

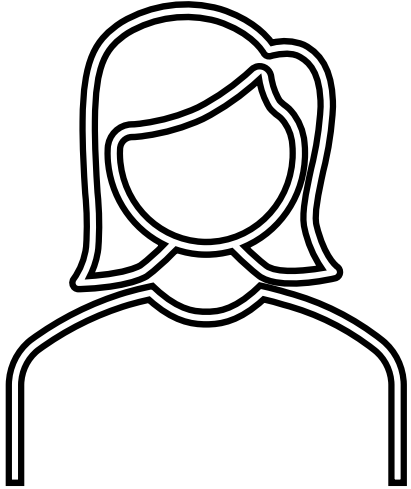
Technology Throughout the Employment Process: A Webinar Series

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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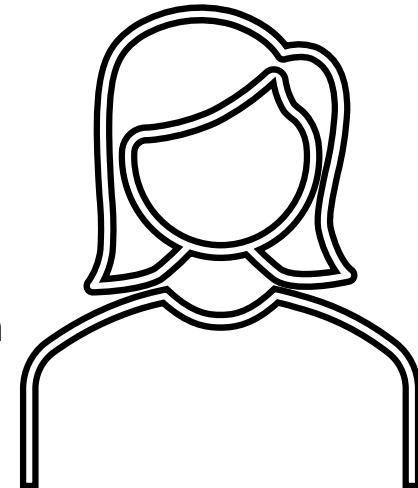
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Agenda

- 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

“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

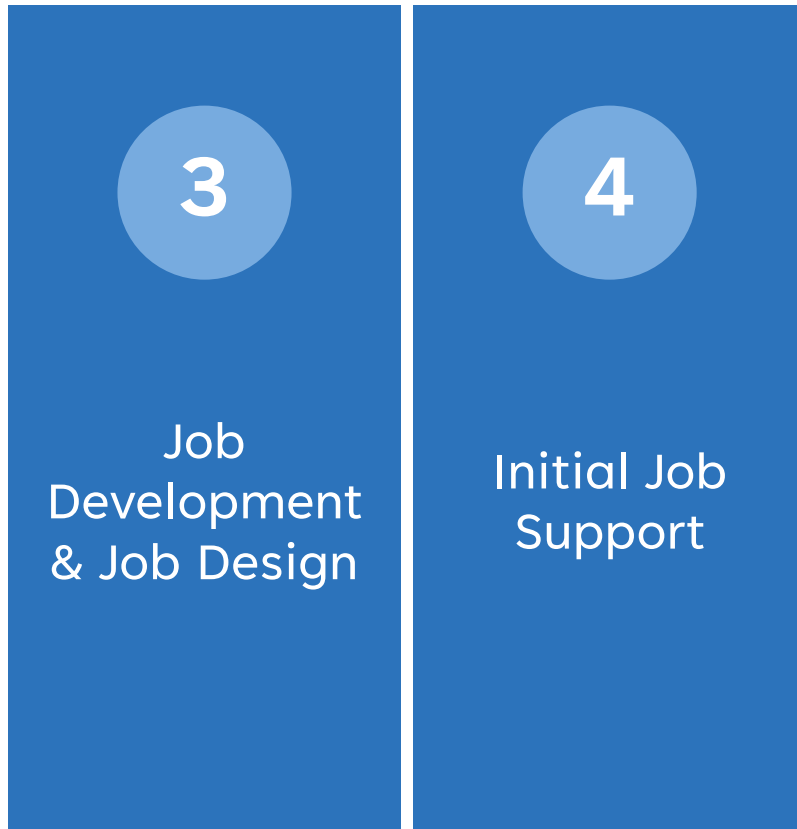


When does technology make sense?



- 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

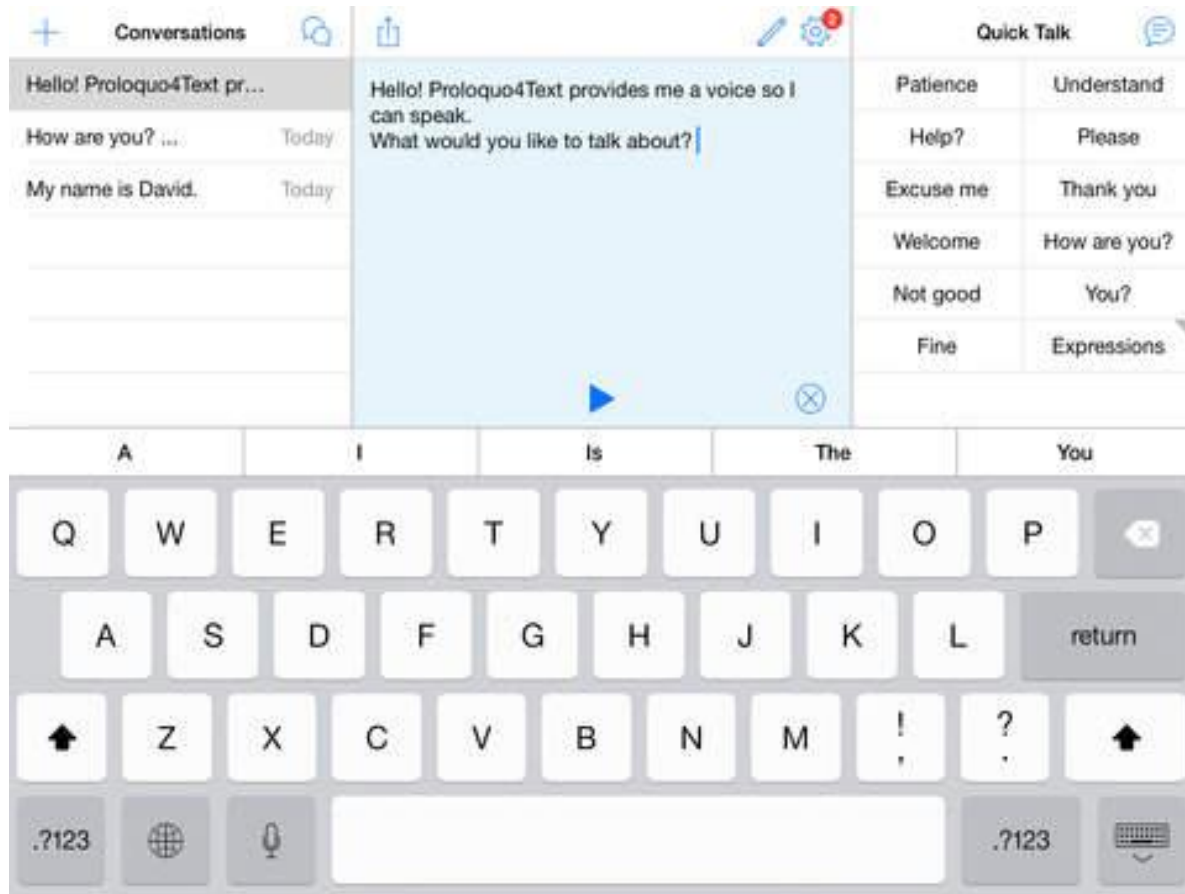
Does the job seeker and/or employment professional have:

- 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

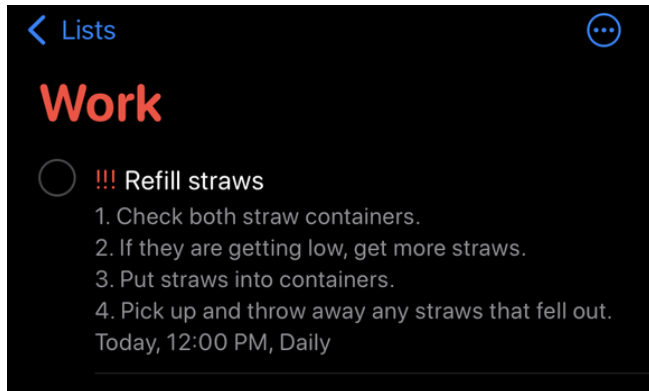
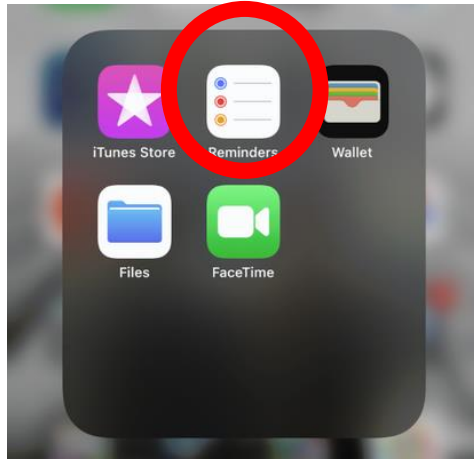
- 1) Set bottle on desk.

- 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

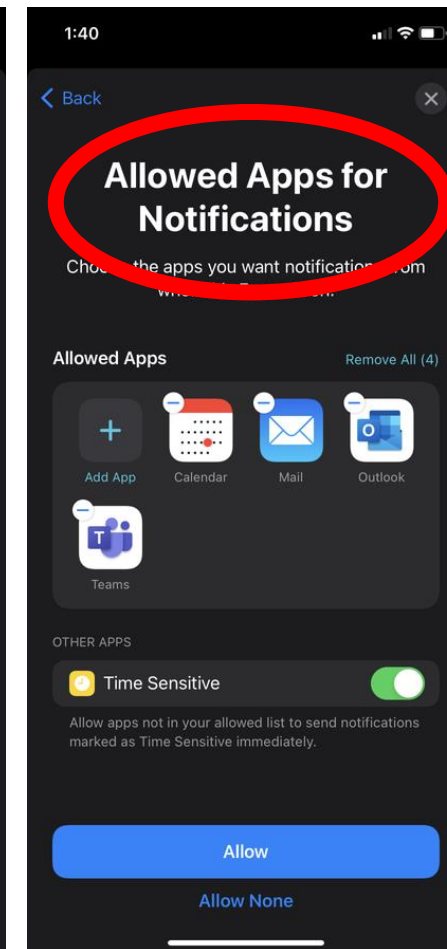
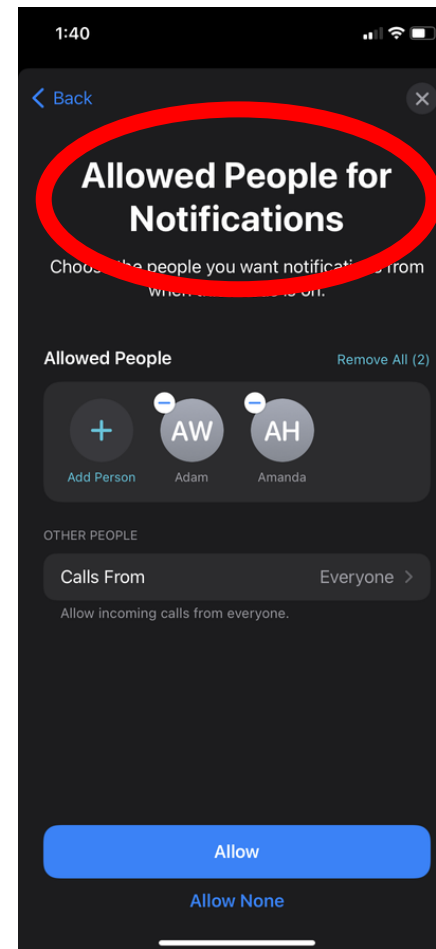
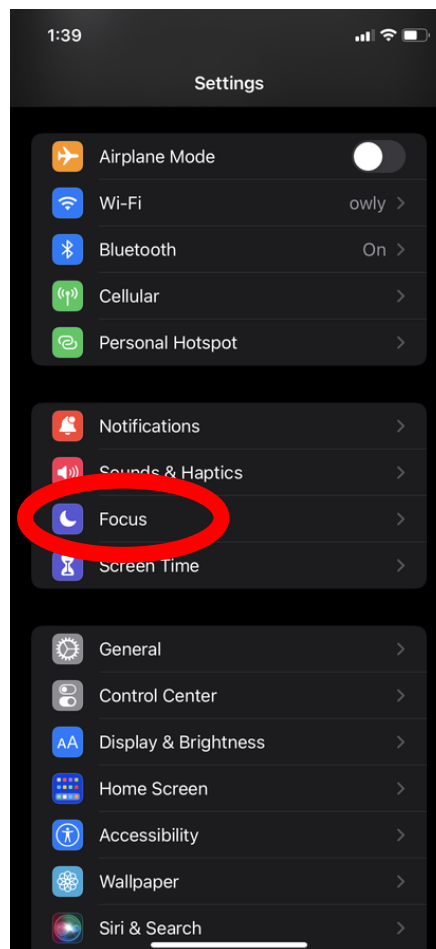


__ Start on mail sorting- big envelopes first



Customized task list with pictures

6 Behavior Management Examples

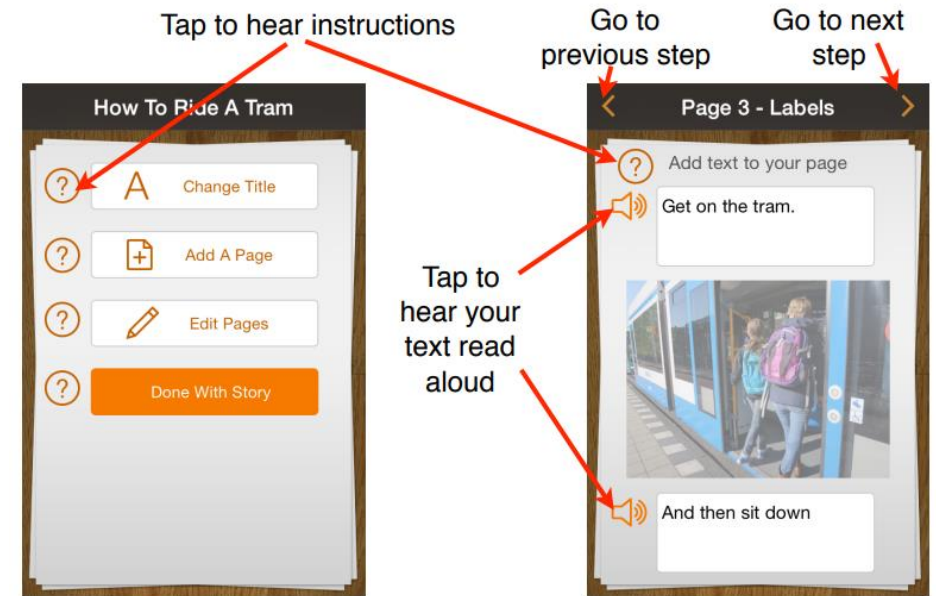
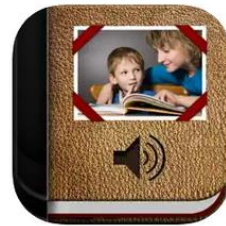


Apple iOS Settings, Focus feature

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

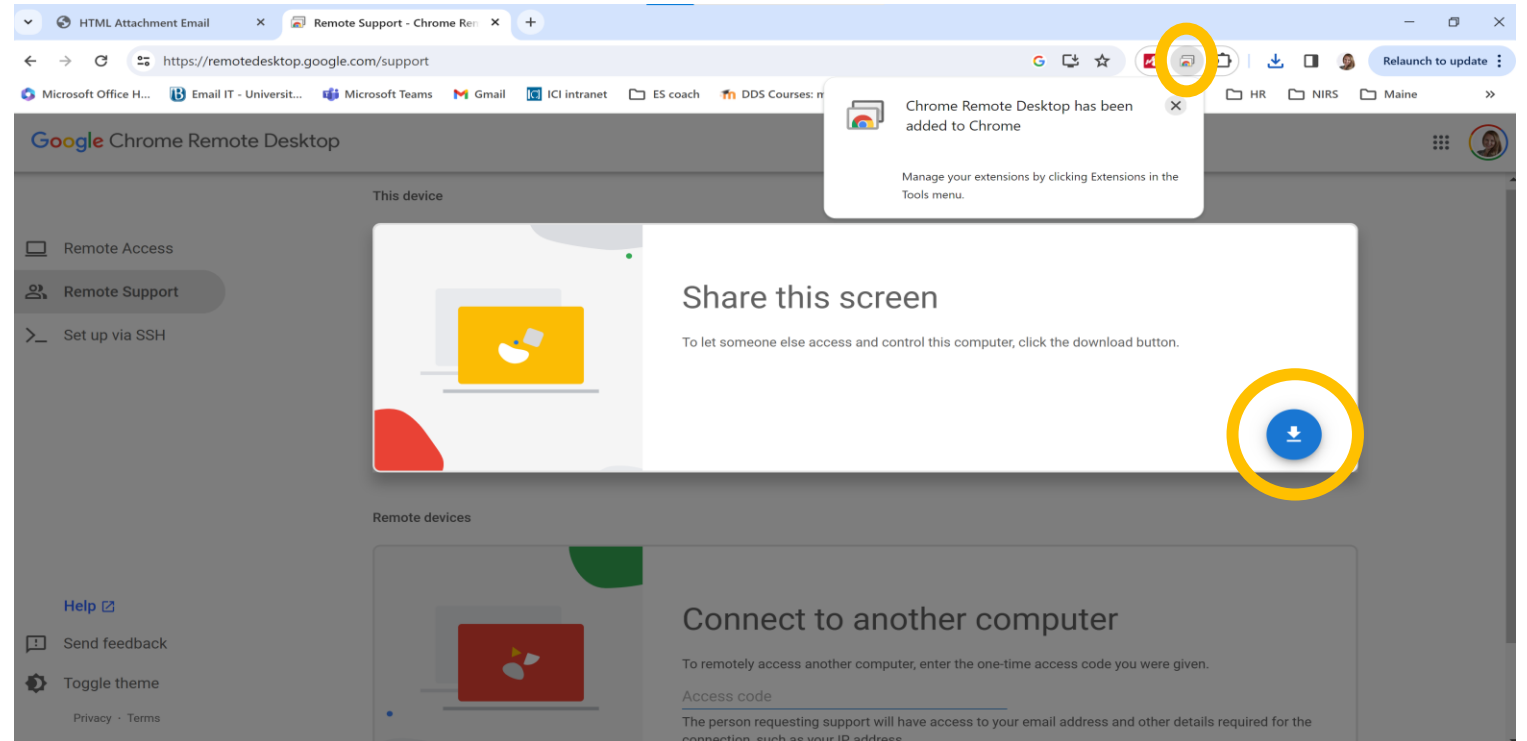
Common Ways Virtual Meeting Technology Can Support Employment

- 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

Chrome Remote Desktop

<https://remotedesktop.google.com/support/>

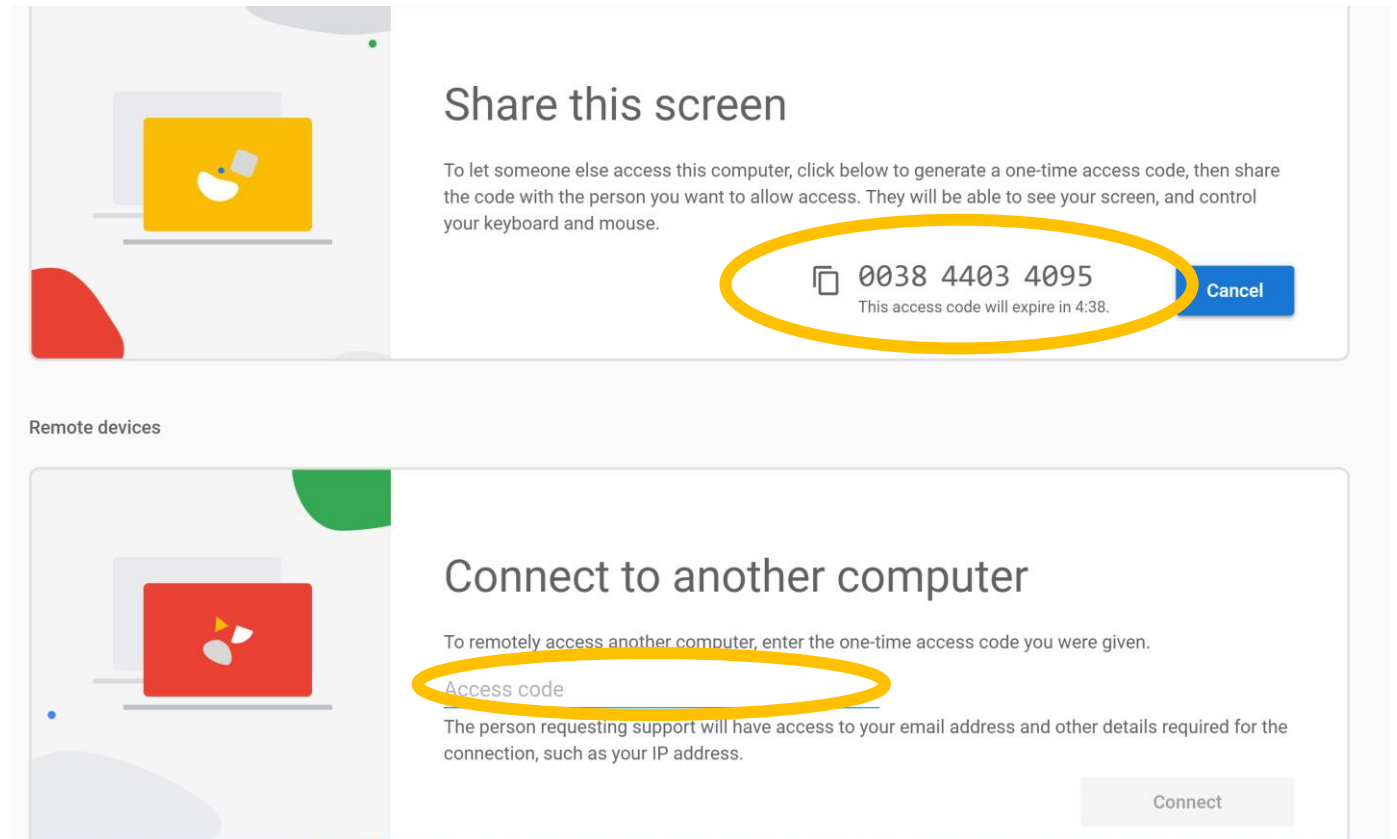
Chrome Remote Desktop is a **free** extension that allows you to remotely access your computer or share your screen and give another person the ability to control another computer.



Chrome Remote Desktop Sharing

<https://remotedesktop.google.com/support/>

- 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.



The screenshot displays the Chrome Remote Desktop interface. The top section, titled "Share this screen", includes a laptop icon with a yellow screen and a "Share this screen" button. Below the button, a text box contains the access code "0038 4403 4095" and a "Cancel" button. The bottom section, titled "Connect to another computer", includes a laptop icon with a red screen and a "Connect to another computer" button. Below the button, a text box contains the access code "0038 4403 4095" and a "Connect" button. The text "Remote devices" is visible between the two sections.

Share this screen

To let someone else access this computer, click below to generate a one-time access code, then share the code with the person you want to allow access. They will be able to see your screen, and control your keyboard and mouse.

0038 4403 4095
This access code will expire in 4:38. Cancel

Remote devices

Connect to another computer

To remotely access another computer, enter the one-time access code you were given.

Access code

The person requesting support will have access to your email address and other details required for the connection, such as your IP address.

Connect

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 Assistive Technology Provider.
(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

RELATED

[Vocational Rehabilitation >](#)

Mass MATCH

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



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

search our site Text Size: [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](#) MAFF 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.
- 

[DMEquipment.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 iPhone, at this instance 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

The screenshot displays 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 items: "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 at sunset, with the heading "O*NET OnLine features". Below this is an "Introduction" section with a blue header and an upward arrow. The text reads: "Welcome to your tool for career exploration and job analysis! O*NET OnLine has detailed descriptions of the world of work for use by job seekers, workforce development and HR professionals, students, developers, researchers, and more! Find, search, or browse across 900+ occupations based on your goals and needs. Then use comprehensive reports to learn about requirements, characteristics, and available opportunities for your selected occupation. Take advantage of the customized [OnLine Help](#) feature available throughout the site. Or, use the available [Desk Aid](#). Build your future with O*NET OnLine!"

Below the introduction is an "Occupation Keyword Search" section with a blue header and an upward arrow. It contains a search input field with the text "den" and a magnifying glass icon. Below the input field are examples: "Examples: 25-1011.00, dental assistant". At the bottom of this section is a blue button that says "Search O*NET-SOC occupations".

Next is a "Find Occupations" section with a blue header and an upward arrow. It lists several categories: "Bright Outlook", "Career Cluster", "Hot Technology", "Industry", "Job Family", "Job Zone", "STEM", and "All Occupations".

At the bottom of the left column is an "Advanced Searches" section with a blue header and an upward arrow.

The right column features a banner image with the heading "More career sites & resources". Below this is a section titled "I want to be a..." with a purple header and a downward arrow. The text reads: "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](#)." Below the text is a purple button that says "Find your career at My Next Move".

Below that is a section titled "ATTN: VETERANS" with a green header and a downward arrow. The text reads: "Put your military skills and experience to work in civilian life." Below this is a search input field with the text "15W" and a magnifying glass icon. Below the input field is a green button that says "Go". At the bottom of this section is a green button that says "Learn more at My Next Move for Veterans".

Next is a section titled "¿Habla español?" with a blue header and a downward arrow. The text reads: "Mi Próximo Paso incluye tareas, aptitudes, información sobre salarios y más de 900 carreras diferentes." Below the text is a blue button that says "Visite Mi Próximo Paso".

At the bottom of the right column is a section titled "O*NET Resource Center" with a blue header and a downward arrow. The text reads: "Our O*NET information portal has data and tools for workforce professionals and developers, including:" Below this are several links: "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
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

Employer Live Chat + Show Reader

AT3 Center

<https://at3center.net/>

The screenshot shows the AT3 Center website. At the top left is the AT3 Center logo. To its right is a navigation menu with links for State/Territory AT Programs, AT Act Grantees, Explore AT, Events, Publications, Resources, and About. Below the navigation is a blue banner with the text "National Assistive Technology Act Technical Assistance and Training (AT3) Center". The main content area features a large image of a smiling woman with glasses using a cane. To the left of the image is the text: "AT3 Center provides training and technical assistance for all AT ACT Section 4 State and Territory Assistive Technology Programs". Below this are two columns: "Digital Accessibility Courses" with a sub-header "Find out about new self-directed Digital Accessibility Courses" and a button "Explore Courses"; and "Assistive Technology" with a sub-header "Find out about the Assistive Technology Act and the resources available to you through our website." and a button "Learn about AT". Below the image is a blue box titled "21st Century Assistive Technology Act" containing text about the Act's reauthorization and a link to the "21st Century Assistive Technology Act (PDF)". At the bottom are three navigation buttons: "Emergency Resources", "AT Act Programs", and "Explore AT".

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/>


General Publications for Service Providers for People with Disabilities Partner Resources

Publications for Service Providers

TOOLS FOR INCLUSION

Providing Quality Services Remotely and Online


General guidance and strategies for provision of day and employment services.



TOOLS FOR INCLUSION

Providing Employment Services for Job Seekers Remotely


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.



TOOLS FOR INCLUSION

Using Technology to Provide Quality Services Remotely


A structured approach regarding identifying and implementing technology options for provision of remote services.



TOOLS FOR INCLUSION

Program Management During COVID-19


Strategies for program managers in overseeing and maintaining ongoing program services, and managing staff, during the pandemic.



TOOLS FOR INCLUSION

Supporting Individuals Who Are Working During COVID-19


How to continue to support individuals who are working, primarily relying on remote services, and onsite supports as needed.



TOOLS FOR INCLUSION

Using Technology for Remote Support, Self-Management, and Success in Employment and the Community

A guide to remote job coaching, and use of technology by individuals to self-manage tasks and enhance overall performance.



Fill-In Worksheet

Technology for Remote Supports Worksheet

Fill-in version of worksheet in Using Technology to Provide Quality Services Remotely, for determining technology options.

TOOLS FOR INCLUSION

Employer Engagement and Job Development During Challenging Times

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.

EMPLOYMENT FIRST

Community-Based Day Supports During the Pandemic

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_ddpDh89tV3k77AG



Next Webinar:

Best Practices in Social Media

August 8, 2024

9:30-10:30AM EST