AMINA DONNA KRUCK: So ‑‑ so somebody made a comment about,

you know, you can get ethics training without having a master's degree, and that's true.

I didn't want to imply everybody needs a master's degree at all.

I was just saying it turned out that people in our state that

have a master's in social work

and are licensed get a lot of

that training, and it made a lot of difference for other staff that

I had that never had that training, and for me to learn

about some of those issues

that we have to be aware of,

and it helps you with

your duty to report.

And any of the forms,

you can get from any of us,

and they're going to

be up on the website.

We're going to add to it the tick sheet that Darrel talked about.

A lot of people liked that idea.

It's very simple.

We had actually pads made up of some of them where sometimes they

get lost and we can't find where they are, but we do have them.

Let's see, what else?

Again, today, we just

have a little bit left.

Make sure you remind us

if we use acronyms.

We're trying not to do that.

That was great yesterday

that you guys helped us

remember about that.

One of the questions was

about effective databases.

They're feeling like the database they have isn't working very good.

And so you could talk, of course, to Roger and to Barb about it,

but it's also ‑‑ turns out Tim said he Googled and found it on the ILRU website.

So there's company information, but so that, like, ABIL has their own dedicated ‑‑ we created one.

We spent a ton of money and then had to spend a ton money to make it actually work.

So I wouldn't necessarily recommend that if somebody's

already invented a

wheel that's working.

I think you said yours is

working really well, right?

AUDIENCE MEMBER: Yes.

AMINA DONNA KRUCK: Of course,

any one you get, you have

to modify it somewhat to

fit your own center.

But the problem when you create your own database,

database makers speak database, not independent living.

And you think you're talking about the same thing and you're not talking about the same thing.

I see a lot of people laughing

so you know what I mean.

There was a question about,

are there any trainings available

for understanding

Medicaid and Medicare?

And again, ILRU did a webinar recently and so that's up on the

website for you, and then I also would recommend that you go to

your own state health

insurance plan, that's SHIP.

In our state, the area agencies

on aging are the ones who

have that program.

They're usually very good about coming and being willing to do training with you on that.

Trained benefits counselors, that's what they call them

in our state.

So there was several once more about how to get more consumer

involvement and some kind of recognition about how some skills

are more service advocated or

a little more hierarchical about where the planning happens.

So one thing we want

to remind you is,

CILs boards are supposed

to be consumer boards.

And so there is consumer involvement on that level

which you might not have thought of because, I mean, if you're

like me, you may not have had

much contact with the board.

Some agencies do do retreats

with their board and staff.

Sometimes agencies rotate how

they do that.

So these are suggestions about what you can take back to your

CIL if you'd like to see that

a little bit more,

that kind of involvement.

So always just remember just like we're teaching our consumers about

being empowered, for you to be empowered as a staff person to bring forth suggestions.

And if you happen to have an administrative staff that

appears to be more worried about the numbers than some of the

consumer involvement pieces of it, number one, I just want to say,

that's because they're really stressed out, getting enough

money to have the number.

I mean, so that's one reason,

and they can look like that to

you because that's their ultimate responsibility in some ways.

But to also take personal responsibility.

Everybody in a CIL is responsible for thinking about the CIL well.

Everybody, no matter

what your job is.

Hopefully you get some mechanisms where you can pass that along.

So your immediate supervisor, taking it to your immediate supervisor, making suggestions.

You just never know when somebody was just too busy to think of it, and it's a great idea.

So I do encourage people

to really try to do that.

There have been some revolutions in some CILs where there was some disagreement about that.

But in many cases, if you just take some personal responsibility,

like I'm noticing that we've expanded and people don't

know each other, then it's kind

of up to me to think about ways

to help that happen.

And quite frankly, that's how people rise to higher level

positions in agencies is because they're thinking about the

whole agency, not just their job,

and then they get

recognized for that.

So that's a path for staff development too.

Be careful what you ask for.

Let's see.

We apologize.

Somebody, at least one person, felt like it was a little harder

to approach the trainers

because we're over there.

And we kind of strategically did that because of the shape of the

room and because it was so wide, and we didn't want people sitting

at those two tables

to feel left out.

So now everybody feels left out.

Best laid plans.

But we are approachable and,

of course, afterwards too if

something comes up, that's the really cool thing about these

ILRU trainings, that you've got all of our contact information.

But we apologize if we seemed aloof because of that.

Didn't mean to do that.

So somebody was mentioning about the fact ‑‑ and we do appreciate

all the kudos on what

you liked well.

That's so satisfying for presenters to know what worked.

It really makes it good for us so thank you ‑‑ about, you know,

where some agencies, again,

were focused more on service

provision and maybe have had some people hanging around for a

long time, consumers, and maybe the philosophy's changed.

Even that happened for us in the work incentive planning assistance

program where they

changed the focus.

And all of the sudden, now before we were supposed to be doing

benefits management and kind of helping them along the way,

and now we're supposed

to be teaching them that

and kicking them out.

So when there's a change in philosophy like that,

that's when you have to develop

an action plan just like you're

getting the consumers to do about how to make that transition.

And to upfront inform them

that there's been a change

of philosophy.

And that your job is to help them get connected to other things.

So that may be part of them starting to suggest other

things that the CIL has, activities,

events that they could

continue to participate in,

and also for you to help them

transition to participating in other outer ‑‑ outside of the CIL

community activities so they're not just huddling with the center, but getting out.

And so that's a good place to explore what is their heart's

desires and what is it they like about the CIL so you can help them

get connected in more

than just your place.

So that's what we came up with.

We kind of brainstormed

about that.

So, again, more info about generating revenue from

the personal assistance programs.

And so those ‑‑ there is

stuff up on the Wiki.

There was a training

on that recently.

So, again, up on the website, there's really good information

about that that's very literal about the nuts and bolts about

how that works.

And then, of course,

the CILs that are doing it,

you can always speak with them

as well about how that works.

I will say, at our CIL,

as I mentioned when Mark

was our president,

it was early on,

one of the main things that brought people together to

create the CIL was to have home and community‑based services as part of the Medicaid program.

And, so, we've always been involved with that.

And I remember I told you that we had, like, 1,000 consumers we were

helping with personal assistance services when Maricopa County decided to take it all in house.

And we had it all computerized ‑‑ this was a long

time ago and a lot of things weren't ‑‑ they weren't ‑‑ we

offered them our software,

our database and everything,

and they took it all and they didn't have any of it in the

computer and they had the

program for about three years before they let it back out.

And when they did, that time ‑‑ before they had been the payer, like, the fiscal agent.

They wanted us to be the

employer of record and to

do payroll and everything.

Well, we could only expand as much as we had money for payroll

because you don't get paid

right away and that was

really a stressor.

And literally how we did that,

our board president at the time,

Clint, actually did an equity loan on his house and financed it.

That's literally how we had the money to expand faster than

just a few every month new people.

So there have been risks.

Darrel wanted to make sure

I didn't make a bad impression

about our sports center which is fabulous because there's

a 90 degree pool that I can get in with my little old arthritic body

and I love it,

but I just want you to know,

yeah,

you have to take some risks

and some ups and downs.

It's all ‑‑ I worry that people look at us and they just think

we're just this big fat cat

and there's no risk involved

and there is.

And you never know what's happening with the economy

and whatever.

So that's about that expansion.

It just happened to

be at the time.

The good news was the construction was cheaper and we saved money on

the construction because it was during that downturn,

unlike the building that we did.

So let's see, what else?

So, looking for requests

for accommodation forms.

And I wasn't really sure what they meant about that because typically

when you think about

reasonable accommodations,

you think of it in the

employment area,

but the JAN website is

really fabulous for getting anything like that.

And if you don't see what you want, it gives you hints about how you can create what you want.

So I did have a staff person that wanted a form for requesting a reasonable accommodation.

They wanted to make sure it was in their file in case whoever their

supervisor now was

no longer there,

that they would still

get that accommodation.

And so, you know,

we looked around and created one that we thought worked for us.

And Deb said that they created ‑‑ they just created

a procedure for people to write the letter e‑mail with their

request and how that

would be handled.

Who they'd give it to,

their supervisor, et cetera.

And, so, everybody's different, whether you really have an

H.R. person or H.R. department

or you really have an

executive director or whoever it is that ‑‑ what that process

is so that people know what it is.

I'm not sure, but if it's for, like, other people to use when

asking for them for jobs,

really it would be the same thing,

whatever you'd use for your

agency that you could give them.

The main thing is for employment.

When people are looking for employment, they really have

to learn how to talk about

their disability again in that strength‑based way.

AUDIENCE MEMBER: Amina, can you tell folks about what JAN is.

AMINA DONNA KRUCK: Job Accommodation Network.

AUDIENCE MEMBER: Thank you.

AMINA DONNA KRUCK: I did

say it before.

I said JAN.

So job accommodation network.

And you can call them.

Liz Savage was answering

my questions.

I couldn't believe that.

It was like another

independent living person.

And so I had a really

tricky situation.

I was trying to figure out what would be good accommodations

for that person.

And actually to figure out,

we have a site, who's responsible

for providing the sign

language interpreters.

Now, that one was interesting.

It's a partnership between the IRS, the City of Phoenix and ABIL.

It's at ABIL.

So who's responsible, right?

Nobody wanted to be responsible

for it and it was a

fair amount of money.

And everybody went around just like when they put out their

earned income tax credit brochure, they wanted to take off that we'll

provide materials and alternate formats upon request.

This is a big coalition.

I'm like, you can't take that off.

Have you guys been

around for the last 22 years?

What will we do if

they ask for it?

I was getting this from an office.

I was shocked.

That's why you have to

be on these coalitions.

They just didn't think about it.

In the end I said,

"I'll help you figure it out

if you get a request."

So, anyway, that's the really good place to get information.

Let's see what else

we've got here.

Home loan programs.

There's a video recorded

program on that.

Is there anything ILRU doesn't have?

I don't think so.

Maybe they'll provide cots

for us at the next training

to spend the night.

It's amazing.

And I want to remind you about individual development accounts.

People here know about that?

Anybody?

A few people.

I see a few nods.

So you can ‑‑ you can

Google that also.

There's a couple different websites that talk about them

and help you identify who

has them in your state,

but those are matched savings accounts for homeownership.

Fabulous.

They have a deal here,

one program that are

land trust deals.

And, so, the land stays in the trust that the house is on.

You're only having to buy the house which means it's half

as expensive as it normally

would be to buy a house.

So if your goal isn't

like for an investment,

but to have a nice place to live,

it's a fabulous program because you can save money much quicker and there's some rules.

You have to save for six months.

You have to take like a homeownership class and that

kind of thing, and they

do credit counseling.

And so ‑‑ so those are

really good programs.

Several of us had programs in

the past maybe funded through

CBDG funds or some special federal housing dollars and none of us have those anymore.

They went away.

I don't know ‑‑ does anybody here have one in your location?

No? Yeah?

And it's only going to get worse because they're really cutting

CBDG funds, so meet with your congressmen so they know.

There was some questions about liability and liability insurance

for the different programs and, yes, we all have liability insurance for all of our programs.

Absolutely.

And there was something about,

I think, learning more about

financial management,

and there is Money Smart –

there's several different programs out there, but one of them is on

the FDIC website and it's free and you can get it on a disk.

And it's a 10 part course and

it has everything from basics

of check writing and it's

not just budgeting.

It covers everything.

It's a fabulous cycle,

and pretty much anybody could teach it probably, I think.

Other sources for

peer mentor programs.

Some programs get

United Way money.

That's one of the places I think that has supported it in the past.

That's why we decided to

dedicate some of our

precious funding for it.

Since, you know,

one of the things I

like was like ahhh.

I don't do direct service.

I work with people,

but I don't create

CSRs usually.

Really thinking about

how ‑‑ and how we do advocacy.

How we can get that roped in.

One thing about having a volunteer peer mentor program that starts

with a staff person and then gets referred over is they are getting

skills and peer support and

it's very documented which

is really great.

Deb is going to give us

a closure letter and put it up.

She had this wonderful wrap about, oh, we're so glad you graduated and

accomplished your goals

and this is fabulous.

And if you want to stay on our newsletter list, you can do that.

If you don't, you can call us any other time if you need anything else,

but we're letting you

know we're closing your case.

So she's going to get that

example to you also.

That will be available later on.

That's, I think, all I have.

Do you have anything else that you wanted to bring up?

If not we're going to go into a panel, right, on systems advocacy.