

apply yourself!

The Transitioning Youth Retail Project is open to Montgomery County Residents aged 18-24 with documented intellectual and/or developmental disabilities. Throughout the 10-week course, each student will receive personalized attention that focuses on their unique needs.

Download the application at
www.thearcmontgomerycounty.org



For more information about the The Arc Montgomery County's Transitioning Youth Retail Project, please call 301.984.5777 x1226 or email TYRP@arcmont.org

about The Arc

The Transitioning Youth Retail Project is an innovative approach to improving the employability of young adults with mild to moderate intellectual and developmental disabilities. The program is a pilot project of The Arc Montgomery County, supported by the Jim and Carol Trawick Foundation and the HSC Foundation.

The Arc Montgomery County is a leading provider of life-long educational, residential, vocational and support programs for people with intellectual and developmental disabilities. Through partnerships with government, businesses, schools and other non-profit organizations, The Arc provides award-winning services which create and sustain inclusive communities.



The Arc Montgomery County

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Transitioning Youth Retail Project



*getting to
work!*

**Providing retail skills and
training to young adults
with intellectual and
developmental disabilities**



learning the skills that employers love!

The Transitioning Youth Retail Project is a rigorous training program that prepares young adults (ages 18-24) with mild intellectual and developmental disabilities to work successfully in the retail sector. Over the course of 10 weeks, students will develop the self-confidence, qualities and skills that our retail partners want!

Areas of focus include (but are not limited to):

Adaptability	Interviewing
Anger Management	Inventory Practices
Appearance	Motivational Skills
Attendance/Punctuality	Phone Etiquette
Attitude/Work Ethic	Problem Solving
Communication	Resumes/Applications
Conflict Resolution	Self-Concept
Customer Service	Setting Goals
Difficult Customers	Social Behavior
Display Design	Teamwork
Employer Expectations	Time Management
Grooming/Hygiene	Tools of the Trade
How to Sell	Workplace Rules



phase one: Preparation

Weeks 1-3 are focused on classroom instruction, delivered using methodologies proven effective for young adults with I/DD such as individual and group instruction, repetitive practice, role-playing, problem-solving exercises, and motivational and team-building exercises. Students are assessed during this time so that a mutually beneficial match can be made with their retail internship employer. Students will attend classes four days each week with one day reserved for one-to-one counseling or practice appointments, as needed.

phase two: Practice

The Arc Montgomery County's Urban Thrift Store (located in Kensington, Maryland) becomes a live training ground for our students during the Practice Phase! During weeks 4-5, students will apply what they have learned in the classroom to "real life" retail situations by waiting on customers, taking inventory, creating displays, operating a cash register, answering phones, assembling and dressing mannequins, and sorting/sizing clothing. Job coaches are on hand to offer positive feedback, constructive criticism, and to observe and document progress.



phase three: Internship

Our students are strategically placed with one of our many retail partners for weeks 6-10, working in a "real" department, clothing, or other local specialty store. Dedicated store supervisors and colleagues will initiate job-specific training while our job coaches make frequent visits to give support, check on progress and perform various assessments. These visits assure that students are comfortable, assimilating, open to instruction, and able to reach a level of success and productivity of which they can be proud.



and then... Getting to Work!

Our ultimate goal is to have our students working long-term in the retail field and leading fulfilling, productive lives. Job coaches will work in tandem with students and retail partners for 6 months after the internship phase providing limited one-on-one job placement assistance, retention services, mentoring, and life coaching. We do not guarantee permanent job placement, but because our training curriculum is designed with our partner businesses' needs in mind, we anticipate a high level of success in the job matching process.

Learn more and get started!
www.thearcmontgomerycounty.org