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?

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