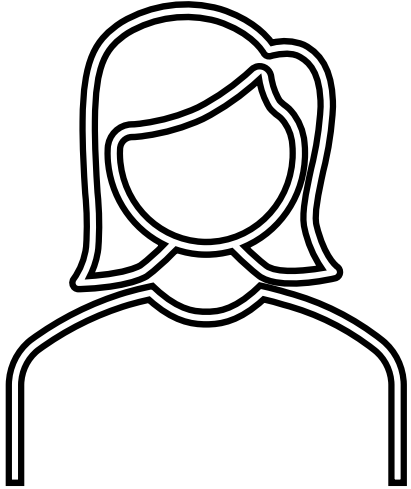# Technology Throughout the Employment Process: A Webinar Series

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.

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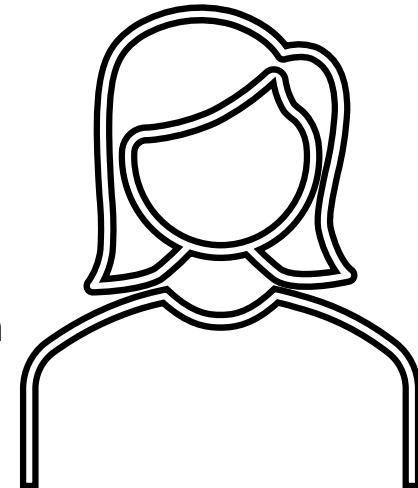Institute for Community Inclusion

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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

"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 Person-Centered Planning

2 Assessment, Exploration, & Discovery

3 Job Development & Job Design

4 Initial Job Support

5 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
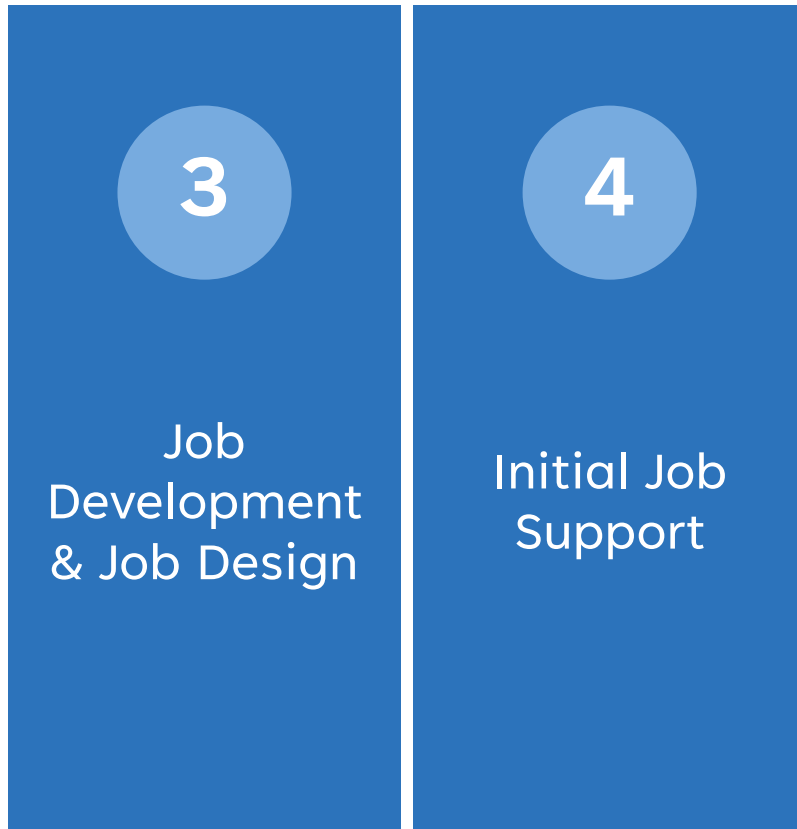
Does the job seeker and/or employment professional have:
- a reliable way to express opinions?
- ways to demonstrate strengths and capabilities in meaningful ways?
- an understanding of physical or environmental accommodations needed?
- strategies for new skill development that work in other areas of 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
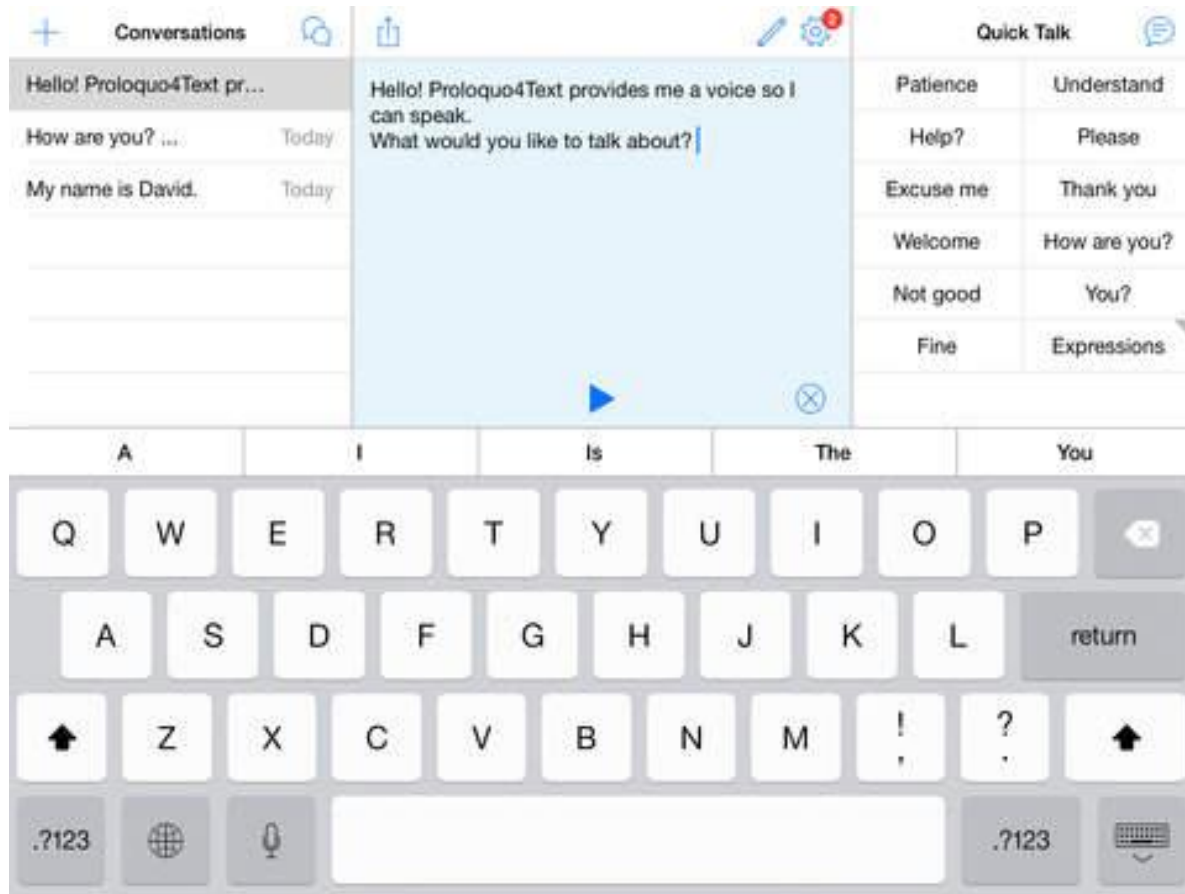
Proloquo4Text iPad Screenshot

2 Task Instruction Examples

Task instructions with digital pictures

3 Reminder Examples
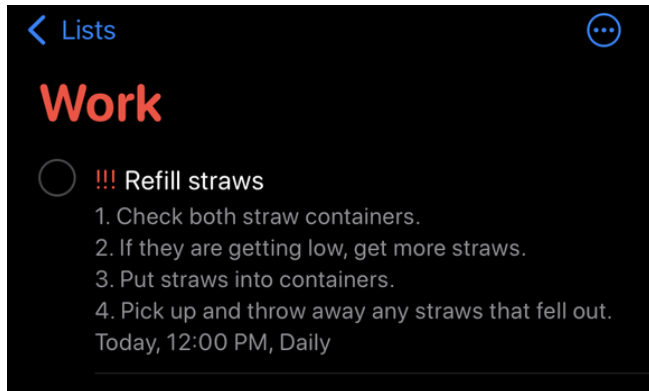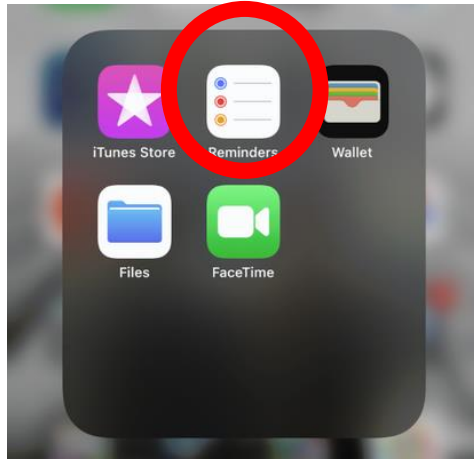
Apple iOs Reminders App

4 Time Management Strategies

Smart or Vibrating Watch

Visual Timer

5 Checklist Examples

Customized task list with pictures

6 Behavior Management Examples
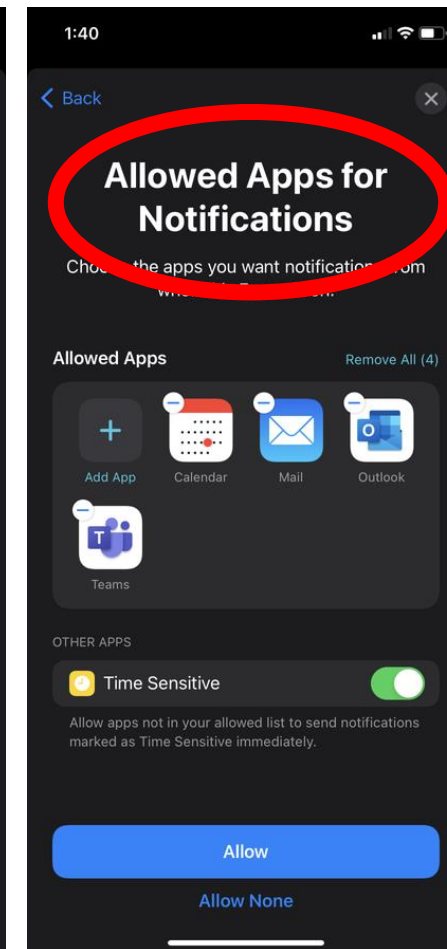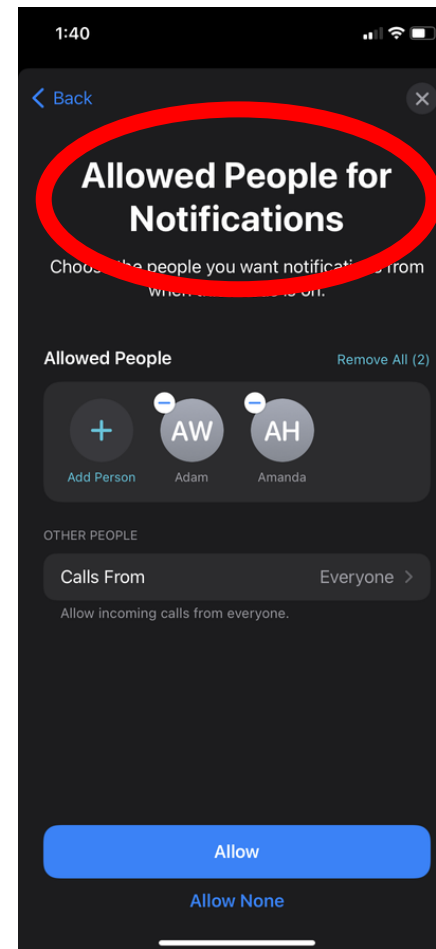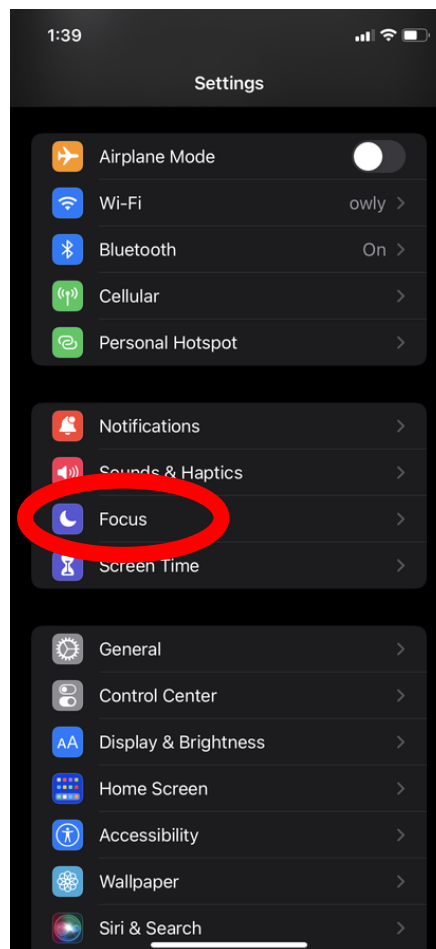
Apple iOs Settings, Focus feature

7 Navigation Supports

Victor Reader Trek
(Talking GPS)

Tap to hear instructions

Go to previous step

Go to next step

How To Ride A Tram

Change Title

Add A Page

Edit Pages

Done With Story

Page 3 - Labels

Add text to your page

Get on the tram.

Tap to hear your text read aloud

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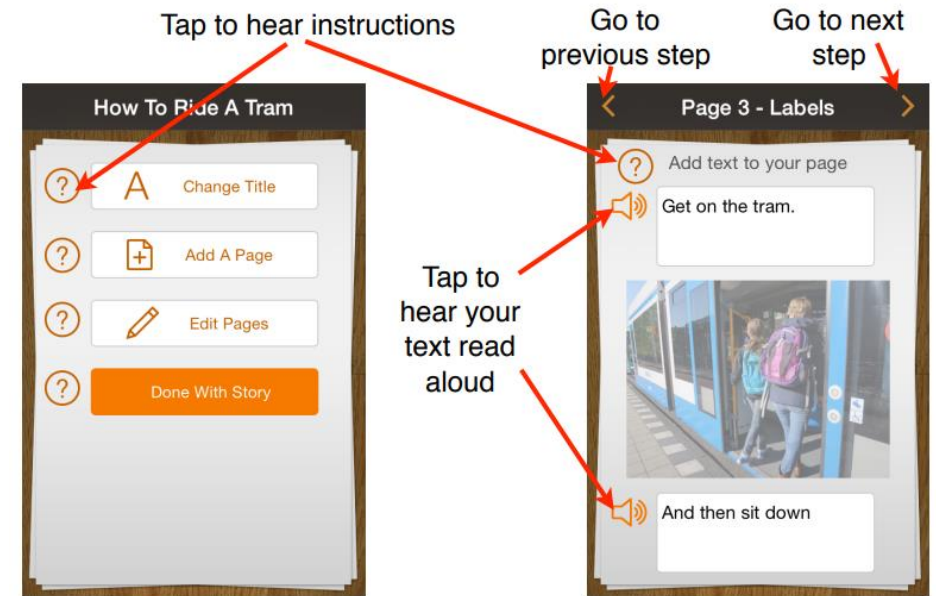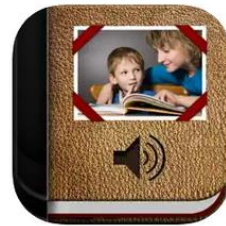
Pictello (app for using personalized text and photos to create stories or event sequences)

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

Chrome Remote Desktop

https://remotedesktop.google.com/support/
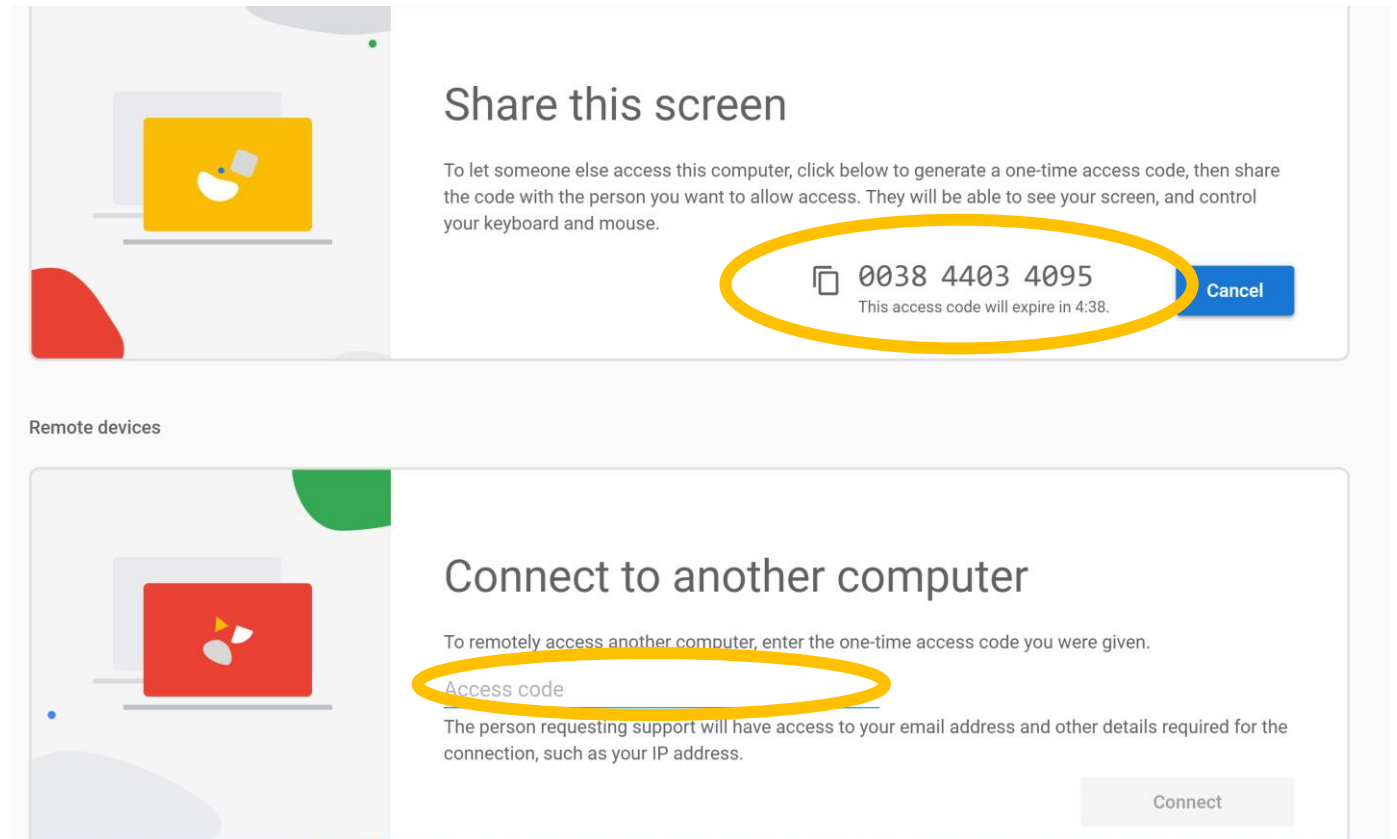
Chrome Remote Desktop is a **free** extension that allows you to remotely access your computer or share your screen and give another person the ability to control another computer.
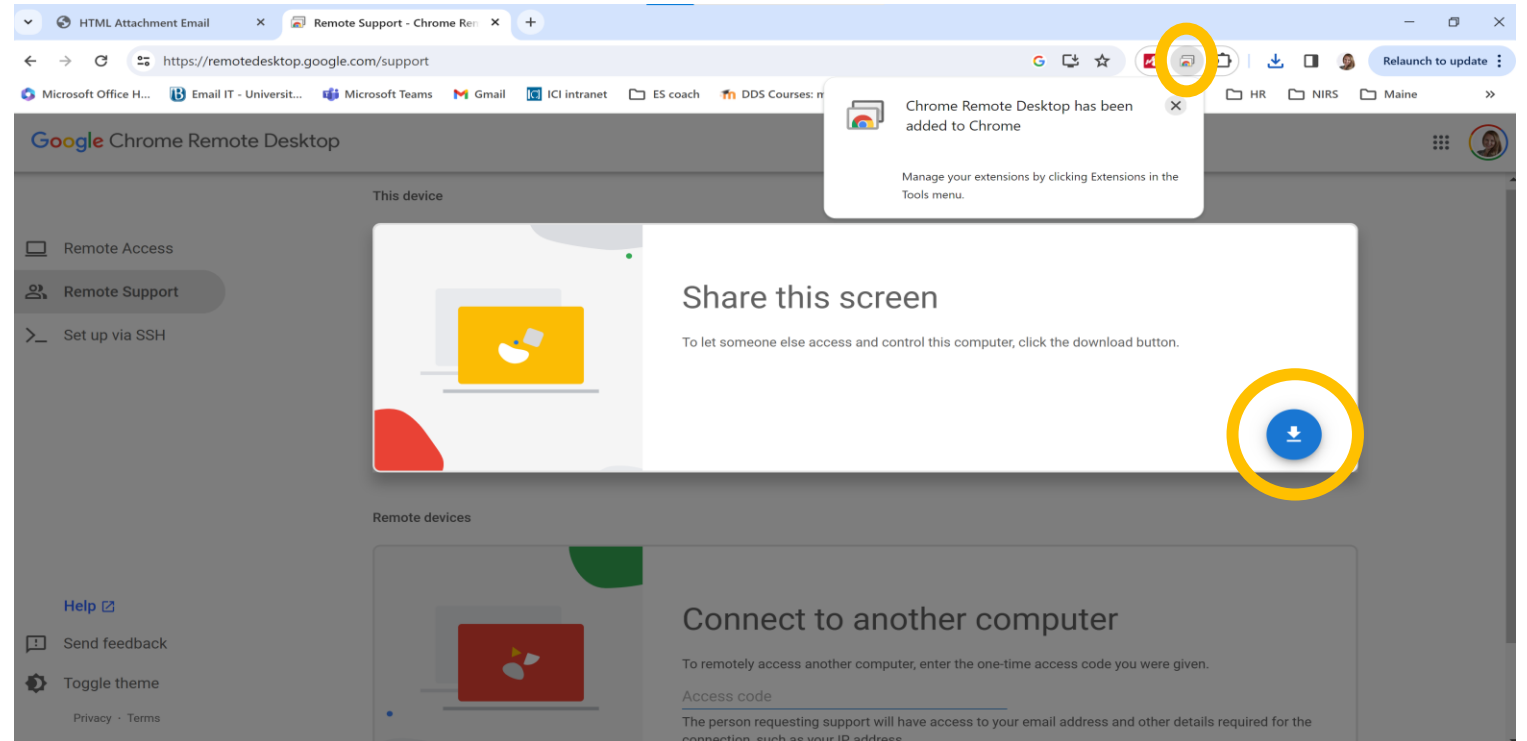
Chrome Remote Desktop Sharing

- As a job coach or employment specialist this could be a handy tool to use with job seekers or clients.

- The client can give you an individualized code to access and control of their computer.

- They can choose to take back control at anytime.

Chrome Remote Desktop Uses

Uses:

- Support individuals whose jobs require computer based mandatory training and quizzes

- Support individuals through virtual modeling or quality support with computer tasks

- Create reminders, sticky notes, and other productivity supports directly on their computer without being present

- Help fade and give individuals more autonomy in their job

- Help a job seeker fill out online applications, edit a resume, navigate LinkedIn

Chrome Remote Desktop Cautions

Cautions:

- Buy in and permission from the individual

- Okay with employer as an accommodation

- Not intended to do the job for the individual

- Other software the employer may feel more comfortable with (Skype for business, Windows Remote Desktop)

- Privacy concerns

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)

Department of Developmental Services

Technology Forward

Through the Technology Forward Initiative, the Department of Developmental Services (DDS) will promote the use of *Supportive Technology*. People with disabilities will have an opportunity to use Supportive Technology to live more inclusive and independent lives.

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

WHAT IS ASSISTIVE TECHNOLOGY (AT) SERVICES?

1. Assistive technology consultation/evaluation is a review of your wants and needs. This is done to identify what AT you could use. The evaluation will be completed by one or all of the following professionals:
   - A licensed professional including OT, PT, SLP
   - A certified AT Professional (ATP)

   They will meet you in your home, workplace, or wherever you will use the AT

2. Assistive technology devices are the equipment or devices recommended through the AT evaluation.   DDS covers the cost if you cannot afford, or if the item is not insurance billable.
3. Assistive technology support is the set-up of AT equipment, education, and training to help you use assistive technology.

Who is eligible and how to access Assistive Technology Services offered by the Department of Developmental Services (DDS)?

If you been determined eligible for DDS services through the Intake and Eligibility process, you can access Assistive Technology Services.

For individuals who are 22+ or 18 + and no longer in school, the following steps should be followed to assist people to access assistive technology services to promote their independence:

1. Complete the DDS Assistive Technology Screening Assessment to identify areas that person has barriers and which areas they would like to have greater independence.

2. Send the completed assessment to the person's DDS Service Coordinator and request a referral to a contracted <u>Assistive Technology Provider</u>. (*Community based Organizations)*

For individuals who are less than 22 and have flexible funding available through family support or the DESE/DDS partnership program, the family *can choose* to use such flexible funding to pay for assistive technology services:

How are flexible funding/stipend allocations administered? Families can receive their flexible Funding allocation in the following ways:

✓ Reimbursement from the Family Support Provider to the family for expenses incurred for allowable services and/or goods;

✓ Direct payment to a vendor by the family support provider for specific allowable goods and services requested by the family.

Follow steps 1-2 noted above

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

Mass MATCH

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

O*NET

https://www.onetonline.org/

JAN

30

AT3 Center

https://at3center.net/

ICI Covid Publications

https://covid19.communityinclusion.org/

Thank you!

Survey: https://umassboston.co1.qualtrics.com/jfe/form/SV_ddpDh89tV3k77AG

Next Webinar:

Best Practices in Social Media

August 8, 2024

9:30-10:30AM EST