstand the message.

Check your email often.

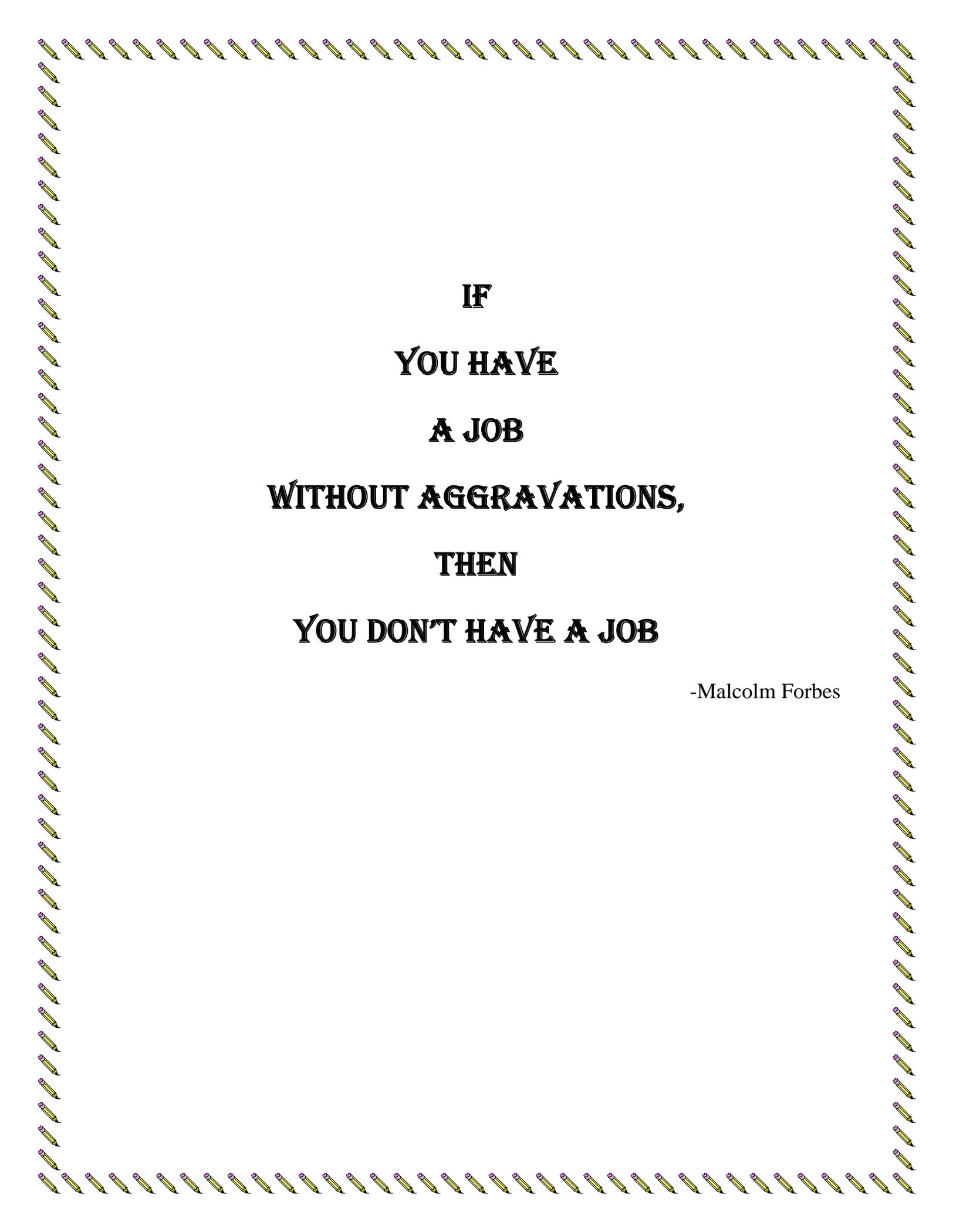
Make the first contact in person. Email is good for follow up and networking. But, the message can be misread or deleted.

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**IF  
YOU HAVE  
A JOB  
WITHOUT AGGRAVATIONS,  
THEN  
YOU DON'T HAVE A JOB**

-Malcolm Forbes

