

## **Job Coach/Employment Specialist Training & Technical Assistance**

**July 5, 2019**

### Introduction

The number one request we hear from job coaches nationally, and in Arizona, is the need for training and help through technical assistance to address issues and questions experienced when they go out and implement what they learned in the training. Experience indicates that a multi-phase hands on, practical training and technical assistance model addresses these identified needs. Creating opportunities to come together, share ideas and challenges, and network with others in similar roles through training, on site visits, and videoconferencing establishes an extended community of on-going support and assistance.

The proposed trainings focus on knowledge gains, resource sharing, problem solving, and intensive skill development related to implementation of supported and customized employment services. The training will emphasize application of specific techniques in the areas of job development, employer relationships, job carving, and highlights the assessment and discovery process contributing to a good job match, and the instructional strategies and supports essential for job success after placement.

Technical assistance will target implementation strategies and capacity building at local provider sites involving related staff, family members, and individuals with disabilities.

Training modalities include:

- 1) Session I – Two day activity-oriented training focused on a broad overview of supported and customized employment and the role of the job coach.
- 2) Session II – Two day hands on training in the areas of discovery, situational assessment, job development and work place assessment, and building business relationships.
- 3) Session III – Two day training emphasizing job carving, job matching, job supports and accommodations, job training and follow-along techniques, and topical areas such as addressing problem behaviors and using technology.

The series of trainings will be provided in four locations around the state including Tucson, Yuma, Flagstaff, and Phoenix. Flyers will be sent out to inform and invite participants through websites, social media, and key agency listserves. Participants may include job coaches, rehabilitation counselors, Tribal VR staff, educators, and other employment personnel.

Follow up technical assistance will be provided for participants through monthly webinars to provide opportunities for brainstorming, problem-solving, sharing successes, and Q & A to respond to implementation challenges and build a community of practice for on-going communication. Each webinar will include a training on a topic identified as a current issue with follow-up discussion regarding application by all participants.

## Trainings

Session 1: Two day overview training held in 4 areas of the state. Estimated number of participants per session = 40 to 50 X 4 = 160 to 200 job coaches, rehabilitation counselors, and DD agency staff.

Session 2: Two day training in 4 areas of the state focused on discovery and job development. Capped at 20 per session X 4 = 80 job coaches, rehabilitation counselors, and DD agency staff.

Session 3: Two day training in 4 areas of the state focused on job match, training, retention services and supports, and addressing implementation issues. Capped at 20 per session X 4 = 80 job coaches, rehabilitation counselors, and DD agency staff.

## Activities & Timeline

Project start and end date = October 1, 2019 through September 30, 2020

October:	Finalize training arrangements with AZDDPC Develop recruitment flyer Disseminate training and recruitment information
November/December:	Schedule Session I trainings Make logistical arrangements Develop training materials
January/February:	Conduct Session I trainings Provide training in Tucson, Yuma, Flagstaff, & Phoenix Collect and summarize training data
March:	Develop recruitment flyer & disseminate Schedule trainings & make logistical arrangements Develop training materials
April/May:	Conduct Session II trainings Provide training in Tucson, Yuma, Flagstaff, & Phoenix Collect and summarize training data
June:	Develop recruitment flyer & disseminate Schedule trainings & make logistical arrangements

July/August: Develop training materials  
Conduct Session III trainings  
Provide training in Tucson, Yuma, Flagstaff, & Phoenix  
Collect and summarize training data

September: Implement follow-up technical assistance COP  
Compile final report and present results to AZDDPC  
Discuss next steps

### Collaborations

Project staff will work closely with AZ vocational rehabilitation, developmental disabilities, behavioral health, education, and provider agencies for recruitment, input, and feedback.

### Outcomes & Deliverables

- 12 trainings provided for 320 to 360 participants
- Participants will receive certificates of completion and CE hours.
- Participants will receive the information to prepare them for taking the CESP (certified employment support professional credential).
- Pre and post competency assessment measures.
- Training satisfaction and impact evaluation data.
- Follow up participant support through monthly zoom calls and community of practice established.

### Sustainability

- Two or three years of trainings are suggested to offer opportunity for the majority of job coaches in the state.
- Repeat and annual refresher trainings based upon identified needs explored with state agencies involved with employment services.
- The Sonoran UCEDD could continue technical assistance calls and work with EF and AZ APSE to conduct annual training events.
- Including site visits and individual technical assistance with job coaches and providers is helpful to promote organizational transformation.
- Piloting a texting model of real time support is an option.

- Leadership for people with disabilities is built through their participation in the trainings (e.g., on panels, hands-on instructors), promoting their stories, and increased employment outcomes. Specific trainings and information/resources available through collaborations with other entities such as AZYLF, SABE, People First.

### Budget Request

Personnel (\$32,784)

PI and Project Director/Trainer @ 10%  
Project Coordinator/Trainer @ 10%  
Project/Training Assistant @ 5%

Travel (\$5,470)

Copying (\$1,201)

Room and refreshments @ \$500 X 12 trainings (\$6,000)

Subtotal = \$45,454

Indirects @ 10% = \$4,545

**Total = \$50,000**

All details of the trainings, technical assistance, data collection, and outcomes to be determined and finalized in partnership with the AZDDPC.

For questions or additional information, please contact:

Wendy Parent-Johnson, Ph.D.

[wparentjohnson@email.arizona.edu](mailto:wparentjohnson@email.arizona.edu)

520-626-0080 (o), 785-764-2472 cell

## **Job Coach/Employment Specialist Training and Technical Assistance Project**

### **Budget Narrative**

#### **Personnel**

**Wendy Parent-Johnson, PhD, Principle Investigator & Project Director (10% FTE)** will be responsible for administrative and fiscal oversight of the proposed project. She will provide supervision and oversight of project staff and activities. Dr. Parent-Johnson will be the lead trainer responsible for content, materials, and implementation design and planning. She will deliver training at all 12 sessions and assist with monthly zoom calls. Total requested = \$16,500.

**Susan Voirol, MSW, Project Coordinator (10% FTE)** will be responsible for designing and developing recruitment materials and activities. She will oversee coordination of the 12 training sessions and communicating with training participants. Ms. Voirol will provide training and assist with developing materials and making "hands on" activity arrangements. She will compile training data and prepare reports for the Council. Total requested = \$6,450.

**TBD, Project Assistant (5% FTE)** will be responsible for communicating and posting recruitment information, managing registrations, identifying meeting spaces, making logistical arrangements, and arranging refreshments for trainings. She/he will assist with making training packets, travel and hotel arrangements, and certificates for participants. She/he will summarize training evaluations and schedule follow-up zoom calls. Total requested = \$2,000.

#### **Fringe Benefits**

Salaries are based on the University of Arizona salary structure, with fringe benefits that are based on the current DHHS rate agreement (31.4% for Full-Benefit Employees; 20% for Ancillary Staff; 11% for Graduate Assistants; and 2% for Student Employees). Total requested = \$7,834.

#### **Travel**

Funds are requested to support travel of project staff to conduct trainings in Yuma, Flagstaff, Phoenix, and Tucson. Costs are estimated at 2,180 miles at \$ .445 per mile = \$970 and per diem for 36 days X 2 people @ \$25 per day = \$1,800 and hotel for 18 nights X 2 @ \$75 per night = \$2,700. Total requested = \$5,470.

#### **Other**

##### **Copying**

Funds are requested to make copies of training packets, materials, and resources. Costs are estimated at \$100 per training X 12 = \$1,201.

##### **Room Rental & Refreshments**

Funds are requested to cover room rental, morning and afternoon coffee/tea/soda and muffin/chips/cookies. Costs are estimated at \$500 per training to include \$200 for room, \$150 for morning refreshments and \$150 for afternoon refreshments X 12 trainings = \$6,000.

**Subtotal = \$45,454**

**Indirects @ 10% \$4,545**

**Total Funds Requested = \$50,000**

**Matching Costs (\$16,818)**

The ADDPC has stipulated a matching rate of 25% of the total costs. The match required by ADDPC is being met through foregone indirect costs (difference between 10% indirect rate and university rate of 47%).

## Budget Request Form

Contractor Name: Wendy Parent-Johnson, PhD

Contractor Address: 655 N. Alvernon Way, Suite 228 Tucson AZ 85711  
Street Address City State Zip

Project Name: Job Coach/Employment Specialist Training and Technical Assistance Project

Budget Category	Requested ADDPC Funds	Non-Federal Cash Match	Non-Federal In-Kind Match	Total Program Cost
Personnel/Salaries	24,950			24,950
Fringe Benefits	7,834			7,834
Supplies / Operating Expenses	4,801			4,801
Travel	5,470			5,470
Rent or Cost of Space	2,400			2,400
Contracted Services / Professional Services				-
Administrative / Indirect Costs	4,545		16,818	21,363
<b>Total Costs</b>	<b>50,000</b>	<b>-</b>	<b>16,818</b>	<b>66,818</b>

It is understood that Non-Federal Funds identified in this budget will be used to match only ADDPC Federal Funds, and will not be used to match any other Federal Funds during the period of the ADDPC funded Project.

Additional description and background information shall be included as a budget narrative, including for match. The contractor agrees to submit additional background information to the ADDPC upon request.

Kimberly L. Ogden, PhD  
 Name of Certifying Official

Interim Vice President for Research  
 Title of Certifying Official

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 Phone Email