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**NCIL**

**Approaches to Emerging Systems Advocacy in CILs**

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>> TIM FUCHS: Okay. Hello, everyone. I'm Tim Fuchs with the NCIL. I want to welcome you all to Approaches to Emerging Systems Advocacy in CILs. Today's presentation, as always, is brought to you by the CIL‑NET technical assistance project. The CIL‑NET is operated through a partnership among ILRU, NCIL and Utah State University Center for persons with disabilities and APRIL. Support for the project is provided by the Administration On Community Living at the U.S. Department of Health and Human Services. So we are recording today's call as always so we can archive it on ILRU's website. That will be available within usually 48 hours or less so that you can review the presentation or share it with your colleagues.

So we are in presentation mode right now, which means that we are lives, and you all are muted, but we do have a number of ways to ask questions today. So I would encourage you all to take advantage of that. We have a lot of time built into the presentation today just for your questions. So first of all, in the Zoom platform, you should notice one of the menu options says Q&A. You can click there to ask questions any time during the call. We are going to wait until our Q&A breaks to address them, but please share your questions there.

If you accidentally type a question in the chat, that's okay, I'll find it there, and I'll be sure to address it. But try to put them in the Q&A if you can.

Also, if you are on the full screen CART captioning today, there's also a chat option there. So I'm logged into that chat, and you can ask your questions there as well. I'll be sure to voice them during our Q&A break.

The final question, and I would ask that you only do this if you cannot access those other options for some reason, but you are also welcome to send me your questions by email. That's a little more difficult for me to get to, but I'm happy to do that if there's some kind of access issue with the webinar and you would prefer to send your question by email.

Okay. As I mentioned, captioning is available. You can view the captioning by selecting the more options and then clicking closed captioning on the Zoom platform. That box is ‑‑ you can make that box larger by clicking the arrow in the top right‑hand corner. If you still would prefer to have a larger font or be able to change the font or contrast, I recommend you check out the full screen CART captioning. That URL is a little long but that was sent to you with connection instructions for the call.

Finally, when we finish today, you'll actually have the evaluation form open up on your screen. So when you close the webinar, that eval form will pop up, and it's very short. It's easy to complete. I hope that you'll give us your thoughts there. We do take your evaluation feedback really seriously. We use it all the time as we make decisions about how to operate and improve the IL NET project. So thanks in advance for that.

Okay. That's all the housekeeping stuff I wanted to go through, but I want to welcome our presenters for today and thank them for being here and for all the work they have put into this presentation over the last few weeks. So first with us, we have Candace Coleman. Candace is a racial justice organizer at Access Living and also heads up the advanced youth leadership power group. Michelle Garcia has been the Latino community organizer at Access Living since 2009 and Amber Smock is the director of advocacy and external affairs at Access Living. So, all of you, it's been a pleasure working with you over the last couple months and I appreciate the time that you've put into this. I know it is not easy to put together presentations like this for Centers on top of your very full‑time jobs, more than full‑time jobs, and I really appreciate you all were willing to share your expertise. Before we turn it over to the folks at Access Living I am going to review the next couple slides.

Here on slide 3 is just a reminder about that evaluation I mentioned. Also you'll see Candace, Michelle and Amber have been kind enough to share their email addresses for contact. I will add too that if you all have any questions after the fact, you're also welcome to email me. My email is just tim@ncil.org. It's pretty easy. If I can't answer your question I will forward it along and get you an answer.

Here on slide 4 we have our learning objectives you might recognize from the original training announcement. First we will talk about an understanding of systems advocacy as a CIL core service that builds community and changes lives. Next, elements of assistant advocacy model for emerging issues area that when used together build relationships, strong communities and successful goal‑based community campaigns. Next, effective strategies for recruiting potential leaders and advocates in communities affected by multiple systems of oppression.

Finally, strategies for keeping your advocates energized, committed and involved.

I'm going to go ahead to slide 5. That's it for me. I'm going to turn it over to Amber, who is going to get us started today.

>> AMBER SMOCK: Good afternoon everyone. I'm the director of advocacy for Access Living. For this first slide, in order to start off with, we wanted to give you a quick sense of Access Living's programs. Here is a quick overview of Access Living programs. We've been based in Chicago since 1980. Our service area is the City of Chicago. We have about 65 staff, and we have three program departments: Independent Living, advocacy and civil rights, which is our legal team. We have a legal staff of three attorneys on staff. The advocacy department, which I run, has about 10 staff who are focused on systems advocacy. For us, Access Living's version of systems advocacy is a hybrid of community organizing and policy work. You will be learning a lot about that today.

>> MICHELLE GARCIA: Hi, I'm Michelle Garcia. I'm the Latino community organizer at Access Living. I will be talking about responding to changes in what the community needs. Over the years we here at Access Living have had many hard conversations about addressing the needs of people with disabilities and experiencing disparities because of race, gender, immigration status and also for those who are LGBTQIA, which means lesbian, gay, bisexual, transgender/transsexual, queer, intersex and asexual. And our identity department has developed disability justice and immigrant justice. We also focus on emerging systems and emerging issues in these two areas today.

>> AMBER SMOCK: So I would like to provide a little insight on the work process in the advocacy department at Access Living. We rely on being able to shift systems approaches as needed. What that means is that for certain systems advocacy efforts, the community organizing approach is appropriate. Sometimes the community approach [indiscernible] and we may need to look at a policy approach or legal approach, direct action approach, et cetera. So we rely on being able to be flexible in what approach we'll have to a particular systems advocacy item. I want to emphasize when I say systems advocacy I am saying that's different from individual advocacy. When we talk about systems advocacy at Access Living, we are talking about laws, practices, communities, patterns, problems that affect a lot of people. So those are the systems advocacy ‑‑ those are the system advocacies ‑‑ I'm sorry ‑‑ that's how we define systems advocacy.

We address about 10 to 12 different systems advocacy issue areas at any given time, and how we keep that together is we have weekly government affairs staff meetings that includes staff across all our departments. Not only do we have the members of the advocacy department, but we also have representatives from Independent Living and our civil rights legal staff and our executive team all working together once a week to make sure we're on top of long‑term and short‑term response in systems advocacy. Our community organizers also have weekly staff meetings and our community organizing team supports six community organizing groups who have multiple meetings per month. As they also meet monthly in a coalition or workshop meeting called power to the people. So we have lots and lots and lots of meetings, but what that really is a process of discussion, sharing things, learning. So while we would not say we're the absolute perfect model to do advocacy work, we're always in a position of learning, but dialogue is an important part of that process.

Finally, it's really important for us that our advocacy work, whatever it is we do, has to fit the Access Living mission and follow strategic plan goals. I am going to say why that's important. We really need ‑‑ when we are addressing very challenging systems advocacy efforts, it is important that Access Living be there to back the work up. And it really helps when the work fits with the mission and follows the strategic plan goals so we can provide very good reasons for taking on particularly challenging systems efforts.

>> CANDACE COLEMAN: I'm Candace Coleman. I'm the racial justice organizer. Sometimes in systems advocacy meetings, issues come up that have never been addressed before, either within our organization or within the community that impact people with disabilities. What may arise are problems that our community members may face and they're sharing with us and we see it as a systemic issue. We what also may happen is that things come up within the news or within the media on local levels that have direct impact our advocates and groups. So that allows us to look into issues that may come up. Access Living may not have a position at the time these issues come up. So new policies filter through our policy screening tools that was developed so that it could coordinate with our advisory committee and our board to help us decide which direction to go into.

>> AMBER SMOCK: I would like to add that I believe Tim will be disseminating that policy screening tool to you so you can see what that tool is and we would be happy to answer questions later on about how to use it.

>> MICHELLE GARCIA: I wanted to ask ‑‑ ask Candace and Amber, for Access Living, our systems advocacy is rooted in real life experiences from our community members, what we hear from them. So we want our members to feel powerful in doing this change. We do intentional recruitment and we try to engage the members of our community who are directly affected or impacted by multiple systems of approach. We are not perfect, obviously. We still have a lot of ‑‑ to learn and we learn a lot from our mistakes as we do our work. We do always remain conscious of needing to learn new things about people living with the disability experience.

>> AMBER SMOCK: What we would like to do today is share with you some of the story of our process. For us at Access Living, our process pulls together community organizing and systems advocacy. You can't take these things apart. It's very important. Using both has allowed us to identify emerging issues and solutions from stakeholders. So what we're going to be talking about today is the work that Candace and Michelle have been doing specifically on, first, racial justice and disability through Advance Youth Leadership Power, and second, immigration and disability, through the group Cambiando Vidas, which is Spanish for changing lives, which Michelle.

>> CANDACE COLEMAN: I have the pleasure of working with AYLP, which is also known as advanced youth leadership power. We were established in 2005. We have you on ‑‑ our members include young people with different types of disabilities, but also representing different communities of color that include people who are black, Latino, Asian and we also have a few white people who are in the group. That makes up young people and we consider the ages 21 to 40 as young adults. AYLP started out advocating on disability education issues. One was education issues that impacted college‑level and actually entering into college, and another was working on our special education areas. Over the years we've transitioned to disability and racial justice topics such as the school‑to‑prison pipeline. How school‑to‑prison pipeline is defined, when you are in school there are a set of rules put in place in order for you to behave in certain types of ways. Unfortunately, in our city, there are a lot of avenues in which students can get into the prison system. So there are things like booking stations within the schools, and the policies can be really minor infractions that lead to police coming to the school. So we found when students with disabilities were getting impacted more than students without disabilities, which led them into the jail system. So that's why we call it the school‑to‑prison pipeline.

>> MICHELLE GARCIA: I am going to talk to you about Cambiando Vidas, which, again, like Amber said before, means changing lives, or English for Cambiando Vidas. It began in 2009 with members primarily Latino, Latinx. Primarily Spanish speaking. The majority of the members are immigrants with disabilities. So this brings in more why we focused a lot on immigration issues. Cambiando Vidas got started organizing more so on physical access within Latino neighborhoods in Chicago. And also supporting individuals who needed access to medical equipment, but that ‑‑ so that branched us out into getting more individuals into the group.

>> We engage in a process of community education about disability. In our communities we look for potential leaders and community members. AYLP's examples included recruiting through schools, community events like street fairs and word of mouth. In Cambiando Vidas, they did a lot of street flyering, recruiting at planned workshops for Latinxs with disabilities, and also making sure they met with members within Latino communities and not always at Access Living.

>> AMBER SMOCK: I would just like to ask Michelle and Candace something about this slide that I think is very important or the emerging [indiscernible] side of this presentation. One is that when we discuss creating this slide and talked about examples for recruitment for both of these groups, I think we also talked about how these methods of recruiting people also had to be culturally competent for the types of groups. It's important where you have people of color or people who are immigrants. Can you talk more about how those examples are specific to the types of folks you are looking for?

>> CANDACE COLEMAN: Sure, for within my community I'm always looking for different communities of people of color. In the City of Chicago, a lot of people are located on the south and west side. So it was important for me to reach out to community events on the south and west side. So one example is there is a major parade in the City of Chicago that starts the school year. It's called the [indiscernible] parade. It was important at least for me ‑‑ I knew that was a major event where a lot of students and community members would be. It was important for me to get Access Living and AYLP's organization out there and visible so that people could learn that there was a disability rights organization within the City of Chicago and that they had support with people who actually were African American within groups of disabilities.

>> MICHELLE GARCIA: As for Cambiando Vidas, it's pretty similar to what Candace mentioned. We go a little bit into building of trust with the member and their families. Because of the fact that many of them are immigrants, many of them when we approach them, it's not as easy for them to trust a person or, me, for example, saying, I have this to offer, because ‑‑ they were not thinking they would qualify for anything given their status. So I let them know it doesn't matter their status in the country in order to get ‑‑ or be a part of Cambiando Vidas and get access to services here from Access Living and we seek other services around the city for them. So that's what brings us ‑‑ brings more people into the group and gets them involved. So the issue ‑‑ the idea of building the trust is crucial for Cambiando Vidas and has been really, really key in our work. As well as what Candace mentioned, going to street festivals, fairs, parades. Cambiando Vidas is involved in different parades and festivals as well.

>> CANDACE COLEMAN: I just want to add that the ‑‑ a point about cross educating community groups is very important and crucial as well because there are community organizations within our various communities that reach out to a lot of people but they don't necessarily know the disability information or knowledge that we know, and so cross educating and doing forums on disability awareness with them allows them to help us recruit members who our groups.

>> AMBER SMOCK: Thank you. I think we're ready to go to the next slide.

>> MICHELLE GARCIA: So now I'm going to talk a little bit about the dialogue and discovery that we have with our community members in order to talk about the issues or problems that we may have and how we work within our groups. So we facilitate group meetings, group discussions to talk about these issues or problems within the community. So, like, for example, AYLP talks about the school‑to‑prison pipeline or other issues they might find in their communities. We talk about ‑‑ well, Cambiando Vidas talks about issues on immigration, for example and how could we make sure that the voices of immigrants with disabilities are heard. So, it is very important for us to make sure that the voices of our communities are heard. This is why we have these meetings and these discussions. So that when we are able to bring it to the table, it's all centered around our dialogue with our group.

>> AMBER SMOCK: Do we have questions?

>> TIM FUCHS: We are here to our questions and answers. We'll take over here. Again, you can ask your questions in the Q&A feature or if you're on the full screen CART you can type your question out in the chat there and I'll be sure to voice it.

A couple questions just came in on the chat and as promised ‑‑ let's see. First question comes from the folks at RICV. What kind of workshops do you do with the community to bring people in?

>> CANDACE COLEMAN: A few workshops we've done include disability awareness, they might go over our history, it may go over culturally how we express ourselves, it might include, like, what accommodations are in a general term, not going too deep, and it may go over, like, some of the experiences ‑‑ we use a lot of ‑‑ a lot of our advocates go with us to these events and they tell their personal stories about experiences they may have had in different systems, whether it's in the school system or the medical system or just being a member or part of the community. So those are a few things that we cover.

We also talk a lot about cultural events we either want to be a part of or things that interest our consumers individually. So it just depends on what our audience is.

>> MICHELLE GARCIA: As for Cambiando Vidas, it's been an array of workshops. We began talking about what does it mean to you as a Latinx ‑‑ what does it mean to be a Latinx with a disability, and what does that mean to you and your family? We did that because as a Latinx with a disability myself, and the people that are around me ‑‑ so the family is very overprotective and we found in many instances. So we had to break in and we did workshops on being a Latinx with a disability, what does that mean. So that's how we began. Then we moved on more toward, what are your rights, and we did workshops on that, and we continue with that more so now than ever with learning your rights on immigration, because, again, we have found that that's a very important topic. So we do these very mow often now than ever. So that's where ‑‑ we do some workshops on disability awareness, but they are more focused on your rights.

>> CANDACE COLEMAN: I want to add that we talk about the Independent Living philosophy and the disability rights movement, and we also discuss the medical model versus the social model how disability is ‑‑

>> AMBER SMOCK: Just one quick thing I also want to say is, as a reminder, the groups that Candace and Michelle facilitate are just two of our community organizing groups. So we have three or four other groups that are doing some of ‑‑ some similar types of work, but they may be focusing on housing issues or healthcare issues specifically, or they may be focusing on deinstitutionalization. So I do think each group has a particular ‑‑ there is something to say, but I want to point out again that for Access Living to focus this heavily on racial justice and immigration particularly is new. This is not something that we were necessarily doing 10 years ago. It's something that's come up and has evolved over time through conversations with the community advocacy by staff, discussions with funders, et cetera. So I just wanted to provide that context as well.

>> TIM FUCHS: Okay. Great. Great examples. Thanks.

Betta asks can you give us an example of a specific campaign? That's something we will get into later on the call. Then Bonnie asks, how does Access Living get compensated for services to consumers that aren't citizens. Amber do you care to respond to that? Or Michelle?

>> AMBER SMOCK: Are you talking about for services or for community organizing?

>> TIM FUCHS: I assume services. We'll see if Bonnie responds.

>> AMBER SMOCK: So, right now Access Living does not get compensated for services that are for persons who are not citizens, but I would like to point out that community organizing is not providing Independent Living service, meaning, community organizing is supporting people to be empowered and to be engaged and advocate for themselves. The funding for Michelle's position, a good deal comes through private donations and so forth. So it's not government funding. It is ‑‑ there are, however, funders that are very interested in funding social justice initiatives and immigration is coming to the floor for a lot of those donors. So I can say that ‑‑ I think that's what I would have to say about it.

>> MICHELLE GARCIA: I would like to point out, like Amber just mentioned, there's a lot of private donors that care about the issue on immigration, and we've been lucky to be able to provide, like, medical equipment through funds that they've been very graciously able to donate to us, and we are able to help individuals that would not be able to access a wheelchair or a Walker or a cane, et cetera with these funds. So any time any donor wants to do that, you are welcome.

>> TIM FUCHS: Okay. Great. That's all that ‑‑ I checked the chat and the different chats and Q&A, and that's all the questions for this section. So I will turn it to slide 16 and turn it back over to you, Amber.

>> AMBER SMOCK: Okay. Sure. So the topic of the next slide ‑‑ the top of the next slide says supporting individuals to stay involved and energized on systems advocacy. That's one of the objectives of this training. So we'll be up front and tell you what we do.

The list we have here is a list that I wrote down based on the input that Candace and Michelle gave me. So here's the compilation they came up with. They said different types of communities have different dynamics. Very important to recognize. You need to understand what those dynamics are in order to be able to support people. Second, an important thing is food, to be honest. People want to be able to control food at their events or gatherings, they need choices, they need culturally appropriate foods, that he need foods that work with their disabilities. So giving people food that works for them makes sure they feel welcomed. Very important. Another thing that supports people, and that is a big problem, I think, nationwide, is just funding for transportation, being able to help people like, pay for a bus right to Access Living or whatever transportation method they might need to use. You have to basically build in transportation funding or else you might not have people show up. Nonjudgmental environment is very, very important. Michelle talked about trust, building trust is one of the most important things in community organizing. When you are a community organizer asking people to do systems advocacy, you are asking a lot. They need to know that they are welcome, that they will not be judged, so that you can bring the best out of them for systems advocacy. So nonjudgmental very important. Both Candace and Michelle also do a lot of one‑on‑one and personal check‑ups. I know they go to birthday parties, people gather for dinner. We also provide support to groups in times of loss. Unfortunately, Cambiando Vidas, for example, just lost a young person who was involved with a group named Freddie Lopez. So two days ago everybody went to a wake. I am sorry to bring this up but it's an example of how community organizing is personal, and these are the things that happen in the disability community. We have to recognize and honor that, and people see that. So this is about the building of trust. The next item is also supporting members involvement with community organization. This is very interesting. A lot of people come to us and say I would like to be more involved with this other group in my community but they're not accessible to me. I need some help. So, for example, Candace has joined a AYLP members at community meetings and helped them get confidence and feel comfortable being in these settings, so helping them be a bridge helps them feel more empowered. Michelle has done the same in religious settings. Somebody maybe comes in and says I'm not feeling welcome or my church is not access. She goes with them to make sure access opens up. And in general, people need meaningful participation, so developing roles in meetings and projects is very important. You need to look to someone's strength. Obviously if you keep harping on what a person cannot do, they are going to be very demoralized, they are going to be very disappointed, and they're not going to come back. So you do need to emphasize people's strengths and members can help each other. So one of the strengths I hope everybody recognizes in Centers for in that living, that cross disability setting builds an atmosphere of flexibility, helping each other be involved, supporting one another, et cetera. So those are some of the examples of ways that Michelle and Candace support people to stay involved.

Is there anything you would like to add to this list?

>> CANDACE COLEMAN: In my tenure being a community organizer, one of the challenges in working with young people is navigating how their parents view what they can or cannot do. And so we've done a lot of relationship navigating between supporting them with taking the skills they have learned in our groups and actually transferring them home and sometimes actually being a voice between a parent and the young adult, encouraging the parent to support the young person in learning what their new leadership skill is.

>> MICHELLE GARCIA: I just want to echo the fact that just to talk to the family, and they said this before, it's important to build that ‑‑ also trust with the family so that they can, like, cut the umbilical cord, if you may, because they are so protective of their loved one.

>> AMBER SMOCK: So, again, I want to emphasize asking people to take on systems advocacy as part of a community organizing group is a big thing to do and they have to trust you and they have to feel welcome, and it needs to be something that feels like you are asking them to take on the moral fight for the disability movement. They have to feel that. So it takes a lot of work to get people to that position.

>> CANDACE COLEMAN: One of the ways that we gather a caucus in AYLP and in Cambiando Vidas is typically we meet to discuss what they have been hearing in the community, and then we develop campaigns over time. Another thing is that we begin to identify issues that is a common thread between the members and figure out ‑‑ and do research on how it impacts our community as a whole, is this just an individual issue, or is it a community issue, or is it a systemic issue. Another way that we decide how to take on issues is that we look into what stakeholders that we have that has an interest in our issue. Also, who are the power players? What are some solutions and demands that we can come up with to change the system. And in the process of escalation towards achieving what's needed. And what's important for us is that we identify the systemic issue which is causing problems for individuals. So, for example, when I first started this work, bullying was a hot topic, and what we found out is that within our group a lot of members within our group were experiencing [indiscernible] school day and then it started to become a local issue where different schools were trying to tackle the issue of bullying, but what they were missing were the disability lens of dealing with systemic as pertains to bullying. So AYLP was able to develop solutions and demands for what they wanted to see within the disability community as it addressed bullying. And this is a typical process for our Access Living community organizing groups across the board.

>> MICHELLE GARCIA: Now I'm going to talk a little bit about our organization buy‑in. The way we do things here at Access is we have staff summarize our issues in a way that can be easily presented to our management. So like Candace just said, like we talk about bullying or immigration, and then you propose it to our manager, and then try to figure out how to proceed with our work. Then Access Living leadership needs to ‑‑ so we try to come to ‑‑ to make it easier for Access Living ‑‑ the leadership to understand and support us as a community organizing group, to know what we need to work on and how to work together to achieve what we need to achieve. We work with Amber as organizers to communicate the emerging topics to the executive leadership and the Board to see if there's any precedent for supporting these topics. And then Amber coordinates the use of the policy screening tool she spoke about a bit before. And the board approval if needed.

>> AMBER SMOCK: So cross‑department updates is an important part of our process. So we have new issue areas, they are included on the agenda of the weekly government affairs meetings. What happens is the organizers will provide an update on what the new issue areas are. What happens is that staff who work on other approaches in that general topic area, for example, policy staff, the legal staff, Independent Living staff, or executive leaders, will weigh in and collaborate on tweaks to the advocacy because, for example, let's say that an issue comes forward that people in the grass roots are experiencing, but it turns out to have to do with a problem at a city agency that Access Living staff have a funding relationship with. So how do we tweak the advocacy so we have a way forward for the grass roots work as well as managing all the other pieces of relationship. So there's collaboration, and then what happens is then the organizers bring new suggestions back to the grass roots group members for review and action where agreed upon. So there is a channel for ideas to go from the grass roots to all these other kinds of support and back.

>> AMBER SMOCK: So the western who has had a question about campaigns, your question is about to be answered. So this top ‑‑ the top of this slide says building out the campaigns. Once we gain approval to work on a specific topic area, we develop the campaign with the community organizing groups and other affected stakeholders and today we would like to give two examples of campaigns. The first is the response on the Stephon Watts situation by AYLP, and the second example is going to be about the city ID or CityKey that Cambiando Vidas worked on.

>> CANDACE COLEMAN: One of the issue areas that AYLP has been working on is actually the response to police interactions and people with disabilities. In 2012 there was a young man with autism. His name was Stephon Watts. He was 15 years old and he was a high school student. He was in his home and his house was coded, and it was recommended to his family that when you have a crisis to call the police. His family had a record of calling the police maybe about 10 times, when unfortunately the 10th time he was actually killed by police in his home. The Stephon Watts family lives in Calumet city, which was a south suburb right outside of Chicago, and as his campaign emerged, his family actually reached out to Access Living because they were aware that we were the only disability rights group who was raising awareness around police and disabilities. His parents then approached us to see if we could support keeping his name alive by creating a systems change campaign that would make sure that no other person with a disability would actually come out like Stephon Watts.

AYLP members felt that what happened to Stephon Watts could actually happen to them. We worked together to find a possible systemic advocacy solution, but it has actually been a very [indiscernible] and not smooth process at all. One of the things we have done a lot of in the beginning of the process is a lot of awareness and education. AYLP members worked to learn more about systems solutions. So in the beginning we were ‑‑ we were learning about what CIP training was, we were learning statistically how people with disabilities come in contact with the police, we were talking to different stakeholders and different organizing groups which were our community partners, and we raised awareness about the experience of youth with disabilities of color who have police interactions in different situations.

In light of that, there was a ‑‑ there was another unfortunate incident that happened in Chicago. His name was [indiscernible] McDonald, and that was a young man who also had a disability but police shot him 16 times. So that resulted in the U.S. Department of Justice wanting to investigate the Chicago police department on excessive force and their practices and patterns. AYLP realized that when they came to our city they still were not highlighting the disability lens of police practices. So AYLP organized an action outside of the public hearings that the Department of Justice was holding, and they highlighted victims of police violence and disabilities, and then we went inside and actually organized people with disabilities in the public comment and town halls.

AYLP wanted to see if after all of the awareness we wanted to actually work on creating a policy change. So we worked together to see if we could come up with a state‑level bill that could do something to stop more situations like Stephon Watts from happening.

Some of the challenges the AYLP has faced in developing what we call the Stephon Watts Bill has been really implementing across disability. Our group is representative of people who have autism, people who experience mental illness, people who have physical disabilities, so on and so forth. We knew we did not want to tackle an issue we didn't have experience in. We also did not want to override other fights that were going on. For example, here in the mental health community we're fighting for mental health facilities. We don't want to take away that from fight. We wanted to add to it. So in our initial discussions with external partners, there was facts and statistics more related to mental health, but not necessarily focusing on people with autism. So a challenge that came up for us is advocates outside AYLP challenged us to including more divergent concerns as part of the bill process. And so we drafted a bill. We a series of information sessions over the last year and a half from advocates, from stakeholders, from medical professionals and from different things, and then we drafted a bill in the process. Currently AYLP is focusing on educating non‑disability stakeholders in Chicago about the process that people with disabilities go through when they actually have to call 911 and need support.

>> AMBER SMOCK: I just want to also be super clear about when we say a draft bill is in process, we had a draft bill, but in dialogue with community partners we decided to put that particular bill on hold. So we are doing research to see if we can develop something new that takes a very different tack and is more appropriate to addressing the concerns of everyone. So we definitely had a process. We're making sure that happens. Excuse the interruption.

>> CANDACE COLEMAN: No, thank you.

So working towards a systemic solution, AYLP's take is that if police presence would escalate someone's crisis or meltdown or put them at risk of arm, it would be better if a nonpolice emergency response person arrived on site if appropriate. Like I stated before, most of our group members are from different communities of color, and in those spaces there's not a lot of support for people to get the proper care that they could possibly have. And so for us this heavily influenced why we felt like police presence should not be in situations of a nonpolice response.

If someone has ‑‑ so we found that in the middle of our emergency system, we have the police, we have the firefighters, and we have EMTs. But what is happening is that if a person has a crisis and you dial 911, and what you request is support for a person who is having a crisis, they will immediately send the police. So we wanted to find a system that is equivalent to sending an EMT in. What we wanted to make sure happened ‑‑ I'm sorry ‑‑ we wanted to make sure that what happened in Illinois, or one of the issues, I'm sorry, that comes up with the solution, is that bill's idea ‑‑ the different communities ‑‑ the autism and mental health community had conflicting cultural beliefs. So one of the things that came up was the fact that coercion might be a factor. So that's why we had to reevaluate how this bill would impact our community. Also, how can we make sure that the law recognizes the difference between a crisis, a meltdown and a panic attack. We found if people were using that language interchangeably, and so AYLP is going to spend this next summer educating different aren't stakeholders on what the definition of that is, and also further get community members involved in developing our bill. Currently AYLP Access Living is investigating current or developing models for mobile units that do not involve police and do not include staff trained with de‑escalation. Again, working towards a systemic solution can be complicated in this area. We want to make sure all voices are heard. And we want to make sure that due to our political climate that we're able to pass an effective policy. So options that are currently available in Illinois are limited, and it's complicated because the issues much self‑determination and involuntary commitment in Illinois has a different set of laws ‑‑ or members of the community are not supportive. Illinois has protections against involuntary confinement and we don't want our bill to advocate or to influence that policy.

>> AMBER SMOCK: I think some of the input that we got from advocates is that the language in Illinois law about involuntary commitment might not cover all the situations where people might be facing risk to their ability to self‑determine. So this is a very complex thing and definitely needs more discussion. The second bullet point, I just want to say that we probably need to edit that in the final version that you post online for going forward. Yes, the bill effort is definitely not about crisis intervention training, but the thing is that the final answer that we're hoping for may or may not involve 911. I feel like we're open to, say, 911 might not be the thing. But 9 thing is people need a way to get contact in emergencies. So this is all very much in discussion at this point in time. I don't know if you ‑‑

>> CANDACE COLEMAN: We really wanted to show you how system solutions can be a very complex process, but AYLP is dedicated to moving forward and really taking in what our different stakeholders and our group members have to say.

More about Stephon Watts' bill is that we over the summer are going to be more discussions with advocates from disability groups who could be affected to fine tune what is needed in Illinois. We'll be having discussions with the 911 operators, the EMTs, the fraternal order of police and AFSCME, which all represent, I guess, this community of this response, and then we're going to have ‑‑ plan a series of about five community discussions on the bill this summer, and the plan is to hopefully continue shaping the bill to something that's useful and agreed upon by stakeholders by spring of next year. We've already been working on this for a year and a half now, and ‑‑ yeah ‑‑ also to take into consideration our political climate as well. When we first started this process we actually didn't have a state budget.

>> AMBER SMOCK: Illinois did not have a state budget for three years running. This year is the first year we've had a state budget that was on time. So certainly budget considerations have been making this very complicated.

>> TIM FUCHS: Okay. That brings us back to our Q&A. So thanks. Great overview, Candace. Let's see if we have any questions. I know the first question we have came in early. This is really a carryover from the last section. Bonnie asks ‑‑ this is a bit more detail from her previous question, I think. How does your Center find funds for offering these services? Your Center has a much larger staff than most Centers. How do you find funding to pay for these consumers and support staff? Donations from private projects, that's not repeatable by others unless you can share where you are finding these resources. So how can smaller Centers build programs like you all are describing here on a smaller scale and get it paid for.

>> AMBER SMOCK: So Access Living, yes, does have 65 people. That is bigger than a lot of Centers for Independent Living, although I will say some Centers are bigger than us. Yes, smaller Centers for Independent Living, okay, Access Living's budget sources, we have some federal money, of course. We have some state money. We have foundations and grants, grant monies that we have. We have money from both major and small donors. So ‑‑ because Chicago is in an urban area we also have more access to people who have some pretty deep pockets and have built relationships with Access Living over a period of time. And the next source of funding is from businesses. So we have five streams. I will say those again. We have federal money, we have state money, we have private donations, we have businesses ‑‑ wait a minute, I think I'm missing ‑‑ did I say major and minor donors. That's the general list. A lot of money that comes in from businesses and from private donors goes towards financing the advocacy department and the reason why is because they don't have the requirements about lobbying or any of that sort of thing. So the way that I was say things work for a smaller Center for Independent Living is to really look at what funding individual staff actually do get. This is important. Are all the staff fully funded through state or federal grants? That might make it complicated to do some systems advocacy. It doesn't prevent it entirely but makes it more complicated. It would be advisable, I would think, if whoever on staff is designated to do advocacy has at least some portion of their salary funded through a grant or private donations or sponsorship that allows them the flexibility to do whatever the Center wants. So that for Access Living has been be a an important approach. It's like looking at the composition of staff salary and where funding sources come from. The fewer requirement you have, the greater flexibility you will have to take on different topics.

The other thing is that I do think that in the world of philanthropy there are increasing discussions about where to fund social justice, and, you know, I think a lot of people try to look for grants just by running searches and looking for grants that are posted and everything, but you can also reach out to foundations themselves and say, you know, I really would like to have a talk with your staff about some stuff we would like to fund, and I would like to teach you about what it is we're funding, and would love if you could come visit us, and let's talk about whether that kind of work could be funded through you in the future. So building relationships with philanthropy groups also opens the doors for funding opportunities. So that's important.

If you are very small, let's say you are in a rural area, and you have a staff of maybe three to five people, right, there's a question about whether some funding could come from local businesses. That's always an option. But I also sort of wonder about whether Centers for Independent Living can partner with each other, whether or not there can be joint grants done sort are of like a consortium setup. But I think the other thing is taking a look at what's actually happening, who is interested in funding, and being proactive about seeking out funds. Tell people, this is what we want to do. Make sure they know what you want to do. So that would be the advice I have for the moment.

>> TIM FUCHS: Okay. Great. Great examples and guidance, Amber.

Let me give 10 more seconds to see if any other questions come through. You can use the Q&A feature there in Zoom or you can type your question in the CART chat or send me an email.

Next question comes from Brad. Brad asks have you met resistance from lawmakers while trying to pursue legislation for protecting people with disabilities? If so, how do you get them too your team? Do you find that diplomatic or friendly approaches are usually effective.

>> AMBER SMOCK: I feel like I am missing the gist of the question.

>> CANDACE COLEMAN: The question is do we find any difficulty in, and correct me if I'm wrong, do we find any difficulty in getting legislators to support us.

>> AMBER SMOCK: So it depends on what topic you are talking about. I think all legislators can be talked to about disability issues. They will all have unique individual approaches to looking at disabilities. Some of them don't know anything about it. Some of them know quite a bit actually because of long experience with programs that we have to use. Or they might have family members and friends with disabilities. Or they might be a person with a disability themselves. I think for at least the work that Candace was trying to do there has been pretty good amount of support from Chicago area legislators, but the opposition tended to be, at least on the first version of the bill, some pushback from legislators who had closer ties to the police who felt like what Candace and AYLP was working on was antipolice. It's not antipolice. It's just looking for an appropriate solution. So trying to navigate those discussions was more difficult than, say, somebody that was a little less tied to that perspective. So trying to navigate the political relationships is important, yes, but I think we've seen a number of legislators at this point support different things that Access Living does.

>> AMBER SMOCK: The initial idea was some type of response bill. There was initial reach out to legislators who might be supporters, they were did you particular, yes.

>> TIM FUCHS: Great. I don't see any more questions. We will have another Q&A break at the end of the presentation. So I will go ahead to slide 28 and turn it over to Michelle.

>> MICHELLE GARCIA: Thank you.

So I'm going to talk about the campaign of the CityKey with Cambiando Vidas. The CityKey was a joint effort or collaborative effort with many immigrants’ rights organizations here in Chicago ‑‑ or in Illinois, I should say. The idea was to provide an ID for immigrants who do not have an ID. So that if they go to the doctor, or they are ‑‑ trying to get into an ‑‑ or a building within the city that they would be able to present this ID to them ‑‑ to the police where they're going. So the city clerk, on your slide it says the city treasurer, but it's actually the city clerk. So apologies. The city clerk approached a group of us and asked us to work with them in developing the CityKey. So when Cambiando Vidas went in to discussions with this group, we talked about the need of people with disabilities who are immigrants and how having this ID would impact our community and that it would not only impact immigrants with disabilities but it would impact a larger ‑‑ a broader community. Right? So we had community discussions within Chicago, with homeless groups. We had discussions with groups who were LGBTQ. We had discussions with other ‑‑ the domestic violence groups, who are another group also impacted of not having an ID. So then we walked ‑‑ or talked to the city treasurer ‑‑ I keep reading the slide ‑‑ the city clerk, I apologize, the city clerk, and we wanted to kind of mimic in a sense the fact that in San Francisco, New York, these two cities come to mind right now, but they have a similar ID, city ID, that has been working really well for the past five years. So we wanted to work with them on doing one for us here. So we did a lot of community awareness and work with these partners with the city to ‑‑ to educate the community on what ‑‑ sorry. I keep talking and forget about the slides.

>> TIM FUCHS: No problem.

>> MICHELLE GARCIA: So, yes, around building the disability activism around the city ID, we needed to create awareness and education. So we worked very closely again with the city clerk to do educational workshops, speaking more about workshops, on what CityKey would do for our community. So we planned different workshops in different parts of the city where the clerk would come in and explain how we would benefit. Or how and who would benefit. from the CityKey. So she was very ‑‑ so she was very ‑‑ she listened to what the community had to say. She was very ‑‑ how do you say it ‑‑ very careful about making sure that what we had to say or what the community had to say that needed to be on the card was on the card or what didn't was not there, for the protection of individuals that were going to be using the card. I just want to do a quick example of it. For example, the address, many individuals felt that having an address on their ID would jeopardize in case of ICE stopping them or asking them. So we didn't ‑‑ they didn't ‑‑ you don't have to put your address if you do not want to. So in coalition, again, with the group we worked with and these public events that we had, so we had to do ‑‑ we passed an ordinance two years ago now, almost three, where the city program was called the CityKey, and as of last April it became official. So now we're able to get ‑‑ sorry, next slide. I keep forgetting. My goodness.

>> AMBER SMOCK: Just backing you up.

>> MICHELLE GARCIA: Okay. So the CityKey, what it does, the CityKey is an optional ID. It's a valid, government‑issued ID. It has your photo. It's for Chicago residents. And it's ‑‑ you can use it regardless of your housing status, criminal background, immigration status or gender identity. The CityKey will serve you as a three in one ‑‑ all in one card, three in one card. It will not only be valid as a government‑issued ID card but also serves as a library card, which is cool, a transit card, which is also awesome, and additionally benefits when partnering with cultural institutions, local businesses and sports teams that have been announced over the next ‑‑ have already been announced over the next month.

Next slide. Thank you.

So there will be intersectionality within the CityKey. Obviously it's across the board. The ID is for everybody. We have many different communities, the homeless community, LGBTQ, people with disabilities, victims of domestic violence undocumented individuals. So this ID was made for everybody, and that was the main point we wanted to carry across.

Then I wanted to address the point now that for the CityKey, for example, for the LGBTQ community, they have the non‑binary option if you choose as your name. For many people who are very poor or low income, they might not have an ID, so then they can get an ID free of charge if they need one, if they don't have an ID. And also, like I said before, if you're an undocumented individual, you can have access to support and services from the city with this ID, like we just mentioned before, transit, library, et cetera. And then, of course ‑‑ oh, next slide. Thank you. There's some challenges within every campaign. So there was ‑‑ I think somebody mentioned this before with the politicians or the people we wanted to work with. So there has been ‑‑ there was some pushback from different ‑‑ when this ID was coming out from different communities of color they're still trying to make amends with this. But it's still in that process. Hopefully they get over it. Since then the CityKey has ‑‑ owe, it's been through a process. Right now it's still fairly new. It just came out officially in April. Owe it's in a fairly new ‑‑ it's a trial period, I guess. They're giving it ‑‑ as of now you can get your ID for free and then they're ‑‑ they're going to charge, but the city clerk is working with the county to see if that could also work into having the ID be valid for county buildings so that you can use your ID when you enter a county building and be effective there. And also to the last point R point, you have to ‑‑ we talked about the distrust or trust that you have to build. The immigrant community was also very distrustful regarding the ID at first because they were thinking that this ‑‑ this document or the information that was going to be asked of them was going to be kept in a database or whatnot, and it would be revealed to ICE or whatever. They were very assured that this would not happen, and it hasn't that will up until now. We hope not ever.

>> AMBER SMOCK: We have just one more quick section to get through before the final Q&A discussion period at which time I'm sure people might have questions for Michelle. Just to get through this one last section to open it up to Q&A, I want to talk about thousand he has emerging issues, how this has ‑‑ how this works with the organization. So the title of the slide says emerging issues and organizational impact. And so let's look at how the systems advocacy work on emerging issues has a ripple effect on the organization and what have we learned.

From a 360‑degree view taking a look at the parallel internal work at Access Living, AYLP and Cambiando Vidas have worked on their campaigns, there has been a parallel process of support among staff at Access Living. For example, as we heard, updating colleagues on the status of campaigns and whether approaches need to be shifted. There's also quite a bit of problem solving, issues of communications with community partners. We have to look at ensuring internal accountability such as reporting and mission alignment. And then, of course, we also need to be engaging partners and donors to keep funding this work.

So the top of this slide says encouraging investment in emerging issues. So just to elaborate a little bit on something I said earlier, when an organization commits to addressing an emerging issue area, it can attract new donors. Donors like to see an organization is doing good things that meet a community's need, and some donors are particularly interested in serving specific types of communities. Some donors are developing emerging areas of philanthropy themselves. So we do get quite a lot of donors or funders we decided to fund these this way but this year' changing things up. Donors that have invested in racial or immigration justice are just learning about investing in those areas as they overlap with disability. So right now there is quite a bit of racial justice funding work going on, but it's not necessarily going to an overlap between disability and racial justice. Immigration, brand‑new for immigration funders to be thinking about disabilities. So this is very interesting and an opportunity. So communication with donors is key.

It is very important to get the right staff on board. Diversity in the Center for Independent Living staff is important. It was attract diverse people to get involved in different ways with your Center. So I myself am a white person. If it were just me ‑‑ I really don't think we would be attracting all the folks that Candace and Michelle are able to attract. So it is very important to have white people, Black people, Latino people, Asian people, people come and they see folks that look like them. If we have a diverse team, at least one of us is going to be a peer to the consumers and community and to donors. There's another aspect here where we also need to feel that our colleagues are going to back us up or keep us as safe as possible. So when we have a diverse team, as we go into different communities we can work together to make sure we feel safe and that we provide a safe environment to others. Finally, when staff has diverse viewpoints we have richer expertise from which to shape the work. You have to be brave about doing this. I am going to say one thing, for those of you listening to this webinar who are white people, I cannot emphasize this enough as a white person, we have to learn different points of view, different types of expertise from different communities to boost that work. Otherwise we're going to be doing the same ol' thing. We have to get that richness of experience and help support move it forward. So that's my challenge to all you folks out there.

For those of you who are concerned about things like organizational planning, it is a year‑round effort, of course, to secure grants and donations. You really have to have like a year‑round kind of thing that if you are somebody who is a manager, think about the fact that you need to create staff benchmarks that are clear and reasonable. In systems advocacy, it's not going to be the same thing as I provided a service to one person. It's going to be much more about the community, building relationships, people gaining knowledge. That sort of thing. It's important to measure activities such as meetings, trainings, actions, recruiting, and also outcome such as progress on issues, indications of strength in the community, individual leader growth. As a supervisor I know it's super important to support staff in use of vacation time and sick time. When I look at the people sitting here with me at the table. They work their buns off all the time. To ask you guys to take time off is like pulling teeth. So sick time, vacation time, they're there for a reason. If we don't take care of staff, the staff can't help other people. That's very important. Always have a backup plan. Let's say your campaign isn't going well. You have to have a backup plan for that. Let's say a staffer has to have a health issue and are going to be out. Who is going to handle that. You need to have a back‑up plan. It's important to empower staff in professional and leadership development. We need to strive for creating inclusive and welcoming space. I would say that's just as important today as it was when the Independent Living started. Back in the '70s you were talking about creating welcoming spaces that were run by people for people with disabilities. I think society has changed a lot of what they think a welcoming space is supposed to be about. It is critical to show appreciation and celebrate all the victories. Publicize your successes. Engage the public. Make sure people know what you're doing. I'm going to hand it over to Candace for the very last item.

>> CANDACE COLEMAN: Advocacy is a corps service and is not extra. In Access Living's view we as a CIL are pose supposed to be welcoming, developing a sense of belonging and developing safe feelings. This is an ongoing learning process and sometimes we don't do it well. Sometimes we do it well and other times we don't. We think our process of engaging people with systems advocacy pays off. CILs can help systems advocacy be authentic and support people to be ready to work with us over the long term.

>> TIM FUCHS: All right. Great. Perfect. We've got 10 minutes left for our final Q&A. So I'll start with the one that's come in, blue, please, we have plenty of time. I hope to see more questions roll in over the next few minutes.

First question comes from Bonnie, and, Amber, you touched on this a moment ago on Getting It Right slide, slide 36, but Bonnie asks: Does staff need to be part of a minority group or protected classes in order to develop programs like the ones you have discussed? If we have not had personal experience with these can we be the ones to develop trust and guidance needed between policies makers and affected consumers. Bonnie submitted that before your slide, but I wondered ‑‑ I thought I would give you all the opportunity to expand on that if you would like to.

>> AMBER SMOCK: I have a couple thoughts. I think my co‑workers also have opinions about that. I'm just going to say two thoughts and you guys back me up or follow up or whatever. The first item is that the issues that Michelle and Candace work on are very sensitive issues, and I do believe that when you have somebody who belongs to the group that is affected, it's going to be more authentic and you're going to build more trust with the people you need to attract. So those issues are very, very sensitive. So that is something to consider.

The other thing is that we have a different program here at Access Living, and it's our youth mentoring program, and our youth mentoring program works to pair young people with disabilities with older adults with disabilities who have disabilities, disability mentoring. The focus of that group is especially focusing on like recruiting young people of color and connecting them to adults of color who are their mentors. And as it happens, the staffer who coordinates the mentoring program is white. So for her it's been very important to figure out how to leverage relationships and work with other people to say, hey, I'm a resource, here to support what's going on, but you guys are in the front. So it is possible for certain kinds of programs, but again it's not like a white person in that program is necessarily speaking for people of color in the program. She's just like creating the opportunity for people to come forward, which is kind of more like back support. But if you are talking about something like what Candace and Michelle do, it does help to have that representation front and Center. What do you guys think?

>> MICHELLE GARCIA: For us, I mean, it's very important ‑‑ we want allies, you know, to work with allies that are not from the Latinx community. We welcome allies, however, I think as Amber mentioned, it's very important for us, and again I keep going back to that trust, for me as a Latino woman with a disability, it's going to be easier and better to come into the community and build that trust with my members because they know where I'm coming from. You know, I'm a Latina woman with a disability who also has lived experiences with immigrants. So I can relate. So you need to have relatable stories so that they can feel understood. So I think that is very important when you are working with your members and trying to recruit them, and trying not just to recruit them, but to try to get them involved in the issues is key.

>> CANDACE COLEMAN: I was just going to say that I think it's important because of the cultural awareness and the experience that you face. I think we all come from different walks of the city. Well, not think, I know. I know that we all come from different walks of the city and I know due to our, I guess, racial identity we experienced we navigate the world differently. So I think it's important to have people who represent that to help ‑‑ if this is an issue you are going to organize around, it helps to know all parts of the story. It also helps to investigate or navigate, like, how key players play a role in it because if we don't have that background story, we may not even be able to win. Also it's important for us to do this work and be person centered. Michelle talked about trust and I think if you don't have a person who represents what you are fighting for, it doesn't go in the right direction, or the intent isn't right, or you just won't get the authentic experience or systemic change.

>> AMBER SMOCK: I would also like to reemphasize that, Michelle works especially on immigration. You are talking about something is that's kind of life and death. You are asking people to trust that they will work with you and not be deported. And Candace is asking the community to talk about something that's really, really scary, the possibility that if you have an interaction with a police officer or other emergency response personnel that it could go south and maybe cost you your life. So the sensitivity of both of those topics is important as well. Allies are super important. But there is this thing about the peer effort that's important for the organizing.

>> TIM FUCHS: Good. All right. Great guidance. Thanks. I'm going to try to sneak in two more questions that have come in. So Betta asks if you can share the policy evaluation tool, and I know for the folks at Access Living they've said that's okay. So if you can get it to us we will be happy to get it to the audience and post it on the website as well.

>> AMBER SMOCK: Yes, that's okay. If people have questions, please email me about it.

>> TIM FUCHS: Okay. Perfect. Last question for now anyway, Paula asks to what extent does Access Living get involved in legal disputes, if at all? I think, Paula, how much time do you have? Do you guys have a good answer or summary you can give for that?

>> AMBER SMOCK: I will try to be as quick as possible. Access Living engages in both class action and individual cases. We focus on fair housing cases and on ADA Title III cases which are about access to places of public business. In the past we have had attorneys have that also worked on Olmstead litigation. Access Living is an original co‑counsel in three class action lawsuits in this state. So in the past we've had Olmstead attorneys. But right now we focus on fair housing and we focus on ADA Title III. An example of the major litigation that we have going on right now, we just filed a class action lawsuit against a program at the City of Chicago, the affordable rental housing program for failing to be accessible for people with disabilities. So that is a major citywide lawsuit. The other really big lawsuit is in the area of transportation. Working with a private attorney and we filed a lawsuit against Uber for not having accessible Uber service for people with physical disabilities in the City of Chicago. So that was the first Uber lawsuit that was based on the Americans with Disabilities Act. Prior lawsuits were based on other pieces of the law. So those are some examples. But an example of an individual case of that litigation is a lawsuit we filed on behalf of a little girl with physical disability who is, I think b8 right now, and she was going to a school that had a classroom on the second floor, and they refused to move the classroom to the first floor. The girl has a degenerative muscular disability. So school was basically forcing her to push herself up on her butt up and down the stairs and being totally inaccessible about the whole thing. So that's an example of the individual litigation that Access Living has taken on.

>> TIM FUCHS: Nice job. That's a lot to cover in a minute and a half. Thanks. Good summaries.

It's 4:30 here on the East Coast, but I really want to thank you all sincerely, Candace, Michelle and Amber. This was such a great summary of the work that you do, and I really applaud you all for the really intersectional approach that you have taken to some of your advocacy strategies at Access Living. I think it's really interesting to see in some ways how unique and complex it can be and in some ways how similar and how natural it is for Centers for Independent Living to be doing this work. So, because we're out of time, I just encourage all of you to send us your questions. If any of you have questions as you mull this over or discuss it with others, please don't hesitate to reach out. I know Candace, Michelle and Amber were nice enough to share their contact information and you're always welcome to each route to me as we. My email is just tim@ncil.org. Thanks to all of you. We had a great audience today. And I really appreciate all of you took the time to sign up and take an afternoon to spend with us and learn about this. This will be archived on ILRU's website so you can revisit it and share it with others. I hope you all have a wonderful afternoon. We'll talk to you soon. Thanks. Bye‑bye.