INTRODUCTION

Elizabeth Grigsby
Consultant
The Arc of CA
UNLOCKING TECHNOLOGY

- Our webinar today is on Unlocking Technology as a Key to Connection and Alternative Services. It will give you and the people that we serve the opportunity to have a wide range of interaction with others in their community.

- People will be able to learn how to use an iPad or go on Zoom or take a virtual tour. Some people may have never imagined doing this before.

- This will help people to expand their day-to-day activities and routine. It will give people other options and choices.
CONNECTION AND ALTERNATIVE SERVICES

• It will also help people build up their confidence and self-esteem to know that they can do something independently or together. It doesn’t have to be one or the other, that’s what’s great about Alternative Services.

• It's about choice and options for the people that we serve. It doesn’t take away from a service, it just adds to what already exists. That's the way, hopefully we start looking at the service delivery.

• One size doesn’t fit all. Real choice comes in many different ways.
TODAY’S WEBINAR

• Using a Device Lending Library

• Using the Tech Toolbox
  o The Arc of the United States

• Technology; Improving the OFA Service Experience
  o Options for All

• Time to Partner Up for Technology
  o The Arc of Ventura County

• Resources
USING A DEVICE LENDING LIBRARY

Jesus Rangel
Advocate

Paula Rodarte-Joyce
Family Member

Technology Lending Library
San Gab Pomona Regional Center
Technology
Improving the OFA Service Experience
Ken Barnes
President & CEO

Brian Zotti
VP of Operations & Chief of Staff

About
Options For ALL

Mission
We seek to create and support opportunities for adults with intellectual and developmental disabilities in making choices to live, work and enjoy life in their community with dignity and respect.

Purpose
Where We Started

January 2020

Unstable, Non-Secure & Incoherent Technology Stack
Our Technology Before Alternative Services

BYO Technology
• 1/5 of employees had a work g-mail
• G-Suite used for document sharing
• Employees used personal devices (Phone, laptop, etc.) for daily work purposes
• Employees reimbursed each month for phone usage ($6000s)

Old Technology
• Used outdated server donated to organization
• Microwave Wi-Fi access – no routers

Participant Technology
• No virtual or remote service options for participants
Step 1 – Ask:
What Do We Want to Accomplish?

Employee Technology

• Equip staff with the necessary technology to do their jobs.
• Provide resources, training and education.
• Foster a community culture.
• Connect employees to each other & participants.

Personalize Participant Services

• Connect remotely
• Remove barriers to technology
• Bring the internet to participant homes
• Create personalized remote education
• Help participants achieve their goals
• Give more independence through technology
• Make participants’ lives better with connections and activities
Step 2 – Determine:
What Technology Will Help Us Make This Happen?

- Remote Learning Resources
- Email
- Intranet
- Real-Time Chat
- Phone
- Video Conferencing
- Document Sharing
OFA Experience: (1 of 2)

Accessing the Internet and Remote Sessions

Challenge

• We needed a way to bring a stable internet connection to participants during at-home visits.
• Some participants did not have the needed technology to participate online.
OFA Experience: (2 of 2)
Accessing the Internet and Participating in Remote Sessions

Solution

• An iPhone hotspot can be used to access the internet.

• iPads allow participants to connect.

Action

• We negotiated with Verizon directly, and they gave us a credit that completely offset the cost of the phones.

• We raised money to buy 300 iPads from Apple.

• We worked with Apple to use mobile management software.
Step 3 – Configure:

How Can We Improve the Overall Experience?

✓ Technology is **not one-size-fits-all**

✓ Add relevant, meaningful **software**

✓ Include device controls to **prevent misuse**

✓ Make sure technology meets **participant needs**
  - Visual assistance
  - Hearing assistance
  - Etc.
Step 4 - Support:
How Can We Help Users Leverage Technology?

- Offer 1 on 1 Assistance
- Group Forums
- Step by Step Guides
- Pre-Load Software
THANK YOU
SO MUCH!
Time to Partner up for Technology

Andy Mack
Director of Operations

Juan Garcia
Program Manager, Oxnard
Who has internet? All of us?

- Current internet subscribers
- 80% to 90% of households in cities across California
California LifeLine -
https://www.californialifeline.com

Discounted residential telephone services available to California LifeLine participants may include the following:

• Monthly flat rate service discount = up to $14.85
• Monthly cell phone service discount = up to $14.85
• Service connection discount = up to $39
• Service conversion discount for home phone services = up to $39
California LifeLine - (1 of 2)
Qualifying Assistance Programs

You can qualify for California LifeLine if you or another person in your household is enrolled in any one of these qualifying public assistance programs:

- Medicaid/Medi-Cal
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance or Section 8
- CalFresh, Food Stamps or Supplemental Nutrition Assistance Program (SNAP)
- Women, Infants and Children Program (WIC)
- National School Lunch Program (NSL)
California LifeLine - (2 of 2)
Qualifying Assistance Programs

- Temporary Assistance for Needy Families (TANF)
  1. California Work Opportunity and Responsibility to Kids (CalWORKs)
  2. Stanislaus County Work Opportunity and Responsibility to Kids (StanWORKs)
  3. Welfare-to-Work (WTW)
  4. Greater Avenues for Independence (GAIN)

- Tribal TANF
- Bureau of Indian Affairs General Assistance
- Head Start Income Eligible (Tribal Only)
- Food Distribution Program on Indian Reservations
- Federal Veterans and Survivors Pension Benefit Program
California LifeLine - Income Guidelines

<table>
<thead>
<tr>
<th>Household Size</th>
<th>Annual Income Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-2</td>
<td>$28,700</td>
</tr>
<tr>
<td>3</td>
<td>$32,600</td>
</tr>
<tr>
<td>4</td>
<td>$39,700</td>
</tr>
<tr>
<td>Each Additional Member</td>
<td>$7,100</td>
</tr>
</tbody>
</table>

* Effective June 1, 2020 to May 31, 2021
Frontier is committed to helping qualified low-income individuals pay for telephone or qualified internet services.

- Lifeline service is a non-transferable (from one person to another) government assistance program that provides a discount on the cost of flat rate monthly telephone service only ($7.25) or qualified internet access service with or without telephone service ($9.25).
Service Providers for Internet (2 of 3)

ACCESS FROM AT&T

Stay connected with affordable internet

Access from AT&T provides low-cost internet service for eligible households.*

- Free installation and in-home Wi-Fi®
- No annual contract
- No deposit

Internet service for $10/mo. or less based on the maximum speed available at your address up to 25Mbps. LIMITED-TIME OFFER**
Spectrum offers an Internet Assist program similar to Xfinity’s Internet Essentials.

- Internet Assist offers up to 30 Mbps (wireless speeds may vary) for $14.99 per month for 12 months, with no data cap and no contract. The program is available to households where one member is a recipient of the National School Lunch Program, Community Eligibility Provision of the NSLP, or Supplemental Security Income (≥ age 65 only).
• This contract is used by state and local government agencies, public school districts, special utility districts, and non-profit agencies.

• Verizon 4G LTE wireless broadband is 10 times faster than 3G — able to handle download speeds between 5 and 12 Mbps (Megabits per second) and upload speeds between 2 and 5 Mbps, with peak download speeds approaching 50 Mbps.
Jetpack MHS900L – 4G LTE

Here's the pricing breakdown for the Jetpack.

• The discounted price is $29.99
• however, the retail value is $79.99

$79.99 Jetpack 900LS retail value
$6.20 Sales tax
-50.00 Instant discount
$36.19

• Monthly Rate $40 for unlimited data
• No early termination fees
How it works

1. Press the power button on the Jetpack
2. On your device – Desktop Computer, Laptop, Smart TV or IPad open the Wi-Fi settings.
3. Look for the name of your Jetpack and connect to it.
Tech Success

Let’s hear from people benefitting from this program...
RESOURCES

• Low Cost Internet and Phone

• Device Loan Programs

• Technology Guides

• Free Software Downloads

• Communication Tools
LOW COST INTERNET AND PHONE

○ The Digital Access Project
  - Internet for ALL
  - Low Income
  - Training Centers
  - 1-800-390-2699 VOICE
  - 1-800-900-0706 TTY
  - Digital Access Project Website
    • http://digitalaccessproject.org/

○ CA Lifeline
  - Call your phone provider.
  - No phone provider? Call 1-866-272-0349 VOICE / 1-866-272-0358 TTY
  - Program base or Income base
  - California Lifeline Website
    • https://www.californialifeline.com/en

○ FEDERAL Lifeline
  - 1-888-225-5322 FREE / ASL VIDEO CALL 1-844-432-2275
  - Low Income Phone Service
  - Federal Lifeline Website
    • https://www.fcc.gov/general/lifeline-program-low-income-consumers
LOW COST INTERNET AND PHONE

Check out your local Internet Providers

- Comcast
  - 60 days of free internet until June 30, 2021
  - Low income households
  - Apply online
  - Comcast Website

- Spectrum
  - 1-855-243-8892
  - High-speed internet
  - Free internet modem & low monthly prices
  - Spectrum Website
DEVICE LOAN PROGRAMS

- **Ability Tools**
  - All ages
  - Device Lending Libraries
  - Financial loans for computers, iPads, switches and more
  - Information and Resources
  - 1-800-390-2699 VOICE
  - 1-800-900-0706 TTY
  - [Ability Tools Website](https://abilitytools.org/)

- Device Loan Program link form Ability Tools; listed by city:
  - [Ability Tools Lending Library](https://abilitytools.org/services/device-lending-library.php#:~:text=Ability%20Tools%20operates%20a%20Device,can%20help%20you%20live%20independently)
DEVICE LOAN PROGRAMS

- Device Loan
  - 5 week loan for all devices
  - Use as backup or test to buy
  - Computer screens, reading cameras, iPads, Go Talk devices and more.
  - Device Loan Program Website
    - https://testing.myatprogram.org/home/6

- CATRC: California Assistive Technology Reuse Coalition
  - 1-800-390-2699 VOICE / 1-800-900-0706 TTY
  - Used devices for sale or free
  - Borrow devices
  - CATRC Website
    - http://californiareuse.org/
TECHNOLOGY GUIDES

- **The Arc’s Tech Toolbox**
  - “The Arc's Tech Toolbox™ is a place to find, share, rate and review technology for people with intellectual or developmental disabilities (I/DD).”
  - [Tech Toolbox Website](https://toolbox.thearc.org/)

- **The Arc’s Technology Coaching**
  - “People with I/DD use technology to achieve many goals in life. Select a goal, to find coaching resources that support that goal with technology.”
  - [Technology Coaching Website](https://tech.thearc.org/)
FREE SOFTWARE DOWNLOADS

- NV Access
  - Screen reader
  - More than 55 languages
  - Works with Google Chrome, Mozilla Firefox, music players, Microsoft Word and other programs
  - 617-3149-3306 Australia
  - NV Access Website
    - https://www.nvaccess.org/download/

- Lifewire
  - Free Windows Software
  - Blindness, Motor Skills, Low Vision, Hearing, and Speech Disability Software Technology
  - Lifewire Website
COMMUNICATION TOOLS

- **Healthjay**
  - Telehealth and Remote Health
  - Social Engagement and Virtual Support Groups
  - Appointment Scheduling, Virtual Activities and Group Video Calls and Games
  - Voice Command and Many Languages
  - 1-888-321-4529 Toll Free / Local 415-994-5314
  - [HealthJay Website](https://www.healthjay.com/?utm_campaign=86eb8303-d3c6-4ce0-9f83-5733d2fd10ec&utm_source=so&utm_medium=mail&cid=bc8a00c2-a221-460b-91fd-34c651f3c9ec)

- **JPad Joystick**
  - iPad switch for all apps
  - Easy set up
  - Wireless connection
COMMUNICATION TOOLS

- **Tobiidynavox**
  - Communication and mobility products
  - Most devices covered by Medicare, Medicaid and Private Insurance
  - 1-800-344-1778
  - [Tobiidynavox Website](https://us.tobiidynavox.com/)

- **Inclusive TLC**
  - Assistive Technology Products
  - Children and Adult Friendly Products
  - Online Training
  - 1-800-462-0930 Toll Free / 704-243-3623 Local
  - [Inclusive TLC Website](https://www.inclusivetlc.com/)
COMMUNICATION TOOLS

- **CPF: Cerebral Palsy Foundation**
  - Free Apps
  - Adaptive Products for Sale
  - Educational CP (Cerebral Palsy) Video Library
  - 212-520-1686
  - [Cerebral Palsy Foundation Website](https://www.yourcpf.org/all-products/)

- **Voice Options Program**
  - Launched 1/11/2021
  - Communication Access for ALL
  - 5 different speech generating applications
  - 916-558-5395 Voice / 1-844-729-2800 TTY
  - [Voice Options Program Website](https://www.dor.ca.gov/Home/VoiceOptions)
  - Free Specialized Phones
    - [California Phones Website](https://californiaphones.org/)
DEVICE / ASSISTIVE TECH FINANCIAL LOANS

- Freedomtech
  - 916-737-5358 VOICE / 1-800-390-2699 FREE / 916-325-1695 TTY
  - Freedom Tech Website
    - https://freedomtech.org/about/
- Low Interest Money Loan
- Californians with Disabilities and their Families
- Assistive Technology Devices
- $500 - $15,000
DISABILITY THRIVE INITIATIVE RESOURCES

• Lunch and Learn
  o Topic: Tech Resources
  o This Friday, January 29th
  o 12:00pm to 1:00pm
  o Register on the DTI website
  o Lunch and Learn Registration

• DTI Website Resource Library
  o DTI Website

• Sign Up for Updates and Resources
  o Sign Up Here

• Technical Assistance Request
  o Submit Request Here
NEXT WEBINAR

Meeting Individual Needs Through Adaptable Alternative Services

Wednesday, February 10, 2021

3:00 – 4:15 p.m.
THANK YOU!

We look forward to seeing you at future webinars.
Find this webinar and other resources at:

DisabilityThriveInitiative.org

Info@DisabilityThriveInitiative.org | (916) 238-8811