



ABLE OPPORTUNITIES, INC.

INNOVATIVE, PERSON-DRIVEN, ACCOMMODATION TOOLS

WWW.ABLEOPPS.COM • 206.406.9900

**Innovative, Person Driven
Low & High Accommodation Tools**

**Jennifer White, CEO
Able Opportunities, Inc.
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I acquired a TBI, Traumatic Brain Injury, in 2012.

Tracking time is particularly challenging now, even with alarms.

Who can volunteer to be our timekeeper?

BREAKS:

10 minutes every hour

30 minutes for lunch

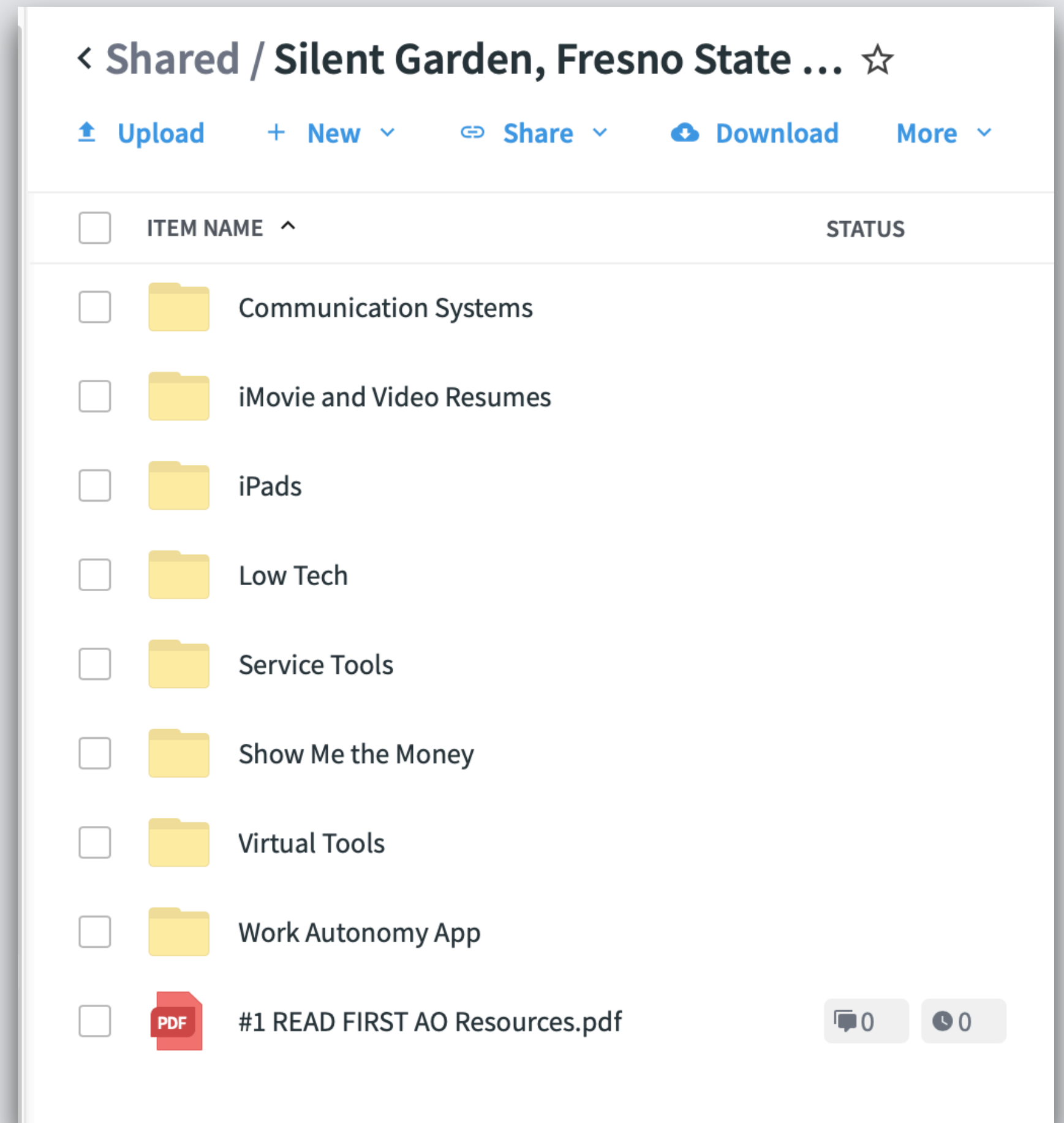
I can not track the chat box while presenting.

Who can volunteer to flag questions for me?

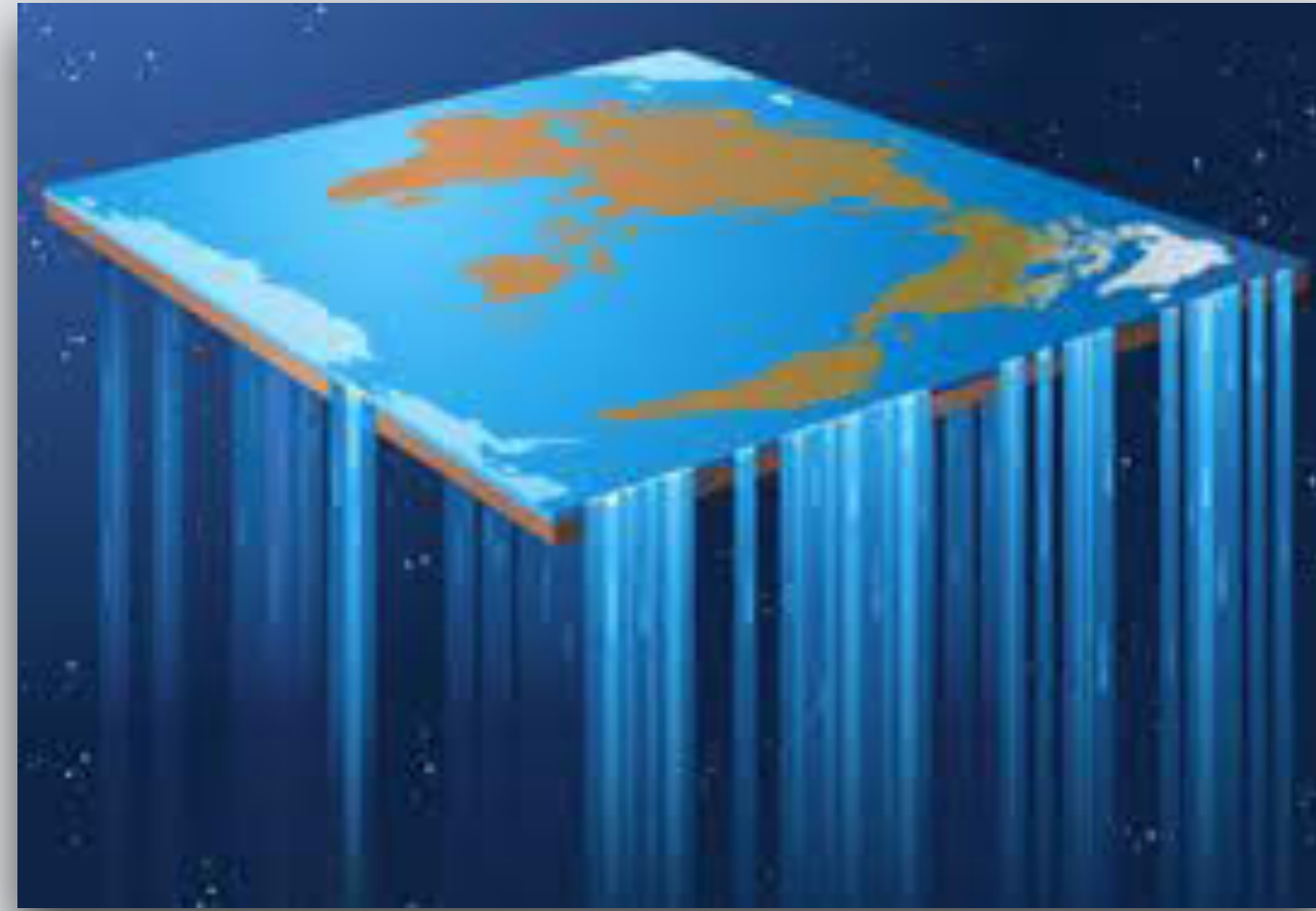
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How do humans develop and shift beliefs?




The world is flat.
No, it's not.



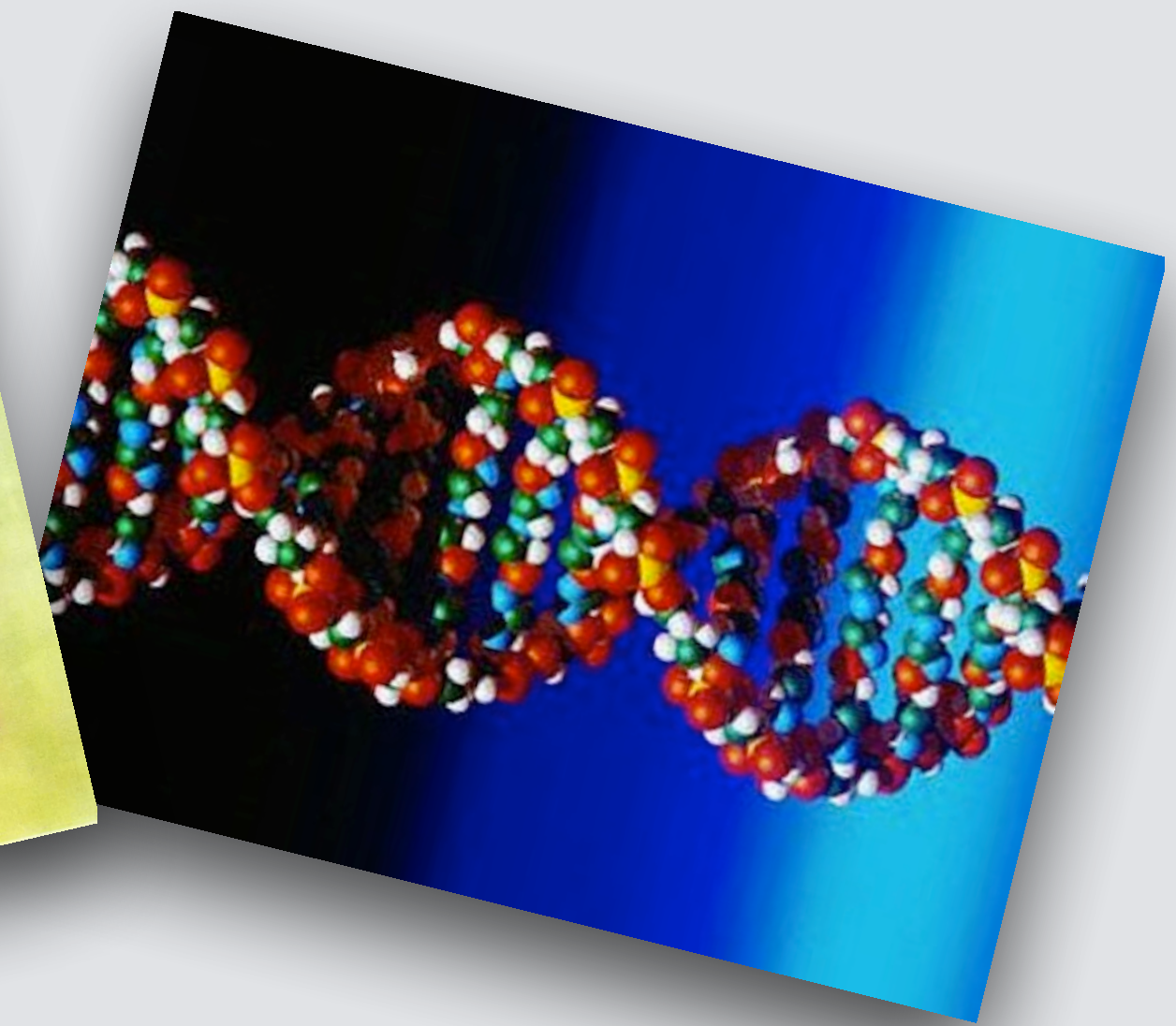
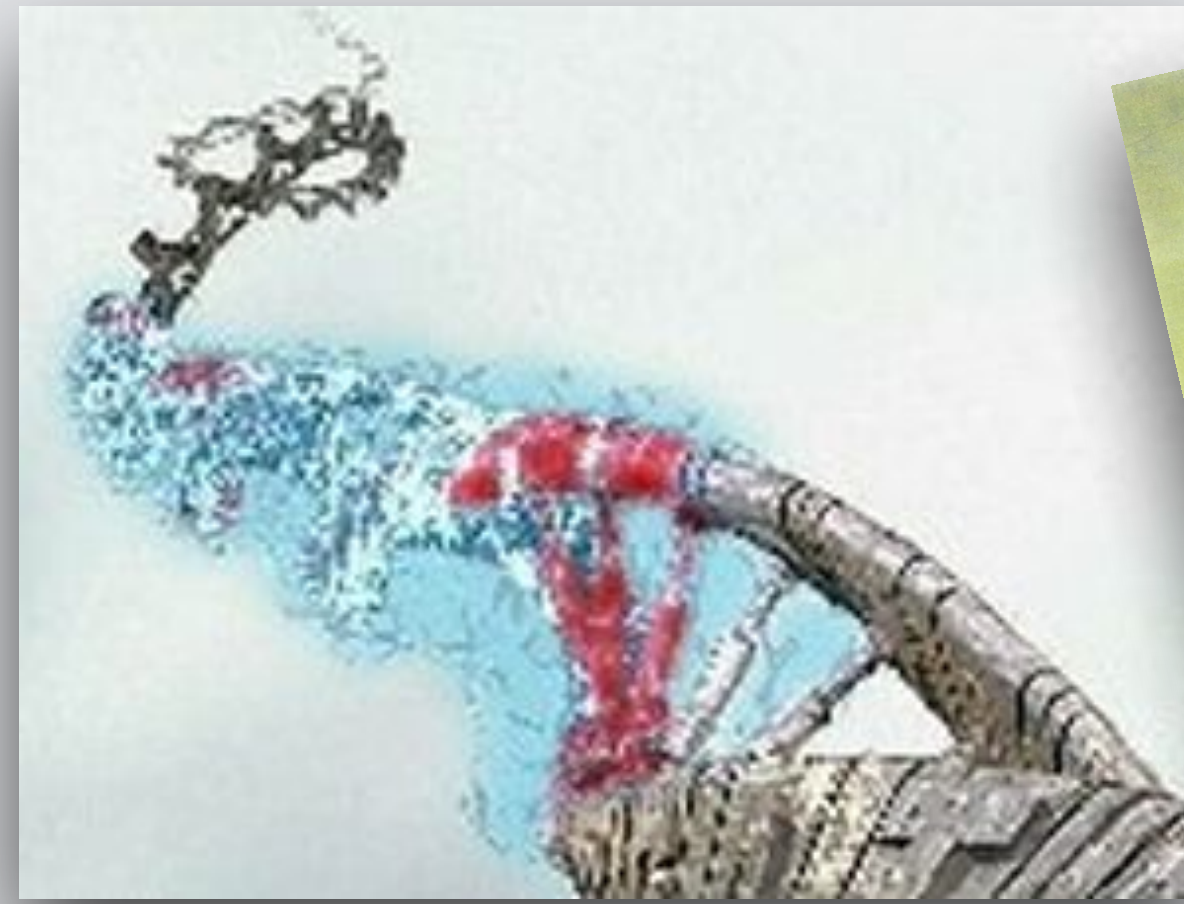
Ptolemy: The earth is the center of the universe.
Copernicus: No, it's not.



How Do We Gain Perspective and Grow?

- ◆ During the Age of Enlightenment humans regarded anthropomorphism, the projection of subjective properties onto nature, as the basis of myth.
- ◆ This perspective moved humans to look beyond the belief that the earth was the center of the universe.
- ◆ What does this have to do with our field? The image shows a sequence of five black silhouettes representing the evolution of man from an ape-like creature to a modern human. To the right of the modern human silhouette is a black silhouette of a person in a meditative pose (yogi or Buddha) with a red sunburst behind their head, symbolizing enlightenment or spiritual growth.
- ◆ The projection of subjective properties onto the nature of others, perpetuates myth.

JUNK DNA ??!!



- ✦ In 2003, the sequence of the human genome was fully assembled for the first time. We learned that less than 3 percent of the entire genome contains information that encodes for proteins. This posed a difficult problem for genome scientists - what is the other 97 percent doing? The role of the rest of the genome was largely a mystery and was thus referred to as "junk DNA."
- ✦ Over the years, it's become more and more clear that most junk DNA isn't junk — much of it is just doing jobs that are more difficult to understand. It turns out that this DNA — the preferred term now is non-coding DNA — is responsible for things like transcription and interaction with proteins.

We continue to hold conviction of theory about what we don't understand.

**We know so much,
we know so little...**



- **Which can help us pay attention!**
- **Deaf Blindness has taught me more about autism than any class I've taken. Why? It requires first understanding spatial organization, pictures in structured patterns. Then succinct physical tactile expression and fluency. It challenged my habits.**
- **Curiosity rather than conviction is needed. To find our challenges, we have to question our habits and beliefs. Do our habits project our own organizational needs onto our students?**
- **In fact, curiosity is vital; instead of training on tools that help us do our job the same way, we're going to cover tools that help us shift how we do our job.**

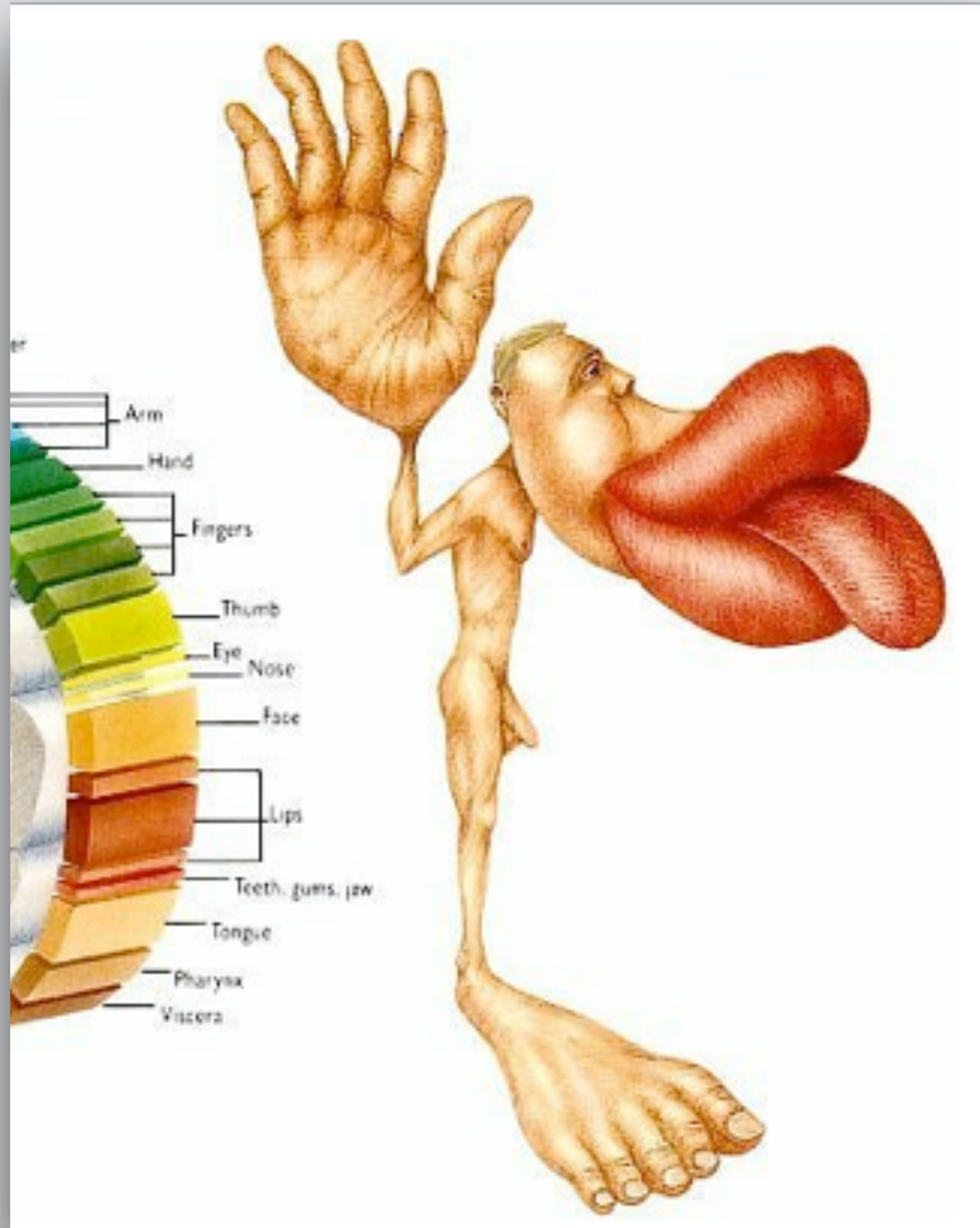
STAY FASCINATED!!!

Breaking the Downward Spiral

Benjamin Zander

“How to Give an A”





Homunculus

- Model shows sensory weight
- Enlarged areas hold more nerves and easily engage the startle reflex
- Pay attention to initiating interactions. Successful protocol includes: tap on shoulder, using their name, holding object near your face when introducing it, giving time for orientation, using hand under hand demo, giving it over more and more as they come forward to explore

**** We have to stop reaching in over the hand and shift to hand under hand teaching methods ****



WORTH REPEATING

**** We have to stop reaching in to take the hand and shift into hand under hand teaching methods ****

- **When I demo hand under hand, I can feel your intrinsic motivation for mastery, the moment you are curious, want to try it, reach toward the object.**
- **When my hand is on top of yours, I am teaching cue dependence, to wait for me to give it to you. I most often do not sense your desire or attempt at mastery.**

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 when stress is present in the topic, the first 3 minutes of communication, 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.”

FASCINATING !!!

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, environments rich in access**
- **Accessibility of a model, emphasizing a tactile / kinesthetic dimension**
- **Universal Design, based on structures of the visual brain, the prelinguistic brain**

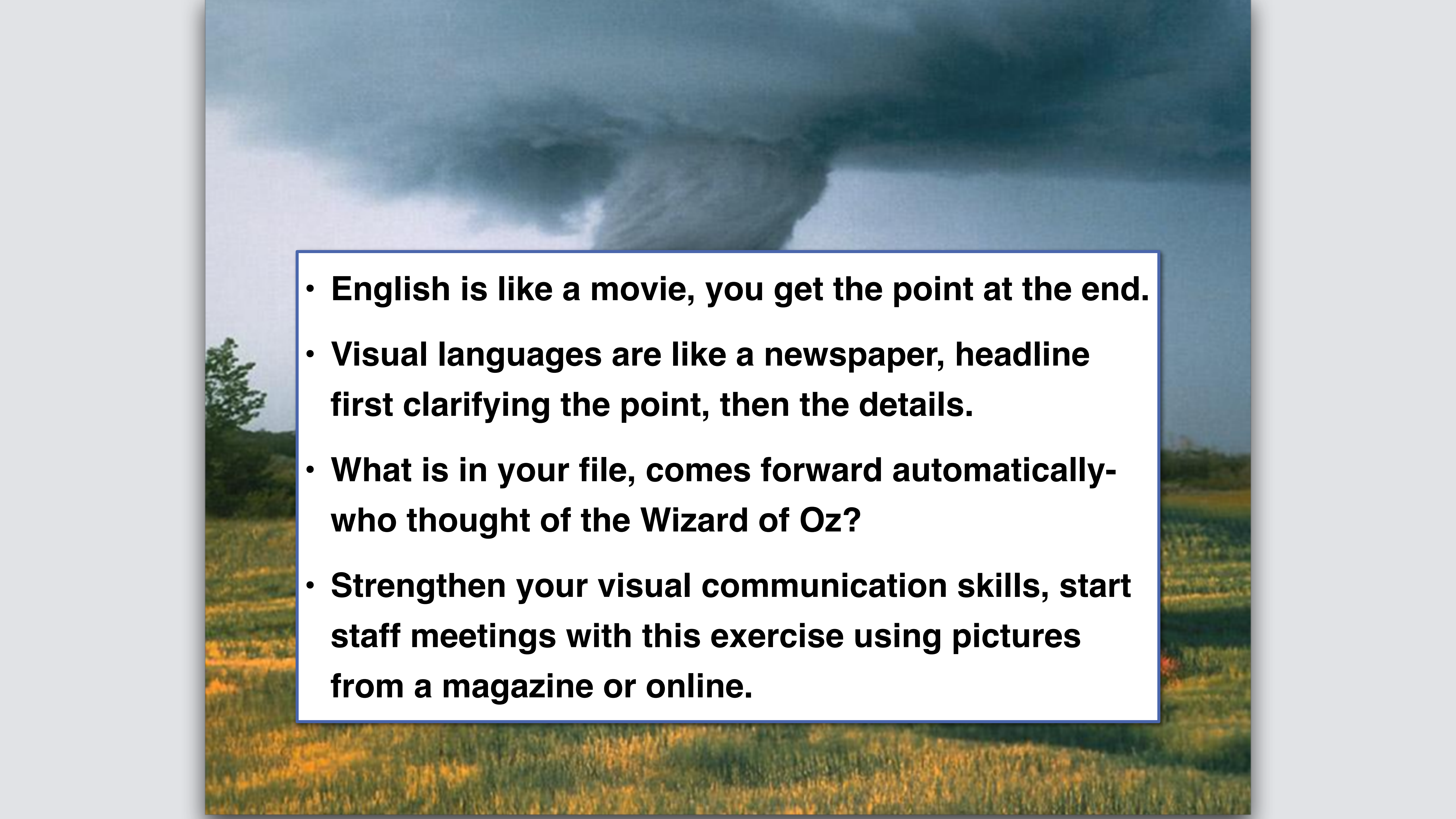


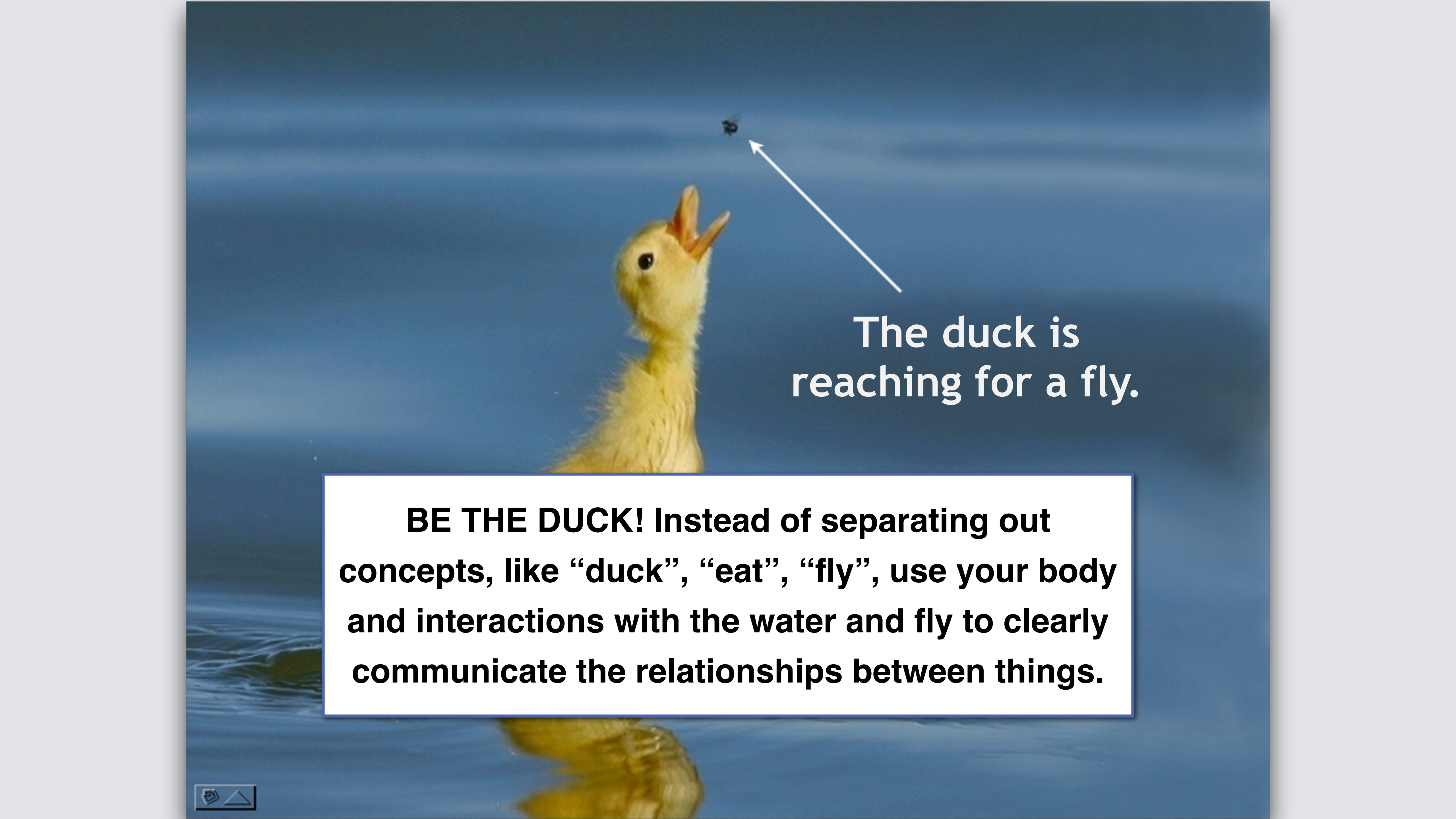
Picture Descriptions

- **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**



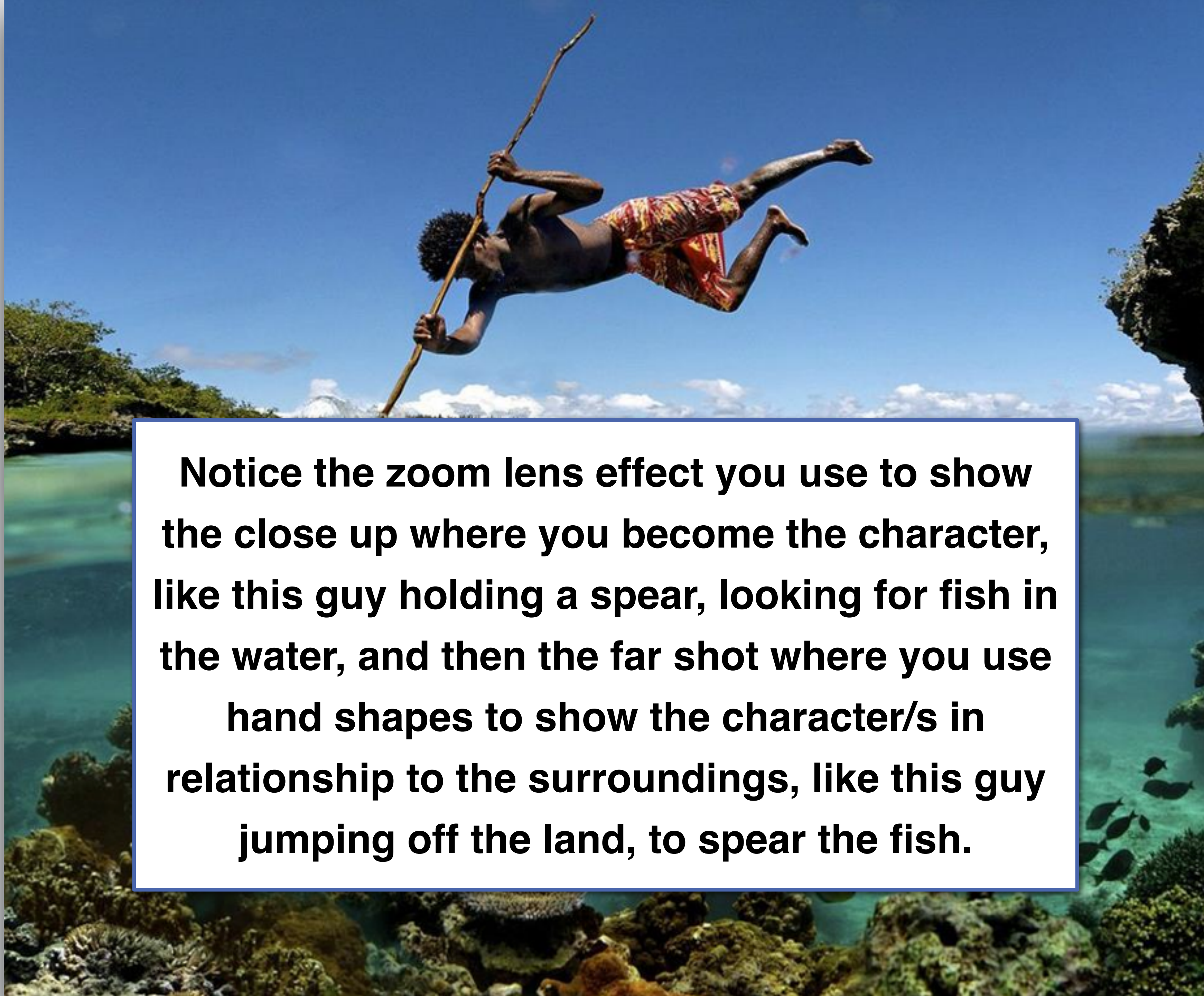
*** Neither person can talk, sign, mouth words, etc.**

- 
- **English is like a movie, you get the point at the end.**
 - **Visual languages are like a newspaper, headline first clarifying the point, then the details.**
 - **What is in your file, comes forward automatically- who thought of the Wizard of Oz?**
 - **Strengthen your visual communication skills, start staff meetings with this exercise using pictures from a magazine or online.**

A photograph of a fluffy yellow duckling in a blue sky, reaching its beak towards a small fly. A white arrow points from the text below to the fly.

The duck is reaching for a fly.

BE THE DUCK! Instead of separating out concepts, like “duck”, “eat”, “fly”, use your body and interactions with the water and fly to clearly communicate the relationships between things.



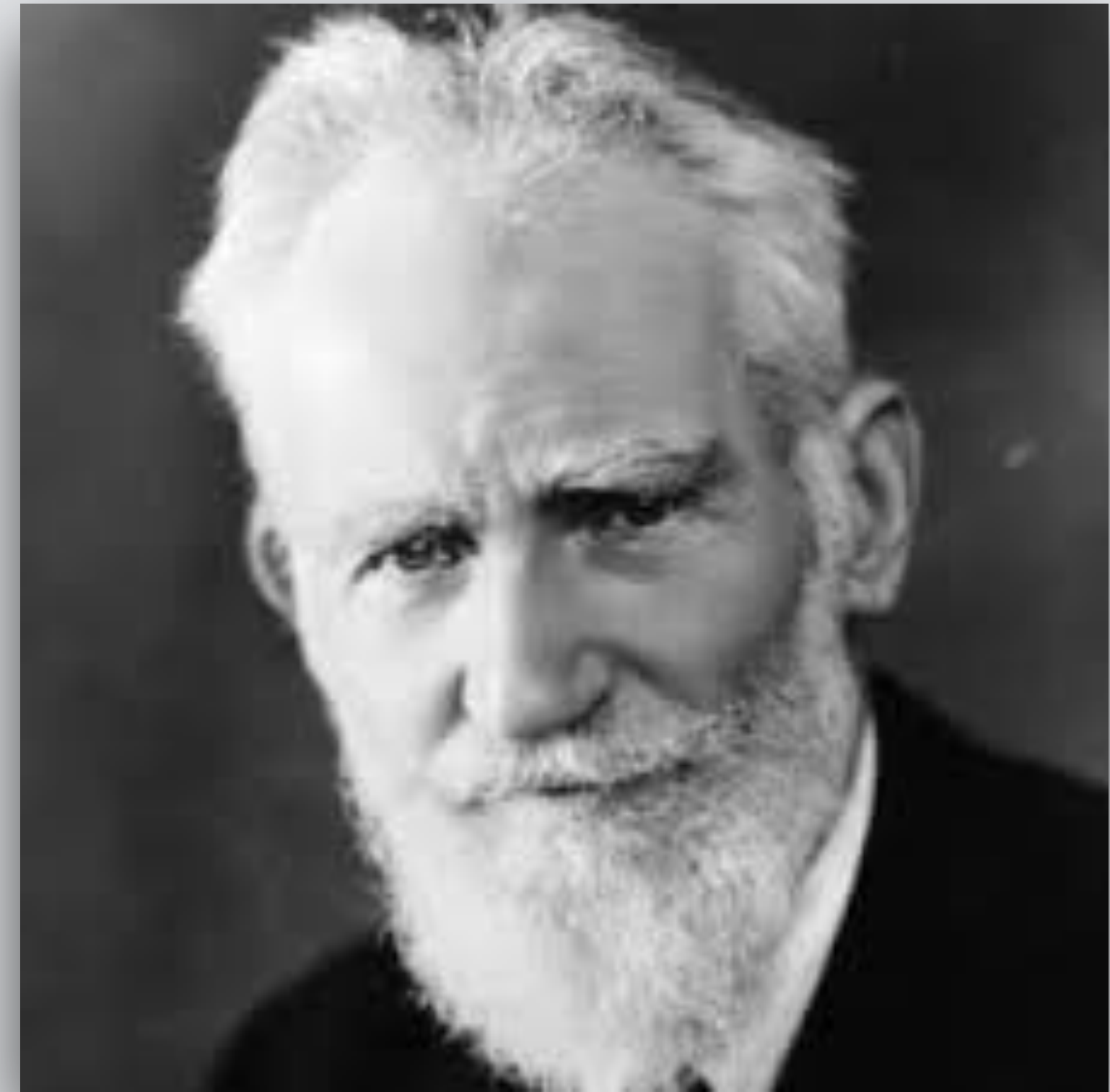
Notice the zoom lens effect you use to show the close up where you become the character, like this guy holding a spear, looking for fish in the water, and then the far shot where you use hand shapes to show the character/s in relationship to the surroundings, like this guy jumping off the land, to spear the fish.



**English conflicts with the organization of the visual brain.
ASL uses visual brain strategies but does not
accommodate processing needs. You will need to practice
with exercises that use no formal language.**

**“The single biggest problem
with communication is the
illusion that it has taken place.”**

George Bernard Shaw



Outside of tools used to teach and evaluate American Sign Language skill, every tool used measures mastery of language based on the structures of English

EVERY. SINGLE. TOOL.

There are tools like the Carolina Picture Vocabulary Test (CPVT), normed on students with hearing loss, but the milestones are English

If a student uses a wheelchair, do we measure their mobility based on performance when they are standing?

FASCINATING!

POLL #1

How many of you are social justice workers?

We level the playing field for people with disabilities to have the same rights and opportunities as everyone else.

What is the definition of social justice?

Now, how many of you are social justice workers?

History of Oppression

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

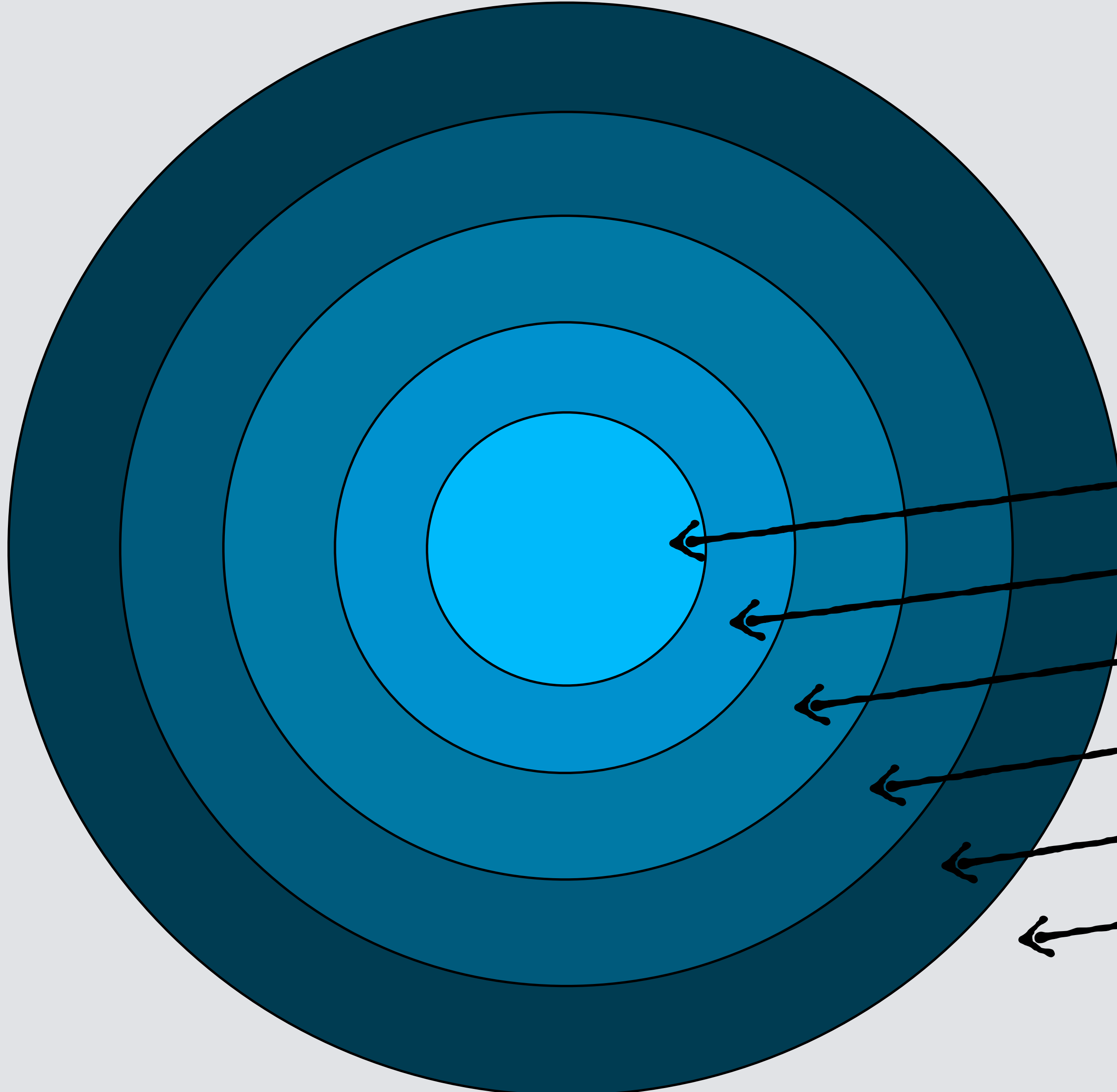
- Age
- Disability
- Religious Culture
- Ethnicity
- Sexual Orientation
- Social Class
- Indigenous Background
- National Origin
- Gender

"Beyond Inclusion, Beyond Empowerment"

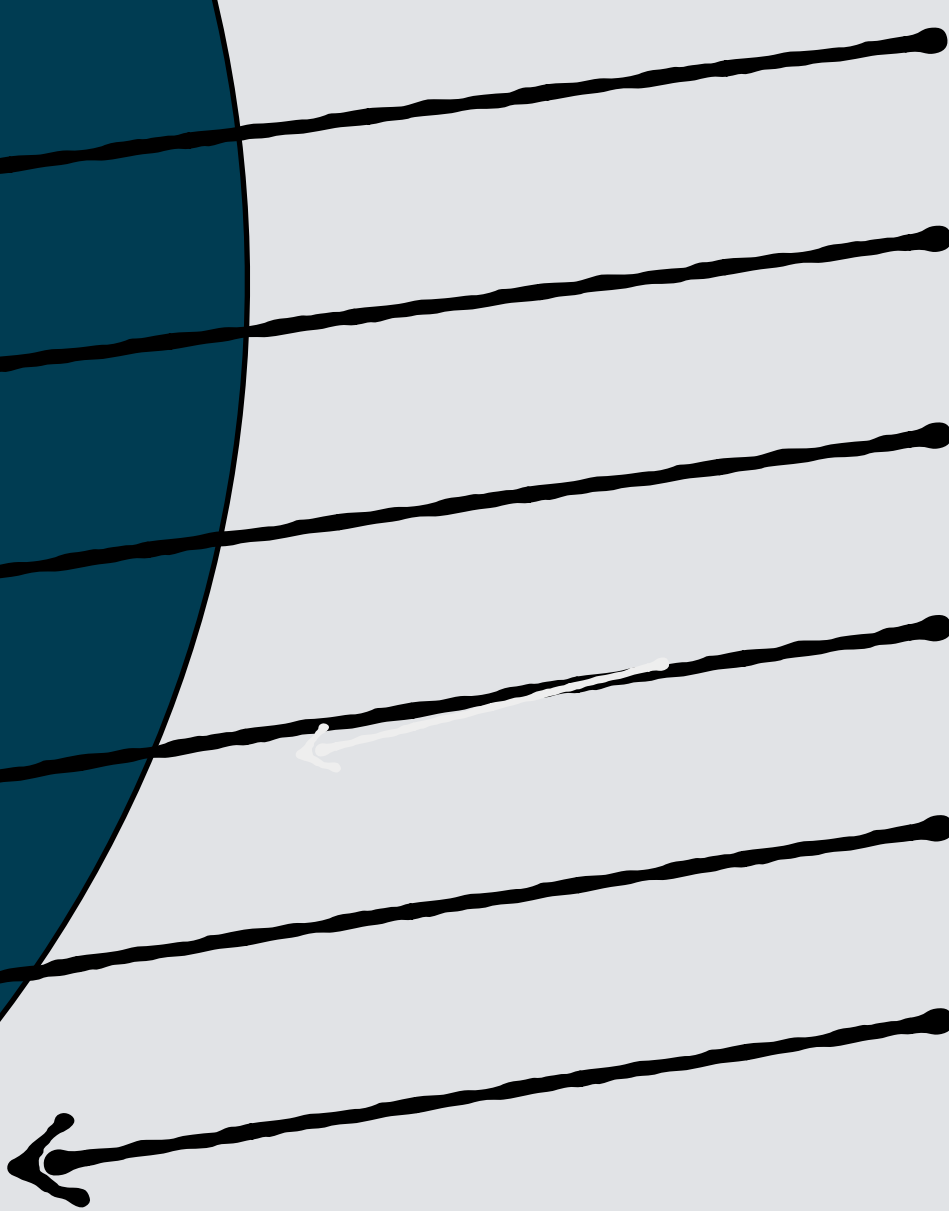
by Leticia Nieto

- We work in a field of social justice. We need to consider how systemic oppression impedes efforts.
- We are still learning. We are relatively new at this: 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?

**Draw 5 concentric circles.
Write up to 5 names in each space.**

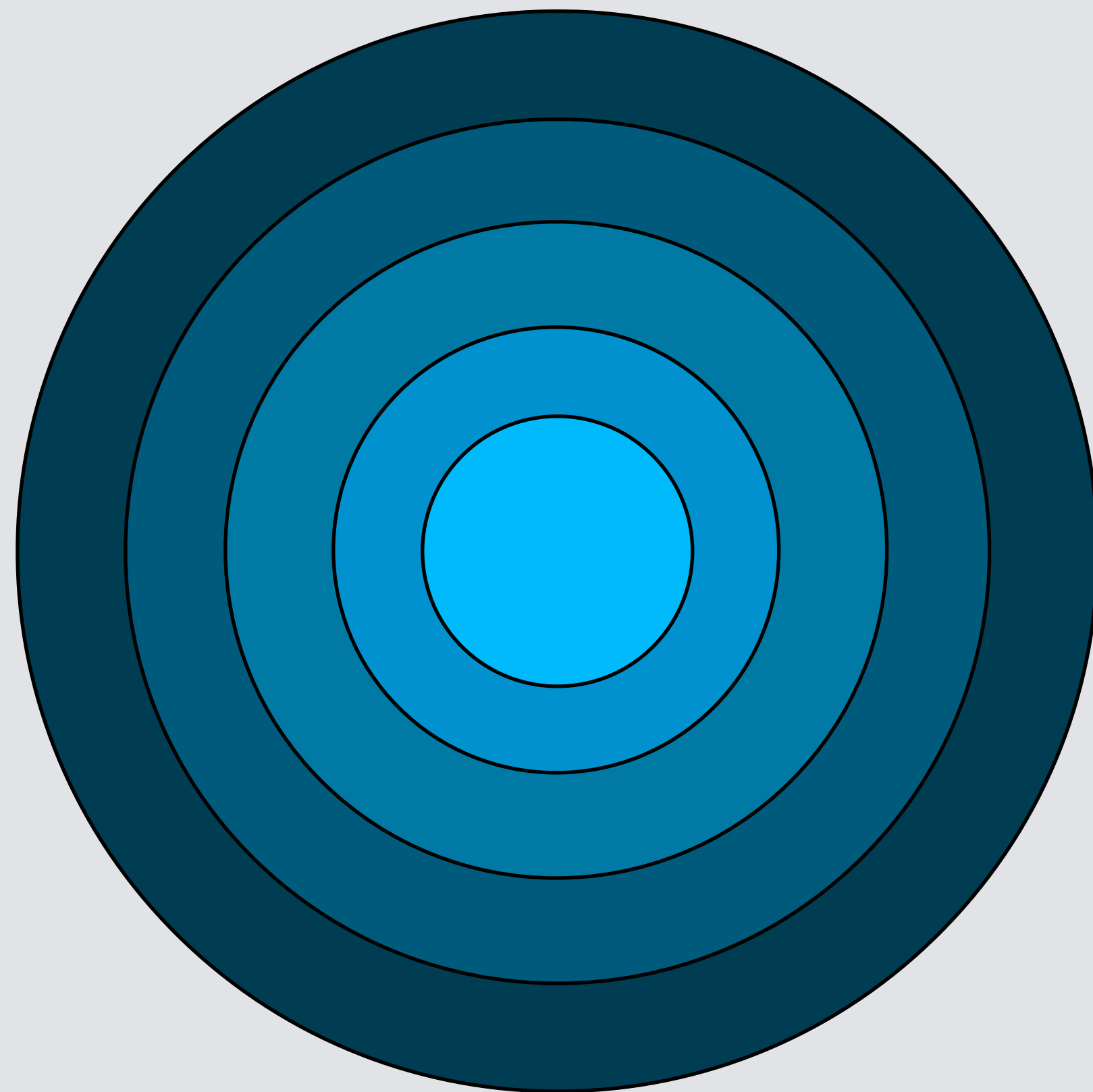


- Family**
- BFFs**
- Friends**
- Colleagues**
- Community**
- World**



What Influences Change?

- Time
- Exposure
- Education



The Social Justice Model

- 50 years ago, could you easily think of marrying someone from a different race?
- 100 years ago, could you easily think of marrying someone from a different spiritual practice/religion?

✱ Exposure

Environments must be rich in models.

**In his famous work on the subject, psychologist Erik Erikson notes:
"Self concept is the rudimentary definition of self, based on a collection of disconnected traits. The self concept relies on role models to suggest standards and preferences."**

Models must include:

- **Adults interacting, navigating the world, using accommodations**
- **Smart screen technology, now a tool of the masses**



Helena (she/her)
@helenalovier

For [@themandalorian](#), they hired an actual Deaf actor to play one of the Tusken raiders and help create Tusken Sign Language. 🥰

They did this bc a hearing person who knew ASL suggested it.

It's our responsibility, when we're in the room, to look around and see who's missing.



Marginalization is reinforced when there is no representation within the group building the structures.

How do we prepare self advocates for a seat at the table?

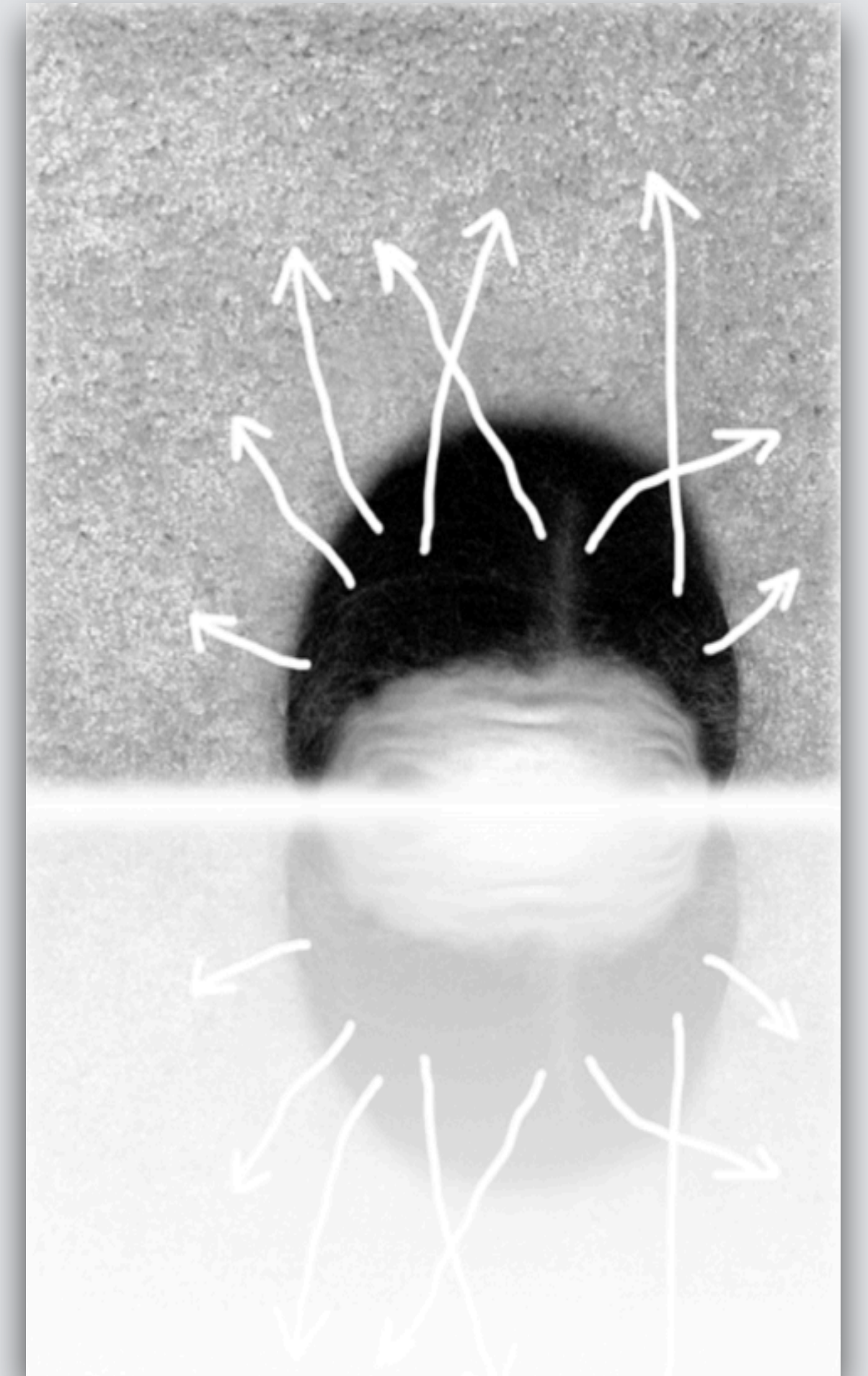
How do we examine the barriers that keep them outside?

How do we examine our own actions as teachers and allies?

COMMUNICATION & MONEY

Two of our main sources of power, are the most common areas impacted by marginalization.

- **Addressing the injury of low power status, meeting the “feral child”**
 - **Succinct delivery, motivating activity**
- **Exposure**
 - **I see it, so be it**
- **Education**
 - **Person Driven Tools; how do we get out of the way?**



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
Talking to Annie Sullivan about Helen Keller**

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.

POLL #2

What do you think is the most common challenge for students with disabilities after high school?

Self Advocacy

Person Centered to Person Driven / Compliance to Alliance

- **Low Tech Systems**
 - **Switch Activation**
 - **Portable Camera/Printer Systems**
 - ◆ **Attendance, schedules, sequences tasks, book making**
 - **Money Jigs**
 - **Job Development Notebooks**
- **High Tech Systems**
 - **iPads / Apps (visual brain friendly)**
 - **iMovies, Self Advocacy Film, Video Resume, Reporting, Researching, Training Others**
 - **Work Autonomy App, capture, track and report**
 - **Financial Literacy, Budgeting**
 - **Safety, Travel, Planning, Organization**
- **Employer Engagement**

Mobile, Person-Driven, Picture Systems



- Teach individuals to take pictures of people / activities / places / objects; allow them to be as involved as they are able and want to! Model and teach tools using hand under hand. Label all pictures with the same vocabulary, so they are interpreted & read the same by everyone.
- Remove the memory card and place into portable printer. Or use a newer “Selphie” 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 a hike you took on the weekend. This allows someone to build relationships with others.
- Model this strategy, offering without any requirement, until the person comes forward naturally. The 1st goal is for the team to model consistently and long-term.
- Use this system to capture food orders, modeled and used by everyone.
- Next explore choice making and sequencing.

Berry Picking



berry (twist back & forth on pinky)

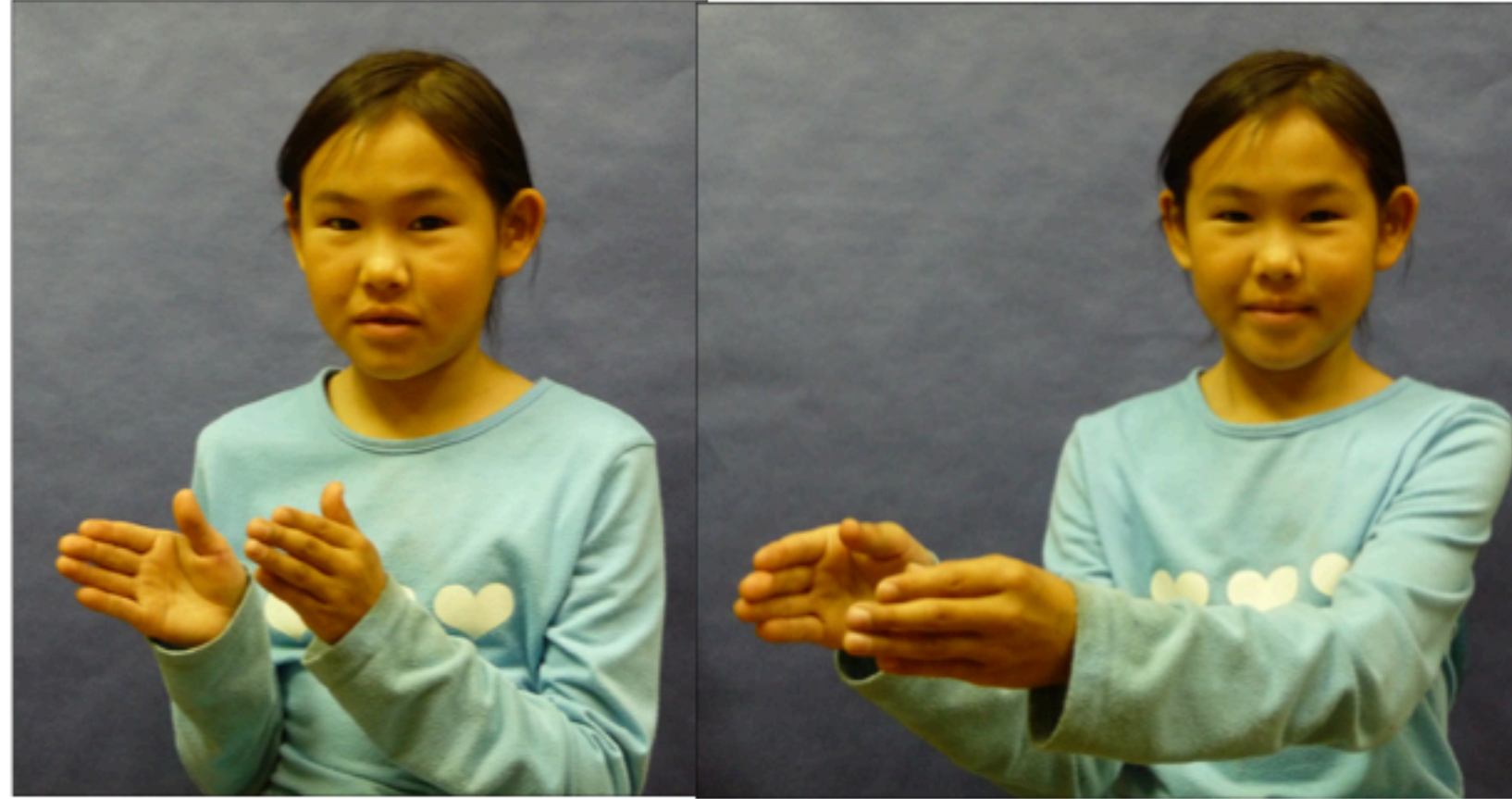


picking (just like picking)

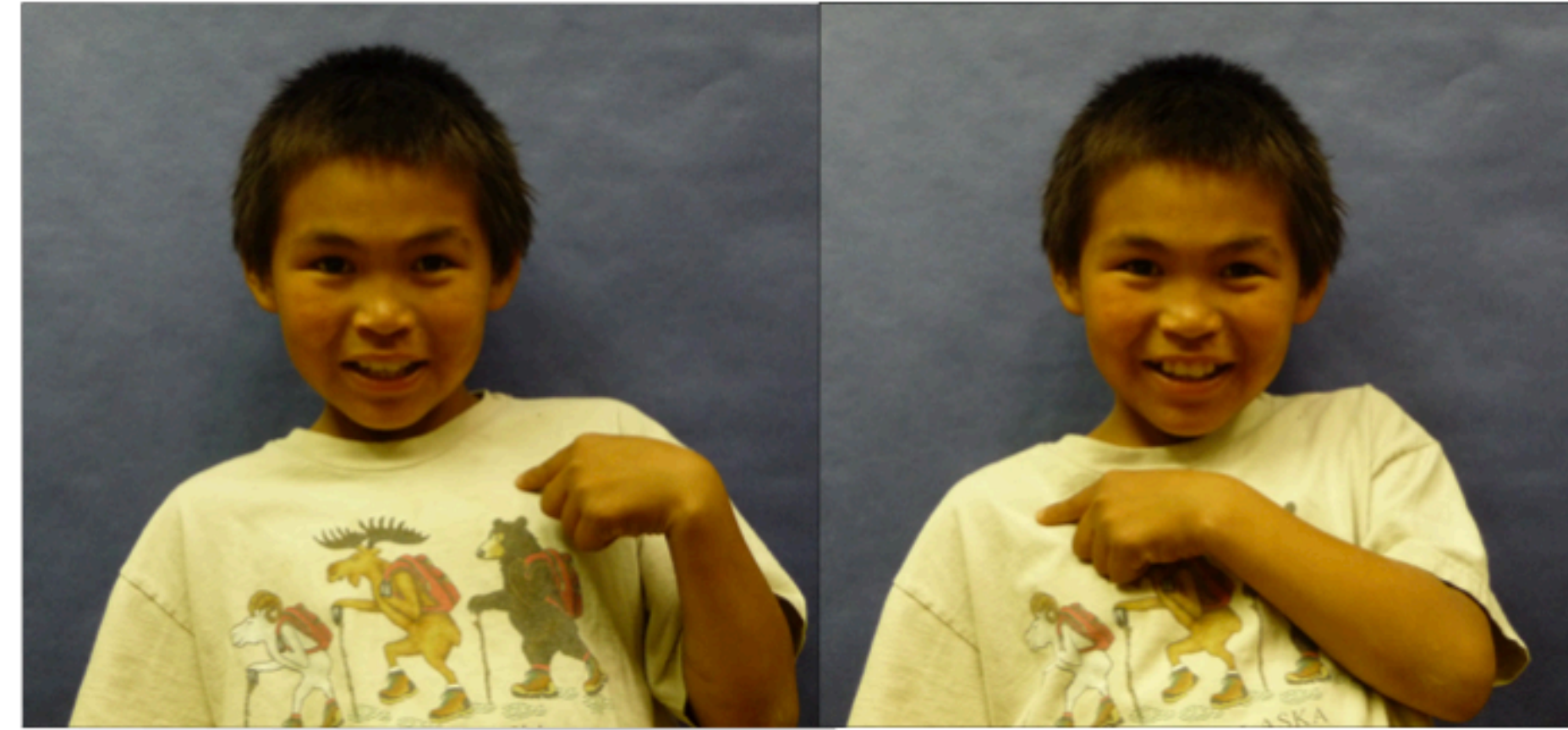


by Leona Sandlin's Class
Joe Kokrine, Ronald Buster, Trevor Ayunerak,
Haley Moses, Christine Strongheart, Crystal
Moses, Shantel Leopold, Jordon Phillip, Martin
James, Fredrica Joseph, Calvin Kameroff

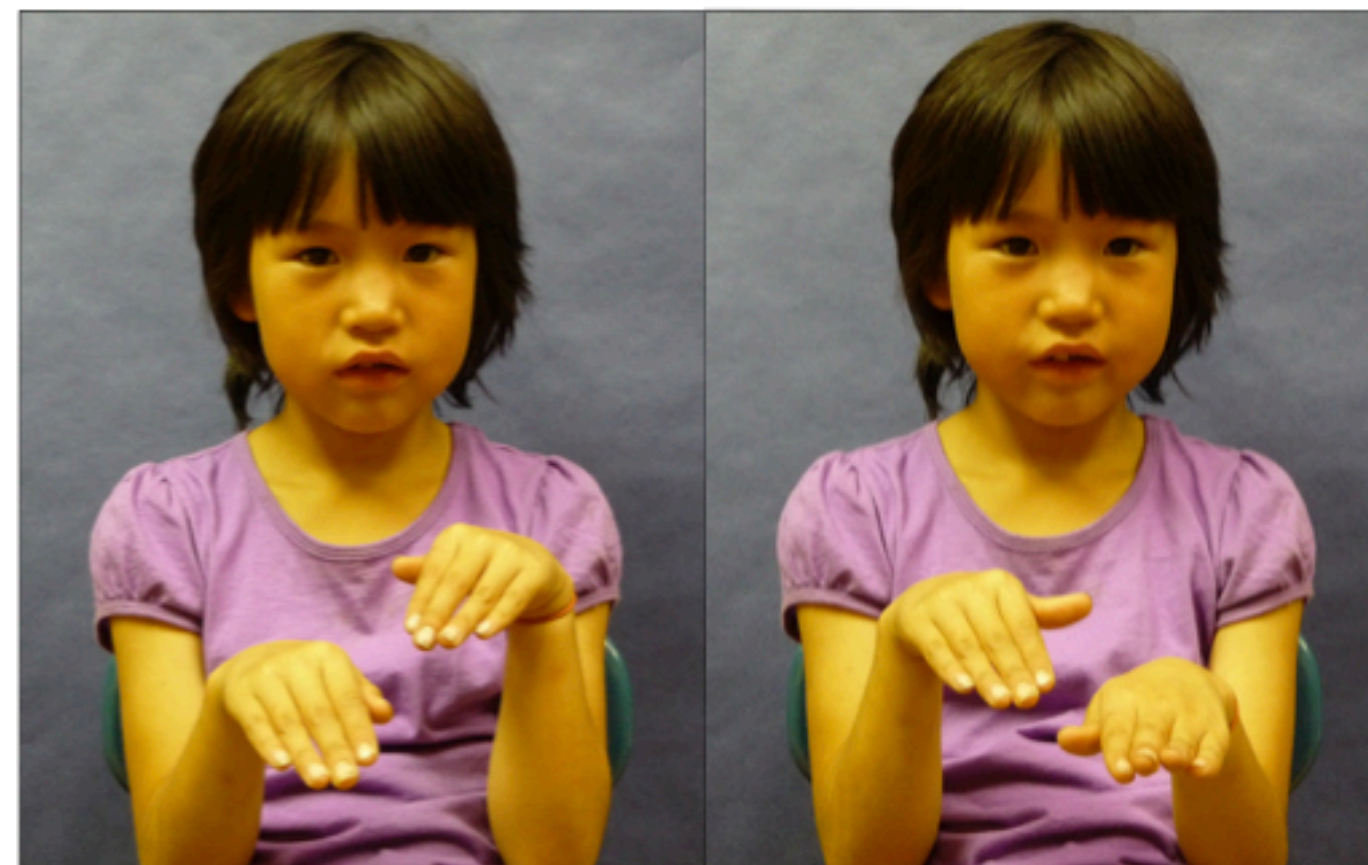
We walk down the road...



road (move hands out sides of road)



we (draw scoop from one shoulder to other)



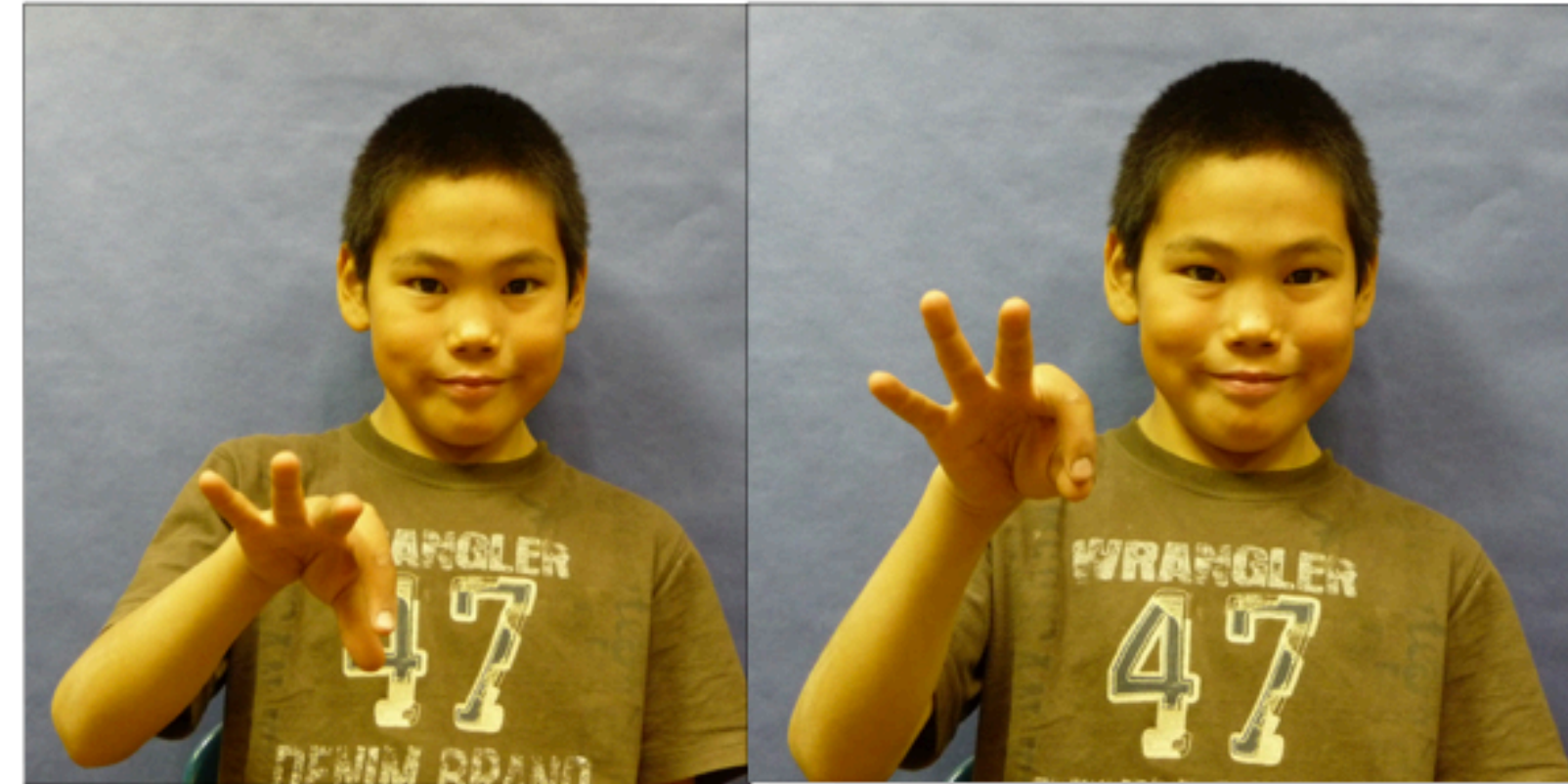
walk (back and forth like feet stepping)



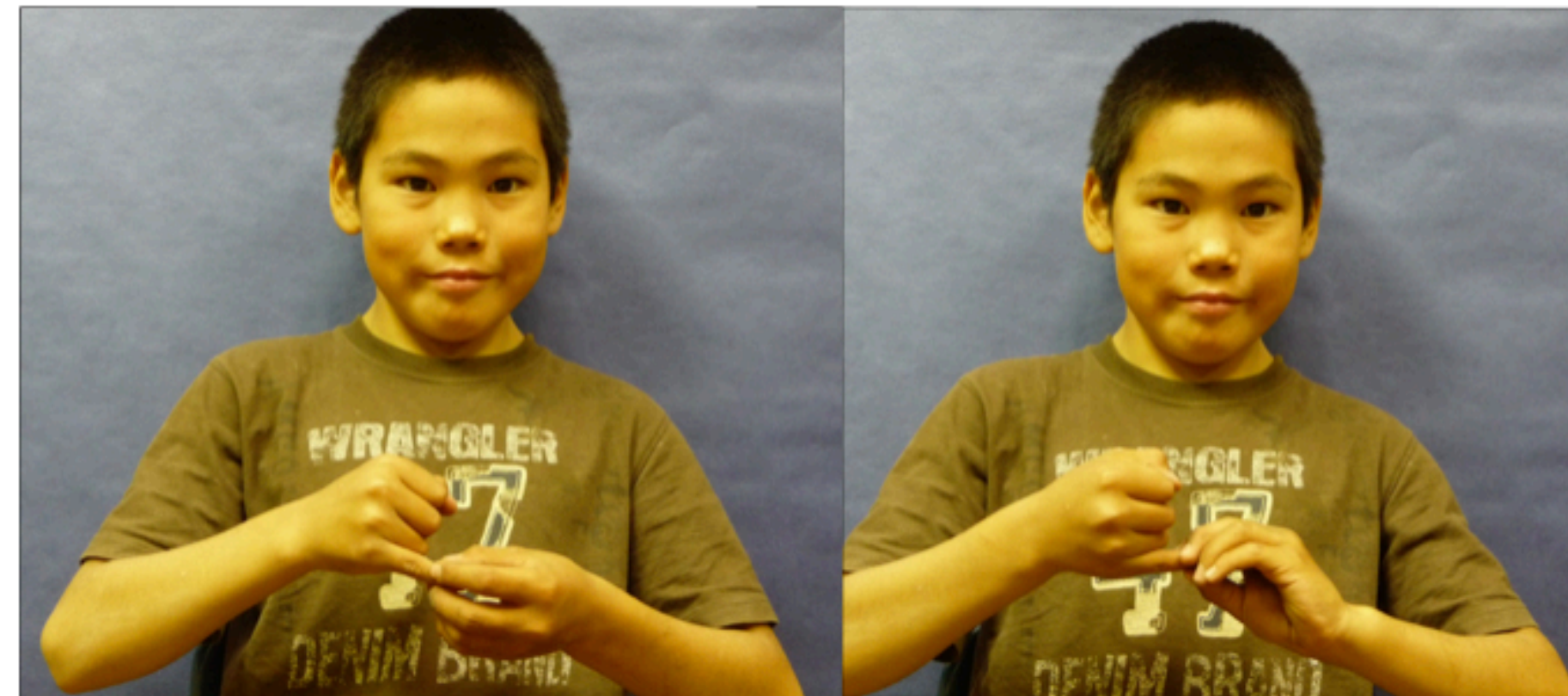
...to go berry picking!



why?



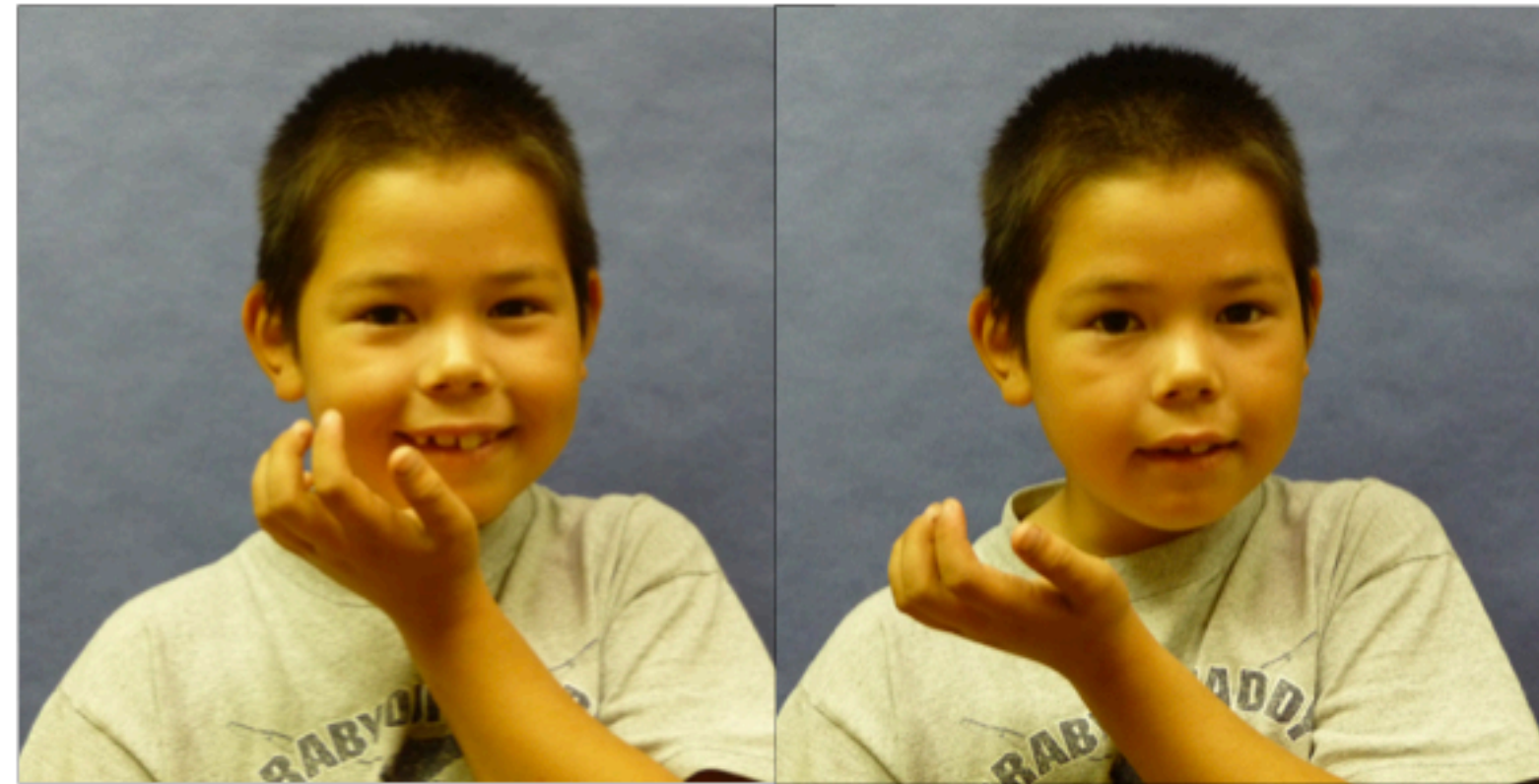
pick



berry (twist back & forth on pinky)



The grass is tall, the growth is tall!



grass



tall



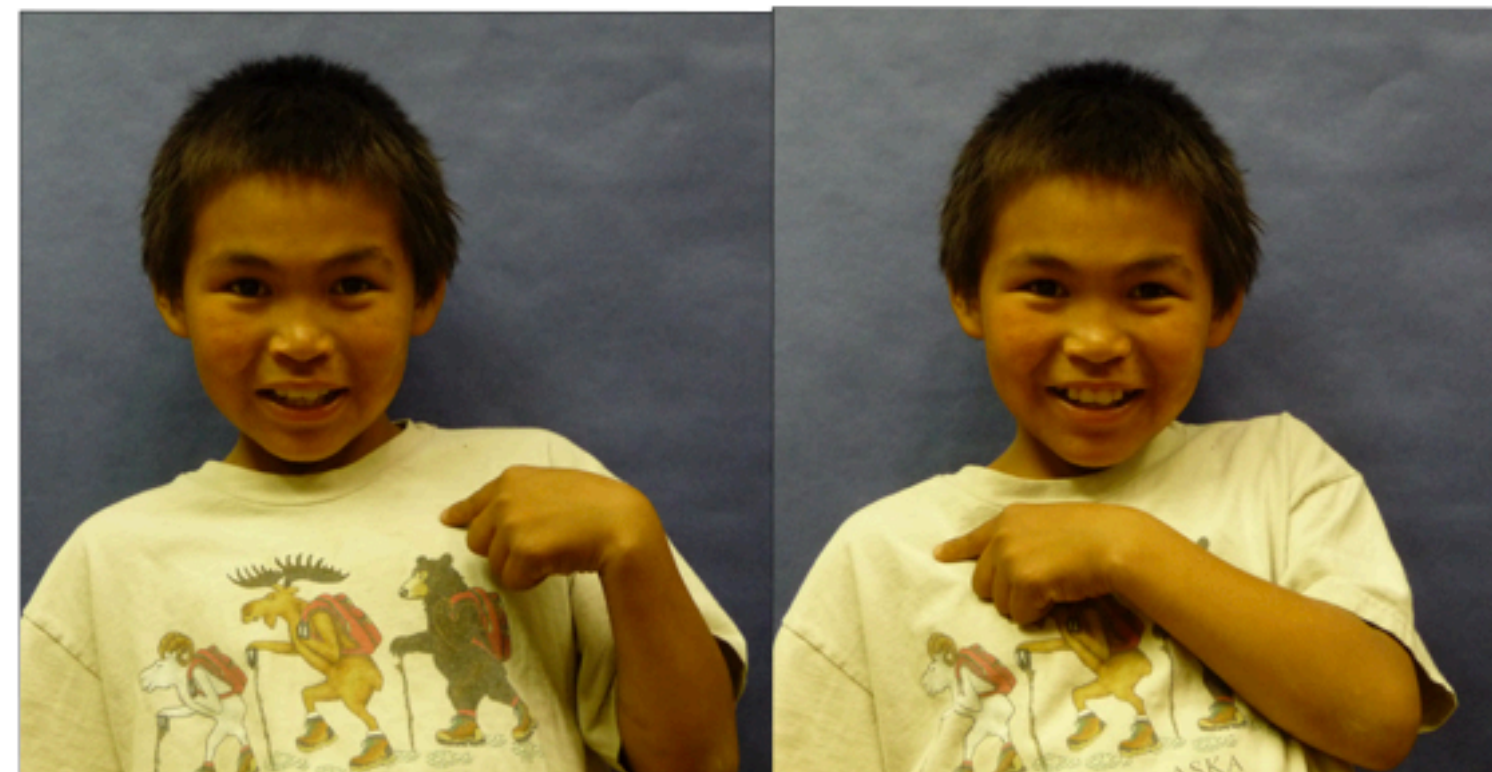
plant



tall



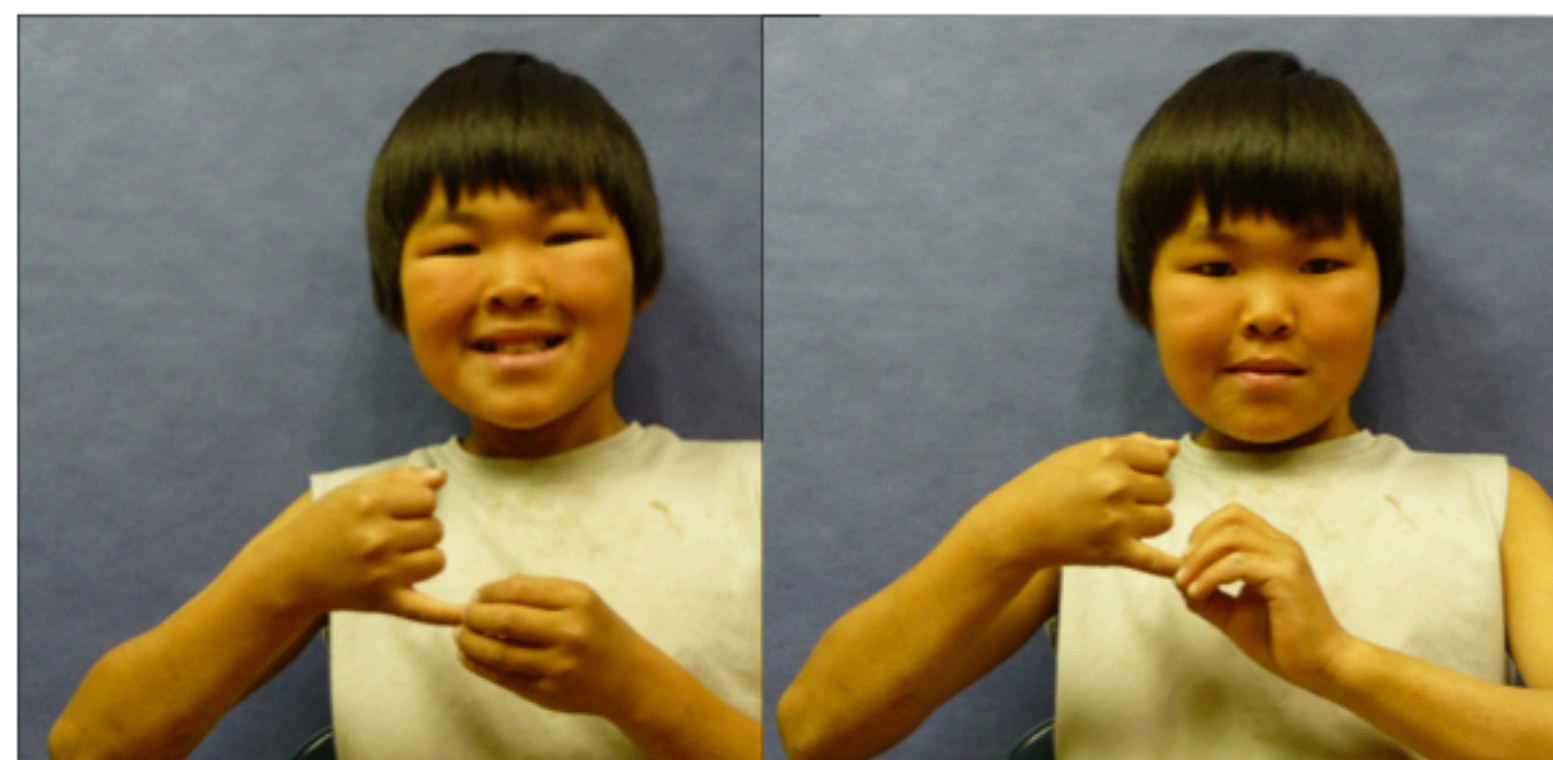
We pick lots of berries!



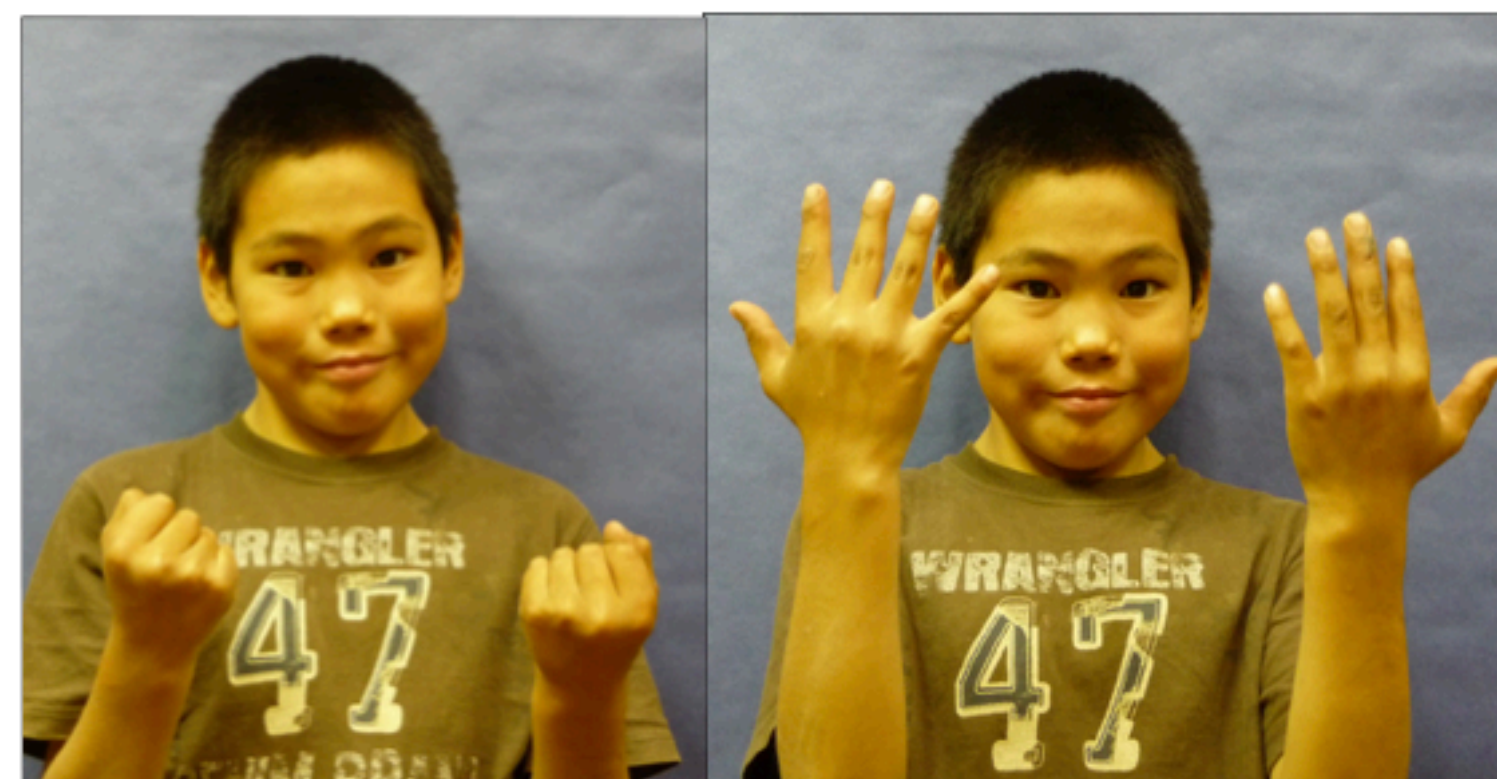
we



pick



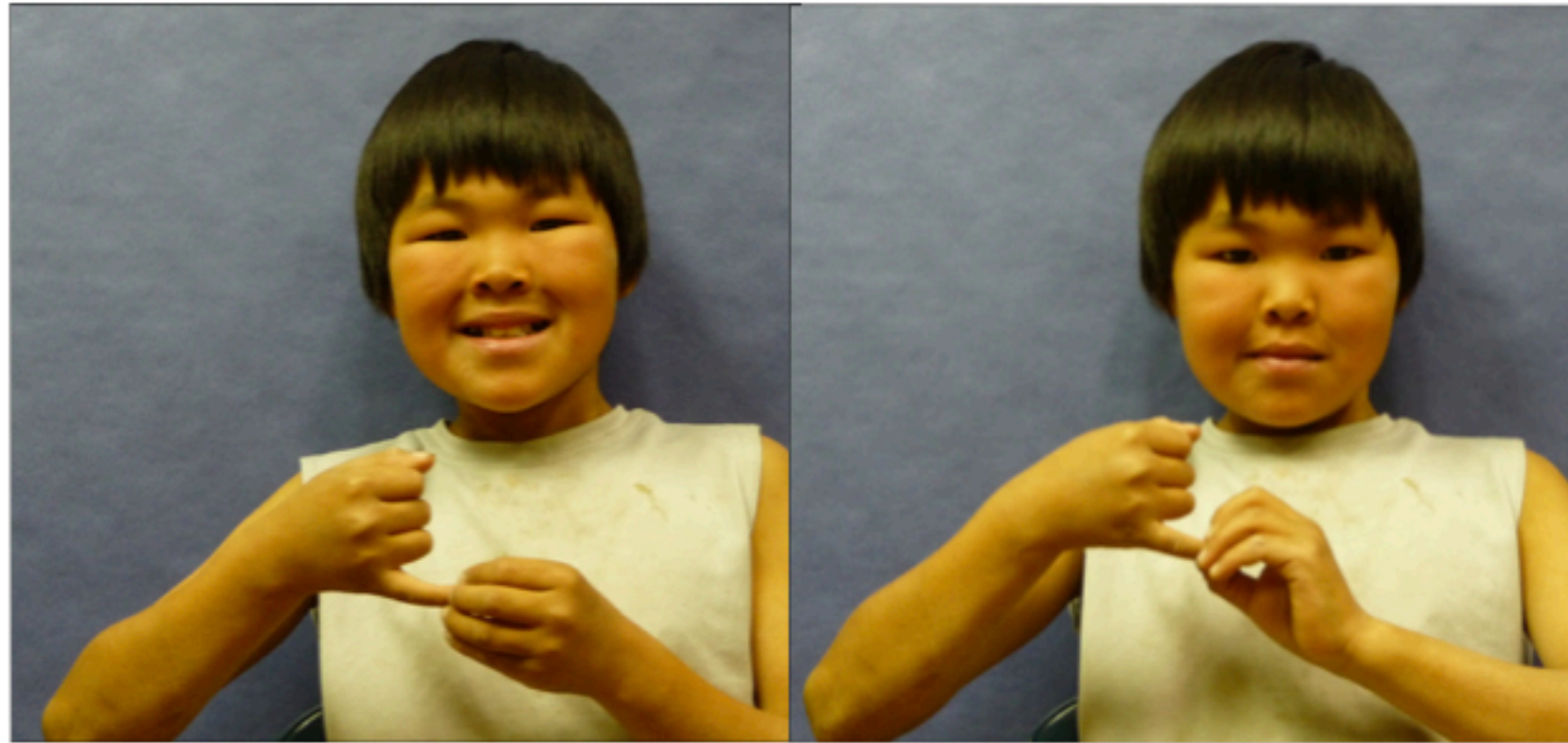
berry (twist back & forth on pinky)



many



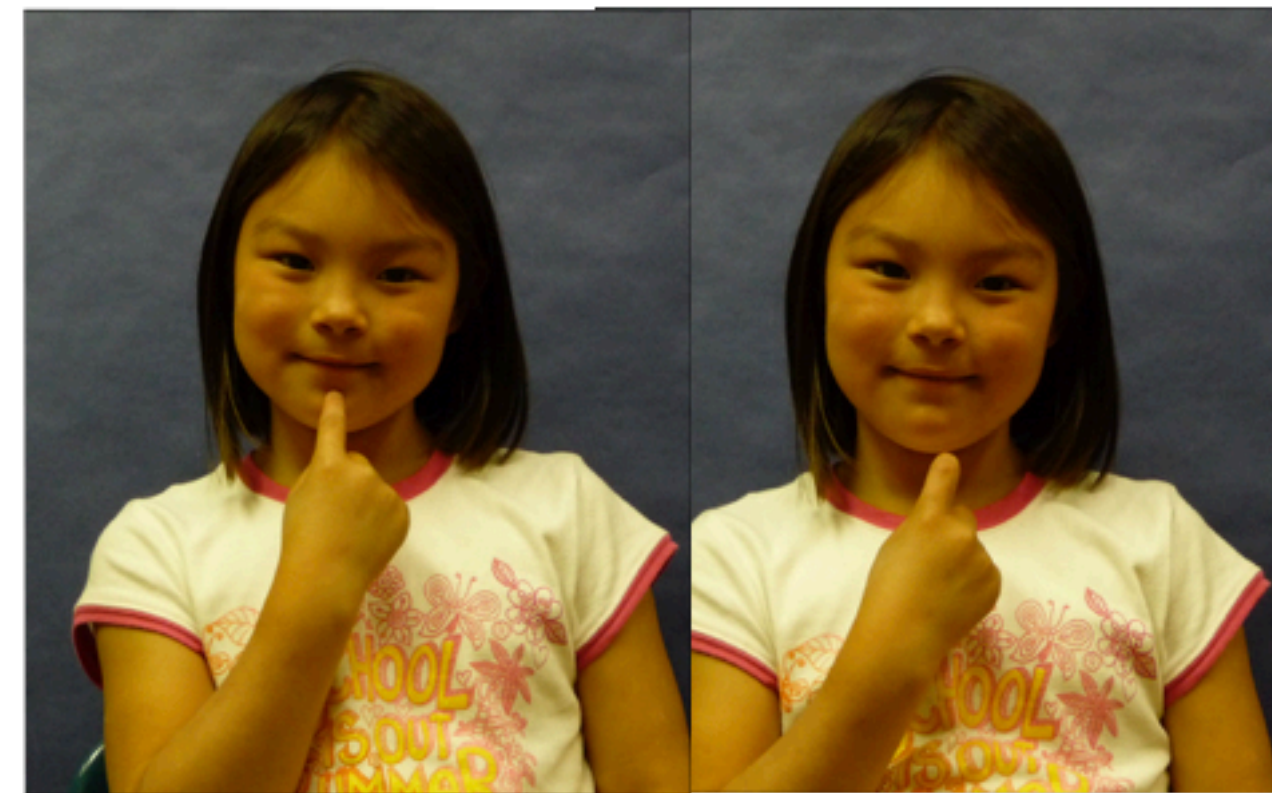
The berries are big, red and good!



berry



big



red



good



We see a frog.



frog



see



We have fun together.

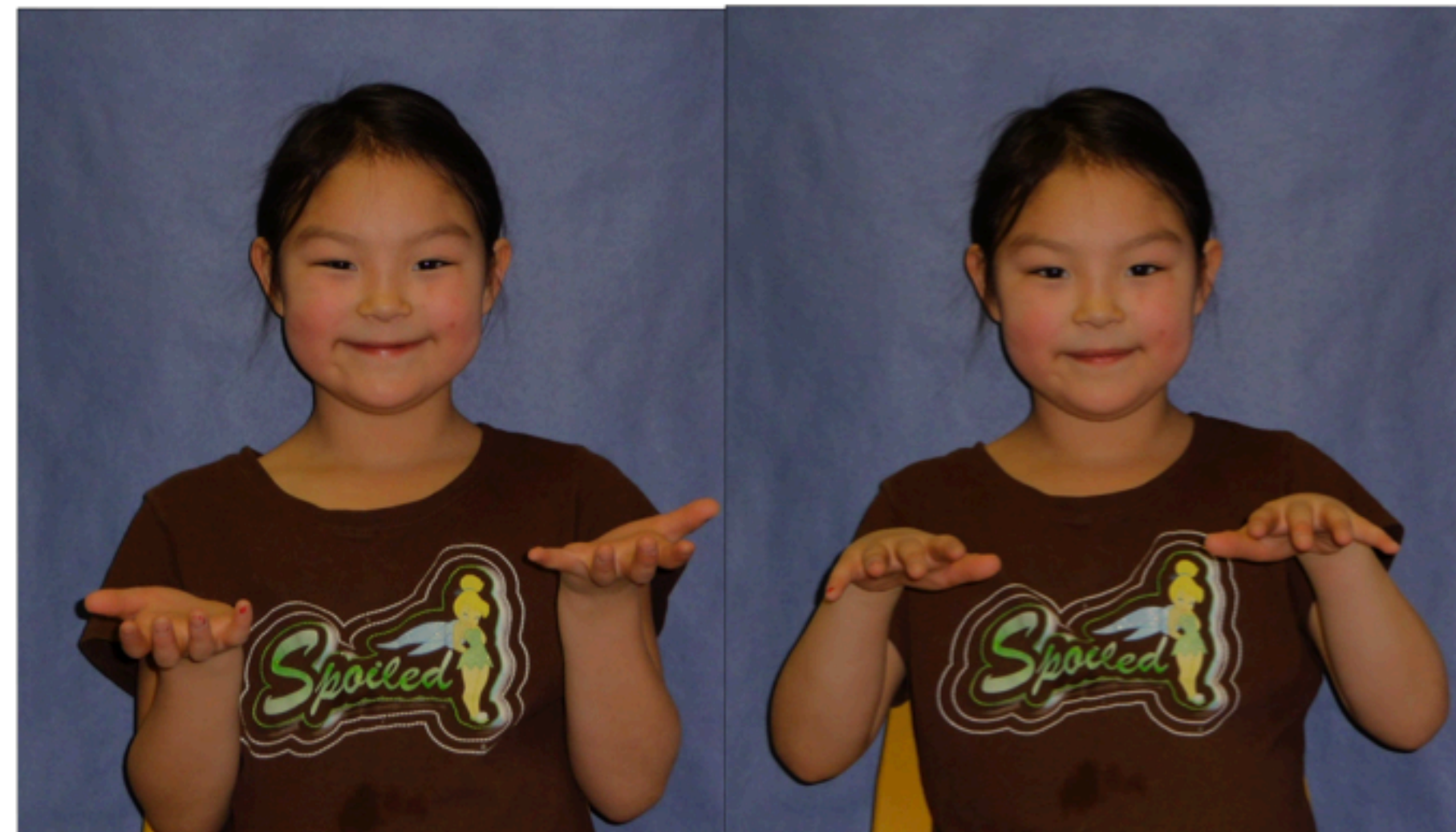


together (move in circle, like you're mixing akutaq)



fun

The End



THE END



ASL, American Sign Language, is the language of the deaf community all across America. This book shows ASL sentences, next to English sentences. Notice that the grammar is different. ASL often uses rhetorical questions. For example:

ASL: Road we walk, why? Pick berries.

English: We walk down the road to pick berries.

You can research more about ASL and the Deaf community on websites like, nad.org or deafnation.org. You can also google “American Sign Language” to find sites. Remember, it is vital to look to Deaf elders and the Deaf community for information about deafness.

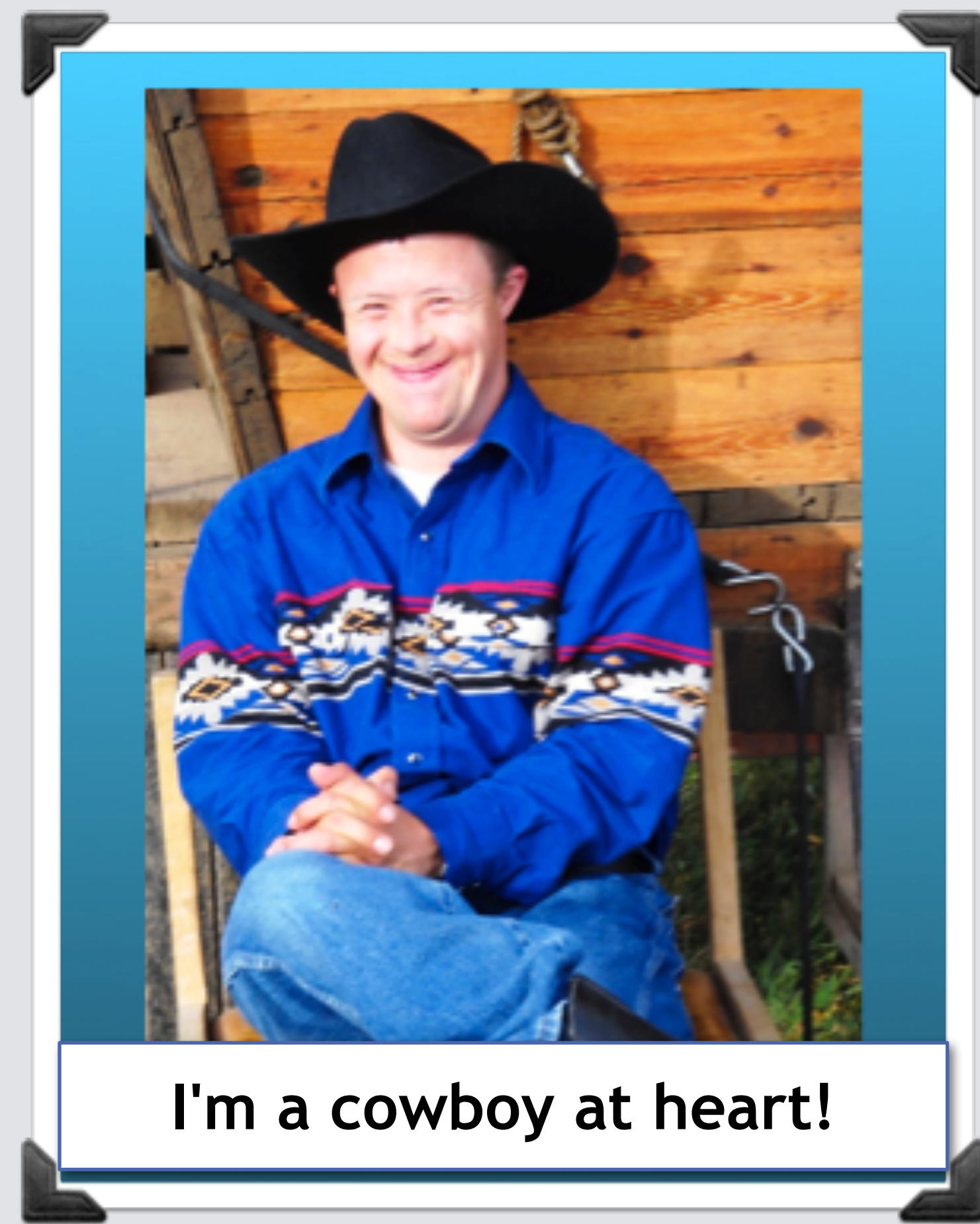
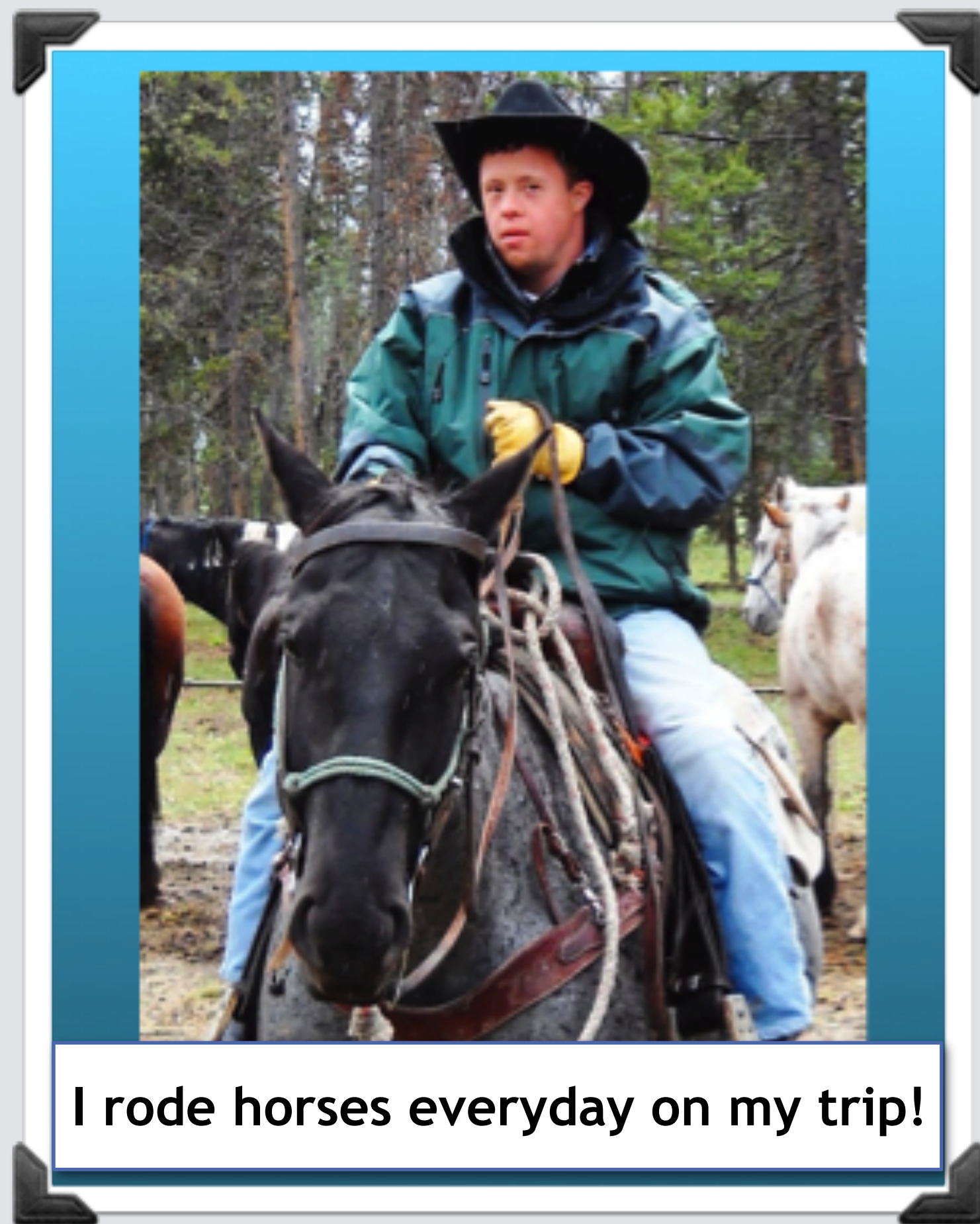
It is challenging to capture a 3-dimensional language in a 2 dimensional book. When signs include movement, you will see 2 or more pictures connected together like this:



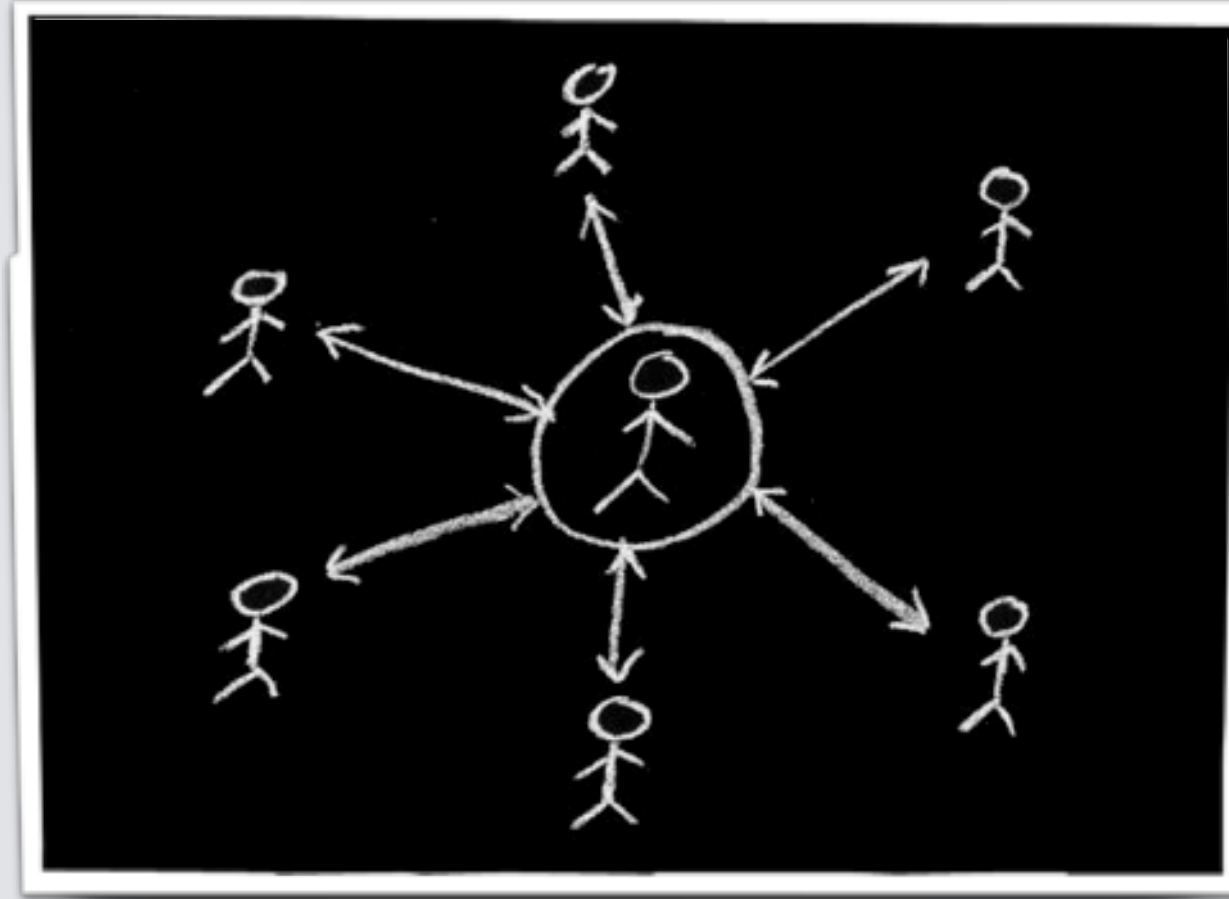
good

Changing or omitting the movement of a sign in ASL is like changing or omitting a letter of a word in English. You change the meaning of the sign or word.

To learn more about making books like this one, contact Jennifer White at Able Opportunities, Inc. 206-406-9900 or jennifer@ableopps.com

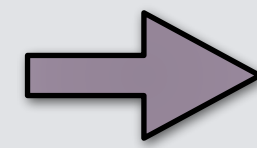
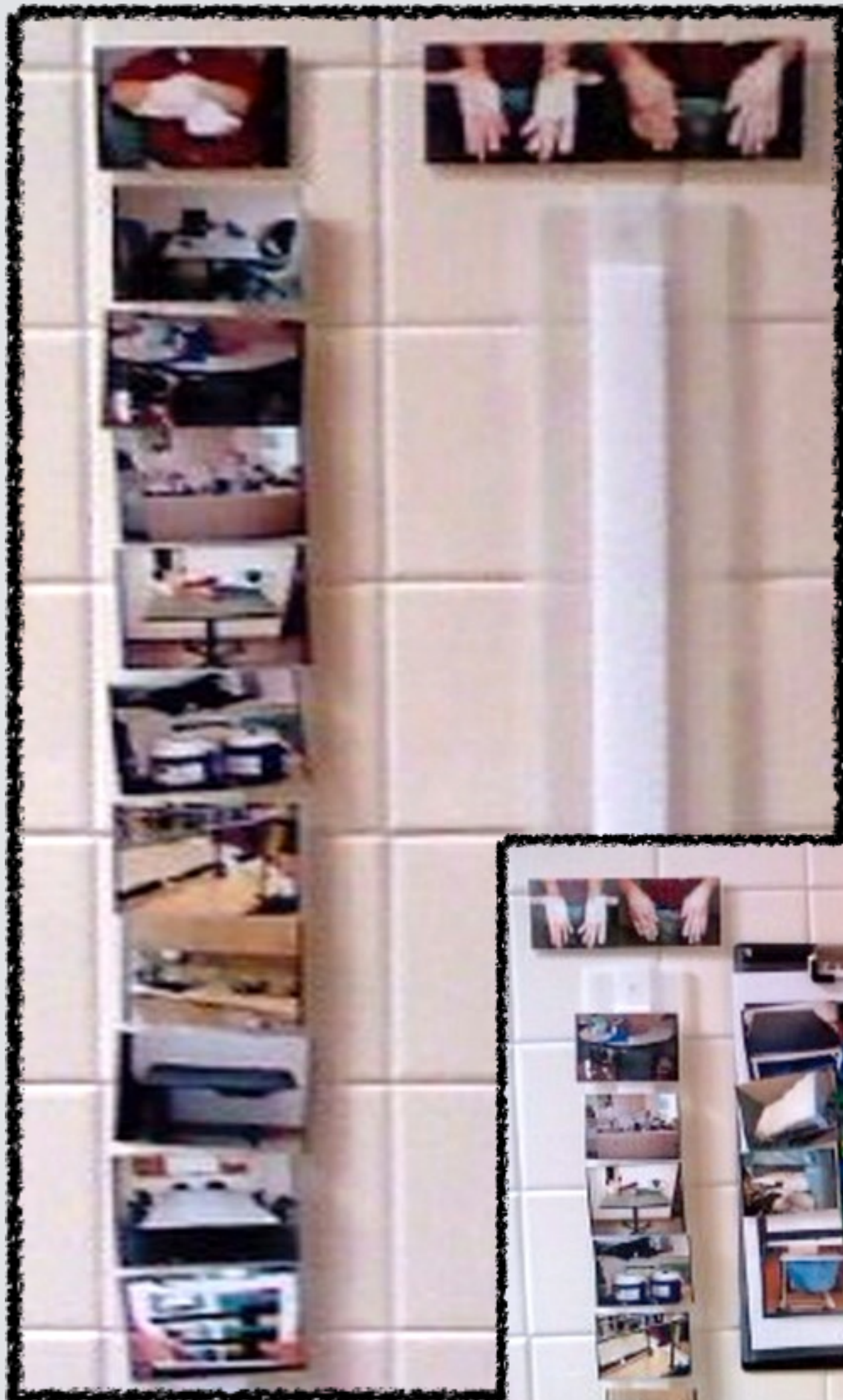


Because pictures can tell a story that Reid's language can not...

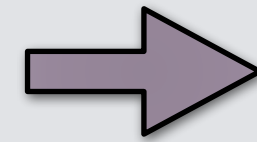


Use of this equipment allows an increase of communication and self determination. These skills transfer well to the worksite for employees to capture and track the schedule of their job tasks.

- **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 are taken from 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 was 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.





It's not necessary to understand measurements in order to learn to cook...

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.

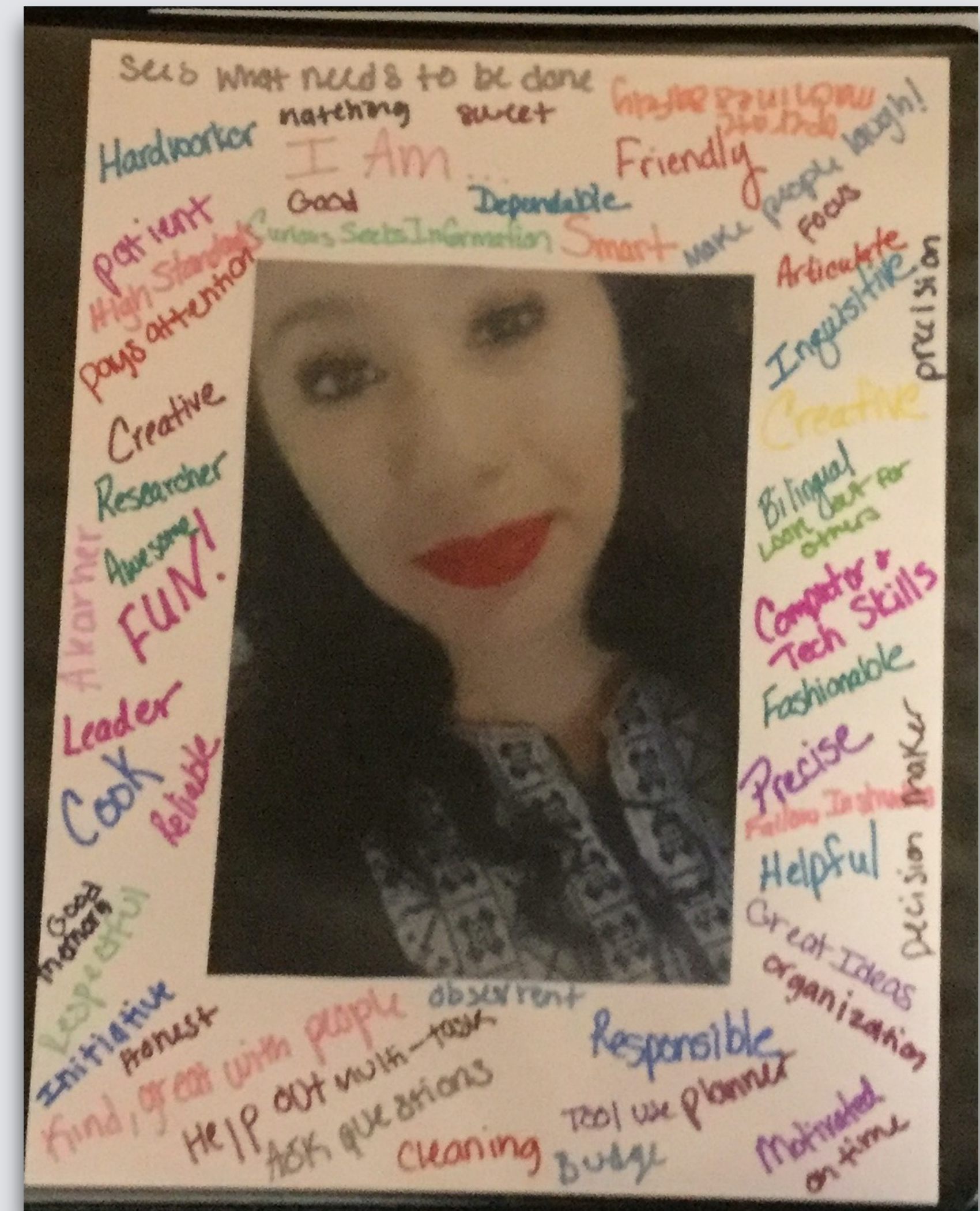


Trepp uses the wA app & a money jig for concrete information about work expectations and earnings. He checks with his coach, saying and signing "Money" to confirm he will be earning.

Job Search Notebook

The job search notebook is a tool for customers to track their job development process as independently as possible. Support staff help a person build and use this tool for their current job search and as a tool to reference for the future.

Job leads and follow up steps are tracked weekly. Everything needed for the job search is contained in this notebook.



Contents:

- **Partnership agreement**
- **Intake Information**
- **Advocacy Letter**
- **Community Based Assessment Agreement**
- **Labor Market Surveys**
- **Interview Questions**
- **Job Search Tracking Form**
- **Application, Cover Letter and Resume Paper**
- **Business Card Holder**

Sample Advocacy Letter

I am writing this letter on behalf of my customer, Anji Jenkins. Her commitment to focused, detail-orientated work makes her an exceptional candidate for this position. She may need some accommodation in the workplace to maintain optimal performance.

Anji can educate you directly about her needs. In addition, we can partner to offer services to your company, free of cost, if you hire Anji:

- **education and information about related accommodations**
- **creation of visual reference / reporting tools so you and Anji are confident to discuss job performance and goals**
- **financial assistance for your agency to provide in-house training if specific skills are required for the position or for future advancement opportunities**
- **purchase of specialized accommodation equipment when necessary**
- **job coaching and support as needed**

These incentives to employers are available to provide an opportunity for motivated skilled people with disabilities to have equal access to the work force. Please feel free to call me with any questions about this exciting candidate. I look forward to discussing our possible collaboration to support a job opportunity where Anji could be utilized for the many talents she possesses.

Steve Jobs changed the game

iPads are built for the visual brain

From a \$4000 - \$6000 clunky device that can do one thing... to a device that can do thousands & thousands

The same device that's in the hands of the masses!



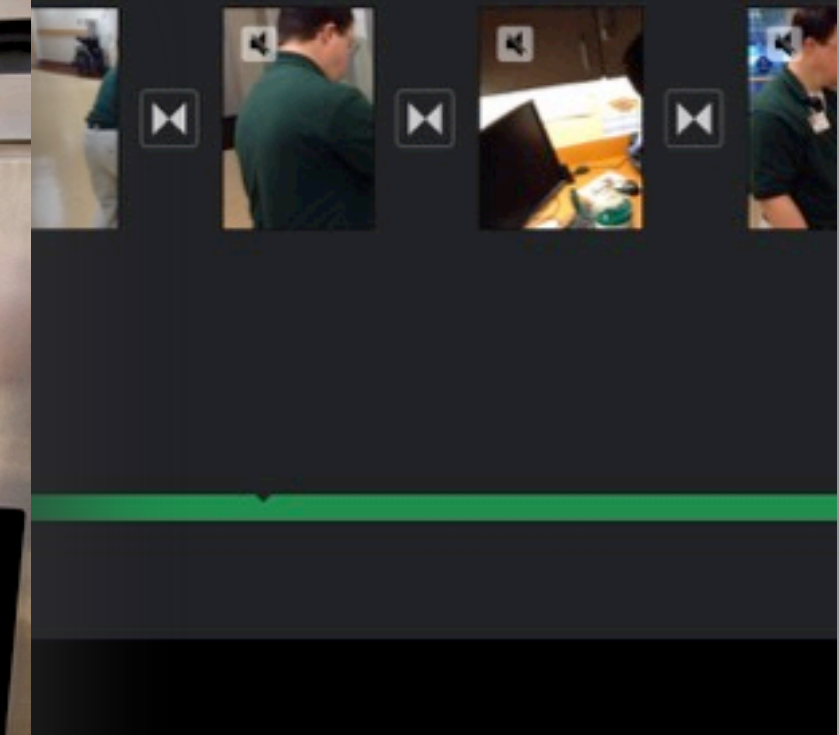
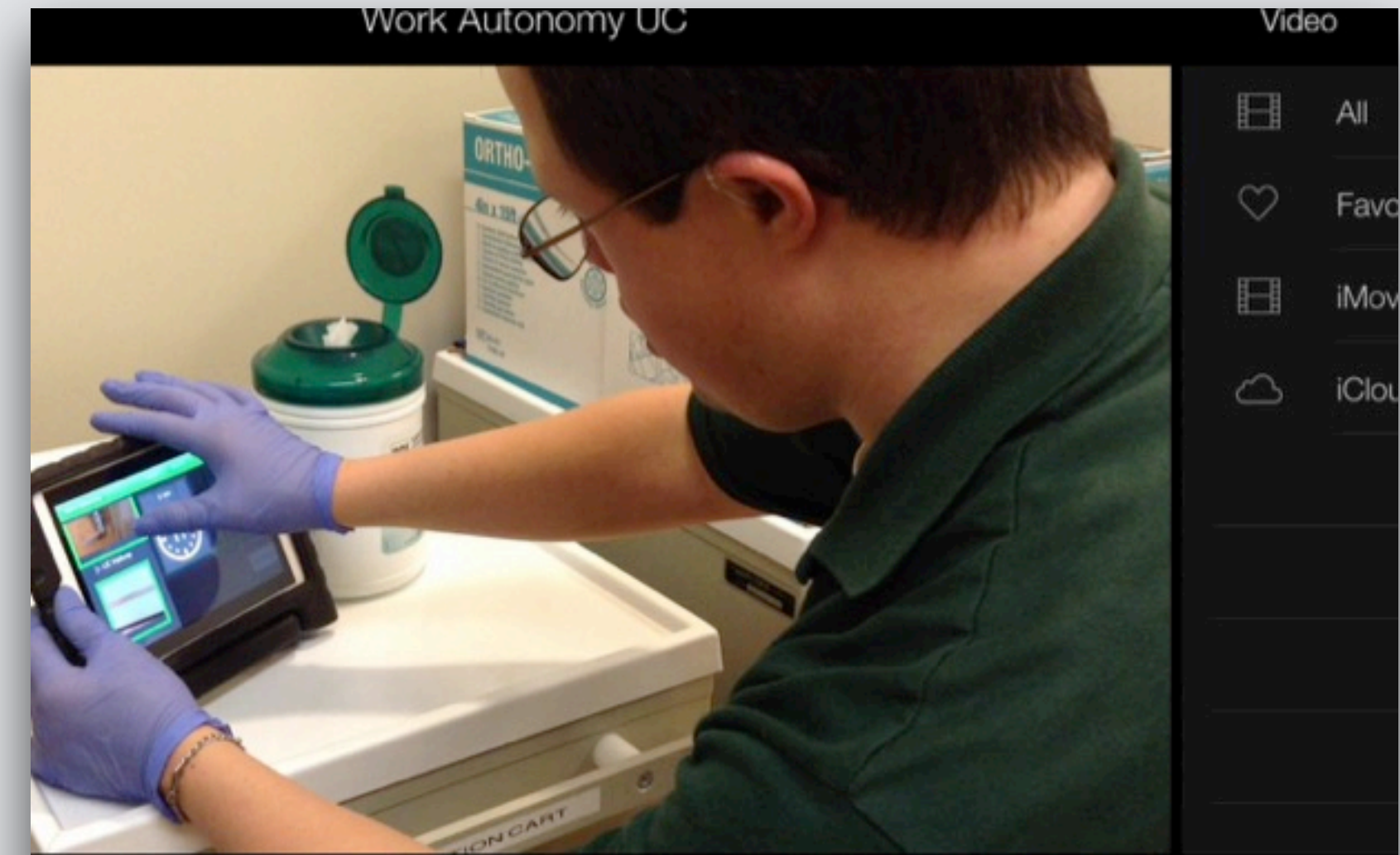
- **Contact - phone, FaceTime, other video calls**
- **Tracking- calendar, task lists, addresses**
- **Presentations- Keynote/PowerPoint**
- **Documents- Pages/Word, Numbers/Excel**
- **Mapping- maps, Keynote**
- **Entertainment- streaming, games**
- **Sharing- pictures, documents, screens...**

**High Tech- How do you
use your smart device?**

**Does the person you
support have access to
do the same?**

Photos & Film

- Capture and show a work site and co-workers in preparation for the first day at a new job
- Person Centered Plans
- Video Resumes
- Self Advocacy Film
- Video Brochures
- Customer Film Files
- During quarantine customers are capturing a photo/short clip to send their team while on furlough



Video Resumes allow employers to see potential employees rather than barriers.



Employers tell us video references are some of the most powerful messages to include! Testimonials can come from previous supervisors, coworkers or coach.



Note-taking Apps



ex. Notability and other note taking apps are ideal for creating BIO pages, title pages in film, video resumes, self advocacy film, etc...



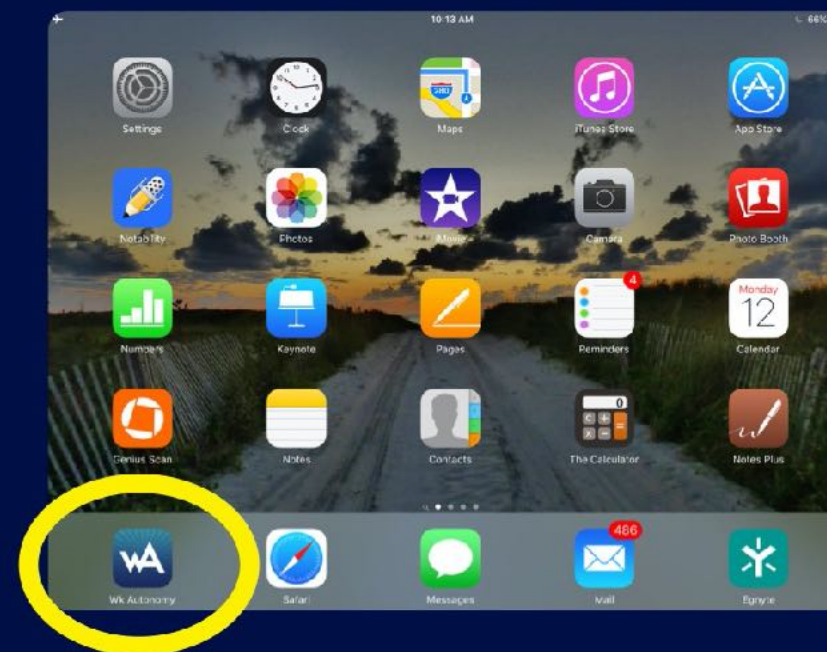
Michael Rogers

In addition to my job at the State of Washington, I moonlight as a ticket-taker for the Mariners, Seahawks & Sounders!

A true Seattle sports fanatic!



Work
Autonomy App in
the menu bar for
easy access.



Work Autonomy App


A Person Centered
Accommodation Tool

www.ableopps.com
NOW AVAILABLE ON iTUNES!

Note taking apps offer an ideal way to capture an employer as they describe expectations. An employee can capture new tasks or requests and then email it back to their boss, to double check they understand all instructions.

iPad 11:42 AM 90%


Dust on & around Coffee Shelves



Dust rags in kitchen



Make sure top is dusted



Pull out machines, wipe all areas

DRAW TYPE HIGHLIGHT

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



Clean around EVERYTHING

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



Or use simple green



For fine polish on occasion

FaceTime & Video Calls

Before quarantine, we were training on video calls, to build foundational skill for safe travel.

Customers who struggle with language learn to call home showing visuals identifying where they are enroute, using cross streets signs and landmarks.

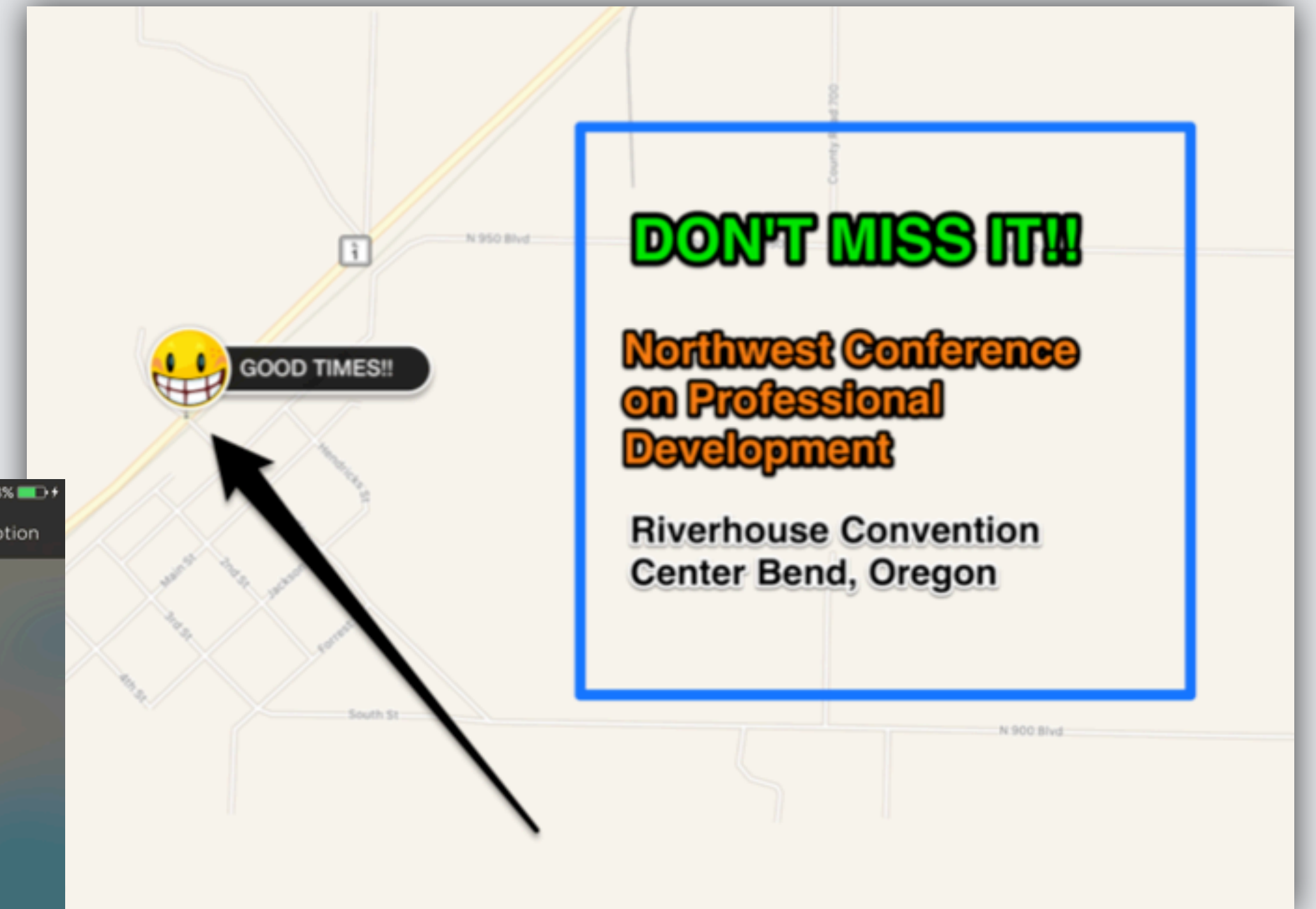
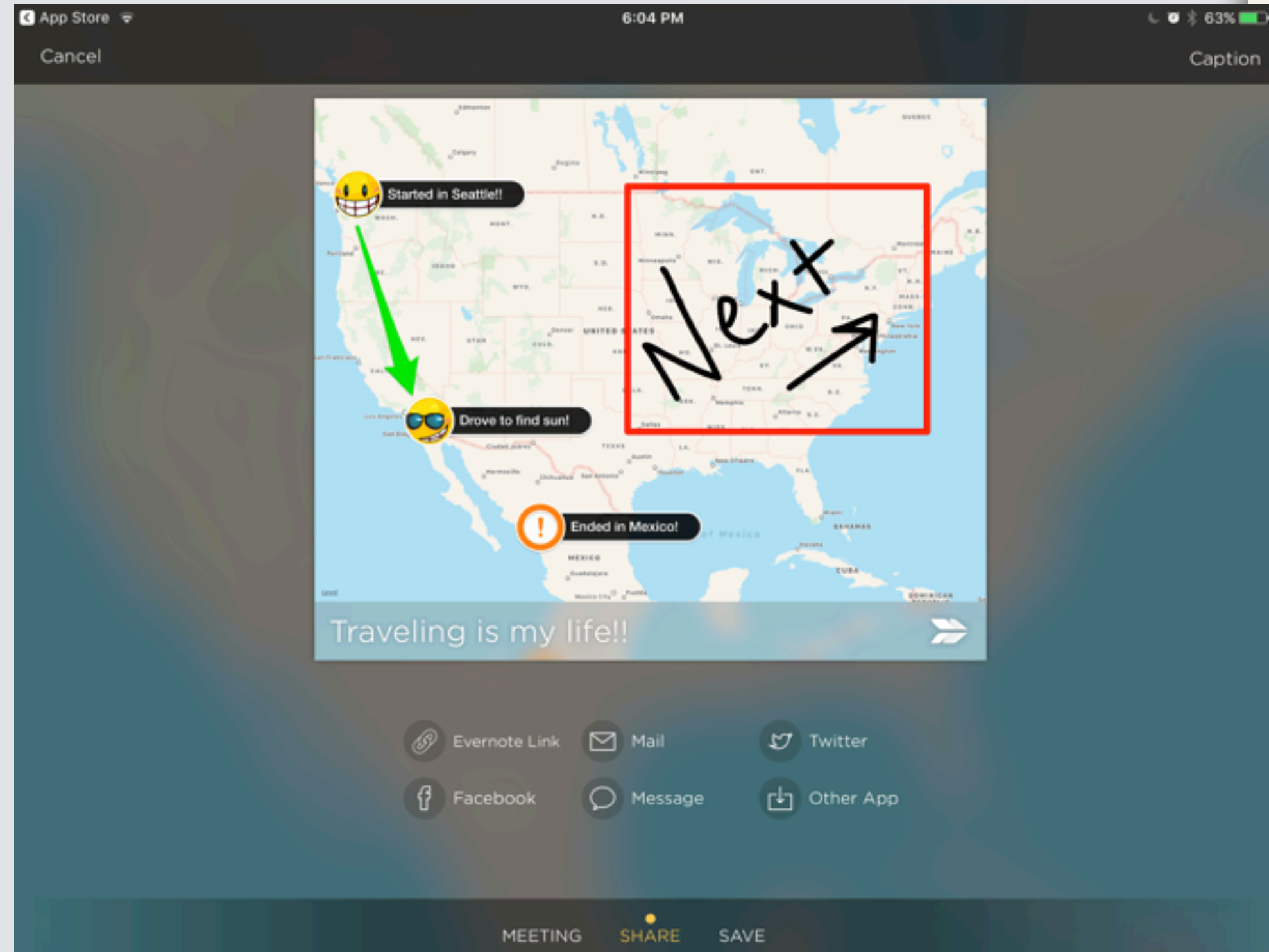
Now in virtual services we are training families, customers, students and school staff simple strategies for successful virtual interactions (see template).



Mapping Apps



ex. Skitch



Tag Maps & Photos

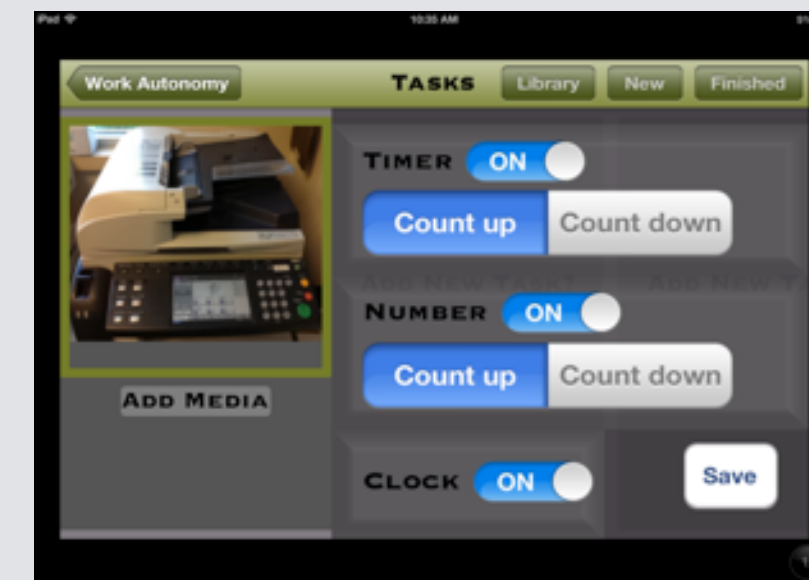
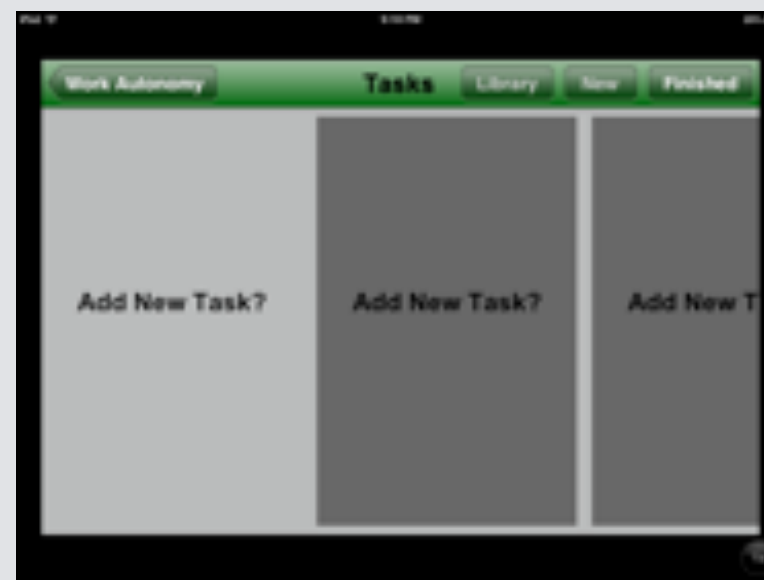


WORK AUTONOMY

A PERSON-DRIVEN ACCOMMODATION TOOL

Available on iTunes

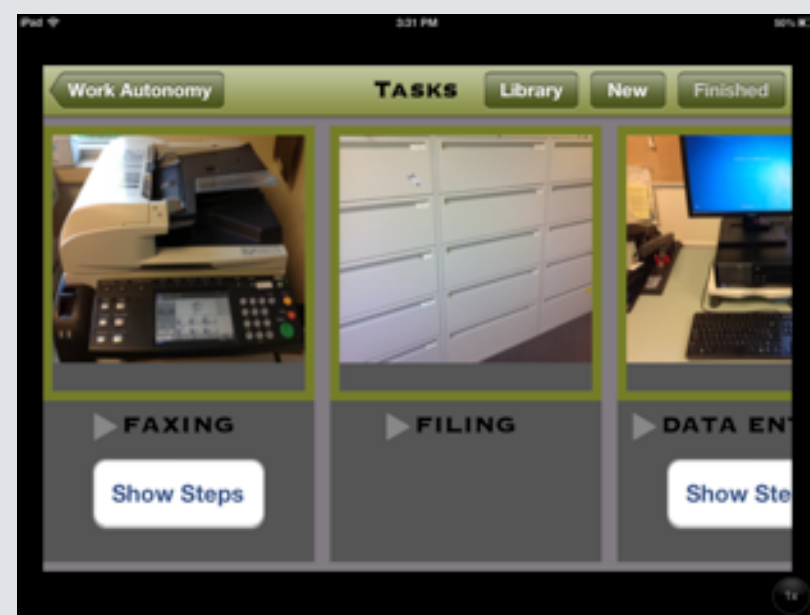
Work Autonomy allows accommodation to some of the greatest barriers in the work place: communication with customers, co-workers and supervisors, understanding and tracking task expectations, and connecting the relationship between production and earnings.



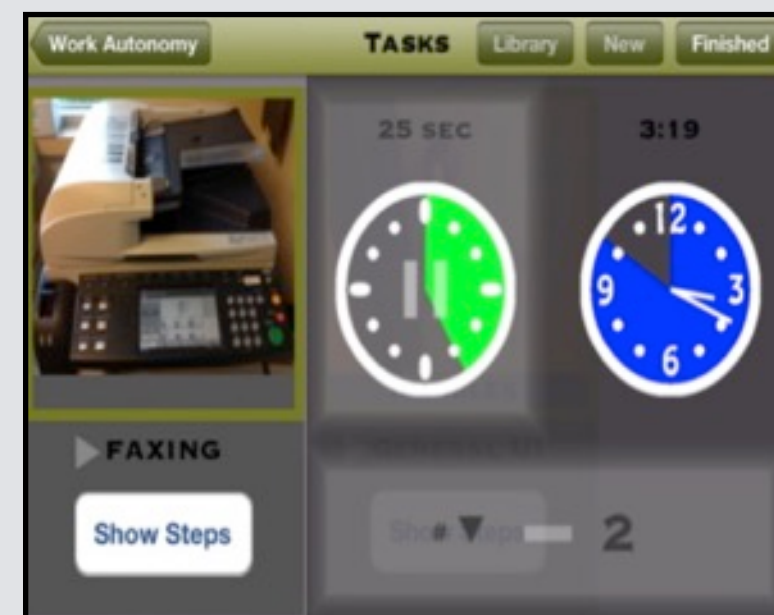
Set colors, font, sections to meet accommodation needs. Capture video, photo, text, and/or voice for messages and a work schedule. Set work expectations with your employer.



Play Messages



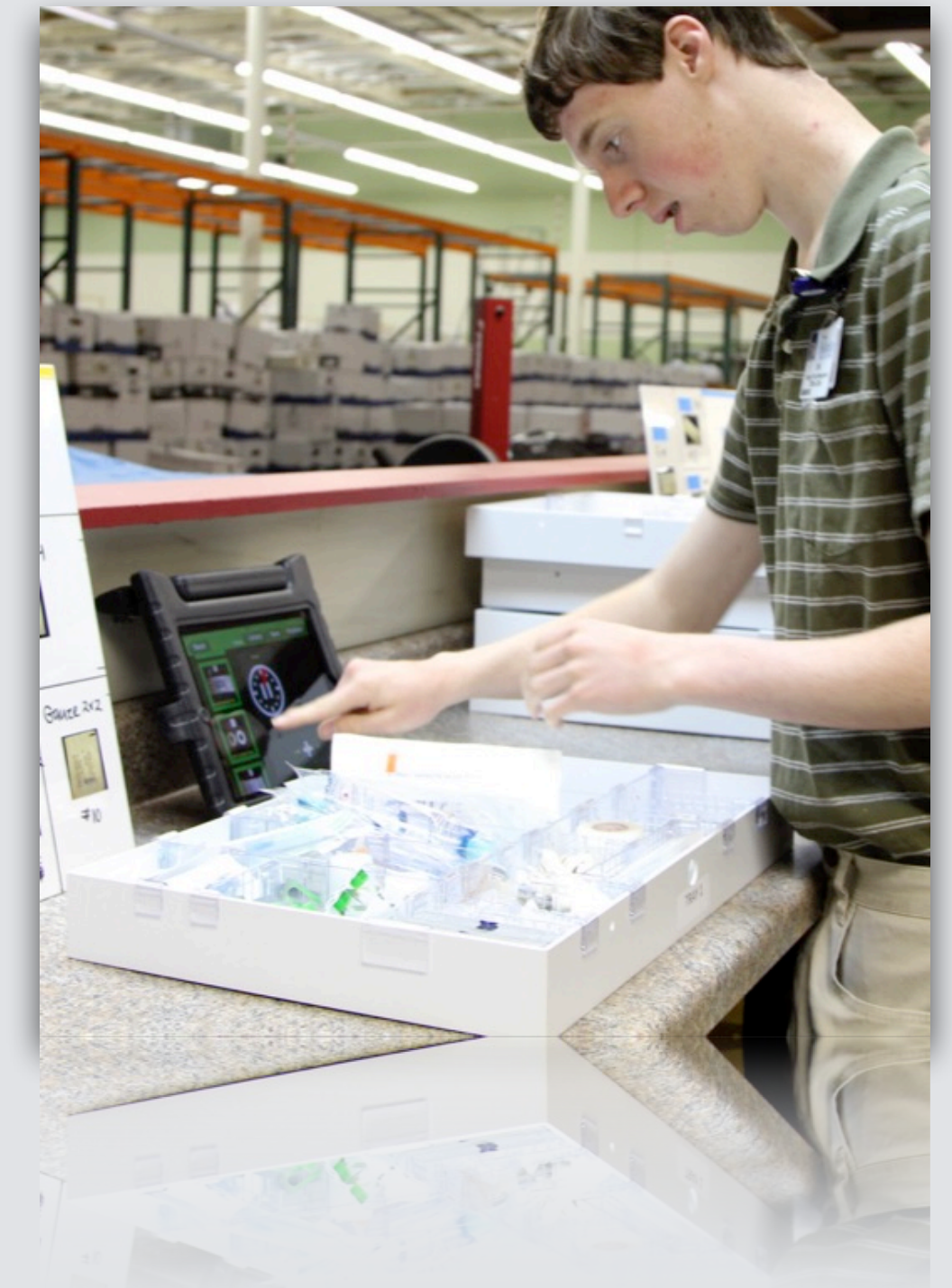
Track Schedule



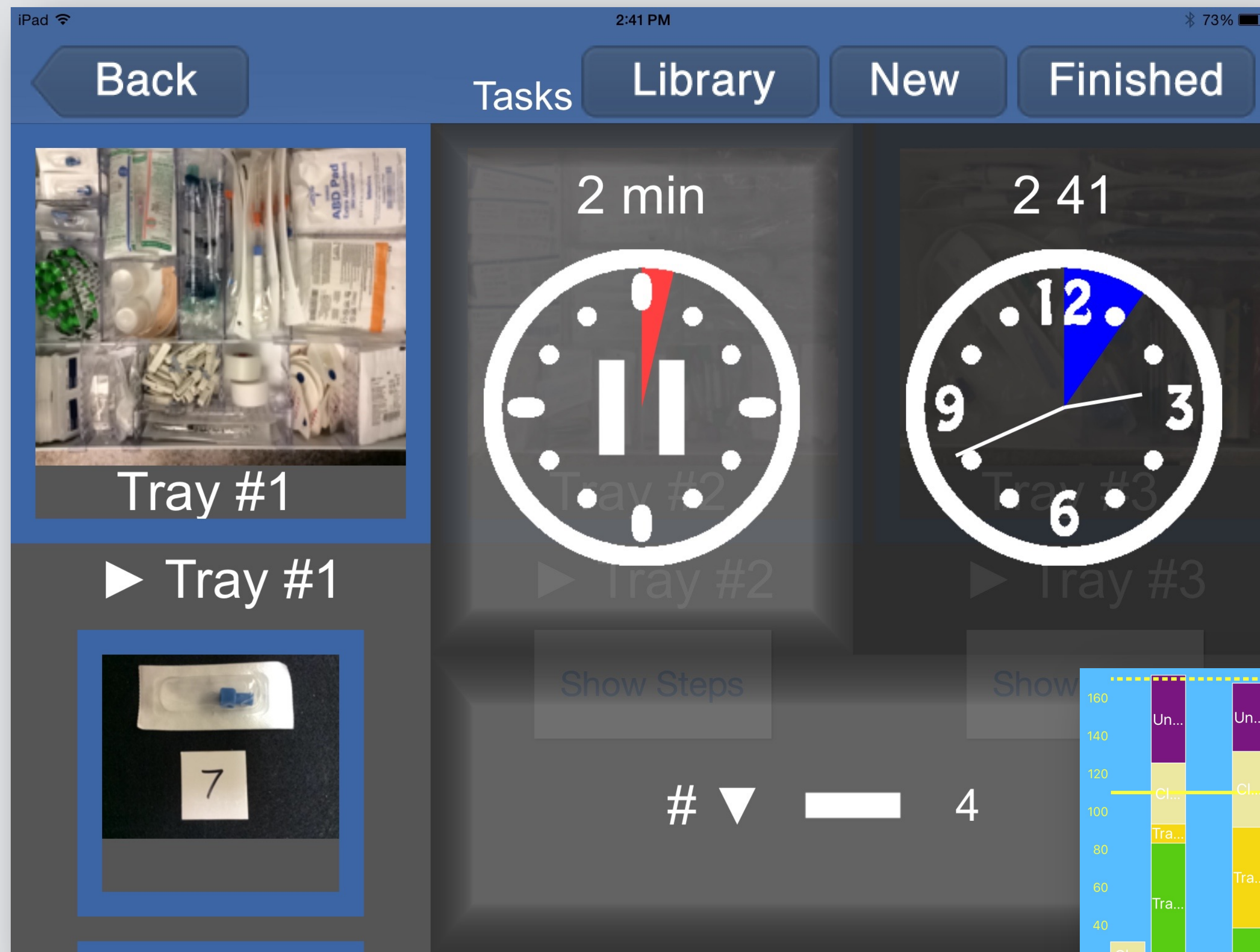
Track Expectations



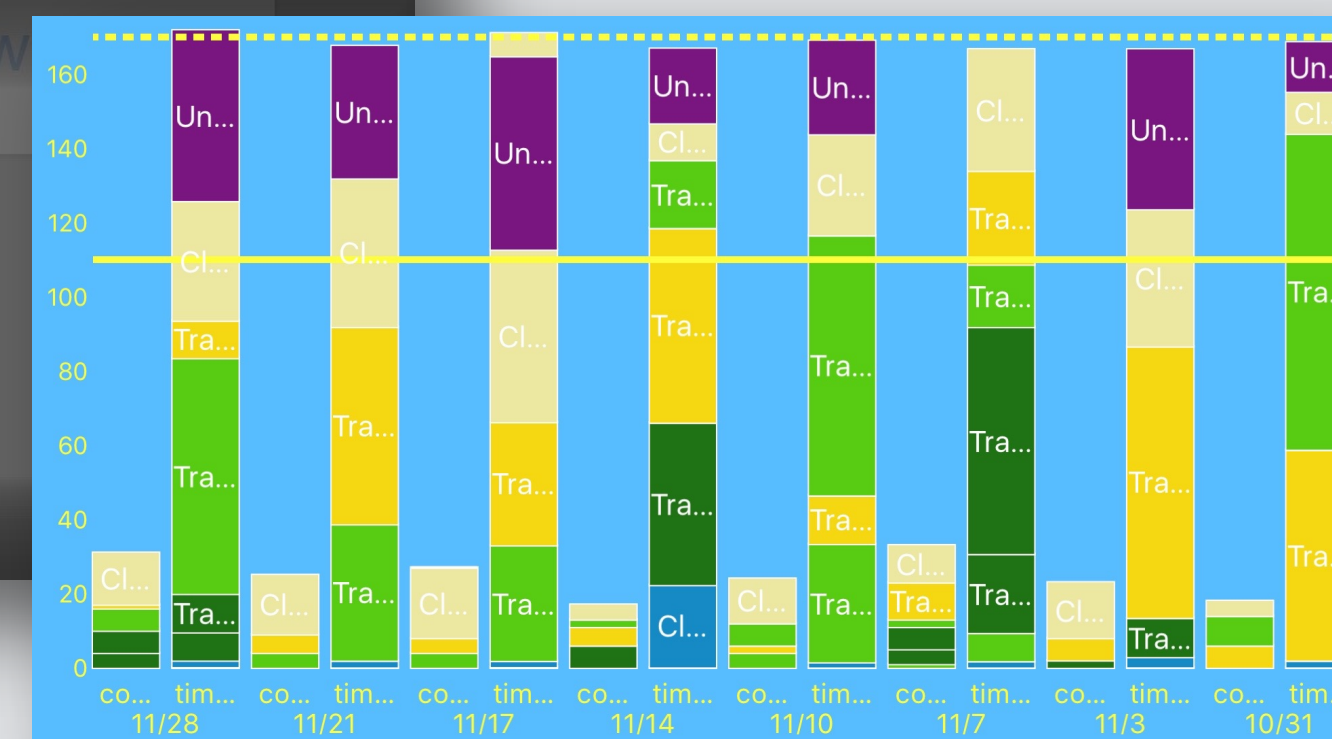
Track Production

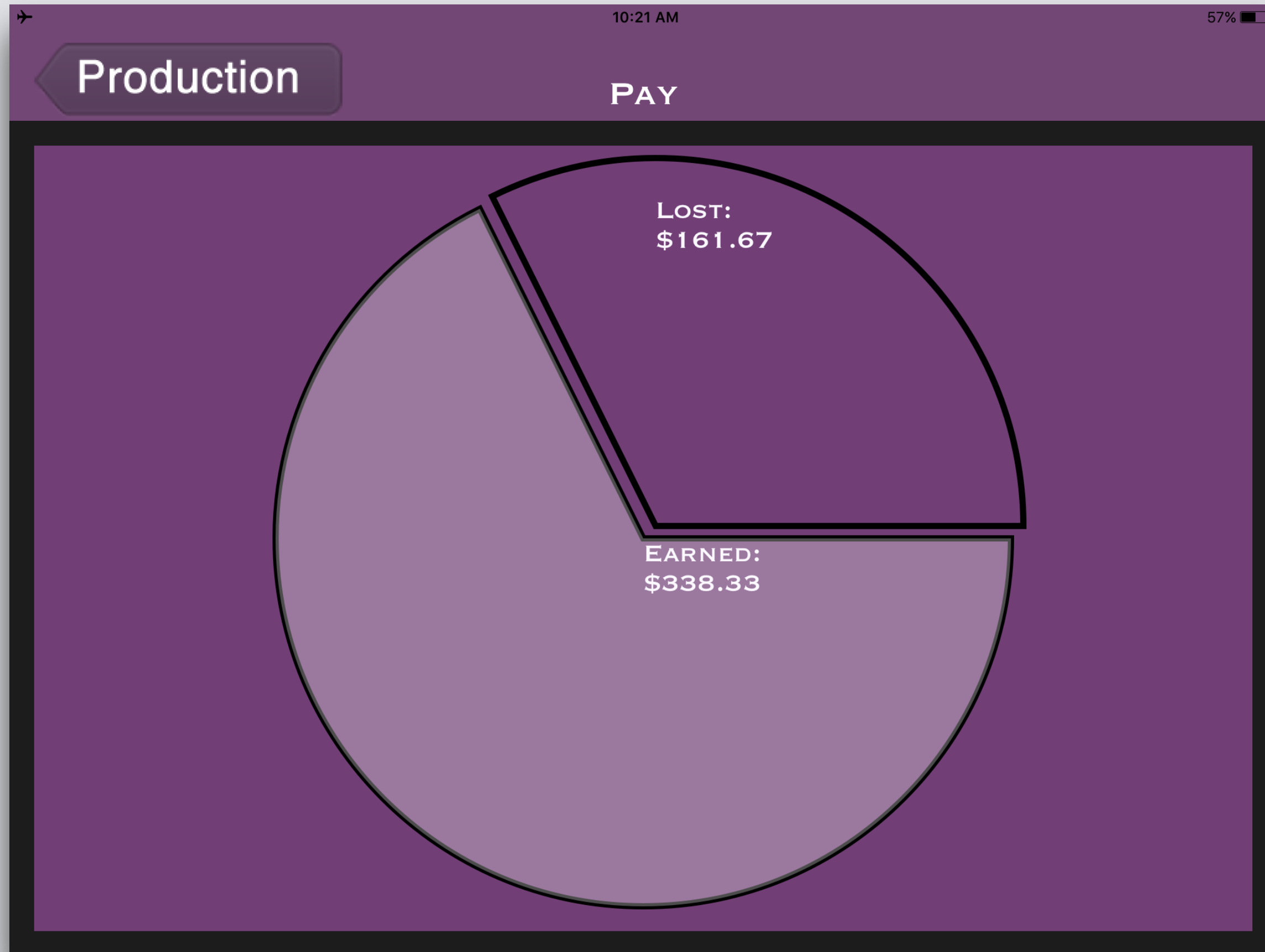


Employees capture the main tasks of their job using video, photo, text or voice. Under these they capture the steps needed to complete the tasks. Details come from their supervisor, with the coach reinforcing training, by referencing the app.



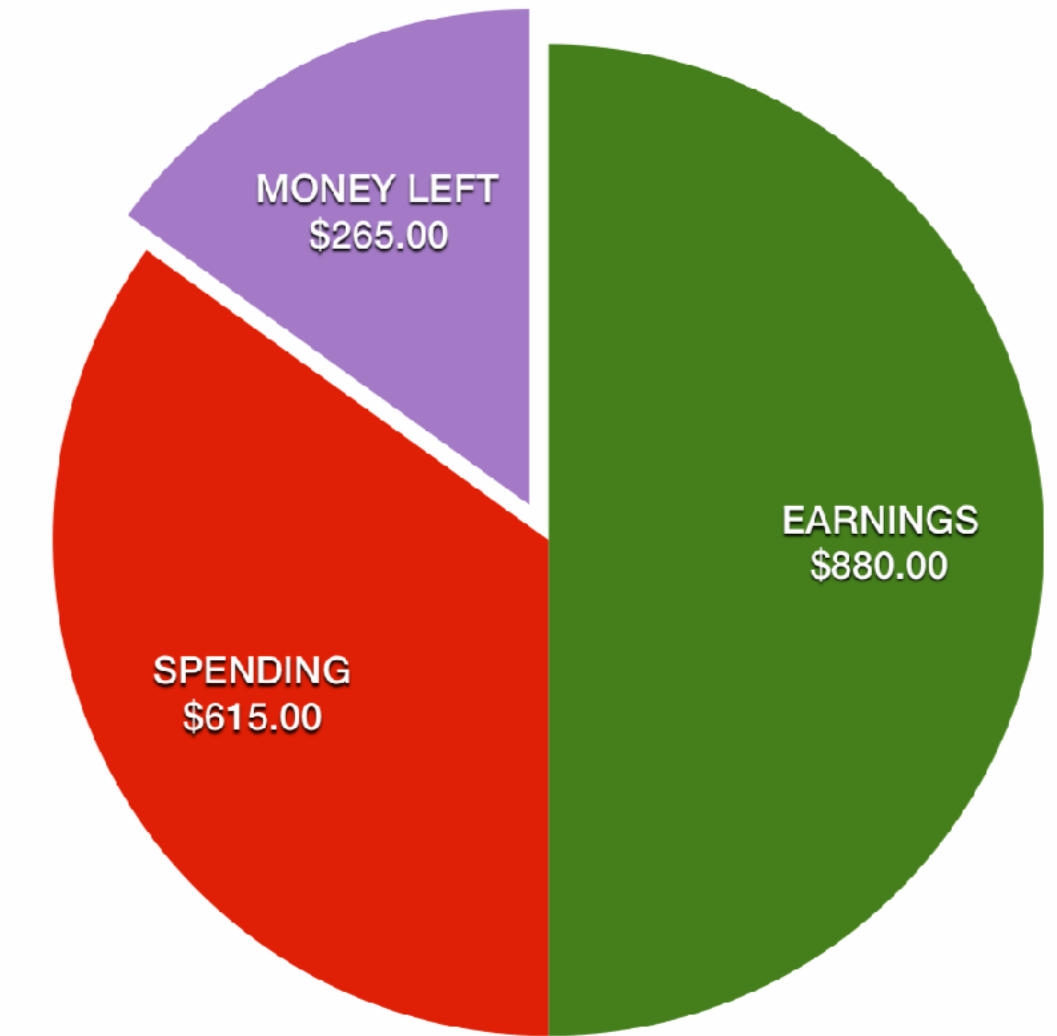
A timer, clock and counter are set to work expectations. These send data to a production chart while the employee works, then the chart is sent/shown directly to supervisors.





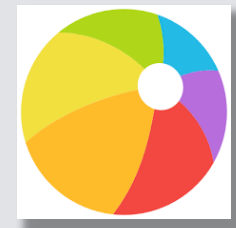
- ◆ Then track your spending choices to see how much you earn and how much you spend in a month.
- ◆ Fill in your earnings and spendings (blue text) and the chart will calculate it for you.

DATE	EARNINGS	SPENDING	ITEM	MONEY LEFT
3/1		\$350.00	Rent	-\$350.00
3/2	\$80.00	\$30.00	Utilities	-\$300.00
3/5		\$80.00	Phone	-\$380.00
3/6		\$25.00	Food	-\$405.00
3/7				-\$405.00
3/8				-\$405.00
3/9	\$200.00			-\$205.00
3/12		\$25.00	Food	-\$230.00
3/13		\$15.00	Dinner w/friend	-\$245.00
3/14				-\$245.00
3/15				-\$245.00
3/16	\$200.00			-\$45.00
3/19		\$25.00	Food	-\$70.00
3/20		\$40.00	Video Game	-\$110.00
3/21				-\$110.00
3/22				-\$110.00
3/23	\$200.00			\$90.00
3/26		\$25.00	Food	\$65.00
3/27				\$65.00
3/28				\$65.00
3/29				\$65.00
3/30	\$200.00			\$265.00
TOTAL	\$880.00	\$615.00		\$265.00

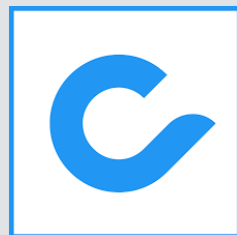


The other chart produced shows wages earned so far this week, allowing someone to see their earnings increase as they continue to work. The earnings from this chart can be used in the budgeting worksheet

Other Favorite Apps



Apps like Glide & Marco Polo, allow you to leave video messages



Cognitopia, some ability to use video and pictures, but tracking is written



CanPlan, ability to capture and schedule Visual Tasks



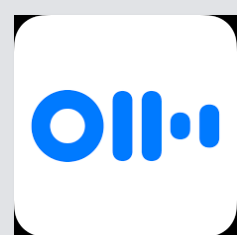
QR Codes & Scanning Apps, Create a free Quick Response code
Ex) www.QRStuff.com



Use one of the many QR Scanning Apps. Ex: Free QR Code, QR Scanner, Scanbot
Point your phone at the QR code and it will direct you to the link assigned.



Seeing AI, a visual scanner with read out for environments & documents



Otter, a note taking recorder, that provides audio and text



Genius Scan, copies of reports, evaluations, receipts...

WORKING ON SCREENS

- ▶ **Make materials easy on the eyes**
- ▶ **Helvetica and Ariel easiest to see**
- ▶ **Use contrast of Colors**
- ▶ **Reduce Glare- avoid pairing black & white (see template example)**
- ▶ **Accessible images- add descriptions to all images in presentations**



HOW'S THIS CONTRAST?

OR THIS FONT?

OR THIS COLOR?

Use Arial or Helvetica fonts, bolded, minimum 50 pt

Soften the BG color to avoid the glare of black on white

Clean & Concrete Visuals for Access

Good Contrast



Poor Contrast

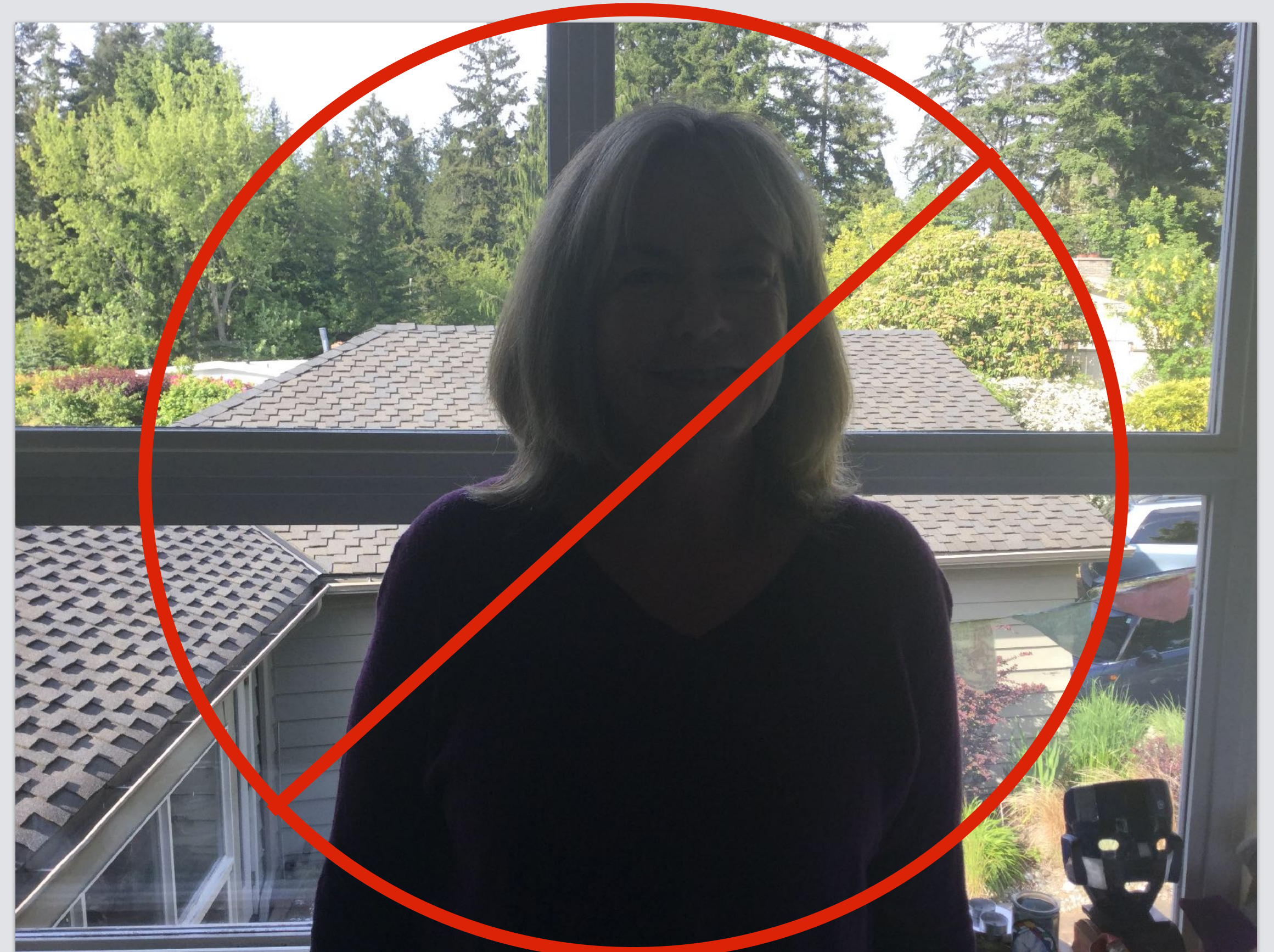


Clean & Concrete Visuals for Access

Front Lit



Back Lit



Create Template for Customer Meetings

Customers need us to:

- ▶ **Begin each class asking how they are doing, and adjust to their needs**
- ▶ **Stay present, start with a stretch and a deep breath, model self care**
- ▶ **Offer a mix of content, some focusing on work, and some on well being**
 - ◆ **EX. 1:1 Job Development, Group Work Ethics Class, Exercise/Stretch Class, Covid-19 Updates & Stress Management Class, Group Check In Meetings, Facilitated Video with CoWorkers**
- ▶ **Offer organized, structured meetings, that follow the same routine**
- ▶ **Lay out clear next steps and assignments**

Create and use a predictable template:

CHECK IN

- **How are you?**
- **Self Care Share**
- **COVID-19 Information / Updates**

TOPIC

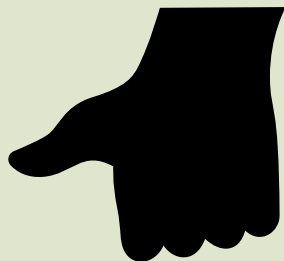
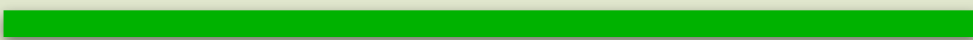
- **Preparation & Orientation**
- **Model**
- **Participation**

Check In

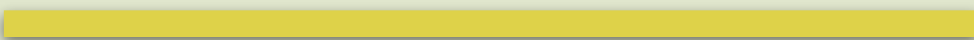
- How are you today?



GOOD



OK



BAD

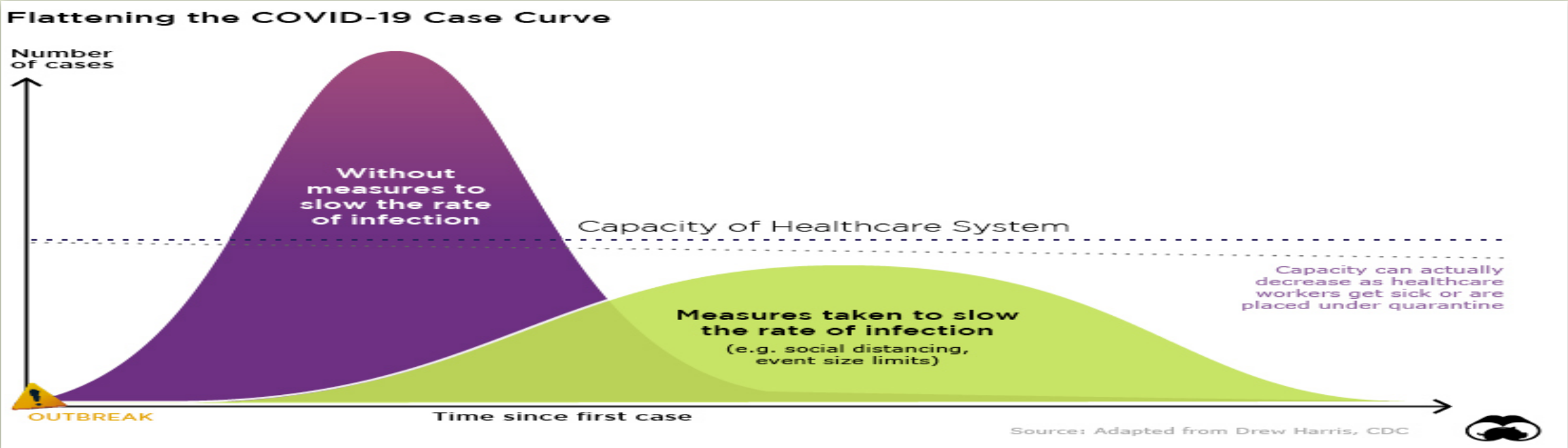


- Self-Care Share

- No media after 4 PM - TV, FB, Twitter, TikTok, Instagram, etc!
- Walk every day

- COVID-19 Update

WA State is working to flatten the curve so we have care capacity



Sharing Stories

What did you do last night?

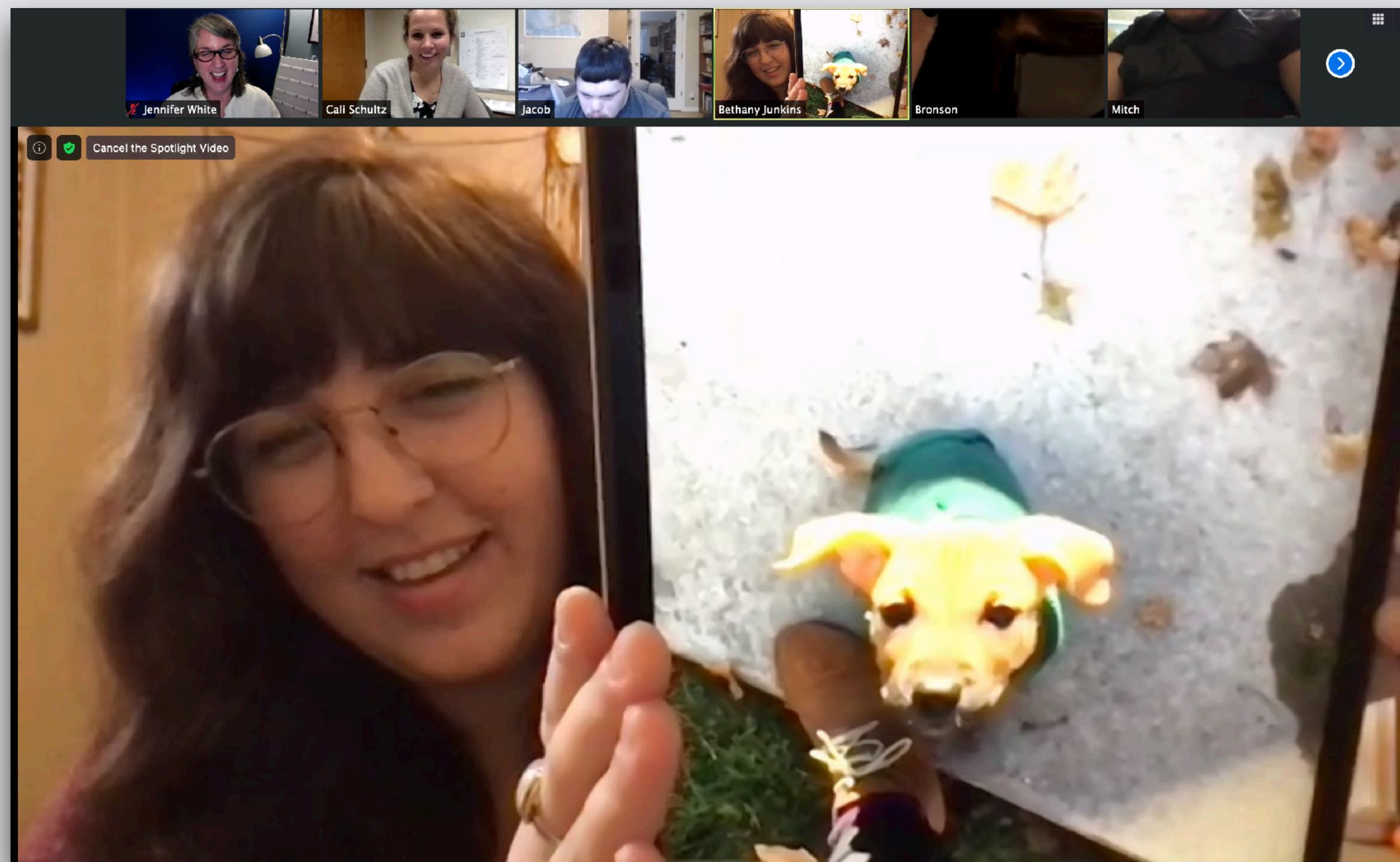
Does everyone have their picture ready?



“I saw a bear in my yard!”

Raise your hand, I’ll call on you to share your picture / story.

- ▶ **Then switch from screen share to speaker view**
- ▶ **Mute all participants, except for the person sharing**
- ▶ **Model protocol- hold the photo next to your face so both are in the screen**



- **Describe photo, “My new puppy”**
- **When done, keep the picture up and count to 3, giving people time to look at it & comment / ask questions**
- **Be mindful of glare caused by lights & windows, teach people to tilt their screen down slightly to avoid glare**

Progress, Slow & Sure

Programs supporting people with developmental disabilities have been most strongly influenced by those with a passion for social work and social justice. This has resulted in person-centered services, strong advocates and constant movement toward higher standards in the quality of life for those who experience developmental disabilities. We are relatively new at accommodations for our second customer.



Support Systems Poll

Students are challenged to find employment because:	1	2	3	4	5	6	7	8	9
Employer Attitudes / Lack of Awareness	X								
Lack of understanding earnings								X	
Lack of motivation to work		X							
Lack of collaboration between agencies during transition							X		
Lack of competitive employment skill					X				
Lack of support hours (teachers/employment vendors)						X			
Limitation in our own belief of employability.									X
Transportation				X					
Family beliefs and culture and expectations			X						

Source Able Opportunities, Inc. 2018

Employer Poll 2007-2018

	1	2	3	4	5	6	7	8	9
No Capacity (money/time)	X								
No Applicants				X					
Lack of Work Skills									X
Bad Experience w/Employee w/ DA							X		
Bad Experience w/Employment Agency		X							
Don't Understand Support System			X						
Parents (overbearing/on staff)						X			
Wouldn't Know How To Support Person					X				
Fear of Safety Issues								X	

Source Able Opportunities, Inc. 2018

**What's the #1 reason a person with I/DD loses their job? A change in supervisor.
What does this tell us?**

If an employer has had a bad experience with one of us, they are understandably reluctant to hire someone else.

**The fact that we do not have business minded standardized practices is hurting our field.
We continue to bring the same problems with us.**

Normalize Relationships: My Parent, My Teacher, My Boss



Your first relationship with an employer taught you much of what you understand about work expectations and outcomes of performance. Many people with disabilities leave school and move into employment services with a job coach / employment specialist. If the person is trained and monitored by the coach, this most often emulates a parent or teacher relationship. To shift this, strengthen supports that connect employer and employee, developing the supervisors ability to train, evaluate and communicate with their employee, and the employees ability to represent themselves. Potential Tools: video resumes, advocacy film, apps that capture track and report production details.



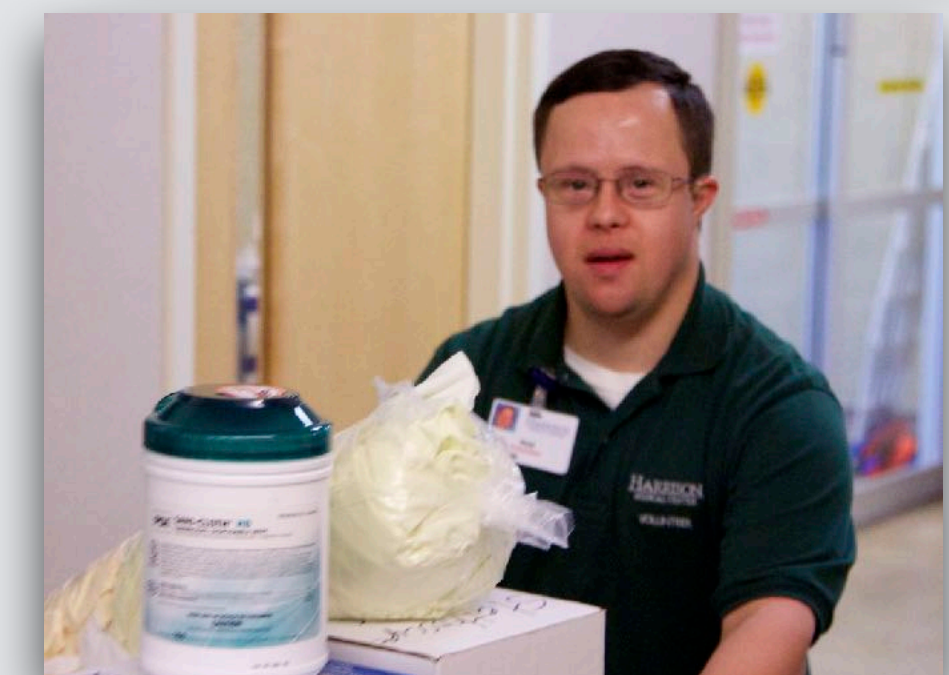
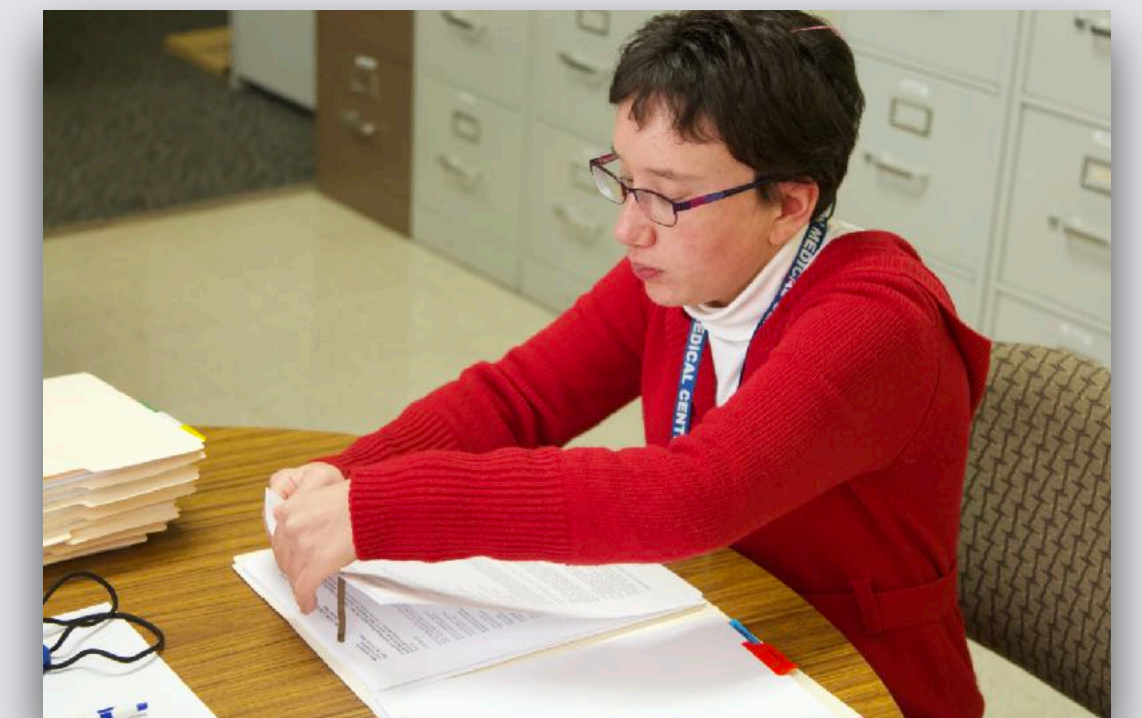
We develop successful recruitment & retention business models for hiring people with disAbilities



**JOIN US
YOU'LL GET
WIN-WIN RESULTS**

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.



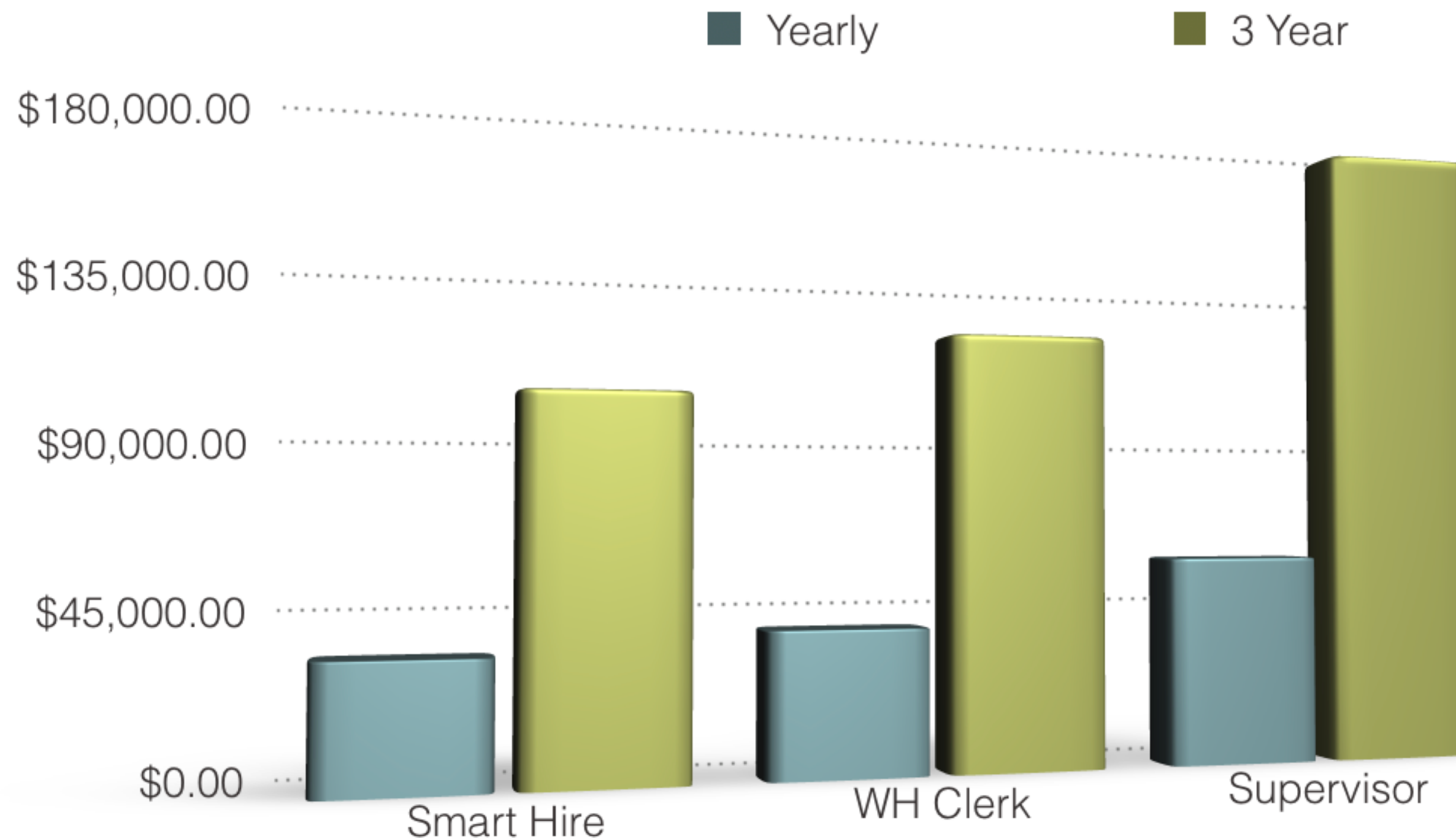


Able Opportunities, Inc.

Innovative Accommodation Tools, Business Efficiency Specialists

www.ableopps.com

WH Assistant	Hrs/Wk	Hourly	Weekly	Yearly	3 Year	Cost Differential
Smart Hire	40	\$16.50	\$660.00	\$34,320.00	\$102,960.00	
WH Clerk	40	\$19.20	\$768.00	\$39,936.00	\$119,808.00	\$16,848.00
Supervisor	40	\$28.00	\$1,120.00	\$58,240.00	\$174,720.00	\$71,760.00



Matching tasks to the gifts and strengths of your employees makes good business sense. Based on a 40 hour position a Smart Hire could defer between \$16,848.00 - \$71,760.00 of revenue over a three year period! Funds generated could be earmarked for the cost of the FTE. Customized positions also recoup revenue from higher paid, cross-trained staff now freed up to increase attention to additional revenue from direct customer service and/or production.



Able Opportunities, Inc. www.ableopps.com

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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?

Standard Operating Procedures, Accommodating Employers

+ PROCESS	PARTNER OUTREACH	JOB DEVELOPMENT	COST ANALYSIS / ROI	WORKSITE ANALYSIS	JOB ANALYSIS	OFCCP	EEOC
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ABLE OPPORTUNITIES, INC. BUILDING SUCCESSFUL CORPORATE HIRING & RETENTION PRACTICES
 JENNIFER WHITE, CEO 206.406.9900 CELL WWW.ABLEOPPS.COM JENNIFER@ABLEOPPS.COM

Process Suggestions for Hiring and Retention of Employees with Intellectual / Developmental Disabilities (I/DD)

There are several successful models for hiring people with disabilities (Google "Workplace Initiative: Disability and Inclusion Guide", and go to the Employer Assistance Resource Network at <http://www.dol.gov/odep/resources/EARN.htm> for resources) Yet people with intellectual disabilities (I/DD), who may require long-term support to maintain performance expectations, are often the last employment opportunity. One of the reasons for this, is a lack of standardized performance from a necessary long term partnership with community agencies who provide job coaches to support employees in your workplace. This tool is to help you set and maintain a standard, as the employer, allowing true integration into your workplace.

Key Initiative	Action Item	Steps	Associated Tools
Preparation	Identification of Community Partners	Google these terms and contact your area representatives: Developmental Disabilities, The ARC, Association for People Supporting EmploymentFirst (APSE) president for your state, Parent to Parent and PAVE, Special Education Transition (School to Work, STW) Programs, Vocational Rehabilitation (VR), Special Olympics, Community Rehab Programs (CRPs), Disability Rights Organization, Project Search, etc. Notify these group about the upcoming local hiring initiative. Applicants will come from many referrals group. Use the tab "Partner Outreach" to capture a contact list.	https://apse.org/about/state-chapter https://www.thearc.org http://www.askearn.org/state-vocational-rehabilitation-agencies/ http://www.ndrn.org/en/public-policy-employment.html https://www.projectsearch.us https://www.specialolympics.org https://www.parentcenterhub.org/parentgroups/
	Interview of CRPs	For one point of contact model (where one agency is chosen as your partner and all coaching will be provided by them, the design at the WIN Program at Harrison Medical Center (contact Jennifer White jennier@ableopps.com) interview local CRPs and identify your project partner. If/When you can establish an in house position for a project director it will still be important to set a meeting with all local CRPs to educate them about your hiring plan and partnering process. Although in-house experts may be hiring and training new hires into positions, your local partners will still be contracted by the state to provide services (work skill building, job search prep, independent living, etc.) with this population of people. They will be partners in developing your pipeline of qualified applicants.	
Planning	Job Analysis	Walk thru of work floors, observation of staff, meeting with supervisors and frontline staff to identify areas of high attrition and where LEAN concepts of production may make process more cost effective and efficient. Give attention to areas where the company is paying higher trained staff to complete tasks that do not require cross training. Complete a Cost Analysis/Cost Differential with the team. Complete a Worksite Analysis/Job Analysis.	See tabs: JOB DEVELOPMENT COST ANALYSIS WORKSITE ANALYSIS / JOB ANALYSIS
	Job Descriptions	Reconfirm the scope of tasks identified during Job Analysis. Write job descriptions, include enough detail for outside partners to understand necessary skills for the job. Establish FTE need, & get approval for new positions.	
	Timelines	Identify timelines for process- Governance, Posting & Screening Applicants, Interviews, Offers, and Start Date.	
	Partner Roles Agreement	Outline clear roles in an agreement with your chosen local CRP partner. CRPs are often habituated to run the hiring/placement process and remain the expert on training, reporting, and evaluating your new hires. To standardize this process and ensure you get the same minimum quality of work across sites, it will be important to identify exactly what is expected of your partners, defining ways they will accommodate supervisors to maintain direct communication and feedback with their employee, develop and report accommodated compliance training and evaluations, etc.	See doc: Partnership Doc

“In matters of truth and justice, there is no difference between large and small problems, for issues concerning the treatment of people are all the same.”

Albert Einstein

