

## Strategies for Providing Remote Supports Webinar

To view the webinar, click [here](#)

### FAQ Addendum

#### Table of Contents

JOB COACHING AND FOLLOW ALONG.....	2
JOB DEVELOPMENT .....	3
CAREER EXPLORATION AND DISCOVERY .....	4
PRE-ETS.....	5
VOCATIONAL EVALUATIONS.....	6
TOOLS AND APPS.....	6
OTHER CONSIDERATIONS .....	7

#### Webinar Presenters:

Judy Warth, CESP  
Employment Training Specialist  
Center for Disabilities and Development  
University of Iowa Health Care  
Iowa APSE  
[Judith-warth@uiowa.edu](mailto:Judith-warth@uiowa.edu)

Justin Blumhorst, CESP  
Operations Leader  
Capabilities, Inc.  
Ohio APSE  
[justin.blumhorst@capabilitiesinc.biz](mailto:justin.blumhorst@capabilitiesinc.biz)

*We will continue to update this document as new ideas and resources become available.  
To submit additional questions, or to make suggestions for resources to be added to this FAQ,  
please email [info@apse.org](mailto:info@apse.org).*

## **JOB COACHING AND FOLLOW ALONG**

**I was under the impression that follow along services could only be provided or "billed" if an Employment Specialist was physically on site with the client?**

It varies from state to state, but more and more states are allowing for flexibility to provide services remotely. For example, in Ohio, you can bill for phone calls and remote work. In Iowa, the critical term is "line of sight," and video platforms like Zoom, Skype and FaceTime all offer this. Check with your Medicaid and Vocational Rehabilitation agencies to learn what is allowed in your state, and advocate for changes if this remains a barrier.

**How do you show people where things are on the job or "model" critical job tasks?**

Here are a few ideas to consider:

- You could FaceTime, Skype or Zoom with them and "walk" them through it.
- Consider filming the task before the person starts the job, or find a YouTube video of the task that they can refer to.
- It is always appropriate to promote the use of natural supports. Take the opportunity to suggest they find a trusted supervisor or coworker to guide them through it.

**During this time, most of my follow along clients have been laid off. Does anyone have good online resources for continuing education so my clients can keep their skills sharp while stuck at home?**

It is best to start with what you want to work on (what are their areas of need?) If it is work related, the Department of Labor's [Skills to Pay the Bills](#) covers a wide array of things. Also, check out the Job Accommodation Network to see what apps might help meet their needs. You could introduce these tools and practice with them, so your client could use them when they return to work. Finally, there are a number of on-line offerings (via YouTube and other internet searches) to work on things the person was perhaps struggling with at work before being laid off. For example, an individual I supervise has been struggling with developing his power points. So, we have set up some short training via LinkedIn (but you can find similar things on YouTube) to help him practice and learn some new things that he needs to do in his job. Of course, you can also do practice interviews, completing applications, etc. as well.

**What about employers who have policies that staff are not allowed to access their phones or technology while on the job? How do you convince them that this is appropriate accommodation?**

Begin talking about that during the job development process, ask them what parameters they could work with. Show them how, in this specific case, it would give them a better and more productive employee. Ask them if they have other ideas about how you could meet the need that lead you to want technology at this worksite.

Ask for a reasonable accommodation, such as having a dedicated device rather than using personal electronics. Most importantly, just talk it out and don't surprise employers.

## **JOB DEVELOPMENT**

**How do you approach remote job development, including with clients who are under shelter in place or self-isolation orders?**

As in any other time, the key is to focus on making connections between an individual and a business that you have enough knowledge of to make a good job match. If the business is hiring right now, contact them and begin dialogues via Zoom, Skype or FaceTime. Also, lay the foundation for future job development by following up with your existing business partners to check in on them and offer yourself as a resource.

**Everything is shut down except essential services. How do you job develop with job seekers when there is uncertainty of businesses reopening or bringing staff back on after layoffs?**

You want to assure you have a good job match, which could be hard if you have not had a chance to learn much about the business. If the business is closed down, you might be able to do some informational interviews about the industry if people are able and willing to talk. If the business is open and actively hiring, you will really want to highlight how the individual you are working with can benefit them during this time. Keep in mind that businesses who are hiring are getting 100-200 applications a day. Look for benefits you can and will actually bring to them.

## **How do you approach job development with individuals/families who are fearful to be in community?**

As always, the individual should be in charge of their job development process. It is important to carefully explain the opportunities and potential risks. Consider asking questions like, “What would make it comfortable for you to continue with our job development activities?” Or, “What do you need to feel safe taking a job right now?” Conversations like these might get an answer you can work with.

It is important to listen to and respect their concerns. If fear and anxiety are high, and you cannot alleviate these emotions, put job development efforts on hold for the time being. If they don’t want to enter the workforce during this time, we should listen to and honor that.

## **CAREER EXPLORATION AND DISCOVERY**

### **How can we use technology for career exploration?**

We can help people do some market research through [O\\*NET](#) and other resources. Get creative and identify YouTube videos that might help highlight some areas of interest. Consider doing informational interviews via Zoom or Skype.

### **What about community-based assessments (CBAs) in Discovery and Exploration? Is this a service that just needs to wait through the crisis?**

We suspect this is one of those things you wait on for the moment, as it is difficult for CRPs to send out staff. Additionally, businesses that typically host CBAs may be closed or overwhelmed with essential labor needs. Check with your Vocational Rehabilitation agency for further guidance regarding recommendations for your state.

**Are there any FREE online resources for remote Discovery activities, such as simple career clusters and interest inventories?**

- The LEAD Center has a [guided group discovery workbook](#) and other resources.
- Ohio Means Jobs has a free [Career Cluster Inventory](#).
- Here are some additional free online interest inventories.
  - Truity [Photo Career Quiz](#)
  - Champlain Valley Educational Services [Pictorial Interest Inventory](#)
  - California Career Resource Network Lesson Plan: [Learning about Myself](#)
  - Student Research Foundation [Free Online Career Tests](#)

**Are there any HIPAA concerns using these different platforms, like social media?**

Typically, employment related supports (aside from intake or eligibility processes) do not require the sharing of any protected health information. Consider what information you are asking for and whether it is critical for providing supports.

Additionally, check out this [helpful article](#) which describes some of the efforts to loosen HIPPA rules during this time. Be certain to check with your funders and, most importantly, check with the individual and family to assure they are comfortable with sharing information in a virtual format.

**PRE-ETS**

**Any suggestions for obtaining the "sign-in sheet" for Pre-ETS when providing services virtually?**

We recommend creating a survey and having students fill one out at the beginning and at the end. Talk to your funding source as well, as and they might give you some flexibility and guidance on this as well.

You also might want to check to see if the software you are using allows you to create reports of when people joined and left. For example, GoToMeeting allow this feature (to learn more, click [here](#)).

## VOCATIONAL EVALUATIONS

### How are you doing Vocational Evaluations remotely?

We are sending the tests via mail and having the people call/video in with the results. We are also remotely administering some assessments. Look up guidance from the creator of the assessment. They may have tips and techniques for remotely administering their assessments.

## TOOLS AND APPS

### It looks like the majority of the examples of apps provided on the webinar are for Apple devices. Do you have a list for android users?

Our list did have mostly Apple examples, as we used iPads in our program. But the [Job Accommodation Network](#) has a list of apps for both Android and Apple platforms.

### Is there a free version of MeMinder?

No, but we recommend contacting [Creatability](#) directly if you are interested in utilizing it, as they can talk through pricing. Here is their contact information:

For more information about how we can customize our solutions to meet your needs, contact: [info@createabilityinc.com](mailto:info@createabilityinc.com)

Already use our solutions? For technical support please contact: [support@createabilityinc.com](mailto:support@createabilityinc.com).

Phone: (317) 728-6670

### Is MeMinder only available on Apple devices?

It is available on Android and Apple devices. Here are the links to download it:

- [MeMinder on Google Play](#)
- [MeMinder on App Store](#)

**Is MeMinder time stamped when a consumer finishes a task?**

Yes, it is stamped when the person marks the task as complete. So, whenever the person marks the task as complete, it will stamp that time.

**What was the name of the data collection app the University of Iowa uses?**

Qualtrics. However, readily available platforms such as SurveyMonkey or Google Forms can provide a similar functionality.

**Any good resources for how to take a professional headshot (for LinkedIn)?**

A quick YouTube or Google search will offer multiple examples of ways to take a professional headshot using a phone or tablet. Some important things to consider are the lighting and background for the shot. Think in advance about the message you would like your headshot to give, and plan your photoshoot accordingly (e.g., wardrobe, hair, makeup, props, etc.).

**OTHER CONSIDERATIONS**

**How do you work with clients who refuse to use technology?**

Try another way. As always, we need to meet them where they are at. Remote supports will not be the answer for everyone. However, encourage your clients to at least try it with you.

**Does anyone ever get distracted by having their phones out? How do we ensure the individuals we work with do not use their phone/device inappropriately?**

Some people certainly do. You can consider putting in features that limit what apps they can access at certain times. Parental controls can be used but watch out for rights restrictions if it is their personal device. We also recommend having a device that is only for use at work and only has work apps if this is a significant concern.

**Our funders require a signature from the client to prove that services were provided. How do you get around this?**

We recommend looking into some electronic signature platforms. We like DocuSign, but you need to get an account if you are going to send things to be signed.

**Did you get a grant for iPad mini?**

We got a pilot grant that paid for the devices. However, local VR office can often purchase them too on a case by case basis. You will need to show that the person will benefit and be more likely to succeed through utilizing the technology.

**Any thoughts on how to do FaceTime without using your personal account information?**

We really like internet-based platforms like Skype or Zoom.