DISABILITY THRIVE INITIATIVE

Alternative Services and Supports for the IDD Community

MEETING INDIVIDUAL NEEDS

THROUGH ADAPTABLE ALTERNATIVE SERVICES

FEBRUARY 10, 2021

WEBINAR TIPS AND INFORMATION PART 1

Para interpretación en español, haga clic en el ícono de globo blanco a continuación etiquetado como "Interpretación" y seleccione el canal en español

Visibility of ASL Interpreters is top priority. You may not always be able to see the presenter

This presentation will have closed captioning, which you can access using the button at the bottom of your screen

Webinar features vary by device and Zoom version

WEBINAR TIPS AND INFORMATION PART 2

The meeting is being recorded

You are on mute and your camera is not on

Submit all questions using Q&A feature below

“Chat” and “Hand Raise” features are off

Please use survey at the end of this session for feedback and suggestions

WEBINAR INTRODUCTION

Barry Jardini

Executive Director

—

California Disability Services Association

CALIFORNIA Disability Services ASSOCIATION

INTRODUCTION

- Today's webinar is on meeting individual needs through adaptable alternative services
- This how-to presentation will:
  - Show how providers are using technology and virtual platforms
  - Demonstrate how to meet client needs through a menu of options
  - Include clients, DSPs, therapists, program managers, and more

TODAY'S WEBINAR

- Our presenters will cover multiple service types
- Day Program & Employment Services
  - Vocation Plus Connections, Inc. (Central Valley)
- Early Intervention & Adult Day Program Services
  - AbilityPath (Bay Area)
- Question & Answer
- More resources

MEET OUR PRESENTERS

Doug Middleton

Chief Executive Officer

Vocation Plus Connections, Inc.

Ashley Rains

Connections Coordinator

Vocation Plus Connections, Inc.

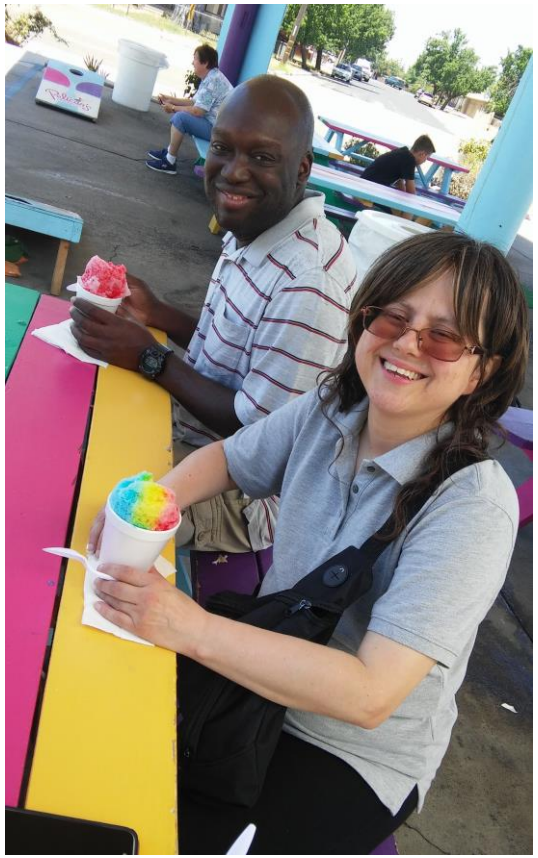
Dan Silva

Schedule Coordinator

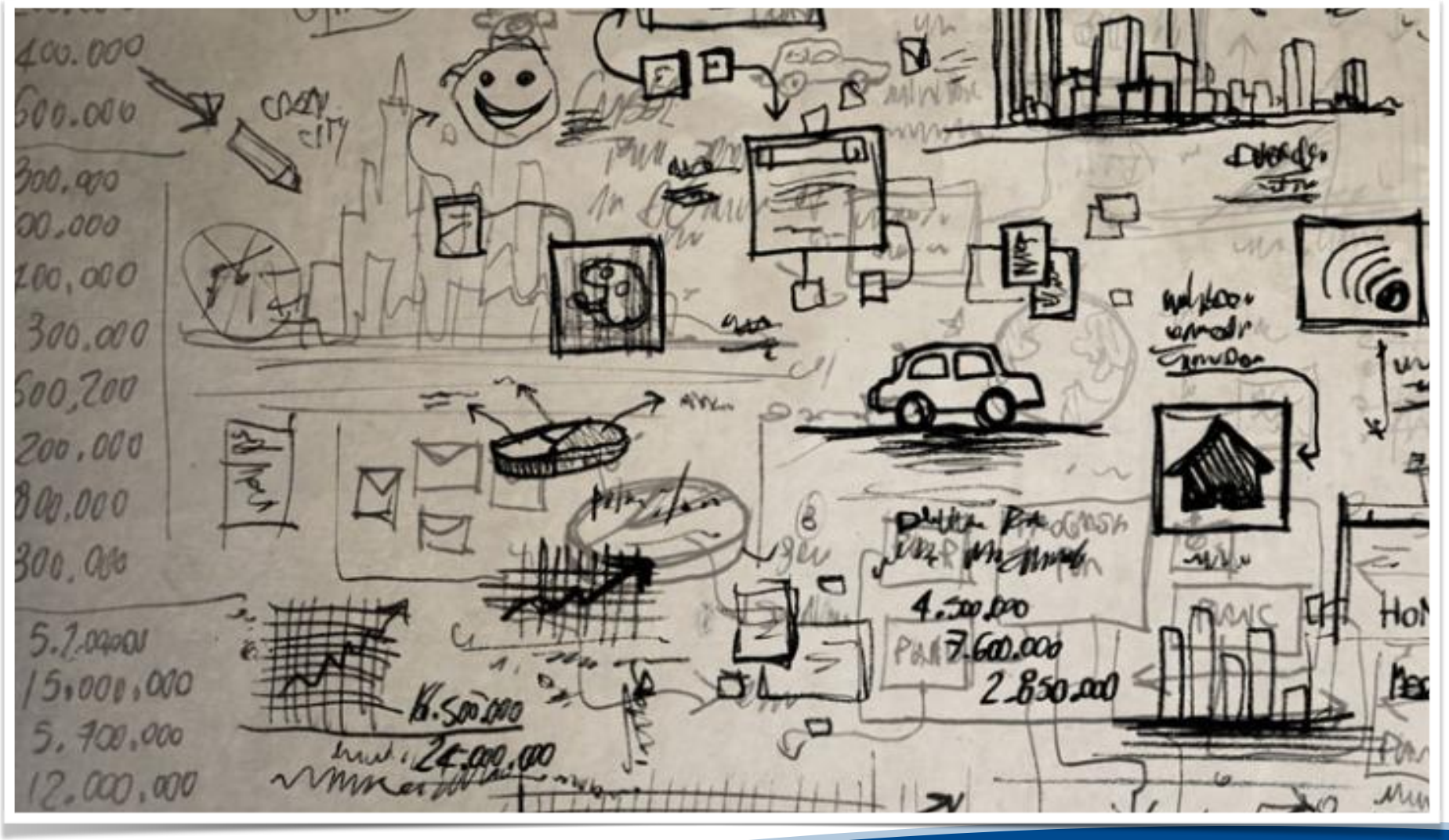
Vocation Plus Connections, Inc.

VPCI

Vocation Plus Connections, Inc.

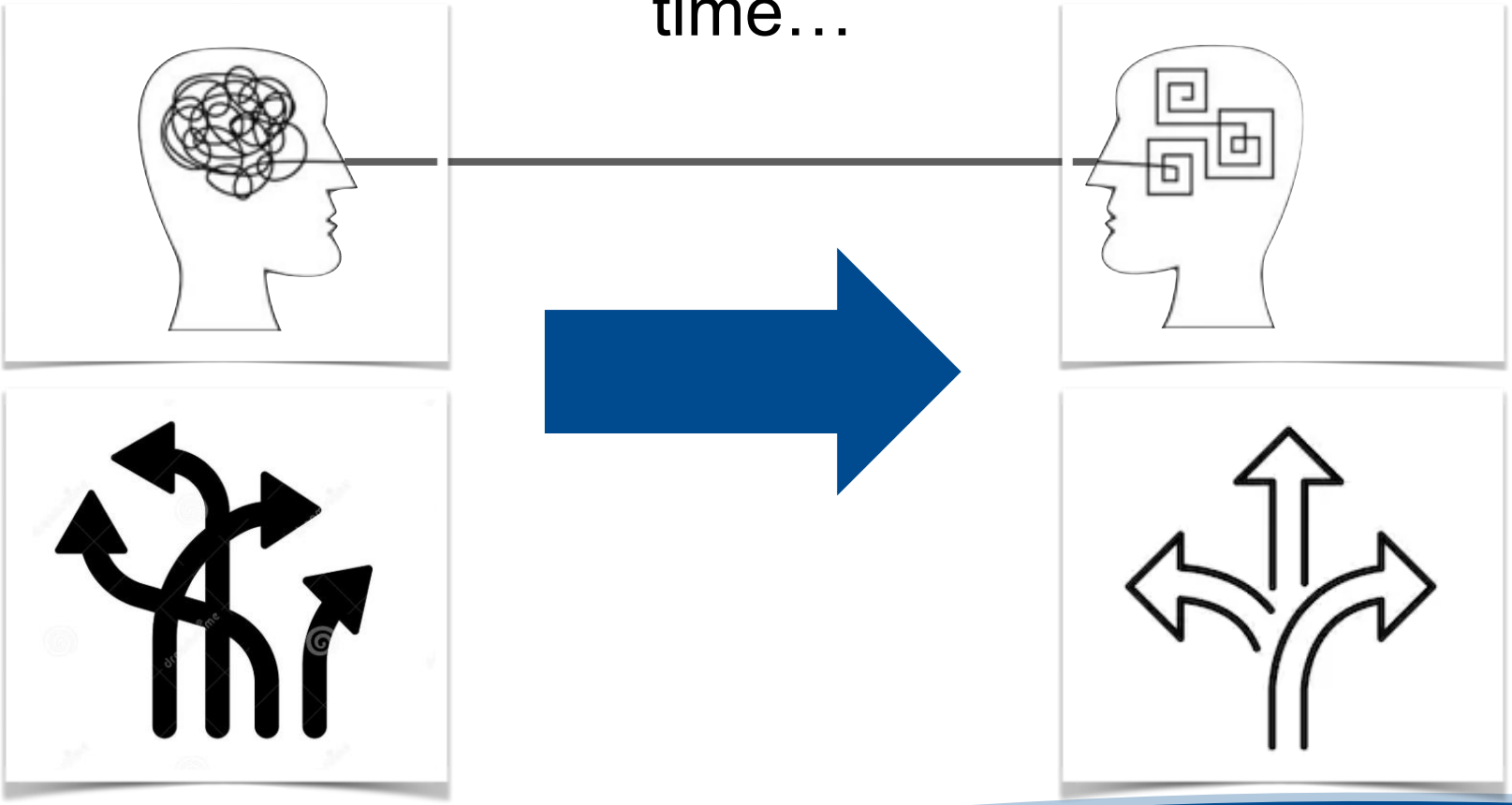


PANDEMIC PERPLEXITY…



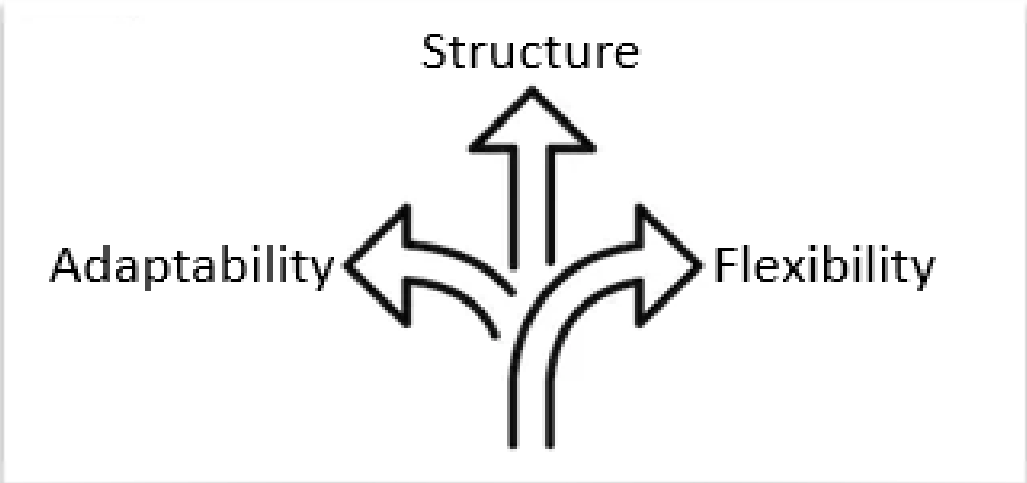
CONSTRAINTS FORCE CHANGE

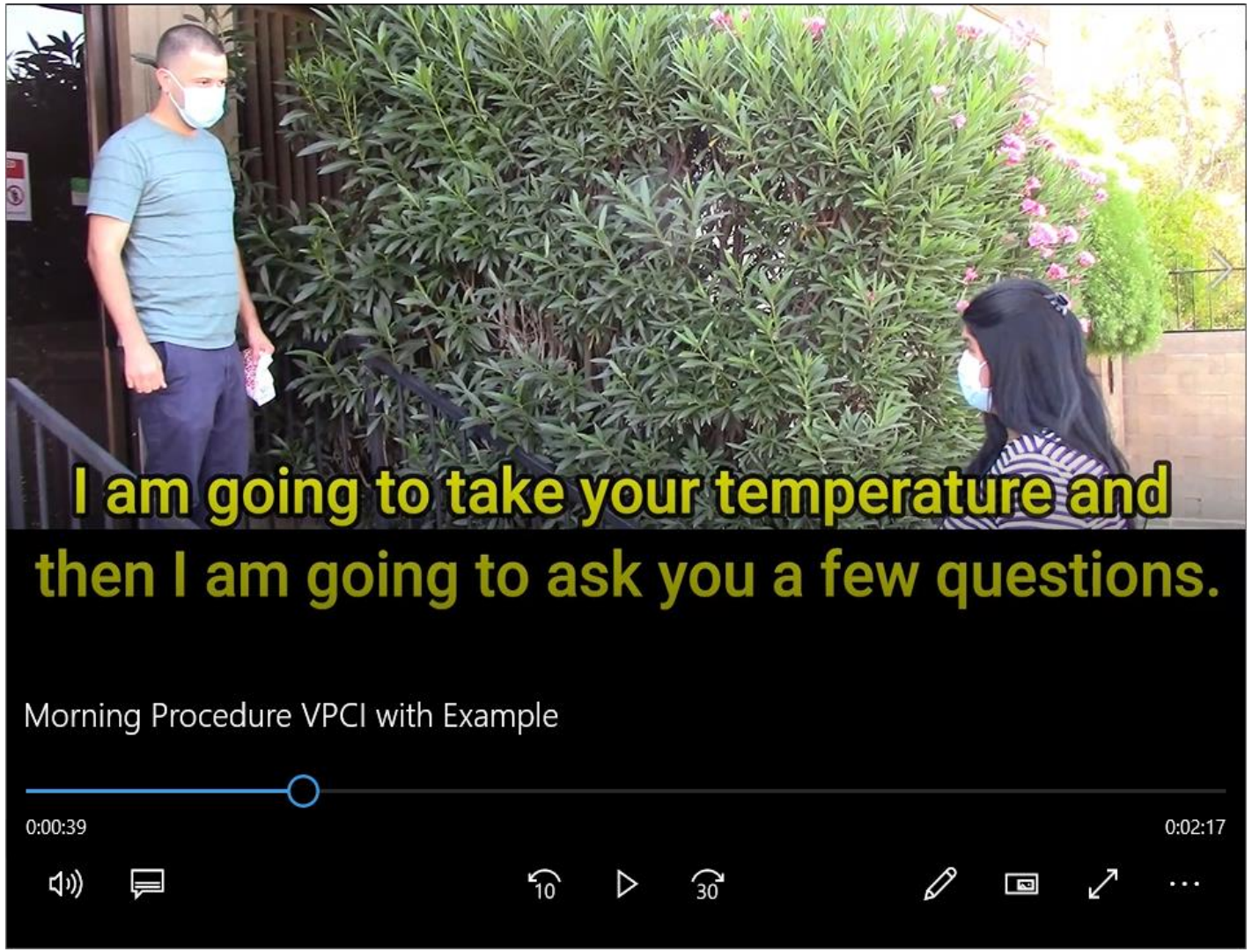
Responding to change by using it as an opportunity, one step at a time…

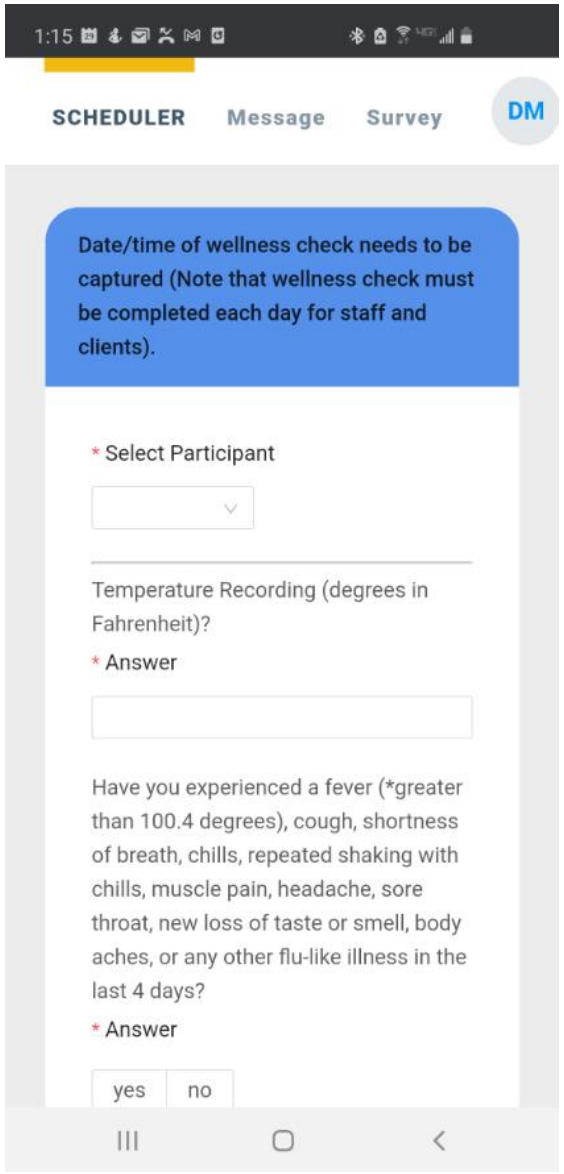


THE MAIN THING(S)

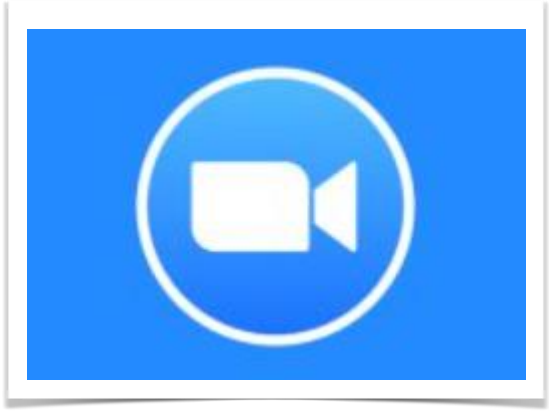
- Safety & wellness
- Person-centered services
- Offering variety & choice
- Refocusing unemployed individuals
  - & keeping essential workers safe




I am going to take your temperature and
then I am going to ask you a few questions.
Morning Procedure VPCI with Example
0:00:39
0:02:17
10
30


1:15
SCHEDULER
Message
Survey
DM
Date/time of wellness check needs to be captured (Note that wellness check must be completed each day for staff and clients).
* Select Participant
Temperature Recording (degrees in Fahrenheit)?
* Answer
Have you experienced a fever (*greater than 100.4 degrees), cough, shortness of breath, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell, body aches, or any other flu-like illness in the last 4 days?
* Answer
yes
no

Google
FORMS



Services Reimagined at VPCI

The coronavirus has changed the way VPCI currently offers services. For the near and foreseeable future, we will continue offering alternative services or as we like to call them, services reimagined!! Vocation Plus kindly asks that you complete this survey with your Case Manager so we can learn how to serve you even better in the future. We are excited to continue reimagining services with you and we look forward to your feedback! Thank you!!

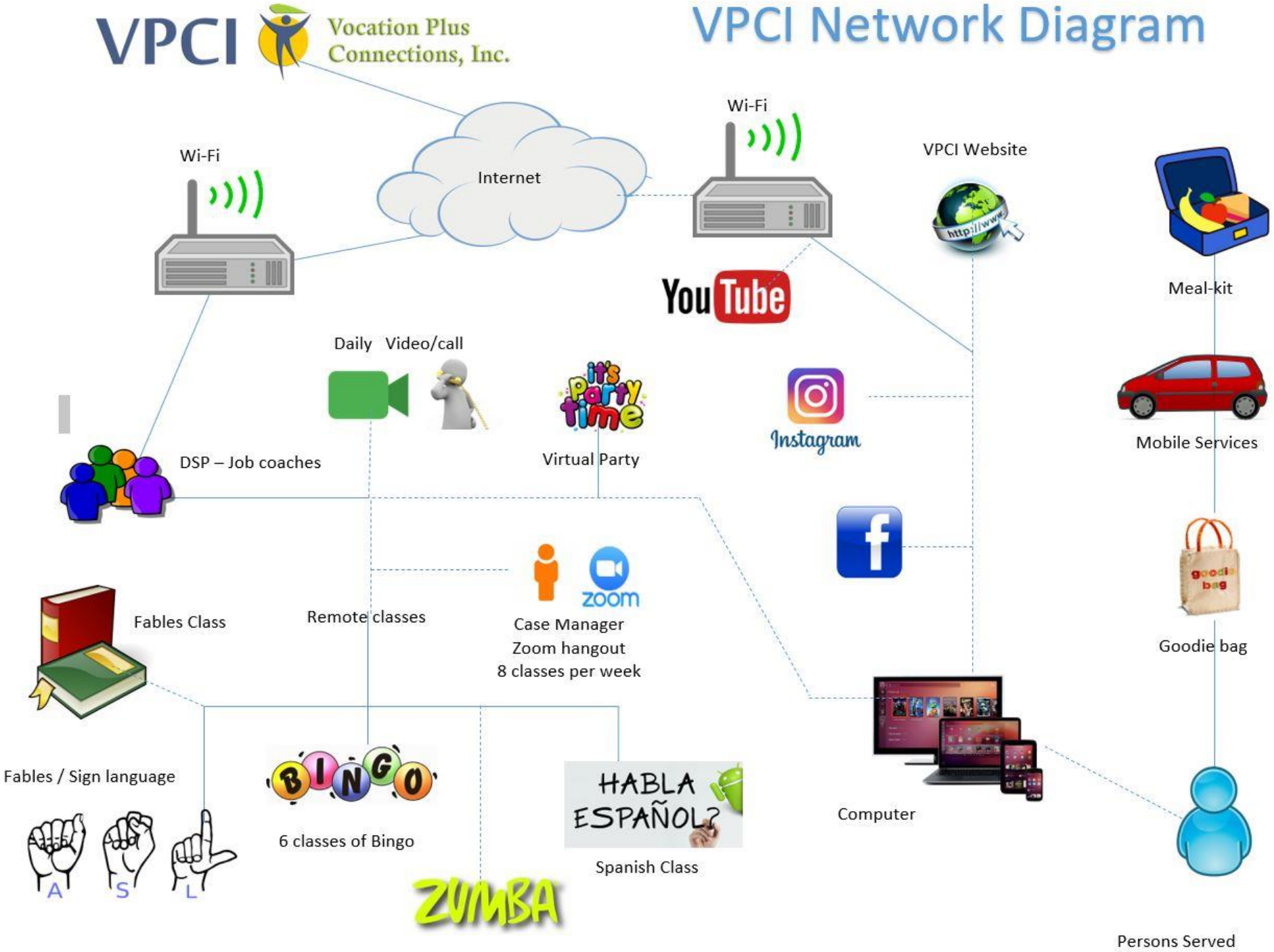
What reimagined (alternative) services have you liked the most so far? (check all that apply) *

- [ ] Phone Services with my Job Coach (exercising, goal work, would you rather, etc.)
- [ ] Video Call Services (zoom/facetime) with my Job Coach (exercising, goal work, would you rather, etc.)
- [ ] Weekly Zoom video hangouts with my peers (friends) & my Case Manager
- [ ] VPCI videos posted on Facebook/YouTube (news updates, 21 questions, dances, talent show, etc.)
- [ ] Online classes/activities (bingo, fables, sign language, Spanish, cooking, etc.)
- [ ] Connecting with VPCI staff and my peers (friends) on the VPCI Facebook page
- [ ] Virtual games, challenges, raffles and giveaways (caller #21, trivia questions, where in the world is Dan Sil...

Vocation Plus Connections, Inc
Published by IG vocation plus connections · 1h · Instagram ·

Science Squad shout out! Thank you so much to Integrated Electronics for your donations. Amongst other things, our Science Squad wouldn't look as cool without you! Also a warm thank you to our very own, Mai Vang, for adding some love and personal touches to the lab coats 😍. #vikingscience

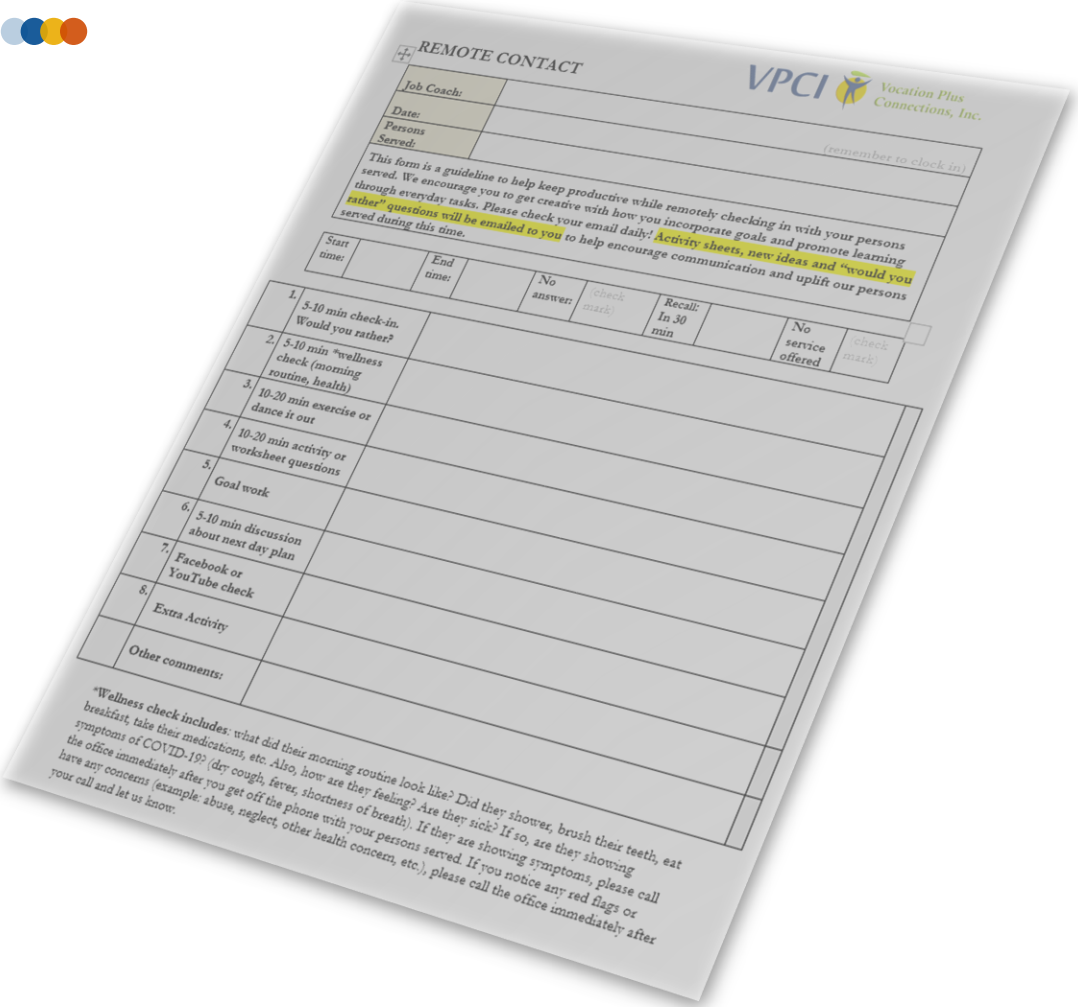
VPCI Network Diagram



VIDEO: JHOANA IN THE TALENT SHOW

HOW IT STARTED VS HOW IT'S GOING

- Daily Service Agenda
- Email
- Phone Calls
- Video Calls
- Zoom
- Google Form



REMOTE CONTACT

VPCI Vocation Plus Connections, Inc.

Job Coach:	
Date:	
Persons Served:	(remember to clock in)

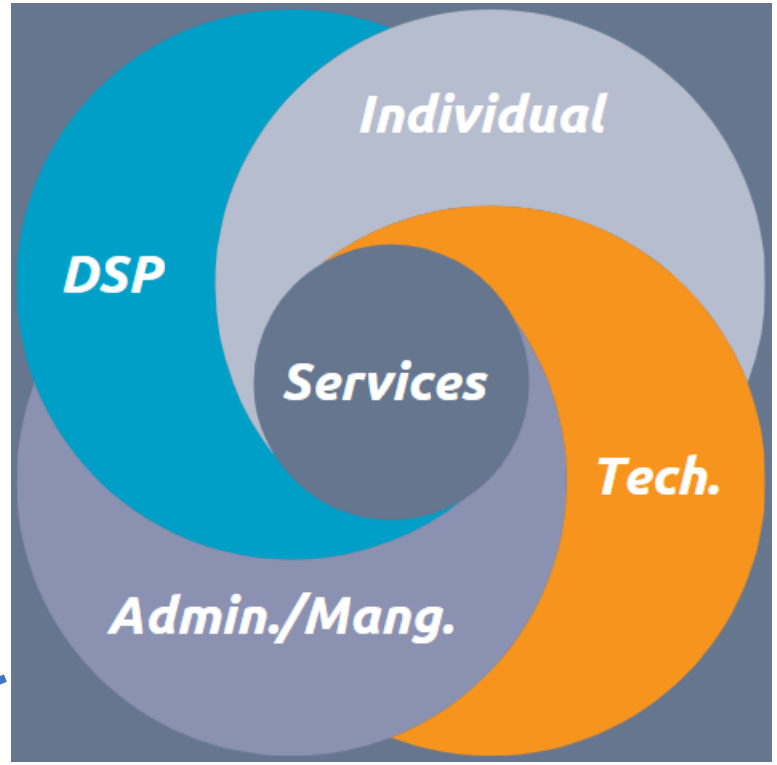
This form is a guideline to help keep productive while remotely checking in with your persons served. We encourage you to get creative with how you incorporate goals and promote learning through everyday tasks. Please check your email daily! Activity sheets, new ideas and "would you rather" questions will be emailed to you to help encourage communication and uplift our persons served during this time.

Start time:		End time:		No answer:	(check mark)	Recall: In 30 min		No service offered	(check mark)

1.	5-10 min check-in. Would you rather?	
2.	5-10 min "wellness check (morning routine, health)	
3.	10-20 min exercise or dance it out	
4.	10-20 min activity or worksheet questions	
5.	Goal work	
6.	5-10 min discussion about next day plan	
7.	Facebook or YouTube check	
8.	Extra Activity	
	Other comments:	

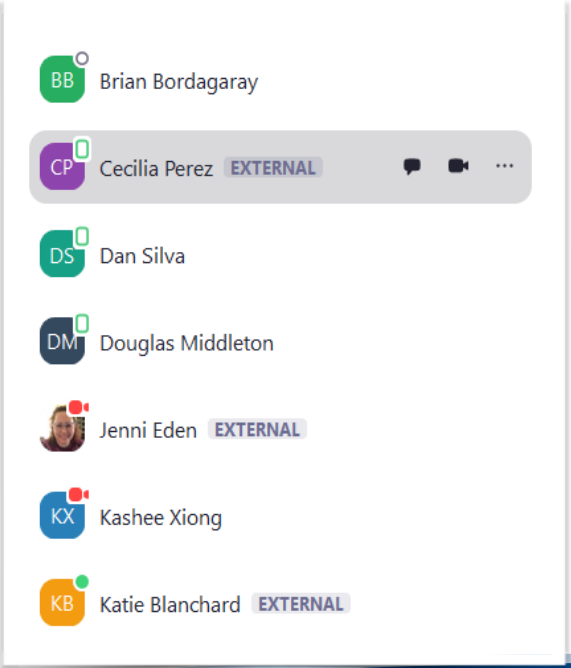
"Wellness check includes: what did their morning routine look like? Did they shower, brush their teeth, eat breakfast, take their medications, etc. Also, how are they feeling? Are they sick? If so, are they showing symptoms of COVID-19? (dry cough, fever, shortness of breath). If they are showing symptoms, please call the office immediately after you get off the phone with your persons served. If you notice any red flags or have any concerns (example: abuse, neglect, other health concern, etc.), please call the office immediately after your call and let us know.

STAYING CONNECTED



SIMPLE SYSTEMS…BETTER SERVICE

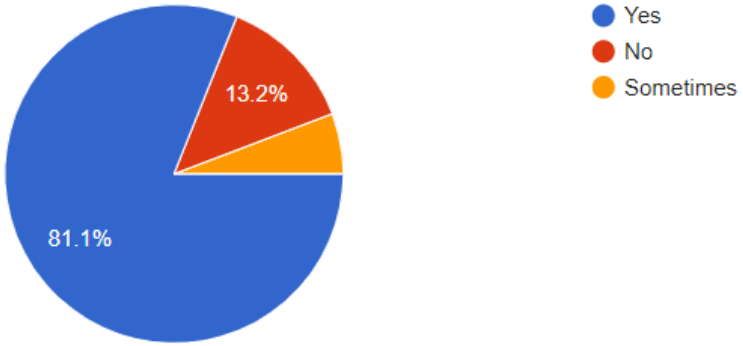
- Bingo
- Deliveries
- YouTube Videos/Channel
- Zoom



CHOICE IN A TIME OF CONSTRAINT

Have you been able to work on your goals while working with your Job Coach over the phone or over video?

190 responses



Zoom Calendar - VPCI Services Reimagined

VIDEO: JENNI & SHAINE SHARE PERSPECTIVES

MEET OUR PRESENTERS & INTERVIEWEES

Danielle Azzalino

Vice President of Adult Programs

Hannah Gallagher

Person Centered Planning Coordinator/Music Therapist (DSP)

Chris Ko

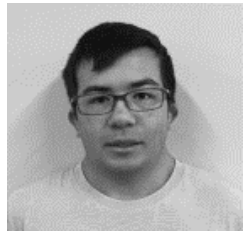
Self-Advocate

Nicole Longa

Children's Education Program Manager

Fi Kazi

Day Program Manager



Kai Love

Self-Advocate

Mark Sharea

Day Program Manager

Lexi Cuevas

Community Program Specialist (DSP)

Manya Wadera

Self-Advocate

Jennifer Senecal

Day Program Manager

David Ruthenberg

Employment Site Supervisor-Virtual Class Instructor (DSP)

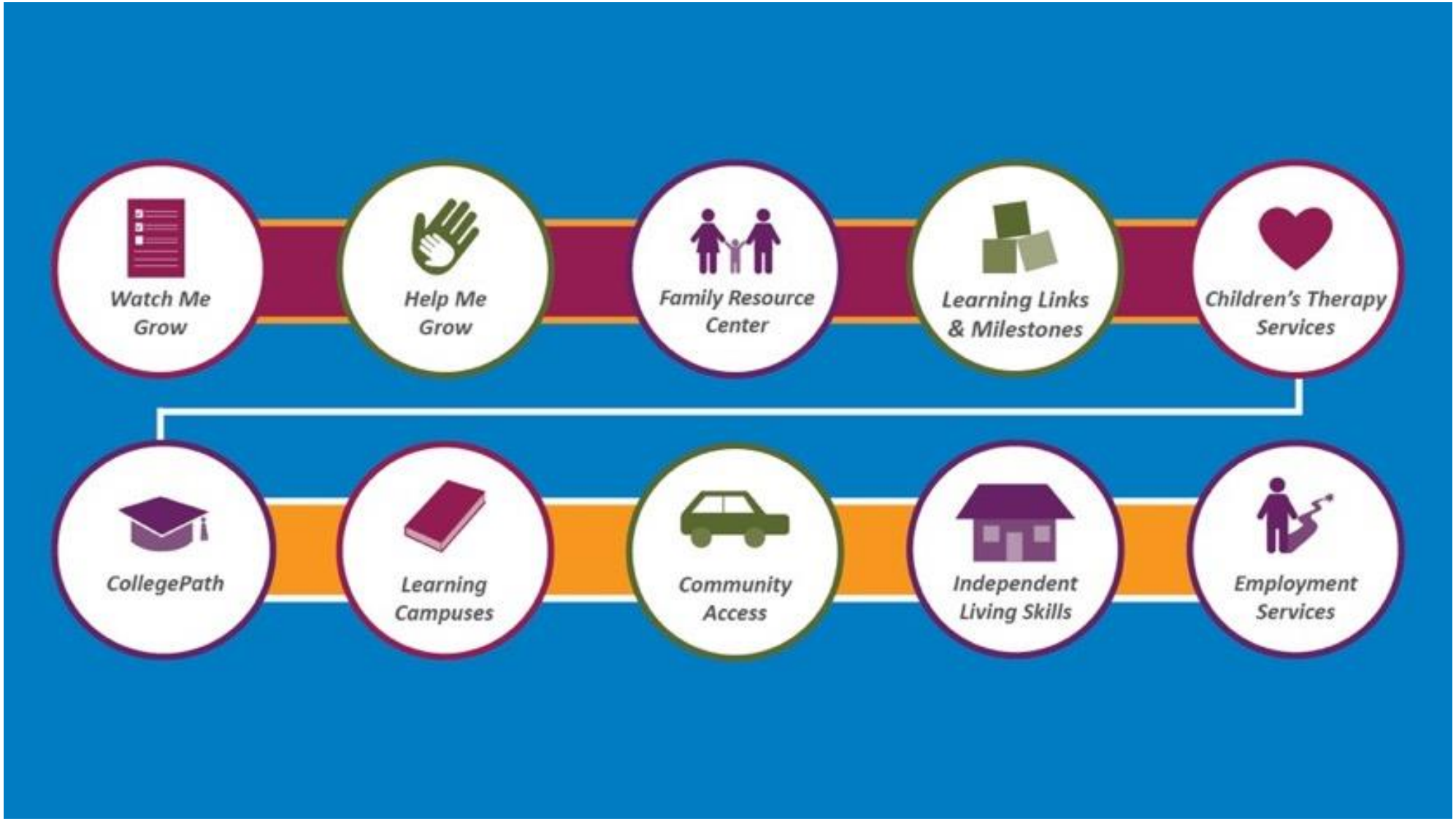
abilitypath

INSPIRING INCLUSION

WHAT WE WILL DISCUSS

- Overview of AbilityPath
- Early Intervention Services
- Adult Day Program Services
  - The Launch
  - Definition of Alternative Services
    - Activity kits
    - Virtual classes
    - Wellness Checks & 1-1 Supports
  - Planning for the future

abilitypath
INSPIRING INCLUSION



ABILITYPATH: PROVIDING A LIFESPAN OF SERVICES

ABILITYPATH CHILDREN'S THERAPY SERVICES

SERVICES

- Occupational Therapy
- Physical Therapy
- Speech and Language Therapy
- Specialized Instruction
- Developmental group classes
- Specialized classes
- Parent Training, group and individual

IMPACT

- At the start of the pandemic, 75% of clients moved to teletherapy
- Now, we are serving 85% of the clients we saw pre-COVID
- More engagement
  - Fewer cancellations (from 16% to 8%), greater attendance and participation
  - Caregivers more engaged: helping with their child's intervention
  - More caregivers participating per child
  - Decreased travel time → more participation and quicker access to services
  - Serving "symptomatic" or even hospitalized clients remotely

TRADITIONAL vs ALTERNATIVE SERVICES

TRADITIONAL SERVICES

The same services provided before COVID-19, either in the same place, a different place, or remotely.

ALTERNATIVE SERVICES

Services that are different from those described in the Individualized Family Service Plan, with the goal of meeting new needs that emerged due to COVID-19.

PROCESS OF STARTING ALTERNATIVE SERVICES

- Therapists review clients:
  - Therapists determine which clients had trouble accessing traditional services during the pandemic by analyzing attendance before versus after COVID
- Team discusses next steps:
  - Decide on a potential solution: a change in either schedule or approach
  - Assign a point person to begin the Alternative Service conversation

FAMILY-DRIVEN ALTERNATIVE SERVICE

- Therapist approaches family to discuss Alternative Services and decide on supports/services to meet their needs
  - Possibilities:
    - Delivery of supplies to client's home
    - Self-guided materials
    - Other resources to support family's specific needs
- Therapist completes Individual Service Plan with family input

ALTERNATIVE SERVICES: PARENT'S PERSPECTIVE

"Self-guided slides and handouts are useful since I can read them when I have the time and then discuss with therapist later. I like to receive activities to do at home to keep my son busy."

- Mother of a 2-year-old

TECHNOLOGY

- Taught caregivers how to access new services
- Converted materials to virtual format
- Converted materials into writing and translated into Spanish
- Provided technological tools for underserved families so that they can better access services
- Eventually, therapists and families overcame the learning curve and it became easier to access services
  - Therapy link emailed to families
  - Calendar event sent to families
  - Online materials and self-guided resources available for review at families' convenience

TRANSITION TO TELETHERAPY

- Adaptation of in-person services (therapy and classes) to virtual space
- Individualized materials or activities were delivered to families' homes and used in therapy or with the help of coaching
  - Any feedback was incorporated
- Occupational therapists joined classes to lead gross and fine motor activities, due to change in access to motor room and playground equipment
  - Scavenger hunts, group dancing activities, using household items for gross motor activities
- Gymnastics classes were no longer provided
- Various specialized classes continued via teletherapy

TAKEAWAYS

- Basic needs are a priority for all clients: needs are served using traditional or alternative methods
- Therapy teams and families developed Individual Service Plans to best meet everyone's needs
- We made developmentally appropriate material accessible for use at home and during therapy

ABILITYPATH DAY PROGRAM SERVICES

THE LAUNCH

- Made sure everyone received support
- Received input from participants to better define services
- Scrambled to launch and then…
- Defined services

DAY PROGRAM STATISTICS

311

Total Day Program Participants

95%

Receiving Alternative Services

61%

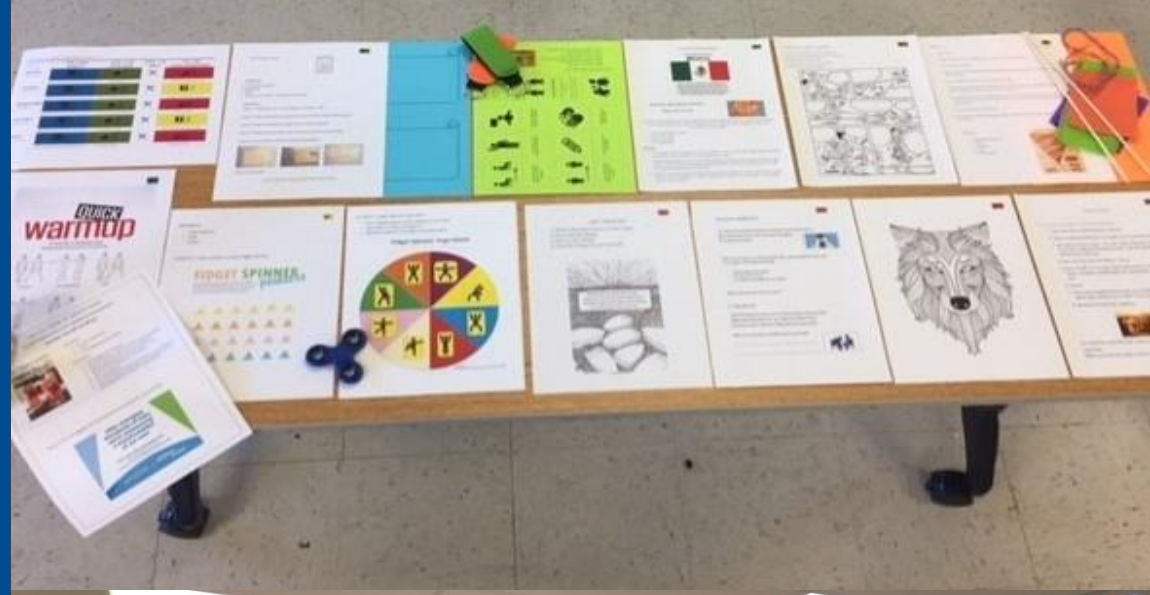
Currently able to access online services - soon to be 77%

VIDEO: CHRIS TALKS ABOUT ACTIVITY KITS

ACTIVITY KITS

Home Delivery & Mail-Out

- Developed to support those who could not connect virtually
- Started with 11 kits—now providing 177 per week!
- Home delivered kits are dropped off contactless by program staff
- Mail-out kits are mailed via USPS



2 weeks prior to delivery:

-Curriculum development
-Create schedule
-Order materials
-Implement feedback from prior week

2 Days prior to Delivery: Assembly

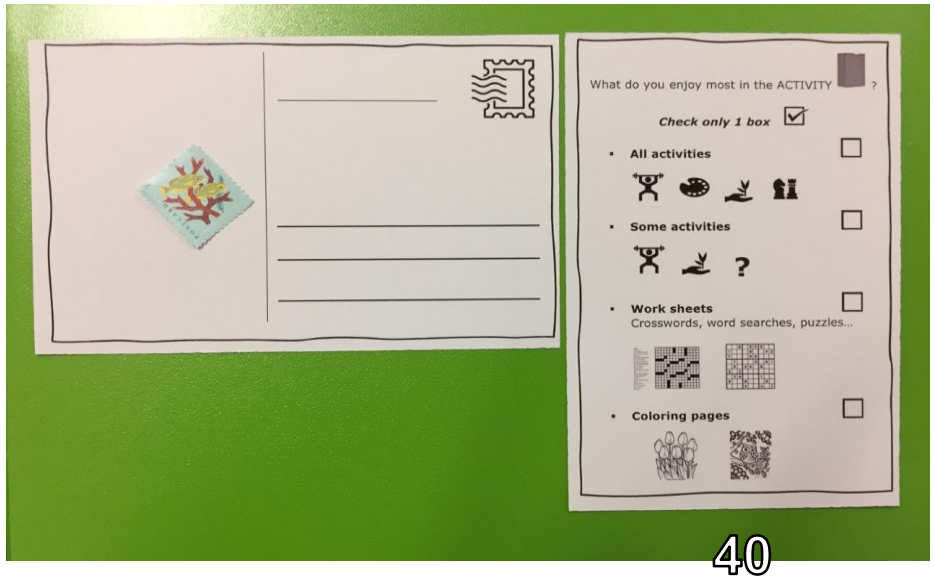
-Sort and print materials
-Assemble Kits

Delivery Day!

- Update the weekly delivery list
- Pick up kits at assembly sites
-Team delivers

Feedback:

-Postcard included to provide feedback
-Adjust delivery schedule as meeded



VIDEO: MANYA, CHRIS, & KAI ON VIRTUAL PLATFORMS

SETTING UP VIRTUAL CLASSES

- Decide on a platform
- Train your staff on the tech (and make sure they have updated technology)
- Get participants online
- Get feedback to develop class schedules and social opportunities

B	9:30 – 10:00	BREAK 10:00 – 10:30	10:30 – 11:00	TUES/THURS CLASSES & LUNCH		1:00 – 1:30	BREAK 1:30 – 1:45	1:45 – 2:15
MON	FITNESS CHAN		MUSIC HANNAH*ends 11:15 am	11:15 – 1:00		GAMES LIANA		DANCE JANICE & BEV
TUES	FITNESS CHARLES		SCIENCE CHANNY	SOCIAL CLUB BEV 11:15 – 11:45	11:45 – 1:00 LUNCH BUDDIES @ 12PM	ACADEMIC TUTORIAL YOSHIKO		HOLIDAYS DAVE
WEDS	FITNESS BEV		SIGN LANGUAGE TIA & BEV	11:00 – 1:00	12:30 – 1:00 SOCIAL CLUB LORENZO	NATURE PROGRAM DANIELA		ANIMAL SCIENCE DANIELA
THURS	FITNESS DANIELA		COMPUTER DAVE & RACHELLE	LIFE SKILLS LIANA 11:15 - 11:45	11:45 – 1:00	COOKING RACHELLE & BEV		FILM* CATHERINE *ends 2:30pm
FRI	TAI CHI / MEDITATION YOSHIKO & DOSU		GARDENING KIANA	11:00 – 1:00		RECREATIONAL ED CHAN/ DANIELA		ART LORENZO

VIRTUAL CLASSES

- Identify direct support staff who can teach virtually
  - Pair people up as needed
- Conduct several staff trainings
  - Train staff on how to teach both in-person and virtually
  - Customize lessons to include different ways people learn
  - Universal Design for Learning
  - Goal writing and person-centered planning

VIDEO: DAVE ON TEACHING VIRTUALLY

VIRTUAL CLASSES

- Use tools that make virtual classes exciting and engaging
- Have direct support staff submit weekly lesson plans to provide support for staff and guarantee good-quality lessons
- Continually ask for participant feedback on classes to improve class offerings

VIDEO: KAI ON 1-1 SERVICES

WELLNESS CHECKS & 1-1 SUPPORTS

Expansion of Individuals Supports

Person-Centered Planning and Goals

Emotional Well-Being Check-Ins

Music Therapy

Computer Education

Art

Opportunity to Customize

VIDEO: FUTURE OF SERVICES

PLANNING FOR THE FUTURE

- Participants/Staff: Hopeful for hybrid services (virtual and in-person)
- Continue to assess technology needs & improve access to services
  - Implement tech-lending library
- Aim to provide more:
  - Multi-lingual supports
  - Individualized supports

QUESTION & ANSWER

DISABILITY THRIVE INITIATIVE RESOURCES

- Lunch and Learn
  - Continue this conversation in a live, interactive session!
  - Friday, February 12th
  - 12:00 noon – 1:00 pm
  - Register now:

LunchAndLearn.DisabilityThriveInitiative.org

- Access the Resource Library and keep up with us:

DisabilityThriveInitiative.org

- Sign up for email updates about the latest:

SignUp.DisabilityThriveInitiative.org

- Request technical assistance:

DisabilityThriveInitiative.ZenDesk.com

JOIN US FOR OUR NEXT WEBINAR

THRIVE through Person-Centered Planning for Alternative Services During the Covid-19 Pandemic

Wednesday, February 10, 2021

3:00 – 4:15 pm

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

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