LEVEL UP Indiana

Employment Specialist Initiative

Welcome to
Facilitating Effective Use of Technology with Participants

This is the second webinar in the series, **Beyond Basics: Virtual Service Delivery**.

We will begin at 10 am EST.

LEVEL UP Indiana
Employment Specialist Initiative

Facilitating Effective Use of Technology with Participants

10:00 to 11:30 am EST

Presented by Maya Cox and Tracy Castillo

October 2, 2020

easterseals Crossroads indata project

Housekeeping Notes

- Everyone's microphone is muted
- Ask questions through the chat box
- To access closed captioning, click 'CC' on the navigation bar.
- Files will be transferred through the chat box
- Recorded webinar and files will be posted on the Level Up Indiana: ESI website

LEVEL UP Indiana

Employment Specialist Initiative

The Level Up Indiana: Employment Specialist Initiative (ESI) offers skills development and networking opportunities to expand the capacity of the state's employment specialists.

Level Up Indiana: ESI provides Indiana's employment specialists opportunities to:

Collaborate

Grow

Learn

https://www.invrtraining.com/

Foundational Training for Employment Specialists

3 Peer Coaching

2 Indiana Employment Services Overview

1 ACRE Training

Register Today!
https://invrtraining.com/sign-up-here

Beyond Basics: Virtual Service Delivery

This Beyond Basics series helps providers level up for virtual service delivery. This will be beneficial in the case that services must be virtual but may also help increase efficiency and opportunities on a long-term basis.

- Increased convenience, access, and efficiency

- Offers options for people with limited transportation, mobility, and limitations due to health/COVID

- Pivot to a changing labor market

Today we're talking about facilitating effective use of technology with participants. The following sessions will give additional specifics and resources to 'tool' your plan.

Beyond Basics: Virtual Service Delivery

Webinar	Date	Time (EDT)
Preparing for the Possibilities: Developing a Contingency Plan	September 25	10:00 – 11:30
Gear Up: Facilitating Effective Use of Technology with Participants	October 2	10:00 – 11:30
Successful Practices in Delivering Virtual Employment Services	October 9	10:00 – 11:30
Leveraging Technology to Support Your Team	October 16	10:00 – 11:30

https://www.invrtraining.com/beyond-basics

Beyond Basics:

Facilitating Effective Use of Technology with Participants

Presenting tools needed to successfully support job seekers and new employees in a quickly changing field.
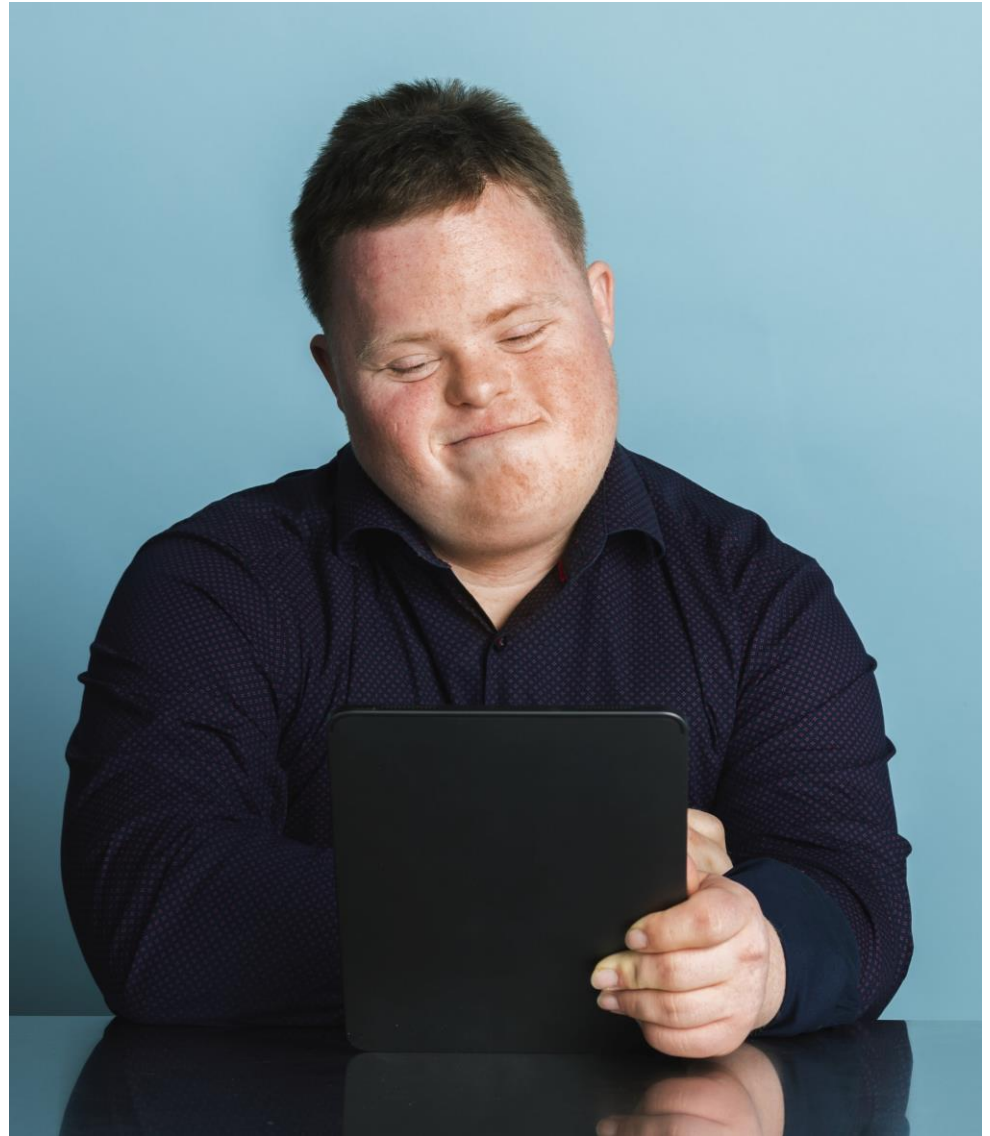
Objectives

- **Helping Participants Acquire Technology**

- **Helping Participants Use Technology**

- **Supporting Mental Health and Physical Needs**

Poll

Have you assisted a participant to get some sort of technology since COVID-19?

Helping Participants Acquire Technology

- Internet Access
- Technology Access
- Community Partners

Accessing the Internet

[Internet](#) access is a critical component of participants being able to access virtual services.
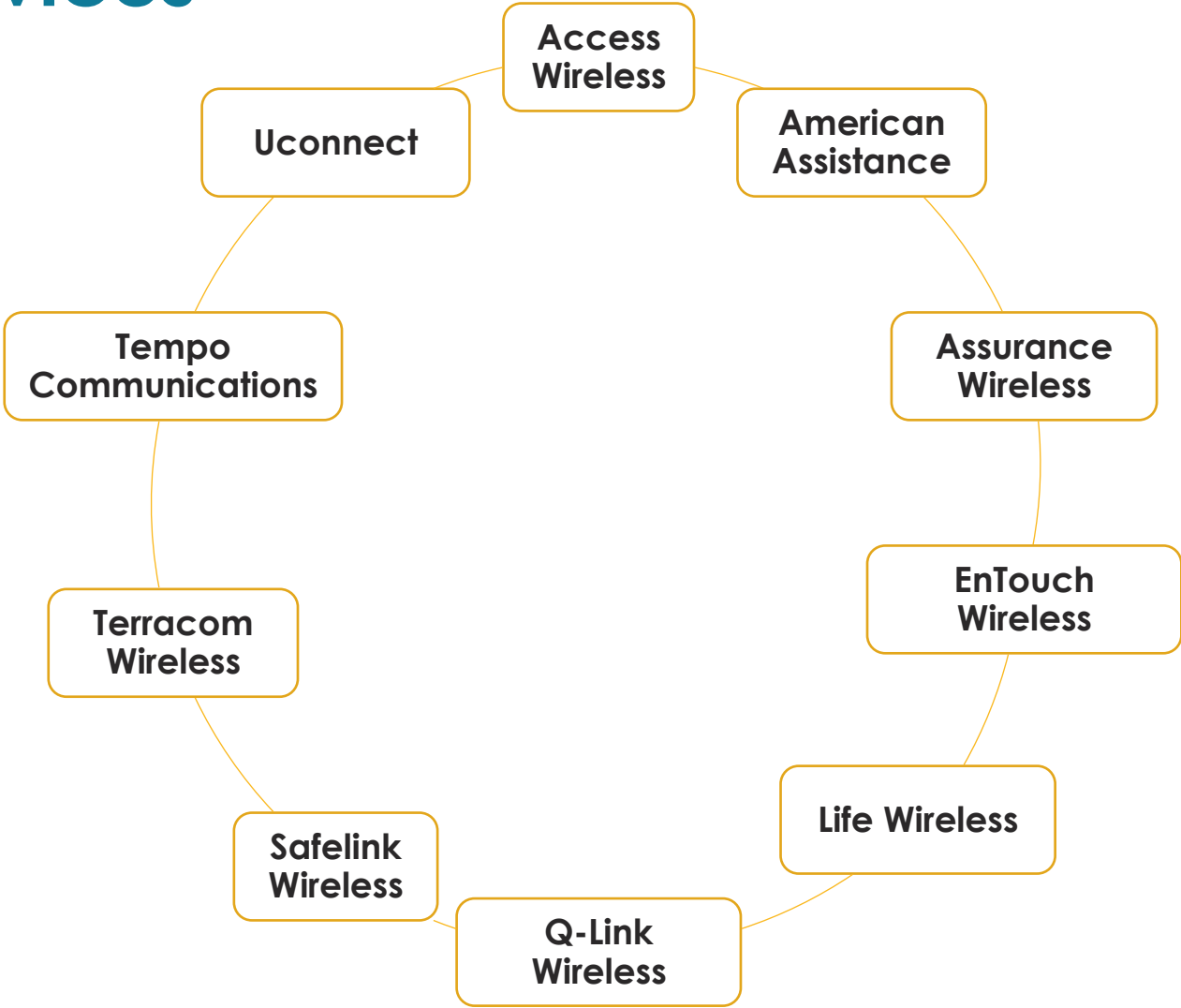
If a participant does not already have access, there are resources that can help.

Resource Guide

Accessing Devices

In conjunction with cell phone providers, participants may be able to access cell phones through **Lifeline Assistance**

Access Wireless

American Assistance

Assurance Wireless

EnTouch Wireless

Life Wireless

Q-Link Wireless

Safelink Wireless

Terracom Wireless

Tempo Communications

Uconnect

Resource Guide

Working with Partners to Share Resources

Organizations

- VR may be able to help with technology to support services and employment

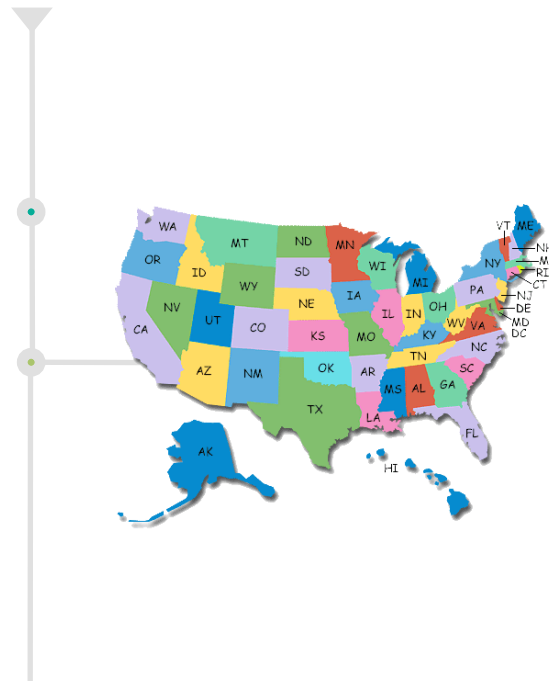- The United Way of Central Indiana — United Way Impact Funds

- INDATA

INDiana Assistive Technology Act (INDATA)

The Assistive Technology Act

of 1988 as amended in 1994

TECHNOLOGY-RELATED ASSISTANCE FOR INDIVIDUALS WITH DISABILITIES ACT OF 1988 AS AMENDED IN 1994, US Public Laws 100-407 and 103-218.

There are 56 of these projects in the United States and US territories

INDATA Project - federally funded

2 Overall Goals

Spread the word about

assistive technology

Get people's hands on

assistive technology

Outreach and Information

Information & Referral
888-466-1314
tech@eastersealscr
ossroads.org

AT Hour
One hour (or so)
talks with hands-on
AT experiences

Podcasts
AT Update
Accessibility Minute
ATFAQ

Full Day Training
4-5 times/year with
streaming

Social Media
Blog, YouTube,
Facebook, Twitter,
Pinterest

INDATA Demo and Loan Program

"To your door demonstrations of various assistive devices"

Demos
- 20-30 minute "test drives"
- No recommendations

Lending Library
- 2500+ items
- 30-day Loans
- Indiana only

Library Purpose:
- Assist in decision making
- Serve as a loaner during device repair or while waiting on AT funding
- Provide an short-term accommodation

ASSISTIVE TECHNOLOGY

for persons with visual, cognitive, hearing, mobility, learning or other impairments

The INDATA Depot
Computer and Assistive Technology Reutilization Program

Assistive Technology Recycling

- Video magnifiers and other AT devices
- Equipment is sanitized and repaired
- Available to Indiana residents

Computer Recycling

- Accept donated computers
- Wiped of all previous data and refurbished
- Install Windows 10 and Microsoft Office

Who qualifies?

- Resident of Indiana
- Document of Disability
- Available to Indiana residents

Alternative Financing Program

Low interest, extended term financial loans

Available through a partnership between Easterseals Crossroads and STAR Financial.

What can it be used for?

- Adaptive vehicles
- Vehicle Modifications
- Aug. comm. devices
- Braille equipment
- Computers
- Hearing aids
- Home modifications
- And much, much more!

Who qualifies?

- Indiana residents
- Documented disability

Where is it available?
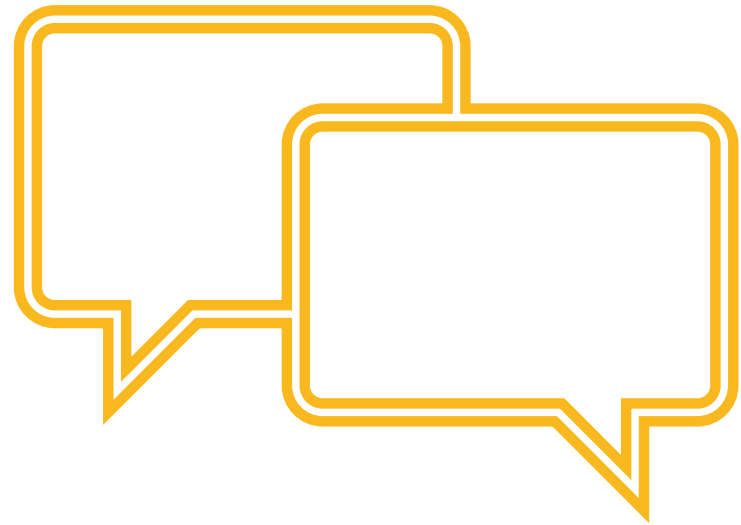
- Indiana only

How do I get started?

Easy as 1, 2, 3!

1. Call us at 888-466-1314 with documentation of a disability.
2. Complete an AFP loan application.
3. Once approved, complete a loan agreement with our lending partner and arrange for payments.

Tell us more!

What other community-based organizations help with technology?

What other community-based organizations help with technology?

- Zoom optic lenses for people who are near to far sighted

- Having accessibility evaluations and get resources through VR or INDATA

- Local library

- Bloomington – IIDC to facilitate and find resources

- State is offering Chromebooks to help people get training (more to come): Qualify for a FREE Chrome Book through funding obtained through Indiana DWD. Hope Training Academy is the organization that is qualifying the individuals for various IT Certifications. Interested individuals must provide their Social Security # amongst other questions.

- Adaptive Enterprises, Bosma (people w/visual impairments

- VR can provide hours for training for participant + EC

- Xfinity – low cost internet access (free for first 2 mos)

- AT&T Access for SNAP recipients

- INDATA

- Walkie talkies

- Watch that buzzes to keep someone on task

- Zoom can be used across devices

- Assurance

- Some groups are providing loaner ipads

- Apps for organization – Cozi, LIkeSherpa,

- App for Uberlike services

- Relayindiana.com (VRI and VRS, video phones for people who are deaf/hard of hearing and provides interpreters.

- NEEDS

- Left handed resources, internet at home, protective layers , transportation

Helping Participants Use Technology

Approach

Does the participant have the skills needed to use the platform?

- Provide support and instruction in a way that works for the participant
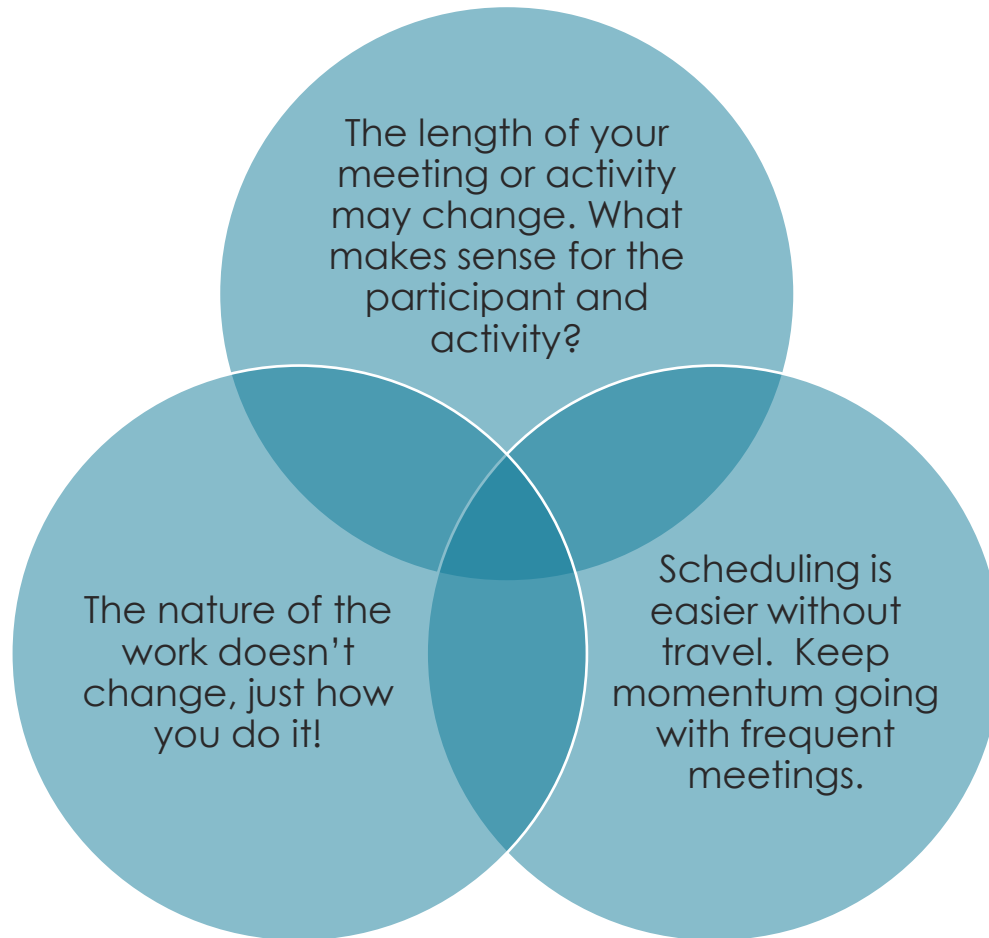- Practice before it's necessary
- Expect glitches and bumps

Engagement

- Send reminders for meetings
- Provide resources
- Communicate availability and next meeting time
- Discuss next steps

Teaching Strategies

- Use what works for the participant (e.g. visual supports, modeling)
- Expect and encourage discussion
- Provide ongoing feedback
- Track progress to gauge success

Frequency and Duration

VR staff note that using technology like Teams and Zoom has allowed employment service staff to meet with participants **more frequently**.

The length of your meeting or activity may change. What makes sense for the participant and activity?

The nature of the work doesn't change, just how you do it!

Scheduling is easier without travel. Keep momentum going with frequent meetings.

Topics

Continue process and support based on the needs of the participant and job goals.

- Maintain/teach same etiquette as if in person
- Consider how virtual service delivery may uncover additional skills and job opportunities
- Soft skills and life skills: what's the same and what changes?
- Consider it an opportunity to increase and enhance access
- Use online resources to help teach job readiness

Accessibility—Video Conferencing

Consider the needs of your participant to determine supports.
Examples include:

- Live captions
- Keyboard shortcuts ([Zoom Shortcuts](#) and [MS Teams Shortcuts](#))
- Give audio descriptions of visual materials
- Repeat questions for understanding
- Dial-in option addresses equity and access gaps
- Use breakout rooms for smaller discussions

Accessibility—Video Conferencing

Zoom

- Links in Zoom Chat

- Spotlight the speaker

- Enable nonverbal feedback

- Whiteboard and polling features are currently not accessible
  - Zoom Live Training Webinars

  - Zoom experts host free and interactive live-training webinars daily.

Microsoft Teams

- The Immersive Reader tool

Resource Guide

Application: Evan's COVID Story

The restaurant Evan worked at closed. Evan worked with his job coach to keep his skills fresh. An iPad was used video conference with his job coach.

| In April, the coach started working on wringing towels. | Evan practiced twice a week with his coach. | After a few sessions, Evan got stronger and proficient. | In August, the coach added wearing a mask with a ball cap and tucking in his shirt during their sessions. | Evan and his manager agreed his transition back to work was smooth. **Success!** |

Shared by KIM HARVEY, Employment Consultant—BEST BUDDIES INTERNATIONAL, INDIANA, Best Buddies

Supporting Mental Health and Physical Needs

How can technology support health?

Physical Health

- Set reminders through phone or email to
  - Hydrate
  - Take a break
  - Meal prep
  - Move around
- Use devices to meet goals:
  - Smart water bottles
  - Fitness tracker

Mental Health

- Physical distance isn't social distance! Use phone, video, email, and chat
- Limit social media
- Use trusted news sources

Seek Help

- Use Telehealth
- Maintain and access support network
- Take advantage of online ordering and service delivery

Resources

- **Meet Me Accessibly** – A Guide to Zoom Cloud Meetings from a Blindness Perspective--[Meet Me Accessibly](#)

- **[Be Well Indiana](#)**

Resource Guide

Poll

Have you ever used an App to help you relax or re-energize?

Apps that May Address Needs

Need	App
Concentrating or making decisions	- Fit Brains Trainer - Happify - Clockwork Brain - ReliefLink - Braingle
Changes in appetite, energy, and activity levels	- MyPlate - MyFitnessPal - Fitocracy Macros - Rise Up - See How You Eat
Difficulty sleeping	- Rise Up - Relax Melodies - Calm

Questions?

Contact us
invrtrainingandta@pcgus.com

Learn more
www.invrtraining.com

References

- highspeedinternet.com
- emergency.cdc.gov
- peatworks.org
- academiccontinuity.yale.edu
- zoom.us
- edtechmagazine.com
- bewellindiana.com/#support
- techhelpline.com
- mosen.org/zoom/
- meet me accessibly

Foundational Training for Employment Specialists

3 Peer Coaching

2 Indiana Employment Services Overview

1 ACRE Training

Register Today!
https://invrtraining.com/sign-up-here

The Level Up Indiana: Employment Specialist Initiative is a project funded by IN Vocational Rehabilitation and led by Public Consulting Group