We create opportunities for independence for people with disabilities through research, education, and consultation

Independent Living Research Utilization

www.ilru.org

Get to the Core of It: Integrating CIL Core Services for a Holistic Consumer Experience

Welcome and Introductions

May 1, 2018
Tempe, AZ

Presenter:
Tim Fuchs

Things You Will Learn at This Training

- The connection between IL history and philosophy and seamless consumer-driven service delivery.
- Effective interviewing and goal setting practices that support consumer control and direction.
- Effective Information & Referral (I&R) services that are responsive to community needs.
- Effective core services in Peer Support and IL Skills Training that are responsive to consumer needs.

Learning Objectives, cont'd.

- Effective Individual and Systems Advocacy activities that reflect community and consumer needs identified through core and other services.

- How to seamlessly integrate institutional transition and diversion to new populations and offer original core services in new ways.

- How to seamlessly integrate services to support youth in transition that attract, involve, and fully engage youth and young adults at all levels of CIL governance and operations.

Overview of Training

Over the next three-and-a-half days, we will:

- Share our experiences.

- Provide information on best practices and innovative approaches to the core services.

- Answer questions on all of the core services, including serving youth in transition, transition from institutions to the community, and avoiding institutions.

- Facilitate peer sharing of your experiences and ideas.

Overarching Principles

- Assisting someone in reclaiming and maintaining their life through consumer direction and seamless service delivery.

- The Independent Living Philosophy answers many of your questions and guides you through the process.

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Get to the Core of It:
Integrating CIL Core Services for a
Holistic Consumer Experience

Connecting IL Philosophy and
Seamless Consumer-Driven Service Delivery

Presenters:
Bruce Darling
Kimberly Tissot

May 1, 2018
Tempe, AZ

IL History & Philosophy and Impact on Core Services

Bruce Darling

First a Word About Language…

- Person First and Identity First Language—Both are acceptable within the Disability Community. We will use a combination of both.
- "Special Needs" is not approved by the Disability Community.
- Don't use Euphemisms!

Social Context for the Independent Living Movement

The history of the independent living movement and its driving philosophy also have much in common with other political and social movements that flourished the late 1960s and early 1970s.

- Civil Rights
- Deinstitutionalization
- Demedicalization
- Self-Help
- Consumerism

Early Leaders of the Independent Living Movement

Ed Roberts – Berkley, California
Wade Blank – Denver, Colorado

Independent Living Paradigm

The Independent Living Movement introduced a new paradigm - the Independent Living, Disability Rights, Culture and Pride Paradigm – which significantly differed from the Medical, Rehabilitation, and Charity Paradigms.

Comparing the Medical Model and Independent Living Paradigms

Definition of the Problem

Medical Model:
Impairment (physical or mental); lack of vocational, political or social skills; lack of education or socio-economic status

Independent Living Model:
Dependence on professionals, family and others; hostile attitudes and environments; lack of legal protection and recognition of inherent worth of people with disabilities

Comparing the Medical Model and Independent Living Paradigms, cont'd.

Locus of the Problem

Medical Model:
In the Individual with a Disability
(the individual is "broken" or "sick" and needs to be "fixed" or "cured")

Independent Living Model:
In the environment (physical, socio-economic, political, cultural); in the medical, rehabilitation, service delivery, and charity processes

Comparing the Medical Model and Independent Living Paradigms, cont'd. 2

Solution to the Problem

Medical Model:
Professional interventions and "treatment"

Independent Living Model:
Advocacy, barrier removal, consumer control over services, peer support, and self help intended to advance equitable socio-economic, cultural and political opportunities

Comparing the Medical Model and Independent Living Paradigms, cont'd. 3

Social Role of the Person with a Disability

Medical Model:
Individual with a disability is a "patient" or "client" or recipient of charity

Independent Living Model:
Family and community members; "customers" who utilize services

Comparing the Medical Model and Independent Living Paradigms, cont'd. 4

Who Controls

Medical Model:
Professionals

Independent Living Model:
Person with a disability or their choice of another individual or group

Desired Outcomes

Medical Model:
Maximum self-care with daily living; gainful employment; socially defined "acceptability"

Independent Living Model:
Independence through control; pride; positive disability identity

The Core IL Services were established to operationalize this Paradigm Shift

Core IL Services

- Information and Referral

- Peer Support/Peer Counseling

- Independent Living Skills Training

- Advocacy (Individual and Systems)

- Support with Transition/Community Integration

How CILs are Unique

Kimberly Tissot

How are CILs Unique?

- Created by people with disabilities FOR people with disabilities – this automatically makes us different from other organizations!

- Run and operated by a majority of people with disabilities.

- Grounded by the Independent Living Philosophy.

- Empowers people with disabilities to be independent.

- Promotes disability pride & disability rights.

- Advocates from the perspective of people with disabilities.

- Safe place for people with disabilities.

- Funded via Title VII of the Rehabilitation Act, as amended.

What's not considered consumer driven?

When the consumer doesn't decide on the direction of their services:

Examples:

- Parents/family members/service providers deciding on goals and services.
- Services that segregate or remove the rights of people with disabilities (i.e guardianship, day programs, sheltered workshops, etc.).
- Services to parents/family members.

Creating an IL Environment and Seamless, Consumer-Directed Services

Bruce Darling & Kimberly Tissot

IL Principles

- The Independent Living Movement is founded in the belief that people with disabilities, regardless of the form, have a common history. We have a shared struggle. We are a community and a culture that will advance further banded together politically. Equal opportunities and rights are for ALL.

- People with disabilities are the best experts on their own needs and should decide what is best for themselves.

- No person should live in institutions on the basis of a disability.

IL Principles, cont'd.

- Having a disability does not mean a person is sick and requires a certified medical professional for daily living.

- People learn and grow from discussing their needs, concerns, and issues with people who have had similar experiences.

- Systemic cross-disability advocacy efforts are needed to ensure that people with disabilities benefit from all that society has to offer.

- There should be no barriers to independence, including architectural, communication, and attitudinal barriers.

IL Principles, cont'd. 2

- The organizations best suited to support and assist individuals with disabilities are **governed** and **operated** by individuals with disabilities.

- Leadership for independent living and disability rights is vested in individuals with disabilities (not parents, service providers or other representatives).

Ideas CILs Should Live By

- **Empowerment** – We don't reach goals for individuals; we teach the skills that allow them to do for themselves.

- **Inclusion**– We advocate for individuals with disabilities to be included in integrated environments in the classroom, employment, housing, leadership roles, and in discussions that impact their lives and the disability community.

- **Independence**– Individuals with disabilities have the right to control their own lives and make decisions about what's best for them. We believe every individual can be independent.

Ideas CILs Should Live By, cont'd.

- **Equality** – We advocate for equal rights and access, not special treatment.

- **Disability Pride** – "Disability" is not a negative word. It means we are more adaptable. We are proud of who we are, and the barriers we have overcome have only made us stronger.

Stay Focused on IL

- Don't mission creep—Stay focused on the mission of IL.

- Don't chase funding that doesn't include and benefit people with disabilities.

- Only commit to programs & projects that promote IL.

- Become the expert about IL and become an important voice at all tables.

Mission Creeping damages the IL Philosophy!

Creating an IL Environment

When people first connect with the CIL, they should immediately recognize that this place is different from other organizations.

Creating an IL Environment, cont'd.

Establishing a physical/organizational environment that reflects our philosophy and the diversity of our movement by:

- Ensuring a fully accessible space and services.
- Celebrating our movement and pride through artwork.
- Displaying images of diverse disabilities, races, ethnicities, and cultures which ensures everyone feels welcome (and safe).
- Ensuring staff have disabilities and other characteristics that are representative of the community you serve.

Creating an IL Community

CILs are more than service delivery centers.

Establish welcoming community space with resources to ensures that we can be community-building centers that promote the Independent Living and Disability Rights movements.

Create social opportunities to build community.

Include opportunities for everyone – including people with the most significant disabilities – to participate in our systems advocacy and operationalize our philosophy.

Combatting ableism, including internalized ableism, is critically important

Ableism* is pervasive and creeps into our consciousness in many different ways.

Keeping that in mind helps us combat ableism in every form.

*Ableism: discrimination or prejudice against individuals with disabilities.
~ Merriam-Webster

Creating a Seamless Service Delivery System

Have you ever experienced the social service run-around?

What was it like?

How did it make you feel?

Creating a Seamless Service Delivery System, cont'd.

We don't want our consumers to have these frustrating experiences at our centers! Instead, we need to be thinking, "how easy can we make this?"

Creating a Seamless Service Delivery System, cont'd. 2

CILs can do a great deal to address how services we provide can operationalize our philosophy and be as seamless as possible.

Wise Words to Live By

They may not remember
what you said,
but they will remember
how you made them feel.

IL History & Philosophy Resources

- Creating Disability Culture in CILs (recorded webinar) - http://www.ilru.org/training/creating-disability-culture-centers-for-independent-living

- IL History and Philosophy: Orientation for IL Staff (4 recorded modules) - http://www.ilru.org/il-history-and-philosophy-orientation-for-il-staff

- History of Independent Living (RapidCourse tutorial) - http://www.ilru.org/training/foundations-independent-living-series

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Lunch Presentation:
Great Fight for Disability Rights, Part I

May 1, 2018
Tempe, AZ

Get to the Core of It:
Integrating CIL Core Services for a Holistic Consumer Experience

Incorporating Discussions of Empowerment and Self-Advocacy with Consumers at Initial Contact

Presenters:
Darrel Christenson
Michelle Crain

May 1, 2018
Tempe, AZ

Importance of Initial Consumer Interview and Key Elements of Motivational Interviewing

Michelle Crain

Importance of Initial Interview

The initial intake/interview can be a transformative experience for consumers and can define their relationship with Centers for Independent Living (CILs) and success going forward. Therefore, the initial interview is important for several reasons:

1. It is the CIL's first in-depth opportunity to introduce consumers to the Independent Living (IL) Philosophy.

2. It is during this time that eligibility for CIL services is determined.

3. It sets the stage for establishing a peer-to-peer relationship with IL staff.

Importance of Initial Interview, cont'd.

4. It is the initial process by which individuals are empowered to engage in extensive consumer-driven dialogue with IL staff.

5. It serves as a forum to assist consumers in discovering and utilizing their strengths to establish and later achieve their goals.

6. If well-structured, it helps the consumer and IL staff to comprehensively identify needs, goals, services, and any potential barriers, in the development of the consumer's Independent Living Plan (ILP).

Importance of Initial Interview, cont'd. 2

7. It is during the initial interview when consumers disclose information that is essential to establishing eligibility and identifying needs, goals, services, and potential barriers to community living. If this information is misinterpreted or recorded inaccurately due to IL staff's distractions and poor listening skills, it may result in:

- Loss of eligibility
- Oversight of consumer's at-risk status (if the desired outcome is avoiding institutionalization)

Importance of Initial Interview, cont'd. 3

- Oversight of the antecedents related to consumer's placement in an institutional setting from which they wish to transition

- A poorly devised ILP

Motivational Interviewing

- What is Motivational Interviewing (MI)?

  - MI is a practice based on the work of psychologists, William R. Miller and Stephen Rollnick.

  - MI can be applied to numerous fields of work (including independent living) that are engaged in discussions about change or achieving goals.

  - In its relation to IL, MI is a collaborative consumer-driven communication strategy that strengthens a consumer's "own commitment and motivation" to reach his or her goals.

Fundamental Applications of MI to IL

- MI encourages IL staff and consumers to think more holistically about the consumer's current life situation and the direction(s) the consumer wishes to explore to achieve a desired outcome.

- Similar to MI, IL promotes good interviewing techniques that include:

  - Active/Reflective Listening – Focus attentively on what the consumer is saying; summarize understanding of what was said to consumer; probe for clarification, and maintain an effective balance between listening and note-taking.

Good Interviewing Techniques

- Note-taking – Establish a method, through forms the CIL's data collection program and other acceptable means, to capture pertinent information for establishing eligibility, goals, services, etc.

- Asking open-ended questions – Allow for a more in-depth discussion that builds empathy and serves as a basis for the ILP.

Motivational Interviewing Employs Positive Approaches

- MI employs a Strengths-Based Approach, whereby consumers are encouraged to focus on their strengths, but not at the exclusion of addressing concerns or barriers.

- MI promotes a Solution-Focus Approach that entails framing or describing a situation from a positive perspective versus a negative perspective.

- MI is a skill in which IL staff can become proficient, but only through experience gained through ongoing practice. Online courses and demonstration videos may be helpful as well.

Motivational Interviewing Consists of Four Processes

According to Miller and Rollnick (2013), there are four processes of MI—all of which have implications to IL:

1. Engaging: "the process of establishing a mutually trusting, and respectful helping relationship."

2. Focusing: "clarifying a particular goal or direction for change."

3. Evoking: "eliciting the person's own motivation for particular change."

4. Planning: "developing a specific change plan to implement."

Motivational Interviewing—T3

- T3 (http://us.thinkt3.com/motivational-interviewing-changing-the-conversation) is an online resource that illustrates the standard interviewing approach vs. the MI approach, which is more consistent with the IL Philosophy:

  - Standard Approach: Focuses on advising, warning and persuading vs. MI Approach: Emphasizes personal choice and autonomy.

  - Standard Approach: Focuses on fixing the problem vs. MI Approach: Focuses on person's concerns.

Standard Approach vs. MI Approach

- Standard Approach: Paternalistic relationship vs. MI Approach: A collaborative partnership.

- Standard Approach: Ambivalence seen as being in denial vs. MI Approach: Ambivalence seen as a normal part of the change process.

- Standard Approach: Assumes person is motivated to change vs. MI Approach: Matches approach with the person's level of readiness to change.

Motivational Interviewing has Expanded Beyond Field of Counseling

- MI is not a recent concept, but has expanded beyond the field of counseling into multiple disciplines. It contains a set of principles, techniques and strategies that go beyond the scope of this training. For additional sources of information, check out:

  - https://www.youtube.com/watch?v=E6DYYJJJpLo

  - http://us.thinkt3.com/courses-offerings/motivational-interviewing-facilitating-change

  - http://www.ncjfcj.org/sites/default/files/MI%20Strategies%20%26%20Techniques%20-%20Rationales%20and%20examples.pdf

Introduction to the
Critical Role of Information & Referral (I&R)

Darrel Christenson

Information & Referral – The Gateway to Your CIL

- I&R is the first point of contact to the outside world
- A core service & the first impression of your CIL
- Large or small – critical role/ staff
- Answer the phone and follow-up
- "You are the first agency to call me back"
- Do not give people the run around – internally or externally

I & R – Your Gateway

- Information is knowledge & resources = Power

- I&R opens up your CIL to its other services

- Peer Mentoring, IL Skills Instruction, Advocacy etc.

- Let them know you will work WITH them, not FOR them. Empowers caller.

- IL Philosophy – not Medical Model

Seamless Services – Ability360

- Holistic Approach to providing services
- Much more difficult to work this way
- Much better service delivery
- Large/ small, rural or urban, work outside "silos"

Seamless Services – Ability360

- All services truly are interconnected
- One staff = 1 or more programs
- IL Philosophy – no handholding/ babysitting
- Remember to think of the whole person

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Get to the Core of It:
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Seamless Service Delivery Snapshots

Presenters:
Bruce Darling - Center for Disability Rights
Darrel Christenson – Ability360
Michelle Crain – LIFE, Inc.
Kimberly Tissot & Charlie Walters –Able SC

May 1, 2018
Tempe, AZ

Seamless Service Delivery Snapshot

Bruce Darling - Center for Disability Rights
bdarling@cdrnys.org

Center for Disability Rights - Structure

Our services are provided by three separate non-profit organizations:

- The Regional Center for Independent Living (founded in 1966, was funded as a CIL in the first round of grants).

- The Center for Disability Rights (founded in 1990, began receiving CIL funding in 1999).

- All About You Home Care (a subsidiary of CDR, started in 2008).

Service Area(s)

- Regional Center for Independent Living serves Rochester (NY), Monroe County and 4 surrounding counties.

- Center for Disability Rights provides IL services in Rochester (NY), but has multiple service areas for various services, including one division that serves the entire state.

- All About You Homecare primarily serves Monroe County.

Services

Services include:

- Core IL services, including peer support/mentoring
- Managed Care Advocacy/Ombuds
- Consumer Directed Personal Assistance Services
- Licensed Home Care
- Waiver In-Home Support Services (Developmental Disability, Brain Injury and alternative to NF)
- Service Coordination
- Employment Services
- Pooled Trust Services

Services, cont'd.

Services include:

- Recreation and Day Services
- Accessibility audits and Home Modifications
- Equipment Loans
- Benefits Advisement
- Housing Assistance, including assistance with first-time Home Ownership
- Interpreter Services and Deaf-Blind Support Services

Systems Advocacy

Our Extensive System Advocacy includes Addressing Access Barriers and Other Local Issues with additional targeted resources for:

- Policy Analysis and Advocacy in our State Capitol.

- Advocacy against Assisted Suicide.

- Lobbying for Disability Integration Act (DIA) in Washington, DC.

First Contacts

All incoming calls are answered by a receptionist, avoiding access problems/frustration with automated phone menus and ensuring people are appropriately served.

IL staff are scheduled to meet with and serve any "drop-in" consumer who comes to the office without an appointment or calls the CIL without identifying a specific staff person.

- All IL staff are in rotation with half day shifts.

- If the on-call staffer is busy with another consumer, they will follow up before the end of that shift.

- Each staff person is then responsible for ensuring their contacts get the support that is needed.

Goal Development

- IL staff work with consumers to develop their own goals for service delivery.

- Both the staff person and consumer sign off on the goals, ensuring consumer engagement. We have also begun incorporating outcomes into goal statements.

- Services provided by other funders may have their own system for documenting and tracking goals.

- If an unmet need is identified, the consumer is connected with the staff person/department who can assist them in meeting their need.

Seamless Connections

- All staff receive regular training on available services, with a specific effort to ensure that IL staff have the resources they need to connect consumers to internal and external resources.

- Internal referrals among services (and between organizations) happen seamlessly.

Quality Assurance Follow Up

- All consumers are contacted by Quality Assurance and asked about their experience.

- Responses are documented in a survey.

- If an issue remains unresolved or there is a problem, it is immediately handled.

Seamless Service Delivery Snapshot

Darrel Christenson – Ability360
DarrelC@ability360.org

Ability360 Mission

Ability360 offers and promotes programs designed to empower people with disabilities to take personal responsibility so that they may achieve or continue independent lifestyles within the community.

Over 500 Centers for Independent Living — 5 in Arizona

- Designed and operated within a local community by individuals with disabilities

- Provide an array of IL services

- Not for profit

Independent Living Philosophy

We believe that the opportunity to fully participate in the political, economic and social life of our own community is a basic human right. The existence of a disability which inhibits personal function is not, in itself, a reason to deny those rights.

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Ability360's Reason for Existence

- Help those who have a desire to live independently to do so, whatever it takes.

- Work to help the consumer take responsibility for his or her own life and become self-directed

- Offer options to assist in living independently via the many programs available through our organization

Ability360 Programs

- Individual & Systems Advocacy
- Independent Living Skills Instruction
- Information & Referral
- Peer Support
- Transition
- Reintegration from Nursing Homes
- Early Intervention to People Newly Disabled

Ability360 Programs, cont'd.

- Empowering Youth in Transition
- Ability360 Employment Services
- Work Incentives Planning and Assistance
- Benefits 2 Work
- Ability360 Sports & Fitness Center
- Theatre360
- Living Well with a Disability

Ability360 Programs, cont'd. 2

- Home Care Services (HCS)
- Socialization Through Recreation
- Home Modification
- This is My Life
- Community Life Options
- General Volunteers
- ADA Services

Advocacy— Speaking Up for Self and Others

Systems, individual, and self-advocacy connect to all services and life issues.

Advocacy is an integral part of:

- Individual & Systems Advocacy
- Independent Living Skills Instruction
- Information & Referral
- Peer Support
- Transition
- Reintegration from Nursing Homes
- Early Intervention to People Newly Disabled

Independent Living Skills

- Bus/Travel
- Meal Preparation
- Budgeting
- Goal Setting
- Daily Living
- Communication
- Stress Management

Information and Referral

- Knowledge is power
- Community resources and locations
- How to access resources and services such as:
  - Assistive Technology
  - Employment
  - Financial Assistance
  - Health Care
  - Housing
  - Transportation

Peer Support — Lifting as we climb!

- Over 40 Peer Mentor Volunteers
- Confidence / Knowledge / Experience

Employment Services

- For SSI/SSDI beneficiaries who want to work their way off benefits
- Focus is on ABILITY—not disability
- REAL jobs with REAL wages

Early Intervention Outreach to Newly Disabled

- Services at rehabilitation centers and hospitals
- Guides newly disabled individuals through the maze of services and supports
- Role models IL – HOPE!

Re-integration from Nursing Homes

- Assists young adults (under age 65) in gaining the confidence, knowledge and resources needed to move out of nursing home settings.

Home Modifications

- Increases self-reliance and safety!
- Funding sources:
    - Community Development Block Grants
    - AHCCS/ALTCS
    - Private Pay

Empowering Youth in Transition

- For youth with disabilities, ages 14-22
- Provides:
  - Advocacy to students and parents
  - Technical support to special education teachers
  - Disability sensitivity training in schools
  - Technical assistance to regular education teachers in accommodating youth with disabilities

Community Living Options

- Offers services for individuals with developmental disabilities who are ineligible for Federal and State support services.

Theatre360

- A troupe of Valley-based artists dedicated to the personal, social and political voices of people with disabilities. Original theatre pieces born out of the life experiences and artistry of people with disabilities are presented. Periodic workshops for beginning and seasoned artists are offered.

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Home Care Services

- Trained caregivers provide assistance with daily living chores (housekeeping, dressing, bathing, meal preparation, etc.) for individuals eligible for Arizona Long Term Care Services (ALTCS).

Ability 360 Sports and Fitness Center Amenities

- 45,000-sq.-ft. facility

- 3 accessible pools

- 2 Sport courts

- Indoor track

- Group fitness room

- Rock climbing wall

A Smattering of Sports & Fitness Programs…

- Personal training

- Military programs

- Recreation therapy

- Blind sports

- Aquatic classes

- Fitness classes

- Wheelchair rugby

- Wheelchair lacrosse

- Performance training

http://ability360.org/sports/program-calendar/

Ability360 Locations

Main Office

Ability360 Center

5025 E. Washington St.

Ste. 200

Phoenix, AZ 85034

602.256.2245

Gilbert/ Mesa Office
1580 N. Fiesta Blvd., #101
Gilbert, AZ 85233
480.655.9750

Glendale Office
6829 N. 57th Ave.
Glendale, AZ 85301
602.424.4100

Pinal-Gila County Office
1419 N. Arizona Blvd.
Coolidge, AZ 85128
520.316.4300

Yavapai County Office
9400 E. Valley Road
Prescott Valley, AZ 85314
928-278-2450

Pima County Office
1001 N. Alvernon Way
Tucson, Arizona 85711
520.449.8375

Ability360 Sports & Fitness Center

5031 E. Washington St., Phoenix, AZ 85034

602.386.4566

Seamless Service Delivery Snapshot

Michelle Crain – LIFE, Inc.
michelle.crain@liferun.org

LIFE Inc.—Brief Overview

- LIFE Inc. consists of two Centers for Independent Living (CILs)—the LIFE/RUN Center, in Lubbock and Disability Connections, in San Angelo.

- Our service area is predominantly rural, with the majority of our consumer-base located within the same county as the CILs.

- Roughly, 81% of our board, staff, and volunteers are individuals with disabilities.

- Last year, we served 1,323 individuals with opened Consumer Service Records (CSRs) and provided 12,363 instances of Information & Referral (I&R).

Setting the Stage for Empowerment

- It is our organizational structure, along with our commitment to the Independent Living Philosophy, that empower us to empower others.

- We strongly believe that the CIL's physical environment literally sets the stage for consumers to feel empowered to meet their goals. This includes:

  - Accessibility of our facility

  - Attitude of CIL staff

  - Prominent display of our Mission, Vision and Value Statements

  - Engagement of consumers in CIL activities

Setting the Stage for Empowerment, cont'd.

- Inspirational messages on wall-hangings
- People with disabilities engaged in meaningful work

- I&R is the initial phase of LIFE's holistic approach to providing seamless service delivery.

- LIFE has two full-time I&R Specialists and as the initial contacts, must respond to callers with patience, objectivity, and a nonjudgmental attitude.

- The I&R Specialists are the hubs of the CIL, obtaining information, assessing needs, and linking individuals to both community and internal services.

Setting the Stage for Empowerment, cont'd. 2

- They perform and record follow-up calls to assure that consumers received services.

- As host of the area's Aging and Disability Resource Center (ADRC), LIFE's San Angelo CIL retains a Resource Navigator who provides enhanced I&R by screening and linking consumers to long-term services and supports.

- In evaluating the efficacy of our I&R services, we encourage, not only consumers to complete satisfaction surveys, but local resources who make referrals to LIFE.

Seamless Delivery of Services

- LIFE has found that the Service Delivery Model, fundamental to most CILs, is very functional, and anytime we have strayed from this approach, it disrupts the process.

- No matter the funding source, it has always been advantageous for us to streamline processes where possible.

- Our goal is to provide wrap-around services and supports that are consumer-directed, have little wait time, meet consumers where they are and provide on-going support, if needed.

Seamless Delivery of Services, cont'd.

- Cross-training is our way of empowering IL Staff to meet the needs of consumers. We are not a big organization, so staff may wear multiple hats. Therefore, all of LIFE's direct-services staff are able to:

  - conduct intakes;

  - determine eligibility;

  - assist consumers with setting goals and identifying services;

  - assist with establishing an Independent Living Plan (ILP) with the consumer;

Seamless Delivery of Services, cont'd. 2

- • arrange, provide and/or purchase needed goods and services;

- • monitor progress of goals;

- • ensure appropriate training to consumers when necessary; and,

- • maintain all required components of the Consumer Service Record (CSR).

- Each staff is effective in their own way at empowering consumers; but consistently applying basic motivational interviewing techniques during the process is currently a challenge.

Seamless Service Delivery Snapshot

Kimberly Tissot & Charlie Walters – Able SC
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cwalters@able-sc.org

able
SOUTH CAROLINA
independent living for all

Who we are & what we do.

Mission Statement

To create greater access and opportunities for independence through empowering individuals with disabilities and promoting community inclusion.

Making a difference everyday

Center for Independent Living (CIL)

- Community-based

- Consumer driven

- Cross-disability

- Nonprofit 501 (c)(3)

1978: Amendments to the Rehabilitation Act provide for consumer-controlled centers for independent living.

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IL Philosophy

Independent Living philosophy emphasizes consumer control, the idea that people with disabilities are the best experts on their own needs. Their thoughts and opinions matter, especially when it concerns their own lives. They should be able to make decisions for themselves on how they live, work and take part in the community, particularly in reference to services that powerfully affect their day-to-day lives and access to independence.

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Instead of saying, 'We need to take care of them,' say 'We need to work with them so they can take care of themselves.'

-Ed Roberts

Father of the Disability Rights & Independent Living Movement

Consumer Driven

Our Consumers decide what goals they want to achieve and what services they want to receive. Not only that, but they are responsible for the implementation and completion of their goals.
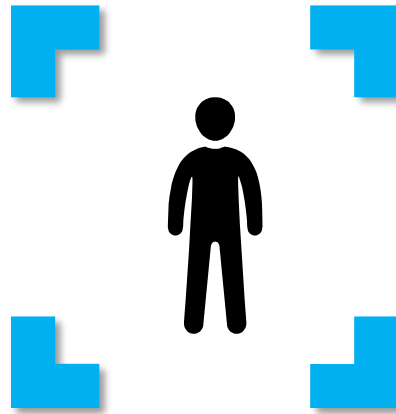
We Practice what we Preach

- <u>80%</u> of our staff have a disability.

- <u>51%*</u> of our board members have a disability.

*Federal law requires that a majority of board members be persons with a significant disability and a majority of staff members be persons with a disability.

We service 23 counties in the state

- Abbeville
- Anderson
- Calhoun
- Cherokee
- Chester
- Clarendon
- Fairfield
- Greenville
- Greenwood
- Kershaw
- Laurens
- Lee

- Lexington
- Newberry
- Oconee
- Orangeburg
- Pickens
- Richland
- Saluda
- Spartanburg
- Saluda
- Union
- York

All our services
are **FREE!!!**
and
there is no AGE
REQUIREMENT

*Some of Able SC's programs are statewide

IL-NET
CIL-NET · SILC-NET
IL-NET, a project of ILRU —
Independent Living Research Utilization

Services we Offer

Core Services

- Information & Referral
- Independent Living Skills
- Peer Support
- Advocacy
- Transitional Services

Additional Services

- Assistive Technology
- Healthcare Navigation
- Outreach
- Professional Trainings
- ADA Assessments
- Website Accessibility Testing
- Benefits Counseling
- Supported Decision Making Counseling
- Sexual/Domestic Violence Support

Independent Living Skills

- Communication skills
- Budgeting
- Employment skills
  - Resume writing
  - Interviewing
  - Career exploration
  - Professionalism
- Household management
- Organization
- Emergency preparedness
- Voting
- Housing search

- Home adaptation
- Transportation options
- Parenting with a disability
- Goal-setting
- Cooking
- Self-advocacy
- Education skills
- Computer skills
- Personal resource management
- Healthy living
- AND MORE!

Peer Support

General Peer Support

- In Person meets the last Thursday of every month.

- Online meets 2nd Thursday of every month.

- Topics of discussion focus around independent living. The only requirement for participation is that a person must have a disability.

Youth Peer Support

- In Person meets the 3rd Thursday of every month.

- Online meets 1st Thursday of every month.

- Topics of discussion focus around transitioning into adulthood, self-advocacy, and independent living skills.

Advocacy

We're at the forefront of activism and leadership on any and all issues affecting people with disabilities – issues like accessibility, public accommodations and transportation. These are critical in achieving full inclusion in community life. We work with local, state and national leaders to bring about change and create opportunities.

advocacy day
for Access & Independence

cla
Community
Leadership Academy

The USC School of Public Health has funded an effort to increase participation of individuals with disabilities on boards, committees, and councils. The course teaches skills such as professional dress, ethic and legal responsibilities, and Robert's Rules of Order.

Assistive Technology

- Grab bars
- Rollators
- Canes
- Wheelchairs
- Shower Chairs
- Reachers
- Big button items
- And much more...

Assistive technology is provided free of charge. All items are donated to Able SC. We clean and sterilize the item, then provide it to individuals in need.

Youth Services

EQUIP teaches young adults about leadership, disability pride, and empowerment – and educates the community about the importance and value of inclusion. Age range is 13-28.

A unique 3 day overnight summer leadership experience that empowers and enhances the leadership and self-advocacy skills for young adults with disabilities.

*Able SC's Youth Programs are funded by the SC Developmental Disabilities Council, United Ways of Greenville and the Piedmont, SC Department of Education, SC Commission for the Blind, the Statewide Independent Living Council and a subcontract with Family Connection of SC.

Youth Services — School Grants

- **Capable & Ready (careerBOOST™):**
  - Pre-Employment Transition Services
- **SC DOE:**
  - Statewide
- **Project Inclusion:** Cherokee
- **Path to Achieving Self-Sufficiency (PASS):**
  - Greenville
- **Parent Training & Information (PTI):**
  - Supplements one-on-one and group youth services

able
SOUTH CAROLINA
independent
living for all

Health-Related Services

- Able South Carolina offers group instruction on healthy lifestyles through our Steps to Your Health classes at different sites in the community.

- We also have certified Healthcare Navigators who can provide individuals with disabilities and their family members with assistance in finding appropriate and affordable medical insurance!

able
SOUTH CAROLINA
independent
living for all

Employment Programs

Ticket to Work

- Able SC is approved by the U.S Social Security Administration (SSA) to serve Ticket Beneficiaries as an Employment Network (EN) under SSA's Ticket to Work program. We provide individualized employment services to individuals who wish to increase their financial independence and decrease reliance on government benefits.

Work Incentives Planning and Assistance (WIPA)

- Individuals ages 14 to full retirement age who receive or are entitled to SSA benefits and are working or seeking employment can receive one-on-one counseling about how working will impact their benefits. They will learn about work incentives, discover how to report income, and get connected to beneficial resources in the community. We subcontract with our Center organization, Walton Options for Independent Living.

Employment Programs, cont'd.

South Carolina Disability Employment Coalition

- The Coalition addresses employment barriers for individuals with disabilities in South Carolina through collaboration on resource development and community education. Able SC serves as the host and facilitator for the Coalition, which consists of around 30 employers, state, and private organizations.

South Carolina Employment First Initiative

- An effort by state agencies and employment service providers to implement systemic change in order to promote competitive, integrated employment as the preferred option for young adults with disabilities. The Initiative's efforts include the #HireMeSC social media campaign and a pilot program in schools to improve student access to employment opportunities.

*These efforts are funded by the SC DD Council and the US Department of Health and Human Services' Administration for Community Living

Accessibility Assessments

Consultation, site review, and recommendations for removing physical barriers from public and private building in order to meet Americans with Disabilities Act (ADA) structural guidelines.

A few of our clients

City of Greenville
City of Greer
City of Columbia/Parks
SC DHHS
SC DHEC
SC DSS
Richland County Parks

1/5
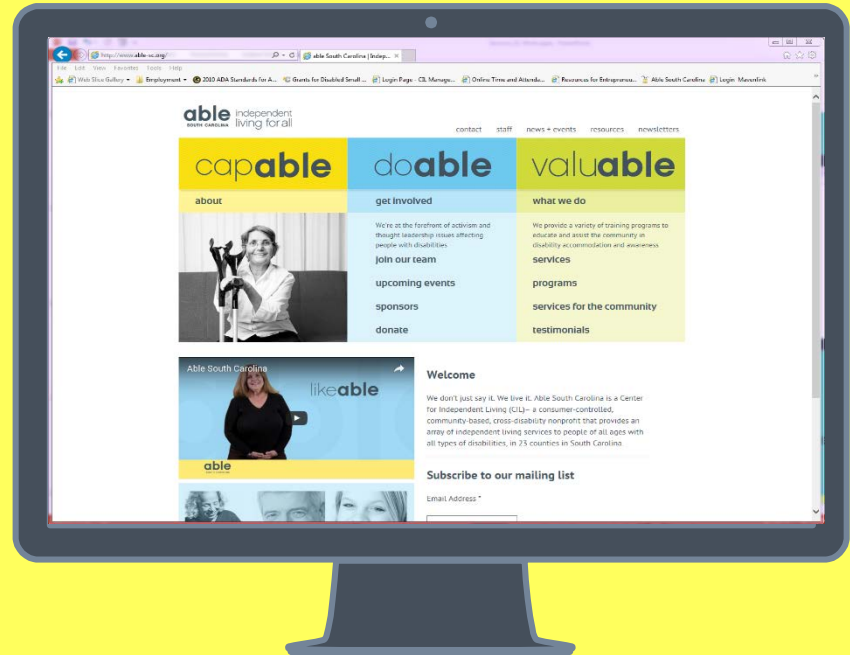**South Carolinians has a disability**

As we get older, we realize that disability is just a part of life. Anyone can join our group at any point in life. In this way the disabilities rights movement doesn't discriminate.

-Ed Roberts

Father of Independent Living Movement

Find us online at…
www.able-sc.org

Thanks!! Any Questions?

You can find me at...

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Get to the Core of It:
Integrating CIL Core Services for a Holistic Consumer Experience

Wrap Up and Review of Day 1

May 1, 2018
Tempe, AZ

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