



Human Solutions LLC

Training Services

Course Catalog

2020

Opening Doors and Creating Access
to Excellent Customer Service!



Human Solutions
LLC

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WELCOME & INTRODUCTION

Welcome to the Human Solutions Training Services Course Catalog! We're glad you're here, and we invite you to peruse the catalog to learn more about the customized workforce development training courses we offer.

A little background on Human Solutions:

In operation since 2004, Human Solutions LLC (HS) is a veteran-owned, Native American-owned, and woman-owned Certified Small Business specializing in training and consulting on disability and workforce development issues. We also provide virtual job placement services to clients in 29 different states as an Employment Network under the Ticket to Work program through the Social Security Administration (SSA).

The mission of Human Solutions is to transform the way organizations meet the workforce development needs of individuals with diverse needs by providing innovative strategies for training and technical assistance that meet regulatory requirements as well as enhance service quality.

I invite you to a look through the catalog and contact us for more information or to discuss your specific training needs. We have not included pricing in our catalog since our trainings are based on your specific needs, class size, etc., but we do strive to provide affordable trainings that accomplish your goals.

Looking for something different? Let us know. We can develop and provide customized live training on most workforce-related topics. We also provide consulting services on a variety of topics related to workforce development and professional training.

We look forward to hearing from you!

To your success!

Lisa Brown Jordan, MS, CRC, CCSP, GCDF-I

President, Human Solutions LLC

Helping YOU Achieve Results!



OUR APPROACH TO TRAINING

There's nothing quite like investing time and money into a training activity that leaves you wondering, "What was the point of that?"

You should never leave a workshop or training session without tangible practices that you can understand and put into action. Since 2004, Human Solutions has taken great pride in creating effective workforce development programs that focus on transfer of learning right from the classroom into the workplace.

Whether you participate in one of our live or online trainings, or invite us to create a professional development program for your organization, we build in action steps following the training to reinforce what you've learned.

"What's In It For Me?" -- WIIFM

We center our trainings around the WIIFM factor so that our learners stay engaged, absorb the information that's presented, and most importantly, apply the material on the job after the training is completed.

Fantastic Customer Service

"Consistent engagement; interactive program; and a positive outlook made this special. I wouldn't change a thing!"

Training Participant



CATEGORY: Case Management/ Job Development (JOB)

JOB100: Business Engagement: *Business Consulting 101*

As a core customer, being able to engage with and build relationships with businesses is a key competency in providing workforce development services. This training focuses on getting to the “What’s In It For Me” or WIIFM factor related to hiring and marketing job seekers; talking “the talk” or speaking the language of businesses; determining how to tie candidate qualifications with business needs; and explaining the consultative interview process used with businesses. Attendees will leave the training with a process for better engaging with the businesses they serve, including how to show their value.

Delivery: Live

Duration: Half-day or Full-Day

JOB102: Customized Employment: *Creating Jobs in Today’s Workplace!*

What is customized employment? It is a term common in our industry that was originally introduced by the Department of Labor. Through customized employment, the relationship between the employee and employer is personalized in a way that is a win-win for both. This interactive training focuses on differentiating between traditional and customized job development strategies; exploring the key elements of the applicant discovery process; determining the

steps for developing a job development blueprint; exploring strategies for employer negotiations; and defining the components needed for ongoing employment support.

Delivery: Live

Duration: Half-day

“Loved every aspect of the training. A great refresher and new ideas on how to approach our clients.”

Training Participant

JOB103: How to Write Effective Case Notes

One critical aspect of working with customers as a workforce development professional is accurate and thorough recordkeeping. This provides a record of customer contact; it allows you to track your customer’s progress and it gives you clear documentation for actions needed and actions taken throughout your relationship with them. At the end of this half-day course, you will be able to define the purpose of case notes and the role they place in service delivery; identify the components of action-oriented case notes; differentiate between effective and non-effective case notes; and develop a plan for documenting sensitive information.

Delivery: Live

Duration: Half-day

CATEGORY: Case Management/ Job Development (JOB)

JOB104a: Job Development: *Opening the Door to Opportunities - Part 1*

This two-part training explores all aspects of job development and career development strategies to prepare customers for the work. The core competencies for this training include customer service; integrated service delivery; customer process flow; and customer assessment.

Part One focuses on differentiating between a traditional job placement model and a job placement model focused on retention. The role that retention plays in the career planning process will also be discussed. The remainder of the training will focus on identifying strategies for creating a resume that sells, including customization and the importance of cover letters. Additional resources available for resume writing and skills development will also be provided.

JOB104b: Job Development: *Opening the Door to Opportunities - Part 2*

Part Two picks up where Part One leaves off and begins with identifying both online and offline strategies for a successful job search campaign. The key components for effective job interviews will be described and discussed. The training will conclude with the development of an action plan to address post-placement retention issues and exploring additional resources available for interviewing and job retention. Attendees will leave with skills and resources they can implement immediately.

Delivery: Live

Duration: Half-day

Pre-requisite: Job Development: Opening the Door to Opportunities – Part One

JOB105: Strategies for Preparing Customers for Work!

This training focuses on the basics of intake and preparing customers for work; essential skills for workforce development professionals. Topics include determining the key components for effective customer screening; identifying strategies and resources for writing a resume that sells; exploring both online and offline strategies for a successful job search campaign and the key components needed for effective job interviews.

Delivery: Live

Duration: Half-day or Full-Day



CATEGORY: Customer Service Training (CST)

CST100: Customer Service Training: *Fantastic Service Every Time!*

Customer service includes providing excellent service to both internal (your team) and external customers (your clients). It is a key component in any industry, but especially in delivering workforce development services. It is the difference between being “okay” and memorable! This training focuses on determining the underlying expectations of internal customers and recognizing the various levels of service delivery. It will identify common customer expectations; describe opportunities for making service delivery memorable; and explore behaviors that make up excellent customer service. Learners will also have the opportunity to practice problem-solving real-life customer scenarios and to demonstrate excellent customer service. Based on the needs of the organization, this training is customizable in duration and content.

Delivery: Live

Duration: Half-day or Full-Day



“Very self-explanatory, straight forward examples.”

Training Participant

“I enjoyed how interactive the training was.”

Training Participant



ACCESS FOR ALL (AFA) DISABILITY TRAINING

Services to customers with disabilities have taken a front seat. Providing top-notch customer service to everyone who walks through the doors is a top priority. Is your organization prepared to address the needs of customers with disabilities looking to your organization for assistance? We are pleased to offer three levels of Disability Services Specialist training through our Access for All training series. This training will not only improve customer service overall, but will help you meet compliance and regulatory requirements within your organization.

AFA - Serving Youth with Psychiatric Disabilities – San Joaquin County Office of Education

"I liked the specific scenarios and examples on various situations. The willingness of Lisa to provide post-training information and resources to further assist us in our work."

Training Participant

AFA100 Series: Access for All Disability Training: *Foundation Series*

AFA101: Organizational Access for Customers with Disabilities

In this scenario-based training, learners will take a customer from intake and placement to retention services. The training focuses on disability law and its impact on service delivery; basic disability etiquette considerations; an overview of the major disability types; physical and programmatic accessibility issues and how to address them. We also discuss the reasonable accommodation process, and various myths and misconceptions about serving customers with disabilities. The information provided will be practical and will allow for open discussion on each topic.

Delivery: Live

Duration: Full-Day

AFA102: Strategies for Serving Customers with Psychiatric Disabilities

Building on the basic skills and knowledge obtained in AFA101, this training focuses on the specific needs of customers with psychiatric disabilities. Objectives include differentiating between symptoms; treatment and functional limitations of common psychiatric disabilities; exploring approaches to job placement; evaluating your center's current Code of Conduct; describing strategies for effectively dealing with "difficult" people; and identifying key resources for serving individuals with psychiatric disabilities.

Delivery: Live

Duration: Half-Day

CATEGORY: Disability (DIS)

AFA103: Strategies for Serving Customers with Substance Dependence

Building on the skills and knowledge obtained in AFA101, this training focuses on the specific needs of customers with substance dependence issues. Objectives for this training include differentiating between the symptoms; treatment and functional limitations associated with substance dependence (SD); describing the prevalence of SD and the role you play in service delivery; demonstrating the appropriate way to document behavior/issues related to SD; and identifying key resources for serving individuals with SD issues.

Delivery: Live

Duration: Half-Day

AFA104: Strategies for Serving Customers with Cognitive and Medical Impairments

With AFA101 as a foundation, the focus of this training centers around the specific needs of customers with medical or cognitive impairments. This includes differentiating between symptoms; treatment and functional limitations of common cognitive and medical disabilities; identifying key resources for learning disability evaluation; exploring approaches to providing reasonable accommodations; and determining how you can best assist your customers with disability disclosure.

Delivery: Live

Duration: Full-Day (Topics can be separated into two half-day trainings)

AFA – Serving Customers with Substance Dependence

“Very interactive! Tons of information that was new. I have a better understanding of substance dependence and better strategies to write in case notes. ”

Training Participant

AFA200: Access for All Disability Training: *Case Management Series*

AFA201: Case Management: *The Basics*

Core competencies and topics for this training focus on defining professional boundaries and why they're important; creating a welcoming environment that supports and encourages customer disclosure; delivering an accessible customer orientation that addresses key program elements; describing available disability-related programs and how they relate to the screening process; and exploring techniques to create sizzle, sparkle and pizzazz on a resume.

Delivery: Live

Duration: Full-Day

CATEGORY: Disability (DIS)

AFA202: Strategies for Effective Service Delivery

Building on the basic skills and knowledge obtained in AFA201, the core competencies and topics for this interactive training include identifying the components of action-oriented case notes; developing a plan for documenting sensitive information; identifying new online and offline tools for effective job search; describing the key components necessary for effective job interviews; and developing a plan of action for client disability disclosure.

Delivery: Live

Duration: Half-day/Full-Day

AFA203: Training and Job Retention Strategies

Armed with the basic skills and knowledge obtained in AFA201 and AFA202, participants move on to AFA203. The core competencies and topics for this training include explaining the difference between available training strategies; documenting your customer's approach to training activities; determining the need for customer disability disclosure; developing a plan of action to address post-placement retention issues; and identifying tools for determining next steps on a customer's career ladder.

Delivery: Live

Duration: Half-Day

Prerequisite: AFA Foundation Series

AFA300 Series: Access for All Disability Training: *Leadership Series*

AFA301: Building Collaboration and Integrated Service Delivery

The first course in the leadership series focuses on your partners and how to create an integrated service delivery model within your organization. Core competencies and topics for this training include increasing your awareness of who and how you serve your customers; performing a Gap Analysis to evaluate available partner services; creating an Outreach Plan based on your results; problem-solving potential outreach challenges and developing a strategy to overcome each challenge. This course includes optional practical application challenges (homework!) to reinforce the concepts learned.

Delivery: Live

Duration: Full-Day

CATEGORY: Disability (DIS)

AFA302: Key Strategies to Increase Group Facilitation Skills

Continuing with the basic skills and knowledge obtained in AFA301 and AFA302, this training focuses on essential skills for any workforce professional—facilitation and communication skills! Core competencies and topics for this training include identifying key audience engagement and management techniques; demonstrating how to write effective learning objectives; enhancing facilitation skills through practical application to maximize the transfer of learning; utilizing practical strategies for effective training delivery and meeting facilitation; and identifying steps to prepare a workshop plan.

Delivery: Live

Duration: Full-Day

AFA303: Building and Strengthening Business Relations

Building on the basic skills and knowledge obtained in AFA301, the core competencies and topics for this training include describing your role in building productive business relationships; defining disability law and business responsibilities as it relates to hiring and retaining employees with disabilities; and identifying guidelines and strategies for

strengthening business relationships. This course includes optional practical application challenges (homework!) to reinforce the concepts learned.

Delivery: Live

Duration: Full-Day

DIS101: All Means All: Disability Awareness and WIOA Section 188

Why is it necessary to provide and ensure services are accessible to and for customers with disabilities? In addition to creating great access, there are many laws that require this compliance. Section 188 of the Workforce Innovation and Opportunity Act (WIOA) addresses discrimination and compliance requirements within the workforce system, including services to persons with disabilities. The learning objectives of this vital training include explaining the law and its direct impact on service delivery; describing the reasonable accommodation process; identifying basic physical and program accessibility issues and how to address them; and developing a communication strategy that encourages customer disclosure.

Delivery: Live

Duration: Half Day or Full-Day

CATEGORY: Disability (DIS)

DIS102: Creating an Environment that Encourages Disability Disclosure!

When a customer comes through your doors, they come in with certain expectations. First, they want to feel welcome! From the physical environment to the process of getting them registered and assigned, their experience with you is key in creating an environment that encourages disclosure. The objectives in this course include reviewing the five customer service expectations: reliability, responsiveness, assurance, empathy and tangibles; discussing how the environment and what a customer sees, hears and feels can impact disclosure; and developing strategies to increase the likelihood of disclosure in all aspects of service delivery.

Delivery: Live

Duration: Half-day or 1-2 hour workshop

"The tips and reminders were very helpful and recording our learning and takeaways after each module was super helpful."

Training Participant



CATEGORY: **Employer-Focused Training** **(EMP)**

EMP101: Expanding Your Customer Base and Increasing Profitability!

With any business, knowing who your target market is and creating a plan on how to effectively connect with them is critical. This workshop offers step-by-step guidance on creating a Unique Selling Proposition (USP) for your business; tools for determining the ideal customer for your service/product; evaluating your current service/product offering; and selecting strategies for tracking and increasing business profitability. The workshop also includes practical application challenges (homework!) to be completed outside of the workshop.

Delivery: Live

Duration: 2-hour workshop



EMP102: Hiring a Diverse Workforce: *Why It Makes Good Business Sense!*

Statistics show that persons with disabilities are one of the largest minority group in the United States, making this one of the largest pools of workers to draw from! So, why do they have one of the largest unemployment rates of any group in the country? Learning objectives in this workshop include describing the "WIIFM factor" or what's in it for YOU in hiring persons with disabilities; explaining the law and its direct impact on your business; describing essential job functions and developing a strategy for updating current job descriptions; reviewing interviewing do's and don'ts; developing a plan for addressing workplace accommodations; and selecting strategies for improving your current hiring process. This workshop includes practical application challenges (homework!) to be completed outside of the workshop.

Delivery: Live

Duration: 2-hours

"Everything was amazing!"

Training Participant

CATEGORY: **Employer-Focused Training** **(EMP)**

EMP103: Marketing Your Business Using Social Media!

Let's face it, Social Media has become one of the top methods for marketing your services, and one of the most successful, if you have the tips and tools needed to do it right. Learning objectives for this workshop include reviewing the major social media platforms and their use; determine key social media posting times; exploring potential topics or themes for social media posts specific to your business; evaluating website and social media accessibility strategies; and tools for creating a social media marketing plan. This workshop also includes practical application challenges (homework!) to be completed outside of the workshop.

Delivery: Live

Duration: 2-hour workshop



EMP104: Strategies for Stress and Conflict Management in the Workplace

Most workers in today's workplace experience some degree of stress relating to their job. This can lead to decreased productivity, poor work quality, illness and a number of other issues. The same is true for conflicts in the workplace; the most common being differences in values. None of these make for a healthy or inclusive work environment. This workshop focuses on explaining the impact stress has on workplace productivity; describing disability laws that may impact your business; making a plan for addressing workplace accommodations; describing the process for mediating workplace conflict; and selecting strategies for improving workplace performance. This workshop includes practical application challenges (homework!) to be completed outside of the workshop.

Delivery: Live

Duration: 2-hours

CATEGORY: Ethics (ETH)

ETH101: Civil Rights, Confidentiality and Ethical Considerations:

What Every Workforce Professional Needs to Know!

Simply put, the term “civil rights” means the rights of “personal liberty” guaranteed by the 13th and 14th amendments of the U.S. Constitution and Acts of Congress. In the workplace, this translates to the fair and equitable treatment of ALL customers and employees. In this training, you’ll learn how to describe the law/policies protecting customers and how they impact service delivery; explain steps necessary for ensuring customer confidentiality; and identify and implement strategies focused on protecting customer civil rights.

Delivery: Live

Duration: Half-day

ETH102: Maintaining Professional Boundaries as a Career Advisor

As career advisors, it’s crucial that you set and maintain professional boundaries with your clients from the very beginning of the relationship. The objectives in this training focus on defining professional boundaries and why they’re important; consequences for having unclear boundaries; how dual relationships and value differences can impact the service provider/customer relationship; ethical considerations in the workplace, including the impact of social networking; and developing an action plan for self-care.

Fee: Visit <https://human-solutions.net/professional-boundaries/> for current pricing. Group training discounts offered.

Delivery: Live/Online

Duration: 2-hours/Half-day



CATEGORY: **Productivity (PRO)**

PRO101: Six Simple Strategies to Maximize Your Work Day!

Do you often feel like your day simply gets away from you and you've worked hard but have accomplished very little? This workshop offers 6 simple strategies for organizing and managing your workday so that you can maximize your time and get more accomplished! Objectives of this training include identifying the biggest challenges related to balancing your time during the workday; reviewing time management techniques and strategies for organizing your workday; and identifying technology solutions you can implement immediately.

Delivery: Live

Duration: 1-2-hour workshop

PRO102: Case Management Strategies to Increase Productivity and Effectiveness

Ever feel like your day is managing you vs. you managing your day? In this training, we share strategies for maximizing your time and getting control of your day! We also discuss best practices for writing effective case notes, including format, content, and storage as well

as how to document sensitive information. We explore time management techniques to work smarter, and we review available technology and automation tools to streamline service delivery (including what you already have!).

Delivery: Live

Duration: Half-day

PRO103: How to Write Effective Case Notes

See Category: Case Management/Job Development, JOB103 for description.

PRO104: How to Stay Motivated and Avoid Burnout!

Working in service of others requires patience, flexibility, perseverance, and problem-solving on an almost daily basis. If you are not doing something to replenish yourself, it may lead to burn out. During this workshop, we focus on identifying key areas of workplace overwhelm; reviewing strategies to get organized and stay motivated; and developing an implementation plan to reduce workplace stress!

Delivery: Live

Duration: 1-2-hour workshop

Lisa was instrumental in making me feel comfortable in training my peers and in public speaking. She taught by example - as the trainer, she came to class prepared, well informed, and ready to ask and answer tough questions. She let us know what was expected, and we performed. She always made us look good!

M.S., Disability Coordinator, Los Angeles, CA

CATEGORY:

Online Professional Development and Certification (PDC)



AFA101: Access for All (AFA) Online Disability Training



Through scenario-based learning, the Access for All Online Disability Training prepares you to address the needs of customers with disabilities. In this individual, self-paced training, you will take five customers with varying disabilities from intake to job placement. Throughout the process you will be evaluating basic programmatic and physical accessibility considerations as it relates to each customer; reviewing strategies for creating a welcoming environment that encourages disability disclosure; and developing a plan for reasonable accommodations requests. This course has been pre-approved for 6 hours of continuing education credits for Certified Rehabilitation Counselors (CRC).

Outcome: Certificate of Completion

Fee: Visit <https://human-solutions.net/access-for-all/> for current pricing. Group training discounts offered.

Duration: 4-6 hours total instruction

AFA Online Disability Training Course

"This has been an awesome experience and I still rave about the course. It was so fun and informative."

**LaVita Golden,
Goodwill Southern CA**

FCD101: Facilitating Career Development (FCD) Training

This comprehensive 13-week e-learning course can enhance the skills of service providers working in any type of career development, workforce or educational setting. Taught by Lisa Brown Jordan, a certified FCD instructor, this 120+ hour course goes in depth into the 12 career development competencies. There are also opportunities for specialization in a particular service area, including workforce development, special populations, K-12, or business services.

In addition to providing standards and training specifications in our industry, successful completion of the course will allow you to apply for the Global Career Development Facilitator (GCDF) certification through the Center for Credentialing and Education (CCE) and the Certified Career Services Provider (CCSP) credential through the National Career Development Association (NCDA).

Outcome: Certificate of Completion

Fee: Visit <https://human-solutions.net/training/gcdf/> for current pricing. Fee includes four additional reference books, access to online learning platform and other course resources, participation in all one-on-one/training sessions. Textbook purchased separately.

CATEGORY: **Online Professional Development & Certification (PDC)**

JDB101: Job Development Boot Camp

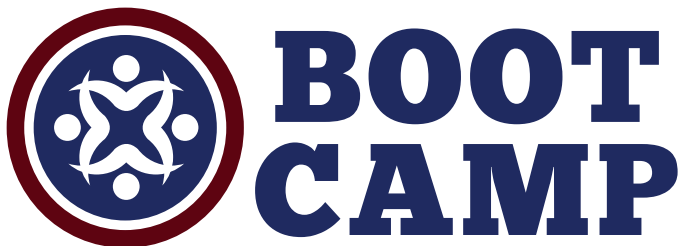
It's no secret that there are more job candidates than jobs! Today more than ever, your focus should be on finding innovative ways to develop, guide, and energize your clients. During this 7-week webinar series, you'll learn the tools needed to become the "in demand" employment expert! We cover topics such as how to tailor resumes that sell a client's unique skills and abilities; developing a strategy to help clients turn the job search process into a "numbers game" where their actions = results; teaching clients how to turn an interview into a job opportunity through building relationships; and creating an action plan with concrete strategies for moving forward today! For a complete breakdown of weekly sessions, visit our webpage Job Development Boot Camp.

Fee: Visit <https://human-solutions.net/training/jobdevelopment/> for current pricing. Group training discounts offered.

Delivery: Online, live weekly webinar

Duration: 7 weeks

JOB DEVELOPMENT



"As a City of Los Angeles program manager, I had the opportunity to work with Lisa Brown Jordan and Human Solutions, LLC for over 11 years. Together, we have developed and implemented programs for the City's most vulnerable populations including persons with disabilities, the homeless and ex-offenders. Lisa was instrumental in designing nationally recognized "best practices" and has trained over 2,500 staff in our Workforce Development system. Her trainings are unique and interactive allowing staff to apply lessons learned to their daily services. Lisa is a consummate professional who will work closely with you to personalize your training and programmatic needs. She will develop a quality product, on time to meet any client's need and it has been a pleasure working with her."

**Susan Quigley, Retired, City
of Los Angeles, Community
Development Department**

CATEGORY: **Special Populations (SPE)**

SPE101: Strategies for Effectively Serving, Placing and Retaining Mature Workers

Who are our “mature workers” in today’s workforce? Depending on the agency or law quoted, mature workers can range anywhere from 40+ to 55+. With Americans living longer and making up a larger share of the U.S. population, the mature worker makes up 40% or more of today’s labor force. And with the Baby Boomers beginning to reach retirement age, that number is sure to continue upwards. It’s important to learn strategies for working with this growing group of customers. During this training you will learn to identify and explain the benefits, advantages, and competencies associated with mature workers; develop YOUR “pitch” and a strategy for more effectively engaging businesses; demonstrate the ability to tie candidate qualifications with business needs; and select tools and resources for assisting mature workers in the job placement process.

Delivery: Live

Duration: Half-day

SPE102: Strategies for Working with Re-Entry Customers

Customers re-entering the workforce after being incarcerated face several challenges: finding a job and suitable housing, meeting the requirements of parole/probation, and finding stable employment, to name a few. There are several factors that can lead to recidivism—the rate at which an individual commits other crimes after being released from incarceration. The learning objectives covered in this important training include comparing the trends and statistics of the re-entry population, including the prevalence of disability; identifying specific challenges faced by re-entry customers upon release from prison; and describing workforce development strategies and key partner relationships necessary for a successful re-entry program. We also discuss potential job placement issues and strategies to overcome them.

Delivery: Live

Duration: Half-day or Full-Day

Strategies for Working with RE-Entry Customers - San Bernardino

“Lisa understands the need of ex-offenders and their struggle in job searching. I would recommend this to others.”

Training Participant

CATEGORY: **Ticket to Work (TTW)**

TTW101: American Job Centers: *Strategies for Seamless Ticket Assignment*

Are you an American Job Center (AJC) considering becoming an Employment Network in the Ticket to Work Program? Are you struggling with how to implement services within your existing business and service structure? Key topics discussed in this training include reviewing how disability-related programs integrate into WIOA services; discussing what staff needs to know in order to assign a Ticket; and selecting key Ticket resources and partners to help deliver and sustain your Ticket program.

Delivery: Live

Duration: 1-2 hour workshop

TTW102: Sustainability Strategies for Your Ticket Program

What would it take to make your Ticket Program financially sustainable? In this workshop, objectives include describing sustainability and what it means for your program; identifying external funding sources to assist in establishing/retaining program services; determining opportunities for partnering in order to leverage available resources and enhance available client services; and developing an individualized sustainability action plan!

Delivery: Live

Duration: 1-2 hour workshop

TTW103: Ticket to Work: *Bringing it All Together!!*

What is the overall goal of the Ticket to Work program? Basically, its purpose is to offer the beneficiary the support needed to increase their ability to work, earnings and chance to become and stay self-supporting. This training provides the tools you need to help your Ticket customers do just that! Topics covered in this course include reviewing Ticket to Work Program basics; discussing Ticket program changes and the impact on service delivery; identifying potential outreach opportunities to expand your Ticket services; exploring automation tools to streamline operations; and developing a plan for Ticket program sustainability.

Delivery: Live

Duration: Half-day



MEET YOUR TRAINER

Lisa Brown Jordan, MS, CRC, CCSP, GCDF-I



Lisa holds an M.S. degree in Rehabilitation Psychology and has been passionate about providing workforce development and disability-related services to government, community-based organizations, and businesses for 20+ years. With expertise in curriculum design, project development and oversight, and public speaking, Lisa uses her knowledge to develop and deliver innovative training programs customized to the needs of her clients. Lisa is a certified Global Career Development Facilitator Instructor and was awarded a contract from the National Career Development Association (NCDA) to revise the existing Career Development Facilitator curriculum, including developing five new training modules. Renamed Facilitating Career Development Training, the 4th edition has recently been completed and published.

Recent projects include the development of several comprehensive staff capacity building training programs focused on the workforce development needs of individuals with criminal histories, disabilities, veterans, and mature workers. Lisa was also the curriculum designer for California's State as a Model Employer online training series, a curriculum for human resource professionals designed to increase employment, promotion, and equitable treatment of persons with disabilities in State employment.

Prior to forming Human Solutions, Lisa was

the Disability Services Manager for Goodwill Southern California, where she managed staff and a \$1 million budget for four community-based disability programs benefiting over 2500 persons annually. During her tenure, three programs were recognized for outstanding performance and/or innovative service delivery by state and national funders. Through a grant with California State Department of Rehabilitation, Lisa was also responsible for spearheading and orchestrating the expansion of a live training program to include an unprecedented partnership amongst five other Goodwill locations responsible for assisting in training delivery across the State of California.

Lisa has been invited to present locally, statewide and nationally on a variety of staff development and disability-related topics. She has published research in the area of the workforce development needs of individuals dually-diagnosed with substance dependence and chronic mental illness, a research focus during her graduate studies.

In addition to serving as the Board Chair of the National Employment Network Association (NENA), Lisa is a former Member of the County of Los Angeles Workforce Investment Board, Mature Worker Council, and served as the Governing Board President on her local school board. Lisa also proudly served in the United States Navy during Operation Desert Storm.

Lisa's areas of specialization include job seekers with disabilities, re-entry, mature workers, homelessness, business engagement, job development, case management, building collaboration, integrated service delivery, customized employment, professional boundaries, diversity issues, sustainability, civil rights, and Ticket to Work.

Human Solutions Partial List of Clients:

- AmeriCorps Program, Kern County Superintendent of Schools
- California State University, Los Angeles
- California Workforce Association (CWA)
- City of Los Angeles, Economic & Workforce Development Dept.
- County of Los Angeles, Community and Senior Services
- Friends Outside of Los Angeles
- Golden Sierra Job Training Agency
- Goodwill Industries International
- Goodwill Industries of Orange County
- Goodwill Southern California
- Los Angeles County, Community and Senior Services
- Los Angeles County, Department of Mental Health
- Madera County Workforce Investment Corporation
- Managed Career Solutions, Inc. (MCS)
- Marriott Foundation Bridges
- Merced County Dept. of Workforce Investment
- National Career Development Association (NCDA)
- Orange County Workforce Investment Board (ProPath, Inc.)
- Pacific Gateway Workforce Investment Network
- Sacramento Employment Training Agency
- San Bernardino County, Dept. of Aging and Adult Services
- San Diego State University, Interwork Institute
- San Francisco, Office of Economic and Workforce Development
- Social Security Administration
- State of California, Dept. of Rehabilitation
- State of California, Employment Development Dept.
- Sutter County One Stop
- United Homeless Healthcare Partners
- United States Marine Corps (USMC)
- Verdugo Workforce Development Board
- Workability 1 Program
- Yuba County One Stop

Certifications and Professional Affiliations:

- National Association of Workforce Development Professionals, Member
- National Employment Network Association, Board Chair
- National Rehabilitation Association, Member
- Society for Human Resource Management, Member
- Centralia School District, Former Governing Board President/Member
- National Career Development Association, Member
- Certified Global Career Development Facilitator-Instructor (GCDF-I)
- Certified Rehabilitation Counselor (CRC), Commission on Rehabilitation Counseling Certification
- Certificate in Assistive Technology Applications, California State University, Northridge
- Certificate in Program Design and Evaluation, University of Illinois at Chicago
- Stepping Stones to Recovery Trainer (SOAR), Substance Abuse and Mental Health Services Administration

“Lisa Brown Jordan taught me and many others how to effectively apply best practices to meet the employment needs of people living with disabilities. An engaging facilitator, she challenged all group members to work collaboratively and develop our ideas. Working with her was a wonderful learning experience and she will bring solutions to any organization that works with her.”

**L.A., Assistant Director, JVS Marina del Rey
WorkSource Center**