

Course Descriptions

Cross-Tier Offerings (CTO)

CTO.NC1 Getting to know CASE, Getting to know YOU

This special topic webinar will provide www.nyscase.org website users with an overview of the CASE project and website. This is a non-credit course suitable for all interested NYS CASE members. This is a non-credit webinar, and not eligible for CRC credit.

Individuals participating in this course will learn:

1. Who should use www.nyscase.org?
2. Why do I need to register, and what will registration do for me?
3. NYS CASE certificate tier overview
4. NYS CASE training overview
5. Other NYS CASE website tools

Individuals will be able to:

1. Identify who should join www.nyscase.org
2. Register and maintain their website profile
3. Register for training
4. Download or print course materials
5. Check their NYS CASE training transcript

CTO.NC2 Assessment and Employment Planning Seminar

Don't miss this opportunity to join with ACCES-VR and the supported employment providers from your region to engage in an open dialogue to surface assessment and planning trends and issues. This seminar will bring together field leaders, employment specialists and vocational rehabilitation counselors to explore strategies for maximizing assessment efforts.

Individuals participating in this seminar can expect to:

- Participate in open forum discussion designed to identify assessment trends and issues
- Create a collective understanding of the role of assessment in the supported employment process
- Discover strategies for teaching job seekers, their support team and professionals to make assessment a relevant and necessary step toward long term employment success
- Design collaborative approaches for interpreting findings and writing employment plans that evolve with the job seeker

Following this seminar, individuals will be able to:

- Articulate the strengths and weaknesses of their assessment process
- Work in partnership with ACCES-VR to orient job seekers to the role of assessment in the employment process
- Direct their colleagues to assessment resources
- Support the design of effective employment plans and on-going assessment practices

CTO-COP1.01-04 Advanced Social Security Issues (4 Part Series - Community of Practice)

To receive certificate credit, you must attend all four webinar events

Description: This four-part event has been designed to equip the supported employment practitioner in dealing with advanced issues pertaining to public disability benefits, and navigating the employment process. It is recommended that individuals considering participating in this series have completed some basic training in utilization of work incentives as a tool to promoting more effective employment outcomes. Each webinar will be 90 minutes in duration, and will provide opportunity for applied learning. The NYS CASE will continue to cultivate the skills and development of supported employment practitioners in working more effectively with individuals who receive disability benefits through this distance-based Community of Practice.

Individuals participating in this series will learn:

1. How work incentive support plans can increase earnings potential
2. How the Medicaid Buy-In Program for Working People with Disabilities (MBI-WPD) can provide a health care safety net
3. What causes overpayments, how to support individuals who have them

4. How the Ticket to Work Partnership Plus can create a viable, long-term, sustainable source of new income to support long-term employment outcomes

Individuals will be able to:

1. Develop, implement, and evaluate the efficacy of work incentive support plans
2. Provide supported employees with information and supports needed to access the MBI-WPD program
3. Take proactive measures to help individuals avoid overpayments, and refer those with active overpayments for appeals support
4. Braid resources currently available for supported employment with Ticket to Work, by participating in Partnership Plus through NYESS

CTO.COP1.01 Advanced Social Security Issues (Part 1 of 4): Using Work Incentive Support Plans to Enhance Earning Potential

Understanding how best to support an individual who receives disability benefits in decision-making leading to full employment is challenging. Individuals' needs for support vary; as do the stages they are at in the employment decision-making process. Understanding the employment decision-making continuum, and diagnosing individual needs for support is the first step in creating an effective work incentive utilization plan. Learn how to develop work incentive plans that bridge the knowing/doing gap for individuals who receive disability benefits, and begin moving them toward financial independence and economic self-sufficiency.

CTO.COP1.02 Advanced Social Security Issues (Part 2 of 4): Assisting Supported Employees who Receive Disability Benefits in Managing Overpayments

Overpayments are an inevitable result of a return to work effort. Allowing individuals who receive disability benefits who chose to work know that an overpayment will likely occur and that there are things that can be done to minimize, eliminate, or prevent recoupment of that overpayment which will greatly assist in preventing the shock and negative impact of an Overpayment Notice. Learn what an overpayment is, the two options for dealing with overpayments, how to reduce recoupment to a minimum, and what happens when these notices are ignored.

CTO.COP1.03 Advanced Social Security Issues (Part 3 of 4): Creating Long-term Sustainable Funding through NYS' Partnership Plus

Dwindling and time-limited financial resources can often pose a barrier to the sustainable, long-term employment and career advancement of individuals with disabilities. The Ticket to Work Partnership Plus provides an important tool for advancing the employment outcomes of individuals who receive SSI/DI—braiding resources available through ACCES-VR and the Ticket. Learn about the New York Employment Support System (NYESS), and how being a part of the NYS Partnership Plus model can advantage both your organization and individuals you serve.

CTO.COP1.04 Advanced Social Security Issues (Part 4 of 4): Advancing Use of the Medicaid Buy-In for Working People with Disabilities

Description: The NYS Medicaid Buy-In for Working Persons with Disabilities (MBI-WPD) is still one of the “best kept secrets” in the public benefits world. Learn how this valuable program can continue to provide full Medicaid benefits to workers with disabilities whether or not they have previously been recipients of SSI/DI. This impressive program can often mean the difference between continuing work and not working at all, and provide a critical health care safety net for individuals engaged in employment.

CTO.COP2.01-04 Functional Aspects of Disabilities (4 Part Series - Community of Practice)

Many staff begin their roles with minimal training on how to fully understand the disabilities and populations that they work with. The 4-part Functional Aspects of Disabilities webinar series will provide supported employment professionals foundational information about disability-types and functional limitations that may be evident. Seasoned professionals may also benefit from the resources that will be discussed. To receive certificate credit student must participate in all 4 webinars.

The webinars will feature:

- A framework for understanding function and disabilities classifications
 - The history, prevalence and terms used in relation to specific disabilities
 - Functional aspects of specific disabilities
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- Strategies, accommodations and resources to support long term employment success

Individuals participating in this course will learn:

1. The psycho/social impacts of prevalent disabilities in our society
2. Basic overview or origin and functional/vocational limitations of disabilities prevalent in our society
3. Resources available to dig deeper

Individuals will be able to:

1. Articulate facts about the disabilities that their agencies support
2. Review case studies to determine effective service approaches
3. Access and utilize disability information resources

CTO.COP2.01 Functional Aspects of Disabilities: Neuro Developmental Disabilities

CTO.COP2.02 Functional Aspects of Disabilities: Physical Disabilities

CTO.COP2.03 Functional Aspects of Disabilities: Psychological Disabilities

CTO.COP2.04 Functional Aspects of Disabilities: Sensory Disabilities

CTO.COP3 Emerging Topics in Supported Employment

It is an exciting time to work in Supported Employment, the field is rapidly changing and we are challenged to build our professional and programmatic capacity to access resources and provide supports and services to expanding populations. Supported employment professionals will benefit from the cutting edge information and resources presented.

The webinars will feature:

- A framework for understanding emerging topics and their impact on service delivery
- A framework for understanding recent legislation and its impact on the supported employment industry
- Strategies for adapting practices to meet the needs of emerging populations

CTO.COP3.01 HIV/AIDS: Implications for Vocational Rehabilitation

The topic of HIV/AIDS will be addressed with an emphasis on the essential factors for vocational rehabilitation success. The webinar will include a brief overview of the history of the condition and current progress with medical treatments; what can be expected in terms of prognosis and the potential impact on employment; the internal and external effects of social stigma; the legacy of ostracism within different cultures; medication compliance; legal and employment issues; and attitudes of vocational rehabilitation professionals. Individuals with HIV/AIDS have the unique experience of being relatively free of barriers to employment due to the condition itself, yet the social implications can have devastating effects on a person's hope for unhindered employment.

CTO.COP3.02 Working with Justice-Involved Adults/Youth

The prospect of employment for individuals with disabilities who also have criminal backgrounds is quite daunting. Anxiety, anger and hopelessness are painfully high; basic living needs and disability concerns may be minimally addressed or not at all; and the negative temptations to reincarcerate are all around. Shadowing the entire process is the stigma associated with having a criminal background that negatively affects the perceptions of employers and social supports, including vocational service providers. It is critical for vocational staff to understand the potential pitfalls that impede the road to employment and to focus on relationship and trust building, connections to resources and family, and rapid job placement opportunities. Strategies for maximizing employment success will be outlined as well as recommendations for working with institutions and employers.

CTO.COP3.03 Autistic Spectrum

CTO.COP3.04 Implications of WIOA

CTO.COP4

CTO.COP4.01 Maximizing Partnerships and Relationships

In this day and age of no-one can go it alone, it is essential that we maximize the relationships that we have and make efforts to develop unique partnerships. This course will focus on discovering, creating and utilizing the relationships that exist in your area. Participants will leave with an action plan to stretch resources by increasing collaboration

Individuals participating in this course will learn:

- The importance of creating a cadre of partnerships
- Where to seek out relationships and partnerships
- Investigational skills to conduct gap analyses
- Strategic plan development skills

Individuals will be able to:

- Complete a community map
- Conduct a gap analysis
- Create a joint-venture strategic planning template
- Initiate grant/foundation applications
- Create sustainable partnerships

CTO.COP4.02 Citizenship and Civic Engagement

True citizenship and civic engagement requires a solid understanding of the potential for exchange between a person and a community. For many disability service practitioners this requires a shift from traditional approaches that reinforce the individual in the role of consumer towards empowering the individual to explore, discover and leverage his or her innate talent and intrinsic power to make meaningful and productive contributions to society.

Learning Objectives- Individuals participating in this course will learn:

- The difference between traditional consumer-based approaches and citizen centered approaches to supporting community integration and inclusion
- Three key dimensions of citizenship
- The relational basis of empowerment and building social capital
- A person-centered planning tool called What's Worth Working For
- Five essential elements for individualizing community access, connection and action planning

Behavioral Objectives- Individuals will be able to:

- Understand the key dimensions of citizenship to people living with disability

- Use the exploration and discovery process of assessment as a vehicle for identifying a person's potential for community contribution
- Utilize the tool What's Worth Working For with individuals
- Apply the 5 Commitments for Building Community resource tool with individuals

CTO.COP4.03 Disability and Cultural Brokering

As the population of the NYS continues to increase in diversity, the field of Supported Employment is challenged to gain awareness and sensitivity to multiple cultural dynamics. This course will explore disabilities in a multi-cultural context. Participants will learn the concept of cultural brokering as a strategy to meet the multifaceted needs of an evolving customer base

Individuals participating in this course will learn:

- Dynamics of disability services in a cultural context
- Resources identification techniques
- Cultural brokering concepts
- Bridge building strategies for inclusion at work

Individuals will be able to:

- Describe the nature of disability and disabilities services within a variety of ethnicities
- Locate resources pertaining to culture/disability topics
- Demonstrate cultural brokering strategies
- Create plans for building bridges to inclusion, integration and engagement at work

CTO.COP4.04 Working with Families

Employment Specialists often struggle with balancing the concepts of person-first, choice and self-determination with the expressed needs of the family and loved ones. This can result in failure to see the families as an integral member of the support team. This one day course will

lead participants through the process of gaining an understanding of family dynamics and provide strategies for creating a strong family, job seeker and provider working relationship.

Individuals participating in this course will learn:

1. The importance of working with families throughout all phases of supported employment
2. Concepts of learned helplessness and its impact upon job seeker independence
3. To support the development of balanced relationships with the job seeker and his/her family
4. Strategies for dealing with divergent vocational goals on the part of the job seeker's vocational goal and his/her family
5. The role of legal guardianship in the supported employment process
6. To conduct/facilitate family satisfaction surveys
7. To identify external resources for addressing family issues that may impact employment success

Individuals will be able to:

1. Identify roles for family members and support team in the supported employment process
 2. Facilitate effective support team conversations
 3. Demonstrate basic counseling skills used to support families in difficult circumstances
 4. Identify and access local family support resources
 5. Conduct family satisfaction surveys
 6. Develop partnerships with families during the supported employment process
 7. Assist the job seeker to speak up and self-advocate within his/her family
 8. Support families during the process of "letting go"
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Tier 1: Supported Employment Service Delivery

T1.C1 Foundations of Supported Employment

This course will lay the foundation for understanding the ins and outs of providing effective, efficient and values-driven supported employment services. This is a training suitable for all supported employment providers looking to enhance their understanding of the history of and latest research in Supported Employment Service Delivery.

Individuals participating in this course will learn:

1. The history, values and philosophy of supported employment
2. The steps of the supported employment process
3. Funding sources and models of supported employment
4. Ethical principles associated with effective service delivery
5. Person-centered services concepts

Individuals will be able to:

1. Begin the implementation of person-centered supported employment services
2. Begin to identify potential partners in the employment planning process
3. Identify skills needed to provide quality supported employment services
4. Identify their role and responsibilities in the supported employment process
5. Perform initial quality assessments in their program

T1.C2 Assessment and Employment Planning (Part 1)

Too often individuals struggle with job success due to the failure to conduct appropriate and comprehensive pre-employment discovery and assessment. The key to true job matching is a full understanding of the skills, assets, challenges and ideal conditions for employment for the job seeker. The goal of this course is to return assessment to a more prominent place in the process.

Individuals participating in this course will learn:

1. The critical importance of assessment in the overall supported planning process.
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2. The role of Discovery in the supported employment planning process.
3. The role of community-based assessment in the supported employment planning process.
4. How to view file information with a critical and discerning eye.
5. Key information to be obtained during the assessment phase.
6. The distinction between the concepts of Notice & Wonder.

Individuals participating in this course will feel:

1. *Confident* in having a solid knowledge base in assessment and employment planning.
2. *Empowered* to provide thorough, quality assessment services.
3. *Prepared* to work with job seekers in a variety of community environments and employment settings.
4. *Motivated* to update their own or their organization's assessment practices.
5. *Inspired* to make a difference in the lives of others.

Individuals participating in this course will be able to:

1. Identify the pro/cons of their current assessment practices.
2. Identify potential partners and external natural supports, inclusive of friends, family, funders and community members.
3. Effectively utilize information from the case file during the assessment process.

T1.C3 Foundations of Job Placement

Challenging economic times call for the mastery of creative and innovative job placement strategies. Organizations who have adopted the relationship-first approach to job development have found greater success and higher placement retention. This one day course will focus on the strategies to maximize business partnerships and increase customized placements.

Individuals participating in this course will learn:

1. The difference between client-specific vs. relationship-building model of job development
2. Common fears and challenges facing job developers
3. Concepts of relationship marketing and networking
4. How to speak "business" language
5. How to conduct an effective job site analysis
6. The relevance of labor market trends
7. The importance of effective marketing tools
8. Customized employment placement techniques

Individuals will be able to:

1. Access and interpret local labor market information
2. Conduct and interpret a job site analysis
3. Design effective marketing tools
4. Demonstrate knowledge of work incentives
5. Demonstrate knowledge of laws and regulations relevant to supported employment placement
6. Confidently function as an employment advocate and job placement specialist
7. Make the business case for hiring individuals with disabilities using language that resonates with the business world
8. Teach the job seeker the key concepts of self-advocacy during the pre- and post-job search phases

T1.C4 Business Engagement

This advanced job placement course will provide the opportunity for employment specialists to learn techniques to create business partnerships. Participants will explore best practices from throughout the country and develop strategies for implementation at their organizations.

Individuals participating in this course will learn:

1. Methods to fully participate in one's community as a strategy for business engagement
2. Proactive strategies for image marketing and enhancement
3. To create business partnership initiatives within their organization/community
4. About regional, statewide and national business leadership initiatives pertaining to supported employment

Individuals will be able to:

1. Identify opportunities for community engagement
2. Expand potential business contacts in the community
3. Become involved in a variety of venues for increased exposure to the community
4. Become more visible in the community
5. Improve their professional image in the community

Retired Class: T1.E3 Self Sufficiency for SSI and SSDI Recipients

Critical to the employment success of individuals who receive public entitlements and disability benefits, is the extent to which they understand how their benefits will be impacted by earnings. This one-day course focuses on the impact of work on Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI), and how the Social Security Administration supports return to work of beneficiaries through the Ticket to Work and Self-Sufficiency Program.

Individuals participating in this course will learn:

1. How earnings impact SSI and SSDI
2. Resources available in NYS to assist in conducting benefits and work incentives planning and assistance
3. What the Ticket to Work program is, and how it can help beneficiaries return to work
4. Strategies for supporting beneficiaries in developing optimal employment plans to increase economic self-sufficiency

Individuals will be able to:

1. Calculate how earned and unearned income affect both a SSI and SSDI check
2. Explain to a beneficiary how their benefits will be impacted by work at specific levels, and create multiple work scenarios to show this impact
3. Determine the work incentives that are most advantageous to supporting a beneficiary's return-to-work
4. Develop a work incentive support plan
5. Locate and refer beneficiaries to locally-available credentialed work incentive practitioners and Employment Networks

T1.E4 Tools to Support Enhanced Work Outcomes of Individuals Who Receive Disability¹

Critical to the employment success of individuals who receive public entitlements and disability benefits, is the extent to which they understand how their benefits will be impacted by earnings. This one-day course focuses on the impact of work on Supplemental Security Income

¹ Modified version of T2.E3 Self-Sufficiency for SSI/SSDI Recipients based on edits received from ACCES-VR and evaluations of participants.

(SSI) and Social Security Disability Insurance (SSDI), and how the Social Security Administration supports return to work of beneficiaries through the Ticket to Work and Self-Sufficiency Program.

Individuals participating in this course will learn:

1. How earnings impact SSI and SSDI
2. Resources available in NYS to assist in conducting benefits and work incentives planning and assistance
3. What the Ticket to Work program is, and how it can help beneficiaries return to work
4. Strategies for supporting beneficiaries in developing optimal employment plans to increase economic self-sufficiency

Individuals will be able to:

1. Calculate how earned and unearned income affect both a SSI and SSDI check
2. Explain to a beneficiary how their benefits will be impacted by work at specific levels, and create multiple work scenarios to show this impact
3. Determine the work incentives that are most advantageous to supporting a beneficiary's return-to-work
4. Develop a work incentive support plan
5. Locate and refer beneficiaries to locally-available credentialed work incentive practitioners and Employment Networks

Tier 2: Advanced Supported Employment Practice

T2.C1 Facilitating Job Coaching and Employment Supports

Supported Employment success depends on designing effective and efficient employment supports. This one-day course will discover the role of the employment specialist and the skills needed to support learning and long-term job retention

Individuals participating in this course will learn:

1. How our own values and life experience impact practice
 2. The significance and impact of workplace culture on employment success
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3. The “art” of facilitating effective employment supports both in and out of the workplace
4. Job/Task analysis skills
5. Job site accommodation and job modification strategies
6. Theories of teaching and learning
7. Techniques to adapt practice to match learning preferences
8. Systematic/Differentiated instruction
9. Expeditionary Learning principles
10. The nuances of the fading process
11. To discover and utilize natural supports

Individuals will be able to:

1. Identify roles and responsibilities of employment specialists on the job site
2. Identify their own learning and teaching preferences
3. Adapt teaching strategies to meet the learning preferences of the supported employee
4. Work with employer to develop a comprehensive training plan
5. Demonstrate strategies and techniques in practice with both employers and supported employees
6. Maintain records of progress and strategies to address periodic performance issues
7. Conduct task and job analysis
8. Access resources to identify and facilitate workplace accommodations and modifications

T2.C2 Fundamentals of Documentation and Reporting

"If it isn't written down, it didn't happen." This sentence is uttered repeatedly in the human services field. This one-day course will explore **ACCES-VR** documentation and reporting requirements and best practices, and why sound documentation and reporting habits are an essential skill for the supported employment professional.

Individuals participating in this course will learn:

1. ACCES-VR expectations and documentation standards.
 2. To interpret the **ACCES-VR** Supported Employment Guidelines.
 3. The correlation between effective documentation and quality service delivery.
 4. Observation and interpretation skills.
 5. The philosophy and rationale for maintaining accurate and timely case files.
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6. The required elements for effective record keeping.
7. The critical link between documentation and billing.

Individuals will feel:

1. Informed of **ACCES-VR** documentation and reporting expectations.
2. Comfortable with the **ACCES-VR** Supported Employment Guidelines.
3. A sense of stewardship to the financial resources available.
4. Prepared for an ACCES-VR program review.
5. Ready to implement a variety of tips, tools and strategies in practice.
6. Knowledgeable of the connection between quality documentation standards and proper billing procedures.

Individuals will be able to:

1. Maintain up-to-date **ACCES-VR** case files with all required elements.
2. Meet **ACCES-VR** billing requirements through accurate and timely case documentation.
3. Locate pertinent information within the **ACCES-VR** Supported Employment Guidelines.
4. Provide verbal interpretation of written documentation.
5. Interpret written and anecdotal satisfaction feedback and create written goals and objectives.

T2.C3 Organizational Culture and Integration

Beyond the Job Match: Achieving Sustainable Person/Culture Fit

Integration of individuals with disabilities into the workplace is more than just working alongside peers without disabilities in an integrated work environment. It requires both the placement practitioner and the employee to gain a greater understanding of the culture of the business they are exploring, to ensure that the organizational culture is a good fit for the employment candidate.

Individuals participating in this course will learn:

1. A theoretical framework for understanding organizational culture
2. How assumptions, values, artifacts, and symbols form workplace culture
3. Strategies for matching employment candidates to workplace cultures that are compatible with personal preferences

Individuals will be able to:

1. Conduct an organizational culture assessment
2. Match employment candidates to compatible work cultures
3. Secure job placements with higher levels of workplace integration

T2.C4 Supporting Long Term Success

Employment Specialists in this course will explore techniques to address factors that contribute to long-term job retention.

Individuals participating in this course will learn:

1. Job retention factors
2. The effects of professional growth and career development on long-term employment success
3. Develop strategies and interventions to enhance employee retention
4. Learn to utilize the performance review process as a means for establishing goals for the supported employee
5. Techniques for recognizing and handling job stress and burnout
6. Opportunities to support the employee to increase their social capital in the workplace
7. Strategies to educate co-workers to work effectively with the supported employee

Individuals will be able to:

1. Implement creative strategies in the workplace to support employee retention
 2. Work effectively with the supported employee and employer to promote career growth and development
 3. Create plans to support employee during periods of job stress or burnout
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4. Facilitate workplace inclusion
5. Create framework for co-worker education and disability awareness
6. Create communication plan for employer contact during extended phase

T2.E2 Supporting Effective Transition

Individuals with disabilities face many opportunities for transition in their lives, one of the most influential ones being the transition from school to adult supports and services. This one-day course will support participants in understanding components of transition planning and their role in supporting the process.

Individuals participating in this course will learn:

1. The three domains of transition to adulthood
2. The importance of utilizing a holistic approach during the transition process
3. The role of school throughout the school-to-work transition process
4. Strategies to work effectively with students in transition
5. The importance of developing partnerships with schools, families and the community to the transition process
6. The techniques for supporting transition from segregated services to integrated employment

Individuals will be able to:

1. Create engagement and assessment opportunities for students transitioning from school to work
2. Apply strategies to better engage with students, schools, families and the community throughout the transition process
3. Put into practice a holistic approach to working with students and stakeholders during transition
4. Communicate with case workers, service coordinators and family members to support transition from segregated services to integrated employment

T2.E3 Assessment and Employment Planning (Part 2)

This advanced level course will continue to explore the skills necessary to conduct and interpret community-based discovery assessments.

Individuals participating in this course will learn:

1. Why assessment must be a fluid and ongoing process
2. Strategies and techniques to utilize with the supported employee
3. How circumstances are ever-changing and the impact this has on employability factors
4. Post-assessment reporting and plan development
5. Resources available to conduct assessments outside of your level of expertise

Individuals will be able to:

1. Implement a variety of assessment techniques in and out of the workplace
2. Pro-actively recognize the signs and symptoms of a changing workplace environment
3. Conduct regular and ongoing assessment and re-assessment of individuals' preferences, contributions and conditions
4. Generate documentation and service plans utilizing the assessment findings

T2.E4 Understanding Challenging Behaviors in the Workplace

Job coaching professionals often list “inappropriate workplace behaviors” as a primary reason for job loss. This can result in increased stigma for individuals with disabilities in the work place as well as high frustration levels for the staff that are charged with creating strategies to support long-term success. This course will focus on gaining an understanding of factors that contribute to workplace behaviors and the skills necessary for addressing them.

Individuals participating in this course will learn:

1. Categories of challenging behaviors
 2. The genesis of challenging behaviors
 3. The importance of identifying challenging behaviors and the meanings behind them
 4. The critical importance of conducting a “Whole Person Analysis” and the impact of quality of life factors
 5. The prevalence of challenging behaviors in the workplace, and the implications of this for supported employment practice
 6. Strategies to do more than “manage” challenging behaviors in order to effectively resolve them
 7. Strategies for crisis management
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8. Our role in the process of understanding and managing challenging behaviors in the workplace
9. The definition of maladaptive vs. adaptive behaviors

Individuals will be able to:

1. Implement holistic approaches to avoid, minimize or eliminate the impact of challenging behaviors in the workplace
2. Recognize the factors leading up to a crisis
3. Provide sensitive, person-centered supported employment services, in order to reduce behaviors both in and out of the workplace
4. View “challenging behaviors” from a different perspective

Tier 3 Supported Employment Administration

T3.C1 Program Management

Providing program management in an evolving service and funding system can seem like a daunting task. Through strategy discussions participants will begin the transformation necessary to survive in the new business environment. In this course, Managers will generate a plan for “covering all of the bases” while supporting program growth.

Individuals participating in this course will learn:

1. To manage a variety of funding sources and funder relationships
2. How to operate a supported employment program within the context of a larger human services setting
3. To Create and maintain a positive reputation in the community
4. The nuances of providing business services in a nonprofit environment
5. The relationship of *Quality* (of services) vs. *Quantity* (caseload size) in the context of supported employment program management
6. Methods for fostering positive relationships with ACCES-VR Counselors
7. The rules and regulations of supported employment.
8. Strategies to balance supported employment philosophy with the realities of service delivery

Individuals will be able to:

1. Demonstrate a clear understanding of the funding sources available in supported employment
2. Demonstrate the ability to share with staff and colleagues the expectations of respective funders
3. Be involved and visible in one's community through a variety of forums, meetings and venues
4. Serve as a bridge between the nonprofit and business worlds
5. Be viewed as a valued and trusted "expert" in the field of supported employment
6. Demonstrate open and positive relationships with ACCES-VR Counselors
7. Know the rules and regulations that drive supported employment services

T3.C2 Program Evaluation and Using Data to Influence Performance (4 part training)

Increasingly, businesses, organizations and agencies are being evaluated based on their performance and outcomes they obtain, and extent to which they hold to certain standards in the delivery of their services and products. Research has shown that supported employment is an evidence-based practice that leads to greater employment outcomes, when certain programmatic standards and indicators are achieved and evident. Subsequently, program data is a critical management tool that is often under-utilized in administration and evaluation of supported employment programs. It can inform us on the customers being served, services provided, outcomes achieved, customer satisfaction, and provide an important foundation for strategic planning and continuous quality improvement. While state vocational rehabilitation agencies are held to specific key performance indicators related to programmatic and individual consumer outcomes, often individual supported employment programs do not trend how their data can contribute to greater statewide performance.

Individuals participating in this course will learn:

1. Principles for conducting program evaluation
 2. Strategies for ensuring supported employment program quality
 3. Types of data which are essential to effective program evaluation
 4. Strategies for designing a program evaluation model
 5. Approaches for benchmarking performance and establishing performance goals and objectives contributing to both enhanced local performance and greater statewide outcomes
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Individuals will be able to:

1. Design and implement a program evaluation model—including strategies for tracking progress
2. Evaluate the effectiveness of their current data management information system
3. Map how local data can contribute to statewide performance indicator data
4. Create a continuous quality improvement plans which includes performance goals and objectives, using the SEQUAL online organizational assessment tool

T3.C3 Staff Supervision Skills

The key to long term success is cultivating long term employees. This course will explore the tools and foundational skills for effective and efficient supported employment staff supervision. Participants in this course will leave with an increased sense of purpose and direction for their own role, which in turn will influence growth for their team.

Individuals participating in this course will learn:

1. The ideal qualities of the supported employment professional and how to foster these qualities in staff
2. The unique nature of supervising staff in supported employment settings
3. Methods for fostering personal and professional growth and independence in supported employment staff

Individuals will be able to:

1. Maintain positive and respectful relationships with staff
2. Be seen as an open, trusting and safe option for staff to vent and share ideas and concerns
3. Serve as a role model for supported employment staff
4. Foster and develop staff who reflect positively on the organization and upon the overall field of supported employment

T3.C4 CRS Supported Employment Milestone Training

This training is designed to educate New York State ACCES-VR supported employment providers on the new funding model for supported employment services in New York State.

T3.E2 Providing Leadership in Complex Systems

Over the past 100 years, leadership theory has evolved considerably—from the notion that we were brought into this world as great leaders, to leadership as developed traits, skills, and behaviors, to recognizing that complex adaptive systems require a different theory of leadership. Human service organizations are complex adaptive systems—organizations that are constantly evolving, being responsive to their environments, and often on what feels like the edge of chaos.

Individuals participating in this course will learn:

1. What a complex adaptive system is
2. How complex adaptive systems operate in a constellation of other complex adaptive systems
3. How leadership in these systems requires new thinking
4. Strategies for managing and leading these types of organizations

Individuals will be able to:

1. Assess their effectiveness in leading a complex adaptive organization
 2. Manage the dynamic tension between the need to foster innovation and manage its emergence
 3. Foster leadership at all levels of the organization
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