

**6/30/20**

Welcome to The Able Trust Talk Time Presentation!

\*\*\*

This text is being provided in a rough draft format. Communication Access Realtime Translation (CART) is provided in order to facilitate communication accessibility and may not be a totally verbatim record of the proceedings. This text, document, or file is not to be distributed or used in any way that may violate copyright law.

\*\*\*

>> Good afternoon, and welcome to today's talk with The Able Trust. We will be discussing building organizational capacity to accomplish mission. My name is Allison Chase, and I'm the vice president at The Able Trust and will be your host today. As a reminder, this discussion will be recorded and will be posted to The Able Trust website. We will also e-mail a link to the recording along with today's slides to all participants. We want to take a moment to thank the Florida division of vocational rehabilitation partnering with us to provide interpreters. We have two interpreters who will alternate our video screen, we also have closed captioning available to you today, which you may activate by clicking the CC button on your Zoom tool bar, and you may choose to see subtitles at the bottom of your screen or a transcript on the side.

We ask you to take a moment to introduce yourself to other

audience members by using the chat box. We will also be using the Q&A box to ask questions and make comments during the discussion. You will be invited to chime in during the last half of today's presentation with your questions and comments, make sure you gather your thoughts and be ready to contribute. We will begin momentarily.

>> Good afternoon, and welcome. The Able Trust is really pleased to have you here this afternoon for our event. And we are happy that you have chosen to join us. My name is Allison Chase, I'm the vice president at The Able Trust and I will be your host this afternoon.

Here at The Able Trust, we are dedicated to creating police department opportunities for Floridians with disabilities as well as supporting and advancing the mission of the Florida division of vocational rehabilitation. The Able Trust was created by the Florida legislature 30 years ago in 1990, and in the past 30 years, we partnered with thousands of organizations which include many of your own as well as other businesses and individuals to create a stronger, more diverse, and inclusive workforce in Florida. Empowerment, education, and employment are the drivers of all of our activities, all of our partnerships, all of our grants, and all of our programs. In the past 30 years, The Able Trust has provided over \$42 million in direct grants over the years. This has been made possible by the generosity of the State of Florida, other

foundations, community leaders, and individuals that have decided to invest in the future of Florida by supporting career development and employment placement for individuals with disabilities.

To find out how you can also make an investment in the future of Florida, we invite you to join us on-line at [WWW.AbleTrust.org](http://WWW.AbleTrust.org). You can also connect with us on Twitter @AbleTrust, on FaceBook, @ theAbleTrust, and LinkedIn @the-able-trust. If you would like to share what is working with you and your community, we invite you to contact us at [info@abletrust.org](mailto:info@abletrust.org). We would love to hear from you.

Today we invite you to tweet about this discussion to us at able trust during to your conversation this afternoon. We have three hash tags for your tweets, #Talk Time, #IAmAble, and #EmploymentForAll.

Now, it's my pleasure to introduce Guenevere Crum who will be leading our discussion today. Guenevere is a senior vice president at The Able Trust and has been providing important work for our organization for over 20 years. Many of you already know Guenevere through her support of your own organization's work and advancing employment for people with disabilities, she is considered an expert in grant making and enjoys sharing her wisdom with disability services providers throughout Florida and the country. I know she is going to lead us in a very valuable

discussion this afternoon, with that, I will hand it over to Guenevere.

>> All right. Thank you. Just had to unmute myself. Here we go.

Welcome, everybody, we are so pleased that you could join us this afternoon. We have participants from community organizations, vocational rehabilitation personnel, from across Florida, the nation representatives from Florida's governing counsel a, secretaries, businesses, and foundations, community foundations, so people that have gathered here today, we are really excited that you are here for this discussion today about building organizational capacity to accomplish mission.

Capacity building are those things which are needed to bring a non-profit to the next level of operational, financial, and organizational maturity, it's a strategic effort to accomplish the mission. Capacity building is not a one-time effort to improve short term effectiveness, but a continuous improvement strategy towards the creation of a sustainable and effective organization now and in the years to come.

So, those of you that participated in the pre webinar survey got a chance to watch this short video story from this gentleman, Michael Nesmith. In the video he shared about working at Amazon, the accommodations he has and, in general, what he feels about working. We showed this video in the survey

because of what he said. I encourage anyone who hasn't yet seen it to look it up on YouTube or go directly to the link and give it a listen. In the video, it narrates, speaking for Michael, and says that he wishes he could go back and tell himself five years ago, this is where he would be. That is a powerful statement. It is a statement about the deep change for a person, and the question arises, how do we, all the organization on this call, also bring about deep change for the individuals that we are working with?

Are the people that we are working with right now going to feel that they were better off in five years? Are we reaching them with the right training? Are we preparing them for the jobs that will be available?

Capacity building and organizational strengthening are long Hall approaches, when external forces are rapidly changing like the pandemic, organizations are at risk for not performing at their optimum best. Pivoting quickly and ramping up responses to the external change is a short-term adrenaline charged response that must be done. We can't lose sight of the long-term outcomes and ask ourselves, how do we push what we do? What is possible? How do we operate? So that the people we work alongside that we promote, that we believe in, will have success this year and next year and the year after. How are we optimized to make a difference? Challenges have always been present.

Unemployment numbers for persons with disabilities as a subset have always been higher than the population at large. External change such as the impact of COVID has added another layer and driven unemployment numbers higher across the board. The numbers are large, the challenges are acute, the unemployment numbers are steep for everyone. For organizations like us, gathered on the call today, this chart is -- loud bells with several announcements. One, how do we close the persistent gap? It has been present and persistent for years, and continues on now during our rapidly changing new normal. The barriers that have been there continue to be there. And will continue to undermine our efforts unless we guard our capacity to address the barriers. We can't let up on the dialogue for an inclusive and diverse workforce. How do we meet the challenge of the large unemployment number during rapidly changing times? Are we offering the tools to success that are relevant to the job openings? You will see there, the cartoon explosion up there, that is the new unemployment numbers, but you also see that individuals with disabilities are still tracking higher. So the red line at the bottom of the graph line is the unemployment rate. And above that, the blue line, the unemployment rate for those 16 and older with a disability. And it's persistently tracking higher, and there are barriers that represent that middle space that we need to address. The other

thing that this graph brings home for me is, how do acknowledge the people with disabilities unaccounted for this in graph? We all know someone that is disconnected from services, are we reaching and including all the people in our communities that have disabilities is this or family member with a disability? How do we reach the audience in need? Look at the footprint of opportunity in Florida. What are the communities that might be at the edge of that, and how do we reach them? Pull them in from the edges and be part of the workforce.

The ability to push forward, to create change, accomplish mission, drives our organizations. The ability of our organizations to accomplish mission comes from the capacity building our organizations have invested in, the strengthening for the organizations to be relevant and easier times, in easier times, and during great internal and external changes such as the pandemic. These items that are on the screen are critical to organization. The order displayed here is the ranking that those of you that participated gave to each category. These items are the bed rock of our organizations from which the programs and goals repel out. Each category informs the other and is dependent on the other. Funds, donations, contracts and grants, are naturally at the top of everyone's minds, and it Rose to the top of this list as well.

But all the money in the world won't accomplish the mission

if the other items in bold, networking, equipment, needs assessments, human resources, aren't also lined up. It takes the right staff with the right equipment and training opportunities for clients that will meet the needs that have been accessed in the community and in collaboration with that community to find success.

Those training opportunities need to match the available job opportunities, and those opportunities are with a capital O. Promoted and supported for all involved.

So we need to tap in to all of these. When you consider expanding capacity for services and programs to meet the challenge of our new normal, all five of these key ingredients need to be addressed, and supported in the development of work.

As you can consider expanding capacity to meet the new needs of our time, we need to remember the persistent barriers that have -- our work in the field. We are still carrying those into the new normal. We have challenges brought on by a pandemic but we are still carrying on those barriers that have persisted over time. The ability to strengthen our organization to address those barriers, and by deepening the strategies across the key ingredients will bring us to a better tomorrow.

Today we are going to hear from all of you in the audience, but we are also going to hear from a couple organizations, about what they are currently doing to strengthen their organizations

and grow capacity to meet need.

Allison and our host will unmuted Anthony from the CIL in Jacksonville who is going to talk about the extensive networking that the CIL has done to drive opportunities and Duvall County. Allison? Do we have Anthony's line?

>> I think we do.

>> Hey.

>> Welcome, Anthony.

>> Hello, all. As you heard, my name is Anthony, I'm from CIL, Jacksonville. To touch on a few things as it relates to our networking, the first thing we want our networking to be is efficient. We don't want it to take more of our time, resources, than it would justify. The second thing we want is for our networking to be targeted. And I think targeted is the best word, but the reason we want to target it is we want it to be effective and mining meaningful to the person that receives it. We don't want to send you something that you don't benefit from. How do we do that? What are two of the major tools we use? We use customized contact lists that include e-mail, phone, text, if possible, and we also use video conferencing. Now, I will talk for just a short while on who we use those tools with and how. We have really kind of three categories. We have corporate relationships, we have vocational rehabilitation and peers, peer groups, and then we have our consumers. When we are dealing

with our corporate relationships, some examples are, Microsoft corporation, and the Chamber of Commerce. What do we hope to gain from our partnership? We want to be able, through them, to either expand our own resources that we can provide, sharpen our resources, better our resources. Some examples would be Microsoft has been kind enough to provide for us some on-line training classes. They use Microsoft Teams, but they have been able to provide our consumers and our staff, so training on the Microsoft office products, which really is a good resume builders and tools a we would love for our consumers to have, the Chamber of Commerce, they have provided financial supports and do some things for us as it relates to transportation. And also we want to work with local employers, some examples of that would be maybe Pitney Bowes, who has been a really good resource for us, as it relates to employment.

What we do with those items is, we have an e-mail list and we customize it. We want to be able to send information to people who it's meaningful for.

For example, we will send invites to classes through our customized e-mail list that will go to all of our consumers. We also have those lists go to VR counselors who we feel like might be interested, as well as some collaborating that we have done with other CILs through an employment round table. We want to use the e-mail or contact lists to get our, get the information out

there, and then we want to use the video conferencing when everybody can come together to provide that, to provide whatever it is that we have communicated. Mostly in this case, for consumers, it would be training. For some other folks, it might be just some information on what programs we are doing or maybe who we have available to work. So, that in a nutshell is what we do. We want it to be effective and target. We want to use customized contact lists and video conferencing and we try to make sure that that our voc rehab and consumer relationships all benefit from that.

>> Thank you, Anthony. And that's really a great -- a summary of what we have been talking about. They are using communication tools, they are looking at that, a really knowledge based center, and really knowledgeable about what their community needs, both for the clients, but for the employers as well, and they are connecting with those folks. So they are really touching in on some of those key ingredients and that's communication and networking, program assessment, community assessment, and using the tool of our time, right? The virtual meeting space and tapping into new partners. I appreciate you joining with us, and sharing all of that.

Also, need to touch on needs assessments and keeping contact with others that are -- that will inform the direction of your organization. It's important to remember that you don't have to

lead the research yourself, it could be a bit overwhelming, and you can tap into what others are learning and sharing to expand your knowledge. Now I'm going to call a Tony Carvajal to introduce to a recent report from the Kessler foundation on college graduates with disabilities, and that ADA generation, as well as research from the Florida chamber on poverty. So, Allison, do we have Tony's line?

>> Guenevere, I'm live here. You know if I have a microphone, I'm going to do a little bit more than what you are asking for. I want to start by thank you and everybody who has helped along the webinar series that you have had over the last month, lots of great information. And folks like Anthony and the CILs around the State who have made my transition here into The Able Trust so much easier. I love that we are talking about things like communication and marketing and engagement and research, and fund raising needs and volunteers, and how to connect with our community and employers.

I probably will recall that last week Nicole Washington and I reviewed trends and issues on the webinar that we hosted last week. And that conversation is archived on the website at Able Trust.org and you can go back there. We continue to try and make sense of the evolving landscape. This month, the Kessler foundation released their national employment and disability survey, which is what's highlighted here on the screen. You can

find out more details by going to [Kessler foundation.org](http://Kesslerfoundation.org), that's [Kesslerfoundation.org](http://Kesslerfoundation.org). And read their findings. I'm not going to do it justice by highlighting a few points, but there were a few things that duck tailed so well from the conversation that we had last week. Continuing education, for example, and career preparation works. The survey pointed out that recent college grads that had continuing education and career preparation work were employed about the same rates, regardless of whether they identified with a disability or not.

The survey also highlighted that career preparation activities like internships and career counseling services and paid employment while folks are continuing their education or their career preparation leads to the individuals being more likely to work after the graduation from either the program or the degree program.

This is great moment to provide kudos to each of you at the community rehabilitation providers or at division of vocational rehabilitation or any of the partners that are focusing on getting Floridians with disabilities work. What you do works, that's the key.

There were some concerns that were highlighted in the Kessler survey that I just want to highlight. If you recall last week, we -- Nicole and I discussed how the COVID situation in particular, button employment more broadly over the years, was

being impact. We specifically spent some time talking about the jobs more vulnerable to be disrupted during this COVID-19 situation.

You might recall that things like those jobs with lower pay or that had less specialized training or advanced degree needs or those jobs that had higher contact with the public, or were transactional in nature were very likely to be disrupted during the work that we are in. I think that that is something that we are going to have to keep watching for a little while as this Coronavirus situation continues, but this brings into question some of the broader things we need to be looking at in interpreters of employment. The Kessler study highlighted one item that we discussed last week in particular, and that is that there are going to be some jobs and some industries that are much more resilient for the long term. And if there was anything, when I read the findings here, that concerned me, was the persons with disabilities were less likely to have majored in the STEM field, that's science, technology, engineering, and mathematics. And those are identified as the growing sectors of tomorrow. So, we are probably going to have to look at that a little bit deeper not only to find out how we are directing folks into their educational paths, but what the consequences of being excluded from some of those programs might be.

So, let me just say you should read the report. Again, you

can go to [Kesslerfoundation.org](http://Kesslerfoundation.org) to find out more. But I also want to ask you to help me. If you have resources like this survey or other studies that you have done or come across with at the local level, the national level, anything that you use to guide your day in and day out decisions, please share it with us. We are updating our resources and tool here at The Able Trust, and we want to make sure that we are not only making informed choices, but that we are sharing this across all of those partners that are helping persons with disabilities find meaningful and sustainable employment.

Before we go to the next slide, I just want to highlight that we are also doing in of our own research. You might hear about a poll that we will put into the field for this next month asking business leaders and community organizations what the employment opportunities are for persons with disabilities in the current environment and what they foresee into the future. If you are willing to share this with your partners, I would love to tell you more about this, and actually let me just say right now, you should be looking for an e-mail probably next week so that you can direct some folks into that survey.

We will use the information for one of our upcoming webinars and share the details. I'm very interested in sharing those details with the media.

So, just wanted to give you an example of some of the things

that we are paying attention to. If you have got research like the questions letter foundation studies, please share them with us.

I do want to take another minute and Guenevere, if you will advance the slide, I want to talk a bit about, some of you asked me about the Florida chamber foundation, that's probably because you were aware that I used to be the executive vice president there, at my time there, I looked at a lot of issues that are related to employment opportunities across the state, and the talent -- in particular. But we did dive into the prevalence and issues related to the employment for people with disabilities. You can still find at the Florida chamber.com site some of the studies we did, the study that estimated populations around the state, not only where they were located but some of the broader information related to individuals with disabilities that were looking for employment. As a special bonus, if you go to the Florida chamber.com site, you will get to see my friend, Whitney Harris video there. All you have to do is go down to Florida chamber.com foundation tab, and go down to research and look up the reports, and you will find some details there as well as that video I just mentioned.

What was cool, and the reason I'm even mentioning this right now, is the work that we did in the research project, looking at employment of Floridians with disabilities, has translated into broader areas. What you see here on the screen is what the

chamber released recently, the problem of prosperity and poverty. The work we did started to be broken down into a different level. You can find that at the [Floridascorecard.org](http://Floridascorecard.org), poverty and a number of different issues. I highlight this because one of the other conversations that we want to be paying attention to is about prosperity for Floridians with disabilities. Not just employment, but the overall prosperity question, and not at a general level, but truly understanding it at the community and individual level.

The prosperity initiative that the chamber foundation is working on is interesting from the perspective that they have broken down poverty at the zip code level. Some of the stories that we find out there, poverty isn't equally distributed across the state, it's concentrated and focused in certain areas, and there are factors that contribute to the, the root causes being summarized in 10 factors. You will recognize them because it's the work that we do day in and day out, right? It's employment. And issues related to education and housing and transportation and healthcare and caregivers and food and safety and justice and agency, that ability for individuals to advocate for themselves. If these sound familiar to you, it's because you have been part of the cutting edge on what the rest of the world is catching up on, which is how do we measure and address the root causes that are going to cause success for individuals or continue to lead

through the barriers. While my past work has been exciting, I'm really interested in the work that I'm doing here at The Able Trust and continuing the mission that you all have been working with. So I look forward to connecting with you and others, provide the insights and suggestions on solutions that are working so that we can Cascade that around the case.

There are targeted projects that we are working on that I'm really excited about, probably too soon to mention and someone is going to yell at me later for bringing it up, but working on this to work with populations that are identified with disabilities or help find members that need access, and building up the Able Trust network, which is a business leadership and exchange network, working more closely with you and businesses to make sure that there are employment opportunities. I want to extend an invitation, if you are a funder or business on this call and you want to find out how you can truly make a difference particularly in these crazy days, I want to talk to you. Reach out to me and I will share the information after this. Guenevere, I may have gone a little over but I'm excited about the work that we are doing and look forward to connecting with everybody that's on this call.

>> Not too long at all, Tony, thank you so much. And you can see the wealth of data and how it can inform your path forward. So it's a really important piece to growing capacity. And as Tony highlighted there, we grow our capacity with data by

networking together. So, send us what you know and we will share what we know. And we will work it stronger together.

So, I wanted to highlight another organization that really came to my mind right away when I was thinking about sharing about organizational capacity with you all. This organization has really put all the pieces together over time. I first visited with this program over a decade ago and they were in a small, second story suite, a really small building. When I went inside their offices, it was just a few room of office space. And they had tape, you know, set about the carpet to delineate the different functions of the organization. And they were literally at capacity in their physical space, but they had tremendous community needs.

Their vision network and tapping into volunteers and staffing and the --

>> I'm here.

>> And individual members themselves as they have grown. So, and know they are in a different, a larger building. Debra has grown the capacity yet begin, I'm going to let her tell that story, she does this so well. I would like to introduce everybody to Debra Webb, I think I heard you on-line.

>> Actually my laptop, I guess I lost connection, I'm now on my cell phone.

>> Perfect.

>> I didn't know if I was interrupting or what. I'm Debra Webb, I want to thank very much Guenevere and The Able Trust and Tony, welcome to The Able Trust for supporting the Key Clubhouse over the years. They have been a big part of our ability to build capacity.

As Guenevere was introducing our organization, our building of capacity as it relates to our physical facility became very critical in the last two to three years, because our membership was growing so rapidly.

Now, we are in Miami-Dade County, Apartment Key Clubhouse helps people with severe mental illness find employment and go back to school and develop new friendships and socialize with one another, as well as housing.

We were -- our situation was that we were in a very small space, only 2200 square feet. In Miami-Dade, for those that are on the call from Miami-Dade, you know that housing is a major problem, it's a major problem for everybody in the State of Florida. But it's very problematic for low income folks that have a mental illness, not necessarily working that are struggling and can't find a place to live.

So, actually we had two issues that we were dealing with. One was housing. The other one was our physical space. So, through partnership and collaborative networking with -- supportive housing, which is where we were located in a

very small space. I kept going back to the CEO, can we move the wall down? Looking for just expanded space so we can help more people with mental illnesses.

Our board got -- was very involved, Amy who is on the call, our board president, we were looking for space outside of the car four building and trying to see if we could fund a building just so we can help people get help through the clubhouse, and actually we wanted housing because we couldn't find housing for our folks.

So after a couple of years, we were approached, of looking, and it did take a good two years, we were approached by car for supportive housing and they wanted to write a grant to the Florida housing corporation to have a new building in a low income area, that had a community based organization downstairs, that helped people with mental illnesses. So the concept was a good one. We just didn't have the space. However, since we needed the housing, I talked to Stephanie, I said what would really be helpful is to have some of those apartments in the big. And so we came up with an agreement, we helped write our portion of the grant, and we were able to secure the grant through car for supportive housing in a 5,000 square foot space on the bottom floor with a commercial kitchen, because we cook breakfast and lunch, the members do, people with mental illness, and we had 40 units that were secured for the Key Clubhouse to have priority residents.

So, we were very excited, this was a major success for us, in the clubhouse world, there is 330 of us around the world, 200 in the United States. I believe we might be the only clubhouse in Miami, well, in the United States, that has a clubhouse actually on the bottom floor with apartments on the top.

So, when I was talking to Guenevere, she, you know, I realized it was through our partnerships and networking that all of this was able -- that we were able to put this together.

And the space for somebody with a mental illness is extremely important. Our cultural philosophy is we treat people with respect and dignity, that means if we have housing, which is very important to us, we want it in a new space, we want it in beautiful surroundings so their illness doesn't get worse. It should be bright colors, plenty of space, new technology, we want our members to be treated like -- with dignity and respect. So, there's a lot of discrimination out there as it relates to mental illness, and we don't feel that in the Clubhouse community. So we want all of our members to come in and feel up lifted when they come to the clubhouse, go upstairs, have their own apartment. And what's great about this particular clubhouse, and Key Clubhouse, is that car force is building the building for us. We have to raise some funds to create the commercial kitchen, because we, like I said meals are very important to us, that's how we gather, like a family gathers around the dining room table, we

gather at lunch time and breakfast, we are raising funds for the kitchen, for communications unit, and career source of south Florida, which is a big partner of ours, they put a lot of our members to work, is also sponsoring our business unit. If I had to put one reason why we have grown rapidly in the last two to three years, is because of the partnering in the community.

>> Yeah. Thank you, Debra, that is just amazing. And really the Key Clubhouse is getting at some of those persistent barriers that remain over time to keep people from disabilities from working. One of those is of course housing, and it's hard to get ready for work if you don't have a safe and adequate space to do that. So --

>> (inaudible).

>> Yeah. It's really important. And what Debra is also really shown is that it takes time to grow those relationships and capacity building over time. This is not, this has not been a quick trigger for them, but it has been an investment in relationships and networking over time to make this happen.

>> Thank you, Guenevere.

>> Debra, which is the building going to be open? I know it's partially finished?

>> It's going up on the outside pretty quickly, but because of COVID, I think it probably, probably some delays in getting certifications or whatever they have to do, I'm not a builder.

>> Inspections.

>> Yeah, inspections. So it's going up in term of the outside structure. What we are told at this point is probably apartments will be ready at the beginning of 2021. And then our clubhouse will be ready a couple months after that. So, we are hoping, this time next year, we will be in our new digs and you will have to come down and visit.

>> I can't wait, I can't wait. All right. Thank you, Debra, so much.

>> Okay.

>> So, based on the -- these are the needs going forward, to build and strengthen capacity. Based on the survey that you all responded to, these are the four areas of practice that hit at the top of everyone's mind as organizations are looking at their capacity plans. Staff training and skill building to be successful moving forward, has leaned out ahead of everybody else, but all four of these areas, communication, support services, staff training, fund raising and volunteers, they are all at the top of everyone's list as either needing attention or leaning out to critical. And staff training and skill building, this makes sense, I think. Everyone that is recently stepped out of their average comfort zone to learn new skills and keep connected, keep working, keep engaged with clients and with businesses, and keep delivering the services during this time of lockdowns and remote working. It is

important to can knowledge that your staff want to be successful at a time when work strategies have rapidly changed. So how do we support their ability to do that? So, supporting your staff and new skills, technology and the know how to operate in the new normal. Do bring up to your staff that they need this to be successful in operating.

So, reflect on what this looks like in your organization. We will be opening up the discussion in just a few minutes to all of to you chime in on what you would like to share with your peers here on the call, what is working for your organization, what is a hurdle, what capacity growth commitments has your organization started. And we will begin that soon.

And I wanted to share just a little bit, this was a pre webinar question as well. And I'm going to share some of the responses that we got from you all that are on the call about, what are some new programs or services that your organization has run about recently. These are some of the responses that we got, and I thought you all would like to see what these are. But some folks are looking at home smart assistance, the home automation systems. So we are working and living in our houses now, how can we tap into that smart house system if dexterity or mobility is different, how can you address living in your apartment and space to be more automated, if that's going to make a real difference for you, living and working from your home for an extended period of

time, so I thought that was quite interesting. This one I don't think comes as a surprise to everyone, but we are all in this bucket. More virtual services due to COVID-19. How are we remaining connected together? This is one of the ways that we are staying connected with folks and reaching out and beginning new relationships, is virtually. And take a look at some organizations have started virtual mental health counseling. There has been a lot of added stress with COVID-19. It's unusual health time where health and safety are really at the forefront of everyone's mind, and will employment, and how do we remain viable during these times.

So, virtual mental health counseling is a very common new capacity of organizations. And then remote internships. So, trying to support students and young adults and frankly adults of any age. And getting their foot in the door for employment. So, how, for those organizations that had internship programs, how do they keep going during a time when everything has gone remote? How do we shift internships into a remote environment? It's been really an interesting experience for a lot of you to just dive into that. And career camps, and there's a lot of workforce development camps for younger adults, young adults. And what it means to have that experience. For a lot of folks, the summer experience is going to be quite different than what they were planning on. Some of the first jobs that -- the young adults may

have had in mind aren't necessarily happening. But how can we help them break into the workplace and learn the behavior that's going to promote them and give them confidence and success that experience in the workplace, so career camps are happening around the state. Emergency financial assistance, for quite a few of you, this was a gap, and the clients indicated that they needed assistance, and how could the organizations meet their clients' needs? And they were in a unique position to really know and have that trust relationship with their clients and really address some of the needs that clients may have been presenting.

So, emergency financial assistance was another new program that quite a few organizations have recently made available.

So, now we are going to get into the fun part here with our Q&A. And I know we have had some folks submit some questions, but you can also raise your hand, and Allison will be unmuting your line, and you can share for a minute or two about what your organization is currently engaged in for capacity building or perhaps you want to share a current challenge and tap into the peers that are on here that can perhaps respond, if not live on the telephone, but into the Q&A. And we will hopefully get you all connected.

So, Allison, do we have anyone with a raised hand?

>> We have had somebody ask a question that they want to

hear from the group. The question is, can people share if they have IT services for training their clients on the computer and what those programs look like? And they are asking about both remote training programs or on site. They are thinking about today and will the future.

So, if anybody has something that they would like to share about their IT services training programs, if you could raise your hand, I can bring you off mute, that would be great.

>> So we are going to let people step up and do that. And Anthony, you might, from the CIL in Jacksonville, you may have a response to this as well. This was tapping into the Microsoft experience that you were talking about.

>> I don't think that he is on the line anymore, but April --

>> He just raised his hand.

>> Oh, okay. Wonderful. Sorry, I missed -- let me see.

>> We will find him.

>> I have somebody else that's raised their hand.

>> Okay.

>> But -- okay. So, Ellie Dupree.

>> Hi, Ellie!

>> Hello.

>> You may have to --

>> (inaudible).

>> Excellent.

>> I'm at the a consortium, I'm thought doing a direct service provision, but I know that the 17 member agencies, the Florida agencies serving the blind have been doing extensive IT training remotely, either using, for example, Zoom, or they actually have been driving, for example, a tablet to a person's home, dropping it off at their front porch, the person brings it inside and they sit in the car and teach the class and pick up the laptop after the class. So, if people want more direct information, I can connect them with our members in our organizations, too.

>> Super.

>> But you can give my e-mail, if you want, or I can say it.

>> Go ahead.

>> It's EDUPRE@blindvisionloss.org.

>> Super, thank you, Ellie, and Ellie has been a big force around the state for quite a few years now, I appreciate you coming on-line today and sharing that with us, I know the lighthouse is, and the consortium are working really hard during this time to bring more services to people and the communities that they are -- yeah, dropping off a laptop or a tablet on someone's front door and conducting a session right then and there. Kudos to the staff that are working on that, that would be a little bit warm in Florida during the summer, but my hat is off to them.

>> Absolutely. So, we have -- that has raised his hand and

also Anthony is on the call, Anthony I will bring you off the mute after Rob.

>> Good afternoon, Rob, how are you?

>> Wonderful! Hi, everyone! It's a pleasure to be here. R-2 W has been providing STEM internships to students in high school and college for several years. We have been utilizing a variety of technology to connect with those students, including Zoom, Skype, Microsoft Teams, (inaudible). Those tools are very useful enabling us to not only listen to intonation but to read body language, and determine when the students are genuinely interested, when they are being motivated. We also utilize advanced technologies to figure out specific tasks that we know will motivate them in the science, technology, engineering, and math fields.

And we would love to figure out ways to network with other people, other organizations in providing these services to students around the State.

Thank you.

>> Thank you, Rob, so much, for sharing. I appreciate you coming on-line today.

And Allison, do we have Anthony as well, you said?

>> Yes. I'm going to bring Anthony off mute now.

Anthony, you may need to unmute yourself on your side.

>> I'm, I'm new to the program.

>> You are doing great.

>> I'm pounding keys, I couldn't figure out --  
(Laughter).

>> Well, I think the question you guys had asked was about what our on-line programs look like and, the Microsoft one is the, probably the best one to illustrate that. The long and short of it is, is that just like we are on this Zoom call, the Microsoft has a Teams platform, they choose to use that for a lot of different reasons, but it's not unlike the format we are using now. As it relates to the curriculum, we understand that Microsoft already had in place a lot of programs that they were trying to teach people. They weren't really -- none of them were exactly what we were looking for. So what we did was, we took parts of multiple programs that they had available, and we kind of created our own specifically designed program. An example of that is, last week's on-line training was titled accessibility. And really, the entire presentation was about accessibility tools that are already built in to Microsoft office, any Microsoft program that help vision, hearing, there are multiple of them. At a minimum, we wanted to start with, these things are already available and already exists, so let's learn to use them. They teach multiple other classes that we like to see, because we believe that we want our people to be able on to be proficient with the office tools, because that's quite a resume builder and to be proficient opens

up doors. They do specific trainings on their office products, the one before accessibility was spread sheets. They have -- so, that's kind of what it looks like. And the, at the end of the day, if you went on-line to Microsoft and looked up training, you might not be super excited about all of the programs because they aren't really, you know, not really customized exactly to what our population needs.

However, a little collaboration and, kind of carving out some of the parts of various programs and making our own program that is relevant to our population was what we tried to do, and what we feel like is most effective. Does that satisfy the question?

>> It does. Thank you so much for sharing. I do appreciate that.

We had someone else recently just submit a question, and that was, how could I get more volunteers to help us, given the Coronavirus restrictions? So, have folks tapped into volunteer network? Have you reached out and connected with additional volunteers? How are you making new volunteer relationships or perhaps reviving previous relationships? So, give that a thought, and see if we can do that, and also Anthony, can you, in the chat, share your information about how folks might contact you and connect for some follow up? I think some people are looking for your e-mail, so that would be really good.

>> Guenevere, we have got three people with their hands raised. I'm going bring I off of mute, you might have to also unmute yourself on your side.

>> Good afternoon.

>> Good afternoon. Can you hear me?

>> Yes, thank you.

>> Awesome, I did it right!

>> You did.

>> Yeah, so, I'm the CO and founder of -- employment opportunities, we serve Miami-Dade county. And we are an employment provider for young adults with developmental disabilities, we have a very unique approach to unemployment and our model is a little bit, it's quite different from the VR model. But I can send that information out at another time. What I wanted to share with you, what we have been able to do, as far as with COVID and technology, so, we developed a Google classroom, and we have all kinds of classes that our other job coaches have developed. And we offer anything from office skills to financial management to bingo night to work out sessions, so there's a whole slew of classes that they can access if they are not working or if they are working remotely. We have cohorts for the ones that are not employed at the time and have lost their jobs which thankfully is not a majority. But it is still quite a few of our clients that are sitting at home because they have been sent

home. One of the things technology Wise that I would like to share if you don't know is that tech soup offers excel and word for free, and so what we did was, we went on there, and we used it for some of our higher functioning young adults, but then we -- and they get a certificate which we felt was important, some of them were getting paid and they weren't working. And so we wanted them to have something to take back to their employers when they went back to work to say okay, thank you for paying me and I have learned a new skill. So we did that. But then it was little challenging for our moderate level. So we took it and we made our own module out of it, and we are doing that in small cohorts through the Google classroom.

The other thing is that (phone ringing). I'm sorry, it's my cell.

>> It's okay.

>> The other thing that we did was, which we just learned about, there's something I don't know, I don't know how many people know about it, but it's called tech first initiative. I was at a webinar the other day, and they, we took our job coaches and we each gave them, we gave each of them, I'm sorry, a group of apps to research to see which ones would be beneficial (phone ringing) To our employees, I hope you guys all understand, it's my mother and she will not --

(Laughter).

>> I have a mother just like that.

>> I mean, any minute my office line will also ring.

(Laughter).

>> So, we split it up, and we gave them all, you know, like six apps to research to see which ones would benefit the young adults that we work with. And that has been very beneficial also. We all -- somebody mentioned about dropping off, we were able to get some funds and buy laptops and iPads and we were able to drop them off at their door and we go back to the office and do virtual coaching through -- and get them registered and on to Zoom, we are using Google meet, which we find has less issues because not so much people are using it.

I would be glad to send anybody any information, any of the information, if you didn't know about it, that I just shared with you. We also took our Google classes and created a YouTube channel. So, the classes that our job coaches are teaching are now recorded and they are on YouTube. If you look up the foundation, because that's our umbrella, you can see YouTube channels on classes on, for young adults with developmental disabilities making pizza toast, cooking, recipes that are nice and simple, but office skills, filing, I can't remember all of them, but they already have probably 12 tutorials on there, and they are very specific for young adults with developmental disabilities.

>> Thank you so much for sharing. Yes, share it with us,

some information, and folks, if you are interested in connecting with her, I think she introduced herself on the chat, so you can connect with her there. Allison, we have time for one more raised hand.

>> We have --

>> (inaudible).

>> I'm sorry, am I muted?

>> No, you are not muted.

>> I want to know what you want me to do. How do I share the information? On the chat?

>> You can share your e-mail on the chat, if you would like, or the best way to get in contact with you. But please also send that information to us, so on the screen you should say our e-mail info at -- we would love to receive that and get that back out. We will be doing a highlights summary of all the resources shared here, both by our callers that we have unmuted, but will what people have shared in the Q&A, we would love to include that.

>> So, Guenevere, we have Jody Ellis.

>> How are you?

>> I'm doing well, thank you for --

>> Yeah, so I wanted to share how we used volunteers during this time. We put out a social media post for virtual volunteers. So we had, you know, some cute posts and pictures put out. And we did use, we have a business advisory Council

and we really engaged a lot of our members to virtually volunteer during this time. We also have an affiliation with a local University where some of the student interns volunteer with us during the school year, but we use the students and actually two faculty members as well to help with virtual volunteers during this time. And mostly of the volunteers we use to do mock interviewing sessions with our participants. And we had a few waivers, support coordinators that signed up to volunteer, but it was really a great way for us to engage with the community, business members really felt involved and connected during this time, and it gave our job seekers some really great experience with interviewing.

>> Perfect. And reaching out to volunteers is a really big way of building capacity, to have additional folks to really lead the way, tackle some of the issues, I appreciate that. I know there were more raised hands. We are out of time. But we still would like to hear from you. So everyone that had their hand raised, please do connect with us at info at Able Trust.org, we would love to connect with what you wanted to share and we hope to put that out on the highlight summary and really share it with your peers here on the call.

So I have one more slide, and then I'm going to turn it over to Allison.

Let's see. Well, there we go. So, this was made by your

responses in that pre webinar survey to what is success. What are the attributes of success. And our ultimate measure of organizational success really comes in what is happening to our individual participants and their success. So the responses to this question received in the survey, the large words here were words that we had in common. So, training, networking, technology, and support, are big drivers of success. And then there are some smaller words scattered here that may be small, but have big impact. And there are signals about the attributes of a person. How do we foster these with the people that we are working with? Some of the smaller words that you might see there, consistency, confidence, perseverance, and willingness, how do we foster these opportunities? Experience drives development. Experiences drive such things as independence, getting involved, problem solving, choice, and participation, those are some other really small words that are sprinkled in here, things like resilience. These are really important for individuals to gain success. Organizational capacity will create opportunities for success for all involved, and now is the time to meet our future head on, lay the ground work for individual success, next year and the year after. I'm going to close it here and hand it back to Allison, but I do want to say that I have enjoyed the sharing that went on with our callers this afternoon. All of you that chimed in with your raised hands and your Q&A and the chat box, I really

appreciate that. And if we didn't get to your question or comment, please reach out to us at [info@ableTrust.org](mailto:info@ableTrust.org), we would love to connect. Allison?

>> Thank you, Guenevere, and thank you to everybody that participated this afternoon, what a great conversation. I want to say particular thanks to Anthony, Tony and Debra who contributed to the presentation and all of the people that answered and posed questions. As Guenevere said, unfortunately we ran out of time before we got to all of the questions, but we will be following up with you. If you raised your hand and didn't get to you, send us your question at [info@ableTrust.org](mailto:info@ableTrust.org), your input is really important to driving our conversation and our future content. We will be sending out a feedback survey early next week to all the participants on today's event. Please make sure that you respond to that. It's really important for us to hear from you about what you are having success with, but also what challenges you might still be facing that we can have a conversation about, and brainstorm and problem solve, and hopefully come together as we navigate through this new world.

>> Allison, do you want to advance the slide there?

>> Oh, sorry, yeah, of course I do.

Sorry about that.

>> So, I just have a couple of announcements before we go.

I want to clue you into some upcoming event, some resources, and we have a special request. So, today here on the screen, you will see a piece, a recent PR piece that The Able Trust and highlighting workers with disabilities through the pandemic, this picture here is -- she is a graduate from our high school high tech program in Alachua County. Some of you may know her. She works as an RN in palm coast and has work in the IC unit through the pandemic, and we are extremely proud of her. You can find this piece in the on-line and print versions of Florida trend magazine. As a part of this piece, there is a down loud hiring -- that we invite to share with your business partners. We have been asked by the Florida Department of Transportation to help collect input on challenges that Florida providers such as yourselves and the consumers that you serve are experiencing with transportation in the state.

So, what we would like to ask from you and encourage you to submit any comments and suggestions that you have to us that we can pass along to the Department of Transportation, and again those can go to [info@able Trust.org](mailto:info@able Trust.org). One thing of note, make sure that you add us to your safe senders list in your e-mail. Add [info@able Trust.org](mailto:info@able Trust.org) to your safe senders list so that our e-mails won't go into your junk box. A copy of today's presentation will be posted on The Able Trust website next week, and we will also be sending a link to that, to you through an

e-mail. Don't forget to follow us on Twitter@able Trust to stay up to date on all of our work. We have some other webinars that we will be doing later this summer, and we will be posting those on Twitter, FaceBook, LinkedIn and also through e-mail postings. So, finally, I want to say thank you so much to everyone that joined us this afternoon. It's been a really great conversation, and the information that we learn from each other drives the work that we have ahead of us. Remember, if we didn't get to your question today, we still want to engage with you, so we will definitely reach out and continue the conversation. But don't wait for us, always know that we are available at [info@able Trust.org](mailto:info@able Trust.org). On behalf of everybody at The Able Trust, thank you for joining us and have a great afternoon.