**Coordinated Team Approach - Best Practices for Vocational Rehabilitation Agencies – Script Draft**

**Intro – Slide 1: Coordinated Team Approach**

Coordinated Team Approach or CTA

**Slide 2: Substantial Gainful Activity Project Intervention**

Coordinated Team Work ApproachIs one of Four Substantial Gainful Activity (SGA) project’s interventions, which include:   
Increased Pace of Services, Financial Empowerment, and Job Placement.

**Slide 3: Substantial Gainful Activity Project Intervention**

The Substantial Gainful Activity (SGA) project’s innovative use of Coordinated Team Approach (CTA) is an efficient method to lead Social Security Disability Insurance (SSDI) beneficiaries towards earning above SGA level funding.

**Slide 4:** Brings together the expertise of VR Counselors, Benefits Counselors, & Job Specialists to help SSDI Beneficiaries transition from benefits to employment.

**Slide 5:** The goal of CTA is to provide a comprehensive and holistic approach to SSDI beneficiaries' rehabilitation engagement and employment process by bringing together an array of expertise from team members.

**Slide 6:** Here are five best practices developed based on the results of the Mathematica Report from Kentucky and Minnesota demonstration sites to assist with implementing CTA into Vocational Rehabilitation services.

**Slide 7: Number 1, Get Leadership & Staff Buy-in**

**Slide 8:** Coordinated Team Approach requires that both leadership and staff must be on board with the new approach to services. Resistance to change may occur. Involving leadership and staff with planning can help mitigate tensions and encourage buy-in from reluctant personnel.

**Slide 9: Number 2, Open and Active Communication:**

**Slide 10:** Establish strong lines of open communication that define roles and responsibilities for leadership and CTA team members.

**Slide 11:** Develop a communication mechanism that encourages feedback during the planning and implementation process to quickly respond to issues

**Slide 12:** and celebrate success!.

**Slide 13: Number 3, Early & Continuous Training and Support:**

**Slide 14:** Early and ongoing training is vital to successful implementation of CTA.

**Slide 15:** Training may include but not limited to:

SGA enhanced service provision training,

Leadership and facilitation skills training,

Financial and benefits training

**Slide 16: Number 4, Embrace Adaptability:**

**Slide 17:** Survey the unique strengths and challenges of your agencies and adapt CTA based on the needs of your clients and staff, which may include adopting flexible scheduling, use of technology, or shifting roles and responsibilities.

**Slide 18: Number 5, Adequate staffing:**

**Slide 19:** VR agencies that have adequate staff support are more successful in implementing CTA.   
  
**Slide 20:** Effective "teaming" or delegation of roles and responsibilities amongst CTA members can help with the challenges of understaffing and large caseloads.   
  
**Slide 21:** Increase in support personnel to assist CTA members has proven to be effective.

**Slide 22:** The best practices derived from the Kentucky & Minnesota Substantial Gainful Activity (SGA) Project Demonstration Final Evaluation Reports produced by Mathematica Policy Research.

**Slide 23 Final Slide**: Learn more about The Substantial Gainful Activity Project’s Innovations at   
www.explorevr.org/returntoworkssdi