

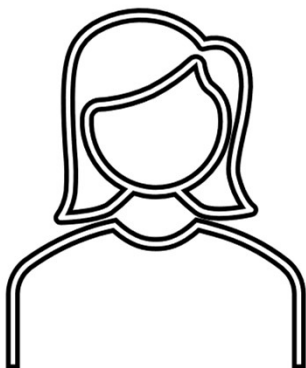
## Technology Throughout the Employment Process: A Webinar Series

# Technology Strategies for Employment Professionals

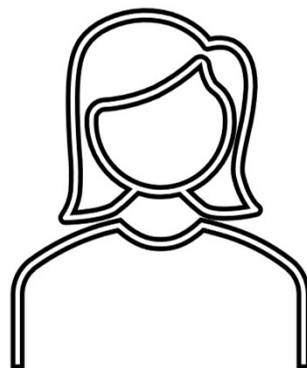


This webinar is offered by the Institute for Community Inclusion at UMass Boston, in partnership with the Massachusetts Department of Developmental Services.

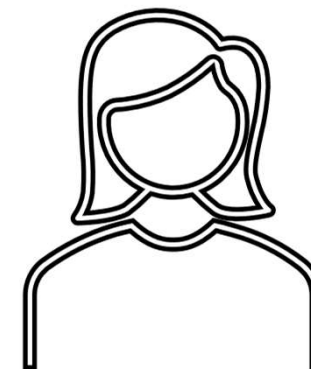
# Instructors



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# Agenda

- Review importance of assistive technology for people with disabilities
- Consider ways to engage with stakeholders virtually, using best practices
- Discuss uses of technology across the different stages of the employment process
- Build familiarity with high, low, and no technology options for self-management and independence
- Learn practical strategies and applications for assistive technology in the workplace
- Identify relevant assistive technology resources
- Question and Answer session (optional)

# Domains of Technology

There are many domains of technology. The domains we will primarily cover today are:

## Assistive Technology

Any item, piece of equipment, or product system, whether acquired commercially off the shelf, modified, or customized, that is used to increase, maintain, or improve functional capabilities of individuals with disabilities.

## Educational Technology

A combination of computer hardware, software, and educational practices that facilitate learning.

## Virtual Meeting Technology

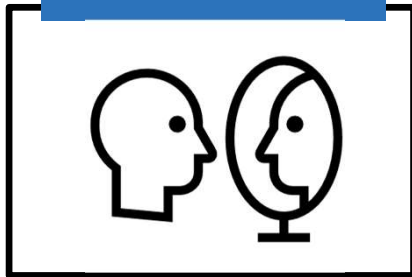
Technology that enables people in different physical locations to use their mobile or internet connected devices to meet and communicate in the same virtual room; can be referred to as a component of telehealth in some settings.

Assistive technology (AT) is a mediator for people with intellectual disabilities to attain not just their rights but also, the highest possible quality of life and sense of participation and belonging in society.

*Leaving No-One Behind: Using Assistive Technology to Enhance Community Living for People with Intellectual Disability, Owuor, Larkan & MacLachlan, 2017*

# Importance of Assistive Technology

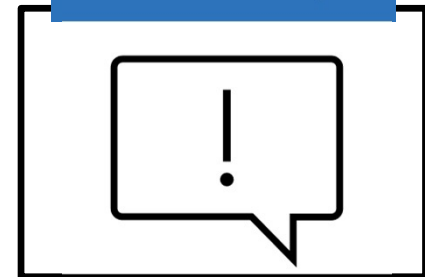
Dignity



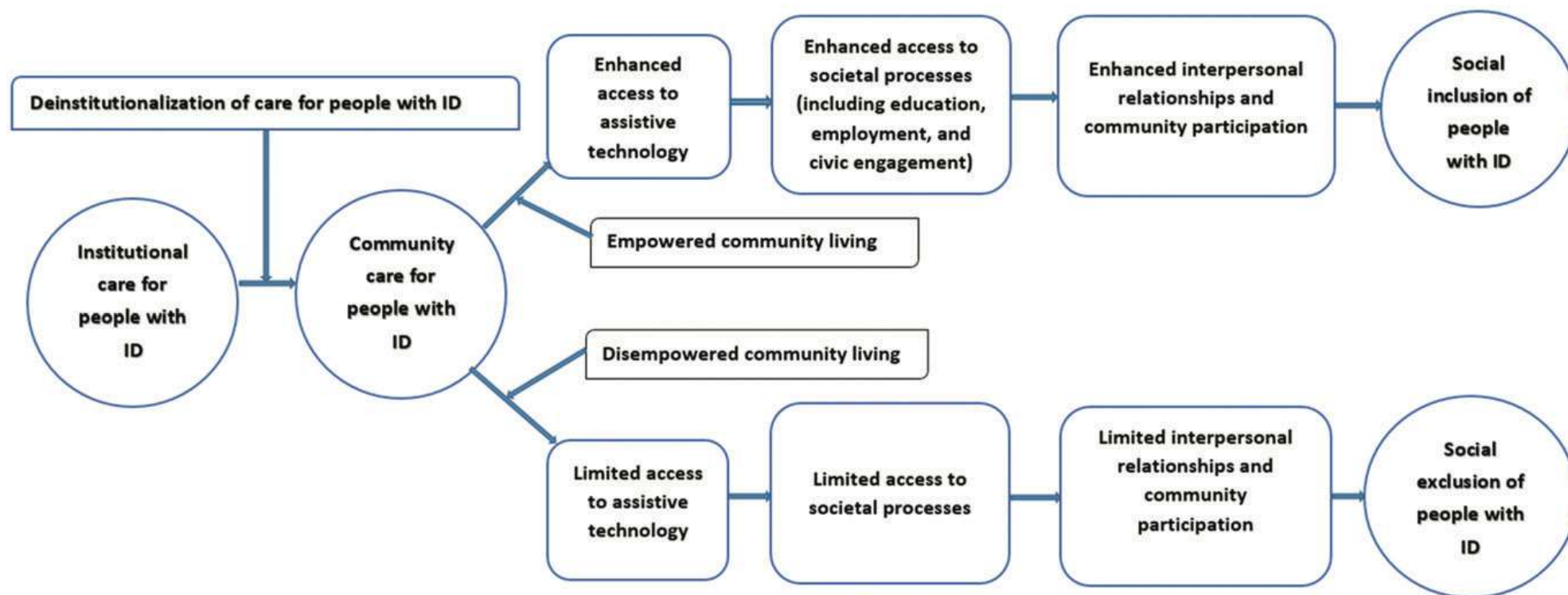
Inclusion




Meaning



# Assistive Technology as a Catalyst for Social Inclusion



A computer monitor with a black frame and a black stand. The screen is blue and displays white text. The text reads: "Use of technology *enables, enhances* or *extends* the functional capabilities of people with IDD, potentially resulting in more positive employment-related outcomes".

Use of technology  
*enables, enhances* or *extends*  
the functional capabilities of people  
with IDD, potentially resulting in more  
positive employment-related outcomes



# The Employment Process



# When does technology make sense?

1

Person-Centered  
Planning

2

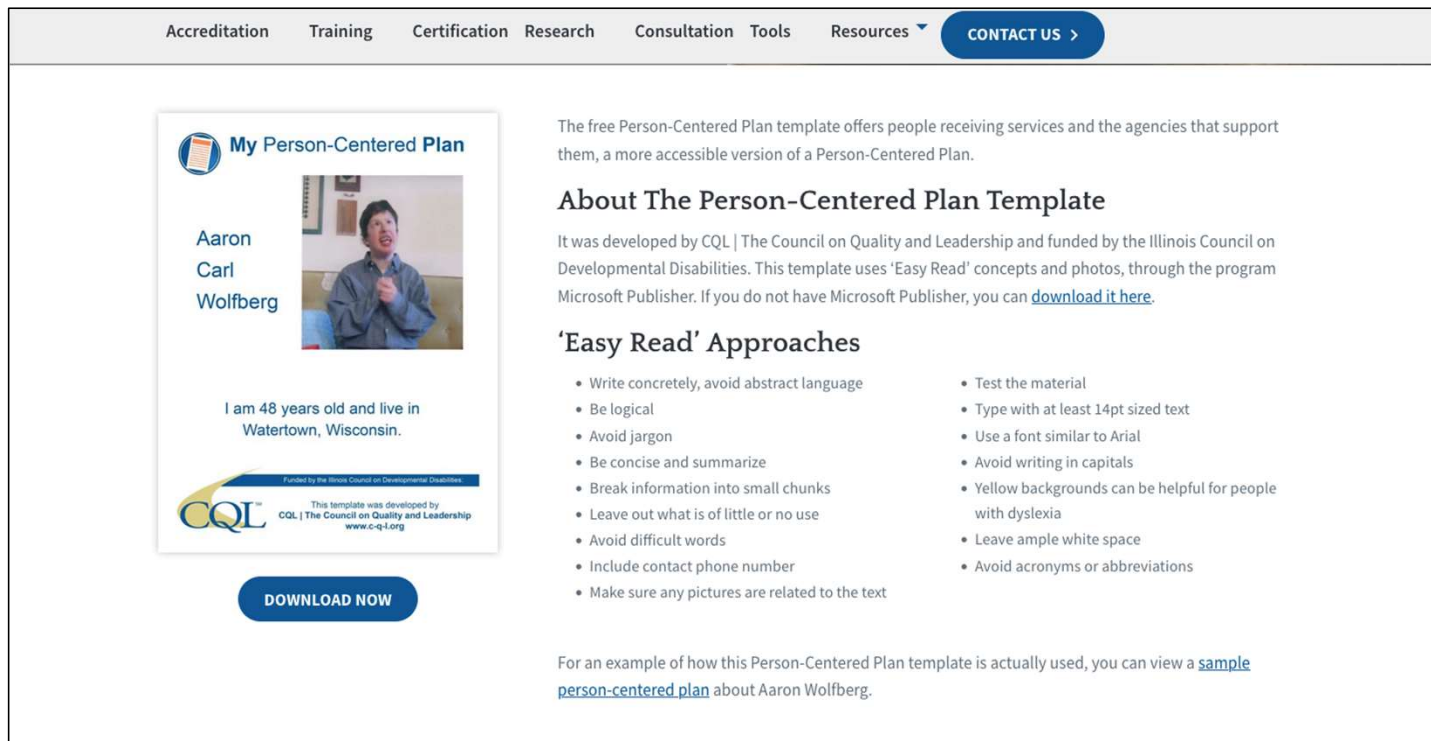
Assessment,  
Exploration,  
& Discovery

- Does the job seeker and/or employment professional have:
- a reliable way to communicate?
  - avenues for collaboration with the individual's support network?
  - access to accessible materials to facilitate the planning and exploration processes?
  - physical, cognitive, or other barriers that restrict participation?

# The Person-Centered Plan Template

A more accessible version of a Person-Centered Plan developed in Microsoft Publisher

<https://www.c-q-l.org/resources/guides/person-centered-plan-template/>



The screenshot shows a website page for the 'My Person-Centered Plan' template. The navigation bar at the top includes 'Accreditation', 'Training', 'Certification', 'Research', 'Consultation', 'Tools', 'Resources', and a 'CONTACT US >' button. The main content area features a card for 'My Person-Centered Plan' with a photo of Aaron Carl Wolfberg and the text 'I am 48 years old and live in Watertown, Wisconsin.' Below the card is a 'DOWNLOAD NOW' button. To the right of the card, there is a paragraph explaining the template, a section titled 'About The Person-Centered Plan Template' with a link to download it, and a section titled 'Easy Read' Approaches' with a list of guidelines. At the bottom right, there is a link to a sample person-centered plan.

Accreditation Training Certification Research Consultation Tools Resources **CONTACT US >**

**My Person-Centered Plan**

Aaron  
Carl  
Wolfberg

I am 48 years old and live in  
Watertown, Wisconsin.

Funded by the Illinois Council on Developmental Disabilities

**CQL**™ This template was developed by  
CQL | The Council on Quality and Leadership  
www.c-q-l.org

**DOWNLOAD NOW**

The free Person-Centered Plan template offers people receiving services and the agencies that support them, a more accessible version of a Person-Centered Plan.

### About The Person-Centered Plan Template

It was developed by CQL | The Council on Quality and Leadership and funded by the Illinois Council on Developmental Disabilities. This template uses 'Easy Read' concepts and photos, through the program Microsoft Publisher. If you do not have Microsoft Publisher, you can [download it here](#).

### 'Easy Read' Approaches

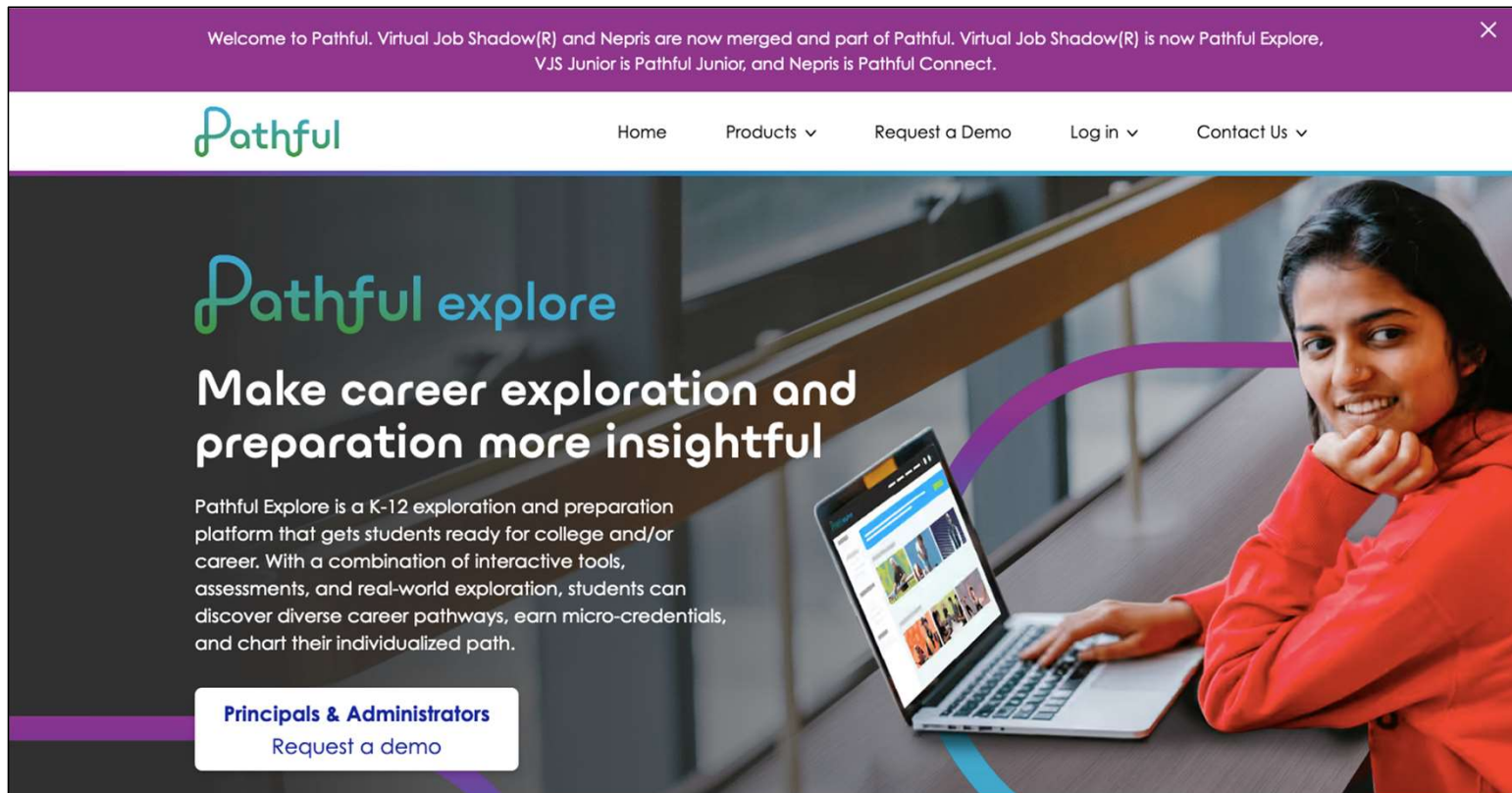
- Write concretely, avoid abstract language
- Be logical
- Avoid jargon
- Be concise and summarize
- Break information into small chunks
- Leave out what is of little or no use
- Avoid difficult words
- Include contact phone number
- Make sure any pictures are related to the text
- Test the material
- Type with at least 14pt sized text
- Use a font similar to Arial
- Avoid writing in capitals
- Yellow backgrounds can be helpful for people with dyslexia
- Leave ample white space
- Avoid acronyms or abbreviations

For an example of how this Person-Centered Plan template is actually used, you can view a [sample person-centered plan](#) about Aaron Wolfberg.

# Pathful Explore

<https://pathful.com/explore>

Formerly Virtual Job Shadow



Welcome to Pathful. Virtual Job Shadow(R) and Nepris are now merged and part of Pathful. Virtual Job Shadow(R) is now Pathful Explore, VJS Junior is Pathful Junior, and Nepris is Pathful Connect.

Pathful

Home Products ▾ Request a Demo Log in ▾ Contact Us ▾

## Pathful explore

### Make career exploration and preparation more insightful

Pathful Explore is a K-12 exploration and preparation platform that gets students ready for college and/or career. With a combination of interactive tools, assessments, and real-world exploration, students can discover diverse career pathways, earn micro-credentials, and chart their individualized path.

**Principals & Administrators**  
Request a demo

# O\*NET

<https://www.onetonline.org/>

The screenshot shows the O\*NET OnLine website interface. At the top left is the O\*NET logo. To its right is the text "O\*NET OnLine". In the top right corner, there is an "Occupation keyword search" box with the text "electrician" and a "Go" button. Below the logo and title is a navigation bar with links: "Help", "Find Occupations", "Advanced Searches", "O\*NET Data", "Crosswalks", "Share", and "Sites".

The main content area is divided into two columns. The left column features a large banner image of a construction crane against a sunset sky, with the text "O\*NET OnLine features" below it. Underneath the banner are three expandable sections: "Introduction", "Occupation Keyword Search", and "Find Occupations". The "Occupation Keyword Search" section is currently expanded, showing a search input field with "dental assistant" and a "Search O\*NET-SOC occupations" button. Below it, the "Find Occupations" section is expanded, listing "Bright Outlook", "Career Cluster", "Hot Technology", and "Industry".

The right column features a banner image with the text "More career sites & resources". Below this are two sections: "I want to be a..." and "ATTN: VETERANS". The "I want to be a..." section includes a description: "Start the career you've dreamed about, or find one you never imagined. Discover your interests with the O\*NET Interest Profiler and find more exploration options at My Next Move." and a "Find your career at My Next Move" button. The "ATTN: VETERANS" section includes the text "Put your military skills and experience to work in civilian life." and a search input field with "15W" and a "Go" button. Below it is a "Learn more at My Next Move for Veterans" button.

# When does technology make sense?



- Does the job seeker and/or employment professional have:
- a reliable way to express opinions?
  - ways to demonstrate strengths and capabilities in meaningful ways?
  - an understanding of physical or environmental accommodations needed?
  - strategies for new skill development that work in other areas of life?
  - the ability to meet in-person?

# Self-Advocacy Online

<http://selfadvocacyonline.org/>

Explore videos related to self-advocacy and employment



# Social Media Networking for Employment Specialists & Job Seekers

LinkedIn



Facebook/  
Instagram



Twitter





# Video Resumes

**WHAT:** A short video created by a jobseeker, sharing pertinent information about skills and experiences, and often footage of them performing certain job tasks.

**WHEN:** Job seekers wanting to highlight valuable performance-based work skills and/or sought-after personality traits should consider supplementing their traditional resume with a video resume.

**WHY:** Video resumes can be powerful tools to demonstrate a job seeker's skills, attributes, personality, and work ethic to prospective employers.

# More About Video Resumes

When creating a video resume, ask these questions:

- **Is It Useful?**
- **Is It Professional?**
- **Has It Been Reviewed?**

## **DO...**

- ☑ Ensure job seeker dresses and acts professionally
- ☑ Confirm the space remains well-lit and tidy with no distractions
- ☑ Help create a pitch expressing what value the job seeker would bring
- ☑ Use visuals showcasing the job seeker's skills and talents
- ☑ Keep it brief

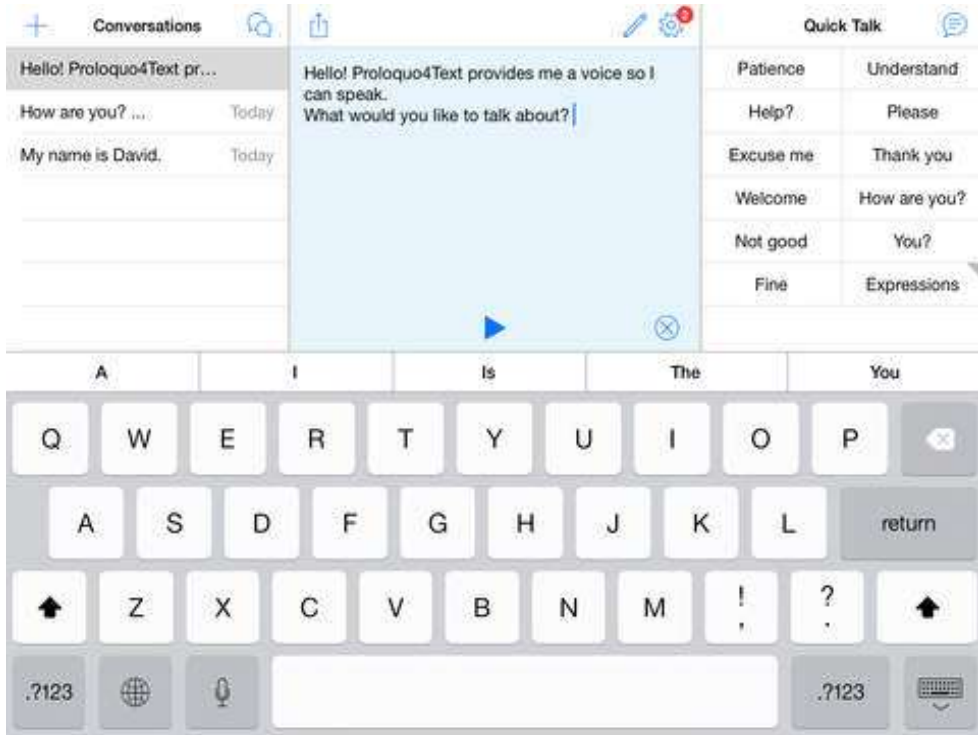
## **Don't...**

- ⊘ Link the video resume to social media platforms
- ⊘ Expect the video resume to replace a traditional resume
- ⊘ Forget to show the video and ask for feedback prior to using it

# Common Ways Assistive Technology Can Support Employment

- 1 Communication Supports
- 2 Task Instructions
- 3 Reminders
- 4 Time Management Strategies
- 5 Checklists
- 6 Behavior Management
- 7 Navigation Supports
- 8 Accessibility tools








# 1 Communication Supports



Proloquo4Text iPad Screenshot

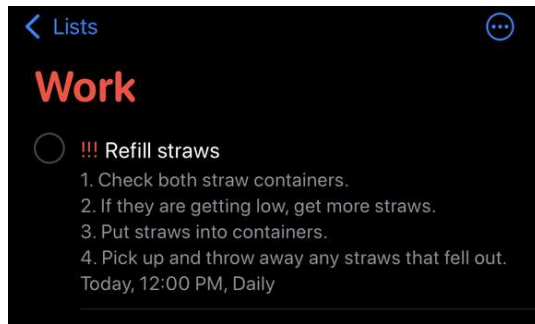
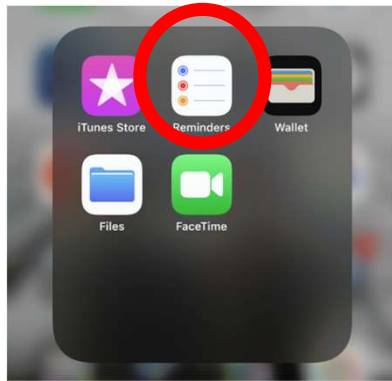
# 2 Task Instruction Examples

**Refilling a water bottle**

- 1) Set bottle on desk.  

- 2) Open bottle and set lid on desk.  

- 3) Set water refill jug on desk.  

- 4) Open water refill jug.  

- 5) Pour water from jug into bottle.  

- 6) Close water refill jug and put away.  

- 7) Close water bottle.  


Task instructions with digital pictures

### 3 Reminder Examples



Apple iOS Reminders App

### 4 Time Management Strategies



Smart or Vibrating Watch



Visual Timer

## 5 Checklist Examples

### TUESDAY TASKS

\_\_\_ Clean Counters



\_\_\_ Make Coffee



\_\_\_ Prepare for 9am meeting- turn off phone before it starts



\_\_\_ Take break after meeting ends

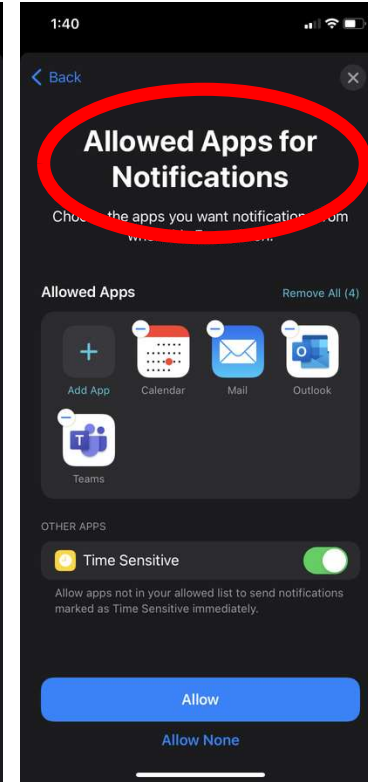
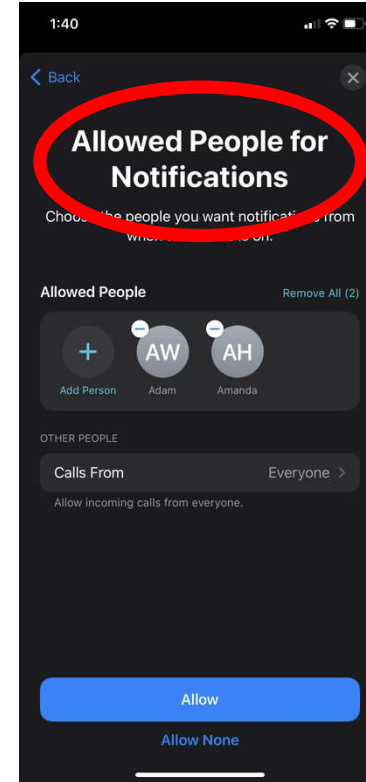
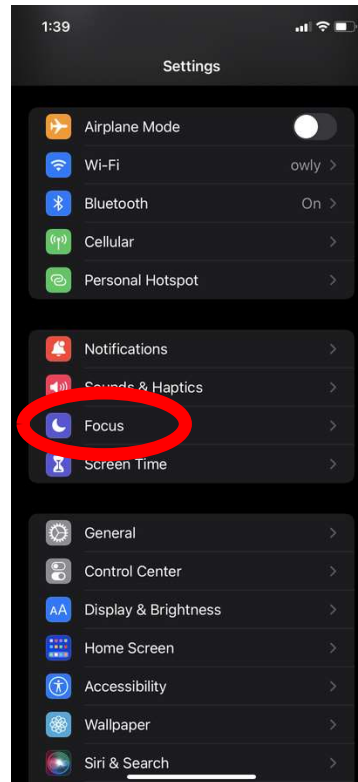


\_\_\_ Start on mail sorting- big envelopes first



Customized task list with pictures

## 6 Behavior Management Examples

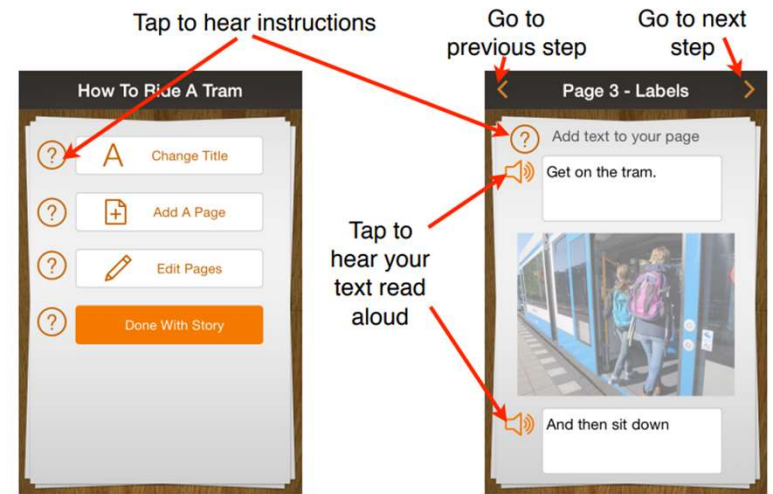


Apple iOS Settings, Focus feature

# 7 Navigation Supports



Victor Reader Trek  
(Talking GPS)



Pictello (app for using personalized text and photos to create stories or event sequences)

## 8 Accessibility Tool Examples



Flexible Device Holder with Clamp



Reach Tool/Grabber



Type Aid - Computer Keyboard Aid



JAN

<https://askjan.org/>

**JAN**  
Job Accommodation Network

For Employers For Individuals A to Z ADA Library COVID-19 Accommodation Search Publications Training Resources

Have questions about workplace accommodations or the Americans with Disabilities Act (ADA)?  
Ask us. We can help.

A to Z of Disabilities and Accommodations

- Select a Category - - Select a... - Go

**For Employers**

- Private Employers
- Federal Employers
- State & Local Governments

**For Individuals**

- Employees
- Job Seekers
- Entrepreneurs

**For Others**

- Rehabilitation & Medical Professionals
- Union Representatives
- Attorneys & Legal Representatives

JAN Workplace Accommodation Toolkit

# AT3 Center

<https://at3center.net/>

**AT3 Center** State/Territory AT Programs AT Act Grantees Explore AT Events Publications Resources About

National Assistive Technology Act Technical Assistance and Training (AT3) Center

AT3 Center provides training and technical assistance for all AT ACT Section 4 State and Territory Assistive Technology Programs

**Digital Accessibility Courses**  
Find out about new self-directed Digital Accessibility Courses  
[Explore Courses](#)

**Assistive Technology**  
Find out about the Assistive Technology Act and the resources available to you through our website.  
[Learn about AT](#)

**21st Century Assistive Technology Act**  
The Assistive Technology (AT) Act has been reauthorized by Congress as The 21st Century Assistive Technology Act. The reauthorized Act will not become effective until June of this year (2023). Most of the key provisions in the Act remain the same as the current AT Act. Watch for updates over the next months as the Act is implemented through the Administration for Community Living. Here is the full Congressional text of the 21st Century Assistive Technology Act (PDF).  
[21st Century Assistive Technology Act \(PDF\)](#)

[Emergency Resources](#) [AT Act Programs](#) [Explore AT](#)

# Common Ways Educational Technology Can Support Employment

- 1 Exploration
- 2 New skill development
- 3 Expanding on existing learning
- 4 Video modeling
- 5 Fading
- 6 Setting Expectations



## FOR INDIVIDUALS WITH ID, USE OF PORTABLE ELECTRONIC ASSISTIVE TECHNOLOGY RESULTS IN:

- *Increased independence and correct responding to work-related tasks*
- *Reduction in the level of external prompting required for participants to successfully complete tasks*

From: *Portable Electronic Assistive Technology to Improve Vocational Task Completion in Young Adults with an Intellectual Disability: A Review of the Literature*, Collins & Collet-Klingent, 2016

# Video Modeling

## **Basic Video Modeling:**

Employee reviews video examples before engaging in tasks.

## **Simultaneous Video Modeling:**

Video of task being performed is played one time from beginning to end; individual follows along to complete tasks.

## **Continuous Video Modeling:**

Video is played on a loop.

## **Video Prompting or Cueing:**

While performing task, individual watches short video segments of each step needed to complete task. After performing each step, moves on to next video clip.



# More Uses for Video

## **Error Correction Video Feedback:**

When individual makes error, they review video of task being performed correctly.

**Video Feedback:** Individual is videotaped as they engage in tasks, then evaluates their performance.

**Video Stories:** Filming an individual telling a story about their routines at work or in the community, which they regularly view.



# When does technology make sense?

5

Follow-  
Up  
Supports

Does the job seeker and/or employment professional have:

- a reliable way to stay connected?
- avenues to seek help on-the-job and with the employment specialist?
- strategies for self-management and self-monitoring that work in other areas of life?
- the ability to accept feedback?
- effective plans for maintaining technology?

# Common Ways Virtual Meeting Technology Can Support Employment

- 1 Connect with job seeker
- 2 Connect with support network
- 3 Connect with employer
- 4 Provide support across geographic areas
- 5 Facilitates responsiveness and flexibility



# Best Practices for Online Meetings

- Keep meeting goal in mind when scheduling and choosing whom to invite
- Have clear service objective(s); set and distribute agenda ahead of time
- Select appropriate platform (Zoom, Teams, WebEx, Skype)
- Consider cybersecurity; check privacy settings
- Use both audio (headphones and external microphone) and video, when possible
- Place light source to the front or side – avoid backlighting
- Understand your audience (access, ease of use with the tech, accessibility needs, etc.)
- Create room for all attendees to participate (round robin, roll call, chat, polls, whiteboards, breakout rooms)
- Use participants' names

# Online Meeting Etiquette

## Do

- ✓ Mute when not talking
- ✓ Silence background noises such as phones, email notifications, etc.
- ✓ Minimize open tabs on your screen and other background distractions
- ✓ Look at the camera rather than your screen
- ✓ State your name before you speak

## Do Not

- ⊘ Talk over people
- ⊘ Multitask
- ⊘ Have sidebar conversations
- ⊘ Text

# Guidelines for Conducting Online Meetings

- ✓ Treat everyone's time as valuable
- ✓ Be prepared (technology, settings, assistance)
- ✓ Send a calendar invite with meeting login information; consider time zones
- ✓ Use an agenda, shared in advance
- ✓ Consider utilizing a facilitator and/or note taker
- ✓ Have a roll call/introductions; state who is in the meeting space
- ✓ Take notes to be distributed after the meeting
- ✓ Summarize meeting content and outcomes
- ✓ Clarify action items and next steps, including responsibilities and deadlines
- ✓ Consider using surveys to collect feedback and input

# Engaging with Stakeholders Virtually

- ✓ Keep a strong focus on core values
- ✓ Understand individual's technology access, knowledge, skill level
- ✓ Respect individual's preferences (communication method, device type, meeting length)
- ✓ Allow time to connect prior to diving into agenda items
- ✓ State a clear meeting purpose and direction, though remain flexible
- ✓ Maintain privacy and confidentiality; demonstrate positive regard
- ✓ Utilize active listening principles to ensure all feel heard and understood
- ✓ Create space for multiple perspectives
- ✓ Provide multiple avenues for participation
- ✓ Pay attention to non-verbal communication
- ✓ Encourage brainstorming, idea sharing, and collaboration
- ✓ Summarize, check-in regularly, follow-up
- ✓ Use humor (when appropriate)
- ✓ Abide by state/funder guidance on remote support provision

# Emerging Technologies

- Virtual Reality
  - Example: <https://floreoivr.com/>
- Augmented Reality
  - Example: <https://www.holopundits.com/>
- Wearable
  - Example: <https://strapsco.com/wearable-tech-for-people-with-disability/>
- Video Task Analysis

Accessibility allows us to tap into  
everyone's potential.

-Debra Ruh

# A Word from Jennifer Petersen

# Indicators an AT assessment is appropriate?

- Lack of reliable communication system
- Not able to generalize skill(s) from home/other environment without equipment
- Former use of technology in educational or vocational environment
- Change in disability
- Per DDS Technology Forward Initiative:
  - “Supportive Technology should be considered when authorizing services for a person with disabilities, before utilizing direct support professional services to assist a person in an area that they could potentially be self-sufficient with appropriate assistive technology.”



# Department of Developmental Services:

<https://www.mass.gov/supportive-technology>

## Supportive Technology

Information about assistive technology and remote supports and monitoring

Through the Technology Forward Initiative, the Department of Developmental Services (DDS) will promote and develop the use of Supportive Technology as an opportunity for more inclusive and independent lives for people with disabilities.

Supportive Technology is the use of Assistive Technology (AT) exclusively or in combination with Remote Supports & Monitoring (RSM) to support individuals to maximize their potential.

## What you need to know

[More on Assistive Technology & Providers →](#)

[More on Remote Supports & Providers →](#)

[Collapse all](#)

### Additional Resources (8) —

[DDS Use of Technology that Monitors or Tracks Guidance 2022 →](#)

[Technology Forward Report \(July 2021\) →](#)

 [DDS Technology Forward Initiative April 2021](#) (English, PPTX 1.93 MB)

 [Supportive Technology Services Description](#) (English, PDF 264.81 KB)

 [Remote Support and Monitoring Qualified Provider List](#) (English, PDF 117.55 KB)

 [DDS Choosing Remote Supports Flyer Individual](#) (English, PDF 220.22 KB)

 [AT Qualified Provider List](#) (English, PDF 171.74 KB)

 [DDS Supportive Technology Quick Reference Guide](#) (English, PDF 606.94 KB)

# Massachusetts Rehabilitation Commission:

<https://www.mass.gov/service-details/mrc-il-assistive-technology-program>

## MRC IL Assistive Technology Program

The Assistive Technology Independent Living Program (AT-IL) is a program of MRC's Community Living services.

### What is the Assistive Technology Program?

Our goal is to improve the ability of people with significant disabilities to live independently through the use of assistive technology. Assistive technology can help a person with a disability have control over their environment and achieve personal goals. AT makes check or letter writing, money management, shopping, controlling the home environment and communication easier. Individuals served under this program are those with independent living goals. Those with vocational or work goals receive services through the MRC's vocational rehabilitation program.

MRC contracts with two organizations to provide AT assessments, buy and set-up equipment, train and follow-up. These providers; MA Easterseals and United Cerebral Palsy of western MA provide services on a regional basis and have on-site AT devices for evaluation and training.

### Who is Eligible?

Any person who:

- Has a severe physical or mental impairment whose ability to function independently in the family or community is greatly limited, and
- The delivery of AT services and training will improve the ability to function, keep functioning or more towards functioning independently in the family and community
- Meets financial eligibility requirements

Individuals with vocational goals will be referred to the local MRC-VR office. Individuals with disabilities who are eligible to receive services from other EOHHS agencies should be referred to those agencies for AT services.

There are no age restrictions, although school age children with disabilities eligible for Special Education services will apply through the local LEA for school related AT equipment needs.

### How to Apply

#### RELATED

[Vocational Rehabilitation](#) →

# Mass MATCH

<https://www.massmatch.org/index.php>

The screenshot shows the homepage of the MassMATCH website. At the top, there is a navigation bar with the MassMATCH logo and the tagline "Massachusetts's Initiative to Maximize Assistive Technology (AT) in Consumer's Hands". Below the navigation bar is a search bar and a text size selector. The main content area is divided into several sections: "What We're All About" with a COVID-19 update, "What's New?" with a link to a project, "Event Calendar" with links to browse events and submit an event, "Get Inspired!" with a video thumbnail, and "Our Highlighted Programs" with three program descriptions and logos. The "Our Highlighted Programs" section includes: "Assistive Technology Regional Centers" (with logo), "Massachusetts Alternative Finance Program" (with logo), and "DMERequiment.Org" (with logo). The "Get Inspired!" section features a video titled "Keith Jones - Work" with a play button icon and a caption: "And on the Phone, at this distance, I'm using it for a little bit of everything...". The "MassMATCH Community Blog" section includes a link to "Subscribe to Posts | View Blog" and a post titled "Wheelchair User? PCA? Join Us to Learn about Skin Protection!" with a sub-headline "Three Upcoming Skin Protection and Pressure Mapping".

**MassMATCH** Massachusetts's Initiative to Maximize Assistive Technology (AT) in Consumer's Hands

Home About AT Regional Centers Find Your AT Fund Your AT Donate AT Get Help Resources

search our site Go Text Size: A A A A 1 column layout | 2 column layout

### What We're All About

**\*\*To the MassMATCH community:**  
For the protection of health and safety due to COVID-19, MassMATCH partners may have modified how they carry out their device loan, device demonstration and reuse program operations. Please reach out to them directly for details specific to their programs (at the links). Thank you and please stay safe! \*\*

MassMATCH is the Commonwealth of Massachusetts's initiative to Maximize Assistive Technology (AT) in Consumer's Hands. It is one of 56 state-level AT Act programs in the United States. Its mission is to promote the use of AT and AT services to enhance the independence of people with disabilities, enabling equal participation in all of life's activities. [Read more about us](#)

### Our Highlighted Programs

- Assistive Technology Regional Centers** are operating in western, central and eastern Massachusetts; visit them to learn about, try out or borrow assistive technology. 
- Massachusetts Alternative Finance Program** MAFP is an alternative financing program funded through state and federal resources to give people with disabilities and their families access to low or zero interest cash loans to buy the assistive technology devices and services they need. 
- DMERequiment.Org** offers free gently-used, refurbished wheelchairs and other DME to people who need it. Delivery is available. Search for available items [here](#). 
- MassMATCH is happy to announce the establishment of Get AT Stuff Massachusetts, a new Assistive Technology Exchange website. Here visitors can shop for used equipment or advertise what they are no longer using. 

### What's New?

The **Weight and Seating Independence Project** is now statewide!

Wheelchair-accessible scales and pressure mapping technology are now available in Western, Central and Eastern Massachusetts. Learn about free trainings, demos, and device loans. Gain better control of your health and life! 

### Event Calendar

[Browse upcoming events](#)  
[Submit an event](#)

### Get Inspired!

Keith Jones demonstrates his AT for work

  
And on the Phone, at this distance, I'm using it for a little bit of everything...

### MassMATCH Community Blog

[Subscribe to Posts](#) | [View Blog](#)

Posted: Monday, August 17, 2020, 3:11 pm  
**Wheelchair User? PCA? Join Us to Learn about Skin Protection!**  
Three Upcoming Skin Protection and Pressure Mapping

# National Assistive Technology Resources

[ASKJan](#)

[Closing the Gap: Computer Technology in Special Education and Rehabilitation](#)

[Rehabilitation Engineering And Assistive Technology](#)

[Society Of North America \(RESNA\)](#)

[Assistive Technology Industry Association](#)

[Northeast ADA Center](#)

# MA Assistive Technology Resources

[MassMATCH](#)

[MRC AT-IL Program](#)

[MA DESE AT Accessibility](#)

[CAST](#)

[DDS Learning AT Assessment and Resources](#)

[DDS AT Services and Provider List](#)

[Affordable Connectivity Program](#)

[How to Apply for Discounted Communication Services](#)

# Remote Services Resources

Using Technology to Provide Quality Remote Services

- [https://covid19.communityinclusion.org/pdf/TO36\\_COVID\\_F.pdf](https://covid19.communityinclusion.org/pdf/TO36_COVID_F.pdf)

Person Centered Planning Template

- <https://www.c-q-l.org/resources/guides/person-centered-plan-template/>

Career Planning Tools

- <https://employmentfirstma.org/pages/quality-employment-practices.html#cp>
- <https://www.onetonline.org/>

Virtual Discovery Resources

- <https://www.griffinhammis.com/wp-content/uploads/2020/04/GHA-Virtual-CE-Discovery-Service-Delivery-Guidance.pdf>
- <https://pathful.com/explore>

Video Resume Creation Tool

- <https://biteable.com/>

Advocacy

- <http://selfadvocacyonline.org/>

# ICI Covid Publications

<https://covid19.communityinclusion.org/>

The screenshot displays the 'Publications for Service Providers' page on the ICI COVID-19 website. The page features a header with the ICI logo and 'COVID-19' text, and navigation links for 'General Publications', 'for Service Providers', 'for People with Disabilities', and 'Partner Resources'. The main content is a grid of nine publication cards, each with a title, a brief description, and a thumbnail image of the document cover.

Publication Title	Category	Description
Providing Quality Services Remotely and Online	TOOLS FOR INCLUSION	General guidance and strategies for provision of day and employment services.
Providing Employment Services for Job Seekers Remotely	TOOLS FOR INCLUSION	A guide on provision of services to individuals who are in the process of exploring employment options and moving forward on a job search, including conducting career exploration, discovery, and development of employment and job seeking skills.
Using Technology to Provide Quality Services Remotely	TOOLS FOR INCLUSION	A structured approach regarding identifying and implementing technology options for provision of remote services.
Program Management During COVID-19	TOOLS FOR INCLUSION	Strategies for program managers in overseeing and maintaining ongoing program services, and managing staff, during the pandemic.
Supporting Individuals Who Are Working During COVID-19	TOOLS FOR INCLUSION	How to continue to support individuals who are working, primarily relying on remote services, and onsite supports as needed.
Using Technology for Remote Support, Self-Management, and Success in Employment and the Community	TOOLS FOR INCLUSION	A guide to remote job coaching, and use of technology by individuals to self-manage tasks and enhance overall performance.
Technology for Remote Supports Worksheet	Fill-In Worksheet	Fill-in version of worksheet in Using Technology to Provide Quality Services Remotely, for determining technology options.
Employer Engagement and Job Development During Challenging Times	TOOLS FOR INCLUSION	This brief provides guidance on how to continue job development and job search activities during this time of higher unemployment and limited in-person interactions with businesses.
Community-Based Day Supports During the Pandemic	EMPLOYMENT FIRST	Guide to providing non-work supports that are aligned with the CBDS objectives of providing opportunities for developing, enhancing, and maintaining competency in personal, social, and community activities.

# In Summary

For employment, the goal is to creatively utilize available technology resources to:

- teach and learn skills more efficiently
- rapidly increase independence and decrease reliance on support staff
- expand provision of services in terms of number and location of potential employees



# Thank you!

Survey:

[https://umassboston.co1.qualtrics.com/jfe/form/SV\\_6EhSwrbTG3273YG](https://umassboston.co1.qualtrics.com/jfe/form/SV_6EhSwrbTG3273YG)

Stick Around for Q & A Session (optional)