Remote Work and Consumer Connections During the COVID-19 Pandemic: A Q&A Session for CILs and SILCs

Moderators:
Tim Fuchs
Richard Petty, MBA

Panelists:
Susan Dooha, J.D.
Lou Ann Kibbee
Sarah Martinez

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Welcome and Housekeeping

• Use Q&A feature to submit questions by entering your question into the Q&A tab on the main screen of the webinar.

• URL to Streamtext: https://www.streamtext.net/player?event=NCIL

• Captioning will also be available by opening the CC tab on the main screen of the webinar.

• Due to high number of attendees, please refrain from using the “Raise Hand” option for those on the phone with no other way to ask a question.

• At the end of the webinar, a link to an evaluation survey will appear on your screen. We'll be very grateful if you will take those few moments to complete the evaluation.
Meet the Moderators

• Tim Fuchs
• Richard Petty
Meet the Panelists

• Susan Dooha, J.D.
• Lou Ann Kibbee
• Sarah Martinez
What disaster or other policies did you already have in place, before you realized what was happening with COVID-19?

What new policies and procedures did you need to address once the crisis was in process?
What are 1-2 key steps that CILs and SILCs can still take today – 2-3 weeks into telework for most offices – to keep their organizations and programs running smoothly?
Questions & Discussion
How did you keep in touch with consumers & what are you providing in the way of services?

What do you do if the consumer doesn’t have any electronic communication?

What are some low cost or low tech solutions to remote work that they might take advantage of?
Now that we are a few weeks into social distancing, are you finding that consumer needs are changing?

How are you adapting your practices to continue to serve them?
Questions & Discussion
Final Questions and Evaluation Survey

Any final questions?

Directly following the webinar, you will see a short evaluation survey to complete on your screen. We appreciate your feedback!

https://usu.co1.qualtrics.com/jfe/form/SV_9RJqpnOngLm9tbf
Additional Questions

• If you have additional questions after the webinar, or if your question wasn’t answered during the Q&A session, please email us at ilru@ilru.org.
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