Technology Throughout the Employment Process: A Webinar Series

Technology Tools On-the-Job

EMPLOYMENT FIRST
MASSACHUSETTS

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

Instructors
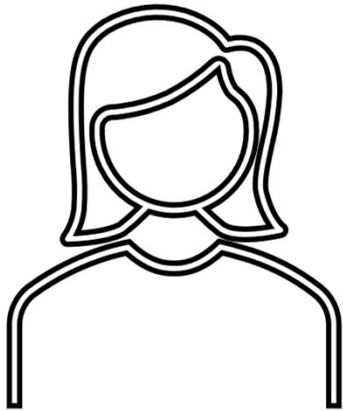
Kelly Wanzer, M.S., CCC/SLP

Training Associate

Speech Language Pathologist

Institute for Community Inclusion
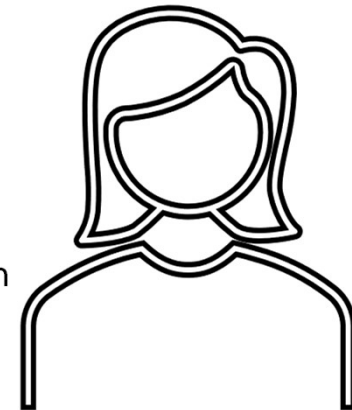
Kelly.Wanzer@umb.edu

Jill Eastman, MA, CESP

Program Coordinator

Employment and Training

Institute for Community Inclusion

Jill.Eastman@umb.edu

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

1	2	3	4	5
Person-Centered Planning	Assessment, Exploration, & Discovery	Job Development & Job Design	Initial Job Support	Follow-Up Supports

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?

3 Job Development & Job Design

4 Initial Job Support

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
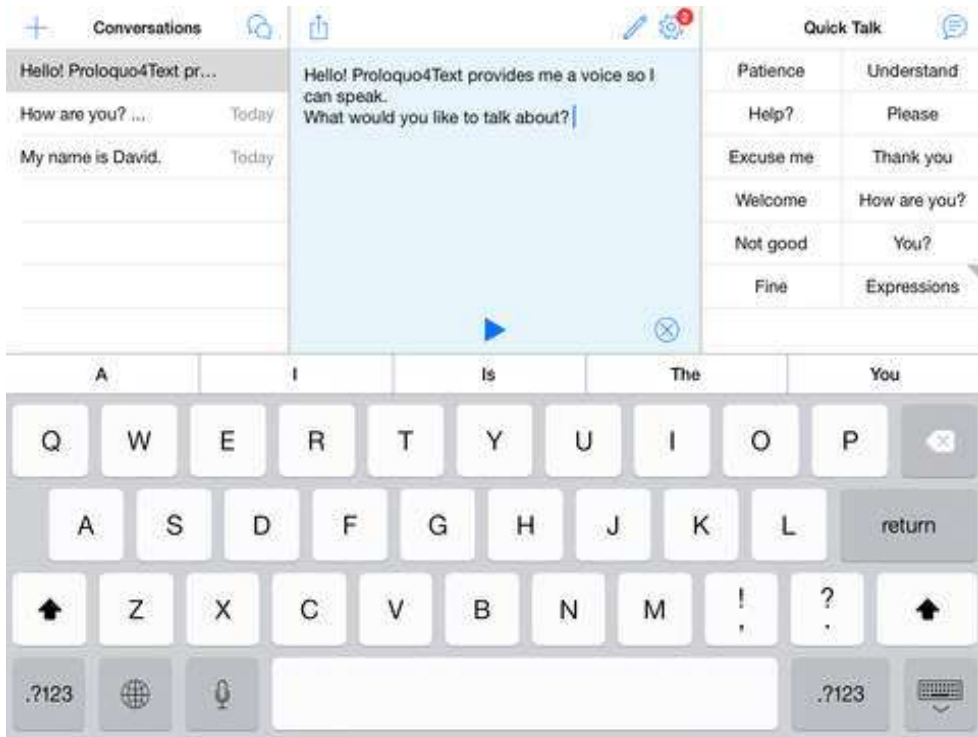
Proloquo4Text iPad Screenshot

2 Task Instruction Examples

Task instructions with digital pictures

③ Reminder Examples
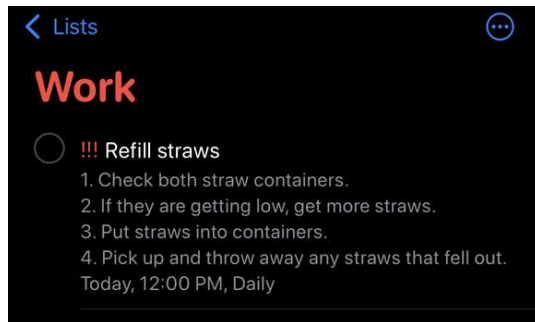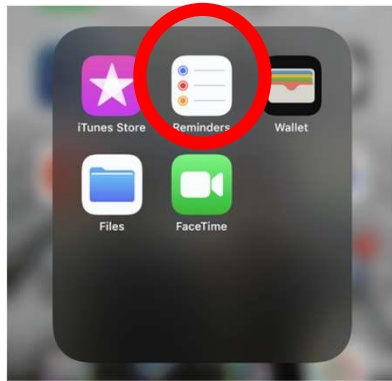
Apple iOs Reminders App

④ Time Management Strategies

Smart or Vibrating Watch   Visual Timer

5 Checklist Examples

Customized task list with pictures

6 Behavior Management Examples
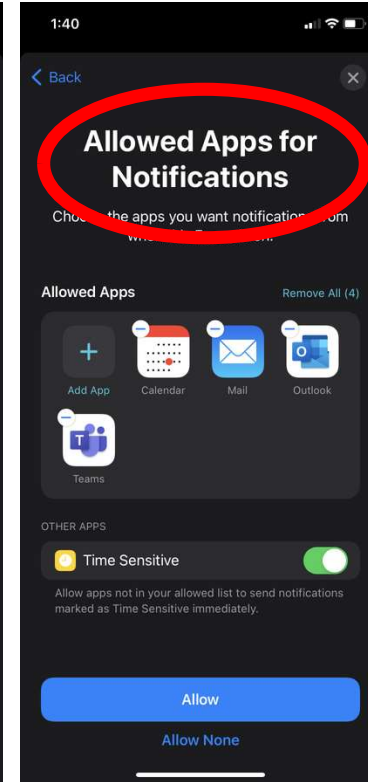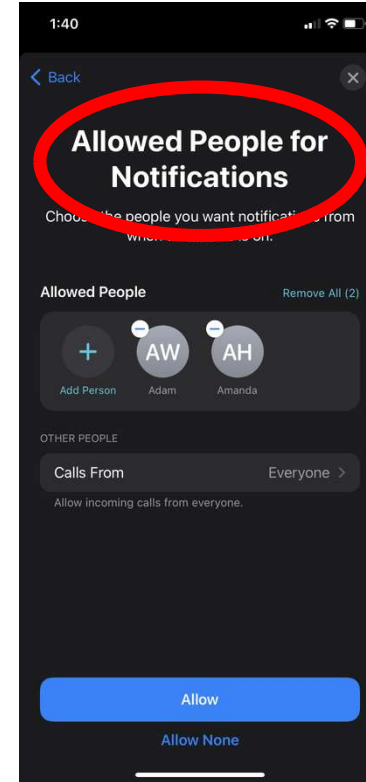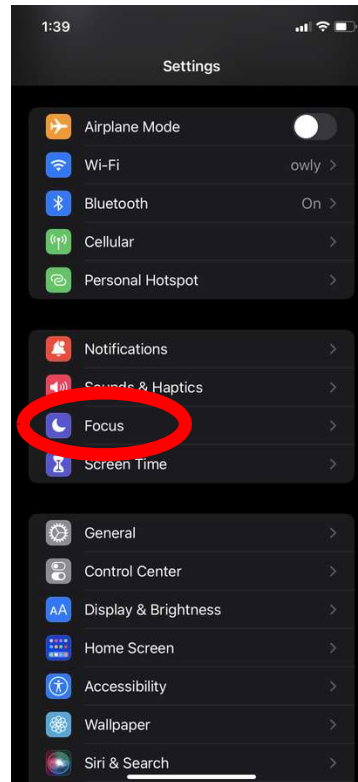
Apple iOs Settings, Focus feature

7 Navigation Supports

Victor Reader Trek
(Talking GPS)
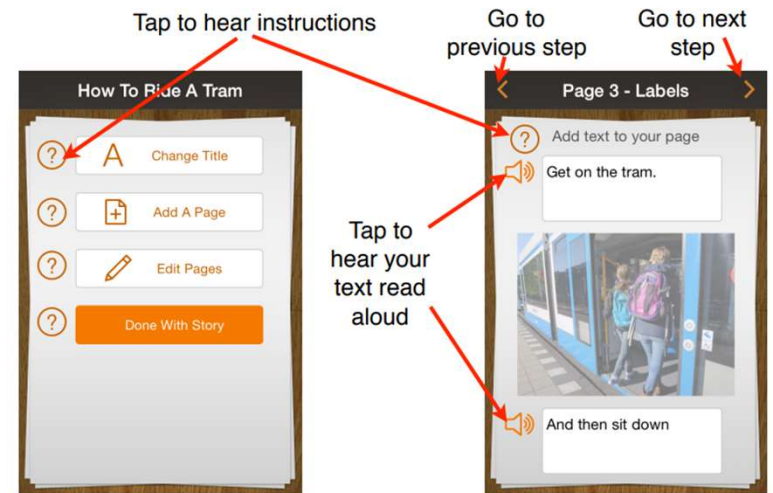
Pictello (app for using personalized text and photos to create stories or event sequences)

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/

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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

O*NET

https://www.onetonline.org/

JAN

https://askjan.org/

AT3 Center

https://at3center.net/

ICI Covid Publications

https://covid19.communityinclusion.org/

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)