



**DISABILITY THRIVE INITIATIVE**  
*Alternative Services and Supports for the IDD Community*

# **UNLOCKING TECHNOLOGY AS A KEY TO CONNECTION AND ALTERNATIVE SERVICES**

**JANUARY 27, 2021**

# 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
  - The Arc of the United States
- Technology; Improving the OFA Service Experience
  - Options for All
- Time to Partner Up for Technology
  - 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**

# THE TECH TOOLBOX



**Abe Rafi**

Senior Director,  
Technology Strategy &  
Programs

**The Arc of the US**



# 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**

Create hope. Inspire dreams. Achieve success.

# 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**



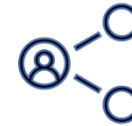
**Real-Time Chat**



**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?



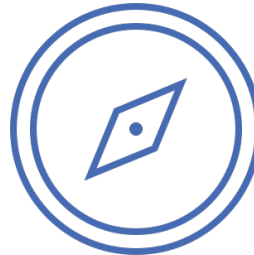
Offer 1 on 1 Assistance



Group Forums



Pre-Load Software



Step by Step Guides



# 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

LifeLine Income Guidelines*	
Household Size	Annual Income Limit
1-2	\$28,700
3	\$32,600
4	\$39,700
Each Additional Member	\$7,100
* Effective June 1, 2020 to May 31, 2021	

## Service Providers for Internet (1 of 3)



**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\*\***



## Service Providers for Internet (3 of 3)



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 ( $\geq$  age 65 only).

# Verizon NASPO Value Point Master Agreement #1907

- 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.



**verizon**✓

# 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 Jeptack 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.



## Wi-Fi Device





# 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/)
  - <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)
  - <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)
  - <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](https://corporate.comcast.com/covid-19)
    - <https://corporate.comcast.com/covid-19>
- Spectrum
  - 1-855-243-8892
  - High-speed internet
  - Free internet modem & low monthly prices
  - [Spectrum Website](https://www.spectrum.com/internet/spectrum-internet-assist?opredirect=browse-content-spectrum-internet-assist)
    - <https://www.spectrum.com/internet/spectrum-internet-assist?opredirect=browse-content-spectrum-internet-assist>

# 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/)
  - <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)
  - <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)
    - <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/)
    - <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/)
  - <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/)
  - <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/)
  - <https://www.nvaccess.org/download/>

## ○ Lifewire

- Free Windows Software
- Blindness, Motor Skills, Low Vision, Hearing, and Speech Disability Software Technology
- [Lifewire Website](https://www.lifewire.com/free-windows-software-pc-more-accessible-198676)
  - <https://www.lifewire.com/free-windows-software-pc-more-accessible-198676>



# 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)
  - [https://www.healthjay.com/?utm\\_campaign=86eb8303-d3c6-4ce0-9f83-5733d2fd10ec&utm\\_source=so&utm\\_medium=mail&cid=bc8a00c2-a221-460b-91fd-34c651f3c9ec](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
- [JayPad Joystick Here](https://www.specialneedscomputers.ca/index.php?l=product_detail&p=2692)
  - [https://www.specialneedscomputers.ca/index.php?l=product\\_detail&p=2692](https://www.specialneedscomputers.ca/index.php?l=product_detail&p=2692)

# 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/)
    - <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/)
    - <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/)
    - <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)
    - <https://www.dor.ca.gov/Home/VoiceOptions>
  - Free Specialized Phones  
[California Phones Website](https://californiaphones.org/)
    - <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/)
  - <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
  - Topic: Tech Resources
  - This Friday, January 29<sup>th</sup>
  - 12:00pm to 1:00pm
  - Register on the DTI website
  - [Lunch and Learn Registration](#)

- DTI Website Resource Library
  - [DTI Website](#)
- Sign Up for Updates and Resources
  - [Sign Up Here](#)
- Technical Assistance Request
  - [Submit Request Here](#)



# NEXT WEBINAR

## Meeting Individual Needs Through Adaptable Alternative Services

Wednesday, February 10,  
2021

3:00 – 4:15 p.m.



# THANK YOU!



**DISABILITY THRIVE INITIATIVE**  
*Alternative Services and Supports for the IDD Community*

We look forward to seeing you at future webinars.

Find this webinar and other resources at:

[DisabilityThriveInitiative.org](https://DisabilityThriveInitiative.org)

[Info@DisabilityThriveInitiative.org](mailto:Info@DisabilityThriveInitiative.org) | (916) 238-8811