

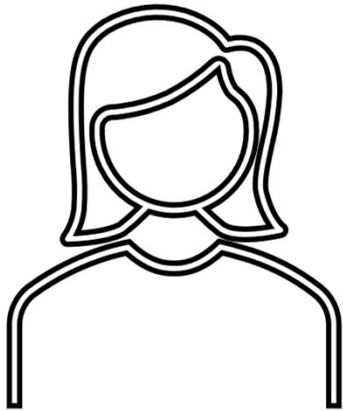
Technology Throughout the Employment Process: A Webinar Series

Technology Tools On-the-Job



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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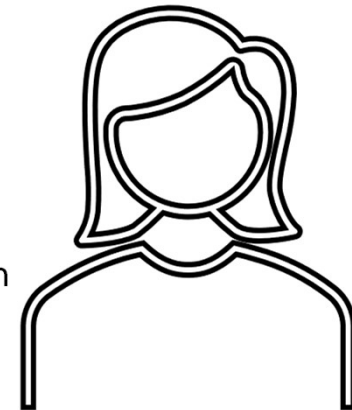
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Agenda

- Discuss different technology domains
- Explore technology considerations within the employment process
- Identify tools to support common needs and challenges
- Discuss when an assistive technology assessment is appropriate for a job seeker
- Highlight resources related to technology
- Question and Answer session (optional)

“The one argument for accessibility that doesn’t get made nearly often enough is how extraordinarily better it makes some people’s lives. How many opportunities do we have to dramatically improve people’s lives just by doing our job a little better?”

- Steve Krug

Author of [Don't Make Me Think](#)

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.

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?

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?

When does technology make sense?

5

Follow-
Up
Supports

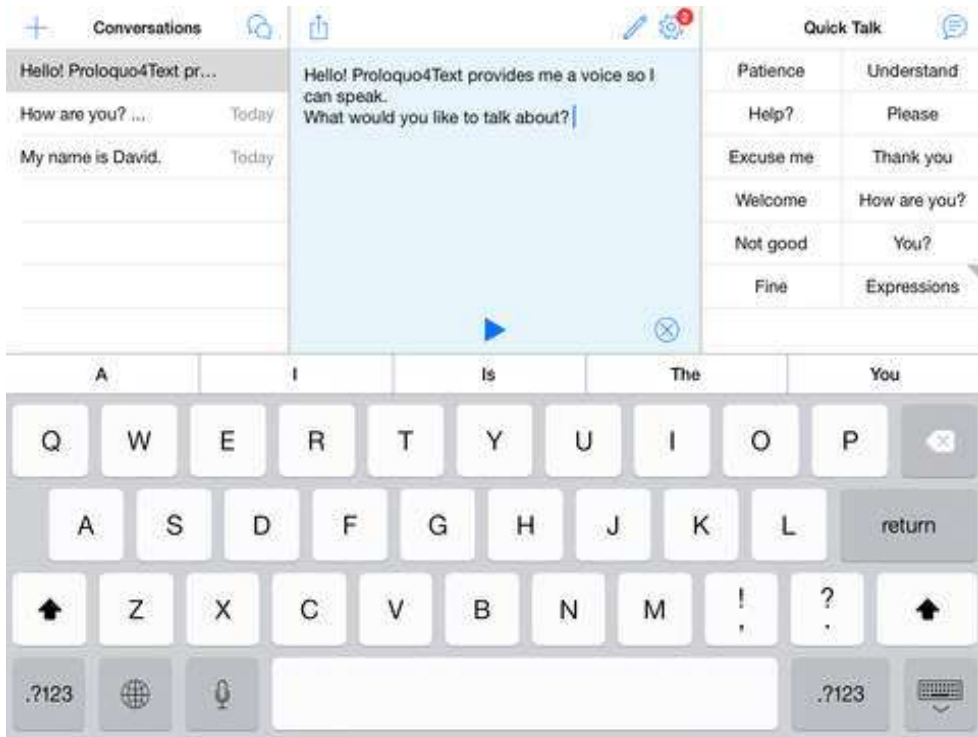
Does the job seeker and/or employment professional have:

- a reliable way to keep in touch?
- 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 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

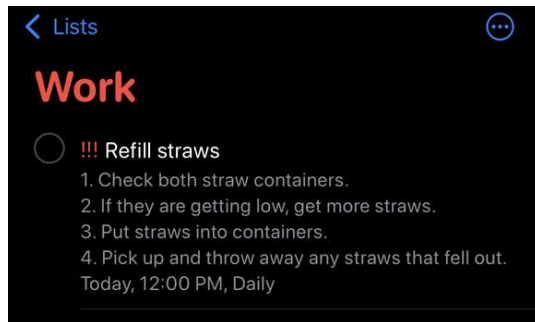
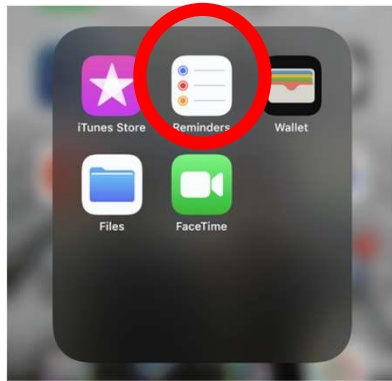
2 Task Instruction Examples

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

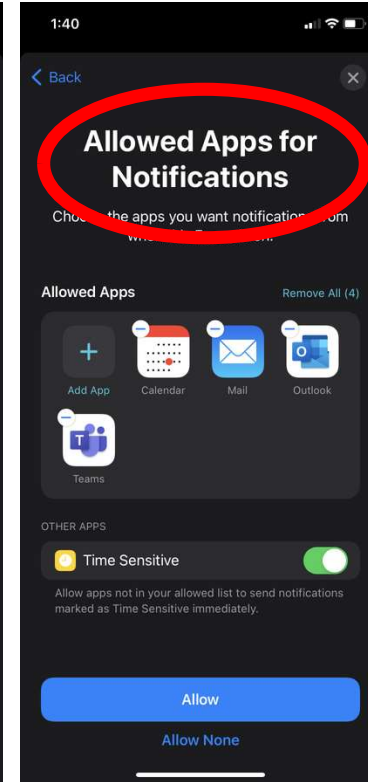
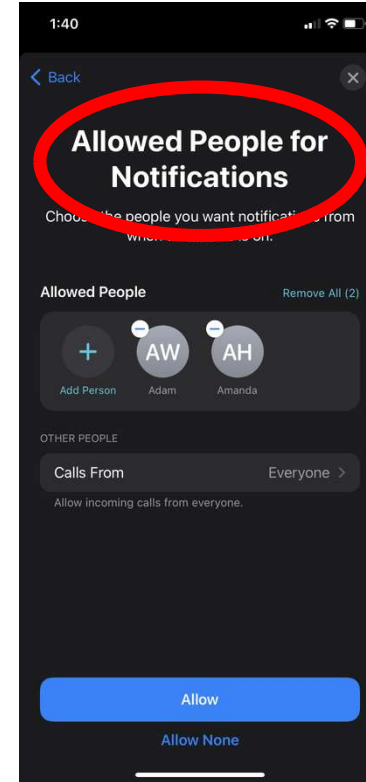
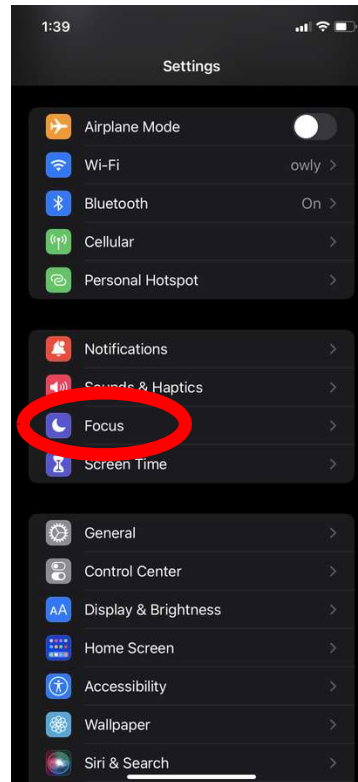


___ Start on mail sorting- big envelopes first



Customized task list with pictures

6 Behavior Management Examples

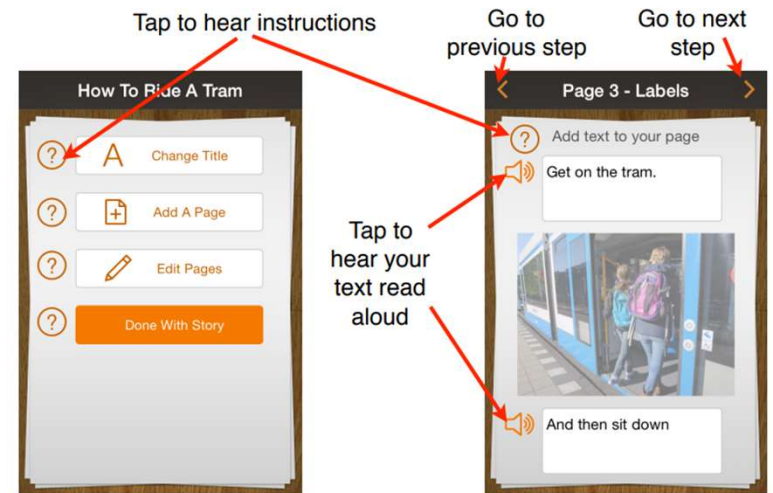


Apple iOS Settings, Focus feature

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

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

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

Indicators an AT assessment is appropriate?

- Lack of reliable communication system
- Not able to generalize skill 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.”

Useful Resources

- Department of Developmental Services:
<https://www.mass.gov/supportive-technology>
- Massachusetts Rehabilitation Commission:
<https://www.mass.gov/service-details/mrc-il-assistive-technology-program>
- Mass MATCH
<https://www.massmatch.org/index.php>
- O*NET
<https://www.onetonline.org/>
- JAN
<https://askjan.org/>
- AT3 Center
<https://at3center.net/>
- ICI Covid Publications
<https://covid19.communityinclusion.org/>

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 MassMATCH website homepage. At the top, the logo features a blue outline of Massachusetts with the text "MassMATCH" and the tagline "Massachusetts's Initiative to Maximize Assistive Technology (AT) in Consumer's Hands". Below the logo is a banner image with four panels: a person at a computer with a blue "Access" button, a person in a wheelchair, a person in a wheelchair outdoors, and a person holding a baby. A navigation menu includes links for Home, About, AT Regional Centers, Find Your AT, Fund Your AT, Donate AT, Get Help, and Resources. A search bar and text size options are also present.

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. 
- DMERequipment.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

O*NET

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

The screenshot shows the O*NET OnLine website interface. At the top left is the O*NET logo and the text "O*NET OnLine". To the right is an "Occupation keyword search" box with the text "electrician" and a "Go" button. Below the header is a navigation menu with links for "Help", "Find Occupations", "Advanced Searches", "O*NET Data", and "Crosswalks", along with "Share" and "Sites" options. The main content area is divided into several sections:

- O*NET OnLine features:** A large banner image showing a construction crane against a sunset sky.
- Introduction:** A section with a blue header and an upward arrow. It contains text about the site's purpose for career exploration and job analysis, mentioning detailed descriptions of the world of work for job seekers, workforce development, and HR professionals. It also mentions finding 900+ occupations based on goals and needs, and the availability of a customized "OnLine Help" feature.
- Occupation Keyword Search:** A search box with the text "den" and a "Go" button. Below the search box are examples: "25-1011.00, dental assistant".
- Find Occupations:** A section with a blue header and an upward arrow. It lists various categories: "Bright Outlook", "Career Cluster", "Hot Technology", "Industry", "Job Family", "Job Zone", "STEM", and "All Occupations".
- Advanced Searches:** A section with a blue header and an upward arrow.
- "I want to be a...":** A section with a purple header and a downward arrow. It encourages users to start a career they've dreamed about and offers a "My Next Move" tool.
- ATTN: VETERANS:** A section with a green header and a downward arrow. It prompts users to put their military skills to work in civilian life and includes a dropdown menu for "Army (MOS)" and a search box with "15W".
- ¿Habla español?:** A section with a blue header and a downward arrow. It offers a "Mi Próximo Paso" tool for Spanish-speaking users.
- O*NET Resource Center:** A section with a blue header and a downward arrow. It provides links to various resources: "Current O*NET data files", "Interest Profiler", "License agreements", "O*NET Content Model", "O*NET-SOC occupation taxonomy", "Reports and documents", and "Training videos".

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](#)

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.

Thank you!

Survey: https://umassboston.co1.qualtrics.com/jfe/form/SV_czJWHbH8ZW7ivbM

Next Webinar: **Best Practices in Social Media**

March 14, 2023

9-10:30AM ET

Stick Around for Q & A Session (optional)