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IL-NET National Training and Technical Assistance Center for Independent Living



Independent Living Research Utilization

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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**

April 7, 2020

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?

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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?

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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.

ILRU's IL-NET Attribution

The IL-NET is supported by grant numbers 90ILTA0001 and 90ISTA0001 from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.