GET TO THE CORE OF IT: INTEGRATING CIL CORE SERVICES FOR A HOLISTIC CONSUMER EXPERIENCE

SEAMLESS SERVICE DELIVERY SNAPSHOTS

PRESENTERS: BRUCE DARLING, DARREL CHRISTENSON, MICHELLE CRAIN, KIMBERLY TISSOT AND CHARLIE WALTERS

TIM FUCHS: FOR THE LATE AFTERNOON PRESENTATIONS

WE ARE GOING TO HEAR FROM EACH OF THE CENTERS

ON THE PRESENTATION TEAM. WE ARE GOING TO ROLL

THROUGH THESE ABOUT 15 MINUTES EACH.

IF YOU HAVE A QUICK CLARIFYING QUESTION

I WILL BE LOOKING OUT, SO PLEASE JUST RAISE YOUR HAND.

BUT, WE ARE GOING TO DO A LARGER

DISCUSSION OF Q AND A AT THE END.

I AM GOING TO KICK OFF THE GROUP.

I JUST WANTED YOU GUYS TO HAVE THAT

CONTEXT BEFORE WE STARTED.

AND I AM GOING TO KICK IT OFF TO

BRUCE WHO IS GOING TO GET US STARTED.

BRUCE DARLING: SO, I AM GOING TO TALK A BIT ABOUT

THE CENTER FOR DISABILITY RIGHTS

WHICH IS ACTUALLY THREE ORGANIZATIONS.

JUST BEING SHORT-HANDED BY REFERRING TO CDR,

BUT I WANT TO FIRST SORT OF GIVE YOU A SENSE

OF WHO WE ARE IN TERMS OF SIZE.

SO, I HAVE LIVED THROUGH LIKE EVERY EXPERIENCE

ALL OF US HAVE HAD

BECAUSE WHEN I STARTED WITH MY CENTER,

ACTUALLY, WHEN I STARTED WITH THE PROGRAM.

THERE WERE LITERALLY TWO FULL TIME STAFF

PEOPLE AND TWO PART TIME PEOPLE.

AND THAT WAS THE ENTIRE OPERATION.

CDR WAS ABOUT A VOLUNTEER GROUP

FOR EIGHT YEARS AND WE THOUGHT

WE HAD FINALLY ACHIEVED THE AMAZING,

LIKE, WE HAVE MONEY WHEN WE MANAGED

TO GET OUR FIRST BUDGET OF $300,000 AND

WE COULD ACTUALLY HAVE STAFF. $300,000.

SINCE THEN THE ORGANIZATION HAS

GROWN TO ABOUT 30 MILLION AND THAT WAS

I’M GOING TO GET THE TIMELINE SCREWED UP.

IT’S 2010. SO, BETWEEN – SO IN 2010,

WE HAD A $30 MILLION BUDGET.

THAT SAME YEAR WE HAD $15 MILLION RIPPED OUT

FROM UNDERNEATH US.

SO, I HAVE LIVED THROUGH THE EXPERIENCE OF

BASICALLY A CENTER BEING DEVASTATED

FROM UNDERNEATH YOU AND THEN WE REBUILT

AND NOW WE ARE BACK TO ABOUT 32 MILLION.

SO JUST TO GIVE YOU A SENSE OF

IT CAN BE A WILD RIDE AND THE PROBLEMS ARE

SO, EVERYONE THINKS MONEY SOLVES

ALL OF YOUR PROBLEMS, NO, IT DOESN'T.

I STILL DEAL WITH THE SAME STUFF.

SOMETIMES IN A SLIGHTLY DIFFERENT SCALE

AS I DID AT THE BEGINNING.

BUT IT IS ALL THE SAME KINDS OF THINGS.

SO, I JUST WANTED TO SHARE THIS NOT

TO BE LIKE OH, LOOK AT WHAT WE DID

BUT MORE ALONG THE LINES OF I GET YOU.

WHEN YOU ARE IN A SMALL CENTER

AND YOU ARE SAYING I DON'T KNOW HOW I AM

GOING TO SCRAPE THESE PIECES TOGETHER.

I TOTALLY GET THAT.

AND THEN WHEN YOU ARE IN A BIG CENTER

AND YOU ARE LIKE HOLY COW WHAT ARE YOU

GOING TO DO WITH THIS NIGHTMARE

BEEN THERE DONE THAT.

THERE ARE NOW THREE ORGANIZATIONS

THE REGIONAL CENTER FOR INDEPENDENT LIVING

WHICH WAS FOUNDED IN 1966. IT WAS ONE OF THE

FIRST-ROUND CENTERS TO BE FUNDED IN THE US.

DARRELL JONES WAS OUR FIRST DIRECTOR IN ROCHESTER.

SHE HAS A VERY DEAR PLACE IN MY HEART BECAUSE OF THAT

THE CENTER FOR DISABILITY RIGHTS WAS FOUNDED IN 1990.

WE WERE A VOLUNTEER GROUP FOR THE FIRST EIGHT YEARS.

WE WENT A YEAR WITHOUT -- JUST EXISTING WITH OTHER FUNDS

AND THEN IN 1999, WE GOT OUR IL FUNDING.

SO, WE WERE EXCITED ABOUT THAT.

AND THEN IN 2008, WE STARTED A SUBSIDIARY TO CDR

CALLED ALL ABOUT YOU HOME CARE.

IT IS A STRUGGLE ALWAYS TO FIND THE RIGHT WORD FOR IT.

IT IS OSTENSIBLY A LICENSED HOME CARE SERVICES AGENCY.

WE PROVIDE TRADITIONAL SERVICES.

WE HAVE NURSES ON STAFF -- NURSES WITH DISABILITIES.

AND DO ALL OF THE THINGS THAT WE ARE REQUIRED

TO DO AS A HIGHLY REGULATED HEALTH DEPARTMENT

FUNCTION IN NEW YORK, BUT DO IT

WITH A COMPLETELY DIFFERENT PHILOSOPHY

THAN A LOT OF THE OTHER PROVIDERS DO.

SO, THERE ARE THREE SEPARATE ORGANIZATIONS.

AND THEN EACH OF THEM HAS SLIGHTLY DIFFERENT

SERVICE AREAS WITH THE BIGGEST BEING CDR, WHICH

WE DO HAVE A STATEWIDE FOOTPRINT IN ONE OF OUR PROGRAMS.

OUR CIL IS SMALLER AND AAY IS SMALLER THAN THAT.

THESE ARE THE SERVICE AREAS.

OUR CIL SERVES MONROE COUNTY AND

FOUR SURROUNDING COUNTIES.

CDR IS STATEWIDE AND ALL ABOUT YOU

IS PRIMARILY MONROE COUNTY. JUST ONE COUNTY

WHERE WE ARE LOCATED.

OUR SERVICES. IT IS A LONG OF THINGS.

I AM WANTING TO HIGHLIGHT SOME OF THESE.

I TALKED TO THE PROGRAM STAFF TO SEE

WHAT I SHOULD HIGHLIGHT

I WAS TRYING TO CUT THINGS OUT.

AND THEY ARE LIKE NO YOU HAVE TO TALK ABOUT

ALL THIS STUFF. YOU CAN'T CUT OUR STUFF OUT.

WE DO THE CORE IL SERVICES

INCLUDING PEER SUPPORT AND PEER MENTORING.

ONE OF THE THINGS WE DEVELOPED IN PARTICULAR

WAS OUR MANAGED CARE ADVOCACY/OMBUDS PROGRAM.

IT IS COMPLETELY SELF FUNDED AND

IT ACTUALLY STARTED AT THE BOARD LEVEL.

WE WERE TALKING ABOUT IMPLEMENTATION OF

MANAGED CARE IN NEW YORK WHERE

WE ARE MOVING SERVICES AND SUPPORTS INTO A

STRUCTURE WHERE THESE MCO'S ARE MANAGING AUTHORIZATIONS.

PEOPLE WERE TALKING ABOUT PEOPLE GETTING

THEIR HOURS CUT AND THE IMPACT ON THEM

AND BASICALLY OUT OF THAT I SAID IF WE TALK ABOUT

THIS AT EVERY STAFF MEETING AND EVERY BOARD MEETING,

IT IS IMPORTANT ENOUGH TO DO SOMETHING WITH.

SO THAT WAS HOW WE ACTUALLY STARTED THIS.

WE HAVE AN ADVOCATE WHO STRICTLY WORKS

WITH PEOPLE ON THOSE ISSUES ALONE

AND HELPING THEM NAVIGATE THOSE SYSTEMS.

IT IS REALLY A VERY, VERY -- I LOT OF PEOPLE UTILIZE

THAT SERVICE. IT IS A VERY IMPORTANT ONE.

WE DO CONSUMER DIRECTED PERSONAL ASSISTANCE SERVICES

WHERE WE ARE THE FISCAL INTERMEDIARY.

WE PROVIDE -- WE PROCESS THE MEDICAID BILLING

AND DO THAT TYPE OF THE PIECE.

WE PROVIDE SORT OF THE BACK-END SUPPORT.

SORT OF LIKE THE HR STAFF FOR THE

CONSUMERS WHO ARE ALREADY IN THE PROGRAM.

SO, IT IS NOT STRICTLY LIKE MONEY IN MONEY OUT.

WE CONSIDER THE TRAINING AND SUPPORT

WE PROVIDE THE INDIVIDUALS SO THE PROGRAM

IS A VERY IMPORTANT SERVICE.

IT ACTUALLY CONNECTS THEM TO US.

ONE OF THE THINGS PEOPLE LIKE IS WHEN

YOU ARE CONNECTED TO US THROUGH THAT PROGRAM,

WE ACTUALLY KNOW OTHER RESOURCES

BECAUSE WE ARE A CENTER FOR INDEPENDENT LIVING,

WE CAN CONNECT YOU UP WITH OTHER THINGS YOU MIGHT NEED.

OUR TRADITIONAL LICENSED HOME CARE.

WE STARTED DOING THAT BECAUSE WE WERE DOING

TRANSITION WORK AND PEOPLE WERE LEAVING THE INSTITUTION

WHERE THEY HAD NO CONTROL OVER ANYTHING

AND THEY WERE EXPECTED TO MAKE THE JUMP

TO CONTROL EVERYTHING INCLUDING A SCHEDULE

WITH A STAFF OF SIX OR EIGHT PEOPLE.

IT WAS A MASSIVE JUMP FOR PEOPLE TO MAKE THAT.

NOT EVERYONE COULD.

AND WE HAD AN ISSUE WHERE TRADITIONAL HOME CARE

WAS JUST NOT GOING TO SERVE PEOPLE

WHO WERE CONSIDERED TOO DIFFICULT

OR COMPLICATED TO SERVE.

SO, WE SAID OKAY, IF THAT'S GOING TO BE THE CASE,

WE WILL JUMP IN AND DO THAT.

I HAVE TO SAY FINDING NURSES WITH DISABILITIES

WHO HAVE THE RIGHT MIND SET TO DO THE WORK

IS HARD, BUT ONCE YOU HAVE THEM IN PLACE,

IT MAKES A BIG DIFFERENCE IN TERMS OF

THE SERVICES WE PROVIDE AND THE IMPACT ON PEOPLE.

WE DO WAIVER SERVICES.

THESE ARE THE SERVICES THAT SUPPORT

PEOPLE IN THE COMMUNITY WHO

WOULD OTHERWISE BE IN INSTITUTIONS.

IT INCLUDES SERVICE COORDINATION.

WE DO EMPLOYMENT SERVICES.

PROBABLY ONE OF THE BIGGEST THINGS

WE ARE DOING RIGHT NOW IS OUR POOL TRUST.

SO THAT ACTUALLY IS – IT SOUNDS LIKE A SCAM.

IT DOES. I HAVE TO EXPLAIN THIS TO PEOPLE.

PEOPLE TAKE THE SURPLUS INCOME -- SO

IN NEW YORK, YOU CAN SPEND DOWN TO MEDICAID.

THEY TAKE THEIR SURPLUS INCOME THAT THEY WOULD

HAVE TO OTHERWISE HAVE TO GIVE TO THE STATE.

THEY PUT IT IN THE TRUST AND THEN WE CAN

PAY BILLS THAT THEY WANT US TO PAY FOR THEM

AND IN EXCHANGE FOR THAT, THEY QUALIFY FOR MEDICAID.

THEY CAN GET HOME AND COMMUNITY BASED SERVICES.

THERE ARE SOME RULES AROUND HOW THIS GETS DONE.

I JUST WANTED TO DO THIS AS A GOOD THING.

THE WHOLE GOAL HERE WAS TO HELP. I

I THOUGHT MAYBE WE WILL HELP A FEW

ELDERLY WOMEN STAY IN THEIR OWN HOME

AND IT WILL BE A GOOD DEED.

WE WON'T MAKE ANY MONEY ON IT

BUT, WHATEVER, NO ONE CARES.

WE NOW SERVE OVER 6,000 PEOPLE

ACROSS THE ENTIRE STATE OF NEW YORK.

THE PROGRAM -- EVEN THOUGH PEOPLE ONLY PAY US,

THEY PAY US THE SMALLEST AMOUNT OF MONEY.

IT IS LIKE $20 A MONTH TO DO THIS PROCESSING FOR THEM

WE MAKE A TON OF MONEY BECAUSE OF THE EFFICIENCIES WE HAVE.

IT SUPPORTS A LOT OF THE OTHER THINGS

THAT CAN'T SUPPORT THEMSELVES.

IT HAS BEEN A VERY AMAZING SERVICE FOR US.

AND IT WAS REALLY INTENDED JUST TO BE A GOOD DEED.

OTHER SERVICES. WE DO RECREATION AND DAY SERVICES.

ACCESSIBILITY AUDITS AND HOME MODIFICATIONS FOR FOLKS.

USUALLY FUNDED THROUGH THE STATE.

WE HAVE AN EQUIPMENT LOAN PROGRAM.

WE HAVE A GARAGE FILLED WITH CRUTCHES,

WHEELCHAIRS, AND EVERYTHING YOU CAN IMAGINE.

HOUSING ASSISTANCE. WE HAVE INTERPRETER SERVICES

AND DEAF-BLIND SUPPORT SERVICES.

THERE IS A WIDE ARRAY OF SERVICES.

IN ADDITION TO THAT WE DO OUR SYSTEMS ADVOCACY WORK

WHICH INCLUDES A POLICY OFFICE IN OUR STATE CAPITOL.

ADVOCACY AGAINST ASSISTED SUICIDE AND LOBBYING.

LITERALLY, LOBBYING. WE WILL TALK ABOUT THAT MORE

FOR THE DISABILITY INTEGRATION ACT IN DC.

FIRST CONTACT. WHEN YOU COME TO OUR CENTER,

I SAID A LITTLE BIT ABOUT THIS EARLIER.

WHEN YOU CALL, RECEPTIONIST ANSWERS THE PHONE.

ACTUALLY, ONE OF MULTIPLE RECEPTIONISTS

WILL ANSWER THE PHONE. YOU GET A LIVE PERSON.

THEY TALK TO YOU. THEY CAN CONNECT YOU.

IF YOU HAVE A PERSON YOU WANT TO TALK TO –

I WANT TO TALK TO MARY ABOUT WAIVER SERVICES --

YOU GO RIGHT THROUGH.

IF YOU DON'T KNOW WHAT YOU NEED OR

YOU ARE NOT SURE WHO YOU NEED TO TALK TO,

WE HAVE AN IL STAFF PERSON

WHO TAKES ALL OF THOSE CALLS.

IT IS NOT THE SAME PERSON ALL THE TIME.

WE TRIED THAT. WE DIDN'T LIKE THAT BECAUSE

WHEN THAT PERSON WAS OUT, WE DIDN'T

KNOW WHAT WE WERE DOING.

SO, WE WANTED TO HAVE SOME REDUNDANCY.

BASICALLY, ALL OF THE IL STAFF ARE IN ROTATION

FOR HALF DAY SHIFTS. IF THE CALLER –

IF THEY ARE BUSY WITH SOMEONE, THEY WILL

CALL THAT PERSON BACK BEFORE THE END

OF THAT HALF DAY SHIFT AND MAKE SURE

THEY GET CONNECTED UP. AND THEN THEY ARE

RESPONSIBLE FOR MAKING SURE THAT THAT PERSON

IS CONNECTED TO WHATEVER THEY NEED,

WHETHER IT IS INTERNAL OR EXTERNAL.

I KEEP TRYING TO SAY THIS

WITHOUT USING THE WORD CONCIERGE,

BECAUSE THAT SOUNDS TOO HOITY-TOITY.

BUT, OBVIOUSLY, IT IS SOMEONE

WHO WILL WALK THEM THROUGH.

IT IS DEFINITELY NOT LIKE A CASE MANAGER.

THIS IS SOMEONE TO HELP MAKE SURE YOU GET

CONNECTED TO WHERE YOU NEED TO GO.

IT IS A MODEL THAT WORKS WELL FOR US.

OUR IL STAFF WORK WITH THE CONSUMERS

TO DEVELOP THEIR OWN GOALS FOR SERVICE DELIVERY.

BOTH THE STAFF PERSON AND THE CONSUMER SIGN-OFF.

THIS SORT OF IS DONE TO MAKE SURE THAT

WE ILLUSTRATE AND DEMONSTRATE THAT THE

CONSUMER IS INVOLVED IN THE PROCESS

OF DEVELOPING THOSE GOALS.

SERVICES FOR DIFFERENT FUNDING STREAMS

AND PROGRAMS MAY HAVE DIFFERENT RULES THAT APPLY.

THEY MAY HAVE THINGS THAT ACTUALLY COVER THE 704

AND THE OTHER REPORTING REQUIREMENTS --

THE GIVEN GOALS. SO, SOME OF THE FORMAL

SERVICE COORDINATION STUFF THROUGH THE STATE.

THEY HAVE GOAL PLANS AND EVERYTHING THAT ARE

SOMEWHAT DIFFERENT, BUT THEY CROSS WALK OVER

SO THAT PEOPLE HAVE -- IT IS THE SAME KIND OF THING.

IF AN UNMET NEED IS IDENTIFIED,

THE CONSUMER IS CONNECTED WITH A STAFF PERSON

WHO CAN HELP THEM AND WE MAKE SURE THAT THEY

ACTUALLY GET CONNECTED.

THERE IS A LONG LIST OF SERVICES

THAT WE DO IN HOUSE.

WE ACTUALLY MAKE IT A POINT

THAT EVERY TWO WEEKS WHEN WE MEET

AS STAFF, EACH ONE THING IS DISCUSSED

EVERY TWO WEEKS ON A ROTATING BASIS.

IF A NEW SERVICE OR SOMETHING GETS ADDED INTO THE MIX,

IT GETS ADDED IN. IT SEEMS LIKE IT WILL BE REDUNDANT,

BUT THEY MAY NOT REMEMBER THE CONVERSATION

FROM MONTHS AGO ABOUT WHAT THE SERVICE WAS.

MAYBE THEY ARE NEW, BUT IT DOES GIVE PEOPLE

A REFRESHER ON WHAT WE ARE DOING AND IT

GIVES PEOPLE A CHANCE TO CROW ABOUT

THEIR SUCCESSES AND SHARE THE EXCITEMENT

ABOUT WHAT THEY ARE DOING.

AND THEN AT THE END – QUALITY ASSURANCE.

SO EVERY CONSUMER WHO TALKS TO US,

GETS A FOLLOW-UP CALL OR CONTACT.

SO, WE CHECK TO SEE WHETHER THEY WERE SATISFIED

WITH THE SERVICE; WHETHER THEY GOT THEIR NEED MET.

OUR QA DEPARTMENT TRACKS ALL OF THAT INFORMATION.

AND THEN SOMETIMES ON THE CALL,

A PERSON WILL SAY WELL YOU HELPED ME WITH THIS,

BUT I HAVE ANOTHER PROBLEM.

I NEED THIS OTHER THING HANDLED

OR THEY MIGHT SAY, I REALLY WASN'T HAPPY

WITH THE OUTCOME OF THAT.

THEN THAT IS CONSIDERED LIKE ANOTHER

START THE WHOLE PROCESS ALL OVER AGAIN

AND THE QA PERSON DOESN'T SAY OKAY I WILL REFER YOU.

THEY ACTUALLY CONNECT THEM BACK UP

TO THE ON-CALL PERSON AT IL TO MAKE SURE

THEY ARE CONNECTED TO PEOPLE

WHO CAN HELP THEM SOLVE THEIR PROBLEM

AND DEAL WITH IT. IT REALLY -- WE HAVE STRUGGLED

WITH SOME OF THESE ISSUES OVER THE YEARS.

I REMEMBER AND IT HAS GONE ONE WAY OR THE OTHER.

IS THERE ONE PERSON OR MULTIPLE PEOPLE.

BUT IT REALLY HAS WORKED OUT WELL

TO HAVE THIS KIND OF STRUCTURE PUT IN PLACE.

AND, I THINK COLLECTIVELY IT HAS HELPED US AS A

GROUP TO UNDERSTAND WHAT WE ARE DOING

AND WHAT RESOURCES ARE AVAILABLE IN THE COMMUNITY.

WE PUT A LOT OF EFFORT INTO MAKING SURE THE IL STAFF

WHO DEAL WITH ALL OF THIS, HAVE THE RESOURCES AND

INFORMATION THAT THEY NEED AS WELL.

THEY HAVE, IN ADDITION TO THE ALTERNATE WEEK MEETINGS

THAT WE ARE TALKING ABOUT FOR THE GENERAL STAFF,

THEY ARE CONSTANTLY ON THE WATCH FOR RESOURCES

AND THINGS THAT ARE AVAILABLE.

AUDIENCE: DO YOU HAVE A SEPARATE I&R DEPARTMENT

OR DOES THAT IL SPECIALIST ACT AS YOUR IR?

BRUCE: IT IS OUR IL TEAM. ACTUALLY, ALL DO COVER

THOSE HALF DAY SHIFTS WITH I&R'S. HONESTLY,

EVERYONE IN THE ENTIRE ORGANIZATION

ANSWERS QUESTIONS. WHETHER I CAN GET THEM TO

ACCURATELY REPORT THOSE AS I&RS, IS A

COMPLETELY DIFFERENT STORY.

IF SOMEONE FIGURES OUT A PLAN TO MAKE THAT HAPPEN,

YOU WILL MAKE A LOT OF MONEY IN IL. ALRIGHT. THANKS.

DARREL CHRISTENSON: I AM STILL DARREL CHRISTENSON.

YOU MIGHT REMEMBER ME. I AM HERE TO TALK ABOUT

ABILITY360, WHICH IS ABOUT TWO AND A HALF MILES

DOWN THE ROAD HERE. I’M JUST TALKING A LITTLE BIT

ABOUT THE CENTER AND WE, LIKE EVERYBODY ELSE,

PROMOTE PROGRAMS DESIGNED TO EMPOWER PEOPLE

WITH DISABILITIES TO TAKE PERSONAL RESPONSIBILITY

SO THAT THEY MAY ACHIEVE OR CONTINUE

INDEPENDENT LIFESTYLES WITHIN THE COMMUNITY.

PRETTY BASIC.

THERE ARE 500 CENTERS, AS YOU KNOW,

ACROSS THE COUNTRY AND THERE ARE FIVE

HERE IN ARIZONA. OUR SISTER CENTERS ARE DOWN IN

TUCSON AND OVER IN YUMA, PRESCOTT VALLEY,

AND TUBA CITY WHERE ASSIST TO INDEPENDENCE IS.

WE HAVE A COUPLE OF REPRESENTATIVES HERE TODAY

FROM UP THERE. WITH ARIZONA THERE IS A LOT OF AREA

TO COVER AND WITH THE FIVE CENTERS TRYING TO DO THE

WHOLE THING, THERE REALLY IS A LOT OF UNSERVED

OR UNDER SERVED AREAS. A LOT OF AREAS.

WE PROVIDE SERVICES HERE IN MARICOPA COUNTY,

WHICH IS THE VALLEY, PHOENIX VALLEY, AND THEN

WE ALSO SERVE PINAL COUNTY JUST TO THE SOUTH OF US.

PINAL COUNTY IS ABOUT THE SIZE OF THE STATE OF PENNSYLVANIA.

VERY RURAL, POOR AREA. HERE IN ARIZONA,

THE CURRENT FIGURES ARE THAT THERE IS

ABOUT 7 MILLION IN THE STATE AND PROBABLY

ABOUT 4.6 MILLION HERE IN THE VALLEY, CLOSE TO 5 MILLION.

SO, A LOT OF URBAN AREAS, BIG CITY AND VERY RURAL.

THE IL PHILOSOPHY. PRETTY MUCH EXPLAINS ITSELF.

THE REASON FOR EXISTENCE. THAT'S TO HELP THOSE

WHO HAVE THE DESIRE TO LIVE INDEPENDENTLY

TO DO SO, WHATEVER IT TAKES.

TO WORK TO HELP CONSUMERS TAKE RESPONSIBILITY

FOR THEIR OWN LIFE AND BECOME SELF-DIRECTED.

AGAIN, VERY COMMON THREADS AND BELIEFS

THAT YOU ALL ARE WORKING WITH AS WELL.

OFFER OPTIONS TO ASSIST IN INDEPENDENT LIVING

VIA THE MANY PROGRAMS THROUGH OUR ORGANIZATION.

SO, THE PROGRAMS THAT WE HAVE ARE THE FIVE CORE SERVICES

THAT EVERYBODY IN THIS ROOM PROVIDES.

AS WELL AS WE HAVE, TOWARDS THE BOTTOM THERE,

REINTEGRATION FROM NURSING HOMES.

SPECIFICALLY, WHAT WE HAVE DONE RECENTLY NOW

IS TO WORK WITH A COUPLE OF THE STATE PROVIDERS

AND WE HAVE THE $2000. WE DON'T HAVE MONEY -- MONEY

FOLLOWS THE PERSON -- IN ARIZONA. WE DON'T HAVE THAT.

THERE ARE A COUPLE THOUSAND DOLLARS AVAILABLE

FOR TRANSITION FROM NURSING HOME TO COMMUNITY

AND SO, WE HAVE BEEN ABLE TO TAP INTO THAT WITH

ONE OR TWO NOW, I THINK, OF THE THREE PROVIDERS

IN THE COUNTY AND THAT REALLY HAS HELPED.

OUR STAFF GOES OUT AND HELPS TO PURCHASE

BEDDING AND DISHES AND HOUSEHOLD ITEMS

TO GET PEOPLE SET UP AND READY TO MOVE OUT

OF THE NURSING HOMES.

ANOTHER ONE WE HAVE IS OUR EARLY INTERVENTION

FOR PEOPLE AND THAT'S GOING UP TO THE REHAB CENTERS.

SO, A FULL TIME STAFF MEMBER GOES TO VARIOUS REHAB CENTERS

AND GIVES THEM OUR DISABILITY SURVIVAL GUIDE

AS WELL AS OTHER INFORMATION ABOUT OUR SERVICES AND SUCH

AND REALLY HELPS TO INTRODUCE THEM TO THE IL MOVEMENT

AND THE INDEPENDENT LIVING PHILOSOPHY

RIGHT THERE IN THE REHAB SETTING.

SO OFTEN FOLKS ARE ONLY IN THERE FOR THREE WEEKS ‘

AND THEN THEY ARE OFF TO NEVER, NEVERLAND

IN A NURSING HOME OR SOMETIMES

BACK TO THE COMMUNITY.

SO, WE REALLY FEEL THAT AS LONG AS THE PEOPLE

CAN GET THAT INFORMATION RIGHT UPFRONT,

THEN THEY CAN SEE THAT THERE IS A FUTURE

OUTSIDE OF NURSING HOME AND INSTITUTIONS.

AND THIS WAS DEVELOPED CLOSE TO 20 YEARS AGO NOW

IN RESPONSE TO THE COMMUNITY NEED.

AND INITIALLY WE WERE ABLE TO GET UNITED WAY FUNDING

FOR THIS. SINCE THAT TIME, MONIES THROUGH UNITED WAY

HAVE DISSIPATED AND WE PICKED UP FUNDING ELSEWHERE.

EMPOWERING YOUTH TO TRANSITION.

WE HAVE BEEN DOING THIS ONE.

THIS WAS ALSO ONE OF THOSE 18 YEAR PROGRAMS

FROM UNITED WAY IN WORKING WITH HIGH SCHOOL KIDS 14 TO 21.

WE DO INTERACTIVE WORKSHOPS AT A NUMBER

OF SCHOOL DISTRICTS AND WE ONLY HAVE RIGHT NOW

A DEDICATED HALF OF A POSITION FOR THIS

AND SO, WE ARE REALLY UNABLE TO MEET

A LOT OF THE NEEDS AND REQUESTS.

BECAUSE MORE AND MORE DISTRICTS HEAR ABOUT US

AND WANT US IN THEIR SCHOOLS AND THEN WHERE WE ARE,

THEY WANT US MORE OFTEN. AND IT IS REALLY TOUGH

TO, YOU KNOW, KNOW THAT WE ARE TRYING TO DO SOMETHING

OUT THERE, BUT NOT NEARLY ENOUGH TO WHAT

WE KNOW CAN BE BENEFICIAL FOR FOLKS.

WE REALLY HAVE DONE A LOT MORE IN THE INTERACTIVE WORKSHOPS.

WE REALLY DON’T GET INVITED MANY TIMES TO IEP MEETINGS

BUT WE ARE OUT THERE PROVIDING INFORMATION AND SUCH.

THE EMPLOYMENT SERVICES, WE ARE A TICKET TAKER.

ONE OF THE MORE SUCCESSFUL TICKET TO WORK PROGRAMS

AND SO THAT'S BEEN BIG WITH US.

THE WORK INCENTIVES PLANNING AND ASSISTANCE. THAT'S A

SEPARATE BUT COMPLEMENTARY PROGRAM, CERTAINLY,

THE BENEFITS TO WORK. FOR THOSE OF YOU WHO ARE COMING

ON FRIDAY YOU WILL SEE OUR SPORTS AND FITNESS CENTER.

ABOUT 45 THOUSAND SQUARE FOOT PORTION WITH

THREE POOLS, A COUPLE OF GYMNASIUMS, THE WHOLE BIT.

WE LIKE TO THINK THAT WE ARE ONE OF THE MOST ACCESSIBLE

SPORTS AND FITNESS CENTERS WEST OF MISSISSIPPI.

JUST A COUPLE OF WEEKS AGO WE WERE FORTUNATE THAT,

I THINK TWO YEARS RUNNING NOW, WE HAD THE NATIONAL

QUAD RUGBY TOURNAMENT HERE. WE HAD 16 TEAMS

FROM ACROSS THE COUNTRY. PHOENIX HAD WON THREE

OF THE LAST FOUR YEARS AND IN THE CHAMPIONSHIP GAME,

WE LOST TO TUCSON, OUR IN-STATE RIVAL.

IT WAS GREAT. IT WAS A GREAT DEAL. IT IS REALLY COOL,

BECAUSE NOT ONLY DO WE HAVE THE US PARA-OLYMPIC

QUAD RUGBY TEAM AND OTHER PARA-OLYMPIANS TRAIN

AT OUR CAMPUS, BUT PEOPLE JUST COMING OUT OF REHAB.

WE ARE PARTNERING WITH SILVER SNEAKERS

AND THE VETERANS WOUNDED WARRIORS AND SO FOLKS THAT ARE

JUST GETTING OUT OF REHAB ARE COMING OVER TO THE

SPORTS CENTER. WE HAVE I THINK CLOSE TO 2000 MEMBERS NOW

AND SO, WHEN YOU HAVE THAT MANY INDIVIDUALS

WITH SO MANY DIFFERENT DISABILITIES WORKING OUT,

THAT PEER MENTORING THAT HAPPENS JUST NATURALLY,

THAT'S PRETTY COOL.

THEATER 360 IS A THEATER GROUP. THEY WRITE THEIR OWN SCRIPT.

THEY DO PERFORMANCES. THEY ARE NOW SCHEDULED I SEE

THIS SUMMER AT THE HERBERGER THEATER IN DOWNTOWN PHOENIX,

ONE OF THE MAINSTAYS IN THE VALLEY.

THEY DO LUNCHTIME THEATER. VERY ENTERTAINING, INFORMATIVE

AND IT’S A PRETTY COOL GROUP.

LIVING WELL WITH A DISABILITY. THIS ONE CAME THROUGH

THE UNIVERSITY OF MONTANA. AND WE HAVE BEEN DOING

THAT PROGRAM AS WELL.

OUR HOME CARE SERVICES THROUGH THE STATE MEDICAID PROGRAM.

ABILITY 360 ACTUALLY EMPLOYS ABOUT 2,800 ATTENDANTS

LET ME SAY THAT AGAIN. WE EMPLOY TWO THOUSAND EIGHT HUNDRED

ATTENDANTS TO GO OUT TO THE HOMES.

AND SO THAT OBVIOUSLY IS OUR BIGGEST FINANCIAL PROGRAM.

I THINK IF MY NUMBERS ARE RIGHT, WE ARE CLOSE TO ABOUT

A $53 MILLION OPERATING BUDGET AND ABOUT 50 OF THAT

IS THROUGH THE HOME CARE. PASS THROUGH MONEY

TO PAY THE ATTENDANTS.

OUR SOCIAL REC PROGRAM. WE HAVE WEEKLY ACTIVITIES.

TWO EACH MONTH ARE IN HOUSE. SO, WE HAVE AN ARTS GROUP.

WE HAVE A COOKING CLASS. THE COOKING CLASS IS SO POPULAR,

NOW WE ARE TWO DAYS A WEEK AND HELPING FOLKS

TO REALLY GET AFTER IT AND LEARN HOW TO DO COOKING

FOR THEMSELVES WITH VARIOUS TYPES OF DISABILITIES AND

SUCH AND THEN TWO ACTIVITIES OUT IN THE COMMUNITY.

SO, WE WILL GO TO THE BOTANICAL GARDENS OR A SPRING

TRAINING BALL GAME. WE MIGHT GO TO A MUSEUM AND SUCH

AND REALLY HELPING PEOPLE TO FEEL MORE COMFORTABLE

GETTING BACK OUT IN THE COMMUNITY.

IT IS PRETTY COOL BECAUSE WE SEE A LOT OF TIMES

SOMEBODY COMES FOR THE FIRST TIME. AND, IT IS A SAFE

LITTLE PUT YOUR TOE IN THE WATER, GET THE FEEL OF

ABILITY 360. AND, THEY ARE IN THE CORNER OBSERVING

EVERYBODY AT THE SOCIAL REC ACTIVITY AND CHECKING IT OUT.

OKAY. IT IS COOL. I CAN COME BACK. AND THEY COME BACK

AND THEY MIGHT SHARE THEIR PHONE NUMBER WITH CHARLIE

AND SAY LET'S GET TOGETHER FOR LUNCH. AND SOON,

THEY HAVE A BETTER SOCIAL LIFE THAN THE STAFF DOES.

SO THAT'S PRETTY COOL.

OUR HOME MODIFICATION PROGRAM.

WE HAVE BEEN DOING THIS FOR ABOUT 28 YEARS.

WE ARE WORKING WITH NOW FOUR CITIES IN THE VALLEY

THROUGH COMMUNITY DEVELOPMENT BLOCK GRANTS.

SO, WE HAVE BEEN DOING THAT AND AS I MENTIONED EARLIER

ABOUT THE 10% MATCH WITH THE CITY PROGRAMS.

WE ALSO OVER THE LAST TEN YEARS HAVE BEEN WORKING WITH

THE STATE MEDICAID PROGRAM. AND SO, OUR EXCLUSIVE REFERRAL FROM

THEM AND WE HAVE BEEN DOING WELL OVER 2000 PROJECTS

IN THE LAST TEN YEARS WITH THEM.

THIS IS MY LIFE. WORKING WITH FOLKS WITH DEVELOPMENTAL DISABILITIES.

IT’S SORT OF AN INDEPENDENT LIVING PROGRAM AS WELL AS

THE COMMUNITY LIVING OPTIONS. REALLY, THOSE TWO ARE

THE ONLY PROGRAMS THAT ARE DISABILITY SPECIFIC.

GENERAL VOLUNTEERS. APRIL REED, WHO WILL SPEAK TOMORROW,

RECENTLY TAKING AMINA'S POSITION AS VICE PRESIDENT

OF ADVOCACY, SHE HAD BEEN OVERSEEING THAT

AND NOW POLLY IS THE VOLUNTEER COORDINATOR.

WE HAVE ABOUT EIGHTY VOLUNTEER PEER MENTORS

AND VOLUNTEERS THAT HELP US, PRACTICALLY EVERYDAY

PEOPLE ARE IN HELPING OUT.

SO THE ADA SERVICES. WE DO A LOT OF --

JUST QUESTIONS ABOUT REASONABLE ACCOMMODATIONS FOR

EMPLOYMENT. RECENTLY THERE WAS A DUST UP OF LAWSUITS –

THE DRIVE BY LAWSUITS AND SO DOING TECHNICAL ASSISTANCE

TO BUSINESSES ABOUT WHAT THEIR OBLIGATIONS ARE.

AND THAT WAY, YES.

SO AFTER 28 YEARS, IT HAS REALLY CHANGED

SO MUCH ABOUT WHAT THE CALLS ARE.

BUT WITH THE DUST UP OF THE DRIVE BY LAWSUITS,

ARIZONA WAS ONE OF THE TARGETS

ALONG WITH CALIFORNIA AND FLORIDA.

SO, WE WERE ACTIVE WITH RESPONDING

TO THOSE QUESTIONS.

INDEPENDENT LIVING SKILLS. YOU KNOW BUDGETING

IS THE NUMBER ONE ISSUE, BUT WE WILL DO

ONE ON ONE WORK AND WE ALSO HAVE

MONTHLY IL CLASSES. AND THAT WAY WE GET

A GROUP OF FOLKS TOGETHER AT ONE PLACE

AND HELP THEM WITH GOAL SETTING

OR STRESS MANAGEMENT, ET CETERA.

AUDIENCE: MY QUESTION IS THIS.

UNDER YOUR INDEPENDENT LIVING SKILLS, DO YOU TRY TO –

I AM TRYING TO SAY THE RIGHT THING –

DO YOU SEPARATE PEOPLE AS FAR AS THEIR ABILITIES?

IS THERE A HIGHER FUNCTIONING GROUP VERSUS

GROUP OF FOLKS WHO PERHAPS AREN'T AS

HIGH FUNCTIONING? IS THERE ANY OF THAT THAT GOES ON?

DARREL: ACTUALLY NOT. GOOD QUESTION.

WE ARE ACROSS DISABILITY ON THAT END.

WE RECOGNIZE THAT SAY LIKE FINANCIAL MANAGEMENT

THAT YOU ARE GOING TO HAVE SOME PEOPLE

THAT ARE REALLY STRUGGLING TO BALANCE A CHECKBOOK

AND THERE ARE OTHERS WHO ARE MUCH MORE ADVANCED

IN THEIR ABILITY TO LAY OUT A FULL BUDGET.

BUT WE REALLY TRY TO ADAPT EVERYTHING

TO MEET ALL LEVELS. AND THEN KEEP IN MIND, TOO,

THAT THOSE CLASSES ARE COMPLEMENTARY

TO THE ONE ON ONE WORK THAT WE DO.

SO, IT SOMETIMES REINFORCES WHAT IS GOING ON INDIVIDUALLY

AND IT ALSO ENHANCES WITH THE CLASSES.

AUDIENCE: THANK YOU.

DARREL: THANK YOU GOOD QUESTION.

AUDIENCE: I HAVE A GENERAL REQUEST FROM EVERYBODY THAT'S

UP THERE JUST AS THEY ARE GIVING THEIR PRESENTATION.

I AM INTERESTED TO KNOW HOW MANY STAFF YOU HAVE

THAT JUST PROVIDE CORE SERVICES AS YOU WERE TELLING US

ABOUT SERVICES THAT YOU PROVIDE AND THEN

MY SPECIFIC QUESTION TO YOU -- WHEN YOU TALKED

ABOUT YOUR HOME CARE SERVICES AND THE 2000 EMPLOYEES,

ARE THOSE YOUR EMPLOYEES OR ARE YOU ACTING

AS THE FISCAL INTERMEDIARY?

DARREL: AMINA, HOW IS THAT? HELP ME OUT HERE.

AMINA: NO. THEY ARE OUR EMPLOYEES. WE GET A CONTRACT

THROUGH THE HEALTH PLANS THAT GET MONEY

THROUGH OUR MEDICAID AGENCY AND THEN WE HIRE THEM.

WE HAVE ONLY GOT TWO PROGRAMS -- ONE THAT IS

STATEWIDE WHICH IS OUR BENEFITS WIPA PROGRAM

AND THEN THIS PROGRAM IS IN SEVERAL DIFFERENT COUNTIES.

AND THE THING ABOUT ARIZONA IS, PHOENIX HAS OVER HALF --

THE METROPOLITAN AREA HERE HAS OVER HALF THE

POPULATION OF THE STATE. WE ARE A BIG CENTER,

BUT WE SERVE A HUGE POPULATION.

THE STATE IS BIGGER THAN RHODE ISLAND.

I MEAN THE COUNTY IS BIGGER THAN RHODE ISLAND –

JUST ONE COUNTY, MARICOPA.

WE ONLY HAVE 14 COUNTIES IN THE WHOLE STATE.

IT IS NOT LIKE OTHER STATES. BUT WE ACTUALLY EMPLOY THEM.

AND THE CONSUMERS GET THE OPPORTUNITY TO HIRE THEM.

SOMETIMES THEY ARE RECRUITING AS WELL.

BUT WE DO THE PAYROLL AND EVERYTHING FOR THEM.

AUDIENCE: SO, THEY HAVE ACCESS TO YOUR HEALTH INSURANCE

AND EVERYTHING LIKE THE REST OF YOUR EMPLOYEES?

AMINA: THEY HAVE ACCESS TO HEALTH INSURANCE. IT IS

A DIFFERENT HEALTH INSURANCE PLAN THAN OUR STAFF HAS.

AND THEY HAVE TRAINING IN INDEPENDENT LIVING PHILOSOPHY

AND THAT KIND OF THING. I CAN GIVE YOU MORE DETAILED

INFORMATION IF YOU WANT IT ABOUT HOW THAT WORKS

BECAUSE WE HAVE BEEN DOING THIS FOR LONGER

THAN I HAVE BEEN THERE. SO, 28 OR 29 YEARS.

OUR CENTER WAS ACTUALLY FOUNDED BY PEOPLE

WHO HELPED CREATE -- WE WERE THE LAST STATE

TO GET MEDICAID SO WE ARE A WAIVER PROGRAM.

SO, WE HAVE ALWAYS HAD MORE HOME AND

COMMUNITY-BASED SERVICES THAN INSTITUTIONS

IN THE STATE OF ARIZONA. I MEAN PEOPLE IN.

AND THEN EVERY YEAR IT GOT BIGGER AND BIGGER AND

BIGGER BECAUSE WE WERE ON A WAIVER STATE.

AUDIENCE: I JUST WANTED TO CHECK BECAUSE WE DO

PAYROLL SERVICES AS A FISCAL INTERMEDIARY,

SO I WONDERED IF THEY WERE YOUR ACTUAL EMPLOYEES.

AMINA: FOR PEOPLE WHO ARE DOING SELF-DIRECTED SERVICES

IN THE STATE, THERE IS A FISCAL INTERMEDIARY

THAT WE WERE NOT ALLOWED TO BID FOR.

THERE WERE CERTAIN REQUIREMENTS.

THEY ARE LIKE A BANK DOING THAT SERVICE.

AND THAT'S DIFFERENT.

AUDIENCE: THANK YOU.

MICHELLE CRAIN: WE HAVE COMPARED TO THE

53 MILLION AND THE 32 MILLION WE ARE

PROBABLY ABOUT 3 MILLION. SO, WE ARE THE

LITTLE CHIHUAHUA NEXT TO THE GREAT DANES HERE.

HOWEVER, WE THINK BIG. WE THINK BIG.

LIFE, INC. I MENTIONED A LITTLE BIT AGO, IS TWO

CENTERS FOR INDEPENDENT LIVING.

THE LIFE/RUN CENTER IN LUBBOCK AND OUR

DISABILITY CONNECTIONS CENTER IN SAN ANGELO.

OUR SERVICE AREA IS PREDOMINANTLY RURAL,

BUT THE MAJORITY OF OUR CONSUMER-BASE

IS LOCATED WITHIN THE SAME COUNTY AS OUR CILS..

I THINK THAT'S PROBABLY THE CASE WITH A LOT

OF THE CENTERS. ROUGHLY 81% OF OUR BOARD, STAFF,

AND VOLUNTEERS ARE PEOPLE WITH DISABILITIES.

LAST YEAR, WE SERVED 1,323 INDIVIDUALS. WITH OPENED

CONSUMER SERVICE RECORDS (CSR'S) AND PROVIDED 12,363

INSTANCES OF INFORMATION AND REFERRAL.

IT IS OUR ORGANIZATIONAL STRUCTURE, ALONG WITH

OUR COMMITMENT TO THE INDEPENDENT LIVING PHILOSOPHY,

THAT EMPOWERS US TO EMPOWER OTHERS.

WE ARE TRULY COMMITTED TO THE PHILOSOPHY ITSELF.

WE STRONGLY BELIEVE THAT THE CILS PHYSICAL ENVIRONMENT

LITERALLY SETS THE STAGE FOR CONSUMERS TO FEEL

EMPOWERED TO MEET THEIR GOALS. THIS INCLUDES

THE ACCESSIBILITY OF OUR FACILITY. ABOUT SIX YEARS AGO,

IN JUNE, WE WERE ABLE TO BUILD A FACILITY FROM THE

GROUND UP. AND THIS WAS A REALLY NEAT EXPERIENCE

FOR ALL OF OUR STAFF, BECAUSE WE WERE ABLE TO PUT

ACCESSIBILITY FEATURES IN THERE THAT GO BEYOND,

ABOVE AND BEYOND, WHAT IS REQUIRED.

AND SO, WHEN WE GO OUT AND WE HAVE MEETINGS

IN OTHER FACILITIES, OF COURSE, WE ARE ALWAYS

COMPARING WHERE OURS IS MORE ACCESSIBLE.

YOU NEED TO GET WITH THE PROGRAM.

OR THEY ARE ALWAYS ASKING IF THEY CAN HAVE

MEETINGS AT OUR FACILITY.

THE ATTITUDE OF THE CIL STAFF IS IMPORTANT.

A LOT OF THE TIME, OF COURSE, IT IS THE FRONTLINE STAFF

THERE AT THE FRONT DESK.

AND THE ONE THAT ANSWERS THE PHONE HAS

TO HAVE A POSITIVE ATTITUDE, BECAUSE YOU WANT

TO SET THAT FIRST IMPRESSION. YOU WANT IT TO

BE A POSITIVE IMPRESSION. THERE ARE TIMES WHEN

WE HAVE HAD RECEPTIONISTS IN THE FRONT AREA

THAT I HAVE BEEN TOLD THEY INTERROGATE.

AND, OF COURSE, THAT'S NOT OUR GOAL.

SO, IT IS USUALLY IS A TRAINING -- A TEACHABLE MOMENT BASICALLY.

PROMINENT DISPLAYS OF WHAT OUR MISSION, VISION, AND

VALUE STATEMENTS ARE. WE HAVE A DISPLAY MONITOR

AS SOON AS YOU ENTER THE AGENCY THAT HAS

A CALENDAR OF ALL OF OUR EVENTS AND IT HAS ROTATING

OUR VISION STATEMENT, OUR MISSION, AND OUR VALUE

STATEMENT. SO, WHEN THE INDIVIDUAL IS WAITING

AND HOPEFULLY THEY DON'T HAVE TO WAIT TOO LONG,

THEY ARE LEARNING ABOUT THE CENTER AS THEY ARE WAITING.

WE ALSO HAVE THE BOB KAFKA’S ON THE WALL.

WE HAVE THE ED ROBERTS ON THE WALL.

AND I DON'T KNOW HOW FAMILIAR YOU ARE WITH DIANE COLEMAN.

WE HAVE THE PICTURE OF HER WITH ADAPT AND SHE IS IN HER CHAIR

AND SHE HAS THE CHAINS. THAT RIGHT THERE IS

JUST MY FAVORITE OF ALL. IT’S AN AWESOME PAINTING

AND WE ALSO HAVE A HANGING ON THE WALL

THAT SAYS LIVING LIFE. AND WE HAVE THAT THROUGHOUT

THE CENTER AND IT IS SO MOTIVATIONAL.

SO, THE PHYSICAL ENVIRONMENT. YOU GET TO SET THAT STAGE

FROM THE VERY TIME THEY WALK THROUGH THE DOOR.

ENGAGEMENT OF CONSUMERS IN OUR CIL ACTIVITIES.

LIKE THESE GUYS, I FORGOT TO PUT ALL OF THE SERVICES

WE PROVIDE, SO I’LL TAKE THE OPPORTUNITY TO TALK

ABOUT THAT NOW. LIKE I SAID WE ARE RELATIVELY SMALL CENTER,

BUT WE THINK BIG AND WE DO PROVIDE A LOT OF ACTIVITIES.

WE HAVE AN ACTIVITY CALENDAR WHERE WE HAVE ALL

OF OUR HEALTH AND FITNESS ACTIVITIES ON THERE EACH MONTH.

WE HAVE – YOU KNOW, THEY GO BOWLING OR THEY GO GOLFING.

THEY HAVE THE MEDITATION ACTIVITIES. THEY DO TAI CHI.

SO, THE HEALTH AND FITNESS PROGRAM IS A REALLY – IT IS NOT AS

ROBUST AS YOURS, BUT WE DID BASE OURS

LOOSELY ON THEIR PROGRAM.

WE HAVE WHAT YOU CALL A FITNESS ROOM AND IN THERE,

I BELIEVE IT OR NOT, MOST OF OUR EQUIPMENT IS ACCESSIBLE.

IT IS TOTALLY ACCESSIBLE. SO, WE HAVE THE MACHINES

WHERE YOU CAN PULL THE SEATING OUT OF THE WAY

FOR WHEELCHAIRS TO BE ABLE TO ROLL UP AND BE ABLE UTILIZE IT.

WE ALSO HAVE A REALLY EXTENSIVE MONEY FOLLOWS THE PERSON

PROGRAM, WHICH WE CALL HOME BY CHOICE.

THAT'S OUR TRANSITION PROGRAM FOR INDIVIDUALS

COMING OUT OF NURSING HOMES. LAST YEAR WE RELOCATED

193 PEOPLE BACK INTO THE COMMUNITY.

IN TEXAS, WE SERVE FOR OUR BASIC SERVICES, WE SERVE

ABOUT 21 COUNTIES. BUT WHEN IT COMES TO TRANSITION,

WE SERVE ABOUT 41% OF THE STATE. SO, TEXAS HAS 254 COUNTIES

AND WE SERVE 107 OF THOSE THROUGH OUR TRANSITION PROGRAM.

BUT YOU HAVE TO REMEMBER AGAIN WE ARE MOSTLY RURAL.

WE CAN SEE EVERYWHERE WE DRIVE ALMOST.

WE ALSO HAVE WHAT WE CALL HUB CITY ACCESS.

AND HUB CITY ACCESS IS OUR BARRIER REDUCTION

IN THE COMMUNITY. AND BASICALLY, EVERY YEAR

WE COLLABORATE WITH AN ENTITY CALLED THE

LESLIE WILCOCK FOUNDATION AND THIS PROGRAM WAS

STARTED WITH THOSE IN THE MEDICAL COMMUNITY.

IT IS ABOUT THOSE IN THE MEDICAL COMMUNITY UNDERSTANDING

THE INDEPENDENT LIVING PHILOSOPHY. THEY HAVE THE MONEY.

AND SO WE HAD A GALA EVERY YEAR WHERE WE RAISE MONEY.

EACH YEAR WE HAVE A THEME. THIS YEAR WE HAD THE ROARING

TWENTIES. WE HAD THE FLAPPER AND THE GANGSTER THEME

AND WE RAISE MONEY FOR THAT EACH YEAR.

WE ALSO HAVE AN INTERPRETING PROGRAM, PRETTY MUCH

LIKE BRUCE WAS TALKING ABOUT. WHERE WE SEND

CERTIFIED INTERPRETERS OUT INTO THE COMMUNITY

TO INTERPRET FOR THE DIFFERENT BUSINESSES. AND TO

EDUCATE THEM ON THEIR ROLE IN PROVIDING THAT SERVICE.

WE ALSO HAVE THE SOCIAL SECURITY REPRESENTATIVE

PAYEE PROGRAM. AND WE HAVE THAT PROGRAM SIMPLY BECAUSE

WHEN WE STARTED OUT WITH OUR RELOCATION PROGRAM,

THE STATE WAS DENYING -- BECAUSE WE DON'T MAKE

THE DETERMINATION AS TO WHO GETS TO RELOCATE INTO

THE COMMUNITY ON THE PROGRAM – I MEAN, ON THAT CONTRACT.

AND SO, THE STATE WAS DENYING INDIVIDUALS THE OPPORTUNITY

TO MOVE OUT INTO THE COMMUNITY SIMPLY BECAUSE

THEY SAID THIS PERSON CANNOT HANDLE THEIR MONEY.

SO, WE ARE LIKE YOU KNOW. SO, CAN'T HALF OF THE COUNTRY,

OR THE GOVERNMENT FOR THAT MATTER, BUT STILL

THEY WERE DENYING INDIVIDUALS. SO, IT WAS ONLY ONE ENTITY

IN OUR AREA THAT PROVIDED SOCIAL SECURITY

REPRESENTATIVE PAYEE. AND SO, WE BECAME A SOCIAL SECURITY

REPRESENTATIVE PAYEE. IT WAS SIMPLY BECAUSE

WE DID NOT WANT THAT TO BE A REASON FOR THEM

TO BE DENIED SERVICES TO MOVE INTO THE COMMUNITY.

OVER THE YEARS WE HAVE ADVOCATED AND THAT IS REALLY

NO LONGER THE CASE, BUT WE DO HAVE THAT PROGRAM.

WE ALSO HAVE WHAT WE CALL OUR DIGNITY YOU WEAR PROGRAM.

BASICALLY, WE PARTNERED WITH A -- THEY ARE NO LONGER THERE.

THEY MERGED WITH THIS ENTITY CALLED SOLES FOR SOULS,

BUT IT WAS CALLED THE DIGNITY YOU WEAR PROGRAM.

IT WAS A PROGRAM WHERE WE PROVIDE BRAND NEW CLOTHING.

WE WOULD PROVIDE BRAND NEW CLOTHING ON A

QUARTERLY BASIS AND WE COULD SERVE

UP TO 100 PEOPLE. AND WE ARE TALKING ABOUT NEW SHOES,

YOU KNOW, UNDERWEAR, SOCKS THINGS OF THAT NATURE.

AND INDIVIDUALS COULD COME IN AND THEY COULD GET

LIKE TWO ITEMS OF ANYTHING THAT WE HAD FOR THE MOST PART.

AND SO, IT KIND OF EVOLVED INTO OUR CLOTHING CLOSET

AND HYGIENE CLOSET. WE ALSO HAVE THE DRUG EMPORIUM

THERE IN LUBBOCK THAT PROVIDES ALL OF OUR HYGIENE ITEMS.

THEY JUST DONATE TO THAT. AND THAT'S PRETTY HELPFUL,

ESPECIALLY WHEN YOU ARE DOING RELOCATION; SETTING

UP INDIVIDUALS OR WHEN YOU TRANSITION THEM OUT INTO

THE COMMUNITY.

WE ALSO HAVE A DEAF AND HARD OF HEARING PROGRAM.

WE HAVE WHAT YOU CALL A DEAFNESS RESOURCE SPECIALIST

OR ACCESS SPECIALIST THAT DOES A LOT OF ADVOCATING

IN THE SCHOOLS AS FAR AS TELLING THEM WHAT THEIR

OBLIGATIONS ARE. ALSO, WE HAVE THE OMBUDSMEN PROGRAM.

OUR OMBUDSMEN PROGRAM THIS YEAR IS FAIRLY NEW.

THIS YEAR OUR AGING AGENCY, OUR TRIPLE A,

PRETTY MUCH DID NOT WANT THEIR OMBUDSMEN PROGRAM

AND THEY ASKED US ABOUT WELL YOU KNOW

IS THIS SOMETHING THAT YOU ALL CAN DO?

THEIR APPREHENSION WAS THAT THEY DID NOT

WANT TO LOBBY PER SE. WELL WHEN SHE EXPLAINED LOBBYING

TO ME IT IS SORT OF LIKE NO, IT IS NOT LOBBYING FOR US.

THAT WOULD BE SYSTEMS ADVOCACY AND WE DON'T MIND THAT

BECAUSE ONE OF THE THINGS THAT HAPPENED

WITH OUR TRANSITION PROGRAM IS, OF COURSE,

THEY HAVE TO WORK DIRECTLY SOMETIMES

WITH THE NURSING HOME OMBUDSMEN

AND I COULD TELL YOU THAT WAS SOMETIMES

A NEGATIVE EXPERIENCE. SO, WE HAVE BOTH OF THEM

UNDER THE SAME ROOF AND JUST BECAUSE YOU ARE

IN A NURSING HOME, DOESN'T MEAN YOUR RIGHTS CEASE

TO EXIST WHEN YOU ARE IN THE NURSING HOME.

SO THOSE TWO PROGRAMS CAN WORK IN TANDEM TOGETHER.

PRETTY MUCH, OF COURSE, LIKE EVERYBODY ELSE

WE PROVIDE THE BASIC FOUR CORE SERVICES.

INSPIRATIONAL MESSAGES ON THE WALL.

WE TALKED ABOUT THAT.

PEOPLE WITH DISABILITIES ENGAGED IN MEANINGFUL WORK.

USUALLY WHEN THE INDIVIDUAL COMES INTO THE CENTER,

WE ALSO GIVE THEM -- BECAUSE WE ARE SO PROUD OF OUR CENTER,

WE ALSO GIVE THEM TOURS OF THE CENTER.

AND I CAN'T TELL YOU JUST HOW IMPORTANT IT IS

FOR THOSE INDIVIDUALS TO SEE OTHER INDIVIDUALS

WITH DISABILITIES ENGAGED IN MEANINGFUL EMPLOYMENT.

IT IS JUST -- IT IS VERY INSPIRATIONAL

I&R IS THE INITIAL PHASE OF LIFE’S HOLISTIC APPROACH

TO PROVIDING SEAMLESS SERVICE DELIVERY.

LIFE HAS TWO FULL TIME I&R SPECIALISTS

AND AS THE INITIAL CONTACTS, THEY MUST PROVIDE

TO THE CALLERS WITH PATIENCE AND OBJECTIVITY

WITHOUT ANY JUDGMENT – A NONJUDGMENTAL ATTITUDE.

THE I&R SPECIALISTS ARE THE HUBS OF THE CIL,

OBTAINING INFORMATION, ASSESSING NEEDS, AND LINKING

INDIVIDUALS TO BOTH COMMUNITY AND INTERNAL RESOURCES.

THEY PERFORM AND RECORD FOLLOW UP CALLS.

PRETTY MUCH LIKE WHAT BRUCE TALKED ABOUT

TO ASSURE THAT CONSUMERS RECEIVE SERVICES.

AT OUR DISABILITY CONNECTIONS CENTER THERE

IN SAN ANGELO, WE HOST – AND WE ARE THE ONLY

CENTER HERE IN TEXAS THAT HAS THE AGING

AND DISABILITY RESOURCE FUNDING.

AND LIFE IN SAN ANGELO, I MEAN THE SAN ANGELO CIL,

RETAINS WHAT YOU CALL A RESOURCE NAVIGATOR,

WHO PROVIDES ENHANCED I&R FOR SCREENING AND

LINKING CONSUMERS TO LONG TERM SERVICES AND SUPPORTS.

IN EVALUATING THE EFFICACY OF OUR I&R SERVICES,

WE ENCOURAGE NOT ONLY CONSUMERS

TO COMPLETE THE SATISFACTION SURVEYS,

BUT WE ALSO ENCOURAGE THE ENTITIES

THAT WE WORK WITH, AS WELL, BECAUSE WHAT

WE WANT TO KNOW IS THAT WHEN THEY MAKE A REFERRAL

TO US, WE WANT TO KNOW THAT THAT INDIVIDUAL

GETS SERVICES THAT THEY NEED AND WHAT

THAT I&R PROCESS LOOKS LIKE. BECAUSE OF COURSE,

WE WANT PEOPLE TO GET TIMELY SERVICES.

AND WITH OUR CENTER, WE ALSO GIVE THEM THE OPPORTUNITY.

WE HAVE THIS PROGRAM CALLED ZAP IN.

IT IS ACTUALLY OUR SIGN IN SERVICE.

AND BASICALLY, WHEN THEY COME IN, WE SEND THEM

A MESSAGE THROUGH THEIR CELL PHONE.

PRETTY MUCH SAYING WELCOME TO LIFE/RUN.

YOUR SPECIALIST WILL BE WITH YOU SHORTLY.

WE ALSO SEND THEM A SURVEY THAT THEY CAN GO

AND TAKE ONLINE. SO, THEY GET TO GIVE US FEEDBACK

AFTER EVERY VISIT, NOT JUST THE OVERALL.

ONCE YOU CLOSE OUT, SEND THEM A SURVEY.

WE DO THAT AS WELL, BUT WE WANT TO KNOW

ABOUT EVERY TIME. WHAT THAT EXPERIENCE IS LIKE

EVERY TIME THEY LEAVE THE CENTER.

IT IS LINKED TO SURVEY MONKEY AND WE CAN

RUN THAT PROGRAM.

CROSS TRAINING IS OUR WAY OF EMPOWERING IL STAFF

TO MEET THE NEEDS OF THE CONSUMERS.

WE ARE NOT A BIG ORGANIZATION, SO STAFF MAY

WEAR MULTIPLE HATS. THEREFORE, ALL OF LIFE'S

DIRECT SERVICES STAFF ARE ABLE TO CONDUCT INTAKES;

DETERMINE ELIGIBILITY; ASSIST CONSUMERS WITH

SETTING GOALS AND IDENTIFYING SERVICES;

ASSIST WITH ESTABLISHING INDEPENDENT LIVING PLANS;

ARRANGING AND PROVIDING OR PURCHASING

NEEDED GOODS AND SERVICES;

MONITOR PROGRESS OF GOALS;

ENSURE APPROPRIATE TRAINING TO CONSUMERS

WHEN NECESSARY; AND MAINTAIN ALL REQUIRED

COMPONENTS OF THE CONSUMER SERVICE RECORDS.

THERE ARE SOME THAT ARE MORE -- THEY HAVE MORE

KNOWLEDGE IN CERTAIN AREAS,

BUT FOR THE MOST PART, MOST OF OUR DIRECT

SERVICES STAFF WILL BE ABLE TO OPEN UP A CSR.

EACH STAFF IS EFFECTIVE IN THEIR OWN WAY.

AT EMPOWERING CONSUMERS, BUT CONSISTENTLY

APPLY BASIC MOTIVATIONAL INTERVIEWING TECHNIQUES.

THE PROCESS IS STILL A CHALLENGE FOR US.

SO, I’M PREACHING MOTIVATIONAL INTERVIEWING,

BUT I AM STILL TRYING TO TEACH THE STAFF HOW TO DO IT.

THAT'S PRETTY MUCH OUR PROGRAM IN A NUTSHELL.

CHIHUAHUAS WITH A BIG BITE.

KIMBERLY TISSOT: ALL RIGHT. SO, I DID OUR POWERPOINT

A LITTLE DIFFERENTLY TO ALSO SHOW YOU MESSAGING.

I THINK MESSAGING IS REALLY IMPORTANT

WITH HOW WE TELL THE COMMUNITY ABOUT OUR

SERVICES. SO, THIS IS ACTUALLY PRETTY MUCH

THE SAME POWERPOINT THAT WE USE WHEN WE ARE

OUT DOING COMMUNITY OUTREACH.

JUST OUR ORGANIZATION ACTUALLY OPENED IN 1994.

WE WERE THE FIRST CENTER FOR INDEPENDENT LIVING

IN SOUTH CAROLINA AND WE SERVE HALF OF THE STATE.

SO, WE HAVE 23 COUNTIES. WHEN I CAME ON IN 2010, WE

HAD FIVE FULL-TIME EMPLOYEES AND TWO PART TIME EMPLOYEES

AND WE HAD ONE FUNDING STREAM. SO, WE WERE DEPENDENT

ON THAT PART C. TODAY, WE HAVE 46 STAFF MEMBERS

AND 13 OF THOSE STAFF MEMBERS, WHICH ARE REALLY KEY

TO THE WAY THAT OUR ORGANIZATION IS SHIFTING.

13 OF THE STAFF MEMBERS ARE ACTUALLY YOUTH WITH

DISABILITIES. THEY ARE PAID WAY ABOVE MINIMUM WAGE

TO IMPLEMENT SERVICES WITH US AND TO SPREAD OUR MESSAGING.

WE HAVE TWO LARGER OFFICES AND THEN WE DO HAVE A

VERY LARGE LEADERSHIP TEAM AND I JUST WANT TO

RECOGNIZE THESE INDIVIDUALS BECAUSE THIS WILL

GIVE YOU AN IDEA OF HOW OUR STRUCTURE IS SET UP

WITHIN THE ORGANIZATION. SO, WE HAVE AN ASSISTANT DIRECTOR

WHO OVERSEES THE MAJORITY OF THE PROGRAMS AND

IS ALSO MY BACK-UP. WE HAVE INDEPENDENT LIVING LEADS.

SO, WE HAVE TWO. WE HAVE ONE IN EACH OFFICE

TO MANAGE THE INDEPENDENT LIVING STAFF IN BOTH OFFICES.

WE HAVE A DIRECTOR OF EMPLOYMENT SERVICES

AND CHARLIE IS GOING TO TALK A LITTLE BIT

ABOUT HER ROLE. CHARLIE IS THE DIRECTOR OF

YOUTH TRANSITION PROGRAMS. WE HAVE A DIRECTOR OF

TRAINING AND COMMUNITY RIGHTS – A COMMUNITY RIGHTS

ADVOCATE AND SHE DOES A VARIETY OF THINGS.

SHE GOES INTO THE COMMUNITY AND TRAINS THE

DISABILITY COMMUNITY AND THEN ALSO

COMMUNITY MEMBERS ABOUT THE IL PHILOSOPHY.

AND SHE ALSO ASSISTS WITH ADVOCACY WITH

ADVOCATING FOR CONSUMERS INDIVIDUALLY.

WE HAVE A DIRECTOR OF ADVOCACY AND COMMUNITY

ACCESS THAT DOES A LOT AROUND SYSTEMS ADVOCACY AND

CHANGE. THEN WE JUST HIRED A DIRECTOR OF DEVELOPMENT

AND COMMUNITY RELATIONS WHO WILL BE CHARGED

WITH WRITING GRANTS AND FUND RAISING AND

ALL THOSE WONDERFUL THINGS. AND WE ALSO HAVE A

QUALITY ASSURANCE COORDINATOR AND THIS PERSON

DOES MONTHLY INTERNAL AUDITS FOR US TO MAKE SURE

THAT WE ARE IN COMPLIANCE WITH NOT ONLY OUR

PART C FUNDING BUT ALSO EVERY SINGLE ONE OF OUR GRANTS.

WE DO A GRANT REPORT EVERY MONTH TO JUST MAKE SURE.

ONE OF THE THINGS THAT I LIKE TO INSTILL IN OUR STAFF

IS THAT WE WILL NEVER BE MEDIOCRE. WE WILL NOT BE

A STAGNANT ORGANIZATION. WE WILL ALWAYS EXCEED

EXPECTATIONS SO MAKING THE COMMUNITY HAPPY

AND MAKING OUR FUNDERS HAPPY WITH US.

I AM GOING TO SHOW YOU A SHORT VIDEO JUST TO

SHOW YOU HOW WE TALK ABOUT INDEPENDENT LIVING

IN THE COMMUNITY.

(VIDEO).

ABLE SOUTH CAROLINA

ABLE SOUTH CAROLINA EMPOWERS INDEPENDENCE.

ABLE SOUTH CAROLINA CONFRONTS STEREOTYPES

ABLE SOUTH CAROLINA PROMOTES DISABILITY RIGHTS.

ABLE SOUTH CAROLINA ADVANCES EQUALITY.

ABLE SOUTH CAROLINA LIVES OUR MISSION EVERYDAY.

ABLE SOUTH CAROLINA ADVOCATES FOR FULL INCLUSION.

ABLE SOUTH CAROLINA PROVES THAT PEOPLE WITH

DISABILITIES ARE ABLE.

ABLE SOUTH CAROLINA CHANGES PERSPECTIVES.

ABLE SOUTH CAROLINA ACCEPTS EVERYONE.

ABLE SOUTH CAROLINA COLLABORATES FOR COMMUNITY ACCESS.

BELIEVES THAT PEOPLE WITH DISABILITIES ARE EMPLOYABLE.

EDUCATES THE COMMUNITY TO TEAR DOWN BARRIERS.

MENTORS PEOPLE WITH DISABILITIES.

CREATES LEADERS.

IS NOT JUST A NAME. IT’S A MOVEMENT.

ABLE SOUTH CAROLINA.

(APPLAUSE).

KIMBERLY: SO WE AND WE DO ALL OF THOSE THINGS REALLY.

I AM NOT GOING TO EXPLAIN TO YOU ALL

WHAT A CENTER FOR INDEPENDENT LIVING IS.

WE DEFINITELY MAKE SURE WHEN WE ARE OUT

IN THE COMMUNITY THAT WE ARE SHARING

THE PHILOSOPHY AND SHARING WHAT

OUR ORGANIZATION REALLY STANDS FOR.

AND SO, WE TALK WITH THEM ABOUT THAT

WE ARE COMMUNITY BASED; CONSUMER DRIVEN.

WE TALK ABOUT THE REHAB ACT. WE TALK ABOUT

THAT WE ARE A NONPROFIT AND WE REALLY

TOUCH UPON THE IL PHILOSOPHY.

AND WE BRING ED ROBERTS EVERYWHERE WE GO.

WHEN WE ARE IN THE SCHOOLS; WHEN WE DO

OUTREACH PRESENTATIONS, WE SHARE KNOWLEDGE

ABOUT HIM. WE ACTUALLY HAVE THE DIRECTOR

OF SPECIAL EDUCATION SERVICES USING HIS QUOTES NOW

AND HIS SPEECHES. AND SO, HE IS SHARING THAT WITHIN

HIS OWN DEPARTMENT AND IT IS REALLY NEAT TO HEAR

SOMEBODY THAT WAS UNFAMILIAR WITH THE

INDEPENDENT LIVING MOVEMENT TALKING ABOUT

ED ROBERTS IN FRONT OF SCHOOL TEACHERS.

AND OF COURSE, WE TALK ABOUT THAT

WE ARE CONSUMER DRIVEN AND WE TALK ABOUT

WHAT THAT MEANS WITH EVERYONE THAT WE TOUCH.

AND THEN I THINK THIS IS REALLY IMPORTANT

TO MAKE SURE THAT PEOPLE ARE AWARE OF

WHAT WE OF WHO WE STAND FOR. THAT WE PRACTICE WHAT

WE PREACH. WE ARE INDIVIDUALS WITH DISABILITIES

AND WE ARE SAYING THAT PEOPLE WITH DISABILITIES --

THAT WE HAVE RIGHTS AND WE HAVE ACCESS -- THE RIGHT

TO ACCESS AND INDEPENDENCE. AND WE LIVE THAT.

WE ARE SHOWING THAT. WE ARE MODELING THAT

FOR THE COMMUNITY. I

I THINK SOMETHING OUR ORGANIZATION IS REALLY GOOD AT

WE REALLY CHANGE PERCEPTIONS OF THE WAY THAT PEOPLE

WITH DISABILITIES ARE VIEWED. THAT HAS BEEN

AFTER NEEDS ASSESSMENT AND NEEDS ASSESSMENT,

THE NUMBER ONE BARRIER THROUGHOUT OUR STATE

AND WE ARE – WE ARE REALLY CHANGING THAT.

SO, THESE ARE OUR COUNTIES. 25% OF OUR FUNDING

ACTUALLY FOCUSES ON THESE 23 COUNTIES. THE REST ARE

STATEWIDE PROGRAMS. WE DO COLLABORATE WITH

OUR OTHER CENTERS FOR INDEPENDENT LIVING TO PROVIDE

SOME STATEWIDE SERVICES AND THEN WE HAVE A LOT

OF ADVOCACY EFFORTS THAT ARE GOING ON AS WELL

THAT WE WILL TALK ABOUT. SO, OUR CORE.

EVERYONE KNOWS OUR CORE SERVICES.

SOME OF THE ADDITIONAL SERVICES THAT WE PROVIDE

ARE ASSISTIVE TECHNOLOGY, HEALTHCARE NAVIGATION,

OUTREACH, PROFESSIONAL TRAININGS, ADA ASSESSMENTS,

WEBSITE ACCESSIBILITY TESTING, BENEFITS COUNSELING,

SUPPORTED DECISION-MAKING COUNSELING,

AND WE JUST RECEIVED AN OFFICE OF VIOLENCE

AGAINST WOMEN DEPARTMENT OF JUSTICE GRANT TO

HELP TWO SEXUAL AND DOMESTIC VIOLENCE

ORGANIZATIONS START SERVING PEOPLE WITH DISABILITIES.

WE ARE BUILDING THAT CAPACITY WITHIN OUR

ORGANIZATION AS WELL AS THEIRS TO BE BETTER ABLE TO

PROVIDE SERVICES. IN SOUTH CAROLINA WE DON'T HAVE

ANY ACCESSIBLE SHELTERS FOR WOMEN TO GO TO

IF THEY HAVE BEEN SEXUALLY OR BEEN ABUSED IN ANY WAY.

WE ARE TRYING TO SHIFT THAT WITH SOME SYSTEMS CHANGE.

INDEPENDENT LIVING SKILLS. THESE ARE SOME OF THE

INDEPENDENT LIVING SKILLS THAT WE FOCUS ON.

OF COURSE, THIS IS DIFFERENT PER INDIVIDUAL WHO COMES IN.

SO, COMMUNICATION SKILLS. THAT’S HUGE, PARTICULARLY

WITH THE YOUTH POPULATION. BUDGETING,

EMPLOYMENT SKILLS -- A NUMBER OF EMPLOYMENT SKILLS.

HOUSEHOLD MANAGEMENT, ORGANIZATION, EMERGENCY

PREPARATION IS HUGE. WE ARE IN SOUTH CAROLINA.

WE GET HURRICANES; WE GET FLOODS.

SO, MAKING SURE THAT OUR FOLKS ARE PREPARED FOR THAT.

SOMETHING WE ASK ALL OF THE CONSUMERS THAT COME IN

IS THAT THEY HAVE AN EMERGENCY PLAN AND WE ASSIST THEM

WITH THAT. WE ALSO DO AN ANNUAL TRAINING AND PROVIDE

FREE EMERGENCY KITS TO OUR CONSUMERS.

AND WE HAD A FLOOD ABOUT TWO YEARS AGO

AND THE NUMBER OF CONSUMERS THAT WOULD CONTACT US

TO LET US KNOW HOW VALUABLE THAT TRAINING WAS

AND THAT THEY ACTUALLY USED THE ITEMS IN THE KIT.

IT WAS REALLY NEAT TO SEE.

WE DO VOTING OUTREACH. SO, WE HELP OUR PAVA

PROGRAM WITHIN PROTECTION AND ADVOCACY

TO GET THE WORD OUT WHEN IT COMES TO VOTING.

WE DO HOUSING SEARCHES FOR PEOPLE.

HOME MODIFICATIONS. WE DON'T ACTUALLY PROVIDE THE

HOME MODIFICATIONS BUT WE PROVIDE RESOURCES TO BE

ABLE TO NETWORK WITH OTHER ORGANIZATIONS TO PROVIDE THAT.

TRANSPORTATION OPTIONS, PARENTING WITH A DISABILITY,

WHICH IS SOMETHING -- THAT IS SOMETHING THAT WE STARTED.

WE CHANGED THE LEGISLATION WITHIN OUR STATE AROUND

PARENTS RIGHTS AND I WILL TALK WITH YOU A LITTLE BIT MORE

ABOUT THAT TOMORROW. GOAL SETTING, COOKING,

SELF-ADVOCACY, EDUCATION SKILLS, COMPUTER SKILLS,

PERSONAL RESOURCE MANAGEMENT AND HEALTHY LIVING

AND SO MUCH MORE. ALL OF THIS IS INDIVIDUALIZED.

PEER SUPPORT. WE DO HAVE PEER SUPPORT GROUPS.

WE HAVE ONE FOR YOUTH. WE ACTUALLY CALL THAT EMPOWER?

NO, WE CALL THAT YOUTH HANGOUT. WE HAD TO CHANGE THE

TERMINOLOGY PER POPULATION. AND FOR OUR GENERAL

PEER SUPPORT, WE CALL THAT EMPOWER HOUR.

AND WE HAVE IN PERSON MEETINGS FOR BOTH AND WE ALSO –

BECAUSE WE SERVE SUCH A LARGE AREA, WE ALSO DO ONLINE

PEER SUPPORT GROUPS AS WELL.

ADVOCACY. WE ARE TRULY AT THE FOREFRONT

OF ALL ADVOCACY ISSUES WITHIN SOUTH CAROLINA.

WE PROMOTE ACCESS FOR TRANSPORTATION,

EMPLOYMENT, EDUCATION. WE DO LOBBY.

WE WRITE LEGISLATION AND WE GET IT PASSED.

WE HAVE ACTUALLY HAD TWO PIECES -- WE HAVE

ONE BILL THAT IS ON THE SENATE FLOOR RIGHT NOW THAT

IS GETTING READY FOR THREE VOTES.

AND THEN WE PASSED ONE OF OUR FIRST PIECES

OF LEGISLATIONS LAST YEAR. THAT’S CALLED THE

PERSONS WITH DISABILITY'S RIGHT TO PARENT ACT.

WE HAVE AN ADVOCACY DAY FOR ACCESS AND INDEPENDENCE.

WE ACTUALLY FACILITATE THAT AND WE BRING IN 30

STAKEHOLDERS TO BE ABLE TO PROVIDE THAT.

AND THEN WE ALSO DO A COMMUNITY LEADERSHIP ACADEMY

WHERE WE TEACH PEOPLE WITH DISABILITIES

HOW TO SERVE ON BOARDS, COMMISSIONS AND COUNCILS

AND THEN WITHIN DIFFERENT COMMUNITY LEADERSHIP ROLES.

WE HAVE AN ASSISTIVE TECHNOLOGY -- WE ACTUALLY

GIVE THESE ITEMS OUT TO PEOPLE THAT HAVE BEEN

RECYCLED AND SO WE STERILIZE THEM AND WE

PROVIDE IT TO INDIVIDUALS IN NEED.

THIS IS A PRETTY MUCH A COMMUNITY PROJECT.

PEOPLE DONATE THESE ITEMS TO US.

AND THEN WE ARE ABLE TO PROVIDE THAT TO SOMEBODY

WHO NEEDS IT TO BE INDEPENDENT.

AND THEN I AM GOING TO PASS IT TO CHARLIE TO

TALK A LITTLE BIT ABOUT OUR YOUTH PROGRAMS.

CHARLIE WALTERS: I AM FORTUNATE TO OVERSEE ALL

OF OUR YOUTH TRANSITION PROGRAMS AT ABLE

SOUTH CAROLINA AND IT IS A PLEASURE TO BE HERE

TALKING WITH YOU ALL. THE EQUIP PROGRAM IS REALLY

THE HUB FOR DEVELOPING YOUTH LEADERSHIP SKILLS

AT OUR CENTER. WE LOOKED AT OUR COMMUNITY AND

WHAT WAS BEING DONE TO TRAIN THAT NEXT GENERATION

OF TORCH CARRIERS FOR IL AND NOTHING WAS HAPPENING.

AND SO, WHEN WE TALK ABOUT -- I THINK TO YOUR POINT

ABOUT STAFFING -- I REALLY THINK IT IS OUR BENEFITS FOLKS

AND OUR NEW PERSON UNDER THAT OVW GRANT.

THOSE ARE REALLY THE ONLY FOLKS THAT AREN'T

ACTIVELY INVOLVED IN CORE SERVICES LIKE MICHELE'S CENTER.

I THINK PROBABLY LIKE A NUMBER OF YOU ALL, WHERE

MOST OF OUR STAFF HAVE THEIR HANDS IN A LOT OF

DIFFERENT STUFF AND WE DON'T REALLY SEPARATE OUT

SERVICES FROM CORE SERVICES OR PROGRAMS FROM

CORE SERVICES. THERE IS A LOT OF OVERLAP.

YOUTH STUFF AND ESPECIALLY SOME OF THE

EMPLOYMENT STUFF I AM GOING TO TALK ABOUT IN A MINUTE

IS KIND OF PART AND PARCEL WITH THAT. EQUIP IS THE HUB

FOR ALL THINGS YOUTH. WE WANT FOLKS TO HAVE –

YOUNG ADULTS TO HAVE A VEHICLE TO COME BACK TO

TO DEVELOP THOSE LEADERSHIP SKILLS. IF WE MEET THEM

IN A SCHOOL; IF WE MEET THEM AT YOUTH LEADERSHIP FORUM;

IF WE FIND THEM IN THE COMMUNITY, WE WANT TO BE ABLE

TO HAVE THAT VEHICLE TO THEN BRING THEM INTO

MORE INTENSIVE TRAINING ON LEADERSHIP AND

ADVOCACY SKILLS AND POTENTIALLY HAVE THAT

CULMINATE IN A PAID POSITION -- FOR THEM TO

COME ON AND EXERCISE THOSE LEADERSHIP SKILLS

EVEN MORE INTENSIVELY. SO, IN LINE WITH YOUTH SERVICES,

ALMOST ALL OF THIS STUFF STARTED BEFORE THE

FUNDING WAS THERE. SO, WE ARE TALKING ABOUT

PROGRAMS. AND I KNOW THAT'S ALWAYS A DYNAMIC TENSION

FOR CENTERS. WE ARE TALKING ABOUT PROGRAMS

THAT STARTED WELL BEFORE THAT MONEY WAS THERE.

SO, WE WILL TALK MORE IN DEPTH ABOUT FUNDING,

SPECIFICALLY IN YOUTH PROGRAMS ON THURSDAY

OF THIS WEEK. BUT CAPABLE AND READY IS PREEMPLOYMENT

TRANSITION SERVICES. WE HAVE A WORKING RELATIONSHIP

WITH OUR STATE’S VOCATIONAL REHABILITATION

DEPARTMENT, BUT THEY DON'T CONTRACT OUT.

THEY DON'T GIVE A PENNY TO ANYONE. I THINK THERE

IS ONE PROGRAM THAT JUST STARTED THAT THEY ARE USING

IS SPREADING SOME OF THAT MONEY THEY HAVE IN

THE STATE -- CLOSE TO 200 MILLION -- AND THEY KEEP IT

ALL IN HOUSE. BUT OUR BLIND SERVICES ARM OF VR,

SOUTH CAROLINA COMMISSION FOR THE BLIND, THEY DO

CONTRACT OUT AND THEY LOVE WORKING WITH PEOPLE.

AND SO, THEY ARE USING THAT. FOR FOLKS THAT AREN'T

REALLY FAMILIAR WITH WIOA, IT IS MANDATED THAT STATES

NOW -- VOCATIONAL REHABILITATION HAS TO TAKE 15% OF

THEIR BUDGET AND DEDICATE IT TO PRE-EMPLOYMENT

TRANSITION SERVICES. THAT'S FOR POTENTIALLY ELIGIBLE

YOUTH, THAT MEANS NOT SENDING EVERYONE THROUGH

COMPLEX ELIGIBILITY DETERMINATION PROCESSES. BUT IF

YOU HAVE AN IEP, YOU HAVE A 504 PLAN, YOU ARE POTENTIALLY

ELIGIBLE FOR VR SERVICES AND THEY HAVE TO PROVIDE

EVERYTHING FROM SELF-ADVOCACY SKILLS TRAINING

TO WORK BASED LEARNING EXPERIENCES.

AND SO, EVEN THOUGH THE SOUTH CAROLINA

COMMISSION FOR THE BLIND HAS A PRETTY FINITE

MANDATE IN WHO THEY SERVE, THEY TOOK THAT

POTENTIALLY ELIGIBLE MANDATE TO THE BANK

AND THEY ARE CONTRACTING WITH US TO PROVIDE

PRE-EMPLOYMENT TRANSITION SERVICES TO ALL

POTENTIALLY ELIGIBLE STUDENTS, WHICH IS REALLY EXCITING.

WE HAVE BEEN ABLE TO DO A LOT WITH THAT.

THE SOUTH CAROLINA DEPARTMENT OF EDUCATION.

AGAIN, THIS WAS -- WE DIDN'T HAVE FUNDING

FROM THE SOUTH CAROLINA DEPARTMENT OF

EDUCATION TO WORK WITH YOUTH IN THE CLASSROOM.

THAT CAME REALLY LATE IN THE GAME

PRETTY RECENTLY HERE. IT STARTED WITH A SMALL DD COUNCIL

GRANT. SO THAT YOU KNOW -- BACK TO THAT KIND OF

CORE SERVICES CONVERSATION, TOO, WE

SET UP ILP'S WITH THE STUDENTS THAT WE WORK WITH

IN THE CLASSROOM. SO EVEN WHEN WE ARE DOING

GROUP INSTRUCTION, THAT IS STILL BEING DRIVEN BY AN

ILP. SO, IT IS STILL GOING BACK TO THAT INDEPENDENT

LIVING SKILLS INSTRUCTION, EVEN WHEN WE ARE WORKING

WITH GROUPS, EVEN WHEN WE ARE WORKING WITH

YOUTH IN THE CLASSROOM.

PATH TO ACHIEVING SELF-SUFFICIENCY. A SMALL

UNITED WAY GRANT IN THE UPSTATE. ALL OF THIS STUFF

KIND OF PIECES TOGETHER TO PROVIDE A FULL PICTURE.

WE ARE GOING TO GO WAY MORE IN DEPTH IN THIS

ON THURSDAY. THE PARENT TRAINING AND INFORMATION

CENTER IS SOMEWHAT INNOVATIVE IN SOUTH CAROLINA.

EVERYONE HAS AN OFFICE OF SPECIAL EDUCATION

PROGRAMS FUNDED PARENT TRAINING AND

INFORMATION CENTER IN THEIR STATE. THEY ARE GENTLY

ASKED BY THE FEDS TO PROVIDE SELF-ADVOCACY TO YOUTH.

THAT'S SUPPOSED TO BE PART OF WHAT PTI'S DO.

MOST OF THEM KIND OF IGNORE THAT OR THEY HAVE

A PARENT-DRIVEN VERSION OF THAT. SOUTH CAROLINA IS

ONE OF THE FEW STATES THAT ACTUALLY CONTRACTS

FROM THEIR PTI TO PROVIDE THOSE SERVICES TO YOUTH.

I THINK ONE OF THE BIGGEST THINGS WITH -- I HEARD

WHAT WAS SAID EARLIER. WE DO NEED FAMILIES INVOLVED. RIGHT?

FAMILIES DO NEED THE MESSAGE THAT WE HAVE TO DELIVER.

ONE OF THE BIGGEST THINGS THAT WE HAVE BEEN ABLE

TO DO IN PROVIDING SERVICES TO YOUTH IS -- I DON'T

THINK THERE IS A CASE THAT WE HAVE HAD

WITH A YOUNG ADULT WHERE FAMILY DYNAMICS

HAVEN'T COME UP. IT IS A CHOICE OF WHERE WE

FOCUS ENERGY. I THINK A LOT OF THE ENERGY

WE SPEND WITH YOUTH DOES GO TO HELPING THEM

PICK UP THOSE SELF-ADVOCACY SKILLS IN A WAY

THAT'S GOING TO OFTEN TRANSLATE INTO NAVIGATING

SOME OF THOSE FAMILY DYNAMICS, TOO, AND EDUCATING

THEIR PARENTS AND BEING ON THE FOREFRONT OF

THAT WITH THEIR FAMILIES.

KIMBERLY: REALLY QUICK, WE DO SOME HEALTH RELATED

SERVICES. WE TEACH PEOPLE HOW TO LEAD HEALTHY LIVES,

THROUGH CLASSES ON HEALTHY EATING AND ADAPTIVE

EXERCISING. WE ALSO HAVE CERTIFIED HEALTHCARE

NAVIGATORS THAT ASSIST PEOPLE WITH FINDING

AFFORDABLE AND APPROPRIATE HEALTHCARE.

I’M GOING TO GIVE IT TO YOU FOR EMPLOYMENT SERVICES.

CHARLIE: WE ARE GOING TO WRAP THIS UP HERE IN A

MINUTE AND OPEN IT UP FOR QUESTIONS.

SOME FORESHADOWING FOR CONTENT THAT IS

GOING TO COME OUT TOMORROW. THERE IS REALLY NO

SEPARATION. WHAT WE FIND WHEN WE ARE WORKING

WITH INDIVIDUAL CONSUMERS IN THE COMMUNITY

IS THE PRECURSORS TO OUR PROGRAMS AND

OUR SYSTEMS ADVOCACY. SO, WHEN WE LOOK AT

EMPLOYMENT, IT IS NOT ENOUGH TO SIMPLY PROVIDE –

TO PROVIDE INDIVIDUAL EMPLOYMENT SERVICES.

BECAUSE DOING SO HIGHLIGHTS A THOUSAND

AND ONE DIFFERENT ISSUES THAT WE HAVE

IN OUR COMMUNITY, EITHER PROGRAMMATIC LACKING OR

SYSTEMS ADVOCACY NEEDS THAT NO ONE ELSE

IS ADDRESSING. WE ARE A TICKET TO WORK PROVIDER.

HOW MANY OF YOU ALL -- I KNOW DARREL MENTIONED

ABILITY360 AS WELL – IS ANYONE ELSE OUT THERE AN

EMPLOYMENT NETWORK? SO, THREE OF YOU. JUST A HANDFUL.

THIS IS FANTASTIC AND FITS IN WITHIN WITH IL VERY WELL

IN THAT PATH TO BECOMING MORE SELF-SUFFICIENT.

IT WORKS REALLY, REALLY WELL FOR US.

WORK INCENTIVES PLANNING AND ASSISTANCE

HAS BEEN HUGE FOR US AND HAVING DEDICATED STAFF

TO HELP PEOPLE NAVIGATE BENEFITS.

EMPLOYMENT PROGRAMS. THAT KIND OF STARTED. THERE IS A BIG

ONE NOW. I THINK ONE OF OUR BIGGEST PLACES OF

ATTENTION RIGHT NOW IS EMPLOYMENT FIRST

IN SOUTH CAROLINA. IS ANYONE AT THEIR CENTER

INVOLVED IN THEIR STATE'S PUSH FOR EMPLOYMENT FIRST?

SOME HEADS NODDING. A COUPLE OF HANDS RAISED.

SO, WHAT WE SEE ACROSS THE STATE IS A LOT OF TIMES

THIS IS BEING DRIVEN BY UNIVERSITIES. RIGHT?

IT PUSHES FOR EMPLOYMENT FIRST. A LOT OF TIMES IT

ISN’T COMING FROM CENTERS OF A LOT OF STATES.

AND SO, WHAT WE -- WHAT STARTED – I’LL EXPLAIN

SOME OF THE BACKGROUND. WE WERE -- WE CELEBRATE

NATIONAL DISABILITY EMPLOYMENT AWARENESS MONTH

IN OCTOBER. WE WERE DOING SO ONE YEAR AND

GEARING UP FOR THAT AND TALKING WITH THE GOVERNOR

AFTER ONE OF OUR BIG LEGISLATIVE ADVOCACY EVENTS. WE

ALWAYS APPROACH THE GOVERNOR TO GET A PROCLAMATION

FOR NATIONAL DISABILITY EMPLOYMENT AWARENESS MONTH.

AND OUR GOVERNOR AT THE TIME SAID WHAT YOU REALLY

NEED IS A TASK FORCE TO FOCUS ON DISABILITY EMPLOYMENT.

THE FUNDING WASN'T THERE. THAT WAS NOT A REQUEST

WITH FUNDING ATTACHED. BUT IT WAS ABSOLUTELY CERTAIN

THAT WE NEEDED INTER-AGENCY COLLABORATION

TOWARDS ADDRESSING SYSTEMS ISSUES AND GETTING

PEOPLE WITH DISABILITIES INTO EMPLOYMENT -- INTO

COMPETITIVE EMPLOYMENT. WE STARTED THAT.

SOME MONEY FROM THE DD COUNCIL IN SOUTH CAROLINA

FOLLOWED TO KEEP THAT ORGANIZATION OR THAT

BODY RUNNING -- THAT INTER-AGENCY COLLABORATIVE

LOOKING AT ISSUES IN DISABILITY EMPLOYMENT

AND THAT ULTIMATELY CULMINATED IN THE

ADMINISTRATION ON COMMUNITY LIVING

AWARDING SOUTH CAROLINA ONE OF

SIX PARTNERSHIP GRANTS. THAT'S A REALLY

SIZEABLE CHUNK FOR AN ORGANIZATION OUR SIZE

AND IT WAS THE FIRST CENTER FOR INDEPENDENT LIVING

TO BE AWARDED A PARTNERSHIPS IN EMPLOYMENT GRANT

FOR US IN SOUTH CAROLINA. THAT WAS HUGE

BECAUSE NOW WE ARE AT THE FLOOR

OF LEGISLATIVE ADVOCACY. WE ARE AT THE FLOOR

OF POLICY ALIGNMENT AMONG STATE AGENCIES FROM

MEDICAID TO OUR STATE DD AGENCY TO VOC. REHAB

AND EVERYTHING IN BETWEEN. EMPLOYER TRAININGS

AND ALL SORTS OF STUFF CAME OUT OF STARTING

THE SOUTH CAROLINA DISABILITY EMPLOYMENT

COALITION AT THE REQUEST OF THE GOVERNOR

WITH NO FUNDING ATTACHED AND IT HAS JUST KIND

OF SNOWBALLED INTO SOME AMAZING STUFF.

KIMBERLY: WE ALSO DO ACCESSIBILITY ASSESSMENTS.

WE DO ARCHITECTURAL ASSESSMENTS, POLICIES

AND PROCEDURES. WE HELP STATE AGENCIES

WITH DEVELOPING THEIR POLICIES AROUND DISABILITY

AND AROUND REASONABLE ACCOMMODATIONS.

WE ALSO HAVE A TEAM OF WEB TESTERS, SO WE

CAN DO WEB TESTING FOR DIFFERENT AGENCIES

ACROSS THE U S. WE TALK ABOUT HOW DISABILITY

IS A PART OF THE DIVERSITY WITHIN SOUTH CAROLINA.

OUR DATA SHOWS ONE IN FIVE PEOPLE IN

SOUTH CAROLINA HAS A DISABILITY.

SO, WE LIKE TO EDUCATE THAT AND THEN WE CLOSE

WITH ED ROBERTS. AND, OF COURSE, WE ARE VERY ACTIVE

ON SOCIAL MEDIA. ONE OF THE THINGS I WANT TO TALK

WITH YOU ABOUT JUST REALLY QUICK. I KNOW I AM OUT OF TIME.

JUST WITH FUNDING. AS SOON AS WE GET A GRANT IN

OR ANY KIND OF FUNDING STREAM, WE TRY TO SUSTAIN IT

FROM THE VERY BEGINNING. WE HAVE A PLAN TO

SUSTAIN THE PROGRAM. BECAUSE WHAT WE DON’T WANT TO

EVER DO -- WE DON'T EVER WANT TO LAYOFF OR WE DON’T EVER

WANT TO DISCONTINUE A SERVICE. SO, FROM THE VERY

BEGINNING -- AND THAT'S HOW WE HAVE KIND OF

CONTINUED TO GROW THESE LAST COUPLE OF YEARS.

SO, IT IS POSSIBLE.

CHARLIE: SO, I THINK FROM HERE WE ARE GOING TO

OPEN IT UP FOR QUESTIONS.

AUDIENCE: SO, YOU FOLKS AT ABLE, I HEARD YOU SAY THAT YOU

LOBBY AND OBVIOUSLY SYSTEMS ADVOCACY IS ONE THING

AND LOBBYING IS ANOTHER. DO YOU WORRY ABOUT

ENDANGERING YOUR IRS STATUS OR HAVE YOU KIND OF

PROBED THE LIMITS OF WHAT SUBSTANTIAL ACTIVITY IS?

KIMBERLY: SO, A VERY SMALL PORTION OF OUR

UNRESTRICTED FUNDS. WE DO NOT USE ANY FEDERAL FUNDS.

I WILL TALK A LITTLE BIT MORE WITH YOU TOMORROW

ABOUT HOW TO DOCUMENT ANY KIND OF LOBBYING.

BECAUSE YOU WANT TO DEFINITELY SHOW SUPPORTIVE

DOCUMENTATION THAT YOU ARE NOT USING ANY FEDERAL

FUNDS, SO UNRESTRICTED. BUT WE FOLLOW OUR STATE'S

ETHICS AND ALL OF THAT. SO, WE ARE VERY, VERY LOW

ON THERE. SO, WE ARE GOOD.

AUDIENCE: I JUST WORRY ABOUT IRS.

KIMBERLY: YES, AND THAT WOULD HAVE TO BE A SUBSTANTIAL

AMOUNT GOING TOWARD LOBBYING.

AUDIENCE: THERE IS PROBABLY CASE LAW OR SOMETHING ABOUT

WHAT IS SUBSTANTIAL AND WHAT IS NOT.

KIMBERLY: THERE IS ACTUALLY A CALCULATOR. I WILL SHOW YOU

THE CALCULATOR YOU TOMORROW.

AUDIENCE: THAT WILL BE AWESOME. THANK YOU.

AUDIENCE: I’M NOT QUITE SURE HOW TO POSE THIS, BUT

I WILL GIVE IT A TRY. SOME OF YOU, IF NOT ALL OF YOU,

ARE GOING ARE GOING SOMEWHAT, I THINK, ABOVE

AND BEYOND THE DIRECT -- THE DIRECT TARGETING OF

THE FIVE CORE SERVICES. IN OTHER WORDS, IT IS POSSIBLE,

I SUPPOSE, TO JUST SORT OF HAVE IN HOUSE STAFF TRY

AND PROVIDE THOSE FIVE CORE -- THE FIVE CORE SERVICES

AS JUST PART OF OUR EVERYDAY JOBS WITHOUT

HAVING THEM, HAVING US BE DISTINCT DIRECTORS OF

PROGRAMS WITHIN OUR OWN CILS. SO, SOME OF YOU

ARE DOING THINGS LIKE HAVING COOKING CLASSES,

PROVIDING PHYSICAL EDUCATION OR WELLNESS PROGRAMS.

THAT CERTAINLY HAVE A LOT TO DO WITH THE

FIVE CORE SERVICES, BUT THEY ARE SORT OF AN

OUTSIDE OF THE BOX ANSWER OR RESPONSE. SO, I GUESS

MY QUESTION IS TO WHAT EXTENT ARE WE AS CILS TRYING

TO HAVE THESE OUTSIDE OF THE BOX RESPONSES TO

PROMOTE THE FIVE CORE SERVICES AND TO WHAT EXTENT

ARE WE OR SHOULD WE BE TRYING TO ADVOCATE THAT OTHER

ORGANIZATIONS WITHIN OUR COMMUNITIES MAKE THESE

SAME SERVICES ACCESSIBLE TO PEOPLE WITH DISABILITIES

SO THAT PEOPLE WITH DISABILITIES WOULD ENGAGE IN

THOSE ACTIVITIES WITH NONDISABLED PEOPLE

AS FULL PARTICIPANTS IN THE LARGER COMMUNITY?

I AM NOT SAYING THAT ONE IS RIGHT OR WRONG.

I AM JUST TRYING TO FIGURE OUT WHAT WE ARE ALL

TRYING TO DO.

DARREL: I WILL TAKE THAT. I THINK A LOT OF THE SERVICES,

AT LEAST FOR OUR CENTER, HAVE BEEN A RESPONSE TO THE

COMMUNITY NEED. WE HAVE DONE A LOT OF WORK

IN ASKING CONSUMERS WHAT THEY WANT AND WHAT THEY NEED.

AND SO, MANY OF THE PROGRAMS HAVE BEEN RESPONSES

TO THAT. YOU FIND THE COMMUNITY -- YOU IDENTIFY A

COMMUNITY NEED AND YOU GET THE MONEY TO GO DO IT.

I THINK ANOTHER PART OF YOUR QUESTION IS DOING IT

IN HOUSE VERSUS HOPING OR RELYING ON THE COMMUNITY

ELSEWHERE TO PROVIDE IT. I THINK THERE ARE A COUPLE

OF REASONS WHY WE SHOULD BE DOING IT. ONE IS OUR

PHILOSOPHY AND ONE IS OVER HALF OF OUR STAFF ARE

PEOPLE WITH DISABILITIES THEMSELVES. AND WHO BETTER

TO PROVIDE THIS RANGE OF SERVICES THAN US?

TO RELY ON MANY OTHER NONPROFITS IN THE COMMUNITY –

ONE, THEY PROBABLY WOULDN'T DO IT WITH THE PHILOSOPHY, AND

TWO, 100 PERCENT, I WOULD GUESS, OR 95 PERCENT OF THEM

WOULD BE ABLE BODIED. SO, I THINK IT IS KIND OF A TWO-FOLD

ANSWER FOR ME. COMMUNITY NEED IDENTIFIED AND WHO

BETTER THAN US?

AMINA DONNA KRUCK: SO, ANOTHER THING I THE WANT

TO SAY IS WE HAD A LOT OF CONTROVERSY ABOUT SOME

OF THESE THINGS. SO, THE SPORTS CENTER. THERE WAS

LOTS AND LOTS OF DISCUSSION ABOUT THAT. I WAS NOT PARTICULARLY

SUPPORTIVE OF IT IN THE BEGINNING. BUT, YOU KNOW WHAT,

WE KEPT ALSO ASKING HOW DO WE REACH PEOPLE WE WOULD

NOT OTHERWISE REACH? THAT'S ALWAYS THE QUESTION. BECAUSE

WHEN PEOPLE FIND US, THEY ALWAYS SAY WHERE HAVE

YOU BEEN ALL MY LIFE? AND IT TURNS OUT THE SPORTS

AND FITNESS CENTER IS AN INCREDIBLE WAY TO OUTREACH

PEOPLE, LIKE FOR INSTANCE VETERANS WHO WOULD NEVER

STEP IN THE DOORS OF A DISABILITY ORGANIZATION. SO

THAT'S ONE PART OF IT. THE OTHER PART IS THINGS LIKE

COOKING CLASS, THAT IS AN INDEPENDENT LIVING SKILL.

AND SO, ALL OF THESE THINGS, SOME OF WHICH AREN'T EVEN

LISTED UP HERE, ARE REALLY -- MOSTLY DO FIT.

I WOULD SAY LIKE HOME MODS -- MAYBE DOESN'T.

BUT THAT IS SUCH A KEY ACCESS THAT NOBODY QUESTIONS

THAT WE DO THAT. SO, HERE.

DARREL: I THINK IT IS ALL INCLUSIVE—I THINK FOR THE –

IF YOU LOOKED AT JUST THE FIVE CORE SERVICES.

THAT'S YOUR FOUNDATION. THAT'S YOUR FLOORING.

NOW LET'S BUILD THE HOUSE.

KIMBERLY: YOU CAN BUILD OFF THOSE FIVE AND MAKE IT AMAZING.

AMINA: PLUS OUR MANDATE IS NOT JUST FIVE CORE SERVICES.

IT IS TO ADDRESS UNMET NEEDS IN THE COMMUNITY.

THE OTHER THING I WILL SAY IS, WE OFTEN HAVE ADVOCATED

ESPECIALLY IN THE OLD DAYS, WHEN THE ADA WAS ROLLING OUT,

OTHER COMMUNITY THINGS LIKE THE SOCIAL AND REC PROGRAMS

PROVIDED BY THE CITIES RECREATION DEPARTMENTS TO BE

ACCESSIBLE TO PEOPLE WITH DISABILITIES. SO THAT'S PART OF

THIS SYSTEMS ADVOCACY PART. IT ISN'T ONE OR THE OTHER.

IT IS REALLY BOTH AND WE SEE PEOPLE WHO GO THROUGH

THE PEER MENTOR PROGRAM, WHICH YOU WILL HEAR

ABOUT TOMORROW MOVE ON -- AND OUR SOC REC PROGRAM –

TO THEN GET GOING, SO THAT THEY DO PURSUE

WHAT THEY ARE INTERESTED IN OUT IN THE COMMUNITY

WITH A LITTLE MORE CONFIDENCE BECAUSE NOW THEY

FEEL MORE CONFIDENT DISABILITY PRIDE, ABOUT BEING OUT THERE.

AND NOT ONLY WILL THEY THEN BE PARTICIPATING FOR THEMSELVES,

BUT THEY WILL BE SPEAKING UP FOR OTHERS.

MICHELLE: ONE OF THE PROGRAMS -- JUST TO FOLLOW UP ON

WHAT DARREL SAID. ONE OF THE PROGRAMS THAT I

DIDN'T MENTION WAS A PROGRAM THAT WAS TRANSITIONED

FROM A STATE AGENCY TO OUR NETWORK OF CENTERS.

IT WAS THE PART B ILS PROGRAM WHERE THEY WERE ABLE TO

PURCHASE THINGS LIKE VEHICLE MODIFICATIONS, HOME MODIFICATIONS.

WE CAN PURCHASE WHEELCHAIRS AND HEARING AIDS

AND THINGS OF THAT NATURE. AND THE REASON WHY THAT

IS SO, IS BECAUSE THE LEGISLATOR -- FOR ONE THING,

THAT PARTICULAR AGENCY WAS ABOLISHED, BUT THE

LEGISLATOR SAID THAT THE CENTERS -- THAT WAS

NOT A CENTER-- THEN THEY CAN LOOK OUTSIDE

OF THE CIL NETWORK, BUT THE LEGISLATORS

PARTICULARLY SAID THAT IF THERE IS A CENTER THAT IS

INTERESTED IN THOSE CONTRACTS, WE GET PRIORITY.

AND IT IS BECAUSE OF WHO WE ARE.

AUDIENCE: I AM INTERESTED TO KNOW WHAT PERCENT

OF YOUR OPERATING BUDGET IS DEPENDENT ON SOME

TYPE OF GOVERNMENT FUNDING? OF YOUR WHOLE -- IS IT 99%?

IS IT 75%? AND WHAT YOU ARE DOING TO LOWER THAT DEPENDENCY

SO THAT GOING FORWARD YOU CAN STILL PROVIDE SERVICES

IF SOMETHING HAPPENS AT A FEDERAL OR STATE LEVEL?

KIMBERLY: I CAN TELL YOU THAT BECAUSE WE JUST GOT DONE

WITH OUR AUDIT. SO, 53% OF OUR FUNDING IS FEDERAL. THAT'S

THROUGH A NUMBER OF FEDERAL GRANTS AS WELL.

WE DO NOT RECEIVE ANY STATE FUNDING. SO, THERE

IS NO STATE FUNDING FOR IL-- SOMETHING WE ARE WORKING ON –

AND THE REST OF THE FUNDING IS THROUGH FEE

FOR SERVICE AND LOCAL GRANTS.

AUDIENCE: ARE THOSE GRANTS TIED TO GOVERNMENT FUNDING

THAT THEY ARE JUST A PASS THROUGH TO YOU?

KIMBERLY: NO. THEY ARE NOT.

DARREL: MOST OF OURS – I DON’T KNOW THE NUMBERS RECENTLY,

BUT MOST OF OUR IS FEDERAL BECAUSE OF THE ATTENDANT PROGRAM.

MICHELLE: MOST OF OURS IS FEDERAL AND STATE GRANTS.

WE DO HAVE SOME PROGRAM -- SOME OF OUR PROGRAMS GENERATE

PROGRAM INCOME, BUT FOR THE MOST PART IT IS FEDERAL AND STATE.

IT’S UNFORTUNATE, BUT YOU KNOW.

KIMBERLY: THAT'S SOMETHING YOU DO HAVE TO LOOK AT.

BECAUSE THERE HAVE BEEN A LOT OF CONCERNS IN MOST RECENT

MONTHS. YOU DO -- LIKE WHEN -- WHEN I GOT THERE,

THERE WAS ONLY ONE FUNDING STREAM AND

WE WERE 100% DEPENDENT AND I WANTED TO REDUCE

THAT. DIVERSIFYING YOUR FUNDING IS CRUCIAL TO BE ABLE

TO BE ABLE TO HAVE SUCCESS. BUT ALSO ESTABLISHING

OUR RESERVE ACCOUNT AS WELL SO HAVING UNRESTRICTED

FUNDS TO BE ABLE TO HAVE A POT IF SOMETHING HAPPENS.

AUDIENCE: I AM NOT TRYING TO QUESTION HOW PEOPLE ARE

OPERATING THEIR BUSINESSES. I THINK IT IS SO IMPORTANT TO HEAR

AT LEAST FOR ME, AS AN EXECUTIVE DIRECTOR, HOW

OTHER PEOPLE ARE OPERATING THEIR BUSINESSES.

BECAUSE EVERYBODY IS IN SUCH A DIVERSE AREA. SO, FOR ME

A LOT OF THE PROGRAMS THAT SEVERAL OF YOU RUN,

I WOULD NEVER RUN, BECAUSE I LIVE IN A UNIVERSITY TOWN

AND YOU CAN'T THROW A ROCK WITHOUT HITTING

ANOTHER NONPROFIT. AND THEY PROVIDE VERY SPECIFIC

NEEDS. SO, OUR WAY TO DEAL WITH THAT IS THAT

WE MAKE SURE WE DO A LOT OF OUTREACH TO PROVIDE

DISABILITY AWARENESS TO THEIR STAFF SO THAT WE

WORK AS A COLLABORATIVE TEAM.

AMINA: WE DO THAT TOO.

AUDIENCE: SO, IT IS INTERESTING TO HEAR BASED ON WHERE YOU

LIVE WHAT MAKES SENSE FOR YOU. SOME OF THE THINGS YOU ARE

TALKING ABOUT WOULDN'T MAKE SENSE FOR ME WHERE I LIVE.

SOMEONE THAT'S IN A RURAL AREA WHERE THERE ARE NOT

OTHER SERVICES AVAILABLE, THESE ARE WONDERFUL IDEAS

FOR US ALL TO SHARE. MY OTHER QUESTION FOR YOU IS

HOW DO YOU GO ABOUT FINDING STAFF THAT'S AN INNOVATIVE

APPROACH? JUST BECAUSE I FIND -- BECAUSE I DO LIVE IN

A UNIVERSITY TOWN. 56% OF THE POPULATION HAS AT LEAST A

BACHELOR'S DEGREE. AND WE HAVE A HARD TIME ATTRACTING TALENT

WITH OUR WITHOUT A DISABILITY JUST BECAUSE IT IS NOT A SEXY JOB.

AMINA: IT DOESN'T PAY VERY WELL. THAT'S OUR BIGGEST PROBLEM.

AUDIENCE: NO. I NETWORK WITH THE UNIVERSITY. I TAKE PRE-OT,

PT, PRE-MED STUDENTS, NURSING STUDENTS. THE SOCIAL WORK

DEPARTMENT REQUIRES THAT THEIR STAFF HAVE SOME DISABILITY

TRAINING AND SO THEY ALWAYS WANT TO COME TO MY OFFICE.

I AM INUNDATED BY PROFESSORS THAT WANT TO SEND

THEIR STUDENTS TO ME, BUT THAT DOESN'T NECESSARILY

MEAN THAT THEY EVER WANT TO WORK FOR ME.

WE EVEN HAVE MBA STUDENTS THAT COME TO OUR OFFICE

EVERY YEAR THAT I SUPERVISE. IT IS ACTUALLY A GRADED PROJECT.

I AM INTERESTED TO SEE HOW YOU HAVE DEALT WITH THAT.

BRUCE: FINDING STAFF INITIALLY -- FINDING QUALIFIED STAFF

WITH DISABILITIES IS ONE OF THE THINGS THAT WE HAVE REALLY

PUT A LOT OF ENERGY INTO. IT HAS BEEN A BIG CONCERN. SO THE

THING THAT WE STARTED DOING IS WE HAVE AN EMPLOYMENT

CONNECTION PROGRAM. THIS CAME FROM A COUPLE OF

DIFFERENT PLACES. ONE OF THE THINGS THAT I NOTICED

AT THE FEDERAL LEVEL IS WE WERE BEING ASKED CAN YOU

IDENTIFY DISABLED INDIVIDUALS WHO WOULD MOVE INTO

THESE HIGH-LEVEL GOVERNMENTAL POSITIONS

AND WHO CAN DO THIS WORK? AND THE RESPONSE FROM US

WAS NOT SO MUCH. SO, WE WERE BEING-- THOSE QUESTIONS

WERE COMING TO US AND THEN I WAS SEEING THE SAME THING

AT THE LOCAL LEVEL AND THE STATE LEVEL. AND TRUTHFULLY,

WHAT WE WERE NEEDING – WHAT WE NEED TO DO NATIONALLY

IS BASICALLY DEVELOP MEDICAID DIRECTORS WITH DISABILITIES.

WHICH HONESTLY, YOU GOT TO GET THEM -- YOU GOT TO GET

PEOPLE TO A DIFFERENT LEVEL. IT IS JUST NOT HAPPENING.

SO, AT THE SAME TIME, WE HAD AN ISSUE OF RECRUITING COMMITTEE

MEMBERS AND BOARD MEMBERS. SO, WE DECIDED WHAT

WE WOULD DO IS BE A HUB. SEND US YOUR RESUME AND YOUR

QUALIFICATIONS WE WILL PROMOTE THIS HUB AMONG LOCAL

BUSINESSES WHO IS LOOKING TO HIRE PEOPLE WITH

DISABILITIES IN HIGHER LEVEL POSITIONS. BECAUSE THE

ONLY PLACE THEY HAVE TO GO IS VR, PRIMARILY. WHICH IS

ENTRY LEVEL POSITIONS. THERE ISN'T LIKE WHERE DO YOU GO

TO FIND PEOPLE WITH DISABILITIES TO BE HIRED?

AND THAT SEEMS TO BE AN INTERESTING APPROACH THAT

WE ARE STILL JUST FLUSHING OUT. SO, IT HAS NOT TAKEN OFF

YET BUT THE IDEA WAS MAKE US RELEVANT AS AN ORGANIZATION

TO PEOPLE WHO ARE IN A CAREER PATH, PEOPLE WITH DISABILITIES.

HAT GIVES US FIRST DIBS AT LOOKING AT THEM TO TRY TO

RECRUIT THEM IN AND INITIALLY CAN HELP US ADDRESS

SOME OF THESE LARGER ISSUES.

KIMBERLY: ALSO MAKING SOME OF THESE RELATIONSHIPS

AND MEETING THESE PEOPLE IN THE COMMUNITY AND IF YOU

HAVE YOUR EYE ON SOMEBODY, START RECRUITING THEM

EARLY ON. I RECRUITED CHARLIE FROM HIS CLASS.

HIS MASTER LEVEL CLASS FOR SPECIAL EDUCATION SERVICES.

BUT SEVERAL OF OUR STAFF -- I MEAN OUR STAFF IS, I THINK,

THE BEST OF THE BEST. THEY ARE SIMPLY AMAZING.

AND I HAVE TAKEN EMPLOYEES FROM VR. AND IT COMES

WITH A LOT OF TRAINING IN THAT DEPARTMENT. BUT I HAVE

TAKEN EMPLOYEES FROM PNA. (INAUDIBLE) IS AN ATTORNEY THAT

I RECRUITED FROM PNA. SO, IT IS REALLY FINDING THESE INDIVIDUALS.

SOME OF OUR CONSUMERS; HAVING INTERNSHIP PROGRAMS.

WE ARE IN THE SAME CITY AS THE UNIVERSITY OF SOUTH CAROLINA

SO WE GET MSW INTERNS AND REHAB COUNSELING INTERNS

AND SOME OF THEM WORK OUT AND SOME OF THEM DON'T.

BUT THEN LOOKING AT THE STRENGTHS OF THE INDIVIDUALS

YOU WANT TO BRING IN AND KIND OF BUILD THEIR POSITION

AROUND THEM.

DARREL: I THINK YOU ARE RIGHT. I THINK IT IS DIFFICULT WHEN

YOU KNOW THAT YOU CAN'T COMPETE ON A PAY BASIS.

MAYBE YOU CAN'T COMPETE COMPARED TO STATE BENEFITS.

BUT I THINK WHAT HAS BEEN HELPFUL FOR US IS OUR REPUTATION

IN THE COMMUNITY. AND WHEN PEOPLE CAN COME TO CAMPUS

AND AGAIN, WE ARE TALKING ABOUT OUR CAMPUS AND WE

ARE BRAGGING A LOT. BUT IT IS REALLY THE PEOPLE

THAT MAKE THE DIFFERENCE. THE BRICKS AND MORTAR IS GREAT

BUT IT IS THE PEOPLE. AND WHEN I CAN HAVE FOLKS COME

TO THE CENTER AND SEE THAT SO MANY POSITIONS HAVE BEEN

FILLED FOR TEN, 15, 20, 27 YEARS, AMINA. THAT THERE IS

THAT STABILITY. AND THERE IS A REASON WHY PEOPLE STAY

WITH US. BECAUSE IT IS NOT JUST WORKING FOR A PAYCHECK.

IT IS WORKING FOR A HIGHER REASON. AND I DON'T WANT TO

NECESSARILY SAY IT IS FOR A SPIRITUAL REASON. IT IS MORE THAN –

PEOPLE ARE THERE FOR MORE THAN JUST THE PAYCHECK

AND THE BENEFITS AND WHATNOT. IT IS THE REASON WHY

WE EXIST AND THAT'S WHY PEOPLE COME AND WORK SO

DAMN HARD FOR US. I THINK THAT'S WHERE YOU CAN

HAVE A GOOD FOOTHOLD IN COMPETITION FOR GOOD EMPLOYEES.

TIM FUCHS: AND GETTING A REPUTATION, TOO, THAT YOU KNOW

HOW TO EMPLOY PEOPLE WITH DISABILITIES. THAT PROMOTING

YOUR BENEFITS AND ACCOMMODATIONS –THOSE THINGS -- AND BUILDING

A REPUTATION AS A KIND OF ORGANIZATION THAT PEOPLE AREN'T

GOING TO WORRY ABOUT LOSING THEIR JOB BECAUSE THEY HAVE

SOME KIND OF ABSENCE FOR A FEW WEEKS OR THEY HAVE TO WORK

FROM HOME. THOSE SORTS OF THINGS.

MICHELLE: WE LIVE IN A COLLEGE TOWN AS WELL.

WE’RE LOCATED WHERE TEXAS TECH IS. AND DON'T GET ME WRONG,

I DON'T WANT TO MINIMIZE ANYBODY'S EDUCATION, BUT IT DOESN’T

TAKE AN MBA OR A PHD TO DO WHAT WE DO. IT TAKES PASSION.

IT TAKES PASSION, AND A LOT OF THE INDIVIDUALS THAT COME

AND ACTUALLY STAY AT THE CENTER, IT’S BECAUSE THEY LOVE

WHAT WE DO AND THEY FIT IN. I WILL TELL YOU ANY TRAINING THAT

WE PROVIDE TO SOME OF THE STUDENTS THAT COME IN FROM THE

UNIVERSITIES, WHEN THEY LEAVE OUR AGENCY, THEY ARE

PREPARED TO WORK IN ANY STATE AGENCY OR ANYTHING

RELATED TO THAT. AND THEY WILL TELL YOU THEY WORKED

HARDER WHEN THEY WORKED FOR OUR CENTER THAN WHAT

THEY DO FOR ANY STATE AGENCY.

DARREL: AND THAT'S ANOTHER PART OF THE THING. THANKS. WHEN

RECENTLY I HIRED A COUPLE OF PEOPLE TO REPLACE OTHER STAFF,

IT WAS LIKE I DON'T -- I LOOK AT THE RESUME, BUT I REALLY

GAUGE THE FITABILITY. AND I DON'T KNOW IF YOU CAN REALLY

MEASURE -- YOU CAN'T MEASURE THAT, RIGHT? BUT YOU

HAVE A SENSE WHEN YOU MEET WITH SOMEONE. DOES THIS

PERSON FIT THE CULTURE OF YOUR CENTER? THEN YOU

KNOW YOU HAVE SOMEBODY THAT CAN BE OF VALUE FOR YOU.

MICHELLE: I DON'T MIND BEING A STEPPINGSTONE FOR

INTERNS WHEN THEY COME IN. BECAUSE, BASICALLY,

WHAT THEY ARE GOING TO TAKE AWAY, IS THEY ARE GOING

TO TAKE AWAY A WORK ETHIC FOR ONE AND THEY ARE GOING

TO TAKE AWAY THAT PHILOSOPHY WHEN THEY LEAVE.

SO, I DON'T MIND BEING A STEPPINGSTONE.

KIMBERLY: MAKING IT COMPETITIVE, TOO. WE HAVE AN

INITIATIVE ON OUR BOARD THAT WE ARE TRYING

TO INCREASE SALARIES AND WE ARE TRYING TO –

WE WANT PEOPLE TO STAY. SO, WE HAVE A

RETIREMENT PLAN AND SO WE WANT –

I DON'T LIKE TO BE A STEPPINGSTONE, BECAUSE

I WANT TO KEEP THEM, IF THEY ARE GOOD.

BECAUSE THEY JUST BRING SO MUCH.

AND THE ENVIRONMENT, YOU KNOW. PROVIDING INCENTIVES

AND MAKING THE ENVIRONMENT A HAPPY PLACE

AND GIVING THEM THE ABILITY TO BE CREATIVE.

I THINK THAT'S A HUGE PART OF KEEPING STAFF HAPPY.

DARREL: THAT'S A GOOD POINT BECAUSE I THINK ONE OF

THE PIECES OF SUCCESS IS THAT OUR GOVERNING

BOARD OF DIRECTORS EMPOWER OUR CEO.

OUR CEO EMPOWERS THE MANAGEMENT TEAM.

THE MANAGEMENT TEAM EMPOWERS STAFF.

STAFF EMPOWERS CONSUMERS. AND IT REALLY –

BECAUSE FOR ME -- I OVERSEE TEN PEOPLE IN

ABOUT 12 PROGRAMS. I AM THINKING OKAY.

I HIRE YOU AS AN ADULT PROFESSIONAL TO DO YOUR JOB.

I AM NOT YOUR BABYSITTER. I AM NOT GOING TO

MICROMANAGE YOU. I AM NOT GOING TO OVERSEE YOUR

EVERY MOVE. I HIRED YOU TO DO THE JOB

AND YOU KNOW WHAT, YOU HAVE SOME CREATIVITY

AND LATITUDE TO MAKE IT WHAT YOU FEEL IS GOING

TO BE THE BEST WAY THAT YOU CAN PUT YOUR TOUCH ON IT.

WE STILL HAVE OBLIGATIONS TO THE FUNDER,

BUT YOU HAVE SOME LATITUDE.

SO, I THINK YOUR QUESTION ABOUT KEEPING PEOPLE –

IT IS EMPOWER THE STAFF AND THEY ARE GOING

TO EMPOWER THE CONSUMER AND THAT'S A CULTURAL

THING IN THE AGENCY.

AUDIENCE: I WAS JUST GOING TO ADD THAT WE HAVE HAD

TERRIFIC SUCCESS WITH A CALIFORNIA PROGRAM CALLED

WELFARE TO WORK. WHERE WE BRING IN EMPLOYEES

THAT WE GET TO TRY OUT FIRST BEFORE WE HIRE THEM.

AND THE COUNTY PAYS FOR IT. AND WE HAVE -- WE HAVE

ONLY HAD TWO. AND BOTH OF THEM HAVE BEEN HIRED

AND ONE OF THEM HAS JUST BEEN PROMOTED.

AND I AM THRILLED WITH THEM, BUT THEY ARE FOLKS

THAT YOU KNOW HAD DIFFICULTIES IN THEIR LIFE

THAT THEY ARE IN THE PROCESS OF OVERCOMING,

SO, THEY REALLY WANT TO WORK AND THEY REALLY

WANT TO SUCCEED. AND THEY REALLY LIKE BEING A PART

OF WHAT WE ARE. SO, WHEN YOU SAY IT IS NOT A SEXY JOB,

I JUST HIRED TWO NEW PHENOMENAL PEOPLE

AND YES, I’M LOOKING AT YOU, HUDSON, WHO ONLY

WANTED TO WORK FOR A NONPROFIT. AND THEY WERE

LOOKING FOR A NONPROFIT THAT WAS A MATCH.

SO, KEEP UP HOPE AND KEEP LOOKING.

KIMBERLY: AND THEN, BUILD UP YOUR YOUTH

BECAUSE YOUR YOUTH ARE GOING TO GROW UP

AND TAKE OVER YOUR CIL ONE DAY.

CHARLIE: I THINK, I HESITATE, I SHUDDER AT SPEAKING FOR

MILLENNIALS, BECAUSE I THINK I AM ON THAT OUTER CUSP.

BUT I THINK THAT'S A BIG THING FOR US, TOO, AS

A GENERATION AND THE FOLKS YOU ARE LOOKING AT

THAT ARE LEAVING COLLEGE AND ENTERING THE

WORK FORCE OR EARLY CAREER PROFESSIONALS

IS WE WANT -- WE WANT SOMETHING WE CAN BELIEVE IN.

AS SOON AS -- I HATED SPECIAL ED -- AND I WAS ABOUT

TO FINISH A MASTERS IN SPECIAL EDUCATION AND I HATED

EVERY BIT OF IT AND WHAT THEY STOOD FOR.

AND THE FIRST WORD I HEARD ABOUT IL; I WAS DONE.

RIGHT? I WAS HOOK, LINE, AND SINKER. I WAS DONE

AND SO, I THINK -- NOT THAT WE PREY ON THAT, BUT --

KIMBERLY: WE DO.

CHARLIE: WE DO. WE PREY ON THAT PASSION THAT

A LOT OF FOLKS WILL WORK FOR LESS IF THEY HAVE –

IF THEY ARE IN A PLACE WHERE THEY CAN EXHIBIT PASSION

AND HAVE -- I THINK THIS IS THE BIG ONE -- I THINK

TO THE POINT THAT WAS MADE EARLIER ABOUT

WHERE CORE SERVICES END AND WHERE WE EXPAND

FROM THERE AND WHERE OUR PRIORITY IS.

BEING GIVEN THE AUTONOMY, I WILL TAKE A CUT IN PAY ANY DAY,

IF SOMEBODY GIVES ME THE AUTONOMY TO BUILD PROGRAMS

AND DO THINGS THAT I AM PASSIONATE ABOUT.

I SPENT TWO YEARS WORKSHOPPING A STUDENT-LED

IEP CURRICULUM BEFORE WE HAD ANY FUNDING TO PROVIDE IT,

BECAUSE I WAS GIVEN THE AUTONOMY TO DO SO.

AND NOW WE HAVE A HALF MILLION DOLLARS BEHIND IT

SAYING I CAN GO TO ANY SCHOOL IN THE STATE TO TEACH

STUDENTS HOW TO LEAD THEIR OWN IEP MEETINGS.

IT WAS THAT AUTONOMY AND THAT BELIEF THAT I THINK CAME

FROM THE TOP DOWN JUST LIKE DARREL SAID.

TIM FUCHS: SO, TODAY WAS -- YOU KNOW TODAY WAS

AN INTRODUCTION TO A LOT OF THESE ISSUES.

THESE ARE SNAPSHOTS. I MEAN, OVER THE NEXT FEW DAYS

WE ARE GOING TO GO THROUGH EACH CORE SERVICE

AND HEAR FROM EACH CENTER TO TALK MORE ABOUT

THE NUTS AND BOLTS AND EXAMPLES

(APPLAUSE)