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ICI-WEBINAR: ROBOTS ARE TAKING OVER! TECHNOLOGY ASSISTS HUMAN SUPPORTS TO FADE, OPENING THE DOOR TO INDEPENDENCE

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   >> DeBRITTANY MITCHELL: Hello, and welcome to today's webinar, Robots Are Taking Over. My name is DeBrittany Mitchell and I am a knowledge translation associate at the institute for community inclusion. Today's webinar is being presented via the Zoom platform. There are a couple of features that Zoom platform offers that will keep you engaged throughout the discussion. The first is a chat function. If you click on the chat icon at the bottom of your screens, please type any questions or comments you have throughout Ryan's presentation and the questions will be asked aloud throughout the presentation. So you don't have to wait until the end to ask anything that comes up, or to comment on any of what Ryan is saying.   Second, this webinar is being recorded and live captioned. To view the captions, please click the cc closed caption icon at the bottom of your screens.   Finally, at the end of this webinar, there will be an evaluation. Please let us know your feedback using the link. The link will be posted during the last five minutes of the presentation for you to complete.   Thanks again for attending today's webinar, and without further ado, I would like to hand it over to today's guest speaker, Mr. Ryan Farrow.   >> RYAN FARROW: Cool. Thanks, DeBrittany. Can you hear me okay?   >> DeBRITTANY MITCHELL: Yes, sounds great.   >> RYAN FARROW: Perfect. Thanks for that introduction. Like DeBrittany was saying, my name is Ryan Farrow. Today we're going to focus on different types of assistive technology, both low‑tech and high‑tech, all in the pursuit of helping people to be independent on their employment path.   This is something that is a subject that is near and dear to me. My prior experience of where I'm at now, I started as a part‑time job coach and then quickly moved into an employment specialist role where I was doing job coaching and job development for speak with intellectual and developmental disabilities, and I help people find jobs, and then I support them on the jobs and help them to build as much independence as possible and to meet their employment goals and to progress in their career as well.   And then after that, I was working for a company called Wise. There might even be some leftover colors and some stuff in here from Wise. But originally, I was working for Wise, which is a technical assistance training agency that is based in the northwest. I'm currently based in Portland, Oregon. And I was doing a lot of different training around this technology and job development, and for the past couple of years, and just recently about a month ago, I took a new position actually for Nike at world headquarters just outside of Portland to develop supported employment program here. I am seeing ways how technology is going to be instrumental in supporting people with the most significant supports to find employment and to leverage their skills to contribute to the workforce, just like everybody deserves to have. So that's a little bit about me.   I will say too throughout this presentation, I'm typically doing this in person, I'm used to seeing your faces. So I know that you're out there. You know, just send me good vibes as we're going. Feel free to type in the chat box as we go. Our wonderful hosts are going to help to monitor those as we go and stop for questions once in a while.   So, I'm just going to launch into it. Let me make sure this is all working technology‑wise. Okay, great. I will have some more question and answer built in at the end. I'll leave some time for that, if you have questions during the presentation. But this is what you can expect for the agenda.   First, I want to start with some examples of how everyone can learn how to use technology. Both low‑tech and high‑tech. I try as hard as I can, when I'm mentioning a new tool that's on a mobile device. I'll talk about my phone or my computer, that it can be translatable to low‑tech, because all of these different high‑tech tools are based on a low‑tech solution, and it's just because of our modern times that we start to pack more and more things in these little devices and they can do so much more.   If you're feeling like technology maybe isn't something that you feel comfortable with from the get‑go, that's why I want to mention that the low‑tech is just as important, because overall, technology and any kind of tool that's used to help someone be more independent, it's really important to think about the need first. I don't have a toolbox of technology that I have that when I go to ‑‑ say if I'm working with someone, a job coach that says I'm looking to build independence with somebody on the job and maybe I'm doing training with them, I don't come in with my toolbox and say, well, let's just pick something I have. It's based on the tools I have.   I'm first looking at doing an assessment of what is it that you actually need, and so what are the things that are barriers in your way to being independent, and maybe technology is something that will work, some sort of technology will work.   So, with that, I'll have some stories from the field of people that I have worked with. So, real stories to try to take you from the philosophical of wouldn't it be cool if technology did this, to actually some real world examples of how that theory went into supporting independence.   And we'll do some app demos. It's going to be a little bit of funny because the online presence we have with this. We'll work with the technology by sharing my screen, and I'm actually going to show you my phone, and it will come through my microphone. And then we'll talk about some future technology around the bend or is currently in our world right now. There's a lot of really cool and exciting technology that maybe it's me attempting to kind of blow your mind a little bit at the end so we can have some of the practical stuff, and then end with here's what's next, and think about the cool possibilities for people to be better supported on the job and off.   Okay. So, first, if you're feeling nervous about getting started, I want us to think about how you use technology in your life. If it's based on the need, the magic starts to go away, because you can see the ways in which a piece of technology helps. I don't think that there's really the best kept secret ‑‑ best kept secret, but there are learning curves. I definitely acknowledge that when we're learning a piece of technology or we update our phone or it updates automatically for us in the middle of the night, we wake up the a new screen that has new functions on it that's hard for us to navigate. The things that once were ‑‑ the things that were ‑‑ I'm going to make sure ‑‑ I'm probably fading in and out a little bit. So, the things that once on your phone were buttons with pictures or with text on them, now the text goes away, the picture goes away, and now it's a notification or it's a gesture. So the gesture is something that's located off screen. So, you are maybe swiping right or swiping left to access the same thing that used to be right in front of you.   And those are the learning curves that are challenges for everybody when we're trying to learn a new system. It's important to think about that with anybody you support of what is their current level of technology that they're experienced with. And then also start trying those things out with them. So, it doesn't mean that you need to be a master of technology to start using some of these and trying them out. And then in most cases, I am introducing this new tool that I think is going to be great, and they show me how they use it. They show me how it's going to be helpful with them. But I may need to leave with some ideas. So I want you to just ‑‑ as we're going through this presentation, to just think about the ways in which technology that you use in your life has been helpful to you. The ways that you learn how to use that technology. And how did it meet the needs that you have.   Because I know that I've had times where someone says, I have this new app that I'm really excited about, and you have to try. I it's going to change your life. And then what happens? You try it and it doesn't change your life. Because it doesn't meet the need that you have, or the types of things that make the most sense for you.   And that's okay. Part of it for me is trying lots of different things. When I see something new and download the app and try it, and some of them stick and some don't. I'll see you the ones today that mostly stuck.   So, in an attempt to make connections between low‑tech and high‑tech, I want to start with a small story. This is about an employment specialist, a job developer I was working with in the Oregon area. He wasn't actually concerned at this point with taking technology to his customers to support them to be independent. He had a new phone, it was his first smartphone ever, and he wanted to better use that for himself, for him to be productive. And he felt that when him and I spoke about this topic right now, he sat in on a presentation that I did that was like this, that he thought, well, I want to make sure that I'm feeling comfortable with my own technology before I try it out with somebody else, and that totally makes sense.   So, with Greg, he had this brand‑new smartphone, and knew a few things of how to use it. Of course, in are ‑‑ you know, the things that were once analog buttons are now text buttons or digital buttons and they're touch. So I guess the steppingstone from the analog to the digital isn't a huge step because you can still see what it is. There's all these other things. For instance, he started using voice‑to‑text, which was really helpful, because he felt his fingers were too big for the buttons, and I don't have this problem all the time, but sometimes I do with smaller texting, which is why I'm really happy most of the time about autocorrect. He wanted to use more voice‑to‑text for emails and text messages. He felt that that was more efficient for him, because one of the things he was struggling with was being able to use his thumbs to type out messages. That's one of the things we looked into.   Again, he had a need. He needed to more efficiently communicate on his phone, so what are the tools he needed? In this case, it was using voice‑to‑text.   Another need that he had, he had a really hard time keeping track of all of his contacts. If you're in the habit of always adding contacts to your phone, that's really great because it's a great resource to keep track of them. He would go into a business, he would be talking to a manager, he'd get their name and contact information. He'd write it down on a sticky pad or a note pad, and then he would go to his car and put it somewhere. And his car and his office were full of sticky notes and paper, which I still use pen and paper, so I'm not full high‑tech. But he was losing track of them.   So one thing that he started doing was that he would add ‑‑ he'd get in the habit of always adding into his process every time he left a business, he actually went to his phone, and we created groups that had job development contacts, he had the information for customers that we supported, and he linked them together to better find those things. So he's able to remember what they talked about, but maybe it wasn't clear if it was a lead, or if it was a lead that you go into a business and you say, I really never want to go back there, I don't think it's going to be a good fit. It's important to know that information before you proceed.   So, that was something where, with Greg, is that it was filling the need and what it was going to be ‑‑ what was going to be most helpful for him to be productive was to address the need with his new technology. Granted, he was very interested in incorporating this new technology. But it was a learning curve. But he incorporated a few simple tools and it made a huge difference. A couple months later, I did get feedback from him saying hey, this is how I've been using it. I haven't been losing job development contacts. I haven't been losing names that I've been working with. It's helped me be more efficient. And the rest of his team said that was also the case. So that's an example of someone who, it's not disability specific. Technology is something we all use and it's all based on need.   So I'm actually now wanting to engage you a little bit more. What I want to ask you, if you can please locate that chat box, and type in the answer to this, what was once high‑tech to you, that now when you look back on, it looks really low‑tech. So you can type in the chat box just some examples of that.   Flip phones, yes. Tom Tom GPS. Car door window. VCR. Very nice. A beeper for work. That's great. Blackberries. Dial‑up Internet. Heather, you win a prize. Email, Nintendo, eight track player. Oh, my gosh, these are all so good.   So even examples like email, those are starting to be something that is maybe more obsolete. People are using a lot of different platforms and tools that aren't email. And even a camera, an analog camera. And all these things you're mentioning, so it's like Nintendo. We have video games on our phone. Email on our phone. Eight track player has now been replaced by many things and now that's in our phone as well. So is our camera, all of our music. Those are really great examples.   So, I'm really glad that you mentioned dial‑up Internet, because that was the thing I thought about most. You probably can't actually hear this. But you remember the sound. Let's try it. It's a pretty awful sound. This is technology in the making right here.   So that is something that for me, I thought at the time that dial‑up Internet and AOL Instant Messenger was fantastic, because it was the first time I was able to have my home connected with the outside world. And it was totally worth the wait to wait for that dial‑up, to go through this process, and then whatever, 45 minutes later ‑‑ not really ‑‑ that you were able to access the Internet. And it was very slow. And then I got used to having ‑‑ I think it was Earthlink, and it was really fast compared to that. Now if we don't have a web page that loads right away, I think everything is broken.   I'm hearing that my audio is fading in and out, so I think what it is maybe ‑‑ again, I'm used to talking in person, and I move around a lot. I'm going to try to stay very still. That's my challenge. Thanks for telling me. I'm going to really try to stay still.   So anyway, all the things that you mentioned ‑‑ I know I'm really hitting the point home here, but it's important that whether it's you with technology or the people you support, it's really cool to look at that pathway of ‑‑ there were many things that we use today that are low‑tech that will once be obsolete or they will morph into something new. So I'm telling you that because I want to give you the confidence that even though dial‑up and flip phones and blackberries and VCRs were once state of the art, is that you're doing things now that are filling the same need as those things, but they are just higher tech. So you have the skills to be able to learn that technology. So, the learning curve may change because technology moves so quickly. I know that generationally, sometimes there's a disconnect between the developers who are developing technology, and people who are using it. But you do have the skills and you have the interest with the proper setup, and if it's based in need, you will definitely do it.   So my actual introduction into assistive technology is ‑‑ I'm first going to mention video resumes. They were at the time something I thought of as assistive technology. But they're really, really helpful. The typical way that people go through an employment process, for better or for worse, is that they're going to create a paper resume or electronic resume at some point that very simply and succinctly lists out all of their skills on a page. What do we find with people that we support, and this is also whether we're supporting someone in accessing any kind of opportunity, but that it's printed, and that's part of the application process or part of the transfer of information. People in my experience that haven't been given an opportunity and have been continuously overlooked from the employment sphere don't always appear best on page. There are many people who do, and there are people that, to see them in action, is going to be what is really going to show what their skills are, instead of just telling about it.   So I always recommend that in the process, you do respect the business's process. However, I really encourage that when needed, video resumes can be a really nice amendment and addition, and really, it helps to amplify the skills of the person.   When I first started using technology in this way, it was because a coworker of mine, her name is Emily Harris, she works for Wise, and she and I were both job developers for a different agency. The person she was supporting was fluent ASL and they were deaf, and they showed up to interviews, and people were sometimes not knowing how to communicate. They were directing them to communicate with a job coach. That's not the most ideal state at all, because you hope that people would be creative in how they want to communicate. But a lot of the work we do is helping to educate people on how to best communicate with people. And giving them permission to interact with the human being across the interview.   But these are tools that help put the job seeker and the employee at ease. So when you're able to pull out a tool like this, it will communicate for the person in a way that makes sense. This person who would sign, what they did is they took a video where she would sign, and then in the video, they put captions about what she was saying. And it was just about here are my skills, here's my work experience. This is what I like about your business. I'm really interested in working with you, and any questions you can ask me directly, you can also ask my job coach that can help. You know, just giving some of the go‑tos. It lasted maybe a minute long. And this was something that she could share during her interview that would say ‑‑ it would answer the question when they say, hey, can you tell me a little bit about yourself, can you tell me why you'd like to work here, what are your skills and how do they align with this job. You can answer that in such a quick way.   These are two different apps that I will use. Quik is made by the company Go Pro, and you can type in Quik into your app store, and this works on either device. IMovie, we know that is Apple specific. That comes already on iPhones. Typically, it's just included in your package, so you can download it for free. Quik is something that has a really nice way of ‑‑ you can record five or ten videos, and then you just put it into the app, and it will make a video for it automatically as an algorithm senses action and it can make some quick things for you.   So, I recommend that if you've never done video editing before and you're interested in trying to work with somebody to enhance their skills off of the paper and on video, try Quik out and see how that works.   And so here's an example of a video resume that I made for somebody. And this is probably five or six years back. I made it with a phone and I edited it on the phone. So it's also accessible and we don't need a whole editing suite.   So I'm going to play. I there's just a little bit of audio in it. Let's see if this works.   [Video playing]   >> RYAN FARROW: Okay. So, I'm going to ask you to chat in the chat box again, too, because the whole point of a video is to show someone's skills versus just telling about them. You notice I didn't include hardly any text in there saying here are what his skills are. For him, it showed a lot of things.   So what are things you saw about Steven that would be skills that an employer would want? And feel free to type that in the chat box. Focused. Excellent. Independence. Looked happy. Thoroughness with lawn mowing, using equipment that's potentially dangerous. Safety is a huge thing. Precision. He knew the task. Familiar with it. Yeah, smiling, looking like he's having a good time. Team player. Great work. You don't always see the teams in there, but you can see he's working as part of a team. Neat mowing. You can tell ‑‑ I would never speed it up to make it look like someone's faster. The only reason I would do that is to show neat mowing and the precision that was mentioned about how his lines were. Safety and independence. Great. And thank you for typing in the chat. It reminds me that there's actually somebody out there, so thank you.   These are things that would show up in a skills profile for the employer. I made video resumes for people recently, where maybe they are someone who mobility is a barrier for them, and so coming into an interview, people do make assumptions about what people can and can't do. But having a video, you can add ‑‑ you know, just like if you were doing ‑‑ so you're doing discovery with somebody in a person‑centered plan that is focused around what are the transferable skills that that person has, you're asking questions that aren't about what is your job experience. You're asking about the chores, the things they're interested in doing, the types of hobbies they have to better see as transferable skills.   So part of this process is video can be so great if you're looking at ways to help and provide those skills, if even on video they don't show up so well, you're giving that information to the employer. So that's when I would add in those captions, all those wonderful things that you mentioned. You couldn't see that clearly in a video, but it was a task. I would add those things in down below with a caption, and those are things you do quick in an iMovie.   Other video uses have worked great for people. Some people experience a lot of anxiety before they enter a job site. Sometimes I've worked for organizations and one of the things we did was virtual tours, where we made a job coach walk through with a phone, and they're basically doing a selfie and walking through the whole employment setup and they're saying here's the person interviewing you, and give the information. That's really helped people that were very anxious about going into a job site. I recommend video that can be something that can help with learning and to addressing new situations.   So a little bit more about some specific people. Now we're going to move beyond video. Video will be a recurring theme for each person. But what I would say, just a small aside is that video resumes aren't for everyone. Not everyone is going to benefit. I'd say only add that into the mix because it's going to amplify their skills. It takes away from their ability to verbally communicate in a way that makes sense to them, or they don't want to use them, then of course respect that. I know that you all will.   Okay. I need to stay more still.   Okay. So, these are the types of supports that Tanya, the person that I supported in job development, is going to benefit from. The reason I knew this is because we had gone through an assessment process, you know, doing discovery, and we had done some short work experiences to figure out for me to help better understand what her skills were and what things she was interested in, and her employment goals, and the kinds of supports she may need.   So, a few things that came up is I knew that communication would be something that we'd want to have some sort of additional support for. Tanya was someone who does verbally communicate, and if you don't know her really well, it's sometimes hard to understand her. Having a communication tool would be helpful. I asked her about that, and there were times when we were getting to know each other, she would get frustrated if I didn't understand. I'd ask, can you say that again, or can you point to what you're talking about, and she would be frustrated, understandably. The reason I'm asking the question again is not to be annoying, but it's to better understand her because I want to know what she's saying. I do care about that.   So I talked about with her, it would be helpful to have something to help you communicate in some cases. She said, yeah, it would. It would help her coworkers better understand her. Task management was something that she was so focused when she's on a task. Sometimes getting task one, she'd get down so quickly, she's such a fast learner. And getting from task one to task two, sometimes the time that it took to transition or to know what was next was sometimes a challenge. At least at first when she was learning something new.   Keeping time. I learned that in the beginning, we would have built‑in breaks as part of her shift, and what I was tracking to see was she tracking on a watch, was she tracking on the clock on the wall. Learned that both digital and analog time was hard for her to keep time, and because of her level of extreme focus, which was really, really great. She would get so involved in a task, she might not really know that time is passing or see other cues, so we knew something would probably be helpful if she had a job that needed to have time keeping involved.   And kind of a memory for policies and rules and knowing the expectations and having those clear from the get‑go. I know that ‑‑ I would say anybody starting a new job, having clear expectations of policies and rules to follow are extremely helpful for anybody.   So, to address those supports, we had a couple of things put in place. She was experienced with an app called GoTalk NOW lite. Essentially, you push the button and it speaks for you, and you can customize it to the person. The lite version I believe is only on iOS devices, so Apple and iPad or iPhone. Not iPhone. IPad. Sorry. And there's a lot of other identical or similar apps that I would say are out there. [Indiscernible] to go is one of the most expensive ones out there. If it works for somebody that needs a robust communication system, then great. This is a great start for something simple, especially if you think someone is going to need more communication in an electronic form. May start with something like this so you can make better recommendations later on.   With task management. We ended up using FirstThen Visual Scheduler. What I'm finding more and more is there are so many great apps that are made with the idea of universal design. They're not saying if you have a disability, you'll benefit with this. I tend to align more with, what's your need and what are the tools that are available in general. If it turns out that First Then Visual Scheduler is the best, then great. I would say you do have to pay for it, so it ranges from the lite version which is $10 to $15. I haven't checked the recent price on it.   But another thing, too, funding ‑‑ I'll go into a little bit some funding sources that I'll recommend pursuing. They oftentimes were looking for a more free or really low‑cost solutions, because those are easier to implement. You don't have to wait for funding for them. Having said that, there are times you do need to have a funding source.   So, iMovie, I mentioned earlier. And Time Timer was something that we used for her to keep track of time. The way that she used Time Timer was that, if you're familiar with, this I put the picture up here that has the red. The red represents how much time is remaining, or you can set it so it's how much time ‑‑ the white is actually how much time is left. So as the red gets bigger and bigger, it means time is almost up. I kind of like the red is your time and that is disappearing.   Eventually she got a job, and after we found her job for her, she had built‑in breaks and she had a lunch. We were able to set three different timers that were color‑coded. It was green, blue, and red, and they were labeled with text that she could trigger that would then ‑‑ basically, the timer would be from the start of her shift to the beginning of her first break. So any time she was not knowing what time it was, looking at the clock on the wall wasn't helpful for her, so she would look at her Time Timer and say, I can see how much time is left and I have time for more things before I go on break.   And then Tried and True ‑ Paper. There are times when the phone dies. You forget to change it. You need to have some kind of backup option. It's really helpful.   Sheila said Time Timer has an app for 2.99 on Apple. So, pretty cheap. I agree. That's a really good option.   And just search for things like this. You're going to find comparable apps. And then we'll go into an actual app that I use now that's free that is a task management app that's similar to First Then Visual Scheduler in many ways.   Okay. So, speaking of task management, these are some of the other apps that I would recommend trying out to see if they might work for somebody you support. I use Evernote on a daily basis for my own tracking of what kind of task I need to do and my to‑do list. You can organize them. Or you can organize things down to kind of your notebooks and you find notes within them. I'm not going to show a full version of that right now, but that's something that is a helpful tool, and it's free to sign up for either one of those.   And you can always ‑‑ I won't be around forever. By 11:30, we will part ways. So YouTube is a great resource. You type in any of those apps, you might be able to find something that someone has reviewed and who has tried them out.   Wunderlist we will demo in a second. 30/30 is a cool app, too. The ones on the top row are going to be android and iOS. And the one down below is Apple.   And then IKE is something that this is just a way of tracking your tasks in general. It goes by the urgency versus importance and how you organize it. Many of these tasks, or these apps, like Wunderlist and IKE give you the option to add a picture to it. For me, I've seen ways in which a typical task list is created within the business. Most of the time, it's paper‑based. Which I don't know if you're like me, but I am very visually oriented. If you can show me what it looks like, I'm much more likely to get it right. When it's listed in text or it's a description or, you know, a paragraph, it might be harder for me to get the information I need. So I like Wunderlist and IKE and Evernote, where you can add a picture in, so if people need more information, they can see that picture.   Wunderlist, this is typically something I would show you on my phones, but I'm going to show you instead on the Internet. A couple things to know. Bullet points about what this app does. It works across many platforms. So, what I can do is I can use the app, and I can add a new task for me. And my wife specifically, we use it to track all of my groceries. When I add it to my list, it automatically syncs to her list as well. If I get a hold of an android device and I log in there, it will be there as well. So you can access it anywhere, which for us, for me, I should say specifically, I will likely lose the paper list or I will put it in one of the many pockets I have when I go to the grocery store and I can't find it, and I mix it up with the coupons. So having it on my phone, it's there and I can check it off and it goes away.   So you can share those lists with anyone or everyone. You can email or print them. You can have as many lists as you want. You can have the pictures. You can have due dates and reminders. I'll have due dates for friends, since I have a recurring list that keeps track of the chorus I want to get done on a weekly basis and a monthly basis, they pop up on that and a reminder, today you're cleaning the bathroom. It helps keep me more accountable.   These are the ways I use it in my own life. On the job, they can have a list synced and they can use that list if that works best for them.   So now I'm going to share a new screen here. Let's see if I can do it. I'm on the wrong screen. Okay. So, I'm just opening up my Wunderlist to you. Here's some examples. So, I'll actually go to ‑‑ well, you can see right now what's up is my garden list. Just doing things for whatever reason, and honestly, I've given up on a couple of these projects, but they're ways I can keep up with information. I'm sharing this with my wife. If either one of us is going to continue a project, we know what's next. Information is commonly lost when you're trying to manage a task with people.   Other ‑‑ let's see. I mentioned chores. So on this one, you can see the due date. And you can also see that it was due on the 20th. So there's certain things that I didn't get done yet. That hopefully is the creation date, not when the due date is. So these are also ‑‑ it's really helpful ‑‑ one of the main things I love this for is that you also have lists that you can populate. So I can put Edmonds packing. Okay. So, you can have things that you're packing for a trip. You can always show your completed to‑dos. The things show up that you once had. So, I have a 2‑year‑old, and whenever we go on a trip, we have a whole bunch of stuff we need to pack for him, so we have a list that's on here that we always reference to be able to pack things for him. So there's his list. Right now it's all clicked off. I can see all the things that I need for him in order to make the trip a success and you don't forget things. It's easy to walk out the door forgetting something really key, like a baby monitor, for instance, which happened once.   So I'd recommend trying this. So download Wunderlist on your phone and just start trying to use it and see if it works for you. For me, it changed my life with the groceries. And, again, I know I'm talking about this one a lot. This is one of my favorites. And it's, again, to bring the point back to, if it fits a need, it's going to be somebody that you incorporate in your toolbox, so this is something that's been helpful for me. You can use it for so many other things.   Jill uses it, too. Okay, very nice. And there's a comment that I look organized. Thank you. I am ‑‑ it's all in the pursuit of being organized. It's very easy on a webinar to look it. But yeah, try it, and maybe it will make you more organized. I hope so.   Okay. So, now we should be seeing ‑‑ I'm just going to double check. We're back to the PowerPoint. Great. So now I'm going to talk about someone that had a little bit of a different kind of job. This is someone I supported at a county office support position. It was a county I was working in and we developed a relationship with the ‑‑ like the public sector, and it was the county government opened up job development in different departments, and allowed us as a staff to come in and start doing job development. One of the jobs that we identified that Aaron ended up getting was this very detailed scanning work of public records request.   I'm not sure if you've ever made a public records request, but there's a process that goes through where any citizen can request public records, which is great. Power of democracy. Aaron was responsible for that for all county documents. Such an important job. Because county documents are not only for citizens to pull up, if they need something, but also in court cases, where maybe those court records were essential to making sure that a case was won or lost or whatever.   So, it was very detailed because if he didn't get it right, it wasn't accurate, then people couldn't find it.   The things we knew from Aaron and going through discovery with him was communication, interview and on the job was going to be helpful. Task sequencing. Communicating questions, specifically about some tasks. Communicating questions came up while on the job, so that was something we didn't figure out beforehand. That was something that we knew ‑‑ there were so many details he needed to learn, that having that as an option was important. And support for reading documents.   He did the working interview. Basically, he just repeated exactly what they did. And so, we didn't know much about his reading level. Turned out it wasn't as advanced as we thought, but as we know, he raised the bar for people, they will meet it. So he found tools and strategies, starting to increase his readability of documents and being able to match them.   I heard a little sound, I want to make sure if there's any questions coming in.   >> LARA ENEIN‑DONOVAN: Yeah, thank you. Actually, we do have a question from Jessica, which is one that I was going to ask you at some point as well. How do you assist individuals to purchase tablets or phones for these different apps? With such limited sources of income, it can be difficult to purchase these things. So I guess they're wondering if there are resources or programs out there that we could tap into for folks.   >> RYAN FARROW: Yes, absolutely. This is a really great question. Thanks for asking. It's a hard thing to navigate no matter where you are, I think. Certain areas have more resources and some don't. I would say that the typical route that I've gone through is I'm working with people that have ‑‑ they have long‑term supports through county funding to be a Medicaid waiver to be able to access employment funds. So, through the Medicaid waiver, I would connect first with their case manager, and I apologize because ‑‑ I don't know what it might be called in your area, but in Washington and in Oregon, it's called the Community Choice Waiver Program, and basically, within the waiver of employment supports that is available, so the waiver includes moneys allocated for employment, in Washington and Oregon, there's a certain amount, I think it's like $500 a year or something like that that can be allocated towards a number of things that help people to direct funds for their employment needs, and in this case, it would be assistive technology, and when I've looked through and talked to case managers in Washington and Oregon, that is one of the things listed as a qualifying ‑‑ the qualifying needs that can be met with funds from this community choice waiver. Sorry, Community First Choice Waiver Program. That's what it is.   >> LARA ENEIN‑DONOVAN: Yeah, I'm not sure what that would be called here in Massachusetts. I know people in dayhab here in Massachusetts use the waiver.   >> RYAN FARROW: Yes. And it's through the waiver as well. I think you're right. It's probably called something different.   >> LARA ENEIN‑DONOVAN: Right. Whether it applies to people who are actually doing employment that are part of the DD statewide agency.   >> RYAN FARROW: Yeah. Another way, too, when someone has funding through vocation rehabilitation is that VR counselors are able to support people to purchase technology. It's up to you to make the case for it. Cool. And Jessica just included that Easter Seals just took over the waiver from Massachusetts. So that's great to know. That would be great to connect with as well.   So VR funding, vocational rehabilitation, working with them. It's making the case ‑‑ so, like, conference, on the screen, it talks about Aaron. When I thought someone would need communication device or need assistive technology, when I was going through the job development process or going through community‑based assessments, work assessments through VR funding, I would be listing these things out in the ‑‑ you know, whatever questions they ask around barriers or supports that are needed to say, it's going to be essential, these are the supports that are needed.   I recommend, say, an iPod Touch because it's going to hold all the things, it's going to help the person be independent in these areas. The last one, communication specifically, is a communication device, so, say an iPad, it's considered a speech generating device, and what you can do is finding a resource and connecting with a speech and language pathologist. I've worked with people where they connect, you know, through funding they already have to access a speech and language pathologist. They conduct a formal communication assessment, and they actually can write a note to the person's doctor who can then actually prescribe a communication device, a speech generating device as a prescription. And that prescription then is covered by insurance. So that's another way of going about it. That will be ‑‑ in a case I've seen, it's specific to communication. But it also may be in your area ‑‑ I would think it depends, but about other kinds of technology that's available to them that will help otherwise.   >> LARA ENEIN‑DONOVAN: Do some of the programs like Verizon or AT&T or, I don't know what they're called, do they sometimes have programs for people who are of limited income? I've heard some people have been able to get some iPhones or something for free. I don't know how accurate that is.   >> RYAN FARROW: I'm not sure. I feel like there are programs maybe within some of those phone providers or otherwise that are discounted phones. I mean, I think for me, I will definitely be stopping ‑‑ my first stop would be looking at connecting with the case manager. That does sound like a good route to look to.   >> LARA ENEIN‑DONOVAN: Right. Okay, thanks.   >> RYAN FARROW: Thanks, Laura. Okay, cool. I know that's helpful. Probably a long‑winded explanation.   >> LARA ENEIN‑DONOVAN: And Heather also shared that Mass Health will cover iPads as communication devices through prescriptions. So people can kind of keep that in mind.   >> RYAN FARROW: Okay, great. Thanks for sharing that. The more resources the better, because I know full well when it's on the West Coast, I don't know necessarily all that information. Please keep plugging it in.   Okay, back to Aaron. We designed supports that are going to help him be more independent. And it looked like this. On the job and in interview, iMovie was used mostly as a communication tool. Evernote was something that we used in a number of ways to keep track of different tasks. We took pictures and imbedded them within the note. It's just as easy when you take up ‑‑ you're constructing a message and you take a picture and it embeds it wherever you're at.   If you haven't found a scanning app, I recommend doing it. It helps my life in general, to be able to scan things electronically and save them. I don't have much paper filing anymore, so that's what I do. He used this scannable app to be able to scan new documents that he was inputting into the computer, and it was an attempt to save them, and we would annotate them to help him remember what he needed to do with that type of document, because they came up and they were occurring.   And we use Skitch to be able to annotate those pictures. Now, too, on your phone, typically what I've found is when you take a picture, you can do filters, text, and you can annotate it with arrows or with boxes. For Aaron, we did that quite a bit because he was able to distinguish certain things.   Here's an example actually. Something like this. This tool saves so much time. So, think about me as a job coach. I was supporting Aaron for 20 hours a week in the beginning. I was there full‑time. Every hour that he was there, I was there as well. That created case notes, that included tools outside. I supported him a lot of hours. My whole goal was to look for opportunities for independence, for many reasons, because he deserves a job where he can be independent. I also like to go and support them to find jobs in supporting them. I say all that because this kind of tool supported that.   I would be in for, say, a full four‑hour shift, and this is a task that would come up randomly. Basically, we need these printed, can you fit that in your schedule? I'd be available to remind him of things like this. So the green box actually points out. It's something that I have trouble remembering, too, because what happens if you put it the wrong way? It prints it upside down. The County would like to look professional when it's sending these letters, so having it right side up is really important.   So we just made this tool. So when he needed something, we had a point where he'd text me, and I'd redirect him back to Evernote which had this note in it, and he could say oh, okay. Now I know how to do this. I don't need your help in this. If that was the only task on certain days that I need to help him with, I might stay there for four hours to be available until that happens. It's not a good use of anybody's time.   So, having something like this made it so he could do it independently, and that was the leave‑behind. This is something I actually created when I was learning the job as a job developer, and he showed me this task. I remember, I look at those things and go, how am I going to remember those little details? I'm going to take a picture of it and annotate it. That was using Skitch, but you can use a lot of apps for this.   So, these are other work tools. So, Evernote was helpful for Aaron and I to communicate back and forth. It also has a built‑in messaging function where you can communicate about specific notes. So, for instance, that envelope printing, it could be a specific note where he could start to chat about that note. So I know what he's talking about. And I could actually remotely support him. And Scannable and Skitch were really great. These are all scanners and annotators I recommend trying out. If you see the icon next to it, the little robot guy, if you're not familiar, that's android. The apple is Apple. So these are good ones.   I think that Scannable and Skitch are built into Evernote. Adobe Scan is a really good app to use as well.   So it says demo, and I'm thinking about the ways in which I can show you this. Basically, I would just recommend trying these kinds of apps. So what I would typically do is show you how you can scan something, put it into Skitch and annotate it, and then you could put it in your task tools. Maybe I can do it this way. I'm going to ‑‑ yes. So, Adobe Scan, I'm going to scan in something. No, I'm not, actually. It's not on here.   I'm actually going to spend more time demoing a different app that I think will be helpful for you. But I would recommend looking at ways that you can scan things, and then use all these tools to be able to better create a visual task list. And in both cases, with Aaron and Tanya, we used visuals to be able to help them be independent.   One thing I totally forgot to mention about Tanya is that we had all these tools in paper form, and we had a binder of work tools that she could use on the job. And what we ended up finding was that she had various tools she was using. She used time timer, which is something she wanted to use on a device. We worked with vocational rehabilitation, and they funded an iPod Touch, and she incorporated all of those apps onto an iPod Touch. So instead of her going to a central location every single time, or coming to me as a job coach and asking what's next, there was a really cool day that happened where she had her iPod Touch in her pocket, and we were working on using that as her tool, and for a while, she would come up to me and say, hey, what's next? Or, she would just stand next to me and kind of just not know what to do next.   And so I said, what does your app say? And she'd pull it up, and it was Visual Scheduler. She would look at it and go okay, that's what I need to do, and she'd go back to it. So for a couple weeks, she might be coming to me. And then eventually there was one day where I saw her across the way, and she was in the store, and she stopped and paused, and kind of looked over at me, and then she pulled out her phone, or her iPod Touch, and said oh, it's right here, and she went on working.   And then eventually, she wouldn't even look at me, I wasn't even a cue anymore. Which for me as a job coach's dream, to put somebody in place and help them be independent and you don't need to be there. That was the goal. Thanks for letting me go back in time a little bit.   Let Me Talk is something on Android. Soundingboard and Alexicomm AAC are very basic, but they're a way to start getting comfortable with programming something like that. The Open Voice Factory is an Internet‑based one that I haven't used a lot, but it has really good reviews. This slide is mostly not to explain about the whole app anymore. It's more about just to be able to give you another resource.   And I think it was mentioned in the chat, but if you didn't see it, that at the end of this, not only the slides will be sent out to you to be able to reference, but also I have an apps list that lists everything by category. So, communication, task management, any support need, that's how it's listed, and there's a bunch of apps that you can start to try out, so that way if you have a question about it, you can go to that first. Always reach out to me, though.   I mentioned Time Timer earlier, but I want to mention a person I worked with. It wasn't that he wasn't able to track time. It was more that he was anxious about when he was able to take a break, go to the restroom, go take a lunch. What I say about restroom, we're all adults here. You can take a restroom break whenever you need to take a restroom break. But things like taking a lunch, those are sometimes built into your schedule.   So, for Alex, he was someone who we learned throughout discovery was that in times of when he was feeling a lot of anxiety, or when he was feeling frustrated or confused about something, what that would turn into was some ‑‑ he would hit himself, he would bite his hand, and he had scarring on his hand because of how much he had done, and he had done this for a really, really long time. And this was something that ‑‑ it's easy, I think, in our employment sphere that these are the kinds of things that hold people back because people think that they're not work‑ready.   In this case, I found that when I worked with a behavior specialist, so try to track these things, and for one, if it was something that I was doing, or there were other tools he might be able to use to support him to try to figure out what was the origination of some of these things.   One thing that his dad figured out shortly after we started working together, because it was happening a lot when we were out in the community and when he was doing work experience to start, is that he needed to limit caffeine. When he limited caffeine, it significantly decreased the amount of times it happened when he was still on the job, but it still was happening a lot. And when I was tracking it, I was noticing that when he would ‑‑ so he would do a couple things. He would hit himself in the head really hard. He would bang his head against something, a wall or a table. He'd bite his hand. Or he would just stomp his foot or just do a quick sort of ‑‑ just get some energy out real quick. I wanted to support him and help him to get through this if that's something he wanted to do. He definitely struggled with it and he wasn't happy with this as something that happened.   As we were tracking it, we learned that if we provide more predictability for him and for him to be able to better communicate what he needed, his needs were better met. I doubt that's a surprising conclusion to you, but the tools that we used to be able to support him were these things. We had an iPad with Time Timer on it. He would always see, and we always had the Time Timer available. Just like someone looking a at a clock. It was a Time Timer that showed how much time was left. In the beginning, he would say how much time until my lunch? How much time until my lunch? Or in his case, he'd say lunch, or break? And I'd say, there's still 20 minutes left. There's still 15 minutes left. There's still ten minutes left.   I know as a job coach that I'm built into that and that's when I say we need something in there. So Time Timer there. I would say you set the timer at the beginning. Look how much time is left. Looks like that's how much time is left. When the red disappears, it's done. It only took four times of talking about that that now that's his tool. Instead of him looking to me and asking him the question, he would look to the timer. He'd get the answer he needed and he'd go back to working.   Also what I noticed, as we introduced that, with the introduction of having communication, he can now better communicate to people around him, and the Time Timer, he was able to decrease ‑‑ what we tracked was in an hour time period, there may be 50 times where that either hitting or biting or stomping, that kind of symptom of his anxiety would come out 50 times in an hour. When we eliminated caffeine and we introduced this, we started tracking it and it happened twice in an hour that first hour, and that's about how much it happened. And it wasn't the extreme of hitting himself or banging his head or biting himself. It was just doing a quick stomp on the ground, and that was it.   I can't say these are the only things that supported this, but those are the two things we were tracking as possible tools or intervention that would help him. So that was a really cool I think success that supported him to manage that and overall help him be more productive and happier.   I'm going to stop for a second to see if any questions have come into the chat that I should address. Looks like not so far. We'll have more time at the end, too. I see that someone loves Evernote. I'm so glad.   So one thing we're going to look at now is ‑‑ you know, I have some theory into real world examples, and now moving into some future trends that we're looking at. So, this is a video that for me is helpful to look at what's around the corner. Because it's exciting to me that at one point, we weren't maybe talking about technology, or high‑tech as something that was a solution, and more importantly where it would be accessible for people. Or it was really expensive.   Now we have all these apps that are going to be cheap or ‑‑ you know, cheap or free that we can use, and these are some of the things that are higher tech that are going on.   So I'm going to show this video and we're going to talk about it a little bit.   [Video playing]   [Inaudible]   >> RYAN FARROW: Okay. So, this is Smart Stones is the company that's partnering. And then prose that's the app. So I've tried ‑‑ it's a couple different things. They showed the young girl that was using it as a communication device for gesture‑based things. I found sometimes gesture‑bases becomes inherent in your motor memory. I think it's free. But they've partnered with Smart Stones, which there was a woman using that headset, that what it's actually doing is it's actually sent to her brain waves to be able to assign a switch to it.   So if you think about the ways in which someone might use a head switch that's mounted to their wheelchair to be able to control and operate a computer or a communication device, it uses the brain waves to basically act like that kind of switch.   In recent conferences I've gone to, I've seen where people have used so much technology, where people who, say, don't have use of their limbs, that oftentimes people ‑‑ even they're paralyzed from the neck‑down, that there are still neuro pathways that are connected, and it might not be ‑‑ it's definitely not as strong as it would be if they were fully functioning because the ‑‑ it's the microvolts. That's how you measure the strength of neuro pathways. And so there's another company that makes it so you can actually attach little nodes on someone's part of their body, where their brain will send messages to those neuro pathways. And they might be really small microvolts, they might be faint, but they with adjust the sensitivity of those switches, that they can sense those microvolts going through that pathway and it operates as a switch. So people are using those kinds of things to send text messages by just ‑‑ and that's, again, using your brain and your internal wiring.   So, some of this is ‑‑ it's really sci‑fi. It's kind of crazy. But it's exciting to me because people are really doing a lot of really important work around helping people. But again, you look like someone like Liz in that video, you may have met someone that maybe experiences some support needs like Liz may, and it's still hard to figure out how this is going to plug in. You can plug something like that in, and it will be more and more accessible. It's not something you can go to the store and buy now, but around the corner, it will be, and helping more and more people find employment.   One thing that really drives everything that I do and what I currently do in my work with Nike is I really truly believe that everybody can work, everybody has skills, and talents and abilities that can plug into their right job, and if you find that right fit, it is out there. And so I believe anybody who wants to work can work. So that's why technology is so exciting to me.   Okay. I should have gotten that out of the way from the get‑go, by I wanted to mention that.   One of the final tools I will talk about, and I think we'll be able to sort of use and I can demo it, is Microsoft's. This is actually only an app available on Apple products. But Microsoft created it. And Microsoft is doing a lot of really cool things. You may have seen recently that they have a new adaptive controller. It was a commercial in the Super Bowl. They're doing a lot of things with gaming, but also doing a lot of things with helping people who are blind or have low vision to be able to access a lot of different things. But it's not just going to be useful for people who are blind and have low vision. It's also for people who maybe don't know how to read, or their literacy is low. Like, that might be also a helpful thing.   And other things. So the way it's used is it uses artificial intelligence to be able to track the ways that people are using it, so it better can ‑‑ it's better and better at identifying the certain things.   So, let's see. The things that it can do are a couple things on here. A huge barrier for people. So I was thinking back to Aaron who had that county position where he was scanning documents. We created all these systems to help him better identify common words he'd see, but if he had something like this and it wasn't available at the time, he would be ‑‑ he would have been able to just scan it with his phone and it would read it back to him, because if he heard me read something, he would understand it. But if he was looking at it, he may not. So I'm going to pull out ‑‑ let's see. Okay. I'm just looking for a document here.   So I'm going to kind of show it to you here. You look at this page. It has ‑‑ this is actually ‑‑ it has their address and it has their website and all that stuff. This is creating workability right up here. So I'm going to put it down to show you how this works. I'm going to turn up my phone. So this is going to be short text. So what it does is ‑‑ I'm using my phone. And it ‑‑ on the screen, I wish I could show it to you, but you can download it for free ‑‑ basically, the camera is on all the way, and you can use short text to be able to read text. So let's see if this works.   >> Creating workability. Suite 207 Portland.   >> RYAN FARROW: And read the address as well because that was in the frame. The other thing you can do is scan an actual document. You can do a full‑page document, and it will start reading information to you. So I'm actually in the conference room right now, and I'm going to scan a full document as well. So a full document.   >> Processing.   >> RYAN FARROW: Oops. That's not right. As you can see, I'm not perfect.   >> How to huddle. Begin list item and add Nike huddle.   >> RYAN FARROW: Okay. So what it did, it took actually ‑‑ pretty much all of the text within the white region of this, which it can read other text as well, but it converts it into this readable text, which then you can email, you can send. If someone didn't read, they could send it to someone.   Another thing, I'm going to try this right now, I also wrote "hello" on this page in handwriting. Let's see what it says.   >> Processing.   >> RYAN FARROW: So it caught a couple different things. It's not perfect. I'm going to take a selfie of myself.   >> LARA ENEIN‑DONOVAN: Ryan, is the app called seeing A 1?   >> RYAN FARROW: It's Seeing A.I. What it says is, 37‑year‑old man with black hair and a beard looking happy. So it's able to recognize faces, too. So if someone was blind, you can actually save pictures of people, and it can be in your headphones, and someone could actually hold up the phone and they could ‑‑ you know, with someone's permission, be able to see who they are when they come in the door or to use in the room. It can also do scenes, where I've done it in sessions where when I'm live, I can take a picture of people in the room, and it will say people are at a desk with a computer. It can also do currency. It can scan products. It can sense color as well. And also how much light is in the room as well.   So, some of those things are very specific towards vision and some of them are more general.   >> LARA ENEIN‑DONOVAN: Jessica had another question. She said, some older individuals are hesitant to use technology. Do you have any tips or tricks on ways to introduce these higher tech things without them seeming so intimidating to people?   >> RYAN FARROW: That's a really good question. Because, again ‑‑ so, I can talk a lot about if it's based in need, then it will be helpful. That's a simplified version of it. I'd say if I'm working with someone who isn't a tech native, so native from a generation that they didn't start with technology, for me, what it is is these types of tools, I'm less likely to say, hey, here's all the tools you're going to use, get ready, let's use them now. I would actually put them in context.   So just like when I start a new job, I learned on my first day that I have my phone, I have my computer, I have a note pad, I have a badge that I use to scan in to different areas. Those are things that are built in and are inherent to my job.   So for me, I don't really have the opportunity ‑‑ I mean, I have to talk about it, but I'm learning that those things are a part of my job, and they're going to be ‑‑ they're going to help me be successful. So if I have something against badges and someone said, oh, in the future, you're going to use it for all of these different things, so just remember this.   Or if when I go on a job, they say here's your badge, and we're going to show you how to use it to access the room or access the building. If I was at all hesitant about using technology to do those things, when it's built into the training, I've found it's really successful.   So look at this app, Seeing A.I., using Aaron as an example, if he was like, I don't want to use any kind of technology, of course I'd respect that, but when you can show somebody how it's going to improve and help them do something, it may be just part of their ‑‑ part of a thing they use.   Again, we always respect choice, but we want to provide informed choice. So giving the options and tools to access technology that helps someone be independent and productive at work, I think that is what sells it to the individual. I hope that answers the question. That's what I would be saying, from not knowing the person you might be talking about, too.   One of the things I've been doing as far as technology, I set a timer on my watch to be able to track to make sure I don't take too much of your time. Right now, we are at the end of the presentation I prepared and I wanted to leave 15 minutes for questions. And so I really invite you to ask any questions you'd like and we can talk about it.   Otherwise, thank you so much for contributing and all of your responses, too, they've been really helpful. So thank you.   >> LARA ENEIN‑DONOVAN: Thank you, Ryan. It's been really interesting to watch. So if people had last questions for Ryan, maybe you have an individual that you have a particular challenge at work that you're wondering if an app might be helpful, obviously don't share the individual's name or anything. Or anything in the workplace. Happy to answer any questions you have. I know DeBrittany in another couple minutes is going to post the link to the evaluation form that we'll ask you to just fill out. That helps us know what you liked today, what you think we could do differently next time. Oh, there it is.   >> RYAN FARROW: Cool. I want to extend, too, I'm happy to, if you leave this session and you're feeling like, I'd really like to reach out and have a specific question, I want to be available for that. I'll say that I'm not doing direct work at this point. Like I said, I'm doing something a little bit different now. But I will put in my email and feel free to reach out to me. My best email is RyanTFarrow@gmail.com. Feel free to reach out.   >> LARA ENEIN‑DONOVAN: And just to let you know, in addition to the website that DeBrittany just posted for webinars, we also have all our in‑person trainings posted as well for the spring/summer. So you can take a look at those as well.   And Jessica has a question. How do you keep all staff trained in assistive technology that's being used? I believe that not having staff understand these things can be a big factor in unsuccessful use of this type of assistive technology.   >> RYAN FARROW: Absolutely. Great question, Jessica. So I think that ‑‑ so, I was on ‑‑ I say typically I've been on different staff where there's a variety of experience with technology. It's kind of become part of my job description, I think. But when I worked with different teams, so one of the ways is that I really am a big supporter of having staff train each other on the things that they're using.   So whether it be these are the best practices of discovery that I've been finding or sharing job development leads, having opportunities to share the types of technology that's being used is helpful. So, see it in context.   And also, we had backup job coaches that were trained to support someone. So, for instance, Tanya, who we supported, we had a couple of backup job coaches so if I was on vacation, she was still supported. And one of the things we did was we made sure that the backup job coach, just like they would have an idea of training on what kinds of tasks she was responsible for at her job, made it also more responsible for learning the kinds of tools that supported her, which included her iPod Touch and what that looked like.   Tanya was more than happy to share how she was using her tools. It was great, because she was actually the one to train the person and say here's how I use it. And also, I know how to use it. You can support me if you need to, but she knew how to use it.   And I say working that into a training. And for me, I mean, I'd say as someone who was a young employment specialist in the field, being able to utilize what I was interested in and share that with staff in a format that made sense for me was really helpful, because I think it encourages staff to think about their own skills and sharing that with their team to bolster the supports that you provide. So that's the avenue I would do.   But it helps to have, obviously, a point person that is skilled in tech.   So, other ways that you keep up on it I think would be looking for resources like maybe webinars that are included. Hope that's helpful. Yeah, thank you.   >> LARA ENEIN‑DONOVAN: Well, all right. You might need to scroll up in the chat box. I know the evaluation form link has kind of moved out of your line of vision. If you want to fill out the evaluation, and we thank you all for being here today.   >> RYAN FARROW: I see Sheila also asked if there was a cheat sheet for these apps. Yes. That was something I sent, that will be sent out, and the PowerPoint. PowerPoint and the apps list. I see you already put that in there.   >> LARA ENEIN‑DONOVAN: That's okay. DeBrittany, did you have anything else you wanted to share with people before we close out?   >> DeBRITTANY MITCHELL: No. Thanks for attending and thank you so much, Ryan, for that great presentation.   >> RYAN FARROW: Thanks so much for having me. It's really fun to do. Keep me in mind for future correspondence if you like.   >> LARA ENEIN‑DONOVAN: We will, definitely. Thank you so much, Ryan. Have a good rest of your day.   >> RYAN FARROW: Thanks, everybody. Bye.