



Doing IT Differently®

**Remote Job Coaching:**  
Providing employment and care support  
during Covid19 and Social Distancing.

# AGENDA



- Introductions
- Webinar
- Q&A

# AGENDA: Avail Support Webinar



- An overview of the accommodations made by New Jersey Vocational Rehabilitation
- Practical examples on how best to support and communicate with your consumers during COVID-19 using basic technology
- Submitting documents and obtaining consumer's signature
- Overview of how a digital, job coaching program- avail® can provide personalized, remote employment support through the use of Telehealth/video conferencing.
- Working example of remote job coaching, via avail® and video conferencing platforms like Zoom.
- Resources for more information regarding Telehealth and support available.
- Q&A

# Social Distancing: New Jersey Vocational Rehabilitation



We will allow you to conduct **currently authorized services** virtually, such as through the use of face time, skype, or telephone. Such service delivery must be feasible as related to the specific nature of the service and the needs of the consumer. For example, it would not be possible to conduct a Trial Work Experience (TWE) Community-Based Work Evaluation or Work Based Learning Experience (WBLE) in this manner as these services need to be conducted at the work site.

# Remote support through social distancing:

## Consider:

- ✓ Assess the client's immediate needs governing COVID-19, employment needs and goals
- ✓ Experience with technology (smart phones, emails, apps)
- ✓ WiFi availability
- ✓ Support network involvement

## Activities:

- Explore work goals, interests, transferrable skills
- Identify services required/no longer needed
- Resume and cover letter
- Interview skills

## Approach:



# Short- term Telework Agreement

## Short-term Telework Agreement

This is an agreement created specifically to address short-term telework during the COVID-19 response. Short-term telework has also been referred to as ad hoc telework in some communications; the terms are interchangeable as applicable to communications regarding telework during the COVID-19 response.

The authority for an employee to telework under this agreement ends at the discretion of DEED.

Employees must complete the following Telework Agreement for authorization to telework. Employees may telework only with supervisor approval. This Telework Agreement is not a contract and can be changed or cancelled by DEED management at any time.

Teleworkers must confirm/update their contact information in self-service.

Telework hours are regular work hours and may not be used for personal activities, including but not limited to dependent care or errands. Just as with regular work hours, teleworkers are expected to follow agency vacation and sick leave policies and procedures to request time off to engage in personal activities.

Employee Name: xxxxxx

Date: xxxxxx

## Telework start date and schedule

Please enter the telework start date, days of the week the teleworker is expected to work, and times of the telework schedule. This schedule can be changed at any time by DEED management.

Telework Start Date (mm/dd/yyyy):

Days of the Week (example: Monday – Friday):

Work Hours (example: 8 a.m. – 4:30 p.m.):

# Submitting documents-suggestions



1) Within the case notes document the situation:

(e.g “due to the social distancing policies resulting from the COVID-19 prevention plan...”)

2) If they have access to technology:

- Email document and let them review on a computer/phone
- They should reply and note that they accept and wish to sign

3) If they are tech savvy:

- Use Adobe for digital signature
- Print, sign and send a copy
- Use editing options in common apps to sign and sign like WhatsApp

4) If no access to technology or not suitable:

- Send over via email /& picture through text messaging
- review over phone, obtain verbal confirmation

\*\*\*Obtain necessary signatures when things have returned to normal.

# avail® Product



Independence

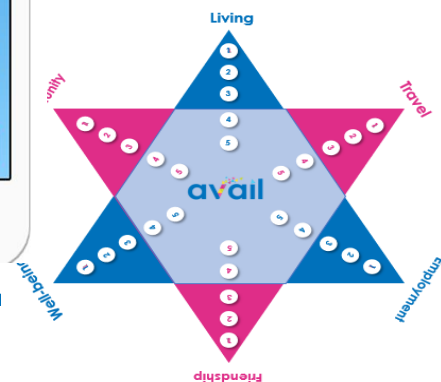
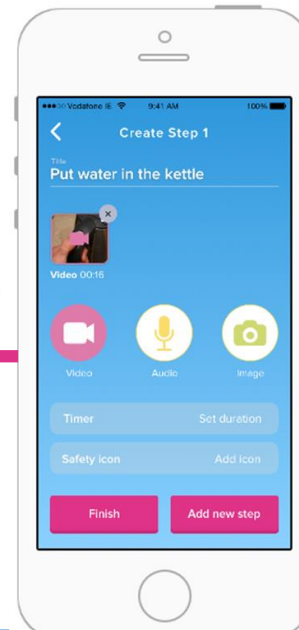
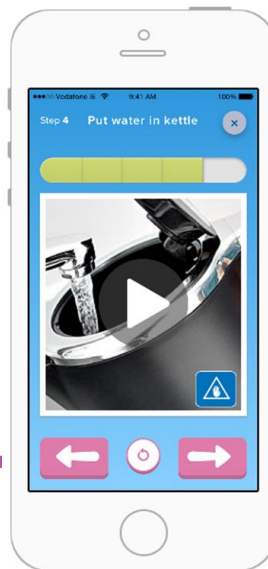
Reassess Prompts  
& goals

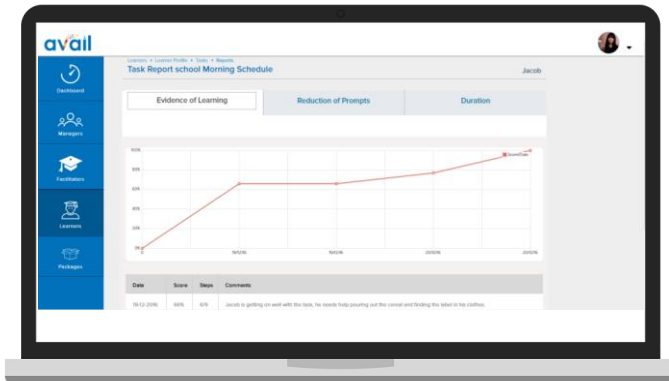
Streamline Data Management  
And Monitoring

Acquire Skills Through Repetition

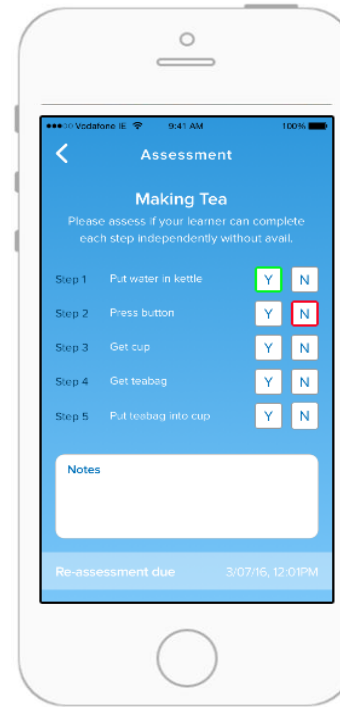
Create Step-by-Step Digital Instructions

Create programme based on ability and goals





**Manager/Administrator**



**Assessment**

**Making Tea**

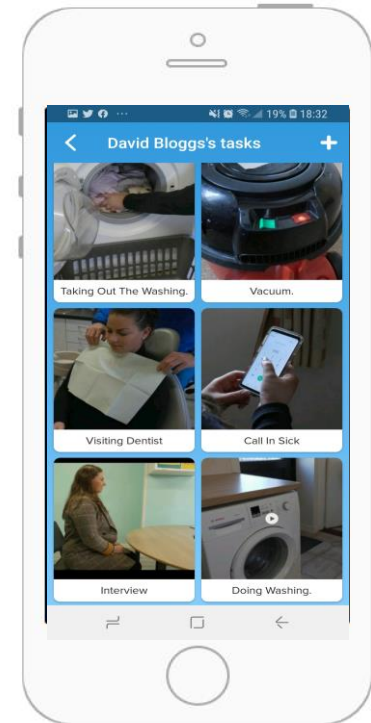
Please assess if your learner can complete each step independently without avail.

Step 1	Put water in kettle	<input type="radio"/> Y	<input type="radio"/> N
Step 2	Press button	<input type="radio"/> Y	<input checked="" type="radio"/> N
Step 3	Get cup	<input type="radio"/> Y	<input type="radio"/> N
Step 4	Get teabag	<input type="radio"/> Y	<input type="radio"/> N
Step 5	Put teabag into cup	<input type="radio"/> Y	<input type="radio"/> N

**Notes**

Re-assessment due 3/07/16, 12:01PM

**Facilitator**



**Learner**

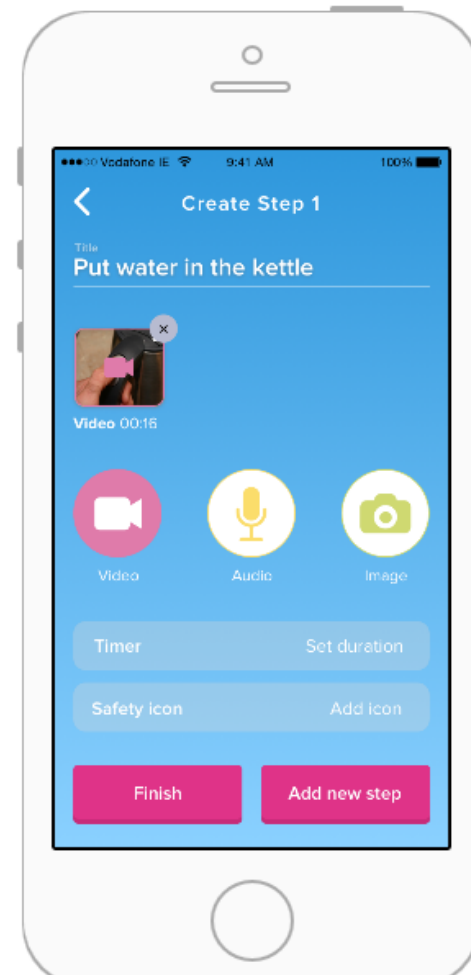


Facilitator creates  
step-by-step prompts,  
of employment goals and duties.



Complete a task analysis and create prompts:

- Video modeling
- Picture
- Audio
- Text



## Questwell-Employment service

34 employment related tasks on Bob's profile, most were employment duties within his role at the vet clinic, where the rooms needed to be cleaned to surgical specification but also support in clocking in and out of work.



### Job Coach

*"The individual can work without a job coach and is more independent without the fear of not knowing what to do."*

### Sample of Bob's profile:

- Check Exam rooms
- Check Laundry
- Clock In and Out
- Wipe down Pharmacy
- Check lights

### Impact

- ✓ Job coaching sessions reduced from 4 to 1 per week
- ✓ Cost saving over \$16,000
- ✓ Acquisition of employment skills at a fast pace

# luv Michael

Virtual Kitchen

- Luv Michael Trains, Educates and Employs those diagnosed with Autism to have a meaningful culinary vocation.
- We held our first virtual kitchen with our “granologists” and our Head Chef Nicki.
- We used Avail technology to demonstrate important elements of kitchen work such as hand washing and cleaning of surfaces.
- 6 classes are scheduled for this week.



## Academic results showing efficacy & unprecedented results

### Results:

- 35% Mastery after 2 weeks
- 58% Mastery after 4 weeks
- 9 session to achieve nearly 60% Mastery of skills



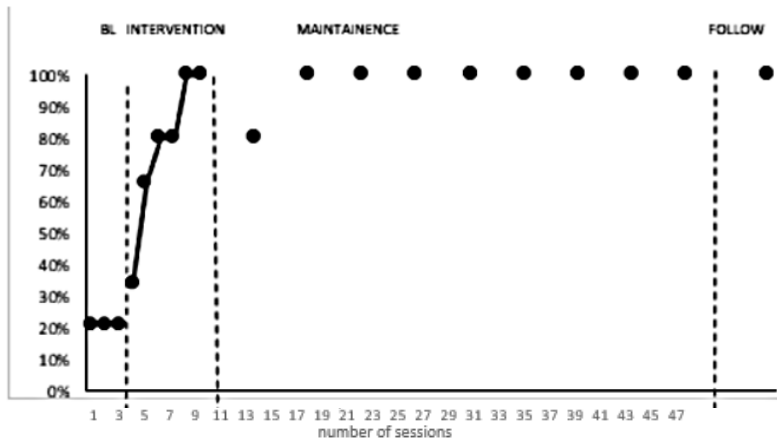
### User achievements:

- 10,300 sessions accessed
- Over 14,000 goals

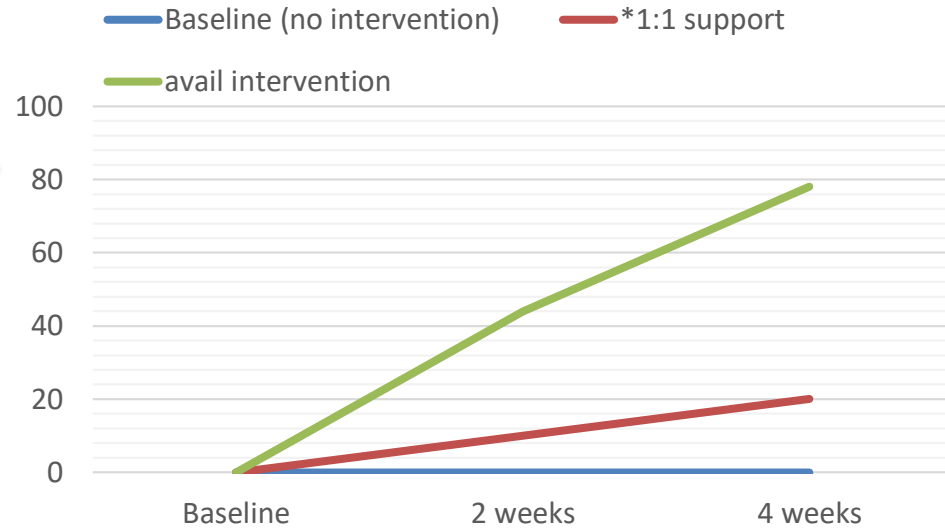
### Skills obtained:



## EVALUATING AVAIL SOFTWARE



## User data: Mastery of skills



Academic Affiliates with leading ABA and data analytics departments:



# avail®

## In-home employment program

User:

**EMPLOYMENT  
AGENCY**



**JOB COACH/  
[ ]**



**EMPLOYEE**



**Pre-Implementation  
(set up and training)**



**Profile  
Development**



**Content Creation**



**Continued  
Learning**

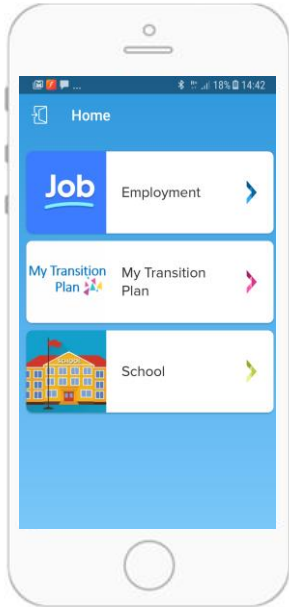


**Assessments**



Data collection will be a combination :avail® system generating data , job coach input & video recordings

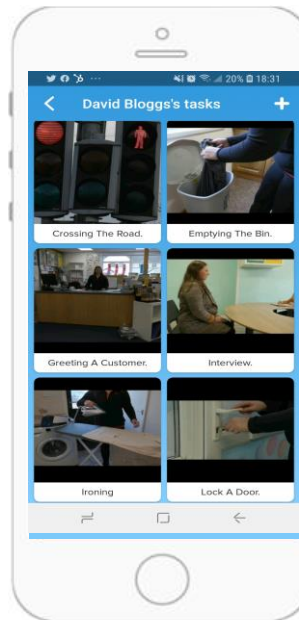
## Pre- Employment



### Pre-Employment

- ✓ Indeed/Zip recruiter
- ✓ Online safety
- ✓ Writing a resume
- ✓ Interview skills
- ✓ Dressing for an interview

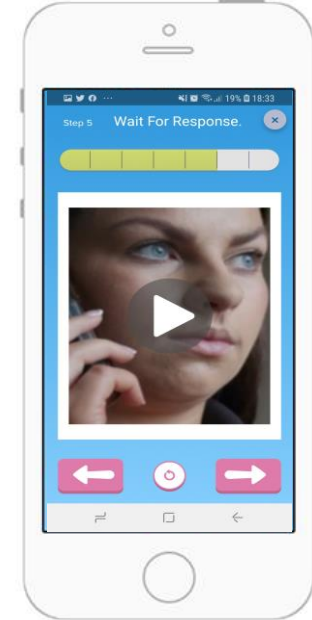
## Extensive



### Extensive: Onsite

- ✓ My employment duties
- ✓ Cafeteria and breaks
- ✓ Speaking to customer
- ✓ My rota
- ✓ If I need help

## Follow- on



### Follow on

- ✓ What's if
- ✓ Scenarios (calling in sick)
- ✓ Employee review
- ✓ Upskill opportunity

# How avail® is currently being implemented

## 6-12 year old

- Understanding & managing behaviour
- Communicating events
- Hygiene
- Reinforcing learning

## 12-18 year olds

- Life skills
- Independent living
- Travel training
- Providing understanding of employment and expectations
- Appropriate behaviour
- College activities

## 18 onwards:

- Independent living at home
- Employment:
  - Examples of jobs (Shop, IT, Factory, Hotel duties)
  - Interview skills
  - Appropriate dress and behaviour
  - How I get paid and understanding my payslip
  - Talking to customers
  - Community situations
  - Independent living

## Supporters:



## Progress Report

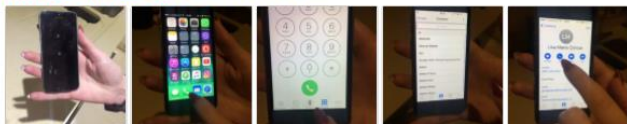
**Learner** Joey **Organization**   
**Facilitator** Jim Kerr **Manager**   
**Profile Created**

## Tasks

- Make Phone Call
- Make Bed
- Set Alarm
- Ham Sandwich
- Use Photocopier

## Overview of Tasks in Report

### Make Phone Call 5/5 Thumbnails



### Make Bed 3/3 Thumbnails

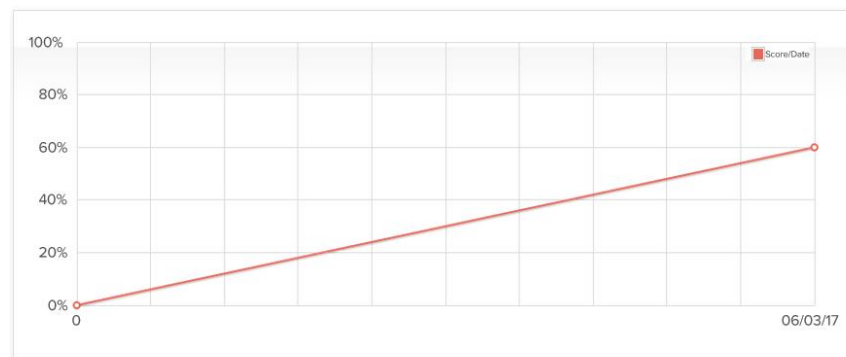


### Use Photocopier 5/6 Thumbnails



## Individual Report for Make Phone Call

### Evidence of Learning Chart



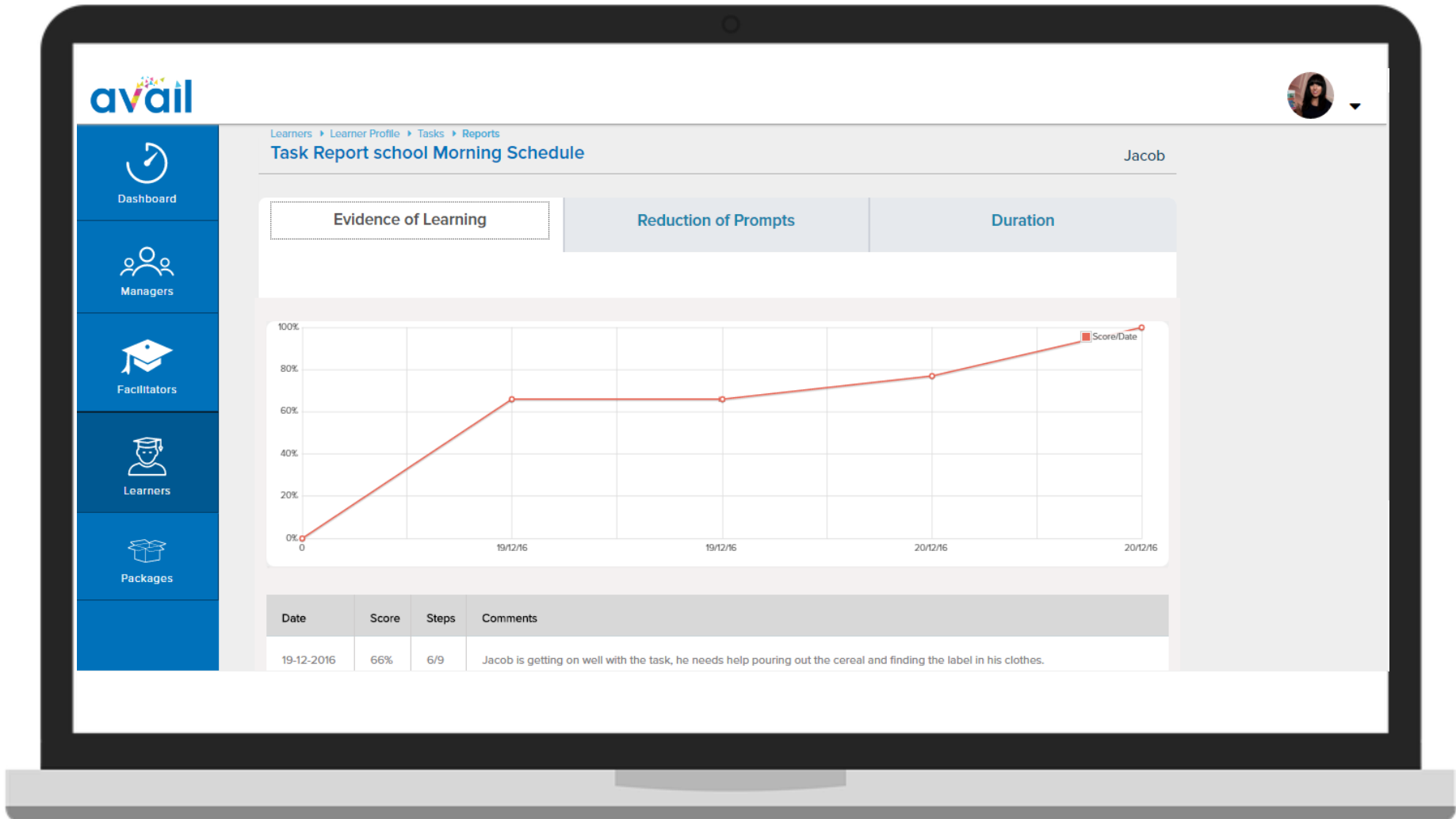
Date	Score	Steps	Comments
06-03-2017	60%	3/5	Difficulty swiping and typing name.

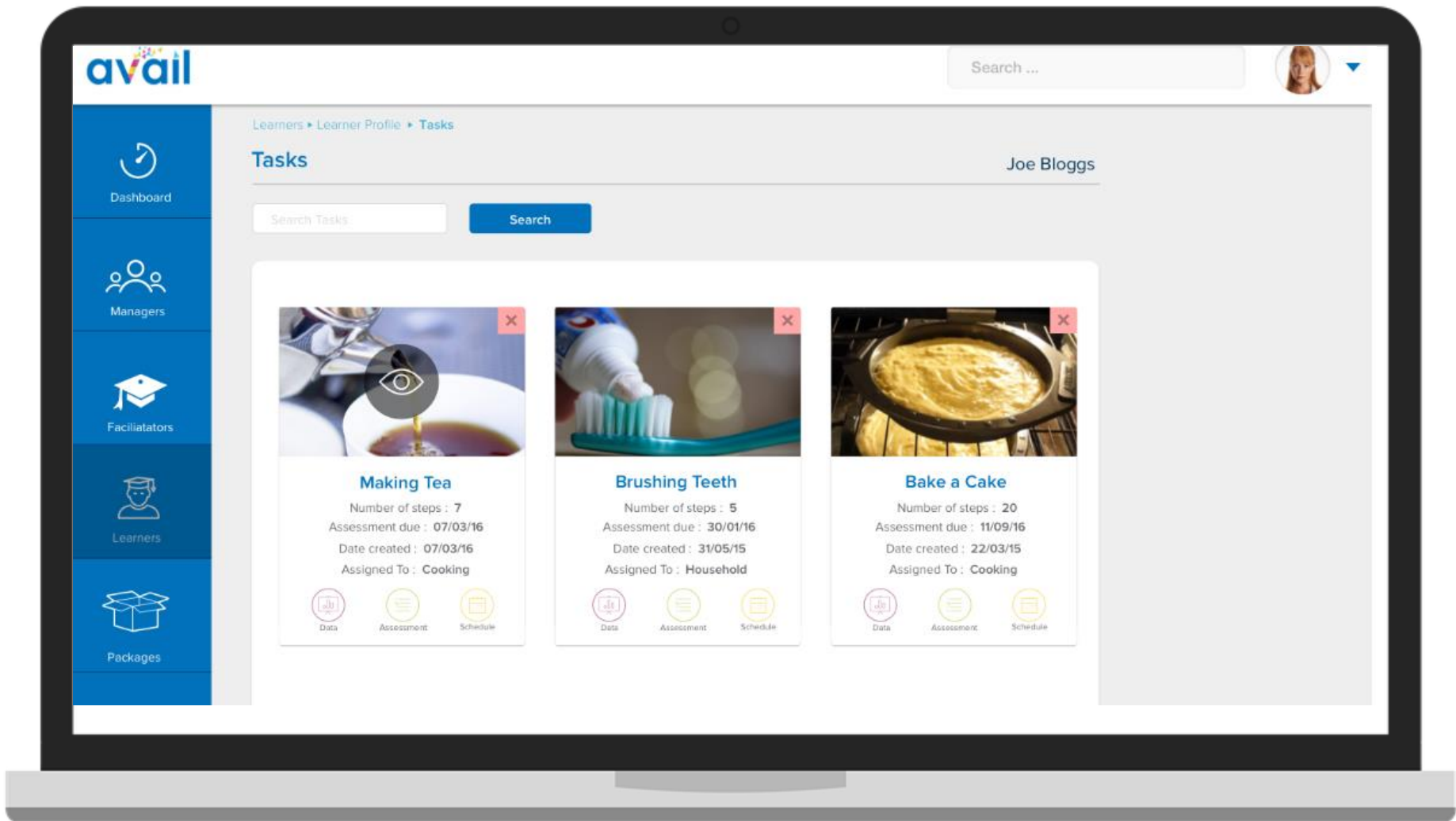
## ORGANIZATION REPORT

Total number of learner	11
Total tasks	48
Total mastered tasks	8
Average Improvement across tasks for all learners	53.64 %

## LEARNERS REPORT

Name	Average	Gordon Moloney	Liza Cruz	Edward Ligon	Lianne Faulkner
Most active learner – total time spent	06:54:40	1 day 19:05:24	1 day 08:02:49	1 day 05:22:49	1 day 01:01:33
Last active date	N/A	24/10/2018	22/10/2018	30/10/2018	29/10/2018
Number of active sessions	35.91	54	35	34	15
Total number of tasks	4.36	2	5	4	7
Total mastered tasks	0.73	1	2	1	2
Average Improvement across tasks	53.64 %	66.75 %	52.38 %	54.00 %	33.25 %
Assessments completed	9	8	6	11	7
Facilitator	N/A	Jenny Townsend	Jack Sullivan	Morgan Murphy	Jenny Townsend



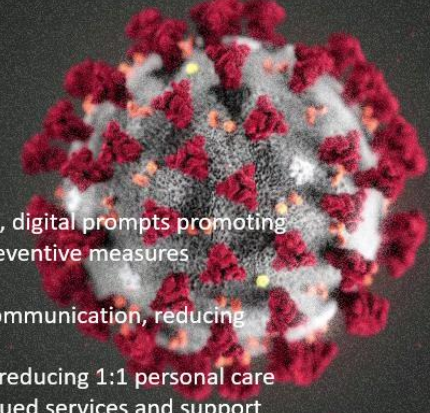


## Hygiene & Preventative Care program

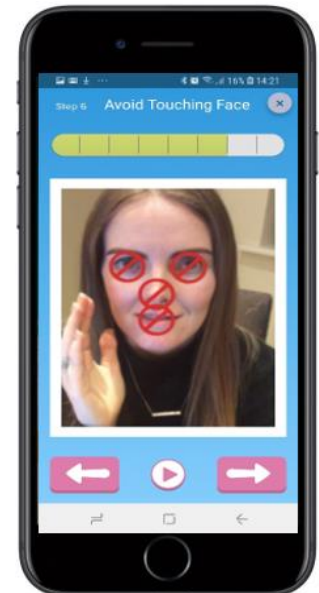
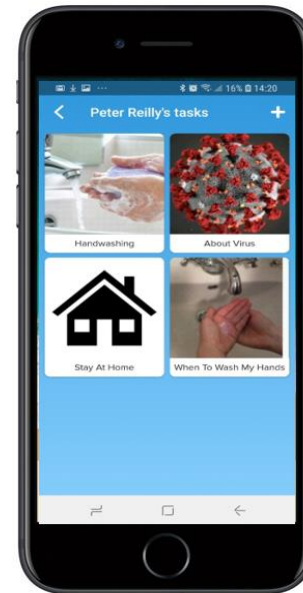
Understanding this group and meeting the immediate need, the program is:

- In a manner that is personalized to their ability
- Delivered using best practice guidelines (ABA) and on HIPAA compliant platform
- In line with national hygiene standards and preventive measures
- Provides an understanding of the situation to reduce anxiety
- Equips the service providers with a proactive program they can easily implement and cost-effective
- Enables services to continue while in lockdown/reduce 1:1 support.

### Hygiene Program for those with cognitive disabilities



- Evidence based, digital prompts promoting hygiene and preventive measures
- Self directed
- Best practice communication, reducing anxiety
- Digital support reducing 1:1 personal care
- Enabling continued services and support

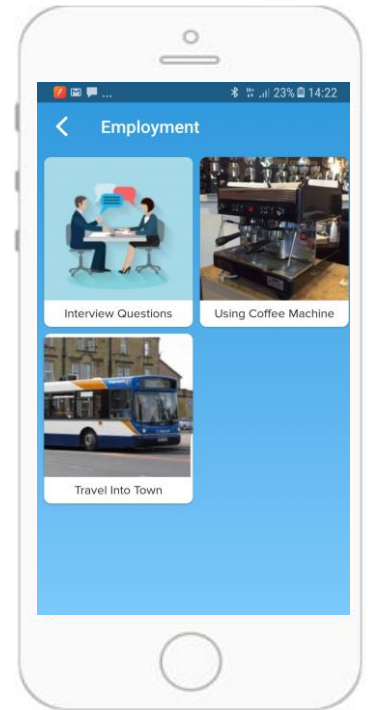


## How avail® can help your agency

- ✓ Increase capacity to work with more individuals
- ✓ Train and upskill at a faster pace
- ✓ Build efficiency
- ✓ Quantifiable and outcome based programs supported by reports
- ✓ Pioneers in innovation and implementing emerging technology

### Social Distancing & remote support:

- ✓ Deliver remote support
- ✓ Continue to teach and progress employment and independent living goals
- ✓ Evidence based reporting and case notes



## Case notes: template

**Name:** Joe Bloggs (JB) **Date:** 31/02/202 (1.5hours) **Stage:** Pre-training

### Event:

With exposure and repetition of personalized content via avail, SD previewed JB completing hygiene standards and a job searching on Indeed.

Added new Interview content to JB profile and set a reminder on the system for him to practice twice a day.

### System/channel used:

Zoom & avail® software

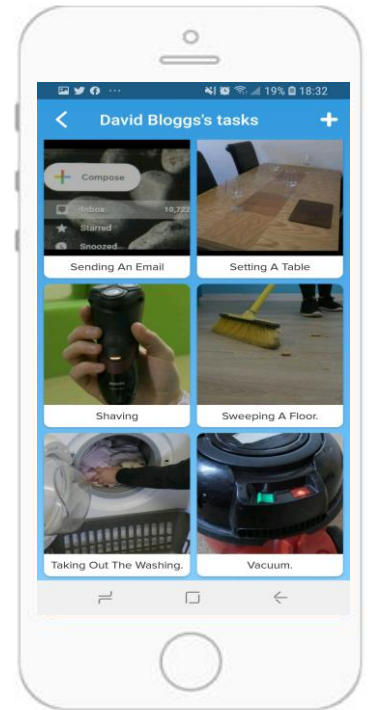
### Outcome:

Demonstrated good hygiene measures

Fluency in using job sites

### Data:

See avail® report for support data



## ACCSES NJ Package

Avail Support Package_ ACCSES NJ Group		
Users	Per Month, Per Consumer Investment	Total 90 Day Investment Per Consumer
<b>Cumulative Across ACCSES NJ Network</b>		
20 -75 Consumers	\$ 109.00	\$ 327.00
76 -150 Consumers	\$ 105.00	\$ 315.00
151 - 249 Consumers	\$ 99.00	\$ 297.00
250 - 499 Consumers	\$ 95.00	\$ 285.00
500 - 999 Consumers	\$ 89.00	\$ 267.00
1000 + Consumers	\$ 85.00	\$ 255.00
Site and Manager License		\$500.00 (Annual License, Per Organization, Investment not included in above pricing)
Remote Onboarding/Training/Customer Support Services		\$1,750.00 (Per Organization, Up to 500 consumers. Annual Investment not included in above pricing)

### Hygiene & Preventative Program Package details:

- Hygiene Program for users (Individuals with Disabilities)
- Option to personalize Hygiene content
- Assessment feature to complete baseline and monitor learning
- Unlimited consumer reports

### Digital service delivery:

- Unlimited Job Coaches
- Remote employment program supervised via video conferencing
- Continuation of services via remote prompts
- Opportunity to upskill and provide employment support
- Effective Communication and in-home support
- Submit service hours reinforced by personalized reports & data

Investment of 2 job coaching  
hours per month  
\*less depending on # of licenses

Evaluate this page

[Home](#)

## COVID-19 Resources

(Related page: [Resources for Distance Service Delivery](#))

Note: Due to the **urgency to share the information**, some of the documents may not be fully accessible. For accessible version of the documents, please contact the publisher and/or author of the resources.

Click each topic for more information:

- [General COVID-19 Resources](#)
- [Federal Disability Resources Related to COVID-19](#)
- [COVID-19 Resources for Individuals with Disabilities](#)
- [State Resources Related to COVID-19](#)
- [Articles of Interest Related to COVID-19](#)
- [Resources for Community Rehabilitation Providers](#)



Thank you!  
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