Sharpen Your Skills:
Exploring AT Trainings and Opportunities

Liz Persaud and Sam Peters
TFL Training Team
The TFL Training Team

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We want you to stay off the FAST Track!

- Frustration
- Anxiety
- Stress
- Tension
The Importance of Training and Development

• Did you know:
• Only 12% of learners apply the skills learned from their trainings to their job.
• In just 6 months, 90% of training materials are forgotten.

• Training presents a prime opportunity to expand the knowledge base of all employees.
  ✓ Address weaknesses and build up strengths
  ✓ Improve employee performance
  ✓ Consistency
  ✓ Employee satisfaction
WHAT DID YOU LEARN TODAY AT SCHOOL?

I LEARNED SOMETHING THAT I FORGOT.
Welcome to Tools for Life

Tools for Life, Georgia’s Assistive Technology Act Program, is dedicated to increasing access to and acquisition of assistive technology (AT) devices and services for Georgians of all ages and disabilities so they can live, learn, work and play independently and with greater freedom in communities of their choice.

Tools for Life and the TFL Network work collaboratively together to accomplish our mission through:

- AT Demonstration
- AT Evaluations and Assessments
- AT Funding Options & Education
- AT Services
- Try AT
- Get AT
- AT Guides
- Research

Visit us online!
1. **Training:** Learn more about TFL training protocols, policies, procedures and review training archives from years past.

2. **Schedule a Tour:** All tours and meetings must be scheduled. Use this link to enter a request for a tour. Your request goes to the TFL Training Coordinator to review. Someone from the TFL Training Team will contact the individual with the request.

3. **Calendar of Events:** View all TFL and TFL Network trainings (we need you!).

4. **Events:** Learn more about diverse trainings from the TFL Team, Assistive Technology professionals, TFL Network, community partners, etc.

5. **Webinars:** View the current webinar schedule and all webinar archive.
Training Needs

• What are your training needs?
• What areas can you and your employees improve?
• What existing strengths would you like to build up?
• *Speak up now or feel free to write them down on the colorful pieces of paper you received.*
Topics to Consider

– Assistive Technology 101, 102, etc.
– Disability Awareness
– Communication
– Mobility
– Sensory (Hearing/Vision)
– Cognitive Supports
– Environmental Control
– Gaming
– AT Funding
– Apps, mobile devices
– Aids for Daily Living, Safety, Fall Prevention
– What else?
TFL Training Series

• Internal in-person TFL Network training
• AT Assessments
• Series
  – Dedicated hours
  – Shadow training and demos
• Train the Trainer
• Tools for Life Certification
Training Opportunity: AT Bootcamp!

• ATIA Preconference Seminars: AT Bootcamp
• Tuesday, January 17 and Wednesday, January 18, 2017
• 8:00 AM to 4:00 PM

• Tools for Life will pay for class registration for one (1) designated person from your center to attend this training.
  – This does not include travel, lodging, meals, etc.

• This preconference seminar is designed for people new to the field of assistive technology or for first time conference attendees. This two-day session will provide a fundamental overview of assistive technology (AT) that includes AT consideration, implementation, application and a structure to further your personal learning experience. Learn more about the ATIA 2017 AT Bootcamp seminar.
How to Request a Training

• ALL training requests from you/your center to Tools for Life should go to the TFL Training Team (Liz & Sam).

• Include information on:
  – Training topic(s)
  – # of anticipated attendees (professionals or otherwise)
  – Date
  – Location
  – Timeframe
We Are All Growing Our Skills

• Just like you, the TFL Training Team is growing and actively working on building up our own skills and knowledge.

• This is a growing process and there are more exciting developments to come.
  – Online training request forms access directly through the TFL website.
Stand Out and Be the Sharpest

Knowledge has power and in order to gain knowledge you must learn more. Regardless of what it is you want to be the best or sharpest at, it requires dedication, knowledge and commitment. You must always be learning and keeping up with your area (AT skills) or you will quickly be surpassed by others who do.
Questions?
We Are Growing!!
Device Demos

- All Centers - 1067

<table>
<thead>
<tr>
<th>Category</th>
<th>Number of Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Software</td>
<td>129</td>
</tr>
<tr>
<td>Computers and related</td>
<td>106</td>
</tr>
<tr>
<td>Daily living</td>
<td>603</td>
</tr>
<tr>
<td>Environmental adaptations</td>
<td>11</td>
</tr>
<tr>
<td>Hearing</td>
<td>12</td>
</tr>
<tr>
<td>Learning, cognitive and developmen</td>
<td>12</td>
</tr>
<tr>
<td>Mobility, mobility and positioning</td>
<td>149</td>
</tr>
<tr>
<td>Recreation, sports and leisure</td>
<td>7</td>
</tr>
<tr>
<td>Speech Communication</td>
<td>21</td>
</tr>
<tr>
<td>Vehicle modifications and transportation</td>
<td>1</td>
</tr>
<tr>
<td>Vision</td>
<td>16</td>
</tr>
<tr>
<td>Total</td>
<td>1067</td>
</tr>
</tbody>
</table>

- Types of Participants

<table>
<thead>
<tr>
<th>Participant Type</th>
<th>Number of Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family members, guardians, and authorized representatives</td>
<td>77</td>
</tr>
<tr>
<td>Individuals with Disabilities</td>
<td>694</td>
</tr>
<tr>
<td>Representatives of Community Living</td>
<td>38</td>
</tr>
<tr>
<td>Representatives of Education</td>
<td>52</td>
</tr>
<tr>
<td>Representatives of Employment</td>
<td>1</td>
</tr>
<tr>
<td>Representatives of Health, allied health, and rehabilitation</td>
<td>3</td>
</tr>
<tr>
<td>Representatives of Technology</td>
<td>931</td>
</tr>
<tr>
<td>Total</td>
<td>1067</td>
</tr>
</tbody>
</table>

- Number of Referrals

<table>
<thead>
<tr>
<th>Referral Type</th>
<th>Number of Referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funding Source (non-IT program)</td>
<td>90</td>
</tr>
<tr>
<td>Other</td>
<td>726</td>
</tr>
<tr>
<td>Respite Service</td>
<td>1</td>
</tr>
<tr>
<td>Service Provider</td>
<td>59</td>
</tr>
<tr>
<td>Vendor</td>
<td>226</td>
</tr>
<tr>
<td>Total</td>
<td>1067</td>
</tr>
</tbody>
</table>

- Performance Measures

<table>
<thead>
<tr>
<th>Decision Mode</th>
<th>Education</th>
<th>Community Living</th>
<th>Employment</th>
<th>IT / Telecomm</th>
</tr>
</thead>
<tbody>
<tr>
<td>AT device / service will meet needs</td>
<td>215</td>
<td>775</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>AT device / service will not meet needs</td>
<td>0</td>
<td>24</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Not make a decision</td>
<td>54</td>
<td>29</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>237</td>
<td>829</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

- Customer Satisfaction

<table>
<thead>
<tr>
<th>Rating</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highly satisfied</td>
<td>381</td>
</tr>
<tr>
<td>Satisfied</td>
<td>589</td>
</tr>
<tr>
<td>Total</td>
<td>1670</td>
</tr>
</tbody>
</table>
# Device Loans

- **All Centers- 1033**

## A. Number of DSRs for Data Range

<table>
<thead>
<tr>
<th>Loan Purpose</th>
<th>Number of Loans</th>
<th>Number of Individuals Included in Performance Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assist in decision making (device trial or evaluation)</td>
<td>478</td>
<td>478</td>
</tr>
<tr>
<td>Serve as loaner during device repair or while waiting for funding</td>
<td>13</td>
<td>13</td>
</tr>
<tr>
<td>Provide an accommodation on a short-term basis</td>
<td>539</td>
<td>539</td>
</tr>
<tr>
<td>Other</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1033</strong></td>
<td></td>
</tr>
</tbody>
</table>

## B. Number of Device Loans by Borrower Type

<table>
<thead>
<tr>
<th>Customer Type</th>
<th>Number of Loans</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family members, guardians, and authorized representatives</td>
<td>40</td>
</tr>
<tr>
<td>Individuals with Disabilities</td>
<td>43</td>
</tr>
<tr>
<td>Representatives of Community Living</td>
<td>625</td>
</tr>
<tr>
<td>Representatives of Education</td>
<td>15</td>
</tr>
<tr>
<td>Representatives of Employment</td>
<td>5</td>
</tr>
<tr>
<td>Representatives of Health, allied health, and rehabilitation</td>
<td>3</td>
</tr>
<tr>
<td>Representatives of Technology</td>
<td>27</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1033</strong></td>
</tr>
</tbody>
</table>

## C. Length of Short-Term Device Loans

<table>
<thead>
<tr>
<th>Loan Duration</th>
<th>Number of Loans</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 months</td>
<td>34</td>
</tr>
<tr>
<td>1 week</td>
<td>24</td>
</tr>
<tr>
<td>2-4 weeks</td>
<td>55</td>
</tr>
<tr>
<td>2-4 months</td>
<td>603</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1033</strong></td>
</tr>
</tbody>
</table>

## D. Device Types Lent

<table>
<thead>
<tr>
<th>Device Type</th>
<th>Number of Loans</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Software</td>
<td>7</td>
</tr>
<tr>
<td>Computers and related</td>
<td>53</td>
</tr>
<tr>
<td>Daily Living</td>
<td>78</td>
</tr>
<tr>
<td>Environmental adaptations</td>
<td>6</td>
</tr>
<tr>
<td>Hearing</td>
<td>68</td>
</tr>
<tr>
<td>Learning, cognitive and developmental</td>
<td>13</td>
</tr>
<tr>
<td>Mobility, seating, and positioning</td>
<td>41</td>
</tr>
<tr>
<td>Recreation, sports and leisure</td>
<td>14</td>
</tr>
<tr>
<td>Speech Communication</td>
<td>18</td>
</tr>
<tr>
<td>Vision</td>
<td>42</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1033</strong></td>
</tr>
</tbody>
</table>
## Device Reutilization

### A. Number of DSRs for Date Range

<table>
<thead>
<tr>
<th>Activity/Acquisition Category</th>
<th>Number of Individuals Receiving Device</th>
<th>Number of Individuals Including Performance Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open-ended Loan</td>
<td>587</td>
<td>587</td>
</tr>
<tr>
<td>Refurbishment</td>
<td>420</td>
<td>420</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7506</strong></td>
<td><strong>7506</strong></td>
</tr>
</tbody>
</table>

### C. Device Recycling / Refurbishment / Repair Activities

<table>
<thead>
<tr>
<th>Device Category</th>
<th>Number of Devices</th>
<th>MSRP</th>
<th>Cost to Consumer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>419</td>
<td>$79,437.70</td>
<td>$14,598.00</td>
</tr>
<tr>
<td>Mobile Seating, and Positioning</td>
<td>1</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>420</strong></td>
<td><strong>$79,437.70</strong></td>
<td><strong>$14,598.00</strong></td>
</tr>
</tbody>
</table>

### D. Open-ended Loans

<table>
<thead>
<tr>
<th>Device Category</th>
<th>Number of Devices</th>
<th>MSRP</th>
<th>Cost to Consumer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily Living</td>
<td>560</td>
<td>$76,399.99</td>
<td>$19,038.23</td>
</tr>
<tr>
<td>Hearing</td>
<td>1</td>
<td>$12.99</td>
<td>$5.00</td>
</tr>
<tr>
<td>Mobile Seating, and Positioning</td>
<td>17</td>
<td>$7,653.00</td>
<td>$1,074.00</td>
</tr>
<tr>
<td>Vision</td>
<td>1</td>
<td>$1,750.00</td>
<td>$24.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>587</strong></td>
<td><strong>$86,240.38</strong></td>
<td><strong>$26,141.23</strong></td>
</tr>
</tbody>
</table>

### E. Performance Measures

<table>
<thead>
<tr>
<th>Decision Mode</th>
<th>Education</th>
<th>Community Living</th>
<th>Employment</th>
<th>IT / Telecom</th>
</tr>
</thead>
<tbody>
<tr>
<td>AT device / service will meet needs</td>
<td>0</td>
<td>649</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>AT device / service will not meet needs</td>
<td>1</td>
<td>586</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1</td>
<td>7076</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

### F. Customer Satisfaction

<table>
<thead>
<tr>
<th>Rating</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highly satisfied</td>
<td>3587</td>
</tr>
<tr>
<td>Satisfied</td>
<td>3000</td>
</tr>
<tr>
<td>Satisfied somewhat</td>
<td>580</td>
</tr>
<tr>
<td>Not at all satisfied</td>
<td>7</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>7514</td>
</tr>
</tbody>
</table>
Device Sharing!!

- We have a large vast array of AT devices
- Items are added to the database!
- Contact the Network
Assistive Technology Laws

• There are a wide range of laws and policies related to assistive technology (AT) services and devices.

• Following are laws that impact the provision of assistive technology and special education services.
  – Assistive Technology Act of 1998; (Public Law 105-394 [29 USC 2201])
  – Americans with Disabilities Act (ADA); (Public Law 101-336 [42 USC 12101])
  – Telecommunications Act of 1996
Do you know where your items are?

HIPPA
FERPA
Public Information Act

AMAC
Accessibility for All

www.amacusg.org

Tools for Life
Georgia's Assistive Technology Act Program
The Health Insurance Portability & Accountability Act of 1996 (HIPAA) Privacy Rule
National standards to protect individuals medical records and personal health information
HHS.gov Links


The Family Educational Rights & Privacy Act (FERPA) is a Federal law that protects the privacy of student education records.

Applies to all schools that receive funds under US Department of Education.

Rights transfers to the student when s/he reaches the age of 18 or attends a school beyond the high school level.

Written permission to release any information...
Permission to Receive Confidential Information Form

In compliance with the Family Education Rights and Privacy Act of 1974 (FERPA), AMAC is without consent prohibited from receiving certain information from a third party's records. This restriction applies, but is not limited to; your parents, your spouse, school, evaluation agency/individual.

You may, at your discretion, grant a third party permission to release information about you by submitting a completed this Permission to Release Confidential Information form.

You must complete this form for each third party to whom you wish to grant permission to release information about you and that are a part of their records that concern you. The specified information will be made available AMAC only if authorized by the student or legal guardian.

INSTRUCTIONS AND INFORMATION: In order to facilitate the authorization to release reports/records to AMAC for the purpose of providing Assistive Technology Assessment Services, please complete this form and submit it as part of your AMAC Assessment Packet to AMAC.

SECTION A: Student Information

Student Name (Last, First, Middle Initial)

SECTION B: Information, Items to Release

I. List the following information you give this third party to release:
   - List all Information requested by AMAC,
   - Release only the following items/Information I list here:

II. Purpose of Release:

SECTION C: Third Party Designee: Who will provide information?

Name (Last, First, Middle Initial or Agency/Organization Name)

Contact Number

Relation to Student

Current Mailing Address (Street or PO Box #, Apartment #, City, State, and Zip Code)

SECTION D: Student Certification

I, (print please) ____________________________________________________________________________________________, the Student or Legal Guardian, understand that by signing this form, I grant the Third Party Designee above to discuss and/or release information indicated above to the AMAC. I further understand that this form will be kept on permanent file and that I may revoke it at any time by submitting a written request. This authorization does not permit the listed Third Party to make any changes to records or reports.

Student Name (Print) _______________________________________________________________________________________

Student’s or Legal Guardian’s (Signature) _______________________________________________________________________

Date _______________________________________________________________________________________

Authorization to Release Confidential Information

In compliance with the Family Education Rights and Privacy Act of 1974 (FERPA), AMAC is prohibited from providing certain information from your Assistive Technology Assessment Report to a third party. This restriction applies, but is not limited to; your parents, your spouse, school, evaluation agency/individual.

You may, at your discretion, grant AMAC permission to release information about your Assistive Technology Assessment to a third party by submitting a completed Authorization to Release Confidential Information form.

You must complete a separate form for each third party to whom you wish to grant access to information in your Assistive Technology Assessment. The specified information will be made available only if requested by the student or authorized third party. As a matter of policy, AMAC reserves the right not to release certain aspects of Assistive Technology Assessment (e.g., over the telephone or via electronic mail.)

INSTRUCTIONS AND INFORMATION: In order to facilitate the authorization to release Assistive Technology Assessment reports/records to listed third parties, please complete this form and submit it as part of your AMAC Assessment Packet to AMAC.

The authorized party must identify himself or herself to the office at each contact and inform us that the authoring paperwork is on file.

SECTION A: Student Information

Student Name (Last, First, Middle Initial)

SECTION B: Release

I. Please check one or more of the blanks below to grant authorization to different areas/types of student record information:
   - Assistive Technology Report & Resource List
   - Assistive Technology Report without Resource List
   - Resource List only

II. Purpose of Release:

SECTION C: Third Party Designee

Name (Last, First, Middle Initial or Agency/Organization Name)

Contact Number

Relation to Student

Current Mailing Address (Street or PO Box #, Apartment #, City, State, and Zip Code)

Designate a 6 digit phone code (will be used to verify your identity)

SECTION D: Student Certification

I, (print please) ____________________________________________________________________________________________, the Student or Legal Guardian, understand that by signing this form, that I grant AMAC permission to discuss and/or release information in my Assistive Technology Assessment report to the person listed above. I further understand that this form will be kept on permanent file and that I may revoke it at any time by submitting a written request. This authorization does not permit the listed party to make any changes to my Assistive Technology Assessment report.

Student Name (Print) _______________________________________________________________________________________

Student’s or Legal Guardian’s (Signature) _______________________________________________________________________

Date _______________________________________________________________________________________

Page 5 of 6
Information “collected, assembled or maintained” in connection with official business.

Includes:

- Books, paper, letter, document, printout, photo, film, tape, microfiche, microfilm, photostat, sound recording, map, drawing, voice, data, video representation in computer memory.
As new technology develops, professionals are challenged to create new and innovative ethical boundaries to accommodate these advancements.
Who remembers when we were just focused on ethics and leaving a message on an answering machine?
Make an informed choice
Check out which ones:
– Are accessible
– Are safe
– Protect privacy
– Are effective
Tell clients that you might (e-mail, text, use social media) to communicate with them. Give them the opportunity to “opt-out.”
There are numerous points of ethical considerations for technology.

**Accessibility**

Computers – personal? School owned? Business owned?

**Cell Phones - Smart Phones**

- Apps?
- Voice Mail – How transmitted?
- Texting – where is that kept?
- Telepresence (Skype, FaceTime, Google Hangout, etc.)

**Internet**

- Websites
- Social Media
- Chat Rooms
- Private vs. semiprivate email accounts
Cell phones have been found to lack security regarding the transmittal of confidential information

- Avoid the use of cell phones when discussing confidential information
- Occasionally, conversations on cell phones can be picked up on other electronics
Personal Computers

- Hardware: hard disk, disks, CD-ROM’s, etc...
  - Hardware can be protected with a mechanical lock/key.
  - The hardware should be locked when unattended or not in use.

- Software: Microsoft Word, Excel, Medisoft, etc...
  - The documents created with software can be protected with passwords for authorized personnel.
  - Authorized personnel should “log off” when the computer is unattended.
Email

- Confidential information transferred by email should only be transmitted to secure locations
  - Password controlled systems
  - Mechanically locked systems
  - Psychologists' Use of E-mail with Clients: Some Ethical Considerations
- Are you using Gmail? Yahoo? Other?
- How are you sending files?
- What files are you sending?
The Tools for Life Team

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Disclaimer: Produced by Tools for Life (TFL), which is a result of the Assistive Technology Act of 1998, as amended in 2004. TFL is a program of the Georgia Institute of Technology, College of Design, AMAC Accessibility Solutions and Research Center and was made possible by Grant Number H224C030009 from the Administration for Community Living. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of HHS.
TFL Team

Tools for Life
Georgia's Assistive Technology Act Program

Thank you