

# Building a Customized Training Program Elements for Consideration

*The Job-Driven Toolkits contain resources on promising and emerging job-driven practices in vocational rehabilitation (VR).*



## GETTING STARTED WITH CUSTOMIZED TRAINING

- » Why invest in a customized training (CT) program? What are the CT goals?
- » How will you attract a specific business or industry to invest in a CT partnership?
- » What investments (staff, equipment, time, and finances) will be needed to carry out the initiative?
- » Will other partners be needed to develop the CT program? If so, who are they?
- » What is the overall program structure?
- » What are the stages of development?
- » What are the major events or key decision points that you're anticipating?
- » What measures will be used to determine program success?
- » How will you know when and if the program is on or off track?
- » Is there an option for developing a pilot? If so, how would that work?

## BUILDING SUCCESSFUL PARTNERSHIPS

- » Who are VR's key partners or stakeholders and other workforce partners? (e.g., community rehabilitation providers, businesses, targeted industries)
- » How will you demonstrate that the program model will produce tangible improvement in the financial and business climate?
- » What are the steps in negotiating and structuring the agreement?
- » Calculate the return on investment: What is the shelf life of the training program? How many participants will be served?
- » What is the expectation for hiring and retaining participants once the CT program is completed successfully?
- » How will the program be branded and marketed by the CT partners?

## DEVELOPING INTERNAL CAPACITY

- » How will key internal resources be organized?
- » Is a central point of contact required? If so, what staff member will take on that role?
- » Who in the organization is responsible for providing follow-up and customer service?
- » Are there parameters for participant selection? If so, how will these parameters be defined and assessed?
- » How will the program be marketed within the agency?
- » Who is responsible for CT program evaluation, and for continuous improvement of services?
- » How will the CT program impact other functions or areas of the organization? How will it impact other initiatives?

## CLIENT REFERRAL AND SUPPORT

- » What are the skills, aptitudes, and abilities essential for success in the CT program?
- » Who within the agency determines who could benefit from the CT program?
- » What labor market information can assist in determining future employment for CT program participants?
- » What types of support will participants need to be successful in the program? (e.g., transportation, learning aids, equipment)
- » What specific accommodations and accessibility considerations must be addressed prior to opening the CT program?
- » What steps do you have in place to monitor participants' progress? How will issues be addressed during participation?
- » Who will be responsible for placing clients in jobs once the CT program is completed successfully?
- » When considering the CT program for a specific client, ask: Is the training in alignment with the consumer's skills, strengths, interests, support and accommodation needs, and informed choice?



[www.exploreVR.org](http://www.exploreVR.org)

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