wise
Training Course Descriptions

The Washington Initiative for Supported Employment
gowise.org

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(By Employment Activity and Core Competency)

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Customized Employment and Discovery

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Fill Your Job Development Toolkit: How to Effectively Utilize an Informational Interview

Job Development and Marketing

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Building Your Leadership Presence

Coping with Chaos: How to Survive & Thrive in a Constantly Changing Environment

Staying Organized

Transformation Project in Oregon

wise Course Descriptions

Agency Teaming to Reach Stronger Outcomes

Trainers: Brandi Monts and Shaun Wood

Duration: 2 days with optional remote follow up

Lecture/Discussion/Activity/Community-Site Visits: This training will focus on service provision to programs that build independence, including employment services and Community Access (a Washington State service to assist participants in gaining independence in the community). The first half of the first day will cover the purpose of service and support, the purpose of service goals, and approaches to setting short and long term goals. The second half of the first day consists of site visits out in the community to meet and observe current services and activities. The second day will bring service providers back together to talk about strategies, write goals, and leave with a few tools for how they will move forward as a team over the next three to six months as they work to achieve the individual goals that have been set. There is the option (usually suggested) to set up remote check in with the trainers, after the event, in order to provide support and coaching in long-term support efforts.

Core Competencies: 1, 2, 6, 7

Autism Spectrum Disorder and Employment – Improving Our Services

Trainers: Shaun Wood and Jim Corey

Duration: 6 hours, or 5-part webinar series (2 hrs x 5 sessions)

Lecture/Discussion: Shaun and Jim will lead a discussion and share resources for service providers and/or family members who support individuals who experience ASD and challenging behaviors. We will discuss how some people may experience their challenges, strategies for understanding how the person you are supporting experiences their life, and how to effectively support that person, whether at home, in the community, on their search for employment, and/or on the job. We will discuss briefly a number of practical tools you can use, and a Service Wheel Model developed which can greatly enhance success and independence. We will also discuss self-reflection tools you can use today to improve your service for even those with the most significant challenges to community life and employment. Workshop – we will then revisit and review each of the tools from the Service Wheel in more depth and practice developing and using them through a series of fun hands-on activities. After this workshop, you will be able to directly apply these tools to your work. You will leave with homework.

Core Competencies: 1, 2, 4, 5, 6, 10

Behavior, Sexuality, and Communication

Trainer: Shaun Wood, M.Ed. BCBA

Duration: 2 hours

Lecture/discussion: Let's talk about what's next in your child's life. This workshop will be an informal conversation about school services and how they relate to adulthood. We will talk about behavior, communication strategies, sexual education, and planning for a future where your child will be in this world without you next to him or her. Bring your questions and let's work through some real life situations so that we can start to figure out what's possible in this time of impossible contradictions.
Note: This training is designed primarily for families and can be adapted for other audiences

Core Competencies: 10

Best Practices in School to Work

Trainer: Shaun Wood, M.Ed. BCBA

Duration: 4 to 6 hours

Lecture/Group Brainstorming: Staff will present examples of Transition from School to Work project designs, both rural and urban, with custom solutions for specific communities. We encourage the participants to have representation from county/state DD, schools, employment organizations, VR, and parent advocacy groups. Information covered will include tracking students and systemic sign up for school to work efforts, good quality work experience sites and their development, career portfolios, person centered planning, employment, Vocational Rehabilitation, and schools working together, engaging families, and successful placements. Information will be presented and then participants will work in groups to identify strategies for their community and methods to implement.

Core Competencies: 10

Building a Portrait of Competence: Collecting in Depth Information for Employment

Trainer: Debra McLean

Duration: 6 hours

Hands-on exercises, demonstration case studies and lecture: In this training you will learn:
- Maximize and understand skills, strengths and preferences from the stories people tell about their everyday experiences. (No one should be left behind in regards to quality placement in real jobs)

- Sharpen your person centered employment planning and discovery information gathering.
- Make a more accurate job match
- Increase placement possibilities
- Know where to look and what to talk about when you get there
- Building individualized scripts based on job seeker
- Make meaningful community links
- Create and understand Individualized Support Strategies needed for success

Core Competencies: 1,2,3

Building an Assistive Tech Toolbox

Trainer: Ryan Farrow

Duration: 2-3 hours

Lecture/Activities: Learn how mobile technologies are changing people's lives by helping them to be more independent, confident, and productive. Join the discussion about how you can create better outcomes for people seeking and maintain employment. This training provides an overview of different technology tools used during job development and job retention. It also covers funding resources to enable people to afford and obtain the technology that will work best for them.

Core Competencies: 3, 5, 6

Building and Keeping a Happy and Lasting Team- Recruit, Train and Retain

Trainers: Cesilee Coulson – WISE, John Lund- Tangible Systems, Wally Tablit- AtWork!, Carrie Morehouse- Work Opportunities, Gina Solberg- PROVAIL, Jaimie Laitinen- WISE, Karen Williams- Trillium

Duration: 2 full days

Lecture/Activities: With the continual change occurring in the service system and across our communities, now more than ever, it is crucial for agencies to build an extraordinary team. Unfortunately, turnover rates are high, and many directors and managers are wondering what to do to recruit, train and retain talented staff.

- How do we draw the BEST people to this field?
- How do you prepare an excited and intrigued new employee to enter the field of supported employment?

- How do you build confidence and how do you reward staff for their hard work when budgets are tight?
- How do you continue to mentor and build your team in order to foster the growth of new leaders?
- How do you be the best manager/leader that you can be?
- How does staff work with their team and their managers to carry on the work?

The trainers will address these questions through practical examples, proven management tools and group activities. This training promises to be informative, challenging, interactive and fun!

Core Competency: 11

Building Relationships with Employers: Connecting with Business to Expand Employment Opportunities
Trainer: Cathy Sacco

Duration: 4-6 hours

Lecture/Discussion/Activity: As Employers continue to realize that people with disabilities are a viable and productive part of the workforce, how can we elevate our level of professionalism, building relationships that align with and impact the employment opportunities in their companies? It will take all of us to make employment a typical experience for individuals with disabilities. Our business community is ready for a new approach.

In this training we will review and discuss tools and resources at our disposal, from the past, present and future. We will look beyond traditional services and explore the roles and responsibilities we all have in building diversity in our community workforce. This training will provide an overview on successful expansion strategies to connect with employers. Through dialogue and activities, we will:
- discover the change needed in philosophy and participation with our local business communities
- show how employers are elevating employment opportunities by networking with each other
- discuss new strategies, roles and responsibilities that include reciprocity
- learn about business to business messaging
- feature views, perspectives and guidance from business leaders
- outline events and resources that connect business to business in your community

Whether you are a business owner or executive, a job seeker, an employment consultant, an educator, or a family member, you can expand your connections, build business relationships, and promote employment in your community. We can all be part of part of directing our future!

Core Competency: 3

Building Supports – Training People on the Job
Trainer: Debra McLean

Duration: 6 hours

Lecture and Hands-on Exercises:
- Task analysis
- Developing creative Individualized support strategies
- Promote engagement and learning in the workplace
- Teaching to success
- Visual structure and accommodations
- Promoting natural supports

Core Competencies: 4, 5, 6, 7

Building the Roadmap to Community Employment

Trainers: Cesilee Coulson – WISE, Christina Brandt- AtWork!

Duration: 2 full days

Lecture/Workshop Activities: This organizational workshop is designed to engage leaders (Executive leadership), program managers (Residential and Employment) and employment professionals in the development of competitive integrated employment services.

During the workshop participants have time to work as an organization to map out areas of capacity building for the employment program. Presentations will include an organizational case study, development tools, team building strategies, communication/messaging strategies and declarations to shape the future of employment services.

Building Your Leadership Presence
Trainers: Cesilee Coulson, WISE and Aimee Nelson, Trillium Employment Services

Duration: 4 hours or a full day session

Interactive/Movement Session: We will explore and share with you practices in embodied learning. We will work through the body to discover our typical actions and to begin to identify practices to build new actions that will open new opportunities for your personal and professional growth and development. In addition, we will work together to use our practices to further the mission of the organization that you represent. Our time together is short and important. This day will allow us to explore and connect to "Why" we do the work we do and to expand our understanding of ourselves in relation to others doing similar work.

You can expect to:

- Improve your ability to understand your environment
- Increase your awareness of yourself and others
- Increase your awareness about moods and feelings through the body
- Learn new daily practices for personal and professional growth
- Increase your ability to be relaxed and focused to enable you to act in a more decisive and grounded way
- To blend with the needs and concerns of others while maintaining what is important to you

Core Competency: 11

Coaching For Independence

Trainers: Dan Rutten

Duration: 4 Hours (optional field TA)

Lecture/Hands On: As Job Coaches and Employment Consultants our goal is to assist individuals receiving services to be as independent as possible, though at times we are often unintentionally building ourselves into the equation. In this training we will explore techniques, tools, and relationships that we can utilize to ensure that the role of the Job Coach focuses more on coaching the team rather than being a player in the game.

Areas of focus will include: Goal based coaching; Identifying support needs; Systematic instruction, creating a task analysis; Visual aids and workplace accommodations; Hands-off coaching; Building employer relationships; and fading and natural supports.

Core Competencies: 5, 6, 7

Community Access Best Practices: Creating Community and Building Relationships

Trainer: Jim Corey

Duration: 2-6 hours

Webinar (2 hours)-Lecture/Discussion (6 hours): This training explores possibilities and practices to enhance your community access services. We will examine well-established guidelines for Discovery and Community Mapping and learn to apply them not only to the people you work with but to their communities as well in our search for new connections. Let's set the expectations high and assist people to enrich their lives with new and valuable social roles and relationships!

Core Competencies: 2

Coping with Chaos: How to Survive & Thrive in a Constantly Changing Environment

Trainer: Jim Corey

Duration: 6 hours

Lecture/Discussion: This interesting and lively workshop examines the sciences of chaos theory, whole systems design, and complexity theory in the context of coping with change. This workshop is ideal for people seeking a new way of thinking and tools to not only survive but thrive in the quickly changing environments. It is especially helpful for people in high stress/high burnout professions. The day is a mix of information and hands-on exercises leading us to greater creative possibilities.

Core Competency: 1

Customized Employment and Discovery

Trainer: Aimee Sharp

Duration: 2-4 hours, depending on depth

Lecture/Discussion/Group Interaction: This interactive training focusses on the chronological process and features that make up customized employment. We establish a paradigm which is a person-centered approach to job creation. Job developers will learn to uncover life skills through a person-centered discovery process and how to transfer those into marketable work skills. There will also be time to practice creatively interacting with the business community to uncover hidden needs to develop job creation for job seekers.

Core Competencies: 1, 2

Developing a Lean Eye

Trainer: Robyn Hoffman

Duration: 4-8 hours, depending on depth

Lecture/Discussion/Group Interaction: Lean is a business practice that seeks to identify and eliminate wasted time, steps, activities, and energy, in a business environment. Job Developers and Job Coaches can provide a valuable asset to businesses and increase job opportunities for people by learning basic lean tools and how to look at businesses with a "lean eye". Often tools created for people help not just the person but also their co-workers, and results in a leaner process for the business as a whole. This session will review basic lean concepts and tools and engage participants in discussion and interaction for practical

application in the business locations where people are seeking employment or are currently working with support.

Core Competencies: 2, 4, 5, 6

Discovery and Informational Interviewing
Trainers: Jim Corey and Emily Harris

Duration: 12 hours

Lecture/Discussion: This two-day workshop provides a very basic introduction to the basic skills and practices involved in providing Discovery Services when working with job seekers who experience intellectual or developmental disabilities. We also review and perform basic person-centered information gathering interviews with self-advocates, and prepare for and conduct informational interviews in the community.

Core Competencies: 2, 4

Discovery and Person Centered Employment Planning
Trainer: Katherine Titus

Duration: 4 hours

Lecture/Discussion: This training provides the basics around the components of both the Discovery Process and Person Centered Employment Planning. This training begins by covering the importance of follow through with the process of Discovery the components of Discovery with an emphasis on focusing on what is possible. Next, you will have an opportunity to hear about the fundamentals of Person-Centered Employment Planning and how it can build off of the Discovery Process to assist the individual in developing goals to move forward with employment. This training can be geared towards individuals who would like to have discovery and person-centered planning as a part of their services, parents, teachers, and service providers.

Core Competencies: 2

Discovery Workshop
Trainers: Jim Corey and Emily Harris

Duration: 2 days (12 hours)

Lecture/Hands On: A two-day workshop covering the basic skills and practices involved in providing Discovery Services when working with job seekers who experience intellectual or developmental disabilities. Participants will become familiar with the Discovery Process, and have the basic skills to begin providing Discovery Services with an employment candidate.

During the two-day course, participants will get hands on Discovery practice in the community with local businesses.

Core Competencies: 1

Employment for All: Creating Typical Employment in the Community

Trainer: Susan Harrell

Duration: 2 hours

Lecture/Discussion: Once you have discovered a person's needs, interests and strengths, how do you create the employment that works for them? This session will provide: Tips for engaging all of your organization, the community, and the network of employers in job development; Models for developing jobs in large corporations, government entities and small businesses; Stories of people working; and Information about how to start and to keep the momentum going. This training can be geared towards the various roles that stakeholders can play in creating employment: Human Service Advisory Boards, Employment Agencies and Parent Advocacy Groups.

Core Competency: 3

Employer Presentations and Proposals

Trainer: Aimee Sharp

Duration: 2-4 hours, depending on depth

Lecture/Discussion/Group Interaction: This interactive training will focus on presenting to and negotiating with employers. We will discuss how to write an effective proposal and learn important public speaking strategies. This training will be highly interactive, practicing how to use job analysis to restructure jobs, present ideas to employers, handle stalls and objections, and ultimately negotiate a new job for your job seekers. If you're having trouble closing the deal with employers, this training will give you strategies and practice to overcome this hurdle and create new job.

Core Competencies: 3, 4

Fading and Natural Supports in the Workplace

Trainers: Brandi Monts

Duration: 4 hours

Lecture/Discussion/Activity: This training focuses on employment consultant supports at community-based worksites. The training begins by understanding the role of an employment consultant, paying particular attention to the purpose of accommodations and the values surrounding independence. Next participants examine key elements to setting up a job start and how fading supports from the first day on the job is essential to long-term success. The importance of communication systems and consistent long term supports are also covered. This training ends with a group activity focused on problem solving around real life supported employment scenarios.

Core Competencies: 6, 7

Fill Your Job Development Toolkit: How to Effectively Utilize an Informational Interview

Trainer: Aimee Sharp

Duration: 2 hours

Lecture/Discussion/Group Interaction: This interactive training teaches job developers how to have a bigger presence in the business community and thereby get more job placements for the job seekers they support. Often job developers only partially fill their job development toolkits, so this session will teach you how a full toolkit can lead to more job creations. We will discuss the difference between creating employment and reacting to what's available in the labor market. During this time, we will learn how to effectively utilize an informational interview as a discovery process for the particular industry of interest and how this information will fundamentally change and completely redirect your job development approach.

Core Competencies: 3, 4

How Low Can You Go? Low-tech tools to support people on their job

Trainers: Emily Harris and Dan Rutten

Duration: 2 Hours

Lecture/Hands On: Everyone utilizes a variety of supports to help us throughout our day. This class highlights affordable, innovative, low-tech tools to support people to be successful on their job. Let's face it, we all use both low and high tech tools all the time. In this 2-hour session, participants will have the opportunity to create, engage, and ponder that supports can range in time, energy, cost, and supplies.

Core Competencies: 5, 6, 7

How To Climb Your Mountain: Mapping Out Your Goals

Trainers: Dan Rutten and Shaun Wood

Duration: 6 hours of training

Lecture/Discussion/Activity:

Let's face it, Service Plans get a bad rap. In this training we aim to change that by taking what many people see as an annual requirement and turn it into a tool that keeps you and your team accountable, focused, and on track. Through hands-on activities and scenarios, we will not only look at the state requirements around creating service plans, but also how you can set and move forward with focused, person-centered goals that build to strong outcomes and achievements.

Core Competencies: 2

Introduction to Applied Behavior Analysis for Adult Service Providers
Trainer: Shaun Wood, M.Ed. BCBA

Duration: 1-2 hours

Lecture/Discussion: Are you serving an adult or a transitioning adolescent who has spent a significant amount of time as a child being served in applied behavior analysis programs? Are the families you are serving speaking a language about services that is distinctly different from the language that you used to describe what you are trying to do? In this lecture and discussion Shaun will share with you an introduction to applied behavior analysis so you can understand what experiences the person who you are supporting has had before they reach you. You will leave with some basic knowledge about applied behavior analysis and how you can use this science to help your participant move through the world as independently as possible. We will also cover how you can effectively collaborate with a variety of different professionals who have been working with your participant so that you can maximize the effectiveness of your service in supported employment.

Core Competencies: 10

Intro to Job Coaching and Supported Employment for Inclusive Youth Employment Programs
Trainer: Jaimie Laitinen

Duration: 3 hours

<u>Lecture/Interactive Discussion</u>: This session is for direct service professionals who are supporting youth with and without disabilities in inclusive youth employment programs or other inclusive environments. The content of the training focuses on an introduction to the philosophy and benefits of inclusion and how to incorporate job coaching and natural supports when working with youth of diverse abilities. Attendees will learn basics of job coaching that can be applied to training youth of all abilities, as well as tips and strategies for helping the youth and young adults build relationships and natural supports on the team.

<u>Core Competencies</u>: 1

Job Development and Marketing

<u>Trainers</u>: Monica McDaniel- WISE, Aimee Sharp- WISE, Trish Borden – Trillium, Val Morgan – Conscious Moves

<u>Duration</u>: 2 Full Days
Day 1: History and Value of Supported Employment, Discovery Practices, Video Portfolios, Building Networks, Agency Marketing to the Business Community, Customized Employment, ADA- Employment Provisions,
Day 2: Sales and Marketing Techniques, Job Development Strategies, Public Speaking for the Job Developer, Stalls and Objections and Closing the Deal

<u>Lecture/Hands-on</u>: This interactive training session will provide a basic overview of essential functions of marketing and customized job development for employment support professionals who work with job candidates with disabilities. Along with learning the essential functions of job development, individuals will be introduced to various models and methods successful developers use in their communities. If your Employment Consultants are preparing for the APSE CERT exam, this is an instructive course created to assist in the completion of the exam.

<u>Learning Objectives:</u>
- Gain an overview of the history of supported employment as it relates to current customized employment models
- Learn to design a customized employment approach for job candidates
- Learn to create business networks and job leads by following business trends and using social media in your community
- Learn various ways to network, research, cold call, and give effective presentations to employers

<u>Core Competencies</u>: 3, 4

Map Your Future

Trainer: Jaimie Laitinen

Duration: 1 hour

Interactive Student Session:
This session explores a person-centered approach to futures planning and can be done in large or small groups. The activity uses paper templates and stick on labels to help students in high school or transition programs to plan their future through interactive discussion alternating with individual time to complete templates in a fun and dynamic process. The session explores such topics as "Where will you live", "Where will you work", "What will you do to stay healthy", and "What will you do for fun?"   The conversations that come with each section allow students to participate in the learning and teaching and encourage peer discussion. Each student has an opportunity to share their completed map at the end and leaves with their planned future.   Works well with students and young adults of all ability levels. Background template and labels can be edited to fit local community.

Core Competencies: 2, 10

Networking and Community Development

Trainer: Aimee Sharp

Duration: 2-4 hours, depending on depth

Lecture/Discussion/Group Interaction: This interactive training will focus on how to effectively build partnerships in the business community through utilizing your networks as well as cold calling. We will discuss ways to smartly market your agency, yourself, and the job seeker, as well as practice effectively approaching new businesses. We will roleplay interactions with businesses to learn how to access decision makers, ask leading questions to gather useful information, and how to use a job analysis as a benefit to the business.

Core Competencies: 3, 4

Passport to Independence

Trainer: Jaimie Laitinen, + 3 additional classroom helpers

Duration: 1-2 hours

Interactive Session for High School or Transition Students: This dynamic, fast-paced session uses a small paper passport and rubber stamps to break up groups of students/attendees to complete an activity that works through 4 learning topic areas. The 4 learning topic areas run concurrently and focus on giving information about a subject and then incorporate a game or fun activity to practice what was learned. Each activity should last for 15-25 minutes and then the groups get their passport stamped and rotate to the next activity. Passport topics could

include: Using transportation, healthy eating, budgeting and financial planning, and interviewing tips. Other topics could be used as well. Works well with large groups of students that can be broken into smaller groups.

Core Competencies: 10

Person Centered Employment Planning

Trainer: Jim Corey and/or Emily Harris

Duration: 6 hours

Lecture/Discussion: This one-day training familiarizes participants with the values, concepts, various types, and operating principles behind person-centered employment planning. It shows in detail the specific model of person-centered futures planning, and includes a live demonstration of a person-centered planning meeting with a self-advocate and his or her team present during part of the day. It gives participants an understanding of what a good employment plan looks like, and the key informational components needed to consider it a valuable tool for assisting in the person's pathway to employment.

Core Competencies: 2, 6, 10

Person Centered Employment Planning

Trainer: Katherine Titus

Duration: 4 hours (could be tailored)

Lecture/Discussion: This training provides the basics around the components of Person Centered Employment Planning. This training provides an opportunity to hear about the fundamentals of Person-Centered Employment Planning and how it can inform IEP goals, the Discovery Process and Job Development activity. This training can be geared towards individuals who would like to have person-centered planning as a part of their services, parents, teachers, and service providers.

Core Competencies: 2

Person Centered Planning Facilitator Training

Trainer: Debra McLean

Duration: Three days

Lecture and hands-on exercises- Plans facilitated with job seekers in real time: This training will include the history of person centered planning, inclusion, graphic recording, community building, and positive information gathering leading to community employment outcomes.

Participants will learn and practice skills throughout the course with coaching and real-life practice.

Hands-on training techniques will be used to identify strengths, strategies, and steps towards a positive inclusive future. Overview to MAPS PATH and Personal Futures Planning.

Core Competencies: 2

Professional Advocacy for the Employment Specialist

Trainer: Jaimie Laitinen

Duration: 1 – 2 hours

Lecture/Interactive Discussion: This session is for people working in direct service such as employment specialists, job coaches, and job developers who are working in the field of supported employment. The training addresses the common challenges faced by employment specialists such as time management, self-care, burnout, and how to voice these concerns to managers instead of leaving the job altogether. This session also addresses the common concerns of employment specialists relating to how to pursue professional development and identify areas in which to specialize and grow in the role of an employment specialist without having to leave the direct service arena for a management position. Works well with new, entry level employees or intermediate level employees.

Core Competencies: 1

Rotary Partners for Work

Trainer: Debbie Moore

Duration: 1 hour

Lecture: Partners for Work is a Rotary District 5030 project that creates employment opportunities for people with developmental disabilities by utilizing Rotarian business leadership as a vital link between job candidates and paid work. PFW has created over 80 paid jobs and continues to expand throughout King County. Join us and learn how this project got started, current status and plans for future expansion.

Learning Objectives: This course will provide attendees ideas, marketing and networking strategies and success stories on developing business relationships within their community.

Core Competencies: 10

See Yourself Working

Trainer: Jaimie Laitinen

Duration: 1 hour

Interactive Student or Advocate Session: This session explores a person-centered approach to career planning with people with disabilities. The activity includes watching a short video showing young adults in different jobs, taking a photo and printing at the training it of the person, a large paper template with space to write or draw, and stick-on labels. The session breaks down the process of choosing a career into discussion topics and individual time to complete the template. The discussion topics are: "Where will you work"; "What will you do at work", "Who will help you", "How will you get to work", "What skills do you need to work on to get this job", "Which items do you need for your job", and "When will you start to look for your job".   This session works will with students of all abilities and can work people who are already employed but looking at future career development ideas as well as younger students who are thinking about their future. Stick on labels can be modified to match local resources, jobs, or locations that fit with the community where training takes place.

Core Competencies: 2, 10

Self-Employment for People with Significant Disabilities

Trainer: Jim Corey

Duration: 2-6 hours

Webinar (2 hours)-Lecture/Discussion (6 hours): This session provides the fundamentals of starting, owning and operating a sole proprietorship for people with intellectual and developmental disabilities. It starts with providing an understanding that to be in business one must intend to make and grow over time a profit. It distinguishes between businesses and hobbies, provides information about feasibility, and in general assists people to understand if self-employment is the right choice for a person. In addition, it provides a wide range of pertinent information about business, including the effect of self-employment income on SSA benefits, how to develop the critical "team of support", the roles of the various people on these teams, and information about how to take a person-centered business idea and turn it into a business plan.

Core Competencies: 2, 10, 12

Service Plans – A Hands on Training

Trainers: Brandi Monts, Dan Rutten and Shaun Wood

Duration: 6 hours of training

Lecture/Discussion/Activity: This training starts off by covering concepts surrounding discovery. Participants will review the meaning of discovery practices, including the importance of identifying an individual's strengths, skills and interest, and how these elements support a successful service plan. Next, we introduce current Washington State service plan

design, and introduce participants to resources that can be used to develop strong service plans. Content also covers the elements that make up a service plan, as well as examples of quality plans. The training concludes by working in teams to develop service elements, paying particular attention to outcomes, strategies and activities.

Core Competencies: 2

Social Coaching
Trainer: Aimee Sharp

Duration: 2-6 hours, depending on depth

Lecture/Discussion/Group Interaction/Role Play: Did you know that 9 times out of 10, a person loses their job not because they can't execute the essential functions of the job but because they don't fit into the work culture? This highly interactive course will equip employment professionals to provide individuals they support with the skills to more effectively fit into the culture and improve interpersonal relationships in the workplace. Participants will learn how to teach their clients methods for utilizing their individual strengths, as well as techniques to overcome weaknesses in social situations at work. You will have the opportunity to practice using real-life examples in class and get feedback from instructor and peers.

Core Competencies: 5, 6, 7, 10

Staying Organized
Trainer: Brandi Monts

Duration: 6 hours

Lecture/Discussion: This training is geared toward supported employment agency directors, managers and administrative staff who want to streamline customer intake and staff hiring systems. Come gather new tools and examples to run more efficient systems in your agency. Requirements for new hire and customer intake procedures will also be explored. You are encouraged to bring your current agency systems and examples to share and review during the training. Please be sure you take out any confidential or identifying information if you bring examples.

Core Competency: 11

Support Strategies for the Toughest Situations
Trainer: Shaun Wood

Duration: 6 hours

Lecture/Discussion/Workshop: This day long workshop will focus on real life strategies and tools for designing support systems so that anyone can live, work and learn in the community. The format will be a mix between lecture, discussion and hands on activities. Participants will share what has worked for them, discuss cutting edge research, and have the chance to practice using high and low tech tools and accommodations. Everyone will leave with tools that they will be able to implement immediately in supporting people with high barriers to community employment.

Core Competencies: 1, 2, 4, 5, 6, 10

Survey of the Supported Employment System

Trainers: Brandi Monts

Duration: 2 hours

Lecture: This presentation is geared toward the general public, community groups, college classes, educators and others interested in a general overview of about supported employment. Topics covered include the different models of supported employment including the history and evolution of the field, general modes to pay for services, the benefits behind work and a general overview of laws and policies that have helped shape the field. This presentation can be tailored to a specific audience to include for example stories of people working or local information about resources.

Core Competencies: 9

Systematic Instruction and Long Term Supports
Trainers: Brandi Monts, Aimee Nelson, Teri Johnson

Duration: 12 hours duration over two days

Lecture/Discussion/Activity: This training will focus on helping individuals learn to perform and maintain their employment. Topics will include a basic overview of a job start, including how to prepare for the first day of work and how to conduct a job analysis. We will explore systematic instruction and task analysis, with particular attention to fading support from the first day of work. The training will also include the use of natural supports, as well as important elements of successful long term support.

Core Competencies: 5, 6, 7

Systematic Instruction and Follow Along

Trainer: Teri Johnson, Aimee Nelson, and Robyn Hoffman

Duration: 2 day OELN class with co-trainers, negotiable timeline & trainer(s) for on-site small groups

Lecture/Discussion/Group Interaction/Hands-on Practice: This training utilizes lecture, discussion, and group practice in the two-day training and also incorporates consultant learners for on-site small groups to teach how to help individuals learn to perform and maintain their employment. Topics will include a basic overview of a job start, including how to prepare for the first day of work and how to conduct a job analysis. It explores systematic instruction and task analysis, with particular attention to fading support from the first day of work. The training will also include the use of natural supports, as well as important elements of successful long term support.

Learning Objectives:

1. Gain an overview of instruction and self-determination as these topics relate to the history of supported employment.
2. Obtain a general understanding of job design.
3. Learn to conduct a task analysis.
4. Consider how individual learning styles and teaching methods can be applied in various situations.
5. Obtain a general understanding of systematic instruction.
6. Gain tools to help an individual prepare for their first day on a new job.
7. Develop the ability to identify and implement natural supports at a worksite.
8. Identify key elements in providing long term supports to help individuals maintain employment.
9. Consider how employment agencies can provide strong training, job start and retention services

Core Competencies: 4, 5, 6, 7

Task Analysis Thinking
Trainer: Shaun Wood, M.Ed. BCBA

Duration: 3-6 hours depending on hand on activities

Lecture/Hands-On: This training focuses on several very different examples of a task analysis; 1) a real life job example that we will task analyze together, and 2) Two examples using "task analysis thinking" to create strategies that prepare an individual who uses a high level of support for success. In both examples, participants will use hands on activities to develop task analysis skills, and Shaun will provide practical examples of possible accompanying visual supports that anyone could develop and use to teach independence.

Participants will leave with a basic understanding of what task analysis is, how to use this practical tool on any task and some creative ideas that will assist you to support the individuals that you serve.

Core Competencies: 1, 4, 5, 6, 10

Techniques for Supporting Transition Students in Community Based Worksites

Trainers: Brandi Monts, WISE

Duration: 6 hours with an optional second day visiting student worksites and reflecting with the school staff team

Lecture/Discussion/Activity: This training is designed for transition teachers, teaching aids, para professionals and other staff who support transition students. We begin by considering how transition services have changed over the last few decades, with a focus on how current supports and opportunities must foster more independence. Next, participants receive instruction and hands-on practice with task design and task analysis. This portion also covers tips for customizing community based worksites to particular students. The afternoon session examines techniques to fade supports both at worksites and out in the community. We end the first day discussing employer approaches to developing community based worksites. An optional second day may include visits to specific community based worksites with students and staff to examine topics covered in day one (e.g. task analysis, fading, etc.). The second day ends with a group discussion about ideas to increase independence.

Core Competencies: 5, 6, 7

Ten Essentials to Long Term Supports

Trainers: Brandi Monts, WISE and Lisa Latchford, Fox and Associates

Duration: 2-4 hours

Lecture/Discussion: This training explores the significance and skills behind successfully helping supported employees retain their jobs. We set the stage by first covering the value and purpose of job retention services in supported employment. We then highlight the ten essentials to job retention from an employment consultant perspective. Utilizing our real-life examples from the field, we help participants understand the roles and responsibilities they can foster amongst various stakeholders involved with job retention, as well as how they can provide services in a sustainable way. Depending on the size of the audience, hands on team work may be incorporated to the end of this session.

Core Competency: 7

The Toolbox: Expression, Knowing What's Next, and Knowing How to Be

<u>Trainer</u>: Shaun Wood, M.Ed. BCBA

<u>Duration</u>: 3-6 hours depending on hand on activities

<u>Lecture/Hands-on</u>: Easy and low cost tools can amplify your service and dramatically increase independence for people who use support services. In this webinar you will learn and practice step-by-step guides to implement these tools effectively and efficiently.
I will share with you step by step instructions for assessment and implementation of the tools. We will walk through real life examples of setting up these tools based on real community jobs.
I will show you how to use each of these tools on paper, iOS and android, but our main focus will be Android. Here's why: The typical touch screen accommodation setup typically costs close to $1000 in equipment and $100-$400 in software. It doesn't have to be this way! I'll show you how to get setup an old android cellphone in your junk drawer or purchased new for less than $100.

<u>Core Competencies</u>: 1, 2, 4, 5, 6, 10

Transformation Project in Oregon

<u>Trainer</u>: Robyn Hoffman

<u>Duration</u>: ½ -3 hours, depending on depth and audience, additional time for facilitated decision-making

<u>Lecture/Discussion</u>: The Oregon Transformation Project provides training and technical assistance to Oregon Service Providers to transform their services from pre-vocational services in "sheltered workshops" to individual employment in community businesses. WISE, working with our associates with direct practical experience in this work, is one of the two training and technical assistance agencies in the project. This session, presented by our OR Transformation project manager Robyn Hoffman, can be tailored to the audience. It provides an overview of the values and processes fundamental to the project including local and national influences, review of the project training and technical assistance project plans and tools, key core competency components and skill building, funding, and outcomes. This training can be pared with facilitated discussion around an agency's decision-making for transformation organizational change.

<u>Core Competency</u>: 11

Transitioning to Adulthood: From Child to Adult Services
<u>Trainer</u>: Shaun Wood, M.Ed. BCBA

Duration: 1-2 hours

Lecture/ Discussion: The most overused metaphor that child service providers use to describe adult services is "the cliff." Routinely, providers terrify families by describing the next phase is their child's life by comparing the end of their services as falling off a cliff. While it is true that there is more that our society can do to be fully inclusive, providers aren't helping anyone by perpetuating this fear. Let's talk about what adult services really look like and what pivotal skills child services providers can be working on to maximize success in adulthood. Shaun has worked across the lifespan and comes with experience serving both children and adults. It's time to build a ramp off the cliff.

Core Competencies: 10

Creating Opportunity -Job Development and Marketing
Trainer: Debra McLean

Duration: 6 hours

Hands-on exercises in community settings, lecture, role plays and meetings with potential employers:

- Negotiation, job proposals and scripts
- Environmental and job analysis
- Job carving
- Employer approach
- Community mapping
- Job match and opportunity

Core Competency: 3

Video Resumes and Marketing Portfolios: Telling short stories and highlighting skills through video
Trainers: Emily Harris

Duration: 3 Hours

Lecture/Hands On: This course highlights the value of utilizing video resumes as an effective job development tool. Through lecture, examples, and hands on instruction, this course breaks down the process of making a video resume. This course emphasizes how videos can portray a portrait of competence for all job seekers, and be utilized throughout the job search process. This course briefly touches on how to utilize videos to support a person on their job.

Core Competencies: 3, 6

Visual Supports and Teaching for the Future

Trainer: Shaun Wood, M.Ed. BCBA

Duration: 3-4 hours

Lecture/Discussion/Hands-on: We are all surrounded by visual supports on a daily basis and in this training you will learn through hands on application easy and simple methods for harnessing the power of visual supports for supporting people with accommodation needs. This is a technology training, with a primary focus on using iOS (apple, iPad, iPhone, and iPod) devices. The tree areas of focus will be augmentative and alternative communication systems, first then video scheduling, and video portfolios.

Core Competencies: 1, 2, 4, 5, 6, 10

Volunteering and Other Unpaid Work Experience: The Benefits and Risks

Trainer: Susan Harrell

Duration: 2-4 hours

Lecture/Discussion: Volunteering and other unpaid work experiences can assist with the discovery process and developing skills for employment. There is a difference between volunteering, unpaid evaluation, training and assessments, and internships. This training will provide information about the differences between these experiences, the benefits of the experiences, and the labor regulations that define the way in which they must be structured. This session will also discuss Social Security, workers' compensation, and other issues that must be considered when creating these opportunities for individuals.

Core Competencies: 2

You Have More Money (and other stuff) If You Work

Trainer: Susan Harrell

Duration: 2 hours-4 hours (full day and multi-day training for more in-depth information is available as well)

Lecture/Discussion: Participants in this training will learn about how people qualify for Social Security and Medical benefits, the difference between the two cash disability benefits programs, and the work incentives that can help to increase or protect benefits while an individual is pursuing employment. The information can be geared towards the focus audience for the training, to speak to the various issues, benefits, and responsibilities to be considered. This is an interactive training.

Core Competency: 8

Core Competencies and Training Standards for Supported Employment Professionals

1. Introductions to Supported Employment
Values; roles and responsibilities, Federal laws, court cases, regulations related to supported employment (e.g. ADA, IDEA, Rehab Act, Olmstead case, Fair Labor Standards Act; terms and definitions, Customized Employment) • All people having the right to work and being entitled to equal access to employment in the general workforce • Zero exclusion • Disability etiquette • People First Language • Full inclusion in the general workforce • Self-determination and empowerment • Rapid engagement in the employment process • Providing services outside institutional and workshop settings • Impact of employment services history on current practice • Limitations of traditional vocational evaluation for job seekers with significant disabilities • Legislation and regulations related to employment

2. Discovery Process, Community Based Assessment, Person-Centered Employment Planning
(including goals, transferrable skills, support strategies), portfolio development, job seeker strengths, interests and talents • Interviews with job seeker and others familiar with his/her abilities and work history • Impact of job seeker's demographic cultural and social background • Reviewing job seeker's records and collecting pertinent employment information • Job seeker in his/her current daily routines and environments • Non-work needs that may impact successful employment (e.g. transportation, counseling, food assistance, financial, housing) • Job seeker's preferred style of learning, skills, talents and modes of communication • Integration of relevant employment information into a vocational profile that reflect job seeker's interests, goals and aspirations • Involvement of job seeker in the employment process as a collaborative effort that includes paid and non-paid supports • Motivational interviewing techniques

3. Marketing and Job Development
Community-building (e.g., community mapping, networking), employer leadership, job development (e.g. researching, approaching employers, using portfolios, job carving, negotiating hours and wages), writing employment proposals, resources for employers (e.g., tax incentives, Work Source, Job Accommodation Network) • Informational interviews • Gathering and analyzing labor trend information • Identifying patterns in job markets • Maintaining updated information on businesses, type of jobs available and locations of jobs within the community • Developing and communicating effective marketing and messaging tools for employment

- Positioning the agency as an employment service
- Targeting message to specific audience
- Using language and images that highlight abilities and interests of job seekers
- Developing job seeker portfolios
- Mentoring job seekers during the job search process
- Incentives to businesses when hiring job seekers with disabilities (e.g. tax credits on-the-job training diversity goals)
- Rights and responsibilities related to disclosure of disability
- Counseling job seeker on disability disclosure

4. Workplace and Job Analysis

Finding potential work tasks, general info about workplace and analyzing specific jobs
- Workplace culture and climate awareness and sensitivity
- Strategies for contacting and communicating with employers
- Employment proposals based on business and job seekers' preferences
- Responding to employer concerns about job seekers' abilities and interests
- Responding to employer concerns about job seekers' disabilities
- Developing and implementing job analysis
- Strategies for job matching
- Community-based situational assessment
- Paid work trials and job tryouts
- Job shadowing

5. Job Coaching: Task Design and Training

Task design and accommodations (e.g. job aids, assistive and information technology), task analysis, systematic instruction, fading
- Gathering clear job expectations from employers
- Preparing and coordinating for the first day on job
- Ensuring typical employer provided orientation
- Ensuring introduction of employee to co-workers
- Helping employee meet employer expectations regarding workplace culture
- Identifying employer's training process and supplementing if needed
- Reinforcement procedures including naturally occurring reinforcement and natural cues
- Baseline assessment from a task analysis
- Use of data collection to monitor progress
- Training schedule and instructional procedures
- Recognizing and adapting supports to individual learning styles and needs
- Adapting and recommending accommodations to facilitate job performance
- Promoting the use of universal design principles
- Collaborating with employee, employer, co-workers and support team to develop and implement a plan and strategies for fading supports

6. Job Coaching Support Strategies

Behavioral supports at work, structure and visual supports
- Employee attending typical training program
- Positive/negative behavior and intervention supports

7. Job Coaching: Natural Supports

Identifying and developing natural supports, teaching coworkers to train and support individuals, ongoing relationships with employers (e.g. communications, job enhancement)

- Communicating with job seeker/employee and his/her natural and paid supports
- Family support
- Housing/residential staff cooperation
- Facilitating co-worker relationships and workplace connections
- Collaboration with employees, employers and family members to ensure successful employment

8. Managing Benefits

Benefits planning, Social Security Work Incentive (e.g. PASS, IRWE), medical benefits (e.g. Employed Persons with Disabilities Program, Medicaid)
- Benefit analysis for job seeker
- Strategies to reduce or eliminate entitlement benefits
- Volunteering
- Impact of earned income on entitlments
- Scope and limitation of funding sources for ongoing support
- Access to community resources and supports (e.g. transportation, counseling, food assistance, financial, housing)
- Impact on benefits/entitlements as earned income changes and ongoing access to benefits counseling (e.g., Community Work Incentive Coordinators)
- Support employees for job and/or career advancement

9. Systems, Partners and Resources for Employment

Vocational Rehabilitation Service, partnerships with families and schools, intellectual/developmental disability services and waiver programs, braided funding, system navigation, Work Source and One-Stops
- Funding sources for employment services
- Referrals to appropriate agencies organizations and networks based on career plans
- Transportation to work

10. Transition From School to Work

Work experience, navigating systems (VR, DD, Schools), and best practices in transition
- Practices unique to school-to-work

11. Organizational Change

Wide range of topics (e.g. planning to move from facility-based services to community employment, supporting staff in dispersed community locations, enlisting board support, board training, managing dual programs, organizational systems (customer retention management and outcome data), evolving roles and responsibilities)

12. Self-Employment

Micro-boards, micro-enterprises, funding and other resources for building and marketing a business
- Self-employment resources for job seekers