



College of Employment Services

The College of Employment Services (CES) is an integrated, web-based curriculum designed for professionals who support people with disabilities and other challenges to find jobs. Our self-directed courses connect these professionals with a nationally recognized set of competencies for their field. And our curriculum gives them a clear career path while celebrating the role they play in society – all while keeping training costs low.

CES was built with one idea in mind: that everyone deserves to lead a rich, rewarding life. Our online courses help employment-services professionals work their way toward fulfilling careers in their field. And the job seekers they serve get the skilled, stable, trustworthy assistance they need to break down barriers to meaningful employment.

CES curriculum is developed by the Institute for Community Inclusion at the University of Massachusetts Boston. Every course is reviewed by a group of content experts from the national board of editors.

Every lesson is designed to give employment professionals the knowledge, skills, and values that will help them thrive in their field. Our innovative and engaging approach to training includes multimedia components supporting a practical, problem-based learning structure.

The curriculum is offered as a package, so you and your staff will have full access to every lesson throughout the year.

Core Curriculum

Strategies for Job Development–Part 1

This course will show you how to develop a plan to help people find jobs. Topics include giving advice on disclosure and matching individuals' desires and abilities with career opportunities. The course also includes guidance on the latest job-search and marketing techniques, including creating marketing materials, taking advantage of social media, and networking (both in person and online).

Lesson 1: Disclosure, Resumes, and Interviewing

Lesson 2: Matching Job-Seeker Skills to Jobs

Lesson 3: Marketing Materials for Job Development

Lesson 4: Using Social Media to Market Job Seekers

Strategies for Job Development–Part 2

Job seekers are your customers — but so are the employers who can hire them. This course will explain the importance of understanding and responding to employers' needs, and matching them to job seekers' skills and interests. You'll learn how to show employers that working with your agency is a win-win proposition. Topics include solving business problems, developing mutual confidence and trust with employers, supporting job seekers with online job applications, and negotiating hiring arrangements.

Lesson 1: Employer as the Customer

Lesson 2: Identifying Employer Needs

Lesson 3: Online Applications and Personality Tests

Lesson 4: Negotiating the Hire

Principles of Career Development

In this course, you'll learn the most effective ways to use individual assessments and other planning strategies. These techniques can help job seekers focus on their skills and interests and get clearer about what various careers involve. You'll find out about key strategies to help people overcome barriers to employment. This course also covers the relationship between disability benefits and employment, and how beneficiaries can make the most of work incentives.

Lesson 1: Everyone Can Work

Lesson 2: Person-Centered Planning

Lesson 3: Assisting with Barriers to Career Development

Lesson 4: Tools and Assessment Strategies for Career Discovery

Lesson 5: Using Mainstream Approaches for Career Planning

Lesson 6: Earnings, Benefits, and Career Choice

Foundations of Employment Services

This course explains how you can support all individuals in pursuing meaningful, rewarding work, including people with disabilities and other barriers. You'll learn about the history of employment services as a profession, the key duties of your job, and the core competencies you'll need to do your job well. In addition, this course will provide you with a solid ethical foundation on which to build your career.

Lesson 1: Evolution of Employment Services

Lesson 2: Values and Expectations of Work

Lesson 3: The Employment-Services Professional

Lesson 4: Partners in Employment Services

Business Perspectives

You're focused on supplying workplaces with qualified job seekers, but what about the employer perspective? This course goes in-depth into the "dual-customer" approach to career development. You'll learn about the functional use of labor-market information for the modern economy, using research to learn about employers' experiences and workforce development strategies, strategies for working with small and large employers, engaging in community and business networking, and collaborating creatively with employers and job seekers to make strong job matches.

Lesson 1: Serving the Employer Customer: Fostering Responsive, Timely, and Business-Driven Customer Service

Lesson 2: Understanding and Using Labor Market Information to Meet Workforce Needs

Lesson 3: Shifting Perceptions: The View of Business Customers on Hiring and Retaining Workers with Disabilities

Lesson 4: Building Strong Business Partnerships

Performance Coaching and Support

These courses will address how you can work with job seekers to help ensure a successful employment experience. We'll also cover working with employers to support new hires with disabilities and other challenges on the job. Topics include developing soft skills, creating support plans, facilitating natural supports, acquiring and maintaining skills, emergency preparedness, and fading supports from the job site as the worker gains independence.

Part 1

- Lesson 1: The Role of the Job Coach Outside the Workplace*
- Lesson 2: The Role of the Employer*
- Lesson 3: The First Days of Work and the Employment Support Plan*
- Lesson 4: Legal Rights at Work and Self-Advocacy*
- Lesson 5: Preparing for Emergencies in the Workplace*

Part 2

- Lesson 1: The Role of the Job Coach in the Workplace*
- Lesson 2: Developing a Plan to Sustain Employment and Starting the Job*
- Lesson 3: Supporting Employees' Learning Styles*
- Lesson 4: Developing a Task Analysis*
- Lesson 5: Natural Supports, Self-maintenance, and Fading*

Using Work Incentives Toward Self-Sufficiency

If you provide employment services for people who receive various disability benefits, you recognize that concerns about the relationship between earnings and benefits is one of the primary barriers to employment. The truth is, many people can effectively use work rules and incentives to become self-sufficient. While the incentives are complex, you don't need to be an expert to help. This course is an introduction to work incentives. It will help you understand important terminology, fundamental rules and concepts, and crucial strategies in helping beneficiaries maximize work incentive use and economic self-sufficiency.

- Lesson 1: Why Work? An Overview of Work Incentives*
- Lesson 2: Proactive Planning: Staying on Track with Work Incentives*
- Lesson 3: Key Incentives for People Receiving Social Security Disability Insurance*
- Lesson 4: Key Incentives for People Receiving Supplemental Security Income*
- Lesson 5: There's More to Benefits than Cash: Medical Benefits and Other Subsidies*
- Lesson 6: The PASS: Helping People with Disability Benefits Create Careers*

Funding

Getting funding for employment services can be challenging, but there are many sources available. In this course, you'll learn about primary funding sources, such as vocational rehabilitation and developmental disabilities agencies. You'll become familiar with alternative funding sources, and with strategies for blending and braiding funding. We'll also cover Medicaid waivers, resource ownership, and Social Security work incentives.

- Lesson 1: Where Funding Comes From*
- Lesson 2: Social Security and Additional Funding Sources*

Scheduled for release in 2013

Ticket to Work

You've probably been hearing about the Social Security Ticket to Work program for years. But what is it, and how can it help the job seekers you support? Get an overview of this useful work incentive in this special feature.

Networking

In a challenging economy, employment specialists and job seekers need to become expert networkers. But what's the best way to network? And what if networking feels uncomfortable? In this course, we offer tips about growing your network and those of the job seekers you work with. You'll learn about weak and strong social ties, social capital, and social media. And we'll go in-depth into two powerful networking techniques: elevator pitches and informational interviewing.

Lesson 1: The Hidden Job Market

Lesson 2: Elevator Pitches and Informational Interviewing

Employment Services for People with Mental Health Disabilities

Job seekers with mental health disabilities often encounter employment challenges, and additional concerns may emerge if people have co-occurring issues. In this course, we'll share approaches to help people with serious and persistent mental illness succeed in the workforce. You will learn best practices as demonstrated by research, the latest approaches for effective job development, techniques for engaging job seekers, and ways to support people in maintaining employment and succeeding in the workplace.

Lesson 1: Core Values and Principles

Lesson 2: Job Development and Disclosure

Lesson 3: Providing Support and Promoting Retention

Lesson 4: Co-occurring Issues and Other Challenging Behaviors

Employment for People with Disabilities and Criminal Histories

Job seekers with disabilities and criminal histories often encounter barriers to employment. In this course, we offer strategies and resources that will help you to provide employment services, and facilitate successful outcomes, for this population. We will analyze common barriers these job seekers face, and explain ways you can overcome those challenges. We will also discuss methods for collaborating with employers and other partners.

Lesson 1: Job Development: Issues and Solutions

Lesson 2: Resources, Strategies, and Partnerships

Job Creation

Some of the people on your caseload probably don't meet the minimum requirements for the available jobs in your community. To help job seekers find positions that fit their unique skill sets, you'll need to work closely with employers. In this course, you'll learn how to identify unmet employer needs, match those needs with job seekers' skills, and write employment proposals. We will also discuss self-employment as an alternative to traditional job placement.

Lesson 1: Using Job Seeker Skills to Target Employers

Lesson 2: Identifying Employers' Unmet Needs

Lesson 3: Creating an Employment Proposal

Lesson 4: Self-Employment and Career Carving

Benefits of the College of Employment Services

Everyone deserves the chance to find rewarding employment. That's the goal – and the promise – of the College of Employment Services. Our curriculum helps employment professionals learn to guide individuals through the job search, job matching, and job retention process. The benefits stretch far beyond immediate purchasers and end-users.

For state and local agencies.

With tight budgets and strict performance requirements, the demands on your agency are greater than ever. So it's crucial for you to recruit and retain quality employment-services professionals. The College of Employment Services delivers online training that is far more affordable than traditional classroom instruction. Our curriculum meets national competencies and standards, and it's built by the experts at the Institute for Community Inclusion. So it's a powerful tool to help you meet or exceed new state and federal mandates while balancing your budget.

For employment providers.

Your goal is to assist the individuals you serve in finding fulfilling work – and the College of Employment Services is the most effective, affordable way to make that happen. Our online curriculum enables your employees to meet the needs of your diverse customer base, while also fulfilling employers' hiring goals. The training is built on nationally accepted standards of competency and ethics. So it can validate the work you do in the community, and enable you to have a real impact on the lives of job seekers with disabilities or other barriers to employment. And unlike other systems, your employees will have access to the entire curriculum throughout your subscription period.

For employment-services professionals.

The work you do is important – and you deserve the chance to build a rich, rewarding career helping people with disabilities and other challenges find fulfilling work. The College of Employment Services lets you complete training on your own schedule, right from your own computer. We offer a full spectrum of on-demand courses that give you research-supported skills and practical knowledge. Our curriculum is designed to help you build your career path and prepare for certification.

For individuals with disabilities.

The job market can be an overwhelming place for anyone – but it can be especially challenging for people who have disabilities or other barriers. The College of Employment Services provides training to employment-services professionals who can help you navigate job hunting, interview preparation, accommodations, and more. Professionals trained by our program can help you get on the path to a fulfilling career. You may also be interested in these courses for yourself, to learn more about the process of finding a job in the community.

National Advisory Board

The success of the College of Employment Services curriculum depends on the guidance we receive from our national advisory board. The board is made up of representatives from major national organizations:

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Editorial Board

We are committed to maintaining the quality and integrity of the training we provide to the country's employment-services workforce. Members of the editorial board review all courses to ensure that our curriculum represents the best practices in the field.

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