



# **Employment Supports Professional Interest Section Meeting**

**October 20, 2022**

- Welcome
- Upcoming Events
- Digital Literacy Program
- Job-a-Palooza
- Section Discussion

## Professional Interest Section Meetings / Professional Development:

- November 9 - Pieces to the Group Home Puzzle (10 AM-2 PM)
- November 10 - Human Resources (12:30-2:30 PM)
- November 17 - Child & Family Services (10 AM-Noon)

## Upcoming Member Forum and Board of Directors Meetings:

- October 28 - Member Forum / Board of Directors Meeting
- November 18 - Board of Directors Meeting / No Member Forum
- December 16 - Member Forum / Board of Directors Meeting



Registration opens 3 weeks in advance. To register for open events, scan the QR code or go to <https://web.inarf.org/events>

*Alicia M. Boyd, CPA*  
*Professional Corporation*

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## Employment Supports

# Digital Literacy Assessment Program

Marjorie Duryea

*Director of Employment Supports, Easterseals Crossroads*

Wade Wingler

*Vice President, Easterseals Crossroads*



# Digital Literacy Assessment (DLA) and related services

Marjorie Duryea & Wade Wingler

# Technology is an important part of our lives

- Work, home & school
- How many times have you relied on technology so far today?
  - Dozens?
  - 100s?
  - 1,000+?
- Technology is changing and constantly evolving and we rely on it more.
  - Sometimes, it moves in directions we expect
  - ...sometimes it doesn't
    - [https://www.youtube.com/watch?v=4fro\\_xPdj5E](https://www.youtube.com/watch?v=4fro_xPdj5E)

# Are you digitally literate (enough)?

- That means something different for each one of us.
  - We all have different needs when it comes to digital literacy
    - Enough to do our jobs
    - Enough to seek information
    - Enough to be entertained
    - Enough to reach our goals
  - For example
    - I can't change the oil in my car but I'm still a driver.
    - I can use my car to get where I want to go when I want to go there
      - I'm "car literate" enough



# What is digital literacy and why is it important?

- Our working definition of digital literacy:
  - A person's ability to use and understand technology in order to do these things with information:
    - 1. Find
    - 2. Create
    - 3. Communicate
    - 4. Share
- A digital literacy assessment (DLA) is a systematic evaluation of a person's digital literacy
  - Assess and inventory a person's digital literacy skills
  - Identify potential gaps in those skills
  - And recommend training programs and services to close those gaps.

## Why Easterseals Crossroads?

- Easterseals Crossroads has been a significant provider of disability-related services in Indiana since 1936
- We have a strong history of providing services in partnership with Vocational Rehabilitation
  - Job placement
  - Assistive Technology
  - Pre-ETS
    - and more...
- We have developed a DLA service that will assess and train individuals for whom digital literacy skills gaps are a barrier to employment

# How does this service work?

- Initial Digital Literacy Assessment:
  - The first service provided in the DLA program is an assessment
    - Skills-based
    - Online
    - Proctored
    - NorthStar Platform
    - Customized assessment available
- Report - Individualized Skills Inventory and Recommendations:
  - An individualized skills inventory will be completed and presented to the consumer, VR counselor and others involved in the job consumer's services

## How does this service work? (part 2)

- Training based on skills inventory (if necessary):
  - Should skill gaps be identified through the initial assessment training recommendations designed to close those gaps will be identified.
- Training may include:
  - Self- directed learning within online platform
  - Community colleges
  - Computer training centers
  - Online training programs
  - Customized training through Easterseals Crossroads' assistive technology center

## How does this service work? (part 3)

- Final Assessment (if necessary):
  - Once training is complete, a proctored re-assessment is available for modules where skills improvement were needed.
- Certificates of Completion:
  - Available upon completion – participants will receive certificates for all successfully completed proctored Modules.

## Who is this for?

- Any consumer of VR services for whom it is important to know what their digital literacy skills and gaps are
  - Supports will be provided for users of assistive technology
  - If a participant need significant assistive technology to participate in the assessment, they will be referred for an assistive technology evaluation prior to (or instead of) a digital literacy assessment

## Scenarios of potential DL Assessment referrals could include:

- A participant who wants to enroll in secondary education.
- An older adult who has always done physically demanding work, and now needs to seek sedentary work.
- A young adult who is "good at computers".

## How a DL assessment can strengthen your discovery profile.

- Saves time trying to identify and utilize tools and methods to identify and assess computer skills.
- Uses a consistent, validated method to obtain skill level and skill deficits.
- The job coach can attend the assessment with the participant, and utilize it as a discovery activity to obtain content for the following sections of the DP:
  - Ideal Work Environment
  - Best Learning Method
  - Places / Situations to Avoid
  - Support / Accommodations to Address Identified Barriers
  - Vocational Themes - helps to rule in and rule out potential job goals

## When and Where it will be available?

- Services began in Indianapolis (at Easterseals Crossroads' main location) in July, 2022
- Services began at partner locations, state-wide in October, 2022



## What are the outcomes/outputs?

- Report – Individualized Skills Inventory and Recommendations
- Training recommendations (if needed)
- Certificates of Completion

## Who provides the service?

- Assistive Technology and/or Employment Services staff at Easterseals Crossroads
- Trained specifically in the DLA systems being utilized for this service

## Attachment A: Digital Skills Inventory

Attachment A: Digital Skills Inventory			
Basic Computer Skills	Score	Percentage	Certificate
	28/38	75.5%	No
Internet Basics	Score	Percentage	Certificate
	26/34	77.9%	No
Email Basics	Score	Percentage	Certificate
	26/32	85.4%	Yes
Windows 10	Score	Percentage	Certificate
	15/26	50%	No

- He was very social and showed a good sense of humor throughout the assessment.
- Digital Skills Information:**
- He is a left-handed typist and uses the “hunt and peck” method while typing.
  - A typing test was administered during the assessment, and he is able to type 14wpm with 97% accuracy.
  - He has tried speech-input software in the past, but because his speech is difficult to understand at times it did not work well for him.
  - He used a Chromebook in high school and is most familiar with the Chrome operating system and ecosystem. He does not have experience with Windows or Mac.
  - He owns a Chromebook and has internet at his home.
  - 10 digital literacy modules were completed. He was able to pass 1 module, and he did very well on 4 others (85% or better is a passing score)
  - See Attachment A for \_\_\_\_\_’s personalized digital skill inventory.

**Recommendations:**

Based on initial information gathering, the consumer’s educational goals, and results of digital literacy testing, the following recommendations are being made:

**1. NorthStar Online Learner (NSOL) Account Access:**

\_\_\_\_\_ would benefit from utilizing the NorthStar online learning platform. This on-line tool will help improve his digital skills in the areas where gaps were identified. An online learner account within NorthStar was created and an “invitation to Join” email was sent to \_\_\_\_\_ email address upon completion of the assessment. This learner account will provide access to video driven curriculum to build skills and gain confidence in the areas of Essential Computer Skills, Essential Software Skills, and Using Technology in Daily Life.

I recommend that 2hrs of training be authorized to provide \_\_\_\_\_ with initial training on how to use/navigate the NSOL platform. See Attachment B for authorization details.

**2. GCFLearnFree.org or Hammond Public Library Niche Academy**

\_\_\_\_\_ would also benefit from content available on the GCFLearnFree and the Hammond Library Niche Academy websites. These sites are free online learning tools for \_\_\_\_\_ to continue building his tech skills. These tools (much like the NSOL account listed above) provide access to video (YouTube) driven content providing learning in the areas of MS Office, Email, Internet, Computers Online Safety, Windows, others.

I recommend that 1 hour of training be authorized to provide initial training on how to use/navigate the

# Current Modules



## Essential Computer Skills

 [Basic Computer Skills](#)

 [Internet Basics](#)

 [Using Email](#)

 [Windows](#)

 [Mac OS](#)



## Essential Software Skills

 [Microsoft Word](#)

 [Microsoft Excel](#)

 [Microsoft PowerPoint](#)

 [Google Docs](#)



## Using Technology in Daily Life

 [Social Media](#)

 [Information Literacy](#)

 [Career Search Skills](#)

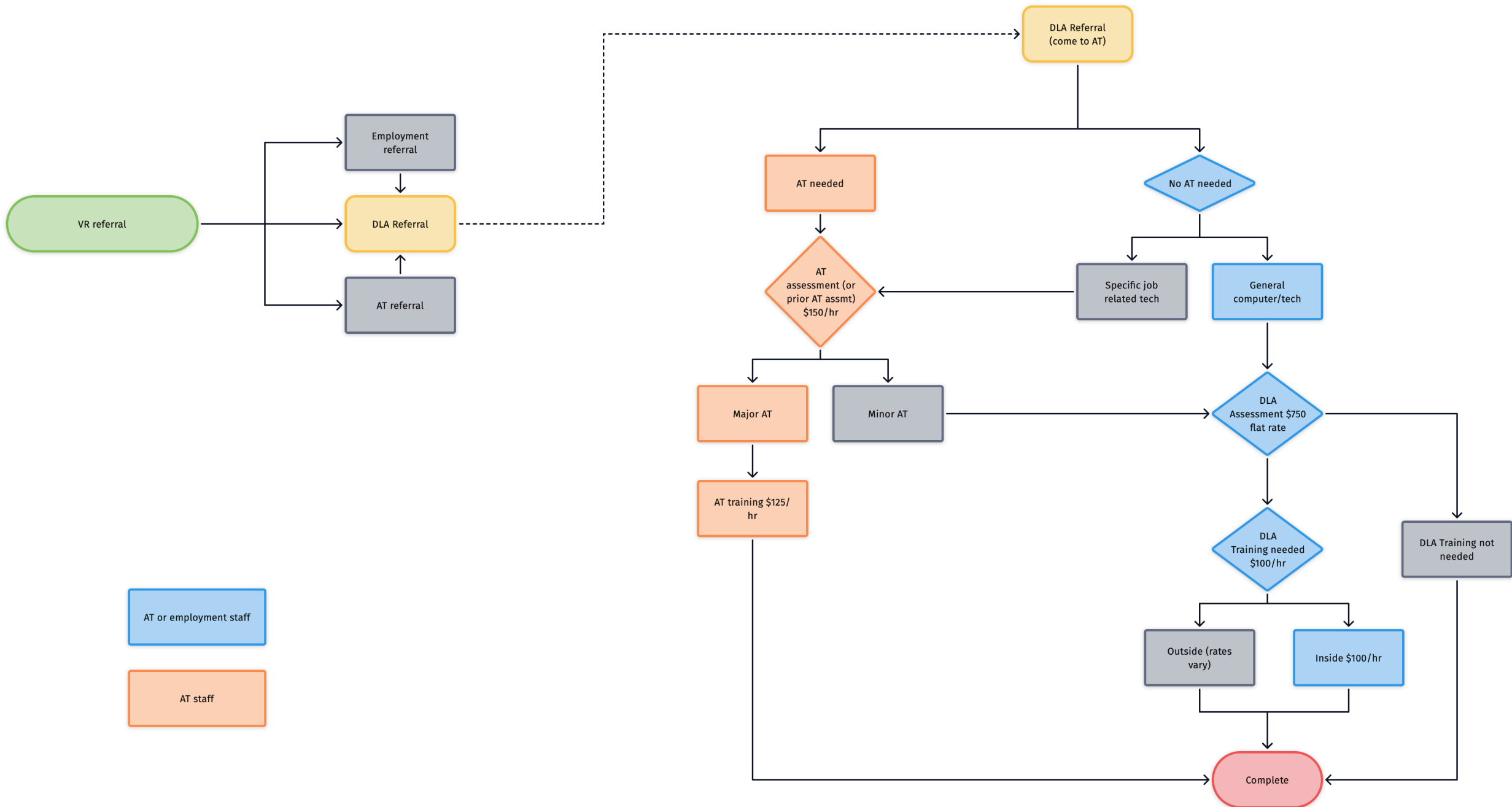
 [Accessing Telehealth Appointments](#)

 [Your Digital Footprint](#)

 [Supporting K-12 Distance Learning](#)

# Questions?

**Contact: Brian Norton**  
**317-466-2013**  
**[tech@eastersealscrossroads.org](mailto:tech@eastersealscrossroads.org)**





# Employment Supports

## **Job-a-Palooza**

Brandi Hamilton

*Senior Director of Employment Supports, LifeDesigns*



## Employment Supports

# **VR Provider Capacity Survey Panel**

***Marjorie Duryea, Easterseals Crossroads***

***Brandi Hamilton, LifeDesigns***

***Kathleen Parks, Opportunity Enterprises***



- Questions 1 and 2 were pertaining to personal information regarding the person completing the survey and are omitted from this report.
- Question 3: Total number of positions at your organization for the following:
  - Career Coach
  - Community Employment Services Manager/Vocational Services Director
  - Employment Consultant (Generalist)
  - Job Coach
  - Job Development Specialist

- Career Coaches
  - The responses varied, with 16 stating they had zero career coaches, 7 respondents stating they had between 1-3 career coaches, 6 respondents had between 4-7 career coaches and 5 respondents have 9+ career coaches.
- Community Employment Services Manager/Vocational Services Director
  - 24 respondents stated they had only 1 manager/director, 6 respondents stated they had 2 managers/directors, 4 respondents states they had 3 managers/directors, and 4 respondents reported 4+ managers/directors.

- Employment Consultant (Generalist)
  - 12 respondents stated that they have between 0-3 employment consultants, 15 respondents stated they have between 4-7 employment consultants, 6 respondents stated they have between 8-12 employment consultants, and 5 respondents stated they have 13+ employment consultants.
- Job Coach
  - 19 respondents stated they have no job coaches, 9 respondents stated they have between 1-2 job coaches, 3 respondents stated they have between 3-4 job coaches, and 2 respondents stated they have 10+ job coaches.
- Job Development Specialist
  - 34 respondents stated they have zero job development specialists, and 2 respondents stated they have one.

- Question 4: Number of vacant positions at your organizations for the following:
  - Career Coach
  - Community Employment Services Manager/Vocational Services Director
  - Employment Consultant (Generalist)
  - Job Coach
  - Job Development Specialist

- Career Coach
  - 7 Respondents stated they had zero vacant career coaching positions, 5 respondents stated they have between 1-2 vacancies, 2 respondents stated they have between 3-5 vacancies, and 5 respondents stated they have 7+ vacancies
- Community Employment Services Manager/Vocational Services Director
  - 30 respondents stated they had zero vacancies, and one respondent stated they had one vacancy

- Employment Consultant (Generalist)
  - 7 respondents stated they have zero vacancies, 18 respondents stated they have 1-2 vacancies, 6 respondents stated they have between 3-4 vacancies and 2 respondents stated they have 5+ vacancies
- Job Coach
  - 7 respondents stated they have zero vacancies, 7 respondents stated they have 1-2 vacancies, and 2 respondents stated they have 3-4 vacancies
- Job Development Specialist
  - The two respondents that have a job development specialist position have no vacancies

- Question 5: What is the average hourly wage or average salary at your organization for the following:
  - Career Coach
  - Community Employment Services Manager/Vocational Services Director
  - Employment Consultant (Generalist)
  - Job Coach
  - Job Development Specialist

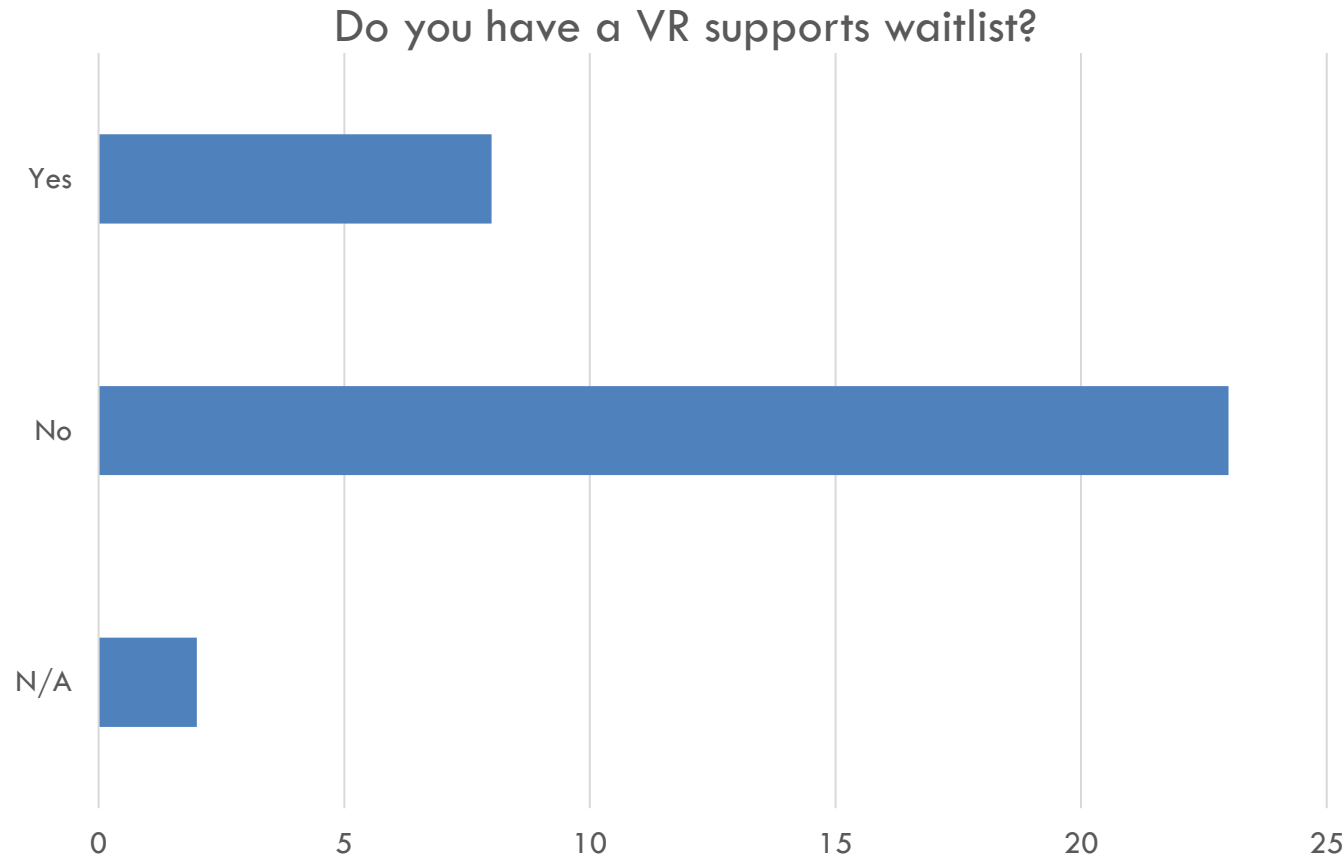
- Career Coach
  - Minimum: \$11.00
  - Average: \$16.00
  - Maximum: \$20.00
- Community Employment Services Manager/Vocational Services Director
  - Minimum: \$15.00
  - Average: \$22.82
  - Maximum: \$66.29



- Employment Consultant (Generalist):
  - Minimum: \$12.13
  - Average: \$16.24
  - Maximum: \$20.00
- Job Coach:
  - Minimum: \$12.00
  - Average: \$15.27
  - Maximum: \$19
- Job Development Specialist:
  - The two reported hourly wages were \$15.00 for job development specialist.

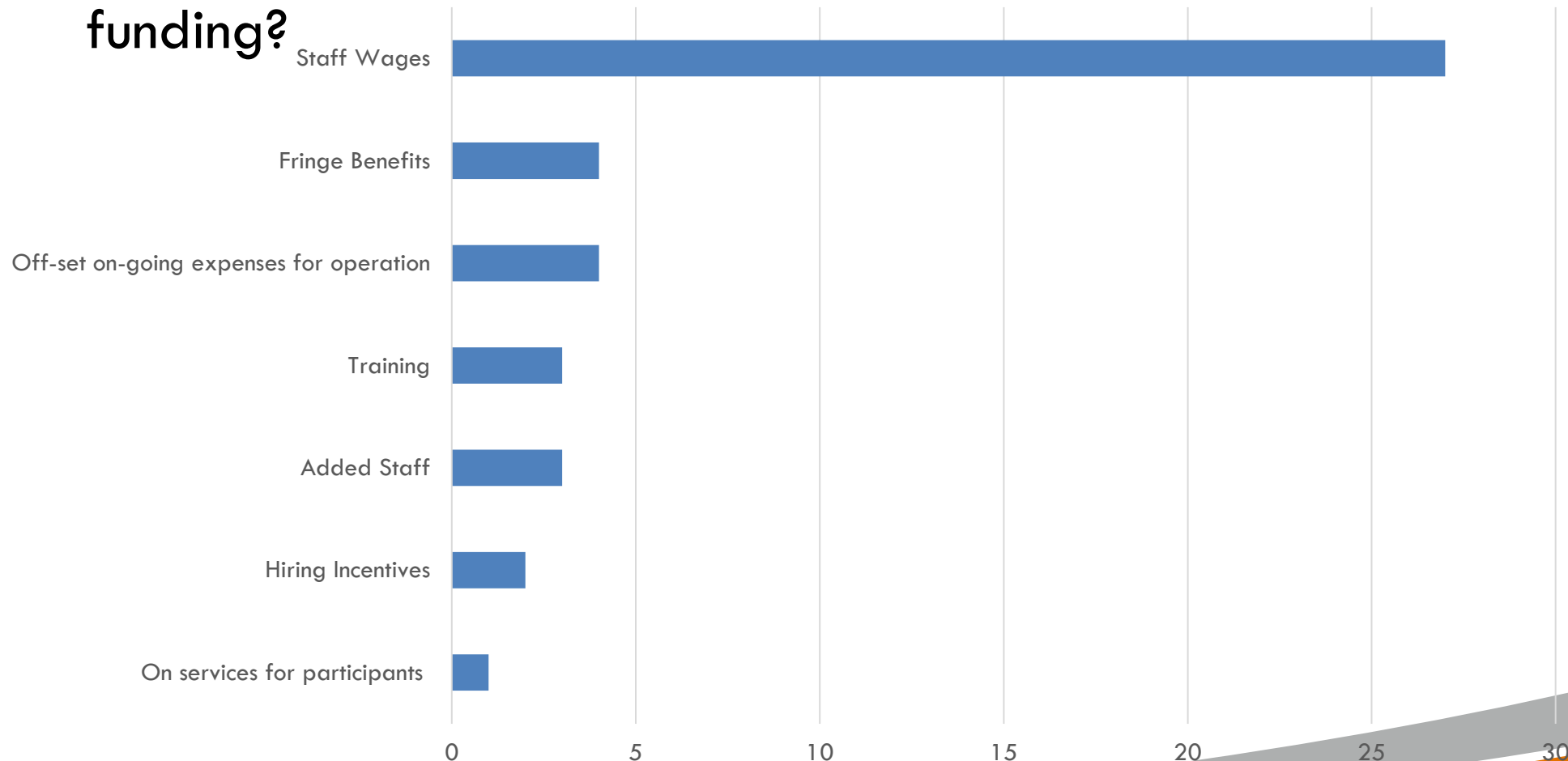
- Question 6: What is the number of individuals receiving VR supports at your organization?
  - This number varied widely across organizations, from one individual served, up to 425 individuals served.

- Question 7: Do you have a VR supports waitlist?



- Question 8: How many people are on your waitlist?
  - This number varied, with a low of 3 and a high of 40. The responses for how many people are on your waitlist are as follows: 3, 6, 10, 15, 28, 29, and 40.
- Question 9: What is the average amount of time people spend on your waitlist?
  - Again, the numbers varied. The responses are as follows: 3 respondents reported approximately 2 weeks, 1 respondent reported a minimum of 45 days, 2 respondents reported 3 months, and 2 respondents reported 4+ months.

- Question 10: How did you spend the April 2022 increase in VR funding?



Your participation in the brief 2-minute survey is requested.





**INARF PAC**



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Thank you!

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