



E1MN REGIONAL LAUNCH MEETINGS PADLET SUMMARY

Introduction

Participants across all five regions of the February 2022 E1MN regional collaboration meetings brainstormed the following suggestions for collaboration with tools.

Suggestions for collaboration with tools

Provide technical support or equipment

- Meet with the person to help them set up a My Vault account, access it and complete My Vault activities. Collaborate and coordinate across the team to support the person in using My Vault.
- Find systems to keep track of passwords: Use software to manage passwords, designate a team member to maintain login information or add the password to the professional network chart.
- Use the help desk for My Vault as needed. [See [chat](#) help at the Disability Hub MN website.]
- Provide a place for people to access the technology needed to use tools like My Vault.
- Identify ways to provide the technology needed to access My Vault. For example, LSS received a grant to get devices for participants to use My Vault, which can be accessed through cell phones and tablets.

Learn the relevant tools, then advocate for them and teach others

- We need to become more familiar with the tools ourselves so that we can assist others. More experience will provide us with feedback that will allow us to offer more information to people who are hesitant to use the tools.
- Hold agency-wide trainings on using the tools, and gather as a team to go through the tools and resources and provide refreshers.
- Treat everyone with grace and help each other through the learning process because these tools are new for many team members.
- It will help to advocate for the tools and encourage more people and agencies to use them. Key to this is making sure that people understand the benefits of using the tools.
- Have regular conversations about the tools with schools and providers to create more buy-in, consistently bringing them up to create more interest. This makes it easier to move through the



process. Promote the tools to school staff, IEPs, case managers, support staff, unlicensed staff, providers, participants, parents and guardians.

- Educate teachers or provide curriculum on setting up a My Vault account while people are still in school.
- Collaborate early with schools—they are not seeing the value of My Vault other than as a place to store documents, usually as a student's time at school is ending. Encourage schools to use My Positive Summary to avoid repeating what has already been done.

Highlight the benefits of using the tools

It is important to highlight the benefits of using E1MN tools, including:

- Resources and information are available on the [Disability Hub MN website](#) – this information is very helpful and also gives consistent messaging.
- My Vault allows people to see benefits information instantly.
- My Vault stores information in a single location and helps keep providers connected and informed. It helps prevent the loss of information, saves time and energy and offers more privacy than email.
- The tools save people from having to repeat the same information and provide opportunities to build on previous knowledge. They also make transitions to new providers easier.

Use the tools and share them

- Use the tools with people who see their benefit, being sure to share the tools at the point of transitioning to other providers. Show providers where My Positive Summary is located.
- The job seeker and the person who is developing the tool can decide who to share it with.
- Make sure that people are in team members' contacts to make sharing easier.
- Use the tools as a guide/agenda for group meetings to discuss interests and coordination of future services.

Communicate and keep everyone updated

- The best way to overcome challenges is through communication with each team member and as a team.
- Teams in our region are very willing to reach out to teams to collaborate via phone and email.
- Keep in mind that not everyone is using the tools: At the start of each phase, remember to ask who is using My Vault, who is in contact with members of people's teams and how using My



Vault should be managed. Communication in the beginning is essential to knowing if a My Vault account is set up or if one needs to be made.

- Continue to meet in local groups.
- Host a team meeting when a new team member comes on board.

Clarify roles

- Most families will need assistance to complete the My Vault account. Have a team meeting to start the process and discuss the roles of providers and families. Having this conversation early is helpful so everyone is aware of their roles.
- Assign specific roles between providers to streamline the process of creating a My Vault account. Working together can be helpful.
- Thinking outside the box is a benefit. Can parents or guardians assist? Can home services assist? Can ARMHS workers help?
- Be clear with new staff about the expectations for collaboration and continue to train them. Make sure everyone understands the expectations of involvement.

Bring in schools

- Students tend to have access to internet at school, so involving the school is helpful. Additionally, paraprofessionals can help students work through the tools, or students can work on them together.
- For transition students, it may help for school case managers to complete My Positive Summary.

Work with liaisons

- Liaisons with Vocational Rehabilitation Services are intended to continue to educate 245D licensed providers in the tools that are available on the Disability Hub MN website.

Require using the tools – or advocate using them more strongly

- Providers are using their own forms for planning. Instead, use these common tools for all providers.
- If it's not required and made a standard, it's going to continue to be piecemeal and inconsistent. Making something optional can mean it does not move forward.
- Sustainable follow through on using these tools is a concern. Not all agencies are using them due to company security policies. They are valuable tools, but not required. It can be unclear to participants how the tools will benefit them in getting a job. If they are important, they may need to be required before moving to the Find phase.



- Providers have difficulty using an external system in addition to an internal system. Agencies prefer system-generated forms with information that they collect.

Make PDFs available

- Print off PDFs of tools so people can fill in the information on their own. The one-page profile is great to give to families or paraprofessionals. [Note: all of the tools are available as a fillable PDFs in the "[Hands-on Tools](#)" section of the work toolkit of the Disability Hub MN website.]
- If someone does not want to make an account (or has barriers to access it), provide alternative formats such as PDFs to fill out.
- It could be helpful to start by giving the One-Page Profile to the family to start to get to know the person.

Suggestions for further development of My Vault

- An app would allow people to use My Vault on the go. Make sure the app is accessible by phone because many participants use smart phones for services.
- Not all people have the same access and experiences using technology. It will be much more successful if people can use texting.
- Ensure My Vault is accessible and exciting for everyone. For example, additional pictures, videos, and music would make it more engaging.
- If a team member uploads or tries to share something with another member, it would be nice to have an email notification from My Vault. Additional notification would be helpful for those who do not visit My Vault every day.
- It would be beneficial for My Vault to display history and detail from prior jobs. This would provide more exact information to ensure that each person has better services.
- Features that allow more organization in My Vault would be helpful. It would be easier to use (and be used more) if folders could be created to put different documents in. [Note: In a professional My Vault account, individual contacts have separate folders where their files and activities are stored. See [Disability Hub MN - Using My Vault to support people](#) for more information.]
- Create a video of a person doing a job and a video interviewing the person about what they liked and did not like about the job. This may help the person feel more valued and that their wishes are being heard.
- If possible, give rights to update and add documents when not working directly with a person face to face. [Note: Because the activities in My Vault are person-centered, it is best for the



person to do them, with support from others as needed. The person can share his/her activity with anyone they choose, so the professionals who support them can have the activities in their own My Vault account. See [Disability Hub MN - Using My Vault to support people](#) for more information.]