# Strategies for Providing Remote Employment Supports

Who we are...

APSE in Your Community

APSE — the Association of People Supporting Employment First

- 3,000+ members and growing national non-profit membership organization

- Chapters in 39 states and the District of Columbia, with members from all 50 states and Puerto Rico, and several foreign countries

- Members include individuals with disabilities, families, disability professionals, and businesses

APSE
Employment First
Employment for All
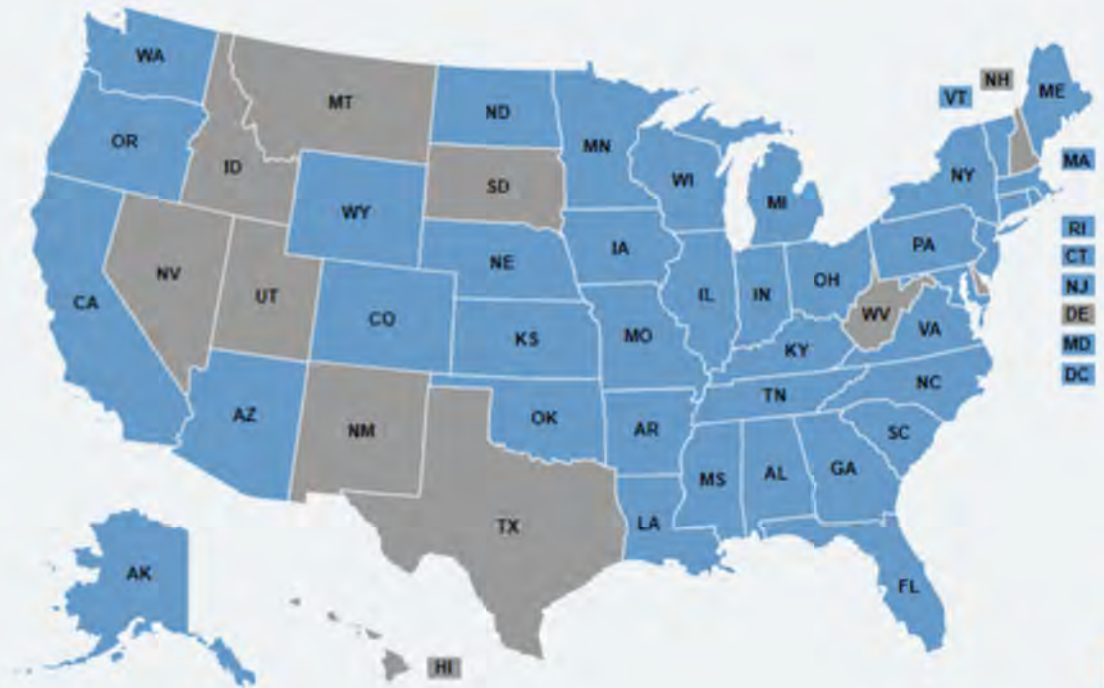
About today's webinar

- How do we continue to support and promote Employment First during the Coronavirus (COVID-19) public health crisis?

- Does this create opportunities for us to try new ways of doing business to assure the health and safety of supported workers, their employers and direct support workers?

- What flexibility do I have in my state to do the work differently?

APS**E**
Employment First
Employment for All

Our Speakers

Judy Warth, CESP

Employment Training Specialist

Center for Disabilities and Development

University of Iowa Health Care

Iowa APSE

Justin Blumhorst, CESP

Operations Leader
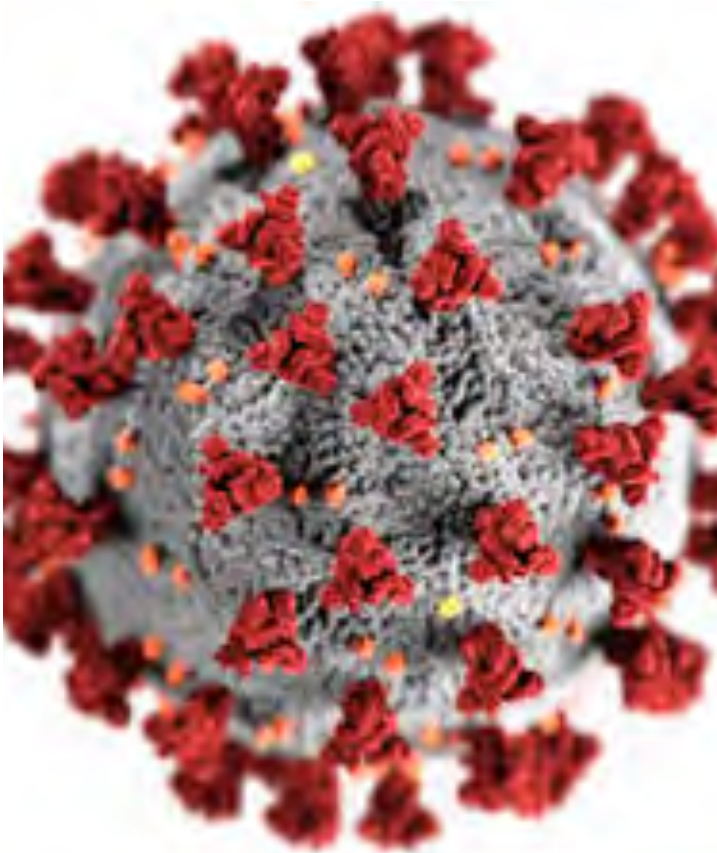
Capabilities, Inc.

Ohio APSE

Kessler Signature Grant – Iowa's Project

Job coaching and crisis intervention services provided via technology to employers and supported employees in both rural and urban areas

Opportunities

- Health-Related Issues (COVID-19)
- Rural and Urban Areas
- Possible increased independence
- Greater use of natural supports
- Cost effective and allows for greater productivity of coaches
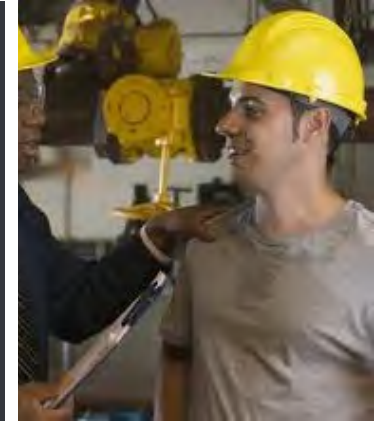
In what ways could you see using technology to assist you in job coaching? Are you already doing something?

Write your answer in the chat box?

Sabrina

- Sabrina had a job at Applebee's and a coach nearby. She was stable in employment and job coach was in follow-along mode.

- Agency that employed job coach shut down employment program in that region due to funding issues.

- Coach over 100 miles away became her support via facetime, texts and calls.

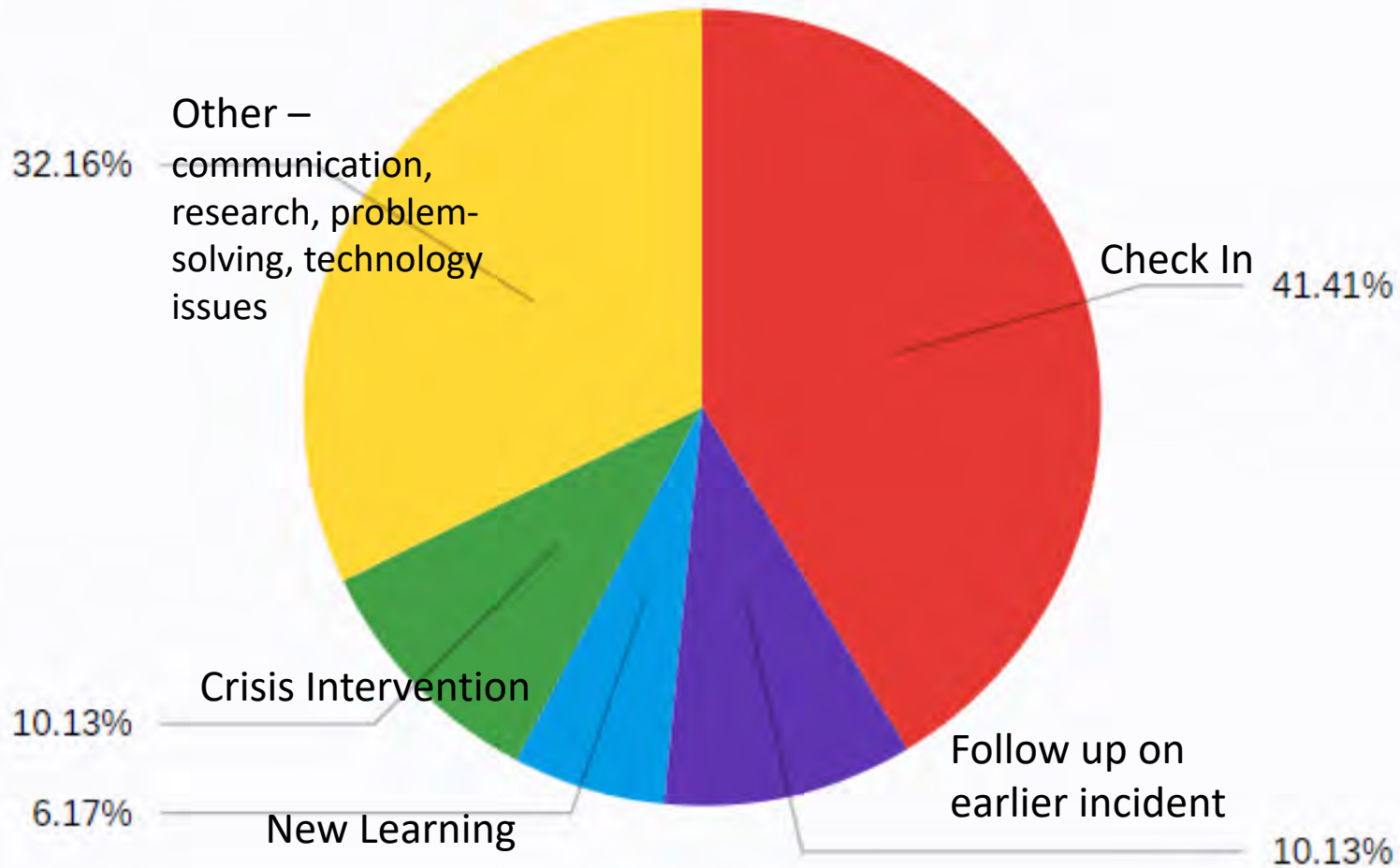- When higher levels of support were needed, coach traveled.

Justin

- Justin is a packager at a local dog biscuit bakery.

- Productivity has long been an issue. Justin would rather talk with coworkers and supervisor than focus.

- An array of counters, rewards and consequences have been used.

- Decision was made that coach needed to be there to prompt.

- Used technology to do three things 1. use as a counter so Justin could track his work, 2. JC could check in periodically via facetime, 3. worked with Justin to brag to boss at end of shift and show how much work had been completed.

- Job coach was able to fade from site more.

Misty

- Misty works at TJ Maxx as a floor clerk

- She loves her job and does well with natural supports and follow-along.

- She needs support when confused or upset.

- The JC was getting called in a couple times a week for crisis support.

- Using facetime, Misty was able to reach out to her JC before walking off the job! Often the issues were minor misunderstanding of direction or general frustration.

How Job Coaches Used Virtual Technology

Other –
communication,
research, problem-
solving, technology
issues — 32.16%

Check In — 41.41%

Crisis Intervention — 10.13%

New Learning — 6.17%

Follow up on earlier incident — 10.13%

Legend: eck in | Follow up on earlier incident | New learning | Crisis | Other (please describe)

Iowa Outcomes

▶ 50% - no follow up was needed

▶ 32% - follow up and onsite support

▶ 18% - virtual follow up at a later point

Was Follow-up required?

Tools

- Hardware – tablets, phones, iPods, computer

- Internet access is important

- Use what is natural for the person and environment

Software & Apps

- Software/Apps (don't limit yourself - Individualize)
  - JAN www.askjan.org
  - Our list www.bit.ly/3aj5fnv
  - Communication
    - Video chat – Zoom, Skype, Hangout, Facetime
    - Augmentative communication apps
  - Emotional Management/social skills
  - Productivity
    - Picture schedules
    - Productivity
    - Timers/alarms
    - To do lists
  - Work Autonomy App
  - Transportation

About the apps

Keep it simple
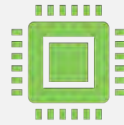
Mainstream technology is more accessible and less stigmatizing

Don't forget to use the built-in accommodations of the phone, tablet . . .

Use features like text to speech and speech to text.

What is your goal? What are you going to try to address virtually or with an application?

Write one down that you can try after this. Share in chat box things you might want to try.

JAN
Job Accommodation Network

APPS FOR CONCENTRATION

Vendors and Products

Google Play
- Relax Melodies
- Time Timer
- Nature Sounds Relax and Sleep
- Forest
- Brainwaves
- RescueTime
- focus booster
- focus@will
- ManicTime

iTunes App Store
- Alarmed ~ Reminders + Timers
- Relax Melodies
- CanPlan
- Aida Reminder
- Due

Rela

Limit

- Exe

Track what you do

Intensity of contact:
- ○ Check in
- ○ Follow up on earlier incident
- ○ New learning
- ○ Crisis
- ○ Other (please describe)

Briefly describe the interaction.

Is follow-up required?
- ○ No
- ○ Yes - will check in virtually at a later point
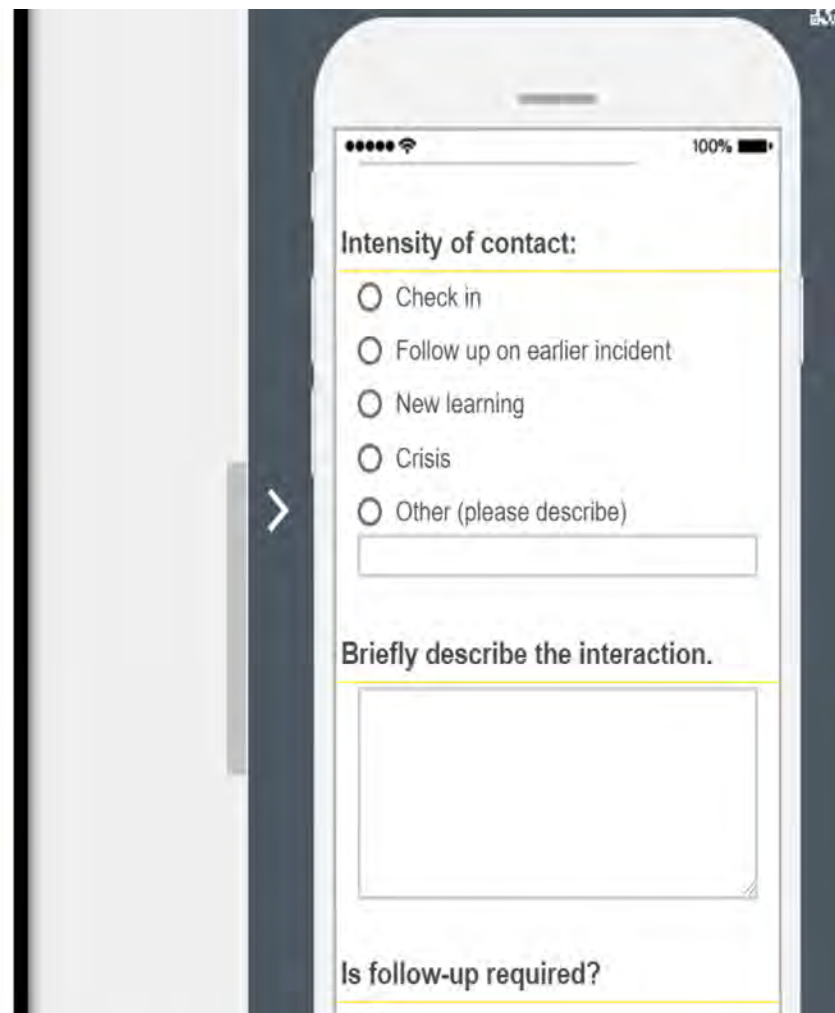- ○ Yes - onsite supports are required (please describe)

100% ▬▬

Intensity of contact:
- ○ Check in
- ○ Follow up on earlier incident
- ○ New learning
- ○ Crisis
- ○ Other (please describe)

Briefly describe the interaction.

Is follow-up required?

LESSONS LEARNED

Technology plan as part of career planning, job development, job coaching and follow-along.

Partner with employers to design and implement

Look for the right players especially at first

Wi-Fi Access is important. Check with cellphone provider as many companies are offering Wi-Fi hotspots at no or reduced rates.

Change can be fun and hard!

- Choose the right situations and highlight them
- Reward and recognize the job coaches who embrace this
- Support and encourage those who struggle
- Acknowledge this will NOT work for everyone
- Individualize and assure it has a purpose
- Community of shared practice opportunity.

#1 NEW YORK TIMES BESTSELLER

SWITCH

HOW TO CHANGE THINGS

WHEN CHANGE IS HARD

CHIP HEATH & DAN HEATH

Two Bestselling Authors of MADE TO STICK

Try it ~ and let us know how it is going!

Change Your Agency Quickly

Have teams meet to go over solutions

Don't focus on barriers (but make solutions for ones that come up)

Communicate with funding sources on flexibility of services

Advocate for a provisions if needed

Bend but don't break rules

Market new services to funding agencies

Flexibility We Have Been Given from VR

Signatures, Plan A was for flexibility, Plan B was Docusign
Allow us to write that person provided verbal consent at date and time.

Video or calls in lieu of face to face interaction

Off site job coaching up to 1 hour a day if employer is not allowing

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Connecting the dots

Overall Remote Engagement Ideas

What do you have in your home for communication?	Do You Have Internet Access?
Smartphone and laptop	Yes. Has high-speed internet

Do you have a smartphone, tablet, or computer?	Do you have homestaff and when do they typically work with you?
Yes, laptop and smart phone	No

Call and find what devices, connections, and needs people have with script

Make groups from people who have like needs

Prepare and send packet in the mail

Send flash drive

Many telecomunication companies are offering free or reduced service
https://www.highspeedinternet.com/resources/internet-guide-during-coronavirus-outbreak

Send things for them to print

Overall Remote Engagement Ideas

Come up with rental program for extra technology you have

Use waiver funding for AT to purchase connection and devices

Get extra devices from your team that you can loan out

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Services We Feel Can Be Delivered Remotely

- Job Seeking Skills Training
- Career Exploration
- Vocational Evaluation
- Job Development
- Pre Employment Transition Services (PRE ETS)
- Career Discovery (some aspects)
- Customer Service Training
- Job Coaching

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Connecting the dots

Job Seeking Skills Training

Share screen and work on resume together

Send application in the mail

Can also ask questions on phone/video of application

Have person served dress like they would for resume and take a picture or video chat

Practice interview questions over the phone, listen to how they sound, can you hear the confidence, the smile, and are you able to read their body language over the phone?

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Connecting the dots

Job Development

Supply chain and retail are hiring like crazy right now

Work with funding to support temporary jobs if needed (VR specifically)

Call employers to verify hiring

Complete applications

Attend interviews via phone or video

Work with other supports to go in person if needed

Job Coaching

Use remote task analysis

MeMinder (https://www.youtube.com/watch?v=H_eiqi3OVjw)

Call before and after shifts and during breaks

Current Project working on through funding from Opportunities for Ohioans with Disabilities (Ohio's VR Agency)

Pre Employment Transition Services

We are providing Work Based Learning, Job Exploration Counseling, and Workplace Readiness Training remotely

Preparing flash drives and dropping off at their house or mailing them to them

Lots of schools give chromebooks to students (utilize that tech!)

Facebook live chats and talk about social media

In depth example of Work Based Learning

Capabilities will be able to complete all areas via phone. or various live chat locations.
Modifications needed: 10 units of the service units to compile the items needed for each student, since their needs may be different. We would determined the person's skills and thier internet access. After which time, we will supply hard copies of paperwork with video links, a jump drive with videos or plan accordingly for over the phone "site visits". We can get these supplies to the person served via usps mail or drop off at their home.

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Connecting the dots

Learning Objectives for Work Based Learning

Work Based Learning is one of the services under Pre-ETS. During Work Based Learning, students will participate in work-site tours and job shadowing experiences at community businesses obtaining first-hand knowledge of work settings, including, but not limited to: duties, personnel, daily expectations on productivity/output, shifts, accommodations, compensation, and unwritten rules of work. In addition, students will learn to display appropriate work-site behaviors and begin applying the knowledge and tools they have learned. They will learn the importance of networking and begin to document resources identified within their networks.

Session 1: Worksite Behaviors
- Introduction: shaking hands and making eye contact - discussing the importance
- Importance of first impressions
- Good and bad body language/ behavior
- Watch videos of jobs visiting in next meeting (if available/ time allows)

Session 2 & 3: Site Visits
- Visit two community employers to learn about jobs
- Employer's daily duties, personnel, daily expectations, shifts, accommodations, compensations, and unwritten rules of work at job sites
- Review site visits
- Importance of thank you notes
- Thank you notes

Session 5 & 6: Site Visits
- Visit two community employers to learn about jobs
- Employer's daily duties, personnel, daily expectations, shifts, accommodations, compensations, and unwritten rules of work at job sites
- Review site visits
- Thank you notes

Session 7: Networking
- Networking using social networking
- Appropriate social media
- Local networking organizations
- Local resources
- Contact local networking organizations and resources

Support Newly Remote Workers

Lack of Face to Face Supervision

Used to have face to face

Support through daily structured communication

Utilize video (yes, turn it on!)

Use what you have available

Employ instant messaging and texting to supplement email communication

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Lack of Access to Information

Provide access of information to remote workers

Think HIPAA, but there is some leniancy https://myhipaaguide.com/notification-of-enforcement-discretion-for-telehealth-remote-communications-during-the-covid-19-nationwide-public-health-emergency/

Less frustration equals happy employee

We upgraded VPN tunnel to accomodate more users for speed and moved files over to secure Remove Platform (G Suite through Google Drive)

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Social Isolation

Encourage structured group video calls

While waiting for people to get on, have water cooler conversation

Take 5 mins to have more water cooler conversation

COMMUNICATE

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Distractions at Home

Have a dedicated workspace

Expect more distractions with school and daycare closed

Be flexible

Listen

Empathize

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Establish "Rules of Engagement"

For us, video conferencing and daily check ins for usual conversation

Calls, Text message, and instant messages for urgent communication

Establish best times for ad hoc communication (ex: emergency in morning, text, emergency in afternoon, call)

Be flexible

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Questions and Discussion

How Can We Help?

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