



Practice through Research...Facilitating Integrated Employment Outcomes for Individuals with Disabilities

Building Business-Friendly Community Rehabilitation Programs

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There are typically distinct, unconnected, and often incompatible perspectives held by Community Rehabilitation Programs (CRPs) and by employers. This often complicates the ability of CRPs to establish productive relationships with employers. From the employer's point of view, it is not sufficient for a CRP and its employment specialists to "do good" (i.e., find jobs for people with disabilities). The organization and its staff must also "be good" (i.e., provide quality service).

CRPs must present themselves as credible partners to employers in order to fulfill their mission to help people obtain employment. It is therefore often necessary for CRPs to re-examine many of their organizational processes to identify those that complement dependable delivery of services to employers and those that do not. This article is an outline of a process to assist CRPs to adopt practices and activities that focus on the employer customer.

The Business Partnership Institute

To help CRPs re-tool the way they relate to businesses and employers, TransCen staff have designed the Business Partnership Institute (BPI). BPI is an organizational change process designed to assist CRPs strengthen partnerships with businesses and employers in their communities. The intended

result is significantly improved employment outcomes for job seekers who are served by CRPs.

The BPI process is adapted from the Performance Improvement Process Model that is often used in organization development (Rothwell, 1996) and includes six steps:

1. *Performance analysis* – identifying how things are currently done and what results are obtained, that is, what is the current way the CRP interacts with business and how many people get jobs?
2. *Cause analysis* – identifying the interaction between action and results, that is, why do people get jobs?
3. *Intervention* – identifying strategies that can change the current results. An Action Plan is developed that specifies what will be done, by whom, and by when.
4. *Implementation* – putting the Action Plan into place.
5. *Change management* – correcting the Action

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Plan and obtaining necessary training and technical assistance for continuous improvement.

6. *Evaluation and measurement* – keeping track of the outcomes of the plan, that is, are more employers contacted/involved, and ultimately are more people getting jobs?

Organizational Change in Practice

One employment service provider with whom we worked exemplified the organization development approach to change to become a more business-friendly operation. With the help of external facilitators, this organization went through all of the steps identified above. After forming a team consisting of the executive director, the employment program manager, employment specialists, development manager, and two job seekers served by the organization, it began the performance analysis (*Step 1*). Members of the team agreed that they wanted to assist at least 20 more individuals currently served by the organization to move from sheltered to community employment. The impetus for this focus was funding opportunities that would be tied to more job outcomes and from their job seeker customers who expressed a desire for achieving employment. At the start of the process approximately 25% of the individuals served worked in regular community jobs. Team members also realized that they really had no idea what their job seeker customers and the employers with whom they worked thought of their service. This later found its way into the action plan in the form of a customer satisfaction survey.

Analyzing the possible causes of the organization's performance gap, i.e., the number of people they wanted to help get jobs compared to the number who actually got jobs (*Step 2*), the team realized several painfully obvious facts including: there was no clear set of job duties or performance expectations of the employment program staff; there was no organized staff training in job development and job matching; there were no mechanisms to support and reinforce employment staff who tried to help job seekers get jobs; there was really only one person who had specific responsibility for job development. This person was also assigned to get contracts for the sheltered workshop resulting in split duties and loyalties.

RSA Region V CRP-RCEP at Illinois Listserv

To date there are 287 subscribers to this growing listserv that includes rehabilitation professionals from all six states. The purpose of this electronic discussion list is to facilitate information sharing and communication quickly and easily. If you'd like to subscribe to this free listserv, please e-mail Lynda Leach at leachlyn@uiuc.edu.

Several interventions were identified to address these circumstances (*Step 3*). Training was a major need. Before training could have an impact the group had to address staff assignments and expectations. The team decided that the action plan had to include a.) the development of new job descriptions, b.) a re-organization of staff assignments so that job development and post-placement support were shared by a number of staff, and c.) new structures for regular employment program staff.

As a prelude to developing and implementing the action plan (*Step 4*) to accomplish improved performance, the team agreed on a unifying vision for the employment programs: *To be known as a premier deliverer of good job candidates and good service to the community's employers*. The action plan then began to take shape. It featured many activities designed to improve its image in the employer community, such as new marketing material, and to improve the staff efficiency, such as training and support for delivering customer service to employers. Also, as a way of getting meaningful feedback from employers and job seekers, a questionnaire was developed with a process for administering it. Another major decision was to form a Business Advisory Council as a vehicle to obtain regular employer input and feedback on the program's activities. Finally, key among several other activities, the agency renamed its employment services program *Career Solutions*. This distinguished the department from the rest of the agency which was highly visible in the community as a human service program that provided an array of other services to people with disabilities.

The organization's team then made sure that they continually monitored the plan's implementation (*Step 5*). In fact, a review of the plan and the status of the outcomes became a regular agenda item for the agency's Board of Directors and the Business Advisory Council. This insured that there was continuing top level support for the plan and there was a continuing opportunity to get outside input from the very constituent group, employers, from which the agency was attempting to solicit more job opportunities and which it was attempting to serve better. The Board of Directors was especially interested in getting reports on the outcomes that were obtained as a result of the action plan (*Step 6*). Within a year this agency achieved a dramatic increase in the numbers of business partners with an accompanying increase in job acquisition for job seekers served by the organization.

Implications

For CRPs to help job seekers achieve successful employment it is imperative to develop procedures that are more

convenient, helpful and understandable to employers, that is, procedures that are "business friendly." This often requires revamping the way CRPs present themselves to business, the way staff is trained and deployed, and the way organizations structure their operations. Undergoing a process similar to this one can be a helpful approach to examining and improving CRP relationships with businesses and employers.

Note: This article was adapted from material included in the forthcoming book Luecking, R., Fabian, E., & Tilson, G.(2004). *Working relationships: Creating career opportunities for job seekers with disabilities through employer partnerships*. Baltimore, MD: Paul H. Brookes Publishing Company. www.brookespublishing.com/store/books/luecking-7098/index.htm

Reference

Rothwell, W.J. (1996). *ASTD models for human performance improvement: Roles, competencies, and outputs*. Alexandria, VA: American Society for Training and Development (ASTD).

Richard Luecking and V. Fay Mays-Bester are associated with TransCen, Inc., a partner in the RSA Region III CRP – RCEP, administered by the University of Maryland. To learn more about TransCen, Inc. and the Business Partnership Institute, visit www.transcen.org.

Rich Luecking is the featured presenter for the RSA Region V CRP-RCEP teleconference, *Building Business-Friendly Community Rehabilitation Programs*, on June 29, 2004 .

Illinois APSE

Consortium on Community Employment, a Chapter of APSE: the Network on Employment

Illinois APSE, the official state chapter of the International Association of Persons in Supported Employment (APSE), is a statewide training and advocacy organization of people with disabilities, family members, professionals, service providers, advocates, and others who promote integrated and supported employment for all people with disabilities.

By joining this newly re-organized association to promote integrated employment opportunities, members will become networked to make a difference. Some of the new member benefits are:

- Access to the *Journal of Vocational Rehabilitation* electronically with a subscription rate of \$48.00 for hard copies
- Quarterly copies of the *Advance* and the *Illinois APSE Update*
- 15% discount on all RSA Region V Community Rehabilitation Providers - Rehabilitation Education Program (CRP-RCEP at Illinois) trainings
- Discounted rates to attend both the national and state conferences
- Discounts on the Training Resource Network's (TRN) (www.trninc.com) *InfoLines* and publications

For more information about Illinois APSE and to join the growing numbers of community rehabilitation professionals committed to integrated employment, please contact Tony Plotner, Project Coordinator, RSA Region V CRP-RCEP at Illinois at 217-333-2325 or e-mail plotner@uiuc.edu.

Added Value to Association for Persons in Supported Employment (APSE) Membership

APSE has partnered with two separate publications, the *Journal of Vocational Rehabilitation (JVR)* and the Training Resource Network, Inc's (*TRN InfoLines*), to give professionals added value to their membership at a discounted price. The *Journal of Vocational Rehabilitation* is now the official journal of APSE and will be electronically available to all members of APSE. The hard copy subscription of *JVR* will be available at the reduced price of \$48.00 annually.

APSE and JVR - Paul Wehman, *JVR* editor, "Because of the heroic efforts of many of the APSE leaders, as well as other staunch civil rights advocates in the disability field, we find ourselves in an enviable situation where we have many terrific field-tested ideas that have led to integration with non-disabled workers, more pay and higher self-esteem...Nevertheless, despite these many highly innovative approaches to integrated employment, we continue to fall far short on the conversion of day programs and segregated employment.. With the advent of

Please contact RSA Region V CRP-RCEP staff for alternate formats of this newsletter.

Volume 19 of this journal and the partnership with APSE, we hope to dispel many of the continuing myths about the lack of vocational capacity of individuals with significant disabilities." [InfoLines, 14(10), 1-2, Dec. 03/Jan 04 issue]

APSE and TRN - The Training Resource Network, Inc. (TRN), publisher of *InfoLines*, the newsletter of supported employment, school-to-work transition, job placement and support, is now offering new and renewing APSE members a significant discount on annual subscriptions. For more information please go to the TRN, Inc Web site at: <http://www.trninc.com>.

For more information on APSE membership, benefits, organizational improvements, and training, please go to the Web site at: <http://www.apse.org> – join today!

RSA Region V CRP-RCEP at Illinois Teleconferences on the Web

Previous RSA Region V CRP-RCEP teleconferences are still accessible on the Web. PowerPoint slides, audio files, and transcripts are on the RSA Region V CRP-RCEP at Illinois Web site at: <http://www.ed.uiuc.edu/illinoisrcep/activities/teleconf.htm>. To request paper copies of this material, contact CRP-RCEP staff at 217-333-2325. Please feel free to contact presenters for more information about their presentations.

Building Community Natural Supports **October 15, 2003**

Al Condeluci, Presenter
United Cerebral Palsy of Pittsburgh
4638 Centre Avenue
Pittsburgh, PA 15213
412-683-7100
acondeluci@ucppittsburgh.org
www.ucppittsburgh.org

Fundamentals of Job Development: Meeting the Employer **November 18, 2003**

Bill Santos, Presenter
Executive Vice President, Employment Management Professionals, Inc.
470 Dovercourt Road
Toronto, ON Canada M6H 2W4
williamsantos@cogeco.ca

Facilitating Employment Success for Individuals with Traumatic Brain Injury **December 2, 2003**

Laura Owens, Ph.D., Presenter
University of Wisconsin-Milwaukee
Creative Employment Opportunities, Inc.
414-277-8506
lowens@uwm.edu

Families and Employment Specialists: Critical Partners in Successful Transition Outcomes **January 20, 2004**

Sue Walter, Presenter
Training and Technical Assistance Coordinator
Transition Outreach Training for Adult Living Project (TOTAL)
Illinois State Board of Education
618-651-9028
smwalter@charter.net

The article by Al Condeluci on the following pages reflects the ideas presented in his teleconference, *Building Community Natural Supports*, on October 15, 2003.

RSA Region V CRP-RCEP at Illinois Transition Needs Assessment Update

In November 2003, a transition needs survey was mailed to RSA Region V Community Rehabilitation providers to assess the status of local transition activities and to solicit feedback for training and technical assistance. To date many completed surveys have been returned and have provided valuable information on:

- What's going on in transition at the agency level
- Topics to be addressed in future information dissemination efforts
- Opportunities for training

These benefits, plus the incentive of winning publications valued up to \$50.00 sparked interest on the part of many.

The three winners of the drawing are:

- Phil Bontrager, Gateway, Berrien Springs, MI
- Vicki Pfister, RCS, Inc., Sheboygan, WI
- Donna O'Brien, Opportunity House, Inc., Sycamore, IL

Thanks to those of you who provided feedback! For anyone wishing to complete the transition needs assessment and receive discounts on future RSA Region V CRP-RCEP training, please contact Betty Taylor at 217-333-2325 or e-mail ertaylor@uiuc.edu.

THE PROCESS of CULTURAL SHIFTING

The full text of Dr. Condeluci's article is found on: <http://www.ed.uiuc.edu/illinoisrcep/activities/condeluciarticle.htm>

"Humans are the only species who are not locked into their environment. Their imagination, reason, emotional subtlety and toughness, make it possible for them to not only accept the environment, but to change it." Jacob Bronowski

The term "cultural shifting" is used in this article to describe the process of new or unique items becoming part of an existing community. That is, when a new person, product or idea becomes accepted as viable in the community, then a cultural shift has occurred. The process of cultural shifting is described more fully in the book, *Cultural Shifting* (2002) of which this article is a direct extrapolation.

The Metaphor of a Bridge

The challenge of cultural shifting is best understood when thinking of the concept of a bridge. Bridges are interesting structures as they blend two important notions, the simplicity of connecting two points, and the complexity of the engineering necessary to make the connection. This blending is clear when you look at the challenge of seeing the reconnection of people to community. The challenge is simple as we try to find ways for people, who are disconnected, to be reunited. The complexity is in making this happen.

A vivid example of this is when the change agent looks at the inclusion of people with disabilities into the mainstream of the community. To understand this example however we must appreciate the powerful forces of exclusion that precede the challenge. That is, historically people with disabilities have been perceived from a medical model of deficiency and dysfunction. In my books, *Interdependence: the Route to Community* (1991, 1995) as well as *Beyond Difference* (1996) the effects of the medical model and the stigma of difference that have created formidable cultural realities leading to community devaluation are explored. In these books I make the point that the medical treatment model has resulted in people with disabilities being seen in the context of inability, problems, or incapability.

With this metaphor of a bridge the change agent can think about the individual with a disability on one side of reality, and the community on the other side. The goal for rehabilitation is to assist the person with the disability move from being excluded on the one side to joining the community at large on the other side. In this example, the gap between the person and

the community can be represented in the problems or deficiencies the person is seen as having.

When considering this metaphor it seems clear that the problem or the reason that the person with a disability is off set from community is due to their differences, disability, or perceived problem. Given this reality, the medical model suggests that the best way to get people from one side of the bridge to the other is to focus on the problem or in this case, the disability. In most human service programs this is exactly how the issue of inclusion is addressed. That is, conventional wisdom (the medical model) says that we try to attack or mitigate the differences so that the person can be more easily included into the community. Indeed, in my previous writing I explore this medical model approach in much greater detail. This conventional approach is a linear and microscopic focus. It suggests that if we can fix the problem, we can more easily get the person included. The major target for change is the person with the difference.

Although this approach has been practiced for years, in essence it has not led to real community inclusion. We have moved people "into" the community but not really helped them become "of" the community. To continue to position the person with the disability as the problem and to try to change them is to chase the wrong butterfly. This is not how culture has shifted.

Rather than put emphasis on the person and focus attention on their differences, I am suggesting that we re-think that approach. Indeed, consider the example of a disconnection between two points. That is much like our bridge metaphor. If you find yourself at point A and you are interested in getting to point B, but there is a river in your way, one might see the river as a problem. To this end, we might seek out help from an engineer as to how we might mitigate or get rid of the river so that we can pass to point B safely.

In some ways this is how the medical model frames the problem of inclusion for people with disabilities. It suggests that the way to get people included in the community is to fix the problems they have. That is, fill in or divert the river!

However, when we use the metaphor of a bridge, the challenge changes from seeing the river as a problem to thinking what other ways we might safely pass over. Obviously, the focus turns to what it might take to build a bridge. In this shift of thinking, the river is not a problem, but a reality to be addressed based on the strength and stability of the shorelines where we plan to anchor the bridge. Consequently, the more important factors are not the problem posed by the river, but the strength that can be garnered to build the bridge.

To this end, to create a real shift in culture follows this metaphor of a bridge and demands that the change agent think about four critical steps. These steps go contrary to the medical model and in many ways how the human service system relates to people with disabilities. In my experience, however, this is the only way we can get people truly included in the community.

Four Steps to Cultural Shifting

Step 1 – Find the Passion or Point of Connection

As with our bridge metaphor, finding the key points of strength and passion is the first step to cultural shifting. To build a strong bridge we must have a solid foundation to assure the bridge will be safe for passage. For the passage of people, products or ideas into culture require the same strength. To this end we must identify all that is strong or good about that which we hope to shift the culture. For people, this means we look for the following elements in them: passions, capacities, interests, hopes, dreams, skills, talents, fantasies, propensities, avocations, hobbies, and strengths.

Step 2 – Find the Venue or Play Point

With cultural shifting, once the change agent has identified the positive capacities for inclusion or incorporation, the next critical step is to find the place that the person, idea or product will relate. Quite simply, finding the setting where the person, idea, or product might be accepted sets the stage for inclusion and cultural shifting.

Step 3 – Understanding the Elements of Culture

These elements include: rituals, patterns, jargon, and memory. As we look at Step 3 in the process of making change the elements of culture become critical to this thesis. That is, once a person has expressed an interest in looking further into something that excites them, and discovers that a culture exists, the next logical step is to understand and then carry out the actions of the culture in an effort to join. When the actions of culture get defined in these four ways it gives the newcomer clear things to consider in joining. The more one understands what the community does that is common; how its members move about in accomplishing those things; what words and phrases are used to communicate their actions and the history that bonds its members, the more easily the understanding will become assimilated into the fold.

Step 4 – Finding or Enlisting the Gatekeeper

The final step in cultural shifting revolves around the gatekeeper. The only way new people, ideas, or products can successfully enter an existing community is when they are introduced and endorsed by a viable gatekeeper. A gatekeeper is an indigenous member of the community who has either formal or informal influence with the culture. These gatekeepers can be formally elected or selected leaders, or they might be one of the members who everyone can count

on to get things done. Further, the gatekeepers can either be positive or negative, assertive or unassertive about the person, idea, or product being introduced.

Finding and enlisting gatekeepers can be tricky business, but it is an essential ingredient for cultural shifting. Change agents must learn as much as they can about gatekeepers to enhance their effectiveness.

“Community is like a ship, everyone ought to be prepared to take the helm.” - Henrik Ibsen

References

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- Condeluci, A. (1995). *Interdependence: The route to community* (Rev. ed.). Boca Raton, FL: CRC Press.
- Condeluci, A. (1995). *The essence of interdependence*. Pittsburgh, PA: United Cerebral Palsy.
- Condeluci, A. (2003). *The process of cultural shifting*. Retrieved February 18, 2004 from the World Wide Web: <http://www.ed.uiuc.edu/illinoisrcep/activities/condeluciarticle.htm>

RSA Region V CRP-RCEP at Illinois - Community Rehabilitation Providers' Promising Practices and Programs (P3) Update

In May 2003 nomination packets were disseminated to community rehabilitation providers in the six states in RSA Region V to identify programs that were doing “promising” practices in employment for individuals with disabilities. Nine focus areas were identified in the P3 framework that were used to categorize practices and programs. The objectives of this process are to identify agencies providing services and/or supports that can document an impact on the employment outcomes experienced by people with disabilities, to disseminate information about the identified promising practices or programs, and to assist other agencies in adopting or adapting the identified promising practice or program.

RSA Region V CRP-RCEP at Illinois contracted with an external evaluator who has visited all the nominated sites for promising practices and programs in Region V. A panel is reviewing materials and nomination information. Next steps in this process include feedback from review panel members and the evaluator, award nominations and presentation, and dissemination of selected practices and program information in a forthcoming issue of *Around the Region* and in a future teleconference.

Web Resources for Community Rehabilitation Providers

APSE - <http://www.apse.org>

Brain Injury Association - <http://www.biausa.org/Pages/home.html>

National Business and Disability Council - <http://www.business-disability.com>

Training Resource Network, Inc. - <http://www.trninc.com>

TransCen, Inc. - <http://www.transcen.org/>

United Cerebral Palsy of Pittsburgh - <http://www.ucppittsburgh.org>

U.S. Census Bureau - <http://www.census.gov>

WORK SUPPORT.COM - <http://worksupport.com>

Upcoming RSA Region V CRP-RCEP at Illinois Activities - Sign up Now!

Descriptions with registration materials will be forthcoming for those training activities with incomplete information. For additional information, or to register, please contact Betty Taylor at ertaylor@uiuc.edu or 217-333-2325.

Teleconferences

A cost effective, inexpensive, and convenient method for rehabilitation professionals to 1) gain information about

timely topics in community rehabilitation, 2) talk directly to experts in the field, and 3) ask questions and discuss issues with colleagues.

Topic: Employment for Individuals with Autism

Date: Tuesday, March 16, 2004
2:00 p.m. - 3:00 p.m. (CST)

Presenter: James Emmett
Vocational Alliance Autism Project

Focus: In this teleconference, the presenter will cover creative job placement and job development strategies for individuals with autism. The discussion will center on how to perform a solid "environmental match" to link the employee with autism with a work environment that will match his/her skills and interests. Employment specialists will learn ways to develop natural social supports that will promote long-term success. The presenter will field questions throughout this presentation and address issues that are unique to employees with autism.

Topic: Person-Centered Planning: Re-envisioning the Dream

Date: Tuesday, April 27, 2004
2:00 p.m. - 3:00 p.m. (CST)

Presenter: Jim Mayer, M.S.
Rural Champaign County Special Education Cooperative

Focus: An overview of person-centered planning for successful employment outcomes for individuals with disabilities will be presented.

Topic: The Role of Employment Specialists in Transition

Date: Tuesday, May 11, 2004
2:00 p.m. - 3:00 p.m. (CST)

Presenter: Paula Kohler, Ph.D.
Western Michigan University

Focus: The importance of employment specialists' involvement in the transition planning process will be discussed.

Topic: Building Business-Friendly Community Rehabilitation Programs

Date: Tuesday, June 29, 2004
2:00 p.m. - 3:00 p.m. (CST)

Presenter: Richard Luecking, Ph.D.
TransCen, Inc.
Rockville, MD

Focus: The presenter will outline a process that assists CRP staff in adopting practices and activities that focus on the employer customer.

How to Call: The only cost to you for RSA Region V CRP-RCEP teleconferences is the long-distance fee to the 217 area code. Synchronous audio streaming is also available on the Web.

Tools of the Trade Workshops

One Day Skill-Building Workshops for Employment Specialist Professionals

Person-Centered Planning

Presenters: Sue Walter and Jim Mayer
Radisson Airport Hotel and Conference Center
1375 N. Cassady Avenue
Columbus, OH 43219

Date: March 10, 2004
Fee: \$50.00 (additional staff \$35.00)

In this interactive workshop, participants will explore the importance of person-centered planning from the consumer's perspective. A planning process that promotes successful outcomes will be demonstrated and participants will take home tools that they can start using right away. The presenters will also provide training materials and tools that participants can utilize in teaching self-advocacy and self-determination skills. By the end of this workshop, participants will have the tools and refreshed spirit needed to help make person-centered planning effective and exciting for individuals with disabilities and the people who support them.

Putting Up the Signs: Basic Marketing

Presenter: Tom Sechrist

CARC
10444 S. Kedzie Avenue
Chicago, IL 60655

Date: March 23, 2004
Fee: No charge

Benefits and outcomes from this workshop for participants are many. Front-line staff will learn the basics of marketing, how to actively participate in marketing, and how to talk with customers in a way that adds value and enhances an agency's image. CRP managers will learn how to involve staff and customers in marketing efforts, how to teach staff to communicate information about the services, how to communicate with customers, and how to use cost-benefit practices to strengthen marketing efforts. Participants will come away with new skills they can put into practice immediately.

Promoting Social Skills in the Workplace

Presenter: James Emmett
Four Points Sheraton Minneapolis Metrodome
1330 Industrial Boulevard
Minneapolis, MN 55413

Date: March 24, 2004
Fee: \$60.00

and

Date: April 13, 2004 - Arlington Heights, IL
April 14, 2004 - Springfield, IL
Fee: \$60.00

Social skills in the workplace for employees with and without disabilities are highly valued and contribute to successful employment outcomes. Workshop participants will learn strategies they can use with individuals with disabilities to enhance social skills and promote quality job development, placement and retention. The presenter will present

- An overview of various disabilities that frequently impact social skills
- Ideas to implement natural social supports in the workplace
- The social communication process
- Assessment of the socio-political environment in a workplace

This interactive workshop will provide an opportunity for participants to ask questions, share ideas, brainstorm, and discuss issues pertinent to their own situations.

Assistive Technology Workshop

Presenters: Leonard Anderson and Cilla Sluga
151 W. Galbraith Road
Cincinnati, OH

Date: March 25, 2004
Fee: \$60.00

This workshop offers the opportunity for rehabilitation professionals to update their knowledge and skills regarding assistive technology (AT) in the workplace. Mr. Anderson will overview AT and present reasonable accommodations that can be facilitated with AT, introduce real life examples of AT tools, and examples of modifications made for persons with cognitive deficits, physical limitations, and sensory impairments. In an interactive setting, participants will review basic job analysis and learn to apply these methods using AT to enhance the employability of persons with disabilities.

Creating Business Partnerships: Job Development Made Fun!

Presenter: Amy Dwyre
Toledo, OH

Date: May 20, 2004
Fee: TBA

The process of helping someone find a job can be very rewarding - but it can also be fun, if you have the right tools and strategies. Learn the fundamentals of marketing, negotiating on behalf of your client, how to help your client KEEP a job, and other helpful strategies- all while having fun.

Management in Rehabilitation Certificate Series

A series designed to train managers to be visionary leaders and change makers.

Sign up for individual sessions or the entire series!

Financial Management

Presenter: Tom Sechrist
Courtyard Marriott Downtown
30 E. Hubbard Street
Chicago, IL
Date: March 24-26, 2004

Fee: \$125.00 (includes lodging)

This training module was developed for rehabilitation professionals who have limited work experience in accounting practices. Topics covered include accounting concepts and processes such as cost accounting, accruals, allocations, project capacity, cost-benefit analysis, reading and analyzing financial reports and balance sheets, income statements and cash flow statements. Participants will gain an understanding of what it means to use financial information to make responsible decisions for their organizations and the individuals they serve.

Strategic Planning

Presenter: Karen Flippo
Courtyard Marriott Downtown
30 E. Hubbard Street
Chicago, IL

Date: April 29-30, 2004
Fee: \$125.00 (includes lodging)

Planning for the future is one of the major challenges and opportunities for managers in organizations. Managers need to be able to facilitate an ongoing planning process that encourages openness, fosters employee involvement and commitment, accesses all the necessary information and communication networks for decision making, and then subsequently operationalizes it all into a strategic planning document. This session will allow participants the opportunity to customize a strategic plan for their own community rehabilitation agency.

Management Simulation

Presenters: TBA
Courtyard Marriott Downtown
30 E. Hubbard Street
Chicago, IL

Date: May 24-28, 2004
Fee: \$125.00 (includes lodging)

This four and one-half day simulation training provides participants the opportunity to fine tune their skills and knowledge in the areas of personnel management, financial planning, customer-driven services, and state and federal rehabilitation regulations. Discovery learning, team work, and problem solving in a simulated day-to-day CRP operation provide participants with insights and a new-found appreciation for the varied demands of managing a community rehabilitation provider organization.

Issues in Managing Employment Services for Quality

Presenters: Tom Sechrist and Sue Ann Morrow
Courtyard Marriott Downtown
30 E. Hubbard Street
Chicago, IL
Date: June 23-25, 2004
Fee: \$125.00 (includes lodging)

Community rehabilitation professionals face a number of current issues and trends in the industry today. Instructors will focus on identifying all the issues and challenges that are critical to managing and delivering quality, customer-driven rehabilitation services. Participants will be provided opportunities to discuss and brainstorm solutions and strategies for success in their own community.

Situational Leadership/Performance Coaching

Presenter: Paula Pottenger
Courtyard Marriott Downtown
30 E. Hubbard St.
Chicago, IL
Date: July 22-23, 2004
Fee: \$125.00 (includes lodging)

Supervisors and managers in many businesses and organizations are moving from "supervising" and "managing" employees to "coaching" employees to carry out the mission of the organization. In this training, the instructor will explain this process and why it is important for community rehabilitation personnel. Specific coaching strategies will be highlighted and demonstrated with opportunities to practice in small interactive groups.

Competency-based Training for Community Employment Specialists

A competency-based training program for direct service community employment professionals.

Understanding the Person and the Job

Presenters: Tom Sechrist and Sue Ann Morrow
Four Points by Sheraton Minneapolis Metrodome
1330 Industrial Boulevard
Minneapolis, MN 55413

Date: April 27-29, 2004

Fee: \$90.00 (includes lodging)

This first session focuses on the skills necessary to get to know the person and the job so quality job matching is possible. Other topics include the values driving employment services today, a business approach to person-centered employment services, and understanding multiple levels of customers.

Supporting People on the Job and Marketing Your Services

Presenters: Tom Sechrist and Sue Ann Morrow
Four Points by Sheraton Minneapolis Metrodome
1330 Industrial Boulevard
Minneapolis, MN 55413

Date: June 29 - July 1, 2004

Fee: \$90.00 (includes lodging)

This second session focuses on job supports and marketing. Topics such as facilitating existing supports and additional supports such as ergonomics, instructional supports, and positive behavioral supports will be covered. Customer-driven marketing topics will include targeting, segmentation, branding, and positioning.

Advanced Employment Services Simulation (AESS)

A week-long, skill-building immersion simulation for direct service staff.

Information on AESS is forthcoming.

Location: TBA
Date: July 25-30, 2004

RSA Region V CRP-RCEP Summer Leadership Institute 2004

This two-day summer program targets community rehabilitation managers, supervisors, directors, and others interested in honing their leadership skills to improve organizational effectiveness. Details will be forthcoming on dates and location of this professional development opportunity.

Web-based Courses

Earn CEUs and CRCs !

Online classes designed to fit a busy schedule.

Employment Provisions of The Americans With Disabilities Act (ADA)

Date: March 15 - April 23, 2004

Fee: \$70.00

According to the United States Commerce Department's Census Bureau (1997) nearly one in five persons or 53 million people reported they had some level of disability and one in eight or 33 million people reported they had a severe disability. In 1990 the Americans with Disabilities Act (ADA) was passed to address discrimination against people with disabilities. The six lessons in this Web-based course are designed to help service providers learn how the law applies to the people they serve, especially in the area of employment.

- Lesson 1: Overview of the Americans with Disabilities Act
- Lesson 2: Employers who are impacted by the ADA and how recruiting and hiring are affected
- Lesson 3: Following a job seeker with a disability through the application and selection process
- Lesson 4: Other requirements for employers
- Lesson 5: Requesting a reasonable accommodation
- Lesson 6: More on reasonable accommodations and enforcement

Details with registration information for the following newly designed Web courses will be available soon.

- ***Orientation to Rehabilitation for New Staff (Employment Specialists)***
- **Promoting Social Skills in the Workplace**
- **Customer-Driven Marketing**
- **Hiring, Recruiting, and Retaining Quality Employees**

For more information regarding these training opportunities, please go to the Web site: <http://www.ed.uiuc.edu/illinoisrcep/calendar/whatsnew.htm>, contact staff at 217-333-2325, or complete and return the form on the last page.

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RSA Region V CRP-RCEP

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www.ed.uiuc.edu/illinoisrcep

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**RSA Region V CRP-RCEP Training
Registration Form**

Cancellation must be received in writing seven days prior to event for refund.

Name: _____

Agency: _____

Mailing Address: _____

Phone #: _____ E-Mail: _____

Event: _____

Date: _____

Check here if you require special assistance to fully participate. Describe your needs below.

Payment Enclosed: _____ (Please make checks payable to the **University of Illinois.**)

For more Information Contact: Tony Plotner at 217-333-2325 or plotner@uiuc.edu

Send or fax your registration to: **RSA Region V CRP-RCEP**
Transition Research Institute
ATTN: Betty Taylor
117 Children's Research Center
51 Gerty Drive
Champaign, IL 61820
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