

TCS Newsletter - October 2025

Welcome back to this month's edition of the TCS newsletter! Keep reading to learn about our newest trainings, upcoming open sessions, a TCS service update, a brief poll, and a tip for providing the best services possible.

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Looking to receive a training?
Fill out [this form](#) or contact sgoldfarb@arcnj.org!

Check out the newest of our FREE trainings available now!
CEU credits included!

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

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

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:
 - 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

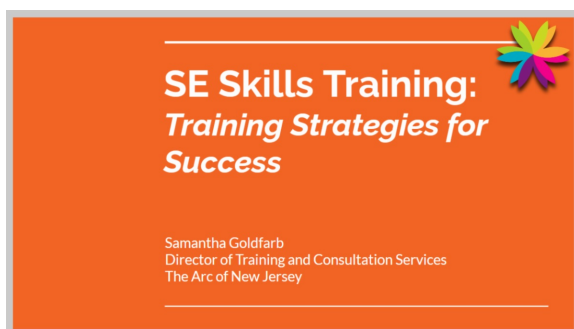
Uncover the perspectives, steps, and approaches needed to effectively support clients who struggle to meet workplace standards!

Includes:

- Explanation why clients may struggle to meet common workplace standards
- 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

For more information on all of our available trainings, please refer to our Training Catalogue.

Open Trainings in October



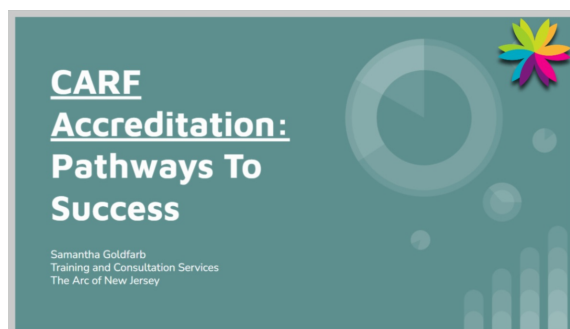
Teaching-Strategies Training

Date: October 30
Time: 1:30 p.m. to 3:00 p.m.

Length: 1.5 hours
Sessions: 1
CEU Credits: 1.5

Zoom meeting link:

<https://us06web.zoom.us/j/83527711113>



CARF-Accreditation Training

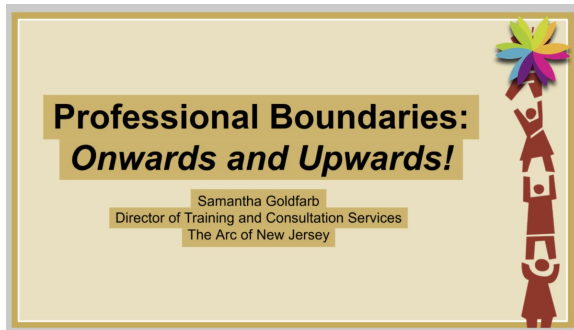
Date: October 31
Time: 10:00 a.m. to 11:30 a.m.

Length: 1.5 hours
Sessions: 1
CEU Credits: 1.5

Zoom meeting link:

<https://us06web.zoom.us/j/84257308044>

Open Trainings in November



Professional Boundaries Training

Date: November 24
Time: 2:00 p.m. to 3:30 p.m.

Length: 1.5 hours
Sessions: 1
CEU Credits: 1.5

Zoom meeting link:

<https://us06web.zoom.us/j/83865871216>



SMART Goal-Setting Training

Date: November 25
Time: 11:00 a.m. to 12:30 p.m.

Length: 1.5 hours
Sessions: 1
CEU Credits: 1.5

Zoom meeting link:

<https://us06web.zoom.us/j/84570947493>

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 as private trainings do. No prerequisites or scheduling are required — simply enter the Zoom meeting at the correct date and time to join in!

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

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

Staff Sessions: Professional Boundaries and Chain-of-Command Activity

A key component of providing good employment-support services is wanting the best for your clients, but acting on this isn't always as simple as it seems. When staff are approached for help with problems that they do not have the professional capacity to assist with, many will try to do so anyway — often out of fear that no one else can or will help the client. This can lead to staff burning out, bending or breaking rules, and creating unprofessional relationships between themselves and their clients.

While undoubtedly a problem, this situation is almost always caused by the

staff feeling under-supported in their position. Many do not know when and how to request help from others in the client's support system, and even more do not know what to do when these requests are denied. As a result, staff can find themselves choosing between acting within their professional boundaries and ensuring that the clients' needs are met.

TCS's new activity on professional boundaries aims to solve this problem by eliminating its root cause: a lack of system-based information and support.

During this 45-minute session, field staff and managers work together to identify the many roles in their clients' support systems and at what points they become active. The group develops an agency-specific flowchart to use as a resource and establishes the appropriate situations and methods for requesting additional help, including what to do when a part of the system fails.

To request this activity on its own or as part of TCS's professional-boundaries training, please fill out [this form](#) or contact Samantha Goldfarb at sgoldfarb@arcnj.org.

Monthly Poll

Help us provide you with the best experience possible
by answering a few questions each month!

Does your agency's
direct-support staff use AI
to assist in providing
supported employment?

--

Yes — all or most

**Some — around
half**

No — few to none

Uncertain

If yes, does your
agency's direct-support
staff use AI to help them
with their documentation?

--

Yes — all or most

**Some — around
half**

No — few to none

Uncertain

If yes, has AI helped to
improve the quality of
your agency's supported
employment services?

--

In most or all cases

In some cases

In few to no cases

Uncertain

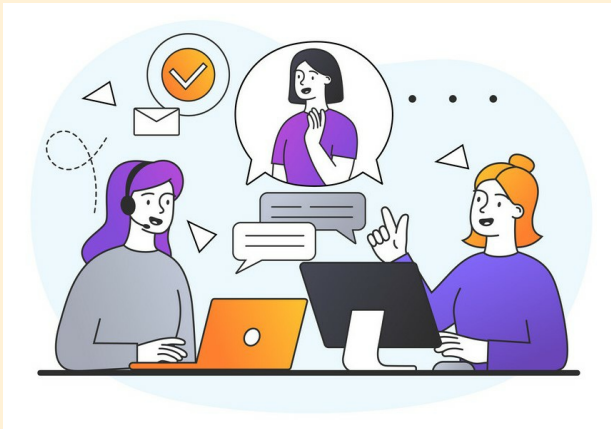
One of the simplest and most effective ways to help a client or staff member improve their performance is to make it as easy as possible for them to do so. While over-accommodating can cause its own problems, trialing an additional tool or support — even if it seems like overkill —

Today's Tip from TCS

is more likely to be successful in the long run than repeated reminders or negative consequences would be. Aside from increasing the likelihood that the task at hand is completed, the person's reaction to the new accommodation can help you identify the root cause of the issue and, if needed, replace it with a more appropriate support that meets the same need.

- Needs work: Job coach encourages client's manager to write them up for improper hand hygiene.
- Improved: Job coach gets permission to place signs at handwashing stations with instructions and images that describe how to wash hands correctly.

This Month's Office Hours



Wednesdays: 2:00 - 4:00 p.m.

Thursdays: 9:00 - 11:00 a.m.

Zoom meeting link:

<https://us06web.zoom.us/j/6107930478>

Find your local number:

<https://us06web.zoom.us/u/ke0RHzf17>

Do you ever find yourself with questions about SE that you wish could be answered right away or without the hassle of scheduling a meeting? The TCS office-hours program is our solution designed specifically to accommodate the busy SE professional!

TCS Director Samantha Goldfarb hosts two recurrent Zoom meetings per week that are available for anyone to attend. These meetings do not have a set agenda, instead providing attendees with the opportunity to discuss SE-related topics and questions immediately and without the need for prior communication. Drop-ins at any time during the meeting periods are welcome.

We look forward to seeing you there!



All trainings are customizable to fit your



We'd love to hear your ideas and feedback! Your



Not seeing what you're looking for? Let us make

agency's needs. Change the length, add a topic, learn in a different way - the choice is yours!

input helps us create the best material possible for everyone who receives our trainings.

a training specific to your agency. If it's related to supported employment, we want to help!

TCS exists to help DDD 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

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