

## Training Menu

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 including how work income affects public benefits.

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

### Disability Inclusion Training - For General Audience

**CORE TRAINING SERIES** - Each course is independent but compliments each other nicely.

#### 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.

**Using mini-lectures, videos, and case studies, participants will be able to:**

- Articulate the importance of and difference between 'person-first' and 'identity-first' language.
- 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.

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

This informative workshop examines current disability statistics, Americans with Disabilities Act (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.

**Using 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 one disability statistic and one promising practice of leading employers.

## CORE TRAINING SERIES (continued)

### Interviewing Candidates with Disabilities (1 hour)

Disability Etiquette training is required as a prerequisite.

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

**Using 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 required 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.

**Using 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.

### Disability Dialogue\* (1 hour)

In response to “We want MORE!” from training attendees, this open Q&A discussion is designed to follow a disability inclusion training or series of trainings. Disability Dialogue is a safe and open space to ask general follow-up questions that continue and deepen the conversation from a previous training or trainings. Facilitated by a Work Without Limits team member, Disability Dialogue is driven by participant questions. Though not mandatory, it is best practice for organizations to collect and submit anonymous questions to Work Without Limits in advance to help jump start the conversation. The session will not be around any specific organizational policy, hiring practice, or particular employee, but rather is a continuation of previous training driven by participant needs and follow up questions.

**\*One of the following Work Without Limits Disability Inclusion trainings is required as a prerequisite to Disability Dialogue:**

- Disability Etiquette
- Disability Awareness: What is Disability & Why it Matters to Business
- Interviewing Candidates with Disabilities
- Conducting Performance Discussions with Employees with Disabilities

## CORE TRAINING SERIES (continued)

### **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 disabilities. 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.

## SPECIALTY TRAININGS

The following courses are offered in collaboration with external community partners and/or specialists.

### **An In-Depth Exploration of Reasonable Accommodations and the Interactive Process** (1 hour)

This training is developed and delivered in collaboration with the Massachusetts Disability Law Center.

The interactive process is essential to an employer's compliance with the mandate of the Americans with Disabilities Act (ADA) that employees with disabilities be provided effective reasonable accommodations. Both employers and employees should engage in the interactive process in "good faith" but there are no explicit rules for what that means, or for what does or does not constitute reasonable accommodation in any given job category. Therefore, it is important for managers and human resources professionals to understand and implement best practices for recognizing and addressing reasonable accommodation requests from job applicants and employees. This training will provide an in-depth analysis of the interactive process and recommend tips and strategies that can be used to avoid common pitfalls that occasionally lead to legal disputes.

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

- Distinguish between accommodations that are reasonable in the workplace and those that are not reasonable or constitute an undue hardship.
- Recognize when a request for reasonable accommodation is made by an employee.
- Use best practices while engaging in an interactive process with an employee who has requested reasonable accommodation.
- Choose and implement the best options for both the employer and the employee.

## SPECIALTY TRAININGS (continued)

### Strategies to Support Mental Health in the Workplace (1 hour)

This training is developed and delivered in collaboration with Dori S. Hutchinson, Sc.D., CPRP, CFRP, Executive Director/Director of Services Center for Psychiatric Rehabilitation, Boston University.

It has been several years of ongoing and often intense change – a global pandemic, altered work schedules and environments, political and social justice tensions – they all have had and continue to have, a powerful impact on our mental health and functioning in our personal lives and at work. Supporting employees' mental health and wellbeing is a return on investment as mental health disorders cost the global economy \$1 trillion each year in lost productivity. Workplaces and supervisors are often uncomfortable or unsure of best practices to build a culture that supports mental health as a foundation for successful employment and wellbeing. During this interactive training, we will discuss key strategies and best practices staff and leaders can implement, promote, and provide to support wellness & resiliency.

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

- Recognize the signs of a mental health condition.
- Describe the psychological impact of distress, mental health conditions and chronic stress can have on individual and workplace functioning.
- Identify at least 3 strategies to support oneself.
- Utilize a key communication strategy to assist employees to seek assistance and reasonable accommodations.
- Identify key messaging to promote mental health and build a supportive workplace.

### Neurodiversity in the Workplace (1 hour)

This training is developed and delivered in collaboration with the Massachusetts General Hospital Aspire Works Program.

When we typically think about diversity, we usually consider race, gender, ethnicity, and sexual orientation. Disabilities like autism spectrum disorder, Attention Deficit Hyperactivity Disorder (ADHD), and learning disabilities are also part of what makes our workplaces diverse. This workshop expands upon the conventional understanding of these “hidden disabilities” by applying the strength-based perspective of Neurodiversity (valuing differences in how people think and learn).

Through interactive group exercises and discussion, participants will gain an understanding of the autism spectrum and ADHD through a strength-based lens and learn how to recognize and address systemic barriers to employment, access this unique talent pipeline and build a more diverse, inclusive, and equitable workplace culture that is supportive of Neurodiversity.

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

- Describe the Neurodiversity strength-based philosophy and how it distinguishes itself from disability-centered models and accurately define core terms of this approach.
- Recognize and identify barriers within the workplace that limit the success of neurodiverse individuals.
- Identify 3 practical tools to use within the workplace to address barriers and promote inclusive practices.

## SPECIALTY TRAININGS (continued)

### Creating Accessible PowerPoint Presentations 101 (1 hour)

This training focuses on some basic steps to make PowerPoint presentations accessible for people with visual impairments and other disabilities. Basic rules for developing accessible PowerPoint presentations will be covered. These same rules can be applied to other applications like Microsoft Word and when creating content for websites. Accessibility means that people with disabilities can access the same things as those without a disability, whether it is a physical, cognitive, hearing, or visual impairment.

This training is suitable for anyone producing a presentation using PowerPoint.

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

- Describe why accessibility is important
- Enlist six basic steps to making PowerPoint presentations accessible
- Use the PowerPoint Accessibility Checker to identify and fix accessibility issues

## Disability Inclusion Training - For Employment Service Providers

### Understanding Corporate Disability Inclusion Practices:

An Employment Service Provider Training (6 hours/in-person or 4 hours/virtual)

This interactive workshop increases attendees' comfort level and knowledge of disabilities. Attendees will also increase their understanding of how to effectively educate job seekers with disabilities on corporate disability inclusion practices, characteristics of disability inclusive employers and navigating self-identification and disclosure during the interview and employment 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 etiquette and awareness, disability sensitivity (in-person only), 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 training, participants will be able to:

- Challenge personal and public stereotypes, myths, and misconceptions that surround persons with disabilities and employment.
- Articulate the importance of and difference between 'person-first' and 'identity-first' language.
- 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 sharing 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.

# Public Benefits and Employment Training

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

This comprehensive training provides detailed information on both Social Security disability benefit programs (Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI)), work incentives and health insurance (Medicare and Medicaid) associated with each program, and other public benefits that are available. This training is typically provided in one of two ways.

1. In-Person: three segments over two consecutive days, one full-day and one half-day
2. Virtual: three segments over three consecutive half-days (3 ½ hours each day, typically mornings)

The first 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 second 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 last segment focuses on eligibility requirements and dispute resolution processes of health insurance available to recipients of SSI and SSDI including Medicare, MassHealth Standard, CommonHealth, and One Care, and the benefits of the Medicaid-Buy In program for working beneficiaries. We also explore various other public benefits including Supplemental Nutrition Assistance Program (SNAP), Subsidized Housing, Emergency Assistance to Elderly Disabled and Children (EAEDC), and Transitional Aid to Families with Dependent Children (TAFDC).

**This training is appropriate case managers, vocational rehabilitation counselors, employment specialists and other staff that work closely with SSI and SSDI recipients 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.

Participants receive a comprehensive set of training materials, including an SSI calculation tool that can be used to assist beneficiaries in planning and managing their return to work.

## Public Benefits and Employment Training (continued)

### 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. These changes include 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 or Similar Program), Student Earned Income Exclusion (SEIE) for SSI recipients age 21 and younger, and Plan to Achieve Self Support (PASS) that can help young adults leverage financial resources to fund their education.

**This training is appropriate for young adults, parents and other family members, and case managers and other staff that work closely with transition age youth who receive SSI and/or SSDI.**

**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.

### 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 can help them realize that work is possible. A variety of community resources are shared so individuals know where and how to obtain the appropriate supports they may need to make informed decisions about employment and benefits.

**This training is designed for individuals with disabilities who receive SSI and/or SSDI 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 (Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI)), while providing an overview of work incentives that offset the myths. Participants will review the major differences between SSI and SSDI, how work earnings affect cash benefits, public health insurance (Medicaid and Medicare), and other public benefits, i.e. Supplemental Nutrition Assistance Program (SNAP), Subsidized Housing, and best practices on reporting earnings and other changes to state and federal agencies that administer the benefit programs.

**This training is appropriate for case managers, vocational rehabilitation counselors, employment specialists that provide employment support services for SSI and SSDI recipients.**

**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.
- Employ best practices to report earnings to public agencies.

## Public Benefits and Employment Training (continued)

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

This training provides in-depth information and tools to assist recipients of Social Security disability benefits to write, submit and maintain a Plan to Achieve Self Support (PASS) commonly referred to as a PASS Plan. PASS plans help qualified individuals pay for key expenses related to achieving vocational goals, including education, transportation and equipment. The goal of PASS is to assist beneficiaries to reach self-sufficiency by becoming independent of benefits.

Participants must have a working knowledge of Social Security disability benefits to attend this training.

**This training is appropriate for case managers, vocational rehabilitation counselors, employment specialists and other staff that provide employment support services for SSI and SSDI recipients.**

**As a result of this training, participants will:**

- Gain an understanding of the purpose of PASS and its benefits.
- Be able to assist clients to determine if PASS is right for them.
- Gain an understanding of how PASS can be used to support a client's work goals.
- Become familiar with the PASS application form and how to complete it for best results.
- Learn how to leverage 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!

[WorkWithoutLimits.org](https://www.workwithoutlimits.org)

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



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