Able Opportunities, Inc.

Leveling the playing field for equal opportunity, economic power, independent living & inclusive communities

www.ableopps.com

Person-Centered to Person-Driven

Successful, Innovative Accommodations
Elevating Services from Compliance to Alliance

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Target Groups, traditionally challenged to get equal access to rights and freedoms are defined by:

- Gender
- Race
- Disability
- Religion
- Sexual Orientation
- Ethnicity
- Class
- Education

"Beyond Inclusion, Beyond Empowerment" by Leticia Nieto

- We work in a field of social justice. We need to consider how systemic oppression impedes efforts.

- We are still learning. Perspective: when I was in school, special education was a room down the hall. When my mom was in school, special education was in a different building. When my grandmother was in school, there was no special education.

- We are working together to set the bar in the right place. How do we keep going, to continue to create innovative accommodations and invest in the time it takes to set the bar higher?

- We don't want to drag the same problems forward using higher tech tools to reinforce compliance based strategies. How do we become allies to the people we support? How do we consider our second customer, the employer?
If a house collapsed in on a child, all of us would come running with pitchforks and shovels. No one would stop digging until the child was found. That is our task here, to keep digging until we find the child.

– Dr. J. Julian Chisholm
Helen Keller’s doctor

We apply this perspective to every one we work with. Our job is to level the playing field with innovative accommodations, using them like pitchforks to lift the rubble of institutionalized oppression. We can not stop digging until we find the person.
Modality Loss / Processing Loss
Mind Deafness / Mind Blindness

- The Mind as a File Cabinet: Category/Relatedness
- Most of what we know we learn incidentally, Risely & Hart
- Sugata Mitra, studies in motivation driven learning...without teachers
- Accessibility of a model, emphasizing a tactile / kinesthetic dimension
- Approach and Model, how we “knock on the door”
Etiquette of Approach

- Learn how a person orients to interaction: Is it auditory, tactile or visual? A combination? Do they need extra processing time?
- Are you clearly communicating the expectations of the interaction before starting? Are you presenting a model?
- Are there sensory considerations?
The Three Minute Rule
The Gottman Institute

- John & Julie Gottman, at the Gottman Institute, can determine with over 90% accuracy newlywed couples who will be heading to divorce. John has researched communication between couples for over 40 years.

- Their research shows that the first 3 minutes of communication, when stress is present in the topic, can predict the outcome of that communication. In other words how you approach the interaction influences its success.
Naoki Higashida, “The Reason I Jump”

Question: “Why do you ignore us when we’re talking to you?”

Answer: “If someone is talking to me from somewhere far off, I don’t notice. You’re probably thinking, “same here”, yes? A major headache for me, however, is that even when someone is right here in front of me, I still don’t notice they’re talking to me.” ... “So it would help us a great deal if you would just use our names first to get our attention, before you start talking to us.”
Homunculus

- Sensory Weight
- Startle Reflex

* First, we have to stop reaching in to the hand
Picture Descriptions

- Sit facing your partner, one person facing the screen, the other facing the back of the room
- Without using language, describe the following pictures to your partner

* Neither person can talk, sign, mouth words, etc.
The duck is reaching for a fly.
Mobile, Person-Centered, Picture Systems

- Teach individuals to take pictures of people / activities / places / objects; allow them to be as involved as they desire!
- Remove the memory card and place into portable printer. Or use a newer “Selfie” printer where you can send pictures directly from your phone.
- Caption photos and use them to tell stories across environments successfully - communicating about a recent event. Ex. Go to work with a captioned photo of an event from the weekend. This builds relationships with co-workers.
- Model this strategy until they naturally come forward. The 1st goal is for the team to model consistently.
- Use this system to capture food orders at a cafe to be modeled and reused by everyone.
- Next explore choice making.
Because pictures can tell a story that Reid’s language can not...
Use of this equipment allows an increase of communication and self determination. These skills transfer well to the worksite for employees to capture and track the schedule of their job tasks.

- Storytelling captures photos like those in a photo album, with people in the picture

- A picture schedule for work is taken by the employee (supported as needed) following direct instruction from the employer. Photos include the view from the employee; a picture of the task itself, not the employee completing the task.
Job tasks are captured, printed and set in sequence. Here, the left strip orders job tasks, the right shows completed tasks. Note: vertical or horizontal systems can work.

Concretize times when abstract decision making is required. Ex) The clipboard shown here tracks tasks that need to be completed in 3 patient rooms. If 1 of the rooms is busy, or if supplies run out, it must be completed later. We took a picture of the clipboard and trained to move it down the task list thru the shift until all boxes for each of the 3 rooms is checked off.
Once the job expanded into the busy Pediatric Rehab Department, tasks to sanitize and restock toys in various treatment rooms were too numerous to fit onto one schedule. We color coded rooms and outlined tasks in the color assigned to the room. In the main schedule was a picture of the room sign, then on the back of the door in each room was another strip with tasks to complete for the room.
Concrete Models of Money

• Why do we work? What makes work different than other community activity and choices?

• How do we know we are contributing to the team? How do we measure or track our work tasks and performance? Where do we look to get measurements of progress and success? Who do we report to?

• How do we accommodate someone with a developmental disAbility to access this same information?
A Money Jig can be made for any combination of coin. This one holds four quarters. We shop at the dollar store for items to purchase with earnings. We find a community sponsor to donate $200/year to allow someone to learn production = earnings.
A clear connection to earnings motivated Chris to increase his work speed to competitive employment rates.
Trepp uses the wA app & a money jig for concrete information about work expectations and earnings.
Our collaboration with Harrison Medical Center has allowed us to attend to our second customer, the employer.

In addition to understanding their mission and values, we have developed business minded practices.

WIN Program

WIN, Work Independence Network, is an innovative collaboration between Harrison Medical Center, Kitsap County Developmental Disabilities and Able Opportunities, Inc. We develop successful recruitment & retention business models for hiring people with disabilities.

JOIN US
YOU’LL GET
WIN-WIN RESULTS
Job Development Using Cost Analysis

- Pitch to bottom line-budgets.
- We do not "carve" or even "customize".
- We offer cost saving business solutions.
- We are business efficiency specialists.

Nursing Floors
WIN supported employees assist nursing staff, allowing nurses to prioritize direct patient care. Pay for L.P.N, C.N.A, Office Clerk and WIN supported employees are listed below, providing a clear example of savings. A WIN supported employee working 12 hours/week can save this department up to $23,000 over a five-year period.

<table>
<thead>
<tr>
<th></th>
<th>Year One</th>
<th>Year Two</th>
<th>Year Three</th>
<th>Year Four</th>
<th>Year Five</th>
</tr>
</thead>
<tbody>
<tr>
<td>L.P.N</td>
<td>$ 16.66</td>
<td>$ 17.07</td>
<td>$ 17.50</td>
<td>$ 17.94</td>
<td>$ 18.39</td>
</tr>
<tr>
<td>Office Clerk</td>
<td>$ 12.40</td>
<td>$ 12.65</td>
<td>$ 12.90</td>
<td>$ 13.16</td>
<td>$ 13.42</td>
</tr>
<tr>
<td>WIN</td>
<td>$ 9.55</td>
<td>$ 9.72</td>
<td>$ 9.90</td>
<td>$ 10.08</td>
<td>$ 10.26</td>
</tr>
</tbody>
</table>

Cost Savings w / WIN

Created in the Numbers App (Apple’s version of Excel)
Production Charts

Production charts allow the employee with a disability to see the measure of their work production in concrete terms. Targets can be set on the graph by the employer to clarify work expectations.

- Employers can communicate directly with their employee about work performance.
- Employees with disabilities have concrete information about work expectations.
- The graph can be printed or emailed directly to the employer, coach, or guardian.

First, define what will be measured & what kind of chart will reflect this information.
Production data is tracked on the job and auto feeds to this table. The graph immediately shows production flow. Employees hand this to their supervisor directly, allowing concrete discussion of expectations & goals.
A graph measuring earnings and lost wages is an option to provide concrete information about work choices.

<table>
<thead>
<tr>
<th>Name: MONEY EARNED / LOST</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Production = Earnings</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dec-12</th>
<th>M</th>
<th>T</th>
<th>W</th>
<th>TH</th>
<th>F</th>
<th>M</th>
<th>T</th>
<th>W</th>
<th>TH</th>
<th>F</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL MINUTES IN SHIFT</td>
<td>90</td>
<td>90</td>
<td>90</td>
<td>90</td>
<td>90</td>
<td>90</td>
<td>90</td>
<td>90</td>
<td>90</td>
<td>90</td>
</tr>
<tr>
<td>TOTAL MINUTES WORKED</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td>90</td>
<td>90</td>
<td>90</td>
</tr>
<tr>
<td>Time Lost</td>
<td>30</td>
<td>30</td>
<td>30</td>
<td>30</td>
<td>10</td>
<td>10</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Pay Lost @ $10.00 / hour</td>
<td>4.98</td>
<td>4.98</td>
<td>4.98</td>
<td>4.98</td>
<td>1.66</td>
<td>1.66</td>
<td>1.66</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

$24.90 =
Dinner for two at Olive Garden
Xbox Game
Movie night for 2

$124.50 =

$24.90
Teach to the Tool

- How do we get out of the way? We need to ask this question regularly!

- Is an employee slow to pick up skill? Distracted? Lacking motivation?

- Is a parent perceived as "overly nervous" or "overbearing"?

- Is an employer close minded? Too busy? Giving you the brush off?

These are the places we need to invent accommodations! What tool or accommodation will allow them to track or gain directly?
We put this line item into our staff meeting agenda: “How Do We Get Out of the Way, Shifting Compliance to Alliance” We train ourselves to examine every step of the process where we are cueing, tracking or communication on behalf of the customer/employee. We pay attention to areas where we are frustrated with the employee, family, or employer.

Questions to ask:

- Are we overworking our supports in order to keep a job?
- Does the person have direct access to the information they need (data on performance, earnings)?
- Can the employee communicate directly with the supervisor and coworkers (with or without accommodation)?
- What accommodation tools exist or need to exist to build stronger direct relationship between employee and employer?
Cause the times, they are a changin'...

• Steve Jobs changed the game.

• From a 4 to $6000 clunky device that can do one thing... to a device that can do thousands.

• The same device that's in the hands of the masses!
High Tech- How do you use your smart device?

Normalize this experience for people with cognitive disabilities.

Contact - phone, FaceTime, other video calls
Tracking- calendar, task lists, addresses
Presentations- Keynote/PowerPoint
Documents- Pages/Word, Numbers/Excel
Mapping- maps, Keynote
Entertainment- streaming, games
Sharing- pictures, documents, screens...

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First, play to learn how to touch and activate with different movement: puzzles, photo booth...

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### TRANSITION CHECKLIST

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IDENTIFY YOUR TEAM</td>
<td>County DD, Employment Agency of your choice. School players? Benefits Specialist?</td>
</tr>
<tr>
<td>GUARDIANSHIP</td>
<td>Ck with County DD for local resources. Payee? Medical?</td>
</tr>
<tr>
<td>IDENTIFICATION CARD</td>
<td>Washington State ID or Drivers License</td>
</tr>
<tr>
<td>SOCIAL SECURITY BENEFITS</td>
<td>Social Security Administration 1-800-772-1213 <a href="http://www.ssa.gov">www.ssa.gov</a></td>
</tr>
<tr>
<td>CAREER EXPLORATION</td>
<td>Transition teacher, ODEP, Office of Disability Employment Policies, Employment Vendors</td>
</tr>
<tr>
<td>SELF DETERMINATION / SELF ADVOCACY</td>
<td>Accommodations clear? Known preferences? Volunteer connection to pay (do they handle their own money)?</td>
</tr>
<tr>
<td>RESUME &amp; COVER LETTER</td>
<td>Paper? Video? Includes life skills translated into work skills</td>
</tr>
<tr>
<td>INTERVIEWING PREP</td>
<td>Both what an employer asks and what you ask an employer. Intervista for clear information on areas of strength and interest</td>
</tr>
<tr>
<td>JOB SEARCH SKILLS / SYSTEM</td>
<td>Personal indirect. Vendors are not headhunters. Develop search tracking with weekly search tasks between appointments</td>
</tr>
<tr>
<td>HEALTH &amp; SAFETY</td>
<td>Check HR resources and policies for us. Ask us, we have a checklist. Assume Internet safety. Technology to connect (telecoach/employer) is a vital tool for safe community travel</td>
</tr>
<tr>
<td>TRANSPORTATION</td>
<td>Will make or break employment success. Make sure public holiday schedule, bad weather, etc. affect those on public access bus system. Travel Trainer needed</td>
</tr>
</tbody>
</table>
Numbers for Reporting and Charts

- Once all staff were trained on using iPads for reporting, tracking and creating- Paperwork was reduced by 50%!!
We use these regularly for efficiency.
1Password - a simple app that requires a password, where you can write down all of you other passwords so you only have to remember one!!

Egnyte - a HIPAA compliant cloud site where you can store confidential files. You can invite others to a file thru an encrypted link.

Genius Scan - take a photo of receipts or documents, batch together, send easily. Note- the IRS accepts scanned receipts.
**Glide** - video messaging. Popular in the deaf community!

**Tips** - Keep up with cool updates. Open and swipe through the newest or select a collection by category.

**Pandora** - Enter the name of a musician / band and Pandora creates a station of them and similar music. Great for calming at a worksite.
➢ Cost Analysis

➢ Schedules

➢ Production
Keynote for Mapping

• Orientation to a new work site
• Placement of work areas
• Names of people seated throughout departments
• Etc. Etc. Etc.
iMovies !!!

- Capture and show a work site in preparation for the first day
- Footage of new co-workers
- Education about support communication or needs
- Person Centered Plans
- Video resumes
- Video Brochures

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Employer Engagement

Video Resumes allow individuals direct communication with employers. Employers note a preference for the structure similar to a paper resume.

- iMovie Walk Thru
- Video Resume How To

Video Brochures and Marketing allow business minded presentations specific to a company or industry.

- Brochure Clip
- Marketing Clip
Accessibility

Google  Android Accessibility Features
Apple  iPad Accessibility Features
Microsoft  Surface Accessibility Features

NATIONAL PROJECTS

ATAP  RESNA  PEAT

Dual Sensory Loss- iCan Connect Projects
Safety

Companion App
Friends and family can track your movements between points on a live map. If your phone drops, you run, or don’t respond in 15 seconds, police and companions are alerted.

Parachute (previously Witness)
Allows film capture and alert - livestream emergencies

Life 360
Track family members/groups
FaceTime & Video Calls

Train to find street signs, cross streets and landmarks for communication about location.
Camera

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Dust on & around Coffee Shelves

- Dust rags in kitchen
- Make sure top is dusted
- Pull out machines, wipe all areas

Experiment with tool, something on a stick? Dampered? Something easy to reach places and stays physically stable.

- Clean inside sink using bar keepers friend
- Gloves above all hand sinks

- Clean around EVERYTHING
- Or use simple green
- For fine polish on occasion

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SKITCH

Tag Maps & Photos
Commonly used apps for creating task lists. iPhoto is also used by taking pictures, then adding them in order into an album.
QR Codes & Scanning Apps

Create a free QR (quick response) code thru a website.
Ex) www.QRStuff.com

Download one of the many QR Scanning Apps. For example:
• Free QR Code
• QR Scanner
• Scanbot
Point your phone at the QR code and it will direct you to the link you assigned. Try it with these codes.
Work Autonomy allows accommodation to some of the greatest barriers in the workplace: communication with customers, co-workers and supervisors, tracking expectations, and understanding the relationship between production and earnings.

Set colors, font, sections to meet accommodation needs. Capture video, photo, text, and/or voice for messages and a work schedule. Set work parameters, then…

Play Messages  Track Schedule  Track Expectations  Track Production
Next Steps - Technology as Equalizer

➢ Assess how you are using low/high tech accommodations. Can they be improved to increase autonomy?
➢ Build systems together. Start with telling stories across environments, ordering favorites at a restaurant, etc. Then move into choice making.
➢ Train on tools that track steps and expectations.
➢ Connect production to earnings, then earnings to spending & saving.
➢ Work with employers to create concrete visual reporting tools that increase employer/employee connection and understanding of work expectations.
➢ Strengthen the habit of teaching to a tool that can be used instead of the coach or support staff. Train staff to adopt this skill set.
➢ Email me jennifer@ableopps.com to be added to my shared resources file
PLAN, MODEL, TRAIN

“A habit cannot be tossed out a window, it must be coaxed down the stairs a step at a time.”

Mark Twain

Able Opportunities, Inc. offers facilitated meetings for agencies to design plans that address the incorporation of new strategies and tools. Plans identify sources for:

Funding, Thought Change, Accommodations, Staffing Needs, Education, Strategic Planning, and Collaborative Partners.

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## The Change Paradigm

### Identify the Issue, Identify What is Needed for Change

<table>
<thead>
<tr>
<th>ISSUE</th>
<th>EXAMPLES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funding</td>
<td>Identify current sources, possible sources and black holes where there is no identified funding. Explore braided funding, bartering with collaborators, etc.</td>
</tr>
<tr>
<td>Thought Change</td>
<td>We work in social justice. Set the bar of potential in the right place. How do we keep going, continue to create innovative accommodations, invest in the time it takes to set the bar higher? How do we get out of the way?</td>
</tr>
<tr>
<td>Accommodations</td>
<td>The right tool can change everything. Eval communication tools. Do PWDs have direct interactions with coworkers and employers? Does the PWD understand their earnings, that production = earnings, can they report directly to their supervisor about their work?</td>
</tr>
<tr>
<td>Staffing</td>
<td>Hours needed and funded to complete goals and collaborate with partners. How much can we work into current rhythms of service and reporting? Who is invested in this change? Find your champions, train them.</td>
</tr>
<tr>
<td>Education</td>
<td>Ongoing training provided to utilize tools and strategies. Ability to build new tools/strategies/revenue streams/partners through research, education and project pitch.</td>
</tr>
<tr>
<td>Strategic Planning</td>
<td>Identify company goals that include priority of tools and strategies. Ex. Within the next year, ACME Placement Services will support 5 customers to develop video resumes.</td>
</tr>
<tr>
<td>Collaborative Partners</td>
<td>How can we leverage the mission and values of potential partners and find trades beneficial to both parties? Ex) HS students have senior project requirements. Is there a student or students interested in promoting positive images and stories of PWD through a social media campaign? Ex) One Stops are tasked with becoming more accessible to PWDs. Trade an office space where you meet with customers exposing them to accommodations, act as information and referral. You also have access to a new set of employers seeking employees.</td>
</tr>
</tbody>
</table>
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