IMPLEMENTING EFFECTIVE INFORMATION & REFERRAL SERVICES AT ABILITY 360

PRESENTER: DARREL CHRISTENSON

DARREL CHRISTENSON: WE'RE GOING TO START BY

DEFINING WHAT IS A CORE SERVICES

AND MANY OF US OF COURSE KNOW THE CORE SERVICES.

IT'S PROVIDING SERVICES TO

INDIVIDUALS WITH A RANGE OF

SIGNIFICANT DISABILITIES FROM

CROSS DISABILITY AND MULTICULTURAL

POPULATIONS. TWO PARTS ABOUT THAT.

CROSS DISABILITY. I THINK MANY

TIMES HISTORICALLY CENTERS HAVE

BEEN STEREOTYPED INTO THE

PERCEPTION THAT WE ONLY SERVE

PEOPLE WITH PHYSICAL DISABILITIES.

UP UNTIL ABOUT THREE YEARS

AGO ABILITY 360 WITH OUR OLD NAME

AND OUR OLD LOGO HAD A PICTURE OF A

PERSON IN A WHEELCHAIR. TO

THE COMMUNITY THAT LOGO NO DOUBT

INDICATED OR GAVE THE PERCEPTION

THAT WE WERE ONLY SERVING PEOPLE

WITH PHYSICAL DISABILITIES AND

THAT’S, AS WE KNOW HERE IN THIS ROOM,

FURTHEST FROM THE TRUTH.

WE'RE WORKING WITH PEOPLE WITH

COGNITIVE IMPAIRMENTS AS WELL AS

SENSORY, VISION AND HEARING. WE

NEED TO COMMUNICATE THAT TO THE

COMMUNITY. TO EVERYBODY OUT THERE.

OTHER SERVICE PROVIDERS, TO FAMILIES

AND INDIVIDUALS. THE WHOLE 9 YARDS. IT’S REALLY

IMPORTANT TO BE CROSS DISABILITY.

NOW, HAVING SAID THAT, YOU MAY HAVE SOME

STRENGTHS AND WEAKNESSES. MAYBE THERE ARE

SOME DEFICITS AND MAYBE IN REALLY BEING

AN EXPERT IN THE DEAF AND HARD OF

HEARING CULTURE. YOU MAY WANT TO LOOK

IN THE MIRROR AND LOOK AT BUILDING THAT

OUT FOR THE DEAF AND HARD OF

HEARING FOLKS. TAKE A LOOK AT

THAT FROM A CROSS-DISABILITY

PERSPECTIVE. THE MULTICULTURAL POPULATION.

AGAIN, THIS IS NOT JUST ABOUT RACE AND

ETHNICITY. I THINK IT'S TRULY

MORE OF A TERM THAT'S

BEING USED AS INTERSECTIONALITY.

THAT'S COVERING THE FULL RANGE FROM

GENDER IDENTITY TO LBGTQIA. TO RACE

AND ETHNICITY. THE WHOLE NINE

YARDS. WE NEED TO BE INCLUSIVE.

FOR THOSE OF YOU WHO ARE MAKING

ANY TYPE OF HIRING DECISIONS,

HAVE YOUR STAFF BE REFLECTIVE OF THE

COMMUNITY AND REALLY TO DO THAT OUTREACH. TO BE

TRANSPARENT ABOUT OUR CENTER,

WE'RE ALWAYS LOOKING AT WAYS TO

BETTER OURSELVES IN SERVING THE

HISPANIC COMMUNITY. OF THE TEAM OF FOUR THAT WE

HAVE FOR INDEPENDENT LIVING SKILLS,

NONE OF THE FOUR ARE HISPANIC. THAT’S JUST

BEING TRANSPARENT AND RIGHT NOW THAT’S

OUR STAFFING. BUT HAVING HISPANIC STAFF

WOULD REALLY ENHANCE OUR ABILITY TO

DO THE OUTREACH. THAT IS A PART OF WHO

WE ARE AND WHO WE ARE TRYING TO SERVE --

THAT CROSS DISABILITY AND MULTICULTURAL.

THE CORE SERVICES ARE INFORMATION AND REFERRAL,

INDEPENDENT LIVING SKILLS TRAINING.

THE THIRD ONE BEING PEER COUNSELING AND

THAT’S CROSS DISABILITY PEER COUNSELING, AND

THEN INDIVIDUAL AND SYSTEMS ADVOCACY.

THE FIFTH CORE SERVICE NOW BEING SERVICES

THAT FACILITATE TRANSITION. THIS IS SORT OF

A THREE-PRONGED DEAL. FOR THOSE OF YOU THAT ARE

NEW, THAT TRANSITION -- THAT FIFTH CORE, CAN BE

KIND OF CONFUSING. THERE IS NOT JUST ONE

DEFINITION. IT HAS THREE-PRONGS. ONE IS TO

FACILITATE TRANSITION OF

INDIVIDUALS WITH SIGNIFICANT

DISABILITIES FROM NURSING HOMES AND

OTHER INSTITUTIONS TO HOME AND

COMMUNITY BASED RESIDENCES. MOVING

PEOPLE OUT. YOU KNOW, I THINK

IT'S EASY TO FIND THE FUNDERS FOR

THESE TYPES OF POSITIONS BECAUSE WE

HAVE DATA THAT SHOWS ON AVERAGE,

WHETHER YOU'RE IN WYOMING OR ANAHEIM, OR,

WHEREVER YOU’RE AT, ON AVERAGE, IF YOU

MOVE SOMEBODY OUT OF AN INSTITUTION INTO

THE COMMUNITY, YOU'RE SAVING A LOT OF

MONEY, TAXPAYER MONEY. YOU'RE

SAVING ON AVERAGE ABOUT $40,000.

$40,000 PER YEAR PER PERSON. NOW,

WHEN YOU CAN ACTUALLY MEASURE THAT.

LET'S SAY YOU MOVE 10 PEOPLE OUT A

YEAR. ALMOST 1 A MONTH. YOU'RE

HELPING TO SAVE $400,000 OF

TAXPAYER MONEY. THAT YOU CAN TAKE

TO THE FUNDER AND SAY, LOOK, FOR

THE POSITION THAT WE'RE FUNDING

HERE, LOOK AT YOUR RETURN. THAT'S

HUGE. WHEN WE WORK WITH INSURANCE

PROVIDERS AND SAY LOOK, YOU KNOW,

YOU CAN CONTINUE TO PAY

FOR INSTITUTIONS, BUT IF YOU HAVE

A COUPLE THOUSAND DOLLARS OF

TRANSITION MONEY TO HELP PEOPLE MOVE

OUT, OUR STAFF CAN HELP WITH. YOU'RE

SAVING 40 GRAND A YEAR. NOW, I

DON'T CARE WHAT YOUR HOT BUTTON IS,

WHETHER YOU'RE A BEAN COUNTER OR JUST WANT

TO DO THE RIGHT THING. IT DOESN'T

MATTER WHAT YOUR TOUCH POINT IS.

THE ARGUMENT IS ON OUR SIDE TO DO

IT. AND WE NEED TO ARTICULATE

THAT. THAT'S HUGE. THE SECOND

PART IS TO PROVIDE ASSISTANCE TO

INDIVIDUALS WITH SIGNIFICANT

DISABILITIES WHO ARE AT RISK OF

ENTERING INSTITUTIONS SO THAT

INDIVIDUALS MAY REMAIN IN THE

COMMUNITY. THIS ONE ISN'T AS EASY

TO QUANTIFY, BUT IT'S IMPORTANT TO

STILL DO IT. YOU CAN ARGUE THAT

INDEPENDENT LIVING SKILLS HELP TO

KEEP PEOPLE OUT OF NURSING HOMES

BECAUSE KNOWLEDGE IS POWER AND WHEN

YOU DO IL CLASSES OR ONE-ON-ONES,

THAT HELPS TO REALLY GIVE PEOPLE

THE SKILLS AND THE CONFIDENCE IN

THEMSELVES SO THAT THEY CAN STAY

OUT OF NURSING HOMES. IT

MAY BE PEER MENTORING. YOU HAVE A

MENTOR THAT'S OUT IN THE COMMUNITY

AND YOU'RE REALLY HELPING

FOLKS TO HAVE THAT CONFIDENCE. MAYBE IT’S A NEW

DISABILITY, LIFE HAS CHANGED, BUT

IT'S NOT OVER. WITH THAT

PEER MENTORING AND INDEPENDENT

LIVING SKILLS AND OTHER SERVICES, I

CAN STAY HERE IN THE COMMUNITY

WHERE I WANT TO BE AS OPPOSED TO

GOING TO THE NURSING HOME. SEE

WHERE I'M GOING WITH THIS? IT

DOESN'T MATTER WHAT YOUR HOT BUTTON

IS, THE ARGUMENT IS ON OUR SIDE TO

DO IT. TO KEEP PEOPLE OUT. NOW, I

RECENTLY HAD A CONVERSATION

ABOUT HOW WE MEASURE OUTCOMES. AND

WE WERE DISCUSSING THAT IF YOU'RE

MANUFACTURING WIDGETS AND GIDGETS

THAT'S EASY TO QUANTIFY. I

PRODUCED 1,000 WIDGETS BUT HOW DO

YOU QUANTIFY KEEPING SOMEONE OUT OF

NURSING HOME? AND HOW DO YOU DO IT

CONSISTENTLY FROM CENTER TO CENTER?

SO THAT'S REALLY IMPORTANT TO DO --

TO REALLY KNOW WHAT YOU'RE

QUANTIFYING HOW TO DO IT

CONSISTENTLY NO MATTER WHAT

DATABASE SYSTEM YOU'RE USING.

THAT'S IMPORTANT. THE THIRD PART

OF THIS TRANSITION IS TO FACILITATE

THE TRANSITION OF YOUTH WHO ARE INDIVIDUALS

WITH SIGNIFICANT DISABILITIES, WHO

WERE ELIGIBLE FOR IEPS…, AND WHO HAVE

COMPLETED THEIR SECONDARY EDUCATION

OR OTHERWISE LEFT SCHOOL, TO

POSTSECONDARY LIFE. SOMETIMES

TRANSITION CAN BE MISUNDERSTOOD AS

THOSE TEENAGE YEARS FROM 14 TO 21

WHILE YOU'RE IN SCHOOL, BUT THIS

MANDATE UNDER THE FIFTH CORE SAYS

AFTER GRADUATION, AFTER HIGH

SCHOOL. TRANSITIONING TO THE

COMMUNITY. WHY IS I&R A CORE

SERVICE? AGAIN THIS IS BRAND NEW

INFORMATION. WE DIDN’T TALK ABOUT IT

YESTERDAY. IT IS A PRIMARY

MEANS TO PROMOTING CONSUMER

EMPOWERMENT. IT SUPPORTS AN

INDIVIDUAL'S CAPACITY FOR

SELF-RELIANCE AND

SELF-DETERMINATION, AND ACCORDING TO

AIRS (THE ALLIANCE OF INFORMATION

AND REFERRAL SYSTEMS),

“EDUCATION, AFFIRMATION,

COLLABORATIVE PLANNING, AND PROBLEM

SOLVING.” IT ALSO PROVIDES A ROAD MAP

FOR NAVIGATING COMPLEX AND CONFUSING

SYSTEMS. ABOUT THE I&R SERVICE: THE

HUMAN APPROACH. IT'S THE FIRST

POINT OF ENTRY. AS I SAID, I ALWAYS

THINK OF I&R AS, THE GATEWAY

ARCH IN ST. LOUIS. GATEWAY TO THE WEST.

GATEWAY TO YOUR CENTER. IT'S THE

FIRST POINT. THE CONSUMERS CONTACT

YOUR I&R SPECIALIST FOR PROGRAMS

AND SERVICES OFFERED WITHIN THE CIL

FOR INDEPENDENT LIVING SKILLS,

ADVOCACY, PEER SUPPORT AND OTHER

SERVICES. BUT IT'S THAT FIRST

POINT OF ENTRY. THE RESOURCES

OFFERED IN THE COMMUNITY FOR HOUSING,

EMPLOYMENT, FINANCIAL ASSISTANCE, HEALTHCARE,

TRANSPORTATION. OUR INFORMATION REFERRAL PERSON

IS HERE AND SHE HAS TOLD ME THAT

THE MOST DIFFICULT CALLS ARE THE

ONES THAT ARE ASKING FOR HOUSING

AND YOU HAVE NO VIABLE ANSWER.

I DON'T CARE IF YOU'RE IN

MASSACHUSETTS, ALABAMA, GEORGIA

WHEREVER, ITS THE SAME. I COULD ASK FOR A

SHOW OF HANDS ABOUT HOW MANY PEOPLE HAVE THEIR

HOUSING AUTHORITIES WAITING LIST

CLOSED, NOT ACCEPTING NEW

APPLICATIONS? THAT’S A LOT OF HANDS. THOSE THAT

HAVE APPLICATIONS IN, IS IT TYPICAL

IN YOUR COMMUNITY TO HAVE WAITING

LISTS OF ONE TO FOUR YEARS? OKAY.

YEAH. SO THE FRUSTRATION THEN IN THAT

INITIAL CALL TO YOUR CENTER, THAT

FIRST POINT OF CONTACT, THE POINT

OF ENTRY, IS HOW DO YOU GIVE A GOOD

ANSWER? YOU HEAR, “I'M HOMELESS, I’M IN A SHELTER, I'M

OUT ON THE STREET, WHAT THE HECK

DO I DO?” HOW DO YOU REPLY? CAN YOU SAY,

DO YOU HAVE A FAMILY MEMBER OR A

FRIEND YOU CAN BE A ROOMMATE WITH?

DO YOU HAVE -- WHAT? WHAT ARE YOUR

ANSWERS? AND THERE ARE NOT MANY

GOOD ONES. BUT WHAT YOU WANT TO DO

IS COME UP WITH SOME SORT OF ANSWER.

AND RIGHT NOW, I’M DRAWING A BLANK ON THIS,

BUT YOU WANT TO GIVE

PEOPLE SOME HOPE. NOT FALSE HOPE,

NOT ROSE-COLORED GLASSES AND MAKE

SOMETHING UP. YOU WANT TO GIVE

THEM ACCURATE INFORMATION. BUT YOU

WANT TO JUST GIVE THEM SOMETHING

THEY CAN TAKE AWAY. YOU ARE HAVING

THOSE CALLS AND WE CAN HAVE DISCUSSION

LATER ABOUT WHAT ARE YOU DOING WITH THOSE CALLS.

WHAT KIND OF OPTIONS ARE YOU GIVING FOLKS.

THE THREE MOST DIFFICULT BARRIERS TO

KEEPING SOMEONE INTEGRATED IN THE

COMMUNITY ARE EMPLOYMENT, HOUSING

AND TRANSPORTATION. YOU

WANT TO HAVE A JOB FOR FINANCIAL

INDEPENDENCE, YOU WANT TO HAVE A

HOME FOR COMMUNITY INDEPENDENCE.

YOU WANT TRANSPORTATION FOR

MOBILITY INDEPENDENCE. YOU GET

THOSE THREE DIALED IN, YOU

INTEGRATE PRETTY WELL IN THE

COMMUNITY. AND THEN YOU HAVE YOUR

HEALTH CARE AND OTHER THINGS. BUT

WHEN WE TALK ABOUT THE HOUSING

PIECE AGAIN, I MEAN, I TALKED TO

A PARTICIPANT AND HE SAYS IT’S

$1,000 FOR A SMALL STUDIO IN DENVER BECAUSE

HOUSING PRICES HAVE GONE UP.

THAT'S HIGH, BUT IT'S PROBABLY NOT

UNCOMMON FOR A LOT OF COMMUNITIES. YOUR

RATE OF INCOME IN THE AREA VERSUS

THE RENT. THIS MORNING'S NEWS YOU

PROBABLY HEARD ARIZONA TEACHERS ARE

ON STRIKE BECAUSE WE ARE THE LOWEST

PAYING STATE IN THE NATION FOR OUR

TEACHERS. AND FOLKS IN THIS VALLEY

RIGHT HERE A FEW BLOCKS AWAY WE

HAVE EDUCATORS LIVING IN THEIR CARS

BECAUSE THEY CAN'T AFFORD HOUSING.

WHERE'S OUR PRIORITY AS A NATION.

I'M DIVERTING A LITTLE BIT BUT IT'S

ABOUT HOUSING AND THE OPTIONS THAT

AS AN I&R COORDINATOR TO GIVE

PEOPLE INFORMATION.

CUSTOMER SERVICE. FOR AN I&R SPECIALIST TO

SUCCEED AT PROVIDING RELEVANT

INFORMATION, THEY MUST POSSESS

KNOWLEDGE AND CONSUMER SERVICE

SKILLS. YOU MAY HAVE GOOD

INFORMATION, BUT IF YOU'RE NOT

RELAYING IT TO PEOPLE IN A GOOD

CUSTOMER SERVICE MANNER, THAT INFORMATION

IS POINTLESS. AND WHAT DOES THAT

MEAN? KNOW WHAT YOU CAN AND KNOW

WHAT YOU CANNOT DO FOR THE

CONSUMER. DON'T MAKE PROMISES THAT

YOU CAN'T KEEP. AND MAKE SURE THAT

THE INFORMATION YOU ARE PROVIDING IS

ACCURATE. IT'S SO FRUSTRATING FOR US TO

HEAR, “THE OTHER AGENCY DOWN

THE STREET TOLD ME YOU CAN DO THIS.”

WHERE DID YOU GET THAT IDEA? WE DON’T PROVIDE

THAT HERE. WELL, THEY TOLD ME THAT YOU COULD.

SO NOW THEY'RE DISAPPOINTED THAT WE'RE

NOT PROVIDING A SERVICE THAT WE

DON'T PROVIDE, BECAUSE SOMEBODY DOWN

THE STREET SAID WE DO. WELL, YEAH, WE

CAN DO THAT. KNOW WHAT YOU CAN AND CANNOT

DO FOR THE CONSUMER. BE HONEST WITH PEOPLE.

LET THEM KNOW YOUR BOUNDARIES AND

PARAMETERS. IT'S OKAY. I'M GOING

TO TALK ABOUT THAT AS WELL. BEING GOOD TO YOUR

BOUNDARIES AND PARAMETERS AS A

STAFF PERSON, AS AN INDIVIDUAL.

YOU KNOW, I FIRMLY BELIEVE THAT

AGENCIES GIVE VACATION TIME OFF FOR

A REASON. AND WHEN I HEAR PEOPLE

SAY I CAN'T AFFORD TO TAKE TIME OFF

BECAUSE I HAVE SO MUCH PREPARATION

BEFORE I GO. AND THEN I HAVE A BOATLOAD

WHEN I GET BACK. VACATIONS ARE ALWAYS

GOOD. TIME OFF IS ALWAYS GOOD.

BUT KNOW YOUR PARAMETERS AND KNOW

YOUR BOUNDARIES AND WHAT YOU CAN

AND CANNOT DO AS WELL AND LET THEM

DOWN EASY IF YOU NEED TO.

LISTENING SKILLS. LISTEN AND

UNDERSTAND A CONSUMER'S ISSUES.

INITIALLY THEY MAY TELL YOU I NEED

RENT ASSISTANCE. YOU MAY FIND OUT THAT'S REALLY

NOT THEIR ISSUE AT ALL. IT MAY BE

A MENTAL HEALTH PROBLEM. YOU HAVE TO DIG

BELOW THE SURFACE TO REALLY FULLY

UNDERSTAND WHAT THE ISSUES ARE, THE

UNDERLYING ISSUES. BECAUSE IF YOU

JUST THROW A DEPOSIT

CHECK AT THEM. HAVE YOU REALLY

RESOLVED THEIR ISSUE? PROBABLY

NOT. LET THE PERSON SPEAK WITHOUT

INTERRUPTIONS. IF THEY HAVE A

SPEECH IMPAIRMENT OR IF THERE ARE

COGNITIVE ISSUES OR IF THEY'RE YOUR

SPOUSE -- [LAUGHTER] -- JUST

CHECKING TO SEE IF YOU'RE AWAKE.

LET PEOPLE FINISH THEIR OWN

SENTENCES. LET PEOPLE FINISH THEIR

OWN QUESTION. YOU KNOW, IT MAY NOT

BE WHAT YOU THOUGHT. RIGHT? AND BE

NON-BIASED IN YOUR SUGGESTIONS. YOU

KNOW, IF IT'S FOR SPIRITUAL

REASONS, RELIGIOUS REASONS FOR

WHATEVER THEIR BACKGROUND IS, IT'S

THEIR GOAL NOT YOURS. WHEN WE COME BACK

AND SAY AT THE END OF DAY, I SAVED FIVE

PEOPLE TODAY. I FEEL GREAT AND PAT MYSELF

ON THE BACK. DID YOU REALLY SAVE PEOPLE?

NO. BUT OFFER INFORMATION AND DO IT

WITHOUT BIAS. COMMUNICATION SKILLS.

RELAY INFORMATION CLEARLY AND

CONCISELY TO CONSUMERS OVER THE

PHONE. HAVE GOOD WRITTEN SKILLS

FOR CONSUMERS WHO CHOOSE TO

COMMUNICATE BY E-MAIL OR TTY AND

WHEN YOU'RE FACE TO FACE WITH

SOMEONE SHOW PROPER BODY LANGUAGE

THAT'S CONSISTENT WITH THE MATTER

AT HAND. DO NOT GET INTO A

CONVERSATION WHERE YOU'RE NOT

FOCUSED. IF YOU'RE IN A MEETING

WITH SOMEONE, IF IT'S AN

INFORMATION & REFERRAL OR IL SKILLS

OR WHATEVER THE MEETING, FOCUS ON

WHERE YOU'RE AT. DO NOT GET

FOCUSED ABOUT YOUR 1 O'CLOCK

APPOINTMENT OR WHAT YOU NEED TO DO

THIS WEEKEND. DO NOT DO THAT.

WHEN YOU'RE WITH

SOMEONE, IT'S ALWAYS BEEN

SAID THAT NONVERBAL COMMUNICATION

IS 70 TO 90 PERCENT OF THE

MESSAGES. ONLY THAT SMALL

PERCENTAGE ARE THE WORDS YOU

ACTUALLY USE. YOUR BODY

LANGUAGE NEEDS TO BE CONSISTENT

WITH I'M HERE, I'M LISTENING, I'M

WITH YOU. DE-ESCALATION/CRISIS

MANAGEMENT. DON'T TAKE MATTERS

PERSONALLY. YOU KNOW, LIKE OH,

BOY, I DID A CRAPPY JOB WITH THIS.

MAYBE THEY HAD ISSUES BEFORE THEY CAME INTO THE

ROOM WITH YOU WITH SOMEBODY ELSE.

BUT YOU CAN'T TAKE IT PERSONALLY.

WHEN YOU ARE WORKING WITH A CONSUMER

AND THEY SAY TO YOU, YOU'RE THE

PROFESSIONAL. IF YOU WERE ME, WHAT

WOULD YOU DO? DO NOT

ANSWER THE QUESTION BECAUSE IT

DOESN'T MATTER. IT DOESN’T MATTER.

BECAUSE HERE'S THE TWO THINGS THAT

CAN HAPPEN. IF YOU TELL SOMEONE

WHAT TO DO AND IT GOES WELL, WELL,

YOU KNOW, IT WAS DARREL. HE'S SUCH

A BRILLIANT PROFESSIONAL. HE KNOWS

WHAT HE'S DOING SO IT'S ALL HIS

CREDIT. THAT'S NOT WHERE THE

CREDIT BELONGS. CONVERSELY, IF I

TELL SOMEONE WHAT TO DO AND IT

DOESN'T GO WELL. CHRISTENSEN, HE'S

AN IDIOT. DOESN'T KNOW WHAT HE'S

TALKING ABOUT. IT'S ALL HIS FAULT.

EITHER WAY YOU'VE TAKEN THE

RESPONSIBILITY OFF THE CONSUMER'S

SHOULDERS AND PUT IT ON YOUR OWN.

THAT'S NOT WHERE IT BELONGS. SO

WHAT YOU NEED TO DO IS SAY, YOU KNOW

WHAT, IT REALLY DOESN'T MATTER.

AND I'M BEING VERY POLITE ABOUT

THIS. IT DOESN'T MATTER WHAT I

THINK WE SHOULD DO. MOST

IMPORTANTLY, WHAT DO YOU WANT TO DO

AND I WILL HELP YOU KIND OF WALK

THROUGH THE PROS AND CONS. MAYBE

THAT CHECKLIST OF HERE'S WHAT I CAN

DO. PROS AND CONS. HELP YOU WALK

THROUGH THAT AND THEN THEY CAN COME

UP WITH THEIR OWN ANSWER. LET THE

PERSON VENT WITHOUT INTERRUPTIONS

MAKE SURE THE CONSUMER KNOWS YOU'RE

THERE TO HELP. UTILIZE THE OTHER

RESOURCES AROUND YOU. AND OFFER TO FOLLOW UP

AT A LATER DATE. AND IF YOU PROMISE

TO DO THAT THEN WELL YOU HAD BETTER DO IT.

RIGHT? TIME MANAGEMENT AND

PRIORITIZING RESPONSES, ESTABLISH

ROUTINES AND STICK TO THEM AS MUCH

AS POSSIBLE. GET IN THE HABIT OF

SETTING TIME LIMITS. SOMEBODY

COMES INTO YOUR OFFICE AND THEY

WANT TO SHARE ABOUT WHAT HAPPENED

IN THE 4TH GRADE AND 20 MINUTES LATER

HERE'S WHAT HAPPENED AT GRADUATION

FROM HIGH SCHOOL. RESPOND WITH HOW CAN I HELP

YOU TODAY? REPEAT IT -- HOW CAN I HELP YOU

TODAY? THAT'S WHERE YOU CAN HELP

TO REDIRECT THAT PERSON BACK TO THE

ISSUE AT HAND. YOU WANT TO BE

RESPECTFUL. GIVE THEM TIME TO VENT

OR WHATEVER, BUT THEN YOU ALSO NEED

TO MOVE THINGS ALONG. GET IN THE

HABIT OF SETTING TIME LIMITS.

UTILIZE A DAY PLANNER OR OUTLOOK

CALENDAR TO SCHEDULE EVENTS AND

FOLLOW-UP CALLS. I GET UPSET WHEN STAFF SET

APPOINTMENTS WITH PEOPLE AND EITHER

THEY'RE DOUBLE BOOKED OR DON'T USE

THEIR CALENDARS CORRECTLY AND THEY

HAVE TO RESCHEDULE. TO ME THAT'S

REALLY RUDE AND NOT GOOD CUSTOMER

SERVICE. IT'S JUST NOT. MANY

TIMES WE MAKE A PHONE CALL TO THE CONSUMER

BEFORE WE LEAVE FOR A HOME VISIT

JUST TO MAKE SURE THAT THEY'RE

STILL THERE. BECAUSE THERE'S

NOTHING WORSE THAN TO DRIVE

OUT TO A HOME VISIT AND NOBODY'S

THERE. OR YOU GET OUT THERE AND

FIND OUT -- OH, MAN, I FORGOT ALL

ABOUT OUR MEETING. I HAVE TO GO TO

THE DOCTOR'S OFFICE IN FIVE

MINUTES. OKAY. YOU CAN SAVE

YOURSELF A LOT OF ANGST BY CALLING

AHEAD OF TIME. HEY, JUST CHECKING

IN. I'M ABOUT TO LEAVE THE OFFICE.

I'LL BE THERE IN A HALF HOUR. VERY

COOL. KEEP YOUR RESOURCES CLOSE AT

HAND SO YOU DON'T WASTE TIME

SEARCHING FOR THEM.

RECORDKEEPING AND DATA MANAGEMENT

HELPS TO ENSURE ACCOUNTABILITY. IF

YOU DON'T DOCUMENT SOMETHING, IT

DIDN'T HAPPEN. AND IF THINGS DON'T

HAPPEN, THEN YOU CAN'T GO TO A

FUNDER AND SAY THAT IT DID.

FACILITATES LONG-TERM PLANNING AND

RESOURCE ALLOCATION. A COUPLE OF EXAMPLES

OF IDENTIFYING POSSIBLE SYSTEMS ADVOCACY.

LETS WILL SAY YOU GET 23 REFERRALS TO

ENERGY ASSISTANCE, BUT ONLY SIX RECEIVED

ASSISTANCE. THAT’S ACCOUNTABILITY.

INCREASED CONTACTS FOR

TRANSPORTATION RESOURCES AFTER THE

ONLY ACCESSIBLE TAXI IN TOWN IS

GONE. USED FOR PLANNING AND RESOURCE

ALLOCATION. 10 CALLS REGARDING

LACK OF EFFECTIVE COMMUNICATION FOR

MEDICAL APPOINTMENTS. THAT'S

SYSTEMS ADVOCACY. HELPS TO DECIDE

WHEN AN I&R BECOMES SOMETHING MORE

THAN JUST THAT. AGAIN,

THE I&R ISN'T ALWAYS THE SEXIEST

THING, BUT IT'S THE GATEWAY TO SO

MANY OTHER SERVICES. IT OPENS UP TO MAYBE A

HOME MODIFICATION. TO A PERSONAL

ASSISTANT TO A PEER MENTORING, TO A

NEW CONSUMER SERVICE RECORD OPENING

UP FOR INDEPENDENT LIVING SKILLS. IT CAN

OPEN UP TO MANY SERVICES WITHIN

YOUR OWN WALLS JUST FROM AN I&R.

THINK IN TERMS OF THAT. AND WHEN

YOU TRANSFER SOMEONE TO ANOTHER

STAFF MEMBER, MAKE DARN SURE

THEY'RE ELIGIBLE FOR THAT PROGRAM

AND THEY ARE SOMEONE THAT CAN HELP

YOU. IN OTHER WORDS, KNOW YOUR

SERVICES INTERNALLY. AND ALSO

PROVIDE VERIFIABLE DATA FOR FUNDING

REQUESTS, GRANT PROPOSALS AND

POLICY INITIATIVES.

PRIORITIZING RESPONSES.

CONSIDER THE CONSUMER'S NEEDS.

LOOK AT THEIR DEADLINES. WHAT ARE

THE RESOURCES AVAILABLE AT THE

MOMENT? AS I SAID, IS THERE

ANOTHER TEAM MEMBER WHO CAN ASSIST?

KEEP YOUR PLANNER AND CALENDAR

CLOSE BY TO AVOID OVERLAPPING OF

TASKS AND DON'T FORGET YOUR OTHER

CONSUMERS. IF YOU HAVE

TWO, THREE APPOINTMENTS SCHEDULED

THIS ONE DAY, BE MINDFUL OF YOUR

TIME SO THAT YOU DON'T HAVE TO CALL

AND SAY I'M RUNNING 45 MINUTES

LATE. USE YOUR TIME WISELY.

THAT'S GOOD CUSTOMER SERVICE. GOOD

CUSTOMER SERVICE KEEPS OUR DOORS

OPEN AND KEEPS YOU EMPLOYED.

FOLLOW-UP AND CUSTOMER RELATIONSHIPS.

TIMELY FOLLOW UP AND CALL BACKS ARE SIMPLE WAYS TO

SHOW THAT YOU CARE AND VALUE THEM AS A CONSUMER.

IN THE PAST, WE HAVE HAD VOLUNTEERS

AND PART-TIME PAID STAFF TO DO

FOLLOW-UP CALLS FOR THE 300 I&R

CALLS WE GET EACH MONTH. HEY, JUST

CHECKING IN. WAS THE INFORMATION

HELPFUL? AND DO YOU NEED ANYTHING

ELSE FROM US? IT CAN BE THAT SIMPLE

AND THAT IS GOOD CUSTOMER SERVICE.

IT CAN HELP DRAW PEOPLE INTO YOUR

CENTER AND INTO THE WHOLE

COMMUNITY. FOLLOW-UP CAN EARN YOU

ADDITIONAL OPEN CONSUMERS WHICH

MEANS ADDITIONAL AGENCY REVENUE.

AND THINK ABOUT IT TOO. HOW DO YOU

FEEL WHEN A BUSINESS YOU SOLICITED

FROM FOLLOWS UP WITH YOU? JUST

CHECKING IN TO SEE HOW YOU LIKE

YOUR NEW ELANTRA. WERE YOU

SATISFIED? WAS THE SALESMAN GOOD?

THAT'S COOL. NOT TO BE HARASSED OR

HASSLED WITH IT, BUT JUST GOOD FOLLOW-UP

THAT’S MY PORTION.

[APPLAUSE]

CREATING A WELCOMING I&R PROCESS AT ABLE SC

PRESENTER: KIMBERLY TISSOT

KIMBERLY TISSOT: I'M GOING TO TALK

A LITTLE BIT ABOUT HOW WE DO I&R AT

ABLE. THIS IS A PICTURE OF HOPE. HOPE ANSWERS

THE PHONE BUT ALSO PROVIDES

INFORMATION & REFERRAL. THE WAY OUR

OFFICE WORKS IS WE HAVE THREE

INFORMATION & REFERRAL SPECIALISTS

AND WE ALL SHARE ONE PHONE SYSTEM.

OUR GREENVILLE OFFICE AND OUR

COLUMBIA OFFICE CAN TRANSFER CALLS

BACK AND FORTH TO EACH OTHER TO MAKE

IT EASY. WE'VE GOT A

PERSON ANSWERING THE PHONE IN

COLUMBIA AND TAKING INFORMATION AND

REFERRAL CALLS AND SOMEONE IN

GREENVILLE TOO.

HOPE IS AN INDIVIDUAL WITH A

DISABILITY AND IN THE PHOTO YOU CAN

SEE OUR COLUMBIA OFFICE LOBBY AREA

NOTICE THE COLORS. HAPPY AND

CHEERFUL. YOUTH FRIENDLY BUT ALSO

FRIENDLY FOR ADULTS AS WELL. WE

HAVE LITTLE INEXPENSIVE DECORATIONS

IN OUR OFFICE. WE HAVE SOME PENDANT LIGHTING

WITH EDISON BULBS. SOME THINGS THAT YOU

CAN DO TO REALLY PERK UP YOUR

ENVIRONMENT. WHEN PEOPLE WALK IN,

HOPE AUTOMATICALLY WELCOMES PEOPLE AND

CHANGES PERSPECTIVE IMMEDIATELY. ON VALENTINE'S

DAY THIS YEAR. WE BLEW THE MIND OF THE POOR FLORIST.

HE DELIVERED FLOWERS TO TWO OF OUR STAFF MEMBERS,

HOPE AND DORI, AND THEY BOTH USE WHEELCHAIRS.

WELL, THE FLORIST WAS JUST -- HIS

MIND WAS BLOWN THAT PEOPLE WITH

DISABILITIES GET FLOWERS AND WE'RE

IN RELATIONSHIPS. WE LOVE THOSE

EXPERIENCES WHERE PEOPLE COME

INTO OUR OFFICE AND THEY'RE THINKING

WHAT'S GOING ON HERE? IT’S RUN BY PEOPLE WITH

DISABILITIES. YOU CAN DO THIS?

WE'RE OBVIOUSLY EDUCATING THEM IN THAT

WAY AS WELL. SO, A LITTLE BIT ABOUT

HOW OUR INFORMATION AND REFERRAL

STAFF WORK. THEY ARE FRONT END

STAFF SO THEY'RE ANSWERING THE

PHONE, PROVIDING INFORMATION AND

REFERRAL. THEY ARE THE FIRST POINT

OF CONTACT FOR INTRODUCTION TO IL.

WHEN PEOPLE COME IN TO OUR

ORGANIZATION FOR MEETINGS, WE HAVE A

LOT OF STATEWIDE MEETINGS THAT

STATE AGENCIES COME IN FOR,

DIFFERENT COALITION MEETINGS WITHIN

OUR ORGANIZATION. WE'RE KIND OF

CHANGING THAT PERSPECTIVE AND

INTRODUCING IL. BUT ALSO, WHEN SHE IS

PROVIDING SERVICES ON THE

TELEPHONE, ANY IF OUR I&R STAFF,

THEY'RE ABLE TO RELATE IN WAY THAT

NO OTHER AGENCY CAN. MANY TIMES, WE GET CALLS WHERE

SOMEONE WILL SAY, WELL, I CAN'T

WORK BECAUSE I HAVE A DISABILITY.

WELL, HAVE YOU REALLY LOOKED AT IT?

BECAUSE WE HAVE A DISABILITY TOO

AND WE'RE OBVIOUSLY WORKING. SO, IT HELPS TO HAVE

THOSE CONNECTIONS IMMEDIATELY. WE

ELIMINATE FRUSTRATION. SOMETIMES

WHEN PEOPLE CALL US, WE'RE ONE OF THE

LAST AGENCIES THAT THEY HAVE CALLED

AND THEY'VE BEEN TRANSFERRED TO

DIFFERENT AGENCIES BECAUSE NOBODY

HAS AN ANSWER. SO, WHAT WE TRY TO

DO IS TRY TO ELIMINATE THAT

FRUSTRATION BY RESEARCHING AND

FINDING THEM AN ANSWER. WE NEVER

SAY WE CAN'T FIND SOMETHING BECAUSE

WE'RE GOING HELP THEM THROUGH THAT

WHOLE ENTIRE PROCESS. IT STARTS WITH

CONSUMER-DRIVEN SERVICES. WHEN PARENTS

OR WHEN PROVIDERS CALL US, WE MAKE

IT VERY CLEAR THAT A CONSUMER HAS

TO BE INVOLVED IN THEIR CASE AND

THAT A LOT OF TIMES WE ASK TO TALK

TO THEM OVER THE PHONE TO SEE IF

THEY WOULD LIKE SERVICES FROM US.

BECAUSE WE'RE NOT GOING TO PROVIDE

SERVICES TO SOMEBODY WHO DOESN'T

WANT SERVICES FROM US. BECAUSE DO

YOU THINK THEY'RE GOING TO ACHIEVE

THEIR GOALS? NO, IF THEY I DON'T

WANT TO BE THERE THEY'RE NOT GOING

TO ACHIEVE IT. SOMETIMES WE CAN

INTRODUCE THEM TO OUR SERVICES AND

GET THEM EXCITED AND USUALLY THE

ANSWER IS THEY DO WANT TO RECEIVE

OUR SERVICES. THEY ALSO CONDUCT

INTAKES AND ENTER DATA. SO, THEY

ACTUALLY PUT THE CALLER'S

INFORMATION INTO CIL SUITES.

THEY IDENTIFY NEEDS. THEY EXPLORE

WHAT SERVICES THE CALLER IS LOOKING FOR.

WHAT DO THEY NEED ASSISTANCE

WITH IN BECOMING INDEPENDENT AND

THAT INFORMATION & REFERRAL PERSON DECIDES

IF IT'S GOING TO BE AN INFORMATION

AND REFERRAL CASE OR IF IT IS GOING

TO BE MORE OF A ONE-ON-ONE IL

SERVICES. WE RESEARCH RESOURCES TO

MAKE SURE THAT THE RESOURCES PROVIDED

ARE ACCURATE AND ARE GOING TO WORK.

WE DO COLLECT SEPARATE

SATISFACTION SURVEYS FOR

INFORMATION & REFERRAL AND FOR IL

SERVICES AND ALSO OUR COMMUNITY

TRAININGS. WE PROVIDE FOLLOW-UP.

WE REFER TO IL STAFF AS ONE-ON-ONE

SERVICES THAT ARE NEEDED. SO WHAT

HAPPENS WHEN THE INFORMATION &

REFERRAL SPECIALIST HAS AN INTAKE

AND THAT IT NEEDS MORE ONE-ON-ONE

IL SERVICES? THAT INTAKE GOES TO

THE LEAD INDEPENDENT LIVING

SPECIALIST WHO THEN LOOKS AT IT AND

SEES WHO WOULD BE BEST TO WORK WITH

THE INDIVIDUAL. ALL ABLE

SOUTH CAROLINA STAFF PROVIDE

INFORMATION & REFERRAL AND ESPECIALLY

WHEN SOMEONE BECOMES A ONE-ON-ONE

CONSUMER BUT ALSO WHEN WE'RE

NETWORKING AND WORKING WITH OTHER

AGENCIES WHERE WE'RE PROVIDING THAT

I&R CONSTANTLY. GOOD THINGS YOU

HAVE TO HAVE IN YOUR ORGANIZATION: HAVE A

SYSTEM FOR WHERE YOUR COMMUNITY

RESOURCES ARE THAT IS

ACCESSIBLE TO ALL YOUR STAFF. WE

HAVE A SHARED DRIVE WITHIN OUR

ORGANIZATION THAT HAS ALL OF THE

COMMUNITY RESOURCES LISTED. WE

UPDATE OUR RESOURCES OFTEN. THIS

IS A REALLY GOOD INTERN PROJECT TO

DO. BUT ALSO ASK STAFF WHO ARE OUT IN THE

COMMUNITY AND LEARNING ABOUT NEW

RESOURCES. WE MAKE SURE THEY COME

BACK AND TELL US ABOUT IT AND PUT

IT INTO THAT SYSTEM. AND THEN WE

NETWORK. WE COLLABORATE WITH

EVERYONE AND WE RESEARCH THE

SERVICES THAT ARE AVAILABLE TO OUR

CONSUMERS. GOING TO THOSE

RESOURCE FAIRS AND MAKING SURE OUR

STAFF IS TALKING AND

STARTING THOSE RELATIONSHIPS WITH

ALL OF THE SERVICE PROVIDERS WITHIN

OUR AREA TO LEARN ABOUT THEIR

SERVICES TO BETTER HELP CONSUMERS.

AND THEN REFERRAL SOURCES SHOULD

BE APPROPRIATE.

WE MAKE SURE THAT OUR RESOURCES IN

OUR DATABASE ARE ONLY TO ASSIST

PEOPLE IN BECOMING INDEPENDENT.

WE'RE NOT GOING TO PROVIDE

RESOURCES TO ANYWHERE THAT'S

RESTRICTIVE, THAT SHELTERED WORKSHOP

THAT'S NOT MEETING OUR PHILOSOPHY.

THAT'S FOR A NUMBER OF REASONS.

THERE MIGHT BE ANOTHER AGENCY

PROVIDING THOSE RESOURCES BECAUSE

THAT'S NOT WHAT WE BELIEVE IN OR

WHAT WE'RE ABOUT. WE MAKE SURE THE

PROGRAMS WE'RE REFERRING TO ARE FULLY

ACCESSIBLE AND INCLUSIVE. AND SOMETIMES

WHEN THESE PROGRAMS AREN'T, WE TRY TO

OUTREACH TO THOSE AGENCIES TO TEACH THEM

ABOUT BECOMING FULLY INCLUSIVE TO ALL

PEOPLE WITH DISABILITIES. WE HAVE A

NO WRONG DOOR APPROACH. WE WANT

TO MAKE SURE THEY'RE SATISFIED WITH

THEIR -- THEY'RE ONE OF US.

THEY'RE IN OUR COMMUNITY AND SO WE

WANT TO MAKE SURE THAT THEY'RE

FEELING LIKE THEY ARE GETTING WHAT

THEY NEED FROM OUR SERVICES AND

INFORMATION & REFERRAL. A GOOD

IR CAN SIGNIFICANTLY IMPROVE

SOMEONE'S LIFE. I'M GOING TO

SHARE A STORY. WE HAD SOMEONE WHO

WAS PROBABLY ABOUT 22 YEARS OLD

THAT CALLED ONE TIME AND SAID HEY,

I NEED A NURSING HOME TO LIVE IN

AND SO, OUR STAFF EXPLORED WHY DO

YOU FEEL LIKE YOU NEED TO LIVE IN A

NURSING HOME. COME TO FIND OUT0

SHE JUST GRADUATED WITH HER

BACHELOR'S. SHE DIDN'T HAVE A JOB

YET. SHE HAD SO MUCH THAT SHE

NEEDED TO LEARN ABOUT HOW TO BECOME

INDEPENDENT. IT WAS JUST FEAR. SHE WAS

FEARFUL TO LIVE IN A COMMUNITY SO

SHE JUST THOUGHT THAT A PLACEMENT

WOULD BE GOOD. WE ACTUALLY

STARTED TO WORK WITH HER; WE

WORKED WITH HER; WE ASSISTED HER

WITH BECOMING EMPLOYED; PROVIDING

IL SERVICES; AND SHE NOW HAS A FULL-TIME

JOB WITH OUR LOCAL TRANSPORTATION

COMPANY. SHE OWNS A HOUSE AND IS PRETTY

INDEPENDENT. BUT IF I HAD REALLY POOR

STAFF PROVIDING I&R, THEY COULD HAVE PROVIDED

A RESOURCE TO A NURSING HOME AND THIS

YOUNG LADY'S LIFE COULD HAVE BEEN

DESTROYED. AS DARREL MENTIONED,

FOLLOW-UP IS A MUST.

FOLLOW-UP SUPPORTS AND EMPOWERS

OUR CONSUMERS. MANY

TIMES THERE HAS BEEN NO

ACCOUNTABILITY. PEOPLE WITH

DISABILITIES ARE OFTEN NOT HELD TO

ANY EXPECTATIONS AND THEY'RE USED

TO PEOPLE DOING THINGS FOR THEM.

WE'RE NOT GOING TO DO IT FOR YOU.

WE'RE GOING TO GIVE YOU THE TOOLS

TO DO FOR YOURSELF BUT WE'RE ALSO

GOING TO START TRYING TO HOLD YOU

ACCOUNTABLE. SO, CHECKING ON THE

CONSUMER AND MAKING SURE THAT THEY

FOLLOWED UP WITH THE RESOURCE AND IF

THEIR RESOURCE WAS APPROPRIATE. IF

IT WASN'T APPROPRIATE, WE'LL ASSIST

WITH NAVIGATING THOSE RESOURCES,

LOOKING FOR SOMETHING ELSE AND

HAVING THEM TAKE THE LEAD

ON WHAT ELSE COULD WORK FOR THEM.

AND WE PROVIDE ENCOURAGEMENT AND I

THINK THAT'S IMPORTANT FOR OUR I&R

STAFF. LETTING THEM KNOW THAT THEY

CAN DO THIS AND BE THAT

CHEERLEADER TO GET THEM TO TAKE THE

LEAD. AND OF COURSE, AGAIN

ACCOUNTABILITY. IT'S GREAT TO

LEARN THAT WHEN PEOPLE DO FOLLOW-UP

WITH THE SERVICES THEY TAKE THAT AS A WIN FOR

THEMSELVES--THAT THEY DID SOMETHING

FOR THEMSELVES. THEN CELEBRATING

THAT SUCCESS WITH THEM.

FOLLOW-UP IS OBVIOUSLY GOOD CUSTOMER SERVICE. WE

WANT TO MAKE SURE PEOPLE ARE HAPPY

WITH OUR SERVICES. THAT'S HOW YOU

GET YOUR REPUTATION BECAUSE THOSE

CONSUMERS ARE TALKING TO OTHER

SERVICE PROVIDERS, OTHER COMMUNITY

MEMBERS, POSSIBLE FUNDERS. AND SO, YOU

WANT TO MAKE SURE YOU'RE ALWAYS

PROTECTING YOUR ORGANIZATION AND MAKING

SURE YOU HAVE A GREAT REPUTATION.

THIS SLIDE LISTS SOME I&R RESOURCES.

QUESTIONS? WE'LL GET A MIKE TO YOU.

AUDIENCE: GIVEN YOUR EXAMPLE

ABOUT THE PERSON CALLING ABOUT

WANTING TO FIND OUT IF A NURSING

HOME WOULD BE GOOD FOR THEM.

REMINDED ME OF A CALL WE HAD -- AND

THIS IS -- I'M INTERESTED ABOUT HOW

YOU WOULD HAVE HANDLED THIS, BOTH

OF YOU. SO, WE HAD A CALLER COME

THROUGH OUR FUNDRAISER DIRECTOR WHO

IS A CONNECTION FOR YOU KNOW,

DONORS. SO, SHE'S TRYING TO BUILD

THE DONOR RELATIONSHIP AND THIS IS

A PARENT WHO WANTED TO KNOW WHICH

NURSING HOME TO PUT HER DAUGHTER IN

WHILE SHE'S BEING REHABILITATED.

BECAUSE THE GROUP HOME WHERE SHE

LIVES -- IT'S ACTUALLY A SILA, A 15,

20 BED PLACE, WON'T ACCEPT HER

BECAUSE NOW SHE'S ON OXYGEN. SO

THERE'S ALL THIS IL STUFF THAT IT

MAKES YOU CRINGE. THE MOST THAT I

COULD DO I FELT LIKE. I HAD TO

EXPLAIN TO HER WHAT OUR MISSION IS.

THIS IS OUR MISSION. I’M GOING TO SEND YOU

THE U.S. NEWS AND WORLD REPORT TOOL FOR

YOU TO USE. BUT OUR MISSION IS THIS.

I TALKED TO OUR ATTORNEY ABOUT DOES IT

SEEM RIGHT THAT THEY'RE DENYING HER

ACCESS BECAUSE SHE'S ON OXYGEN NOW.

I WENT OUR WAY IN TERMS OF MISSION

BUT I FELT LIKE I NEEDED TO STAY

ALIGNED. AND ALSO -- I MEAN, OUR

DONOR DIRECTOR UNDERSTOOD. LIKE

OUR FUNDRAISER DIRECTOR UNDERSTOOD

OBVIOUSLY WHERE WE'RE AT, BUT

THERE'S -- SO THERE'S LIKE THIS

TENSION THAT WAS GOING ON IN THAT

I&R CALL. SO, I WONDER HOW YOU

WOULD HAVE HANDLED THAT REQUEST?

KIMBERLY: DON'T EVER LOSE

SIGHT OF YOUR MISSION. NO MATTER

WHAT THAT FUNDER LOOKS LIKE THEY'RE

-- YOU'RE HOPING THEY'RE WANTING TO

FUND YOU BECAUSE YOU'RE PROVIDING GREAT

IL SERVICES. SO, EDUCATING THEM AND

LETTING THEM KNOW WHAT YOU'RE ALL

ABOUT AND THEN PAINTING THAT PICTURE

OF YOU KNOW, DOES HER

DAUGHTER WANT TO LIVE IN THE

NURSING HOME? WHAT DOES HER DAUGHTER

WANT? AND THEN PASSING IT BACK TO

THE DAUGHTER AND THEN PROVIDING THOSE

RESOURCES THAT ARE IN THE COMMUNITY.

BUT YOU KNOW, FUNDER OR NOT YOU HAVE

WITH STICK TO IL AND

STAY TRUE TO YOUR TRUE COLORS.

DARREL: YEAH, I DON'T THINK YOU

WANT TO HAVE THE TAIL WAGGING THE

DOG. STAY TRUE.

AUDIENCE: HI. MINE IS

TWO-PART. WHAT DO WE DO WHEN

YOU'RE TALKING WITH A PERSON FOR

QUITE A WHILE ON THE PHONE AND WE

REALIZE THAT MAYBE WE REALLY NEED

TO SEE THEM FACE-TO-FACE TO HELP

THEM AND THEY REFUSE TO DO THAT?

THAT'S THE FIRST PART.

DARREL: THAT'S THEIR

CHOICE. IF THEY CHOOSE NOT TO COME

IN, LET THEM -- I'M SORRY. I

DIDN'T MEAN TO CUT OFF YOUR SECOND

PART. BUT FIRST ONE IS I WOULD SAY

IF THEY DON'T WANT TO COME IN AND

FOLLOW UP TO RECEIVE THE SERVICES

YOU'RE OFFERING, THAT'S THEIR

CHOICE. MOVE ON TO THE NEXT

CALLER.

KIMBERLY: OR THEN ALSO MAKING TIME

FOR AN INDEPENDENT LIVING SPECIALIST OR WHATEVER IN

YOUR ORGANIZATION TO MAKE SOME TIME AND MAYBE TALK

WITH THEM ON THE PHONE. IF YOU'RE THINKING THEY

NEED MORE TIME AND ENERGY AND THAT

COULD BE AN IL CASE THAT OCCURS AND

YOU CAN PROVIDE THAT TELEPHONE

SERVICE. I THINK THEY'RE TELLING

YOU MAYBE THEY DON'T WANT TO HAVE

ANYONE COME -- YOU KNOW, COME TO

THEIR HOME TO WORK WITH THEM

ONE-ON-ONE. MAYBE THAT'S GOING TO

TAKE SOME MORE WORK TO TALK WITH

THEM TOO.

AUDIENCE: I THINK WE JUST

WANTED MORE INFORMATION TO MAKE

SURE WE HAD ALL -- ALL THE

INFORMATION WE NEEDED SO THAT WE

COULD HELP DIRECT THEM AND SHE WAS

NOT WILLING AND YES, WE DID SAY --

YOU KNOW, WHEN YOU'RE READY WE WILL

BE HERE TO HELP YOU.

KIMBERLY: AND SOMETIMES

THEY'RE NOT READY FOR YOU TO COME

OUT TO THEIR HOME. THEY MAY BE

EMBARRASSED OF WHATEVER THEIR

SITUATION IS. WE’VE HAD THAT. SOMETIMES WE'LL

OFFER WHAT ABOUT WE MEET YOU AT THE

LIBRARY. CAN WE MEET WHEREVER.

AUDIENCE: SHE DIDN’T WANT TO DO ANY OF THAT.

KIMBERLY: YEAH, SHE WASN’T READY.

AUDIENCE: YEAH, AND THEN THE

OTHER WAS WHAT IF IT'S SOMEONE

WHO'S EXTREMELY RUDE?

KIMBERLY: WE HAVE RUDE CALLERS.

WE DO.

DARREL: YOU DO? ONLY IN SOUTH CAROLINA.

KIMBERLY: AND THEY GET REALLY MAD.

THEY GET REALLY MAD

BECAUSE WE WON'T DO THINGS FOR

THEM. WE HAVE TO LET THEM KNOW

WE'RE ON THEIR TEAM. WE'RE

SUPPORTING THEM. WE'RE A PERSON

WITH A DISABILITY. WE'VE GOT THEIR

BACKS, BUT THEY'VE GOT TO TAKE THE

LEAD. AND KEEP WORKING WITH THEM AND

ESTABLISHING THOSE RELATIONSHIPS.

RELATIONSHIP ABILITY IS SO VERY

IMPORTANT BECAUSE YOU WANT TO BUILD

THAT TRUST. PEOPLE SHOULD NEVER BE

MAD AT THEIR CILS BECAUSE THAT'S

THE COMMUNITY WE'RE REPRESENTING

AND OF COURSE, THEY'RE GOING TO GET

MAD AT US BECAUSE OF HOW THEY GREW

UP OR HOW THEY'RE BEING TREATED

WITH A DISABILITY. NOW PEOPLE DO THINGS –

IT'S VERY EASY TO DO THINGS FOR PEOPLE,

INSTEAD OF TEACHING PEOPLE HOW TO DO FOR

THEMSELVES. WE HAD A CALLER ONE

TIME WHO WANTED US TO COME CLEAN

THEIR HOUSE. WE HAD TO EXPLAIN

OURSELVES. WHAT DO YOU MEAN? I

HAVE A DISABILITY AND I CAN'T DO

THIS WHEN I'M IN A WHEELCHAIR ET

CETERA. LET US COME, LET US COME

WORK WITH YOU AND WE'LL SHOW YOU

HOW YOU CAN DO IT AND COME TO FIND

OUT SHE LEARNED HOW TO VACUUM. SHE

DID EVERYTHING. SHE LEARNED HOW

THE CLEAN HER HOUSE AND THE

FEEDBACK WE RECEIVED FROM HER WAS

LIFE CHANGING.

DARREL: BUT JUST TO ADD

TO THAT, I THINK YOUR QUESTION

ABOUT BEING RUDE TO STAFF. AS A

MANAGER I DON'T -- NONE OF MY STAFF

HAVE TO PUT UP WITH RUDE BEHAVIOR FROM A CONSUMER.

THEY DON'T. IF THEY'RE BEING

VERBALLY ABUSED AND JUST BEING

CHASTISED, WE DON'T NEED TO PUT UP

WITH THAT.

AUDIENCE: I THINK THE ONE THING THAT IS A

BIG TAKE BACK FOR ME IS PRETTY OBVIOUS.

TALK ABOUT PEER

SUPPORT. I'M A PERSON WITH A

DISABILITY AS WELL AND JUST MAKING

A CONNECTION TOWARDS THAT

UNDERSTANDING. LIKE YOU SAID WE'RE

ON THE SAME TEAM.

KIMBERLY: AND SOMETIMES

PEOPLE ARE VERY MAD WHEN THEY CALL

US BECAUSE THE WAY THEY HAVE BEEN TREATED

BY STATE AGENCIES AND OTHER SERVICE

PROVIDERS, THEY'VE GOT TO SEE THAT

WE'RE DIFFERENT. SO SOMETIMES IT'S

JUST -- IF THEY'RE COMING IN AND

THEY'RE MAD AND THEY'RE RAGING

BECAUSE NO ONE WILL HELP THEM AND

THAT'S WHERE WE HAVE GOT TO KIND OF -- WE

HAVE SOMEONE ON OUR STAFF, DORIS, WHO TAKES

ALL OF THE HARD CALLS BECAUSE SHE'S GOT

THAT SOFT VOICE AND SHE'S REALLY

ENCOURAGING YOU WANT TO MAKE SURE

YOU HAVE SOMEONE LIKE THAT ON YOUR

STAFF SO THEY CAN CALM THAT TONE

DOWN.

DARREL: A LOT OF TIMES IF

YOU HAVE SOMEBODY WHO IS REALLY

ANGRY, IF YOU HAVE THAT CALMING

VOICE, IT'S LITERALLY LIKE TAKING A

PIN TO A BALLOON. IT STAKES ALL

THE HOT AIR OUT OF IT. IT JUST

DEFLATES PEOPLE DOWN. YES. QUESTION?

AUDIENCE: HELLO. GOOD

MORNING. YOU WERE TALKING ABOUT HOPE AND HER

DOING I&R’S OVER THE PHONE, BUT THEN YOU

STARTED TALKING ABOUT CONDUCTING

INTAKE. SO, YOU DO INTAKES OVER THE

PHONE.

PRESENTER: OH, YEAH.

THEY'RE GETTING THEIR INFORMATION

-- SO, GETTING THEIR DEMOGRAPHICS

AND WHAT THEY'RE TALKING ABOUT.

YEAH, WE DO THAT INITIALLY OVER THE

PHONE. WHAT WE DON'T DO TYPICALLY

OVER THE PHONE IS GOAL SETTING AND

SO THAT'S THAT ONE-ON-ONE DIRECTION

UNLESS SOMEBODY IS WANTING MORE

SUPPORT VIA THE PHONE. SO THAT IS

GOING TO BE VIA SKYPE OR WHATEVER

THEY PREFER. IT'S ALWAYS GREAT AND

THAT TAKES A LITTLE BIT OFF OF OUR

IL STAFF AS WELL BECAUSE THEY DON'T

HAVE TO DO THAT INITIAL INTAKE. AND

THEN IMMEDIATELY WHEN THEY'RE

CALLING OUR ORGANIZATION, THEY'RE

IN OUR SYSTEM.

AUDIENCE: OKAY. THANK YOU.

AUDIENCE: WE'RE RUNNING INTO

THIS A LOT LATELY. IS SOMEBODY

WILL CALL AND THEY WILL TALK TO

SOMEBODY, GET THAT INITIAL CONTACT

GOING. AND THEN, SO ME BEING A

SPECIALIST, I WILL THEN CONTACT

THEM AGAIN AND YOU KNOW, FOLLOW UP

AND THEY DON'T ANSWER. AND THEN YOU

KNOW, SO THAT WE GAVE THEM SOME

INFORMATION OR DIDN'T OR YOU KNOW,

WHATEVER HAPPENED YOU KNOW, I DON'T

KNOW. I DON'T KNOW WHAT WAS GIVEN.

USUALLY WHAT I GO BY IS I CALL

EVERY DAY FOR THREE DAYS AND THEN

WEEKLY AFTER THAT. DO YOU GUYS RUN

INTO THAT AND HOW OFTEN DO YOU CALL

AFTER THAT AND THEN WHEN DO YOU

DECIDE, HEY, MAYBE I SHOULD JUST

LET IT GO FOR NOW?

DARREL: THREE STRIKES YOU'RE OUT.

KIMBERLY: SO, PHONES GET

DISCONNECTED, THERE'S A NUMBER OF

THINGS. BUT WE TYPICALLY CALL AND

THEN WE'LL SEND A NOTE AND SAY HEY,

WE’RE ABIL SOUTH CAROLINA AND WE'VE

BEEN TRYING TO GET IN TOUCH

WITH YOU. AND USUALLY THEY'LL CALL

BACK.

DARREL: AND USUALLY IF WE DON'T

GET IN CONTACT AFTER THREE

ATTEMPTS, THEN THAT'S THE SIGNAL TO

US THAT THEY'RE NOT THAT SERIOUS

ABOUT RECEIVING SERVICES.

KIMBERLY: AND JUST DOCUMENT

THAT IN YOUR SYSTEM THAT YOU

ATTEMPTED TO CALL THREE TIMES

OR YOU SENT A LETTER AND THEN

THEY HAVEN'T BEEN --

DARREL: BECAUSE WITH THAT

TOO, APRIL. IS I CAN GET MESSAGES

FROM CONSUMERS SAYING I'VE TRIED TO

TALK TO YOUR STAFF ALL WEEK LONG

THEY NEVER CALLED ME BACK. AND

WHAT I DO IS GET THE OTHER SIDE OF

THE STORY AND TALK TO STAFF AND

THEY TELL ME I'VE TRIED FOUR TIMES

THIS WEEK AND I'VE MADE THOSE

ATTEMPTS BUT YOU KNOW, THEY HAVEN'T

RETURNED OR WHATEVER. SO, I THINK

IF YOU MAKE YOUR REASONABLE

ATTEMPT TO GET AHOLD OF PEOPLE AND

GO BACK AND THEY DON'T RESPOND,

DON'T TAKE IT PERSONALLY. BUT THEN

THAT INDICATES THEY'RE NOT READY

AND MOVE ON TO THE NEXT CALLER. DO

PEOPLE SEE MORE AND MORE FOLKS WITH A

SENSE OF ENTITLEMENT THESE DAYS?

OH, MY GOSH. RIGHT?

WHAT HAPPENED? YOU KNOW, I MEAN, I

REMEMBER YEARS AGO, I HAD A PREVIOUS

JOB ELSEWHERE. I HAD A JOB OPENING

AT THE CENTER AND A GUY WHEELS INTO

MY OFFICE AND SAYS I HAVE A

DISABILITY AND I KNOW YOU HAVE A

JOB OPENING. YOU OWE ME A JOB.

NO, SERIOUSLY. AND I JUST LOOKED

AT HIM AND SAID SORRY, SIR, I DON'T

OWE YOU ANYTHING. THAT SENSE OF

ENTITLEMENT. IT JUST SEEMS MORE

PERVASIVE LATELY.

KIMBERLY: THAT'S THE WAY

THEY'RE TREATED IN SCHOOLS.

THEY'RE KIND OF PASSED THROUGH TYPICALLY

AND THESE EXPECTATIONS AND THAT'S

WHAT WE'VE GOT TO CHANGE.

DARREL: YEAH, WHEN IT

COMES TO EXPECTATIONS, I THINK YOU

KNOW, ESPECIALLY IN SCHOOL. TO ME

IT'S LIKE IF YOU SET THE

EXPECTATIONS REALLY LOW, PEOPLE ARE

GOING TO LIVE DOWN TO THOSE

EXPECTATIONS. THEY ARE. BUT IF

YOU SET YOU KNOW, THE STANDARD AND

EXPECTATIONS HIGH OF SOMEONE. LIKE

YOU WERE TALKING ABOUT THE HOUSE CLEANING,

IF YOU SET EXPECTATIONS HIGH,

THERE'S A GREATER CHANCE PEOPLE ARE

GOING THE STRIVE TO MEET THOSE

HIGHER EXPECTATIONS IF THOSE ARE IN

FACT THEIR GOALS. BUT WE DO THAT WITH KIDS

IN THE SCHOOL SYSTEMS. I'M NOT A

PARENT MYSELF, BUT I KNOW IN PARENTING,

IF YOU'RE SETTING YOUR GOALS AND

YOUR EXPECTATIONS HIGH OF YOUR KIDS

THEY’RE GOING TO STRIVE FOR IT. BUT IF THEY'RE

LOW, OH, MY KID HAS A DISABILITY OR THE KID HAS...

YOU KNOW, YOU CAN’T EXPECT MUCH.

AMINA DONNA KRUCK: YOU KNOW, I JUST

WANTED TO SAY THAT SOMETIMES PEOPLE

DON'T CALL BACK BECAUSE THEY GOT

WHAT THEY NEEDED. THEY'RE CALLING

A BUNCH OF DIFFERENT PEOPLE. SO

ALSO REMEMBER THAT FOR THAT PERSON

ANSWERING THE PHONE. AND THE OTHER

THING IS I LEARNED A LONG TIME AGO

BECAUSE I WAS ADVOCACY DIRECTOR SO

I'D ALWAYS GET PEOPLE WHO ARE

REALLY UPSET ABOUT THINGS AND

THEY'D BE TELLING THEIR WHOLE LIFE

STORY. WELL, I'M ATTENTION DEFICIT

AND I WOULD STOP THEM AND SAY,

PLEASE, STOP, STOP, STOP. I NEED

YOU TO TELL ME WHAT YOU NEED SO

THAT I CAN MAKE SURE THAT I GET IT

TO YOU BECAUSE I WON'T -- AND THEN

TELL ME YOUR STORY BECAUSE THEN

I'LL KNOW HOW TO HEAR YOUR STORY.

AND AMAZINGLY PEOPLE WOULD STOP.

THEY'D GET CALM. THEY'D TELL ME

WHAT THEY NEEDED AND WE COULD GO

ON. BECAUSE I WAS TELLING THE

TRUTH. I WOULD NOT BE ABLE TO

FOLLOW THAT LONG STORY THAT THEY

WERE TELLING.

DARREL: I THINK WE'RE AT THE END

OF OUR TIME. GOOD DISCUSSION.

THANK YOU.

[APPLAUSE]