**Creating Disability Culture in Centers for Independent Living**

**February 10, 2016**

**Presented by Tim Fuchs and Paula McElwee**

>> TIM: Good afternoon everybody, this is Tim Fuchs for the council, I want to thank you all for be willing to join us for today's discussion and while we test our webinar platform, we're going to go ahead on with our conversation, the platform seems to be working very well, so I imagine we will be able to rely on it and use it fully after today's call. Just a reminder that the captioning is available there in the webinar platform. And also, on a separate URL that's the CC productions streaming link that was sent to you in the confirmation email, I shared with you all last week.

So I just want to make sure that you all know that's available. I trust all of you are connected both by the phone and on the web. And I'm going to talk in a little bit about -- in a minute about how you all can participate in the conversation, either through the webinar or over the phone, however you would prefer.

Okay. So today's presentation and discussion is brought to you by the IL-NET, IL-NET is operated in-house soon with worth on community living. So we are recording today's call, because even though this is sort of a test of our platform, I think this is a world while discussion on disability at CILs, so we wanted to that to be available for you and ourselves afterwards. So we will archive it, that will be available within 48 hours usually less. And we're going to have this call be very interactive, so if you're on the webinar platform today, you can type your responses, your comment, your questions in the chat. That's the text box underneath the list of participants. You can type your question there and hit enter at any time during today's call and whether it's a comment or a question, we'll be reviewing that during the call. If others are talking when you type it, we'll get to it as we go through and review everyone's responses.

Another option, if you're on the full screen CART captioning, I'm logged in there in the chat as Tim Fuchs, you can type your questions and comments there as well, too, and I'll voice those during the call and finally if you're on the phone and you prefer to voice your comment live on the call, you can press star pound if you have a comment or question and you will be able to voice that directly.

Okay. So thanks. Also, we do have a short PowerPoint, it's really just a content of the questions as well as an evaluation link at the end, so if you're on the webinar you're seeing that hopefully, if not, the actual PowerPoint file was included in that connection email that he sent to you all. Please do fill out the evaluations, we would like to not when the thought of today's call and if the technology worked for you that's a great place to tell us if you had any issues. And I think that's it for my housekeeping, I just really again want to thank all of you for joining, I appreciate this and I know that's serve all of you got a group together so thanks for taking time to make this work.

Okay. I want it introduce my co-facilitator for today, Paula who need no, sir introduction really, Paula is the technical assistance coordinator for the IL-NET project and has agreed to help facilitate the conversation and appreciate Paula as well as for being on. I'm going to go ahead to -- well, go ahead to supplied 5 but before we introduce our first question, Paula is going to talk about the background and concept for today's call. Paula.

>> : Thank you, Tim, I get and opportunity to visit a lot of centers some of them are vibrant, exciting centers in their community and some of them are centers that are in trouble because I get to provide some intensive support when things are not going well at a center, and in the last few years, I've had some observations about how differently centers look and feel. Afternoon there's a valid conversation to be had around that, about what's important, and one of things we don't often talk about is we are both a disability rights organization and a service delivery organization we talk it but not in the context of how people feel about it as they in the door one of the best examples I can think of is how you can feel when you're surrounded about a disability culture and there are several that are excellent at this but the one that kinds to mind first is Atlantis in Denver, if you haven't ever been there, be sure to go and visit there because they have all the T-shirts from all the Adapt actions combined with other posted pictures and so forth and they have a more than is a tour guide who is really excellent and whatever your reason for dropping by, you get a chance to soak up that amazing disability culture because it's around you and it's talked about and talked about quickly and passionately from the time you enter the building there.that was what got me thinking about this, the contrast between that and some of the other centers I visited was so marked I thought we maybe needed that talk about this his or her, so let's take a chance to do that. We're going to have about a dozen -- maybe a few more questions that we're going to ask and pose and think about together, so that we can think about how we can make sure we are the best representatives we can be related to disability culture in our communities.

So the first question is this: How do you engage individuals with disabilities at you're center, whether or not they have a consumer service record, sometimes they come to you and the consumer service record is not relative or it's not a goal related to something they want to work on related specifically to course services but they are still someone that might benefit from disability culture or might contribute to the disability culture in your center. So how do you engage those folks that aren't there for a plan but they're there for something else? Remember, press star pound if you would like to speak or type your responses into the chat box. Be sure to press enter after you type them in because they won't post until you press enter.

No comments on this one? If we have a focus on service delivery then we do an intake and we ask people what their goals are and we work towards those and yet if we're truly part of the disability culture within our community, there may be folks who come in just to be a part of that, you know, about the culture itself, at least that would be my hope. There will are a couple of people typing so we'll give you another minute or two to type in your response or like I said press star pound and the operator will allow you to come into the call and speak.

>> TIM: And Paula, it looks like we have somebody in the cue on the phone so we can go to them while these folks type in their comments.

>> PAUL O'BRIAN: Excellent.

>> TIM:

>> : Hi Paula, it's Lou Ann Kibbee, I think you bring them in and educate them more about the disability culture and talk too them more about the history and you know more than likely they have something to contribute to that culture and history also, even within themselves, so I think getting them involved and getting them involved in the advocacy, that type of thing, and they may not need a service right now, but down the road they may. But I think it's important to draw them into the community and get them involved.

>> PAULA: I'd be curious if that's happening and if people have great ideas for how to make that happen. How do you draw people in when they're not -- they're there just to kind of check you out as part of their own experience, not for a goal at that moment, how do you draw them in? What's the conversation that once they come in the door?

>> : I think you talk to them about disability rights and I think as you talk to them about the history and culture and disability rights, and talk to them about what's happening as far as advocacy and I think it's -- to me it's kind of -- you've got to kind of think about the individual and, you know, what their disability could possibly -- you know, the possible discrimination they've experienced in their life and I think that's kind of how you draw people in by their own personal experiences and then talk about advocacy issues that, you know, you're working on that they may be able to relate to, and I think draw them into the advocacy piece that way. And then -- and also, I think you know, like skill our center all of our offices, all of our locations have skill picnics, community picnics every summer, inviting the community, people like to get involved in those things, they like to help organize those things, at this kind of stuff. Of course we have an ADA celebration every year, we have an annual meeting, holiday get-together in December. And some people like to get involved in those things and some people like to get involved in the advocacy side. So I think it's trying to find from their personal experiences what the right niche is for them. But I think it's important to draw them into the community.

>> PAULA: Excellent. Yeah, absolutely. I see a couple of comments on the chat, too and let's kind of put those in as well. Invite them to events that your CIL and at your community where we provide information and referral if they need it. That was Jami much discussion and Karen said treat everyone with the same respect and is if they would be a CSR, as if if they would have a CSR later on so that's good to know. Invite them to join the convenients at your center and at the community to have INR services. And I notice a couple of you have typed your comment in twice that's fine. Just done it once, you said some of have said it's slow that's one of the continuation we're testing it should pop up event equally and hopefully we can kind of keep that, moving, which would be good.

Okay. Let's look at the next question.

>> TIM: Great, thanks, Paula. We're going to move on to slide 6. Which is question 2. And not splicing I will, we're going to talk about how to connect Veterans with folks that are new to the center, so I'm wondering from you all either things you've done or ideas you might -- burning ideas you might have, how can a center use individual whose have a history with disability rights to connect with people who are uninitiated? So how do you all make connections between Veterans and new byes at your CIL? Love to hear from y'all again, it's star pound if you want to speak on the phone or you can type your question in the chat. Julia said their center is filled with artwork to draw attention, in the entrance they have brochures and class fliers to provide information on activities they offer. That's good. Lou Ann says just making them comfortable encouraging them attend events at the center when they have reached their comfort zone just get them involved. Again, those are goods ands to question 1. And I see a lot of you typing I imagine you're going to talk about how to text Veterans with new byes.

>> : We end courage peer support search possible both at the center and out in the community.

>> TIM: And we've got a comment on the phone as well, so we'll go ahead and open up your line.

>> : Hi, this is Jami, and I would like that say I'm a skills trainer at my center and I have started a disability support group like monthly, and also what I do for examples I have a bus riding class tomorrow and I have contacted some of my Veteran consumers that I know that have been riding the bus for some time to join the class and help volunteer in the class. So I try to encourage that as much as I can. And also makes the Veterans feel good to be helping the others.

>> TIM: Great.

>> : Trying to encourage them to, you know, volunteer during classes and link them with different people for peer support that have a similar disability, I try to make sure that I do that and I think it's very important.

>> TIM: Great. Karen adds they do peer matching to bring experienced -- to bring together the experienced folks with novices, any specific examples about how you all have used Veterans from the disability rights movement to talk about disability history and disability culture? Mary says we offer a stepping stones group that offers it for people who live in nursing facilities and talk to them about being disability and talk about our rich history. That's great Mary, thanks.

>> PAULA: Remember to press enter after you type your comment and sometimes there is a delay so be patient if it doesn't appear immediately.

>> TIM: And I'm just waiting because there are a number of people typing so I want to make sure that they have their comments in before we move on. Ginger says we have a lots of arts anklet events that bring people into the CIL on a more second setting a and from there they get an idea or exposure to the services we provide, we also do specific art projects that allow folks to begin to think about services they might need or advocacy they can join in. That's fantastic, using the CIL as a community center to get people in the door is a really popular tool and usually a really successful one so that's great, ginger, thank you.

I see a few more people typing and we'll read those as they come in, but Paula, what would you think about going to be on to the next question and we can continue to read these and they come through, would that be all right?

>> PAULA: Yeah, that would be fine so let's talk a little bit -- a couple of you have mentioned some things like this but how can a center use interior design, layout of the center, the photo, and art to foster the disability culture and pride, and I know in a couple of your comments somebody mentioned using art or displaying art related to the disability rights movement. As soon as folks come in the door they see it and they know this is who we are. And if you have some specific examples of that, it would be great for you to list those examples as well.

I know that, you know, there are some really fine artists with original work or prints of their original work that you can find, there are some poets among us and some of those framed prints of some of the, statements or poetry can be good. What what else do you guys have that is useful and helpful?

>> TIM: And from the last question Claire added through their pier support group they have started a coupon class and that's really brought in a lot of people with disabilities that are new to their DR.

>> PAULA: Okay, good. Remember star pound if you would like to speak and we will put you in the cue. We have a couple of people in the cue, so Patricia, if you would give us the first one, please go ahead.

>> : Yes. It's Lou ann again, Kibbee, I know we have another Lou Ann, we were talking about artists, we were fortunate not Skip Smith on staff at our center so we have a lot of Skip's artwork on display at all of our locations he does some's amazing art but we also have a lot of -- we could have -- because I've been out to Atlantis, too and it's an amazing place to go into and see all the history there, and some of the stuff we kind of drew after of them and all a lot of newspaper articles following our advocacy work or community events things like that, but I think it's important to show your local history and culture but also to follow some of the national, obviously stuff, too. So we have a lot of that kind of stuff hanging around in our offices.

>> PAULA: I like that, that because if you're connecting locally at the same time, letting people see that we are connected nationally is really a good balance, I think that's exciting to think about both of those. Toms says the physical CIL location should be a show case for a physical design and an inviting environment that would include assistive technology and that absolutely is true and I hate to tell you there are centers that are not still places of accessible design unfortunately but certainly that's where we want to be an example to the community of how things should looking if we're doing our advocacy as we should, we have to also like do it right to begin with.

Ivan said here at ability 360 we have a publication called liveability that future -- woops it got away from me that features many different articles and individual whose have overcome personal championing answer Terry says our center focuses on accessibility and atmosphere, we combine persons who are working here with disabilities and consumer matching as well as information for all services, for all types, and Julia says all of the arts on our walls have been direct crated by persons with disabilities one of our coordinators offers a popular course of poetry. Let's hear the other caller in the cue.

>> : Hi, this is Lee, I think my comments are pretty much already been said but I think having artwork throughout that's done by -- or either about a disability or by somebody with a disability and then clearly the facility needs to be a model of accessibility.

>> PAULA: Absolutely.

>> TIM: And Paula, this is Tim, I actually pulled some of the earlier comments, too, I can run into some of those if you would like.

>> PAULA: I'm designed of going back and forth.

>> TIM: It's heart hard to keep up, Mary said their center has on the wall arts by people with disabilities, they have an artist in residence that assists in art exposure, Mary Olson said when she worked at a CIL they tried bring it back to artist storytelling and the sights and smells to the disability rights in youth and do mock protests for some veteran protests so them can experience it for themselves they brought that to the April context where disability advocates would talk about their experience and field questions from youth this is something my colleagues and I did CILs classes with young people as well as when I was at air center.

And Monica says that they have art and strong quotes that support IL, that people with disabilities can relate to in their office. And finally, Ginger says they have not only art by a professional artists with disabilities throughout the building they also have a large disability history exhibit there at access living in Chicago.

>> PAULA: Excellent, yeah. You know, to show people the history is easier than to tell and it has so much more impact. And to show a little bit about life in the disability rights movement is so much easier than to tell it, so that's exciting to see that a lot of people are doing that very visually in the site. I'd be curious about the things that are done to make that same information, the interior design, the layout, photos art, accessible to people who are visually impaired, are there some things that you do in your center to also provide that same access to our history and our disability pride that would be accessible to people with visual impairments because everything I've been hearing is very visual. Patricia do, we still have someone in the cue?

>> : Yes, we have one in the cue one moment, please.

>> PAULA: Thank you.

>> : Hi, this is Jami again, the consumers and I did an IL play, independent living play, where they performed different scenes one was like in regards to housing discrimination, one was voting, so we set it up like they -- you know, someone was trying to get in to a site with a wheelchair and the building wasn't accessible, so they had to like call the local law enforcement into play so they acted out these different scenes, like in -- and there was housing, job, voting all of the areas that affect people with disabilities so even if you were visually impaired you were able to hear that. So I would just like that share that with you and we view that play at our annual celebration that we do every year.

>> PAULA: Okay. That's another kind of art that's good.

>> : Yeah. So I would just like to share that with you guys. Thank you. you.

>> PAULA: Some of your you are postering some of the on you accommodations that you use, many of them have audio descriptions and that's great, we need to be thinking about those things, too, what is going to be happening and how can this be done well and then using universal design so that you have highlight that accessibility doesn't have to be ugly, and that everyone uses it. That's always good. And then Mary mentions the lives worth living DVD has a lot of interviews and is audio described and that the they use that and hold discussions groups around the content of life is worth living DVD so those are all good suggestions. There are still people typing but I think we can catch up like we did last time and go on to question 4 if you would like, Tim.

>> TIM: Sounds good, Paula, Lou Ann also added she mentioned Skip Smith and his artwork has been really great with starting conversations both within the disability community and business community, Skip's drawing of Justin's wheelchair and his strength Stetson cowboy hat always starts conversations. Thanks Lou Ann, I'm going to go ahead and go to slide 7. For all a, Marissa is wondering if anyone has audio descriptions of their exhibits, Ginger says they do. If you are looking for tips I'm sure they'd be happy to share that with you.

On slide 8 we have question 4, this kind of similar, so what impact does the location of your CIL have on inclusion diversity and culture and I hope you will share not only what impact does it have but how have you overcome that, so if your location is more physically or culturally accessible to some people with disabilities in your community more than others how have you overcome that to include everyone with all disabilities in your community or communities? And again star pound to voice your comment or you can type it in the chat.

>> PAULA: While aware waiting for those comments I might just give you an example and I didn't she Sherry ♫♫ Music ♫♫♫♫ Music ♫♫

>> : Hello and welcome to today's teleconference at this time, we're waiting for all of the participants to arrive. Thank you for your patience and continue to hold.

Audio recording for this meeting has begun.

♫♫ Music ♫♫

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>> TIM: Good afternoon everybody, this is Tim Fuchs for the council, I want to thank you all for be willing to join us for today's discussion and while we test our webinar platform, we're going to go ahead on with our conversation, the platform seems to be working very well, so I imagine we will be able to rely on it and use it fully after today's call. Just a reminder that the captioning is available there in the webinar platform. And also, on a separate URL that's the CC productions streaming link that was sent to you in the confirmation email, I shared with you all last week.

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Okay. I want it introduce my co-facilitator for today, Paula who need no, sir introduction really, Paula is the technical assistance coordinator for the IL-NET project and has agreed to help facilitate the conversation and appreciate Paula as well as for being on. I'm going to go ahead to -- well, go ahead to supplied 5 but before we introduce our first question, Paula is going to talk about the background and concept for today's call. Paula.

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So the first question is this: How do you engage individuals with disabilities at you're center, whether or not they have a consumer service record, sometimes they come to you and the consumer service record is not relative or it's not a goal related to something they want to work on related specifically to course services but they are still someone that might benefit from disability culture or might contribute to the disability culture in your center. So how do you engage those folks that aren't there for a plan but they're there for something else? Remember, press star pound if you would like to speak or type your responses into the chat box. Be sure to press enter after you type them in because they won't post until you press enter.

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>> PAUL O'BRIAN: Excellent.

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Okay. Let's look at the next question.

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>> TIM: And from the last question Claire added through their pier support group they have started a coupon class and that's really brought in a lot of people with disabilities that are new to their DR.

>> PAULA: Okay, good. Remember star pound if you would like to speak and we will put you in the cue. We have a couple of people in the cue, so Patricia, if you would give us the first one, please go ahead.

>> : Yes. It's Lou ann again, Kibbee, I know we have another Lou Ann, we were talking about artists, we were fortunate not Skip Smith on staff at our center so we have a lot of Skip's artwork on display at all of our locations he does some's amazing art but we also have a lot of -- we could have -- because I've been out to Atlantis, too and it's an amazing place to go into and see all the history there, and some of the stuff we kind of drew after of them and all a lot of newspaper articles following our advocacy work or community events things like that, but I think it's important to show your local history and culture but also to follow some of the national, obviously stuff, too. So we have a lot of that kind of stuff hanging around in our offices.

>> PAULA: I like that, that because if you're connecting locally at the same time, letting people see that we are connected nationally is really a good balance, I think that's exciting to think about both of those. Toms says the physical CIL location should be a show case for a physical design and an inviting environment that would include assistive technology and that absolutely is true and I hate to tell you there are centers that are not still places of accessible design unfortunately but certainly that's where we want to be an example to the community of how things should looking if we're doing our advocacy as we should, we have to also like do it right to begin with.

Ivan said here at ability 360 we have a publication called liveability that future -- woops it got away from me that features many different articles and individual whose have overcome personal championing answer Terry says our center focuses on accessibility and atmosphere, we combine persons who are working here with disabilities and consumer matching as well as information for all services, for all types, and Julia says all of the arts on our walls have been direct crated by persons with disabilities one of our coordinators offers a popular course of poetry. Let's hear the other caller in the cue.

>> : Hi, this is Lee, I think my comments are pretty much already been said but I think having artwork throughout that's done by -- or either about a disability or by somebody with a disability and then clearly the facility needs to be a model of accessibility.

>> PAULA: Absolutely.

>> TIM: And Paula, this is Tim, I actually pulled some of the earlier comments, too, I can run into some of those if you would like.

>> PAULA: I'm designed of going back and forth.

>> TIM: It's heart hard to keep up, Mary said their center has on the wall arts by people with disabilities, they have an artist in residence that assists in art exposure, Mary Olson said when she worked at a CIL they tried bring it back to artist storytelling and the sights and smells to the disability rights in youth and do mock protests for some veteran protests so them can experience it for themselves they brought that to the April context where disability advocates would talk about their experience and field questions from youth this is something my colleagues and I did CILs classes with young people as well as when I was at air center.

And Monica says that they have art and strong quotes that support IL, that people with disabilities can relate to in their office. And finally, Ginger says they have not only art by a professional artists with disabilities throughout the building they also have a large disability history exhibit there at access living in Chicago.

>> PAULA: Excellent, yeah. You know, to show people the history is easier than to tell and it has so much more impact. And to show a little bit about life in the disability rights movement is so much easier than to tell it, so that's exciting to see that a lot of people are doing that very visually in the site. I'd be curious about the things that are done to make that same information, the interior design, the layout, photos art, accessible to people who are visually impaired, are there some things that you do in your center to also provide that same access to our history and our disability pride that would be accessible to people with visual impairments because everything I've been hearing is very visual. Patricia do, we still have someone in the cue?

>> : Yes, we have one in the cue one moment, please.

>> PAULA: Thank you.

>> : Hi, this is Jami again, the consumers and I did an IL play, independent living play, where they performed different scenes, one was like in regards to housing discrimination, one was voting, so we set it up like they -- you know, someone was trying to get in to a site with a wheelchair and the building wasn't accessible, so they had to like call the local law enforcement into play so they acted out these different scenes, like in -- and there was housing, job, voting all of the areas that affect people with disabilities so even if you were visually impaired you were able to hear that. So I would just like that share that with you and we view that play at our annual celebration that we do every year.

>> PAULA: Okay. That's another kind of art that's good.

>> : Yeah. So I would just like to share that with you guys. Thank you.

>> PAULA: Some of your you are postering some of the on you accommodations that you use, many of them have audio descriptions and that's great, we need to be thinking about those things, too, what is going to be happening and how can this be done well and then using universal design so that you have highlight that accessibility doesn't have to be ugly, and that everyone uses it. That's always good. And then Mary mentions the lives worth living DVD has a lot of interviews and is audio described and that the they use that and hold discussions groups around the content of life is worth living DVD so those are all good suggestions. There are still people typing but I think we can catch up like we did last time and go on to question 4 if you would like, Tim.

>> TIM: Sounds good, Paula, Lou Ann also added she mentioned Skip Smith and his artwork has been really great with starting conversations both within the disability community and business community, Skip's drawing of Justin's wheelchair and his strength Stetson cowboy hat always starts conversations. Thanks Lou Ann, I'm going to go ahead and go to slide 7. For all a, Marissa is wondering if anyone has audio descriptions of their exhibits, Ginger says they do. If you are looking for tips I'm sure they'd be happy to share that with you.

On slide 8 we have question 4, this kind of similar, so what impact does the location of your CIL have on inclusion diversity and culture and I hope you will share not only what impact does it have but how have you overcome that, so if your location is more physically or culturally accessible to some people with disabilities in your community more than others how have you overcome that to include everyone with all disabilities in your community or communities? And again star pound to voice your comment or you can type it in the chat.

>> PAULA: While aware waiting for those comments I might just give you an example and I didn't she Sherry burns on the call but some of these are numbers, this is the center where Sherry is, if you know her, she was there and then in not center in Hayward is now in executive director in San Hose back there, it was tucked into a location off the beaten path with public transit and was not very approachable and was especially difficult to find if you were not in directed transportation like a taxi and they were stuck for a while with that lease but as soon as that lease was released and there were some people who could make it happen, they found another location and today if you would go into that center it's right off the light rail and it's very much obvious when you come into the center that it's cross cultural and it's cross disability and there are just lots of people involved in doing lots of things, and it's a hub of activity for the ♫♫ Music ♫♫♫♫ Music ♫♫

>> : Hello and welcome to today's teleconference at this time, we're waiting for all of the participants to arrive. Thank you for your patience and continue to hold.

Audio recording for this meeting has begun.

♫♫ Music ♫♫

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Hello and welcome to today's teleconference. At this time, we are currently waiting for all the participants to arrive. Thank you for your patience and continue to hold.

>> TIM: Good afternoon everybody, this is Tim Fuchs for the council, I want to thank you all for be willing to join us for today's discussion and while we test our webinar platform, we're going to go ahead on with our conversation, the platform seems to be working very well, so I imagine we will be able to rely on it and use it fully after today's call. Just a reminder that the captioning is available there in the webinar platform. And also, on a separate URL that's the CC productions streaming link that was sent to you in the confirmation email, I shared with you all last week.

So I just want to make sure that you all know that's available. I trust all of you are connected both by the phone and on the web. And I'm going to talk in a little bit about -- in a minute about how you all can participate in the conversation, either through the webinar or over the phone, however you would prefer.

Okay. So today's presentation and discussion is brought to you by the IL-NET, IL-NET is operated in-house soon with worth on community living. So we are recording today's call, because even though this is sort of a test of our platform, I think this is a world while discussion on disability at CILs, so we wanted to that to be available for you and ourselves afterwards. So we will archive it, that will be available within 48 hours usually less. And we're going to have this call be very interactive, so if you're on the webinar platform today, you can type your responses, your comment, your questions in the chat. That's the text box underneath the list of participants. You can type your question there and hit enter at any time during today's call and whether it's a comment or a question, we'll be reviewing that during the call. If others are talking when you type it, we'll get to it as we go through and review everyone's responses.

Another option, if you're on the full screen CART captioning, I'm logged in there in the chat as Tim Fuchs, you can type your questions and comments there as well, too, and I'll voice those during the call and finally if you're on the phone and you prefer to voice your comment live on the call, you can press star pound if you have a comment or question and you will be able to voice that directly.

Okay. So thanks. Also, we do have a short PowerPoint, it's really just a content of the questions as well as an evaluation link at the end, so if you're on the webinar you're seeing that hopefully, if not, the actual PowerPoint file was included in that connection email that he sent to you all. Please do fill out the evaluations, we would like to not when the thought of today's call and if the technology worked for you that's a great place to tell us if you had any issues. And I think that's it for my housekeeping, I just really again want to thank all of you for joining, I appreciate this and I know that's serve all of you got a group together so thanks for taking time to make this work.

Okay. I want it introduce my co-facilitator for today, Paula who need no, sir introduction really, Paula is the technical assistance coordinator for the IL-NET project and has agreed to help facilitate the conversation and appreciate Paula as well as for being on. I'm going to go ahead to -- well, go ahead to supplied 5 but before we introduce our first question, Paula is going to talk about the background and concept for today's call. Paula.

>> : Thank you, Tim, I get and opportunity to visit a lot of centers some of them are vibrant, exciting centers in their community and some of them are centers that are in trouble because I get to provide some intensive support when things are not going well at a center, and in the last few years, I've had some observations about how differently centers look and feel. Afternoon there's a valid conversation to be had around that, about what's important, and one of things we don't often talk about is we are both a disability rights organization and a service delivery organization we talk it but not in the context of how people feel about it as they in the door one of the best examples I can think of is how you can feel when you're surrounded about a disability culture and there are several that are excellent at this but the one that kinds to mind first is Atlantis in Denver, if you haven't ever been there, be sure to go and visit there because they have all the T-shirts from all the Adapt actions combined with other posted pictures and so forth and they have a more than is a tour guide who is really excellent and whatever your reason for dropping by, you get a chance to soak up that amazing disability culture because it's around you and it's talked about and talked about quickly and passionately from the time you enter the building there.that was what got me thinking about this, the contrast between that and some of the other centers I visited was so marked I thought we maybe needed that talk about this his or her, so let's take a chance to do that. We're going to have about a dozen -- maybe a few more questions that we're going to ask and pose and think about together, so that we can think about how we can make sure we are the best representatives we can be related to disability culture in our communities.

So the first question is this: How do you engage individuals with disabilities at you're center, whether or not they have a consumer service record, sometimes they come to you and the consumer service record is not relative or it's not a goal related to something they want to work on related specifically to course services but they are still someone that might benefit from disability culture or might contribute to the disability culture in your center. So how do you engage those folks that aren't there for a plan but they're there for something else? Remember, press star pound if you would like to speak or type your responses into the chat box. Be sure to press enter after you type them in because they won't post until you press enter.

No comments on this one? If we have a focus on service delivery then we do an intake and we ask people what their goals are and we work towards those and yet if we're truly part of the disability culture within our community, there may be folks who come in just to be a part of that, you know, about the culture itself, at least that would be my hope. There will are a couple of people typing so we'll give you another minute or two to type in your response or like I said press star pound and the operator will allow you to come into the call and speak.

>> TIM: And Paula, it looks like we have somebody in the cue on the phone so we can go to them while these folks type in their comments.

>> PAUL O'BRIAN: Excellent.

>> TIM:

>> : Hi Paula, it's Lou Ann Kibbee, I think you bring them in and educate them more about the disability culture and talk too them more about the history and you know more than likely they have something to contribute to that culture and history also, even within themselves, so I think getting them involved and getting them involved in the advocacy, that type of thing, and they may not need a service right now, but down the road they may. But I think it's important to draw them into the community and get them involved.

>> PAULA: I'd be curious if that's happening and if people have great ideas for how to make that happen. How do you draw people in when they're not -- they're there just to kind of check you out as part of their own experience, not for a goal at that moment, how do you draw them in? What's the conversation that once they come in the door?

>> : I think you talk to them about disability rights and I think as you talk to them about the history and culture and disability rights, and talk to them about what's happening as far as advocacy and I think it's -- to me it's kind of -- you've got to kind of think about the individual and, you know, what their disability could possibly -- you know, the possible discrimination they've experienced in their life and I think that's kind of how you draw people in by their own personal experiences and then talk about advocacy issues that, you know, you're working on that they may be able to relate to, and I think draw them into the advocacy piece that way. And then -- and also, I think you know, like skill our center all of our offices, all of our locations have skill picnics, community picnics every summer, inviting the community, people like to get involved in those things, they like to help organize those things, at this kind of stuff. Of course we have an ADA celebration every year, we have an annual meeting, holiday get-together in December. And some people like to get involved in those things and some people like to get involved in the advocacy side. So I think it's trying to find from their personal experiences what the right niche is for them. But I think it's important to draw them into the community.

>> PAULA: Excellent. Yeah, absolutely. I see a couple of comments on the chat, too and let's kind of put those in as well. Invite them to events that your CIL and at your community where we provide information and referral if they need it. That was Jami much discussion and Karen said treat everyone with the same respect and is if they would be a CSR, as if if they would have a CSR later on so that's good to know. Invite them to join the convenients at your center and at the community to have INR services. And I notice a couple of you have typed your comment in twice that's fine. Just done it once, you said some of have said it's slow that's one of the continuation we're testing it should pop up event equally and hopefully we can kind of keep that, moving, which would be good.

Okay. Let's look at the next question.

>> TIM: Great, thanks, Paula. We're going to move on to slide 6. Which is question 2. And not splicing I will, we're going to talk about how to connect Veterans with folks that are new to the center, so I'm wondering from you all either things you've done or ideas you might -- burning ideas you might have, how can a center use individual whose have a history with disability rights to connect with people who are uninitiated? So how do you all make connections between Veterans and new byes at your CIL? Love to hear from y'all again, it's star pound if you want to speak on the phone or you can type your question in the chat. Julia said their center is filled with artwork to draw attention, in the entrance they have brochures and class fliers to provide information on activities they offer. That's good. Lou Ann says just making them comfortable encouraging them attend events at the center when they have reached their comfort zone just get them involved. Again, those are goods ands to question 1. And I see a lot of you typing I imagine you're going to talk about how to text Veterans with new byes.

>> : We end courage peer support search possible both at the center and out in the community.

>> TIM: And we've got a comment on the phone as well, so we'll go ahead and open up your line.

>> : Hi, this is Jami, and I would like that say I'm a skills trainer at my center and I have started a disability support group like monthly, and also what I do for examples I have a bus riding class tomorrow and I have contacted some of my Veteran consumers that I know that have been riding the bus for some time to join the class and help volunteer in the class. So I try to encourage that as much as I can. And also makes the Veterans feel good to be helping the others.

>> TIM: Great.

>> : Trying to encourage them to, you know, volunteer during classes and link them with different people for peer support that have a similar disability, I try to make sure that I do that and I think it's very important.

>> TIM: Great. Karen adds they do peer matching to bring experienced -- to bring together the experienced folks with novices, any specific examples about how you all have used Veterans from the disability rights movement to talk about disability history and disability culture? Mary says we offer a stepping stones group that offers it for people who live in nursing facilities and talk to them about being disability and talk about our rich history. That's great Mary, thanks.

>> PAULA: Remember to press enter after you type your comment and sometimes there is a delay so be patient if it doesn't appear immediately.

>> TIM: And I'm just waiting because there are a number of people typing so I want to make sure that they have their comments in before we move on. Ginger says we have a lots of arts anklet events that bring people into the CIL on a more second setting a and from there they get an idea or exposure to the services we provide, we also do specific art projects that allow folks to begin to think about services they might need or advocacy they can join in. That's fantastic, using the CIL as a community center to get people in the door is a really popular tool and usually a really successful one so that's great, ginger, thank you.

I see a few more people typing and we'll read those as they come in, but Paula, what would you think about going to be on to the next question and we can continue to read these and they come through, would that be all right?

>> PAULA: Yeah, that would be fine so let's talk a little bit -- a couple of you have mentioned some things like this but how can a center use interior design, layout of the center, the photo, and art to foster the disability culture and pride, and I know in a couple of your comments somebody mentioned using art or displaying art related to the disability rights movement. As soon as folks come in the door they see it and they know this is who we are. And if you have some specific examples of that, it would be great for you to list those examples as well.

I know that, you know, there are some really fine artists with original work or prints of their original work that you can find, there are some poets among us and some of those framed prints of some of the, statements or poetry can be good. What what else do you guys have that is useful and helpful?

>> TIM: And from the last question Claire added through their pier support group they have started a coupon class and that's really brought in a lot of people with disabilities that are new to their DR.

>> PAULA: Okay, good. Remember star pound if you would like to speak and we will put you in the cue. We have a couple of people in the cue, so Patricia, if you would give us the first one, please go ahead.

>> : Yes. It's Lou ann again, Kibbee, I know we have another Lou Ann, we were talking about artists, we were fortunate not Skip Smith on staff at our center so we have a lot of Skip's artwork on display at all of our locations he does some's amazing art but we also have a lot of -- we could have -- because I've been out to Atlantis, too and it's an amazing place to go into and see all the history there, and some of the stuff we kind of drew after of them and all a lot of newspaper articles following our advocacy work or community events things like that, but I think it's important to show your local history and culture but also to follow some of the national, obviously stuff, too. So we have a lot of that kind of stuff hanging around in our offices.

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>> TIM: Sounds good, Paula, Lou Ann also added she mentioned Skip Smith and his artwork has been really great with starting conversations both within the disability community and business community, Skip's drawing of Justin's wheelchair and his strength Stetson cowboy hat always starts conversations. Thanks Lou Ann, I'm going to go ahead and go to slide 7. For all a, Marissa is wondering if anyone has audio descriptions of their exhibits, Ginger says they do. If you are looking for tips I'm sure they'd be happy to share that with you.

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>> PAULA: While aware waiting for those comments I might just give you an example and I didn't she Sherry burns on the call but some of these are phone numbers, this is the center where Sherry is, if you know her, she was there and then in not center in Hayward is now in executive director in San Hose back there, it was tucked into a location off the beaten path with public transit and was not very approachable and was especially difficult to find if you were not in directed transportation like a taxi and they were stuck for a while with that lease but as soon as that lease was released and there were some people who could make it happen, they found another location and today if you would go into that center it's right off the light rail and it's very much obvious when you come into the center that it's cross cultural and it's cross disability and there are just lots of people involved in doing lots of things, and it's a hub of activity for the disability community, which it couldn't when the public transit problem wasn't worked out. Now, some of you live in rural areas at this don't have a lot of public transit, but there polite be other factors that you would look at where your location has an impact. But that would be one example that certainly the transportation of course CIL is the ideal situation built right on top of the BART system in Berkley but there are also some interesting things to look at around the location. Cue.

>> TIM: That's Paula, it looks like we have someone waiting in the queue, I'll start there before I start some of these good comments. You can go ahead.

>> : This is Lee, I had done the last one, so skip over me.

>> TIM: All right, thanks Lee. Okay. So I'll keep an eye on the phones in the meantime, from the last question, I think this is really good to hear, Ginge at access living says also for all live performances and any action on the stage or in the room they provide narrative description as well. And that's a great reminder, Ginger, so Tammy from Montana shares that being a Montana location definitely has an impact, the distances between communities and just the variability of services is always an issue.

Mary shares that access living something located in between the L lines and all the buses are accessible, too, we also offer transportation reimbursement so people can come in and participate.things that Mary. This is still relevant and I would love comments for folks some many of us don't choose the office location so much as they choose us based on affordable and what's available and so again I'd love to hear how you all have made a location that maybe wasn't -- immediatley didn't seem perfect how you have made it more accessible, you know, literally figuratively. A CIL should be accessible by public transportation, light rail and in a neighborhood where a large number of consumers reside.

Limited to no parking available for consumers I'm assuming that's a con. And I'd loaf to hear tips, too, from folks in rural locations like Tammy, how have you overcome that what are the solutions when you don't have -- not just light rail but when you don't even have buses and very little is walkable? We have a lot of people typing so I'll give you all time to do that. And we've got somebody on the phone so we'll go for now and caller, you can go ahead.

>> : Sorry Tim it's Lou Ann. And there's two Lou Anns one is talking on the phone and the other one is typing, so two Lou Anns from skill. Anyway, one of the things that we've done and I think a lot of rural centers try to do, because all of our offices are very rural, and it's really important -- we try to be into -- kind of in the center of the community, because we've don't have a lot of transportation in most of the community, so it's important to be centrally located, because a lot of our people end up walking or wheeling to your location, so it's important to obviously have easy access that's way. Another thing that we've done and some of our -- in some of our offices is be located close to some of the housing complexes and things, where a lot of people with disabilities or seniors may live, so individuals needing our services, that's kind of what we've done to be close to them, so...

>> PAULA: And are the offices collocated -- light of the offices are collocated so they find services that they might find, sometimes that re-that bill takes sometimes it's another complex of offices or services, and sometimes that helps, too, because they're going to be there anyway, so it's a good time come and see [indiscernible]

>> : Our last Paula here in Hayes, which, you know, you used to live here, so -- but our last office here in Hayes, we were neighbors with the area agency on aging.

>> PAULA: Right so that's another great partner to locate close to, yeah, good.

>> TIM: That's great. I see Annette says their IL coordinators meet potential intakes near their home or wherever the person may feel comfortable and that's true in rural areas obviously of IL folks are spending a lot of time on the road that's good that's a common solution. Bobbie shares that in Chicago the buss are accessible, the metro are also accessible and they also have accessible cabs that's great that's one of the really place into things big a city. And a lot of this is long-term work as you all know. Creating intratown transit, you know, in rural areas or advocating for additional bus stops, additional accessible buses, 100% accessible bus, more accessible cabs or a whole new light rail stop like the folks that ability 360 is doing so some of this is working with partners and municipalities to work to some long-term solution, too. Got a couple more comments I'll read before we go to the next question.

Jamie shares they have a two centers one in Huntington which is a city setting and one in Beckley which is more rural and does not have public transportation I really feel it's all about consumer self motivation to go involved because many of our Beck Lee events have more consumer attendance than our Huntington events and activities so when people have access to transportation and they enjoy what the center is offering they will find a way to get there. Day and is says location Social Security really important, they had to relocate their offices to the senior center in Kansas, Diana's office and the center is very busy so that's great they had to move the whole office but it worked. Excellent good discussion we're going to go ahead to the next question that the Paula is going to read but we'll taken read any other comments that come in, thank you.

>> PAULA: Is there a way to express disability rights within a human rights context that helps the broader public connect the dots between the two? Think about that one, remember star pound if you would like that speak on the phone. And we'll take your written comments of course, as some of you comment on a prior question we'll still pick that up as we go along here. Is there a way to express disability rights within a human rights context that helps the broader public connect the dots between.

>> TIM: While we're waiting, I would like toe hear more about marginalized people as well. And we just got a comment to the read the comments a little bit slower and I'll be happy to and keep it in mind, thank you.

Paled you know one of the things I have seen in some centers is art that includeds other human rights heards like a quote from Martin Luther King, Jr.; I think that's one thing that centers have done. And then Nate says I think connecting our struggle for disability rights with other civil rights struggles such as barriers to housing, employment, healthcare, transportation, et cetera. And that's certainly right, the barriers have been very much the same -- we want access to the same things that other groups have been cut out of for sure.

And Wendy says in better Ming ham disability rights and resources is in the same neighborhood with the civil rights institute, and we dialogue with each other, well that's a really nice collocation, huh? Lou Ann says I just talk about the similarities between the two movements talking about barriers that both groups have overcome. Lisa says ability 360th has 6 locations and provides some transportation service to those who don't have access to public transit so they can attend community events related to the disability community. Quite a few people are typing still, remember to press enter after you have typed your comment to see it will post and press star pound if you would like to speak on the phone.

Couple more minutes on this. Well maybe we should go to question 6 because I just looked at the clock and we only have a few more minutes left.

>> TIM: Well, we've got one person on the phone lets go there first while some more people type.

>> PAULA: Sounds good.

>> : Hi, this is Tammy, my quick comment on that last question was just I think in relation to the ADA, I think it's always good to just remind folks that, you know, equal access is good for business and things like that, that it's not always just about thinking about a person with a significant disability, it's, you know, equal access for all is good business for everybody, so so, you know, if businesses and entities good access it's going to be better for them overall for the entire population of the community and trying not just to focus it down on a certain population.

>> TIM: Good, great. Thank you, Tammy.

>> PAULA: And Phil also said we cohost two multicultural conferences annually, an African-American disability conference, and an American Indian disability conference. So partnering in a very public way there, that's great! Advocacy team here at access living advocates for people with disabilities rights all over the City of Chicago, and into Springfield at the capital and in Washington D.C., and the most visible is the annual disability pride parade every summer in downtown Chicago.

>> TIM: Great. And ♫♫ Music ♫♫♫♫ Music ♫♫

>> : Hello and welcome to today's teleconference at this time, we're waiting for all of the participants to arrive. Thank you for your patience and continue to hold.

Audio recording for this meeting has begun.

♫♫ Music ♫♫

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♫♫ Music ♫♫

Hello and welcome to today's teleconference. At this time, we are currently waiting for all the participants to arrive. Thank you for your patience and continue to hold.

>> TIM: Good afternoon everybody, this is Tim Fuchs for the council, I want to thank you all for be willing to join us for today's discussion and while we test our webinar platform, we're going to go ahead on with our conversation, the platform seems to be working very well, so I imagine we will be able to rely on it and use it fully after today's call. Just a reminder that the captioning is available there in the webinar platform. And also, on a separate URL that's the CC productions streaming link that was sent to you in the confirmation email, I shared with you all last week.

So I just want to make sure that you all know that's available. I trust all of you are connected both by the phone and on the web. And I'm going to talk in a little bit about -- in a minute about how you all can participate in the conversation, either through the webinar or over the phone, however you would prefer.

Okay. So today's presentation and discussion is brought to you by the IL-NET, IL-NET is operated in-house soon with worth on community living. So we are recording today's call, because even though this is sort of a test of our platform, I think this is a world while discussion on disability at CILs, so we wanted to that to be available for you and ourselves afterwards. So we will archive it, that will be available within 48 hours usually less. And we're going to have this call be very interactive, so if you're on the webinar platform today, you can type your responses, your comment, your questions in the chat. That's the text box underneath the list of participants. You can type your question there and hit enter at any time during today's call and whether it's a comment or a question, we'll be reviewing that during the call. If others are talking when you type it, we'll get to it as we go through and review everyone's responses.

Another option, if you're on the full screen CART captioning, I'm logged in there in the chat as Tim Fuchs, you can type your questions and comments there as well, too, and I'll voice those during the call and finally if you're on the phone and you prefer to voice your comment live on the call, you can press star pound if you have a comment or question and you will be able to voice that directly.

Okay. So thanks. Also, we do have a short PowerPoint, it's really just a content of the questions as well as an evaluation link at the end, so if you're on the webinar you're seeing that hopefully, if not, the actual PowerPoint file was included in that connection email that he sent to you all. Please do fill out the evaluations, we would like to not when the thought of today's call and if the technology worked for you that's a great place to tell us if you had any issues. And I think that's it for my housekeeping, I just really again want to thank all of you for joining, I appreciate this and I know that's serve all of you got a group together so thanks for taking time to make this work.

Okay. I want it introduce my co-facilitator for today, Paula who need no, sir introduction really, Paula is the technical assistance coordinator for the IL-NET project and has agreed to help facilitate the conversation and appreciate Paula as well as for being on. I'm going to go ahead to -- well, go ahead to supplied 5 but before we introduce our first question, Paula is going to talk about the background and concept for today's call. Paula.

>> : Thank you, Tim, I get and opportunity to visit a lot of centers some of them are vibrant, exciting centers in their community and some of them are centers that are in trouble because I get to provide some intensive support when things are not going well at a center, and in the last few years, I've had some observations about how differently centers look and feel. Afternoon there's a valid conversation to be had around that, about what's important, and one of things we don't often talk about is we are both a disability rights organization and a service delivery organization we talk it but not in the context of how people feel about it as they in the door one of the best examples I can think of is how you can feel when you're surrounded about a disability culture and there are several that are excellent at this but the one that kinds to mind first is Atlantis in Denver, if you haven't ever been there, be sure to go and visit there because they have all the T-shirts from all the Adapt actions combined with other posted pictures and so forth and they have a more than is a tour guide who is really excellent and whatever your reason for dropping by, you get a chance to soak up that amazing disability culture because it's around you and it's talked about and talked about quickly and passionately from the time you enter the building there.that was what got me thinking about this, the contrast between that and some of the other centers I visited was so marked I thought we maybe needed that talk about this his or her, so let's take a chance to do that. We're going to have about a dozen -- maybe a few more questions that we're going to ask and pose and think about together, so that we can think about how we can make sure we are the best representatives we can be related to disability culture in our communities.

So the first question is this: How do you engage individuals with disabilities at you're center, whether or not they have a consumer service record, sometimes they come to you and the consumer service record is not relative or it's not a goal related to something they want to work on related specifically to course services but they are still someone that might benefit from disability culture or might contribute to the disability culture in your center. So how do you engage those folks that aren't there for a plan but they're there for something else? Remember, press star pound if you would like to speak or type your responses into the chat box. Be sure to press enter after you type them in because they won't post until you press enter.

No comments on this one? If we have a focus on service delivery then we do an intake and we ask people what their goals are and we work towards those and yet if we're truly part of the disability culture within our community, there may be folks who come in just to be a part of that, you know, about the culture itself, at least that would be my hope. There will are a couple of people typing so we'll give you another minute or two to type in your response or like I said press star pound and the operator will allow you to come into the call and speak.

>> TIM: And Paula, it looks like we have somebody in the cue on the phone so we can go to them while these folks type in their comments.

>> PAUL O'BRIAN: Excellent.

>> TIM:

>> : Hi Paula, it's Lou Ann Kibbee, I think you bring them in and educate them more about the disability culture and talk too them more about the history and you know more than likely they have something to contribute to that culture and history also, even within themselves, so I think getting them involved and getting them involved in the advocacy, that type of thing, and they may not need a service right now, but down the road they may. But I think it's important to draw them into the community and get them involved.

>> PAULA: I'd be curious if that's happening and if people have great ideas for how to make that happen. How do you draw people in when they're not -- they're there just to kind of check you out as part of their own experience, not for a goal at that moment, how do you draw them in? What's the conversation that once they come in the door?

>> : I think you talk to them about disability rights and I think as you talk to them about the history and culture and disability rights, and talk to them about what's happening as far as advocacy and I think it's -- to me it's kind of -- you've got to kind of think about the individual and, you know, what their disability could possibly -- you know, the possible discrimination they've experienced in their life and I think that's kind of how you draw people in by their own personal experiences and then talk about advocacy issues that, you know, you're working on that they may be able to relate to, and I think draw them into the advocacy piece that way. And then -- and also, I think you know, like skill our center all of our offices, all of our locations have skill picnics, community picnics every summer, inviting the community, people like to get involved in those things, they like to help organize those things, at this kind of stuff. Of course we have an ADA celebration every year, we have an annual meeting, holiday get-together in December. And some people like to get involved in those things and some people like to get involved in the advocacy side. So I think it's trying to find from their personal experiences what the right niche is for them. But I think it's important to draw them into the community.

>> PAULA: Excellent. Yeah, absolutely. I see a couple of comments on the chat, too and let's kind of put those in as well. Invite them to events that your CIL and at your community where we provide information and referral if they need it. That was Jami much discussion and Karen said treat everyone with the same respect and is if they would be a CSR, as if if they would have a CSR later on so that's good to know. Invite them to join the convenients at your center and at the community to have INR services. And I notice a couple of you have typed your comment in twice that's fine. Just done it once, you said some of have said it's slow that's one of the continuation we're testing it should pop up event equally and hopefully we can kind of keep that, moving, which would be good.

Okay. Let's look at the next question.

>> TIM: Great, thanks, Paula. We're going to move on to slide 6. Which is question 2. And not splicing I will, we're going to talk about how to connect Veterans with folks that are new to the center, so I'm wondering from you all either things you've done or ideas you might -- burning ideas you might have, how can a center use individual whose have a history with disability rights to connect with people who are uninitiated? So how do you all make connections between Veterans and new byes at your CIL? Love to hear from y'all again, it's star pound if you want to speak on the phone or you can type your question in the chat. Julia said their center is filled with artwork to draw attention, in the entrance they have brochures and class fliers to provide information on activities they offer. That's good. Lou Ann says just making them comfortable encouraging them attend events at the center when they have reached their comfort zone just get them involved. Again, those are goods ands to question 1. And I see a lot of you typing I imagine you're going to talk about how to text Veterans with new byes.

>> : We end courage peer support search possible both at the center and out in the community.

>> TIM: And we've got a comment on the phone as well, so we'll go ahead and open up your line.

>> : Hi, this is Jami, and I would like that say I'm a skills trainer at my center and I have started a disability support group like monthly, and also what I do for examples I have a bus riding class tomorrow and I have contacted some of my Veteran consumers that I know that have been riding the bus for some time to join the class and help volunteer in the class. So I try to encourage that as much as I can. And also makes the Veterans feel good to be helping the others.

>> TIM: Great.

>> : Trying to encourage them to, you know, volunteer during classes and link them with different people for peer support that have a similar disability, I try to make sure that I do that and I think it's very important.

>> TIM: Great. Karen adds they do peer matching to bring experienced -- to bring together the experienced folks with novices, any specific examples about how you all have used Veterans from the disability rights movement to talk about disability history and disability culture? Mary says we offer a stepping stones group that offers it for people who live in nursing facilities and talk to them about being disability and talk about our rich history. That's great Mary, thanks.

>> PAULA: Remember to press enter after you type your comment and sometimes there is a delay so be patient if it doesn't appear immediately.

>> TIM: And I'm just waiting because there are a number of people typing so I want to make sure that they have their comments in before we move on. Ginger says we have a lots of arts anklet events that bring people into the CIL on a more second setting a and from there they get an idea or exposure to the services we provide, we also do specific art projects that allow folks to begin to think about services they might need or advocacy they can join in. That's fantastic, using the CIL as a community center to get people in the door is a really popular tool and usually a really successful one so that's great, ginger, thank you.

I see a few more people typing and we'll read those as they come in, but Paula, what would you think about going to be on to the next question and we can continue to read these and they come through, would that be all right?

>> PAULA: Yeah, that would be fine so let's talk a little bit -- a couple of you have mentioned some things like this but how can a center use interior design, layout of the center, the photo, and art to foster the disability culture and pride, and I know in a couple of your comments somebody mentioned using art or displaying art related to the disability rights movement. As soon as folks come in the door they see it and they know this is who we are. And if you have some specific examples of that, it would be great for you to list those examples as well.

I know that, you know, there are some really fine artists with original work or prints of their original work that you can find, there are some poets among us and some of those framed prints of some of the, statements or poetry can be good. What what else do you guys have that is useful and helpful?

>> TIM: And from the last question Claire added through their pier support group they have started a coupon class and that's really brought in a lot of people with disabilities that are new to their DR.

>> PAULA: Okay, good. Remember star pound if you would like to speak and we will put you in the cue. We have a couple of people in the cue, so Patricia, if you would give us the first one, please go ahead.

>> : Yes. It's Lou ann again, Kibbee, I know we have another Lou Ann, we were talking about artists, we were fortunate not Skip Smith on staff at our center so we have a lot of Skip's artwork on display at all of our locations he does some's amazing art but we also have a lot of -- we could have -- because I've been out to Atlantis, too and it's an amazing place to go into and see all the history there, and some of the stuff we kind of drew after of them and all a lot of newspaper articles following our advocacy work or community events things like that, but I think it's important to show your local history and culture but also to follow some of the national, obviously stuff, too. So we have a lot of that kind of stuff hanging around in our offices.

>> PAULA: I like that, that because if you're connecting locally at the same time, letting people see that we are connected nationally is really a good balance, I think that's exciting to think about both of those. Toms says the physical CIL location should be a show case for a physical design and an inviting environment that would include assistive technology and that absolutely is true and I hate to tell you there are centers that are not still places of accessible design unfortunately but certainly that's where we want to be an example to the community of how things should looking if we're doing our advocacy as we should, we have to also like do it right to begin with.

Ivan said here at ability 360 we have a publication called liveability that future -- woops it got away from me that features many different articles and individual whose have overcome personal championing answer Terry says our center focuses on accessibility and atmosphere, we combine persons who are working here with disabilities and consumer matching as well as information for all services, for all types, and Julia says all of the arts on our walls have been direct crated by persons with disabilities one of our coordinators offers a popular course of poetry. Let's hear the other caller in the cue.

>> : Hi, this is Lee, I think my comments are pretty much already been said but I think having artwork throughout that's done by -- or either about a disability or by somebody with a disability and then clearly the facility needs to be a model of accessibility.

>> PAULA: Absolutely.

>> TIM: And Paula, this is Tim, I actually pulled some of the earlier comments, too, I can run into some of those if you would like.

>> PAULA: I'm designed of going back and forth.

>> TIM: It's heart hard to keep up, Mary said their center has on the wall arts by people with disabilities, they have an artist in residence that assists in art exposure, Mary Olson said when she worked at a CIL they tried bring it back to artist storytelling and the sights and smells to the disability rights in youth and do mock protests for some veteran protests so them can experience it for themselves they brought that to the April context where disability advocates would talk about their experience and field questions from youth this is something my colleagues and I did CILs classes with young people as well as when I was at air center.

And Monica says that they have art and strong quotes that support IL, that people with disabilities can relate to in their office. And finally, Ginger says they have not only art by a professional artists with disabilities throughout the building they also have a large disability history exhibit there at access living in Chicago.

>> PAULA: Excellent, yeah. You know, to show people the history is easier than to tell and it has so much more impact. And to show a little bit about life in the disability rights movement is so much easier than to tell it, so that's exciting to see that a lot of people are doing that very visually in the site. I'd be curious about the things that are done to make that same information, the interior design, the layout, photos art, accessible to people who are visually impaired, are there some things that you do in your center to also provide that same access to our history and our disability pride that would be accessible to people with visual impairments because everything I've been hearing is very visual. Patricia do, we still have someone in the cue?

>> : Yes, we have one in the cue one moment, please.

>> PAULA: Thank you.

>> : Hi, this is Jami again, the consumers and I did an IL play, independent living play, where they performed different scenes, one was like in regards to housing discrimination, one was voting, so we set it up like they -- you know, someone was trying to get in to a site with a wheelchair and the building wasn't accessible, so they had to like call the local law enforcement into play so they acted out these different scenes, like in -- and there was housing, job, voting all of the areas that affect people with disabilities so even if you were visually impaired you were able to hear that. So I would just like that share that with you and we view that play at our annual celebration that we do every year.

>> PAULA: Okay. That's another kind of art that's good.

>> : Yeah. So I would just like to share that with you guys. Thank you.

>> PAULA: Some of your you are postering some of the on you accommodations that you use, many of them have audio descriptions and that's great, we need to be thinking about those things, too, what is going to be happening and how can this be done well and then using universal design so that you have highlight that accessibility doesn't have to be ugly, and that everyone uses it. That's always good. And then Mary mentions the lives worth living DVD has a lot of interviews and is audio described and that the they use that and hold discussions groups around the content of life is worth living DVD so those are all good suggestions. There are still people typing but I think we can catch up like we did last time and go on to question 4 if you would like, Tim.

>> TIM: Sounds good, Paula, Lou Ann also added she mentioned Skip Smith and his artwork has been really great with starting conversations both within the disability community and business community, Skip's drawing of Justin's wheelchair and his strength Stetson cowboy hat always starts conversations. Thanks Lou Ann, I'm going to go ahead and go to slide 7. For all a, Marissa is wondering if anyone has audio descriptions of their exhibits, Ginger says they do. If you are looking for tips I'm sure they'd be happy to share that with you.

On slide 8 we have question 4, this kind of similar, so what impact does the location of your CIL have on inclusion diversity and culture and I hope you will share not only what impact does it have but how have you overcome that, so if your location is more physically or culturally accessible to some people with disabilities in your community more than others how have you overcome that to include everyone with all disabilities in your community or communities? And again star pound to voice your comment or you can type it in the chat.

>> PAULA: While aware waiting for those comments I might just give you an example and I didn't she Sherry burns on the call but some of these are phone numbers, this is the center where Sherry is, if you know her, she was there and then in not center in Hayward is now in executive director in San Hose back there, it was tucked into a location off the beaten path with public transit and was not very approachable and was especially difficult to find if you were not in directed transportation like a taxi and they were stuck for a while with that lease but as soon as that lease was released and there were some people who could make it happen, they found another location and today if you would go into that center it's right off the light rail and it's very much obvious when you come into the center that it's cross cultural and it's cross disability and there are just lots of people involved in doing lots of things, and it's a hub of activity for the disability community, which it couldn't be when the public transit problem wasn't worked out. Now, some of you live in rural areas at this don't have a lot of public transit, but there polite be other factors that you would look at where your location has an impact. But that would be one example that certainly the transportation of course CIL is the ideal situation built right on top of the BART system in Berkley but there are also some interesting things to look at around the location. Cue.

>> TIM: That's Paula, it looks like we have someone waiting in the queue, I'll start there before I start some of these good comments. You can go ahead.

>> : This is Lee, I had done the last one, so skip over me.

>> TIM: All right, thanks Lee. Okay. So I'll keep an eye on the phones in the meantime, from the last question, I think this is really good to hear, Ginge at access living says also for all live performances and any action on the stage or in the room they provide narrative description as well. And that's a great reminder, Ginger, so Tammy from Montana shares that being a Montana location definitely has an impact, the distances between communities and just the variability of services is always an issue.

Mary shares that access living something located in between the L lines and all the buses are accessible, too, we also offer transportation reimbursement so people can come in and participate.things that Mary. This is still relevant and I would love comments for folks some many of us don't choose the office location so much as they choose us based on affordable and what's available and so again I'd love to hear how you all have made a location that maybe wasn't -- immediatley didn't seem perfect how you have made it more accessible, you know, literally figuratively. A CIL should be accessible by public transportation, light rail and in a neighborhood where a large number of consumers reside.

Limited to no parking available for consumers I'm assuming that's a con. And I'd loaf to hear tips, too, from folks in rural locations like Tammy, how have you overcome that what are the solutions when you don't have -- not just light rail but when you don't even have buses and very little is walkable? We have a lot of people typing so I'll give you all time to do that. And we've got somebody on the phone so we'll go for now and caller, you can go ahead.

>> : Sorry Tim it's Lou Ann. And there's two Lou Anns one is talking on the phone and the other one is typing, so two Lou Anns from skill. Anyway, one of the things that we've done and I think a lot of rural centers try to do, because all of our offices are very rural, and it's really important -- we try to be into -- kind of in the center of the community, because we've don't have a lot of transportation in most of the community, so it's important to be centrally located, because a lot of our people end up walking or wheeling to your location, so it's important to obviously have easy access that's way. Another thing that we've done and some of our -- in some of our offices is be located close to some of the housing complexes and things, where a lot of people with disabilities or seniors may live, so individuals needing our services, that's kind of what we've done to be close to them, so...

>> PAULA: And are the offices collocated -- light of the offices are collocated so they find services that they might find, sometimes that re-that bill takes sometimes it's another complex of offices or services, and sometimes that helps, too, because they're going to be there anyway, so it's a good time come and see [indiscernible]

>> : Our last Paula here in Hayes, which, you know, you used to live here, so -- but our last office here in Hayes, we were neighbors with the area agency on aging.

>> PAULA: Right so that's another great partner to locate close to, yeah, good.

>> TIM: That's great. I see Annette says their IL coordinators meet potential intakes near their home or wherever the person may feel comfortable and that's true in rural areas obviously of IL folks are spending a lot of time on the road that's good that's a common solution. Bobbie shares that in Chicago the buss are accessible, the metro are also accessible and they also have accessible cabs that's great that's one of the really place into things big a city. And a lot of this is long-term work as you all know. Creating intratown transit, you know, in rural areas or advocating for additional bus stops, additional accessible buses, 100% accessible bus, more accessible cabs or a whole new light rail stop like the folks that ability 360 is doing so some of this is working with partners and municipalities to work to some long-term solution, too. Got a couple more comments I'll read before we go to the next question.

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>> PAULA: Sounds good.

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>> TIM: Good, great. Thank you, Tammy.

>> PAULA: And Phil also said we cohost two multicultural conferences annually, an African-American disability conference, and an American Indian disability conference. So partnering in a very public way there, that's great! Advocacy team here at access living advocates for people with disabilities rights all over the City of Chicago, and into Springfield at the capital and in Washington D.C., and the most visible is the annual disability pride parade every summer in downtown Chicago.

>> TIM: Great. And Ginger adds it's important and yes it is to as the population agings we may all need those disability rights. Okay. Well thanks you all. I'm going to take us to slide 10, which is question 6. And we've touched on some of these, but we'll tackle it head-on now, so what are the barriers that you all y'all encounter in creating a disability culture at your center, have you all found this difficult to do and why?

>> PAULA: We have multiple attendees typing but we're not seeing anybody in the queue yet, it's star pound if you would like to speak.

>> TIM: Wendy shares I think the hardest part of disability culture is being inclusive in our cross disability efforts, absolutely, Wendy. It's difficult and a full-time job to be totally cross disability and accessible and inclusive and it takes some really intentional work to do that.

Lou Ann shares sometimes employees that aren't necessarily indirect contact with the customer look at it as a job and don't try to understand really what is going on. It's really important to talking about this with staff, do the training necessary, so that people have that context and are able to work, you know, with really anyone from the community and understand a couple of barriers and discrimination behind it and the struggles that some people are having.

Great. I see a few more people typing. Phil from ability 360 shares I think it's important that we get youth involved at our CILs and we offer something that is modern and of interest to them. Yeah, I can tell you from nickel's perspective its also difficult but really critical to be relevant to young people and to have really authentic youth leadership, too, thanks, Phil.

Clara offers that being in a rural area, transportation isn't provided throughout the county, only in the city. So this keeps people from coming to peer support groups, event, et cetera, right, transportation and access huge issue.

We have about 20 more seconds for the folks that are typing before we move on to the next question.

Okay. We'll continue to read your comments and suggestions as they come in but for now I'm going to turn it back over to Paula.

>> PAULA: Okay, well let's look at that question 7 on slide 11. How do peer groups set the tone for the character of the center? Some of you mentioned this back at the very beginning that your peer groups one of the ways that you are do this so tell us a little bit more. How do your peer groups set the tone for the character of the center as people come in and participate with you? Remember star pound to speak, otherwise, type your comments in the chat box and remember to press enter.

Like Christine said every year our CIL does a youth leadership forum for students and I think that's a model that some of the most successful centers certainly do something related to youth leadership at the local level often the states do that at the state level and of course we have some great national efforts in that as well, so that's important for sure.

And Terry says I've been taught by our advocacy director it is important to learn and legislative issues on disability and become educated regarding the ADA, employment rights so that we can better inform consumers and certainly we do have a responsibility to know the law, huh, because if we don't, advocacies is much weaker, so that is an important. I am seeing one person still typing so be sure to press enter when you're done.

I think maybe we could go on to that slide 8 Tim while we're waiting.

>> TIM: Great. Oh, it looks like Monica just entered her comment, she says we have IL skills classes and training with different topics that bring people with disabilities into other offices. That's great. Here on slide 12 we'll have our final question which is -- and we'll talked about this a little bit as well, but what is the impact of signage and the extent of accessibility on disability pride and culture, and how does access and your -- how you communicate your commitment to access to impact disability pride and culture not just at your CIL but in the community, and, you know, groups and collaborations that you're a part of. While y'all type that, era also shared they have a youth leader ship group as part of their CIL to encourage interest to young people that's fantastic.

Okay. So how does access and signage impact disability pride and culture at your center?

I'm not seeing a lot I think this is probably because this is so core to who we are and that's -- it might seem simple to us but that's of course not true in society at large, so Wendy shares that they teach an universal design and are generating many outside groups that use our space for meetings which expand awareness that's great.

I see a few poem typing, here at Nichol we were able to get a grant to teach other nonprofits how to be accessible to take a mystery out of it for small nonprofits that want to two a better job but don't know how yet.

>> PAULA: That could shower sure be rep reply dated at the local level count it.

>> TIM: But the foundation that was able to support it was a big part of that. Terri says signage and agos rather than just words can be an incredibly powerful tool like liveability magazine. That's great, thanks Terri.

But yeah, Paula, I think -- and that's what I was alluding to earlier is this so second nature to under the circumstances and sometimes we forget that we are experts in it and we have a lot to share with others in the community and it can even be a small source of revenue sometimes or a large source depending on the opportunity you find.

>> PAULA: It changes your community, it changes the barriers in your community, so it's important from every standpoint, I think.

>> TIM: Um-hmm. Okay. Claire shared their peer support group meetings twice a month in two different locations one of them is a church where we very access to cook and they have cooking lessons once a month and they've grown to 8 people in their group in two years that's great. That's awesome we were able to support cooking and nutrition classes from 75 grant to the folks in silver spring Maryland and they also spoke, the class became about much more than just cooking as you all know from IL skills training that it can really be transformative in someone's life that's great.

Well, I'll certainly address any more comments that come in, but we've got just a few minutes until the top of the hour so I'm going to begin to wrap up. On slide 13, we have the evaluation form. I know this has been a different format for this call, but we still would love to ha have your comments and your thoughts especially how the technology worked for you, several of you shared that in the chat and we did see those comments and I really appreciate it to know that some of you were having some buffering or delays and we'll continue to look at that. But also, what you thought of the discussion and you would love to know if you all would be interested in some, kind of peer sharing like this more often, we sort of did this to address the webinar test we needed to do, but I think that this has been a fun conversation to have, and be interested to know if you all would like to see opportunities like this more often in the future.

Telri says the closed captioning has been awesome and when is the next webinar, good question, so I know that our groups do a number of webinars but the next webinar through Nichols present tailingses is going to be coming up on March 31st and that's going to be on intersectionalty, so again, making those connections and movement building across social movements and among multiply marginalized people with disabilities. So be on the lookout for that that's not advertised yet but we'll be announcing it soon and a number of people are invoicing their support for doing -- voicing their support for doing conversations like this again in the future so thanks.

Okay. Well look, again, with just a few minutes left I'm going to let you all get back to the rest of your days, but thank you so much for doing this, I really do appreciate it, you've done us a big favor I think it's gone well, I hope the platform has worked well for you all, it has for us, so my thanks to you all, my thanks to Paula and thank you all for everything.