

Frequently Asked Questions

How do I begin the process of working with Jennifer?

If someone is interested in services, a free 20-30 minute meeting will be scheduled to learn more about how Jennifer may be able to assist, answer questions, and determine whether or not 1-1 or small group offerings will work for potential clients. Email Jennifer to schedule your appointment (jennifer@jenniferwellscoach.com).

Groups

Groups are not based on diagnosis or age only as this does not typically result in a beneficial group. Everyone is unique and Jennifer has found that grouping based on a combination of interests, language skills, needs, personality, cognitive ability, and age tends to be best.

What does the term twice exceptional mean?

“Twice exceptional” (2e) is the term used to describe intellectually gifted children with great potential for academic achievement who also have a learning disability or neurological challenge... The exceptional intellectual abilities of 2e students are often masked or obscured by one or several conditions (or vice versa), making them one of the least recognized and supported populations.

Common co-existing conditions include:

- ADHD
- Autism spectrum disorder (ASD)
- Learning disabilities (dyslexia, dyscalculia, dysgraphia, etc.)
- Sensory processing disorder (SPD)
- Emotional and behavioral disorders
- Physical disabilities

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Where is Jennifer located?

Jennifer is based in the Greater Cincinnati area but serves clients in and outside of the U.S. Services are primarily offered via Zoom with limited in-person availability.

Who would benefit from services?

Teens, adults, and professionals with ASD, ADHD, or those who are considered to be twice exceptional (2e) learners. If you have any questions about this, Jennifer would be happy to answer them. Strategies work best for clients with solid language and learning abilities and a willingness to grow. Services are available for teens, college or university students, or professionals who want to improve their performance on the job. Clients learn about their strengths, build skills, and complete goals with support along the way. No official diagnosis is required for services.

Approach

Jennifer uses a strength-based approach, shining a light on the progress clients have made, believing everyone has abilities, and encouraging clients as needed. Many clients come with a history of anxiety, fear, and concern about failure. Jennifer brings sensitivity to these feelings and understands the importance and value of helping clients be accountable with kindness. She teaches skills with empathy and compassion while helping clients move forward with their goals. This means noticing the tough spots, providing strategies to overcome them, and helping clients get things done.

Curiosity plays a large role in Jennifer's ability to fine tune her approach with each person. She asks questions to learn more about thoughts and feelings connected to projects/tasks and/or social situations. This helps her provide support that works for each client.

Trying New Strategies

Sometimes clients use a new strategy or skill and it doesn't go as planned, or they don't want to test out a strategy for a variety of reasons. Jennifer encourages clients to be willing to try, knowing they can learn a lot even if they perceive an attempt as a failure. Learning is used to create new solutions and strategies that work best for each client, and all of this is done together.

Writing and Employment-Related Support

Jennifer will assist with projects (e.g., emails, resumes, cover letters, papers, presentations, mock interviews, etc.). Specifically, this looks like teaching clients how to break projects into manageable pieces, helping clients overcome anxiety or places in which they get stuck, and in terms of writing, editing with clients so that they can learn how to edit on their own. When working on emails and other relevant writing (e.g., texts, papers, etc.), awareness is also raised around creating a good impression, understanding how to ask questions and responding in an expected manner, and the perspectives of others.

What about communication with parents and/or guardians?

Many times, parents/guardians are essential parts of a client's team of support and communication is an important part of answering questions, sharing information, and adjusting goals. If a client is an adult, a release must be signed granting permission to copy specific people on emails or allowing Jennifer to speak with them by phone.

Jennifer will respond to emails in-between sessions for up to 15 minutes in total.

What if I need to speak to or email with Jennifer and it takes more than 15 minutes ?

Sometimes caregivers need some extra support or brainstorming around specific issues, and sessions can be scheduled for this purpose. Appointments will be invoiced at the hourly rate of coaching services, billed in 15 minute increments (e.g., A 30 minute call at the hourly rate of \$65 would be \$32.50). Appointments will be scheduled based on availability.

What is the cost for services and how long will services be needed?

Individual sessions are one hour in length and typically cost between \$60 - \$125. Rates are based on family size, dependents, and income. Dependents are considered anyone up to the age of 25. Groups have a flat rate of between \$40 and \$60 and are not based on family size and income.

Each person and family can determine the length of services. Having specific goals and/or projects in mind can help with estimating the number of sessions needed, but everyone is different. Balancing the need for support with time and financial resources is important and something that should be considered

Will I be charged for cancellations or missed appointments?

Missed appointments will be charged in full unless it's connected to an emergency or unexpected illness. Cancellations will be charged in full if they are not received 24 hours in advance of the appointment and they are not connected to an emergency or unexpected illness. The honor code is used in both cases. If a habit of cancellations and missed appointments develops, it may be determined that services must be stopped.

Payment

Payment must be made prior to an appointment or the appointment will not be held. If an appointment is scheduled and payment has not been made, the full amount of the appointment will be due. If a client is having trouble with a payment system or anything else related to payments, it is the responsibility of the client/guardian to communicate with Jennifer.