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 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.

Presented by California Disability Services Association & Easterseals of Southern California | DisabilityThriveInitiative.org
WEBINAR INTRODUCTION

Barry Jardini
Executive Director
California Disability Services Association
• Today’s webinar is on meeting individual needs through adaptable alternative services.

• This presentation will:
  o Show how providers are using technology and virtual platforms
  o Demonstrate how to meet client needs through a menu of options
  o Include clients, DSPs, therapists, program managers, and more

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TODAY’S WEBINAR

• Our presenters will cover multiple service types
  - Day Program & Employment Services
    - Vocation Plus Connections, Inc. (Central Valley)
    - 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.

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PANDEMIC PERPLEXITY...
CONSTRAINTS FORCE CHANGE

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

time…
THE MAIN THING(S)

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

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I am going to take your temperature and then I am going to ask you a few questions.

Morning Procedure VPCI with Example

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
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 Si...
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

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STAYING CONNECTED

- Individual
- Services
- Tech.
- DSP
- Admin./Mang.

- Microsoft
- YouTube
- Zoom
- Facebook

Incoming Call
SIMPLE SYSTEMS...BETTER SERVICE

- Bingo
- Deliveries
- YouTube Videos/Channel
- Zoom
Have you been able to work on your goals while working with your Job Coach over the phone or over video?

190 responses

- Yes: 81.1%
- No: 13.2%
- Sometimes: 5.7%
VIDEO: JENNI & SHAINE SHARE PERSPECTIVES
MEET OUR PRESENTERS & INTERVIEWEES

Danielle Azzalino
Vice President of Adult Programs

Nicole Longa
Children's Education Program Manager

Mark Sharea
Day Program Manager

Jennifer Senecal
Day Program Manager

Hannah Gallagher
Person Centered Planning Coordinator/Music Therapist (DSP)

Fi Kazi
Day Program Manager

Lexi Cuevas
Community Program Specialist (DSP)

David Ruthenberg
Employment Site Supervisor-Virtual Class Instructor (DSP)

Chris Ko
Self-Advocate

Kai Love
Self-Advocate

Manya Wadera
Self-Advocate

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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 & Supports
  - Planning for the future

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ABILITYPATH: PROVIDING A LIFESPAN OF SERVICES
SERVICES

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

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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.

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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.”

- [Image of children engaged in activity]
• 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.
- Developmentally appropriate material is accessible for use at home and during therapy.
THE LAUNCH

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

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DAY PROGRAM STATISTICS

- Total Day Program Participants: 311
- Receiving Alternative Services: 95%
- Currently able to access online services: 61%, 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 needed
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
<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon</td>
<td>9:30 - 10:00</td>
<td>Fitness Channel</td>
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<tr>
<td></td>
<td>10:00 - 10:30</td>
<td>Break</td>
</tr>
<tr>
<td></td>
<td>10:30 - 11:00</td>
<td>Music Class (Hannah) 11:15 am</td>
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<tr>
<td></td>
<td>11:15 - 1:00</td>
<td>Lunch</td>
</tr>
<tr>
<td></td>
<td>1:00 - 1:30</td>
<td>Games (Liana)</td>
</tr>
<tr>
<td></td>
<td>1:30 - 2:15</td>
<td>Dance (Janice &amp; Bev)</td>
</tr>
<tr>
<td>Tues</td>
<td>9:30 - 10:00</td>
<td>Fitness (Charles)</td>
</tr>
<tr>
<td></td>
<td>10:00 - 10:30</td>
<td>Break</td>
</tr>
<tr>
<td></td>
<td>10:30 - 11:00</td>
<td>Science (Channy)</td>
</tr>
<tr>
<td></td>
<td>11:15 - 11:45</td>
<td>Social Club Bev</td>
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<tr>
<td></td>
<td>11:45 - 1:00</td>
<td>Lunch/Buddies @ 12 PM (Yoshiko)</td>
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<tr>
<td>Weds</td>
<td>9:30 - 10:00</td>
<td>Fitness (Bev)</td>
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<td></td>
<td>10:00 - 10:30</td>
<td>Break</td>
</tr>
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<td></td>
<td>10:30 - 11:00</td>
<td>Sign Language (Tia &amp; Bev)</td>
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<tr>
<td></td>
<td>11:00 - 1:00</td>
<td>Social Club (Lorenzo)</td>
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<td></td>
<td>12:30 - 1:00</td>
<td>Nature Program (Daniela)</td>
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<td></td>
<td>1:00 - 1:30</td>
<td>Animal Science (Daniela)</td>
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<td>Thurs</td>
<td>9:30 - 10:00</td>
<td>Fitness (Daniela)</td>
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<td>10:00 - 10:30</td>
<td>Break</td>
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<tr>
<td></td>
<td>10:30 - 11:00</td>
<td>Computer (Dave &amp; Rachelle)</td>
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<td></td>
<td>11:15 - 11:45</td>
<td>Life Skills (Liana)</td>
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<td></td>
<td>11:45 - 1:00</td>
<td>Cooking (Rachelle &amp; Bev)</td>
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<td></td>
<td>1:00 - 1:30</td>
<td>Film* (Catherine) <em>ends 2:30pm (</em>)</td>
</tr>
<tr>
<td>Fri</td>
<td>9:30 - 10:00</td>
<td>Tai Chi/Meditation (Yoshiko &amp; Dosu)</td>
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<td></td>
<td>10:00 - 10:30</td>
<td>Break</td>
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<tr>
<td></td>
<td>10:30 - 11:00</td>
<td>Gardening (Kiana)</td>
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<td></td>
<td>11:00 - 1:00</td>
<td>Recreational Ed (Chan/Daniela)</td>
</tr>
<tr>
<td></td>
<td>1:00 - 1:30</td>
<td>Art (Lorenzo)</td>
</tr>
</tbody>
</table>
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

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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

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

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LUNCH & LEARN
About IDD Alternative Services

Presented by:
California Disability Services Association
Easterseals Southern California

In collaboration with:
State Council on Developmental Disabilities, The Arc California, and California Alliance for Leadership and Education. Funded by the California Department of Developmental Services and San Diego Regional Center

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

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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

Presented by California Disability Services Association & Easterseals of Southern California | DisabilityThriveInitiative.org
THANK YOU!

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

DisabilityThriveInitiative.org

Info@DisabilityThriveInitiative.org