



Questions Posed in 5/19/20 Webinar –
 “Discussion on COVID-19 Data Integrity Strategies”

(questions specific to technology, accessibility and remote service provision are in the second chart)

Question	Responses in Chat Box	Additional Responses
<p><i>Did the IT department for Alaska implement the Microsoft remote desktop feature for their staff? (Rebecca Sunder)</i></p> <p><i>Are these same technologies being used for service coordinators, etc? (Jen Wheelhouse)</i></p>	<p><i>Yes, our IT department created the RDP link for all VR staff. (Mariah Krueger)</i></p>	
<p><i>will be very interested in knowing what new types of training ideas you come up with. We are going through the same issues. How to convert 18-20 hours of in person training into webinars. exactly!! Allison, do you also use teams for larger statewide webinars for staff? (John Marchioro)</i></p>	<p><i>Go-to-Meetings is typically used for a much larger training/webinar. However, we are utilizing Teams more and more. (Allison Flanagan)</i></p>	<p>(Alicia Kucharczyk) In CT we do utilize Teams for all virtual training sessions. We make sure to sent content to deaf professionals and interpreters ahead of time to ensure accessibility and have conversations about the presentation and whether or not attendees will follow along or if the presenter will share desktop while using Teams. We have found the change to virtual training to change the dynamic regarding group discussion and try to keep the training succinct so that there is time for discussion and Q&A.</p> <p>(Mariah Krueger) We are breaking training down into 2-3 hour sections so that it isn't overwhelming.</p>
<p><i>Are counselors aware of/using the scanning functions on their smart phones to scan documents to be sent or uploaded to their case management systems? (HarrietAnn Litwin)</i></p>		<p>(Mariah Krueger) Some have downloaded apps, but staff are also aware of the scanning feature in the Notes app on an iPhone.</p>

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<i>Zoom has had an issue with delays. Has this created any issues? (Jen Wheelhouse)</i>		(Mariah Krueger) Our interpreter will FaceTime on the phone with our deaf employee while they both participate in zoom calls on the computer. So they are both participating in two “calls” at the same time, but not using the same internet connection to help reduce drag.
(example of building connection with teams)	<i>A few of my coworkers and I have been doing Zoom lunches once a week like we would be having lunch in the office. So helpful. (Cassie Richard)</i>	

Questions Related to Technology and Access:

Question	Responses in Chat Box	Additional Responses
<i>how are counselors able or not able to work with those that have a need for other types of communication such as deaf blind, or people with cognitive disabilities? (Marlene Swarts)</i>	<i>In Alaska, we have an ASL interpreter on staff who interprets for our deaf staff as well as clients. She links in to all meetings in which her services are needed. (Mariah Krueger)</i>	(Alicia Kucharczyk) We continue to use interpreters where needed for our deaf professionals along with interpreters. We are also equipping staff and consumer who require it with tablets in order to access VR services remotely.
<i>what have you done for your staff that are hard of hearing or deaf? (Marlene Swarts)</i>	<i>In Minnesota for Deaf/HH staff we are using ZOOM for meetings with on demand interpreters, also using Microsoft Teams as captioning is available (Rebecca Sunder) In Alaska, we have an ASL interpreter on staff who interprets for our deaf staff as well as clients. She links in to all meetings in which</i>	

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	<i>her services are needed. (Mariah Krueger)</i>	
<i>what about communication for those that need tactual sign language? (Marlene Swarts)</i>		
<i>any issues that you can discuss regarding Microsoft teams regarding the use of interpreters or any closed captioning drag? meaning multiple interpreters being used at the same time for different Deaf/HH staff? can all interpreters be on at the same time? (John Marchioro)</i>	<i>Personally, Teams has less lag time than Zoom, but we also have gotomeeting accounts that we can use as well. Often times the lag time depends more on the individual's home internet situation (Mariah Krueger) Florida has successfully been using Microsoft Teams for all our local meetings. I have had well over 15 on at the same time with interpreters signing and we didn't have any glitches. Just requires some preplanning to make sure everyone connects and the accommodations are in place. (Allison Flanagan)</i>	<i>(Alicia Kucharczyk) This has been a learning process in utilizing new technology like Teams, which does not offer government real-time captioning. Our deaf professionals and interpreters typically use a second form of technology of training materials are being presented because of the video size of the interpreter becomes too small and difficult to understand. During standard meetings where there are no materials being presented, we have instructed the deaf professional to "pin" the interpreter so he/she has a larger view of the interpreter.</i>
<i>(other accessibility strategies shared)</i>	<i>Office Lens has the capability to convert a document from an image to PDF. I have been using this. (Jen Wheelhouse)</i>	