

## Training & Consultation Services

*The Arc of New Jersey – TCS offers various training and technical assistance options specifically designed to assist in providing professional staff quality services in the areas of Supported Employment and Transition from School to Work and Adult Life. Services are provided at no cost to supported employment providers receiving funding from DDD. To arrange training & consultation contact Wesley E. Anderson, Director, Training & Consultation Services at (732) 609-7022 or [wanderson@arcnj.org](mailto:wanderson@arcnj.org). For more information please visit our website [www.thearcnjtraining.org](http://www.thearcnjtraining.org)*

### Competency Building Topics

#### **1. Supported Employment Training Series Refresher**

This training is recommended for supported employment professionals who completed the Job Coach Series of trainings through the Boggs Center and want an update on changes made to the curriculum based on the most current best practices.

#### **2. Job Development/Pre-Employment Success \*NEW\***

This training is designed to provide the foundation skills necessary to find long-lasting placements. Areas of focus can include: How to foster relationships with employers; Resume building; how to make Mock-Interviews meaningful; Online Applications & Assessments; and how to conduct a successful intake.

#### **3. Job Coaching Techniques & Strategies \*NEW\***

When we reach beyond verbal prompts and reminders, we give our Consumer's the *tools* to succeed in the long-term. This training will cover learning styles, creative interventions, and problem solving strategies. Coaches will also learn how to fade existing supports and identify new support needs.

#### **4. ADA and Employment \*NEW\***

The ADA (Americans with Disabilities Act ) is must have knowledge for every Employment Specialist. The rights of the the job seeker, the protections for the employee, and the responsibilities of the employer will be covered. The process for requesting reasonable accommodations will also be highlighted.

#### **5. Communication**

Good communication with all stakeholders (staff, persons receiving services, employers, funding sources, families, etc.) is essential to success in supported employment. This training will include techniques for good communication, identifying communication styles, providing positive feedback, and the importance of follow up.

### Funding Source Requirements/Regulations

#### **1. Meeting Standards from the DDD Supports Program Manual**

In addition to meeting the mandated Standards from the DDD Supports Program Manual, you can be assured that your Supported Employment Services are following best practices if you follow these DDD standards. Consultation in this area will consist of a review of the DDD Supports Program Manual, training in areas of need, and a mock review of case records with recommendations in preparation for a compliance review from DDD personnel.

### Management/Supervision Topics

#### **2. Developing an Orientation & Training Process for Staff**

An integral component of staff retention is the orientation and training process. Building competencies in staff from day one is essential to shaping confident, efficient, qualified professionals who consider positions in the field of supported employment a career rather than a job. Consultation in this area will

consist of reviewing current orientation & training practices and developing a process based on the specific needs of the agency/program.

### **3. Practical Skills for Managing a Supported Employment Program and Staff Supervision**

Coordinators of Supported Employment Programs are often promoted to those positions based on their performance as employment specialists or other direct service professionals. Managing a supported employment program and providing staff supervision require skills different from those developed as a direct service professional.

### **4. The CARF Accreditation Process**

All supported employment providers receiving funding from DVRS or DDD must be accredited by an approved organization such as CARF. The preparation process and survey can be overwhelming without proper planning. This consultation will provide staff members involved with the preparation process hands-on technical assistance in interpreting and meeting standards. Training will also be provided to staff on the survey process.

### **5. Program Efficiency**

It often seems as if staff of supported employment programs are constantly complaining that documentation is redundant, billing for services is too difficult, the amount of driving is overwhelming, and there is never enough time in a day to complete everything. This consultation will help the supported employment coordinator streamline documentation, utilize staff to their full capacity, and increase the quality of services to stakeholders.