SHAYLIN SLUZALIS: Hi, everyone! Welcome! I'm just going to let folks get settled in the room and then we'll start.

SHAYLIN SLUZALIS: Hello, everyone and welcome! My name is Shaylin Sluzalis. I am an APRIL Board Member and facilitator of the call today and thank you for joining our virtual Pre-Conference session on building a movement for peers and volunteers. This is a three-part series and we hope you can join us for all three sessions today. Please know that any session that is missed that the recordings will be added to the Conference website, so please be sure to check back there later today.
or in the following days. And thank you for joining us

for Session II

on building a movement peers and

volunteers on the Nuts and Bolts of Building a Volunteer and a Peer Support Program.

I want to mention a few housekeeping items before we

get started today. First, when you scroll

over the screen a menu bar pops up.

Depending on what device you are on, you can find that menu

bar at the top or at the bottom of the

screen and that is where you will find the

closed captioning for today's session. To view that

closed captioning, you can select the "CC" tab on the

menu bar. For Sign Language

interpreting, you can find the Interpreter on the screen. If you would

like to change the size of the screen, if
the slides are shown, you can select the line in the middle to make

the slides and the Interpreter larger or small

And we also have Spanish interpretation today. To

to access that, you can click on the "Interpretation" button in your menu bar and it also has a globe icon next to it. You can then select on Spanish if you would like to hear in

Spanish only. Please select the "Mute original audio." If you have any technical issues, please use the chat feature and let us know.

You can find the word bubble in the menu bar and if you would like to turn the chat feature off, if you are using a screen-reader, you can do that by pressing
the Alt

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plus H buttons or use the information and help selection

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on the Conference website for more help. And please don't

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hesitate to let us know at any time for any technical assistance.

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For the question and answer time, please note

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your question and answer box is in the menu bar.

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Please only submit questions there as they may get lost

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in the chat. And to ask questions or make a

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comment, you can also select the hand option on the menu

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bar, that allows us to know that you have a question. And

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for those of you that are on the phone today or using

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key strokes, we ask that you press star nine

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or Alt Y on your key pad to raise your hand

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We will then let you know when you can un

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mute and you can select the unmute
option or Alt A if using key strokes.

Remember if you join into the conversation, please keep all background noise down as much as possible to allow us to hear you clearly.

And if you are speaking as a panelist today, please keep yourself on mute when not talking so we can avoid any extra background noise as well.

With that, I want to get started by passing it off to our colleagues today who are joining us and leading this session on the Nuts and Bolts of Building a Volunteer and a Peer Support Program.

Nuts and Bolts of Building a Volunteer and a Peer Support Program.

I'm going to pass it off to Linda Pogue and Kyle Kleist for this session. Thank you all for joining!

And please don't hesitate to let us know anything at
any point in the chat.        >> LINDA POGUE: Thank you,

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Shaylin! Appreciate it.

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My name is Linda and work

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at disABILITY LINK, which is the

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Center for Independent Living that serves Metro

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Atlanta in Georgia. I no longer work full-time,

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I have retired from full-time work, but I'm very glad I'm

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still associated with the work at disABILITY LINK and I get

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to do nice things like this, hang out with my friends from

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APRIL. Kyle.        >> KYLE KLEIST: And I

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have the pleasure to join Linda once again. My

00:05:22.000 --> 00:05:27.000
name is Kyle Kleist. I am the Executive Director at the Center for Independent Living for

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Western Wisconsin. We serve ten Counties in Western Wisconsin

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. We are located out of Menomonie

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, so we're about an hour drive straight
east of Minneapolis,

St. Paul.  >> LINDA POGUE: So the topic is about using volunteers in Independent Living.

And Kyle has an excellent reputation for his volunteer program.

Do you want to start off or do you want to review the slide? Whatever works for you, Kyle.  >> KYLE KLEIST: No, no. Thank you, Linda, yes, I'll start off.  I just listed a number of different ways in which Independent Living Centers use volunteers and gave you some examples of our own.

You know, we use volunteers, of course, in peer support. One of the things we're develop
ing, as I talked about in the first session,

our peer support partnership program, so reaching out and recruiting volunteers for that. Internships and work experience,

we're very fortunate to be in a College town and have a real great connection with the Rehab Services Program at UW Stout and their graduates,

so we get a number of interns, even Social Work interns. Other within one I know,

events and activities. Advocacy work I know is a big one, people are using volunteers. And then I threw in volunteer drivers because Linda asked me to talk about our experience with using volunteers.

So we have a very one of a kind, unique
Volunteer Driver Program that we operate currently in 42 Counties here in Wisconsin. So over half the state. And we use volunteer drivers and I call them "volunteers" because we reimburse them at the Federal mileage rate, but otherwise, I mean, that compensates them for gas and wear and tear on their vehicle, but otherwise, their time, they are volunteers. Many of them are retired. And we use them -- we provide transportation for medical trips, we do a lot of nutrition, we do employment, but we also do social recreational. So we believe that, you know, people living in the community, people with disabilities should be able to engage in their
community, be part of their community. So we do rides for voting as well, free rides for voting. We contract with our Manage Care Organizations, we have a self-directed support. We contract with our Counties. Here in Wisconsin, we call it the 8521 Program, which funds transportation for older persons and persons with disabilities that with disabilities, the Counties do. But it's such a great program. And in a rural area, you know, it started as we found out some many of the consumers we serve, transportation was one of their biggest barriers. And so from that, we got some grant money and started a
in four County, went to

our ten County service area, and then kept growing. But

it's -- there's a lot of time and effort that goes into

it, which I'll talk about later on

, in using volunteers. But Linda and I wanted to

throw it out to everybody, once again, and ask

people: How are you using volunteers

at your Centers? What are some of the things that you are using volunteers for? >> LINDA POGUE: Yes

, have you got other examples other than these on the screen?

Peer support, internship, work experience, events, activity

ies, advocacy activities, volunteer drivers.

I'd also be interested in knowing, do you

have specific volunteer Coordinator or is that part of

somebody else's roles? Do you have something
called a volunteer program? How does that fit in with what you are doing

at the Center that you are associated with

? I just have to say

that, Kyle, you had included advocacy activity

ies and here in Georgia, tomorrow is the

c last day to register to vote

. I don't know if that's true for all states, but certain

ly this is a crucial time

. So considering advocacy activities, with or without

volunteers, tomorrow is the last day to

register to vote. Thank you for that. Yes

, any experience with volunteer programs or volunteer activities or

anything like that, we'd be very happy

to hear from you. Anybody got anything to share

? >> KYLE KLEIST:
You bring up a great one around voting, Linda. I'm involved in the Wisconsin Disability Vote Coalition and wonderful volunteer s, people, individuals with disabilities out in the community really -- and Wisconsin has been dealing with a number of efforts around absentee ballot s, issues returning ballots, things like that, so it's been a great way for a lot of volunteer advocates really to network and engage around some of the voting issues here in Wisconsin.

So a wonderful example and I'm just so excited about interacting with so many of the volunteers in that way.
yeah, so throwing it out to people.  

>> LINDA POGUE: Yes.

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How do you use volunteers at your Center

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? Or how has been your personal

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experience of volunteering? Or anything related to volunteer

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s and Independent Living. How many times do we say:

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Oh, there's so much work we can do, if only we had more people.

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What we need is some volunteers. And then is there

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somebody who is working on that? Are there groups of people working on

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that? I'd love to know. I bet other -- the other almost

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a hundred people who are participating in this call would be

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interested to know, too, so you can put it in the Q&A or

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raise your hand and say what you'd like

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to say. You would be so welcome. We'd really appreciate

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it.

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>> KYLE KLEIST: As Linda said, feel free to raise your hand and speak
Linda and Kyle, this is Abby -- oh, Shaylin, go for it.

This is Shaylin. First I'll read a comment in the chat and then I'll read a question that we have in the Q&A and I see some more starting to come in.

Shana says: Aside from what's on the list, we have volunteers working the front desk, answering the phone, greeting visitors, taking temperatures as people come in the office, and assisting with the intake forms. And then we have a question from Katelyn who says: How do CILs navigate the liberty issue with volunteers drivers, whether it's to help voting or transportation, to help get people to recreation activities or medical appointments? And then before I let you respond, I'll read two other comments I see here around your
feedback that you are asking for. I see folks from Disability Network saying: I would love to hear approaches to volunteer recruitment. This has been a difficult area for our CIL. And I see Lydia saying:

We use volunteers at the front desk to assist with the phone and to assist with fundraising events. >> KYLE KLEIST: Wonderful. >> LINDA POGUE:

Thank you, Shaylin, appreciate it. >> KYLE KLEIST: Yes.

Yes, we do have an umbrella policy here at our Center that also covers our volunteers, it covers our drivers as well. I'll be honest, I believe it's around a one million dollar policy. It's really not that expensive, so something you might -- I know a lot of Centers now have similar policies.
But, yes. And with our volunteer drivers,

they also have -- we require them to have their own insurance as well

So they need to have their vehicle insured. We need to have prove of that insurance. We check it twice a year just to ensure that

they have continued insurance on their vehicle if they're going to be a driver for us. Yes, from the Center perspective we do have an umbrella policy that does cover our volunteers and that includes all of our activities that we might use.

The other question I heard was about recruitment, but I know that's on the list to chat about in a little while. Or did you want to mention it now? Whatever makes sense.

Why don't we talk about it as we get into it because there's really a lot that goes into recruitment. Yeah
So thank you for responding to us with any questions or ideas or experiences around volunteering. Shall we move on to the next part and see how things go? We can always come back. We're interested in hearing on any topic at any time, regardless of whatever slide we happen to be talking about. So five things to think about when using volunteers.

One: Training. Two: Staff time

Three: Goal or goals. Four: The Recruitment Plan. And five: Connecting people

Those are the things we have. Is there other things you would like to add to that conversation? Clearly recruitment is already been asked. Are there other elements of this that you have questions
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particularly about? Ideas? Questions

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? Thoughts? Any of those are interested to us about

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volunteers. Thank you.

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Do you want to start talking about your experience

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s as it's quite extensive, Kyle, with

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this list? >> KYLE KLEIST: Well, sure. >> LINDA POGUE: Thank you.

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>> KYLE KLEIST: Yeah, one of the things -- so if

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we wanted to know if people have

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anything to add. But when it comes to training our

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volunteers, to give you a great example, one of the things

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, and great time for this, last

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Friday our

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Transportation Director, Bobby, her

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and our Transportation Staff held their

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annual volunteer driver training. So not only a training that
we do -- and it was in-person
and hybrid -- but
we open it up to other
Volunteer Driver Programs in our area because there
are Counties and other ones that operate
volunteer drivers. So, yeah, we bring in over a
hundred drivers. When we look at
going through a number of things. They just did
a wonderful one on mental health because we
transport a number of persons with
mental health. We are actually
a crisis response, so we will transport a
person to a mental health facility in a time of crisis as
well. So we have done ones on
bloodborne pathogens, we've done -- oh, jeez

, I'd have to go back, the number of different topics we have covered. We also do an initial training. So every time a person is recruited, whether it be for -- specifically for peer support or for our Volunteer Driver Program, yeah, we have an initial training that we go through, whether it's our peer support Staff or the Transportation Director. A lot of it consist of the paper work as well, but we also like to touch on the IL philosophy as well. You know, tell them a little bit about who we are as an Independent Living Center.

We really feel that is important for training. Not only are we bringing them in to volunteer, but we want them to know about
our Center as well. Even a little bit of history about our
Center, not just IL in general, but a little bit about our history and who we with are. So some of
the things we have done, I know, Linda, you talked a lot about the
extensive work you have done around peer support training for people with disabilities to be mentors. >> LINDA POGUE:
Right. Let me repeat a little of those. I'm sorry if it is repetitious for people that were with us on the last part of this call, but we're so glad you are here now. Peer support is something of particular interest to me and I think it's such a powerful tool we have in the Independent Living world. I'm not sure it gets the recognition, words
might be said about peer support, but I would like people to understand more about just how marvelous it is for supporting people to gain or re-gain control in our lives. So the peer support that I facilitate does, indeed, have that element of con text, I like to call it, about IL history, how we come to be here, what is peer SPOR support? And in my mind, what is it so important? And then talking about practicing the skills of listening and responding with people and other skills that are important in peer support, but especially listening and responding. Thinking about how to connect people with resources in the community. Lots of times
people think peer support is just about connecting with resources and while they are really important, without the other element of peer support, I don't think it's quite so meaningful.

And then the part of being a peer supporter is about knowing your own boundaries and building trust and issues of confidentiality and so on and so forth.

And what about dealing with critical situations? They are still relatively rare, I'm glad to say, but some people do have to deal with critical situations, and how best to do that. And ultimately, how do we look after ourselves and each other as peer supporters?

? And that probably could be said for any kind of volunteer role.
We recognize it's an effort and we want to make sure people are doing well when they are making the effort, sharing their skills, and talent and time with us.

And, Linda, I wanted to share a specific example around events and activities. One of the things we have been doing for a number of years, I don't know if people in the Independent Living world have heard about fishing has no boundaries, actually their national chapter is out of Hayward, Wisconsin, but it's a fishing event for individuals with disabilities. So we have been the sponsor of the Chippewa value.
valley chapter of Fishing

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has no Boundaries. When we look at the volunteers

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we use, we have been so fortunate, we have

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teachers from the Lake Holcom

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b High School, which is right next to where

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our event is held, and students from both

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the Honor Society and the

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-- oh, what is it?

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I always forget the acronym, it's the

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Future Farmers of America, one of those groups.

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Anyways, when I put in the planning, marketing

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, coordination, they do a wonderful job

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. And we also

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have pont OSHGS NSHGS

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oons that we use. We
have people that volunteer their time, volunteer their pon

do, one of my favorite things I have been doing for years is I get

to do, like, the disability etiquette thing. You

know, I talk

about -- I love the Ten Commandments

for interantibiotic ing

acting with persons with disability

ies. The High School students really enjoy that. It's a little

training I do to start the day out and --

but it's just part of the -- and, you know,

we also go over safety training as well. So we talk about

if it's going to be cold out there, if it's going to be hot, you know

, making sure we cover first aid-types of things

. So that's just an example of
one of the events that we do here at our Center. And so I would love to hear about our events like that that other Independent Living Center are involved in. I know we have another one Midstate Independent Living over in Wassau, they do an adaptive ski event where they got a lot of volunteers and stuff together and it's a really cool adaptive skiing event for persons with disabilities. >> LINDA POGUE: That's great to hear about. Thank you. And like everything else, when we do an activity, that's fantastic just in and of itself, and then it's the ramifications from that, how people can learn more about Independent Living and respect for people with disabilities. Mm-hmm. Terrific!
Well, we do a number of different advocacy programs at disABILITY LINK, like lots of centers for Independent Living. In Georgia we have a legislature that meets at the beginning of the year, only for a short while, so everybody has their advocacy days and we have been doing those virtually. Recently, of course. And in-person for many years.

And, you know, it's that simple notion that when we realized there's not very many people who actually talk to the Legislators, so when you do, what a powerful influence you have. And armed with that information, people do a fantastic job of meeting with their Legislators and we
provide support and information as required. Some people are, obviously, able to speak eloquently on a topic because they have had personal experience of it, other times people need some assistance, some ideas and training about whatever the topic is. But, you know, the topics they are so very familiar.

Access to healthcare, housing, employment, education, all the things that impact the Disability Community. We've had a lot of fun and have been very effective, I think, on our advocacy efforts. Of course, we can always do better. Of course, we can always do better. And they usually involve our Staff and our volunteers and consumers and family and friends. Anybody who is interested and use
ing their time and energy to that regard.

>> KYLE KLEIST: Wonderful.    >> LINDA POGUE: Sorry, go ahead.

>> KYLE KLEIST: No, I was just going to

add, a wonderful example, Linda.

We had such an active group, I don't know if people

are tired after lunch, but love to hear what

some of the different things

that Independent Living Centers are using volunteers for

. Anybody that would be willing to raise your hand and chime

in?    >> LINDA POGUE: I see Shaylin, I

bet she's got something to share with us.    >> SHAYLIN SLUZALIS: I do, I have

see Maria has a question and I do see we have hand up. So first I'll

read Maria's question. She asks:

Do you consider working with partner organizations to be volunteers?
LINDA POGUE: Hmm. I would say "yes" for the most part. Obviously every situation is different, but we always like to make sure any partners that we have have an understanding of Independent Living and why we are where we are and what we do, we do all that stuff, absolutely. Yes. Kyle, wonderful. We have just partnered with two of our aging and disability resources centers. A week ago we did a wonderful advocacy training for older persons. Very well attended. And as Linda talked about, provided some really great skits on how to interact and talk with your Legislators, things like that. So, yeah, I would consider that volunteering.

SHAYLIN SLUZALIS: Absolutely.
I see hands are starting to go up. I read that we have Maniesha. I hope I said that okay, providing an example on connecting volunteers to meet social needs during COVID. And I see some folks agreeing with that.

Let's see if we can get Vicki to ask her question or comment.

>> VICKI: Yes, my name is Vicki and I am a Board Member from Wyoming Independent Living. I just want to speak to advocacy and contacting the Legislators. I've done a lot of lobbying for different -- for education, Medicaid expansion, and disability awareness. And I can tell you that at least in Wyoming we
do have volunteer Legislators, but they are so appreciative and it's so effective for people to meet with their Legislators, either at home before the session starts, or to go at the session. And we have a training that we put together that we did for a support group for Wyoming Independent Living on how to advocate with e-mails and personal meetings and going to legislature to lobby. So it's not very hard to put together and it's an absolute effective thing to do that lobbying. And people with disabilities themselves going down to lobby is much, much more meaningful than me going to lobby for them. So I would encourage every CIL to
kind to try to start that and just start it. Do a little bit

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of a training and just go down there

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with a couple volunteers that have

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disabilities and just talk to the Legislators and I think you will find

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some real positive results. Thank you. >> LINDA POGUE: Yes

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, thank you, Vicki. I appreciate your

00:28:59.000 --> 00:29:03.000
enthusiasm on that one, absolutely. >> KYLE KLEIST: Yes. >> LINDA POGUE: So

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at disABILITY LINK we have done it in various ways, but

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we often have a general training about communicating with

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Legislators right at the beginning of the year

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because our session begins that first week in January.

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And then we might do something like

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a training on a specific topic one

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week and then go and visit the following week, having

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received that specific information albeit
about the things that we talk about constantly. And

that has worked. People, once

armed with a little bit of information and the recognition that what

typically

do a terrific job of

getting a hold of their Legislators and having them listen to what

it's like to live with a challenge, whatever

it is, the transportation or the access to whatever. Yeah

. And lots of fun

after, yes.

>> SHAYLIN SLUZALIS: I see we have Marilyn's hand up

. I'll let Marilyn speak. You should be able to speak,

Marilyn. >> MARILYN: Okay

. My name is Marilyn Bennet

t, I'm an advocate with
Center in Santa Fe, New Mexico and we serve nine Counties in northern New Mexico. There are five Centers in our state. You may or may not have heard, it was on the national news, apparently we had huge wildfires that were very hard to control and a lot of our rural areas were impacted by that and are continuing to be impacted. FEMA is a partner in this, trying to get the word out. We recently had the need of reaching out to partners in our rural areas because the aftermath of the fires once they were put out was that people lost their homes in a lot of these rural communities in Mora and
Las Vegas

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, New Mexico and other rural areas in that part

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of the state, and they also lost their drinking

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water because the fire burned so hot, there was nothing

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left and it washed into the watershed, so people could

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not drink the water. So we partnered with

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the Community Foundation, one in Las Vegas and another

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second $10,000 grant to get water purchased

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for this. And as you can imagine, we needed

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quite a lot of water. We purchased

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$10,000 worth of water. >> LINDA POGUE: Wow!

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>> MARILYN: We need partners to store

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the water and distribute the water. We have an advocate

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who lives in Springer, but works out of the Las Vegas

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office for us, he was able to partner with the local
community and the LOE

Lowe's

up there was extremely excited about purchasing the water and that was a major achievement in itself

, getting it all delivered. We needed to put it somewhere so we could get it distributed. The local High School up there was able to donate their gymnasium and forklift to move this water into a safe place until the distribution day, which was two weeks ago. And we advertised it, so we had partner agencies, radio, TV, word-of-mouth, the homecoming parades were part of this, getting it off of a flatbed truck as it went down the street. But we had a day where
we had miles of cars just coming through and we needed the ware

house Staff to help us unload this and there

were about eight men in this High School who were

the Superintendent let them assist us

. You know, they were paying for it. So it was wonderful

. It was quite a very physical day. You can imagine

our Staff is not -- we don't do physical work, that's

not our thing, right? [Laughter] We're

centers for Independent Living. But we all do our part and people were just

so joyous about the whole thing. It is a

very good community-minded SDA

day. We also gave out diaper

s and formula with a different grant from a month

earlier. We have an Early Intervention Program,
so we work with children zero to 3 years

old as well, and that's a Medicaid-based program which provides

therapeutic services to families with children who are identified

as having developmental delays. Again, we were able to

partner with a local foundation to get that and get that

distributed to people. And as well, we teach health classes

with a partnership through the Department of Health. And we are the

volunteers. We're paid by New Vistas to do this, but the Department of Health is

gaining laypeople to teach these

chronic disease

self-management classes with diabetes and everything. It's a

well-known program that's been developed

by Stanford. Those are the types of ways we have been using volunteers
And, of course, our parents and families are really good volunteers as well. That's a good base to draw from. They are always willing to do things for us. Thank you.

>> KYLE KLEIST: Thank you, Marilyn. Those are some wonderful examples, yes.

You bring up a great thing that we look at natural disasters and how that impacts our consumers. Answer

And I know so many Independent Living Centers have helped around coordinating volunteers. I can only imagine what's going on in Florida right now. I think of all the work around Katrina, but I think of the flooding in Texas and other areas that's gone on recently. I mean, how much that has impacted the lives of individuals with disabilities and I'm sure the Independent Living Center

And many times have been at the forefront of working with volunteer
s and helping the

individuals, our brothers and sisters, out there that are being

impacted by these natural disasters get back on their

feet again. Other examples?

>> LINDA POGUE: I just wants to say thank you to Marilyn, too, for

raising -- well, telling us about the lots of things you are doing, but

raising the issue that centers for Independent Living

are good at responding immediately

to needs, as much as immediately as anybody can,

and natural disasters. Much

of our work is really about life and death for people. So thank you very much

.   >> SHAYLIN SLUZALIS: This is Shaylin. I just needed to chime in and

I want to point folks to the chat and also to APRIL's

website. APRIL does have an


emergency preparedness and response Committee. We
meet every second Monday of
the month, except for this due to
to
the Conference. And folks can join
us and learn the practices and
resources around disasters and emergencies. Thanks, Marilyn for
all of your work and sharing that with us. I want to
read a quick couple questions we have in the Q&A box for you
both. Just want to read a comment first from an
anonymous attendee that just says: Want to give a huge
kudos and shout-out to know there
are CIL Board Members on this call. Thank you all. We also
have somebody asking: For those that
have volunteers advocating by contacting Legislators and
lobbying, do you send the volunteers there or do you open them or have

it solely as volunteer? I ask because having

consumers testifying to Legislators is
great and needed, but I'm confused how volunteers
can be sent to do this on behalf of

CIL rather than those of us in the community getting involved. 

one of the things, we don't lobby

, right, as centers for Independent Living. We can only

educate. And that's what we put alongside everything that we do.

We are not lobbying. We are not able to do that. Well, sometimes

we have elements that can

lobby, it gets a bit confusing, depending on where

our money comes from. Typically we don't lobby

. We do educate Legislators. And whether it's by

testimony or personal meetings or getting somebody
in the hallway, it's always very powerful

when somebody speaks about an experience that they have personally that impacts whatever the decision that is the Legislators are making. Always is far more powerful than any of the other things we can do. And supporting people to do that, I think, is our role as Centers for Independent Living. People may want to do that stuff anyway or maybe they had not even thought they had do that and the Center interested them to introduced them to the idea of being able to communicate directly. I don’t know if that answers the question, but Kyle, do you have something else to add? Kyle Kleist: No, I have nothing else to add. Shaylin Sluzalis: And this is Shaylin
I think that also addresses the additional question on a similar topic. Since lobbying cannot be done with Federal funding, how do you pay for the time you spend for training sessions and the time for Staff to do lobbying activity.

And I think you clarified that by education and information.

Yes. And making sure you are using unrestricted funds.

Yeah. I was going to say a simple thanks goodness for volunteers. Marvelous!

Couldn't do it without you! Couldn't do it without you! So, yes, Kyle, bring us back to some of the sensible things we have to think about here.

Yes, Staff time. Staff time is huge. When I look at the amount of Staff time that goes into our Fishing has no
Boundaries event, there's a lot of it. All around coordinating. And my Staff are even volunteering their time as well. But doing outreach, the amount of time they do outreach, trying to recruit individuals as volunteers, doing the trainings, things like that. And then, you know, when it comes to our Volunteer Driver Program, boy, going out and doing the outreach and recruitment is probably 25% of my trance. Transportation Directors job along with training. And one of the other thing that has really come to light are background checks. With our Volunteer Driver Program, other ones, so we're transporting persons who are vulnerable with health conditions.
so we do conduct background checks.

It's also -- it's one of the requirements

as well under receiving our Federal

Department of Transportation funds as well

. But, yes, more and

more. So one of the questions I had for folks

are, are a lot of people doing background checks

nowadays? I know that's becoming more of a

requirement when we look at volunteers.

But Staff time is huge. Linda, I don't know if you had

anything else, but I mean, when I look at the amount

of Staff time that's involved, like I said, it's probably about

25% of her job is just doing

a lot of the recruitment and
training and everything that goes into working with our volunteers.       >> LINDA POGUE:

00:40:58.000 --> 00:41:01.000
Well, I'm going to say something that's probably

00:41:01.000 --> 00:41:05.000
easier said than done, of course, which is we want to make

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sure we are getting a good bang for our buck, as they say

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. So when people are using Staff time to do

00:41:11.000 --> 00:41:14.000
that outreach, are we doing as much

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outreach about not just one activity, but the whole

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slou

00:41:20.000 --> 00:41:24.000
gh of things that go on at the CIL, about Independent Living

00:41:24.000 --> 00:41:27.000
, about how other ways people might

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be interested in being involved, even

00:41:30.000 --> 00:41:33.000
if it's not about that particular outreach activity as such.

00:41:33.000 --> 00:41:37.000
So, yes, being mindful about use

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ing outreach really broadly,

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I suppose is what I'm saying.       And that's
difficult to do when you are busy and it requires just a little bit of thought

and time and energy, so, yeah.

Other thoughts on Staff

volunteer relationship and connections and how does that work

at your CIL? Or

how do you want it to work at your CIL

? Anything you have to share, we will be

very interested and so will the other hundred people on this call.  

I'm curious about Linda's earlier question

, how many CILs out there have someone where that's

their specific job is

around volunteer activities.

Training coordination.  

Maybe part of a job. Maybe there's volunteering

and, but they actually have that as a job title as
opposed to just fitting in with other Staff people. I'd be very interested in that.  

A lot of times with events and activities it's kind of seasonal,

so, like, with our Fishing has no Boundaries,

it's really, you know, not much time, but as you gear up toward the event and activity, a lot more Staff time goes into it.

And then how do you pay for that?

>> LINDA POGUE: Mm-hmm. There you go.

>> KYLE KLEIST: How do you budget for that? I know as an Executive Director it's something I have to pay attention to.

>> SHAYLIN SLUZALIS: This is Shaylin. I see we have Maniesha. I hope I said that right and she will correct me if not.

>> SHAYLIN SLUZALIS: This is Shaylin. I see we have Maniesha. I'll let you talk. You should be able to ask your question, Maniesha. NEEK NEEK you are saying
MANIESHA: You are saying that correctly,

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it's Maniesha. We have -- I guess

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we had, I was the one initially a few years

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ago for the company of the organization that I

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work with now, but we have a

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Volunteer Volunteer Coordinator

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, I did an internship and I did

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it through my University, I was the one who coordinated everyone

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for all of the events we had. I went through some of the

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paperwork. I created the entire on boarding system

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for volunteers, which includes, like, all the information, their

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background checks, their skills, their interviews, all of that kind

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of stuff. So that's kind of how we funded it.

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We don't currently have a lot of volunteer work

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going on in the organization, but I thought I'd throw that
out there for others.

>> LINDA POGUE: Appreciate that, Maniesha. Yes, certainly.

>> SHAYLIN SLUZALIS: This is Shaylin. I see Renota saying: We

as a Staff work as a team and share that

task, which makes it nice because we are

all getting experience in this area.   >> LINDA POGUE: Hmm.   >> KYLE KLEIST: A

h, great point, share the wealth. When it comes to our

Fishing has no Boundaries, I have

two or three Staff. But, Bobby,

our Transportation Coordinator assists with that as well

. And then we work with other

Independent Living Centers as well when it comes to doing recruitment

for volunteer drivers as well. We have a great partnership when

it comes to that.   And here in Wisconsin, too,

we help to partner with one another with our Independent Living Centers
We have eight here. When one of us is doing any kind of big event or activity, we try to help with doing some outreach and stuff like that if needed. >> LINDA POGUE: Yes, I mean, sometimes a big event is great, but it's also a vehicle in itself to promote the other things that are going on, introduce people to Independent Living if they are not already introduced, to help the community talk about disability and Independent Living in language preferences. >> LINDA POGUE: Yes, that's educational in many regards. >> SHAYLIN SLUZALIS: This is Shaylin. I see Renota saying: We were gearing
up to start a volunteer team, but COVID reared its head again.

KYLE KLEIST: Yes, COVID has hurt a lot of volunteers. I will be honest, boy, we lost over a third of our volunteer drivers when the pandemic hit.

And believe it or not, older, many retired, but the thing I found most interesting, it wasn't because they were worried about getting COVID themselves, they were worried about giving COVID to the people they were -- the riders who had compromised health conditions.

So that was their big concern. But, yes, we are still struggling coming back from the pandemic when it comes to recruiting volunteers in general.
That, boy, did that throw a wrench into things.

Wonderful comment, thank you.  

SHAYLIN SLUZALIS: This is Shaylin.

I see Dee Ann adding in the chat:

In College towns, does anyone call on their University volunteer services? The CIL I'm currently the Board Chair for

has used the University volunteer services in the past.

One of the partnerships that we have

that might be useful to other people

is AARP.

People wanting

to get back into a work situation using the

CIL to practice and hone their skills. Usually they come with

a huge number of skills, actually, it seems to me, and can be very, very useful in expanding the kind of
services we can provide.

>> KYLE KLEIST: You know, speaking once again, being in a College town and we have a wonderful program that, you know, I used to teach in for ten years, the Rehab Services at UW Stout, but it's a wonderful program. We have reached out to them for doing different activities and stuff. But you have to understand that these are students that are wanting to go into working with people with disabilities, so that's probably why half of the IL Staff are graduates of that FRAM program.        >> LINDA POGUE: [Laughter]        >> KYLE KLEIST:

But, no, even the work experience has led to people coming on board. But, no, a
great partnership with -- we have a couple of other Universities close by. So, yes, we have reached out to our University students in the past for doing some stuff. One of them specifically was around doing some clean-up stuff for individuals with disabilities, coordinating around spring clean-up with a couple other partner agencies in our area. The University students were wonderful with that. >> LINDA POGUE: Do you want to show us the next slide, Kyle, to promote the next bit of conversation? >> KYLE KLEIST: Sure. One of the things Linda brought up is really having goals. So if you're going to be using volunteers, have specific goals in mind for those individuals. And we have provided some examples here.
So for instance, around peer support, you know, is it one-on-one? Are you looking for group activities? One of the things we found, and I know -- I hope I can speak for other Independent Living Centers, when you are doing any work experience, internship, have specific job duties for that person, learning objectives. You know, one of the things that anybody hates to do is volunteer their time and you get there and it's just, idle time and you are sitting there doing nothing. Have specific things for that person to do, otherwise you will lose that volunteer really quick. The same thing when looking at activities going around. Have a specific task for that person and helping them with planning a great thing we
have found, coordination, things

like that. That really helps to alleviate

some of your Staff time.  >> LINDA POGUE:

I was going to say people really need to get a good grasp of

what the rounded picture is for

that event they're

planning, so that takes some time and

effort in itself, of course. Yeah.  >> KYLE KLEIST: Boy, then

when it comes to advocacy, I mean, educating persons

on the legislative issues.

There was a really big coordinated event

, I spoke to some of the voting issues that was going on here in Wisconsin

that was really impacted

individuals with disabilities and a lot of the coordination that went on in


educating people about what was going on, issues

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were changing on a weekly basis. So having

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to keep people up to speed on what was going on, especially

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with so many volunteers

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really coming together state-

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wide, so staying on message, those types of things.

00:51:07.000 --> 00:51:11.000
If you’re going to have volunteers, especially, like,

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on a specific legislative issue

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, let them know what they need to act on. Are you asking them

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to do it by e-mail? Are you asking them to contact their legislator?

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What do they need to say when they are contacting that person? You know,

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make sure people are staying on the right talking points. Things

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like that. And when

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it came to our Volunteer Driver Program, it was

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really -- we identified that need really out in our community
That came from our three-year plan, but, I mean, are there other things that you've identified out in your community that you could really use some volunteers for? >> LINDA POGUE: And will you be able to train and support those volunteers? And how will you make that happen? Yeah. >> KYLE KLEIST: Right. So goals is so important when it comes to using volunteers. It really helps to build a strong volunteer network when those people know that what they're doing -- and especially letting them know how much they are appreciated. That, I mean, I cannot express that enough. We have done so many -- even the littlest things that we can do for our volunteer drivers, sending them a gift card, sending them just a little note of appreciation saying,
"You do a wonderful job and thank you so much.

We have even here in Wisconsin, we have our legislative days where we get together and every SERNT Center puts forwards what they call the relentless award. Ours was a volunteer driver last year. We just really wanted to recognize and that went a long way with our other volunteers, that we went out of our way to single out a person and showing the appreciation for all of the work that he did. >> LINDA POGUE: So all that you say, Kyle, underpins that statement we made earlier about how the Staff time is really important.
in doing this, not just the

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initial stuff, but the constant follow-up and support of people.

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Do you want to talk about recruitment and

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retention? I know you've had a lot of experience in that.  >> KYLE KLEIST:

00:53:32.000 --> 00:53:36.000
Sure. Recruitment, so

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how are you going to do it?  So with our

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Volunteer Driver Program, I will point to that, one of the biggest

00:53:42.000 --> 00:53:45.000
things on-going is, like I said, following

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the pandemic, is recruitment.  So one of the

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ways that we found is social media is

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great, but depending on who you are

00:53:55.000 --> 00:53:58.000
targeting? So we target a lot of

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persons who are retired

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, not many are connected by social media

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.  Newsletters
is a great one. We use the Aging Network, their newsletter, the Aging and Disability Resource Centers. A lot of other nonprofit that is have newsletters, we really like to recruit in. Newspapers is a big one. Newspapers, a lot of newspapers, it's an event, it's an activity, something like that. Recently with our advocacy training they ran a free article in the newspapers. Sometimes radio and TWRAGS television, especially if they are doing community events, things like that, we will ale always do a free spot for you. Every year we get to do a couple free spots on our local television.
So recruiting pontoon driver s for our Fishing has no Boundaries. And then even Bobby has gone and she hangs off the little flyers, the little tear-off things for volunteer drivers, explaining the program, and if you are interested, tear that little tab off and give her a call. So just some of the things that we have done. We have found that when it comes to recruiting, a lot of our peer mentors, we look at past consumers. Many times they make wonderful peer mentors. Other ones we look for in advocacy groups. Individuals will work in advocacy, persons with disability that is would be interested in working as a peer
partner, now that's what we are calling them.

Some of the things we do around recruitment, but let me tell you, I told you 25% of Bobby's job is really around the training of things and when it looks at recruitment getting out there, boy, it's another 25% of her job.

So recruitment is huge when using volunteers, especially when you rely on volunteers. So let me emphasize that, like our driver program, when we rely on volunteers, there's that much more pressure on us to get out there and do recruitment. >> LINDA POGUE:

So you are using low and high-tech, shall we say, versions of recruitment, it has to be the whole range. Yeah. >> KYLE KLEIST: So
Centers, what are other people using out there when you are recruiting volunteers? What are some of the things you do? It would be great to hear from you. >> LINDA POGUE: Yes. I know you are doing some amazing stuff, would you love to share it with us? We would love to hear it. >> KYLE KLEIST: I would be interested in any ways that you are doing some recruitment. >> LINDA POGUE: Yes. >> KYLE KLEIST: Ideas that you might have that I can steal from you. We are always looking for different ideas when it comes to recruiting volunteers. >> LINDA POGUE: Like lots of things at centers for Independent Living, we can't rely on things the way we've always done them. The world is changing, life is changing, we have to remain ready to...
change our ways for doing things. Yeah.

>> KYLE KLEIST: Especially in a time, truth be told

, people are volunteering less and less of their time these days.

So we need to really target them and engage

them when it comes to recruiting

them for volunteering with different activities. >> LINDA POGUE:

Kyle, do you keep your volunteer drivers for a long time

typically? >> KYLE KLEIST: Oh, yes. We
generally -- oh, we've had some that would have been with us
ten years or more. Yeah

. You know, once we hook them, Linda

, a lot of them really build great relationships with

the person they are giving rides to. A lot

of them it's difficult for. We do a lot of trips
for dialysis, chemotherapy and stuff.

One of the things we have done in training is deal

with bereavement. You are giving rides to

a person for a long time for chemo and then that person passes

away, or dialysis, or something like that, so that's

tough on a driver. It's tough on a volunteer. So

when you have volunteers working with people in

those kind of vulnerable health

situations and a person passes away, I mean, include

ing bereavement and dealing with those types of things

in your training, I think, is essential as

well. Yeah, I mean, so

it was -- it's been difficult for people at times, so that's one

of the things that we focus on as well.

>> SHAYLIN SLUZALIS: This is Shaylin. I see some folks having a
conversation around being connected with a Youth

Leadership Forum and managing volunteers for large events. And I also see Heather mentions that they have not done this, but an idea of having a booth with information about the CILs and having volunteer sign-ups. And then we have a question around, mentioning it may be a little off-topic, but do you do any interviews or vetting of your volunteers before they start working? >> KYLE KLEIST: Yes. Yes, we always do. We want to make sure -- Bobby, our Transportation Director has turned people down because she did not feel they were of the right temperament to be working -- to be driving the persons, to be providing rides to some of the
consumers we work with. Yeah, for a lot of times -- or

if they

-- if she -- you know, things have come up in a background check before as well, where we've had to turn people down.

Issues with domestic abuse or anything like that, DWI, I mean, we only go back, like, ten years,

so -- I mean, you would have had to gone without a DWI, if you had multiple or so for ten years. So yeah, there's some around those things as well.

>> SHAYLIN SLUZALIS: This is Shaylin.

And I see Shana is saying: Our Staff Members have reach out within their inner circle, asking
their Church community, relatives, and friends

who have acquaintances, and asking our local

resources. >> KYLE KLEIST: You bring up

a wonderful point. I like to

call it

territorialism when it comes to volunteers. So I'll give

you an example. We did not do a lot of recruitment for

volunteer drivers in

our faith community because there are a couple of

inter-faith programs that recruit directly

in the Churches and we did not want to

be in competition with them when it came

to recruiting volunteers. So we didn't

want to create that friction, so to speak.

So a reason we stayed away from Churches specifically
, but now that many have gone away, we do some recruitment as well in our Churches.

And faith-based communities are a wonderful way to look at volunteers. Many faith-based communities they specifically target difficult volunteer activities and opportunities.

>> LINDA POGUE: So, Kyle, would you say that you use opportunities as they come along with recruitment or have you got, you know, sort of a timetable that you do on a regular basis for recruitment?   >> KYLE KLEIST: I would say it's more of we adapt on the fly when it comes to it. We're always -- you know, Linda, we're always looking for new opportunities for doing recruit.

>> LINDA POGUE: That's
the Center for Independent Living, see

ing an opportunity and using it.        >> SHAYLIN SLUZALIS: This is Shaylin. I see Maria asking

a clarifying question: Did someone say earlier that

College students were getting credits to volunteer? I think I can help answer

that first part, I believe somebody had mentioned just

reaching out to Volunteer Services at local Universities,

not necessarily the credit part. And then Maria also continues

: Maybe High School students wanting volunteer hours and would

be interested in volunteering as well. This could

be an

intergenerational opportunity.        >> KYLE KLEIST: Ah!

Wonderful. I don't know if the Universities require it

, at one time they did. They have backed off

of it, some of them, that area. But I know many of our area High School
s still require that students do some volunteer time as a requirement

01:03:34.000 --> 01:03:38.000
for graduation.   >> LINDA POGUE: Mm-hmm.   >> KYLE KLEIST:

01:03:38.000 --> 01:03:41.000
So...   >> LINDA POGUE: So you have to be

01:03:41.000 --> 01:03:44.000
ready for them when they come, right? They are ready to volunteer, you

01:03:44.000 --> 01:03:47.000
are ready with the training and the connections that you'd like

01:03:47.000 --> 01:03:54.000
to make.   >> KYLE KLEIST: Yeah.   >> LINDA POGUE: Yeah.

01:03:54.000 --> 01:03:58.000
So what about that connecting people?

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Oh, Shaylin is with us. No

01:04:01.000 --> 01:04:04.000
? Yes. [Laughter]   >> SHAYLIN SLUZALIS: Just really quickly

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, Maniesha had Clarified that

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internships that are approved by the University can get credit and it

01:04:11.000 --> 01:04:14.000
depends on the case, class, and

01:04:14.000 --> 01:04:18.000
University and student.   Thanks, Maniesha for

01:04:18.000 --> 01:04:21.000
that clarification.   >> KYLE KLEIST: Let me clarify that our

01:04:21.000 --> 01:04:24.000
internships we have with the University, yes, that's a course. So students
are doing either what they call their Field Experience or their Practicum with us.

We're fortunate that we have the University of Social Work program where they do their final internship. So we get that student for the entire semester for 40 hours a week, so it's a really a great opportunity to, as I like to say, really get them steeply involved in IL and maybe they might want to stay with us in one way.        

This is Shaylin. I also see Shana adding in the chat that: Most Colleges and Universities have a disability center or an office on accessibility that will sometimes have people with disabilities wanting to volunteer.        

And, Kyle, let me ask another question about
recruitment and your experience. Do your volunteers bring in other
volunteers within their circle? Does that happen or no?   >> KYLE KLEIST: Oh, absolutely! Wonderful question,
Linda, yes. We found that especially among our senior
Volunteer Driver Program, they are one of the best word-of-mouth that you can get
out there. Talking with their friends, telling them about
what a wonderful time they have. You know, some
of them are only driving for us, like, two or three days
a week, maybe for two or three hours, things
like that. So word-of-mouth from
the inner circle, as you might call it,
is a great way of getting the
word out, especially.   And
you know, one of the things, too, like with our Fish

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ing has no Boundaries events, the students

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that volunteer their time really enjoy it. They have such a great

01:06:12.000 --> 01:06:15.000
time interacting with the people with disabilities at

01:06:15.000 --> 01:06:18.000
the event. We have some real characters that make it fun

01:06:18.000 --> 01:06:21.000
for them. They really do. So the students, through word-of-mouth, they

01:06:21.000 --> 01:06:24.000
tell the other students: Hey, we had a great

01:06:24.000 --> 01:06:27.000
time. So the next one is coming up the following

01:06:27.000 --> 01:06:31.000
year are more than happy to help out.

01:06:31.000 --> 01:06:34.000
>> LINDA POGUE: Maybe you have a volunteer for a specific

01:06:34.000 --> 01:06:37.000
event and then you maybe, if it's

01:06:37.000 --> 01:06:41.000
not disrespectful, hooking them into the system for other

01:06:41.000 --> 01:06:44.000
opportunities to volunteer. Now they

01:06:44.000 --> 01:06:48.000
have learned about CILs and Independent Living and

01:06:48.000 --> 01:06:51.000
what fun we have when we do our important work. >> KYLE KLEIST: Yes.
SHAYLIN SLUZALIS: This is Shaylin. I see Cody adding a really important piece in the chat. He says:

Recruiting youth has been challenging. I think a lot of us are really busy with school and other responsibilities and we don’t have a lot of money to work with and working more than a few hours a month unpaid can be a tall order for youth.

LINDA POGUE: Yes, thank you, Shaylin. Thank you for that sharing that comment, yes. KYLE KLEIST: And that does -- that does create a barrier, too, for recruiting College students a lot of times. Many of them are working on top of taking courses, so limited time and being able to volunteer, so it’s really finding that niche. Let me tell you. We found, you know, we recruit to
our University students to be volunteer drivers as

well. We will really take anyone. But

we've found that the real niche, so to speak,

when it comes to those volunteers is that

retired population. So

that's who we kind of target. And that's

one of the things you've got to do is, you know, if

you found a group of volunteers that you can really target,

go for it! That's, you know,

-- but one of the things I also wanted to bring up that I had put

out there is, you know, when it comes to using volunteers

, make sure, even with peer support

or other events, that you are using people. Don't

recruit a volunteer and get them trained and then leave
them hanging. You're going to lose them and they're never going to want to come back.

>> LINDA POGUE: So you have to be ready for lots of different events and realities. Having too many volunteers, not having enough volunteers, balancing all that, yeah. So what's the biggest lesson you have learned in your 12 years of Independent Living and the Volunteer Driver Program?

>> KYLE KLEIST: Probably the biggest thing that I have learned is recruitment is the cornerstone of keeping the program alive and well. Once you get the volunteer, do everything you can to
keep them. Make sure that they feel appreciated, Linda.

You know, I found that's the biggest takeaway. When a volunteer really knows that you appreciate the fact that they are giving of their time and they are helping, it goes such a long way. And, you know, that's really where the word-of-mouth comes. They will say wonderful things about your agency. They will say wonderful things about the time that they spend volunteering their time. It's just -- you always want to let the volunteers know just how much you appreciate them giving of their time. Even
with all of that, I mean, we do -- we always send thank you notes and little gifts to the students and the teachers, the pontoon drivers, things like that. We just want to let them know that we are thankful of the work that they do. So letting them know they are appreciated goes a long way.        >> LINDA POGUE: Ost Most of us do better when we've had a little encouragement.        >> KYLE KLEIST: Yes.        >> SHAYLIN SLUZALIS: I see some comments in the chat. This is Shaylin. And there is a question also comeing in. Max offers a suggestion to look at established volunteer-based organizations that have experience with people with disabilities, such as Lions Internation and he shares a link around that -- or they share a link.        And we also have
comment around trying to remind youth volunteers that this

is an opportunity for leadership experience that they can put on colleague

College applications or a resume

even though it's an unpaid position.  

>> KYLE KLEIST: Yeah.   

>> SHAYLIN SLUZALIS: And then I

see a question from Ashley around: How

do you guys support empowering consumers to find

transportation while still offering volunteer and employee drivers?

>> KYLE KLEIST: One of the things we do is

we really -- we always

empower people to find their own

transportation. The individual that is we are

generally transporting are people that have no means of transportation. So

if a person has their own car or other

transportation needs, we're not able to do that. We're also

not able to overlap.  So for instance,
if it's a city that is provide ago bus service,

we can't overlap that service.

So there's kind of restrictions that we have to deal with when it comes to overlapping Federal funds.

But, no, we always make sure that the people we are giving rides to are the people that truly need them.

And in the meantime, always empowering our consumers to advocate in whatever shape or form they are interested in doing for the bigger change that needs to happen, beyond their personal needs. Yeah.

>> KYLE KLEIST: Yeah, Linda, you know, we have talked about advocacy. Let me tell you, when it comes to
advocating for expanded transportation services here in Wisconsin

, using

some of the people that we have provided rides

for as advocates out there for

increased funding, for transportation for persons with disabilities, and

older adults, especially in rural areas,

that goes a long way. When they are telling their

personal story to a legislator about the impact that the

program made, it really goes a long way

. And Legislators like to hear that. They like

to hear from the person.

>> SHAYLIN SLUZALIS: This is Shaylin. I also see a comment from

Bob around: Do you have bilingual volunteers? And

how do you reach out to the Latino youth and communities?

>> KYLE KLEIST: We always make sure to have our brochure
s and our information, we have it in Spanish, we have it in

Maung because we have a large growing Somali population in our service area. So we try to make sure our information, our brochures, things like that, information on the program is available in alternative formats as well, and languages. "Yeah."

Great question. You know, when you are looking at volunteers, you know, make sure to reach out to everybody. You know, make sure to reach out to everybody.
So do we have anybody else out there? This seems to be a quiet group this afternoon, that is willing to share any of the wonderful volunteer things that might be going on at your Center? Or some of the things you might be struggling with when it comes to trying to recruit volunteers?

be a quiet group this afternoon, that is willing to share any of the wonderful volunteer things that might be going on at your Center? Or some of the things you might be struggling with when it comes to trying to recruit volunteers?    

LINDA POGUE: Or even as far as getting to recruiting, what are you doing before that element? That would be interesting to people, too, I think.  

KYLE KLEIST: Reaching out for recruiting people specifically for peer support as well.
LINDA POGUE: So my experience is that in terms of peer support anybody who has had some experience with a Center for Independent Living often feels like they would like to pass that on, share that, and there is your best possibilities for engaged peer support.

>> KYLE KLEIST: You know a wonderful point. I said my first job in Independent Living, Linda, was the Peer Support Coordinator. My first contact with an Independent Living Center, I was a consumer. So I had just moved to town, I was starting College, and just looking for some resources around housing. And then specifically my goal was looking for an agency that would put hand controls
in a vehicle I needed. Lo and behold,

01:16:13.000 --> 01:16:17.000
the person I had who was my Resource Counselor

01:16:17.000 --> 01:16:21.000
, as they were called back in those days, then recruited

01:16:21.000 --> 01:16:24.000
me as a peer mentor. He's like, you know, Kyle

01:16:24.000 --> 01:16:27.000
, you are doing wonderful things, you are going to College, I think it

01:16:27.000 --> 01:16:30.000
would be great if you would consider being a mentor. You know, there are

01:16:30.000 --> 01:16:33.000
some other people with disabilities out there. You know,

01:16:33.000 --> 01:16:36.000
guys with spinal cord injuries that might be able to learn

01:16:36.000 --> 01:16:40.000
from your experiences and they had me hooked. >> LINDA POGUE:

01:16:40.000 --> 01:16:43.000
[Laughter] >> KYLE KLEIST: So that was my second role in Independent Living.

01:16:43.000 --> 01:16:49.000
, it was being a peer mentor.

01:16:49.000 --> 01:16:52.000
So -- >> LINDA POGUE: Well, for me, I

01:16:52.000 --> 01:16:55.000
contacted the Center here in

01:16:55.000 --> 01:16:59.000
Atlanta because I was new in town answer I didn't know

01:16:59.000 --> 01:17:03.000
anybody, not a soul, and so
I was interested in getting connected with people and so I thought: Well, maybe I should volunteer at the local CIL, maybe I will get connected. Oh, boy did I get connected! My life has expanded hugely because of my connection with disABILITY LINK. And I did some part-time work and then I got a full-time position and then I retired. The whole spectrum has happened because of the good people at the Center. 

You know, and I look at just, one young man I met back when he was 14 years old and in High School and having some issues and so I became his mentor early on. I gave him the ADA and let me tell you, he has become one powerful advocate after that. He was on our Board of Directors as a
youth for a while and has now moved on and is in Grad School. And now on a Governor-appointed state Council for people with disabilities, so, you know, I'm not taking all the credit for him being one hell of an advocate right now for people with disabilities, but I'm glad just being there early on and being a mentor and getting him hooked into advocacy, you know, was great. And he always points to me and tells me what a great mentor I was and I tell him: Well, now it's your turn to pass it on and become a mentor to somebody else.

>> SHAYLIN SLUZALIS: This is Shaylin. I see some comments coming in
the chat and folks sharing information and a couple

01:18:48.000 --> 01:18:53.000
questions coming in. Max highlights, again

01:18:53.000 --> 01:18:56.000
that organizations like Lions and others that

01:18:56.000 --> 01:18:59.000
have that sort of local brand recognition

01:18:59.000 --> 01:19:02.000
can be a good resources in local community

01:19:02.000 --> 01:19:06.000
ies because they can can also be in

01:19:06.000 --> 01:19:10.000
strumental in bring

01:19:10.000 --> 01:19:13.000
ing more exposure and the more exposure

01:19:13.000 --> 01:19:16.000
IL has, the more support and so forth

01:19:16.000 --> 01:19:20.000
And I see people mentions how to utilize

01:19:20.000 --> 01:19:23.000
those local University and College downs,

01:19:23.000 --> 01:19:26.000
students, particularly around the language piece we

01:19:26.000 --> 01:19:30.000
were just speaking about.

01:19:30.000 --> 01:19:34.000
And Jamie adds talking to

01:19:34.000 --> 01:19:38.000
the foreign language departments and see if there's ability
01:19:38.000 --> 01:19:42.000
for Language Services. And I see a lot of people engaging

01:19:42.000 --> 01:19:45.000
this conversation quite a lot. Maria is

01:19:45.000 --> 01:19:49.000
wondering: If there are any volunteer/

01:19:49.000 --> 01:19:52.000
mentoring training templates available. >> LINDA POGUE:

01:19:52.000 --> 01:19:56.000
Well, if you are thinking anything to do with

01:19:56.000 --> 01:19:59.000
Independent Living, you want

01:19:59.000 --> 01:20:03.000
go to ILIU and there's a huge, huge supply of

01:20:03.000 --> 01:20:06.000
training materials. In the previous session we had with

01:20:06.000 --> 01:20:10.000
regards to peer support and Peer Support Programs

01:20:10.000 --> 01:20:14.000
, there is a list of

01:20:14.000 --> 01:20:17.000
resources for use

01:20:17.000 --> 01:20:20.000
when training for peer support. I'm sure those

01:20:20.000 --> 01:20:23.000
are available through the APRIL

01:20:23.000 --> 01:20:26.000
Conference website.

01:20:26.000 --> 01:20:29.000
Just a terrific range of possibilities
And some really specific things, if you have something very particular in mind. Kyle, what about you?

>> KYLE KLEIST: Well, one of the things I wanted to point to, Linda, included a couple of the resources, a couple we had localing is the Stepping Stones of Dunn County, which operates a homeless program and food pantry along with United Way. There are applications that people can put out there. One of the things we are doing is getting our driver application up on our website. But, you know, when you put -- when you are recruiting a lot of senior people, putting stuff on the website or social media isn't real helpful. So look at who you are trying to recruit. I can imagine that when
you are trying to recruit youth or things like that,

01:21:19.000 --> 01:21:22.000
social media is probably the way to go because

01:21:22.000 --> 01:21:25.000
advertising in a newspaper isn't going to get you much traction

01:21:25.000 --> 01:21:29.000
. So it's really hitting people where they live, I guess

01:21:29.000 --> 01:21:32.000
, when it comes to trying to target them

01:21:32.000 --> 01:21:36.000
for getting volunteers.     >> LINDA POGUE:

01:21:36.000 --> 01:21:39.000
And if you are using a template that's been borrowed from another

01:21:39.000 --> 01:21:42.000
organization, do be sure to make sure it reflects well

01:21:42.000 --> 01:21:46.000
for what it is that you are doing

01:21:46.000 --> 01:21:49.000
. Asking needless questions doesn't go down very well, I think

01:21:49.000 --> 01:21:52.000
. Making sure it really does reflect the

01:21:52.000 --> 01:21:56.000
organization and the goals that you have in mind for your

01:21:56.000 --> 01:22:00.000
volunteers or peer supporters.     >> KYLE KLEIST: Yeah.     >> LINDA POGUE:

01:22:00.000 --> 01:22:03.000
I wanted to highlight that. Great questions and

01:22:03.000 --> 01:22:06.000
great comments, thank you, everybody. Terrific!     >> KYLE KLEIST:
And we are starting up our Peer Partnership Program

and if anybody would like some

information on some of the things we have developed, I can put it out there. I can put it in the chat. I don't

know if --

her e-mail is amanned

AmandaM@CIL.com. She can

share what resources our Staff has developed around the Peer Partnership Program. If I have just

inundated her e-mail, I don't mind at all shall

. As long as she is networking with other

IL Centers. >> SHAYLIN SLUZALIS: This is Shaylin. Kyle can

, can you repeat that

one more time? >> KYLE KLEIST: Amanda M
Thank you so much. >> SHAYLIN SLUZALIS: She will probably hate me for giving out her e-mail, but I'm doing it anyways. >> LINDA POGUE:

[Laughter] And that's the love we have in Centers for Independent Living. [Laughter] Love to overwork.

>> SHAYLIN SLUZALIS: And the power of peer support.

>> LINDA POGUE: Yes. >> KYLE KLEIST: I really enjoy the stuff that the Staff has recently developed to get our peer support back up and running and just get it all reinvigorated. Like I said changing the name to peer partnership, I think is really cool and looking at it as a partnering program rather than a mentoring thing. So I think they have really
developed some wonderful resources. I'm looking forward to our Center getting our Peer Support Program back up and going. Yeah, a lot of it really does rely on your volunteer s. You know? I mean, we talked so much in the previous session about how much people with disabilities had to give with their live d experience, so we need to take advantage of that and we need to recruit them and use them as volunteers.        >> LINDA POGUE: And I always like to think that when people get connected with Centers for Independent Living or Independent Living in general that it opens up a whole lot of possibilities for people. And we can make use of some of those possibilities if we're in the right place to do that. If we've got our act together.   And the other thing I like to say is that people
really know -- we feel whether
we are being respected or disrespected. And one of the
ways to support our peer supporters and volunteers is to really inundate them with respect, that respect and appreciation. Yeah.        >> KYLE KLEIST: And if there's anybody else that wants to put somebody's e-mail in the CHAT the chat that has some great resources, feel free to do that. I mean, Linda and I talked about this, and we really wanted this to be an opportunity to share information and resource was one another and that's what Independent Living is all about.

I mean, we just learn so much by getting together and seeing what each other is doing. You know?        >> LINDA POGUE: This is it, this is peer support in action. And this is peer support over
a hundred people in, I don’t know how many states are represented here, but I imagine quite a number, and lots of different time zones, altogether working towards our Independent Living goals, which includes using volunteers and peer supporter really effectively. We can't afford not to, can we, with the things we are dealing with? We can't afford not to.        >> KYLE KLEIST: Yes, well said, Linda. >> LINDA POGUE: Well, well said everybody who has made such great comments and questions and ideas to share. Really terrific! I’m very, very grateful for being part of this conversation. Thank you for being so willing to share.        >> SHAYLIN SLUZALIS: This is --        >> LINDA POGUE: And for your time. Thank you.        >> SHAYLIN SLUZALIS: This is Shaylin. I know
we have maybe a couple more minutes left

01:26:14.000 --> 01:26:17.000
and just wondering if we have one more moment to hear

01:26:17.000 --> 01:26:21.000
from Andy whose hand is up for

01:26:21.000 --> 01:26:24.000
a quick comment or question.  >> LINDA POGUE: Oh, yes.  >> SHAYLIN SLUZALIS:

01:26:24.000 --> 01:26:27.000
Go ahead, Andy.  >> ANDY:

01:26:27.000 --> 01:26:30.000
Okay, sorry. Just

01:26:30.000 --> 01:26:34.000
I put this in the chat earlier, I don't know if

01:26:34.000 --> 01:26:37.000
anyone saw, but when you had -- sorry -- when you guys

01:26:37.000 --> 01:26:42.000
had the PowerPoint slide of how

01:26:42.000 --> 01:26:45.000
to connect to, like, get the word

01:26:45.000 --> 01:26:48.000
out.  >> LINDA POGUE: The recruitment part

01:26:48.000 --> 01:26:54.000
, mm-hmm.

01:26:54.000 --> 01:26:57.000
  >> ANDY: Yeah, that one, the plan

01:26:57.000 --> 01:27:00.000
.

01:27:00.000 --> 01:27:04.000
My sister does a recording
Help me understand a little bit more. Your sister has a recording studio at home that they use for creating videos? Or audios? &gt; &gt;

ANDY: Yes, video, audio

, live

recordings. So --

and social media to help give out word on

if you need

help spreading the word about your business or
LINDA POGUE: That's great, Andy. Which state are you from?

ANDY: Utah, but I think they can travel,

so.

LINDA POGUE: Wow! That's a lovely resource to share. Thank you so much for that.

KYLE KLEIST: Yeah.

ANDY: You're welcome.

KYLE KLEIST: Yeah. Answer.

And I always encourage people,

you know, find the free stuff, especially when it comes
to recruitment. Any newsletters, newspapers,

radio stations, television.

stations. I believe they have an SCC requirement that they have to do so many

free spots or community-related things, so take advantage.

of that.
FCC requirement that they have to do so many free spots or community-related things, so take advantage of that.

01:28:47.000 --> 01:28:50.000
   >> LINDA POGUE: I don't think I mentioned this, I meant to, here in

01:28:50.000 --> 01:28:53.000
Georgia we have the Georgia

01:28:53.000 --> 01:28:56.000
Radio Service, which originally started

01:28:56.000 --> 01:29:01.000
as audio books, but have

01:29:01.000 --> 01:29:05.000
since became other services program and disABILITY LINK

01:29:05.000 --> 01:29:09.000
partners with

01:29:09.000 --> 01:29:12.000
them for the community that are print disabled and we have

01:29:12.000 --> 01:29:15.000
made some very nice connections that way. Very nice.

01:29:15.000 --> 01:29:19.000
   >> SHAYLIN SLUZALIS: This is Shaylin. Thank you both so much. Any

01:29:19.000 --> 01:29:22.000
last comments you’d like to share with the folks that are joining us today

01:29:22.000 --> 01:29:25.000
   ?   >> LINDA POGUE: I would love

01:29:25.000 --> 01:29:28.000
to say a huge thank you that people are so willing

01:29:28.000 --> 01:29:32.000
to share their energy and their time

01:29:32.000 --> 01:29:35.000
with other parts of our community. Lovely!
Thank you so much! It's a real joy to know that so many people are working out there good people are working out there for what all of our goal is, which is Independent Living.

Thank you very much. Thank you, Shaylin, and everybody who has helped make that happen.

KYLE KLEIST: Yes. Yes. I want to thank Linda as well and THAUNG thank all of you at APRIL. Abby and everyone for reading the comments, and Shaylin, I mean, you have been wonderful at helping us with the workshop, so we couldn't have pulled it off without you.

SHAYLIN SLUZALIS: Thank you, both.

LINDA POGUE: You should definitely be highlighted. Thank you.

Now we'll be back! We'll be back MENTD!
We're not finished for today. >> SHAYLIN SLUZALIS: Exactly

01:30:22.000 --> 01:30:25.000
This is Shaylin. That takes approximate me

01:30:25.000 --> 01:30:28.000
s me to my next part. Thank you both so much

01:30:28.000 --> 01:30:32.000
for this wonderful conversation. I know lots of folks are commenting

01:30:32.000 --> 01:30:35.000
in the chat that this has been a lot of Help Resources sharing and

01:30:35.000 --> 01:30:38.000
information sharing. And as Linda mentioned, this is not over today.

01:30:38.000 --> 01:30:41.000
Thank you for joining Part II and we do ask

01:30:41.000 --> 01:30:44.000
that you take some time to complete the evaluation on Part II

01:30:44.000 --> 01:30:48.000
when the webinar closes and this let's us know how we can continue to

01:30:48.000 --> 01:30:51.000
improve and keep providing training that you find most useful.

01:30:51.000 --> 01:30:55.000
And thank you all so much for joining us. A special thank you

01:30:55.000 --> 01:30:58.000
to our ASL Interpreters and our

01:30:58.000 --> 01:31:01.000
Captioners and our Spanish Interpreters who kept

01:31:01.000 --> 01:31:05.000
up with us the whole time in providing

01:31:05.000 --> 01:31:08.000
access to everyone. We'll see everyone in a short while. We will
01:31:08.000 --> 01:31:11.000
have our next session, looking forward to you all joining

01:31:11.000 --> 01:31:16.000
us for Session III starting at 4:00

01:31:16.000 --> 01:31:21.000
PM Eastern time, 1:00 PM specific time

01:31:21.000 --> 01:31:22.000
for the Conference wrap-up