



# Using Technology to Open More Doors for Work Opportunities




Meghan Lee Donahue, M.S., ATP  
Rehabilitation Engineer

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Inspiring Innovation. Learn more at [www.uwstout.edu](http://www.uwstout.edu)



## Meghan Lee Donahue, M.S., ATP

- Rehabilitation Engineer at SVRI since August 2012
- Previous Employer: University of Michigan Health System
- B.S. Biomedical Engineering- Michigan Tech
- M.S. Biomedical Engineering, Rehab Tech Focus, University of Illinois at Chicago
- Main Focus Areas: Physical Access, Computer Access, Ergonomics, EADL/Phone Access, Spinal Cord Injuries, Learning Disabilities, Cognitive Impairments




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## Stout Vocational Rehabilitation Institute

*Finding Answers, Creating Solutions, Ensuring Futures*


**Our Mission:** SVRI provides solutions to positively impact the future of persons with disabilities and others in the community through education, research and services.

**Our Vision:** SVRI will be the premiere resource for state-of-the-art knowledge and innovative services and programs to positively impact people's lives.




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## Stout Vocational Rehabilitation Institute



- Benefits Counseling
- Soft Skills Training
- Career Exploration
- Psychometric Testing
- Pre-Driving Evaluation and Training
- Research
- Education & Training
- Assistive Technology



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## SVRI – Assistive Technology

**assistive technology** /ə-ˈsɪs-tɪv tek-ˈnɑ-lə-jē / (noun): any item, piece of equipment, or product system, whether acquired commercially off the shelf, modified, or customized, that is used to increase, maintain, or improve functional capabilities of a child with a disability



### SVRI AT Services:

- Computer Access
- Ergonomics
- Low Vision
- Deaf/Hard of Hearing
- Learning Disabilities
- Cognitive Impairments
- Seating and Mobility
- Industrial Applications
- Communication
- EADLs
- Jobsite Modifications
- Home Modifications
- Vehicle Modification



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## SVRI AT Staff

- Meghan Donahue, M.S., ATP – Rehabilitation Engineer
- Erika Peterson, M.S., CRC, CVE, PVE, ATP, SMS – Assistive Technologist
- Laura Plummer, M.A., CRC, ATP – Rehabilitative Technologist/Sensory Specialist
- Paul Schwartz, M.S., ATP, CPE, RET – AT Manager and Rehabilitation Engineer
- Jaclyn Wilsey, MS, ATP, CRC, PVE- Rehabilitative Technologist/Sensory Specialist



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## Our Specialties

- Meghan
  - Physical Access, Computer Access, Ergonomics, EADL/Phone Access, Spinal Cord Injuries, Learning Disabilities, Cognitive Impairments
- Erika
  - Seating and Mobility, Driving Simulation, Physical and Computer Access, Learning Disabilities
- Laura
  - Hard of Hearing, Deaf, Deaf/Blind
- Paul
  - Physical and Computer Access, Ergonomics, Industrial Applications
- Jaclyn
  - Blind/Low Vision, Learning Disabilities



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## AT Assessment Best Practices

An assistive technology assessment should inform the payor about how the consumer can benefit from assistive technology, including:


- A description of the consumer's disability as it relates to the assessment and relevant background information.
- The specific type(s) of assistive technology solutions that were assessed and the pros/cons of each.
- Identification of any variables that should be considered if the assessment did not occur in the setting where the technology will be used.
- The specific type(s) of assistive technology being recommended.
- How and why the equipment will specifically meet the consumer's needs.
- How the decision was reached (e.g. physical assessment with a variety of options, funding options available, etc.).
- Where or from which vendor the appropriate equipment can be purchased.
- Potential funding alternatives for the equipment.
- The availability of a maintenance agreement, warranty or other safeguard, and whether this is included in the purchase price or available at an additional cost.
- The anticipated cost of the equipment, training and maintenance.
- Description of the repair procedures (e.g. shipped, in-home, remote service, etc.).
- The availability of loaner equipment prior to purchase or during repair services.
- Identification of training needs for the recommended device(s), who is able to provide that training (i.e. the vendor, manufacturer, or an outside provider), and training related expenses.



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## AT Assessment Process: Models

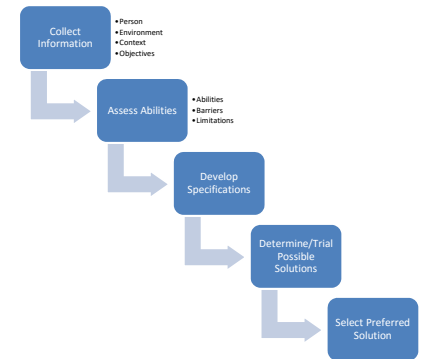

- **HAAT:** Human, Activity, Assistive Technology
- **SETT:** Student Environment, Task, Tools
- **MPT:** Matching Person Technology



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## AT Assessment Process


- Gather information from consumer and team
  - Determine abilities, barriers, limitations
  - Determine goals
- Assess functional abilities
- Create feature list
- Compare options that matches features and functional abilities
- Identify preferred solution for context

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## How to make a great referral


- Contact us in any form
- Case summary sheet
- Functional Assessment Report (FAR)
- Pertinent Case Notes
- Previous Assessments, FCAs, IEPs, etc.
- Specific Referral Objectives
- Purchase Order



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## SVRI Case Flow

- Referral
- Contact Consumer for Initial Interview and Assessment Time
- Conduct Assessment
- Research and Report Writing
- If requested, purchase, modify or fabricate equipment
- Install Equipment, Train as needed
- Follow up



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## Goals

- Initial consumer contact within 3 business days of receiving PO
- Written reports with 3 weeks of assessment
- Maintain contact with counselor and consumer throughout process
- Achieve the best possible outcome at the most cost effective method possible
- Deliver equipment and training in a timely manner
- Always maintain a collaborative spirit with consumer



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## How are we doing?

- We are proud of the work we do, but...
- We also believe in continuous improvement
- We want your feedback
- Counselor Survey Forms
- Dialogue and partnership
- Help us help you!



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## Learning About AT Through Case Studies

- These are assessments we've done
- Whole case is discussed
- One area of assessment is emphasized to help learn about the technology considered and factors that lead to our recommendations



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## 29 year male with Muscular Dystrophy

- Previous user of AT
- No longer can move head
- Uses ventilator via tracheostomy
- Power wheelchair driven with fiber optic switches in hand
- In wheelchair evenings and night (stays up through night)
- In bed day
- 24 hour care



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## 29 year male with Muscular Dystrophy

- GOALS: Increase independence with computer
- Assessment Focus Areas:
  - Cursor Control: Headmouse, Jouse2, IntegraMouse
  - Text Entry: Windows On-Screen Keyboard, Dasher, Voice
  - Workstation: Table vs EasyChair
  - TV Control: EADL via computer vs Wheelchair Controls
  - Tablet Access: Joystick vs Tecla Shield vs Pererro



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## 29 year male with Muscular Dystrophy



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## Cursor Control Options



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## Text Entry Options



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## 29 year male with Muscular Dystrophy

<u>Assistive Technology Recommendations</u>	
IntegraMouse Plus with Mount	\$ 2,791.00
Dragon NaturallySpeaking Version 12.5 Premium	\$ 150.00
Andrea Electronics WNC1500 Wireless USB Microphone	\$ 99.95
EasyChair Workstation Configured for Oral Joystick Access	\$ 656.00
<b>Total*</b>	<b>\$ 3,696.95</b>
*Please note this quote is based on market value of all products; during the implementation phase we try to purchase products at lower prices when possible. We resell all equipment at the cost it was purchased.	



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## 21 year male with C1-C2 SCI

- Virtually no head movement
- Used to use tongue touch keyboard
- Doesn't like things in his face
- Prefers to frequently change level of tilt for long periods
- Uses ventilator
- Partial paralysis of vocal cords
- Attending school for accounting
- Intends to work for family business



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## 21 year male with C1-C2 SCI

- Goal: Update computer access because of broken/outdated technology
- Assessment Focus Areas:
  - Cursor Control: Oral joystick, eye gaze, brain computer interface
  - Text Entry: Voice, On Screen keyboards



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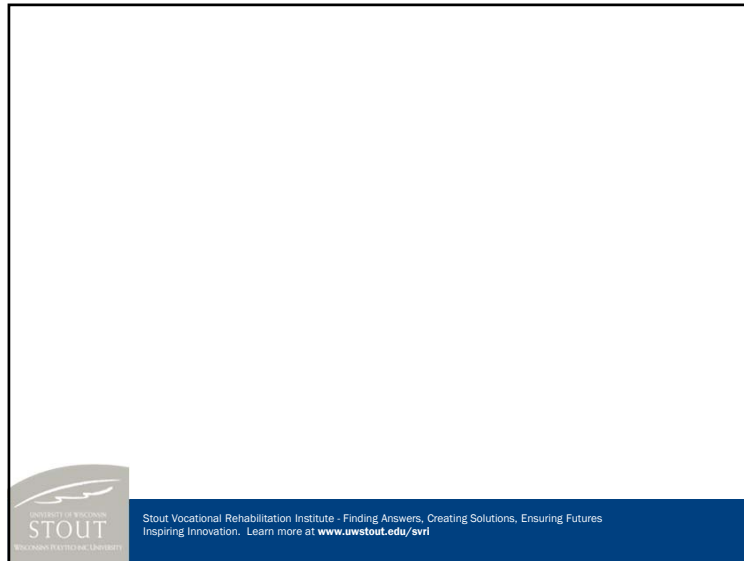
## 21 year male with C1-C2 SCI

<u>Assistive Technology Recommendations</u>	
Tobii PCEye Go	\$ 3,900.00
Custom Laptray Mount for PCEye Go	\$ 235.00
<b>Total*</b>	<b>\$ 4,135.00</b>
*Please note this quote is based on market value of all products; during the implementation phase we try to purchase products at lower prices when possible. We resell all equipment at the cost it was purchased.	

<u>Additional Assessments Recommended</u>	
Wheelchair Assessment (10hrs at \$119/hour)	\$ 1,190.00
Phone and EADL Access Assessment (12hrs at \$119/hour)	\$ 1,428.00
<b>Total*</b>	<b>\$ 2,618.00</b>

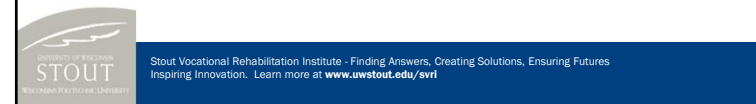


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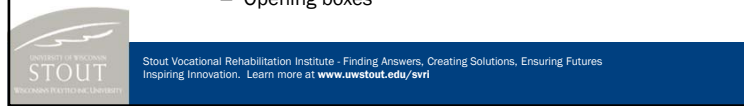
## 59 yr female with Rheumatoid Arthritis

- RA dx 4 years ago
- Pain in hips, low back, hands, wrists, elbows, feet, neck
- Can't sit or stand for a long time
- Owns consignment shop
- Wants to expand business to offer manicures and pedicures
- No physical deformities



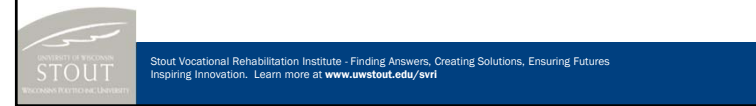
## 59 year female with RA

- Uses computer for:
  - Advertising via facebook and email
  - Online store
  - Book keeping
  - Average use = 3hrs/day
  - Heavy use = 5hrs/day
- Challenges with mani/pedi
  - Holding nail tools is uncomfortable
  - Difficult to bend over for pedicure
  - Opening polish bottles
  - Opening boxes



## 59 year female with RA

- GOALS: ↓ pain, ↑ endurance
- Assessment Focus Areas:
  - Seating: ergoCentric, NeutralPosture, Soma ergo chairs
  - Workstation: Desk height, forearm rests, monitor height
  - Computer Control: ergonomic keyboards, ergonomic mouse
  - Non-Frequent Office Tasks: writing, opening boxes
  - Manicure Station: height
  - Pedicure Station: height, positioning, plumbing, seating
  - Mani/Pedi Tools: opening jars, gripping tools,



## Seating Options

- Seat to floor height
- Seat depth
- Back angle
- Back height
- Arm rests
- Neck support
- Lumbar support
- Tilt mechanism



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## 59 year female with RA

Assistive Technology Recommendations for Office Workstation	
Desktop Computer (with i3 Processor, 6GB RAM, 1TB hard drive)	\$ 650.00
All-in-One Printer	\$ 75.00
QuickBooks 2013	\$ 250.00
Microsoft Office Home and Business 2010	\$ 199.99
Height Adjustable Monitor	\$ 181.00
Height Adjustable Table	\$ 175.98
Pedestal of Drawers	\$ 170.99
Mononey Forearm Rest	\$ 93.95
Soma Ergonomic Chair	\$ 622.99
Microsoft Comfort Curve 2000 Keyboard	\$ 30.00
External Number Pad	\$ 28.00
Kensington Expert Mouse	\$ 99.00
The Pencil Grip with Gel Flow Pens (set of 8)	\$ 23.52
Klever Konzept Ergonomic Box Opener	\$ 2.19
Slice Box Cutter	\$ 19.99
<b>Total*</b>	<b>\$ 2,622.60</b>

\*Please note this quote is based on market value of all products; during the implementation phase we try to purchase products at lower prices when possible. We resell all equipment at the cost it was purchased.

Assistive Technology Recommendations for Pedicure Workstation	
Superb Manicure Station	*
Pibbe PS93 Pedicure Station	\$ 1,938.89
Winco Gas Lift Medical Exam Stool with Foot Ring	\$ 138.00
Disposable Trays for Pedicure Station (set of 100)	\$ 137.00
Wire Basket for Disposable Trays	\$ 115.00
Foam Handles for Wire Basket	\$ 20.00
Mobile Cart for Pedicure Station	\$ 135.00
Solo-Grip Jar and Bottle Opener (set of 2)	\$ 53.90
6-in-1 Multi Opener (set of 2)	\$ 23.90
Nail Brushes (set of 2)	\$ 15.98
Brush Holder (set of 2)	\$ 35.90
Brush Holder Clips (set of 24)	\$ 47.76
Barbicide Plus for Testing of Tool Grips	\$ 16.62
The Pencil Grip for Nail Brushes and Manicure Tools (set of 56)	\$ 88.80
Silicone Tape for Manicure Tools	\$ 24.95
Shipping	\$ 400.00
Manicure and Pedicure Workstations Subtotal	\$ 3,203.70
<b>Total**</b>	<b>\$ 6,407.40</b>

\*\*Note: Although recommended, the Superb Manicure Station is not reflected in the total price because Ms. Peterson has already received funding from DVR to make that purchase.

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## 27 year male with C4 SCI

- C4 Complete SCI 6 years ago
- Can control head
- Good voice
- Has good control of the shoulders
- Drives wheelchair with chin joystick
- “dreamer” personality
- Not great follow-through
- Private funding
- Desire to increase independence
- Frequent pneumonias



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## 27 year male with C4 SCI

- GOALS: Phone and tablet control for greater mobility
- Assessment Focus Areas:
  - Phone Access: accessible bluetooth, styli, scanning
  - Tablet Access: mouse emulator, styli, scanning
  - Independence with Doors: tablet operated, wheelchair operated
  - Portable Access to Computer



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## Accessible Bluetooth Devices



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## Styli and Scanning for Phone/Tablets



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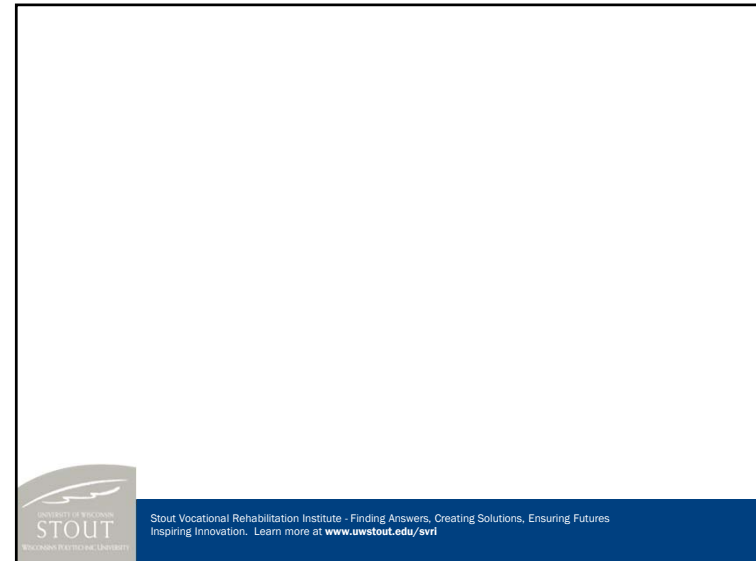
## 27 year male with C4 SCI

<b>Assistive Technology Recommendations</b>	
Officemate Headset	\$ 499.00
Microlite Shoulder Switch	\$ 77.00
Shoulder Switch Mount	\$ 95.00
Loc-Line Cellular Phone Mount	\$ 190.00
Tecla Shield Dos System	\$ 535.00
Samsung Galaxy Tab Pro w/ micro USB Converter and Case	\$ 530.00
Custom Jouse2 Wheelchair Mount	\$ 235.00
Open Sesame Residential Door Opener with X10 Package	\$ 1,657.00
Insteon IR Converter and Accessories	\$ 120.00
<b>Total*</b>	<b>\$ 3,938.00</b>

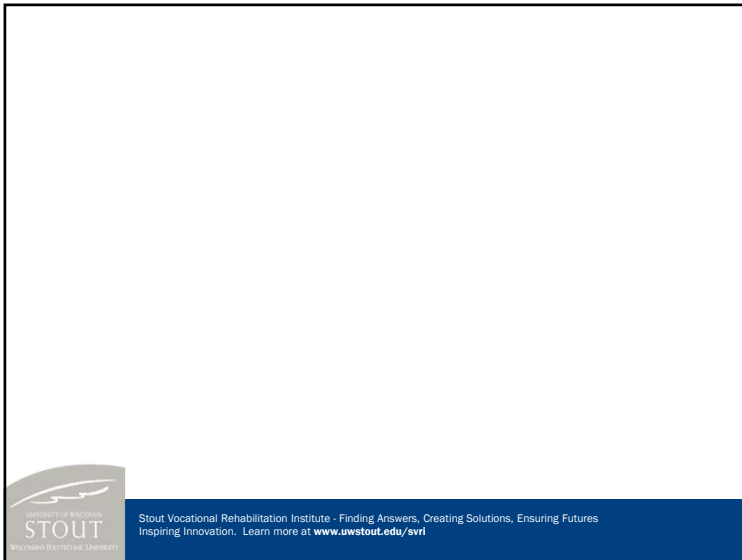
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## 38 year male with Cervical Dystonia, Anxiety, and Depression

- Cervical dystonia causes hyperextension of the neck
- Anxiety due to prominence of disability
- Depression
- Anxiety and depression exacerbates spasms
- Trained as Computer Network Analyst
- Seeking jobs
- Can't look down
  - Often trips
  - Can't drive
  - Difficult to write
  - Difficult to see computer
- Extra support to neck helps



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## 38 year male with Cervical Dystonia, Anxiety, and Depression

- GOALS: ↑ efficiency and comfort at workstation
- Assessment Focus Areas:
  - Seating: chair, head support
  - Computer Ergonomics: keyboard, mouse, monitor
  - Workstation: desk height, forearm supports



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## 38 year male with Cervical Dystonia, Anxiety, and Depression

<i>Assistive Technology Recommendations</i>	
Neutral Posture 8600 Ergonomic Chair (higher post)	\$ 1,150.00
Sub Occipital Headrest	\$ 225.00
Headrest Hardware and Custom Fabrication	\$ 295.00
Microsoft Comfort Curve 5000 Ergonomic Keyboard	\$ 69.00
Evoluent Left Hand Vertical Mouse	\$ 95.00
60"x30" Workstation	\$ 220.00
Morency Forearm Rest	\$ 132.00
Morency Rest Riser	\$ 20.00
Computer (i7, 6GB RAM, 500 GB Hard Drive)	\$ 749.00
Height Adjustable LCD Monitor	\$ 200.00
<b>Total*</b>	<b>\$ 3,155.00</b>

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## 34 year female Amputee

- Left arm amputated
- Left leg fused at knee
- Mental health issues
- Anxiety
- Depression
- Working in a shop to sew corn neck heating packs



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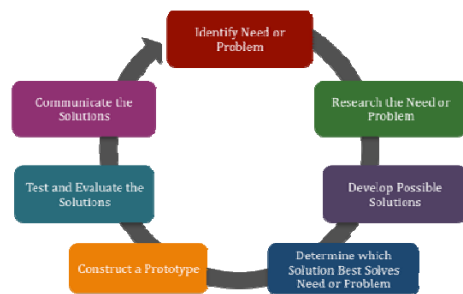
## 34 year female Amputee

- GOALS: Independently and efficiently sew and tag hot packs
- Assessment Focus Areas:
  - Reversing Fabric
  - Filling Bag with Corn
  - Tag Produce with Price Gun



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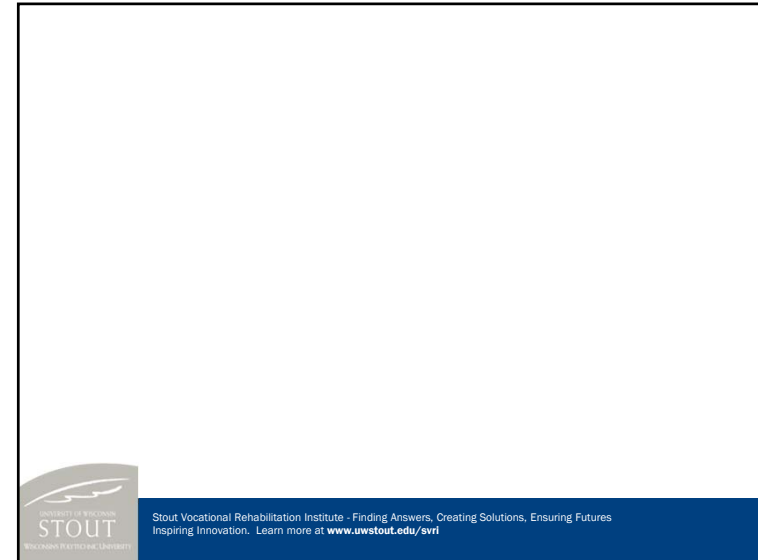
## Engineering Design Process



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## 42 year male C2 SCI

- Construction accident causing C2 SCI
- Initially not interested in AT
- Wanted to control Kindle
- Wanted to independently control lights, TV, call system
- Wanted to use computer
- Could move head a little
- On a ventilator
- 24 hr care at extended care facility
- Likes to play computer games
- Enjoys hunting

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## 42 year male with C2 SCI

- Goals: Increase independence with computer, EADLs, reading
- Assessment Focus Areas:
  - Kindle access: mouthstick, switch actuated controls
  - EADLs: integrated systems, stand alone options
  - Computer Access: head mouse, oral joysticks,
    - Challenge! typing while playing games

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## 42 year male with C2 SCI

<i>Assistive Technology Recommendations</i>	
Easy Chair Workstation	\$ 525.00
Headmouse Extreme	\$ 1,225.00
Sip/Puff Switch for Headmouse	\$ 295.00
X-Keys XK 24 Macro Keyboard	\$ 129.95
Custom Kindle Mount	\$ 100.00
Saje Pocketmate	\$ 1,825.00
Bed Controls for Pocketmate	\$ 1,100.00
X10 Controls for Call System	\$ 35.00
X10 Controls for Light	\$ 35.00
Pocketmate Mount	\$ 100.00
Sip/Puff Switch for Pocketmate	\$ 249.00
<b>Total*</b>	<b>\$ 5,618.95</b>

*\*Please note this quote is based on market value of all products; during the implementation phase we try to purchase products at lower prices when possible. We resell all equipment at the cost it was purchased.*



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## 53 year female s/p Stroke

- Right side weakness
- Right side fine motor impairments
- Impaired balance and coordination
- Intermittent back pain
- Severe depression



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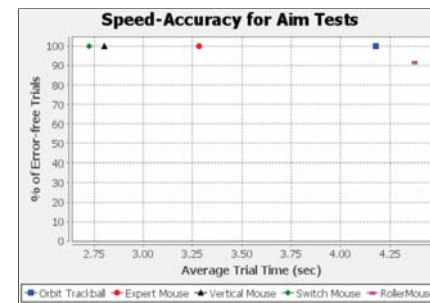
## 53 year female s/p Stroke

- Goals: Finish degree in Accounting
- Assessment Focus Areas:
  - Cursor Control
  - Text Entry
  - Data Entry
  - Notetaking



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## Compass – Quantifying Assessments



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## 53 year female s/p Stroke

<b>Assistive Technology Recommendations</b>	
Evolution Wireless Vertical Mouse for the Right Hand	\$ 109.95
Lily Walters' One Hand Typing Tutorial	\$ 85.00
Mini Keyboard w/ Tactile Markers	\$ 74.00
External Numeric Pad	\$ 30.00
Dragon NaturallySpeaking 12 Premium	\$ 199.00
Dragon Training Manual	\$ 29.99
Andrea Electronics NC181-VM USB Microphone Headset	\$ 49.95
Ergonomic Pen Grips with Gel Flow Pens	\$ 35.80
Presto High Back Ergonomic Chair	\$ 295.00
LiveScribe Smartpen Kit	\$ 250.00
Laptop Computer	\$ 650.00
Microsoft Office Home and Student 2013	\$ 139.99
Quickbooks Pro 2014	\$ 249.95
Laptop Stand	\$ 35.00
<b>Total*</b>	<b>\$ 2,233.63</b>

\*Please note this quote is based on market value of all products; during the implementation phase we try to purchase products at lower prices when possible. We resell all equipment at the cost it was purchased.



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## 38 year male with Low Back Pain

- School bus driver
  - Severe hearing impairment
  - Low back pain
  - Pain radiates down legs – worse on right
- 
- Goal: Reduce vibrations while driving bus



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## 38 year male with Low Back Pain

<b>Assistive Technology Recommendations</b>	
International Bus Self Contained Air Seat	\$ 443.92
Arm Rests for Bus Seat	\$ 88.12
<b>Total*</b>	<b>\$ 532.04</b>

\*Please note this quote is based on market value of all products; during the implementation phase we try to purchase products at lower prices when possible. We resell all equipment at the cost it was purchased.



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## Where did I learn this?

- Conferences
  - Closing the Gap
  - ATIA (Assistive Technology Industry Association)
  - RESNA (Rehabilitation Engineering and Assistive Technology Society of North America)
  - CSUN
- Listservs – AT-Forum
- AT Certificate Programs – [resna.org](http://resna.org)



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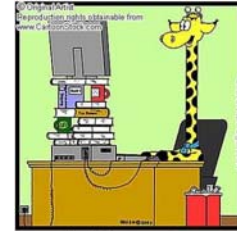
## Shopping! – a few of my favorite websites

- Google Image Search [www.images.google.com](http://www.images.google.com)
- Boundless Assistive Technology [www.boundlessat.com](http://www.boundlessat.com)
- The Human Solution [www.thehumansolution.com](http://www.thehumansolution.com)
- ErgoGuys [www.ergoguys.com](http://www.ergoguys.com)
- Arc Ergonomics [www.arcergo.com](http://www.arcergo.com)
- AirTech [www.airtech.net](http://www.airtech.net)
- InfoGrip [www.infogrip.com](http://www.infogrip.com)
- EnableMart [www.enablemart.com](http://www.enablemart.com)



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**What Tool Did You Learn  
About Today That You Wish  
You Had Known About Last  
Month?**



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