



TCS Training Catalogue: October 2025

All trainings listed are available at no cost to professionals who provide DDD-funded employment services.

CEU credits are provided to all attendees who complete the training and participate to a satisfactory degree.

TCS trainings are **not** provided on a set schedule and are instead held in public sessions via Zoom and private sessions that are scheduled for individual agencies. Please use [this form](#) or contact Samantha Goldfarb with any questions or to schedule a private training.

Management Sessions: *Mastering Documentation*

Samantha Goldfarb
Director of Training and Consultation Services
The Arc of New Jersey



NEW! Management Sessions: Mastering Documentation

Length: 1.5 hours
Sessions: 1
CEU Credits: 1.5

Discover the secrets to helping your staff build quality, consistent, and enduring documentation skills and practices!

Includes:

- Discussion of the systemic reasons behind common documentation issues, including:

Components of Supported Employment: *Workplace "Musts"*

Samantha Goldfarb
Director of Training and Consultation Services
The Arc of New Jersey

NEW! Components of Supported Employment: Workplace "Musts"

Length: 2 hours
Sessions: 1
CEU Credits: 2

Uncover the perspectives, steps, and approaches needed to effectively support clients who struggle to meet workplace standards!

Includes:

- Explanation why clients may struggle to meet common workplace standards

- Underdeveloped skill-sets
- Poor understanding of requirements/processes
- Emotional barriers, including frustration and lack of apparent value
- Use of documentation-training feedback in developing staff-conscious perspectives
- Strategies and methods for combating the root causes of documentation issues
- Support in developing agency-specific tools for improving documentation practices based on current and past challenges
- Support with defining agency-specific workplace standards for clients, including for social skills, hygiene, and professionalism
- Versatile methods for supporting clients to meet workplace standards, including:
 - Needs-based approaches
 - Targeted modeling
 - Visual and activity-based tools/lessons (with examples for specific challenges)
- Using problem-solving strategies to address challenges from attendees' field experiences



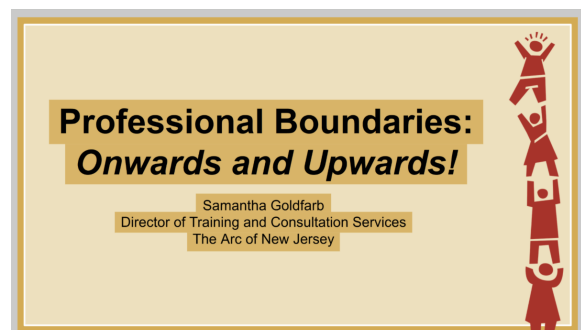
SE Skills Training: SMART Goal-Setting

Length: 1.5 hours
Sessions: 1
CEU Credits: 1.5

Learn how to use the SMART goal-setting model to improve the effectiveness and quality of your supported-employment services!

Includes:

- Explanation of each of the five steps of the SMART goal-setting method, including:
 - Purpose-based definitions
 - Core components
 - Importance to successful goal formation
 - Specific contextualization for supported employment
- Discussion of how to interpret and adapt each step to meet the needs/perspectives of the client
- Focus on using SMART goals to promote accountability, initiative,



Professional Boundaries: Onwards and Upwards!

Length: 1.5 hours
Sessions: 1
CEU Credits: 1.5

Discover new perspectives, strategies, and resources to help foster healthy and happy relationships between you and your clients!

Includes:

- Discussion of the connections and distinctions between personal and professional care
- Explanation of "helpful caring" versus "unhelpful caring" in employment services and how both can impact coach-client relationships
- Guidelines for setting healthy professional boundaries and how to improve unhealthy ones
- Discussion of the importance of professional boundaries, including potential dangers to

- and workplace independence for clients and job coaches
- Practice writing and customizing SMART goals using tools designed for support in the field

- clients if established poorly
- Activities that explore healthy boundary establishment and provide guidance for challenging or unclear situations



SE Skills Training: Troubles to Triumphs!

Length: 1.5 hours
Sessions: 1
CEU Credits: 1.5

Develop the skill set needed to prepare for the unexpected and turn challenging situations into learning experiences for your clients!

Includes:

- Explanation of agency/service-specific responsibilities of a supported-employment professional as well as how to use them to guide successful responses to difficult situations
- Description of the steps needed to respond to difficult situations in ways that protect clients' safety, independence, and ability to learn from the experience
- Discussion of five challenging situations common in supported employment and tips for successful responses in each
- Group practice using sample scenarios and attendees' experiences to reinforce and contextualize training concepts



Motivational Interviewing: Inspiring Independence!

Length: 2 hours
Sessions: 1
CEU Credits: 2

Learn how to use a unique strategy to help your clients develop confidence, independence, and the motivation they need to succeed!

Includes:

- Explanation of motivational interviewing (MI), including:
 - Definition, steps, and core features of the practice
 - Specific uses of MI in SE
 - Benefits of MI for both coaches and clients
 - Differentiation between SE-based and counseling-based uses of MI
- Discussion of how to use MI to supplement other person-centered approaches in SE
- Description of how to document MI as part of a billable intervention
- Interactive practice with applying training concepts using examples and take-home resources

SE Skills Training: *Travel Training 101!*

Samantha Goldfarb
Training and Consultation Services
The Arc of New Jersey



SE Skills Training: Travel Training 101!

Length: 1.5 hours
Sessions: 1
CEU Credits: 1.5

Help your clients take their independence to the next level by learning the best practices for SE-specific travel training!

Includes:

- Definition and explanation of travel training, including:
 - Key steps and elements of this service
 - Necessary skills for clients' success and how to help them develop
 - Guidelines for empathetic and independence-focused perspectives
- Explanation of the components needed for travel training to be billable under SE
- Discussion of common challenges and how to prepare clients to navigate them
- Practice using tools and resources designed to provide support in the field

SE Skills Training: *Training Strategies for Success*

Samantha Goldfarb
Director of Training and Consultation Services
The Arc of New Jersey

SE Skills Training: Training Strategies for Success

Length: 1.5 hours
Sessions: 1
CEU Credits: 1.5

Develop a nuanced and person-centered training skill set to help your clients maximize their independence and workplace success!

Includes:

- Description of five key qualities of effective and ethical training
- Explanation of how to build relationships with individuals that are conducive to training success
- Breakdown of training techniques and how to pair them with strategies that boost success
- Discussion of the differences and similarities between training for traditional job skills and for workplace-appropriate behavior
- Basic information on de-escalation and assisting emotional distress in ways that foster workplace independence
- Activities and practice scenarios designed to build perspective and a well-rounded skill set

SE Skills Training: *Building Community Connections*

Samantha Goldfarb
Director of Training and Consultation Services
The Arc of New Jersey



SE Skills Training:

SE Skills Training: *Self-Management for Professionals!*

Samantha Goldfarb
Director of Training and Consultation Services
The Arc of New Jersey

SE Skills Training:

Building Community Connections

Length: 1.5 hours

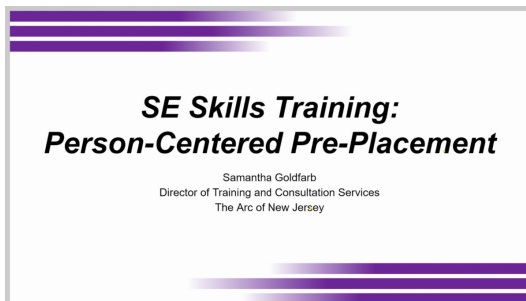
Sessions: 1

CEU Credits: 1.5

Uncover the secrets of building community relationships and learn how to make the process more accessible and successful!

Includes:

- Discussion of the impact of community relationships on the success of agencies, clients etc.
- Description of common examples and sources of community relationships
- Explanation of the benefits of using clients' existing connections in job development
- Breakdown of different pathways to relationship-building and the benefits of each
- Identification of attendees' existing community relationships and personalized discussion of how to develop them further
- Interactive practice with take-home resources to support continued skill development



SE Skills Training: Person-Centered Pre-Placement

Length: 1.5 hours

Sessions: 1

CEU Credits: 1.5

Discover how to fully integrate person-centered perspectives into pre-placement services for better job matches and client success!

Self-Management for Professionals!

Length: 1.5 hours

Sessions: 1

CEU Credits: 1.5

Learn the importance of self-management as well as how to build key skills and a set of strategies to make it accessible in the field!

Includes:

- Explanation of the importance of successful self-management, including impact on quality of care and coaches' wellbeing
- Breakdown of three key skills needed to develop sustainable self-management habits
- Descriptions of suitable long/short-term coping strategies for different settings, including:
 - With clients
 - Away from clients
 - Away from work
- Personalized learning tools to structure the implementation of skills and strategies
- Preparation for taxing situations in the field using realistic practice scenarios



Advocacy Training: Learning The Ropes

Length: 2 hours

Sessions: 1

CEU Credits: 2

Learn key information about ADA protections for people with IDD and how best to support clients in their workplace advocacy!

Includes:

- Definition and discussion of person-centered services and informed decision-making in the context of pre-placement SE
- Explanation of how to acquire necessary client information for successful job matching
- Education on the importance of helping clients plan for future career advancement
- Explanation of how to use client information to help them develop a career pathway
- Discussion on how to support clients with limited or currently-unrealistic job goals
- Practice using take-home materials for creating client profiles and career plans

SE Skills Training: Graduation Preparation!

Samantha Goldfarb
Director of Training and Consultation Services
The Arc of New Jersey

SE Skills Training: Graduation Preparation!

Length: 1.5 hours

Sessions: 1

CEU Credits: 1.5

Prepare your clients for success after SE by learning how to identify and implement specific skills and strategies needed for independence!

Includes:

- Breakdown of key skills needed for SE graduation, including:
 - Appropriateness
 - Communication
 - Self-advocacy
 - Self-accommodation
- Discussion of how client strengths and weaknesses interact with key skills, including specific approaches for

Includes:

- Discussion of the ADA and clients' rights throughout the hiring process, including:
 - Disclosure of disability
 - Reasonable accommodations
 - Employers' use of disability information
- Procedures for managing and reporting ADA violations
- Explanation of the importance of person-centered advocacy and clients' involvement in it
- Education on helping clients develop self-advocacy skills
- Interactive practice with activities designed for client education
- Resources for further learning and specific information

Introduction to IDD: Foundations for SE

Samantha Goldfarb
Director of Training and Consultation Services
The Arc of New Jersey

Introduction to IDD: Foundations for SE

Length: 2 hours

Sessions: 1

CEU Credits: 2

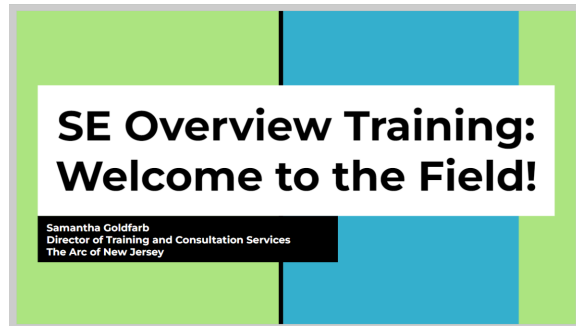
Create empathetic and informed perspectives on IDD using the most up-to-date knowledge from professionals and self-advocates!

Includes:

- Introductory information designed for attendees with limited knowledge of IDD
- Examination of common client behaviors/experiences and their purposes, including:
 - Self-stimulatory behaviors
 - "Attention-seeking"
 - Communication differences

- commonly-appearing traits
- Explanation of the importance of using independence-building strategies throughout SE
- Interactive practice to implement strategies that help clients build and measure key skills
- Take-home materials for further support while in the field

- Efficiency challenges
- Explanation of respectful language and communication methods to use with clients
- Discussion on how to manage conflicting accessibility needs
- Interactive exercises to practice perspective-taking and clarify common IDD experiences



SE Overview Training: Welcome to the Field!

Length: 1 hour
Sessions: 1
CEU Credits: 1

Build your foundational knowledge of supported employment in New Jersey and learn what this valuable service can do for your clients!

Includes:

- Breakdown of the fundamentals of supported employment (SE), including:
 - Purpose and intended outcomes
 - Core tenets and features
 - The three phases and key components of each
- Discussion on recognizing which clients could be a good fit for SE
- Explanation of how benefits, Medicaid, and SE interact
- Differentiation between SE funding sources, including:
 - Unique features of each
 - Eligibility for services
 - Overlapping eligibility
- Explanation of the process of obtaining and beginning SE



CARF Accreditation Training: Pathways To Success

Length: 2 hours
Sessions: 1
CEU Credits: 2

Start your CARF accreditation journey with a deeper understanding of the process, requirements, and how to be successful!

Includes:

- Explanation of the components of accreditation, including:
 - Accreditation timeline with additional details
 - Survey process
 - Structure of the standards manuals
 - Grading system
 - Accreditation conditions
 - All possible outcomes
 - Required materials and purchases
- Practice interpreting a standards manual using sample pages
- Explanation of CARF Resource Specialists' role in accreditation support
- Insight and tips for success from a CARF-accredited organization

Professionalism Training: Following In Your Footsteps

Samantha Goldfarb
Director of Training and Consultation Services
The Arc of New Jersey

Professionalism Training: Following In Your Footsteps

Length: 2 hours
Sessions: 1
CEU Credits: 2

Use unique perspectives to refresh your understanding of professionalism and learn creative new ways to teach this skill to your clients!

Includes:

- Value-focused explanation of reasons and benefits to modeling professionalism for clients
- Examination of elements of professional behavior, including:
 - Attire
 - Hygiene
 - Body language
 - Social factors
- Nuanced discussion of making changes in behavior to meet setting-specific expectations
- Incorporation of agency-specific material (ex. dress code) to set expectations of coach and client professionalism simultaneously
- Take-home materials and tools that address separate coach and client needs

Professional Writing: Every Word Counts!

Samantha Goldfarb
Director of Training and Consultation Services
The Arc of New Jersey

Professional Writing Training: Every Word Counts!

Length: 2 hours
Sessions: 1
CEU Credits: 2

De-mystify three key types of professional writing and learn how to make them simple and realistic for your clients to craft!

Includes:

- Explanation of the core elements of professional writing
- Breakdown of how to write cover letters, professional emails, and thank-you notes, including analysis of:
 - Item-specific requirements
 - When/on what timeline to provide each item
 - The importance of professionalism for each
- Integration with resume workshop for enhanced educational cohesion and value
- Interactivity-focused and collaborative training structure
- Extensive take-home tools and reference materials for the best writing possible

Interview Training: Cracking The Code

Samantha Goldfarb
Director of Training and Consultation Services
The Arc of New Jersey



Interview Skills Training:

Job-Development Training: We're Better Together!

Samantha Goldfarb
Director of Training and Consultation Services
The Arc of New Jersey

Job-Development Training:

Cracking The Code

Length: 2 hours

Sessions: 1

CEU Credits: 2

Learn how to decipher the meaning behind different types of interview questions, and use that information to devise the best responses!

Includes:

- Breakdown of the three main goals of an interview from the company's perspective
- Explanation of the four main types of interview questions and specific tips for each
- In-depth analysis of common interview questions through the lens of question type, including:
 - Purpose/intention of the question with a plain-language translation
 - Expected "invisible" details that create a complete response
 - Adaptable and effective sample answers
- Interactive practice using simulated coaching settings

Resume Workshop: Their Best Foot Forward!

Samantha Goldfarb
Director of Training and Consultation Services
The Arc of New Jersey

Resume Workshop: Their Best Foot Forward!

Length: 2 hours

Sessions: 1

CEU Credits: 2

Learn what goes into a great resume and simplify the process on-the-job with personalized examples and resources!

We're Better Together!

Length: 1.5 hours

Sessions: 1

CEU Credits: 1.5

Become an expert at building community networks and relationships with employers using informational-interviewing techniques!

Includes:

- Explanation of the benefits and challenges of employer-relationship development
- Breakdown of the components of successful informational interviewing, including:
 - Billability requirements
 - Identifying suitable businesses for approach
 - Reframing approach from job-seeking to community-focused
 - Verbal and social communication tips
- Interactive practice with informational interviewing (both with and without clients present)
- Take-home reference materials for the best interview outcomes

Time Management Workshop: Take Back Your Day!

Samantha Goldfarb
Director of Training and Consultation Services
The Arc of New Jersey

Time Management Workshop: Take Back Your Day!

Length: 1.5 hours

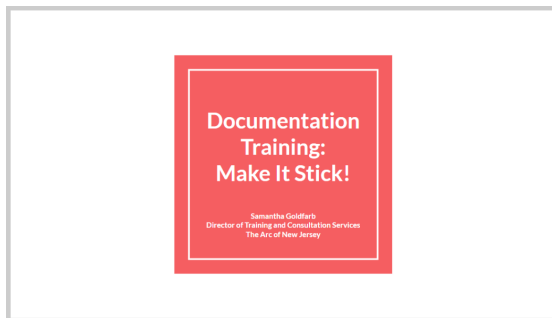
Sessions: 1

CEU Credits: 1.5

Discover how to get the most out of your schedule using strategies that maximize your job structure and improve your productivity!

Includes:

- Explanation of how a good resume benefits your clients
- Breakdown of the core components of a good resume
- Instruction on how to address common concerns, including:
 - Lack of work experience
 - Incomplete education
 - Gaps in work timeline
- Instruction on how to increase resume effectiveness, including:
 - Editing resumes for each job application
 - Professional and accessible formatting
- Guided interactive practice with developing a complete resume
- Take-home resume examples, templates, and checklists



Documentation Training: Make It Stick!

Length: 4 hours
Sessions: 2
CEU Credits: 4

Become a pro at supported-employment documentation and take the stress out of audits with our most popular training!

Includes:

- Explanation and motivation for documenting correctly
- Breakdown of the definition of supported employment
- Instruction on how to avoid providing and documenting other similar services
- Examination of the 3 phases of supported employment
- In-depth instruction on how to

Includes:

- Explanation of how good time management benefits both the coach and the client
- Analysis of common time-management challenges in SE and how to approach them
- Instruction on how to fill gaps in your schedule with billable activities
- Interactive practice with creating plans for coaching that improve service quality and organization
- Strategies to help coaches adjust to frequently-changing schedules and improve general time-management skills
- Take-home tools and reference materials for continued skill improvement on-the-job



Quality-of-Care Training: The Bottom Line

Length: 1.5 hours
Sessions: 1
CEU Credits: 1.5

Increase your agency's standard of care, explore new coaching perspectives, and improve your workplace wellbeing!

Includes:

- Explanation and motivation for providing high-quality support
- Empathetic and problem-solving approach to common quality-of-care issues in supported employment, including:
 - Confidentiality
 - Correct usage of the client's time
 - Appropriate

- write intervention plans and progress notes that meet DDD/Medicaid standards
- Interactive and challenging practice with writing intervention plans and progress notes
- Take-home tools and reference materials for the best writing possible

- communication with clients
- Managing personal emotions without compromising care
- Instruction in finding and using creative and compassionate perspectives of behavior
- Interactive practice using simulated coaching settings

Open Trainings



Do you need training for a small number of people but still want the group experience? Do you want to train with people outside of your agency, or just don't want the hassle of scheduling private sessions? Open trainings are pre-scheduled virtual sessions that provide the same content, take-home resources, and CEU credits that private trainings do. No prerequisites or scheduling are required — if you work in supported employment, we'd love to see you there!

Email sgoldfarb@arcnj.org for more information about open trainings.

Interested but can't make it this month? Contact Samantha to make sure the next open training works with your schedule!



All trainings are customizable to fit your agency's needs. Change the length, add a topic, learn in a different way - the choice is yours!



We'd love to hear your ideas and feedback! Your input helps us create the best material possible for everyone who receives our trainings.



Not seeing what you're looking for? Let us make a training specific to your agency. If it's related to supported employment, we want to help!

TCS exists to help supported-employment providers and their staff provide the highest quality of support available to their clients. All services are *completely free of charge*. We'll teach you how to use realistic strategies to achieve the ideals of supported employment so that you can continue to provide the excellence in service that your clients deserve.

Contact Samantha Goldfarb with all inquiries.

sgoldfarb@arcnj.org

(732) 749-8434

8:30 a.m. - 4:00 p.m. Monday - Friday

The Arc of New Jersey | 985 Livingston Avenue | North Brunswick, NJ 08902 US

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