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

DAY 2 REVIEW

ALL PRESENTERS

DARREL CHRISTENSON: FIRST OF ALL, DO YOU

THINK IT WOULD BE WORTH IT TO TAKE THE AIRS TRAINING? AND

THAT WAS THE REFERENCE FOR INFORMATION REFERRAL.

I HAVE HEARD GREAT THINGS ABOUT AIRS. I DON'T REALLY KNOW

MUCH ABOUT IT MYSELF AND WE DON'T USE IT AT ABILITY 360.

TIM FUCHS: THE ASSOCIATION OF INFORMATION AND REFERRAL SYSTEMS.

ROGER HOWARD IS THE EXECUTIVE DIRECTOR AT LINK IN BOISE IDAHO

AND HE AND NCIL ACTUALLY WORKED WITH AIRS ON THAT PROJECT.

DARREL: SO, I THINK IN ANSWER TO THAT QUESTION, TAKE A LOOK AT IT. AND IF IT FITS THE

NEEDS AND USE FOR YOU, THEN GO AHEAD AND USE IT. IF YOU

FEEL OTHERWISE, THEN AT LEAST YOU ARE BETTER INFORMED.

ANOTHER ONE WAS HOW MANY OF YOUR CILS COUNT DIVERSIONS? AND

WE ARE GOING TO TALK ABOUT THAT I BELIEVE TOMORROW, SO STAY

TUNED, STAY HERE, DON'T LEAVE EARLY. NEXT ONE ARE THERE ANY CILS THAT DO

NOT DO HOME VISITS? INTERESTING QUESTION. I THINK MOST

OF US WOULD AGREE THAT DOING HOME VISITS IS IMPORTANT -- BECAUSE IF YOU

ARE DOING COOKING SKILLS AND HOME SAFETY AND

ORGANIZATIONAL SKILLS, YOU HAVE GOT TO BE IN THE HOME.

YOU CAN'T BE IN YOUR OFFICE. AND I THINK PROVIDING

SERVICES ANYWHERE IN THE COMMUNITY IS IMPORTANT. AND IT

REALLY DEPENDS ON THE TOPIC IN WHICH YOU ARE DISCUSSING.

NOW, AS AN EXAMPLE, WE DO COOKING SKILLS AT OUR CENTER.

AND THAT'S GREAT. IT'S VERY BENEFICIAL. BUT IF YOU ARE

ACTUALLY TAKING IT TO THE STREETS TO DO AS THE DOOBIE BROTHERS

USED TO SAY, THEN YOU GOT TO BE IN THE HOME. BECAUSE THAT

WAY YOU KNOW THE ACCESSIBILITY AND WHAT THEY ARE WORKING

WITH, THE LAYOUT. AND MAYBE IT'S A MATTER OF REORGANIZING

THEIR KITCHEN OR DIFFERENT THINGS. YOU GOT TO DO THE HOME VISIT.

NOW, THAT'S NOT TO SAY THAT YOU ARE NOT GOING TO

PERHAPS RUN INTO SOME NEIGHBORHOODS THAT ARE MAYBE

REALLY QUESTIONABLE. AND YOU KNOW QUITE HONESTLY. BUT SO

THEREFORE, YOU JUST HAVE TO BE SMART AND BE AWARE OF YOUR

SURROUNDINGS. YOUR CAR AND YOUR PERSON AS YOU GO TO DO

HOME VISITS. SO, LIKE YOU DO YOU KNOW AT A BALL GAME OR

THE MALL. JUST BE AWARE OF YOUR SURROUNDINGS THESE DAYS

SO, DO THOSE HOME VISITS. LET'S SEE., OUR CIL DOES FAIRLY

WELL ONCE WE GET THE PHONE CALLS. BUT IN THE LAST SIX

MONTHS WE HAVE SEEN A BIG DROP IN THE NUMBER OF CALLS

COMING IN HURTING OUR I & R NUMBERS. DO YOU HAVE ANY

SUGGESTIONS TO BRING IN MORE CALLS? WELL, I THINK THERE

WAS SOME TALK YESTERDAY ABOUT THE WAY THAT WE DO BUSINESS

ON THE WEB OR FACEBOOK OR THOSE TYPES OF SOCIAL MEDIA

THINGS. HAVING A HIT ON YOUR FACEBOOK IS NOT AN I & R.

IT'S NOT. AND IF YOU COUNT THE NUMBER OF HITS ON YOUR

FACEBOOK OR ON YOUR WEB PAGE AS AN I & R, YOU ARE NOT

ACCURATELY COUNTING YOUR NUMBERS. AND YOU NEED TO CHANGE

THE WAY YOU COUNT. PERIOD. DROP MIC. YOU NEED TO HAVE A

RESPONSE TO THOSE REQUESTS. YOU NEED TO HAVE SOME TYPE OF

RESPONSE TO THOSE REQUESTS. BECAUSE THAT IS AN I & R.

YOU ARE GIVING INFORMATION OR REFERRING TO OTHER AGENCIES,

OTHER RESOURCES. THAT IS AN I & R. NOW, AGAIN,

UNDERSTAND WHAT I AM SAYING. THE REQUEST AND THE QUESTION

CAN COME FROM FACEBOOK OR FROM YOUR WEB PAGE. THAT'S

GREAT. THAT'S A DIFFERENT MEANS OF REACHING OUT. AND

USE THAT TECHNOLOGY IN SOCIAL MEDIA. BUT TO JUST SAY THAT

IS AN I & R, YOU GOT TO STOP COUNTING THOSE. SO, YOU NEED

A RESPONSE.

AND THAT IS IT FOR ME. OKAY. I WILL TAKE IT.

AUDIENCE: IN REGARD TO THE I & RS ON THE

WEBSITE, I WAS TOLD THAT YOUR NEWSLETTER WAS ALSO AN I & R.

I WAS TOLD THIS BY SUE RANKIN WHITE.

PRESENTER: SHE IS GONE.

AUDIENCE: I KNOW, BUT NO ONE SAID ANYTHING

DIFFERENT THAT YOUR NEWSLETTER IS ALSO SHARING

INFORMATION. WELL, IT'S INFORMATION.

PAULA MCELWEE: INFORMATION AND REFERRAL IS GIVING

INFORMATION TO A SPECIFIC PERSON OR HELPING A SPECIFIC

PERSON MAKE A REFERRAL EVEN IF YOU DON'T KNOW THEIR NAME.

AND SOMETIMES I KNOW YOU DON'T. YOU HAVE TO HAVE A ONE-TO-ONE

CONNECTION. NOW, YOU STILL CAN COUNT THOSE OTHER

THINGS AS PART OF YOUR INFORMATION THAT YOU GIVE ABOUT

WHAT YOUR CENTER DOES FOR OUTREACH. SO, YOUR 704 REPORT

FOR OUTREACH, BUT YOU CAN'T USE NEWSLETTERS FOR I & RS.

AUDIENCE: WHERE ARE YOU GETTING YOUR INFORMATION?

PAULA: FROM THE CURRENT PEOPLE, CORINNA STILES.

DARREL: IF YOU ARE SENDING OUT 5,000

NEWSLETTERS A MONTH THAT'S NOT 5,000 I & RS.

BRUCE DARLING: OKAY. THE FIRST QUESTION WE DID TALK ABOUT

INTERSECTIONALITY YESTERDAY. THE QUESTION CAME UP AGAIN

IN TERMS OF IT IN TERMS OF INTERSECTIONALITY AND MISSION CREEP.

WE TALKED ABOUT IT IN TERMS OF ADVOCACY BUT I THINK OVERALL

FROM A PERSPECTIVE FROM A CENTER -- OUR MISSION STATEMENT

DOESN'T HAVE AN ASTERISK ON IT THAT SAYS UNLESS YOU ARE A

PERSON OF COLOR, QUEER, WOMAN, ETC. IT'S ALL PEOPLE WITH DISABILITIES

THAT WE ARE SERVING AND THAT WE ARE THERE TO SUPPORT. I

THINK IT'S IMPORTANT THAT OUR CENTER RECOGNIZE THAT

MULTIPLELY MARGINALIZED PEOPLE FACE ALL SORTS OF OTHER TYPES

OF DISCRIMINATION THAT MULTIPLY THAT EXPERIENCE. AND THE

OPPRESSION. SO, FOR ME IT'S NOT MISSION CREEP THAT WE ARE

ACTUALLY OUT THERE PUTTING OUT THESE MESSAGES TRYING TO BE

AFFIRMATIVELY ACTING IN A WAY THAT ACTUALLY SUPPORTS

FOLKS. BECAUSE THAT IS OUR MISSION. YOU KNOW AND IF WE

AREN'T ACTUALLY HIRING PEOPLE OF COLOR, HAVING OUR

MATERIALS AVAILABLE IN OTHER LANGUAGES, BEING

REPRESENTATIVE OF QUEER FOLKS AND HAVING THAT OUT THERE IN

A VERY PUBLIC WAY, WE ARE MISSING THE BOAT IN SERVING A

WHOLE SEGMENT -- PARTS OF OUR COMMUNITY. AND THAT'S NOT

MEETING OUR MISSION. IT'S NOT MISSION CREEP. IT'S WE ARE

NOT FULFILLING OUR MISSION.

TIM FUCHS: I JUST WANT TO ADD ONE THING. YOUR

SUMMARY WAS PERFECT. BUT IF THIS CONCEPT IS NEW TO YOU OR

YOU ARE STRUGGLING TO UNDERSTAND IT OR IF IT REALLY

STRIKES AN INTEREST FOR YOU, WE HAVE DONE A NUMBER OF

INTRODUCTORY TRAININGS ON THIS. IN FACT, WE DID ONE LAST

YEAR ON INTERSECTIONALITY. IT'S A 90-MINUTE TRAINING AND

IT'S ON THE ILRU WEBSITE JUST LIKE THE OTHER RESOURCES AND

IT’S A GREAT PRIMER ON THIS IF YOU WANT MORE DETAIL.

BRUCE: BUT I THINK THAT THIS IS A

CONVERSATION THAT HAS TO HAPPEN IN YOUR INDIVIDUAL

CENTERS. AND IF YOU DON'T HAVE PEOPLE OF COLOR,

MULTIPLELY MARGINALIZED PEOPLE WITH DISABILITIES REPRESENTED THROUGHOUT THE

ORGANIZATION, THEN YOU ARE NOT ABLE TO ACTUALLY HAVE A FULL

CONVERSATION ON THIS. AND I ENCOURAGE FOLKS TO TAKE A

LOOK AT YOURSELF. EVEN WHEN YOU THINK YOU ARE DOING IT

RIGHT, YOU CAN ALWAYS DO MORE AND DO BETTER AND THAT'S WHERE

I AM AT ON THAT.

MOVING AHEAD, HOW DO YOU WORK WITH SOMEONE WHO

ISN'T GOOD WITH DOCUMENTATION BUT IS GOOD WITH THEIR

CONSUMERS. OH, MY GOD. (LAUGHTER) REALITY. I KEEP TRYING

TO REMIND PEOPLE THIS IS A BIG ISSUE IN OUR HOME CARE

SERVICES. WE HIRE ATTENDANTS THAT ARE GOOD AT PROVIDING ATTENDANT SERVICES AND THE NURSES

ARE FRUSTRATED BECAUSE THEY DON'T WRITE A REALLY GOOD NOTE

ABOUT WHAT GOAL THEY ARE WORKING ON AND HOW THAT PLAYS OUT.

AND I KEEP REMINDING EVERYONE THESE ARE TWO COMPLETELY

DIFFERENT SKILL SETS. THE PEOPLE WHO ARE GOOD AT WRITING

THESE NOTES ARE NOT NECESSARILY THE SAME PEOPLE WHO ARE

GOOD AT DELIVERING SERVICE. THAT SAID YOU HAVE TO

DOCUMENT WHAT YOU DO. I THINK FOR ME WE HAVE DONE A

SERIES OF THINGS FROM IDENTIFYING MORE CONCRETE APPROACHES

TO GIVING PEOPLE -- FIRST WE LOOK AT ACCESS BARRIERS. IS

THERE AN ACCESS BARRIER THAT IS PREVENTING YOU FROM DOING

YOUR NOTES. WE WILL CHANGE THINGS UP. WE DON'T EVEN CALL IT A

REASONABLE ACCOMMODATION. WE JUST START CHANGING UP

THINGS TO MAKE SURE THERE IS A WAY FOR THE PERSON TO DO

THEIR NOTES AND DOCUMENT THEIR SERVICES IN A WAY THAT

MAKES SENSE. THEN THEY CAN PUT IT IN WHATEVER FORMAT THEY

LIKE AND CLERICAL PEOPLE CAN RECONFIGURE. AND THAT HAS WORKED WELL

BECAUSE WE HAVE HAD SOMEONE WHO ACTUALLY WROTE

BONNIE CALLED, SHE WANTED A VALIUM AND I GOT HER ONE.

WHAT SHE ACTUALLY WANTED WAS A VACUUM. THE CLERICAL

PEOPLE CAME AND SAID I THINK YOU SHOULD LOOK AT THIS NOTE. I AM

NOT SURE THIS IS OKAY TO DO. WE WENT BACK AND, OH, IT WAS A VACUUM. AND

WHAT WE HAVE DONE IS SORT OF ESCALATE THE PROCESS FOR

FOLKS. SO, RON YOU TALKED ABOUT I THINK IT WAS SACRED

HOUR AT THE END OF THE WEEK. SOMETIMES PEOPLE NEED

SOMETHING A LITTLE MORE CONCRETE THAN -- AND AN HOUR AT

THE END OF THE WEEK. THEY MAY NEED SPECIFIC TIME EACH

DAY. THEY MAY NEED SPECIFIC BLOCKS OF TIME MULTIPLE

BLOCKS DURING THE DAY. AND I KNOW AS SOMEONE WHO

STRUGGLED TO GET HIS HOMEWORK DONE, IT WAS MY MOTHER SAYING

YOU WILL SIT THERE UNTIL THIS IS DONE THAT GOT IT DONE FOR

ME. SO SOMETIMES YOU HAVE TO DO THAT SO LOOK AT ALL THESE

VARIOUS OPTIONS. I PERSONALLY DON'T LIKE GOING TO WHERE

SOMEONE ELSE WILL ACTUALLY DO ALL THE WRITING FOR THE

PERSON. I THINK DOCUMENTING YOUR WORK IS PART OF AN

ESSENTIAL JOB FUNCTION. SO, I TEND NOT TO GO THAT FAR.

BUT I KNOW THAT'S AN INDIVIDUAL DECISION. SO, THERE'S A

LOT OF THINGS YOU CAN DO AND I HAVE TALKED TO FOLKS ABOUT

SPECIFIC STRUGGLES, BUT IT'S SOMETHING WE ALL SHARE. THE

UNDERGROUND RAILROAD. SO, THE QUESTION CAME UP ABOUT FOLKS

GOING TO COLORADO, DENVER. FOLKS FROM ATLANTIS COMMUNITY

ARE HERE. ROBBIE? SO, IF YOU ARE INTERESTED IN THIS

ROBBIE FROM DENVER CAN TALK TO YOU. THE ISSUE CAME UP AS

HOUSING BEING THE BARRIER THEY ARE FACING. REALITY CHECK

HOUSING IS A BARRIER ALL OVER AND IN DENVER IT IS A HUGE

BARRIER TO COMMUNITY INTEGRATION. AND SO, I TEND NOT TO

THINK OF THIS, THE UNDERGROUND RAILROAD, AS SOLUTION TO THE HOUSING PROBLEM AS MUCH AS

IT IS A SERVICE DELIVERY PROBLEM. SO, IN A STATE THAT JUST

DOESN'T PROVIDE THE TYPE OF SERVICE THAT'S WHERE WE ARE

USING THAT. IF YOU HAVE HOUSING ISSUES, I THINK AGAIN

THAT'S SOMETHING YOU REALLY HAVE TO WORK ON LOCALLY.

AUDIENCE: I HAD A QUESTION ABOUT THE POOL TRUST. SO THE

QUESTION IS WHAT IS THIS POOL AND HOW CAN I LEARN MORE? IF YOU GO TO THE NYSARC

WEBSITE (<https://www.nysarctrustservices.org/>) AND SEARCH POOLED COMMUNITY

SUPPLEMENTAL NEEDS TRUST OR SOME COMBINATION OF

THOSE WORDS. IT IS ONE OF THE SERVICES THAT IS WE DELIVER. IT

IS A MECHANISM IN NEW YORK THAT ALLOWS PEOPLE TO PUT THEIR

SURPLUS INCOME INTO A TRUST. WE PAY THEIR BILLS FOR THEM.

THEY CAN CHOOSE WHATEVER THEY WANT US TO PAY AS LONG AS

IT'S LEGAL. WE PAY IT WITHIN THE GUIDELINES. IF THEY WANT TO BUY SOMETHING ELSE

WE EXPLAIN TO THEM HOW THEY CAN DO THAT. IT'S UNIQUE TO

NEW YORK. AS I’VE SAID ONE MEDICAID PROGRAM IS ONE MEDICAID

PROGRAM. YOU NEED TO LOOK AT WHAT'S

BEING DONE IN YOUR STATE, WHAT’S AVAILABLE. BUT IT IS AN

INCREDIBLE THING THAT ALLOWS DISABLED PEOPLE TO HAVE

RESOURCES THAT THEY NEED TO LIVE IN THE COMMUNITY WHILE

GETTING MEDICAID TO SUPPORT THE SERVICES AND SUPPORTS THAT

ALLOW THEM TO LIVE IN THE COMMUNITY.

AUDIENCE: IS THAT SIMILAR TO AN ABIL ACCOUNT?

BRUCE: IT'S A SIMILAR KIND OF

THING. THERE'S NO AGE LIMIT. THE ABIL ACCOUNT HAS AN AGE LIMIT ON IT.

SO, THERE IS NO AGE LIMIT IN NEW YORK. SO, THE SPECIFIC

REASON WE WENT WITH A POOLED TRUST WAS THAT ELDERLY INDIVIDUALS COULD

ACTUALLY GO INTO THIS IN NEW YORK. SO LOOK TO SEE WHAT

OPTIONS ARE AVAILABLE. THEY HAVE TO BE RUN BY

NONPROFITS IN NEW YORK. MAYBE IT'S A SPECIFIC THING TO

US. I HAVEN'T RESEARCHED OTHER STATES.

AUDIENCE: DO YOU TAKE OUT OF STATE PEOPLE?

BRUCE: SO THE ISSUE IS IT IS A MEDICAID

MECHANISM. THE QUESTION IS DO YOU TAKE PEOPLE FROM OUT OF

STATE? THERE'S NO REASON SOMEONE WOULD DO THAT BECAUSE

OUR TRUST IS A MECHANISM IN NEW YORK FOR PEOPLE TO QUALIFY

FOR MEDICAID. SO YOU REALLY DO NEED TO LOOK AT WHAT THE

SYSTEMS ARE IN YOUR STATE AND WHETHER YOU CAN DO THIS. AND WE ARE

HAPPY -- TO GET STARTED ON IT WE ACTUALLY

IDENTIFIED A MEDICAID LAWYER WHO DID A LOT OF INDIVIDUAL

TRUSTS. AND HE HELPED US NAVIGATE THIS PROCESS BECAUSE HE

SAID THERE WERE PEOPLE WHO JUST HAD A LITTLE BIT OF MONEY

THAT WOULD MAKE A HUGE DIFFERENCE IN THEIR LIVES WHICH

MEANT THEY COULDN'T AFFORD TO SET UP THEIR OWN TRUST AND

HIRE A LAWYER. AND HE WAS TRYING TO FIGURE OUT A WAY TO

HELP THEM WITHOUT ACTUALLY -- SO HE IS A GOOD GUY. THEN

THERE WAS A QUESTION ABOUT IN A FEE FOR SERVICE ENVIRONMENT

THAT DOESN'T COVER COSTS DO STAFF RESOLVE PROBLEMS THROUGH

SYSTEMS ADVOCACY? I AM NOT SURE I AM GOING TO ANSWER THE

QUESTION CORRECTLY OR FULLY SO IF I DON'T GET THERE FOR

WHOEVER ASKED THAT. I

WILL START. SO, FOR US SOME FEE FOR SERVICE JUST DOESN'T

COVER THEIR COSTS AND THAT'S REALLY A VERY STRATEGIC

DECISION THAT AN ORGANIZATION NEEDS TO MAKE. DO YOU

ACTUALLY PROVIDE THAT? SOMETIMES

IT'S IMPORTANT FOR THE ORGANIZATION TO DO. I KNOW I HAVE

STARTED THINGS OR DONE THINGS THAT DIDN'T COVER THEMSELVES

BECAUSE IT WAS REALLY IMPORTANT TO US. AND WE WANTED TO

INVEST THE MONEY. SOMETIMES YOU LOOK AT

SOMETHING AND YOU SAY IT'S REALLY GOING TO LOSE US SO MUCH

MONEY WE JUST CAN'T DO IT. AND THAT'S REALLY A VERY

STRATEGIC DECISION. WHETHER THE DOLLARS -- WHETHER THE

FUNDING STREAMS SUPPORT THEMSELVES. STAFF ARE ALL USING

SYSTEMS ADVOCACY TO SOLVE PROBLEMS. SO, IT DOES ACTUALLY

PAY OFF FOR US IN THE END. LIKE WHEN WE PUSH A POLICY AND

GET CHANGE. I THINK A GOOD EXAMPLE OF THAT IS OUR POOLED

TRUST. SOME INDIVIDUALS HAD TO MONTHLY CERTIFY THAT THEIR

MONEY WAS GOING INTO THE ACCOUNT AND WHAT THAT WAS DOING

WAS CREATING A LAG BETWEEN THE FIRST OF THE MONTH AND WHEN

THEY WOULD ACTUALLY GET THEIR MEDICAID TURNED ON AND

IT WAS CAUSING PROBLEMS FOR THEIR SERVICES. WE WENT

SYSTEMATICALLY COUNTY BY COUNTY GETTING THEM TO SHIFT

THEIR POLICY FOR EVERYONE. SO THAT WAS A WAY WE

UTILIZED… DARREL?

AUDIENCE: SO, THIS IS RONNIE. GOOD MORNING.

WHAT I AM EXPERIENCING AS THE DIRECTOR OVER THE ONE TO ONE

SERVICE SIDE IS THE STAFF WHO HAVE THE SKILL SET MAYBE TO

MOVE SOMEBODY OUT AND FIND AN APARTMENT, MAKE THOSE KIND

OF SMOOZY CONNECTIONS TO ACCEPT SOMEBODY WITH A CRIMINAL BACKGROUND, CREDIT ISSUES

ACCESSIBILITY NEEDS MAY NOT -- BECAUSE THERE IS PRESSURE TO

MOVE EIGHT PEOPLE A MONTH TO MEET THE -- TO MEET COST. THAT

WHEN THERE'S A SITUATION OF DISCRIMINATION, THEY JUST MOVE

ON. LIKE THEY DON'T ALWAYS REPORT BACK TO ME SO THAT I CAN THEN REFER IT

OVER TO THE LEGAL DEPARTMENT WHO DOES

FAIR HOUSING TESTING TO GO TEST THAT YOU KNOW PROPERTY

MANAGER OR LANDLORD OR REALTOR TO JUST NAIL THEM FOR THAT PRACTICE.

SO, THEN MY APPROACH HAS BEEN LIKE WELL, HOPEFULLY I

CAN TRY TO TRAIN THEM ON UNDERSTANDING THE BIGGER PICTURE

YOU KNOW TO GET THEM -- BECAUSE THAT WORKED FOR ME TO BE

REALLY JAZZED UP AND PASSIONATE ABOUT THIS LARGER ISSUE

FOR A DISABLED PERSON WHO NEEDS TO BE INTEGRATED, BUT IT'S NOT

WORKING, I THINK. BECAUSE I ALSO AM ASKING DID YOU GUYS MOVE

EIGHT PEOPLE OR NOT? BECAUSE THE VICE

PRESIDENT IS ASKING ME, THE BOARD IS ASKING ME, THAT KIND OF

STUFF. SO, I AM KIND OF TRYING TO FIGURE THAT OUT.

BRUCE: THAT'S A GREAT QUESTION. AND

HONESTLY, I UNDERSTAND THE BIND YOU ARE IN. BECAUSE YOU

NEED TO MEET YOUR PROGRAM DELIVERABLES, BUT I ALSO THINK

THERE'S A RESPONSIBILITY ON THE ADVOCACY SIDE OF THE

ORGANIZATION TO ACTUALLY FOLLOW THROUGH. SO, ONE OF THE

THINGS I FIND IS THAT PEOPLE TEND TO DO THINGS THEY FIND

WORK. SO, IF YOU DO SOMETHING AND IT

DOESN'T WORK, YOU ARE LIKE I AM NOT DOING THAT AGAIN.

WHICH IS WHY I TALK ABOUT ANSWERING THE PHONE AND

CONNECTING WITH PEOPLE UP FRONT IS REALLY IMPORTANT

BECAUSE WE DON'T WANT PEOPLE TO GET THAT EXPERIENCE OF IT

DIDN'T WORK AND THEY WILL NEVER CALL US BACK AGAIN.

THE SAME FOR STAFF. I THINK WHEN YOU -- IF YOU

ARE REFERRING THINGS OVER TO THE ADVOCATES OR WHATEVER,

HOWEVER THAT IS DEFINED. INTERNALLY, THE PROGRAM PEOPLE ARE THE

CUSTOMER AND BEING RESPONSIVE TO THAT AND REPORTING BACK

AND ENGAGING THEM IN THAT PROCESS EVEN IF IT'S JUST AN IN

THE HALLWAY KIND OF THANKS FOR SHARING THAT INFORMATION.

WE HAVE GOT PEOPLE WHO ARE WORKING ON IT.

WE UTILIZE OUR STAFF MEETINGS TO PUBLICLY THANK

FOLKS FOR THAT SORT OF STUFF. SO THAT INTERNAL

RESPONSIVENESS IS THE THING I THINK THAT DRIVES THAT. I

THINK THOSE ARE MINE.

CHARLIE WALTERS: EVERYONE GOOD MORNING. SO THERE WAS

A QUESTION ABOUT A CERTAIN STATE THAT MIGHT NOT FALL UNDER

THAT REQUIREMENT, THE 51 PERCENT REQUIREMENT FOR

MANAGEMENT STAFF AND BOARD DUE TO PRIVACY ISSUES.

I AM GOING TO ANSWER THE FIRST PART OF THIS WITH A COUPLE

PIECES OF INFORMATION AND BRUCE IS GOING TO FOLLOW UP WITH

SOME MORE. THERE IS NOTHING -- AND WE TALKED ABOUT THIS ONE

AT LENGTH. THERE IS NOTHING WE KNOW OF IN THAT STATE OR

ANY OTHER THAT WOULD SUPERSEDE THAT 51 PERCENT

REQUIREMENT. TO BE CLEAR WE ARE NOT TALKING ABOUT FORCED

DISCLOSURE. RIGHT? IT'S THE RIGHT OF A PERSON WITH A

DISABILITY TO DECIDE WHETHER OR NOT THEY DISCLOSE A

DISABILITY. WE ARE NOT SAYING THAT FORCED DISCLOSURE IS

HAPPENING AT THE DOOR. BUT THAT'S SOMETHING THAT WE

ATTEND TO AT OUR INDIVIDUAL CENTERS TO MAKE SURE THAT WE

ARE INDEED RUN BY PEOPLE WITH DISABILITIES. RIGHT? THE PIECE OF

INFORMATION THAT SEEMED TO APPLY AND IT MAY NOT -- IT MAY BE

HELPFUL FOR OTHER FOLKS ANYWAY -- IS SECTION 503 OF THE

REHABILITATION ACT WAS BOLSTERED BY SOME 2014 REGULATIONS

THAT WERE ADDED FOR FEDERAL CONTRACTORS. SOME YOU MAY

BE AWARE OF THAT. THAT'S SEVEN PERCENT REQUIREMENT THAT

FEDERAL CONTRACTORS WERE OBLIGATED TO MEET THAT MINIMUM

MINORITY RATIO. SEVEN PERCENT OF THEIR STAFF HAD TO BE

PEOPLE WITH DISABILITIES. THIS WOULD -- WE THOUGHT MAYBE

SOME OF THE CONFUSION HERE COULD HAVE COME FROM THE FACT

THAT AROUND THIS TIME LAST YEAR PRESIDENT TRUMP'S

ADMINISTRATION RESCINDED AN EXECUTIVE ORDER FROM PRESIDENT

OBAMA THAT PUT TEETH TO THAT. RIGHT? THE REGULATIONS

THEMSELVES ON SECTION 503 IN TERMS OF THAT SEVEN PERCENT

REQUIREMENT DON'T REALLY HAVE ANY TEETH. BUT THERE WAS AN

EXECUTIVE ORDER FROM PRESIDENT OBAMA THAT PUT REALLY TEETH ON

WHAT IT WOULD LOOK LIKE IF YOU DIDN'T DO THAT AS A FEDERAL

CONTRACTOR. THAT EXECUTIVE ORDER WAS RESCINDED. SO, IT'S

STILL IN THE REGULATIONS FOR SECTION 503. THE DEPARTMENT

OF LABOR STILL HAS ALL ITS GUIDANCE UP ON THEIR WEBSITE.

THIS IS STILL SOMETHING THAT FEDERAL CONTRACTORS SHOULD BE

DOING. REALLY MOST FOLKS WHO ARE RECEIVING ANY FEDERAL

MONEY SHOULD BE DOING. IT'S NOT REAL CLEAR ON WHO IS

GOING TO GO AFTER THEM IF THEY DON'T. AND

OUR REGS ARE STILL VERY CLEAR ON WHAT CENTERS ARE OBLIGATED

TO DO IN TERMS OF THEIR STAFFING.

BRUCE: I JUST WANT TODAY HIGHLIGHT WHEN WE

ARE TALKING ABOUT PRIVACY RIGHTS, I UNDERSTAND HEALTH

DISCLOSURES ARE SOMETHING THAT PEOPLE ARE CONSIDERING VERY

PRIVATE. BUT WE ARE A DISABILITY ORGANIZATION RUN BY

PEOPLE WITH DISABILITIES. AND WE DON'T WANT TO BE IN A

POSITION WHERE WE ARE REINFORCING THE ABLEISM OUT THERE

THAT DISABILITY IS SOMETHING -- IT'S INCONSISTENT TO BE

PROUD OF WHO YOU ARE AS A PERSON WITH A DISABILITY AND IN

A POSITION WHERE YOU ARE HIDING IT. AND SOME PEOPLE CAN.

SOME PEOPLE CAN'T. AS SOMEONE WHO POTENTIALLY CAN, WE

HAVE SOME CONVERSATIONS IN OUR CENTER VERY PUBLICLY IN OUR

LEADERSHIP TRAINING FOR FOLKS IN THE COMMUNITY AND WITHIN

OUR STAFF ABOUT THE CONCEPT OF PASSING. WHAT THAT MEANS

IN TERMS OF AN ABILITY TO SORT OF MOVE ABOUT IN THE

GENERAL WORLD AND NOT BE SUBJECT TO BIAS. BUT ALSO, THE

SOUL SUCKING EXPERIENCE OF PASSING AND HOW YOU ARE DENYING

A PART OF WHO YOU ARE.

AND I THINK WHAT I WANT TO JUST REINFORCE IS THAT

WE REALLY DO AS ORGANIZATIONS WANT TO PROMOTE DISABILITY

PRIDE AND BE AT A PLACE WHERE PEOPLE FEEL VERY COMFORTABLE

SELF DISCLOSING. AND IF THEY DON'T FEEL COMFORTABLE SELF

DISCLOSING, WE NEED TO LOOK AT WHAT WE ARE DOING TO CREATE

THAT ENVIRONMENT. I THINK I USED AN EXAMPLE EARLIER. I

WAS CONCERNED ABOUT PUBLICLY SHARING THAT I WAS

FACE BLIND BECAUSE IT COULD BE USED AGAINST ME DOWN THE

ROAD. THAT'S A VERY REAL THING BUT YOU CAN ACTUALLY

FIND LINES WHERE YOU ARE SELF DISCLOSING WITHOUT PUTTING

YOURSELF AT RISK. I MOVED A LITTLE FURTHER BECAUSE I FEEL

LIKE IT'S WORTH IT TO THE COMMUNITY.

KIMBERLY: ALL RIGHT. SO, I HAD A QUESTION

KIMBERLY, DO YOU DO 100 PERCENT FOLLOW UP ON YOUR I & RS?

DO YOU LET THE CALLERS KNOW THAT A FOLLOW-UP CALL WILL

BE MADE? DO YOU USE CIL SUITES TO LOG I & R OR DO YOU HAVE ANOTHER

DATABASE? SO, WE DO DO 100 PERCENT FOLLOW UP FOR ALL OF

OUR INFORMATION AND REFERRAL CALLS. WE DO ESTABLISH A

TIMELINE WITH OUR CONSUMERS WHEN WE TALK WITH THEM. SO, WE

WILL ASK QUESTIONS ON HOW LONG DO YOU THINK -- ARE YOU GOING

TO BE CONTACTING YOUR REFERRAL SOURCE TODAY OR TOMORROW?

AND THAT ALSO ESTABLISHES ACCOUNTABILITY WITH THE CONSUMER

AS WELL. YOU LET THEM KNOW THAT YOU ARE GOING TO BE CHECKING

ON THEM AND GIVE THEM A CHANCE TO MAKE THAT CALL. WE DO

TRACK OUR I & R THROUGH CIL SUITES BUT WE ALSO HAVE A

DOCUMENT THAT IS OUR CALL LOG. AND IT SAYS THE NAME OF

THE INDIVIDUAL, THE COUNTY THAT THEY ARE CALLING FROM AND

THEN HOW THE CALL WAS HANDLED AND THAT GOES BACK TO THE

SUPERVISOR MONTHLY DURING THE MONTHLY AUDITS. AND SO, WE

LOOK AT -- WE KIND OF TRACK TO SEE HOW CALLS ARE BEING

HANDLED AND WHAT KIND OF CALLS WE ARE RECEIVING BECAUSE

THAT ALSO GIVES US AN IDEA OF WHAT'S GOING ON IN THE

COMMUNITY.

ANOTHER ONE. OUR COMMUNITY SERVICES BOARD DOESN'T

ALWAYS PLAY WELL WITH OTHER AGENCIES. DO YOU HAVE ANY ICE

BREAKERS TO GET THEM ON BOARD? COLLABORATION IS A

DIFFICULT THING SOMETIMES. COLLABORATION IS ALL ABOUT BUILDING THOSE

RELATIONSHIPS AND ALSO UNDERSTANDING THAT CONFLICT MAY HAPPEN

WITHIN THE COLLABORATION. TO GET EVERYONE TO PLAY

NICE WITH YOU, CONTINUE TO BE AT THAT TABLE. CONTINUE TO

SHARE HOW YOU CAN BENEFIT THAT COLLABORATION AND HOW YOU

WANT TO WORK WITH THEM TO FURTHER WHAT THAT GROUP IS

WORKING ON. I DO A LOT OF ONE-ON-ONE MEETINGS WITH SOME

AGENCIES THAT I FEEL LIKE MAYBE AREN'T UNDERSTANDING WHAT

WE ARE DOING. AND SO MAYBE REACHING OUT TO THE LEAD OF

THAT COMMITTEE AND GETTING THEM TO YOU KNOW. START TALKING TO

THEM ABOUT WHAT YOU CAN BRING TO THE TABLE AND HOW YOU

HAVE A SHARED INTEREST IN THE GROUP. THAT ALWAYS -- THAT

USUALLY WORKS. BUT ALSO UNDERSTANDING THAT NOT

EVERYONE IS GOING TO AGREE WITH YOU. BUT YOU CAN ALSO

AGREE TO DISAGREE SOMETIMES, BUT DON'T LET GO OF WHAT WE

ARE FIGHTING FOR.

PAULA: ONE OF THE THINGS THAT WE WANTED TO

KIND OF JUMP IN AND SHARE WITH YOU IS THAT WE HAVE

TECHNICAL ASSISTANCE CALLS. SO, IN ADDITION TO THESE

CONVERSATIONS THAT WE HAVE HERE, WHICH ARE WONDERFUL.

ISN'T IT GREAT TO BE ABLE TO CONNECT WITH OTHER PEOPLE WHO

DO THE JOB THAT YOU DO? WE ALSO HAVE MONTHLY TECHNICAL

ASSISTANCE CALLS FOR NEW EXECUTIVE DIRECTORS, FOR

ASSOCIATE OR ASSISTANT OR PROGRAM MANAGER OR WHATEVER YOU

CALL YOUR MIDDLE MANAGEMENT STAFF AND I SEE SOME NODS AND

I KNOW SOME OF YOU HAVE BEEN ON THOSE CALLS. WE HAVE THEM

FOR FINANCIAL MANAGERS, WE HAVE THEM FOR SILCS AND WE HAVE

THEM FOR DSES. SO IF YOUR DSE IS GIVING YOU TROUBLE, IT MAY

BE INTERESTING FOR THEM TO KNOW ABOUT THESE CALLS. IF YOU

WOULD LIKE TO GET ON THE LIST OR PUT SOMEBODY ON THE LIST

FOR ANY OF THOSE CALLS, JUST GET YOUR CARD OR A PIECE OF

PAPER AND TELL US YOUR E-MAIL ADDRESS AND YOUR NAME AND

TITLE AND WE WILL SEE THAT YOU ARE ABLE TO JUMP INTO THOSE

CALLS. SO THOSE ARE TECHNICAL ASSISTANCE CALLS. WE ALSO

HAVE A TECHNICAL ASSISTANCE BLOG. SO THE QUESTIONS THAT I

GET -- I GET THE REGULATION QUESTIONS. THEY ARE NOT

VERY INTERESTING AND SOMETIMES I HAVE TO GIVE YOU ALL THE

REGULATIONS AND -- IT'S SPECIFIC REFERENCES FOR WHERE

SOMETHING IS STATED IN THE REGULATIONS. IT GETS KIND OF

OLD. BUT I DO TRY TO TAKE WHATEVER YOUR QUESTIONS ARE AND

TRANSLATE THOSE INTO A BLOG POST THAT COMES OUT ACTUALLY

EVERY WEEK WITH VERY FEW EXCEPTIONS. SO, IF YOU ARE

INTERESTED IN THAT, SAME THING. GIVE ME YOUR NAME AND I

WILL GIVE YOU MY CARD. MY CARD HAS THE BLOG ON IT

AND YOU CAN GO IN AND IF YOU SUBSCRIBE, YOU WILL GET A

LITTLE PING TO YOUR E-MAIL ABOUT THE TOPIC THAT WEEK, SO YOU

CAN DECIDE IF YOU WANT TO GO OVER AND READ THAT TOPIC.

THE TOPICS ARE ALL OVER THE MAP -- SOME FOR FISCAL PEOPLE,

SOME FOR SILCS, AND SOME OF THEM ARE FOR ALL OF YOU WHO ARE

HERE. SO HOPEFULLY, YOU WILL TAKE ADVANTAGE OF SOME OF

THOSE OTHER TECHNICAL ASSISTANCE OPPORTUNITIES.

TIM FUCHS: GREAT. THANKS.