



# ACRE Basic Customized Employment Services Online Training Syllabus

**September 16 – November 22, 2024**

Welcome to the Griffin-Hammis Associate's (GHA) online training, ACRE Basic Customized Employment Services. This 10-week course is comprised of five modules (one module for each two-week period). Each module has 6-10 eLearning lessons and a quiz, two live debriefing webinars on Zoom, required readings, and an assignment. It will take you approximately 45 hours (4-5 hours per week) to complete this course. In this syllabus, you'll find the course schedule, instructor information, course requirements, and a [Weekly Checklist](#) of the course activities.

## Learning Objectives

Upon completion of this training, participants will be able to:

- Discuss the history, policies, practices, and components of community-based employment.
- Define the core duties of individuals assisting people with disabilities in securing meaningful community employment.
- Define the fundamental components of Discovery - a community-referenced and functional alternative to conventional vocational evaluations and assessments.
- Apply the information learned from Discovery to an effective customized employment career and job search plan.
- Define a variety of customized employment development practices and outcomes, including Vocational Themes, Lists of 20, Informational Interviews, Interest-Based Negotiation, Negotiated Wage Employment, Resource Ownership, and Self-Employment.
- Discuss a variety of community-referenced job training and support strategies and describe their implementation (i.e., systematic instruction, natural supports, consultative coaching, natural training resources, self-management strategies, assistive technology).
- Identify when a Social Security work incentive may apply to a job seeker's situation.

## Course Logistics and Requirements

This course is comprehensive, interactive, and requires a **time commitment of approximately 5 hours per week** to complete. Each week you will complete several activities, such as eLearning lessons, readings, a quiz, an assignment, and a webinar. A checklist of weekly activities, with due dates, is provided at the end of this syllabus (see [Weekly Checklist](#)).

### **Instructors**

At the start of the course, you will receive an email with the name and contact information for your assigned instructor. Your assigned instructor is available to answer any questions you have, will grade your assignments, and will facilitate some of the live debriefing webinars. Your instructor may also send you reminder emails about due dates, **but keep in mind it is your responsibility to complete your work by the due dates in this syllabus** (see [Weekly Checklist](#)). A list of instructors is also available in the Moodle course.

### **Logistics**

This is a hybrid course, which means you will complete some activities on your own (self-paced) and some with your class (live):

- Self-paced: You will access and complete all the course materials (eLearning lessons, quizzes, readings, and assignments) on the Griffin-Hammis Associates' (GHA) Moodle site. While you complete these activities on your own, keep in mind all the activities have due dates (see [Weekly Checklist](#)).
- Live: You will participate in an orientation webinar and debriefing webinars on Zoom to deepen your

understanding of the course topics.

GHA staff will email you the Moodle login information and the Zoom information for this class prior to the orientation webinar.

## Requirements

To successfully complete this course and achieve an ACRE Basic Customized Employment Services Certificate of Achievement, you must:

1. Complete the eLearning module quizzes by the due date and score 80% within two attempts;
2. Attend and participate in at least one live debriefing webinar per module;
3. Submit assignments by the due date and receive a passing score (assignments are graded pass or fail); and
4. Complete and pass the post-test (80% within two attempts).

Due Dates: You must submit your assignment and complete the eLearning quizzes by 11:59 pm in your time zone on the due date.

**Failure to meet any of the course requirements will end your enrollment in the course and you will not earn the ACRE certificate.** If you experience any serious difficulties (e.g., illness, family emergency) that prevent you from meeting a requirement, you can contact your instructor to request an exception. Please note, that workload issues are not considered an allowable reason for an exception.

## Accommodations

If you need accommodations to participate in the course and complete the requirements, please contact Kendra Yates at [kyates@griffinhammis.com](mailto:kyates@griffinhammis.com) at least 10 business days before the course start date with your request. You must notify GHA staff of any accommodation or support needs prior to the start of the course.

## Course Schedule and Activities

### Course Schedule

This course has an orientation webinar plus five modules that are each two weeks in length to provide you with sufficient time to complete all course activities. The schedule for the orientation webinar and modules is as follows:

Orientation Webinar – 9/16/24 (Monday)

Module 1: 9/16/24 (Monday) – 9/27/24 (Friday) – Introduction to Community Employment

Module 2: 9/30/24 (Monday) – 10/11/24 (Friday) – Foundational and Technical CE Skills

Module 3: 10/14/24 (Monday) – 10/25/24 (Friday) – CE Launch and Discovery

Module 4: 10/28/24 (Monday) – 11/8/24 (Friday) – Customized Job Development

Module 5: 11/11/24 (Monday) – 11/22/24 (Friday) – Consultative Employment Supports

### Course Activities

Below is a list of the course activities and a description of each.

- A. Orientation webinar
- B. ACRE Pre-test and Post-test
- C. eLearning Lessons and Quiz
- D. Required and Supplemental Readings
- E. Live Debriefing Webinars
- F. Assignments

#### A. Orientation webinar

The course begins with a live orientation webinar on Zoom. During the webinar you will meet your instructors, log into Moodle, get familiar with the course layout, review the course requirements and syllabus, and complete the ACRE pre-test.

- Date and Time of Orientation webinar: 9/16/24, 2:00 – 3:00 pm ET
- Zoom access information for Orientation webinar: will be posted in Moodle

### B. ACRE Pre-Test and Post-Test

You will complete a 10-question pre-test in Moodle at the beginning of Module 1. You are not expected to know all the answers, and your score on the pre-test is not counted towards a course grade. The pre-test consists of 10 multiple-choice questions. You will take a post-test at the end of Module 5. You must pass the post-test with a score of 80% (8 of the 10 questions correct) within two attempts to receive your ACRE certificate.

### C. eLearning Lessons and Quiz

Each two-week module has 6-10 eLearning lessons. You will complete half the eLearning lessons during the first week of the module and the other half during the second week of the module. The eLearning lessons are designed to build your knowledge. You will learn terms, concepts, processes, and tips. The eLearning lessons are equivalent to a lecture, but rather than listening to an instructor, in these eLearning lessons you will read, watch videos, and complete activities. The lessons have a self-knowledge check at the end that allows you to check your understanding of the content. The self-knowledge check and other activities that you complete in the eLearning lessons are not graded.

You will access the eLearning lessons on Moodle. You can start, stop, and restart the eLearning lessons. Each lesson will take approximately 30 to 60 minutes to complete. After you complete all the eLearning lessons for the module, you must take and achieve a passing score on the module eLearning quiz, which is located on Moodle. Each module eLearning quiz has 15 questions (multiple-choice or true-false) about the content in the eLearning lessons for that module. You must score 80% or higher, within two attempts, to pass the eLearning module quiz.

### D. Required and Optional Readings

All required readings and a link to download them are provided in Moodle. It is important that you read the required readings; you will be asked to reference them in assignments and during the live debriefing webinars. In Moodle, you will also find optional readings. You are not required to complete these readings or to purchase these books. **However**, you will find they provide you a greater understanding of CE.

### E. Live Debriefing Webinars

Discussion with your colleagues is an important aspect of this course, and it is an ACRE requirement. To achieve the ACRE certificate, you must interact with other course participants and your instructor. To facilitate this interaction, each week there is one live debriefing webinar, which means two debriefing webinars for each module (each module lasts two weeks). The debriefing webinars provide you an opportunity to ask questions about the topics covered that week and deepen your understanding of the content by talking with your colleagues and instructor.

You must attend and actively participate in at least one of the two debriefing webinars for each module. It's not enough to simply attend; you must ask questions, participate in small group discussions, and respond to questions posed by your classmates and instructor in chat or by taking yourself off mute. The date and time for each debriefing webinar is listed in the [Weekly Checklist](#).

The Zoom access information for the live debriefing webinars is the same as the orientation webinar. The Zoom access information will be provided in the Moodle course.

### F. Assignments

There is one assignment for each module. A detailed description of each assignment and the necessary documents to complete each assignment are provided for you on Moodle. You will upload your completed assignments on Moodle and your assigned instructor will review your submission. If your assignment is complete, you will receive a passing score.

If your assignment is incomplete, you will be given feedback from your instructor and a second attempt to complete the assignment. Your instructor’s feedback will either be in the comment box on Moodle where they post your grade or noted on the graded assignment your instructor posts in Moodle. If your instructor asks you to revise your assignment, be sure to review their feedback and request a call to debrief if you are not clear about their comments. Your instructor may also ask you to debrief by phone or video call.

You must submit your assignments by the due date noted on the [Weekly Checklist](#). Late submission of assignments does not allow sufficient time for your work to be reviewed and for you to complete any revisions before the next module starts. If you have any questions about your assignments or the due dates, please contact your assigned instructor right away.

## Weekly Checklist

### Module 1: Introduction to Community Employment

9/16/24 (Monday) – 9/27/24 (Friday), estimated 8.25 hours to complete required activities.

Mark when done	Week 1 Activities (9/16/24 – 9/20/24)	Due Date	Estimated Time: 4 hours 45 min
	Attend orientation webinar (live) and complete the ACRE pre-test	9/16/24, 2:00 – 3:00 pm ET	1 hr
	Complete eLearning lessons <ul style="list-style-type: none"> <li>○ Lesson 1: Welcome (22 min.)</li> <li>○ Lesson 2: Employment Services Then and Now (51 min)</li> <li>○ Lesson 3: Understanding Community-Based Employment (49 min)</li> </ul>	9/19/24	2 hrs, 2 min
	Read: <ul style="list-style-type: none"> <li>○ Customized Employment Competency Model</li> <li>○ Supported and Customized Employment Side-by-Side Referral Decision Guide</li> <li>○ Essential Elements of Customized Employment</li> <li>○ ACRE Customized Employment Services Competencies</li> </ul> <i>Optional Readings:</i> <ul style="list-style-type: none"> <li>○ The Job Developer’s Handbook, Chapter 1</li> <li>○ Twenty-Two Cents an Hour</li> <li>○ Activities of Daily Living</li> </ul>	9/20/24	1 hour (required)
	Debriefing Webinar (live) <ul style="list-style-type: none"> <li>○ Attend at least one per module and debrief topics for the week.</li> </ul>	9/19/24, 2:00 – 2:45 pm ET	45 min.

Mark when done	Week 2 Activities (9/23/24 -9/27/24)	Due Date	Estimated Time: 3 hours, 30 min
	Complete eLearning lessons and eLearning module quiz:	9/26/24	1 hr, 50 min.

	<ul style="list-style-type: none"> <li>○ Lesson 4: Community-Based Employment Foundations (56 min)</li> <li>○ Lesson 5: Customized Employment: Essential Components (62 min)</li> <li>○ Lesson 6: Customized Employment Funding &amp; Resources (36 min)</li> <li>○ Pass eLearning Quiz (15 min)</li> </ul>		
	<b>Debriefing Webinar (live)</b> <ul style="list-style-type: none"> <li>○ Attend at least one per module and debrief topics for the week.</li> </ul>	9/26/24, 2:00 – 2:45 pm ET	45 min.
	<b>Complete and submit Module 1 assignment:</b> <ul style="list-style-type: none"> <li>○ Write a one-page essay describing how customized employment is different from placement services, supported employment, and individualized placement and support (more details in Moodle)</li> </ul>	9/27/24	1 hr

## Module 2: Foundational CE Skills

9/30/24 (Monday) – 10/11/24 (Friday), estimated 9.5 hours to complete required activities.

<b>Mark when done</b>	<b>Week 3 Activities (9/30/24 – 10/4/24)</b>	<b>Due Date</b>	<b>Estimated Time: 4 hours, 15 min</b>
	<b>Complete eLearning lessons and eLearning module quiz:</b> <ul style="list-style-type: none"> <li>○ Lesson 1: Planning and Organizing (29 min)</li> <li>○ Lesson 2: Communicating with Others (46 minutes)</li> <li>○ Lesson 3: Relationship Building (26 min)</li> <li>○ Lesson 4: Intentional Investigation (30 min)</li> <li>○ Lesson 5: Interest-Based Negotiation (32 min)</li> <li>○ Lesson 6: Universal and Smart Assistive Technology (44 min)</li> </ul>	10/3/24	3 hrs, 27 min
	<b>Read: No required readings</b> <i>Optional Readings:</i> <ul style="list-style-type: none"> <li>○ <i>The Job Developer's Handbook: Chapter 9</i></li> </ul>	N/A	0 (required)
	<b>Debriefing Webinar (live)</b> <ul style="list-style-type: none"> <li>○ Attend at least one per module and debrief topics for the week.</li> </ul>	10/3/24, 2:00 – 2:45 pm ET	45 min.

<b>Mark when done</b>	<b>Week 4 Activities (10/7/24 – 10/11/24)</b>	<b>Due Date</b>	<b>Estimated Time: 5 hours, 15 min</b>
	<b>Complete eLearning lessons and eLearning module quiz:</b> <ul style="list-style-type: none"> <li>○ Lesson 7: Instructional Foundations (45 min)</li> <li>○ Lesson 8: Motivation (32 min)</li> <li>○ Lesson 9: SSDI (Title II Disability) (57 min)</li> <li>○ Lesson 10: SSI (54 min)</li> <li>○ Pass eLearning Quiz (15 min)</li> </ul>	10/10/24	3 hr, 23 min.
	<b>Read: No required readings</b> <i>Optional Reading:</i> <ul style="list-style-type: none"> <li>○ <i>Social Security Red Book</i></li> </ul>	N/A	0 (required)
	<b>Debriefing Webinar (live)</b> <ul style="list-style-type: none"> <li>○ Attend at least one per module and debrief topics for the week.</li> </ul>	10/10/24 2:00 – 2:45 pm ET	45 min.
	<b>Complete and submit Module 2 assignment:</b>	10/11/24	1 hr

	<ul style="list-style-type: none"> <li>○ Craft a paragraph describing a job seeker you know using Normalization, Social Role Valorization, People First Language, Disability Etiquette, and National Center on Disability and Journalism's Dos and Don'ts (more details in Moodle)</li> </ul>		
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### Module 3: CE Launch and Discovery

10/14/24 (Monday) – 10/25/24 (Friday), estimated 10.5 hours to complete required activities.

Mark when done	Week 5 Activities (10/14/24 –10/18/24)	Due Date	Estimated Time: 4 hours, 15 min
	Complete eLearning lessons and eLearning module quiz: <ul style="list-style-type: none"> <li>○ Lesson 1: Career Planning and Discovery (1 hr)</li> <li>○ Lesson 2: Career Development Launch (57 minutes)</li> <li>○ Lesson 3: Home Visit &amp; Community Exploration (56 min)</li> <li>○ Lesson 4: Conversations with Important People (43 min)</li> </ul>	10/17/24	3 hrs, 36 min
	Read: No required reading <i>Optional Readings:</i> <ul style="list-style-type: none"> <li>○ <i>The Job Developer's Handbook: Chapter 2</i></li> </ul>	N/A	0 (required)
	Debriefing Webinar (live) <ul style="list-style-type: none"> <li>○ Attend at least one per module and debrief topics for the week.</li> </ul>	10/17/24 2:00 – 2:45 pm ET	45 min.

Mark when done	Week 6 Activities (10/21/24 – 10/25/24)	Due Date	Estimated Time: 6 hours, 15 min
	Complete eLearning lessons and eLearning module quiz: <ul style="list-style-type: none"> <li>○ Lesson 5: Familiar Discovery Activities and Emerging Themes (53 min)</li> <li>○ Lesson 6: Unfamiliar Discovery Activities (1 hr)</li> <li>○ Lesson 7: Informational Interviews and Verifying Vocational Themes (68 min)</li> <li>○ Lesson 8: Career Narrative (Vocational Profile) (47 min)</li> <li>○ Pass eLearning Quiz (15 min)</li> </ul>	10/24/24	4 hr, 3 min.
	Debriefing Webinar (live) <ul style="list-style-type: none"> <li>○ Attend at least one per module and debrief topics for the week.</li> </ul>	10/24/24 2:00 – 2:45 pm ET	45 min.
	Complete and submit assignment: <ul style="list-style-type: none"> <li>○ Part I: Watch and reflect on video about an employment seeker in Discovery.</li> <li>○ Part II: Watch one of the three videos of informational interviews with a business owner or employee of a small business and reflect.</li> </ul>	10/25/24	1 hr, 30 min.

### Module 4: Customized Job Development

10/28/24 (Monday) – 11/8/24 (Friday), estimated 11.5 hours to complete required activities

Mark when done	Week 7 Activities (10/28/24 – 11/1/24)	Due Date	Estimated Time: 5 hours, 45 min
	Complete eLearning lessons and eLearning module quiz: <ul style="list-style-type: none"> <li>Lesson 1: Community Research &amp; Job Development (54 min)</li> <li>Lesson 2: Pivot to Job Development (59 min)</li> <li>Lesson 3: Informational Interviews for Job Development (69 min)</li> </ul>	10/31/24	3 hrs, 2 min
	Read: <ul style="list-style-type: none"> <li>Information Brief - Perspective of Employers on Customized Employment</li> <li>CE Stories and Lessons from the Field</li> </ul> <i>Optional Readings:</i> <ul style="list-style-type: none"> <li><i>The Job Developer's Handbook: Chapters 3-5</i></li> </ul>	11/1/24	2 hrs (required)
	Debriefing Webinar (live) <ul style="list-style-type: none"> <li>Attend at least one per module and debrief topics for the week.</li> </ul>	10/31/24, 2:00 – 2:45 PM ET	45 min.

Mark when done	Week 8 Activities (11/4/24 – 11/8/24)	Due Date	Estimated Time: 5 hours, 45 min
	Complete eLearning lessons and eLearning module quiz: <ul style="list-style-type: none"> <li>Lesson 4: Developing Job Analysis for Potential Match (44 min)</li> <li>Lesson 5: Preparing and Negotiating Job Proposal (75 min)</li> <li>Pass eLearning Quiz (15 min)</li> </ul>	11/7/24	1 hr, 59 min
	Debriefing Webinar (live) <ul style="list-style-type: none"> <li>Attend at least one per module and debrief topics for the week.</li> </ul>	11/7/24, 2:00 – 2:45 PM ET	45 min.
	Complete and submit assignment: <ul style="list-style-type: none"> <li>Part I: Watch “What I Learned From 100 Days of Rejection” by Jia Jiang: <a href="https://www.youtube.com/watch?v=-vZXgApsPCQ">https://www.youtube.com/watch?v=-vZXgApsPCQ</a>. Then answer each of the prompts/questions.</li> <li>Part II: Describe an employment outcome that you or your organization worked on that could be used to create a success story and answer each of the prompts/questions.</li> <li>Part III: Consider using the Example Career Profile as a job development tool for an employment seeker you are working with. Using the layout of the sample Career Profiles as a model, answer each of the prompts/questions.</li> </ul>	11/8/24	3 hours

### Module 5: Employment Support

11/11/24 (Monday) – 11/22/24 (Friday), estimated 9.75 hours to complete required activities

Mark when done	Week 9 Activities (11/11/24 – 11/15/24)	Due Date	Estimated Time: 4 hours
	Complete eLearning lessons and eLearning module quiz: <ul style="list-style-type: none"> <li>Lesson 1: Introduction to Worksite Supports (69 min)</li> <li>Lesson 2: Consultative Employment Training and Supports (48 min)</li> <li>Lesson 3: Natural Supports in the Workplace (42 min)</li> </ul>	11/14/24	2 hrs, 39 min

	Read: <ul style="list-style-type: none"> <li>10 Things You Can Do To Support A Person With Difficult Behaviors</li> </ul> <i>Optional Readings: None</i>	11/15/24	30 min (required)
	Debriefing Webinar (live) <ul style="list-style-type: none"> <li>Attend at least one per module and debrief topics for the week.</li> </ul>	11/14/24 2:00 – 2:45 pm ET	45 min

<b>Mark when done</b>	<b>Week 10 Activities (11/18/24 – 11/22/24)</b>	<b>Due Date</b>	<b>Estimated Time: 5 hours, 45 min</b>
	Complete eLearning lessons and eLearning module quiz: <ul style="list-style-type: none"> <li>Lesson 5: Instructional Principles, Values, and Objectives (62 min)</li> <li>Lesson 6: Systematic Instruction (51 min)</li> <li>Lesson 7: Fading and Long-term Support (40 min)</li> <li>Pass eLearning Quiz (15 min)</li> </ul>	11/21/24	2 hrs, 48 min
	Debriefing Webinar (live) <ul style="list-style-type: none"> <li>Attend at least one per module and debrief topics for the week.</li> </ul>	11/21/24 2:00 – 2:45 pm ET	45 min.
	Complete and submit assignment: <ul style="list-style-type: none"> <li>Think about a job that you have had or one where someone you support works. Fill in the first three sections on the CETS Staging Record, which are provided for you below. Then answer the reflections questions.</li> </ul>	11/22/24	2 hrs
	Complete Post-Test	11/22/24	15 min