



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

# **RESHAPING OUR SERVICES AND OUR FUTURE**

**JULY 28, 2021**

# THE PEOPLE OF THE ARC SAN FRANCISCO



# HYBRID SERVICES: TODAY AND BEYOND



**Cynthia  
Kreuz-Uhr**

—  
**Associate Director of  
Community  
Engagement**

## An Overview





# HYBRID SERVICES AND THE FUTURE



## Expanded Remote Services:

- Why remote learning continues to be valuable

## Hybrid and Community Based Learning:

- Bringing the classroom to you!

## What's next?

- The ongoing need for hybrid services



# THE HUB

Remote  
Learning with  
The Arc SF

HOME

ZOOM CLASSES

SUBJECTS

CALENDAR

CONTACT US



LEARN



GROW



WORK



ACHIEVE

Welcome to The Hub,  
The Arc SF's remote learning site.  
We're glad you're here!

# WHY CONTINUE REMOTE LEARNING?



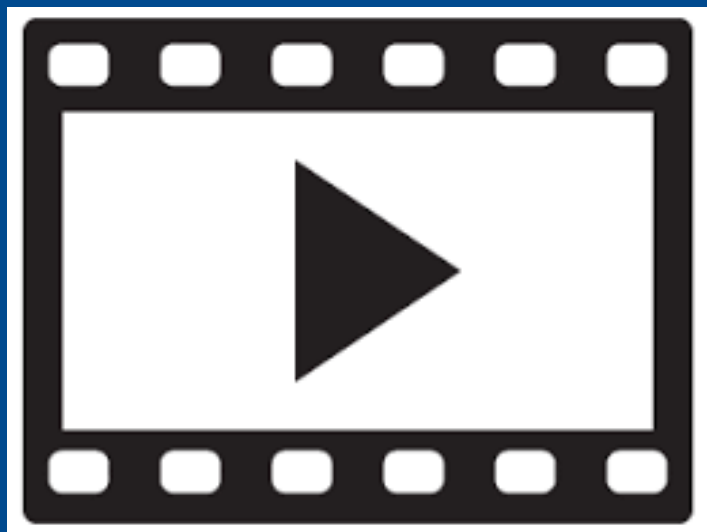
**Kimberley Thelen**

**DSP II Education  
Specialist**

Making Learning  
Accessible, Fun and  
Engaging



# WHAT HAVE YOU LEARNED?





# PERSON-CENTERED REMOTE SERVICES

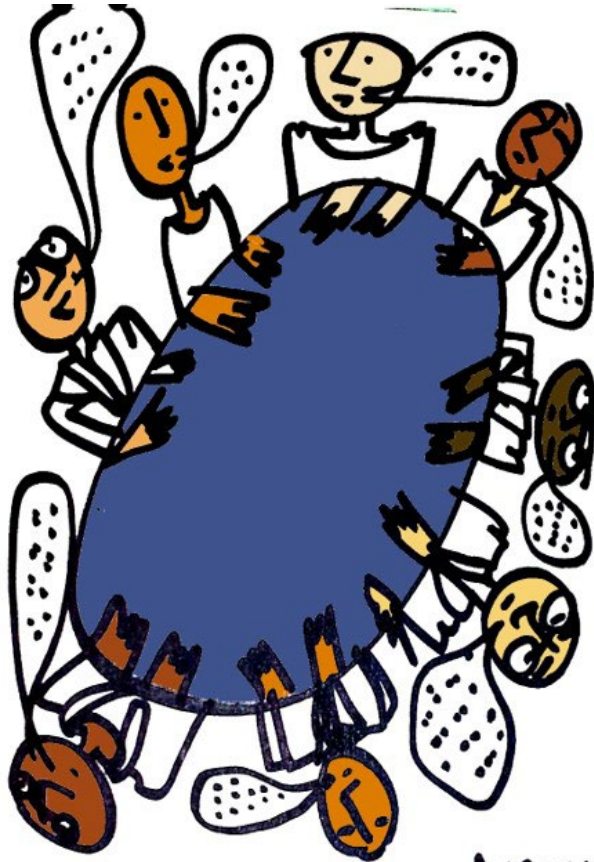


**How can we create Zoom and Remote Services which are even MORE person centered?**

- Ask Leading Questions: Who? What? When? Where? Why?
- Participation: Encourage people to share ideas & take leadership roles. Look for opportunities for empowerment.
- Utilize tools to engage people who have varied learning styles.



# WHAT HELPS YOU LEARN?



AROUND THE  
TABLE BRAINSTORM



People were asked for their advice on what helps them learn.

How could we make classes more accessible, fun and engaging?

Here were their answers...

# FIRST HAND ADVICE (1 OF 2)



**Say things clearly and slowly**

- Raise hand to talk, and wait to be called on

**Take turns speaking**

- Teach and demonstrate “Take Space, Make Space”

**Mute between answering or asking questions.**

- This helps us to be able to hear. Some of us can not process too much noise all at once. It gets to be overwhelming.

# FIRST HAND ADVICE (2 OF 2)



## Humor, Games & Role Playing

- Don't forget, learning can be fun!

## Use PowerPoint & multimedia

- Because we can read the slides, and listen. Pictures and videos also really help!

# REVIEW ZOOM CLASSROOM AGREEMENTS



Open the discussion by **asking people to share what helps them** learn, and come up with a short list of things most agree are helpful.

- Doing this offers folks, with specific learning needs, to share what helps them learn better and feel included.



# REMOTE LEARNING AGREEMENTS

**It's easier to follow classroom expectations when you know what they are!**

- And its even better when your included in creating those agreements.

## ONLINE MEETING NORMS

For engaging, inclusive conversations



**Have your video camera on as much as possible**

Encourages attentive engagement, allows for some body language, fosters sense of community



**Update your name label and include your pronouns**

Ensures we all know how best to refer to one another



**Use the chat for on-topic conversation and questions**

Keeps things moving, provides alternative communication option, ensures all voices are heard



**Keep yourself on mute until you're ready to speak**

Eliminates audio feedback and distraction

# TIPS FOR ENGAGING PARTICIPATION ON ZOOM



- It is important for engagement to introduce people to classes which have meaning and purpose for them.
- Whenever possible encourage people to give their input, ask and answer questions or volunteer to read.
- Some people are uncomfortable showing their video, and communicate better by writing responses in the chat.
- One person, "John Doe", relayed to me that they were uncomfortable showing their video and speaking on Zoom. They choose to participate in the chat to reduce their anxiety around people seeing their home.

# CLIENT ADVOCACY COMMITTEE



- One of our greatest assets is our Client Advocacy Committee (CAC).
- Their observations and ideas have helped us navigate through the past year in an even more inclusive way.
- We discuss current events, advocacy opportunities, share ideas, propose new classes. and their interest in helping teach them.
- They have become our “Think Tank” and are included in many major decisions at our agency and in our community.

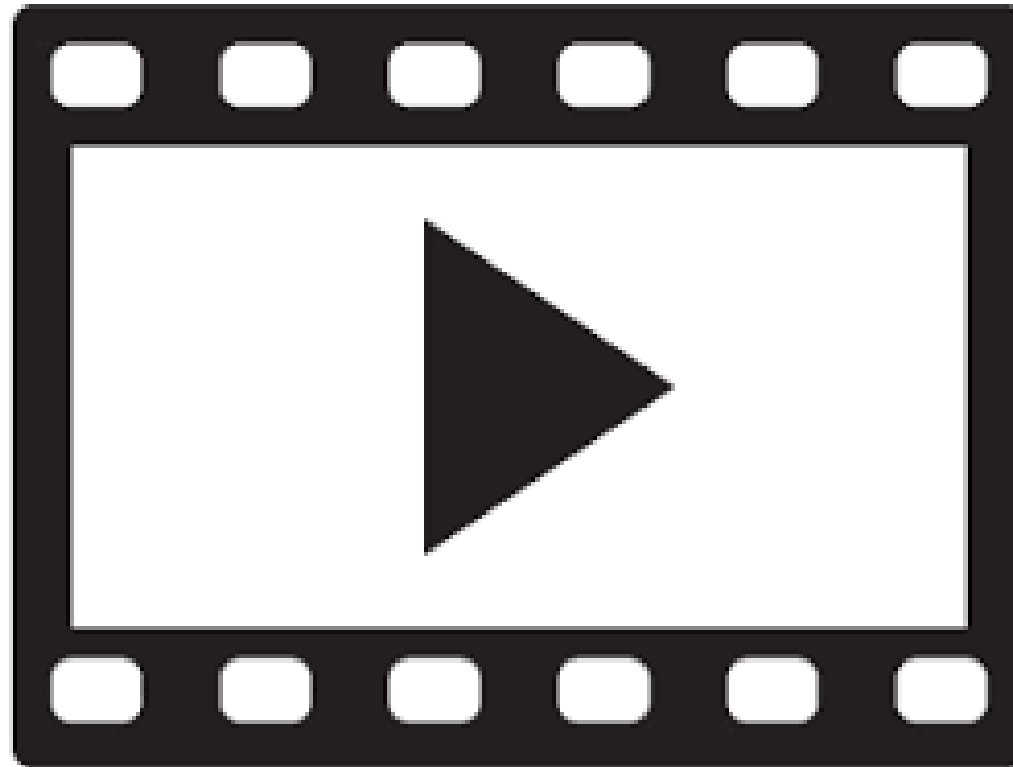
# CAC CHANGES LIVES



- Kelsey Housing Project staff came to our meeting get feedback from our Client Advocacy Committee about their Civic Center project to create an inclusive living space.
- Two people volunteered to be a part of the Kelsey Housing Project Advisory Committee. They give their opinions on how to better serve the needs of the people who will live there.
- They are a part of the decision making process from the ground up.
- One of them is now working with her family to learn independent living skills. She plans to apply to live there when it is completed in 2 years.



# VOICES OF THE CAC



# LEADERSHIP OPPORTUNITIES



## “The 12 days of Inclusion”

- Brainstormed ideas to learn about micro aggressions and how to be more inclusive and understanding.
- Each person chose an activity from a list or did their own searches for “ice breakers.”
- Everyone picked a day to lead, and had the opportunity to teach their game.
- 7 months later and I am being asked if we can do it again. They reported feeling empowered, and wanted more opportunities to teach or co-teach more.



# NEW SKILLS AND OPPORTUNITIES



Remote services have provided us an additional platform to develop skills and learning opportunities. Such as:

- Creative use of tools such as Zoom.
- New ways to communicate and share our needs.
- Develop healthy class guidelines.
- Access to get our words out into the world.

People have been:

- Supporting one another.
- Utilizing our remote learning website.
- Sharing links and opportunities with one another.
- Expressing their ideas.
- Generally coming together to make our community even stronger.

They are teaching us how to **Thrive**.

# PHASE II HYBRID SERVICES



**Lonrita Britton**

—  
**DSP II Resource  
Specialist**

With Social Distancing  
and Masks





# SOCIALIZATION





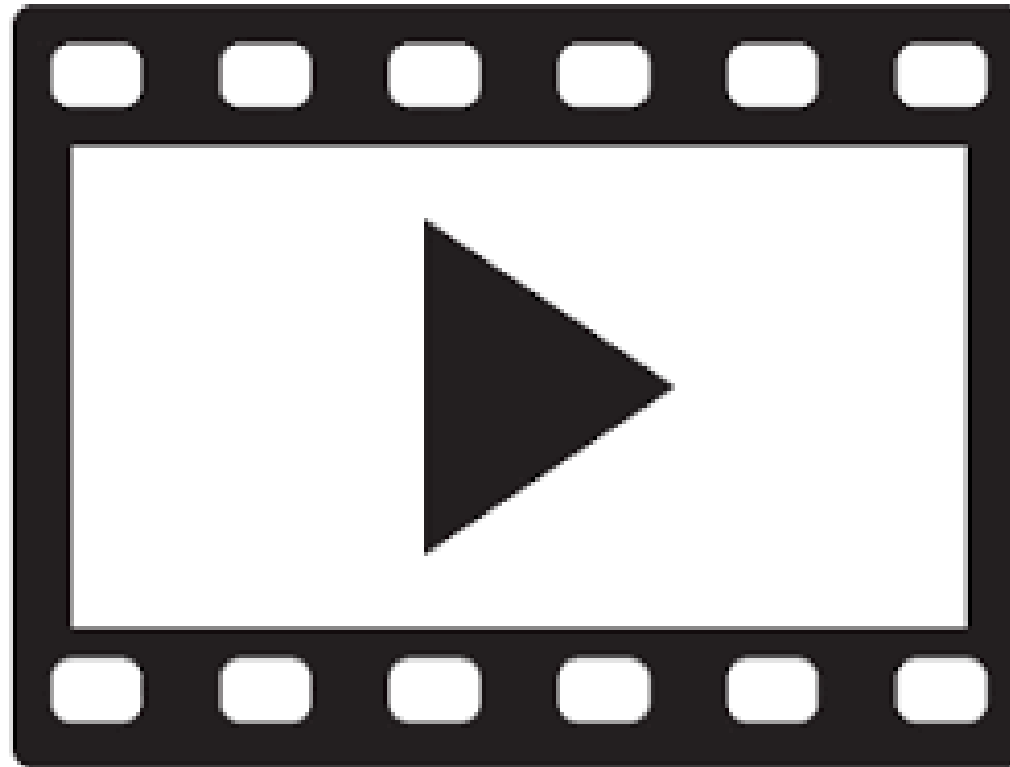


# EXERCISE





# ZUMBA





# VOLUNTEERING





# PUBLIC ART



# GAMES



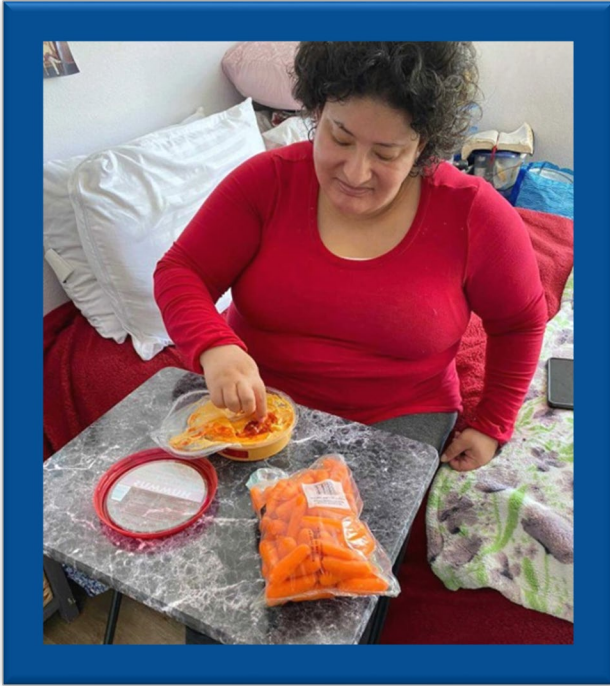


# HEALTH MATTERS (1 OF 2)

- Check-in
- I'm healthy when?
- Learning from others
- Safe place to ask questions, there are no silly questions, its only silly when you don't ask.
- Set goals

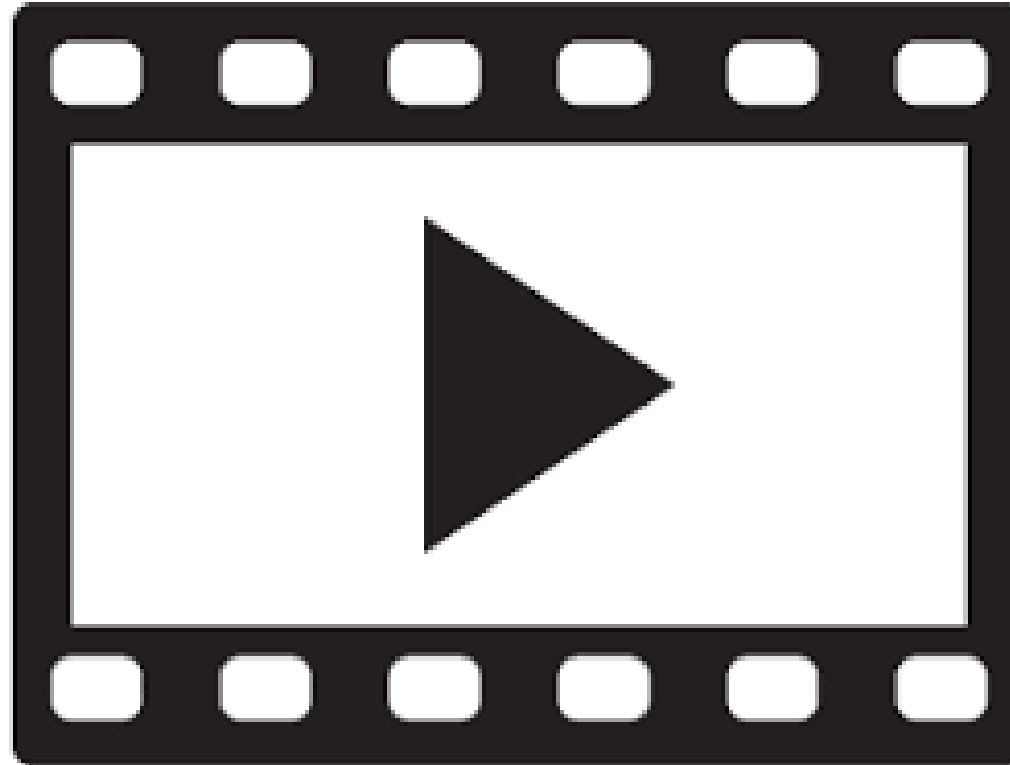


# HEALTH MATTERS (2 OF 2)



- What does being healthy look like?
- Identify when they're being healthy, I am healthy when..... I'm happy, have friends, a job etc.
- Acknowledging emotions but knowing when to let go, how to shift emotions that we don't want or need.
- Be aware
- Sharing ideas (What do you do when you're feeling down, or have an upset stomach?)

# ART IN THE PARK





# ARTREACH POP-UP SHOP



**Mim Weisburd**  
—  
**Lead Art Instructor**

Live Art Sales  
Castro Neighborhood  
San Francisco



# RESOURCES (1 OF 5)



## The Arc San Francisco

[Website](https://www.thearcsf.org/): <https://www.thearcsf.org/>

[Hub](https://www.thearcsfhub.org/): <https://www.thearcsfhub.org/>

Phone: 415-255-7200

[Facebook Page](https://www.facebook.com/TheArcSF/):

<https://www.facebook.com/TheArcSF/>

# RESOURCES (2 OF 5)



## Disability Thrive Initiative Support Center

**DTI offers FREE one-on-one and group assistance through video or phone calls** for those with challenges or questions about receiving or delivering alternative and remote services during the pandemic.

- <https://lp.constantcontactpages.com/cu/KDdzob9/SupportCenter>

## The Arc US 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).

- <https://toolbox.thearc.org/>

## The Arc Tech 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.

- [https://tech.thearc.org/resources/?\\_ga=2.205812435.1310589185.1627271651-1890345500.1623258434](https://tech.thearc.org/resources/?_ga=2.205812435.1310589185.1627271651-1890345500.1623258434)

# RESOURCES (3 OF 5)

## Santiago Canyon College

<https://sccollege.edu/Catalog/CONTINUING%20EDUCATION/SUBSTANTIAL%20DISABILITIES/Pages/SSD-Courses.aspx>

### **Free Online Classes:**

- Issues and Concepts for Adults with Developmental Disabilities
- Employment Preparation for Adults with Developmental Disabilities
- Independent Living Skills for Adults with Developmental Disabilities
- Physical Activities for Adults with Developmental Disabilities



## Disabilities R Us

<https://www.disabilities-r-us.com/>

### **A premier online community created by and for people with physical disabilities:**

- Chat Room
- Community Forums
- Disability Resources
- Legal Resources
- Sexuality Resources

# RESOURCES (4 OF 5)



## Open Culture

<https://www.openculture.com/freeonlinecourses>

Online courses from the world's top universities for **free**. You will find 1,700 free online courses from universities

**Note:** This page includes a lot of Massive Open Online Courses (MOOCs). If you want to enroll in a free version of a MOOC, please select the “Full Course, No Certificate” (edX) or “Audit” (Coursera) option.

## DSAW Virtual Free Summer Programs

<https://www.dsaw.org/summer2021>

A premier online community created by and for people with physical disabilities.

**DSAW Free Programs are virtual programs that families and self-advocates** throughout the state can participate in for free! Our free summer programming runs from June 14- August 27. If you are already signed up for any of these programs, you do NOT need to re-register. We have you on our list and will continue to send you reminder emails.

# RESOURCES (5 OF 5)



## LEEP1 GROUP ONLINE ACTIVITIES

<https://leep1.co.uk/leep1-group-online-activities/>

We are an organisation that supports adults with learning disabilities to speak up for themselves. This is called self advocacy. We are run and managed by adults with learning disabilities.

- Meet Friends DJ
- Club Nights
- Daily 12pm Zoom Chats
- Friendship Group
- Stay Healthy
- Daily 10 minute workout
- Nature Walks
- Yoga
- Dance Disco
- Keep Fit
- Have Fun
- Drama Group
- Cooking
- Baking
- Quizzes
- Music
- Learn Skills
- Healthy Living
- Food Safety with Cafe Leep



# RECENT ALTERNATIVE SERVICES UPDATES



## Department of Developmental Services Directives

- [DDS Directive 01-072121 - Rescission of Directive Regarding Day Services for Consumers at High Risk for Serious Illness due to COVID-19 \(ca.gov\)](#)
- [Guidance Regarding Reimbursement for Transportation Services for Alternative Nonresidential Services \(ca.gov\)](#)

## California Department of Social Services, Community Care Licensing Adult and Senior Care PIN:

- [PIN 21-28-ASC UPDATED FACILITY STAFF TESTING GUIDANCE FOR CORONAVIRUS DISEASE 2019 \(COVID-19\) \(ca.gov\)](#)

# DISABILITY THRIVE INITIATIVE RESOURCES



## Lunch and Learn

- Continue this conversation in a live, interactive session!
  - Friday, July 30th
  - 12:00 noon – 1:00 pm
  - Register now:

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

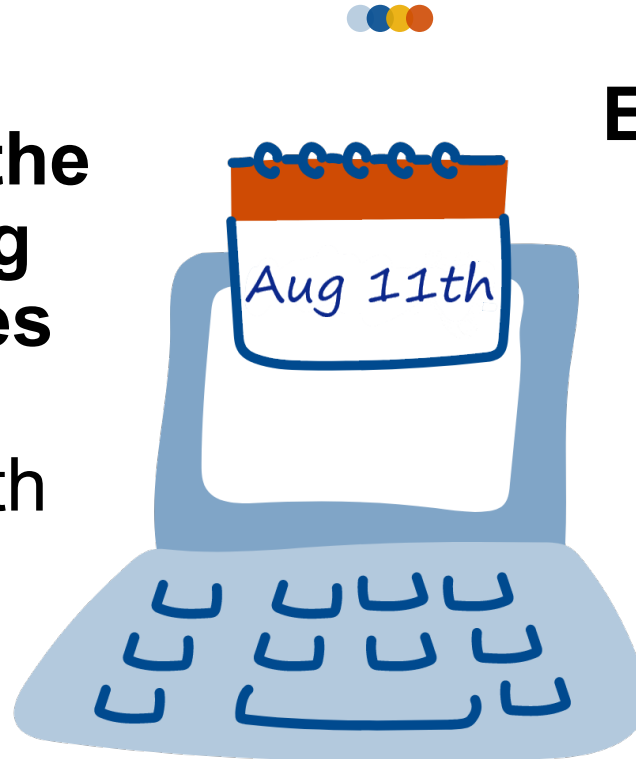
# JOIN US FOR OUR NEXT WEBINAR

## The Changing Role of the Workforce Supporting People with Disabilities

Wednesday, August 11th

3:00 – 4:15 pm

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



## El rol cambiante de la fuerza laboral que apoya a las personas con discapacidades

miércoles, 11 de agosto

3:00 – 4:15 pm

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

# MORE DTI RESOURCES



## Resource Library

Access the Resource Library  
and keep up with us:

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

## Email Updates

Sign up for email updates  
about the latest:

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

# DISABILITY SERVICES SUPPORT CENTER



- Free one-on-one or group assistance with accessing or delivering alternative services
- The Initiative provides direct support or makes the connection with a consultant who can help

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



# 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