

WEBVTT

1 "Sandy Keyser" (447927040)  
00:00:00.000 --> 00:00:13.349

Anything else we are really excited about today's topic. So 1st, though, we want to kind of get a feel for who's in the audience. So we have a poll question.

2 "Sandy Keyser" (447927040)  
00:00:13.349 --> 00:00:28.020

So, basically, we're asking that you let us know what your role is, whether it's a support coordinator service provider, maybe another regional office employee. Uh, maybe you work for another um.

3 "Sandy Keyser" (447927040)  
00:00:28.020 --> 00:00:34.470

State office, maybe you're an individual or family member or others, so.

4 "Sandy Keyser" (447927040)  
00:00:34.470 --> 00:00:41.430

You've got about a minute go ahead and let us know what your role is and we'll report back in a minute.

5 "Sandy Keyser" (447927040)  
00:01:36.660 --> 00:01:40.080

All right Time's up and now we'll get the results.

6 "Sandy Keyser" (447927040)  
00:01:41.940 --> 00:01:51.025

And it looks like we have basically a half and a half, uh, mix we have about half support quarters, half service providers.

7 "Sandy Keyser" (447927040)  
00:01:51.025 --> 00:01:59.725

And then we've got a few regional office employees, and a couple of other state employees, and a couple of individuals and family members. So.

8 "Sandy Keyser" (447927040)  
00:02:00.925 --> 00:02:05.605

Thank you all for joining us, we're really excited. So, what are we excited about?

9 "Sandy Keyser" (447927040)  
00:02:06.385 --> 00:02:20.005

Today's topic we want to talk about how technology can help an individual, be more independent in employment and when you leave in an hour, we want you to be able to see those possibilities.

10 "Sandy Keyser" (447927040)  
00:02:20.005 --> 00:02:22.375

We want you to to recognize that.

11 "Sandy Keyser" (447927040)  
00:02:22.650 --> 00:02:37.405

Technology doesn't require somebody to be pretty independent to begin with, um, that we can be meeting the person where they're at right now. And maybe some of their paid support is helping them to utilize that technology.

12 "Sandy Keyser" (447927040)  
00:02:37.405 --> 00:02:44.005

So that over time, they're becoming more independent and maybe that paid support is being able to.

13 "Sandy Keyser" (447927040)  
00:02:44.340 --> 00:02:49.020

Pull back a little bit more and again, you know, along with that.

14 "Sandy Keyser" (447927040)  
00:02:49.020 --> 00:02:54.990

Seeing that technology can be used with other supports.

15 "Sandy Keyser" (447927040)  
00:02:54.990 --> 00:03:03.000

It's it's a supplemental service, it doesn't have to be a standalone service. So, the other thing that we really want you to.

16 "Sandy Keyser" (447927040)  
00:03:03.000 --> 00:03:08.365

Come away with is having that confidence in being able to coordinate that tack.

17 "Sandy Keyser" (447927040)  
00:03:08.665 --> 00:03:21.505

So we want to give you some tools and resources to help you identify some possible tech solutions and then also know where you can go to get more support. If you need assistance with making those requests.

18 "Sandy Keyser" (447927040)  
00:03:24.120 --> 00:03:28.170

So, Holly, if you want to kind of.

19 "Sandy Keyser" (447927040)  
00:03:28.170 --> 00:03:32.910

Introduce us to what those codes are for assisted tech.

20 "Holly Reiff" (967574784)  
00:03:32.910 --> 00:03:37.260

All right, so, um, I have a a little.

21 "Holly Reiff" (967574784)  
00:03:37.260 --> 00:03:41.760

Uh, Matt, I very imaginative right? So.

22 "Holly Reiff" (967574784)  
00:03:41.760 --> 00:03:50.010

In my brain, the only way I can keep all of these little modifiers, the you see you 9, you.

23 "Holly Reiff" (967574784)  
00:03:50.010 --> 00:03:53.100  
Duty all straight in my head, as I think of.

24 "Holly Reiff" (967574784)  
00:03:53.100 --> 00:04:01.860  
Consultation well, they need their little fancy like white coat. So I got to put on their their white coat modifier, which is the.

25 "Holly Reiff" (967574784)  
00:04:01.860 --> 00:04:11.250  
You know, for equipment, you know, overalls, they gotta gotta get to work. It's those 1 time purchases, you know, that I've had that.

26 "Holly Reiff" (967574784)  
00:04:11.250 --> 00:04:14.520  
Standalone device that makes the world of difference.

27 "Holly Reiff" (967574784)  
00:04:14.520 --> 00:04:22.740  
So, in my brain, I've got little little outfits that all these codes where so I would encourage you to.

28 "Holly Reiff" (967574784)  
00:04:22.740 --> 00:04:37.255  
You know, come up with your own way to remember how important these modifiers are and to put them in with your code. We don't want to see any of our 899 technology codes without their clothes on. Um, and that's just how I think of it in my brain.

29 "Holly Reiff" (967574784)  
00:04:37.255 --> 00:04:40.375  
So each one's got their own little outfit that they wear. they wear

30 "Holly Reiff" (967574784)  
00:04:40.649 --> 00:04:44.489  
Um, I know it's kind of cheesy, but it works for me.

31 "Holly Reiff" (967574784)  
00:04:44.489 --> 00:04:48.359  
Um, service delivery is going to be.

32 "Holly Reiff" (967574784)  
00:04:48.384 --> 00:04:56.274  
More of your your personal emergency response, your mobile emergency response medication administration, any application subscriptions.

33 "Holly Reiff" (967574784)  
00:04:56.574 --> 00:05:04.613  
So if you need a communication application that runs on your iPhone, for example, we can pay for that through the service delivery.

34 "Holly Reiff" (967574784)

00:05:04.889 --> 00:05:18.119

Um, code support is any education, our support for your specific technology, so you're learning how to use a buddy switch or big Beamer switch to turn on and off.

35 "Holly Reiff" (967574784)

00:05:18.474 --> 00:05:32.904

Your stove and your blender to make yourself a meal, but you need support and learning how to do it and it's it's a little bit more intensive support in education and what your direct care professional might already have in their, their tool kit. So, that's what we would use that code for.

36 "Holly Reiff" (967574784)

00:05:33.269 --> 00:05:39.719

The remote support code, um, which has the GT modifier includes.

37 "Holly Reiff" (967574784)

00:05:39.719 --> 00:05:44.489

All of these things, plus any response in our services that are needed. So.

38 "Holly Reiff" (967574784)

00:05:44.489 --> 00:05:49.559

You know, remote supports is going to include a consultation from your remote support provider.

39 "Holly Reiff" (967574784)

00:05:49.559 --> 00:05:59.969

They will meet those requirements as an or certified who are 80 s um, they'll provide all the equipment that's needed.

40 "Holly Reiff" (967574784)

00:05:59.969 --> 00:06:06.869

They'll provide all the service delivery, which is their, their dashboard are their software.

41 "Holly Reiff" (967574784)

00:06:06.869 --> 00:06:16.739

They'll provide any support, so if they update all their equipment and you need to be retrained on it, they can do that your staff changed and they need for training on it.

42 "Holly Reiff" (967574784)

00:06:16.739 --> 00:06:30.599

They'll provide that as well and, of course, if they also has the response center that will all be under 1 code. So you don't need to break those out. I know. Back in the day we used to put them all in different spots, but no more just 1 code for all remote supports.

43 "Sandy Keyser" (447927040)

00:06:34.679 --> 00:06:49.229

Thank you Holly. Mm. Hmm. Okay. So now, before we jump in with the rest of the topic, we want to get a feel for how much experience have you had with coordinating technology with other services.

44 "Sandy Keyser" (447927040)  
00:06:49.229 --> 00:06:52.649  
So, has it been a lot have yet?

45 "Sandy Keyser" (447927040)  
00:06:52.884 --> 00:07:03.234  
I feel like you've done quite a bit, or maybe you've dabbled in it a little bit. You've had some experience, but not a lot or maybe you just haven't had an opportunity to have an experience yet.

46 "Sandy Keyser" (447927040)  
00:07:03.264 --> 00:07:12.954  
So we've got about a minute, but if we see that people have stopped responding, we might stop the pull a little bit early. So.

47 "Sandy Keyser" (447927040)  
00:07:15.569 --> 00:07:17.604  
Ahead and give us your responses.

48 "Sandy Keyser" (447927040)  
00:08:02.934 --> 00:08:05.844  
All right Time's up and the results are.

49 "Sandy Keyser" (447927040)  
00:08:06.149 --> 00:08:09.749  
So, basically.

50 "Sandy Keyser" (447927040)  
00:08:10.104 --> 00:08:22.284  
Not a lot of experience so we have quite a few people who came back and said I've got some and we've got a little bit more who said, I don't have any yet. So glad you're here with us.

51 "Sandy Keyser" (447927040)  
00:08:22.284 --> 00:08:27.114  
And we hope when you leave, you feel like you've got a little bit more confidence in moving forward.

52 "Sandy Keyser" (447927040)  
00:08:27.449 --> 00:08:36.959  
So, I'm going to let Holly take this Holly. You want to help us understand what technology is? What are we talking about here?

53 "Holly Reiff" (967574784)  
00:08:36.959 --> 00:08:40.559  
Well, technology is anything from.

54 "Holly Reiff" (967574784)  
00:08:40.559 --> 00:08:48.449

A low tech device that, like the Clapper on class off that is technology to.

55 "Holly Reiff" (967574784)  
00:08:48.449 --> 00:08:54.269

A full on voice controlled, smart home. Um, and it can be.

56 "Holly Reiff" (967574784)  
00:08:54.269 --> 00:09:00.659

Something simple, it can be something big. So when we talk about technology, we talked about it in 3 buckets.

57 "Holly Reiff" (967574784)  
00:09:00.659 --> 00:09:10.589

Low mid and high technology, so low technology, which, for us might actually end up being specialized medical equipment would be like a built up spoon.

58 "Holly Reiff" (967574784)  
00:09:10.614 --> 00:09:25.374

Or of, um, especially plate to help an individual, be more independent. Um, the high tech version of that would be a self feeding robot, um, where there's an arm that actually helps the person.

59 "Holly Reiff" (967574784)  
00:09:25.679 --> 00:09:28.979

By themselves without actually having to physically.

60 "Holly Reiff" (967574784)  
00:09:28.979 --> 00:09:32.909

Um, have the dexterity to to do it, so.

61 "Holly Reiff" (967574784)  
00:09:32.909 --> 00:09:42.509

We have that wide range of technology, and we have it not just for ACLs and ideals, but we can do it in tech, um, employment and medication administration.

62 "Holly Reiff" (967574784)  
00:09:42.509 --> 00:09:46.649

And daily living as well. Um, so.

63 "Holly Reiff" (967574784)  
00:09:46.649 --> 00:09:52.889

You know, fingers crossed 1 of these days for a self driving car, which would be really high tech.

64 "Holly Reiff" (967574784)  
00:09:52.889 --> 00:09:56.189

But a low tech option, right? Right now might be.

65 "Holly Reiff" (967574784)  
00:09:56.189 --> 00:10:01.259

It was learning how to use Uber on your, your smartphone and using the Uber app.

66 "Holly Reiff" (967574784)  
00:10:01.259 --> 00:10:09.269

Are having a travel, buddy and electronic travel, buddy, um, on your phone that helps you navigate the public bus system.

67 "Holly Reiff" (967574784)  
00:10:09.269 --> 00:10:12.569

So really the sky's the limit, but.

68 "Holly Reiff" (967574784)  
00:10:12.569 --> 00:10:17.369

But really, the bottom line is it's tool and it's a tool we're using right now.

69 "Holly Reiff" (967574784)  
00:10:17.369 --> 00:10:21.569

Just to have this conversation, be a Webex and our cameras.

70 "Sandy Keyser" (447927040)  
00:10:21.569 --> 00:10:24.599

And I think that's the key. It's technology.

71 "Sandy Keyser" (447927040)  
00:10:24.599 --> 00:10:39.239

It's a tool that we all use. I mean, we all use alarm clocks. We all use reminders on our calendar or our cell phone. And when you were talking about the car, I can help, but think of, I wonder how many people have that.

72 "Sandy Keyser" (447927040)  
00:10:39.239 --> 00:10:48.389

You know, parking assist thing on their car or that alert that tells them oh, you want to get over in the lane, but there's a car right next to, you.

73 "Sandy Keyser" (447927040)  
00:10:48.389 --> 00:10:52.889

So, uh, it, it's things we all use.

74 "Sandy Keyser" (447927040)  
00:10:54.329 --> 00:11:02.694

But for people with disabilities, sometimes it's the difference between being able to do something at all and not being able to do something at all.

75 "Sandy Keyser" (447927040)  
00:11:03.054 --> 00:11:09.504

So, I love this quote, David Baker says it a lot, but we found out who he came from.

76 "Sandy Keyser" (447927040)

00:11:09.564 --> 00:11:23.184

1st, and that is Mary Pat, who was a former director of ibm's National Center for people with disabilities. Uh, and basically what she said is for most people, technology makes things easier.

77 "Sandy Keyser" (447927040)

00:11:23.489 --> 00:11:29.549

But for people with disabilities, however, technology makes things possible.

78 "Sandy Keyser" (447927040)

00:11:29.549 --> 00:11:34.469

Um, and I think that is very key to keep in mind when we think about.

79 "Sandy Keyser" (447927040)

00:11:34.469 --> 00:11:40.349

How can we help individuals with disabilities? Be more independent and employment.

80 "Sandy Keyser" (447927040)

00:11:42.149 --> 00:11:49.649

So, and then I kind of lead to the dignity of risk, um, which.

81 "Sandy Keyser" (447927040)

00:11:50.819 --> 00:12:02.039

I mean, for all of us, we all learn from our mistakes and it's having that opportunity to get out there, try and make a mess of things.

82 "Sandy Keyser" (447927040)

00:12:02.039 --> 00:12:07.379

It's right of passage, we all have it. Um, so it's ensuring that.

83 "Sandy Keyser" (447927040)

00:12:07.379 --> 00:12:11.489

Again, treating people with disabilities.

84 "Sandy Keyser" (447927040)

00:12:11.489 --> 00:12:18.239

The same as us and and we really are the same. I heard somebody say, uh, once that.

85 "Sandy Keyser" (447927040)

00:12:18.239 --> 00:12:21.899

We all have disabilities. Some of us just don't know it yet.

86 "Sandy Keyser" (447927040)

00:12:21.899 --> 00:12:31.049

And I think it's, I think it's true if you really think about it, we all have support needs. So, in a sense, we all have some.

87 "Sandy Keyser" (447927040)

00:12:32.399 --> 00:12:36.299

Some needs, so.



88 "Sandy Keyser" (447927040)  
00:12:36.299 --> 00:12:42.119  
All right moving on. All right, Holly you wanna.

89 "Holly Reiff" (967574784)  
00:12:42.119 --> 00:12:48.839  
So these were just some of the things that.

90 "Holly Reiff" (967574784)  
00:12:48.839 --> 00:12:52.199  
Sandy, and I were talking about that often, become.

91 "Holly Reiff" (967574784)  
00:12:52.199 --> 00:12:56.369  
Barriers when when we start talking about.

92 "Holly Reiff" (967574784)  
00:12:56.369 --> 00:13:03.659  
Technologies and the tools of technologies that that we've heard from support coordinators and other.

93 "Holly Reiff" (967574784)  
00:13:03.659 --> 00:13:09.899  
Direct care professionals and, you know oh, they can't because of well.

94 "Holly Reiff" (967574784)  
00:13:09.899 --> 00:13:13.559  
Actually, technology would actually help really.

95 "Holly Reiff" (967574784)  
00:13:13.559 --> 00:13:21.899  
Uh, really improved memory focus, you know, being on time and scheduling breaks. So.

96 "Holly Reiff" (967574784)  
00:13:21.899 --> 00:13:26.009  
For some of these barriers.

97 "Holly Reiff" (967574784)  
00:13:26.009 --> 00:13:32.189  
They might actually be benefits so if someone is struggling with.

98 "Holly Reiff" (967574784)  
00:13:32.189 --> 00:13:35.429  
You know, keeping a positive attitude.

99 "Holly Reiff" (967574784)  
00:13:35.429 --> 00:13:45.869  
You know, there's, there's different apps that can help with that. Um, we can get some meditation apps and some breathing apps and things of that nature. So.

100 "Holly Reiff" (967574784)  
00:13:45.869 --> 00:13:51.839

For each 1 of these, the high, the communication learning test and performance.

101 "Holly Reiff" (967574784)  
00:13:51.839 --> 00:14:00.629

Attendance and scheduling a soft skills are all things that could prevent someone from having really good employment opportunities.

102 "Holly Reiff" (967574784)  
00:14:00.629 --> 00:14:08.939

And all of the things below, it are all barriers to those opportunities that can be supported by a technology tool.

103 "Sandy Keyser" (447927040)  
00:14:10.589 --> 00:14:14.189

And I have to add this is not an exhaustive list.

104 "Sandy Keyser" (447927040)  
00:14:14.189 --> 00:14:19.289

But I also want to give credit where credit is due. So what you'll notice this.

105 "Sandy Keyser" (447927040)  
00:14:19.734 --> 00:14:33.924

Was information that I took from the employment 1st, Missouri community of practice on accommodations and technology from November 16th. 2021. David Baker was 1 of those presenters in that community of practice. So.

106 "Sandy Keyser" (447927040)  
00:14:33.924 --> 00:14:35.484  
of practice so

107 "Sandy Keyser" (447927040)  
00:14:36.654 --> 00:14:39.384

You, if you participated in that community practice,

108 "Sandy Keyser" (447927040)  
00:14:39.414 --> 00:14:52.794

this probably looks very familiar and again giving credit to David and the others that were behind the scenes and putting together that slideshow for that presentation.

109 "Sandy Keyser" (447927040)  
00:14:53.094 --> 00:15:04.464

So this came from them. But again, just letting you guys know, this is not an exhaustive list. This just just kind of like getting you started, it's giving you that taste or d'oeuvre.

110 "Sandy Keyser" (447927040)  
00:15:04.679 --> 00:15:10.259

The meal is still to come. All right.

111 "Holly Reiff" (967574784)  
00:15:10.259 --> 00:15:15.749

Holly, you want to sure about some technology tips.

112 "Holly Reiff" (967574784)

00:15:15.749 --> 00:15:20.399

Right so this also came from that that same meeting where.

113 "Holly Reiff" (967574784)

00:15:20.399 --> 00:15:25.859

Um, just to quote David again, because he, this is 1 of his other favorite.

114 "Holly Reiff" (967574784)

00:15:25.859 --> 00:15:29.789

Phrases, uh, 10% is knowing the technology.

115 "Holly Reiff" (967574784)

00:15:29.789 --> 00:15:32.969

And 90% is the creativity to think about it.

116 "Holly Reiff" (967574784)

00:15:32.969 --> 00:15:36.929

I know with our accredited navigators that.

117 "Holly Reiff" (967574784)

00:15:36.929 --> 00:15:41.999

Which are support coordinators who've been working through it, uh, technology, education.

118 "Holly Reiff" (967574784)

00:15:41.999 --> 00:15:49.409

Platform to become nationally accredited what we always start with this outcome. So keep it simple.

119 "Holly Reiff" (967574784)

00:15:49.409 --> 00:15:59.879

And stay focused on the barrier, so that could be keep it simple and keep it open on the outcome. What are we trying to achieve by using this tool? Um.

120 "Holly Reiff" (967574784)

00:15:59.879 --> 00:16:09.239

You know, low tech options, you might be able to find a low tech option that would work perfect for someone at 5 below.

121 "Holly Reiff" (967574784)

00:16:09.239 --> 00:16:14.159

Dollar tree, which I know is no longer a dollar. It's a dollar 25 for everything, but.

122 "Holly Reiff" (967574784)

00:16:14.159 --> 00:16:21.059

Some of those low tech options could be just what the doctor ordered. I know. During our technology summit 1 of our speakers.

123 "Holly Reiff" (967574784)  
00:16:21.059 --> 00:16:24.299  
Used to hair tie as.

124 "Holly Reiff" (967574784)  
00:16:24.299 --> 00:16:37.019  
Her tool, her technology tool to help her drive independently, um, drive her own bank and get her driver's license. So, don't rule out the simple stuff. Um, sometimes that's all it takes.

125 "Holly Reiff" (967574784)  
00:16:37.019 --> 00:16:42.059  
And the last, you're going back to this dignity, be willing to try.

126 "Holly Reiff" (967574784)  
00:16:43.379 --> 00:16:47.429  
Take some rest and have a little bit of fun get get creative.

127 "Sandy Keyser" (447927040)  
00:16:50.789 --> 00:16:57.539  
So, we're going to do another quick perception check before we get in there and, and kind of.

128 "Sandy Keyser" (447927040)  
00:16:57.539 --> 00:17:01.739  
Gain some experience with some scenarios here so.

129 "Sandy Keyser" (447927040)  
00:17:01.739 --> 00:17:11.699  
Do you talk about what technology the individual already uses during that planning process? So I support corners when you're.

130 "Sandy Keyser" (447927040)  
00:17:11.699 --> 00:17:22.259  
Finding out what somebody needs support with and how that support looks. Are you looking into what they might already be using that you can build upon.

131 "Holly Reiff" (967574784)  
00:17:23.759 --> 00:17:28.709  
So your answers are go ahead, Holly. Oh, I was going to say I know we had, um.

132 "Holly Reiff" (967574784)  
00:17:28.709 --> 00:17:33.869  
Some some families and individuals on the on the call today to.

133 "Holly Reiff" (967574784)  
00:17:33.869 --> 00:17:39.899  
Did their support coordinator? Does your support partner ask you about it? So that that could be another way to.

134 "Holly Reiff" (967574784)  
00:17:39.899 --> 00:17:43.709

To look at this question, if you're not a support coordinator, so.

135 "Holly Reiff" (967574784)

00:17:43.709 --> 00:17:50.459

Yes, you guys have talked about it during planning? Um, no you haven't or what the heck do you guys mean by technology?

136 "Sandy Keyser" (447927040)

00:17:51.629 --> 00:17:57.869

And I think we got about 30 seconds left on that pole. So, if you haven't already put in response, get in there quick.

137 "Sandy Keyser" (447927040)

00:18:25.049 --> 00:18:30.929

All right our time is up and the results are.

138 "Sandy Keyser" (447927040)

00:18:32.249 --> 00:18:45.659

Ah, well, you're going to love this majority of you yes. Do you talk you already talk about what technology the person is using so way to go.

139 "Holly Reiff" (967574784)

00:18:45.659 --> 00:18:49.889

That is really exciting. I am really happy to see that.

140 "Sandy Keyser" (447927040)

00:18:50.814 --> 00:19:05.724

All right, so we're going to start talking. I think we've got 3 different scenarios that we're going to talk about if we've got enough time. Uh, so we're going to give you some information and then we're going to ask you some questions at the end. So, Holly, go ahead.

141 "Sandy Keyser" (447927040)

00:19:05.934 --> 00:19:08.214

Introduce us to Carly. Carla excuse me?

142 "Holly Reiff" (967574784)

00:19:08.489 --> 00:19:11.489

Carla Carla's 28 years old.

143 "Holly Reiff" (967574784)

00:19:11.489 --> 00:19:18.119

She is currently living with her aging parents. She works part time at the local library, 3 days a week.

144 "Holly Reiff" (967574784)

00:19:18.119 --> 00:19:27.774

Is she volunteers? That is an animal shelter? I don't know if I put that. Yep. Okay. Um, and she enjoys activities like shopping with her sister, and being out in the community.

145 "Holly Reiff" (967574784)

00:19:28.314 --> 00:19:38.904

Um, she has some physical disabilities, but kinda does communicate well through verbal language. Um, her priorities in life that she'd like to live with roommates in our own apartment, our house.

146 "Holly Reiff" (967574784)

00:19:38.999 --> 00:19:47.069

She'd like to maintain and grow her employment at the library and learning new skills, such as scanning in and out the books. Um.

147 "Holly Reiff" (967574784)

00:19:47.069 --> 00:19:58.134

For check in check out, she would like to start using public transportation to get around her community and go to work more independently. And she'd like to have some privacy and independence in her own home.

148 "Holly Reiff" (967574784)

00:19:58.734 --> 00:20:02.874

Um, some of those physical limitations she has keeps her from.

149 "Holly Reiff" (967574784)

00:20:03.239 --> 00:20:08.459

I'm having some privacy in her bedroom, for example, she can't close the door by herself.

150 "Holly Reiff" (967574784)

00:20:08.459 --> 00:20:20.489

Um, she's worked at the library for over a year and she sits behind a desk and greets people, but she really wants more responsibility. She wants to take a bigger role.

151 "Holly Reiff" (967574784)

00:20:20.489 --> 00:20:25.859

She's asked her job coach, um, about, is there.

152 "Holly Reiff" (967574784)

00:20:25.859 --> 00:20:33.029

You know, the technology or app that she can use, um, to help her increase.

153 "Holly Reiff" (967574784)

00:20:33.029 --> 00:20:36.959

Her independence and job responsibility.

154 "Holly Reiff" (967574784)

00:20:36.959 --> 00:20:43.079

And her job coach comes in person about 1 time a week to check on her, um, and assess skills and see what's.

155 "Holly Reiff" (967574784)

00:20:43.164 --> 00:20:56.934

Next for Carla, Carla has this cell phone, um, a smartphone that her sister taught her to use before she went away to college she likes to talk to tech feature and she uses FaceTime regularly.

156 "Holly Reiff" (967574784)  
00:20:57.594 --> 00:21:11.154

Um, she's able to use the controls on her wheelchair independently with her fingers in her joystick. Um, and she's comfortable with the use of technology. Um, her direct care professional is Tara and Caesar as her job coach.

157 "Holly Reiff" (967574784)  
00:21:11.214 --> 00:21:12.984

And I spoke with Sonja who.

158 "Holly Reiff" (967574784)  
00:21:13.079 --> 00:21:18.389

Her boss about increasing, um, technology supports for Carla.

159 "Holly Reiff" (967574784)  
00:21:18.389 --> 00:21:33.269

And everyone's on board with it. Um, terra is a little bit shy. She's, she's worried, um, about keeping Carlos safe, especially if she's trying to navigate the community independently. Um.

160 "Holly Reiff" (967574784)  
00:21:33.269 --> 00:21:40.739

And Caesar, and Sonya already talking about, uh, doing some additional training for Carla to use a digital books scanner.

161 "Holly Reiff" (967574784)  
00:21:40.739 --> 00:21:48.869

Most everyone thinks the technology is going to be a helpful tool for Carla as a next step in gaining some more independence.

162 "Holly Reiff" (967574784)  
00:21:48.869 --> 00:21:51.869

But they're just not quite sure how to get there.

163 "Holly Reiff" (967574784)  
00:21:53.429 --> 00:21:57.779

So, um, please join us in the chat box.

164 "Holly Reiff" (967574784)  
00:21:57.779 --> 00:22:01.949

But some questions to ponder is what types of technology.

165 "Holly Reiff" (967574784)  
00:22:01.949 --> 00:22:08.549

That you can think of might help Carla meet her outcomes of increasing independence.

166 "Holly Reiff" (967574784)  
00:22:08.549 --> 00:22:17.879

Increasing privacy, increasing support for transportation and mobility in the community and increasing her employment goals.

167 "Sandy Keyser" (447927040)

00:22:19.379 --> 00:22:23.729

And for those of you who are new to joining us.

168 "Sandy Keyser" (447927040)

00:22:23.729 --> 00:22:28.799

I don't like to move on until I've gotten at least 1 comment in the chat.  
So.

169 "Holly Reiff" (967574784)

00:22:32.459 --> 00:22:38.609

So now it's a great time to get creative. Even if you don't think the  
technology actually exists.

170 "Holly Reiff" (967574784)

00:22:38.609 --> 00:22:45.419

If you can think of something in your imagination, you might be surprised  
what's out there.

171 "Sandy Keyser" (447927040)

00:22:45.419 --> 00:22:56.519

And who knows if your response is really creative enough, you might see  
David using it in some future presentation.

172 "Sandy Keyser" (447927040)

00:22:59.729 --> 00:23:07.499

So all right, so we're already starting to get some somebody mentioned  
the bus schedule, so yeah awesome. Kind of.

173 "Sandy Keyser" (447927040)

00:23:07.499 --> 00:23:15.119

Using kind of an app for figuring out when the bus is going to come. And  
how do I, I coordinate making sure I'm there on time.

174 "Holly Reiff" (967574784)

00:23:15.119 --> 00:23:23.579

You know, our, our metro bus app here for St Louis, and when I lived in  
Kansas City, that Metro bus app.

175 "Holly Reiff" (967574784)

00:23:23.579 --> 00:23:33.899

Were really nice. They worked out well, so that's a great idea to get the  
electronic schedule a GPS locator with 2 way communication  
communications.

176 "Sandy Keyser" (447927040)

00:23:33.899 --> 00:23:45.569

Yeah, and you might be cheating your providers, so you actually know some  
of this stuff. Okay but I think that's great again. There's no wrong  
answers. You guys can.

177 "Sandy Keyser" (447927040)

00:23:45.569 --> 00:23:51.089

Feel free to be as creative as you want to come up with some.



178 "Sandy Keyser" (447927040)  
00:23:51.089 --> 00:23:55.289  
Interesting things that who knows it might be. Oh, wow.

179 "Sandy Keyser" (447927040)  
00:23:55.289 --> 00:24:00.089  
Yeah, let's do that. Uh, I know.

180 "Sandy Keyser" (447927040)  
00:24:00.089 --> 00:24:05.729  
There's a service provider in Massachusetts that basically.

181 "Sandy Keyser" (447927040)  
00:24:05.729 --> 00:24:09.629  
Came up with the idea of, uh, using.

182 "Sandy Keyser" (447927040)  
00:24:09.954 --> 00:24:20.484  
The camera feature on the phone to take pictures of what the bus looks like, or the, the bus route and stuff like that,

183 "Sandy Keyser" (447927040)  
00:24:20.484 --> 00:24:31.944  
and making a visual representation for somebody to learn how to use the public transportation. So, being able to identify which bus do I want to get on?

184 "Sandy Keyser" (447927040)  
00:24:32.309 --> 00:24:35.849  
Um, and I think their system had some kind of color coating, which.

185 "Sandy Keyser" (447927040)  
00:24:35.849 --> 00:24:39.089  
Really made it exciting, but they, they had a.

186 "Sandy Keyser" (447927040)  
00:24:39.089 --> 00:24:49.799  
Real in depth of this is how we would teach this person how to, to know which bus to get on where, where their step was what it looks like.

187 "Sandy Keyser" (447927040)  
00:24:49.799 --> 00:24:55.439  
Uh, so, uh, a tool to use it.

188 "Sandy Keyser" (447927040)  
00:24:55.439 --> 00:25:05.729  
To close your bedroom, or? Oh, their question. Excuse me? Is there a tool? She could use to close her bedroom or bathroom door independently there is.

189 "Holly Reiff" (967574784)  
00:25:05.729 --> 00:25:09.479  
There are automatic door openers, just like a.

190 "Holly Reiff" (967574784)  
00:25:09.479 --> 00:25:15.089  
Like, you see at Walmart or the grocery store where you can push the button to come into the store.

191 "Holly Reiff" (967574784)  
00:25:15.089 --> 00:25:20.369  
They actually have those for, um, inside of your, your home as well.

192 "Sandy Keyser" (447927040)  
00:25:20.369 --> 00:25:23.639  
And thinking back, I thought in the back scratcher.

193 "Holly Reiff" (967574784)  
00:25:23.639 --> 00:25:32.489  
What are scratchers kinda like, bring that door I don't know how it worked at the door. I don't know about the door or not.

194 "Sandy Keyser" (447927040)  
00:25:32.489 --> 00:25:41.489  
Have to maybe I might have to have a different door now like, if you had 1 of those doors that just had the handle that goes down, you know, kind of like that bar that comes out.

195 "Sandy Keyser" (447927040)  
00:25:41.489 --> 00:25:47.009  
All right. Oh, short rope tied to the door knob.

196 "Holly Reiff" (967574784)  
00:25:47.009 --> 00:25:54.809  
There you go low tech like that low tech solution, um, to circle back to that GPS locator, independent. That's actually.

197 "Holly Reiff" (967574784)  
00:25:54.809 --> 00:25:59.789  
On that side, when we talked about the service definition, our service codes.

198 "Holly Reiff" (967574784)  
00:25:59.789 --> 00:26:09.329  
That's actually assistive technology service. So that is that mobile emergency response device that Erin was mentioning.

199 "Sandy Keyser" (447927040)  
00:26:11.639 --> 00:26:18.629  
All righty. So, for time we're going to go ahead and move on to a 2nd.

200 "Sandy Keyser" (447927040)  
00:26:18.629 --> 00:26:23.789  
Uh, example, so, me, Jack Jack is 45 years old.

201 "Sandy Keyser" (447927040)  
00:26:23.789 --> 00:26:35.549

Currently receives ASL supports and works full time at a local Accounting Office. He communicates utilizing a communication device that has some behavioral support needs.

202 "Sandy Keyser" (447927040)  
00:26:35.549 --> 00:26:39.209  
His priorities include living without staff.

203 "Sandy Keyser" (447927040)  
00:26:39.209 --> 00:26:48.209  
Being able to maintain and advance in his career and being able to use public transportation to independently access work and his community.

204 "Sandy Keyser" (447927040)  
00:26:50.369 --> 00:26:53.489  
So, Jack has worked in the mailroom.

205 "Sandy Keyser" (447927040)  
00:26:53.489 --> 00:27:01.854  
For the last 5 years, he would like to improve this typing and data entry skills to move to a higher position within the firm.

206 "Sandy Keyser" (447927040)  
00:27:02.604 --> 00:27:13.164  
Uh, he has a job coach who visits twice per month, just to make sure that he is expressing his needs without any kind of aggression or, um.

207 "Sandy Keyser" (447927040)  
00:27:15.899 --> 00:27:24.479  
I guess I would say, kind of like a sort of going on aggressive type communication. So, being a sort of, but almost.

208 "Sandy Keyser" (447927040)  
00:27:24.479 --> 00:27:33.929  
Overly absurd where somebody may be like, well, that's a little bit on the aggressive side. He struggles with learning new tasks that require more than 3 steps.

209 "Sandy Keyser" (447927040)  
00:27:35.489 --> 00:27:48.689  
So, for technology use, he does have experience using a communication device and other technologies on the job. So he uses the Mailer machine company email.

210 "Sandy Keyser" (447927040)  
00:27:48.689 --> 00:27:53.249  
He is kind of curious about technology, um.

211 "Sandy Keyser" (447927040)  
00:27:53.249 --> 00:27:58.559  
And we'll often look at while he's out shopping um.

212 "Sandy Keyser" (447927040)  
00:27:58.559 --> 00:28:04.799

Phones tablets that kind of thing and he'll ask coworkers um.

213 "Sandy Keyser" (447927040)

00:28:06.599 --> 00:28:11.459

I'm wondering was that supposed to be DSP set a DCP?

214 "Sandy Keyser" (447927040)

00:28:11.484 --> 00:28:23.724

Okay, so staff who are supporting him, he, he might ask them about their phones a tablet. He does have a history, though, becoming a little bit frustrated with devices when they don't work. Right?

215 "Sandy Keyser" (447927040)

00:28:23.754 --> 00:28:31.614

And, Hello, we, we all have experienced the gremlins having fun with technology at our expense. So, uh.

216 "Sandy Keyser" (447927040)

00:28:31.889 --> 00:28:36.809

Does get a little bit frustrated with that. So.

217 "Sandy Keyser" (447927040)

00:28:36.809 --> 00:28:51.539

Now, what are your thoughts again? Get creative have some fun with this. What do you think he could be using to help him be more independent and employment and even helping him achieve his goal of advancing? Uh, what about.

218 "Sandy Keyser" (447927040)

00:28:51.539 --> 00:28:58.289

Helping him with his goal of being more independent and being able to use public transportation.

219 "Sandy Keyser" (447927040)

00:28:58.289 --> 00:29:01.919

Um, again, just that greater independence, we know that he's.

220 "Sandy Keyser" (447927040)

00:29:01.919 --> 00:29:11.159

He's receiving supports, which could be 24 hours a day. Could be less than that again. How can you use technology? That may be.

221 "Sandy Keyser" (447927040)

00:29:11.159 --> 00:29:15.599

He's not needing, um, pay professional.

222 "Sandy Keyser" (447927040)

00:29:15.599 --> 00:29:21.389

All 24 hours of the day that he could be using somebody less and have more privacy.

223 "Sandy Keyser" (447927040)

00:29:23.279 --> 00:29:26.279

And we're getting some, so, uh.

224 "Sandy Keyser" (447927040)  
00:29:26.279 --> 00:29:33.899  
Different forms of text to speech software in the home yeah. Engage with virtual monitoring to re.

225 "Sandy Keyser" (447927040)  
00:29:33.899 --> 00:29:40.619  
To replace page stuff so, like, you were talking Holly and the remote staff, can we be using that? Some of the time.

226 "Sandy Keyser" (447927040)  
00:29:42.594 --> 00:29:44.334  
Awesome keeping common guys

227 "Holly Reiff" (967574784)  
00:30:00.414 --> 00:30:07.734  
I like it. So we have 1 here, um, uh, typing practice website or try a different style of keyboard that might improve his speed.

228 "Holly Reiff" (967574784)  
00:30:08.009 --> 00:30:14.789  
Um, a tablet with a checklist of job duties, educational videos on how to communicate.

229 "Holly Reiff" (967574784)  
00:30:14.789 --> 00:30:20.459  
And of course, you're not sports. Yes Google Earth.

230 "Sandy Keyser" (447927040)  
00:30:20.459 --> 00:30:25.229  
To see what an intersection looks like. So there you guys go, huh?

231 "Sandy Keyser" (447927040)  
00:30:25.229 --> 00:30:28.739  
Think of Google Earth to just be able to see the.

232 "Sandy Keyser" (447927040)  
00:30:28.739 --> 00:30:40.319  
The intersections so, helping him be a little bit more independent with that public transportation an app to learn the best route and how to get on and off.

233 "Holly Reiff" (967574784)  
00:30:40.319 --> 00:30:53.279  
Nice engaging with the Google team's calendar to keep his schedule coordinated. So his appointments are kept I like it. And since he's already using company email, he should have access to the company.

234 "Holly Reiff" (967574784)  
00:30:54.449 --> 00:30:58.949  
You know, we use Outlook here at the state, but that might be a team's calendar or.

235 "Sandy Keyser" (447927040)

00:31:00.059 --> 00:31:05.219

Cool, so another thing to think about too is with public transportation.

236 "Sandy Keyser" (447927040)

00:31:05.219 --> 00:31:11.819

Does that public transportation provide travel training? Some.

237 "Sandy Keyser" (447927040)

00:31:12.714 --> 00:31:26.694

Public transportation will do that they will teach individuals how to use their public transportation system. So definitely check with that public transportation provider to see if there's travel training.

238 "Sandy Keyser" (447927040)

00:31:26.969 --> 00:31:31.829

Let's see, we got voice technology.

239 "Sandy Keyser" (447927040)

00:31:31.829 --> 00:31:38.339

So, to kind of help with turning lights on off. So you were talking about the Clapper.

240 "Sandy Keyser" (447927040)

00:31:38.339 --> 00:31:41.789

This would be somebody telling them lights on lights off.

241 "Sandy Keyser" (447927040)

00:31:41.789 --> 00:31:51.929

Yeah, I can play oh, somebody's actually mentioning a specific app that can plan app.

242 "Holly Reiff" (967574784)

00:31:51.929 --> 00:32:00.659

Uh, to do that, and we have transit, which is another great resource and so is, um.

243 "Holly Reiff" (967574784)

00:32:00.659 --> 00:32:12.239

Another great resource to try to find some transportation and the polls are all now closed. So you wouldn't be able to enter a poll. Now if you're trying to answer any of our.

244 "Holly Reiff" (967574784)

00:32:12.239 --> 00:32:15.719

Goals that we've asked so far.

245 "Sandy Keyser" (447927040)

00:32:15.719 --> 00:32:23.309

All right, so let's go on to another 1. it looks like we've got enough time. And how are you want to tell us about Terry?

246 "Holly Reiff" (967574784)

00:32:23.309 --> 00:32:37.889

Sure, Jerry is 19 years old. He's a recent graduate of high school and the team to job at the local college where he also works in the mail room. Um, as a formal mailroom clerk that is a pretty busy job. Honestly, it's it's.

247 "Holly Reiff" (967574784)

00:32:37.889 --> 00:32:45.209

It's it's no, no small task. Um, Jerry is capable of speaking, but often finds himself at a loss for words.

248 "Holly Reiff" (967574784)

00:32:45.209 --> 00:32:53.369

He will communicate when he needs something, or when he's asked to direct question, but does not typically engage in conversational speech.

249 "Holly Reiff" (967574784)

00:32:53.369 --> 00:32:59.039

terry's priorities include succeeding in his new job, making friends.

250 "Holly Reiff" (967574784)

00:32:59.039 --> 00:33:05.969

Finding a lot of interest obtaining his driver's license, becoming more financially self sufficient.

251 "Holly Reiff" (967574784)

00:33:05.969 --> 00:33:16.229

And living independently terrorism for terry's employment, he just started working at the local college within the last few months.

252 "Holly Reiff" (967574784)

00:33:16.229 --> 00:33:22.199

He was responsible for getting all of the outgoing mail from each of the departments and putting them in the.

253 "Holly Reiff" (967574784)

00:33:22.199 --> 00:33:25.979

Appropriate postage on them before the mail carrier of rights.

254 "Holly Reiff" (967574784)

00:33:25.979 --> 00:33:32.849

Delivering any received mills and packages and distributing any needed office supplies to the different departments.

255 "Holly Reiff" (967574784)

00:33:32.849 --> 00:33:44.639

Terry struggles with remembering all the steps required to complete these tasks. He is also trying to learn the layout of the college campus and determine the quickest way to travel throughout the departments.

256 "Holly Reiff" (967574784)

00:33:44.639 --> 00:33:51.989

Carrie currently has a job coach working with him on a daily basis to assist with organizing the incoming mail.

257 "Holly Reiff" (967574784)  
00:33:51.989 --> 00:33:57.329  
Planning the quickest route for delivery the job coaches also needing to help.

258 "Holly Reiff" (967574784)  
00:33:57.329 --> 00:34:07.319  
Terry, remember the steps needed for completing his work task on occasion. There are still some social events for staff to participate in.

259 "Holly Reiff" (967574784)  
00:34:07.319 --> 00:34:11.669  
Birthdays work, anniversaries and a retirement.

260 "Holly Reiff" (967574784)  
00:34:11.669 --> 00:34:19.439  
Carrie has indicated he would like to participate in these activities, but is a bit hesitant as he does not feel comfortable with social interactions.

261 "Holly Reiff" (967574784)  
00:34:22.739 --> 00:34:28.139  
terry's current technology, he has a smart phone that he uses quite efficiently.

262 "Holly Reiff" (967574784)  
00:34:28.139 --> 00:34:32.489  
He has an alarm clock feature to help them remember important dates.

263 "Holly Reiff" (967574784)  
00:34:32.489 --> 00:34:38.879  
He will use the camera to take pictures of things that he may want to talk to someone about but struggles to describe.

264 "Holly Reiff" (967574784)  
00:34:38.879 --> 00:34:45.749  
He uses a map app that he will use when he's going places that he does not know.

265 "Holly Reiff" (967574784)  
00:34:45.749 --> 00:34:52.709  
I haven't gone too often. I'm in high school. cherry's Pro. Well, it was pronounced that 1 wrong.

266 "Holly Reiff" (967574784)  
00:34:52.709 --> 00:34:56.219  
I'm going to tablet with conversational language.

267 "Holly Reiff" (967574784)  
00:34:58.889 --> 00:35:01.494  
So here is our questions again,

268 "Holly Reiff" (967574784)



00:35:01.734 --> 00:35:16.164

what kind of technology do you think could support Terry to become more independent in his employment and more efficient in his employment support his independence of living independently and becoming more financially.

269 "Holly Reiff" (967574784)

00:35:16.529 --> 00:35:22.259

Independent, um, increases transportation and a mobility.

270 "Holly Reiff" (967574784)

00:35:22.259 --> 00:35:32.999

And, of course, always privacy, um, he could use an app. Oh, we got we already got something. Yeah, we're already getting some amazing. I'm loving this group.

271 "Holly Reiff" (967574784)

00:35:32.999 --> 00:35:39.449

Um, he could use an app that allows for a step by step video and verbal prompting for a specific tasks.

272 "Holly Reiff" (967574784)

00:35:39.449 --> 00:35:47.069

Yes, and we actually have a few of those in our arsenal that folks are already using. So.

273 "Sandy Keyser" (447927040)

00:35:47.069 --> 00:35:54.749

Those are available. Oh, and here's 1 for social. So ask questions social app.

274 "Sandy Keyser" (447927040)

00:35:54.749 --> 00:35:58.769

Can can help you with how do you respond to.

275 "Sandy Keyser" (447927040)

00:35:58.769 --> 00:36:02.639

Social situations, so.

276 "Sandy Keyser" (447927040)

00:36:04.709 --> 00:36:08.639

Oh, savings plans apps um.

277 "Sandy Keyser" (447927040)

00:36:08.639 --> 00:36:15.869

Where he can track a goal and track his practice kind of think of like the fitness apps. You know is there a financial.

278 "Holly Reiff" (967574784)

00:36:15.869 --> 00:36:21.924

Fitness app, um, who I like this 1, self determination class through easterseals.

279 "Holly Reiff" (967574784)

00:36:21.924 --> 00:36:31.164

So a way to actually practice some social interaction and some self determination all at the same time.

280 "Holly Reiff" (967574784)

00:36:34.349 --> 00:36:45.509

Oh, there we go. Go ahead. Oh, someone someone, um, was asking about the chat because it it, the remark is everyone is not an option.

281 "Holly Reiff" (967574784)

00:36:45.509 --> 00:36:50.279

So, if you're in the chat and you see the 2 button, um.

282 "Holly Reiff" (967574784)

00:36:50.279 --> 00:36:57.299

If you are in there, you can see where it says host presenter, host and presenter, all attendees, all panelists.

283 "Holly Reiff" (967574784)

00:36:57.299 --> 00:37:05.309

Kat, Sandy, and then everyone so you might just need to scroll up in your 2 list in order to get something in the check.

284 "Sandy Keyser" (447927040)

00:37:07.019 --> 00:37:21.209

So, we've got a response that he could use a map app or Google Maps for walking routes to plan out his department routes when receiving, or passing out mail. Uh, we also have somebody saying, hey, Google reads apps.

285 "Sandy Keyser" (447927040)

00:37:22.709 --> 00:37:30.599

So, I know most colleges might also have a campus map too. So, again, uh, being able to.

286 "Sandy Keyser" (447927040)

00:37:30.599 --> 00:37:37.799

With a lot of cell phones now there's data packages, so it's like, can we access the campus.

287 "Sandy Keyser" (447927040)

00:37:37.799 --> 00:37:41.639

Uh, map, so.

288 "Sandy Keyser" (447927040)

00:37:41.639 --> 00:37:52.679

Ah, hourly scheduled check list of duties money management app, huh? It pays to have some service providers.

289 "Holly Reiff" (967574784)

00:37:52.679 --> 00:38:00.869

Yeah, we actually have a few and I've seen a few comments from them in here. So that is awesome. I'm happy to see them.

290 "Sandy Keyser" (447927040)  
00:38:01.224 --> 00:38:08.724  
So, which is a perfect segue to starting talking about where you go for assistance. So, yeah.

291 "Sandy Keyser" (447927040)  
00:38:08.844 --> 00:38:17.544  
Um, if anybody is familiar with Charles, Nicholas, uh, he used to work for the council before he retired, and he would always say.

292 "Sandy Keyser" (447927040)  
00:38:18.150 --> 00:38:30.630  
Sometimes you gotta see 3 times for it to kind of like a marketing trick. So, again, and wanting to help, you guys become more familiar with those codes for assistive technology.

293 "Sandy Keyser" (447927040)  
00:38:30.630 --> 00:38:38.430  
We wanted to kind of present it a couple times throughout the presentation. So, again, just another reminder. So.

294 "Sandy Keyser" (447927040)  
00:38:38.430 --> 00:38:42.325  
Again, if you kind of think about, what am I needing, what does this person needing?

295 "Sandy Keyser" (447927040)  
00:38:42.595 --> 00:38:54.115  
Do we need to have that consultation where somebody's kind of helping us figure out what technology is going to be the best fit year you know or are we.

296 "Sandy Keyser" (447927040)  
00:38:54.420 --> 00:38:58.470  
We needing some more guidance with figuring out.

297 "Sandy Keyser" (447927040)  
00:38:58.470 --> 00:39:05.250  
What could be an option? Maybe we're using that consultation. So that you a.

298 "Sandy Keyser" (447927040)  
00:39:05.250 --> 00:39:12.840  
Modifier, however, if we're talking about, let's get, let's get the piece of equipment. Let's get the actual thing.

299 "Sandy Keyser" (447927040)  
00:39:12.840 --> 00:39:17.880  
That they're going to be using, we be using the UV modifier.

300 "Sandy Keyser" (447927040)  
00:39:17.880 --> 00:39:21.360  
Now, some things have a monthly.

301 "Sandy Keyser" (447927040)  
00:39:21.360 --> 00:39:24.600  
Uh, be monthly subscription fee.

302 "Sandy Keyser" (447927040)  
00:39:24.600 --> 00:39:31.200  
So, if there's a monthly service fee that goes with that.

303 "Sandy Keyser" (447927040)  
00:39:31.200 --> 00:39:34.260  
App that device, whatever.

304 "Sandy Keyser" (447927040)  
00:39:34.260 --> 00:39:38.790  
We're going to use the U. C. modifier.

305 "Sandy Keyser" (447927040)  
00:39:38.790 --> 00:39:44.400  
And, of course, the thing is, it's not just about helping that person, get that technology.

306 "Sandy Keyser" (447927040)  
00:39:44.400 --> 00:39:59.250  
But it's being able to use that technology so sometimes it's like, oh, yeah, okay. We can get the app. He's already got a smartphone. There's no problem. Oh. Now we need to teach them how to use that effectively. So if it's.

307 "Sandy Keyser" (447927040)  
00:39:59.250 --> 00:40:04.020  
The teaching how to use it that support.

308 "Sandy Keyser" (447927040)  
00:40:04.020 --> 00:40:16.345  
We're gonna be talking about that U9 code and then, of course, as Holly was talking, if we're talking about remote supports, it's kind of all inclusive we're gonna get that consultation. We're gonna get the equipment we're gonna get that fee covered.

309 "Sandy Keyser" (447927040)  
00:40:16.345 --> 00:40:23.485  
We're gonna get the support to learn how to use that and that's going to be the GT modifier. modifier

310 "Holly Reiff" (967574784)  
00:40:23.790 --> 00:40:38.310  
Now, the cool thing with a lot of our assistive technology provider, Sandy, is that if they have 1 of those service delivery under the UC code, a lot of them will include that support in education.

311 "Holly Reiff" (967574784)  
00:40:38.310 --> 00:40:46.650  
For their product, so you don't have to authorize it a separate time because they're already gonna do it for you. So, a lot of our providers.

312 "Holly Reiff" (967574784)  
00:40:46.650 --> 00:40:49.860  
We'll provide that additional support in education.

313 "Holly Reiff" (967574784)  
00:40:49.860 --> 00:41:04.830  
For those monthly service delivery things, even if it's just a 1 time app that gets put on a phone, a lot of times our providers will provide that additional support in education. So then you don't have to model then you don't have to authorize 2 different things. It's already there.

314 "Sandy Keyser" (447927040)  
00:41:05.575 --> 00:41:19.195  
So, I see there's a comment in the chat that sometimes there are classes at the local library that show how tablets or how 1 can use tablets and smartphones. So that's another option too.

315 "Sandy Keyser" (447927040)  
00:41:19.225 --> 00:41:30.205  
We don't always have to pay for that support. Sometimes. It's like, hey, where is this already occurring? Naturally that maybe we can tap into that.

316 "Sandy Keyser" (447927040)  
00:41:30.745 --> 00:41:34.825  
Um, Holly, I do have a specific question for you here, cause some.

317 "Sandy Keyser" (447927040)  
00:41:34.830 --> 00:41:37.020  
I see people might.

318 "Sandy Keyser" (447927040)  
00:41:37.020 --> 00:41:40.890  
Might be kind of on the fence they're, they're.

319 "Sandy Keyser" (447927040)  
00:41:40.890 --> 00:41:45.030  
Thinking, hey, maybe technology might be an option here.

320 "Sandy Keyser" (447927040)  
00:41:45.030 --> 00:41:48.570  
But they're not sure so they're not really wanting to commit.

321 "Sandy Keyser" (447927040)  
00:41:48.570 --> 00:41:52.530  
Is there a way that.

322 "Sandy Keyser" (447927040)  
00:41:52.530 --> 00:41:56.910  
Individuals can try out things. 1st, so.

323 "Holly Reiff" (967574784)  
00:41:58.260 --> 00:42:05.670

Yeah, um, so we, we are lucky enough to have Mo, um, Missouri, 80, which is.

324 "Holly Reiff" (967574784)  
00:42:05.670 --> 00:42:10.890  
Our technology program provider here in Missouri.

325 "Holly Reiff" (967574784)  
00:42:10.890 --> 00:42:15.240  
And if the individual is associated with a.

326 "Holly Reiff" (967574784)  
00:42:15.240 --> 00:42:20.400  
Community provider of any kind of they can work with that community provider.

327 "Holly Reiff" (967574784)  
00:42:20.400 --> 00:42:23.400  
And work with to get.

328 "Holly Reiff" (967574784)  
00:42:23.400 --> 00:42:27.420  
Um, different types of equipment.

329 "Holly Reiff" (967574784)  
00:42:27.420 --> 00:42:31.290  
In their hands to you so if you want to try out.

330 "Holly Reiff" (967574784)  
00:42:31.290 --> 00:42:37.260  
You know, um, a kind of keyboard for as we had for.

331 "Holly Reiff" (967574784)  
00:42:37.260 --> 00:42:40.290  
Oh, I forget his name.

332 "Holly Reiff" (967574784)  
00:42:40.290 --> 00:42:51.090  
Who is trying to learn how to type and improve his typing skills. If you need to tread a specific keyboard, he might have few for you to try to figure out which 1 is the best. Um.

333 "Holly Reiff" (967574784)  
00:42:51.090 --> 00:42:57.630  
There's also that consultation piece that can provide, and you can provide which.

334 "Holly Reiff" (967574784)  
00:42:57.630 --> 00:43:06.990  
It's going to give you a narrower kind of scope of idea of, like, hey, Here's some apps that might work or hear some equipment that might work. Um.

335 "Holly Reiff" (967574784)

00:43:06.990 --> 00:43:16.440

In St Louis also has a lending library where you can get equipment from them to try before. Um.

336 "Holly Reiff" (967574784)

00:43:16.440 --> 00:43:23.400

To ensure it's the right fit and I know they're going to be looking at expanding that state wide student.

337 "Sandy Keyser" (447927040)

00:43:24.720 --> 00:43:34.200

All right, and I think saw somebody put in that apps usually have their own YouTube for tutorials.

338 "Sandy Keyser" (447927040)

00:43:34.200 --> 00:43:39.300

So, again, some naturally occurring support.

339 "Sandy Keyser" (447927040)

00:43:39.300 --> 00:43:42.870

David says.

340 "Holly Reiff" (967574784)

00:43:42.870 --> 00:43:52.140

Don't just credit your native apps on your on your smart phone, or your tablet some of those meet the bill out having to purchase anything else.

341 "Sandy Keyser" (447927040)

00:43:53.880 --> 00:43:57.510

So, Holly, you want to share the resources with us here.

342 "Holly Reiff" (967574784)

00:43:57.510 --> 00:44:03.930

Well, we just talked about and someone was already on board with their local library.

343 "Holly Reiff" (967574784)

00:44:03.930 --> 00:44:09.540

Um, which can also help sometimes with offering hotspot.

344 "Holly Reiff" (967574784)

00:44:09.540 --> 00:44:16.110

For folks, so if, if you're if they're not able to have cellular service through.

345 "Holly Reiff" (967574784)

00:44:16.110 --> 00:44:19.890

The FCC, um, program are through.

346 "Holly Reiff" (967574784)

00:44:19.890 --> 00:44:23.310

Another 1 of the.

347 "Holly Reiff" (967574784)

00:44:23.310 --> 00:44:35.460

The slide billing programs through carriers might want to check your local library for those. Um, and also under local library. Don't forget about community centers. Who often also do.

348 "Holly Reiff" (967574784)

00:44:36.115 --> 00:44:43.105

Computer and technology classes, those are usually geared toward mature adults.

349 "Holly Reiff" (967574784)

00:44:43.375 --> 00:44:52.195

Um, but that also means that sometimes it's broken down, um, a little bit more to basics that might be really beneficial for our individuals as well.

350 "Holly Reiff" (967574784)

00:44:52.470 --> 00:45:05.610

Don't forget about you that and if you're unfamiliar with you that it's a provider relations team, and you, that stands for universal design and assistive technology, and we provide monthly lunch and learns these.

351 "Holly Reiff" (967574784)

00:45:05.610 --> 00:45:09.900

2nd, Tuesday of every month at noon.

352 "Holly Reiff" (967574784)

00:45:09.900 --> 00:45:13.650

And we can provide consultations, um.

353 "Holly Reiff" (967574784)

00:45:13.650 --> 00:45:25.710

As, as part of our service don't forget about the no wrong door series. Um, july's was all about funding and it was phenomenal. Um.

354 "Holly Reiff" (967574784)

00:45:25.710 --> 00:45:34.080

They talked about different ways to use funding. How do you use funding how to use non waiver, funding where to go to find funding? It was.

355 "Holly Reiff" (967574784)

00:45:34.080 --> 00:45:38.790

It was brilliant and their next 1 will be on.

356 "Holly Reiff" (967574784)

00:45:38.790 --> 00:45:43.560

The 24th, so be on the lookout for that and then.

357 "Sandy Keyser" (447927040)

00:45:43.560 --> 00:45:52.800

Of course, Sandy, the toolkit so with the tool kit, this is something that we have.

358 "Sandy Keyser" (447927040)



00:45:52.800 --> 00:46:05.700

Been piloting with those agencies participating in our technology and employment collaborative. So we currently have, I think, about 11 0.

359 "Sandy Keyser" (447927040)

00:46:05.700 --> 00:46:09.120

Service providers here in Missouri that are.

360 "Sandy Keyser" (447927040)

00:46:09.120 --> 00:46:16.770

Participating in that, so we basically kind of created this this little.

361 "Sandy Keyser" (447927040)

00:46:16.770 --> 00:46:21.870

Um, survey almost.

362 "Sandy Keyser" (447927040)

00:46:21.870 --> 00:46:26.100

And it basically breaks things down. So if you've heard.

363 "Sandy Keyser" (447927040)

00:46:26.100 --> 00:46:31.140

David Baker talk about this, you know, he, he kind of talks about the individual.

364 "Sandy Keyser" (447927040)

00:46:31.140 --> 00:46:36.210

Um, kind of the, the environment.

365 "Sandy Keyser" (447927040)

00:46:36.210 --> 00:46:39.570

The, um, technology.

366 "Sandy Keyser" (447927040)

00:46:40.830 --> 00:46:46.470

That kind of thing, so, and he bases it on the set, which.

367 "Sandy Keyser" (447927040)

00:46:46.470 --> 00:46:50.850

School districts have been using this formula for a while where they look at the student.

368 "Sandy Keyser" (447927040)

00:46:50.850 --> 00:46:54.450

They look at the environment, um.

369 "Sandy Keyser" (447927040)

00:46:54.450 --> 00:46:57.690

Kind of like what their, their technology, what those.

370 "Sandy Keyser" (447927040)

00:46:57.690 --> 00:47:01.920

The needs are going to be, so it's that kind of.

371 "Sandy Keyser" (447927040)

00:47:01.920 --> 00:47:16.200

That kind of mindset, it's that kind of formula there that we start off looking at the individual. What is the individual do? Really good. What does the individual struggle with what is kind of the learning style of the individual? What.

372 "Sandy Keyser" (447927040)

00:47:16.200 --> 00:47:27.985

What has worked in the past what hasn't kind of things then we go looking at the environment. What kind of environment are we in? What kind of things can we do in this environment? What things can't we do in this environment then?

373 "Sandy Keyser" (447927040)

00:47:27.985 --> 00:47:39.055

It's kind of looking specifically at the barrier, the task that was the other T. I can't remember. So looking at the task. So, again kind of looking at what.

374 "Sandy Keyser" (447927040)

00:47:39.330 --> 00:47:49.050

Is the individual struggling struggling with and why is the individual struggling with that? So, and some of our examples we mentioned individuals with communication.

375 "Sandy Keyser" (447927040)

00:47:49.050 --> 00:47:52.650

Difficulties whether it's speech.

376 "Sandy Keyser" (447927040)

00:47:52.650 --> 00:48:03.780

Difficulties or just being able to think of the word and to to say the word. Um, so, again, kind of if we know oh, no. It's.

377 "Sandy Keyser" (447927040)

00:48:03.780 --> 00:48:14.610

It's a communication difficulty that might kind of draw our attention if we're focusing on the barrier and looking at. Okay, the person needs to be able to communicate with somebody.

378 "Sandy Keyser" (447927040)

00:48:14.610 --> 00:48:29.400

Else and the person has difficulty either producing the words, or thinking of the words to say. So we're trying to think of something that can help that person communicate with somebody else. Um, so again kind of looking.

379 "Sandy Keyser" (447927040)

00:48:29.400 --> 00:48:43.770

Taking a closer look at the task and then kind of looking at what experiences does this person have? What do they use and how good are they using it? So, using the example, Terry, we said, hey, he's, he's got a smartphone.

380 "Sandy Keyser" (447927040)  
00:48:43.770 --> 00:48:50.040  
And he can use it quite efficiently. So, Terry is no stranger to using technology.

381 "Sandy Keyser" (447927040)  
00:48:50.040 --> 00:48:55.020  
He knows how to use it. So, instead of getting him something different, it might be like.

382 "Sandy Keyser" (447927040)  
00:48:55.020 --> 00:48:58.590  
How can we use a smartphone which he already knows how to use.

383 "Sandy Keyser" (447927040)  
00:48:58.590 --> 00:49:06.600  
How can we use that to help with this communication issue that he has? And if somebody mentioned.

384 "Sandy Keyser" (447927040)  
00:49:06.715 --> 00:49:15.325  
Hey, there's an app for social situations that you can use. Okay so it might be looking at. Hey, can we download this app?

385 "Sandy Keyser" (447927040)  
00:49:15.355 --> 00:49:23.995  
Get it on his smart phone and then now he's got something that he can use to help him with thinking of how to respond in those social situations.

386 "Sandy Keyser" (447927040)  
00:49:24.240 --> 00:49:33.930  
So, that's what that tool kit is and then, of course, it doesn't stop there from there. It goes to. Okay now, let's evaluate how effective.

387 "Sandy Keyser" (447927040)  
00:49:33.930 --> 00:49:41.850  
Is this thing so, as I mentioned earlier, we're piloting it with our service providers. So, uh, we're.

388 "Sandy Keyser" (447927040)  
00:49:41.850 --> 00:49:47.850  
Hoping to get some more feedback and be on the lookout, you might be seeing more of the tool kit.

389 "Sandy Keyser" (447927040)  
00:49:47.850 --> 00:49:57.240  
Because it's not just for service providers to use. It's for anybody to use individuals themselves, support coordinators.

390 "Sandy Keyser" (447927040)  
00:49:57.240 --> 00:50:03.270  
Schools anybody, so if it helps, you kind of figure out.

391 "Sandy Keyser" (447927040)

00:50:03.270 --> 00:50:06.930

What might make a good fit? What's going to work for somebody?

392 "Holly Reiff" (967574784)

00:50:06.930 --> 00:50:19.860

Then anybody can use it, and it's the toolkit don't forget about some of those charting the life course tools that support star might be your ticket to figure out.

393 "Sandy Keyser" (447927040)

00:50:19.860 --> 00:50:32.730

What exactly someone needs. Yeah, so we do this every month. 2nd, Wednesday of the month. 132 through the topics change. Guest speakers might change, but.

394 "Sandy Keyser" (447927040)

00:50:32.730 --> 00:50:40.050

You can count on 2nd, Wednesday of every month 130 to 230. I'm going to be here. There's going to be some kind of.

395 "Sandy Keyser" (447927040)

00:50:40.050 --> 00:50:46.200

Webinar for you guys. So, next 1 is September 14th. Then we've got October 12th, November. 9th.

396 "Sandy Keyser" (447927040)

00:50:47.850 --> 00:50:52.080

So, when you get off here, there will be a survey, please.

397 "Sandy Keyser" (447927040)

00:50:52.080 --> 00:51:00.600

Complete that survey, that feedback is really beneficial to to knowing what we need to change to make this a benefit for you guys.

398 "Sandy Keyser" (447927040)

00:51:01.860 --> 00:51:08.520

And Here's my contact Holly, will you please put your contact information in the, the chat or how somebody could get.

399 "Sandy Keyser" (447927040)

00:51:08.520 --> 00:51:16.200

Uh, connected with the team if they've got questions on Hey, I've gotten an individual and I'm trying to figure something out here.

400 "Holly Reiff" (967574784)

00:51:16.765 --> 00:51:17.785

Absolutely,

401 "Sandy Keyser" (447927040)

00:51:32.365 --> 00:51:34.465

and while she's putting that in the chat.

402 "Sandy Keyser" (447927040)

00:51:34.740 --> 00:51:37.800  
I thank you all for joining us.

403 "Sandy Keyser" (447927040)  
00:51:37.800 --> 00:51:41.790  
Hopefully you got something out of it and I'll see you next month.

404 "Holly Reiff" (967574784)  
00:51:43.230 --> 00:51:48.120  
Thank you guys for attending and, uh, working through the.

405 "Holly Reiff" (967574784)  
00:51:48.120 --> 00:51:53.010  
Um, case studies with us, it was.

406 "Holly Reiff" (967574784)  
00:51:53.010 --> 00:51:57.090  
Really funny, your answers were wonderful and I.

407 "Holly Reiff" (967574784)  
00:51:57.090 --> 00:52:03.720  
You guys, like, made my day. I'm so happy now about where we're going  
with this whole technology 1st movement because I know.

408 "Holly Reiff" (967574784)  
00:52:03.720 --> 00:52:07.710  
You guys are already out there talking about it and now you've just got  
more tools for it.