REMOVING BARRIERS TO DISABILITY SERVICES THROUGH ASSISTIVE TECHNOLOGY

JULY 14, 2021
PERSON-CENTERED SUPPORTS FOR ASSISTIVE TECHNOLOGY

Karen Moore
Executive Director,
Developmental Disability Services
Pathpoint
PATHPOINT OVERVIEW

2,670 individuals
supported in 2019-2020

SERVICES

Developmental Disabilities
Employment
Independent Living
Community Integration

Behavioral Health

- Founded in 1964
- $27 Million Annual Budget
- 483 Staff
We use **Person-Centered tools** to **plan and prepare** around you. Then, we use the **right supports** to incorporate technology into your daily life.

PathPoint.org/AssistiveTechnology
PERSON CENTERED PLANNING

Person-Centered Planning puts you in charge of planning your life - whether you have a disability or not.

Our planning is not a one-time event. It is a continuous process.

We also invite people who know and care about you: family members, friends, and supporters.

Tools adapted from:
Helen Sanderson Associates USA
www.helensandersonassociates.com

The Learning Community for Person-Centered Practices (TLC)
www.tlcpcp.com

Joy Zabala, SETT Framework
https://joyzabala.com/
Our process is broken down into **four phases**
Each tool is explained using examples from real people. Blank templates are included so that you can try out our tool.
**RELATIONSHIP MAP**

*Identify your support circle*

- Who you know and how you know them (family, friends, people at work or school, etc.).
- Who should be included in the planning process
RELATIONSHIP MAP

Identify your support circle
ONE PAGE DESCRIPTION

Important information about you

- What is important to you
- What others like and admire about you

Getting to Know You
ONE PAGE DESCRIPTION

Important information about you

Getting to Know You

My One Page Description
Terri C.

What others say about me:
- I am tech-savvy
- Helpful to others
- Very observant
- A nice lady
- I like to be involved and give input to discussions
- I have a good sense of humor
- I have eyes behind my head

How I want to be supported:
- Don’t rush me when I’m eating
- I must be sitting in my wheelchair upright
- I need to be positioned correctly in my chair
- I am on a purée diet.

What’s important to me?
- My health
- My family
- My 24 hour care
- Hanging out with my “partner in crime” joy

Other important things to know:
- If you see me coughing don’t give me the Heimlich
- While I’m coughing give me something to cough into (napkin or a towel)
- If I am choking then I need help
- The way you will know if I am choking, I will blink my eyes twice. If I blink once, I’m OK
DECISION MAKING PROFILE

How you make decisions

• How you like to receive information
• How you present choices
• What helps you understand
• The best and worst times for you to make decisions
Assessment
TECHNOLOGY ASSESSMENT & SUPPORT PLAN (TASP)

Your tech needs and support plan

• The Technology Assessment & Support Plan (TASP) is completed with your support team.

• It helps determine how technology can help address your needs.

• It also helps identify specific technology devices for those needs.
**INDIVIDUAL ENVIRONMENT TASK & TOOL (IETT)**

*Individual, environment, task, tool assessment*

This assessment covers:
- How you use technology
- The tasks you want to complete
- The environment for those tasks

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<table>
<thead>
<tr>
<th>Name</th>
<th>Sara</th>
</tr>
</thead>
<tbody>
<tr>
<td>Locations</td>
<td>Sara's home</td>
</tr>
<tr>
<td>Dates</td>
<td>September 2020</td>
</tr>
<tr>
<td>Completed by</td>
<td>Erica</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1. INDIVIDUAL</th>
<th>2. ENVIRONMENT</th>
<th>3. TASK</th>
<th>4. TOOL</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What are your abilities?</strong></td>
<td><strong>What kind of activities take place in your environment?</strong></td>
<td><strong>What activities do you want to accomplish?</strong></td>
<td><strong>List all the tools needed from low tech to high tech:</strong></td>
</tr>
<tr>
<td>- Can use iPad or computer with hands-on assistance</td>
<td>- Reading</td>
<td>- Call family members and staff; Join online classes with PathPoint and other groups for advocacy</td>
<td>- Tablet or iPad</td>
</tr>
<tr>
<td>- Ability to share device with roommate</td>
<td>- Listening to music</td>
<td></td>
<td>- Webcam</td>
</tr>
<tr>
<td>- Composing art projects</td>
<td>- Exercise</td>
<td></td>
<td>- Computer</td>
</tr>
<tr>
<td></td>
<td>- Gardening</td>
<td></td>
<td>- Monitor or television to connect to computer</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>5. SUPPORT</th>
<th>6. WHAT YOU WANT TO DO</th>
<th>7. WHAT TECHNOLOGY</th>
<th>8. SUCCESS</th>
<th>9. TRAINING</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What types of support do you need?</strong></td>
<td><strong>What activities do you want to do but are not able to at this time?</strong></td>
<td><strong>What activities do you need to know how to do?</strong></td>
<td><strong>What does success look like?</strong></td>
<td><strong>What are the training requirements for the support team?</strong></td>
</tr>
<tr>
<td>- Sara needs a device to use (AT Hardware)</td>
<td>- Use assistive technology at her leisure</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Sara needs help using the device (reading, typing, navigating the internet)</td>
<td>- Join classes independently</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Access YouTube</td>
<td></td>
<td></td>
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</table>

**Team Member Support System:**

- **Home:** Fabiana and Vanessa
- **Regional Center Staff:** Dana
- **Program:** Meidy, Destiny, and Geneva
- **Friends:** Syria, Mindy and Robin

**Family Members:** Her sister lives in Washington

[www.PathPoint.org/AssistiveTechnology Tool adapted from: JoyTabala SETT framework]
INDIVIDUAL ENVIRONMENT TASK & TOOL (IETT)

Individual, environment, task, tool assessment

• **Individual**: You - the person at the center of the plan.

• **Environment**: Where you live and learn: home, community, work, etc.

• **Tasks**: The specific things that you need or want to do.

• **Tools**: The tools that you need to accomplish the task.

Adapted from: Joy Zabala SETT Framework
LEARNING LOG

Daily record of what you learn and strategies to support you

Log that lets others know what, when, where, who, and what worked and didn’t about the experience.

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### SAMPLE Learning Log

**Name:** Sara  
**Date:** 10/29/20

**Desired Outcome/Goal:** Use the internet to access the websites she desires whenever she wants to without relying on others to help her.

<table>
<thead>
<tr>
<th>Learning objective for this session</th>
<th>What did you do? (Where, when, how long, etc.)</th>
<th>Who was there? (Names of staff, others, etc.)</th>
</tr>
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</table>
| - How to FaceTime with staff and peers  
- How to log onto Zoom classes  
- How to log in with password on her iPad | Sara met with Geneva in the background from IT team. | Geneva, Heidi, and Sara |

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<th>What did you learn about? What worked well?</th>
<th>What did not work well?</th>
<th>What are some possible solutions?</th>
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<tr>
<td>Sara was able to hear the instruction and complete the task independently. Geneva then reviewed the steps back with her. They also practiced logging in to the iPad using her password. Sara is really good at seeing and mimicking the action.</td>
<td>Sara’s password is not easy to remember and she forgot when needing to log in. Geneva helped her log in. Sara also has challenges using the backspace.</td>
<td>Create a simpler password/ write password on the case with a label/ write it down on paper so she can reference it.</td>
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**Additional Notes:**

www.ParkPoint.org/AssistiveTechnology Tool adapted from: Easterseals Association USA
# 4+1 QUESTIONS

Questions to reflect on progress and address challenges

- What did you try?
- What did you learn?
- What are you pleased about?
- What are you concerned about?
- Given what we know, what’s next?

## SAMPLE Learning Log

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<tr>
<td>Date: 10/24/24</td>
<td>Learning objectives for this session: What did you do? (What, when, how long, etc.)</td>
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## ADDITIONAL NOTES:

www.PathPoint.org/AssistiveTechnology Tool adapted from: Easterseals Autism LA

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Presented by California Disability Services Association & Easterseals of Southern California | DisabilityThriveInitiative.org
Tech Summary
ONE PAGE TECH DESCRIPTION

Summary of your technology needs

Overview of how technology can be used to best support you.
ONE PAGE TECH DESCRIPTION

Summary of your technology needs
JAMIE’S PLAN
DOWNLOAD

Assistive Technology Resource Guide
PathPoint.org/AssistiveTechnology

Thank you!

Karen.Moore@PathPoint.org
(805) 234-6691
PathPoint.org
WE EDUCATE AND EMPOWER ADULTS WITH DISABILITIES AND THEIR FAMILIES.

- WE ARE YOUR ADVOCATES-
- WE BUILD YOUR INDEPENDENCE-
- WE STRENGTHEN YOUR WELLNESS-
WHO WE ARE

Ability Now Bay Area is a day program for adults with disabilities. We offer a variety of services and programs:

• Hybrid classes integrate an onsite and virtual classroom
• Wellness Program includes adaptive yoga, massage therapy and Feldenkrais movement therapy
• Small Business Program helps entrepreneurs start their businesses
• Community Integration takes participants out into the community
• Laura Long Technology Center has a variety of assistive technologies
A FLIP BOOK IS AN ASSISTIVE TECHNOLOGY

Monique Harris creates these customized flip-books for different organizations.

She is a participant at Ability Now Bay Area.
A HEAD WAND IS AN ASSISTIVE TECHNOLOGY

Monique uses a head wand to create her flip books.

She uses a computer application in our Small Business Program.
The Tech Center has 26 computers - including four iPads. These are outfitted with various forms of assistive technology and accommodate just about every disability. This way our participants can engage in the online community.
A TOUCH SCREEN IS AN ASSISTIVE TECHNOLOGY

A keyboard is not the best solution for some of our patients.

This can be due to a patient's spasticity or cognition.
A CUSTOM KEYBOARD IS AN ASSISTIVE TECHNOLOGY

Luis uses an IntelliKeys keyboard.

This keyboard has a mouse keys accessibility feature.
A TRACK BALL IS AN ASSISTIVE TECHNOLOGY

Cynthia loves to watch wrestling in the Tech Center.

A track ball works best for her disability.
A JOY STICK IS AN ASSISTIVE TECHNOLOGY

A joy stick is the best assistive technology for Larry.
A BLOW STRAW CAN BE AN ASSISTIVE TECHNOLOGY

Some of our participants are extremely limited in their mobility.

With Ability Now, a person only needs to be able to blow air from their mouth.
EACH ASSISTIVE TECHNOLOGY IS AS UNIQUE AS THE PERSON USING IT

Are you interested in seeing the Laura Long Technology Center in person?

Come see how our programs and services enrich people's lives. Meet some of our incredible participants!

Call us a call at 510-531-3323.

We are located at 4500 Lincoln Avenue, Oakland
Ability Now Bay Area  I 4500 Lincoln Avenue I Oakland, CA 94602
510-531-3323 I www.abilitynowbayarea.org