

**Work Without Limits** provides **Disability Inclusion** and **Public Benefits & Employment** training for:

- Employers to help build their capacity to successfully include individuals with disabilities in their workplaces
- Employment service providers to help address some of the biggest employment challenges that people with disabilities face

Contact **Work Without Limits** today to bring any of these trainings to your organization!

## Disability Inclusion Training

### **Disability Sensitivity** (Pick a Disability) (1 hour) – minimum group size of 20

This interactive and impactful workshop examines the common fears, misconceptions and stereotypes that surround people with disability. This experience demonstrates how easily emotional reactions to disabilities can be transferred to the work setting, and how attitudes can affect the willingness to hire individuals with disabilities. Taken from the Tilting at Windmills disability awareness and sensitivity training program, this experience is guaranteed to evoke participation ranging from simply raising one's hand and being counted to sharing personal and professional experiences and insights with the group.

**After completing this workshop, participants will be able to:**

- Recognize personal attitudes about disability
- Challenge personal and public stereotypes, myths, and misconceptions that surround persons with disabilities and employment
- Articulate the impact our attitude about people with disabilities has on building a culture of inclusion

### **Disability Awareness: What is Disability and Why it Matters to Business** (1 hour)

This informative workshop examines current disability statistics, ADA definitions, and the value proposition for employing individuals with disabilities. Together, participants collaborate and document the positive impact that including individuals with disabilities in a company's recruitment and workforce development strategy has on staff, customers, suppliers and the community.

**Through the use of mini-lectures, small group exercises and videos, participants will be able to:**

- Challenge a personal misconception that surrounds persons with disabilities and employment
- Define disability and identify at least 3 benefits to including persons with disabilities in the workplace
- Share at least 1 disability statistic and 1 promising practice of leading employers

## Disability Etiquette (1 hour)

This highly requested workshop has attendees explore and exercise best practices and tips for engaging people with all types of disabilities in both personal and professional settings.

**Through the use of mini-lectures, videos, and case studies, participants will be able to:**

- Articulate the importance of 'person-first' language and demonstrate related language do's and don'ts
- Describe basic norms for interacting with co-workers with specific types of disabilities including apparent disabilities such as vision, hearing and mobility impairments as well as mental health, learning and other non-apparent disabilities
- Practice positive and effective strategies for handling diverse situations, offering to help and avoiding offending someone

## Interviewing Candidates with Disabilities (1 hour)

*Disability Etiquette training is recommended as a prerequisite.*

This targeted workshop gives clarity and confidence to hiring professionals in preparation for and during interviews with candidates with disabilities.

**Through the use of mini-lectures, large and small group exercises and impactful videos, participants will be able to:**

- Implement a disability inclusive interview environment, mindset, and techniques
- Recognize and differentiate between interview skills and the skills to do the job
- Identify questions you can and cannot ask
- Practice when and how to discuss accommodations and the interactive process

## Conducting Performance Discussions with Employees with Disabilities (1 hour)

*Disability Etiquette training is recommended as a prerequisite.*

This targeted workshop gives clarity and confidence to supervising professionals in preparation for and during performance reviews with employees with disabilities. Participants will receive a concise review of the essentials of the Americans with Disabilities Act (ADA), including key terms and considerations such as essential job functions and the interactive process for determining reasonable accommodations.

**Through the use of mini-lectures and case studies, participants will be able to:**

- Address conduct issues and performance improvement plans with confidence
- Navigate the disclosure of a disability during a performance discussion and engage internal and/or external resources at appropriate times
- Manage what to do when performance does not improve

## Great Minds Don't Have to Think Alike: The Value of Workplace Neurodiversity (2 hours)

Workplaces involve many different kinds of diversity such as race, gender, and sexual orientation but often do not give equal focus to disability and in particular, neurodiversity – valuing differences in how people think and work. “Neurodiversity” is an umbrella term that can include ADHD, autism/Asperger’s syndrome, or a learning difference such as dyslexia.

In this workshop, participants will gain a deeper understanding of how to see autism in the workplace from the perspective of neurodiversity. This foundational training supports organizations on how to access the unique talents of neurodiverse employees and how to build a more inclusive workplace culture that is supportive of neurodiversity. Through interactive group activities and exercises, participants will gain an understanding of the value neurodiversity brings to the workplace and practice neurodiverse inclusion methodologies.

### After attending this workshop, participants will be able to:

- Describe neurodiversity and articulate the value proposition for including neurodiverse employees in the workplace
- Apply the benefits of Autism Spectrum Disorder-related profiles to address workplace needs
- Describe 10 best practices for managing neurodiverse employees to create a workplace culture supportive of neurodiversity

## Supporting Employees with Mental Health Challenges (1 hour)

Supporting employees with mental health challenges is a return on investment as mental health disorders cost the global economy \$1 trillion each year in lost productivity. Despite this fact, workplaces and supervisors struggle on how to balance support and success for their employees who are dealing with mental health conditions.

A detailed range of key actions and best practices leaders can take to assist employees with mental health conditions to perform and thrive will be discussed.

### After attending this workshop, supervisors and staff will be able to:

- Recognize the signs and symptoms of a mental health condition in the workplace
- Utilize key conversation strategies to assist employees to seek assistance
- Collaborate on potential workplace reasonable accommodations
- Identify key messaging and language to promote the mental health of all employees and create a work culture that is inclusive and supportive

## Taking Care of Your Mental Health During Challenging Times (1 hour)

We are living, learning, caretaking and working during harrowing times. The COVID-19 virus has upended our lives and our futures feel uncertain and unsafe. We are experiencing and witnessing systemic racism that is angering and anguishing. We are grieving our loss of normalcy, our loss of connections and seeking ways to stay well and be resilient as we navigate these significant pandemics. A range of key actions and best practices leaders and staff can take to practice wellness & resiliency during these challenges to best perform and thrive will be discussed.

### After completing this training, participants will be able to:

- Describe the psychological context that can empower collective understanding and personal actions to build wellness and resiliency
- Identify at least 3 emotional, cognitive, physical, social, spiritual and caretaking tips and strategies for staying well and resilient
- Find personal meaning and opportunities for growth during this unprecedented and collective experience

# Supporting the Career Development of College Students with Mental Health Conditions

An Employment Service Provider Training (2 hours)

Today's college students, also known as the iGeneration, are accomplished, tech natives and driven. Yet as many as 30% live with mental health conditions that can challenge their career path through college and beyond.

This 2-hour workshop will provide employment service providers and college staff an overview of how mental health conditions can impact the educational and employment skill development of college students as well as key strategies for providers to help students achieve their main goals. Reasonable accommodations, wellness management and supervisory strategies will be discussed.

This training has been approved for 2.0 Commission on Rehabilitation Counselor Certification (CRCC) hours.

## After attending this workshop, participants will be able to:

- Identify the interconnection of academics, employment and mental health in college students
- Gain a toolbox of strategies to help college students achieve their career goals
- Feel empowered to communicate with students about wellness management strategies to support their career development
- Present their personal dilemmas with students and receive consultation on best practices to support that person

# Understanding Corporate Disability Inclusion Practices:

An Employment Service Provider Training (6 hours)

This 6-hour interactive workshop prepares attendees to increase their comfort level and expertise with disability. Attendees will come away from this training with the knowledge on how to effectively engage with and educate job seekers with disabilities around corporate disability inclusion practices, characteristics of disability inclusive employers and navigating self-identification and disclosure during the interview process. The workshop is best suited for staff of universities and community colleges, one stop career centers, state agencies, and community-based organizations that provide job search support and placement assistance services to job and intern seeking students and adults with disabilities.

Topics covered include disability sensitivity, awareness and etiquette, the Americans with Disabilities Act (ADA), Section 503 of the Rehabilitation Act, self-identification, disclosure and interviewing, leading recruitment practices used by employers, and the value proposition for employers to include individuals with disabilities in their recruitment and workforce development strategies.

## After completing this course, participants will be able to:

- Challenge personal and public stereotypes, myths, and misconceptions that surround persons with disabilities and employment
- Articulate the importance of 'person-first' language and demonstrate related language do's and don'ts
- Describe basic norms for interacting with individuals with specific types of disabilities including apparent disabilities such as vision, hearing and mobility impairments as well as mental health, learning and other non-apparent disabilities
- Explain why disability is important to business and identify at least 3 benefits to including persons with disabilities in the workplace
- Differentiate between self-identification and disclosure and counsel job seekers on if, when, and how to share this information with an employer
- Identify at least 3 characteristics of a disability inclusive employer
- Coach job seekers on successful interviewing techniques to increase focus on their ability, not their disability

## Creating Accessible Word Documents 101 (1 hour)

This foundational training is appropriate for anyone interested in learning basic Word document accessibility. This training will include a discussion of why document accessibility matters. Participants will learn about Word styles including heading and list styles, making thoughtful decisions around using color and other text formatting, ensuring that images are accessible, and utilizing Word's built-in Accessibility Checker. The rationale for including these important accessibility features will be explained and the steps necessary to apply these formatting attributes will be shown. Practices that document authors should avoid and features that are preserved when converting from Word to PDF format will also be addressed. A screen reader demonstration will provide participants with a better understanding of how document accessibility can impact an end user's experience. Attendees will receive a detailed electronic resource with step-by-step instructions for future reference.

**Pre-requisites:** Basic knowledge and experience using a current version of Microsoft Word for Windows

**After completing this course, participants will be able to:**

- Describe why document accessibility matters and how it contributes to more inclusive communications
- Explain the importance of headings, lists, color and text formatting considerations, and accessible images
- Apply heading and list styles, describe important color and text formatting considerations, and insert accessible images in Word documents
- Locate and use Word's built-in Accessibility Checker

# Public Benefits and Employment Training

## Overview of Social Security Work Incentives for Families and Persons Served *(2 hours)*

This training highlights the main barriers to employment for Social Security disability beneficiaries. Participants are educated on existing work incentives, reporting requirements, beneficiary rights and employment support programs that help them realize work is possible. A variety of community resources are shared so that individuals know where and how to obtain the appropriate supports to assist in making informed decisions about employment and benefits.

**This training is designed to address concerns of persons served and family members.**

## The Basics of Social Security Work Incentives for Providers *(2 hours)*

This training addresses common myths around work and Social Security disability benefits (SSI and SSDI), while providing an overview of work incentives that counter such myths. Participants will review the major differences between SSI and SSDI, how work earnings affect cash benefits, public health insurance (Medicaid and/or Medicare), and other public benefits, i.e. Food Stamps and Subsidized Housing, and best practices on reporting.

Participants receive training materials and a certificate of completion.

**This training is appropriate for case managers and other staff.**

**After attending this training, participants will be able to:**

- Debunk the myths that are associated with SSI, SSDI, and work
- Recognize the differences between SSI and SSDI including how earnings from work affect each one
- Identify work incentive programs and associate them with SSI, SSDI, or both
- Apply best practices to report earnings to public agencies

## Disability Benefits and Transition Age Youth *(2 hours)*

This training provides information related to the significant benefit changes that young adults with disabilities need to understand as they approach adulthood including the mandatory Supplemental Security Income (SSI) Age 18 redetermination process, how adult benefits differ from childhood-related benefits under both Social Security programs, SSI and Social Security Disability Insurance (SSDI), and how changes to public health insurance can occur. There is a special emphasis on young adult-related programs and work incentives such as Section 301 (Continued Payment under a Vocational Rehabilitation Program or Similar Program), the Student Earned Income Exclusion (SEIE) for individuals 21 and younger on SSI, and how a PASS Plan can help young adults leverage financial resources to fund education that may give them a head start on their career goals.

Participants receive a set of training materials and a certificate of completion.

**This training is appropriate for case managers and other staff that work closely with transition age youth.**

**After attending this training, participants will be able to:**

- Navigate through the redetermination process and changes to public health insurance
- Differentiate adult benefits from childhood benefits under both SSI and SSDI
- Utilize work incentives that support young adults with educational and employment goals

## COVID-19 Stimulus Payments and Impact on Public Benefits (1 hour)

This training explores the effect of the CARES Act including stimulus payments and expanded unemployment benefits and their impact on the different types of public benefits available to individuals with disabilities including SSI, SSDI, Medicaid, Medicare, SNAP and housing.

**This training is appropriate for individuals with disabilities, family members, case managers, employment specialists and other staff that work closely with individuals with disabilities.**

**After attending this training, participants will be able to:**

- Readily identify the different types of public benefit programs available to individuals with disabilities including SSI, SSDI, Medicaid, Medicare, SNAP and public housing.
- Evaluate the impact of the Pandemic Stimulus Payments on these public benefit programs.
- Comprehend how recent changes in unemployment benefits due to COVID-19 and the new Pandemic Unemployment Assistance (PUA) program affects these public benefits.
- Understand the reporting requirements of PUA and expanded unemployment benefits.

## The Nuts and Bolts of SSI and SSDI, Public Health Insurance and Other Public Benefits (In-person: 11 hours, Virtual: 10.5 hours)

This training provides a comprehensive training on both Social Security disability benefit programs (SSI and SSDI), work incentives and health insurance (Medicare and Medicaid) associated with each program, and other public benefits that are available in Massachusetts. This training is typically provided in three segments over two consecutive days; one full day and one half day. The first segment focuses on the SSDI program and demonstrates how use of its associated work incentives may delay case closure, prolong the continuation of cash benefits, preserve public health insurance, or help reinstate cash and healthcare benefits to former beneficiaries.

The second segment focuses on the SSI program and how its work incentives are available to certain subsets of the beneficiary population and demonstrates how each incentive can reduce, to some degree, the impact that work income normally has on SSI cash benefits. The SSI monthly calculation is reviewed and is the basis of one of the training's major group activities. The last segment focuses on eligibility requirements and dispute resolution processes of various public benefits including Food Stamps, Subsidized Housing, Emergency Assistance to Elderly Disabled and Children (EAEDC), Transitional Aid to Families with Dependent Children (TAFDC), Medicare Parts A through D, MassHealth coverage plans including Standard, CommonHealth, and One Care, and the benefits of the Medicare-Buy in program for working beneficiaries.

Participants receive a comprehensive set of training materials and a certificate of completion.

**This training is appropriate for employment specialists and other staff that work closely with persons served to achieve employment goals.**

**After attending this training, participants will be able to:**

- Verify and differentiate the various disability benefits
- Inform clients of the rules to report work income
- Explain how earnings will impact cash, healthcare and other public benefits
- Describe how Social Security work incentives can help working beneficiaries
- Direct clients to resources to address employment and benefit needs

## The Plan to Achieve Self Support (PASS) Intensive (7 hours)

This training provides in-depth information and tools to assist Social Security beneficiaries to write, submit and maintain a PASS plan. PASS plans help qualified individuals pay for key expenses related to achieving vocational goals, including education, transportation and equipment. The ultimate goal of a PASS is to assist beneficiaries to reach self-sufficiency by becoming independent of benefits.

This training is designed to give participants the information required to complete the PASS plan application process through analysis of a successful PASS plan used as an example throughout the training and by learners applying acquired concepts for developing a framework of a PASS plan. This training provides a brief review of SSI and SSDI, but assumes participants have a working knowledge of Social Security disability benefits.

Participants receive a comprehensive set of training materials and a certificate of completion.

**This training is appropriate for employment specialists and other staff that work closely with persons served to achieve employment goals.**

**As a result of this training, participants will be able to:**

- Gain an understanding of what PASS is and what it's not
- Be able to assist clients to decide if PASS is right for them
- Gain an understanding of how a PASS can be used to support client's work goals
- Become familiar with the PASS application form
- Learn resources to help complete the PASS application

## Consulting Services — *Contact us for a customized proposal*

We offer robust consultative services that evaluate your company's current status of disability inclusion. Throughout the consultative process, we provide clear direction and actionable next steps to becoming an 'Employer of Choice'. Deliverables include an assessment of current disability initiatives and employment practices, a pragmatic set of recommendations, and plan of action including recommended resources to achieve success in the disability employment arena.

## Stay Connected!

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Contact **Work Without Limits**  
to discuss your training needs!



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