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

DAY 3 REVIEW

ALL PRESENTERS

TIM FUCHS: BRUCE, I’M GOING TO TURN IT OVER TO YOU.

BRUCE DARLING: SURE. SO, THE QUESTION WAS

ESSENTIALLY THE EXECUTIVE DIRECTOR OF THE CENTER IS

AGAINST DIRECT ACTION. HOW DO YOU DEAL WITH THAT? SO

HERE ARE SOME THOUGHTS. IN THE POWERPOINT THAT WE DID

AROUND SYSTEMS ADVOCACY, THERE IS A SECTION THAT TALKED

ABOUT HOW IL AND COMMUNITY ORGANIZING ARE CONSISTENT. SO

I THINK I WOULD LOOK TO SOME OF THAT AS A STARTING POINT

FOR TALKING POINTS. LOOK TO THE NCIL NATIONAL ORGANIZING

PROJECT. YEARS AGO, THERE USED TO BE A STIGMA ATTACHED TO

DIRECT ACTION AND COMMUNITY ORGANIZING, BUT THERE IS NOW

A JOINT PROJECT BETWEEN ADAPT AND NCIL

WHICH IS A GREAT EXAMPLE OF HOW CENTERS CAN ACTUALLY WORK

WITH DOING DIRECT ACTION. I WOULD POINT TO THE SUMMER OF

ADAPT. WE FACED A VERY SIGNIFICANT CRISIS. THOSE ACTIONS

WERE ORGANIZED THROUGH CENTERS. IF WE DID NOT HAVE THE

IL NETWORK ON THE GROUND WHERE THERE ARE PEOPLE TO

MOBILIZE WE WOULD NEVER HAVE STOPPED THE ATTACKS ON

MEDICAID OR THE AFFORDABLE CARE ACT SO THAT'S REALLY

REALLY IMPORTANT. APPLAUSE TO EVERYONE WHO PARTICIPATED

IN THOSE AND THERE WERE A LOT. AND FINALLY, I WOULD POINT

TO THE SYSTEMS ADVOCACY PITCHFORK. TO SAY YOU WON'T USE ONE OF THE

PRONGS ON THE PITCHFORK IS LIKE SAYING YOU ARE A

CARPENTER WHO WON'T USE A SAW OR YOU WILL PICK ONE OF THE

TOOLS IN YOUR TOOLBOX AND SAY I AM NOT USING THAT ONE.

OKAY SO YOU COULD PROBABLY BE A CARPENTER AND REPLACE THE

SAW WITH A SCREWDRIVER BUT IT DOESN'T ACTUALLY DO THE SAME

THING. I CAN PERSONALLY ATTEST TO THAT. SO, I WOULD

ENCOURAGE YOU TO LOOK AT IT LIKE THAT AS WELL. YOU MIGHT

WANT TO LOOK AT WHAT THE CONCERN IS. IS THERE A FEAR?

TALK TO THE DIRECTOR. TRY TO FIND OUT WHAT IS GOING ON. IS THERE SOME

PERSONAL DISCOMFORT OR ADMINISTRATIVE CONCERNS. EASE THEM INTO IT. YOU CAN DO A

LETTER WRITING EVENT AT YOUR CENTER AROUND AN ISSUE AND

HAVE THE GROUP DELIVER THE LETTERS TO THE PUBLIC

OFFICIAL'S OFFICE. SO, YOU HAVE NOW TAKEN SOMETHING THAT

FEELS LIKE A SAFE ACTIVITY AND EDGED IT UP A LITTLE BIT SO

THAT PEOPLE WHO ARE INVOLVED CAN FEEL THE POWER FROM IT.

POTENTIALLY FROM THEIR MOVING INTO SOME SORT OF PUBLIC

ACCOUNTABILITY SESSION. EVERYONE REALLY ENJOYS HOLDING TRANSIT

AUTHORITY FOLKS ACCOUNTABLE AND YELLING AT THEM, SO IT'S A FORM OF

DIRECT ACTION. AND, THEN OFFER PEER SUPPORT. THERE ARE CENTER

DIRECTORS OUT THERE WHO ARE VERY INVOLVED IN THIS -- A LOT OF US -- AND WE ARE HAPPY

TO HELP PEOPLE TALK THROUGH PRACTICAL ISSUES AND PROVIDE

PEER SUPPORT AS WELL. ALL RIGHT. THAT'S IT.

APRIL REED: I JUST HAD A COUPLE. THE FIRST ONE

IS DO YOU PROVIDE INSURANCE FOR YOUR PEER MENTORS AGAINST

HARASSMENT, STALKING, ET CETERA. THE ABILITY 360 PEER

MENTORS ARE COVERED UNDER OUR LIABILITY INSURANCE JUST AS

OUR STAFF ARE SO WE DO HAVE THAT PROTECTION FOR THE

ORGANIZATION. WE HAVE NEVER HAD A SITUATION WHERE A

MENTOR WAS HARASSING OR STALKING A MENTEE THANKFULLY.

USUALLY THE SITUATION WE ENCOUNTER IS PERHAPS A MENTEE IS

A CHRONIC CALLER. YOU KNOW WE ALWAYS GET THOSE AND SO WE ARE

SETTING BOUNDARIES ABOUT CONTACT. WE DO THAT EARLY IN THE

RELATIONSHIP. WE DO THAT WITH THEIR IL SKILLS STAFF AND OUR PEER MENTOR COORDINATOR

THERE WITH THE MENTOR AND MENTEE. SO, WE SET BOUNDARIES

ABOUT CONTACT AND HOW OFTEN FROM THE BEGINNING SO WE

HAVEN'T HAD THAT SITUATION ARISE BUT THEY ARE COVERED IF

IT DOES. DO YOU GIVE YOUR PEER MENTOR VOLUNTEERS STIPENDS OR SOME

KIND OF ALLOWANCE OTHER THAN TRAVEL REIMBURSEMENT, GIFT CARDS

ET CETERA? WE DO PROVIDE THE TRAVEL REIMBURSEMENT.

ALSO, IN THE PAST WE HAVE WRITTEN APPLICATIONS FOR GRANTS,

SMALL GRANTS THAT WILL ALLOW US TO DO THINGS LIKE THE

HOLIDAY PARTY TO GIVE OUT GIFT CARDS. I RECENTLY WROTE AN

APPLICATION WITH OUR ARIZONA DIAMONDBACKS, OUR BASEBALL

TEAM, AND SO WE GOT A TON OF TICKETS TO GIVE OUT TO THE MENTORS AND

MENTEES. SO, WE DO THINGS LIKE THAT TO NOT ONLY SAY THANK YOU

BUT TO GIVE THEM POSITIVE ACTIVITIES TO DO TOGETHER AND

NOT TO HAVE TO WORRY ABOUT THE EXPENSE.

THEN MY FINAL QUESTION WAS SOMEONE HAD MENTIONED

THE COMMENT I HAD MADE ABOUT ASSISTED SUICIDE AND HOW WE

HAD A MENTOR APPLICANT THAT CAME WITH THAT TO THE TRAINING

AND HOW WE DISCUSSED THAT AND DETERMINED BETWEEN THE

APPLICANT AND MYSELF THAT IT WASN'T A GOOD FIT. WHAT I

MEANT BY THAT IS PEOPLE OFTEN CAN COME WITH THEIR

OWN AGENDAS ABOUT WHY THEY WANT TO MENTOR. AND SO, WHAT I

AM SCREENING FOR AND WHAT OUR COORDINATOR IS SCREENING FOR

IS PEOPLE WHO COME ONLY WITH THE AGENDA TO MENTOR AND SUPPORT

SOMEBODY ELSE -- TO HELP SOMEBODY REACH THEIR IL GOALS. IF

THEY HAVE ANOTHER PURPOSE FOR BEING THERE, IT MIGHT NOT BE

ABOUT MENTORING. IT MIGHT BE ABOUT THEIR OWN AGENDAS. WE

HAD SOMEONE COME THROUGH WHO WANTED TO WORK IN THE

HOSPITALS WITH PEOPLE WHO ARE NEWLY INJURED AND HE HAD A

SPINAL CORD INJURY. HE HAD FOUND THIS PARTICULAR PRODUCT

REALLY HELPFUL. IT WAS LIKE A VITAMIN HEALTH PRODUCT AND

HE WAS DETERMINED THAT HE WAS GOING TO GO IN AND TALK TO

EVERY PERSON ABOUT THAT PRODUCT AND COME TO FIND OUT HE

HAD SOME SORT OF ARRANGEMENT TO SELL IT. SO I SAID

THAT'S NOT WHAT WE DO. YOU ARE NOT A MEDICAL PROFESSIONAL

I CAN'T ALLOW YOU TO GO IN AND PROMOTE YOUR OWN AGENDA.

THIS IS ABOUT MENTORING AND HELPING SOMEONE ADJUST TO THEIR

DISABILITY. SO THAT'S WHAT I MEANT ABOUT REALLY

LOOKING AND SCREENING FOR PEOPLE THAT THEIR ONLY CONCERN IS

TO BE THERE FOR THE MENTEE. IT'S NOT ABOUT THEIR OWN

POLITICAL BELIEFS OR RELIGIOUS BELIEFS. IN FACT, WE ENCOURAGE

MENTORS AND MENTEES TO TREAD

CAREFULLY AS THEY ADDRESS THOSE TOPICS BECAUSE IT SHOULD

BE REALLY ABOUT SUPPORTING THE MENTEE AND THEIR IL GOAL.

MICHELLE CRAIN: OKAY. THE ONE QUESTION THAT

I HAD WAS SOMEONE HAD ASKED IF WE

HAD A SURVEY. OKAY. ASKED IF WE HAD A GOOD SURVEY. SO, I

GUESS THE QUESTION WOULD BE ARE YOU TALKING ABOUT FOR

OVERALL SERVICES? BECAUSE IN MY CENTER THEY CALL ME THE

ASSIST FORM QUEEN .SO IF THERE IS ANYTHING TO BE CAPTURED, I

HAVE A FORM FOR IT. SO JUST ALL DEPENDS ON WHAT IT IS YOU

ARE TRYING TO CAPTURE. WE HAVE A SURVEY WE SEND OUT ONCE

AN INDIVIDUAL HAS BEEN CLOSED. WE SEND OUT A SURVEY ABOUT

SERVICES. AGAIN, WHAT I MENTIONED THE OTHER DAY WHEN THEY

COME IN AND VISIT THE CENTER WE WANT TO KNOW ABOUT EVERY

YOU KNOW ENCOUNTER THERE. WE WANT TO KNOW WHAT THAT

EXPERIENCE WAS LIKE. SO, WHEN THEY SIGN IN, WE SEND THEM A

SURVEY FOR THAT AS WELL. AND OF COURSE, WE HAVE SURVEYS

WHERE IT'S PROGRAM SPECIFIC. SO, I DON'T KNOW WHO ASKED

ABOUT THE SURVEY. BUT WHAT TYPE OF SURVEY ARE YOU LOOKING

FOR? AND WE CAN GIVE THOSE SURVEYS TO TIM AND TIM CAN

POST THOSE UP ON THE SITE. THEN YOU CAN CHOOSE OR PUT ONE

TOGETHER YOURSELF ON WHATEVER COMPILATION OF SURVEYS YOU WANT.

DARREL CHRISTENSON: AND I HAD I THINK A FAIRLY SIMPLE

QUESTION FOR ABILITY 360 POPULATION OF THE SERVICE AREA

POPULATION OF PEOPLE WITH DISABILITIES AND NUMBER OF

CSR'S. RIGHT NOW, I THINK THE VALLEY -- THE PHOENIX VALLEY

ALL CITIES HERE ARE I WANT TO SAY ABOUT 4.6, 4.7 MILLION. WE

HAVE 7 MILLION IN THE STATE. SO, MOST OF THE POPULATION IS

HERE. AND POPULATION OF PEOPLE WITH DISABILITIES, IF YOU

FIGURE ABOUT ONE IN FIVE, ABOUT 20 PERCENT. WE ARE PROBABLY

ABOUT 900,000 PEOPLE WITH DISABILITIES IN THE VALLEY. AND

THEN THE NUMBER OF CSR'S. I DIDN'T GET A CHANCE TO CHECK

OUR MOST RECENT ANNUAL REPORT BUT I DO KNOW THAT FOR OUR

ATTENDANT CARE PROGRAM, WE EMPLOY ABOUT 2800 ATTENDANTS

THAT ARE GOING OUT TO FOLK’S HOMES. SO, IF YOU TAKE THAT, IT

GIVES YOU A BALLPARK FIGURE JUST ON THAT ONE PROGRAM. AND

THEN WITH OUR IL PROGRAMMING STAFF, OUR ALL COMBINED

ANYWHERE FROM ABOUT 90 OR 100 OPEN CASES EACH MONTH

COMBINED. HOME MODIFICATIONS WE GET YOU KNOW A BUNCH EACH

MONTH THERE. SO, I DON'T REALLY HAVE A GOOD FIGURE. BUT

YOU CAN GO TO ABILITY360.ORG AND CHECK OUR ANNUAL REPORT.

SO THOSE ARE SOME IDEAS ABOUT OUR NUMBERS.

TIM FUCHS: GREAT. THANKS, YOU ALL.