**Know Your Resources — Orientation to the IL-NET National Training & Technical Assistance Center for CILs and SILCs**

**Presented by Tim Fuchs, Richard Petty, Carol Eubanks, Paula McElwee, Brooke Curtis, Mary Willard**

**November 17, 2021**

>>>:TIM FUCHS: Hey everyone, welcome. I will take a 10 second pause to make sure everyone is connected. Thanks for your patience. I just want to make sure everyone is connected and can see and hear everything before we begin the webinar. I am Tim Fuchs, I will be your host today. My pronouns are he and him. I am a 40-year-old white man with dark sandy hair, in my home office with a white wall and a tapestry behind me. You may or may not be seeing me today, I hope you are. Just in the sense that I want to make sure everything is working the way it's supposed to. But I want to make sure you all are in gala review, which I have it set up but we will talk about that for a moment. But I welcome you all to the webinar. Know your resources, orientation to the IL-NET national training and technical assistance Centre for Independent living. The IL-NET is operated by ILRU in collaboration with (unknown name), APRIL and the University of Montana with the support with the administration of (unknown name). We are recording today's call so we can archive it on our website. We are currently in presentation mode but we do have plenty of time set aside for questions so I hope you take advantage of that. There are a few ways you can ask questions and I will talk about that in a moment. First and foremost, you want to make sure you are in gallery view today because I am sharing the screen. In order to see the speakers and the interpreter and the PowerPoint, you want to make sure you are in the review. That's how I have it set up. But if it's not appear correctly for you, you can go to the menu bar at the top of your screen that Tim Fuchs is sharing his screen and there's a drop down there and you want to make sure you are in gallery, side-by-side mode. If not, you can change the settings there. One of the nice features of side-by-side, is you should able to adjust the size of the speaker and interpreter videos versus the PowerPoint. You should be able to slide your screen and make the PowerPoint smaller and vice versa. So you could adjust those settings when we do our introductions here to make sure they are the way you want them. If you need any help with that or any other accessibility issues, let me know in the chat today and I will give you a hand. Speaking of which, chat is set up in no way to only address panelists and staff. If you want to submit questions. If you are on Zoom and able to access the zoom features, the Q&A tab is an easy way to submit your questions. You can do that any time during the call. We get them in real time and we will be reading them, we will wait until our Q and a break to address them. If the Q and a feature is not easy or accessible for you for any reason, you can always email your questions to me. That is tim@ncil.org. If you are on a telephone today. You can press\*nine to ask a question. We will wait until our Q and a break to take those questions. And I will remind you of those when we take a break. After our 18 months of Zoom, the captioning is available today, we do have a live capture with us today. To turn those on you want to click on show subside all -- subtitle in your closed caption options. If you don't see it, you can press more, and you will see it there. We are running captions in Zoom, we also have a separate full screen, pardon me, URL of captions. And you can access the full screen of captions there. It's a nice feature because you can adjust the size, colour and contrast of the font there if you'd like to. OK. Let's see, I will go ahead to side -- slide three and introduce our presenters. Finally, I forgot to mention, there is an evaluation form today. It's very easy to complete, it doesn't take long and when we close the webinar, it will show up on your screen. If you take a moment after today's presentation to fill it out, be appreciated. Without further ado, I will introduce all of our speakers today. As you see here on the slides. What they have coming up this year through the IL-NET. First we have Brooke Curtis, she is an associate director of the IL-NET technical Centre. Carol Eubanks is an instructional designer... Richard Petterson directive the ILRU... And we have Mary here from APRIL. Here we have some brief objectives, you might recognize these from the training announcements. This is what we will cover today. What you will world will be an overview of the IL-NET, TAT Centre for sales and SILC's, overview of the website layout and the best method to search for resources on the website. In the wide array of training, resources, programs and services available to SIL's, SILC's, DSE's, consumers and other stakeholders. SILC Centre for Independent living, SILC's is Phillips and the SEs are designated state entities. And if you need more information about those, let us know in the Q&A and we will address them. Without further ado, I will click ahead here to slide five and Richard is going to lead us through this next section which begins on slide six which where we are now. Richard? RICHARD PETTY: Tim Fuchs, thank you very much for hosting this webinar today. And everyone, welcome. We are all excited to provide this orientation. Of the IL-NET training and technical assistance Centre. And to give you an overview of what you can expect during the coming year. And we will begin here with a description of how the IL-NET is funded. An unusual way to begin but we do receive this question fairly often. We think that you will be curious about that so we will cover it. The (unknown name) act that is included in the workforce innovation opportunity act provides funding for training and technical assistance for centres of independent living. And ILRU is funded by the Administration for Community Living. To provide training and technical assistance to centres for independent living. And we also have a note on this page that in the past we have operated the disability diversity intersection now Liddy project. -- Intersectionality project. And I will talk more about that as we go along. Just a moment. And ILRU grantee for the... And ILRU is supported by several key partners. National Council on Independent living, Association of programs for rural independent living. The University of Montana rule Institute and rural RTC. And a little bit about the IL-NET history and the scope of the program. The IL-NET has been in operation for the past 28 years in one form or another. In the IL-NET because of the involvement of all of its partners, has a depth experience, national perspective that is very valuable we believe. And the IL-NET is important to note that each partner organization has the IL-NET grown to meet the needs of centres and statewide Independent living councils. Each partner brings a unique set of strengths to the partnership, making a comprehensive program that is available that really addresses effectively the independent living philosophy and practices. That is so central to what centres do. The IL-NET offers a wide range of services so that centers themselves can choose what works best. And (name) who is the associate director for training and publications will cover what we offer. Brooke if you will do that please. BROOKE CURTIS: Thank you Richard, hi everyone my name is Brooke Curtis 90 associate Dir. of training and publications for the IL-NET. I use she and her pronouns and a visual description of me is I am a Black woman with brown curlyhaired which is currently pulled into a bun. I'm wearing a Black shirt with Black glasses. Thank you again for being here and I'm going to talk a little bit about what the IL-NET offers. Like Richard said, we have a wide variety of technical assistance opportunities because we really want to meet your needs. We really want to support you. We have virtual and on vocation training. We are saying virtual right now because we're still in the pandemic and so we have transitioned to offering a lot of our on location trainings to virtual trainings. Often, these trainings are going to be offered with it and see I yell or the April conference. We will also have every other year, we will offer a biannual training and technical assistance Institute. Tim will talk a little bit more about that later. We also have online courses, we have gone through and redesigned them. They typically span about six weeks and they are really nice because you have access to an instructor who can assist you and we are also working through the course content with your peers. We also have webinars which you are attending the first webinar of this year so thanks again for being here! We have self-study web-based tutorials that are also called rapid courses. These are great because they are self-paced. You can start the course and if you need to do other assignments, you can stop and just complete the course when you can. We also offer training manuals, fact sheets, sample sale and sales policies, procedures, forms and other resource materials. These are great and we are trying to do a lot more of the fact sheets and get information out there that is a little bit shorter than the annuals. We do it on line demand of webinars and teleconferences of recording so for example today's webinar will be available on the website as well. CIL tyo CIL and SCIL-SCIL and Mary will talk a little bit about that peer mentoring soon. We also had technical assistance that is offered by Paula who is the executive director of technical assistance. We also have intensive support and Paula will talk a bit more about that and that is the specific type of technical assistance. We then have the peer technical assistance group calls and these are great. We offer them each month and we have them for, it is based on executive directors, program managers and then there is also a technical assistance group specific for that is operated by Mary that is called" World conversations". Those are really great as well. We also have electronic newsletters, blogs and social media postings. If you are not signed up already, our email announcements I would highly recommend that. It is a great way to just stay in the know as to what is going on and what is being offered. Lastly, we have learning collaboratives and these are cohorts of CIL working together over a time in a specific objective. Such as youth, housing etc. What is new with IL-NET? It is a weekly newsletter and goes out every Wednesday and it is pretty short and quick and just tells you what the news is for that week. We have included the link to sign up on this slide, I will not read it out but we can drop it in the chat that would be great. As mentioned, we will offer biennialT & TA institutes in the first one will be this year. This will be a multi-day training and Tim will talk a little bit more about that later. TA office hours, this is if you have any questions, any assistance and you can just pop into office hours and they are offered by Paula, the associate director of technical assistance and you can ask her any questions you have. The revamped IL-NET courses and things will be offered this year and we piloted them last year with staff to get feedback on the format and we are really excited about this. We are excited to share more information today as well. And we have a training calendar that is available on our website and we have included that link here. As soon as we schedule training, we like to provide as much information as we can on our website. And to also announce it by email. Next slide please. All right, this is just a visual description of the IL-NET and really which organization does what. At the top we have ILRU IL-NET national training and technical assistance Center for Independent living. Below that it lists the ILRU and our roles are center oversight, just operating the IL-NET. Then training and technical assistance. Intensive support. Operating the website as well and then training and technical assistance evaluations. Like Tim mentioned, all of our trainings will have an evaluation and we went to hear back from you, we want your feedback and want to know what is working and what is not working. Also any training topics that you would like to see in future trainings. And in the chart we also had the national Council on Independent living NCI L. They are providing the logistics on institutes, location, training and webinars and coordinating learning collaboratives. We then have the Association for rural independent living, April and they coordinate peer may direct –- P or mentoring and coordinate role conversation community calls. Finally, we have the University of Montana rural Institute and RTC and they employ the technical coordinator and the key organization and multi-stakeholder groups. I want to say all staff are the IL-NET worker able to provide technical assistance so again, if you have any needs and even if you are not sure which resource you need or where to go, please do not hesitate to reach out to us and we are here to help you. Thanks for being here and I will turn it back over to Richard, you are on slide 12. RICHARD PETTY: Thank you Brooke, a great overview there. The IL-NET is operated by ILRU, ILRU is independent learning research utilization. ILRU is a program of TIRR Memorial Herman. This was founded in 1977 as a program of research, training and technical assistance that supported community living for people with disabilities through consumer control, participant direction, people living in the community making decisions about their lives and, this is where Center for Indepedent Living are being formed around the country. ILRU had a purpose of supporting centers and supporting other community oriented activities. Important for us to acknowledge that ILRU is housed with its companion program the national Center for Aging and Disability. IL-NET is part of ILRU and their other programs. It has a Southwest ADA Center, the ADA participation action research consort thorium, ADA, that is consortium and not project. We also have aging and disability business Institute with the national Association of area agencies on aging. We have the (inaudible) center which is a program that is helping a selected group of centers for independent living to receive grants to support vaccine access for people with disabilities. In addition, ILRU operates with collaborators like MYCIL project that supports youth from minority backgrounds, that is the language that the funder uses but it is supporting equity, inclusion and diversity. For people with disabilities and ILRU in the past has operated the disability diversity intersectionality project and much of resource was done in that project. Next slide please. Brooke highlighted the project and we will say that again, ILRU is a federal grantee, ILRU oversees the entire training and technical assistance Center. ILRU conducts and oversees instructional design which means creation of learning objectives and ensuring, learning objectives and content meets high standards. ILRU develops and publishes training manuals, provides and manages rapid course tutorials, provides individualized group and statewide technical assistance, conducts support –- intensive support for centers of independent living. It operates the center website ILRU.org. We turn to our colleague Carol who will evince an orientation to the ILRU.org website. Carol? CAROL EUBANKS: Thanks Richard, appreciate it. Hi everyone I am Carol Eubanks instructional designer with ILRU in Texas. I am a white female in my 60s. I have grayish hair and I am wearing eyeglasses and my pronouns are she and her. I am wearing a Black and green striped top. Let's dive in and start with the screenshot of ILRU.org home page. On the homepage we have eight navigation tabs across the top and they are: home, about ILRU, projects, publications, resources, technical assistance, training and contact us. There are three columns on the page and located on the left column is search this site with a blank box that is located underneath the button that says search. This is a great way to search with keywords and is probably the best way to find what you are looking for ... If you're not on our mailing list already, you're missing out on resources and announcements so make sure you get signed up. Then there are four buttons below, first there is an upcoming training which will reveal any training that is currently scheduled. Second, recent training. This list training that is now archived and on-demand. Then latest news. These are items of general interest. And finally, job postings. ILRU post job announcements as a service to SILC and other disability resources. And then we have the middle column, with a description of ILRU... And the link to the directory of SILC, statewide Independent councils and the link to the directory of SILC's. Diversity, disability and intersectionality. Americans with disability act, 88 SW. ADA Centre. Collaborative on health reform and independent living. Houston livable community initiative. And disaster preparedness for people with disabilities. And underneath the subparagraph, navigating our website with an overview of ILRU services, materials and training and technical assistance. On the right side is the third column, browse by topic. This contains a bulleted list by alphabetical order, various topics of interest. This is a good way to see all of our topics on the website, but if you're looking for something specific, the quickest and efficient way is to go to the search bar that I referred to earlier. OK. So centres for independent living and statewide Independent living councils. So training. Here you will find a complete list of training including biennial institutes and web-based tutorials. Publications. We publish and update a directory of SIL's and SILC's and what is important here is to make sure to notify us with address and phone number and name of director so your information remains up-to-date for those who use this directory. Lots of people use this so send your updates toilru@ilru.org. Our publications also include training manuals, both self-study and instructor led. Examples include: choose, get, keep integrated community housing. Guidebooks for SILC chairpersons, members and administrators. Administration one-on-one toolkit for new CIL directors. Slide 17 please. Training on demand and rapid courses. The on-demand training catalogue offers many of our previous on location trainings that can be viewed as video recordings. Going to the URL allows you to view the training and access all of the materials that include PowerPoint, handouts and valuable checklist. He can receive email verification to view training by completing the survey that slinked on the slide. They are fully accessible and available 24 seven. Free of charge and require registration to allow you to build and refer to your transcripts and have your certificates of completions. Course catalogs include foundations of independent living, stay plan for independent living, consumer information files, CIL Board of Directors, CIL core services, designated state entity, disability diversity and intersectionality in CIL. And statewide Independent living councils. Online courses. We are now using course Avenue is our online course platform. They include access to instructors, assignments,... The length of the course will be six weeks to allow more time for assignments and interaction with peers. Offering three online courses per Centre for CILs. Orientation to independent living for new personnel, management 101 and core services. And we are offering one online course for SILC's SILC leadership. So that wraps up my part. And I believe next slide brings us to our first Q and A. TIM FUCHS: That is right, thank you Carol. I don't imagine there are too many questions, I don't see anything. But if you have questions now, you're welcome to use the Q and a tap on zoom. If that doesn't work for you, you are welcome to email your questions to me Tim at NCIL.org. If you're only on the flotilla, you can press star nine. I don't imagine we have many questions yet, we will have plenty of time for questions later. I will wait a few more seconds if anything comes in. OK. Let's go ahead and move on. Next up is actually me. So I will give an overview of on location trainings, webinars and learning collaboratives. I am Tim Fuchs with NCIL and as fair as the IL-NET is concerned, and the training logistics coordinator. Just a quick overview of NCIL, who are we. The National Council on Independent living or NCIL, is founded in 1982. We had the distinction of the longest running national cross disability rest was organization run by and for people with disabilities. So simply put we are a national Association of CILs and SILC's located in Washington DC. But increasingly our staff is all over the country. Partially because of COVID, partially not. But our headquarters are in Washington. We have been involved in IL-NET since its inception in 1994. Our role is providing training and technical assistance activities for all CIF and SILC's through its work with the IL-NET national training and technical assistance Centre for Independent living. You can visit our website to learn more and all of our IL-NET activities are posted on our website. This URL is long but you all have this materials. It is NCIL.org (Reads). We do a lot of cross promotion marketing amongst our groups. But you can find any IL-NET events that we are coordinating on the ILRU website and on the NCIL website. I will go ahead to slide 22 now. A little bit more specific about what we do, we coordinate the biannual institutes which are new. Our on location training workshops, this would be workshops that we may conduct on someone else's conference were to speak. We might host an IL-NET workshop as part of the NCIL conference, APRIL conference and so on. We coordinate and host webinars, quite a lot of them. We coordinate learning collaboratives which we will talk more about and we provide technical assistance. I think it was Brooke who said, all IL-NET staff provide technical assistance. You can contact any of us for your questions about the operation of SILC's and DSE. Here on slide 23, more in our biennial Institute and on location training workshops. The biennial Institute is new. The first and will take place this year and I think in terms of federal fiscal years, when I mean this year I need 2022. This is almost certainly going to be virtual, this coming spring. In the future we would like to hold these in person but a lot is still up in the air and I think that will be a good format for this first one in 2022. And stayed tuned, we will be releasing details about the topics and registration for that in the next few months. We will continue to offer on location workshops and other presentations at IL conferences like NCIL, APRIL and SILC Congress. And we do record are on location trainings whenever possible. That is something we always make a habit of, archiving webinars, on location trainings, whenever we possibly can to add to those on-demand trainings that Carol walked us through on the website. And that includes live video of the presentation, along with all companion materials, they all go up on the website. We offer lots of webinars... On occasion there are challenges to recording everything from an on location training but that is not true of our webinar, every webinar that we've done is up on the website. I always put people here because especially if you're joining today if you're new to SILC or new to your role. If you are struggling with something, related to your specific role or your organization. What are we going to do next year? We do everything from financial management to personnel management advocacy and organizing. It could be overwhelming sometimes which is why we started doing these orientations. For 2022, between now and the end of September. We are on the federal fiscal year, our topics include accessible virtual events, and advertisement just went out yesterday. That's coming up on December 8. IL skills training, budgeting skills for program staff. Consumer control for CILs and intersectionality and equity. And I will talk about the SILC topics. There's a lot of carry overage here. There are no hard rules about if you're on a SILC but you're interested in one of the topics that we are running for CILs you are welcome to join. You may be a CIL but you are welcome to join a SILC webinar. Some topics include statewide contracts for service delivery in intersectionality and equity for SILC's. And with that, let me get my cursor to cooperate. I will go ahead to slide 26 and introduced Mary to introduce APRIL's roles and responsibilities. MARY WILLARD: Hi everybody. My name is Mary. My pronouns are she, her, hers. I'm Director of training and technical services at APRIL. And I am a late 30-ish Caucasian female with reddish hair these days. If I could go ahead to the next slide. Just a little bit about April. -- APRIL, like NCIL we are a national grassroots, consumer controlled nonprofit membership organization. We started in 1986. And we really try to focus more on rural independent living. Although I just want to mention that even though we are APRIL for rural centres, any CIL or SILC can apply for IL-NET services that we will talk about. Doesn't matter if you are rural or not. I'm going to simplify this but if you think about rural as being less resources and it might be transportation or what might be you. Can we move on to the next slide please. Awesome, again just a quick review of APRIL we host the rural conversation community calls and one of my favorite parts of my jobs is doing technical assistance. We also provide peer mentoring services. Next slide please. Let's talk a little bit about peer mentoring services and again peer support is really to building block of independent living. We are really proud to be able to coordinate the service. All servers for centers for independent living and councils are eligible as well as they are not currently accessing intensive support services with Paula and she will talk a little bit more about those. Do not worry if you are not sure, you can always check in with me and Paula and I do a lot of cross referring and checking. If you apply for peer mentoring services, it is typically a six month contract. It is between mentee, so one of you seeking support and a mentor, appear in the field who might have what you need. We ask that you said 2 to 3 goals and keep it in mind that we want something that you can feel successful with. You know, in a six month period. We have the full scholarships are available and what that really means is that because this is an IL-NET service, it is free to you. Even if you have used peer mentoring services before, do not worry. As long as you have a new goal, you are still eligible to apply for services again. I have center directors for example that have used peer mentoring services maybe when they were a new Executive Director and now they are in a space where they would like to grow. Maybe they want to grow their center or a specific program so they come back with a new goal and we are able to get them set up with folks to work towards that. Again, we really want this to be consumer choice and that's who we are. The mentors are chosen by the mentee and we really hope that they will help fulfill their needs. Typically, what we will do is actually choose two or more sites that you can interview and then we really hope that you will be able to narrow it down to the one mentor who can really support you the best. Next slide please. Interesting, I have not even thought about this yet (Laughs). We do most of our mentoring's electronically or virtually but we do have some travel money available for a mentor and mentee relationship where the goal might really benefit from having somebody in person. You know, we are not really doing travel yet at this time, all of the mentoring seems to be electronic but that is something that as the world changes and flows, we will be revisiting. Next slide please. Great, we have electronic applications available from the URL website or the APRIL website or you can contact me at Molson@APRIL.com. It is pretty easy, we just ask a few things of what you're looking for and what you have done in the past and try to work towards that goal. Again you will interview potential candidates and then hopefully you will really match with somebody who fits your goal needs, your learning style and maybe any other important qualities that you are really looking for in a mentor. For example, I have had executive directors ask in the past if one of their interviewees could be somebody who is really experienced in using Jaws or other screenreader technology while filling out the reports. We will do the best that we can to line of folks that meet some of the specific qualities you are looking for. Once you select your mentor you are off and running and it is really based on the mentor and the mentee! You can meet as often as you would like or some folks may be only meet twice per month at set times, some might set aside a whole week where they work on goals all at once. It really is up to you all and how the process works. Then again, we ask you to give us monthly progress on how things are going and I always want to know how I can support you better. And then we will ask for an evaluation at the end of the year. Again, like Tim said that will be the fiscal year which would be September 30 for us. Next slide please. Great, before I moved to rural conversation community, I just wanted to add that for peer mentoring services we are also always looking for mentors. So, if you think that you have a program that others could really benefit from replicating or you are an ED or program manager has been around for a long time, please also reach out to us. We are always looking for folks doing great work out there. The more folks that we had to choose from, the better target matches we can make with the mentees. I also wanted to add that mentorships can be a new Executive Director all the way to we have had program managers, we have had folks running nursing home transition programs, IL skills trainers may be looking for a specific area like fund development or teaching online classes. So, really we tried to fit the need whatever the need is that your CIL is looking for. World conversation community is the favorite part of my job and we meet on the third Wednesday of every month at 11 AM Mountain time or 1 PM Eastern time. It is always on Zoom and this year we are going to do things at tiny different. We are going to ask folks to register ahead of time, it will still be free and you can register and immediately get the materials. But, what we found last year is sometimes folks would reach out and they were really hoping to get a hold of somebody who was talking about a particular program and registration is just going to make it easier for us to make those informal connections for you. Again this is a free of charge program. There are no designated presenters or and listeners. Everyone on the call is the expert and that's the beauty of peer export –- peer support. We are program managers, direct service staff, really folks from all different positions in the IL network have found some nuggets of wisdom from this program. Next slide 33 please. Well, look at that before I turn it over to Paula, like my colleague said information referral, technical assistance is something that I really love to do. Maybe you reach out for peer mentoring and your goal is something that does not necessarily need the one on one six-month support so maybe you just need some resources or you would like to see another centers HR policies for example. That is something I do a lot and I love getting people connected and sharing resources across networks. With that I'm going to turn it over to Paula to talk about some of the other amazing peer support and technical assistance programs. PAULA MCELWEE: Thank you Mary! I do not know if I'm going to have a picture or not but just in case I do I am Paula, I use she and her programs, here I am! I am a white woman with silver curly hair in my 60s and I am working from my home office as many of us are these days. So, let's look at slide number 34 and I will talk about the support I can offer to you as far as technical assistance is concerned. All of us to some technical assistance and a lot of times there are little questions, they are not always big things. Sometimes, you know, you want to know if you are required to report something or other. Or, you want to know is that PPR really limiting how much information I can put in this category (Laughs) You want to know some little thing. That is okay, you can drop an email or phone. I am in California so I am on specific times of the phone call has to be juggled related to time zones and you will notice we are all over the country here in your team of people. But, that is available to you into any new staff, to your board if they need it or other leadership. You can get a hold of me at any time. You can find out whatever it is that you want to know. Now, a lot of this focuses on regulations and so I am one of the people that can look it up for you if you do not know where to find the requirement in the regulations or you want some language for your policy that comes right from the requirements that your funder puts on you. Some of it is that kind of thing. Some of it is much more informal. Any of those questions that come up that are specific for centers, for SCILC, and it is grant supported so it is free. You just drop an email to me and usually I can get back to you within us very short period of time unless there is something going on or it is so complicated of a question that I have to do some research for you. Almost always we can come back quickly with a reply. A lot of the focus as I said, is understanding and applying the rehabilitation act which is our law. The regulations of flow out of that there are some indicators of compliance and some other things in written materials that talk about what we are required to do and that is the focus that I can also provide information or training and answer questions on all kinds of other things. Some of this is one to one as it comes up, some of it is complicated enough that you want to have multiple people who will want to discuss the issue. So we will set up a Zoom call and we can do that with your full board or we can do that so we can do that with your staff, or statewide if we need to. If it's an issue that is affecting the full state response of things. Any of those are options and we can respond to you with technical assistance. Next slide please. One of the ways that we respond is called intensive support. Originally, this was set up when you were found out of compliance with the regulations. So, sometimes this is a state review and some rare occasions it is a federal review but you may be found out of compliance with one of the things in those regulations in the law and that means you have to correct that whatever that was out of compliance. That usually requires a corrective action plan of some sort. Intensive support was originally set up to help you get through corrective action plans. So, when you are reviewed by someone external, sometimes that is the DSC the designated (inaudible) in your state and when they review your center and they find you out of compliance with something, you have to tell them how you are going to fix it. I can assist you with that and provide the training that is necessary for you to do it or the revision, help you with your revisions of policies or other kinds of things that will help you to come back into compliance This to be provided by phone... Most of the time now we do that by phone, zoom, email. Some of that is training, sometimes we plug you into training that's already available on the website that would help you to focus and apply that training. These referrals come to me from the DSE or CIL, there's a link on the slide they are related to who your program officer is. If you don't know that. But this is a federal person and most of the time that's where the referrals come from. Once in a while, they come from your program performance report. Which you have just submitted and in the process of submitting again because we have this year gap thing. So once in a while there will be something in your PPR, and the feds will say this is not correct, this doesn't follow the regulations. And they will refer you to that. Want to know about the referral will come from you because you know that you're going to have to do something to come into compliance. But this is mostly focused on compliance. Like I said, sometimes we do state training for this or for the network or for your centre. To bring everybody together related to compliance as well. Sometimes this is an issue that is statewide in its nature. I provide most of this myself but I do have some contractors, some centre directors and SILC directors that assist with this intensive support and other technical assistance and training that we can provide to you. Let's look at that next slide. There are number of other things that we do to offer you support. One of them is peer support technical assistance calls. We meet with the SILC's, we call it SILC speak. They all fall in the same timeframe of new Pacific month three Eastern. Because that corresponds to most time zones. At least it is doable for those who need to wake up early morning. We have those calls at the same time. CIL executive directors participate on the call, it's usually second Monday of the month. In the associate directors and program managers meet on the second Tuesday of the month. We have quarterly calls for the designated state entities and quarterly calls for the financial managers. And then we have the TA office hours. The first part of those calls, the ones that are there at the top of the page are for specific job descriptions. Your peers come together with the call, we pick a topic, although we can stray from that topic once in a while. But we pick a topic and then we ask everybody to jump in if they have suggestions that would help resolving that particular issue. The last call we had was on personnel management. And we talked about some of the techniques for good personal management. For the executive directors for example. We talked about liability of costs for the financial managers seeking kind of see that we pick a topic that is meaningful for that group of people. The office hours, the next one is tomorrow. If you haven't seen that announcement, you can check that out. We do that from 12 to 1:30 PM Eastern time. So it's a little earlier in the day. And if you're not yet on that list, you should contact us and we will be glad... ilru@ilru.org. The peer support calls, I moderate as it is useful. But we do keep those calls very much interactive so we appreciate your participation in that as much as you are willing to do that. Let's look at that next slide. So some of these requests are by email. The result of that is that I answer you in writing. That sometimes advantageous for you, some of you tend to pick up the phone and make a call. You might remember that if you are having a conversation with your board, and you've said to your board, let me check with our technical assistance about that. And you write me an email and I respond to you in writing, you have in writing my response to give to your board. There is an advantage sometimes for you to do it in writing and sometimes I will say that to you on a phone call, I did that to someone just today. If you want to send me the same question in an email, I will give you the same response in writing and then you will have a record of what we said. So sometimes that's advantageous for you to do that. Sometimes I use those written responses, taking out personal information of course. I use them in a blog. You can subscribe to it and the link is there. Some questions that come up fairly often, I take those questions and answers and I post them on my blog. In addition to our website, with a lot of good historical information for you. You will find that that blog has a lot of information about questions and answers from the field. And you might some of that -- find some of that useful. And it is by topic and you can search and on our regular website. Feel free to drop in on that. If you are new in your job or you have a specific challenge that has come up whether it's the compliance issues that we mentioned a second ago or something else, if you have that kind of thing happening. We can set up a call more frequently just you and I. When Mary with the mentoring, and you're not receiving intensive support from me, you can go to a mentor. Sometimes whatever you're dealing with sometimes require an expertise in the regulations. And some access to some sample documents and so forth. So if it looks like you are needing to have some ongoing support. We can set that up. I have a few people that I talked to every week, they are doing their jobs and have some real challenges, they came in and found challenges. Action and if you have had that happen. If you found challenges that their predecessor had not solved. So we were set up a call. Sometimes as biweekly or bimonthly. And those challenges are addressed, I can be available to help with that is so. Just keep in mind that we can have lots of different ways in which we can work with you to address all of those things. And Tim, I think that is the end of what I have to present but I see a couple of questions here in the Q and A. That might be appropriate. TIM FUCHS: That is right. The first one is actually a suggestion but Michael shares that you brought up a place to document and collect processes, policies, compliances that might be considered best practices. Michael offered the example of excellence Bill said you can learn from. PAULA McELWEE: We are collecting some of those but is not a very organized process yet. We can probably find one for you. TIM FUCHS: this is that is the way we approach our training. When you see we are training on a -- particular... You might think of the ILRU website that way when you scroll through that topic list if you are interested in something. You are not just going to find a training date, you will pry -- probably find an archived training. Carrie asked, their several different organizations and meetings and people that we talked about, is is it possible to get one list? We talked about support calls and support teams. What is the easiest way to find out about those, to see the schedule. PAULA McELWEE: One of the things that happens is with many of these, there are specific. They are specific to a job description and so you just need to let us know your job duties and we will put you on the right list for the notices. So the notices for executive directors, they go to executive directors. And so forth. And with real conversations, that is different, I don't know if Mary wants to jump in on that one. MARY WILLARD: Thanks Paul, this is Mary. I would just say joining the ILRU list serve is the best way to stay on top on all of the upcoming events. Also list all of the upcoming events on the APRIL website. But that listserv has some good information and if you aren't getting any yet, I will join in. -- Would join it. TIM FUCHS: Great tips. And again this is something we do all of the time... If you still need a hand with that, you are always welcome to reach out. We are constantly curating content for people based on as Paula said, the actual content of their job. Let's see a few more questions coming in. I'm sorry, there were resources that were posted in the leg. If you have more questions in the chat, you can type them in the Q and a tab. And you are always welcome to email me if that is not accessible to you. And if you are on the telephone today, you can press star nine to raise your hand. So folks, Sharon is sharing in the chat that the sign up, the direct link to the sign-up. It can also be found on the ILRU homepage. On the left-hand side. So I will give one last call for questions. You can type them in the Q and a tab, email them to me or press \*nine on your phone. I hope this has been helpful. We had all of this experience where we'd be running a training, or be looking at an evaluation form, we should do a training on this. We actually did. What about this topic? We did that last year. And we also, people don't really understand how our organizations work together on a project. Who ran it, what it was? So I hope this has been helpful in terms of explaining how it all up our -- operates. And I hope it's given you a good sense of what is coming up in terms of topics and content this year. If any questions come up, I hope you will reach out to me, I am always happy to offer myself as a single point of contact. My email is tim@ncil.org. Take a look at the ILRU homepage, look what we have coming up. If you have any questions at all, reach out to me. If I can't answer your question, I'd be happy to point you to someone who can. The archive of this event will go up on the website within 48 hours, usually much sooner. And we hope to hear from you, I hope you have a wonderful afternoon and we will see you at one of our events. Take care.