RRCEP II Quarterly Calendar

A publication of Region II Rehabilitation Continuing Education Program, located at the State University of New York at Buffalo.

This publication is published four times a year in the Fall, Winter, Spring, and Summer with information regarding trainings held during the quarter, program descriptions, conferences, announcements, and more.

For the most up-to-date training calendar, program offerings, and news around Region II, check our website at:
http://www.rcep2.buffalo.edu/

We welcome comments and suggestions and can be reached by phone, fax, mail, or on the web.
The following programs are broken down by state, so please note the contact information regarding the program(s) you are interested in registering for, as they may have different registration instructions.

State agency employees must register through their own training coordinators whose contact information are printed above their regions. All other constituents, such as Independent Living Centers, Native American Vocational Rehabilitation Programs, Client Assistance Programs, or Community Rehabilitation Program employees may register by completing the registration form in the back.

### New Jersey

#### State Agency Training Coordinators

- **New Jersey Division of Vocational Rehabilitation**
  - John Williams (609) 984-0793
- **New Jersey Commission for the Blind and Visually Impaired**
  - Sandra Deitel (973) 648-2211

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[Program dates, location, and consultants are subject to change.]
### : New York

#### State Agency Training Coordinators

**Vocational and Educational Services for Individuals with Disabilities (VESID)**

VR Training Unit  
tbickweat@mail.nysed.gov

**New York Commission for the Blind and Visually Handicapped**

Joseph Nye  
(518) 474-5686

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### : CMEP - New York

#### The Coalition of Mainstream Employment Programs

For CMEP programs, please register through:

Lana Rudeyeva  
(212) 741-0100

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### Puerto Rico

**State Agency Training Coordinator**  
**Puerto Rico Vocational Rehabilitation Administration**  
Zayda Medina  
(787) 728-4715

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### Virgin Islands

**State Agency Training Coordinator**  
**Virgin Islands Rehabilitation Administration**  
Beverly Plaskett  
(340) 774-0930

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**Save the Date!**

- **Empowerment, Employment and Choice Conference**  
  June 5-6, 2006  
  San Juan, Puerto Rico  
  For more information, please contact Wendy Quarles at (716) 829-2875 or wquarles@buffalo.edu

- **National APSE Supported Employment Conference**  
  June 27-29, 2006  
  Boston, Massachusetts  
  For more information, please contact apse.org

[ Program dates, location, and consultants are subject to change. ]
**CUSTOMIZED TRAINING PROGRAMS**

**RRCEP II** is committed to providing training that meets the needs of its constituents. As a result, we continuously assess the topics, training formats, and expected outcomes requested by staff, supervisors and administrators. The following programs listed in the catalog have already been designed based on our constituents’ input and training preferences. If you have a need to modify our existing programs, please contact the RRCEP II staff to discuss how a training could be best designed for you. Additionally, we understand that there are many factors restricting staff development, such as time limitations, geographic location, or strained financial resources. RRCEP II has been creating solutions to expand the training formats that could best suit your needs without sacrificing content.

The following factors are considered when designing and offering programs throughout the region:

1. **Customized Content:**
   - RRCEP II explores new training topics through a systematic needs assessment process that includes input from direct service and administrative staff, state and federal agencies, and the research literature.
   - Our standard trainings described in this quarterly calendar have been developed to address our most requested training topics and to reach a broad range of participants. Keep in mind that the content of these programs can be customized to your unique needs.

2. **Outcome-driven Training:**
   - All of RRCEP II’s training programs have been designed with the intent to give our participants the anticipated skills necessary to perform their job duties. The content that is provided in our trainings is enhanced by numerous exercises and opportunities for practical skill development that can be easily applied in the work setting.
   - Through our extensive needs assessment process, standard training topics are often requested. However, the new issues in the field that arise from our constituents direct the content and design of our future trainings. For example, a CRP administrator identified that she had a great need to train her workshop staff to assist consumers with their vocational goals while maintaining the workshop’s production rate. The new program, “Practicing Rehabilitation in Production/Sheltered Settings,” was developed to help staff attain the skills for the administrator’s desired outcome.

3. **Delivery and Format Options:**
   - **Standard Trainings:** RRCEP II has offered hundreds of one, two and three day training opportunities over the past 27 years. These intensive training programs promote skill development and education in topic areas of high demand at a centralized location. They are attended by the staff of State Agencies, ILCs, Native American Rehabilitation Programs, CAPs, and Community Rehabilitation Programs. These workshops have established curricula and learning objectives. It is expected that the participants will demonstrate improved skills and knowledge in the areas addressed by the curriculum. Program descriptions for the RRCEP II standard trainings can be found on pages 8 through 13 of this quarterly calendar.
   - **Half-Day Seminars:** RRCEP II appreciates the different staff training needs of its participants due to their experience in the field, position, or specialization. Half-day seminars are available to provide training in rehabilitation administration and management, advanced counseling and job coaching techniques, and other specialized topics. These training opportunities will provide exposure to the rehabilitation issue and connections to the resources that will lead to integration and further learning on the topic.
Examples of half-day seminars include:
• Traumatic Brain Injury
• Medical Aspects of Disabilities
• Job Coaching for Psychiatric Disabilities
• Job Readiness
• Developing Workplace Supports
• School to Work Transition
• Cultural Competence
• Crisis Management

Half-day seminars will be scheduled on an “as needed” basis. Please contact RRCEP II at (716) 829-2875 for more information.

c. Distance Learning: Through a partnership with the University of Wisconsin-Stout’s Rehabilitation On-Line Learning Program (ROLL), RRCEP II offers up to 14 distance learning courses annually. Online learning offers rehabilitation staff the opportunity to learn anywhere, anytime and at their own pace. Travel is eliminated therefore, staff can spend more of their valuable time with consumers. Online learning occurs over an extended period of time allowing the learner to apply the new knowledge to their job setting. Lastly, the information remains on the site for the learner to revisit at their convenience. Since the inception of the partnership in 2001, 547 individuals have taken advantage of the scholarships available to the constituents of the RRCEP II.

Examples of the Distance Learning Workshops being offered in 2005/2006 include:
• Rehabilitation for Persons with Physical Disabilities
• Deafness: Ethical Assessment and Service Techniques
• Advanced Informed Choice: Approaches for Ethical Decisions
• Rehabilitation for Persons with Psychiatric Disabilities
• Rehabilitation for Persons with Cognitive Disabilities
• Job Development: Creating Partnerships with Employers
• Rehabilitation Approaches and Ethics: Retention and Soft Skill Development

d. Teleconferences: The CRP and General RRCEP Programs offer teleconferencing via telephone conference calls or video conferencing as a cost effective training alternative. Teleconferencing allows numerous audience members from around the region to participate in discussions designed to address specific topics or training needs.

Future plans for teleconferencing include:
• Benefits Planning
• Organizational Change
• Rehabilitation Legislation
• Management Issues and Strategies
• Trends in the Field of Vocational Rehabilitation

Additional uses will include Technical Assistance Teleconferences and follow-up conference calls with the participants of the Job Coach and Supported Employment Training Series. For more information, please contact Wendy Quarles at (716) 829-2875 or wquarles@buffalo.edu

e. Alternative Media: Several CD-ROM’s already have been developed for use in the Job Coach and Vocational Assessment for Beginners training programs to serve as a convenient resource tool for staff when on the job. RRCEP II will be expanding the role and purpose of the CD-ROM’s to function as a self-directed training modality for direct service staff and supervisors. Supervisors soon will be able to start the professional staff development of new employees without waiting for scheduled programs.

4. Other Training Opportunities:
• Keep in mind that if you have a training need or idea for your agency or local consortium, RRCEP II is your resource to help develop training programs and series, provide support for conferences, or bring “experts in the field” to your region.

RRCEP II welcomes your request for customized training. Please call us at (716) 829-3934 to discuss your needs.
Addressing Potentially Dangerous Behavior

Predicting violence and assessing dangerous behaviors is difficult in most situations; it may be over predicted or missed completely until a situation escalates. Effective communication with a potentially dangerous person is perhaps the most critical component for diffusing the situation. This workshop assists counselors in identifying situations in which consumers can quickly lose control and to develop strategies to de-escalate the situation.

This Program is Designed For: Counselors, Supervisors, Counselor Assistants and Support Staff with direct client contact.

Addiction: The Biopsychosocial Process

Working with the addicted consumer can be a frustrating and challenging experience. This workshop is designed to provide insight into the addiction process. What is a dependency diagnosis? What are the stages of dependency? How is one class of drugs different from another? Where is the logic behind addictive thinking? The more information we have, the more we can understand why our consumers who are addicted to alcohol and other drugs can demonstrate such cunning, manipulative and often frustrating behavior.

This Program is Designed For: Anyone in the VR system who encounters consumers who are chemically addicted.

Advanced Vocational Evaluation Methods

Designed as a follow-up to Vocational Evaluation Methods, this program will focus on updating the skills of vocational assessment professionals to include the latest assessment tools, technology and resources. In addition to lecture, the format of this workshop will focus on an exposure to assistive technology as used in the vocational evaluation process. Case studies will focus on incorporating assistive technology and Internet resources in the vocational evaluation plans of persons with significant vocational challenges, as well as hypothesizing the effectiveness of these approaches.

This Program is Designed For: Rehabilitation staff who assess the needs of their clients or refer for vocational assessment.

Autistic Spectrum Disorders

This two-day training will provide participants with an overview of the Autism Spectrum Disorders, as well as address current issues, treatments, and employment strategies to support someone who has an Autism Spectrum Disorder. Special attention will be devoted to Asperger’s Syndrome. The format will consist of a variety of presenters, and panel discussions which will cover a variety of topics regarding Autism and Asperger’s. RRCEP and the NY CBVH are working collaboratively to develop content area and presenters.

This Program is Designed For: NY CBVH staff at all levels who are interested in developing additional skills to support someone with an Autism Spectrum Disorder.
Ethical Issues in Rehabilitation

Effective January 1, 2002, the new Code of Professional Ethics for Rehabilitation Counselors was implemented. This program is designed to update rehabilitation professionals regarding changes in the content and structure of the new Code of Ethics. Using the new Code of Ethics as a guide, participants will develop increased skills for dealing with ethical dilemmas encountered in the rehabilitation process. Participants will draw upon their personal values, agency policies and procedures, the values of their clients, case information, and the Professional Code of Ethics in making decisions on ethical rehabilitation practices.

This Program is Designed For: Masters Level Rehabilitation Counselors, Vocational Evaluators and Supervisors in both state and community work settings, at all experience levels. This program meets the CRC Ethics Continuing Education requirement.

Learning Disabilities and the Rehabilitation Process

This two-day program is designed to give rehabilitation counselors comprehensive information regarding learning disabilities. Additionally, participants will be introduced to some new tools for evaluating and working with consumers who have learning disabilities. The workshop will highlight the different types of learning disabilities, appropriate assessment tools, when to use an expert, where to find an expert in the field of adult learning disabilities, and appropriate training and work-related interventions. Lectures and exercises will be combined to enhance the learning process.

This Program is Designed For: Experienced and new Vocational Rehabilitation Counselors.

Managing Challenging Behaviors

An introductory program for Community Rehabilitation Program (CRP) staff designed to provide an overview and clarification of applied behavior analysis in terms of values, concepts, trends and rationale, as well as specific skills to assess and design behavior supports for consumers.

This Program is Designed For: Community Rehabilitation Staff who serve consumers in a direct care capacity.

Maximizing Client Choice Though Effective Goal Planning

What the consumer wants is not always the best direction for action. By exploring needs, wants, barriers, strengths, interests and abilities counselors can effectively guide their consumer through the VR process. The focus is on informed choice, developed by exploration of the job market, realistic expectations and goal development. It is a sharing of mutual responsibility between the counselor and the consumer.

This Program is Designed For: Vocational Rehabilitation Counselors, Rehabilitation Assistants and Supervisors who develop vocational goals with their consumers.

Personality Disorders

This two-day training focuses on the Definition of Personality, Definition of Personality Disorders (PDs), Traits and Features of Personality Disorder, Introduction to the 10 PDs, Clinical Presentation of Each PD, and Clinical Interventions. Personality Disorders make demands of service providers that other diagnostic groups do not. These demands can be distracting to, and destructive of, the goals of treatment. Even traits of a personality disorder require significant intervention skill. Competent functioning as well as satisfaction as a service provider is enhanced when the knowledge base of the Personality Disorders is high. Over these two days we will look closely at how each Personality Disorder will present, the impact it will have on interactions with others, and the most likely demands each puts on a relationship. Interventions and clinical therapeutic styles will be reviewed in detail. Prognosis and time lines for progress are provided.

This Program is Designed For: Anyone in the VR system who encounters consumers with Personality Disorders.
Resilience for the VR Counselor

Resilience is a learned skill that helps to manage stress, enhance productivity and mood. The focus is on thinking styles and belief systems. This is a small group interactive workshop designed to explore accurate and flexible thinking by identifying deeply held beliefs that can cause a response that is out of proportion to a situation and influences our behaviors and emotions.

This Program is Designed For: Counselors and Supervisors in the VR system who want to understand how they respond to unexpected challenges.

Team Building

This program represents a movement from a generic workshop presentation designed for a group of people from a variety of work settings to providing an individualized, needs based training and/or technical assistance for an individual agency or office.

An assessment of an existing team’s needs in the area of team building will be completed, and recommendations for training and/or technical assistance will be provided to the agency/office. The agency/office will then process the recommendations and develop a plan of action with the RRCEP. This plan of action could include a variety of training and technical assistance activities.

This Program is Designed For: All members of an existing team (office/agency) that provides rehabilitation services. It is expected that the team would go through this process together, although there may be meetings, or assessments that would be compartmentalized by job title/duties.

The Family as a Critical Partner in Achieving Successful Employment

Traditionally, the focus of vocational rehabilitation has been almost exclusively on the individual with a disability. A person’s family has generally not been included as an integral part of either the assessment process or in the development of a person’s Individualized Plan of Employment. In fact, tension between rehabilitation counselors and a consumer’s family has often been noted. However, a greater awareness and appreciation of the importance of family involvement in the vocational rehabilitation process is emerging in the field today.

This program will explore the many ways that family inclusion into a consumer’s rehabilitation process can benefit the consumer and lead to successful employment outcomes. Specific issues regarding the respective roles of the consumer, their family and the VR counselor, as well as strategies to enable each part to work together more effectively will be covered. Issues regarding diversity, empowerment of both the consumer and his/her family system will be explored.

This Program Is Designed For: Vocational Rehabilitation Counselors, Counselor Assistants, and Supervisors who work directly with consumers and their families.

Working with Consumers with Traumatic Brain Injury

People who have acquired a brain injury often face major challenges when they attempt to re-enter the workplace. This program will provide the participants with an overview of the medical and psychosocial aspects of traumatic brain injury (TBI). Treatments and strategies to support someone with a brain injury will be explored.

This Program is Designed For: Vocational Rehabilitation Counselors, Counselor Assistants, and Supervisors.
Supported Employment Certificate Series

**Orientation to Supported Employment**

- Job Coach I
- Job Coach II
- Counseling Skills for Direct Service Providers*
- Training Techniques in Employment Settings*
- Documentation and Record Keeping*
- Functional and Situational Assessment*
- Job Development: The Business of Doing Business with Business

* = may be taken as individual courses outside of certificate series

The Supported Employment Series has been designed in accordance with the competencies and standards set by the Association for Persons in Supported Employment (APSE) [http://www.apse.org](http://www.apse.org) and the Association of Community Rehabilitation Educators (ACRE) [http://www.acreducators.org](http://www.acreducators.org). Attendees will receive attendance certificates for each workshop completed. Upon completion of the eight mandatory workshops participants are eligible for the Series Certificate. Participants can also choose from a variety of RRCEP workshops to complete their Supported Employment Education.

Please contact Wendy Quarles at (716) 829-2875 or wquarles@buffalo.edu, if you have questions.
Orientation to Supported Employment

The purpose of this training program is to increase the understanding of Supported Employment, the vocational rehabilitation service delivery system, and the role of the Job Coach/Job Developer in the process. A background in rehabilitation history and philosophy will be presented along with an introduction to disability-sensitive language. This workshop provides an overview of the competencies necessary to continue in Job Coach I, Job Coach II and Job Development I.

This Program is Designed For: Job Coaches or Job Developers in their first year of employment. Course teaches to High School, Associates or Bachelors education level.

Pre-requisite: Orientation to Supported Employment is a prerequisite to Job Coach I.

Job Coach I

The intent of this training program is to explore the basic knowledge and skills required to be a successful Job Coach. An emphasis is placed on the key components to effective job matching: consumer assessment and job analysis.

This Program is Designed For: New Job Coaches employed by community based programs and supported employment programs, professional staff associated with affirmative industries and work related programs.

Pre-requisite: Applicants must have successfully completed Orientation to Supported Employment. This program (Job Coach I) is a pre-requisite to Job Coach II.

Job Coach II

Job Coach II continues to review concepts of supported employment that were initiated in the previous two trainings. Participants will convert knowledge accumulated in the earlier trainings into skills as they learn to apply them to the individual situations that occur everyday in supported employment. Employment specialists will examine a variety of methods that will assist the consumer, co-workers and employer to achieve the goals of the supported employment placement. The Job Coach’s response to critical incidents occurring in supported employment situations will also be discussed from a “best practices” point of view.

This Program is Designed For: Individuals who have successfully completed Orientation to Supported Employment and Job Coach I. Individuals who specialize in Job Development and have had no previous exposure to the field of Job Coaching could also benefit from this training.

Pre-requisite: Successful completion of Orientation to Supported Employment and Job Coach I.

Counseling Skills for Direct Service Providers

Direct service staff are frequently the first to encounter consumers who are feeling upset, distressed or who just need to talk. This workshop will provide rehabilitation staff with the basic counseling skills to improve professional-consumer relationships and alleviate situational problems or distress. An emphasis will be placed on the development of attending and listening skills, professional boundaries, and strategies to manage emotional situations.

This Program is Designed For: Job Coaches, Job Developers or other rehabilitation professionals with no formal training in counseling. Participants should be prepared to view and discuss emotionally provocative material involving consumers.
Training Techniques in Employment Settings

This workshop will focus on the process of assessment and developing strategies to address the multifaceted topic of Learning Styles and the development of strength based job coaching interventions. Participants will learn through hands-on activities and group discussion.

This Program is Designed For: Direct service staff who provide instruction and training to consumers.

Documentation and Record Keeping

This one-day workshop will focus on the skills required in this environment of compliance and changing regulations. Participants will be provided with an overview of state funder’s expectations and will explore the concepts of assessments based case noting, observation skills, ethics, accountability, and paperwork management.

This Program is Designed For: Job Coach and Job Development staff who work in Supported Employment programs. **Please note that the New York and New Jersey workshops offered will discuss regulations and practices that are specific to the funding requirements in each state.

Functional and Situational Assessment

This two-day workshop is designed to assist vocational counselors, evaluators, teachers, supervisors and job coaches to develop the skills necessary to conduct reliable community and organizational based assessments. Lectures will be supplemented with group discussions, completion of job and task analysis, determination of individual learning/teaching styles, and actual case studies. The curriculum will focus on fostering an understanding of the inter-relationship between the worker, the employer and the work-site. Working in small groups, participants will develop criterion referenced Situational Assessment Rating Instruments that specify the requirements of the job, skills, and behaviors of the worker.

This Program is Designed For: Vocational Evaluators, Counselors, Teachers, Supervisors and Job Coaches.

Job Development: The Business of Doing Business with Business

This workshop is designed to provide an overview of job development trends, values, concepts, and rationale, as well as specific skills with an emphasis on relationship building and customized employment. Topics covered will include: Networking strategies, developing successful partnerships, customized employment, job carving and managing job development documentation.

This Program is Designed For: The new Job Developer or the Job Coach who may find it necessary to obtain Job Development skills.
What is a Technical Assistance Award?

The intent of a Technical Assistance Award is to provide an individual agency or a consortium of agencies with a grant to purchase specialized consultative services needed to improve the quality of their vocational rehabilitation services, management practices, and employment opportunities for persons with disabilities. These awards are customized to meet the unique needs of the individual agency or agencies. Technical Assistance allows an agency to identify specific concerns or issues that require expert assistance in resolution of such matters. Through the use of a Technical Assistance Award, agencies may access resources that are not routinely available.

Now Accepting 2005/2006 Technical Assistance Applications

Mini-grants available ($100-$3,000) to allow Community Rehabilitation Agencies to access expert consultation and/or customized training in the areas of:

1. Operations/Systems/Team Analysis
2. Service Delivery Studies
3. Vocational Rehabilitation Technology
4. Strategic Planning
5. Program Development & Management
6. Organizational Development

Eligibility:

Any organization defined as a Community Rehabilitation Program, Independent Living Center, or Community-Based Rehabilitation Service Organization, providing services to disabled persons in cooperation with the State/Federal Vocational Rehabilitation system is eligible to apply for Technical Assistance funds.

Requesting Technical Assistance:

For more information, please download the Technical Assistance Application from http://www.rcep2.buffalo.edu/ or contact Wendy Quarles, Training & Technical Assistance Coordinator at (716) 829-2875 or wquarles@buffalo.edu.

Stay Tuned for Our Next Technical Assistance Brief!
REGISTRATION FORM - must be received four weeks prior to program date

***PLEASE TYPE OR PRINT CLEARLY***

TITLE OF COURSE: ____________________________________________________________

DATE OF COURSE: _______________________ CITY: ________________________________

Your Name: ___________________________________________ Home Phone: ____________

(inc. credentials and academic degrees) (used for emergency cancellation only)

Length of time in: current position _____ years rehabilitation field _____ years

Job Title: ______________________________________________________________________

Supervisor: ____________________________________________________________________

Company Name: ________________________________________________________________

Company Mailing Address: ________________________________________________________

City: _____________________________________ State: ____________ Zip ____________

Business Phone: (____)_____________ Fax: (____)_____________ E-mail ________________

Do you need material in alternate format? A minimum of three weeks notice is required.

___Braille ___Disk ___Large Print, specify font/size _______ ___Sign Language Interpreter

___Closed Captioning ___Assistive Listening Device, please specify: ______________________

To make your training as comfortable and successful as possible, what type of assistive
devices/services do you currently use?

___ Motorized Wheelchair ___ Manual Wheelchair ___ Scooter ___ Guide Dog

___ Personal Aide ___Other, please specify ______________________________

___ Yes, I would like to request a Travel Scholarship (Only CRP employees who will travel 100
miles or more should apply).

IF YOU ARE A COMMUNITY REHABILITATION PROGRAM PROVIDER:

Does your agency have a working agreement with VESID, NJDVRS, NYCBVH, NJCBVI, Puerto
Rico Dept. of Family, or Virgin Islands Rehabilitation? _____ Yes _____ No

Supervisor’s Signature ___________________________ Applicant’s Signature ____________________

~~~~~~ Fax registration form to: Registration Officer 716/829-3935 ~~~~~~
**Upcoming Conferences**

**New Jersey APSE: The Network on Employment Conference**  
March 30-31, 2006  
Hilton Woodbridge – Iselin, NJ  
For more information, please contact njapse.org

**Employment First: The Road to Recovery a National Symposium on Employment and Psychiatric Rehabilitation**  
April 10-11, 2006  
Laguardia Marriott – New York, NY  
For more information, please contact apse.org or Wendy Quarles at wquarles@buffalo.edu

**Empire State (NY) APSE Annual Supported Employment Conference**  
April 30 - May 2, 2006  
Lake Placid Hilton – Lake Placid, NY  
For more information, please contact Wendy Quarles at RRCEP II (716) 829-2875 or wquarles@buffalo.edu

**National Training Conference for Professionals Serving Individuals Who are Deaf, Deaf Blind, Hard of Hearing and Late Deafened**  
May 22 - May 24, 2006  
The Lodge at Woodcliff – Rochester, NY  
For more information, please contact Judy Garrett at (501) 623-7700 or jgarrett@rcep6.org