

WorkLink, TransCen, Inc.’s San Francisco-based employment service, provides three levels of direct support for job seekers with disabilities: *Integrated Work* (a hybrid service that combines supported employment and community-based day services for individuals with more complex support needs), *Supported Employment* (individuals whose main service need is employment support), and *Competitive Placement* (for individuals seeking professional positions). Our goal is twofold- to “operationalize” best practice and to assist individuals to find great jobs. We seek to implement state-of-the-art services and develop effective tools and strategies that we then share with the field. We work with state agencies, school districts and service providers throughout the nation (and abroad) to improve employment outcomes for individuals with more complex support needs. Because of our *real world* experience and our focus on innovation, WorkLink’s trainings provide practical methods that benefit direct service professionals and help move the field forward. This toolkit is a result of our work to create flexible, person-centered supports by braiding and blending services.