GET TO THE CORE OF IT: INTEGRATING CIL CORE SERVICES FOR A HOLISTIC CONSUMER EXPERIENCE

DAY 1 REVIEW

ALL PRESENTERS

TIM FUCHS: WE'RE GOING TO TALK ABOUT COORDINATION WITHIN THE

CIL AND I'M GOING TO TURN IT OVER TO MICHELLE.

MICHELLE CRAIN: OKAY. ONE OF THE

QUESTIONS I HAVE IS ARE YOUR FRONT

DESK RECEPTIONISTS DIFFERENT FROM

YOUR I&R SPECIALISTS? WELL, IT ALL

DEPENDS. OUR ENTRY LEVEL POSITION

IS OUR RECEPTIONIST POSITION, BUT

BECAUSE AGAIN, BECAUSE THAT IS THE FIRST

VOICE THAT YOU HEAR AND THAT'S THE

FIRST INDIVIDUAL YOU SEE WHEN YOU

COME INTO THE CENTER, WE TRAIN THAT

PERSON EXTENSIVELY FOR I&R AND GET

THEM REALLY FAMILIAR WITH THE

COMMUNITY RESOURCES SO THEY CAN

CONVEY THAT INFORMATION TO ANYONE

THAT MAY CALL OR ANYONE THAT MAY

WALK INTO THE CENTER. THE OTHER

QUESTION THAT I HAVE I THINK

SOMEONE ASKED IF I HAVE A SEPARATE

SURVEY FOR THE COMMUNITY AGENCY AND

STAKEHOLDERS. YES I DO. I HAVE A

SEPARATE SURVEY I WOULD BE WILLING

TO SEND TO TIM AND HE'S GOING TO

POST IT ON THE SITE. I HAVE A

SEPARATE SURVEY THAT I SEND TO

CONSUMERS AS WELL. PRETTY MUCH

LIKE I MENTIONED YESTERDAY ON THE

SURVEY I SENT TO THE AGENCY, WE

BASICALLY WANT TO KNOW HOW THE I&R

RELATIONSHIP WORKS. IF THEY SENT

SOMEONE OVER TO THE CENTER, WE WANT

TO KNOW THAT THAT INDIVIDUAL

RECEIVED THE SERVICES.

PARTICULARLY WITH OUR TRANSITION

PROGRAM, WE WORK WITH MULTIPLE

AGENCIES AND WITH THE CONSUMER. OF COURSE, WITH THE

CONSUMER'S CONSENT, SO WE WANT TO

MAKE SURE THAT THAT COLLABORATION IS A GOOD

PARTNERSHIP AND IF THERE ARE ANY

GAPS WE MIGHT NEED TO BE AWARE OF,

AND TO MAKE ANY REVISIONS TO

OUR PROCESS.

CHARLIE WALTERS: THERE WAS A QUESTION ABOUT

GUARDIANSHIP AND WHAT WE'RE DOING

WITH FORMS AND DOCUMENTATION

PARTICULARLY WITH YOUTH THAT HAVE

GUARDIANS. SO, THERE'S A LITTLE BIT

OF CONFUSION THERE. IF SOMEONE'S

UNDER THE AGE OF MAJORITY, MOST

STATES UNDER 18, THEY HAVE

GUARDIANS, RIGHT? GUARDIANSHIP IS

DIFFERENT FOR FOLKS THAT HAVE

REACHED THE AGE OF MAJORITY AND

HAVE HAD A GUARDIAN APPOINTED OR

THEY'VE BEEN DECLARED

INCAPACITATED. SO, IT'S TWO

DIFFERENT THINGS. WE WORK WITH

CHILDREN ALL THE TIME, RIGHT?

FOLKS THAT ARE UNDER 18. CHILDREN

AND YOUNG ADULTS. WHEN IT COMES TO

OUR INTERNAL PROCESSES LIKE SIGNING

AN INDEPENDENT LIVING PLAN, WE DON'T

NEED A PARENT OR GUARDIAN SIGNATURE

ON THOSE FORMS. THAT'S OUR OWN

INTERNAL PROCESS. I THINK

DEPENDING ON THE FUNDER OR YOUR OWN

PROCESS AS A CENTER, IT MIGHT BE

DIFFERENT FOR YOU. YOU MIGHT NEED

THAT PARENTAL CONSENT FOR A

SPECIFIC SERVICE. IN THE CASE OF

FOLKS THAT HAVE BEEN DECLARED

INCAPACITATED, FOLKS THAT HAVE A

GUARDIAN, AGAIN, THAT PROCESS

INTERNALLY IS JUST GOING TO BE

DIFFERENT CENTER TO CENTER. IT'S

GOING VARY DEPENDING ON WHAT YOUR

FUNDING REQUIREMENTS ARE. FOR US

GETTING AN ILP SIGNED, SOMETHING AS

SIMPLE AS THAT AND WE PROBABLY TYPICALLY

WOULDN’T GO TO THE GUARDIAN.

DEPENDS ON THE GUARDIAN TOO.

GUARDIANSHIPS AREN'T ALL CREATED

EQUAL SO REAL CONCRETE DECISIONS

ABOUT WHAT NEEDS TO HAPPEN THERE

DEPENDS ON TYPE OF GUARDIANSHIP

THAT SOMEONE HAS.

SO THERE WAS A QUESTION ABOUT WHAT IT

LOOKS LIKE TO PROVIDE IL SERVICES

TO REALLY YOUNG CHILDREN. WHAT

DOES CONSUMER CONTROL LOOK LIKE?

IT LOOKS LIKE MAYBE A QUESTION ABOUT

WHAT THAT BALANCE IS BETWEEN

CONSUMER CONTROL AND PARENTAL

INPUT. TO BE SURE THIS IS NOT

SOMETHING THAT WE'RE DOING DAILY.

WE'RE NOT SEEING A LOT OF THREE OR

FOUR OR FIVE OR SIX-YEAR-OLDS

COMING INTO OUR CENTER. IT HAPPENS

ALL BE IT SOMEONE INFREQUENTLY.

WHEN THAT DOES HAPPEN, WE DO -- WE

DO LOOK TO THEM TO EXERCISE

CONSUMER CONTROL TO THE GREATEST

EXTENT POSSIBLE. I WENT TO AN IEP

MEETING WITH A 6-YEAR-OLD. WE

DON'T -- WE'RE GOING TO TALK ABOUT

THIS MORE TOMORROW. WE DON'T GO

INTO IEP MEETINGS UNLESS WE ARE

WORKING WITH A PARENT WITH A

DISABILITY OR UNLESS WE'RE WORKING

ON BUILDING SELF-ADVOCACY SKILLS

WITH THE YOUNG PERSON THEMSELVES.

THERE HAS TO BE AN UNDERSTANDING.

EVEN WITH A 6-YEAR-OLD I HAD A

SIT-DOWN TALK WITH A 6-YEAR-OLD--

EVEN THOUGH MOM WAS DOING MOST OF THE

TALKING. THE 6-YEAR-OLD AND I

SPOKE AT LENGTH ABOUT DID HE WANT

ME TO BE IN HIS MEETING. WHAT WAS

HE EXPERIENCING IN SCHOOL THAT HE

WANTS SOMEONE HELPING FIGHT THAT

PROCESS IN THAT IEP MEETING WITH

HIM. IT WASN'T THE MOST ARTICULATE

CONVERSATION IN THE WORLD, BUT

THAT'S HOW IT HAPPENED. HE GAVE ME

THE OKAY, YES, I WANT YOU IN THE

IEP MEETING AND, YES, I WANT TO BE

THERE TOO AND I WANT TO TELL THEM HOW

WHAT'S HAPPENING IS MAKING ME FEEL.

DOES THAT MAKE SENSE SO FAR? OKAY

KIMBERLY TISSOT: AND THAT STARTS

SELF-ADVOCACY VERY YOUNG AND BUILDING

UP THAT CONFIDENCE AND THAT

DISABILITY PRIDE AS WELL. I THINK

THAT SITUATION WORKED VERY WELL.

CHARLIE: YEAH, AND WE'LL TALK MORE

TOO AS WE LOOK TO MAKE OUR YOUTH

PROGRAMS MORE ROBUST. WE DON'T --

WE DON'T JUST TAKE EVERY IEP

MEETING THAT WE'RE INVITED TO.

THAT WAS A BIG THING WE DID FOR A

LONG TIME. I THINK THERE'S A

TENDENCY TO USE THE INDIVIDUALS

WITH DISABILITIES AND EDUCATION ACT

AS KIND OF A BLUDGEONING TOOL FOR ADVOCACY.

THERE'S A LOT OF WEIGHT THAT THAT

CARRIES AND IT'S REALLY SIMPLE TO

GO INTO A MEETING AND HIT OTHER

PROFESSIONALS OVER THE HEAD WITH

IDEA AND WE'VE HAD TO CLOSELY

EXAMINE HOW WE DO THAT AND WHAT

THAT KIND OF ADVOCACY LOOKS LIKE FOR US AND

DRAW SOME LINES IN THE SAND ABOUT

WHAT WE WOULD DO WITH YOUTH CONSUMERS

AND THEIR PARENTS IN THAT PROCESS

AND WHAT WE WEREN'T WILLING TO DO.

THERE WAS A QUESTION ABOUT

SEEING LESS FOOT TRAFFIC AT YOUR CENTER, AT YOUR

PHYSICAL LOCATION AND WHAT THAT

LOOKS LIKE. WE TALKED ABOUT THIS ONE

FOR A LONG TIME AS A GROUP. WE

CAME TO THE CONSENSUS OF ALL OF US

SITTING AT THE TABLE THAT WE

JUST LISTEN TO OUR CONSUMERS. IF

WE'RE SEEING LESS FOOT TRAFFIC

THERE'S ANY NUMBER OF WAYS THAT

WE'VE -- THAT WE'VE PICKED UP THE

CUES FROM CONSUMERS TO DELIVER

SERVICES IN DIFFERENT WAYS. WE DO

A YOUTH HANGOUT FOR INSTANCE ON

GOOGLE HANGOUTS AND THAT’S

FANTASTIC. I DON'T KNOW IF THERE'S

ANY WAY TO ESCAPE REALLY

EXTRAVAGANT TRAVEL BUDGETS. WE PUT

A LOT OF MILEAGE ON OUR CARS TOO.

WE STILL SEE TRAFFIC IN OUR CENTER

BUT I THINK IT LOOKS DIFFERENT

PLACE TO PLACE, BUT THE UNDERLYING

THEME IS WE LISTENED TO FOLKS. IF

THEY NEED SOMETHING IN A DIFFERENT

WAY, IF THEY NEED YOU TO TEXT WITH THEM,

AWESOME. IF THEY PREFER E-MAIL OR

THEY PREFER SOME KIND OF

VIDEOCONFERENCING, AWESOME. ALL OF

THAT IS FAIR GAME.