TIM FUCHS: Thank you, Richard.

I want to welcome you all, too.

I'll do a tour of the WIKI page at our lunch,

so I'll go to the web page, I'll show you how you can

access that, I'll show you how the materials are

organized, and it's

a living page.

So if there are things that we're referring to,

we've got a tremendous amount of materials already,

so you might be challenged to come up with something

that we haven't already included.

But if there's something that you're interested

in seeing, just ask,

holler out, and let's

see if we can get it up

on the wiki for you.

We're really happy

to have that,

it's been a great resource over the last few years as

we've used it, and I'll

do a tour at lunchtime

to show you that.

Also on Thursday, I'm really excited about the tour of

ABIL, the Arizona Bridge to Independent Living.

Several of our presenters are from ABIL.

It's a fantastic center.

I've been there a few times,

I'm very excited to head back over there,

for those of you that haven't seen it.

I would be interested this morning of getting a sense

of how many of you were planning on doing the

tour on Thursday.

Great.

So that's most of the room.

It's probably easier to count,

do you mind showing me who knows they can't attend,

who has to catch a flight out or headed back home?

Just a couple people.

Good.

It's a fantastic center, and it's only a few miles away.

If you don't know, it's not only ABIL that's there,

but it's what they call

the Disability Empowerment Center, the DEC.

So it's not just the center, but it's an entire campus

of disability rights organizations from the

Phoenix area and

around the state,

the State Independent Living Council is there,

I know Darrel and Amina could rattle off all other nine or ten organizations.

Twelve.

TIM FUCHS: Twelve organizations that

are there.

Really a fantastic environment,

obviously

universally

designed.

So I'm glad you'll all be able to do that.

Without any further ado,

I want to recognize our

presentation team and

the rest of our planning team here.

A tremendous amount of work has gone into this training.

We've been working

on it for months.

And I'm really excited about this opportunity to meet in person.

You know, over the years ‑‑ excuse me,

I'm just getting over something ‑‑ over the years,

as technology gets better and we do more and more teleconferences and

webinars, we're faced with the additional time and cost involved, and you are too,

with travel costs in coming to these in‑person trainings,

but we continue to do them because we know how important it is,

that some of these topics, it's just necessary to pull ourselves out of our

offices, out of our daily jobs, spend time together,

really carefully and comprehensively thinking through these issues.

So what started out as a webinar series,

Get to the Core of It,

a really snappy title that

Darrel came up with actually,

has now evolved into a comprehensive approach to

providing consumer services, and we've had a lot of fun,

and we've had a lot of great discussion about this.

And I want to thank all of our presenters for really

being at the heart of planning this event with us from the beginning.

We have Darrel Christensen with us.

Darrel Christensen is ‑‑

(applause)

‑‑ Vice President of community integration at the

Arizona Bridge to Independent Living.

We have April Reed, who is volunteer coordinator.

(applause)

She's at ABIL.

Amina Donna Kruck,

also from ABIL.

(applause)

We have Paula McElwee.

(applause)

We're glad to have

Paula with us.

She's not only a presenter, but new to our planning team,

she's the technical assistance coordinator

at ILRU.

We also have Deb Langham.

Deb is here from IndependenceFirst

in Milwaukee.

We have Judith Holt from Utah State University.

(applause)

Our evaluator, also a big contributor to the team

and also letting us know feedback and how we can improve trainings.

Roger Howard.

(applause)

Roger is the executive director of Living Independence Network ‑‑

Corporation.

‑‑ In Boise, Idaho.

Finally we have Richard Petty from ILRU.

(applause)

Darrell Jones from ILRU.

(applause)

TIM FUCHS: Rie Terashima from National Council On Independent Living.

There's also a whole host of people on our staff and our

planning team that don't travel to the training,

but are a huge contributor, the people who coordinated

all these materials into a packet for us to learn from

and the whole rest

of the team,

NCIL and ILRU that contributes to the planning

of the materials, everything that goes into these events.

So really again, one final round of applause for our presenters.

(applause)

I think you'll love working with them, I know you will.

Before I turn it over to Amina to get us started here, I want to get a sense.

We've looked over the registration list,

I see some familiar

faces in the room,

some new faces in the room, and I'm wondering if you all

would just be willing to share,

just grab a mic

and holler out,

what brought you here?

What is your, as Amina put it yesterday,

what is your heart's desire to get out of this training?

We're covering all the core services and looking at a comprehensive approach.

What was it that grabbed you, and what do you want

to leave with when you

leave on Thursday?

We'll ask again,

don't worry.

(laughter)

TIM FUCHS: Nobody wants

to share?

Don't be shy.

Someone will tell

us why they came.

AMINA DONNA KRUCK: I'll get them to share.

That's why I'm here.

Give me that microphone.

Hi, I'm Peggy Rounds from Casper, Wyoming.

I'm the peer support coordinator up there.

It's a new program,

it's been in effect for

less than two years,

so I started it, and actually I contacted April to at least get some basics.

So thank you very much.

I'm here because not

only am I doing the peer support program,

but I'm finding out there

is a lot of advocacy that needs to be done,

and it's really collaborating amongst people with different disabilities to do the systemic advocacy,

and there's just so many issues, ADA is a huge

issue in Wyoming,

trying to get people out, because isolation and depression seem to be

two major things that I'm dealing with some of our consumers or the majority.

But if the community

doesn't see them,

they don't really see,

I guess, the positive side of getting people out.

So I'm here to find out what else I can do to really

create some excitement and motivation to get everybody working together.

TIM FUCHS: Great.

Great.

Anyone else want to share what brought them here,

what you're hoping to

get out of this?

What you're hoping to learn?

Do I have to push on

this thing or can you

hear me okay?

TIM FUCHS: We can hear you fine.

My name is Mark Cundall.

I'm the executive director for the Texas Association

of Centers for Independent Living.

There are 27 centers in Texas.

Only 23 of those are

in the association.

We're going to try to work to get everybody in,

and I have a connection

with ABIL here.

I used to live in Arizona, was on the board of

directors for ten years,

a resident for five.

The last 20 years I've

been in the private

sector working,

and when I got the opportunity to come back into independent living and

kind of pay my dues back,

I guess, the things that are

important to me about being here are to kind of go back

into this reflective mode, Richard talked about it,

and through a little bit of

self‑examination, try to correct and make better some

of the processes that we've got in place.

Some of the challenges that we face in Texas related to funding is to communicate

the value of the four core services, the things that

make independent living centers independent living centers.

And the legislature there, and it's no fault of theirs,

but they think in terms of return on the dollar.

We're investing a

dollar in a center,

what kind of return

can we expect?

So it's a challenge to communicate that value in terms of dollars and cents.

We know we're doing

it a lot of times,

but that's an argument that's a little bit

hard to make.

So one of the things I've got my ears open for here is

to try and develop a means to capture data relevant to

what I call success factors in delivering the four core

services so that we can develop a trend line over

time to show that we're doing well in the delivery of those services,

and then that will make my job a little easier to

communicate to people who really don't have a good

understanding of independent living or what the centers do.

So that's kind of a

rambling explanation.

I also have a connection

to Wyoming;

I was born and raised there.

TIM FUCHS: Good.

Thanks, Mark.

Anyone else?

Yeah, I'll say something.

TIM FUCHS: Go ahead.

We are here from southern California, south LA.

We're from Southern California Rehabilitation Services in Downey,

and at our center we're going through a lot of changes right now.

We're expanding into a new territory, are into East Los Angeles,

so we'll be covering both East and South LA.

And with the changes come changes in job descriptions

and additional staff and things like that.

So some of us, actually all of us here at the table,

except for Mike who is our program manager,

we've actually moved

in the positions that

we're currently at.

So I think the reason why we're all here is to really

gain a deeper understanding of the core services,

of what independent living centers really do.

And also the tie‑in with the systems advocacy,

I think our executive director was also really interested in that tie‑in,

and we're really trying to get a sense of everybody doing systems advocacy,

rather than just the systems change advocate,

but really tying in what you do as in your position and

tying that back

into systems change.

TIM FUCHS: Okay.

Great.

Anyone else? All right.

Well, we want to get to know everyone in the room too,

so I'll turn it

over to Amina,

and she'll help

facilitate that.

Amina?

AMINA DONNA KRUCK: I'm just wondering how we'll most efficiently go around.

You can think about that, while I ask a couple questions.

So, you know, I've been at ABIL now for 22 years,

and I've grown old

and gray there.

And it's been like

a new job every day.

So I can relate to

what you're saying,

because it's always changing in independent living,

and I can see ABIL has always been very entrepreneurial.

Mark was the president

of our board when I

got hired there.

That's something that was very different about our

center is that we have business people on our

board directing us,

not just social workers, nothing against social

workers or a counseling degree, and it made

a big difference.

When I was new, I called around and talked to other executive directors and

asked what was the hardest thing about their job,

and they all said budget,

because most of them didn't have any business background, for one thing.

This is very exciting and very intimidating.

I think working in independent living is a very humbling experience because

on one hand you know so much compared to your neighbor about what's going on for

people with disabilities, and on the other hand,

I'm always feeling like a dollar short and a day late.

There's always more to do.

Somebody else always

has a better idea.

So this is going to be very exciting because you're

going to get to hear

from each other,

and it's very jam‑packed.

You could do a whole

day on each of the

core services easily.

You could do a whole three‑day workshop.

So we're going to be moving along pretty quickly.

First, I just want to

ask a couple questions

and see some hands.

How many people here are

on the ground working

one on one with consumers?

Raise your hand.

And kind of look around and see who you are.

The first time I went to a National Independent Living Center training,

the most important thing

was it was for middle management.

I was the only middle management at ABIL,

and it was so great to connect with others.

How many people here are in a supervisory role?

Raise your hands high,

don't be afraid,

we won't attack you.

Great.

One of the things we'll do is I'll do a thing called think and listens,

and it means I'll stop

you and have you break up into pairs quickly,

and pick an X

and a Y person.

I used to do A and B, but people have perfectionistic

things they all

want to be A.

So X and Y person.

We'll just take a minute each to share whatever

is at the top right now,

to help us integrate all this information that's going to happen.

So I want to give you a little heads up about that because we'll do that

throughout the training at different times, just to help us take a minute to

absorb what's on our mind, about what we're hearing,

because I know we'll

hear so much.

Already I read one‑third

of one of the handouts

last night and went,

oh, wow, I wish somebody would have told me, somebody

should have told me a long time, I've been in there

22 years.

Yes, I have a counseling background,

but the truth is this

isn't just an intellectual process.

Everybody here is pretty passionate about what they're doing.

They're overwhelmed because they just got on a train going 100 miles an hour.

How many people have been working at their center

less than six months?

Anybody? Okay! A couple.

There's somebody over there.

You've got a friend

over there, okay?

(laughter)

Yeah, he can't see,

he's behind the pole.

How many people have been working less than a year at the center?

Oh, okay.

One person.

Only one person?

Two.

AMINA DONNA KRUCK: Two, three, here we go,

some other people.

So you guys are newbies.

How many people have

been working five

years at a center?

A few more hands.

Good.

Great.

How many ten years,

between five and ten years at a center? Okay.

More than ten years?

Oh, yeah.

Several people.

Who did I miss?

People not working

at a center but

working at a SILC or something related to a SILC or an association.

Did everybody raise their hand?

Did I miss anybody?

Anybody been on a teleconference training before with Darrel or Roger?

A couple people?

Anybody been on peer mentoring training with April?

Richard Petty, he's

like a God in the independent living.

I've never met him in

person before today.

(laughter)

It's really fun.

He's shaking his head.

But it's true, we have kind of heroes in our movement,

but a lot of us don't

even know who they are,

so you'll learn a lot today.

What we're going to do just quickly is just go around

and I think I'm just

going to pass this microphone around,

it will be the easiest way, and help out your partner if

they're not able to

hold the microphone,

and just say your name and where you're from, the name of your center and the city.

We're going to have to do

it fairly quickly because

I want you to have time

for the whole rest of the program today,

but that way we kind of get a sense at the beginning of mixing around.

So we'll start over here

and just say your name and the center that you're at and where that is.

Keep it moving.

Shannon Bergman, Center for Independence in Tucson.

Jenny, Center for Independence in Tucson.

AMINA DONNA KRUCK: Say what you do there.

Self‑determination coach.

I'm a peer counselor.

Joanne Maxwell, Tacoma Area Coalition of Individuals

with Disabilities in Tacoma, Washington, and I'm the deputy executive director in

charge of development and marketing.

Diana Gearet, director of development for Center for

Independent Living in Bartlesville, Oklahoma.

Mary, Nevada Center for Independent Living.

Emily Lopex, coach for Center for Independence

in Tucson.

AMINA DONNA KRUCK: All right.

You, sir, are next.

I'm the executive director of the Center for

Independent Living in Forest Park, Illinois.

She doesn't

speak English, but.

AMINA DONNA KRUCK: Go ahead, we'll come back around.

Here you go.

Okay, I can.

Maria Romo, from Guadalajara, and she works

for the School for the Deaf and Blind Children,

and she does work with children there with blindness.

She's coming here to learn.

AMINA DONNA KRUCK: Does she want to be where the captioning is?

There's captioning going

on on the other side

of the room,

Tim could help you guys

get relocated if that

would be helpful.

Okay, I will ask.

AMINA DONNA KRUCK: Ask her, thanks.

I'm Jeanine Moran, I'm in Greensboro, North Carolina,

and I do nursing home transitions, and I'm a disability advocate.

(inaudible)

I work for Yuma, Arizona, assistance for home modifications.

AMINA DONNA KRUCK: You have more people coming from Yuma?

No, they couldn't make it.

Bummer.

Kelly Schultz, I work for Independent Living in Illinois.

I'm Keith Hosey, I'm Louisville, Kentucky,

associate director for the Center for Independent Living.

I'm Linda Butler from the Center for Independent Living in North Central

Florida, Gainesville, Florida, program director for employment services,

home transition and training.

I'm Sandy from Paris, Tennessee.

I work at the Center for Independent Living.

I'm an independent living specialist and a certified peer counselor.

Claudia Stevens from Lake County Center for Independent Living,

and I'm the program director for McHenry and Lake County.

I work for Lake County Center for Independent Living,

now serving McHenry County as well, and I'm the ILR advocate.

The state of Illinois.

AMINA DONNA KRUCK: Got to say your state,

we're foreigners here.

Karma Franco from Heart of Central Texas Independent Living Center,

Belton and Waco and the four surrounding counties.

I am the director of employment and training.

You've already heard from me, I'm Mark Cundall,

and my office

is in Austin, Texas.

Hi, I'm Harvey Ross,

and I work at Independent Living Center in Milwaukee, Wisconsin.

I'm an IS coordinator and I do support.

I'm the resource specialist at IndependenceFirst in Milwaukee, Wisconsin.

I'm Peggy Rounds with Wyoming Independent Living Center in Casper, Wyoming,

and I'm the peer volunteer program manager.

I'm Jennifer Reeves, and I work with Wyoming Independent Living

Rehabilitation in Casper through Americorp Vista and

also work with the volunteer program.

My name is Gary Dyson, I work at the Independent Living Resource Centre in

Winnipeg, Manitoba, Canada, two hours north of Grand Forks, North Dakota.

I run the IL peer program along with the disabilities self‑employment program and

assist with education and Disability Awareness Resource Training/DART.

My name is Gloria, I'm with Cochise Ability, and our office is the liaison office

out of Tucson, Arizona, and I'm an independent living liaison.

My name is Monica Baraza, from Access to Independence in San Diego, California.

I'm an independent living advocate.

Primarily I work

with transition from

skilled nursing,

but all our advocates do all of the core services.

We have a separate department for employment, and I'm happy to be here.

Lebita Munoz, specialist and home modification assistant.

AMINA DONNA KRUCK: We just had eye contact.

We've talked on the phone

a million times and never met before.

I'm Judy Roy from Birmingham, Alabama, disability resources,

I too have the pleasure

of working with one

of my heroes,

NCIL's fearless leader

Dan Kessler.

I'm Helen Norcross from Casper, Wyoming, Wyoming Independent Living Program,

and I am a program manager with the Independent Living Program and Division,

youth transition,

along with Peggy over there,

she and I are

the ADA advocates.

I'm Vicki Kemp with the Nevada State Aging and Disability Services,

and I oversee several disability programs,

and I'm here with pleasure of John Roseland to learn

about the independent living program and how we can strengthen it in our state.

I'm John Roseland, I oversee the state independent living services program,

also called assistive technology for independent living program in Nevada,

and I work out

of Carson City.

I'm Joni Ingalls, Center for Independent Living out of Reno and Sparks,

advocate I & R and ILS.

I'm Doug Rockheart, senior program coordinator for the IL center in Winnipeg.

I'm Christine Gardner,

with Colorado Springs Independence,

and I am a program

manager there.

I'm Justin Neighbor,

I am the coordinator on accessibility for

Independent Living Center, Youth Achieving

Independent Living.

I'm the independent living coordinator with

AccessAbility in Indianapolis, Indiana.

I'm Melissa Doherty with the Southwestern Center for

Independent Living in Marshall, Minnesota.

I'm IL services program coordinator.

AMINA DONNA KRUCK: Great, pass it over here.

Hi, my name is

Persilla Flores.

I work at the Independent Living Center,

City of Downey,

peer counselor,

independent living skills, transportation.

I'm Ana, good morning, everyone,

Southern California Rehabilitation Services, housing specialist.

My name is Mike Bailey,

I'm program manager for

IL services at Southern California Rehabilitation Services in Downey, California.

Terrence, also in Downey, California.

I'm transitions coordinator there in Southern California.

Anthony, Southern California Rehabilitation Services, assistive technology.

AMINA DONNA KRUCK: Thank you.

All right.

Over here.

Hi, my name is Ken Gibson, I'm from Tacoma, Washington,

with the Tacoma Area Coalition of Individuals with Disabilities,

and I'm the

executive director.

AMINA DONNA KRUCK: Cool, you've got someone from

Tacoma way over there, right?

I noticed that the guy from Winnipeg is wearing shorts.

(laughter)

This is how we know who is from out of town,

if it's under 90 degrees, we're wearing long sleeves and long pants.

And you can always tell when the Fiesta Bowl happens because these people come

from Ohio and Kansas

and they're all in

their short‑sleeves

and their shorts,

and we're all bundled

up in our jackets.

So you stay here long enough, you know,

it does get to be 115

for a couple months here.

It's very hot.

Nice spread of people.

Isn't it? It's exciting.

Some of you may actually meet people from other centers in your own state

that you don't know,

which I found to happen

when I've gone to

these trainings.

So we want to welcome you, and we'll try our very first quick think and listen,

so grab a partner next

to you, an X and a Y.

If you're an uneven number and you have to do three, you can do that.

This isn't a test.

Find out who is X

and who is Y.

So you're going to

get a partner.

If there's an extra,

you can scoot over to

the table next to you if they have an extra.

As soon as you know

who the X person is,

raise your hand X person so I know you're ready to go.

Yes, you presenters

have to do it too.

Nobody is above this.

Okay.

X, X, we have an X.

Over here you have X's?

Anybody need somebody?

Anybody need a partner?

You need a partner over here?

She's an X person.

All right.

Yea.

We've got somebody.

I like this.

Proactive.

Proactive.

All right.

Great.

This is what you're

going to talk about.

It's really only going

to be about a minute,

it will seem

like a long time.

Naturally, some of

us are listeners.

Who are the listeners here?

Oh, oh.

And some of us

are the talkers?

(laughter)

Listeners, you'll have a very important job,

which is you'll listen to that person talking like they are a treasure box

opening up in front of your very eyes, and you'll just be delighted, okay?

And don't help them,

and I know when you

hear them talk,

you're going to think of things you want to say.

Don't.

It's only a minute.

You'll get a turn.

And the talkers are going to share about whatever the

topic is that I bring

up for you, okay?

Anybody have any questions?

Then we're going to switch, so everybody will

get a turn.

Most of us talkers can

keep quiet for at least

one minute.

We know we get to talk

when it's over, okay?

All right.

So Y's are going to talk first.

Okay? And you're going to talk about what came to

your mind when you heard

everybody talk about where they came from and just how

you're feeling about being here this very minute, okay?

Just be present this minute.

Okay? X's, what are you going to do?

Listen.

AMINA DONNA KRUCK: Like what?

Like a treasure box!

Quick learners, okay.

All right.

Go.

Y's talk, X's listen.

(working in pairs)

Tim, April doesn't

have a partner.

Get over there.

Oh, you guys are partners?

No, no, she needs a partner.

(working in pairs)

AMINA DONNA KRUCK: Okay, time.

Well done! Great.

Now you're going to switch.

This is important for the presenters too because we

kind of have nervous vibes how this will all go,

so we have to all do this.

This time, the X's are going to listen ‑‑ no,

the Y's are going to listen, thank you, right away you'll

correct me if I'm wrong,

and the ‑‑ who is listening?

Y's.

AMINA DONNA KRUCK: Y's are listening, X's will talk.

So the Y's are listening like what?

Treasure box.

AMINA DONNA KRUCK: Treasure boxes opening up in front of you.

Go!

(working in pairs)

AMINA DONNA KRUCK: Okay, that's it.

Time.

Come back.

Good job, everybody!

I noticed a couple people just looking around,

you know, and it was

their turn to talk.

But very good.

So if you didn't know if you were a talker or listener,

now you know, right?

Thank you very much.

So do I go ahead then

and introduce the next speaker or what?

Yeah, go ahead.

AMINA DONNA KRUCK: Great.

Well, I have the wonderful pleasure of introducing to

you not only a co‑worker, but a co‑baseball fan.

We don't live here in Arizona for nothing.

We have baseball almost all year‑around, even the fall,

there's fall ball when we get done with the season,

because we have

a lousy team.

But anyway,

Darrel Christensen,

he used to come to ABIL,

and he was kind of

looking for a job,

and he would show up every year.

I thought, he must have

a girlfriend here.

He was coming for spring training every year is

what he was doing.

So Darrel and Roger will talk about information and referral services and independent living centers.

He's our community integration director over at ABIL,

and I think he's going to start off,

and then Rog will kick in.

We'll have about a half hour with Darrel talking to you,

we'll take a break for 15 minutes, come back and finish up the I & R session.

That's what's coming next, so hold onto your hats.

Smile amongst yourselves, you all are treasure boxes.

Wasn't I right?