

Event ID: 2300188

Event Started: 2/4/2014 1:49:52 PM ET

Please stand by for realtime captions.

Thank you for holding your conference call will begin shortly. Thank you for your patience. Welcome to the assistive technology proper usage in employment process web training. My name is Christine I will be the operator for today's call. At this time all participants are in listen only mode. Later we will conduct a question-and-answer session. I will now turn the call over to miss Cheryl Bates-Harris, you may begin.

Thank you period much and welcome everyone to one of our ongoing series of teleconferences/webinars. Today I am delighted to introduce to you Tony Langdon as our key speaker. Tony is with Pathfinder Associates, an old friend of NDRN having been involved with us and training for us over a number of years. So, without further ado, I will let you tell people what you really want them to know about yourself and start your presentation. Thank you.

Thanks, Cheryl. I am pleased to be part of this and look forward to our interaction. My background goes back to starting rehab in the state of Wisconsin as a vocational evaluating her. That was back in 1969, 1970. I have been around for a while. Now in South Carolina and we will fill in some blanks probably as we talk a little bit more.

Okay are you ready to start your presentation? Everyone should see the PowerPoint up on the screen. We will go ahead and get started.

Amy Shearer is also on the call as the presenter she may be popping in and helping with poll question.

Hello everyone nice to be on the call.

I think our silence one of the background is Matt Higgins, will make sure everything is working smoothly. A couple of things I will mention, if you have not done so already you might want to take a look at some

of the handouts we are going to try to make this as interactive as possible. The format with Adobe connect gives us some flexibility. It would be better if we were in the same room together but this is convenient and works pretty well. We have six handouts available, we will be using these during the course of the call, we will be talking for an hour or so, you can go 15 or 20 minutes over, depends a lot on your questions. And our interaction. On these handouts I have placed large numbers in the upper left so if we say take a look at handout 2, that might be a little easier to recognize than saying technology needs profile. I won't say much in detail about the different handouts right now, other than they are noted on the slides as we go along so hopefully we can remember to introduce them and talk about them at the appropriate time.

Along with that, we have 10 poll questions that will come up. Matt will be introducing these poll questions as we get through on slides at the appropriate times and then we will discuss, Amy and Cheryl, will help out and see what responses we get from you as you answer some of these questions. One of the poll questions, I will mention this now, is going to ask about challenges that you see in your particular work study in your state. We will make note of some of these challenges as best we are able to, try to address these during the course of the training and definitely as we summarize things at the end, identify what these challenges are. If we can't cover things in this training, perhaps in some future training things will be addressed.

We are taking a look at employment outcomes and that is the theme with this. You'll be hearing a good bit about checkpoints as we get into things we will explain more about what check points are. Basically, some of the pictures that should be appearing on your screen now, our people who went to work. These are individuals who went through vocational rehabilitation services and one thing that they have in common is they used some type of accommodation or some type of assistive technology. One of our handouts will take a look at some of those, the range of possibilities there. We are not just talking about tech elegy in devices, we are talking about a problem-solving mindset. On the left side dressed in the white chefs closing is someone who works a large hotel and uses that piece of equipment he is standing with the assistance of performance job. We will take a look at Richards case a little bit later but he is a great example of things that came together at the right time. A counselor the new something about it six of technology, a demonstration that was scheduled shortly before he wandered into his counselor's office. There was a training program that was receptive to the idea of making accommodations and probably most importantly there was an employer who was willing to take a chance and higher him. The one thing that made all this possible actually two things one was the technology but even before that, as an individual Richard had initiative and he really help make everything move along. But, unless all the other points came together at the same time, it might not have happened.

We will look at some of the other pictures here but again the one thing they all have in common is they all use some type of assistive technology. As far as defining checkpoints, we are first -- your first handout if you graph that, really checkpoints is a training resource as you look through the handouts this summarizes some of the key points about checkpoints. We don't need to read it through now, you can go back through it later on but this takes a lot of the information we will be talking about it will appear

on subsequent slides. We will entertain any questions that may come up -- come up as we move along. Keep the one hand out handy. We are trying to do something that will help vocational programs and agencies better use rehab technology. A little quick history, checkpoints started back in probably 1991, 1992. We had a rehabilitation engineering research Center here in South Carolina funded by [indiscernible] one of our challenges was to come up with an approach that would help voc rehab agencies integrate technology into what they are doing. What we came up with was checkpoints. It has gone through a number of changes but essentially the core part is pretty much intact.

We are looking at a practical problem-solving approach that enhances staff awareness of rehabilitation technology. We use the term rehab technology partly because that is what shows up in the rehab act what we are looking at engineering, assistive technology and I am even stretching it a little bit when we take a look at our different accommodation strategies. That we will get into, in a few minutes. As a counselor, if I haven't had a lot of training or exposure to technology, I might not be real confident about working with somebody who appears to be a serious technology user. One of the things as a voc rehab agency, hopefully they are giving their staff enough background so they are comfortable, they know what questions to bring up and they are ready to interact comfortably. If I have an assertive helpful consumer that can bring some information that works wonderful but that isn't always the case. Again the counselor is a key part there. What we wanted to do with this is help an agency look at some places where they can systematically consider technology options throughout the process. Hence the tech points -- Checkpoints. You might take a look at your questions. Mapped if you could put of question one? -- Matt if you could put up question one? Take a little bit of time to respond what your feelings are. You will find with most of the questions if not all the questions there aren't right or wrong responses but it does give a reflection of some importance I think you will help out to make a point that I hope you do with the way you are voting thus far. So, continue.

We have a pretty good sampling appearing now. About three quarters of you are saying who plays the most critical role, the consumer. I don't disagree with that. If I were voting my choice would have been B, the rehab counselor. That isn't to diminish the importance of the consumer at all but unless I as a rehab counselor are pretty -- is pretty where of technology possibilities, I bring this up with the person I am working with if that doesn't happen then we are dependent on the consumer on their own to come in and say I would really like to take a look at some assistive technology possibilities. A lot of consumers come in very comfortable in doing that but there are also quite a few who don't. One of the things we realized as we were working out the approach with Checkpoints was the rehab counselor really is the critical rehab professional to make all this happen. Even more so than a rehab engineer or technology specialist because a rehab engineer is not going to see consumers going through a voc rehab program unless there is a referral made and that is where the importance on the counselor comes up. Again, not to diminish the consumers role.

The second question, you can take a few minutes and give some response there. We are not looking for a lot of information but what are challenges you see coming up if dealing with the vocational rehabilitation agency or looking more broadly at just employment to persons with disabilities in your

particular state or area. What are some of the challenges that come up? We will come back to the question at the end and go through and see if this helps with our discussion. We will see how well we have addressed some of these during our discussion. Amy and Cheryl, if you have anything to add as we go along, please jump in.

It definitely looks like a good range of responses coming up for that. We appreciate that because as someone said -- as Tony said we will try to address some of those concerns throughout the presentation. Just from a quick look coming up already, funding is seeming to be a key factor as an issue or a problem. I wonder if it is really a lack of funding or lack of willingness on the part of the ER counselors to spend the money? They seem to want to spend the money for the placement at the end and don't see the benefit of it early on.

Good point because I really think those are two different things.

They have enough comfort in their agencies they are supported to be able to do that. The counselor gets hung out to dry an awful lot with this. But the policies and messages counselors get oftentimes me try one of their hands behind their back so to speak.

Knowledge as a counselor -- this came up too which is pretty much what you are talking about, Tony, why they have a critical role in the process. If they don't have the knowledge, things may not move forward.

The counselor is an advocate as well. Trying to get some things approved for a person. Take a look at a few of these important considerations. Counselor, one of the things I try to emphasize before, plays a real key role. Obviously consumer involvement is essential there. I may have all the best intentions if I am this last line that came up there, if I'm one of the technology service providers I could be an engineer, and occupational therapist, a number of people who might where that technology being he.-- technology hats -- something that I come up that is correct for this person and I don't involve this person, I may or may not be on target with that so the consumer involvement if I am not comfortable using a piece of technology even if it is the most appropriate thing for me to use, it would be probably foolhardy for a counselor to authorize purchase of this if the consumer is not willing to do it. Some of your more complicated devices may be an aesthetic concern, they don't want to use something that appears to be very obvious, they may not be comfortable with coworkers. We need to make sure that individuals input -- the availability of technology specialist. There will be a question coming up in a little bit asking you to estimate how many people are available to provide work as rehab tech specialist.

Again there is a lot of different titles they show up there but as a counselor I am not a rehabilitation technology specialist. Some counselors are, but if you look at general responsibilities of counselors, they

are not considered to be technology specialist. The last consideration that popped up here we need to include what we are doing with rehab tech services within our overall continuous quality improvement in an agency that means we look at getting some kind of information back as far as what were the outcomes, was technology used with someone, if 4 providing pieces of assistive technology did we help somebody get a job? If they didn't why were they used? Did they help to expand somebody's living capabilities so they are more ready for going to work? We need to try to get some of that information to find out if we are going in the right direction.

Questions three and four. Can you estimate about how many technology specialist's if you are tied in with the vocational rehabilitation agency you can look at that or if you are looking more over all in your particular state or area our numbers are not going to be particularly accurate because we are not giving enough information and additional questions but the one key thing if I am a vocational rehab counselor in the state where I don't have readily available access to somebody who knows how to spell, the understands assistive technology, that can take a look at adapted workstations or communication devices, whatever the particular area of technology is I am going to really be hampered him what I can do. So we get back to the overall voc rehab agencies resources available. How many or how easy is it for me to contact a technology specialist or have them come in to do a rehab tech assessment with someone I am working with. There are some states that have 28 to 30 technology specialist that are done on different teams so the state of Georgia for example has quite a few. I know a number of other states that might have one or two individuals so depending on where I'm at, it could make a difference. Just kind of keep that in mind. We will come back and look at this more.

The fourth question [indiscernible] tech specialists staff of the voc rehab agency. The reason we are asking that if we are dealing with tech specialists who are in the agency with counselors, there is a little bit -- it should be a little easier to make sure they have regular contact with each other. If we are dealing with the service delivery model that involves various providers that are external to the agency, that may not necessarily be that easy. Most states are probably going to have some combination of the two. Things can get to be a little bit more complicated sometimes depending on where some of these technology specialists may work from.

We will come back and look at some of your numbers and try to keep going. That is an actual counselor, she is not a particularly great example of somebody that has a lot of technology expertise, no particular training in rehab technology, she functions as a job development specialist where she would make contacts with employers. She staged the call when she pick up the phone, I took her picture but she typically made a lot of telephone calls to employers. She was at outreach with employers and could play a very key role on just bring up the whole subject of accommodations and where vocational rehabilitation might be able to assist employers. She was one that definitely could benefit from some additional training about rehab technology.

I will pick up the pace here a little bit so we can stop and see if you have any questions. Most of you I think are probably pretty familiar, there is a pretty elaborate status system in vocational rehab agencies three or four different statuses, it gets pretty crazy to follow through but if you really break that down there is probably at least five different main components. You have your referral application part of the process, you got some type of assessment and planning, that takes place, the we've got various services we are providing. Could be training, could be physical restoration services and someplace we should be doing some tracking and documentation and then once we place the person on the job we should go back and do some type of postemployment follow-up. So, that is sort of the process there if we take a look at that same process and drop in 10 points, that is what we have done and we have identified in our case seven Checkpoints. We initially started out with nine and called some together. You can collapse these down further, it is not rocket science. All we are doing is trying to identify some places where it would be helpful for the rehab counselors to make sure they are thinking about technology possibilities. Not making a referral necessarily but just considering that and considering it so they can help maintain somebody's functional capabilities may be increased them but the emphasis is very much on someone's functional capabilities. Expand options and doing this at the right time. If you look at the location of the different check lines it starts very much at referral applications when somebody first enters into the voc rehab agency and deals with a counselor we need to start thinking about accommodation possibilities. Maybe some accommodations are needed so I can effectively communicate and talk with that person.

We are not listed -- necessarily looking at a job yet but we are thinking about the technology and whether it is needed. I will stop talking here in a little bit but let me go through some of the reasons why this is actually another counselor in her office prospective client came in she is first talking to this person the Checkpoints that can help counselor start to think about technology giving them some guidance, let's start at these different points in the process and one of the things we will see in handouts later on is some tip checklist that take a look at questions we might ask someone. If I don't know a great deal about technology I may not be area where -- very aware of where I can begin some of the tip checklist we will look at can help out. We mentioned funding earlier, or lack thereof. The bottom point here helps ensure appropriate expenditures are made. One of the worst things I have seen is when a counselor goes and sticks their neck out, really pushes their agency to purchase something and then for whatever reason that piece of equipment ends up not being used and that isn't always a bad thing that we want to make sure that if we are authorizing technology, that it matches up well with the individual. If it is going to be used with the school setting or in employment setting, we looked at some of the concerns here and again a number of questions to make sure this is happening are important. Looking at some of your responses coming up now you are saying major impact the post -- supposedly you know a lot better than I do, but you can't use cost of technology to not provide something. That is what the law indicates really kissed -- realistically something that costs \$20,000 as a counselor I don't have a budget that comes close to affording that. I would have to find those funds someplace in my agency and there's going to be a major impact so somewhere we are going to have to have some creative look at funding options and resources. I think you are very accurate with the major impact funding still has handout five -- actually let me back out a second.

If you can pull out handout 2 the technology needs profile -- this is something you might use there are a couple of AIDS we built into Checkpoints. One is this technology needs profile. This gets back to something I might use at checkpoint one whenever sitting talking with the person. If you look at this you will see some things that may look familiar as far as functional needs that show up through the ADA. If you look somebody has trouble walking, getting into my office, if they have trouble learning things or writing, these could be indicators that maybe a technology resource might be helpful. You will also see on this has the person ever used technology? Just because somebody may have some functional needs they may not necessarily have access to assistive technology in the past. If they did find out what they used. Let's try to find out how successful it was for them. I might ask the person tell me on a scale of one through 10 and how much you know about assistive technology and that might be an icebreaker type question. You can see the things that show up here on the backside of this you could check some things off. This just shows some of the scope of technology categories that are there.

There is also handout three but has functional needs information that we can go through. You could give this form to consumers if they are able to read this on their own and have them respond to this. If you ever had any problem learning new information? And you see what they tell you. Again this can give insights to a counselor and may help the counselor decide I really don't know where to go with this person, I need to get somebody who notices something about cognitive issues. This person is not learning and processing information. I wonder if there might be some technology that might help out. Those are two things you can look at on your own later on. Handouts five on the accommodations process, I am talking more than I should, but we will stop and see if you have any questions here in a couple minutes. This is a flowchart. If you break out in hives over flowchart, I am sorry but this does -- if you go down there and look at this, there are a couple of interesting things that happens. This was not something we develop with our work with Checkpoints. A woman named Karen Sachs at San Diego State I work with them doing distance Ed classes for counselors. This is a variation of something we developed for their class there. When we get an accommodation request, am I come from the individual, could be request from the counselor or an employer, there is some type of team that gets assembled to take a look at this. There will be some type of assessment that should take place both me as an individual, possibly the person going through the rehab process and there are also might be an assessment or job analysis that happens on the job site where somebody would go out and do a job analysis. We are looking at both the individual and the work setting.

The part below their you get into some of the problem-solving. Once you can identify where there are potential problems what are those problems and what are some of the possible solutions to those problems? The counselor can play a role with this sometimes a very key role but a lot of times he will turn this over to some rehab technology specialist hopefully a team of people that might take a look at this because sometimes individuals needs get fairly complicated. Then the gets down to follow-up. Take a look at this and we will see if questions come up later on as we wrap things up. There is one more handout we skipped over and that is 4. If we could pop that up. I am going to jump ahead in a second if you can identify with this and has four in the corner, looks like a little spiderweb type thing and if we can jump back to the slide, I will go ahead and try to make a little bit of time here. This is what I already talked about. I forgot to click the buttons. These are different options and resources. If we look at this

and think about what we could call in with an individual, these go in levels of easiness. If I do a good job as a counselor in matching a person with a particular job so they have the requisite skills, meet the demands of the employer, everybody is happy, that's a pretty good situation. That doesn't always work. I might have to consider some type of job restructuring. Maybe changing the work schedule, tinkering with things. This is something some of your job development people will help out with. If the job coaches are available. We can do some restructuring. Often it is fairly easy to do. We also can get into looking at different types of employment support.

Again job coaches, maybe people can come in there and help this individual while they get up to speed on a particular job tasks. You may be familiar with the term universal design. Back in the 70s and into the 80s, we had needed for a lot of custom developed age devices now we have a lot of things considered more universally decide that work with people with a lot of differing capabilities. These are things available for a number of different settings. Many of the things that used to be considered assistive technology are now universal design products that help us out. One of the best ones many of you probably are to use this, Dragon dictate -- naturally speaking. Voice input technology. That started off as big bucks specialized technology for persons with disabilities. Now it is just a universal tool that is used for a lot of different individuals. One nice thing that is done, the cost of Dragon is now under \$200. It started off being between \$9000.10000. The 200-dollar version now works a lot better. We don't have time to go into detail on any of these but job modification might be the most extensive thing I would do. If I go to an employer we try to really modify that job for this particular individual.

All of these things are options and resources that need to be considered. We are not just talking about a piece of assistive technology. Any questions? Do you need me to posterior if there's any questions of anything we have covered at this point?

There are no questions in the chat box operator, which is like to open the line for questions?

Yes. Thank you. We will now begin the question-and-answer session. If you have a question please press star then one on your touchtone phone. If you wish to be removed from the queue please press the pound sign or hash key. There will be a delay before the first question is announced. If you are using a speakerphone you may need to pick up the handset first before pressing the numbers. Once again if you have a question please press star then one on your touchtone phone.

While we are waiting for questions to, I will just go through, review some of the things we have already looked at with different Checkpoints. At each of these places we will look at a tips checklist for checkpoint one in a little bit. As a counselor I need to make sure we are systematically taking a look at technology possibilities with people that are going through our services. There is a small percentage that actually get referred for rehab technology or assistive technology assessments but everybody should have technology options considered.

Operator? Any questions in the queue?

We have no questions at this time.

All right.

Tony, you get to continue.

I will. But, if questions come up you can interrupt any time we will keep asking as we go along. Planning, we mentioned, plan services, if you think back to Richard, our fellow in the standing wheelchair, that wheelchair was purchased for him by Florida Vicki -- Florida vocational rehabilitation and provided so he could go into a training program in the services area. When he went through that job training program, this is something that made that possible. That also was something we took with him to the employer work setting and enable them to get hired of the employer later on. Many times if we look at when is technology normally considered? At placement. For the counselor, I am feeling some pressure, I need to get this person working, let me see if I can get a read of the generic and then and help out. If I had waited this far into the process that means what ever assessment that had been done, whatever planning that took place if I was not really looking at technology possibilities I may have overlooked some things with this individual but should have been considered. If you look back at check .2, with the assessment part as a form of vocation a valuate or there are lot of times when you will use test and different assessment tools and they help screen out people from things. What we are trying to do with this is not screen people out but screen people in, look at what they may need to be successful.

You have a question you are responding to now how? We would you estimate job accommodations are used with individuals served by a vocational rehabilitation agency? This depends on your definition of accommodations. If we are looking at the slide we had way back when with the dotted lines between those things, I would see all of thosethose, all of those are accommodation possibilities. If we are thinking of job accommodation as something where we going -- we go in and do a job modification, we don't do this with all that many people that if we change work schedules, if we talk to employers and look at when somebody might be able to get to work if they have trouble with transportation and we try to make some allowances those are accommodations. Really we've made you accommodations a lot more than we necessarily think. Again I go back to the importance of making sure this counselor is aware of things because they are a key want to have accommodation needs addressed and the rehab process.

Given that broader explanation by Tony that a job accommodation is much more than purchasing a piece of equipment, does that change people's views on their response for the full? It looks like at this point the majority of the answers is less than 10% of the time our job accommodations are being used. Maybe people were thinking about that a little bit more narrowly. Hopefully that is the case because if you are looking at it broadly in you still think it is less than 10% that would be concerning on many levels I think.

It is up to scare administrators at an agency of all of a sudden we have over 75 percent response shows up what kind of resources would be necessary to make that many accommodations. If we are doing a good job with matching a person up with particular demands employers are looking for, if no accommodations are needed that is wonderful. But with the severity of disability a lot of people aren't necessarily able to do that so the accommodations are something we should probably be taking into account. A little bit of information I will say much on this the tracking documentations, whatever questions we ask about services that were provided, are there any questions that talk about assistive technology or the accommodations part? The short answer to that is probably not very many. I know some agencies will ask the question were rehab technology services considered. Yes or no.

I am not the brightest bulbul but as a counselor if you give me that question I am going to say yes. Whether I really considered it or not but it is kind of an obvious type thing. Really we need to have some other questions that get into it in a little bit more depth but really we should be taking a look at if we did use technology let's follow along. Those consumers that are technology users are they more likely or less likely to be successful on the job. Hopefully we will find out that there is yours the ones that technology assistance is provided. That may or may not be the case and as it turns out it isn't, what is going wrong. We need to have good information.

Tony there is a question in the chat that might be appropriate to address here it says, what roles do informed choice and the interactive process play in the process and at what point?

I think informed choice has a great deal of influence on things that really should take place throughout the process where the person has made available things. One caveat with that if I do independent living assessments for the VA if I go out to veterans homes, I try to be careful to not tell someone this is what your VR Counselor will be able to provide you. I try to be careful to make them aware of some things so they are informed, to help make a decision. I think informed choice relates is much to a voc rehab counselor as it does to consumers going through. That counselor needs to be well-informed on why I, as a technology specialist, might be recommending this particular piece of equipment. This is the reason why. So that counselor can make a good decision. I shouldn't assume that counselor is necessarily going to know that but I think informed choice is very important. But if I have to then turn around and start telling people why they can't get certain things, that can create some issues and dilemmas not necessarily inappropriate dilemmas but just because I want something doesn't mean I need something if that makes sense.

I think it does and the point this brings up in my mind is always what we call the Volkswagen versus the Cadillac. How do you know which one is going to be effective?

You look at the different features. What we are selecting a piece of assistive technology that has a lot of bells and whistles if we are getting something that might be more in the Cadillac side of things there may be some features that aren't necessarily needed maybe they are too difficult for the person to comprehend and use. There are other caregivers involved maybe we don't have the support recess -- support resources we might be better off going with a simple solution. The distance education class I mentioned we have counselors from across the country but take this class. I remember we had a couple people from New Mexico and Arizona that were very rural. They would never run into a rehab engineer. They would just not able to get direct access to things so they are pretty much on their own and had to look at different resources they could come up with their and wouldn't necessarily be able to rely on some of the more high tech solutions because they wouldn't have vendors and resources there. It doesn't mean there aren't other solutions and other possibilities.

Thank you.

Keep going along. I will mention this, our time is definitely going quickly, the checkpoint seven we need to go back to the employer. If somebody has been placed there is a rehab counselor I keep my fingers crossed that person is there for at least 90 days. That is my cutoff for being successful at closure really have to go film ever want to cultivate a good relationship with employers and if we have done some modifications let's see what is happening. Let's also make it clear who is responsibility -- whose responsibility a checkpoint some of the consumer may have some for maintaining a piece of equipment the employer may have some responsibility for upgrading and updating things. It isn't necessarily an open-ended thing that I as a voc rehab counselor will always be available it is a time-limited thing. I can go back and open up the case but really if the individual an employer can buy into this, that is something definitely worth looking at.

Low-tech solutions I will go quickly through a couple things here. The picture maybe a little small to see but someone was dusting on top of the shelf he has a lightweight duster, he has a back issue, he is light duty. He works as a custodian so that simple accommodation was made and adapted for him. A couple things we don't have pictures of your, he also had to pick up and move around a trashcan as he would empty wastebaskets. He had a four-wheel scooter he used that had a little trailer on its that would total along the trashcan. He would drive around the offices, dump the trashcan and be able to use that. He wasn't able to push it like someone more typically might be done but those different things were used as it's not necessarily all low-tech but this certainly is a low-tech solution. It did make a difference helping him get employed. This is a social worker, you can't quite see she is a paraplegic and uses a manual chair to get around. Doesn't have really extensive office accommodation needs but does need to

be able to get under a computer desk. This is an older picture is you can tell with the older style monitor. But really the stuff is still very current. Is actually easier now making accommodations for someone like her, because now we have wireless keyboards, we have much lower cost components because that universal design influence. We are not looking at extensive custom modifications. Her desk just needed to have her get access to get to the keyboard. A lot of the Dragon Dick take typing also could turn -- play a role here if someone was not able to cure board -- keyboard as she was able to. But we are using technology to open up possibilities.

The next slide will emphasize that we already saw were check points are we want to make sure -- got a little over exist, focusing on the individual this is an actual person who wanted to work in a movie theater as a ticket taker. We also will take a look at him, and his case he is developmentally disabled he is a power chair user, he has problems manipulating things with his hands. He needs to be able to care -- tear the ticket. We took a look at, this was done in Virginia -- oops clicked the wrong arrow sorry operator error. -- a typical movie theater. An environment where person is actually functioning he would be there and would be receiving tickets. What they came up with here was something that was custom developed. The task of being able to tear the ticket and give it to the patron, and his case the engineer devised at ticket cutting apparatus where he put that in there and a cut in half so he was able to do that job. There is not a big demand for it ticket cutting devices, so you will not find this commercially available although there or martial components are there but that is where you get a rehab engineer that might come up with a custom solution for something. Basically we are looking at the individual, environments they will be working in and then look at what tasks or activities are presenting challenges.

If you are hoping to come up with -- groups we had a glitch to tween compatibility with Adobe, the stripes are not supposed to be there -- [indiscernible] was intended to depict the technology team. If we can bring in someone to help rehab counselors, that is what is really necessary. We don't have a cookbook where we can go through and take a look at persons by disability type or even employers by type of work setting. What kind of accommodations. Once we are doing a number of these accommodations we get an insight into what things have been used in the past and that has -- that is beneficial but myself, as someone with cerebral palsy, what I need is going to differ dramatically from somebody else who has the same disability and you are aware of that. Our hope of ever coming up with a cookbook would be nice but I doubt we are going to do that. Here is the tips. If you look at handout six, that looks at something called tips checklist, each one of these Checkpoints has a single sheet with questions that first take a look at our there any concerns that the individual may have? Are there any particular strategies that would seem to be appropriate? If I have somebody who has maybe fairly extensive technology needs it may be important for me to prioritize what should happen first and then if we can identify what steps or actions are needed so it is real clear who is responsible to do what. I have a situation with somebody, a veteran that wants a computer. He wants the VA to provide him with the computer. He has no background in using it. I think he is motivated enough, I am not positive that he is going to be able to learn enough to use it effectively what I am going suggest to his counselor is we take a look at one of the continuing education courses at a local community college. And have them go through that to demonstrate he is motivated, has the basic skills and then let's look at the next

step of possibly providing that computer so some of the steps and actions the counselor may decide to not do it that way, these are just some suggestions that may come from that technology provider. If we have a case management system is all voc rehab agencies essentially do, where you have case management these tip questions for Checkpoints would be really neat if they would pop up in front of the counselor to get them to think about this as they are going to process. When we initially started this, this is one of the few remaining checkpoint manuals. This is the large manual that looks very good, sit on the shelf and I have one of the last remaining ones in captivity, I believe. Always equated to a pet rock popular 20 or 25 years ago. It is a number of tricks it will sit, standard rollover, it's best trick is it sits on somebody shelf. There is a lot of good information in this but counselors are not going to have the time to go through and read up on this. We've got to give them this information at appropriate times and not expect them to read through a one-inch thick a three ring binder. This is part of our thinking back in the mid- 90s, we kind of changed a little bit with some of the technology possibilities. If we have any other questions coming up you might open that up in case and we are at about an hour into things now. They probably have another maybe 15 minutes and we will go through the rest of what we've got. Please bring up questions. There are two poll questions here that we can see what you have come up with. These are a little bit -- there was an ulterior motive coming up with these number nine, what training to staff and voc rehab agencies receive on we have technology? This is real critical. Most counselor training programs might have some units or components of courses that have something about assistive technology, rehab tech elegy. Field training programs have three -- freestanding courses on rehabilitation technology. San Diego State is one of the few we do a distance add and they have an on-campus version that is a rehab tech application course it is a come -- it is a fun course online at 12 week course that gets counselors to think about technology. There are a number of discussion boards that are part of that. It is a really enjoyable way to provide training and we will get a cohort of 25 or 30 counselors and we will do this via distance. I think it is a very effective way to reach staff in agencies.

It would be nice to have product demonstrations being done on a regular basis. Richard, the fellow in the standing chair we looked at, there happened to be a product demo done about three weeks before Richard came in to see Linda Brown, his counselor. She saw this standard aid chair that offender came in to show have that not happened about four weeks before he showed up that might not have ended up with a successful outcome that because she was aware of that particular chair she was able to get her agency to provide that and the rest fell into place. A number of these training options. The new employee orientation is a key thing. There is a great deal of staff turnover in the rehab field. When we first wrote up later owned you -- when we first started playing around with Checkpoints back in the '90s once they were funded and maybe around 45 or 10 or 15 years, we were going to take care of all these needs and we would be real far along in 2014. I am not sure things have changed dramatically as far as needs in agencies. We have much better resources available but we still face many of the same challenges. We will get to some of the challenges in a couple of minutes.

I think of my ramblings we probably touched on that -- if you are interested I will give Sheryl -- what we are going through here is -- was gleaned from an introductory module on Checkpoints. There are eight different checkpoint modules and this is kind of the information in your handout 1, do that sniper for the Olympics kick in, take a look at that. These are 15 to 25 minutes modules that individuals can take.

Most of you are not working as part of voc rehab agencies but you might be giving suggestions to them with the intent of Checkpoints. A training strategy that might be used to reach counselors. That would it be fairly easy to do, not real costly. I will give Sheryl this introductory module and we will figure out how we can get that to you. If need be we may burn some of these two CDs. Generally they are on the website and I can give you a website where these can be found, or you can look at that intro. If this is a resource that might be helpful. There are a couple of case centers, technical assistance continuing education center, the one at George Washington University for Region III has taken Checkpoints a little bit different format but essentially the same thing we are looking at, using it with states in their particular region. South Carolina vocational rehabilitation has their own set of Checkpoints they use with their staff. Let's see if you have any questions. These are the same people you saw earlier again the thing they all have in common some technology was used. The woman in the center standing up, the Persian -- person of short stature I don't remember exactly what the person disability was but it was funny we found a number of individuals, this particular solution was developed by a guy named Glenn Hagemann in Chicago. They provided a workstation that would be used as a checker cashier check out in a supermarket so she could stand up, reach the cash register also process groceries as they came by. Her thing helps her stand up and she balances on that but it raises her up about eight inches. I found out the engineer here in South Carolina built essentially the same thing for another individual that encountered some of the same functional limitations being able to work one of the things helpful there, there were a lot of people that work at that particular workstation, that workstation she stands on rolls in and out fairly easily so we didn't have to go through and change the height of the cashier workstation there for other individuals. That is one of the things that don't require extensive accommodations on the part of the player. But there are a lot of things like this that are solutions that are being done in different parts of the country. Getting people aware of where some of these are through some discussion boards and sharing things are really important so you are not reinventing the wheel each time. Any questions?

Operator? Would you like to open the line for any questions?

Yes, thank you. Once again if you would like to ask a question please press star then one on your touchtone phone. Once again, if you would like to ask a question, please press star then one in your touchtone phone. (multiple speakers).

I am more than happy if you have some questions that show up and you want to e-mail me, I put my e-mail in there so -- sorry the lettering developed a shadow it doesn't help legibility, but feel free to e-mail some questions I will be talking with Amy and Sheryl as we look at some of your information and pull things together that if there are some questions I will be happy to try to answer them or have some additional thoughts. One of the things I mentioned, I will stop with that and see if Cheryl and Amy have any closing comments, one of the things we have done with the distance class three San Diego State are the discussion boards. I really have been impressed with that elements of distance education where over a period of time, we will keep the Discussion Board open for five days or actually seven days and we would put up a number of questions to try to get some of the discussion started. These are people

taking a class for credit so they got a certain percentage of their grade based on posting at least two different times. There was a little bit of a [indiscernible] getting them realistically have to work quite as well with counselors in agencies but it has worked to some extent where you present something, I've got a solution for somebody of short stature the can't work at a steady workstation and we present some pictures and open that up and use that discussion format to share things. That is an option that could be done, that is one way to share some of this with individuals.

It appears that somehow Amy and I are lost. In terms of the video. But operator, were there any questions in the queue?

We have no questions at this time. There was a question in the chat box about the modules you were talking about Tony, they are wondering if you could perhaps give the website? That the modules are located on if that information you have available?

Yes it is [indiscernible] what I will do is get you the intro you can then make available through your website and the people are interested in the other modules on check white 127 they can contact me directly and I can indicate what is involved with that.

Great that would be fantastic.

If you can interest voc rehab agencies in the Checkpoints it is one training option, this will not do everything at all, there are a lot of limitations Checkpoints doesn't address that if you could go through and have counselors look at various places where they could talk about what they did with someone while they were in assessment and planning, how they handled some of the things that came up then we can do some about follow up later on.

Great. If there are (multiple speakers).

A quiet group.

They are not always this quiet. Sometimes they are. Anyway Tony I want to thank you for the information and the presentation. I want to remind everybody that there is a link in the box if you are doing this online to complete an evaluation form and we would certainly appreciate that if you would take the time to do that. It is important to our funding agencies as well as our speakers are always interested in that information. Tony and I will continue to talk along with Amy if you have questions

Tony is happy to take them directly or you can send them to us and we will get them to him and get the answers back to you as well as additional information. Again thank you Tony very much appreciate your time and energy and your effort this afternoon and I appreciate the fact that everybody takes time to involve themselves in these opportunities. Thank you all, have a good afternoon and hopefully wherever you are the weather is getting better because the exciton they fill -- Puxhawtawney Phil saw his shadow the weather is wacky yesterday us I had 10 inches of snow at my house and yesterday we barely had rain. Stay well, the warm and thank you again.

Thank you everybody I guess one other point about the evaluations for the evaluation, if you are participating on the phone and do not see the link on the screen that leads to the evaluation we should be able to send you the link via e-mail so you can just contact either Cheryl or myself if you don't have access to the evaluation, we will be happy to send that to you we are really looking for as much information as we can possibly get as Cheryl said it is something that they like to see in our grant report so we can say how many people attendedattended, and what the feedback was from the training.

Excellent thanks Amy, Cheryl.

Thanks we will be in touch.

Thank you.

Thank you ladies and gentlemen this concludes today's conference thank you for participating you may now disconnect. [Event concluded]

Actions