**Know Your Resources – Orientation to the IL-NET and CIL-NET.org and SILC-NET.org**

**January 10, 2018**

TRANSCRIPT

>> TIM FUCHS: Sounds good. Okay, great. All right, well, welcome, everybody. I'm Tim Fuchs with the National Council on Independent Living and I want to welcome you to our latest ILRU conference. Know your resources, organization to IL NET and SILC-NET.org. So, obviously, we are trying out a new webinar platform today. I hope you like it. We've all learned a lot about the Zoom platform over the last few weeks and I've really come to like it. I hope you do too and it works well for you today. Please do let us know. There will be an evaluation at the end of the webinar. You're welcome to enter it there. But if you have strong opinions about Zoom, if you like it or have problems with it or any tips or questions for us, I'm going to ask if you wouldn't mind letting me know at Tim@NCIL.org. That's Tim@NCIL.org.

Okay. So the functionality is a bit different. And I'll talk about that in a moment. But first I just have a few housekeeping things I want to go over today before we get started. First today's presentation is being brought to you by the IL NET training and technical assistance project for SILC ILRU is through NCIL and APRIL and supported by the community of living by the community of health and human services. And, so, we are recording today's call as usual so we can archive it on ILRU website. And we're currently in presentation mode, but we encourage you to ask questions today and I'm going to point you all to the Q & A tab. And you can see that probably on the bottom of your screen there. That Q & A tab is a great way to ask questions. In the past, we've had questions come in through chat, through email, over the phone. We really are going to ask people to use the Q & A tab. So let us know in the chat if you have any problems finding that, but otherwise, you can submit all your questions through the Q & A tab. We'll address those during our Q & A break, which is spaced throughout the call.

Also, in that main menu is the closed-captioning. So you, like, I, my want to turn that on and follow the captioning. If for any reason you don't like that display, it does display sort of in the middle of the screen there, so please know that as always, we have our full screen C.A.R.T. captioning available. And I've posted that URL in the webinar chat. That same URL for the full screen captioning was included in the confirmation email that you've received. And quickly, that is StreamText.net/player?event=ILRU. for any reason you want to check that out, you're welcome to. I'm logged into the chat there and you can send me questions or comments throughout the call and I'll check that. And that's the same URL we've always used for the IL NET calls. But I want you to know that's an option for you. Finally, at the end of the webinar, you'll notice an evaluation form. So please take a few minutes to fill the evaluation out. We really take your comments and suggestions seriously. We use them all the time so please give us your thoughts. Okay.

That's the end of the housekeeping for today. I want to introduce our presenters before I go to the next slide. And, so, oh, thank you, Carol. So with us today we have Darrell Jones, IL NET project director with ILRU. And also from ILRU is Paula McWe. And Carol Eubanks who is the instructional designer. Mary Olson willer. And Ama Burgess is coordinator for Utah service for people with disabilities. And you'll learn more from them from their role and role of all of our organizations in the ILRU.

So here on slide 4, I just want to go over our objectives for today. So first, we will talk about overview of the IL NET project including its history, the funding, the different partners and our roles, and overview of the layout and navigation of the ILRU website and including all the IL NET resources. Wide array of training, resources, programs and services available to SILCs. DSE, consumers and other stakeholders. And, finally, information regarding IL NET's national peer-to-peer mentoring program and technical and intensive support opportunities.

All right, with that, we're going to go to slide 5 and I'm going to turn it over to Darrell Jones. Darrell.

>> DARRELL JONES: Hi. We appreciate your patience, because we're all learning this new platform today. Few more moving parts than we were responsible for before. We're excited to kickoff the new year by having a conversation about you about the resources available through the IL NET. I'm going to start off by giving you a brief overview of the program. And then some background on ILRU.

So, let's go to slide 6, Carol. And just a brief statement about how the program is funded to help you understand how it fits into the overall independent living program. Just as the CIL is SILC program was authorized by the federal Rehabilitation Act, which is now amended by the Workforce Innovation and Opportunity Act. The independent living National Training and Technical Assistance Centers are also authorized by the Rehab Act and funded through the administration for community living. And one of the things that WIOA did was change throughout the program, the overall IL program was to create two separate grants for the two component parts of the IL NET. One, of course, is for Center for Independent Living which we call CIL-NET. The other is for Statewide Independent Living Council which we call SILC-NET. Those are our shorthand terms. Let's go to slide No. 7.

We know that the partnership of IL NET has been a bit confusing for some folks. And that's one of the reasons we wanted to do this presentation to clarify our roles, as well as to make it clearer which resources are primarily available through which of the partner organizations. Although we all work together as a team. So at any point in time, you can contact any one of us if you want information about something.

Each of these partnerships is going to give an overview of their organization as Tim said. And the particular activities of the IL NET that they're responsible for. The four partners are Independent Living Research Utilization, ILRU for short. The National Council on Independent Living, or NCIL. Association of Programs for Rural Independent Living, APRIL. And Utah State University Center for Persons with Disabilities, USU-CPD. You may not have heard much about Utah State involvement in these projects, but they are a full partner. And we'll hear a little bit more about them in a few minutes.

Let's go to slide 8. And here is a very brief bit of history of the IL NET and the scope of what the program does. the T and TA project for center for SILC has been in operation for over 20 years. I think it's 24, if my math is correct.

And they have been in one form or another kind of morphing over time. The partnership has also morphed and evolved over time as each organization has capitalized on its strengths. And it's not that any one of these organizations couldn't totally run this program by themselves, but it would be very hard to do so.

Simply because of the nature of training and technical assistance on a national scope, and also because of the basic nature of independent living, which covers a multitude of topics and issues. All of the partners together have a national perspective, that is essential to to the understanding, as well as a commitment to the independent living philosophy that the IL NET needs.

The way that we have operated this program throughout the year, and we keep evolving with this as we learn new technologies and different approaches to training and technical assistance is we offer a cafeteria style of services. So that you can choose what works best for you. You have to consider the training needs of your own organization, the interests of your staff and board members, everyone's schedules, the practicality of the traveling, your organization's budget, these are all factors that have to go into making decisions about participating or training technical assistance.

So, that's why we offer things in the style that we do so that you always have choices. On slide 9, we have a full list of all of the resources that are available to you through the IL NET. And I'm not going to read the list to you, but I wanted to point out that this is the comprehensive list of what is available. Each of the team members is going to talk in a few minutes about all of these more in-depth relating to what their organizations actually are involved in, the primary activities they're involved in.

And I wanted to suggest that this particular slide, as well as this whole slide deck, of course, is something that you might think about saving for future reference as you're orienting new staff members. This slide right here will quickly tell your new staff person what types of things are available to them if they want to start participating in some of these activities.

Okay. Let's go to slide 10.

And this is an image that we developed at ILRU that we thought was the best representation of the IL NET partnership. It's made up of four puzzle pieces that are integrated together to create not yet a full puzzle of course, because there's a lot more that goes into independent living than just the four of us. But this is how we fit together. And each puzzle piece lists some of the primary responsibilities of each partner. It doesn't have all of them, because there's no room to list everything there. But this is another quick way to orient new staff members to what is available to them.

Let's go to slide 11. And I wanted to give you a brief history or overview of ILRU. So this will be the first and the series of overviews of the four partner organizations. ILRU is a program of TIRR Memorial Hermann in Houston. And this is a rehabilitation and research that we have that's rated the best hospital in Texas and No. 2 in the nation. You probably heard of TIRR, but you just didn't recognize it when you heard about it, because there have been many high-profile celebrities who have been injured, who have gone to TIRR hospital for their rehabilitation. Football players, the Congresswoman who was shot, few people like that. Because of their reputation of the hospital, it draws people internationally.

ILRU is actually a program of TIRR. ILRU is not an organization. Which I know is a surprise to a lot of folks. But the program of ILRU was founded in 1977 as a national program of research, training, and technical assistance to support very specifically self-direction and community living for persons with disabilities.

And currently, in addition to the two IL projects that we're talking about today, the Southwest A.D.A. Center is also housed at ILRU and ILRU is involved with the A.D.A. Participation Action Research Consortium and the Collaborative on Health Reform and Independent Living. And then my final slide, No. 12.

These are the things that ILRU specifically is responsible for with the IL NET. Of course, ILRU is the federal grantee, the grants come to us. We conduct or often oversee the instruction of design or development of learning objectives of content of all training. We conduct the intensive support part of the program. IL develops and publishes training manuals, PowerPoint presentations, handouts, and other training materials. Most of which you'll find on our website which Carol will be talking about in a few minutes. We provide individualized technical assistance. ILRU develops and manages the RapidCourses tutorials. We operate the project website that I've mentioned. And ILRU oversees the two projects.

So, that's the introduction and the overview of the first partner, Tim. So I think we can go back to you.

>> TIM FUCHS: Okay. Great. Well, thank you so much, Darrell. And why don't we go ahead to slide 13. And Carol, you can take over and talk about the website.

>> CAROL EUBANKS: All right. Thank you so much. Hi, everybody. I'm Carol Eubanks and I am the instructional designer here at ILRU in Houston, Texas. So let's dive into ILRU.org and start with a screenshot of the homepage. So let me get my spotlight here. All right.

We consider this the portal for all things IL. On the homepage, there are 8 navigation tabs across the top. There's home, about IL, project, publications, resources, technical assistance, training, and contact us.

There are three columns on our pages here. And the two outside columns will remain the same throughout the website. Just the content in the middle will change, depending on your search and your content. So located on the left side, we have search this site with a blank box located underneath and a button labeled "Search." This is a popular way to search with keywords. And then we have underneath that, the mailing list sign up. And fields to input your identifying information. And if you're not on our mailing list already, you are missing out on great information, resources, announcements. So make sure you sign up if you haven't already.

Underneath that, there's four buttons. The first one is upcoming training. And this will reveal any trainings that are currently scheduled. Recent training. This list trainings that are now archived and are available on-demand. Latest news, which are items of general interest. And job postings. ILRU posts job announcements as a service to SILCs and other disability-related organizations. In the middle column, this is the landing page for ILRU.org. So we're at the first tab. And this is home. And underneath there's a general description of ILRU.

And then underneath that, there are four core areas of expertise. There's centers for independent living, and link to the CIL-NET project. There's also a link to the directory of CILs and association. Statewide Independent Living Councils which gives you the link to, excuse me, the SILC-NET project. And also to the link to the directory of SILCs. Americans with Disabilities Act, the Southwest A.D.A. Center that Darrell was just referencing is one of the 10 regional A.D.A. centers that provide technical assistance and training on the A.D.A.

And, finally, the disaster preparedness for people with disabilities, where you will find a link to the disability 9-1-1 website. And then underneath all that is another description about ILRU providing training, technical assistance, information to dissemination and such as that. On the right side, and on the third column, have you what's called "Browse by topic." This is a bulleted list listed by alphabetical order in number of interests with parentheses designating the number of topics to be founds in there. For example,, if we go to this one here, it says CIL core service and number 39. There's a lot of things in there. So we have actually subdivided them out by the core services. So there's IL skills training, information and referral, et cetera.

So, the first and the third column outside are going to stay the same while the information in the middle will change. So moving on to slide 15. We CCCIL net.org and SILC-NET.org. These are two webpages specifically for one, CIL, and SILCs. And both are set up with training and publications. There's training for CILs and SILCs with on location, on line courses, national webinars, RapidCourses, fact sheets, resource materials. And in the CIL-NET and SILC-NET publications, you will find the ILRU directly with CIL and SILCs differently on the sites. And what is most important here is to remember that we need to have current information from you. This needs to be kept as up-to-date as possible in terms of notifying us with updates for address, phone number, name of director, et cetera when those things change so that people who use this directory to find you and the services and wonderful resources that you provide, that the information will be up-to-date for them. So make sure to notify us at ILRU@ILRU.org. And we'll make those changes.

We also have change manuals, self-study, instruct led and couple of things include financial management for CILs and the guide book for SILC Chairperson's, members, and administrators. So moving to slide 16, publications continued. We also have reports of IL NET surveys and other publications. And then we have technical assistance, but I am going to wait on that until a little bit later on. Someone else going to be talking about that. So I'm going to move to slide 17.

And let's drill down a little bit about the training that we offer, on-demand, on location, and RapidCourses. The on-demand training category offers many of our previous on-location training can be viewed as video recording allows you to be a virtue participants. A recent example of this was from our August 2017 training in Atlanta, community integration, a holistic approach to the new core services for transition and diversion. And by going do this URL, you can actually watch the video recordings, you can watch the presenters as they were presenting. You have access to all the materials, all the ancillary materials such as handouts and checklists, and things like that. It was a very valuable information. So this is just one example of very many have a we have for you to check out on-demand. Then we have on line training to learn from experts and also to interact with people who have similar interests as you do. Trainings are held around the country and Tim is going to give us a little bit more information about that. And there's another one, our next on-location training is coming up. And he's going to give you some details about that. Okay. RapidCourses.

Okay, so our RapidCourses are self-paced web-based tutorials. They're fully accessible. They're available 24/7. And they are free of charge and require registration so that you can build and refer to your transcripts, and you can print certificates of completion if you choose to. It also has a bookmarking feature so that you log back in, and if you weren't able to finish a course, you can go right back in and pick up where you left off before. So course categories include foundations of independent living, State Plan for Independent Living, consumer service records, CIL boards of directors, and course services for CILs. We did just publish a new course. Independent living skills training for centers for independent living, which would be located in the CIL course services catalog. So new courses we'll be adding later this year, an example for SILCs is going to be DSE roles duties and responsibilities and for CILs, disability, diversity, and intersectionality.

So, that wraps up my piece. And I am going to turn it over to another team member, Ama Burgess from the Utah State University.

>> ALMA BURGESS: All right. Thanks, Carol. My name is Alma Burgess and I work at the Utah State University, which is located on the campus in Logan Utah, the Utah State University campus. And I work in what's called the Center for Persons with Disabilities. Let me just give you a brief overview of what the CPD or the Center for Persons with Disabilities does. it is Utah Center for Excellence in developmental disabilities and like I said, located at Utah State University.

In the CPD, we have over 70 projects that provide research, education, demonstration, services, and technical assistance to improve the lives of people with disabilities and also their families. Let me go to slide 20.

So, Utah State University or the CPD's role with IL NET is we assist with curriculum and publications development. We also conduct evaluations for all aspects of the project. For on-location training, online training, and many aspects of the project we conduct out of that evaluation. My role is specifically deals with, I schedule and manage. And we host the online courses here at Utah State University. And the courses are generally three weeks in length. And we get some very qualified instructors to lead those courses.

And another role that I do is to provide technical assistance for the learning platform. And we want everybody to be successful in their online classes, and, so, I'm available as much as I possibly can through email and phone to provide that help so that you're successful in your online class.

Let's go to slide 21.

So, the online courses are taught from January to September. This year, we were going to have five classes for the CILs, Independent Living Centers, and then we're going to teach one online class for the statewide independent council. And for those folks associated with each of those organizations, we do provide an orientation prior to the first day of class. Like I said, we want you to be successful in taking this online class. And, so, I hope you'll have an opportunity to have two orientations. We walk through the platform and make sure there are no technical issues with the platform or participating in the class. And then throughout the 3 week course, I will provide ongoing technical assistance to the students involved in that class.

Let's go to slide 22. So the classes that will be targeted for the CILs in 2018 will be an introduction to consumer service records, independent living plans, and service coordination from CILs. Our next course after that will be getting onboard, and that will be a training for Board of Directors and independent living. And next course is financial management for Independent Living Centers. And we're going to hold an orientation to independent living for new CIL personnel. That will be the next online course.

Then our last course, online course for the Independent Living Centers will be assisting risk and diverting institutional placement. This is a new course we're in the process of developing. Let's go to slide 23.

And then for the Statewide Independent Living Councils, we will be teaching more than a motto. SILC member orientation to IL history and philosophy.

Now, you're probably wondering how can I participate on an online course? Let's go to slide 24. There's couple of ways you can locate the classes. You just go to the IL.org website. And over on the left side, there is a tab that says "Upcoming trainings." You would open that and then you would have a list of online courses in the future. Another way to access the courses is along the top of the IL website. Click on the training tab. And then it will open the online training for the current offerings.

Let's go to slide 25. So, for example, if you click on one or get to one of the list of online classes, you will see list there an introduction to consumer service records, independent living plans, and service coordination for CILs.

And in this class begins on January 29 and will be through February 16 of this year. You can look at more options or details about the course, when the course ends, when it starts, register fees, and the orientation date and when I will be conducting that orientation to appoint you with the canvas system which is the online learning management system that we use. There is a course description and objectives, and some information about the instructors that will be teaching the class.

Then at the bottom of the page, there are three links. You will see additional information for taking the online course. Things like the platform or any software that you're using. You know, the speed of your Internet and things like that, you'll get that additional information there.

Then there is also a link for an online registration form. And then the shopping cart to complete your registration for the online class. Let's go to slide 26.

So after your registration is complete, you'll receive a confirmation that you are registered for the class. And then after the registration deadline, you'll receive more information and materials for the class. And you'll also receive an email from me talking about, or giving you more information about the canvas system which is the learning platform and the orientations that I will be conducting prior to the class on the first day of class. Let's go to the next slide.

And before the first day of class, like I've mentioned, there will be an opportunity for two orientations. Usually, I hold those on a Wednesday, or end of Thursday. You'll only need to attend one of them. And then throughout the class, I will provide technical support either by email or by phone throughout the class. And you can contact me if you have any questions or concerns. I want to be there to support and help you be successful on your online class. So let's go to the next one. And Tim, I'm going to turn it back to you.

>> TIM FUCHS: Great. Thanks, Alma. Okay. A really good overview of the program, the website, and now the online courses. We're going to stop here and take your questions. So especially with this new platform, let me redirect you to the Q & A tab in your webinar menu. And you can ask your questions there. We'll work through those in the order they come in. While we're waiting to see if there were any questions, we had some great comments going during the presentation. Folks wondering about couple of things. First of all, not as much functionality, options as we would hope with that captioning box. So we're going to address that with folks at Zoom and see if we can get that captioning box to move around, tweak the size, location, font size. Now a lot of that functionality and option do exist on the StreamText. So that full screen StreamText, check that out if you find that the captioning is frustrating today. You might want to check out the StreamText link.

Also, folks saying, hey, this is great information for folks more broadly than CILs and SILCs. Can a share this? Absolutely. The information from the website that Carol shared, that's public information. Now if you're going to share handouts, resources, PowerPoints, I ask that you give the project credit. But if you find this information will be helpful for you or staff or others, please feel free to use it. It's there for you. Okay, we've got questions coming in now. Oh, I had somebody ask what is the StreamText link? I will copy that. I probably posted it before you joined. I'm going to plug that in and then we'll go to the Q & A. Just one moment. Okay. There you go. All right. Karen W asks, how do you get ideas for courses? I great idea. And I know that's an issue for all of us and we have a lot of work that goes into needs assessment to pick topics for all of our work. But Alma, how about for you? How do you pick your topics for the year?

>> ALMA BURGESS: A lot of these classes we've taught, several times in the past, and, so, it's mostly those things that are very pressing. Like financial management, we want to make sure people know about how to handle the finances in Independent Living Centers. So these are classes that have been taught in the past. Or maybe they're a hot topic, like the transition piece that's coming up for a new class. It's something in the forefront. There's conversations around the country, so we come up with curriculum and develop that and turn it into an online class.

>> TIM FUCHS: Okay, great. And for, you know, for the trainings that we do that NCIL coordinates, I'll talk more about in a moment. A lot of those topics, they're laid out. We have to lay them out in the proposal and promise to ACL what we're going to cover. But we're constantly revisiting those, adjusting those, I think improving those as we get feedback from you all, as we work with folks on TA issues. And organizations like NCIL, and ILRU and we're involved and as we become aware of emerging issues, then we have to incorporate those as well. So there's a lot of ongoing work to kind of work from the proposal as an outline, but to constantly improve those topics to make sure their time and addressing what folks need. Anybody else have anything else to add there? Okay.

All right, next question is: Do you all post trainings online for later review?

Yes. A lot of our training content is online and is available at the ILRU website where Carol walked you through. So if you go back after the call and visit those slides again, you'll see that a lot of that is previous training content. And as you go through on those on-demand content, you'll see that we post everything. I mean, so when we have a webinar for instance, you'll be able to access the webinar live as it happen. The audio of the presenters, the PowerPoint, the captioning and handout and materials they offer. With the on location trainings, I'll talk about this again a little bit more in a few minutes, but that content as well. So for a lot of our on location trainings, you'll have two and a half days together and you can go through all the videos and presentations from all the presenters. So even if you're not able to join a particular webinar, or even if you're not able to travel to one of our on location, please check out ILRU.org and look at that on-demand because there might be hours of contents on issues you're struggling with. So that's a big part of the project so I hope you'll take a look. Okay.

And Aerial asks how do we access the information and findings that the university has conducted? That information is proved to be useful. Are we allowed to find out the results or are the results in the training courses? I'm assuming she's talking with Utah. Alma, can you address that?

>> ALMA BURGESS: I'm sorry. I was looking at the some of the other questions. Repeat the question.

>> TIM FUCHS: So she's asking how do we access the information or findings about the research that the university has conducted? That information could be useful? Are we allowed to find out the results? Or are the results included in your training courses?

>> ALMA BURGESS: Results are not included in the training courses. As far as the evaluations go, you could send an email to me and I can contact the evaluators here at Utah State and we could see if that information would be shared.

>> TIM FUCHS: Okay. Great. And Alma, while I've got you, next question is what is the average cost for one of the online courses?

>> ALMA BURGESS: I believe the cost of the online course is $100.

>> TIM FUCHS: Okay. Great. Thank you. All right, the next question comes from more Reno who asks can all on-site training available per year be posted in the beginning of the year so we can make informed decisions about which ones to go to? Yes, Maureen. That's a big reason or one of the big reasons why we wanted to start doing these orientation calls. It's a real challenge for us to put the entire training calendar out because of, well, the extent of all the trainings we do, how much of it is up in the air as we try to address, like I said, emerging topics. And and, so, that's something we're really trying to make an improvement on. We know it's hard to budget for that and make decisions about which ones to go to. I'll address that in my section in just a few minutes. Okay. Aerial asks some of the are courses you mentioned have registration fee. Since we're on CIL or SILC, do we need to get approval for the fee or do we pay ourselves? That depends on your relationship with the CIL or SILC. CIL and SILCs aren't waived for those. If you have an ability to pay for the programming that NCIL coordinates, please do reach out to us if you really cannot afford that. We would love to hear from you and try to work with you on them. But a lot of the individual organizations handle the registration. So when you see the announcement for the training, see if your organization can't cover it first if you truly can't afford it or especially if you're paying as an individual, please let us know and we'll see what we can do.

Okay. Next, do some CILs use IL classes routinely as onboarding staff orientation? If so, which ones are mostly used for this purpose? That's a great question. I think some of them do. That's my sense. I've heard that anecdotally. Maybe some of you can share some of that with us. Paula, go ahead.

>> PAULA McELWEE: Well, one of the things I get is request from centers and CIL for training for the Board of Staff. And we work through together for lengths what makes sense new staff orientation, for new board member orientation. And some of those centers in SILCs have decided to have a training element in each of their staff meeting and each of their board meeting. So we layout a schedule or the links that might be useful for them. A lot of them want something that's not too long. So typically, we'll use webinar content rather than the video content.

I can sure help you specifically to put a plan together if you want to contact me and you have my email. I'm Paula. I'd be glad to help you work out something that works for you. We don't recommend a specific one, because we find lots of times, there are nuances that are important for your center or your SILC that you want to make sure to include. So we do that on an individual basis and we're glad to help you with that any time.

>> TIM FUCHS: Okay, great. Thanks, Paula. All right. I just clicked over to the C.A.R.T. chat and I see a question there from Jay. Jay asks when will another course on peer support be offered? Great question, Jay. So for years, I think we've been proud of the new content that we are able to come up with. We have a lot of new trainings each and every year. And, yet, as we talked to folks and gotten feedback, we found, really, what you all love is to see repeat topics. Something for new staff, just like we're talking about here, bringing new staff onboard, doing some orientation. Maybe you missed the training last time it came around. So we try to rerun those topics. There's two things that I'll mention. First, our course service series that we handle by webinar and teleconference is get to the core of it. And we roll through those topics every few years. So every few years are we're going do hit peer support. And second, I'm going to talk about our on location which is going to be focused on the core services.

And, so, I'll give you details on that during my section. But we are going to have an on location on all the course services in 2018. And I'll tell you how you can get registered in a few. Darrell, anything to add?

>> DARRELL JONES: Yes, Tim. I just wanted to remind folks that we have on the ILRU.org website video recordings of on location trainings that have been done in the past on peer support. So if you want in-depth information, that's a really good place to start, because you can look at one module at a time as you have time in your schedule to do that and stretch that training out over a period of time so that it's convenient for you.

The other thing is, this is an online course that we also repeat. And I believe it's coming up next fiscal year. We're not going to be doing it this year, because we're covering it, as Tim said, to a certain extent and it's on location course that's coming up.

So there are a variety of options for you.

>> TIM FUCHS: Okay, great. Thanks, Darrell. Great point. Lisa asks how long do you keep past course training information? I assume that means on the web? So, actually, I don't know. How do you all make those decisions? Darrell or Carol, could you address that?

>> CAROL EUBANKS: Well, I believe that we keep -- we archive just about everything. And I would say for at least 3 or 4 years. So I mean, we have a lot of information out there. So we keep it for quite a while.

>> TIM FUCHS: Yeah, great. Okay. And Peter asks is there any training planned on return of investment and how CIL calculates this? Great question. ROI, outcome measures. This is a huge issue for centers. There's nothing that I am aware of in the IL NET calendar right now. Darrell can correct me if I'm wrong. Maybe there's something through one of the other organizations planning. Peter, I'll share with you that is something NCIL is working on. We're planning to produce some updated information on ROI for CILs and SILCs and share that over the next couple of years. So be on the lookout for that. You're welcome to reach out to me if you have any more questions. Okay. All right. That's all the questions I see for this Q & A break. And next up is actually me.

So if we could go to slide 29, I'll go ahead and cover NCIL's piece. I'm going to give you an overview of our on-location training, webinars, teleconferences. It doesn't say it here, but actually our new learning collabtives as well. Let's look at slide 30. So just a quick overview of NCIL. I hope all of you know what NCIL is, the National Council on Independent Living. Founded in '82. We are the longest-running national cross-disability grassroots disability by and for people with disabilities. And we are a national association of CILs and SILCs located in Washington, D.C.. And we have been an IL NET partner since the project began in 1994. So we feel lucky and honored to have been a part of this since it's Genesis. And IL NET really is a key piece of our training that technical assistance activities for CILs and SILCs. NCIL is a membership organization. We do a lot of policy work, but TNTA for CILs and SILCs is key part of who we are and we do that through the IL NET project. So we really love being part of this.

Okay, next, we're going to go to slide 31. So this is our snapshot of our role in IL NET project. So all activities IL NET is doing is a piece of that to coordinate on-location training, teleconferences and webinars, the new learning collaboratives that I'll talk more about in a moment, and the technical assistance. On slide 32, I'm going to talk in more detail about the on location trainings.

So Darrell and Carol mentioned these earlier in the call. Here's a little more information. So I love these on-location training. It's not easy to afford to put them on and it's not easy for you all always to travel to them. We get that. But the opportunity to step out of the office and come together and spend two or three days working together on a specific topic that we are all struggling with or maybe is new to us, there's really just, I don't think any better way to do that.

And, so, we offer a number of these each year. Usually two or three. This year we're just going to do one and I'll talk about why in a moment. So most of these on location programs are two and a half day events. With anywhere from 42 to 120 people depending on the content. In addition to our multiday on-location training, we also offer workshops and conferences like NCIL, APRIL, and SILC Congress. And all these are recorded. So all these presentation materials, including videos, training manuals, captioning is posted on IL NET.org. So net I'm going to talk about topics. So these cover a whole variety of topics.

Everything you can imaginary lated to CIL and SILC program and operations. So just a snapshot from the last few years of we've covered financial management, advocacy and organizationing, leadership development, technology and social media, nursing home transition, core services, marketing, outcome measures, and much, much, more. So, again, if you want more detail there, check out the on-demand on ILRU website and you can see a more complete listing of the topics we've covered in all the materials that go with it. So here's a piece on 2018. It's come up a few times. We're going to make a bit of a shift for 2018. And we're only going to do one multiday on-location training. And that was a difficult decision, but I'm really excited about it. this, because we're actually going to take three and a half days, longer than we normally do, and we're going to join up in Phoenix. We just got our final dates the other day, so this will be May 1 through 4 in Phoenix. And this is all about Phoenix service delivery. So consumer-focused core services. And that's all core services. Including all the new core services. Registration is going to open up by February 1. So if you're on NCIL's ListServ already, you'll get that. Check out our events page at NCIL.org. We are really, really excited about this event. We've put together a really stellar team. And we'll be releasing more information in the registration form in the next few weeks.

All right. Let's go to slide 34. Okay. Teleconferences and webinars. Because on-location trainings are a big investment, we do a lot of distance learning to help people access these topics virtually from their desks. So we do 12, at least 12, usually many more teleconferences and webinars each year just like the one you're joining today. These are 90 minute presentations designed to introduce you to a topic or get into the details of a very specific aspect of CIL or SILC programs or operations.

Our teleconference and webinars are cost-effective ways to access training. Some of them are free like today. Many of them are $75, which we think is a pretty good deal for the content materials that we offer. And, again, all of those presentations are archived online, including the training materials.

We're going to go to the next slide and talk about topics. So we have covered hundreds and hundreds of topics over the years relating to wide variety of issues related to CILs and SILCs. And here's a snapshot for 2018. So, in 2018, we're going to cover the new core service of youth transition and transition and diversion, institution of transition and decisivinger. System advocacy. Guardianship. Several issues related to ACL reporting and compliance, and intersectionality. And those are CIL topics. I should have highlighted that. For the SILCs in 2018, we're going to talk about HHS, health and human services grantee administrative requirements, maybe not exciting but necessary, right? Needs assessment, the new SPIL instrument and instructions, SILC collaboration with CILs and DSEs and SILC and DSE indicator assurances. That was advertised today. I hope you saw it for them you are with CIL, take a look at that and that's coming up on January 31.

Okay. Let's go to the next topic. Our next slide, excuse me. Let's go back to slide 36. There we go. Learning collabtives. These are brand new. I'm really excited about these. I'm happy that NCIL is going to have a role here. Learning collaborative is an in-depth way to work with a group of cohorts to really get some detailed knowledge and skills on an activity.

And for 2018, our new learning collaborative for IL NET is going to focus on youth transition. Perfect, right? So we're going to do one of these a year. And for 2018, you do need to apply to join the collaborative. It's really important that the folks that are interested in joining, you know, have the resources to really devote to this, to be able to join monthly calls, and even do an on-site. You can see on the 4th bullet participants are going to spend several months learning from the facilitators and each other. Mostly it's going to be virtual, but they're going to visit the facility on CILs to experience this first-hand. This is exciting. We are preparing our application and details now. And that also will open up in February. So be on the lookout for details and applications for our 2018 learning collaborative on youth transition.

Okay. That is the end of my overview on NCIL's role. And I have the pleasure of turning it over to Mary to talk about APRIL's role.

>> MARY OLSON-WILLARD: Awesome. Thank you. Hi again. I'm Mary Olson-Willard. And we'll talk more about IL NET. So just a little bit about us. Like Tim talked about, so we are also a national grassroots consumer controlled non-profit member organization. And we were founded in 1986. And what makes us different is that we really try to focus in on rural independent living issues. And some folks will ask me, they will say, hey, Mary, how do you define rural? And you know, we really feel like if you have a lack of access to resources, you're rural. So even if you're living in an urban area, you drive a little ways out, you know, and you don't have access to transportation and other things, I would consider that rural. But even if you don't think that you're a rural CIL, all of the IL NET programs that we offer can be, you know, anybody can use them whether or not you think you're rural, because we are part of this great big program. Next slide, please.

So, again, we're just going to talk a little bit about what we do and we really do peer mentoring. IL conversations, and then everybody at the IL NET, we all do information and referral. Next slide.

So, again, peer mentoring is, well, it's one of my, you know, favorite things that I get to do. And it's really built on that building block of peer support that our founders really put into place. And, basically, just a little bit of info. All CILs and SILCs are eligible for this service. You know, we do work really closely with all the IL NET programs. And, so, Paula McElwee is going to talk about all the intents and support. And we ask that folks using Paula's services hold on and wait until they're done with that until they apply for the peer mentoring services. We ask that there is a minimum of 6 months contract period with the mentee and mentor in order to work on a few really specific goals that the mentees set. And, again, because of the graciousness of the IL NET and we're able to offer full scholarships for folks. And, so, what that means is we've got opening for 12 centers for independent living, 3 state independent living council, and new this year we're so excited about it., 3 mentoring with CILs for youth programs.

And you know, if by chance all those scholarships run out, which, you know, I've hardly ever seen happen, we do have fee-for-service as well.

And the other thing I wanted to just say, because I know some folks have asked me this before is even if you have used our mentoring services before, that doesn't mean you can't use them again. And, so, you may have a new goal, you find you and your organization are in a new spot where maybe you're growing in your program, absolutely apply for the program again. And that's what we're here for.

And I just wanted to throw it out there that, you know, we tell folks, we ask for 6 months contract, but every mentor and mentee I've talked to, those relationships last much longer, and sometimes even a lifetime. It's just a great way, I think, we can't say enough about peer support and being able to connect with those people. Next slide.

So I just want to tell you we have kind of 3 different ways that these mentorings can occur. One is what we're calling off-site mentoring. And this is really cool, because it's an opportunity for you, as the mentee, to actually travel to another center for SILC's site. And we usually ask it's a two-day site visit. If you need to book it on other site for travel, and what you can do is you can actually receive that program and the policies in action. And then another option is on-site where you can actually have that mentor come to you center or your SILC, and they can work with you. You know, your board members, your staff, whoever needs to be involved in order to really complete those goals you guys have set.

And then again, the youth component, which has both the off-site and on-site options. The difference is rather than sending out an experienced Executive Director, we actually send out our youth mentors who are actually experienced youth CIL staff. And, so, they're really going to be there to talk about that hands-on service delivery and how they have built those programs.

And then the final option is electronic. And, so, we understand that sometimes there are just barriers to traveling. And, so, we actually can carry out mentoring online if that better suits your goals. So, for example, we had one mentee who really want to do learn financial systems, and it really made the most sense for her and her mentor to meet online and do shared screen and go through that program together rather than traveling.

Next slide.

So, applications. Again, you can contact myself and my email is up here Mary.Olson@MSO.UMT.edu. Or any of the folks you see on the webinar today, we're all IL NET partners and we try to do the best we can to try to cross-reference each other. So, again, what we really ask is that you might set one or two goals to work on with your mentor. I'll tell you that typically a lot of the mentoring that we see are new CIL directors or new SILC staff. And, so, as we know, when you're the top dog, it's sometimes hard to have somebody train you to do that job. And, so, peer mentoring is a great opportunity to get together with an experienced ED and learn with them learning the ropes of IL. And we also have folks use the program who are really trying to expand into something new that they have never done before, and they want to work with the center who has experience in that or SILC.

And what we do, because it's IL, we really want to make sure that the mentee, so you guys, are having your voices heard as much as possible. And, so, we know we go through your goals, and what I'll do is I can pick a mentor from one of our experienced list and usually try to pick 2 or 3, and then I want you guys to interview them. And you know, when folks are interviewing, I say you can look for anything from do they have the skills that you need to do our personalities click? You know, when you're looking for a mentor, it's nice to find somebody you can really relate to.

And the other thing is that if you have somebody in mind already that you know is doing exactly what you want to know about, let us know. I'm always open to reaching out to new folks to add to our mentoring list. And if they have what you need, we're not going to try to recreate the wheel.

And once a mentor is selected, then the mentor and the mentee, you just start working on your goal. We typically ask that you have one or two meetings on the phone or email in order to kind of set the stage so that the mentor has all the information they need from you, and that you can be prepared for them to come. And, again, there's in a two-day site visit. And once you go home, we ask that you have at least two or more conversations again to just talk about how did you apply the information that you've got? And are your goals being met? And once that's all completed, we just have a small little action plan report. And then we ask that you work with one of our Utah State partners to evaluate the services. Next slide.

And that is really the quick-and-dirty on peer and mentoring. But I'm always open to questions if folks have them. Andly IL conversation is the other grant that we administer for the IL NET. And, you know, those are, like Tim was talking about, they do a lot of online trainings. This isn't online training, it's just a little bit more informal. So it's a 90 minute teleconference series. We're looking at maybe branching out to the webinars. Some folks just really like the calls though. So we're working on that. And what we do is we have those calls ran by expert peers in the field. And, so, we really try to reach out to folks who have, you know, great programs that can be replicated or maybe they have some unique ways of doing outreach or otherwise providing services and we try to showcase them and lead that discussion. And how it's different though is that we really want it to be as informal as possible. We know that those peer support and peer sharing, I think it's one of the most important pieces of IL. And, so, we really encourage everybody in the audience to then share on that topic. So, for example, you know, if we're talking about transportation, our leaders will talk about what they're doing. And then we really want to hear what you all are doing too. And, so, all of those trainings are archived actually on the APRIL website. And we're also getting those up as soon as we can on the ILRU website. And you can get the transcripts and the audio records in any materials for any of those calls. And if I didn't say it yet, I did mean to say, because they're so informal, we actually do not charge for the IL conversation. And we also don't require registration at this point. We do still ask that following the call you participate in our online evaluation with Utah State. You know, that just helps all of us to continue to grow and be better at what we're doing.

And unfortunately, I am still nailing down our final list of calls and information. But we will be sure to have those up again where Carol was talking about on the ILRU website. Those will be there as well as the APRIL website and go out on the Listserv. While I'm on that topic, just a shameless plug, if you ever think your CIL or SILC has a program that is unique or could really help others, feel free to always reach out to me. Somebody asked how we choose the topics, and like Tim said, we just try to look everywhere. We talk to folks, we visit with folks at conferences, and we receive surveys back, if then good old fashion just give me a call and let me know what you would like to see. Next slide.

And then information and referral. And, again, I know all the IL NET folks, we all do this, but I think that this is probably one of the most important services that we just don't talk about enough. That you can give any one of us a call. And we'll try to give you an answer. So if you have any kinds of questions, we can help you either find it on the ILRU website, or reach out to one of our peer mentors or whoever that might be. And you know, really try to connect you with those answers. And if it turns into something that looks like it's going to be a little bit of a lost or goal or not a quick answer, we'll refer you to one of our partners or maybe we'll enroll you in the peer mentoring program and turn it into a long-term goal.

And, again, I just wanted to throw it out there that so for APRIL, a lot of folks know us for youth and transportation. And, so, we answer a lot of information referral on that. But you know, again, we'll do our best to put our feet to the ground and find answers on anything. Next slide.

Whoa! I was quick. I hope the captioner could keep up. And I'm going to now turn it over to Paula.

>> PAULA McELWEE: Thanks, Mary. Good overview of the technical assistance. So technical assistance we mentioned, we all do that but we have specialty stuff too so I want to talk about that now. What technical assistance you can get and intensive support and other things we provide in support to regulation. So thanks, Carol. You're fast.

So this specific assistance is available to CILs and SILCs. It is also available to staff and sometimes it becomes important that it crosses all these organizational lines within your state, because your state network includes all of those partners. And sometimes the discussion about what's required is a discussion that you're having in your state that needs to maybe be clarified between all of you together. Excuse me. [Coughing] I haven't coughed all day until now.

A lot of these requests come to me by email. I'm on Pacific Time. So, that sometimes works better because we're crossing time zones. You can certainly call me as well in both the number in the email there on the slide. There's no charge for this whether I come to you or you come to me. And we just focus on understanding and applying the requirements. So whatever those requirements are, which start with the Rehab Act. And then there have been other regulations and indicators of compliance developed after that. So sometimes you just want to know what do I have to do about X? And whenever you have that question, then we try to answer that question for you and specifically give you the references within the requirements when they exist. Now, sometimes you'll ask questions about something that's optional. But I can tell you that. So I can say, oh, that really isn't covered in the regulations. Here's what we believe that they like to see. But you can write this, your own policy about that particular item.

So if you're not sure if you have the authority to make your own decision as an organization, or you're bound by a specific regulation or guidance, you know, give me a call or drop me a note, and I'll be glad to clarify that and give you the specific requirements. Now, sometimes this is done by phone, because it's a group of people. And I've mentioned boards here on the slide, but that might also include your councils for your SILC. It can also include a call for parties up from the center and from the DSE or the SILC and the DSE or other groups of people within your network. And all of those are possible for us to make sure that you have the information you need for what is actually required. And we can sort it out from there. And sometimes that's, I'm available. I put a slideshow together like this one. You make it available to your board and then I call and go through it and I answer the questions your board has about a specific topic. So that's also available to you if there's something that's under discussion that you feel you really need clarification on what we have to do there. So, please feel free to contact me about all of those matters, and we'll sort it out. Usually, I can get you a response fairly quickly. Especially, if it's email. Sometimes when it's phone, I'll be on other phone calls and I cannot squeeze you in. But email I can always get I a quick response. Next slide.

Another thing we do is call the intensive support. And this is what Mary referenced. If you're in intensive support, typically, you wait to get a mentor until you're in tensive support need is met. When CIL or SILC is found out of compliance and you're developing a corrective action plan with your funder, sometimes that's NaCL in the past or sometimes it's with indoor state level in the DSE. But either one of those, if you're out of compliance and you need to take action to change something internally, then we can help you with that plan of correction and we can help you implement the things to help you come back into compliance. ACL hasn't been doing on-site reviews very much. They have done some compliance issues based on financial records. But for the most part, they haven't yet issued the protocol for the on-site review. They're on the process of working on that now. But we're not getting those referrals right now from ACL very often because they're not on-site. Most of our referrals are coming from the DSEs. So the designated state entities are saying, this center is out of compliance on whatever it is that the DSE reviews. And, so, we will provide assistance on that. You can also refer yourself if you feel like sometimes this is a new center director who comes in and says, you won't believe what I found. I'm really scared, because I think this is problematic. And we can work through that in an intensive support kind of thing to help you resolve whatever the issues are that you inherited as you come in on a new transition. Some of this is phone.

I have several fairly new directors that I talk to every week. We set up a schedule and they call on a given time and we provide whatever is going on, we give feedback on that and support on resolving whatever things have come up that can also be done.

Now, referrals, as I've said are typically made by the DSE or ACL project officer. Your project officer or at the federal level who oversees your state, and there's a link there if you don't flow who that is. There's a link on there. If dichota is your project officer, check who your program project officer is. But they can certainly also refer you to those services.

Now, sometimes, that means that I come to you on-site. So some of it is phone and some of it is email. But sometimes you have a group of people who need a concentrated curated time for training. A day, or two, or three to really cover all the information that you need and to make plans for how you're going to correct whatever the concern was. This is what my husband, when people ask him what I do, because a lot of people don't understand what I do, he says I shoot trouble. And I guess that's one way to say it. You're needing help with something, and I'm coming in to assist with you that in whatever way I can. Some of that is on-site and some of that is statewide and more recently, we have done several states where we've done training for the entire state network. So this includes the centers, SILC, and the DSEs, and we cover the roles and responsibilities for each and kind of the summarized of all regulation that is apply to each, so everybody is on the same page on who is supposed to do what. So often, that's really, really helpful to you I think. So some of you may want to think about that for a statewide meeting. Next slide, please.

The other thing we do is peer support technical assistance phone calls. So first one I'm going to mention to you here are monthly. So the SILCs have a SILCSpeak call on the first Thursday of the month. That's at 3 o'clock Eastern Time. We do that SILCSpeak call. There's several of us. Mary is one of the facilitators as well as Daniel and I participate in that. And all of the SILCs participate in that SILC support. And, so, we set a topic and those facilitating are prepared to address that topic. But we also want to hear what you have to say about that. If you have a great practice you want to share with other peers, then this call is a place where that can happen. We do a similar call for the new executive directors. This is on the second Monday of the month. All of these are at 3 o'clock Eastern Time. But those new directors, it's typically for the directors who are in their first two years of management, although if there's been a significant problem or issue, we may, you know, you may hang on for a little longer for that peer support.

We also have call for associate director and program managers. That's the second Thursday of the month. I think we changed that to the third Thursday of the month. We send it out to you. So you'll see it on an announcement. I don't have it handy to look it up, and I'll do that when we do question and answers.

We also have a new call for the designated state entities. We had one of these calls that was very well-attended. DSEs are often wanting to mow what's required of them. So that call is helpful. And I think it was Tim that mentioned, we have now expanded our work to include the DSEs, and I think that's going to be helpful that we provide technical assistance to them as well. And we also have a new call for financial managers. We did that one. We've done the first call of these new calls. It was a huge response and we had so many callers. We have to change platforms before we can do a new one. So stay tuned and we'll let you know as soon as we know exactly what that looks like. But we are going to be during the financial management call, for everyone, this accountants to be an area where it's precise and you want a lot of information. But we will send out the specific information on how to participate in the calls. And if you drop me a note, we'll get you on the mailing list and we'll send out the actual access code and the times. So let me know. Drop me a note in the email, and I'll get that to you as soon as I can.

Tim, I think it's time to turn it back over to you.

>> TIM FUCHS: It sure is. Thank you, Paula. Okay. We've got just about 8 minutes left for questions. I want to thank all our presenters. Therapist is a really nice overview. Let's dive into some of these lingering questions. Susan, I trust you heard Paula's answer to you. Your question about joining the new directors call. You can email Paula on details on that is why going back to the Q & A, first of all, I want to highlight a question that Mary answered. So Aaron had asked if those mentoring activities were particularly for directors or upper management and Mary said basically yes. They're typically for upper management or executive directors at CILs except for the youth mentoring where they send out the youth staff for that. And you can read the rest of Mary's answer in the Q & A tab. But I just wanted to highlight that for you in case you didn't see it. Okay.

Next question is would you consider creating or extending a mentoring opportunity to current CIL or SILC staff that would like to one day be a CIL or SILC director? So what about mentor opportunities for leadership? Mary, I'll start with you and see if anybody else wants to chime in.

>> MARY OLSON-WILLARD: Thanks. You know, gosh, like I said in my answer, we've been pretty creative before. So, you know,, for example, we've been able to have a program manager, work with the program manager, you know, and those kinds of things. But we really haven't looked through the IL NET these opportunities for training, that capacity within the CIL.

You know, we are looking at some programs through APRIL itself where we're trying to build some of that in and so you're welcome to reach out to me later if you want to chat more about that.

>> TIM FUCHS: Great. Thanks, Mary. And we did an on-location training all about leadership development couple of years ago in Berkeley. Let's see, that would have been end of 2015 if I'm right. And I would give you a URL if I wasn't working on the webinar right now. But it's on that on-demand page, the same one we went through, the same one we always use when we share resources. So look on on demand training and that might have some great information. It's not mentoring per se, but there's some really good resources there about not just leadership, but also about leadership changes at centers. So check that out and let us know if there's anything we can answer there. Okay. Michael asks. Is there a date set for your webinar on systems change advocacy in 2018? And would you consider an on location for systems change advocacy or perhaps local to your peer mentoring? So we don't have a date yet. We do have some presenters identified and we're working on selecting dates now. So I hope that will be in the earlier end of 2018, Michael.

Also, as I've mentioned, we're going to do that core service training. So systems advocacy is going to be a big piece of that and, so, you can take a look at that announcement on February 1 and decide if that's something that would be of interest to you. We will get that system advocacy webinar announced as soon as we can.

>> MARY OLSON-WILLARD: Tim, if I may jump in. On the peer mentoring piece, that's actually one of the topics that we're currently trying to nail down for the IL conversation series. And, so, I'm working with Darrell and some others in identifying some as many as we can, programs to might, but we'll be sure to send that out in IL NET media as soon as we get that nailed down.

>> TIM FUCHS: Okay, great. Thanks, Mary. All right. And our last question is actually just a thanks. So, all right. Well, we've got couple of minutes left, but we're almost to the end of the webinar anyhow. Here is that final page with the link to the evaluation. Unlike our last platform that's not a live link, so you can't click on that, and I hope this isn't too eerie for you. But when you close the webinar, you'll actually see that evaluation come up on the screen so you'll be able to fill that out. But anyway, thanks again to all of our presenters. I really hope this has been helpful. We wanted to do these orientations for quite awhile. And I think we're going to make it a habit of kicking off each year with them. As Mary says, I want to echo, we're all members of the IL NET team. We all take TA calls every single day. So there's no wrong number or person to reach out to. We are here to call or email if you have questions about the program, or things you're struggling with, or topics to suggest. It's a big part of or job and we enjoy it and we take it really seriously. So I'm going to move to close the call. This was a big one today. I hope you've enjoyed it. Please let us know what you think of the zoom platform. Again, my email is Tim@NCIL.org. So if you email me, we'll have that feedback right away and we can work with the zoom team and see if this is something we can address. I hope you all have a wonderful afternoon, and we'll talk to you soon. Bye-bye.

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