

Building Social Capital, Improving Lives



Cathy Ficker Terrill



Cathy Ficker Terrill and Beth Terrill

Sometimes our light goes out.

But it is blown again into flame by an encounter with another human being. Each of us owes the deepest thanks to those who have kindled this light.

Albert Schweitzer

Four Score and Seven Years Ago...

Our fathers brought forth upon this continent a new land, conceived in liberty and dedicated to the purpose that all men (and women) are created equal.

**Abraham Lincoln
Gettysburg Address**

All People May Be Created Equal, But...




We are each born into different circumstances...

with different amounts of social capital.

**The World Bank
defines social
capital as:**

**“The social
relationships...that
enable people to
coordinate action
to achieve desired
goals.”**

- 
- ã The baby born in Philadelphia into a large Italian family.
 - ã The baby born in the Bronx to a single mom who recently immigrated from Haiti.
 - ã The baby born in a commune in California.
 - ã The baby born in Chicago into a large Hispanic extended family.
 - ã The baby born to an Anglo couple in Nebraska with no family for 300 miles.

My friend Linda



From Bridges in the Community to Social Capital



**How can we help individuals with
disabilities build their social
capital to enhance their lives?**

My Family



Bowling Alone

Robert Putnam




- **League bowling has decreased 40%.**
- **Individual bowlers have increased 10%.**
- **Civic group membership has decreased.**
- **Volunteer hours decreased.**
- **Voter turnout has decreased.**
- **Church attendance has decreased.**
- **Union membership has decreased.**

Social Capital is declining.

People are becoming disconnected.

***According to Pierre
Bourdieu...***



“Social capital are the advantages and opportunities that accrue to people through their membership in groups.”

**Social Capital in the
Creation of Human Capital**

My Friend Theresa...



Understanding College Social Games



**According to
Robert Putnam...**



**Social Capital =
Reciprocity**

***If you do something for
someone, they are more
likely to return the favor.***



Helping Neighbors

Social Capital



People helping people in long-term relationships.

- **Trade visits.**
- **Run errands.**
- **Do favors for one another.**

Most people can manage 5–10 strong relationships.



Talking Email

Advantages of Social Capital



Friends you can confide in.

A neighbor who watches your house.

An uncle who gets you a job.

A ride to the grocery store.

Ideas and information.

Richard Florida

The Rise of the Creative Class

***Communities use social capital
to channel diversity and
creativity and achieve stability.***

**Jane Jacobs
The Death & Life of
Great American Cities**

People helping People

Social Capital

first appeared in print in 1916.



The World Bank defines social capital as:

“The social relationships...that enable people to coordinate action to achieve desired goals.”

In order to develop Social Capital, people need:

- **Space and time to connect.**
- **Time to demonstrate trust.**
- **A means to effectively communicate.**
- **An opportunity for genuine participation -
NOT MERE PRESENCE.**

**Cohen & Prusak
In Good Company
How Social Capital Makes
Organizations Work**

My New House Shower



My New House Shower



Soviet Union

an example of a state unable to take full advantage of its immense resources because it lacks social institutions.

Focus Group: Baltic States Family Support

- **Capacity for choice.**
- **Learn to speak for ourselves.**
- **Access to information.**
- **Learn to dream.**
- **Learn to connect: Social Capital.**

RGA Respite Program



- **Provider driven.**
- **Professionally provided.**
- **Limited to in-home supports.**
- **Capacity for social capital – limited.**

RGA Respite Program



Respite converts to Self-Determination Model


Parents are encouraged to use the dollars to expand their social capital (aka natural supports).

Linda Hedger...My Respite Worker



Linda Hedger...My Friend



- 
- **My son has Cerebral Palsy and wants to go to camp...**
 - **My son has Autism and likes to run...**
 - **My daughter, who has mental retardation, is in high school and has no friends...**

Therapeutic Interventions

Social Capital

First Family Support Program

Kentucky, 1793

A pension to needy Kentucky families = bounty tax


There are family support programs in 42 states.

What is their focus? Is it Social Capital?

Beth Terrill's Respite



“Mom, respite used to give you a break from me, but now I need a break from you and dad. I need some more friends.”



**Social capital, like other forms
of capital, accumulate when
used productively...**

**Jane Fountain
Social Capital: A Key Enabler
1998**



**1 Friend + 1 Friend =
More Friends**

**Community Connectors
Family Connectors**

How I Help Tia...How Tia Helps Me



As we change services to supporting families to increase their social capital while accessing therapeutic interventions...

Stocks of social capital, such as trust and networks, tend to be self-reinforcing and cumulative.

**Robert Putnam
The Prosperous Community
1993**

A family needed a ramp - was it a deck?

***Neighborhood party □ Alderperson □
Social Capital***

The Power of Place



Social relationships grow in social spaces.

People meet in cafés, pubs, parks, post offices, and malls.

People connect and exchange gossip and advice.

They form and strengthen ties that bind them into communities.

They build trust and understanding.

Cohen & Prusak

In Good Company, 2001

Do we give people with disabilities the support they need in order to have space and time to connect?



Helping at Rotary Run



Bridges to the Community
Building Social Capital
Measuring Social Capital

Closed Sheltered Workshop



Workshop

- o **One City**
- o **40,000 sq. ft. building**
- o **Facility Cost= \$403,000/annual**

CLC

- o **6 Villages**
- o **6 buildings (4,500 sq. ft. each)**
- o **Facility Cost = \$405,000/annual**

Closed Sheltered Workshop



Workshop

- **Volunteers = 0**
- **Community connections=0**
- **Transportation: 5 large 36 passenger bus**
- **Staffing: 1:20**

CLC

- **Ind. volunteer weekly at 17 comm. locations**
- **Avg. 190 community connections per quarter**
- **21 smaller 6-15 passenger vans**
- **Staffing 1:7**

Closed Sheltered Workshop



Workshop

- **Individuals supported, 165**
- **Paid Work: One contract for \$400,000... lots of downtime**

CLC

- **35 per site, 245**
- **Entrepreneurial model, 8 small businesses and micro industries**
- **Last year 102 employed**

Outcome Measures

	2003	2006	+ or -
People Choose Services	47%	87%	+40%
People Realize Goals	63%	100%	+37%
Connected to Natural Sup.	52%	81%	+29%
Different Social Roles	21%	50%	+29%
People Have Friends	58%	81%	+23%
Use their Environment	78%	100%	+22%

Social Capital...Friends



**Should we measure friends and
community connections?
Is it a critical outcome?**

Organization



Is your organization aware of opportunities for networking and building social capital?

Does your organization ask people what they want and need related to making and keeping friends?

Does your organization determine people's preferences for being active in their community?

Does the organization have strategies to help people be active members of their community?

Individuals




Do the individuals you support know how to build their own social capital?

How often do they participate in the life of their community?

Are there barriers to community participation?

How is the person informed about options for building social capital?



Change is about people
and behavior...
not about bylaws, structure,
and policies.

Action Plan



ISP Relationships

Do you see your family as often as you want?

Do you see your friends as often as you want?

Do you have a close relationship with someone?

Are you respected?

Action Plan



ALL ABOUT ME

Where do you go for fun?

Who would you like to take to the movies?

Have you been on a date with a friend?

When are your friends' birthdays?

Where do you go for the holidays?

Action Plan



Strategic Plan

How many community connections were made?


How many community connections were repeated?

How many people have new friends?

Action Plan



SUCCESS STORIES
ABOUT OUTCOMES RELATED TO
CONNECTIONS



If I had an hour to save the world, I'd spend 55 minutes defining the problem.

- Albert Einstein

More Information



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