

PROFESSIONAL **R**EHABILITATION **A**SSISTANT **P**ROGRAM



CONSTITUTION and BY-LAWS

LEVEL I..... MODULES

LEVEL II... MODULES

LEVEL III. . MODULES

PROGRAM ADMINISTRATION FORMS

KENTUCKY

History of
KENTUCKY PROFESSIONAL REHABILITATION ASSISTANT PROGRAM

What is Kentucky PRA? The Professional Rehabilitation Assistant (PRA) Program is a training program designed to assist professional development of Rehabilitation Assistants within the Kentucky Department for the Blind and the Department of Vocational Rehabilitation. The purpose of the PRA program is to enhance the professionalism of Rehabilitation Assistants and promote the team philosophy of management within both Departments.

In the early part of 1992 Sam Serraglio, Denise Placido, and Elizabeth Rose attended a conference at Pigeon Forge, Tennessee. At that conference a group from the Georgia Professional Rehabilitation Secretaries Program presented their program. Mr. Serraglio was impressed with the idea of how this program could be beneficial for rehabilitation secretaries given the training opportunities. A seminar was scheduled in Atlanta, Georgia in August, 1992 and this program was to be presented so Mr. Serraglio asked Sandra Hodges, Mabel Campbell, Betty Coulton, and Dana Jones to attend.

These four secretaries and Denise Placido met and the PRA program began. This committee met and Dr. Wayne Mulkey, University of Tennessee RCEP Program, was asked to meet with them for his assistance in developing the program and training. Dr. Mulkey and Dr. Jack Cassell became the Program Consultants. In an effort to include all rehabilitation secretaries from both agencies Maryjane Turman, Sandra Sparks, and Lois Carey from DVR were asked to serve on the committee. This new committee first met in February, 1993 and met on a quarterly basis working as a team to achieve the development of this program. Maryjane Turman resigned and Gayle Balentine was appointed to replace her.

The first workshop was held in October, 1994 and after that, many workshops were completed with the last Level III in June, 1999. September 4, 1997 was the first Graduation Day for PRA. Eighty professionals received their Certification from the Professional Rehabilitation Assistant Program.

In June, 1999 twenty-one more completed the three levels of training with Graduation Day November 3, 1999, with an additional 12 individuals graduating April 17, 2003.

The PRA Program continues to offer the opportunity to individuals interested in achieving certification.

CONTENTS

A. The Constitution

B. The By-Laws

C. Level I MODULES

D. Level II MODULES

E. Level III . . MODULES

F. PRAP Administration Forms

G. Sample Correspondence

H. Code of Ethics



THE CONSTITUTION OF THE PROFESSIONAL REHABILITATION ASSISTANT PROGRAM

ARTICLE I -- NAME AND AFFILIATION

SECTION 1. NAME: The name of this professional training program shall be the Professional Rehabilitation Assistant (PRA) Program. It shall be called the “Kentucky PRA.”

SECTION 2. AFFILIATION: The Professional Rehabilitation Assistant (PRA) Program is a training program designed to assist professional development of Rehabilitation Assistants within the Kentucky Department for the Blind and the Department of Vocational Rehabilitation. The program was developed by a “committee of secretaries” from both Departments with technical assistance from the Human Resource Development Units. The PRA shall conform to all rules and regulations as appropriate to State employees in Kentucky.

ARTICLE II -- PURPOSE

The purpose of the PRA program shall be to enhance the professionalism of Rehabilitation Assistants and promote the team philosophy of management within both Departments. Completion of the program will provide career development opportunities that will prepare participants for promotional consideration as positions become available within the respective Departments. Participants who complete the PRA program will be recognized with an appropriate certificate of accomplishment. Specific objectives are advanced through activities to:

- A...** Promote the professional identity of Rehabilitation Assistants;
- B...** Promote supervisory recognition of the importance of well-trained, competent Rehabilitation Assistants;
- C...** Provide learning activities which will enable participants to earn the designation of “Professional Rehabilitation Assistant;”
- D...** Encourage the identification and development of creative leaders within the Rehabilitation Assistant ranks;

- E... Provide effective measure of the necessary knowledge and skill for strategic career development;
- F... Promote state and national certification and recognition of the Rehabilitation Assistant profession; and,
- G... Promote, with Kentucky State Personnel, a career ladder for advancement opportunities for the Professional Rehabilitation Assistant.

ARTICLE III -- MEMBERSHIP

SECTION 1. All persons interested in the rehabilitation of persons with disabilities who work in Kentucky and hold employment with either the Department for the Blind or the Department of Vocational Rehabilitation, shall be eligible for application consideration to initiate Level I activities. Individuals who are affiliated with either Department may be eligible for the program upon approval of their application by the PRA Committee.

SECTION 2. No person shall be denied full application consideration to the Professional Rehabilitation Assistant (PRA) Program because of race, creed, national origin, sex, age, or disability.

ARTICLE IV -- ADMINISTRATION

SECTION 1. PRA COMMITTEE: The Committee shall serve as the PRA policy making body and shall be responsible for administration of the program except those actions which reside with either identified Department, the Cabinet for Workforce Development, or other regulations germane to state employees in Kentucky.

SECTION 2. PRA COMMITTEE STRUCTURE: The Committee shall always consist of six (6) voting members. The Department for the Blind shall provide three (3) members and the Department of Vocational Rehabilitation shall provide three (3) members. Strategic attempts shall be made to keep the Committee balanced as to type of Assistant... field, facility, and central office.

SECTION 3. EX-OFFICIO COMMITTEE MEMBERS: The Committee shall include the respective Department HRD Coordinator and Consultants from the Regional Rehabilitation Continuing Education Program at the University of Tennessee.

SECTION 4. PRA CONSULTANTS: The Committee shall call upon the expertise and knowledge of former Committee members for the provision of specified advice, skill, and attendance at appropriately Called, or Business/Planning Meetings.

SECTION 5. COMMITTEE OFFICERS: The PRA Committee officers shall be the Chair and Secretary.

ARTICLE V -- ELECTIONS

SECTION 1. COMMITTEE MEMBERS: The term of each Committee member shall be for a three (3) year period.

SECTION 2. COMMITTEE OFFICERS: An election shall be conducted at the Business/Planning Meeting in July to identify Committee officers to assume designated responsibilities effective August 1.

ARTICLE VI -- MEETINGS

SECTION 1. BI-ANNUAL MEETINGS: There shall be a Business/Planning meeting conducted in July, and a planning meeting in January or February of each year.

SECTION 2. SPECIAL MEETINGS: Special meetings or teleconference discussions shall be called by the PRA chair as deemed appropriate and/or necessary.

ARTICLE VII -- BY-LAWS

To implement this Constitution, the PRA Committee shall adopt By-Laws consistent with the principles espoused in this document, by a majority vote of the voting membership.

ARTICLE VIII -- CONFLICTING CONSTITUTION

Any portion of this Constitution in conflict with regulations of the Department for the Blind, Department of Vocational Rehabilitation, Cabinet for Workforce Development, or other germane policies of the State of Kentucky shall be considered null and void.

ARTICLE IX -- AMENDMENTS

The Constitution of the Professional Rehabilitation Assistant (PRA) Program may only be amended at the Business/Planning Meeting of the PRA Committee in July. Any voting member wishing to propose an amendment to the Constitution must submit such, in writing, to the PRA Chair 10 working days prior to the scheduled Business/Planning Meeting.

ARTICLE X -- QUORUM

A quorum of members at any meeting shall consist of four (4) voting members.

ARTICLE XI -- REPEAL OF PRIOR PROVISIONS

All provisions of any previous Constitution of the Professional Rehabilitation Assistant (PRA) Program are hereby repealed.

Ratified by the PRA Committee

DATE: July 23, 1997

Amended: July 20, 1999

Amended: July 28, 2000

Amended: April 4, 2001

Amended: May 15, 2001

Amended: January 23, 2003

THE BY-LAWS OF THE PROFESSIONAL REHABILITATION ASSISTANT PROGRAM

This document shall be known as the **BY-LAWS** of the Professional Rehabilitation Assistant (PRA) Program in Kentucky pursuant to Article I, Section 2 and Article II of the Constitution of this professional training program.

ARTICLE I -- DEFINITIONS

SECTION 1. PRA DEFINITIONS: For the purpose of these By-Laws:

- A... The Program** shall consist of 3 Levels containing 7 modules in each Level. Content shall be determined by the Committee. See Policy and Procedures for specified titles.
- B... PRA Committee...** shall mean the policy-making body which has responsibility for program administration.
- C... HRD Coordinators...** shall mean the respective "Department coordinator" of Human Resource Development activities.
- D... PRA Committee Member...** shall mean the elected (voting) member for a three (3) year term.
- E... PRA Program Participant...** shall mean those individuals, from the Department for the Blind or the Department of Vocational Rehabilitation, who meet all requirements for admission to respective program Levels I, II, and III.

ARTICLE II -- CRITERIA FOR PRA PARTICIPATION

SECTION 1. PRA ELIGIBILITY: Participants are chosen from the Department of Vocational Rehabilitation and/or the Department for the Blind.

- A... Individual** may be eligible for PRA application six (6) months from date of employment.
- B... Applicants** must have obtained approval from their immediate supervisor.

SECTION 2. PRA APPLICATION PROCEDURES:

- A...** Enrollment dates for applications shall be June 1 to June 30 each year. Interested individuals should obtain the PRA-1 (Application Form) from any PRA Committee member.
- B...** The completed Application Form, with necessary signature, must be returned to any PRA Committee Member.
- C...** PRA Committee Chair shall review the completed application and check to affirm that all requirements are met and that all necessary information on the Application Form is complete.
- D...** The Applicant is notified of acceptance into the Program and assigned a mentor.
- E...** Efforts will be made to limit the size of each class (Levels I, II, and III) to a maximum of twenty-five (25) participants.

SECTION 3. COMPLETION OF THE PRA PROGRAM: The identified steps must be followed in order to complete the PRA Program:

- A...** Attend PRA Workshops - each workshop (Levels I, II, and III) shall cover one week which includes registration, training in seven (7) modules, and the Test.
- B...** Successfully complete the specified **Test** upon completion of training in Levels I, II, and III.
- C...** Complete an approved Project as defined in Section 4B.
- D...** Successful completion of sixty (60) elective hours of additional job related training activity. Only those elective hours accumulated after the beginning date of the participant's Level I training will be accepted.
- E...** PRA Contact Hour Credit - at agency conferences/trainings, PRA signup sheets will be available and certificates of credit will be issued by the Department HRD Coordinator. Then, it will be the individual's responsibility to submit certificates of completion to the PRA Committee.
- F...** Program participants CANNOT test out of any of the identified PRA training modules.

SECTION 4. PRA APPROVED PROJECT:

- A...** The PRA-4 (Project Request Form) shall be completed by the participant and submitted to any PRA Committee member. Participant project work CANNOT begin until PRA Committee members review and approve project requests. **(BL-02)**

- B...** One (1) Project is required from every participant and must be completed within three (3) years of the Level I Training. The PRA project request must be approved by the committee within one year of the beginning date of Level I and completed prior to Level III Training.
- C...** Participant project requests reviewed and approved by the PRA Committee must focus on activity other than current job responsibilities or duties.
- D...** The program participant will be notified of Project Request Approval. The mentor must be contacted if problems occur regarding an approved project.
- E...** The participant's completed project is submitted to the Committee through the participant's mentor. Following Committee action, the participant shall be notified of the resulting decision.

SECTION 5. PRA APPROVED ELECTIVES:

- A...** Sixty (60) elective hours, of job-related training (See By-Laws Article II, Section 3.D), shall be required in addition to the modules contained in Levels I, II, and III. Only those elective hours accumulated after the beginning date of the participant's Level I training will be accepted. Classroom hours are calculated actual time involved in training, minus lunch and break times. PRA credited hours for a one (1) day training or for a one-half (1/2) day training session translates into:

One (1) day = Six (6) clock hours credit or;

One-half (1/2) day = Three (3) clock hours credit

College Credit Hours = Actual course credit hours (Ex. 3.0 = 3.0, 1.0 = 1.0, etc.)

- B...** Credit approval for more than the noted six (6) hours per day will require verification.
- C...** PRA Committee mentor shall review electives submitted by participants. Submitted hours approved shall be noted on the appropriate form and filed in the participant's folder.
- D...** Online learning experiences shall be evaluated to verify total number of hours earned.

SECTION 6. PRA TEST:

- A...** **CONFIDENTIALITY...** of the PRA Test is an important responsibility of all Committee members.

- B...** PRA Module presenters must submit seven (7) True/False or Multiple Choice questions to the Committee for inclusion in the Test from which five (5) will be used. Submitted questions must specifically relate to the presentation topic. If a Module has more than one (1) presenter, each presenter will submit four (4) questions from which five (5) questions shall be selected. Each of the three levels (I, II, and III) contain seven (7) Modules, requiring a total of thirty-five (35) Test questions. Each workshop within a specified Level will use the same Test items unless a presenter is different from the prior workshop(s). The University of Tennessee, Regional Rehabilitation Continuing Education Program (UT-RRCEP) consultants serve the PRA Committee in an advisory capacity regarding Test issues.
- C...** Test administration accommodations shall be provided upon request from participant and/or mentor.
- D...** PRA Committee members will prepare, administer, and grade the Test.
- E...** The designated time for the Test shall follow the last module of the specified workshop. Committee members charged with Test administration shall provide brief instructions and respond to participant questions. Once participants complete the Test, Committee members will collect the document.
- F...** Following the Test administration, PRA Committee members will grade test documents and participants will be notified of individual results within ten (10) working days.
- G...** **Passing Score...** Participants shall be notified of “Passing” results by letter.
- H...** **Not Passing Score...** If a “Not Passing” score occurs for any specific module(s), the participant must complete a research study of the specified module(s) in accordance with instructions established in the letter of notification. The research study is submitted to the Chair of the PRA Committee within sixty (60) working days of the date of notification. The PRA Chair will then request the module presenter(s) to review and approve the participant research study. The PRA Committee Chair will then receive and review the results and notify participant. Any “not passing” issue must be resolved before the participant can initiate action toward the subsequent PRA Level.

SECTION 7. PRA TIME LIMITS:

- A...** “Kentucky PRA” Certification must be acquired in three (3) years from the beginning of Level I training.
- B...** Any exception to the above (Section 7,A.) noted procedure must be submitted in writing by the participant and approved by the PRA Committee.

SECTION 8. PRA CERTIFICATION:

At successful completion of all PRA requirements, participants shall be provided with a Certificate pronouncing a designation of "Professional Rehabilitation Assistant."

SECTION 9. PRA MAINTENANCE:

- A...** The completion of ten (10) contact hours of job related training every calendar year shall be required to retain PRA Certification.
- B...** Maintenance contact hours shall be submitted annually on Form 2B for approval by the PRA Committee.
- C...** Upon retirement or transfer to another agency certification can be maintained by following standard procedures.

SECTION 10. PRA RECERTIFICATION:

PRA Certification terminates December 31st of each calendar year. When a "Certified Professional Rehabilitation Assistant" fails to maintain certification and seeks recertification, the identified procedure must be followed:

1. Submit a written explanation to the PRA Chair prior to the July Business/Planning Meeting stating reason for the lapse of certification.
and
2. Complete fifty (50) contact hours within that calendar year.
and
3. Failure to maintain certification for two (2) calendar years will require reacceptance into the program.

ARTICLE III -- ADMINISTRATION

SECTION 1. PRA COMMITTEE TERMS:

- A...** The term of each Committee member shall be three (3) years. Terms shall be staggered so that two (2) Committee members will be replaced annually (one member from each Department).

B... Nominations will be solicited, and an election will be scheduled.

C... PRA Committee membership should be preceded by a shadowing relationship.

SECTION 2. PRA COMMITTEE:

The PRA Committee shall make and administer policy of the Professional Rehabilitation Assistant Program. The Committee shall consist of six (6) voting members (three from each Department), the HRD Coordinator from each Department, and two consultants from the UT-RRCEP.

SECTION 3. COMMITTEE OFFICERS: As noted in Article IV, Section 4, of the PRA Constitution, the Officers shall be the (1) Chair, and (2) Secretary. Specified responsibilities shall be identified as:

A... The Committee **CHAIR** shall be elected by the voting Committee members, by secret ballot, at the Business/Planning Meeting in July (to assume office August 1). The position of the Chair shall rotate each year between the Department for the Blind and the Department of Vocational Rehabilitation voting members. The Chair shall be responsible for calling meetings, developing meeting agendas, and chairing all meetings.

B... The Committee **SECRETARY** shall be elected by the voting Committee members at the Business/Planning Meeting each year. The position of Secretary shall rotate each year between the Department for the Blind and the Department of Vocational Rehabilitation voting members. The Secretary shall be responsible for taking Committee meeting minutes, compile and forward minutes to each member, the Department HRD Coordinators, Department Commissioners, and the UT-RRCEP Consultants.

SECTION 4. RESPONSIBILITIES OF THE COMMITTEE: The duties of the PRA Committee members shall be to:

- A...** Attend Committee Meetings
- B...** Review and Accept Applications
- C...** Participate in Sponsored Workshops
- D...** Facilitate Modules
- E...** Review Submitted Electives, Projects, and Contact Hours
- F...** Serve as Mentors
- G...** Prepare, Administer, and Grade Test
- H...** Review and Revise Program Content
- I...** Prepare to accept PRA office appointment

SECTION 5. COMMITTEE MEMBER RESIGNATION:

The resignation of any Committee member shall be provided in a written statement, submitted to the PRA Chair, along with all accumulated PRA Program information.

SECTION 6. COMMITTEE MEMBER REPLACEMENT: The replacement must hold PRA Certification, and have the endorsement of the appropriate supervisor and Division Director. The identified steps shall be followed in obtaining a replacement.

- A...** The Chair shall notify the respective Department's HRD Coordinator of the pending vacancy and the type (field, facility, or Central Office) replacement required.
- B...** The PRA Committee shall send correspondence to the respective area (field, facility, or Central Office) requesting a maximum of three (3) nominations to be considered for the vacant position.
- C...** The nominations shall be returned to the PRA Chair where the top three (3) nominees will be submitted to the appropriate Commissioner for approval.
- D...** Upon approval of the nominees, ballots will be developed and distributed to the respective area (field, facility, or Central Office) for a vote.
- E...** Ballots will be returned to the respective HRD Coordinators to be tallied. The nominee will then be contacted by the Chair.

SECTION 7. UT-RRCEP CONSULTATION RESPONSIBILITIES:

- A...** Attend PRA meetings and offer consultative assistance as needed.
- B...** Participate in and assist with the development or modification of PRA program content.
- C...** Provide training and/or instruction at PRA sponsored workshops.

ARTICLE IV -- CONFLICTING BY-LAWS

Any portion of these By-Laws in conflict with regulations of the Department for the Blind, Department of Vocational Rehabilitation, Cabinet for Workforce Development, or other germane policies of the State of Kentucky shall be null and void.

ARTICLE V -- AMENDMENTS

The By-Laws of the Professional Rehabilitation Assistant (PRA) Program may be amended by the following procedures:

- A...** Any voting member wishing to propose an amendment to the By-Laws of the PRA shall submit a written proposal to the Committee Chair ten (10) working days prior to the Business/Planning Meeting in July for immediate distribution to all voting members.
- B...** Amendments to the PRA By-Laws shall be ratified by a majority of the voting membership.

ARTICLE VI -- MISCELLANEOUS

SECTION 1. RULES OF ORDER:

Roberts Rules of Order, Newly Revised, shall govern all meetings of the Professional Rehabilitation Assistant (PRA) Program.

SECTION 2. ADOPTION:

Immediately following the ratification of this Constitution and By-Laws of the Professional Rehabilitation Assistant (PRA) Program, subject to appropriate approval, the PRA Committee shall formally proceed with operations specified in this Constitution and By-Laws.

Ratified by the PRA Committee

DATE: July 23, 1997

Revised: July 22, 1998

Revised: July 20, 1999

Revised: July 28, 2000

Revised: April 4, 2001

Revised: May 15, 2001

Revised: January 23, 2003

Policy and Procedures for PRA

Clarification Notes

- a.** Each Committee Member shall be responsible for co-facilitating at least two (2) modules in the Level I, Level II, and/or Level III sponsored workshop.
- b.** The Committee member may facilitate identified modules by either conducting the training themselves or by contacting an outside source to offer the specified training. When contracting an outside source, the approved procedures shall be to:
 1. Send the identified presenters a letter and form to be completed and returned;
 2. Approval must be obtained if a fee, or travel costs, is required;
 3. Send completed Presenter's form to PRA Chair;
 4. Send Presenter's handouts (if any) to the PRA Chair (or designated person) for appropriate formatting and/or accommodations; and
 5. Obtain appropriate written items (questions) for inclusion on the Test.
- c.** Any Committee member electing to present a module may receive assistance from the Department HRD Coordinator(s) and/or the UT-RRCEP Consultants.
- d.** Shadowing of Committee member will take place one (1) year prior to taking office. New member is required to attend the January/February Planning Meeting and one (1) training session consisting of a minimum of two (2) days.
- e.** Program Content shall consist of Levels I, II, and III with revisions and modifications as needed upon approval of committee.

LEVEL I:

- The Rehabilitation System and Process
- Disability Awareness
- Americans with Disabilities Act
- Consumer Relations
- Technology/Rehabilitation Engineering
- Effective Assistant/Supervisory Relations
- Professionalism at Work

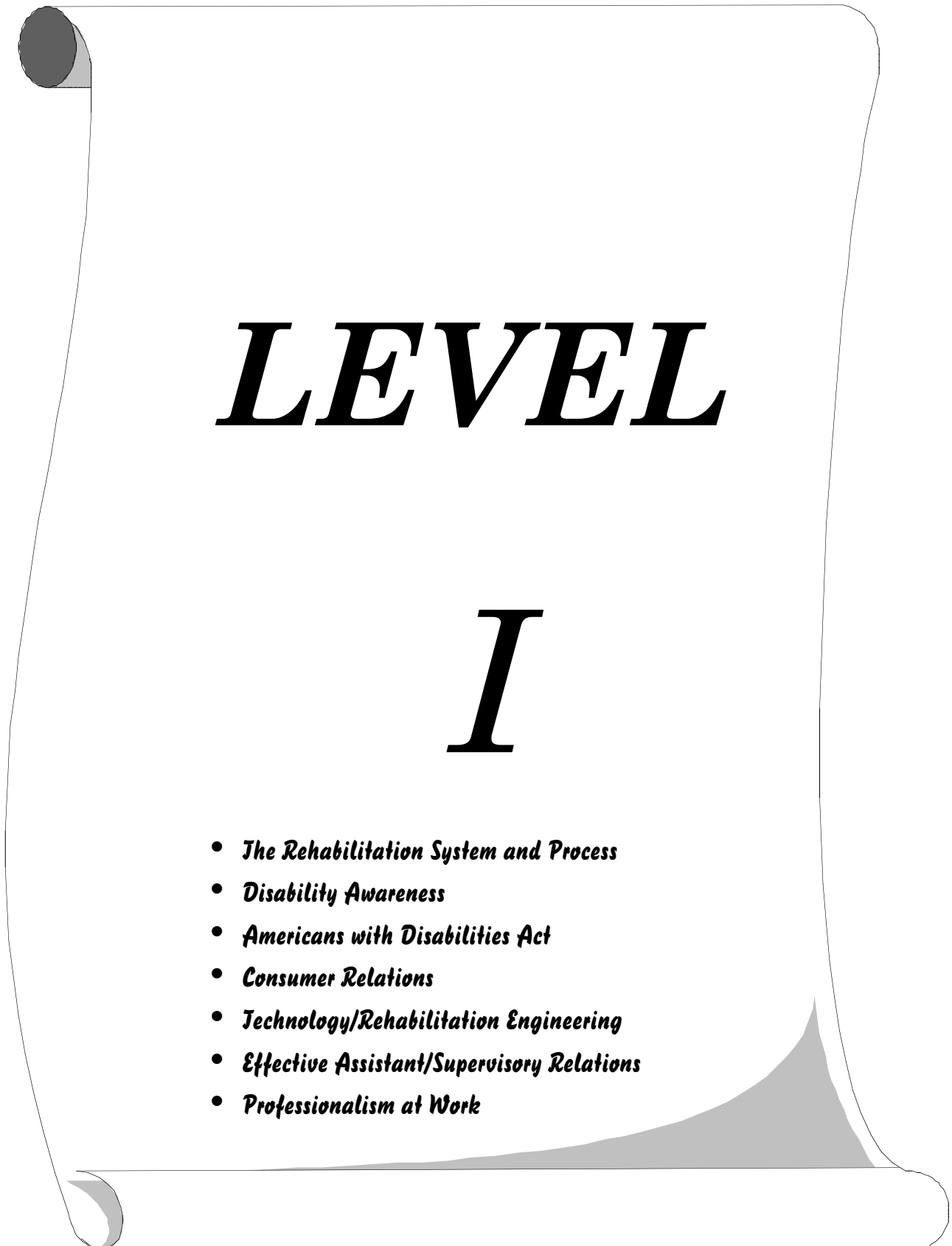
LEVEL II:

- Memory Retention
- Power Communication
- Presentation Skills
- Rehabilitation Interviewing Skills
- Developing and Implementing the Employment Search
- Medical Terminology
- Oh, My Aching Back and Ergonomics

LEVEL III:

- The Seamless Work Environment
- Planning Your Financial Future
- Marketing Employment Skills -- “It’s Everybody’s Job”
- Enriching the Work Experience
- It’s About Time!
- Coping with Difficult Behaviors
- Basic First Aid

- f. A letter will be composed and sent to all participants. A copy of all correspondence to the participants must be sent to the PRA Chair.



LEVEL

I

- ***The Rehabilitation System and Process***
- ***Disability Awareness***
- ***Americans with Disabilities Act***
- ***Consumer Relations***
- ***Technology/Rehabilitation Engineering***
- ***Effective Assistant/Supervisory Relations***
- ***Professionalism at Work***

THE REHABILITATION SYSTEM AND PROCESS

I

GOAL:

To provide knowledge of the public rehabilitation program as funded by federal and state governments to assist individuals with disabilities.

LEARNER OBJECTIVES:

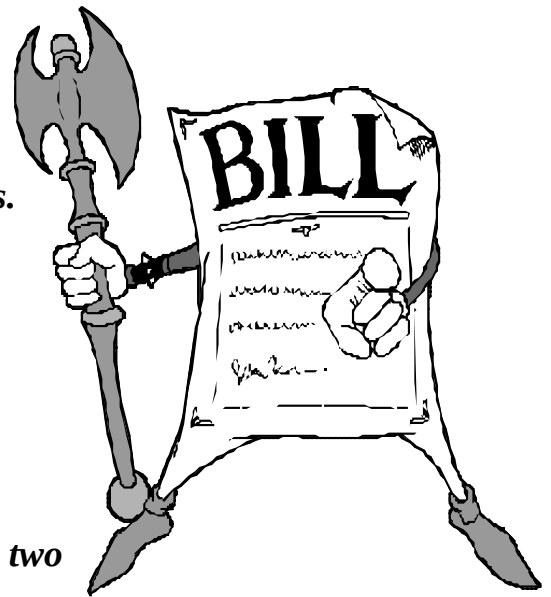
Learn the basic structures of the rehabilitation agencies.

Become aware of the funding process that provides the base for operations and client services.

Learn the mechanisms for allocation of funds in the agencies.

Become familiar with the budget process that drives the two rehabilitation agencies.

Recognize the implication of the rehabilitation streamline process.



TOPICS TO BE DISCUSSED:

Source of Funds/Allocation of Funds

Budget Process

DFB Service Delivery System

DVR Service Delivery System

Reauthorization Update

Procurement Card



DISABILITY AWARENESS

I

GOAL:

To enhance awareness and sensitivity toward individuals with disabilities.

LEARNER OBJECTIVES:

Learn the correct terminology that will enhance interaction with persons with disabilities.

Learn several basic “introductory” signs to communicate with persons with hearing impairments.

Become aware of the correct manner to be a guide for persons with vision impairments.

Become familiar with the process of reading braille.

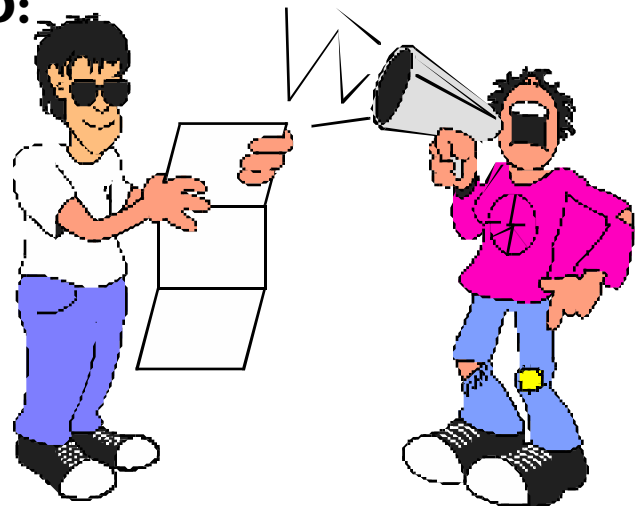
TOPICS TO BE DISCUSSED:

Interacting

Signing

Braille

Disability Etiquette



AMERICANS WITH DISABILITIES ACT

I

GOAL:

To become familiar with the Americans with Disabilities Act.

LEARNER OBJECTIVES

A basic hands-on understanding of ADA:

ADA for Professional Rehabilitation Assistants

Title I - Employment

Title 2 - State Government's Role & Responsibilities

Title 3 - Access to Goods & Services

Title 4 - Telecommunications

Title 5 - Miscellaneous Provisions

TOPICS TO BE DISCUSSED

Public Accommodation Issues

Employment

State Government Requirements



CONSUMER RELATIONS

I

GOAL:

To provide quality services to all Consumers.

LEARNER OBJECTIVES:

Understand the elements of a Consumer driven service.

Implement the process of positive Consumer relations.

To recognize vendor hurdles and to develop a specific diplomatic response.

TOPICS TO BE DISCUSSED:

Consumer Driven Service

Improved Consumer Relations

Vendor Relations



TECHNOLOGY/REHABILITATION ENGINEERING

I

GOAL:

To enhance knowledge of available technology.

LEARNER OBJECTIVES:

Rehabilitation Technology

Understand the implications of rehabilitation technology in assisting persons with disabilities.

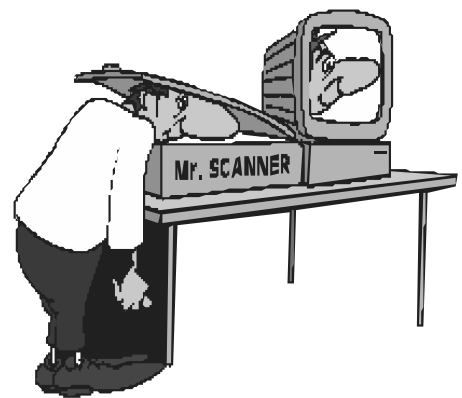
Gain "hands-on" experience in working with various forms of technology.

TOPICS TO BE DISCUSSED

Terminology

Accessible Communication

Adaptive Rehabilitation Equipment Fair



EFFECTIVE ASSISTANT/ SUPERVISORY RELATIONS

I

GOAL:

Promote quality assistant/supervisory working relationships.

LEARNER OBJECTIVES:

Identify various management styles.

Recognize the style(s) of your own supervisor(s).

Learn the five characteristics of an effective assistant/supervisor relationship.

Recognize how negotiation skills can be used to develop appropriate job expectations for assistant/supervisors.

Learn five dimensions of open and closed relationships.

TOPICS TO BE DISCUSSED:

Understanding Supervisory Styles

Listening Skills/Response Skills

Negotiation Skills

Open/Closed Relationship



PROFESSIONALISM AT WORK

I

GOAL:

Explore opportunities for professional growth.

LEARNER OBJECTIVES:

Become aware of the assistant's role as a member of the rehabilitation team.

Learn professional guidelines for making ethical decisions.

Learn the importance of first impression images.

Understand how professionalism is enhanced through dress and effective attire.

TOPICS TO BE DISCUSSED:

Code of Ethics

First Impressions

Confidentiality

Importance of Team Work



LEVEL

II

- ***Memory Retention***
- ***Power Communication***
- ***Presentation Skills***
- ***Rehabilitation Interviewing Skills***
- ***Developing and Implementing the Employment Search***
- ***Medical Terminology***
- ***Oh, My Aching Back and Ergonomics***

MEMORY RETENTION

II

GOAL:

To provide techniques on how to improve the effectiveness of memory.

LEARNER OBJECTIVES:

Learn the factors that affect memory.

Learn techniques on how to improve memory.

Learn to retain and recall names and faces.

Remember facts and data.

TOPICS TO BE DISCUSSED:

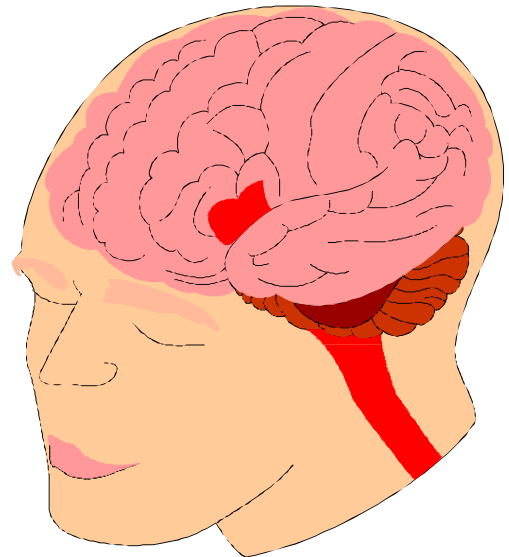
The Memory Process

Physical Activity/Aging/TBI

Understanding Consumers with Memory Loss

Techniques for Memory Retention

Learning exercises



POWER COMMUNICATION

II

GOAL:

Enhance assistants ability toward equal communication interaction.

LEARNER OBJECTIVES:

Identify the dimensions of power communication.

Explore effective use of power communication techniques.

Learn the impact of verbal & nonverbal communication.

Discuss patterns that interfere with communicating authentically.

TOPICS TO BE DISCUSSED:

Traditional view of communication

Assessing personal power

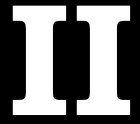
Inner voice communication

Authentic communication

Verbal or nonverbal behavior



PRESENTATION SKILLS



GOAL:

To provide individuals with the necessary skills to make effective presentations.

LEARNER OBJECTIVES:

Develop effective presentation.

Explore techniques for developing confident presentations.

Organize and present effective presentations.

Experience a presentation exercise.

TOPICS TO BE DISCUSSED:

Overcoming Stage Fright

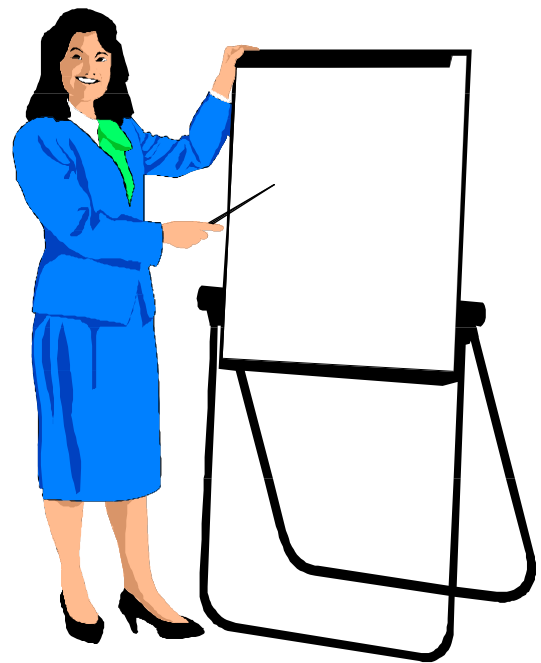
“Do’s and Don’ts” of Effective Presentations

Speech Delivery

Researching and Knowing Your Subject/Material

Power Point

Modeling Power-Point presentations



REHABILITATION INTERVIEWING SKILLS

II

GOAL:

This program will increase participant's awareness of the information that should be collected and disseminated during interview sessions.

LEARNER OBJECTIVES:

Define types of interviews.

The development of systematic strategies to meet the objectives of the interview.

Understand the importance of case record documentation.

Discuss and demonstrate facilitative response skills.

TOPICS TO BE DISCUSSED:

Systematic Interview Planning

Intake Interview Skills

Effective Information Collection

Effective Information Dissemination

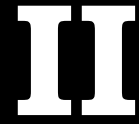
Case Recording

Follow-up Issues

Psycho-Social Issues



DEVELOPING AND IMPLEMENTING THE EMPLOYMENT SEARCH



GOAL:

How to conduct an effective job search

LEARNER OBJECTIVES:

Identify effective resume development skills

Know the area job market(s)

Utilize technology to promote job search

Understand interview procedures and techniques

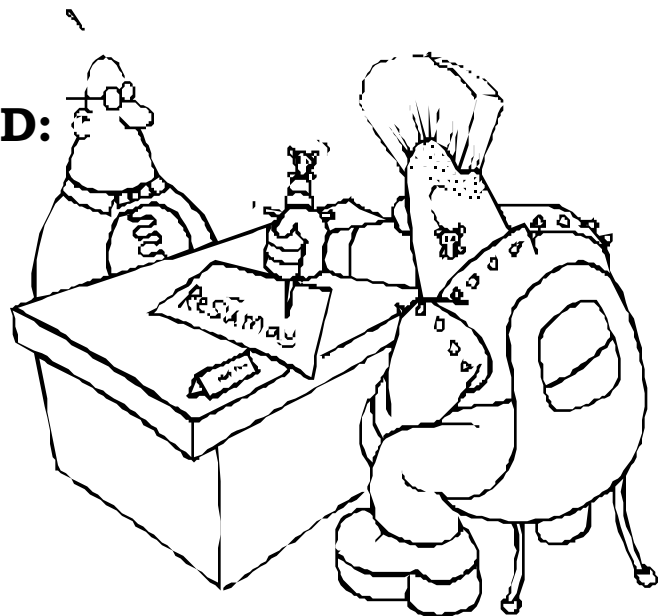
TOPICS TO BE DISCUSSED:

What to do, where to go?

Creative resume development

Positive employer impressions

Methods for seeking employment



MEDICAL TERMINOLOGY

II

GOAL:

To provide an introduction to basic medical terminology that will enable assistants to recognize, spell and understand commonly used medical terms.

LEARNER OBJECTIVES:

Become aware of basic medical terminology.

Understand suffixes, prefixes and other parts of medical terms.

Understand how to use resource material for locating specific information.

TOPICS TO BE DISCUSSED:

Prefixes/Suffixes/Acronyms

Medical Terms:

Visual Disabilities

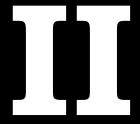
Orthopedic

Other Common Diseases

Available Resources



OH, MY ACHING BACK AND ERGONOMICS



GOAL:

To obtain information on ergonomics to adapt your work station to accommodate appropriate needs.

LEARNER OBJECTIVES:

Learn how to do an ergonomic evaluation of your work station.

Learn how to modify your work station based on the ergonomic evaluation.

Learn preventive and therapeutic exercises.

TOPICS TO BE DISCUSSED:

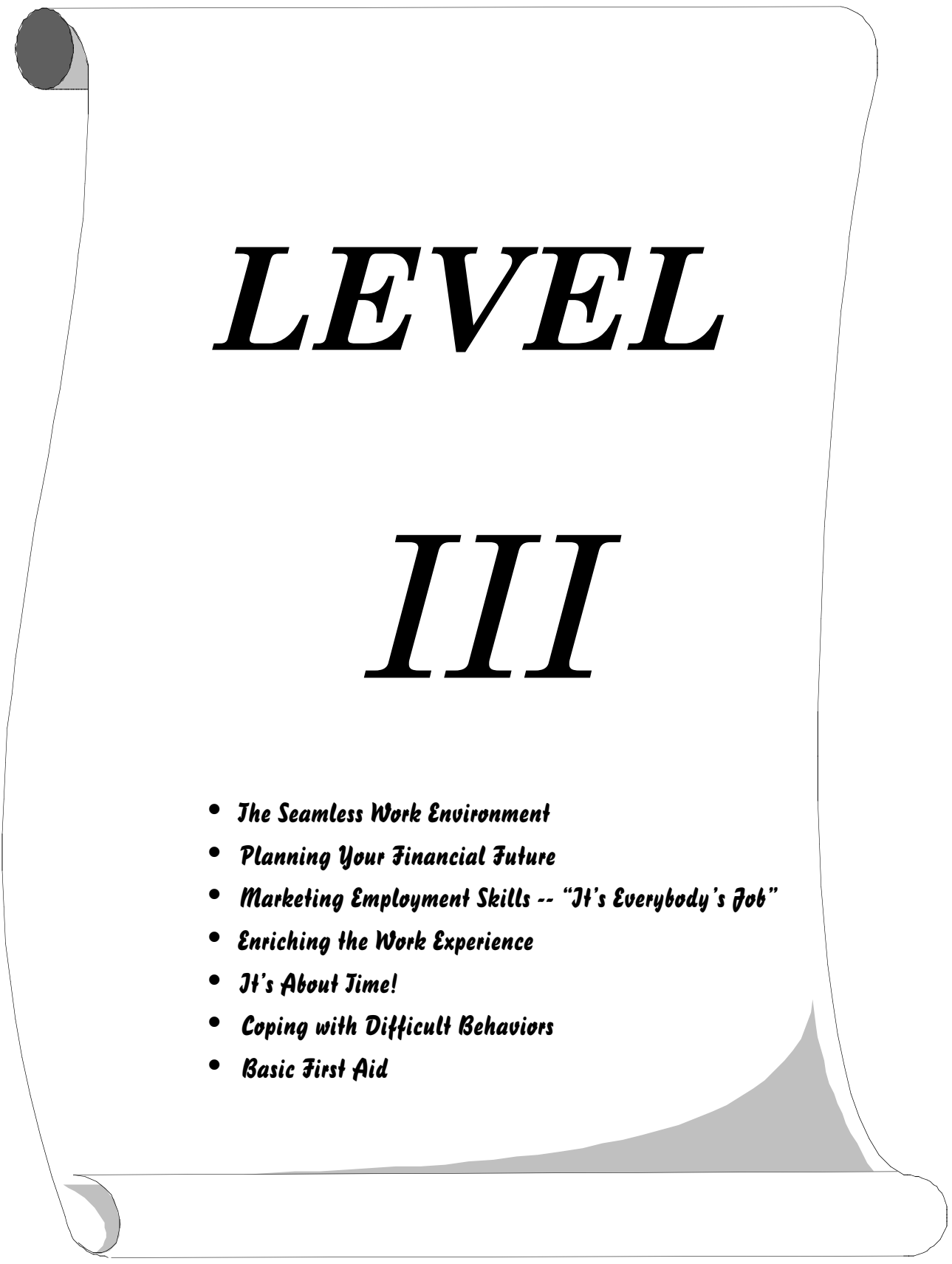
Ergonomic Evaluation

Workplace Modification

Preventive Exercises

Therapeutic Exercises



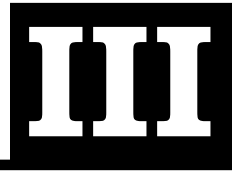


LEVEL

III

- ***The Seamless Work Environment***
- ***Planning Your Financial Future***
- ***Marketing Employment Skills -- "It's Everybody's Job"***
- ***Enriching the Work Experience***
- ***It's About Time!***
- ***Coping with Difficult Behaviors***
- ***Basic First Aid***

THE SEAMLESS WORK ENVIRONMENT



GOAL:

Collaborative approach to obtaining services.

LEARNER OBJECTIVES:

Describe Partner Responsibilities

Understand the One-Stop System

Identify the benefits of a Collaborative Service Approach

Explore Barriers of a Collaborative Service Approach

Assist Consumer utilization of resources

TOPICS TO BE DISCUSSED:

Workforce Investment Act Legislation

Rehabilitation Act Legislation

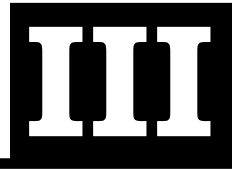
Identify Partners

Partner Obligations

What's my role?



PLANNING YOUR FINANCIAL FUTURE



GOAL:

Making informed choices regarding your financial future.

LEARNER OBJECTIVES:

Explore personal financial opportunities

Connect realistic potential with existing opportunities

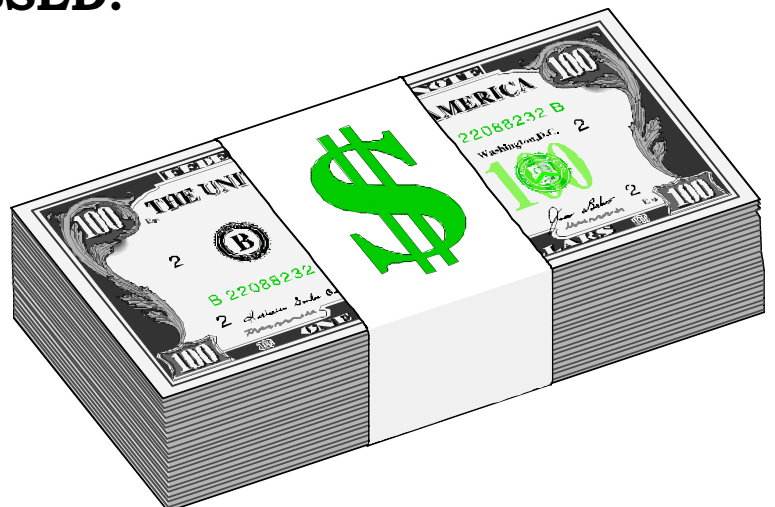
Discuss retirement issues

TOPICS TO BE DISCUSSED:

Investing Wisely

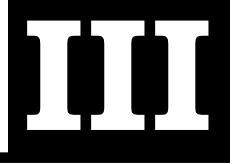
Deferred Compensation

Financial Advisement Resources



MARKETING EMPLOYMENT SKILLS

“IT’S EVERYBODY’S JOB”



GOAL:

This program will provide the skills necessary for assisting the customer with effective job search and retention skills.

LEARNER OBJECTIVES:

Understand how to use resource materials for resume development

To become familiar with current job search trends.

How to use various techniques to market customer employability

To identify behavior that causes people to lose jobs

TOPICS TO BE DISCUSSED:

Job Search/Internet

Appropriate Appearance

Employment Interview Techniques

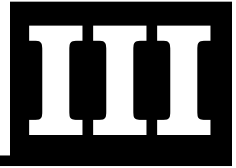
- a) *How to answer
(strengths and weaknesses)*
- b) *What to ask*

Job Retention

Models of Employment (Job Club, Supported Employment, Selective Placement, etc.)



ENRICHING THE WORK EXPERIENCE



GOAL:

Develop a positive attitude toward work.

LEARNER OBJECTIVES:

Explore strategies for turning negatives into positives

How to make a good situation better

Understanding importance of attitude on outcome behaviors

Recognize opportunities to enliven the workplace

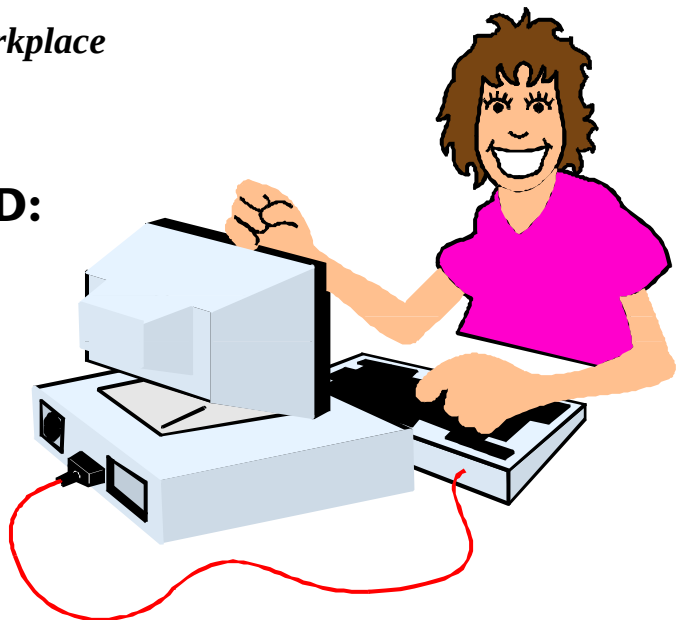
TOPICS TO BE DISCUSSED:

Humor in the Workplace

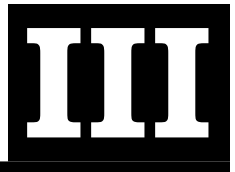
Motivating Yourself

Neutralize Stress/Burnout

It's Up to me!



IT'S ABOUT TIME



GOAL:

Work smarter not harder

LEARNER OBJECTIVES:

Learn facts and myths of time management

Identify daily priorities

Establish efficient strategies for effective time use

Learn how to deal with interruptions

Expire time management problems and seek solutions

Examine “The time of your life”

TOPICS TO BE DISCUSSED:

“The time of your life”

Organizing your time

Urgent vs Important

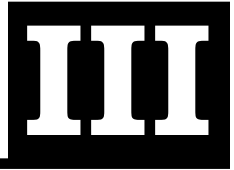
When to say “No”

A test of time

Problems and solutions



COPING WITH DIFFICULT BEHAVIORS



GOAL:

Explore, identify, and understand the personal dimensions of coping with difficult behavior

LEARNER OBJECTIVES:

Learn 10 distinctly different patterns of difficult behavior

Identify the persons with difficult behavior in our daily lives

Provide basic steps to cope effectively with difficult behavior

Discuss opportunities for new practice skills

TOPICS TO BE DISCUSSED:

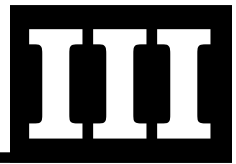
Defining patterns of difficult behavior

Basic steps

Practice skills



BASIC FIRST AID



GOAL:

Learn how to recognize and respond to medical situations/emergencies

LEARNER OBJECTIVES:

Learn how to analyze and assess the situation/emergency

Learn techniques for appropriate action

Assess your personal health

TOPICS TO BE DISCUSSED:

How to Protect yourself

Blood born Pathogens

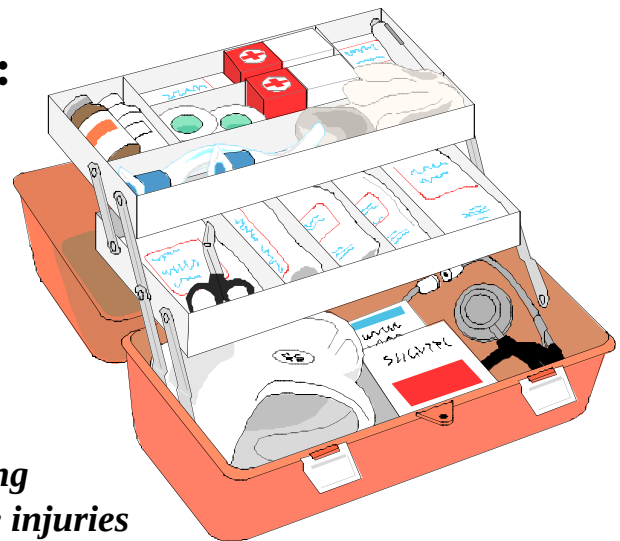
How to interact with injured individuals

Basic first aid techniques

- | | |
|----------------------|--------------------|
| A. Seizure | D. Choking |
| B. Diabetic reaction | E. Simple injuries |
| C. Chest Pain | |

Responsibility and liability issues

Mini Health Fair (blood pressure; diabetic screening; hearing; etc.)



**PRAP
ADMINISTRATION
FORMS
SECTION**

-FORMS-

Forms to be used by the participants are:

PRA-1	Application
PRA-2A	Elective Completion
PRA-2B	Maintenance Form
PRA-3	Project Request
PRA-4	Sign-In Sheet
PRA-5	PRA Training Evaluation
PRA-6	PRA Program Checklist
PRA-7	PRA Test Result Form
PRA-8	Presenter's Form
PRA-9	Statistical Information
PRA-10	PRA Committee Member Ballot

PROFESSIONAL REHABILITATION ASSISTANT PROGRAM

Application

Name: _____

SS#: _____

Department: ☐ DVR ☐ DFB

Office Address: _____

Office Phone: _____

Office Fax: _____

E-mail Address: _____

Beginning Employment Date: _____
(with Rehabilitation Services)

Job Title: _____

Supervisor's signature indicates that this applicant has at least a "good" overall performance of job duties.

Supervisor signature_____
Date

.....

I understand that:

- 1. I must complete all program requirements to receive PRA Certification**
- 2. Completion of this program does not guarantee a salary increase**
- 3. I may withdraw at any time or be released from the program without any effect on my present job.**

Applicant signature_____
Date

.....

Acceptance Signature _____

Mentor _____

DEPARTMENT ☐ DVR ☐ DFB

List below training programs that you have attended to be considered toward the 60 elective hours required by the PRA Program. Please submit a certificate of completion and/or attendance verification for each program that includes the number of contact hours earned. You should bring the completed form to your next regularly scheduled PRA Training.

COURSE TAKEN	PROVIDED BY	DATE TAKEN	HOURS EARNED
TOTAL			

COMMENTS:

DEPARTMENT ☐ DVR ☐ DFB

Box 1

Revised: January 23, 2003

PROJECT REQUEST

NAME: _____ S.S. # _____

DEPARTMENT: ☐ DVR ☐ DFB

OFFICE ADDRESS: _____ OFFICE PHONE: _____

I AM SUBMITTING THE FOLLOWING PROJECT PROPOSAL FOR CONSIDERATION

TITLE: _____

DETAILED DESCRIPTION: _____

STEPS TO COMPLETE PROJECT:

1 _____

2 _____

3 _____

4 _____

5 _____

(If more space is required, attach another sheet of paper)

SIGNATURE: _____ DATE: _____

PARTICIPANT NOTIFICATION OF ACTION

() APPROVED

() NOT APPROVED

DATE _____

DATE _____

FOLLOW-UP REQUIREMENTS _____

CHAIR SIGN-OFF LINE _____

Revised: January 23, 2003



PRA-4

PROFESSIONAL REHABILITATION ASSISTANTS WORKSHOP
Sign-In Sheet

<u>Participant</u>	<u>Social Security Number</u>
1	
2	
3	
4	
5	
6	
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11	
12	
13	
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24	
25	

Revised: July 28, 2000

TRAINING EVALUATION

Please check one response that best describes your reaction to the following items:

RESPONSES

(Name of Module)	Disagree	Agree	Strongly Agree
1. The speaker(s) were well prepared and informative 2. The ideas, materials and activities were interesting 3. The sessions helped increase my skills, knowledge, and abilities 4. I plan to use information and techniques learned in this module on the job			
(Name of Module)	Disagree	Agree	Strongly Agree
1. The speaker(s) were well prepared and informative 2. The ideas, materials and activities were interesting 3. The sessions helped increase my skills, knowledge, and abilities 4. I plan to use information and techniques learned in this module on the job			
(Name of Module)	Disagree	Agree	Strongly Agree
1. The speaker(s) were well prepared and informative 2. The ideas, materials and activities were interesting 3. The sessions helped increase my skills, knowledge, and abilities 4. I plan to use information and techniques learned in this module on the job			
(Name of Module)	Disagree	Agree	Strongly Agree
1. The speaker(s) were well prepared and informative 2. The ideas, materials and activities were interesting 3. The sessions helped increase my skills, knowledge, and abilities 4. I plan to use information and techniques learned in this module on the job			

(Name of Module)	Disagree	Agree	Strongly Agree
1. The speaker(s) were well prepared and informative 2. The ideas, materials and activities were interesting 3. The sessions helped increase my skills, knowledge, and abilities 4. I plan to use information and techniques learned in this module on the job			
(Name of Module)	Disagree	Agree	Strongly Agree
1. The speaker(s) were well prepared and informative 2. The ideas, materials and activities were interesting 3. The sessions helped increase my skills, knowledge, and abilities 4. I plan to use information and techniques learned in this module on the job			
(Name of Module)	Disagree	Agree	Strongly Agree
1. The speaker(s) were well prepared and informative 2. The ideas, materials and activities were interesting 3. The sessions helped increase my skills, knowledge, and abilities 4. I plan to use information and techniques learned in this module on the job			

⇒ Please list any suggestions for improving any module presented this session:

⇒ Please list any recommendations for future module subjects, topics, or presenters:

⇒ Please make any other comments or suggestions: _____



THANK YOU



Revised: April 04, 2001

**PRA PROGRAM
CHECKLIST**

NAME: _____ S.S.# _____

DATE APPLICATION RECEIVED: _____

LEVEL I TRAINING DATE: _____

PROJECT NAME/DATE APPROVED:: _____

COMPLETED 60 CONTACT HOURS: _____
Verification attached

MENTOR: _____

COMMENTS: _____

LEVEL I	Passed ()	Failed ()	Completed ()	Incomplete ()
DATE: _____	Location: _____			

LEVEL II	Passed ()	Failed ()	Completed ()	Incomplete ()
DATE: _____	Location: _____			

LEVEL III	Passed ()	Failed ()	Completed ()	Incomplete ()
DATE: _____	Location: _____			

Revised: January 23, 2003

TEST RESULTS
COMMITTEE USE ONLY

NAME: _____

DVR: ☐ DFB: ☐

MODULE	# CORRECT	# INCORRECT	PASS/RESEARCH NEEDED
1.			
2.			
3.			
4.			
5.			
6.			
7.			

**Three correct items per module indicates passing.

PRESENTER'S FORM
Professional Rehabilitation Assistant Program

NAME _____ TITLE _____

ADDRESS _____ PHONE _____

TOPIC _____

FAX# _____

EMAIL
ADDRESS _____

TIME OF PRESENTATION _____ DATE OF PRESENTATION _____

EQUIPMENT NEEDS

() VCR () OVERHEAD PROJECTOR () FLIP CHART

() EASEL () OTHER _____

Please include information on yourself that may be used for introduction.

LODGING (if needed) which nights _____

List any special needs _____

Please return form to: _____

Revised: January 23, 2003

PRA COMMITTEE MEMBER BALLOT

DEPARTMENT OF VOCATIONAL REHABILITATION (DVR)

Field

Facility

Central Office

DEPARTMENT FOR THE BLIND (DFB)

Field

Facility

Central Office

VOTE FOR ONLY ONE (1) PERSON

NOTE: If more than one person is voted for, the ballot will be discarded.

PLEASE RETURN THIS BALLOT BY: _____

Sample Correspondence



Professional Rehabilitation Assistant's Program

*Kentucky Department for the Blind 502-564-4754
Kentucky Department of Vocational Rehabilitation 502-564-4440*

Equal Education and Employment Opportunities M/F/D



PRESENTER'S LETTER FORMAT

Professional Rehabilitation Assistant's Program

Date

Address

Dear

The Professional Rehabilitation Assistant's Program (PRA) is a joint agency certification program, co-sponsored by the Department of Vocational Rehabilitation and the Department for the Blind. The PRA Committee would like you to present on the subject of (Module title) at our next training, scheduled for (dates) at (facility) in (city).

We have taken the liberty of penciling you in on our schedule to speak on (date) from (beginning time) to (ending time). A copy of the learning objectives and goals for your module are enclosed. The participants have a PRA notebook which they bring with them to each training. We will need a copy of all handout materials and print copies of any transparencies you plan to use so we can prepare them for distribution on the first day of the training. We will also need seven (four each if there are two presenters) true/false or multiple choice questions from the material to be covered for testing purposes.

For your convenience, we will convert your materials to alternative formats, however you must provide us a disk containing your material or submit it to me by email. We must have your packet by (deadline date).

Please complete the enclosed presenter's form and return it to me, by (deadline date). This gives us time to arrange for any equipment you may have requested.

We look forward to your participation in our training. However, if for any reason, you are unable to participate in this training, please notify me by (deadline date) so that I can make other arrangements. If you have any questions, please feel free to call me at (phone #).

Sincerely

(your name)
PRA Committee
(your address)

*Kentucky Department for the Blind 502-564-4754
Kentucky Department of Vocational Rehabilitation 502-564-4440*

Revised: January 23, 2003



Professional Rehabilitation Assistant's Program

Date

Address

Dear

The PRA Committee appreciates the time you took from your busy schedule to participate in the Level II training on (date).

As you know, a test was administered on the final day of the training. The criteria, set forth in the PRA Program, for the successful completion of that test is to achieve three (3) out of five (5) correct answers for each of the seven modules. You did well in modules 1-3 and 5-7 but **module 4, Rehabilitation Interviewing Skills**, will need to be completed by writing a research paper dealing with the material contained in the module. The paper, two pages double spaced, is to be **submitted to the PRA Chair within 60 working days of the date of this letter**. I, in turn, will request the appropriate module presenter to review your paper. Upon approval, you will be eligible for Level III along with the rest of your group. **This process is totally confidential.**

We look forward to seeing you again in Level III. You will receive further information about Level III when the date and location are chosen.

Sincerely

Name

PRA Chair

Address



REQUEST REVIEW OF PAPER

Professional Rehabilitation Assistant's Program

Date

Address

SUBJECT: Review of Paper

Enclosed you will find a paper written on the (module topic) section of the PRA program.

This participant did not pass the portion of the final test dealing with this area. In accordance with our guidelines, the participant has written a paper pertaining to the noted area. As the main presenter of this topic, I am requesting that you read the paper to see if the participant has met the goals and objectives established for this module. Please make your decision, and contact me by (Date) so I can inform the participant as to whether or not they can proceed into Level ____.

I would like to take this opportunity to thank you for participating in the PRA training. A review of the evaluations done by the participants indicate that they truly enjoyed your presentation and felt that they learned a great deal from it. I am truly grateful for the time and effort you were willing to invest in this project and look forward to working with you again.

Sincerely

Name

PRA Chair

Address



RESULTS OF PAPER

Professional Rehabilitation Assistant's Program

MEMORANDUM

TO:

FROM:

DATE:

SUBJECT: Results of Paper Submittal

CONGRATULATIONS!!! I submitted your paper to (name) for approval and he/she has informed me that you have successfully completed the module on "(module name)". You will now advance to the upcoming Level ____ training. We will be contacting you with the pertinent information concerning the level once all of the final arrangements have been made.

I look forward to seeing you again in Level ____.

Date

Address

Dear PRA Certified Assistants:

The PRA Committee is soliciting nominations for vacancy(ies) for member replacements. Nominees must be PRA certified. (See attached listing.) Please check with your nominees to verify their willingness to serve prior to name(s) submission. We are requesting a maximum of three (3) nominations.

Please return your nomination to, (PRA Chairperson) located at (Chairperson's work address) no later than (date).

Thank you for your valuable assistance and prompt response.

Sincerely,

PRA Committee

NOMINATIONS FOR PRA COMMITTEE MEMBER:

KENTUCKY

PROFESSIONAL REHABILITATION ASSISTANT

CODE OF ETHICS

Mission

The mission of the Professional Rehabilitation Assistant is to uphold the management philosophy of the Kentucky Department of Vocational Rehabilitation and/or the Kentucky Department for the Blind. This mission is based upon mutual respect and trust of all employees and consumers with disabilities whom we serve, thereby insuring the best possible services to persons with disabilities. As Professional Rehabilitation Assistants, we are responsible for our actions and shall act in accordance with the following principles to meet those obligations.

Principles

WE SHALL uphold principles for which the Departments stand and see that policies are implemented, enforcing rules and regulations impartially.

WE SHALL respect the worth and dignity of consumers, supervisors and co-workers.

WE SHALL speak, write or act in a professional manner so as to bring credit to the Departments.

WE SHALL protect the confidentiality of consumer and Department information by adhering to germane regulations and policies.

WE SHALL demonstrate competency in managing conduct, time and assignments in such a way as to facilitate team contributions for the maximum benefit of the Departments.

WE SHALL maintain awareness of personal relationships which may pose potential conflicts of interest when making job-related decisions.

WE SHALL exhibit courtesy and temperance in situations of conflict, whether with Department personnel or with persons/groups outside the Departments.

WE SHALL relate to both community and peers at levels of responsibility and integrity worthy of a Professional Rehabilitation Assistant.

WE SHALL use public resources for public good, not for personal gain, allowing no special considerations or favors to any persons/group.