WIOA

Professional Development

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Accommodations and Universal Design

May 17, 2023
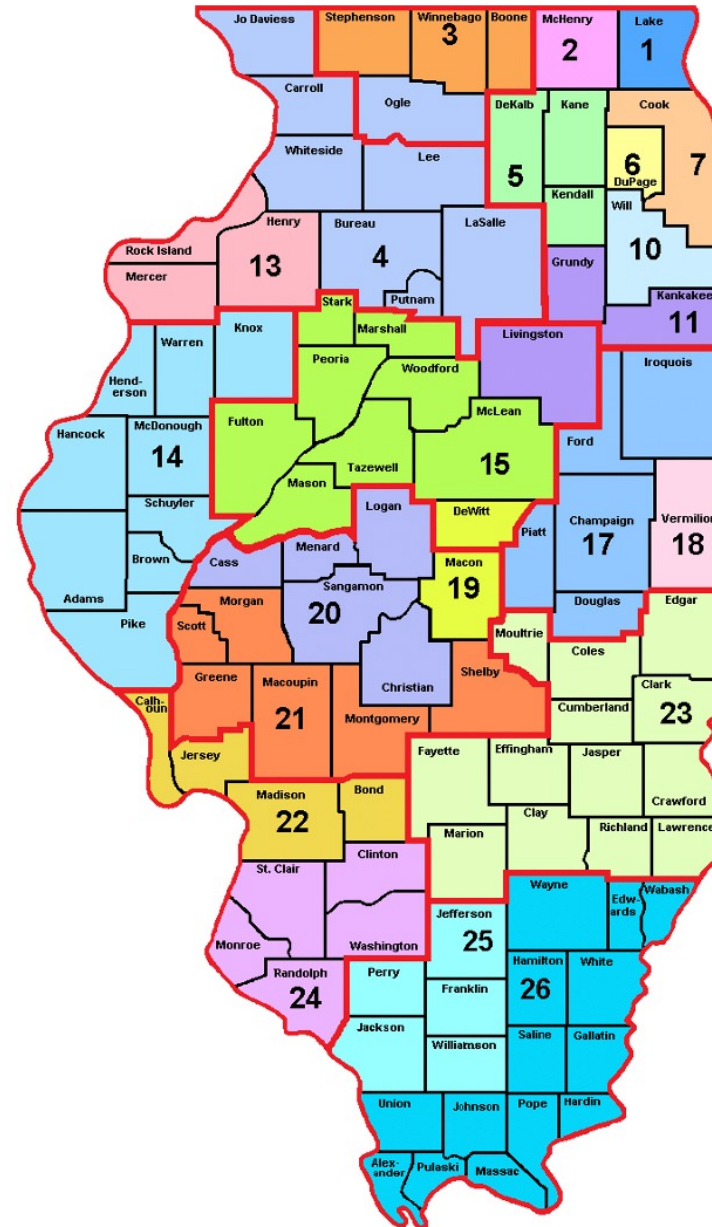
Facilitator

- **Aime'e Julian, Ph.D.**
- Director, Illinois Center for Specialized Professional Support (ICSPS)

Introduction

Molly Cook

- The CPTP Disability Workgroup meets monthly with the following charge:

  Identify and provide strategies and recommendations for eliminating barriers to ongoing employment for individuals with disabilities.

- Workgroup members represent employers, State agencies, local workforce representatives, educators, and lawyers

- The workgroup is hosting a three-part series on hiring individuals with disabilities

April 19
Corporate Culture

↓

May 17
Accommodations and Universal Design

↓

July 25
Individualized Support

Agenda

Aime'e Julian

- Universal Design Overview
- Overview of work by all three panelists
- Panelist Questions
- Audience Questions

Accommodations and Universal Design for Learning

Presented by:

- David Friedman, Autonomy Works
- Lori Kitner, Assistant Bureau Chief, Region 3, Customer & Community Field Services
- Mark McCabe: Director of AT Services, Illinois Assistive Technology Program
- Martha Younger White, Senior Vice President, Employment & Rehabilitation Services, Chicago Light House
- Aime'e Julian, Director, Illinois Center for Specialized Professional Support

How well do you know UDL?

1- Not at All

2 - Somewhat

3 - Had a Training or two

4 - I could write a book

Introduction to Universal Design for Learning

Aime'e Julian, PhD

Director

Illinois Center for Specialized Professional Support

Definition of UDL

Perkins and HEA define UDL as…

(24) UNIVERSAL DESIGN FOR LEARNING.

The term "universal design for learning" means a scientifically valid framework for guiding educational practice that-

(A) provides **flexibility in the ways information is presented, in the ways students respond or demonstrate knowledge and skills, and in the ways, students are engaged**; and

(B) **reduces barriers in instruction**, provides appropriate accommodations, supports, and challenges, and **maintains high achievement expectations for all students**, including students with disabilities and students who are limited English proficient.

Universal Design for Learning Guidelines

AFFECTIVE NETWORKS:
THE **WHY** OF LEARNING
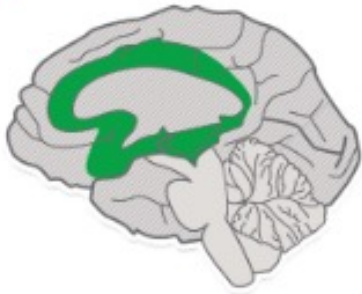
Engagement

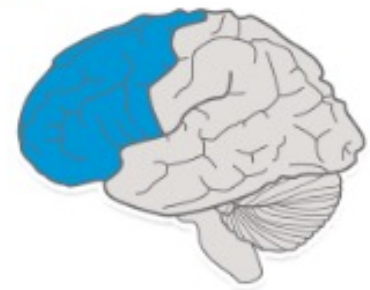For purposeful, motivated learners, stimulate interest and motivation for learning.

RECOGNITION NETWORKS:
THE **WHAT** OF LEARNING

Representation

For resourceful, knowledgeable learners, present information and content in different ways.

STRATEGIC NETWORKS:
THE **HOW** OF LEARNING

Action & Expression

For strategic, goal-directed learners, differentiate the ways that students can express what they know.

Introduction to Universal Design for learning

EQUITY IN
CAREER AND TECHNICAL EDUCATION

ilequity.com/udl

Universal Design for Learning

Universal design for learning (UDL) is a framework to improve and optimize teaching and learning for all people based on scientific i
humans learn. ICSPS is working to support the system in implementing UDL and increasing the equity of students across Illinois.

Breaking Down UDL
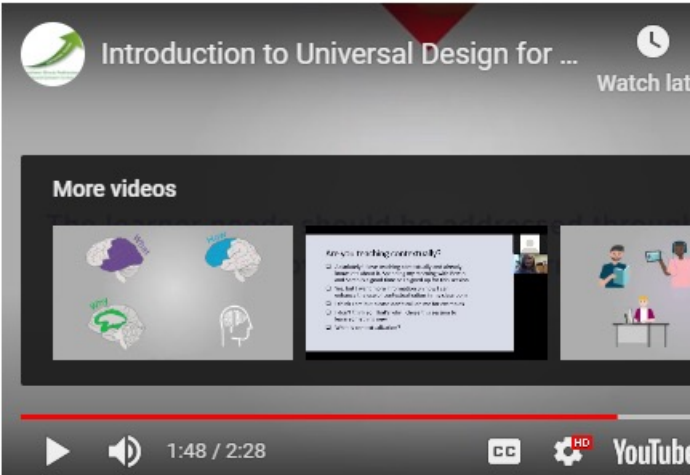
UDL Core Concepts
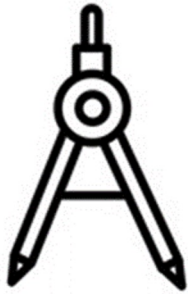
Architecture   **Neuroscience**   **Learning**

Engagement in Practice: Sustain effort and persistence

Engagement in Practice: Optimize relevance, value, and authenticity

UDL Core Concepts

The barrier is in the environment, not **the learner.**

UDL IS NOT A **CHECKLIST** OF THINGS TO DO. IT'S A NEW **LENS** FOR THINKING **ABOUT** **EVERYTHING** [YOU] DO.

Variability is contextual

North: Likes to **take action**, try things, and **plunge in.**

West: Likes to know the **who, what, when, where, how,** and why before acting.

East: Likes to look at the **big picture** and the possibilities before acting.

South: Likes to consider **everyone's feelings** and **hear all voices** before acting.

CAST

Scenario

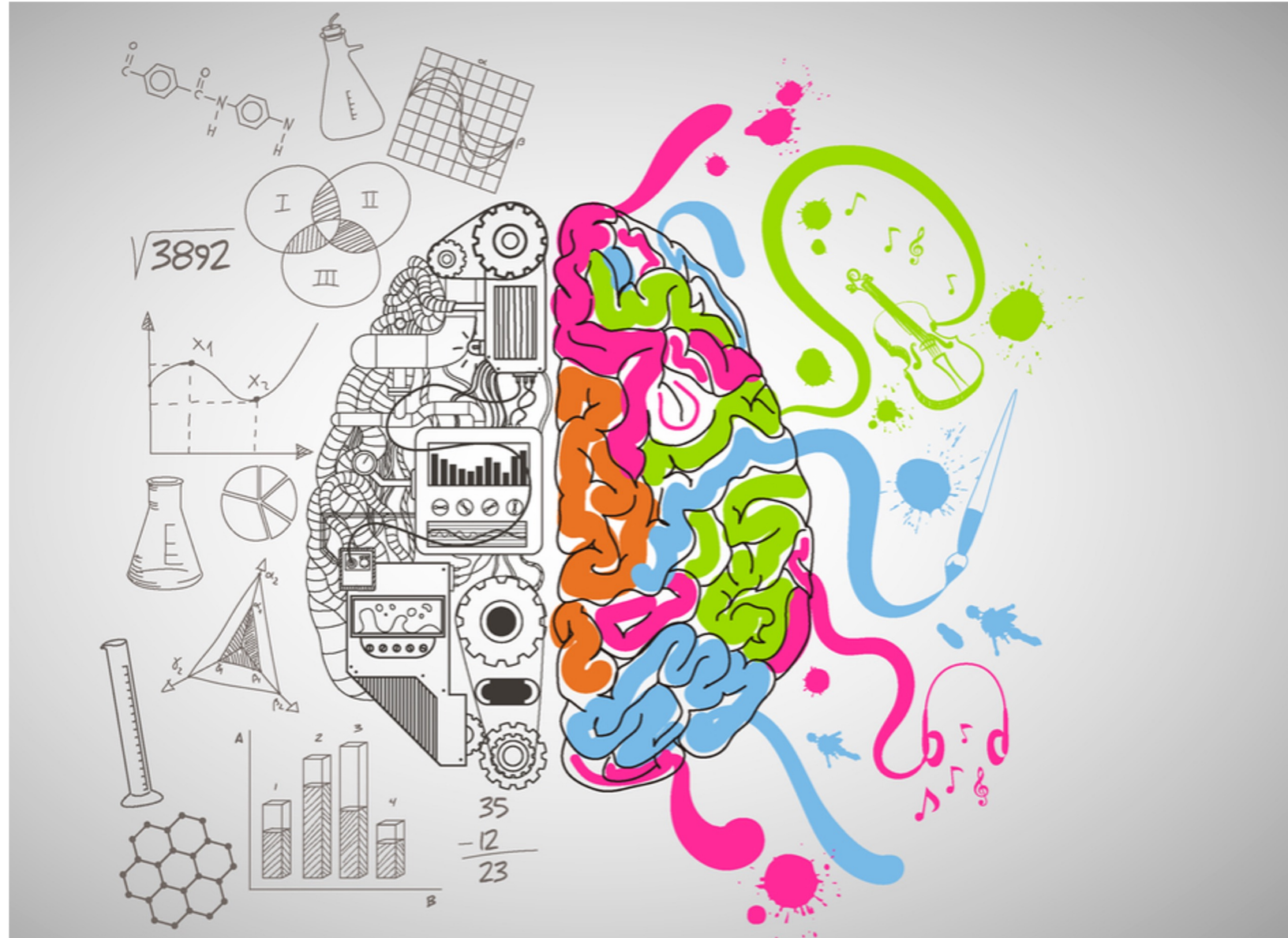You are planning a party for your best friend's birthday.

North: Plunge in

East: Look at the big picture

South: Consider feelings

West: Pay attention to detail

UDL Core Concepts:
Variability is the norm

3 Layers of the UDL Guidelines

The Universal Design for Learning Guidelines

CAST | Until learning has no limits

Provide multiple means of Engagement
Affective Networks
The "WHY" of Learning

Provide multiple means of Representation
Recognition Networks
The "WHAT" of Learning

Provide multiple means of Action & Expression
Strategic Networks
The "HOW" of Learning

Access

Provide options for **Recruiting Interest**
- Optimize individual choice and autonomy
- Optimize relevance, value, and authenticity
- Minimize threats and distractions

Provide options for **Perception**
- Offer ways of customizing the display of information
- Off...
- Off...

Provide options for **Physical Action**
- Vary the methods for response and navigation

CREATING ACCESS: Universal Design and AT

Build

Provide options for **Sustaining Effort & Persistence**
- Heighten salience of goals and objectives
- Vary demands and resources to optimize challenge
- Foster collaboration and community
- Increase mastery-oriented feedback

Provide options for **Language & Symbols**
- Cla...
- Cla...
- Sup...
- ... an...
- Promote understanding across languages
- Illustrate through multiple media

Provide options for **Expression & Communication**

MAKING LEARNING MEANINGFUL: Build Learning Skills

Internalize

Provide options for **Self Regulation**
- Promote expectations and beliefs that optimize motivation
- Facilitate personal coping skills and strategies
- Develop self-assessment and reflection

Provide options for **Comprehension**
- Act...
- Hig...
- ... an...
- Gui...
- Maximize transfer and generalization

Provide options for **Executive Functions**
- ...capacity for monitoring progress

BUILDING INDEPENDENCE: Internalize Learning Behaviors

Who is IATP?

The Illinois Assistive Technology Program (IATP) is a not-for-profit agency that promotes the availability of assistive technology (AT) devices and services for people with disabilities. IATP serves all people with disabilities in the state of Illinois, their families, service providers, state agencies, private industry, educators, and other interested individuals, regardless of age or income.

IATP
ILLINOIS ASSISTIVE TECHNOLOGY PROGRAM

What does IATP do?

Core Programs

- AT Demonstration
- Device Loan
- At Reuse
- IATP ATLOAN$

Other Programs

- ISBE Evaluation Services
- IEP support
- Makers Network
- Smart Home Technology
- Tech Kitchen
- Trainings
- VR Assessments
- WIPA

IATP
ILLINOIS ASSISTIVE TECHNOLOGY PROGRAM

ISBE Evaluations

- Free to schools
- AAC and AT evaluations
- Students ages 3-22 that live in Illinois
- Suggested devices loaned to schools for trial
- Training provided on AAC & AT as requested

IATP
ILLINOIS ASSISTIVE TECHNOLOGY PROGRAM

Vocational Rehabilitation Assessment/Fast Track Program

ATS staff provide:

- AT assessments for DHS/DRS customers, as requested, to identify AT needs
- On-site employment evaluations
- Equipment is provided through Fast Track
- Recommendations for home modifications
- Individualized training
- Follow up services

Please Contact IATP for any Assistive Technology questions or needs.

Illinois Assistive Technology Program
701 North Walnut Street
Springfield, IL 62702
217-522-7985
www.iltech.org

UNTAPPED EXCELLENCE: EMPLOYMENT SERVICES

Martha Younger-White,
Senior Vice President Employment and Rehabilitation

CHICAGO LIGHTHOUSE MISSION

The Chicago Lighthouse is a world-renowned organization serving the blind, visually impaired, other disabilities and Veteran communities

The Chicago Lighthouse

THE CHICAGO LIGHTHOUSE

EACH YEAR, THE CHICAGO LIGHTHOUSE SERVES 50K+ PEOPLE WITH 38 PROGRAMS COVERING:

- EDUCATION
- EMPLOYMENT
- LOW VISION REHABILITATION
- ASSISTIVE TECHNOLOGY
- INDEPENDENT LIVING
- SOCIAL ENTERPRISE

The Chicago Lighthouse
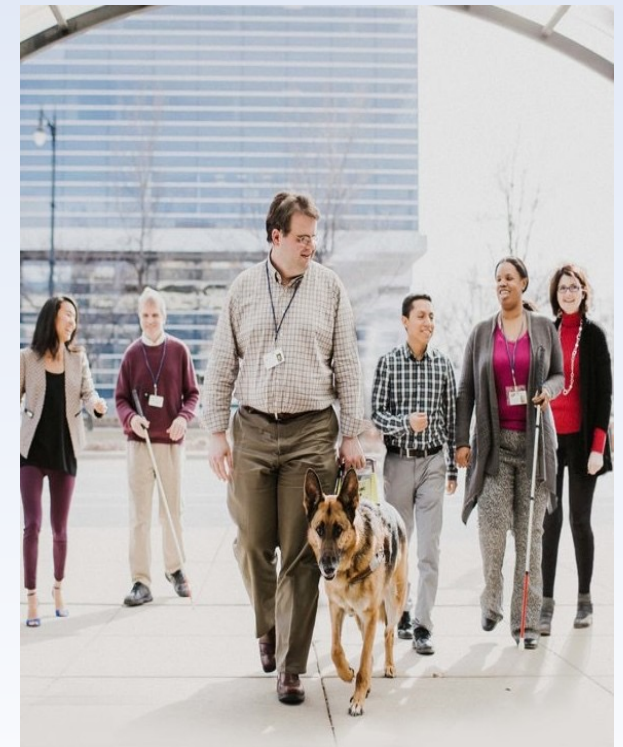
Employment Statistics

- The unemployment rate in the Blind community is greater than 70%.

- A 2016 study produced by Perkins School for the Blind found that only 28% of the respondents felt persons who were blind could perform their job and only 32% thought their workplace could accommodate such an employee.

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Common Barriers to Success

- Assumptions & Biases

- Accessibility of Information through technology, documents, websites, and processes/procedures

- Use of Braille and Other Accessible Information

- Wayfinding and Navigating

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Fact or Myth Answers

Providing accommodations for workers with disabilities is expensive.

- MYTH! A reasonable accommodation is any modification or adjustment to a job or the work environment that will allow a qualified applicant or employee with a disability to participate in the application process or to perform essential job functions. Most workers with disabilities require no special accommodations and the cost for those who do is minimal or much lower than many employers believe. According to the Job Accommodation Network, 56% of employers reported that job accommodations cost absolutely nothing to make, while others typically cost only $500 or less.

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What Does Chicago Lighthouse Employment Services Do?

- Certified Rehabilitation Counselors are available to assess clients' employment needs and goals
- Assist clients to find competitive integrated employment;
- Enhance employability or assist with job retention;
- Educate employers about the benefits of hiring persons with disabilities.

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CHICAGO LIGHTHOUSE CLINICAL SERVICES

MULTI-DISCIPLINARY APPROACH TO VISION CARE THAT INTEGRATES:

- **Optometric Services**
- **Psychological Support**
- **Assistive Technology (AT)**
- **Occupational Therapy**

Our process supports cooperation across disciplines in assessment and treatment;

Serving over 4,000 patients each year across 5 locations and 2 stores;

Full collaboration between the clinic and AT store, resulting in 60% of conversion to sale; and

Guided by the customer's life goals

The Chicago Lighthouse

Assistive Technology

Assistive Technology

- Any item, system or modification used to help improve function
- Off the shelf, modified or customized
- Ex. Ctrl + on computer, built in magnifier on smartphone

Adaptive Technology/Device

- Subcategory of assistive technology
- A device designed specifically for a person with disability
- Ex. OrCam, IrisVision

The Chicago Lighthouse

Assistive Technology

- Assistive Technology help individuals meet their accommodation needs both on and off the job.
- **The Tools for Living Store** Specialists can assist in selecting appropriate equipment and identify funding sources.
- Assistive Technology Specialists research new advances in technology to better address clients' needs, such as the OrCam.

The Chicago Lighthouse

AT Evaluation Considerations

- **Adjustment to loss**
- **Expectations**
- **Motivation**
- **Family/support system**
- **Cause of vision disability and prognosis**
- **Visual requirement and goals**
- **Age/station in life**
- **Overall health**
- **Cognitive level**
- **Other physical disabilities**

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Lighthouse

SETT FRAMEWORK

- Subject, Environment, Task, and Tools: "a four-part model intended to promote collaborative decision-making in all phases of assistive technology service design and delivery from consideration through implementation and evaluation of effectiveness."

- Tools should be chosen with framework in mind.

- Understand the interaction between the SUBJECT, the TASK, and the ENVIRONMENT in which that task is performed to best identify the TOOL.
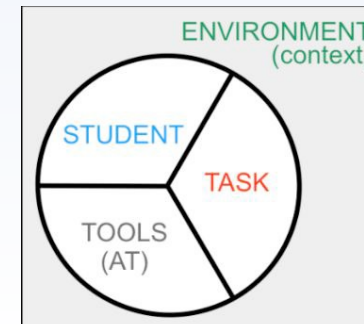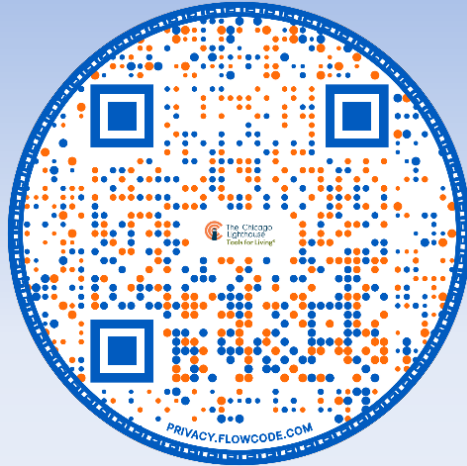
My Tools for Living (MTFL)

Pathway to offer reliable AT resources (demos, trainings, online shopping experience) to individuals based on goals

PRIVACY.FLOWCODE.COM

THE
MY TOOLS
FOR LIVING SM
DIFFERENCE

WHY YOU CAN TRUST US

- Shared mission

- 25+ years of success

- Driven by patient needs

- Carefully curated devices for success of both business and patients

- One point-of-access to all available technologies on the market

- Get recommendations with pricing for your clients

Assistive Technology:
Promise vs. Reality

- While screen reading and magnification software can serve as an excellent accommodation for individuals with vision impairments, the interface of these assistive technologies with other electronic information systems is important in order to ensure accessibility.

- The element of system design also plays a role in accessibility and inclusion.

The Chicago Lighthouse

Case Study - EPIC

- University of Illinois Hospital & Health Science Systems – Customer Call Center with the Chicago Lighthouse

- Hires individuals who use JAWS (screen-reading software) and ZoomText (magnification software)

- Outdated technology was incompatible with screen-reading software

- Staff had to pass the call off to a sighted colleague for medical scheduling

- Partnership between UI Health, the Chicago Lighthouse and Epic (widely-used and comprehensive records software)

- Worked with the Lighthouse Digital Accessible Experience (DAX) Team to optimize the new platform for employees who are blind or visually impaired. DAX analysts worked side-by-side with UI Health and Epic to make the platform usable to screen readers

- According to Lead Analyst for DAX, "our lives depend on how well things are coded. "

The Chicago Lighthouse

Resources for Success

Illinois Division of Rehabilitation Services

https://www.dhs.state.il.us/page.aspx?item=29736

The Chicago Lighthouse

https://www.Chicagolighthouse.org

Job Accommodation Network
http://www.askjan.org

Americans with Disabilities Act of 1990
http://www.ada.gov/pubs/ada.htm

Questions?

Please feel free to contact:

Martha Younger-White

Senior Vice President – Employment and Rehabilitation

The Chicago Lighthouse

1850 West Roosevelt Road

Chicago, IL 60608

martha.younger-white@chicagolighthouse.org

312/447-3251

The Chicago Lighthouse

IL Dept. of Human Services, Div. of Rehabilitation Services

Lori J. Kitner, M.A., C.R.C.

Assistant Bureau Chief, Region 3 (Central IL)

- Home Services Program
  - In home care and associated services – meals on wheels, personal care, emergency alert

- Schools: ISVI, ISD, ICRE-R, ICRE-W

- Disability Determination Services

IDHS/ DRS – TITLE IV

- Illinois Dept. of Human Services, Division of Rehabilitation Services

- WIOA Title IV services – serving individuals with disabilities

- Offices throughout the state

- Website: [IDHS: Illinois Department of Human Services](#) (click on "Office Locator" for your nearest DRS office)

Title IV: Vocational Rehabilitation (VR)

- Assists individuals with disabilities to find Competitive, Integrated Employment
  - Integrated / alongside non-disabled peers working the same job (not just supervising them)

  - Competitive wages – at least minimum wage, commensurate with non-disabled peers

  - Everything that goes along with employment – training (vocational, college, community college, etc.), transportation, clothing for interviews, tools/equipment

VR Services Continued

- Short and long term supports in the workplace
  - Job coaching / assistance with training/education for employment

- Funding for On-the-Job Trainings / Trial work – Individually based & in prior consultation with the counselor/customer team

- Assistance with Assistive Technologies – evaluation and provision

VR – Assistive Technologies / Accommodations

- Accomodations assist workers to be able to perform the essential functions of the job
  - Assistive technologies are "Things" that do this. They may be purchased or homemade, used by all or just one employee.

- Examples:
  - Amplified phone/headset
  - Accessible keyboard
  - Software
  - Standing desk
  - Being allowed to use their phone for alerts/alarms/training
  - White board/visual schedule / calendar
  - Lists / Sticky notes

October 28, 2020

How does VR do this?

- Customer referral to DRS by customer, family, WIOA Partners, school, etc.

- Need for AT / Accomm. identified before, during, or after job placement / training

- If unsure of what is needed, an evaluation is scheduled (IATP: IL Assistive Technology Project)

- After evaluation, items are purchased / recommended

Services to Employers re: Accommodations

- Assistance with identifying accommodations that would be beneficial to all (universal design)

- Disability Awareness / Assistive Tech. / Accommodation training for staff and/or managers via job coach or DRS staff
  - Consultation on newly acquired disabilities for existing staff by DRS managers, counselors

- A source of dedicated, talented staff in all sectors
  - In-house business services professionals (business consultants / counselors, managers)
  - Working with community service providers (CRPs) via contract
  - Customer base across the state & in some cases, the nation

Contact Information

Illinois Department of Human Services

Division of Rehabilitation Services

Vocational Rehabilitation

[IDHS: Illinois Department of Human Services](#)

Select: Office Locator

Universal Design for Learning

Panel Questions

How is Human Centered Design/Universal Design seen/manifested in the workforce development field?

Lori Kitner, Assistant Bureau Chief, Region 3, Customer & Community Field Services

Mark McCabe: Director of AT Services, Illinois Assistive Technology Program

Martha Younger White, Senior Vice President, Employment & Rehabilitation Services, Chicago Light House

Could you share a story or example of how you have collaborated with an employer to create a solution to make someone successful or how you have worked to make a whole system successful?

Lori Kitner, Assistant Bureau Chief, Region 3, Customer & Community Field Services

Mark McCabe: Director of AT Services, Illinois Assistive Technology Program

Martha Younger White, Senior Vice President, Employment & Rehabilitation Services, Chicago Light House

What are some resources or tools available for this work?

Lori Kitner, Assistant Bureau Chief, Region 3, Customer & Community Field Services

Martha Younger White, Senior Vice President, Employment & Rehabilitation Services, Chicago Light House

What is the scope of assistive technology and examples of some that are available? What are common tools that we may notice?

Mark McCabe: Director of AT Services,
Illinois Assistive Technology Program

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Professional Development
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How do you determine universal solutions that work across multiple people and situations?

Aime'e Julian, Director,
Illinois Center for Specialized Professional Support

What are the benefits to an organization or system with these solutions?

Lori Kitner, Assistant Bureau Chief, Region 3, Customer & Community Field Services

UDL is not a checklist...

Infuse UDL based on your goals

Teach how to learn,

not just what to learn.

Next Steps

- Follow-up survey

- Attend our future webinar series, registration will be found [here](#).

Thank you.

What questions do you have?