>> DEB LANGHAM: Welcome back, everybody. Sorry, I talk with my hands. And I'm afraid that I will blow someone's ears out, so I'm sorry about that. Okay. Well, thank you. We have until about 4:00, 4:15, to do some of our activities. So the first one, you're going to practice asking one another strength‑based and open‑ended questions, and it should say, you should have exercise 1. There's another group that's exercise 2. But it's on your table and it's turned over, so no peeking. Okay. So you will decide who is going to ask the questions, and the other one is the consumer, and this is your case study, this is who you are. And yes, this is a true person that we worked with at our center. You don't have to make things up, you just go for real life experience. So you're going to ask questions, you can decide at your table, who is the consumer, who is going to ask the questions, or you can divide up in pairs and have someone observe, whatever you would like to do. So the consumer, you're going to read about your characteristics, and your IL specialist will be asking you questions to find out about what's happening with you in your life. So you're going to play a little hard‑to‑get. Not a lot, but a little. But you want to really get the person to ask you questions to get information from you. So you want to talk with your consumers, you can feel free to use your own questions, your own open‑ended responses, however you want to have a conversation to open up a dialogue with your consumer about what's going on in their lives. Okay?

So on one side of the exercise are the open‑ended questions, and on the flip side are the strength‑based questions. Then here is the case study here, also front and back. Okay? So who is going to be the consumer? Show of hands. Consumer? Consumer. All right. Over here at this table? Consumer? Okay. Do we have consumers here? Who wants that role? Oh, good, okay. Okay. Autumn, at your table, who is going to be in the role of the consumer? Okay. All right. So Autumn and myself and I think some of our presenters are going to be walking around. If you have any questions, we can maybe help you answer. Okay? Ready, set, go. (working in pairs)

>> DEB LANGHAM: Don't forget to take notes.

(working in pairs)

>> DEB LANGHAM: Okay, everybody, why don't you take a couple minutes to wrap up the questioning and your notes. Okay. Let's wrap it up. I hate to interrupt you because you are all so deep in conversation, and it looks like you're getting some good information. So what did you think of the process and using these questions? Were they helpful? Yeah?

>> Well, even though the consumer expressed the current living situations with the open‑ended question, you still allow them to interact, even though you already know their situation, but you're giving them a chance to interact because you're giving them a chance to discuss something that hasn't been discussed.

>> DEB LANGHAM: Do you think you made progress in learning about your consumer? Within the time allotted. But could you see that this might be a way of questions that you might want to use in the future?

>> Yes.

>> DEB LANGHAM: Good. Good. Any other comments or questions? All right. Oh, yes? California.

>> So just by doing this exercise, there's one thing that I noticed about myself is that I'm always trying to answer questions for the person, you know, trying to fill in those blanks. But also, Mike did a good job of being the consumer and using this person's story. There may also be times where they don't really know what services are out there. For this consumer in particular, he was blind, he was living by himself, had a hygiene problem and the neighbors were complaining about smell, and one of the questions that we asked him was, you know, do you have someone coming in and helping you with your hygiene? And he said no, which makes me think, okay, he doesn't know about in‑home support services. So how do I ask the questions, how do I ask the questions to get him to say that he needs that type of help, rather than me saying, oh, maybe we should get someone in here to help you, or can I just say that? What do you think?

>> DEB LANGHAM: Does anyone want to answer? I mean, I think at the end ‑‑ oh, yes, please, go ahead.

>> Can I have the mic?

So what I would do is offer the information, inform the consumer, educate them, or him, on what it is that is out there available for him, and let him come to tell me that that would be a good idea for him to actually obtain the service.

>> DEB LANGHAM: Yeah. That's right. That's right. And did you get to his hobbies and read about that? Maybe some of you didn't get to that. But he expressed interest in some hobbies and some things he used to do but he doesn't do anymore because he's embarrassed about his hygiene, so that could come into play as well when you're talking about that. Gee, these were your hobbies, but let's look at how we can maybe get back to that and what could we do to make some changes that would lead you to not feel embarrassed and then maybe deal with the hygiene issue as well. And remember, he's going to get tossed out of his apartment, so he's aware of what, that he needs to make some changes. Good self‑observation as well. And for whatever it's worth, I find myself doing the same things, I mean, it's why I'm not a specialist anymore, you know. I could solve the world's problems, just ask me.

(laughter)

>> DEB LANGHAM: Okay. So let's move onto our next exercise. And it's here. There you will find, again, we're working with the same consumer, and I've given you some information on goal writing here on the first page and then some goal forms. As you can imagine, with our consumer, there's probably a lot of goals, and there were. We worked with Ben for several years, and to maintain his independence too, by the way. So I just want you to pick one or two goals that you think, you know, consumer can be the consumer again at your table or you can switch off, and talk about, again, you know that Ben has got a lot of goals. But here is where you're going to need to prioritize. So what's the most important thing to Ben? So the only way you're going to know that is by asking Ben. So Ben at this table's priority might be different from Ben over here or from Ben over here. It just depends. So, you know, if you can write one or two goals, one would be great, two if you're speedy, that would be great. So take the rest of your time to look at that. And then just some tips, again, on goals. Again, just remember that the plan should be ‑‑ the goal should be identified by your consumer. You need to list the action steps needed to achieve your goal, who is responsible for this step, the start date, the anticipated date of completion and the consumer and IL specialist's signatures. Remember that goals and activities must be measurable, and always when you're thinking about goals or action steps, think about what needs to happen to accomplish the goal or the step, and that's about it. You've got it here. I think you're off to a great start. Good luck!

(Working in pairs)

>> DEB LANGHAM: Okay, guys, why don't you wrap it up in about a minute. Thank you. Okay, guys and gals. I'm really happy that you're into it!

It can be a very educating and enlightening experience. Okay. How did it go?

>> Good.

>> DEB LANGHAM: Good? Any comments? Did you have trouble prioritizing at all?

>> At first, a little bit.

>> No.

>> DEB LANGHAM: No? Does any table want to share what they chose for their goal? Or anyone? Anyone?

>> What was your question?

>> DEB LANGHAM: What goal did you decide to work on?

>> Job.

>> Attendant care.

>> DEB LANGHAM: Attendant care. Okay. Anybody else?

>> His birth certificate.

>> DEB LANGHAM: His birth certificate. Good. Anybody else?

>> Benefits counseling.

>> DEB LANGHAM: Benefits counseling, yeah. There were a lot to choose from, and as I said before, we worked with Ben for a little over two years, and I will tell you that it had a happy ending. We did advocacy ‑‑ yea ‑‑ we did advocacy with his landlord we had a relationship with, that's why we were called in, or she convinced Ben to call us, so we were really able to work some magic. But there was a point when he was going to be kicked out, and it was touch and go for a bit, and eventually he did leave that apartment and went into another apartment that had more room for his audio equipment. This guy was just a whiz. His audio equipment, he taped music, he spliced and diced and did stuff, as I told you before, I'm not an IT person or a technology person at all, but he really took what he did as a hobby and started doing it for money for friends and other people who wanted their CD's put together or songs put together on a play list or whatever, now that we do on our iPhone. But that's how he did it. Okay. Any other comments while you were working through it? California?

>> Since this was an actual case, do you have any update on the trust fund?

>> Yeah. The trust is killing us.

(laughter)

>> DEB LANGHAM: The trust fund we found out, but it took a while to find it out, because we had to dig through his box. When I said he had a box of paperwork, a box, and I mean, stuff was just thrown in. We found out he had a little under $10,000 in a trust that should have truly lasted him much longer than it did but was kind of mismanaged by the person that was doing that. We helped him plan for the time when there wouldn't be any money left in the trust and how he would get by on that, but he had just so many contributing factors to things that were going on, and for so long, he kind of had this lifestyle that he had gotten used to with this money coming in, that all of a sudden when he was mistakenly declared dead, kind of ended. So convincing social security that he was indeed alive was a trip.

(laughter)

It was about an 8‑month process for social security.

>> I told you, social security, they're the same no matter where you go.

>> DEB LANGHAM: Right. But he's standing right here. Okay. Anything else? I hope you found that beneficial and you learned something. Okay. All right. Thanks, guys.

(applause)