AMINA DONNA KRUCK: So I want to say that we have a staff person that's a great

performance artist and she has a whole skit about when social security ‑‑ she got a

letter telling her

that she was dead.

So yes.

It definitely does happen.

So my job is to do a little bit of summarizing with your

help about anything that we've talked about today.

We talked about

information and referral,

and we got a nice background about centers for independent living and why

we came about in the first place, which I think a lot of times that's like the

zero step that we forget, that people don't know,

and about information and referral,

and it made me think about, because I've been working at the center a long time,

but I have the title of advocacy director,

so anything that nobody

knows what to do and they send to me, right?

And usually people are hysterical by the

time they get to me.

And I've learned, I'm an old crisis counselor, to say, okay, stop in the middle,

because this is one of the hardest things, right?

They're going on

and on and on.

Stop, I need to know what you want from me first

so I know how to listen to

everything else you're saying, because I have attention deficit and

I won't remember from the beginning of the story to

the end unless I know

what you want from me.

And people will stop crying or whatever, ranting,

on a dime to tell me what they want from me.

And then we can go forward.

So I'm teaching that to my program aide now who is really nice and he doesn't

want to interrupt anybody, you know?

And that's what you have to do.

So we learned wonderful things from Rog and Darrel about I & R and how I'm so

glad they really emphasized that this is not just an entry level kind of

position, this is somebody who really has the scope of the community.

Our I & R person said this much ‑‑ and she holds her fingers out about 2 inches

apart ‑‑ this is what we can do for them, and, you know,

another 12 inches' worth is what really is out in the community.

So she has to understand our programs really well and understand the community programs.

So for a new person coming in, I just want to remind ourselves how hard it is to

be that person,

and they're the gateway to all the other services,

you know, so that they

need a lot of repetition

to just get grounded in their position,

unless they've already

been at our center

for a long time.

And then, we had that wonderful piece on,

what is it called,

the positive motivational strength‑based interviewing.

And I really got something so cool from that,

which was, first off,

I'm going to steal a lot of that and recopy it from my staff about how to talk to people another way,

because they still get into the barriers that they

forget to do that piece of it, even to notice what brightens somebody up.

I'll walk into somebody's office and they're doing ‑‑ one of the programs I do is

work incentive consulting, so they're talking about social security,

right away there's a

frown going on,

you know what I mean,

the headless monster

I like to call them,

and this person is working, you know.

I walk in and go,

you're working?

And they go, yeah.

I go, wow, do you

like working?

They just brighten up

for the rest of the conversation.

While my staff has been sitting over there going through the numbers.

You know what I mean?

They just forget to keep perking them up through

that hard process.

And then everybody perks up.

Then my staff person perks up too because this

person is beaming now,

they look like a totally different person all

of a sudden.

So we like to get in a group, and I love that, and,

wow, I got a whole new take on benefits counseling listening to Deb,

that it's really consumer control, teaching people how the system works gives

them control, and our expectation, you know,

everybody, including service providers, feel so powerless

about the systems,

even the ones they work in.

So number one, our staff need to feel empowered about how our center is working,

and then this expertise,

you know, which they then throw everybody at,

whoever is the expert in social security, they get all the calls, right,

or whatever it is, but that way of putting it forward to the consumer that this is

part of your responsibility to learn the rules, and like don't you feel better when

you know the rules, right?

Everybody feels better when they know the rules.

You can learn these rules.

We can help you

learn the rules.

So I thought about consumer control in a way that I hadn't before.

So I'm just kind of wondering for you all, remember you've got those

sticky pads, so to write anything you want to tell us went well for you or you

want more of or there's a problem or you disagree, here how that's

going for you,

maybe what the high point for you has been today in terms of, you know,

some little light went off for you, because already can you see, I mean,

we've got another whole day and a half, oh, my gosh,

can your brain hold it?

You'll walk away with

a whole new thing,

what was it today that you walk away with?

Please use your microphone.

If you don't start talking today, I'll start pointing at people.

I'm fearless, with you.

Put me in a dermatology office, not so fearless.

High points?

I really appreciated

this morning on the information and referral,

because I think sometimes I know we do, as a center, oh,

yeah, of course that's

a core service,

but how important do

we really take it?

So I've really taken out of that just how important it is to train that person in

that first line of defense, I guess, on how to make sure that that person is trained

and has knowledge because it's so true, they are the way into the program,

and how the center, somebody had said this and I don't remember who it was,

I think it was the lady on the training, what we offer is this much,

but the community is this big, so how important it is to really make sure that person is trained and that

we all understand information and referral is the gateway, and I think

that I didn't look at it like that before.

AMINA DONNA KRUCK: Yeah.

Knowledge and attitude,

I like that about Roger,

he emphasizes, he's got that nice handout in there to remember about that attitude

to approach the consumer that's calling, not the enabling attitude,

but the attitude of

I'm glad you called.

They're getting

hundreds of calls.

So not every person

can do that.

At one point Bob Michaels actually did one of

those personality test training things,

the Myers‑Briggs, with us, and I realized why my

staff was just a drag.

I was the community integration director,

and they were all introverts.

From now on, I always ask people I interview,

are you an extrovert

or introvert, get them to talk about what that means.

An I & R person has to be an extrovert, trust me,

or at least on the phone.

Some people hate talking

on the phone, too.

You don't want to hire them.

What else, high points, something you'll take away?

We need to know you're alive and well out there.

Can you help her with the microphone, please?

And then prop it

so it turns on.

What I'm taking away is

the importance of collaborating resources

with other agencies.

AMINA DONNA KRUCK: Yes.

Great.

Because they can be your strong point towards helping you with your consumers.

AMINA DONNA KRUCK: Yeah.

Exactly.

They'll save your life 12 inches' worth of the time.

Who else, high points?

Yes, Mike?

I know we're going to revamp the way we do our I & R's now based on information we have got this morning.

One of the issues we deal with are CDBG funds, and some of the information

they require us to ask of consumers and our I & R's do fall in those categories,

and it's very cumbersome when somebody calls up for some very basic information

and you're saying what's your household income,

you know, breaking it all down, and now through what we've learned today,

I think that's all going to be taken care of in our

follow‑ups now as opposed

to the initial.

AMINA DONNA KRUCK: Right off the bat.

Right.

Right off the bat, we'll just get the basics,

take care of it,

and when we do the follow‑up, because

we'll know based on that initial information,

which cities, and we have 7 cities we have to deal with with CDBG's, so I'll know what for the follow‑up.

I don't know why we didn't see that at the beginning, now I'm sure we'll revamp the way we do our I & R's.

AMINA DONNA KRUCK: That's why we're here.

I love that chart,

even though we might

not do it the same way,

because we use a spread sheet that our I & R

person does.

But it gave some

good points.

Are you still alive over here, do I need social security to prove that

you exist?

It will take eight months.

AMINA DONNA KRUCK: High points.

Great, Shannon.

Go!

(cheering)

Let's get a little competition going.

Texas still here?

I actually really

like the forms that

were in the packet,

because we've been

kind of reviewing how our forms work at our center,

so these are some great ideas we can take back

and add to it.

AMINA DONNA KRUCK: Yeah, isn't that wonderful?

ILRU is so great in gathering all this stuff up from all the other centers,

we don't have to

reinvent the wheel,

we just forget that it's there as a resource.

Other high points?

Anybody at this table?

Hello? Anybody home?

Yeah, over there.

Keith?

So I really like all the talk about the strength‑based and the

open‑ended questions because I feel like at our center,

you know, sometimes we forget that side of the IL philosophy of what do you

want to do and some of our staff are like, okay, your choices are A, B, C and D,

and if you don't like them ‑‑ no, it's not

that bad.

(laughter)

But some days I feel

like it's that bad.

But just really with the open‑ended questions and,

you know, I don't do a lot of direct services anymore, but when I did, one of my

questions I asked everyone was, you know, what's your pie‑in‑the‑sky?

What is your ideal situation?

AMINA DONNA KRUCK: I like

to ask what is your

heart's desire?

Yeah, because it

gives you some idea.

I want to be a princess.

Okay, well, let's think about this, what do we have to do to get you to be a princess?

Honest to God, I know somebody, that was one of her goals, she became

Miss Wheelchair Arizona,

and she's also an actress and plays in a theater.

That's what's different about us, I remember

getting trained when I

first came to the CIL,

we don't do continuum of care, find out what

lights their fire and

then go from there.

What else, other high points? Yeah.

Monica.

I really like the idea of how the I & R ticksheet and

the fact that you're using volunteers to maybe document in the database.

AMINA DONNA KRUCK: Who has enough staff to do all that?

Exactly.

I mean, there are days that some of our advocates are there at the computer all

day long just catching up on documentation, so that's an

idea I'm definitely

going to bring home,

I appreciate that.

AMINA DONNA KRUCK: Great.

Tim's wiki links, it's the wiki, wiki, what was it, Tim? Wiki ‑‑

TIM FUCHS: Wiki, wiki, wiki, wiki.

Yeah, wiki link.

But past Tim's wiki's,

the names attached with

all of the documents that you put up there,

I think in 28 years of independent living,

I've never seen a group of people who were more giving,

so if there's a document up there, I'll bet you you can call the person who was the originator of the document

and say, I'm stuck,

I need some direction,

can you point me,

and you're going to get

some feedback,

some positive feedback.

And I just saw a new

face in the room.

So it's good to

see Bob Michaels.

AMINA DONNA KRUCK: Some of you know Bob Michaels.

Bob hired me.

And he said to me when he hired me, I didn't think

I was going to hire you.

(laughter)

Do you remember that?

nd then a month later,

he left.

(laughter)

And I got a new boss.

(laughter)

Who else has a high point?

Something that you'll take with you, something you're glad you heard,

or something that was disturbing.

I mean, anybody feel inadequate?

Gosh, I don't do

enough of that.

Those things.

A little overwhelmed when you saw all of the stuff that Ben needed?

Where do I start?

I noticed some hesitancy.

Now all of a sudden we're doing strength‑based,

we don't know how

to talk to them.

Yes, you can still offer them resources, but you put it out like a smorgasbord,

what do you

want to do first?

Are you willing to do this?

What will you do?

I hear what you're saying about what you want.

What will you do?

You know, they might

not be ready to do A, B or C, but they'll do D.

Well, then, let's do D, then they have an accomplishment,

then you can praise them

and get excited about that they did something,

whatever it was, even if it seems tangential,

because for one thing,

not only are they overwhelmed,

they're testing us,

because they're used to all those service providers,

trust me, they've had a million of them, you know, who are just rushing through.

I fantasize about doing training of social security staff to say:

Do you know how much power you have to encourage people to work?

And then they have overpayments.

Do you have any idea how

you could discourage them from ever working again,

by how you talk to them?

I think in general that's something we do really well

at centers for independent living, and we can tell it's such a relief on their faces

when they talk to us, because we're not treating them like that,

like they're a problem because they're there.

Other high points?

Two more, then I'll

let you go.

Can't get out of school until you come up with

two more high points.

(laughter)

This is why they picked

me for this job.

Yeah, Gary?

We have a very giving table, we appreciate it.

Learning how to have the consumers set their own goals.

In one of the programs I work in with the self‑employment aspect,

hopefully I've helped them achieve more of their self‑employment dreams by putting it down on paper,

help them to determine if they are able to be self‑employed but may also generate some hidden skills

they may not realize they have that could also open

up other opportunities for them as well.

AMINA DONNA KRUCK: Yeah.

And love adding to that, oh, write your own action plan,

I will do this,

I'm taking that one home.

One more? Okay.

Rog.

ROGER HOWARD: There we go.

I really appreciated the information on the strength‑based interviewing

techniques and

the goal setting.

I think we all need to hear that again and again and

again until it becomes ingrained, you know,

and we need to practice it.

And, you know, just as a side note, it's also really effective to use those

techniques in interpersonal communication with your co‑workers, you know,

as a manager, if you're managing and supervising other staff, you know,

going at it from a strength‑based thing,

you know, rather than a screw‑up, you know,

and all that.

And I think it's just very useful information.

I really appreciated the

way it was presented.

AMINA DONNA KRUCK: It's so tricky because right on the

proof of eligibility is

that it's asking what you can't do.

(laughter)

So if that's the only thing and the rest of everything else we do okay,

but I remember once going to a conference that was actually a VR conference,

vocational rehab conference, and this presenter was talking about how the whole

VR application process is demoralizing and disempowering to consumers,

and then they have to spend six months to a year building them back up after

they have to ask them all that negativity stuff to

prove that they can get services.

So, yeah, as soon as you get past that first question, then move on in a whole different direction.

Don't let that be your guide for how the rest ‑‑ yeah,

I can see some changes to our application and questions based on what

I heard from Deb.

Anything else? If not, then we're going to see you tomorrow morning at 9:00.