

Innovative GUIDED REHABILITATION EMPLOYER ENGAGEMENT TRAINING

Companion Guide for Rehabilitation Counseling Faculty

Introduction

The Program on Innovative Rehabilitation Training on Employer Engagement (PIRTEE) at the Institute for Community Inclusion, University of Massachusetts Boston, has developed curriculum designed for self-paced learning. This curriculum is designed to improve vocational rehabilitation's (VR) employer engagement capacities and services to businesses in order to enhance the opportunities for people with disabilities who are served by the VR system. The curriculum, titled iGREET — or Innovative Guided Rehabilitation Employer Engagement Training — is intended for VR professionals, paraprofessionals, and students. It has been field-tested in four virtual cohorts and adapted for independent study in an online format.

This guide is a companion to the online curriculum and has been developed for academic faculty and student use—particularly in rehabilitation counseling programs at the graduate and undergraduate levels. Although employer engagement is a mandate of the Workforce Innovation and Opportunities Act (WIOA), vocational rehabilitation counseling programs have traditionally focused on job seekers with disabilities as their primary customers. To supplement existing VR courses, the iGREET online modules offer comprehensive learning objectives, evidence-based and promising practices, new and existing resource materials, and other information relevant to working with businesses as employers of VR participants.

The iGREET's four online modules and their component lessons are:

1. **Foundations of Employer Engagement**
2. **Developing and Maximizing Partnerships for Employer Engagement**
3. **Strategic and Individualized Employer Engagement**
4. **Employment Models to Meet Business Needs**

1. Foundations of Employer Engagement

a. Understanding the Expectations of WIOA & the Dual-Customer Approach
   i. The evolution of Employer Engagement (EE) within VR
   ii. WIOA requirements for serving business customers.
   iii. Advantages of EE to businesses, job seekers, and internal agency staff
   iv. Overview of the Talent Acquisition Portal (TAP)
   v. VR as an active participant in economic development

b. Ethical Considerations in Employer Engagement
   i. Critical role of ethics in EE
   ii. Recognizing ethical dilemmas in EE
   iii. Methods and tools for ethical decision-making

c. Language and Communication for Effective Employer Engagement
   i. Business terminology vs. VR terminology
   ii. Using and facilitating disability- and culturally-sensitive language
   iii. Disclosure of disability in EE
   iv. Importance of listening in effective communication

d. Preparing for, Coordinating, and Initiating Employer Engagement Activities
   i. Knowing what you're looking for and what you're offering
   ii. Developing a map of local employers
   iii. Understanding types, sources, and uses for labor market information (LMI)
   iv. Researching an employer prior to contact
   v. Initiating business connections through formal or informal connections
   vi. Developing customized elevator pitches
   vii. Preparing for addressing businesses' questions and concerns
   viii. Understanding and addressing business timing vs. agency timing

2. Developing and Maximizing Partnerships for Employer Engagement

a. Tapping Internal Expertise and Connections
   i. Leveraging connections and resources within the VR agency: EE models, roles, managing internal data
   ii. Importance of communication between the supply side (counselors and job seekers) and the demand side (EE staff and employers)
   iii. EE as a joint effort with mandatory workforce partners
   iv. Ensuring consistent and ethical marketing messages across all partners

b. Building an Employer Engagement Portfolio
   i. Developing a knowledge base of fundamental laws
   ii. Agency-led training opportunities for businesses — topic areas, expertise, opportunities
   iii. Strategies for agency messaging, including marketing and outreach materials

c. Identifying and Cultivating Network Connections
   i. Partnerships with American Job Centers, educational entities, community rehabilitation providers (CRPs), business and trade associations, economic development, and advocacy organizations
   ii. Connecting with employers through the National Employment Team (the NET)
   iii. The role of trust and relationships in cultivating external partnerships
   iv. Key steps in developing partnerships: the 5 Cs Progression
   v. The need to be adaptable and consistent in partnership cultivation

d. Leveraging External Partnerships
    i. Overview of the variety of types and advantages of job fairs
    ii. Understanding the role of business champions
    iii. Methods for demonstrating business appreciation and recognition.
    iv. Characteristics of effective partnerships and how to repair a broken/challenging relationship.

3. Strategic and Individualized Employer Engagement

a. Understanding the Employer Landscape
    i. Using labor market information to prioritize efforts, understand the workforce needs of the community, determine the usefulness of existing training programs, and identify needs for customized training.
    ii. Using the Career Index Plus (TCI+) labor market tool
    iii. Sector strategies
    iv. Identifying business characteristics to prepare for the initial meeting
    v. Learning about businesses in rural areas

b. Every Business is Unique: Developing Individualized Business Plans
    i. Understanding the difference between cultural competence, cultural intelligence, and cultural humility
    ii. Applying cultural humility principles to business relationships
    iii. Understanding how diversity in the business community impacts EE and outreach
    iv. Six steps to developing and implementing an Individual Business Plan (IBP)

c. Environmental, Economic, and Other Challenging Situations in Employer Engagement
    i. Adjusting EE approaches and IBPs in response to changing circumstances and environmental/economic challenges
    ii. Responding to unethical or legally questionable employer practices

4. Employment Models to Meet Business Needs

a. Meeting Employer Needs while Achieving Competitive Integrated Employment (CIE)
    i. Definition and importance of Competitive Integrated Employment as defined in the WIOA

b. Supported Employment, Customized Employment, Flexible Employment Models, and Beyond
    i. Perspectives on job readiness and how it relates to various employment models
    ii. Business implications of Supported Employment and Customized Employment, and how they may be presented to employers
    iii. Flexible employment options like contract work or temp-to-hire, and the implications for EE and job seekers

c. Meeting Employer Needs through Work-Based Learning & Progressive Employment
    i. Components of Work-Based Learning activities
    ii. The Progressive Employment (PE) model and its benefits to job seekers and employers
    iii. Applications of Work-Based Learning and the PE model

d. Meeting Employer Needs through Career Pathways and Apprenticeships
    i. Apprenticeships and Career Pathways as dual customer models
    ii. Identifying opportunities to engage in these programs
    iii. Effective EE strategies for building apprenticeship and Career Pathways programs

An additional module addresses the role of community rehabilitation programs (CRPs) in VR employer engagement. Each module can be accessed separately or completed in sequence for a thorough grounding in Employer Engagement principles and skills.

Several of the iGREET learning objectives correspond directly with specific CACREP standards for rehabilitation counseling education. Two tables supplied in this document provide crosswalks between the learning objectives and CACREP standards: first, an illustration of lessons/learning objectives relating to specific standards; then, an outline of standards addressed in specific lessons (reverse crosswalk). An additional table provides the same information for undergraduate rehabilitation programs that follow the CAAHEP Standards and Guidelines for the Accreditation of Educational Programs in inclusive Rehabilitation Sciences[1].

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CACREP Standards and iGREET Content (Reverse Crosswalk) 11

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Using the iGREET Online Modules

The iGREET online materials can be accessed and utilized by learners in two ways. Learners who are interested in accessing and completing all the modules and lessons can register individually through the regular registration link and potentially earn CRC credit and/or a certificate of completion for their work. Alternatively, educators can access and assign specific sections of the curriculum through a special registration link, which does not require a commitment to complete all the modules and does not result in CRC credit or a certificate of completion. There is no fee currently for either type of registration.

Suggested uses for the curriculum include:

- Independent study using any or all of the four modules toward course credit
- Targeted assignments to supplement existing course information
- Integration of specific instructional materials (i.e., video interviews) into existing courses
- Team projects for application of specific module activities

For example, the RC 588 course on Career Development and Job Placement offered by Western Washington University presents material relevant to five CACREP standards that are also addressed by iGREET modules. These include:

- H.1.c.: Principles and processes of vocational rehabilitation, career development, and job development and placement
- H.2.k.: Education and employment trends, labor market information, and resources about careers and the world of work, as they apply to individuals with disabilities
- H.3.h.: Career development and employment models and strategies to facilitate recruitment, inclusion, and retention of individuals with disabilities in the workplace
- H.3.i.: Strategies to analyze work activity and labor market data and trends to facilitate the match between an individual with a disability and targeted jobs
- H.3.m.: Consultation and collaboration with employers regarding the legal rights and benefits of hiring individuals with disabilities, including accommodations, universal design, and workplace disability prevention

iGREET instructional materials and activities could be assigned to augment the course text, while Quick Guides and other handouts provide up-to-date applications and details.

[1] https://www.caahep.org/committees-on-accreditation/inclusive-rehabilitation-sciences

iGREET CROSSWALK WITH CACREP STANDARDS

Section 2: Professional Counseling Identity	Module Lesson	Relevant iGREET Content
D.1.i.: Ethical standards of professional counseling organizations and credentialing bodies, and applications of ethical and legal considerations in professional counseling	Module 1 Lesson 2	• Ethics are a dynamic aspect of employer engagement • Understanding the principles of ethics helps to recognize when they come into play in your day-to-day work • Methods and tools for decision-making in employer engagement-related ethical dilemmas
D.2.c.: Multicultural counseling competencies	Module 1 Lesson 3	• Using and facilitating disability- and culturally-sensitive language • Importance of listening in effective communication
	Module 3 Lesson 2	• Understanding the difference between cultural competence, cultural intelligence, and cultural humility • Applying cultural humility principles to business relationships • Understanding how diversity in the business community impacts employer engagement and outreach
D.4.c.: Processes for identifying and using career, vocational, educational, occupational and labor market information resources, technology, and information systems	Module 1 Lesson 4	• Understanding types, sources, and uses for LMI • How to research an employer prior to contact • Initiating business contacts through formal or informal connections • Preparation for addressing businesses' questions and concerns
	Module 3 Lesson 1	• LMI and research about businesses • Using sector strategies • Learning about business characteristics such as size, location, union involvement, franchises, and government contracts • Hiring procedures in different types of businesses (e.g., multi-state, franchise, small business, government, e-business) • Learning about businesses in rural communities vs. researching those in a metropolitan area

Section 2: Professional Counseling Identity	Module Lesson	Relevant iGREET Content
D.4.g.: Strategies for advocating for diverse clients' career and educational development and employment opportunities in a global economy	Module 3 Lesson 2	• Understanding the difference between cultural competence, cultural intelligence, and cultural humility • Applying cultural humility principles to business relationships • Understanding how diversity in the business community impacts employer engagement and outreach
	Module 4	• Business implications of Supported Employment and Customized Employment • Flexible employment options like contract work or temp-to-hire, and the implications for job seekers • Work-based learning • The Progressive Employment model • Apprenticeships and Career Pathways as dual customer models.
D.4.j.: Ethical and culturally relevant strategies for addressing career development	Module 1 Lesson 2	• Ethics are a dynamic aspect of employer engagement • Understanding the principles of ethics helps to recognize when they come into play in your day-to-day work • Methods and tools for decision-making in employer engagement-related ethical dilemmas
	Module 1 Lesson 3	• Using and facilitating disability- and culturally-sensitive language • Disclosure of disability • Importance of listening in effective communication

Section 5.D. Clinical Rehabilitation Counseling	Module Lesson	Relevant iGREET Content
2.c.: Rehabilitation service delivery systems, including housing, independent living, case management, public benefits programs, educational programs, and public/proprietary vocational rehabilitation programs	Module 1 Lesson 1	• The evolution of Employer Engagement within VR • WIOA requirements for serving business customers as well as job seekers with disabilities (the "dual customer" approach), and the implications for VR
	CRP Module	• Contracting models used with CRPs • Advantages and challenges of partnering with CRPs • Partnership strategies
2.n.: Transferable skills, functional assessments, and work-related supports for achieving and maintaining meaningful employment for people with disabilities	Module 4	• Business implications of Supported Employment and Customized Employment • Flexible employment options like contract work or temp-to-hire, and the implications for job seekers • Work-based learning • The Progressive Employment model • Apprenticeships and Career Pathways as dual-customer models
2.r.: Legislation and government policy relevant to rehabilitation counseling	Module 1 Lesson 1	• The evolution of Employer Engagement within VR • WIOA requirements for serving business customers as well as job seekers with disabilities (the "dual customer" approach), and the implications for VR.
	Module 2 Lesson 2	• Fundamentals for Employer Engagement specialists (including ADA, Rehabilitation Act of 1973, Worker's Compensation, wage and hour laws, and Family and Medical Leave Act)
2.s.: Cultural factors relevant to rehabilitation counseling	Module 1 Lesson 3	• Using and facilitating disability and culturally sensitive language • Disclosure of disability • Importance of listening in effective communication
	Module 3 Lesson 2	• Understanding the difference between cultural competence, cultural intelligence, and cultural humility • Applying cultural humility principles to business relationships • Understanding how diversity in the business community impacts employer engagement and outreach

Section 5.H. Rehabilitation Counseling	Module Lesson	Relevant iGREET Content
1.a.: History, legislation, systems, philosophy, and current trends of rehabilitation counseling	Module 1 Lesson 1	• The evolution of Employer Engagement within VR • WIOA requirements for serving business customers as well as job seekers with disabilities (the "dual customer" approach), and the implications for VR
1.c.: Principles and processes of vocational rehabilitation, career development, and job development and placement	Module 1 Lesson 1	• The evolution of Employer Engagement within VR • WIOA requirements for serving business customers as well as job seekers with disabilities (the "dual customer" approach), and the implications for VR. • "Employer" vs. "business" terminology • Advantages of Employer Engagement to businesses, job seekers and internal staff • Introduction to and overview of the Talent Acquisition Portal (TAP) • Establishing VR as an active participant in economic development
	Module 4	• Definition and importance of Competitive Integrated Employment (CIE) as defined in the WIOA • Perspectives on job readiness • Business implications of Supported Employment and Customized Employment, and how they may be presented to employers • Additional employment options like contract work or temp-to-hire, and the implications for EE and for job seekers • Components of work-based learning activities • The Progressive Employment model and its benefits to job seekers and employers • Apprenticeships and Career Pathways as dual customer models
2.k.: Education and employment trends, labor market information, and resources about careers and the world of work as they apply to individuals with disabilities	Module 1 Lesson 4	• Understanding types, sources, and uses for LMI • How to research an employer prior to contact
	Module 3 Lesson 1	• LMI and research about businesses • Sector strategies • Learning about business characteristics such as size, location, union involvement, franchises, and government contracts • Hiring procedures for different types of businesses (e.g., multi-state, franchise, small business, government, e-business) • Businesses in rural communities vs. in a metropolitan area
	Module 4 Lesson 1	• Business implications of Supported Employment and Customized Employment, and how they may be presented to employers • Additional employment options like contract work or temp-to-hire, and the implications for EE and for job seekers.

Section 5.H. Rehabilitation Counseling	Module Lesson	Relevant iGREET Content
2.o.: Federal, tribal, state, and local legislation, and regulations and policies relevant to individuals with disabilities	Module 2 Lesson 2	• Fundamentals for Employer Engagement specialists (including ADA, Rehabilitation Act of 1973, Worker's Compensation, wage and hour laws, and Family and Medical Leave Act)
2.q.: Legal and ethical aspects of rehabilitation counseling, including ethical decision-making models	Module 1 Lesson 2	• Ethics in employer engagement • Understanding the principles of ethics helps to recognize when they come into play in your day-to-day work. • Methods and tools for decision-making in Employer Engagement-related ethical dilemmas
	Module 3 Lesson 3	• Responding to unethical or legally questionable employer practices
3.h.: Career development and employment models, and strategies to facilitate recruitment, inclusion, and retention of individuals with disabilities in the workplace	Module 3 Lesson 1	• LMI and research about businesses • Sector strategies • Learning about business characteristics such as size, location, union involvement, franchises, and government contracts • Hiring procedures for different types of businesses (e.g., multi-state, franchise, small business, government, e-business) • Businesses in rural communities vs. in a metropolitan area.
	Module 4	• Perspectives on job readiness • Business implications of Supported Employment and Customized Employment, and how they may be presented to employers • Flexible employment options like contract work or temp-to-hire, and the implications for EE and for job seekers • Work-based learning activities • The Progressive Employment model and its benefits to job seekers and employers. • Applications of work-based learning and the Progressive Employment model • Apprenticeships and Career Pathways as dual-customer models • Engaging employers in the implementation of these programs. • Effective employer engagement strategies for building apprenticeship and career pathways

Section 5.H. Rehabilitation Counseling	Module Lesson	Relevant iGREET Content
3.i. Strategies to analyze work activity and labor market data and trends to facilitate the match between an individual with a disability and targeted jobs	Module 1 Lesson 4	• Knowing what you're looking for and what you're offering • Developing a map of local employers • Understanding types, sources, and uses for LMI • How to research an employer prior to contact • Initiating business contacts through formal or informal connections • Preparation for addressing businesses' questions and concerns
	Module 3 Lesson 1	• Using LMI and research about businesses • Using sector strategies to focus on an industry's local or regional workforce needs • Learning about business characteristics such as size, location, union involvement, franchises, and government contracts • Hiring procedures for different types of businesses (e.g., multi-state, franchise, small business, government, e-business) • Learning about businesses in rural communities vs. researching those in a metropolitan area.
3.m. Consultation and collaboration with employers regarding the legal rights and benefits of hiring individuals with disabilities, including accommodations, universal design, and workplace disability prevention	Module 2 Lesson 2	• Fundamentals for Employer Engagement specialists (including ADA, Rehabilitation Act of 1973, Worker's Compensation, wage and hour laws, and the Family and Medical Leave Act)
	Module 4	• Definition and importance of Competitive Integrated Employment (CIE) as defined in the WIOA • Business implications of Supported Employment and Customized Employment, and how they may be presented to employers • Flexible employment options like contract work or temp-to-hire, and the implications for EE and for job seekers • Work-based learning activities • The Progressive Employment model and its benefits to job seekers and employers • Applications of work-based learning and the Progressive Employment model • Apprenticeships and Career Pathways as dual-customer models • Engaging employers in implementation of these programs • Effective employer engagement strategies for building apprenticeship and career pathways

iGREET CONTENT AND RELEVANT CACREP STANDARDS (Reverse Crosswalk)

Module/Lesson	Content	Relevant CACREP Standard(s)
Module 1, Lesson 1: Understanding Expectations of WIOA and the Dual-Customer Approach	• The evolution of Employer Engagement within VR. • WIOA requirements for serving business customers as well as job seekers with disabilities (the "dual customer" approach), and the implications for VR • "Employer" vs. "business" terminology • Advantages of Employer Engagement to businesses, job seekers and internal staff • Introduction to and overview of the Talent Acquisition Portal (TAP) • Establishing VR as an active participant in economic development	**Section 5.D.: Clinical Rehabilitation Counseling** 2.c.: Rehabilitation service delivery systems, including housing, independent living, case management, public benefits programs, educational programs, and public/proprietary vocational rehabilitation programs 2.r.: Legislation and government policy relevant to rehabilitation counseling **Section 5.H.: Rehabilitation Counseling** 1.a.: History, legislation, systems, philosophy, and current trends of rehabilitation counseling 1.c.: Principles and processes of vocational rehabilitation, career development, and job development and placement
Module 1, Lesson 2: Ethical Considerations for Employer Engagement	• Ethics are a dynamic aspect of Employer Engagement • Understanding the principles of ethics helps to recognize when they come into play in your day-to-day work • Methods and tools for decision-making in Employer Engagement-related ethical dilemmas	**Section 2: Professional Counseling Identity** D. 1. i.: Ethical standards of professional counseling organizations and credentialing bodies, and applications of ethical and legal considerations in professional counseling D.4.j.: Ethical and culturally relevant strategies for addressing career development **Section 5.H.: Rehabilitation Counseling** 2.q.: Legal and ethical aspects of rehabilitation counseling, including ethical decision-making models
Module 1, Lesson 3: Language and Communication for Effective Employer Engagement	• Using and facilitating disability and culturally sensitive language • Disclosure of disability • Importance of listening in effective communication	**Section 2: Professional Counseling Identity** D. 2. c.: Multicultural counseling competencies D.4.j.: Ethical and culturally relevant strategies for addressing career development **Section 5.D.: Clinical Rehabilitation Counseling** 2.s.: Cultural factors relevant to rehabilitation counseling

Module/Lesson	Content	Relevant CACREP Standard(s)
Module 1, Lesson 4: Preparing for, Coordinating, and Initiating Employer Engagement Activities	• Knowing what you're looking for and what you're offering • Developing a map of local employers • Understanding types, sources, and uses for LMI • How to research an employer prior to contact • Initiating business contacts through formal or informal connections • Preparation for addressing business' questions and concerns	**Section 2: Professional Counseling Identity** D.4.c.: Processes for identifying and using career, avocational, educational, occupational, and labor market information resources, technology, and information systems **Section 5.H.: Rehabilitation Counseling** 2.k.: Education and employment trends, labor market information, and resources about careers and the world of work, as they apply to individuals with disabilities 3.i.: Strategies to analyze work activity and labor market data and trends to facilitate the match between an individual with a disability and targeted jobs
Module 2, Lesson 2: Building an Employer Engagement Portfolio	• Fundamentals for Employer Engagement specialists (including ADA, Rehabilitation Act of 1973, Worker's Compensation, wage and hour laws, and the Family and Medical Leave Act)	**Section 5.D.: Clinical Rehabilitation Counseling** 2.r.: Legislation and government policy relevant to rehabilitation counseling **Section 5.H.: Rehabilitation Counseling** 2.o.: Federal, tribal, state, and local legislation, regulations, and policies relevant to individuals with disabilities 3.m.: Consultation and collaboration with employers regarding the legal rights and benefits of hiring individuals with disabilities, including accommodations, universal design, and workplace disability prevention
Module 3, Lesson 1: Understanding the Employer Landscape	• LMI and research about businesses • Using sector strategies • Learning about business characteristics such as size, location, union involvement, franchises, and government contracts • Hiring procedures in different types of businesses (e.g., multi-state, franchise, small business, government, e-business) • Learning about businesses in rural communities vs. researching those in a metropolitan area.	**Section 2: Professional Counseling Identity** D.4.c.: Processes for identifying and using career, avocational, educational, occupational, and labor market information resources, technology, and information systems **Section 5.H.: Rehabilitation Counseling** 2.k.: Education and employment trends, labor market information, and resources about careers and the world of work, as they apply to individuals with disabilities 3.h.: Career development and employment models and strategies to facilitate recruitment, inclusion, and retention of individuals with disabilities in the workplace 3.i.: Strategies to analyze work activity and labor market data and trends to facilitate the match between an individual with a disability and targeted jobs

Module/Lesson	Content	Relevant CACREP Standard(s)
Module 3, Lesson 2: Every Business is Unique: Tailor Your Approach!	• Understanding the difference between cultural competence, cultural intelligence, and cultural humility. • Applying cultural humility principles to business relationships • Understanding how diversity in the business community impacts employer engagement and outreach	**Section 2: Professional Counseling Identity** D. 2. c.: Multicultural counseling competencies D.4.g.: Strategies for advocating for diverse clients' career and educational development and employment opportunities in a global economy **Section 5.D.: Clinical Rehabilitation Counseling** 2.s. Cultural factors relevant to rehabilitation counseling
Module 3, Lesson 3: Environmental, Economic, & Other Challenging Situations in Employer Engagement	• Responding to unethical or legally questionable employer practices	**Section 5.H.: Rehabilitation Counseling** 2.q.: Legal and ethical aspects of rehabilitation counseling, including ethical decision-making models
Module 4, Lesson 1: Meeting Employer Needs While Achieving Competitive Integrated Employment **Lesson 2:** Meeting Employer Needs through Work-Based Learning & Progressive Employment **Lesson 3:** Meeting Employer Needs through Apprenticeships & Career Pathways	• Definition and importance of Competitive Integrated Employment (CIE) as defined in the WIOA • Business implications of Supported Employment and Customized Employment, and how they may be presented to employers • Perspectives on job readiness • Flexible employment options like contract work or temp-to-hire, and the implications for EE and for job seekers. • Work-based learning activities • The Progressive Employment model and its benefits to job seekers and employers • Applications of work-based learning and the Progressive Employment model • Apprenticeships and Career Pathways as dual customer models • Engaging employers in implementation of these programs • Effective employer engagement strategies for building apprenticeship and career pathways	**Section 2: Professional Counseling Identity** D.4.g.: Strategies for advocating for diverse clients' career and educational development and employment opportunities in a global economy **Section 5.D.: Clinical Rehabilitation Counseling** 2.n.: Transferable skills, functional assessments, and work-related supports for achieving and maintaining meaningful employment for people with disabilities **Section 5.H.: Rehabilitation Counseling** 1.c.: Principles and processes of vocational rehabilitation, career development, and job development and placement 2.k.: Education and employment trends, labor market information, and resources about careers and the world of work as they apply to individuals with disabilities 3.h.: Career development and employment models and strategies to facilitate recruitment, inclusion, and retention of individuals with disabilities in the workplace 3.m.: Consultation and collaboration with employers regarding the legal rights and benefits of hiring individuals with disabilities, including accommodations, universal design, and workplace disability prevention

Module/Lesson	Content	Relevant CACREP Standard(s)
CRP Module	• Contracting models used with CRPs • Advantages and challenges of partnering with CRPs • Partnership strategies	**Section 5.D.: Clinical Rehabilitation Counseling** 2.c.: Rehabilitation service delivery systems, including housing, independent living, case management, public benefits programs, educational programs, and public/proprietary vocational rehabilitation programs

CAAHEP CURRICULUM REQUIREMENTS FOR INCLUSIVE REHABILITATION SCIENCES

Crosswalk with iGREET Module Content

CAAHEP Curriculum Requirements	Module Lesson	Relevant iGREET Content
a. Understanding the Lived Experience of Individuals with Disabilities and/or Impairment 1) Philosophy, social policy, and legislation in rehabilitation b) State social policies and laws c) National social policy and laws	Module 2 Lesson 2	• Developing a knowledge base of fundamentals (including ADA, Rehabilitation Act, Worker's Compensation, Wage & Hour Laws, and FMLA)
b. Service Delivery Systems and Community Integration 1) Local, national, regional, and international trends (e.g., legislation, demographics, workforce) a) Local, regional, and international trends affecting rehabilitation service delivery systems and community integration	Module 1 Lesson 1	• The evolution of Employer Engagement within VR • WIOA requirements for serving business customers as well as job seekers with disabilities
2) Vocational Rehabilitation Systems a) The history and services of the state-public VR program b) Community-based rehabilitation facilities and the services they provide	Module 1 Lesson 1	• The evolution of Employer Engagement within VR • WIOA requirements for serving business customers as well as job seekers with disabilities
	Module 2 CRP Bonus Lesson	• Contracting models used with CRPs • Advantages and challenges of partnering with CRPs • Partnership strategies
5) Community-based Rehabilitation Program-- students will demonstrate knowledge of: a) Supported and transitional employment models and services	Module 4 Lesson 1	• Perspectives on job readiness and how it relates to various employment models • Implications of Supported Employment and Customized Employment, and how they may be presented to employers
c. Career and Job Development 1) Job and labor market b) Conducting a labor market analysis	Module 1 Lesson 4	• Developing a map of local employers • Understanding types, sources, and uses for LMI • How to research an employer prior to contact
	Module 3 Lesson 1	• Using LMI to learn about and understand employers • Market and sector research
3) Job Development: a) Network development i. how to develop an employer network.	Module 1 Lesson 4	• Using LMI to identify and research targets • Initiating engagement • Making a professional impression

CAAHEP Curriculum Requirements	Module Lesson	Relevant iGREET Content
b) Acquisition of paid and non-paid internships, and the advantages and disadvantages of each	Module 4 Lesson 2	• Components of work-based Learning activities (e.g., internships)
6) Customer service communication a) Effective communication with clients/consumers, employers, evaluators, and co-workers	Module 1 Lesson 3	• Power of business language: business terminology • Using and facilitating disability- and culturally-sensitive language • Disclosure of disability in employer engagement • Importance of listening in effective communication
d. Relational and Professional Communication 1b) Professionalism, including but not limited to work ethic, dress, and respect for others	Module 1 Lesson 4	• Codes for professionalism often include written and unwritten rules, ranging from dress codes and social media policies to office culture and meeting structure • The standards of professionalism are competence, conscientiousness, integrity, respect, emotional intelligence, appropriateness, and confidence
3) Case management b) Ethical issues that may occur in case management settings, including but not limited to: i. boundary issues ii. confidentiality iii. privacy iv. allocation of resources	Module 1 Lesson 2	• Understanding ethical principles, including autonomy, beneficence, non-maleficence, justice, veracity, and fidelity • Methods and tools for decision-making in ethical dilemmas
e. Advocacy and Informed Choice 1) Discrimination against people with disabilities b) Disability-related legislation, including, but not limited to the Civil Rights Act, the Americans with Disabilities Act, the Rehabilitation Act, IDEA, and Section 504	Module 2 Lesson 2	• Developing a knowledge base of fundamentals (including ADA, Rehabilitation Act, Worker's Compensation, wage & hour Laws, and FMLA)
c) Disability identity terminology preferences: Varied disability identity terminology preferences, and how these are dependent on current events, disability groups, lobbying, and educational systems	Module 1 Lesson 3	• Using and facilitating disability-sensitive language • Disclosure of disability

CAAHEP Curriculum Requirements	Module Lesson	Relevant iGREET Content
f. Professionalism and Ethical Practices 1) Ethical principles and concepts b) Difference between law and ethics, and what to do when laws and ethics appear to conflict d) Ethical principles of autonomy, beneficence, non-maleficence, justice, veracity, and fidelity e) Ethical concerns for rehabilitation generalists including: i. confidentiality and exceptions to confidentiality ii. privacy iii. professional boundaries	Module 1 Lesson 2	• Understanding ethical principles, including autonomy, beneficence, non-maleficence, justice, veracity, and fidelity • Methods and tools for decision-making in ethical dilemmas
g) Cultural sensitivity and competency, and why it is important in delivery of services	Module 1 Lesson 3 Module 3 Lesson 2	• Using and facilitating culturally sensitive language • Understanding the difference between cultural competence, cultural intelligence, and cultural humility • Applying cultural humility principles to business relationships • Understanding how diversity in the business community impacts outreach

The Program on Innovative Rehabilitation Training on Employer Engagement is a project of ExploreVR at the Institute for Community Inclusion, UMass Boston. ExploreVR offers VR agencies easy and convenient access to a range of VR research, related data, training and tools for planning, evaluation, and decision-making. Funding for this project is provided by the Rehabilitation Services Administration (RSA) Grant #H263C190012.

ExploreVR
INSTITUTE FOR COMMUNITY INCLUSION, UMASS BOSTON