KNOW YOUR RESOURCES - ORIENTATION TO THE IL-NET NATIONAL

TRAINING & TECHNICAL ASSISTANCE CENTER

DECEMBER 17, 2019

>> Hey, everybody. Welcome. I'm Tim Fuchs. Know Your Resources ‑ Orientation to the IL‑NET National Training and Technical Assistance Center for Independent Living. Today's presentation as you all know is brought to you by the IL‑NET training and technical center. IL‑NET is supported by the Administration for Community Living. As always, we are recording the call so you can access the archive that will be posted on ILRU's web site. That's always up within 48 hours. Sometimes sooner than that. If you want to review the information from today's presentation, it will be available to you. We are in presentation mode. We want you to ask questions and interact with us. Few ways to do that.

In your Zoom menu bar, you have a Q&A tab. That will allow you it ask questions during the presentation. You can enter those at any time. We are going to wait until the Q&A breaks to answer them. That's the best way to ask questions through Zoom. If there is accessibility options, I will talk about other options in a moment. Other way to do that is e‑mail me at tim@ncil.org. I do have my e‑mail open and I will be monitoring that. Any way you cannot access that Q&A feature, you are welcome to ask. We do have captions on today's call. You can turn those on by going ‑‑ clicking closed caption in your menu bar. If you don't see it there, you may select the more options in your Zoom menu bar and show subtitle. May say closed captions too. I think that depends on which version of Zoom you are using.

Make sure those are on. If you are using the captions within Zoom, you can manipulate the size of the font. But you may not be able to change things like the font size or color or contrast. If you would like to do that, we are simulcasting all of these captions at StreamText.net. That was the CART link sent to you in confirmation e‑mail. We will put that in the chat box in a moment so you can see that. There is a chat feature as well in Zoom. So if you would like to, you can enter your comments there. That's really ‑‑ not the best way for questions. If you post a question there, don't worry. We see it and we will be happy to voice it for you. Really meant more for comments or catching up with others or people that you see. You can direct those chats to entire audience or individuals if you want to communicate with one of presenters or colleague that you haven't talked to in a while.

If you are using the captions at StreamText.net, there is a chat box there as well. I will be watching that for questions. If you are using those full screen captions and don't want to click back and forth to webinar, you can type your questions there and I can voice it to you on Q&A break.

We do have an evaluation form for today's call. We are always looking for your feedback, your suggestions on how to improve webinars or presentations. I hope you will stay a few minutes after today's call to fill it out for us. Link is on the final page of PowerPoint. When you close Zoom, evaluation will appear on your screen. Only takes a minute to fill out. We would love to hear what you think. I'm going to go ahead to next slide here.

Here is our plug for evaluation form and contact information for all of us. So as I mentioned at beginning of today's call, we ‑‑ IL‑NET is a big project. If you are new to IL‑NET or new to CIL or SILC, APRIL, Association of Programs for Rural Independent Living. And NCIL, National Council on Independent Living. Along with persons for disabilities are on the phone as well. We have pieces of project that we need. You will learn more about that today. Here are contact people from organizations. This is not exhaustive list of people that work at IL‑NET. These are many more people that are part of it. We offered your e‑mail if you want to contact them.

I wanted to go over learning objectives on slide 4. What you will learn today. Overview of IL‑NET project, overview of website layout and best method to search for resources on ILRU website. And wide array of training and resources available to you. With us today in alphabetical order. We have Alma Burgess, Carol Eubanks. And Mary Olson who is director of training and technical assistance for APRIL. Richard Petty codirector of ILRU and director of training and technical for independent lives and Tim Fuchs. I'm the project coordinator for IL‑NET in Washington, D.C. We are happy to be with you. We are glad you are hear.

I'm going to turn over to Richard Petty from ILRU and go ahead to slide 6 for overview of ILRU.

>> Thank you and welcome, everyone, today to our webinar. And our purpose and our hope is that today you will learn about the resources that are available through the IL‑NET national training and technical assistance Center for Independent Living. This is a project that has many offerings for you. And before we are done, we hope you have a good picture of what you will be able to take advantage of in terms of learning activities throughout this next year and beyond.

You may ask how the center is funded. And ILRU is funded to operate this national technical assistance center through the Administration for Community Living for funding that is available through Rehabilitation Act as amended by innovation opportunity act. WIOA. There is funding set aside to provide for training and technical assistance for people who work in the independent living field supporting centers for independent living and statewide independent living councils.

So the national training and technical center is operated by ILRU and we have support from National Council on Independent Living. Associated programs for rural independent living and Utah State University. Each one of those organizations has a specific role. And here as we are going through our introduction time, we will specify the roles so that you know a little bit more about that.

Slide 8, please. The IL‑NET, this center has been in separation for more than 22 years and ILRU. We've been providing training and technical assistance for centers for independent living and statewide independent living councils. For quite some time, we have developed a lot of expertise and experience in our own ILRU staff and with the team of supporters with whom we work.

We're very proud of the offerings that we will have and describe to you and we are all enthusiastic about wanting to make a sure that you can take advantage of many resources that we offer.

And on slide 9, some of those resources ‑‑ here are the ways that we deliver the content that we will be talking about later. We provide training in location trainings. We also have instructor‑led courses. We have webinars, self‑paced tutorials. We have technical assistance that's available by telephone and through the web and in some cases in person. We have peer mentoring where other organizations that have done similar work that your center for your SILC is interested in engaging, then you can learn from the leaders of those organizations how they have managed to do effectively what the particular activity is that you are interested in.

We also have mentoring programs and we have rural discussion, rural organization discussion groups and those are all web‑based too.

On slide 10, we have a chart that depicts the organization of the National Training and Technical Assistance Center for on Independent Living. ILRU is shown there with prince responsibility for operation of entire center. And then the support of the three organizations that are lead contractors first is National Council on Independent Living.

Captioner Correction: Council and in the ‑‑ with the support of its lead staffer in Tim Fuchs provides does logistics for on location training and facilitates webinars on which we are presenting. And then the association of programs for rural independent living, APRIL, operates a peer‑to‑peer program that promotes peer learning from one center to another and from one statewide independent living council to another. And operates a series of rural discussion programs around innovation and best practiced approaches in independent living.

And the third contractor is Utah State University and Utah State and Center for Persons with Disabilities operates an instructor‑led online courses and also responsible for evaluation of the center, center's programs and activities and also some of the staff there is responsible for supporting the authoring and editing work that's done by ILRU.

On slide 11, just a little bit more about the history of ILRU. Earlier I mention that ILRU, independent living ‑‑ research in Houston has operated the IL‑NET, this project that we are describing today for more than 22 years. ILRU began its operation in 1977. In supporting the formation for first centers of independent living and within a few years by 1980, 10 independent living programs around the country. ILRU was involved in creating the proof of concepts of centers for independent living. They are well over 400 centers for independent living now in operation. And ILRU continues to do research in independent living field and do this training and technical assistance. ILRU is housed with a companion program, National Center for Aging and disability. And there are other research and other activity projects within ILRU. Of course, IL‑NET national training and technical Center for Independent Living. Southwest center on American with Disabilities Act. National research project, American with Disabilities Act participatory action research consortium that ILRU leads. And we've done a number of other research projects which support community living and independent living for people with disabilities.

And all of that is, of course, within the framework of consumer direction and the support that people need to direct their own services and to live in the community instead of in institutions. But in their communities in their own homes with families and friends and associates.

Let's go to slide 12.

So ILRU's role is to serve as recipient of federal grants that supports the ‑‑ with the funding with our partners at the Administration for Community Living. ILRU conducts or oversees instructional design, all that takes place to make these training activities possible.

And is engaged in development of all training content, materials, manuals, documents, other resources. ILRU operates a ‑‑ the website. We will tell you more about that in a moment.

ILRU conducts intensive support for centers and for statewide independent living councils. Provides technical assistance also to centers and statewide independent living councils.

And does operate a comprehensive website that has a tremendous array of resources which we encourage you to use. And one way for us to encourage that use is for ILRUs Carol Eubanks about ILRU IL‑NET website materials. Carol?

>> Thanks, Richard. Appreciate it. I'm Carol and I work with the IL‑NET here in Houston, Texas. Let's go on to slide 14 and dive in and start with screenshot ilru.org home page. Eight nav base tabs across the top. Home, about, projects publications. Resources. Technical assistance and training and contact us. Three columns on the page and located on the left column, search this site with blank underneath and button labeled search. This is efficient and popular way to search with keywords. Three columns on the page. Beneath that is mailing list sign‑up. Fields to input identifying information. If you are not on our mailing list already, you are missing out on so much information and resources and announcement.

Four buttons below, first upcoming training. And this will reveal trainings that are currently scheduled. And recent training. This will list those available and on-demand. Latest news. These are items of general interest. And finally job postings. ILRU posts job announcements as a service to CILs and SILCs and other related items. Underneath are listed eight core areas of expertise are Center for Independent Living. CIL diversity, and intersectionality. American with Disabilities Act, ADA, southwest ADA center. Houston Livable Communities Initiative. And disaster preparedness with people with disabilities and ‑‑ 911 website.

On the right side in the third column, browse by topic. This is various topics of interest. If you are looking for something specific, quickest and most efficient way to search is through the search this field site. Site field. Next slide, please. 15?

Okay. CILs and centers for independent living and SILCs. You will find training, national webinars RapidCourses and tutorials and resource publications. We have a director of CILs and a director of SILCs. We have updates to address, phone number and name of director. So your information is up to date to locate you and the great resources you provide. Send updates to‑‑ ilru@ilru.org. We have training materials. Choose, get, keep, integrated community housing, guidebook for SILC chairpersons and members.

Training on demand, on location and RapidCourses the. Catalog offers previous trainings that can be viewed as video recordings. Allowing you to be a participant in that training. Recent example is from June of 2019 in St. Louis, Missouri. How CILs allows you to do things. There are PowerPoints and handouts and valuable checklist. Location training is two and a half to three and a half days that provides you opportunity for you to learn from experts in the field and interact with others with similar interest. Trainings are held in major U.S. cities. Tim Fuchs will tell us about this in a few minutes. RapidCourses. They are fully accessible and available 24/7. These are free of charge and require registration to allow you to refer to your transcripts and print your registration. State plan for independent living. Consumer service records, CIL board of directors and core services for CILs. And designated state entity and statewide independent living councils. This year we published DSE roles duties and responsibilities. And disability, diversity and intersectionality. Strategies for strengthening outreached for underserved population. And another two. Assessing risk and creating strategies for CILs. That wraps my piece now. I will turn over to Alma from Utah state university.

>> My name is Alma Burgess. And I'm with Utah State University. What I'm going to do, I'm going to give you an overview for centers for persons with disabilities and online courses that are presented through the IL‑NET. Utah State University is located in Logan, Utah. That's a Utah's Center for Excellence in Developmental Disabilities. We have 114 projects. We provide research, education, demonstration, services, technical assistance and we do all of that to improve the lives of people with disabilities and their families. Let's go to slide 19.

On slide 19, we have the role that we provide in the IL‑NET system. We says with curriculum and publications development. We conduct the evaluation for the whole project. We schedule and manage and host online courses and typically these online courses are three weeks in length. And we provide technical assistance or canvas which is learning management program that we use for online classes. Let's go to slide 20.

Starting in January, we will be presenting some classes or providing these online classes in 2020. From January through September. We will have five classes that will be for independent living centers and we will teach one class for the statewide independent living councils.

We will provide an orientation prior to the first day of class. We want to make sure that folks using our online learning management system Canvas be able to access the system and be able to use it. We provide ongoing support from USU on not only for instructors but also for the students. Slide 21, please.

March we want to make sure ‑‑ we want to make sure that technology is not going to provide a hinderance in class. Courses that are targeted for CILs and SILCs will be getting onboard, training for boards of directors in independent living. Introduction to consumer service records. Independent living plan and service coordination. We will have ABCs of nursing home transition. And other classes will be orientation to independent living for new CIL personnel and promising practices in peer counseling and support. For SILC, we will have SILC leadership for chairpersons, members and staff.

Now to register for these online classes, there is a couple of ways, I want to highlight those. We will go to the ILRU.org website that Carol spoke about ‑‑ two ways that you do is locate the online classes and locate the updated training or the list of course offerings come up in the near future. Or on that website, you click on the training tab, navigation at the top and open online training for a list of current offerings. Slide 23, please.

For an example, if you are interested in going to the upcoming trainings and you want to take Getting on Board class that will be taught from March until ‑‑ in March the 9th through 27th of 2020. Details will be when the class starts, your orientation dates, course description, objectives and format the class will take and then some information about the instructors. At bottom of the page, there are three drinks. Additional information for online class and talk about requirements for technology. There will be an online registration form and then there will be a shopping cart to complete your registration.

After registration is complete, you will receive a confirmation. This will be through e‑mail that you are registered in the class. And then later on, you will receive more information and materials, will be sent after the registration deadline is closed. After the registration deadline, you will receive an e‑mail with information about canvas and that is the platform that we will use that will give you information about the orientation that we will be holding.

So before the first day of class, we will conduct an orientation that will typically be on a Wednesday prior to the class or first day of class. We will provide technical support. This will be done through e‑mail or phone that will be throughout the whole class. We will help you with the technology of canvas system and any other accommodations or software that you may use.

Next slide, please.

Tim, I guess we are at that point for questions and discussion.

>> That's right. Thanks, Alma. So this is the first of two Q&A breaks where we want to give you all some time to ask any questions that you have. Again, let me remind you, you can enter your questions in Q&A tab in the Zoom menu bar. If you are new to Zoom and you don't see that menu bar, wave your occur son ‑‑ cursor to the bottom of your screen. It may move to top of screen too. If you are using the full screen CART captioning on StreamText, you can log in your questions on chat there. You can also email me at Tim@ncil.org. Plenty of time for Q&A. We have just gotten into things. If there are any questions you have from first three questions. Richard's overview from ILRU center, Carol's review of website or Alma's review of online courses, we would love to hear from you. Give 20 seconds to see if questions come in.

Excited to see so many people. We have 87 sites connected today. Few of you are participating in small groups. That's great. We decided to make these calls annual. It's a nice affirmation to get a good audience. There is a lot of new staff. We have turnover. I hope this orientation is helpful for you all. We have plenty of time for Q&A. Don't be shy. You have a few more seconds. I don't see anything yet. That's fine too. We will have another Q&A break at end of the call. You will have another opportunity.

Okay. I'll keep my eye on Q&A tab, if you don't have questions yet, that's all right. I'm going to go ahead to slide 27 and introduce myself. I will be doing the overview of on location training, webinars and learning collaboratives that NCIL does.

So here on slide 28, just going to give you a quick overview of National Council on Independent Living or NCIL. Hopefully familiar with NCIL. We are founded in 1982. We are longest running national cross‑disability grassroots organization run by and for people with disables. We are located in Washington, D.C. Been involved since 1994 since inception. And for our piece of the work on the center, we provide training and technical assistance activities for all CILs and SILCs. You can visit us online at www.ncil.org. We try to cross promote all activities. All activities for ILRU that NCIL coordinates or posted on our website. It's www.ncil.org/annual‑conference/training. All of those are on the ILRU website. Many of you are on NCIL or the listserv. You can reach out to me Tim@ncil.org and see that you get those.

Here is the overview of our role. We coordinate on‑location trainings. We coordinate and host the ILRU webinars. Most of webinars are occasionally a few that ILRU or other IL net partner works on. We coordinate learning collaboratives and provide technical assistance.

2020, we will be focusing a number of events on business acumen and how to receive contracts with MCOs and other health payers. I'm going to go into a little bit more detail for each of these. On‑location trainings on slide 30. We offer a number each year. We think it's important, right, even though it takes extra time and more money to get attacking for an on‑location training, there is nothing like that. No replacement, technology, aside, for coming together and learning with colleagues from IL to take time and diving in together. Most trainings are two and a half day trainings programs from 40 to 120 people depending on topic. We offer workshops and other presentations at IL conferences like own conference in Washington and APRIL and SILC Congress in the winter.

Many are recorded. We video those. All presentation materials, captioned videos, manuals and handouts from those are posted to ilru.org. Carol talked about this earlier, if you have not been on the website and reviewed that content, it's outstanding. Impressive how much content there is. Virtually anything you can think of, we have content up there from one recording trainings in the past. On‑location training topics. They have covered all sorts of issues related to CIL and SILC programs and operations. Anything you can imagine related to disability advocacy and non‑profit and financial management and more. Financial management, housing, advertising. Technology and social media. Nursing home transition. IL core services. Marketing and much, much, much more. You can go to ILRU's website. You can see between two and a half to three and a half days for each training. They are broken down. That's a great place to start. We are proud at amount of content we put out and amount of new content we tackle. If you have other suggestions, we love to hear that and we use that when we talk about topic selections. For 2020, we will have a two and a half day on financial management. That's scheduled to be held in late April or early May of next year. We are finalizing our dates right now. Watch your inbox and websites for more details on that.

I'm going to go ahead to slide number 9 and talk about our webinars. They are normally focused on CILs or SILCs. We will have a topic occasionally that will equal appeal for both. We try to make clear who the target audience is for each of our events. Our webinars are virtually always 90‑minute presentations like todays. Right, so given that it's a 90‑minute webinar, we may be able to give a broad overview for information referral or use the 90 minutes to get specific in intermediate course for folks specific with a topic. We may offer, say, a training on specifically on outreach to rehab centers to help divert people from nursing homes or institutional living studies. We have a lot of these webinars that we do. They are all archived on the website. We encourage you to go there on‑demand page and check those out. Those archived trainings not only have video, but captioned and include the materials as well. On slide 33, we have overview of topics of those webinars. IL‑NET has offered hundreds of topics over the years. Tentative 2020 topics include business acumen CIL hiring practices and job description. Using consumer satisfaction for feedback improvement. We will address the new or revived, I should say, ACL review tool for CILs and we have other topics in the hopper as well. We will send them out to you as they get confirmed. Tentative 2020 topics for SILCs include SPIL planning, consumer control, outreach to groups out serving or under served. SILC and DSE collaboration. Administrative requirements and cost principles. That's an example of topic that is we look for of interest to CILs and SILCs, we want to highlight programs where CILs and SILC have worked together on taking consumer satisfaction feedback data and using that to improve programs. That's an example of one we would offer to both groups.

Door is open. You are always welcome. If you are a CIL employee or serving or whatever, I'm talking about the target audience and who we are marketing those event to.

I will have to stop calling our learning collaboratives new. This is newish format for us. We started doing it a few years ago. We had a lot of success with these. I imagine some of you on the phone today on the web today participated in these. We are now offering a learning collaborative, at least one each year. In 2020 IL‑NET learning collaborative will focus on youth transition. If you did not see that in your inbox, take a look. If you are not on our mailing address, we will get you added. Let me know. 12 CILs with expert facilitators to build capacity and programs together. You can apply to join a collaborative. This is an application process. You have to be ‑‑ you will be selected to participate. If you are not selected to participate, we will offer some of the resources that you can use in that work.

Participants spend 8 to 10 months, varies depending on year and topic. 8 to 10 learns from them. They do come together for kickoff meeting at beginning of collaborative.

Some of you may have participated in learning collaboratives through other jobs and positions and community work that you do. We have grown to love this. It's really unlike any other training program that we offer. It's really more than a training program. And really is unique in having the leadership and expertise of our facilitators and also doing this work together as peers.

Some of this work is online through Canvas. Same platform that Alma talked about that we use for online courses. That's where we do our day to day, month to month assignments and work together. Kickoff meeting is where we come together and define objectives and goals of collaborative for the year.

Again, next year, we are covering youth transition. That's one that we did in 2018. Because it's limited to 12 centers, we want to offer these again so that some of CILs may not have been selected or may not have been aware of it in 2018 have an opportunity to apply.

Okay. Here we are in slide 35. I'm going to turn it over to Mary to talk about APRIL's role in IL‑NET.

>> Awesome, thank you, Tim.

All right. So we go to next slide, please. So hi, again. I'm Mary Olson. I work for the Association of Programs for Rural Independent Living, APRIL. And just a real quick overview. We are a national grassroots consumer controlled nonprofit membership organization. Founded in 1986. We really do focus mostly on rural issues. However, I want to let you know that all CILs and SILCs can access the materials that they have. That's one of the questions I get is do I have to be a rural CIL to get a peer mentor, you do not. Next slide, please.

So just quick. Main things that we do are providing peer mentoring services. We host the Rural Conversation Community. We provide technical assistance. Next slide, 38.

So just a quick overview of peer mentoring services. Peer mentoring services of course is built upon that IL building block of peer support. All CILs and SILCs are eligible who are not currently accessing intensive support services with Paula, which she will talk about next. We ask that you guys set a six‑month contract period to complete your goals that are set by the mentee with the mentor. Full scholarships are available through the IL‑NET. We can offer twelve CIL scholarships and three SILC, and three that are specifically for centers for independent living who want mentoring in youth programs. And fee- for-service opportunities are available if needed. For example, what we will have is with IL‑NET services, we can pay for a mentee to go to that mentor's site. The Center may pay for that mentor to vice versa to send the other person down to the other one. Just depends on what works best for your goals.

And so just another question that we usually get is can I access a mentor if I had one before? Absolutely yes. CILs and SILCs can access peer mentoring more than once as long as you have a new goal. When choosing that mentor, you choose that mentor that fit your needs as mentee. Some relationships will continue beyond that mentoring. This is one of favorite parts of my job. Every time that we connect another team of mentor and mentees, mentee has nothing but great things to say about that program. Next slide, 39, please.

Couple of different ways to get peer mentoring. One is off‑sight mentoring. That's where the mentee, person getting mentoring travels to a mentor's center or SILC for a two‑day sight visit to see programs and policies in action and complete their goals. Other type is on‑sight mentoring. Mentor travels to mentee's sight to work hands‑on with mentee, staff, board and others as needed to complete goals. And youth mentoring. That as off‑site or on site option. They work on goals with experienced youth staff. Of course, any mentoring can be completed online if that fits your needs and services.

Just wanted to mention that for all the mentoring, another kind of newer way that we've been able to provide those is that it doesn't always have to be the executive director. As long as executive director is on board and signs off on mentoring, we have been able to do creative things with IL‑NET such as nursing home transition, program mentoring, we have been able to do program manager mentors. We have been able to add a little bit of flexibility in that to support the IL‑NET.

Next slide. 40, please.

Again, applications are available. You can contact me and that's molson.april@gmail.com. Or www.april‑rural.org or any of our ILRU, their website, NCIL or USU. They are going to set one or two goals to work on with their mentor. We have at least two potential mentor candidates. You are going to choose the one that best fits your needs from there. This is consumer control. So if you are ‑‑ if you have interviewed two people and don't feel like you found your right match, let us know and find more folks out in the field until you find that right one. Once you select that mentor, you will work on that goal. At end of six‑month contract period, you are going to send back goal report and then you are going to complete evaluation with our partners. If you do get mentoring, I try to keep in contact with you and I ask for monthly follow‑ups. There is more work in between. Most part, you are working with that mentor.

This is something we are doing brand‑new this year. We revamped our old series. We are offering this conversation community in its place. And it's a 90‑minute Zoom meeting building a community of peer support for centers serving rural areas. Everyone on the call is presenter of information and everyone is there to learn from one another and offer peer support. Free of charge. We ask that you register the number of people at your site with registration link that accompanies each announcement. We don't offer the recording publically in order to maintain that spirit and confidentiality of peer support. You can always request a transcript and a recording from me about that e‑mail address molson.april@gmail.com. You can get the roughly edited notes from APRIL website and our new Slack channel. If you are interested in potentially joining ours Slack channel, you can e‑mail me and I can get you set up with that. Slack is a way that we are going to try to stay connected as a peer support group in between our call dates in lieu of an e‑mail listserv. We are trying everything brand new this year and hoping it works out. The Rural Conversation Community dates are going to be March 12th, June 11th, and September 13th. You can find that information on APRIL website or ILRU website or any of our listservs as well.

Next slide, please. 42.

Then last but not least, one of my favorite parts of my job is getting to talk to all of you out in the field. We do quick technical assistance. We are most known for expertise and resources in transportation in youth. For example, just one quick plug, one technical assistance group we offer the youth ‑‑ support call. We put together a series of FAQs from this group with the IL‑NET team. These are on the ILRU website. Be sure to check those out if you are interested. If you have questions, you can call us or e‑mail us, we will do the best that we can to answer your question or to help you find a resource on ILRU website or one of our other websites.

And with that, I would love to turn it over to Paula McElwee who also does a lot of wonderful support activities. So, Paula?

>> Thanks, Mary, we will look at that next slide, Tim. We did do a lot of things called intensive support and technical assistance. Generally speaking our specific technical assistance are available to CILs and SILCs and DSEs and to your staff and board and leadership at different organizations. Sometimes that can be really interesting because the board member is who calls, executive director is who needs to have the information. Sometimes I can also pull things together a little bit so we are all hearing the same thing at same time. That has been helpful sometimes so that technical assistance, whether on the phone or written response or e‑mail, is for the whole network of the people impacted by the question.

So we try to kind of have everybody on the same page. Sometimes that means a longer call. We can do that certainly. Sometimes the e‑mails that we type or write related to it are complete with references to conversation which is helpful to conversation as well. My e‑mail here is paulamcelwee.ILRU@gmail.com. And my phone number is in the Pacific Time Zone at 559-250‑3082. When it's 8:00AM on the east coast, I'm not up yet. Sometimes I will have people say, what will you charge for this? You know, there is no charge because its grant supported. Most of us are giving this without a charge. Unless there is an ‑‑

Most of what I focus on is what law and regs say. Rehabilitation Act. And regulations. References for the ones that apply to centers and SILCs specifically. Ones that are financial in nature. There are a number of different categories. They are the things that are actually required of you in law or in regulations or in the indicators of compliance or other guidance or written material that you get from funder. There are FAQs from ACL ‑‑ office of independent living programs there that oversee what we do. That's who our grants are through. And so we do present their information as well as ‑‑ as well as the information that is available.

We can provide information for groups rather than individuals. We do a conference call or a Zoom call. We will set it up as a meeting format. We can answer questions to the group electronically if that's what you prefer so that you do have a written reference for the conversation.

Let's look at next slide, Tim.

Now, there are also situations though that are more complex than just an answer to the question or three‑part question. You ask a question, I give you a reply, might be two different options and clarify more what you are looking for. That thing goes back and forth sometimes. We are talking about something more. We are talking about when a center or SILC is found to be out of compliance. Sometimes that's a state review. Sometimes your state does that review. Sometimes it's a federal review. They have begun those reviews again. Federal reviews. Several of them last week for first time. Information that ACL is using ‑‑ checklist and process for those reviews released by ACL a couple of weeks ago. We will provide training on what those requirements are so all of you can be prepared as possible for the day that your center is one of them that is reviewed by ACL.

In the meantime, there could be other reasons that you're found out of compliance for something. Sometimes it's a legal issue. A prior staff person left you with something to resolve. State has reviewed parts of your program that are funded through Department of Rehabilitation in your state or if you are out of compliance there. What I'm doing here is assisting you with creating a corrective action plan and implementing that plan. So usually when you are found out of compliance officially, that's a situation where you have to have an official plan that responds to that lack of compliance.

So those are things that I can help. Those referrals come from your designated state entity or come from office of independent living programs, from the program officer. If you are not sure who that officer is for your state, you can also follow the link and figure that out as far as the IL program is concerned. You can refer yourself. If you have a situation where you are concerned about compliance. Especially, I work with a lot of new executive directors and come in, there is something about what was done before they got there and they cannot agree with. That can get complicated enough that it works better for us to come on site and gather the partners together. That's the statewide network when related to SILC. All the centers and DSE and CIL can come together. It's time intensive to do that. It's not something that we can break away and do on a regular basis.

We do try to judge when that really is the only answer or the best answer, and we try to provide that to you.

Now, there are also other ways that you can participate with us with calls. There is another kind of peer support. We believe in that concept, not just for persons coming to us for independent living services and also each other for many different roles that we are in.

One of those calls is SILCSpeak. It's mostly SILC staff. May include council chairs or other members as well. Not intended for DSEs, they have own call separately. We can't really monitor that. It's really not geared toward the DSEs and DSEs calls are. We also have a new executive director call. Typically the first two years, sometimes longer. New executive directors will participate on that call. They will meet together on a Zoom call like this one and they will talk about a topic and everybody will share what they are doing with that topic and pass the questions back and forth and so on.

We do that for associate directors. I changed this date and didn't get it in here. They typically participate on a Tuesday call. It's second Tuesday the new executive directors is typically the second Monday which may or may not be consecutive days depending on what of month day started on. They pick a topic. Talk about that topic and share ideas and then they share what they are doing and additional questions they may have. We use something similar for DSEs that is quarterly. That was question. And similar one for financial managers that is quarterly. Financial people at various centers have some of the same questions. How do you apply an indirect cost rate or can we change our indirect cost rate. More than half of them are about indirect cost rate. All those calls are at 3:00 p.m. Eastern time. Crosses the six time zones efficiently. You will see a lot of times is that when the calls happen is at 3:00 p.m. Eastern time. Slide 47, please.

In addition to that, because a lot of questions you ask are by e‑mail, or if you call me, I will respond in e‑mail. You want to show something to a board member or use something for basis of a policy. Helpful for you to have it in writing. Many of those requests would make a good post on a blog. One day we decided to do that. It's ilnet‑ta.org. You can subscribe there. Keep that information confidential. We take out identifying information in written response that I give to you and put a question and answer in the blog article.

Something exciting happening in addition to this though is that John, our financial guru that we use for a lot of our training and technical ‑‑ including upcoming site you can watch for, John is providing financial posts. So between us, we posting typically every week. You can go to that site every week or subscribe so that you get the information. We post it on the Facebook pages however it applies. So do take a look and give us your feedback and check out some topics and if you have topics that you feel like out to be addressed in writing, we can do that in our blog post as well. Slide 48.

>> I didn't want slide 48. I have one more to say. Sorry I don't. Other thing that is possible for you that I should have mentioned under intensive support and I didn't. New executive director, any of you in that situation, we can have a weekly call for as long as you need it. If you are a brand‑new executive director. If you can write down a list of questions that you have about what's going on around you and you can take time before work one day or after work one day to call me, I can answer some of those questions for you and I can coach you through some tough situations. That's also available to you, contact me at e‑mail address that you have seen in this webinar, and we will be glad to set up a time for you to have that weekly call. I think the high number of people per week that I was talking to in October was something like 13 and now I'm down to 7. Goes up and down based on what you would like to do.

Now we can go to that next slide, Tim. Sorry.

>> No problem. Glad you mentioned it. We have plenty of time for Q&A. I hope you all will take advantage.

I'm going to start with some of the questions that came in. I took the opportunity to answer them while I wasn't presenting. What is a DSE? Apologies. We try to be good about acronym. Someone mentioned that there is so many acronyms at work. DSE is the designated state entity. That prompted one of my favorite questions. What is a designated state entity then? You can see this in the Q&A, I think. This would be available to everyone. I posted the language from ACL, page. Acts on behalf of title 7 part B programs. Fancy way of saying that DSE is the state agency that takes money from federal government and grants it out to SILC or any part B recipients in the state. That's what a designated state agency is. I hope we didn't have any other acronyms that were not explained.

>> On our website, we have an ABC book that you can download and use. Hits a lot of these. Nice for new staff orientation or new board chair to look at before you go to national conference where a lot of this is out there. It helps with those acronyms. It's something you can edit and add to your state names as well. Mary beat me to the punch. You can see it in the chat. Thank you, Mary.

Okay. See if any other questions came in. Ah. Jay asked, what is definition of rural and new qualifies as rural. We all know what rural is, do you want to tackle that one? How do you know you are a rural and what does that mean?

>> Sure, Tim. It's so difficult, right? We used to say we think of folks who are rural who have a lack of access to resources. And I know that's not the technical definition of rural. There is an actual metro number of folks. We really believe that since we focus a lot on resource development, transportation, any youth sales that have communities that have a lack of resources, we are going to consider those rural when we are working with you.

>> Thanks, Mary. All right. Let me just remind you guys, you can ‑‑ anonymous. Thanks, Mary. Jay, Mary, stick with us. Can Mary give an example of the peer mentoring program or example of one that organizations have taken advantage of?

>> Gosh, sure. I'm trying to think of some of my favorites. I will let you know the typical to start with. You know, we get a lot of new executive Directors. After they have taken advantage of working with Paula for weekly calls, kind of getting on their feet, we work with those new executive directors to get a handle on policies and procedures, HR issues. You know, we've done a couple of mentoring on financial. So we will connect a financial manager too another financial manager just to go for some tips and tricks to really employ able to up‑‑ be able to up their game in that arena.

One of my favorite ones that I'm doing right now is connecting one CIL to another CIL to really build upon their nursing home transition program. That meant ‑‑ both those mentees work in the transition arena. And we're able to have them set a goal on increasing the amount of people they are able to transition out. In order to reach that goal, mentor is coming down, doing a site visit and going on transition visit with this individual in order to give them tips and tricks on resources ‑‑ different ways to approach care team people. I think ‑‑ I don't know if that answers the question. I gave you several examples, I guess.

>> I think that helps. They can let us know if they want more examples. I think that's good. Thanks. Harvey is wondering who should be doing the FFR ‑‑ federal financial report. Executive director or agency's finance person. That would depend on organization. Do you have an opinion or guidance there?

>> Person that has best and easiest access to information it requires. A lot of times that is executive director, the executive director uses someone external to do their CPA firm.

[Laughter]

And they use that entity to do a lot of their work. They are the ones that go into the grant solutions and actually draw down the funds. The ones that actually draw down the funds, that's what the form is asking about. Form is asking you how much money did you have, how much did you spend? How much did you have left? This is an appropriate thing for internal fiscal person to do. Your executive director ought to be looking at this and signing off regardless. You need to know how much you have left. We are in that situation right now with centers ‑‑ I got a request this morning. I got $50,000 left for grant, time is up. Up on the 29th of September. If you didn't have that money committed by 29th of September, you cannot carry over your subchapter C funds. Executive director needs to know where they are on the spending of that grant throughout the whole year so you can maximize the purchases that you need to make. If you have a big turnover in staff and have gaps in salaries, that's the way that more often than not you end up with situations of not spending your money. You out to know that in July if you want to make appropriate purchases if that's something you want to do. Executive director needs to know the information no matter who enters it.

>> Thanks, Paula. You can type your questions in the Q&A tab. Or on full screen captioning, you can use the chat feature there. Or can't or prefer not to use those options. You can e‑mail me at Tim@ncil.org. We are happy to talk about resources or programs we covered today as well as some of these kind of like intro to IL and intro to independent living programs questions that we have gotten. Take advantage. We are all here. I will give it 30 seconds more to see if questions come in before we wrap.

Reminder of two things. First, we are recording the call so you can access it after the fact or share it with colleagues. And second, just please remember that when we close today's call that that evaluation form will come up. I hope you all will take a minute to fill it out.

Okay. Anonymous says, how do I apply for IL‑NET transition youth collaborative? Great question. We began marketing that last week. Applications are open until January. And I need to remind myself of deadline for that. I will put the URL for that in the chat in a moment. And you can see all of the details including application form there.

Denise is asking, when is two and a half training on financial management coming in 2020?

>> We are still confirming our final dates and location. It will be somewhere mid‑country. We are looking at couple cities right now. In the middle of the country. It will be in the last week of April or first two weeks of May. That depends on rate and available. We do know April or May in mid‑country. You can check with me any time if you want updates. We are going to know more in two weeks.

>> Can SILC apply to participate in learning collaborative?

>> At least for these learning collaboratives that are focused on these collaboratives, they are limited to centers. If we continue the success with these learning collaboratives, we may try to offer collaboratives to the SILCs in the future. We don't have any organized right now. If it's of interest to you though, we would certainly appreciate your help pushing that to the CILs in your state if you think they have expertise there. Or benefit from it. I have my chat blinking here. Sharon says can access the link to the on‑demand page. Thank you, Sharon.

Okay. Next question comes from ‑‑ I applied for housing collaborative. I got turned down. How excess ‑‑ competitive is it. We will not know until applications come in. We accept as many centers as we can. Like I said, this is unusual for us. We have big events. We have big webinars with hundreds of people on them. Odd for us to have an application process. But we think it's important for this. We will always offer resources and suggestions for those centers that apply that we are not able to accept in the learning collaborative. Other thing we are doing, right, we are ‑‑ you can see now, the collaborative we did in 2018, we are offering in 2020. Part of hope there is we will have organizations that were not able to participate in 2018 will be able to 2020. If you want to have a conversation with me about that with me, you can reach out and I will talk about it with you.

Few more moments here. I'm going to put this link to the youth transition and learning collaborative into the chat.

>> If only on the phone today. Can't see the chat, let me know. You can access this on NCIL's website or ‑‑ you go to home page. And click on trainings and conferences on https://www.ilru.org/. You can click that to get to collaborative. Application deadline for collaborative is January 10th. A little less than a month. You have time to fill it out. 4:26 on the east coast. I don't see any questions. Check the CART screen. If there are no more questions, I will begin to move to close the call. I will thank all of you for joining us. We started to do these each year in the fall. I hope it's helpful. I want to thank all of you for taking time to be with us. Don't forget that the archive will be available. Take time to fill out evaluation form. Some of you are participating in small groups, that's fine. We would like feedback from each of you.

If you are not at your own computer or truly don't have time, you can access the evaluation link and confirmation e‑mail that was sent to you. Finally, and, of course, I want to thank all presenters from today. Alma, Carol, Paula, Mary and Richard. Thanks so much for taking the time to put together these presentations and sharing what you all do with the project.

And I think the last plug that I will give is just after today's call, don't forget, every single one of us mentioned that we do technical assistance. You can reach out to any of us, not to mention the fifteen other some IL‑NET staff that is not presenting on this call. We will be able to answer your questions about independent living. Thank you so much. Hope you have a great afternoon. Talk to you soon, bye‑bye.