



CESP Practice Test

Creating effective marketing tools for supported employment, includes:

- A Serving as a consultant to businesses on disability issues.
- B Creating PSAs on how hiring people with disabilities is the right thing to do.
- C Developing and delivering presentations to individuals and/or parent groups, advocacy.
- D A and C

Almost!

Acting as a resource in the business community to help dispel myths and provide information on disability and employment issues helps to build good relationships.

Create effective marketing tools for supported employment, including:

- A. Serve as a consultant to businesses on disability issues.
- B. Creating PSAs on how hiring people with disabilities is the right thing to do
- C. Develop and deliver presentations to individuals and/or parent groups, advocacy
- D. A and C

Almost!

- This is not a best practice – we want to make sure we are matching the strengths of an individual with the unmet needs of an employer – jobs that are offered ‘because it’s the right thing to do’ undervalues what the individual brings to the table.

<https://vcurrctc.org/resources/viewcontent.cfm/322>

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- C. Develop and deliver presentations to individuals and/or parent groups, advocacy
- D. A and C

Almost!

This is a great way to be a resource to businesses, help dispel myths, and promote best practices in hiring people with disabilities. This is a part of effective outreach, but both A and C are correct answers.

Create effective marketing tools for supported employment, including:

- A. Serve as a consultant to businesses on disability issues.
- B. Creating PSAs on how hiring people with disabilities is the right thing to do
- C. Develop and deliver presentations to individuals and/or parent groups, advocacy
- D. A and C

Right!

Acting as a resource in the business community to help dispel myths and provide information on disability and employment issues helps to build good relationships.

Similar to (A) this is a great way to be a resource to businesses, dispel myths and promote best practices in hiring people with disabilities

**Go to the next
question**

The following information should be the focus of a vocational profile:

- A A targeted list of labor shortages in the county.
- B List of accommodations for the disability.
- C The job seeker's strengths, interests, needs and conditions for employment.
- D The job seeker's high school transcripts and attendance records.

Almost!

While this is useful information to have, this is part of job development and is helpful after you have learned all about the job seeker's strengths, interests and conditions in order to help find a good job match.

The following information should be the focus of a vocational profile:

- A. A targeted list of labor shortages in the county.
- B. List of accommodations for the disability.
- C. The job seeker's strengths, interests, needs and conditions for employment.
- D. The job seeker's high school transcripts and attendance records.

Almost!

While the many resources offering ideas of what may be helpful for different disabilities are useful, the vocational profile is a process to understand the person and how disability impacts that individual, rather than people in general. Then one would figure out which of the possible accommodations might be most useful for that particular person. <https://askjan.org/index.cfm> is one such resource. However, you will need to know the job seeker well, and understand the specifics of the job, before an accommodation can be suggested.

Back to Question

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- D. The job seeker's high school transcripts and attendance records.

Right!

This is the ultimate goal of the vocational profile/career assessment process and occurs after spending time with the job seeker at home and observing other routines and activities, talking with other people in the person's life, exploring cultural background and reviewing relevant records. Only after a job seeker's strengths, interests, needs and conditions for employment are discovered can a good job match/career path be found.

Go to the next question

Almost!

While understanding functional academic skills is important, transcripts are not always the most effective way to gain this information. Understanding the way one learns and comprehends information would be part of the process in completing a vocational profile.

Back to Question

The following information should be the focus of a vocational profile:

- A. A targeted list of labor shortages in the county.
- B. List of accommodations for the disability.
- C. The job seeker's strengths, interests, needs and conditions for employment.
- D. The job seeker's high school transcripts and attendance records.

It is the responsibility of an employee seeking “reasonable accommodation” under the Americans with Disabilities Act to do all the following except:

- A** Disclose the disability
- B** Suggest potential accommodations
- C** Purchase and pay for the needed equipment
- D** Provide documentation about the disability upon request

Almost!

- An employee must disclose their disability prior to being protected by the ADA, including access to reasonable accommodations. <https://adata.org/>

Back to Question

It is the responsibility of an employee seeking “reasonable accommodation” under the Americans with Disabilities Act to do all the following except:

- A. Disclose the disability
- B. Suggest potential accommodations
- C. Purchase and pay for the needed equipment
- D. Provide documentation of disability upon request

Almost!

- Employees should be ready to enter into a conversation with their employer about what would be helpful to complete the required job tasks. It is not the responsibility of the employer to identify the needs of the employee. <https://adata.org/>

Back to Question

It is the responsibility of an employee seeking “reasonable accommodation” under the Americans with Disabilities Act to do all the following except:

- A. Disclose the disability
- B. Suggest potential accommodations
- C. Purchase and pay for the needed equipment
- D. Provide documentation of disability upon request

Right!

It is not the responsibility of the employee to provide an accommodation on the job which is otherwise protected by the ADA. It is the company's responsibility to pay for any reasonable accommodation agreed upon by both parties.

Go to the next question

Almost!

- An employer may request documentation proving the disability of record and it is the employee's responsibility to provide this. <https://adata.org/>

Back to Question

It is the responsibility of an employee seeking "reasonable accommodation" under the Americans with Disabilities Act to do all the following except:

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- B. Suggest potential accommodations
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- D. Provide documentation of disability upon request

The most effective method to identify a potential employment opportunity is:

- A Reading local labor reports posted by the Chamber of Commerce
- B Organizing meetings with members of your agencies' Board of Directors
- C Searching online job postings through a variety of social media platforms
- D Conducting information interviews at a business in line with the client's preferences

Almost!

- While this will provide ideas for what types of industry are in need of employees, more research will need to be done in order to identify which jobs in that field may be a good fit for a particular employee.

[https://worksupport.com/documents/Customized Employment Informational Interviews.pdf](https://worksupport.com/documents/Customized_Employment_Informational_Interviews.pdf)

Back to Question

The most effective method to identify a potential employment opportunity is:

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Almost!

- Board of Directors can be a valuable asset to make connections in your community and a way to learn of their own workplaces. This type of meeting is most likely to learn about the company culture, priorities, hiring practices, and who else you may be able to talk to about unmet needs or a particular division that may be of interest to clients you support. Without knowing the preferences, skills and conditions of a particular client you aren't ready to suggest an employee.

https://worksupport.com/documents/Q_and_A_on_Customized_Employment_Informational_Interviews.pdf

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Almost!

- Job postings are not an effective way for anyone (disability or not) to start on a career path. We should be more interested in learning about a business and making a good job fit, opposed to landing a quick job placement. <https://worksupport.com/documents/QuestionAndAnswerOnCustomizedEmploymentInformationalInterviews.pdf>

Back to Question

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- A. Reading local labor reports posted by the Chamber of Commerce
- B. Organize meetings with the members of your agencies' Board of Directors
- C. Searching online job postings through a variety of social media platforms
- D. Conducting information interviews at a business in line with client's preferences

Right!

- Yes, such an interview can give you additional insight into a company in order to evaluate a potential job fit based on the client's preference, strengths and conditions and what you learn about that company.

[https://www.hdi.uky.edu/Media/setpmaterials/Files%20for%20Person-Centered%20Job%20Selection%20\(PCJS\),%20Job%20Development,%20and%20Job%20Analysis/Informational Interview Template.pdf](https://www.hdi.uky.edu/Media/setpmaterials/Files%20for%20Person-Centered%20Job%20Selection%20(PCJS),%20Job%20Development,%20and%20Job%20Analysis/Informational%20Interview%20Template.pdf)

Go to the next question

In order to facilitate natural supports, an Employment Specialist must:

- A** Wear the same uniform as their client
- B** Understand the culture of the company and coworker interactions
- C** Coordinate their schedule with the employee for 90 days
- D** Offer soft skills training in advance of the job start

Almost!

- The Employment Specialist is not an employee of that business. Wearing their uniform may cause confusion regarding your role and may imply that your support is more needed than that of co-workers. An Employment Specialist (or job coach) is not a natural support. https://www.thinkwork.org/sites/thinkwork.org/files/files/NatSup&SocIncl_factsht_revJuly2015.pdf

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Right!

Yes. In order to connect a client with natural supports, you must first understand what is “natural” in that business and which relationships/strategies present will be helpful for your client. This comes from talking to the employer, co-workers and having spent time observing typical interactions and talk activity.

Go to the next question

Almost!

- While the Employment Specialists may spend some amount of time on the job with the client during orientation and training, there is no set number of days for this to take place. On the job support should be planned on an individual basis. The Employment Specialist is not a natural support, your time on the job should be used to make introductions to co-workers, facilitate relationships, and supplement training provided by the employer if, and when needed. https://www.thinkwork.org/sites/thinkwork.org/files/files/NatSup&SocIncl_factsht_revJuly2015.pdf

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- D. Offer soft skills training in advance of the job start

Almost!

- While soft skills training may be helpful for some people, it is not necessary for everyone. https://www.thinkwork.org/sites/thinkwork.org/files/files/NatSup&SocIncl_factsht_revJuly2015.pdf

Back to Question

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- A. Wear the same uniform as their client
- B. Understand the culture of the company and coworker interactions
- C. Coordinate their schedule with the employee for 90 days
- D. Offer soft skills training in advance of the job start

Over time the Employment Specialist should evaluate success on the job via the following method:

- A** Effectively meeting agency time and wage standards
- B** Contacting the employer once a week to ask if everything is okay
- C** Work shifts with the employee to monitor potential behavior issues
- D** Check in with other people in the client's life to gauge satisfaction on the job

Almost!

While all jobs need to pay at least minimum wage, any expectation for wage and hours per week should be set on an individual basis. Also, there is far more to gauging success than hours worked and wages earned.

Back to Question

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- C. Work shifts with the employee to monitor potential behavior issues
- D. Check in with other people in the client's life to gauge satisfaction on the job

Almost!

While checking in periodically with the employer (if a disability and your role have been disclosed) is a valuable method, there is no set time frame that will fit for everyone. Also, questions should be individualized based on what you know about that business and employee rather than standard questions such as “how’s it going?” or “is everything ok?”

Back to Question

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- C. Work shifts with the employee to monitor potential behavior issues
- D. Check in with other people in the client’s life to gauge satisfaction on the job

Not Quite

- Employment Specialists are not Behavior Analysts. Job fit and natural supports should be developed in order to minimize potential behavior issues. Even if your presence is required on the job for observation, it should be short term and not done for entire shifts over a long period of time.

https://www.youtube.com/watch?v=Grj7_KmOolA&feature=youtu.be

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- C. Work shifts with the employee to monitor potential behavior issues
- D. Check in with other people in the client's life to gauge satisfaction on the job

Right!

Yes. It is important to not only check in with the employer, but with others who know the client and can provide input about how they feel about the job and if it's making a positive impact in their life. And they may be able to share concerns that the employer would otherwise not be aware of.

Go to the next question

Which items are examples of the job carving/job negotiation process on behalf of a job seeker?

- A Analyzing work duties within a current job
- B Looking for full-time work opportunities
- C Talking with an employer about the most important tasks within a business
- D Both A and C are correct.

Almost!

- Job carving includes an employment support professional understanding and analyzing the different types of duties within a current position at a business. However, in this question, both A and C are correct.

https://www.communityinclusion.org/article.php?article_id=126

Back to Question

Which items are examples of job carving on behalf of a job seeker?

- A. Analyzing work duties within a current job
- B. Looking for full time work opportunities
- C. Talking with an employer about the most important tasks within a business
- D. Both A and C are correct.

Almost!

Seeking full or part-time work is a part of the placement process but it is not unique to job carving. Job carving can be in both full or part-time positions.

Which items are examples of job carving on behalf of a job seeker?

- A. Analyzing work duties within a current job
- B. Looking for full time work opportunities
- C. Talking with an employer about the most important tasks within a business
- D. Both A and C are correct.

Not Quite!

- When an employment support professional understands what the employer or business needs most, or what they value, they are better equipped to customize or create a job around those tasks or duties. This is a part of job carving, but both A and C are correct answers.

https://www.communityinclusion.org/article.php?article_id=126

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Which items are examples of job carving on behalf of a job seeker?

- A. Analyzing work duties within a current job
- B. Looking for full time work opportunities
- C. Talking with an employer about the most important tasks within a business
- D. Both A and C are correct.

Correct- **Both A and C are correct**

Job carving includes an employment support professional understanding and analyzing the different types of duties within a current position at a business. However, in this question, both A and C are correct.

When an employment support professional understands what the employer or business needs most, or holds in high value, they are better able to customize or carve a job around those tasks or duties.

Go to the next question

Supporting the job seeker to develop interpersonal communication skills and understand the workplace can include which of the following support activities?

- A Discussing and explaining cultural norms in the workplace with the job seeker.
- B Calling in sick for the job seeker when they have an appointment.
- C Making sure the job seeker writes down their work schedule each week.
- D Teaching a job seeker how, and when they can take more breaks than their coworkers.

Correct!

Taking time to talk, role play, or explain workplace norms and communication expectations with the job seeker can be very important to ensure they are successful on the job and understand more about the context of the work environment.

Go to the next question

Almost!

- It is not the role of the employment support professional to call in sick for a job seeker when trying to teach or develop communication skills. https://www.youtube.com/watch?v=Grj7_KmOolA&feature=youtu.be

Back to Question

Supporting the job seeker to develop interpersonal communication skills and understand workplace can include which of the following support activities?

- A. Discussing and explaining cultural norms in the workplace with the job seeker.
- B. Calling in sick for the job seeker when they have an appointment.
- C. Making sure the job seeker writes down their work schedule each week.
- D. Teaching a job seeker how and when they can take more breaks than their coworkers.

Not Quite!

- Supporting the job seeker to keep track of their schedule can be a role of the employment support professional, but not a core support strategy when teaching workplace culture or interpersonal communication. https://www.youtube.com/watch?v=G_rj7_KmOolA&feature=youtu.be

Back to Question

Supporting the job seeker to develop interpersonal communication skills and understand workplace can include which of the following support activities?

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- C. Making sure the job seeker writes down their work schedule each week.
- D. Teaching a job seeker how and when they can take more breaks than their coworkers.

Almost!

- Teaching is an important role for employment support professionals, however, teaching the job seeker to manipulate or expect more from their employer (beyond reasonable accommodations) is not an effective way to help job seekers learn about workplace culture or develop interpersonal communication skills.

https://www.youtube.com/watch?v=Grj7_KmOolA&feature=youtu.be

Back to Question

Supporting the job seeker to develop interpersonal communication skills and understand workplace can include which of the following support activities?

- A. Discussing and explaining cultural norms in the workplace with the job seeker.
- B. Calling in sick for the job seeker when they have an appointment.
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- D. Teaching a job seeker how and when they can take more breaks than their coworkers.

Which federal organization oversees the development and approval of the Plan to Achieve Self-Support (PASS)?

- A Port Authority
- B Social Security Administration
- C U. S. Department of Education
- D Planning Agency on Employment

Incorrect

This agency does not deal with work incentives for job seekers with disabilities.

Back to Question

Which federal organization oversees the development and approval of Plan to Achieve Self-Support (PASS) plans?

- A. Port Authority
- B. Social Security Administration
- C. U. S. Department of Education
- D. Planning Agency on Employment

Right!

The Social Security Administration (SSA) is responsible for overseeing PASS plans, as job seekers must be receiving SSI or SSDI benefits to be eligible to complete a PASS plan. To learn more about SSA work incentives visit:

<https://www.ssa.gov/redbook/>

Go to the next question

Almost!

The U.S. Department of Education is responsible for other educational and employment legislation including Every Student Succeeds Act (ESSA) and Individuals with Disability Education Act (IDEA).

Back to Question

Which federal organization oversees the development and approval of Plan to Achieve Self-Support (PASS) plans?

- A. Port Authority
- B. Social Security Administration
- C. U. S. Department of Education
- D. Planning Agency on Employment

Almost!

This is not a federal agency.

Back to Question

Which federal organization oversees the development and approval of Plan to Achieve Self-Support (PASS) plans?

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- B. Social Security Administration
- C. U. S. Department of Education
- D. Planning Agency on Employment

Maintaining updated information on new area businesses, types of jobs available, and locations of job sites within the community is an important part of

- A On-the-job training
- B Job Development
- C CWIC Benefits Planning
- D Workplace Supports

Almost!

On-the-job training is a hands-on method of teaching the skills, knowledge, and competencies needed for employees to perform a specific job within the workplace after the job is obtained.

Back to Question

Considering non-work necessities that may impact the achievement and maintenance of employment includes looking at all but:

- A. Finances
- B. Work-Ethic
- C. Transportation
- D. Housing

Right!

Job Development requires a concrete understanding of the relevant workforce and labor needs.

Go to the next question

Almost!

Community Work Incentives Coordinators (CWIC) provide in-depth counseling about benefits and the effect of work on those SSA benefits.

Back to Question

Considering non-work necessities that may impact the achievement and maintenance of employment includes looking at all but:

- A. Finances
- B. Work-Ethic
- C. Transportation
- D. Housing

Almost!

Facilitating communication with supervisors and co-workers, and ensuring the new employee receives typical, not artificial supports takes place once a person has acquired a job.

Back to Question

Considering non-work necessities that may impact the achievement and maintenance of employment includes looking at all but:

- A. Finances
- B. Work-Ethic
- C. Transportation
- D. Housing

Developing adaptations and accommodations that meet the needs of both the employee and the employer includes all of the following answers except:

- A Compare identified supports needs with pre-existing natural supports
- B Research potential, non-stigmatizing, accommodations and modifications
- C Identify opportunities to introduce and integrate the use of assistive technology
- D Purchasing a vehicle for the employee to arrive to work on time

Almost!

Looking at pre-existing natural supports rather than introducing intrusive, artificial supports can accommodate the needs of both the employee and employer.

Back to Question

Developing adaptations and accommodations that meet the needs of both the employee and employer include all but:

- A. Compare identified supports needs with pre-existing natural supports
- B. Research potential, non-stigmatizing, accommodations and modifications
- C. Identify opportunities to introduce and integrate the use of assistive technology
- D. Purchasing a vehicle for the employee to arrive to work on time

Almost!

Researching non-stigmatizing accommodations that work for the employee and the employer is a key goal of workplace supports.

Back to Question

Developing adaptations and accommodations that meet the needs of both the employee and employer include all but:

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- B. Research potential, non-stigmatizing, accommodations and modifications
- C. Identify opportunities to introduce and integrate the use of assistive technology
- D. Purchasing a vehicle for the employee to arrive to work on time

Almost!

Facilitating communication with supervisors and co-workers and ensuring the new employee receives typical, non-artificial supports takes place once a person has acquired a job.

Back to Question

Developing adaptations and accommodations that meet the needs of both the employee and employer include all but:

- A. Compare identified supports needs with pre-existing natural supports
- B. Research potential, non-stigmatizing, accommodations and modifications
- C. Identify opportunities to introduce and integrate the use of assistive technology
- D. Purchasing a vehicle for the employee to arrive to work on time

Right!

Accommodations and modifications that create and undo hardship for the employer do not fall under the definition for “reasonable accommodation” under the ADA.

Workplace Accommodations: Low Cost, High Impact at
<https://askjan.org/publications/Topic-Downloads.cfm?pubid=962628>