00:00:11.000 --> 00:00:12.000
  . >> AERIUS FRANKLIN: Hello, everyone.

00:00:12.000 --> 00:00:20.000
  . >> AERIUS FRANKLIN: Hello, everyone.

00:00:20.000 --> 00:00:21.000
And welcome. I am Aerius Franklin, an APRIL board member and facilitator off the call
today. Thank you for joining us for this workshop.

00:00:21.000 --> 00:00:22.000
And welcome. I am Aerius Franklin, an APRIL board member and facilitator off the call
today. Thank you for joining us for this workshop.

00:00:22.000 --> 00:00:23.000
today. Thank you for joining us for this workshop.

00:00:23.000 --> 00:00:27.000
I want to mention a few housekeeping rules and items before we get started.

00:00:27.000 --> 00:00:28.000
I want to mention a few housekeeping rules and items before we get started.

00:00:28.000 --> 00:00:34.000
First, when you scroll over the screen, a menu bar pops up depend on the ground what device you are on.

00:00:34.000 --> 00:00:35.000
First, when you scroll over the screen, a menu bar pops up depend on the ground what device you are on.

00:00:35.000 --> 00:00:42.000
You can find that menu bar at the top or at the bottom of the screen. This is where you will find the closed

00:00:42.000 --> 00:00:43.000
You can find that menu bar at the top or at the bottom of the screen. This is where you will find the closed

00:00:43.000 --> 00:00:49.000
You can find that menu bar at the top or at the bottom of the screen. This is where you will find the closed

00:00:49.000 --> 00:00:50.000
captioning for today's session. You can view the captioning by selecting the closed caption tab on.

00:00:50.000 --> 00:00:54.000
captioning for today's session. You can view the captioning by selecting the closed caption tab on.

00:00:54.000 --> 00:00:55.000
the menu Darr. For sign language interpreting, you can find the interpreter on the

00:00:55.000 --> 00:01:03.000
the menu Darr. For sign language interpreting, you can find the interpreter on the

00:01:03.000 --> 00:01:04.000
screen. If you would like to change the size of the screen if slides are shown you

00:01:04.000 --> 00:01:10.000
screen. If you would like to change the size of the screen if slides are shown you

00:01:10.000 --> 00:01:11.000
can select the line in the middle to make slides larger or smaller. For sessions with -- if you have

00:01:11.000 --> 00:01:16.000
can select the line in the middle to make slides larger or smaller. For sessions with -- if you have

00:01:16.000 --> 00:01:17.000
technical issues, please use the chat feature. You can find the word bubble in that

00:01:17.000 --> 00:01:22.000
technical issues, please use the chat feature. You can find the word bubble in that

00:01:22.000 --> 00:01:23.000
same menu bar. If you would like to turn the chat feature off if you are using a screen

00:01:23.000 --> 00:01:31.000
same menu bar. If you would like to turn the chat feature off if you are using a screen

00:01:31.000 --> 00:01:32.000
reader, you can do that by presses AltH or please use the info and help section on the
conference website.

00:01:32.000 --> 00:01:41.000
reader, you can do that by presses AltH or please use the info and help section on the conference website.

00:01:41.000 -- 00:01:42.000
For more help for Q&A times, please note the Q&A box is on the menu bar. Please only submit questions there as

00:01:42.000 -- 00:01:48.000
For more help for Q&A times, please note the Q&A box is on the menu bar. Please only submit questions there as

00:01:48.000 -- 00:01:49.000
they may get lost in the chat. To ask a question or make a comment you can also select the hand option on

00:01:49.000 -- 00:01:50.000
they may get lost in the chat. To ask a question or make a comment you can also select the hand option on

00:01:50.000 -- 00:01:51.000
the menu bar. That allows us to know you have a question.

00:01:51.000 -- 00:02:03.000
the menu bar. That allows us to know you have a question.

00:02:03.000 -- 00:02:04.000
For those of you on the phone today or using key strokes we ask that you press star 90AltY on your key pad to

00:02:04.000 -- 00:02:09.000
For those of you on the phone today or using key strokes we ask that you press star 90AltY on your key pad to

00:02:09.000 -- 00:02:10.000
raise your hand. We will then let you know when you can unmute.

00:02:10.000 -- 00:02:17.000
raise your hand. We will then let you know when you can unmute.

00:02:17.000 -- 00:02:18.000
If you join the conversation, please keep all background noise down as much as possible to allow us to hear you

00:02:18.000 -- 00:02:33.000
If you join the conversation, please keep all background noise down as much as possible to allow us to hear you.

clearly. I would like to introduce our speakers today.

The first person we have, depending on where you’re looking at on the screen, he will be to my left, Kyle Kleist,

the Executive Director at the center for Independent Living in western Wisconsin and to my right the lovely

and beautiful Linda Pogue, disability rights and peer support at disability rights link in Georgia.

>> LINDA POGUE: Thank you. I appreciate the introduction. Anything else you need to say.

>> AERIUS FRANKLIN: I forgot to mention the name of the session. It’s the introduction to peer support

>> AERIUS FRANKLIN: I forgot to mention the name of the session. It’s the introduction to peer support
and so I hope you guys enjoy. >> LINDA POGUE: Thank you, Aerius. This is Linda.

My name is Linda Pogue and I no longer work full-time at disABILITY LINK which is the Center for Independent Living that serves metropolitan Georgia. I spend my time talking about disability support and disability rights and it's a huge honor to be here with APRIL and alongside Kyle and I appreciate it very much. Thank you friends. >> KYLE KLEIST: Thank you Linda.

Welcome everyone. Myself, I've been in Independent Living for over 12 years, can'tly as Executive Director. Peer support has always been near and dear to my heart.
Executive Director. Peer support has always been near and dear to my heart.

Linda and I are looking forward to a really great discussion today talking about what different centers are doing for peer support, why it's important and an opportunity to really share with one another around peer support.

So with that, Linda, I will get started. >> LINDA POGUE: Thank you.

First slide. What is peer support? What does your center do around peer support currently? So I would love to hear in anybody in various ways that Aerius said you could contact us.

In the meantime, can I ask you, Kyle, please to share some of the things that happen at your CIL to start the
In the meantime, can I ask you, Kyle, please to share some of the things that happen at your CIL to start the conversation?

KYLE KLEIST: Absolutely, Linda. Peer support used to be one of the positions where we had at one time a part-timer and then a full-time person around and over time it kind of took a backseat as staff took on other activities and we started to do other things.

So one of the things that came out of our recent three year strategic plan was putting more of an emphasis back into peer support. So I have two wonderful new staff and the one thing that they brought a change that I really am excited about is instead of calling it peer support, they are calling it peer partnership.
LINDA POGUE: Hmm. KYLE KLEIST: Kind of putting the emphasis on the fact that it's not just mentoring but it's a partnership between individuals as well as they share ideas and information and also looking to do some wonderful activities. In the past we've had some great groups that were age specific. We had one going well that was called born in the 90s and it was really geared toward the younger population, I guess. But yeah, up until the pandemic -- which we'll talk about as well, how COVID has impacted things. But yes, at our center we are really
looking -- and here's one of the things that I'm excited about today is to learn what other centers are doing

00:06:42.000 --> 00:06:48.000
looking -- and here's one of the things that I'm excited about today is to learn what other centers are doing

00:06:48.000 --> 00:06:49.000
around peer support. So some of the things that we can take away from our center as we move into

00:06:49.000 --> 00:06:54.000
around peer support. So some of the things that we can take away from our center as we move into

00:06:54.000 --> 00:06:55.000
really developing our peer support or as we're calling, our peer partnership program.

00:06:55.000 --> 00:06:58.000
really developing our peer support or as we're calling, our peer partnership program.

00:06:58.000 --> 00:06:59.000
>> LINDA POGUE: Thank you. So yeah this is peer support in action.

00:06:59.000 --> 00:07:08.000
>> LINDA POGUE: Thank you. So yeah this is peer support in action.

00:07:08.000 --> 00:07:09.000
People from centers all around the country sharing with each other care of APRIL this great opportunity to

00:07:09.000 --> 00:07:14.000
People from centers all around the country sharing with each other care of APRIL this great opportunity to

00:07:14.000 --> 00:07:15.000
learn from one another. So we would love to know whether you are pry \mear\ mayor plea doing the

00:07:15.000 --> 00:07:18.000
learn from one another. So we would love to know whether you are pry \mear\ mayor plea doing the

00:07:18.000 --> 00:07:19.000
things that you call peer support or whatever name you give to it, we would love to hear that too.

How you're talking about it. Are you primarily doing groups? Is this a formal program where people are connected with each other? Do you think of peer support as an outcome or as a tool for other outcomes? I would be very interested to know and following what you were saying too, Kyle, do you think that peer support is getting enough attention, generally, in the Independent Living world or in your particular CIL? Any

of those questions we would love to hear from you. What about training? Is training
something that happens as part of your maybe orientation for staff and volunteers around peer support? Or is it something that's conducted separately? That would also be of interest, I think.

Another question I have is, can anyone do it? Can anyone do peer support? How do you answer that question in your center for Independent Living? >> KYLE KLEIST: Yes. >> This is Abby from APRIL and just a reminder that everyone can participate. There is a Q&A portion and we also have the chat and you are welcome to raise your hand and we would be happy to give you the opportunity to unmute.
and ask or answer any questions during today's sessions. >> KYLE KLEIST: Thank you.

00:09:02.000 --> 00:09:09.000
and ask or answer any questions during today's sessions. >> KYLE KLEIST: Thank you.

00:09:09.000 --> 00:09:10.000
Yes especially we would love at this point -- Linda and I were really hoping we could hear from other folks

00:09:10.000 --> 00:09:16.000
Yes especially we would love at this point -- Linda and I were really hoping we could hear from other folks

00:09:16.000 --> 00:09:17.000
around the country, what is your center doing with peer support? Opportunity to really share.

00:09:17.000 --> 00:09:22.000
around the country, what is your center doing with peer support? Opportunity to really share.

00:09:22.000 --> 00:09:23.000
We're working on proof partnership and developing paperwork around that, specifically looking at individual

00:09:23.000 --> 00:09:28.000
We're working on proof partnership and developing paperwork around that, specifically looking at individual

00:09:28.000 --> 00:09:29.000
matches, of course. Going back to, I suppose what a lot of people call the traditional peer

00:09:29.000 --> 00:09:35.000
matches, of course. Going back to, I suppose what a lot of people call the traditional peer

00:09:35.000 --> 00:09:36.000
support model where we would match up people with the same or similar disabilities and I see it around where

00:09:36.000 --> 00:09:42.000
support model where we would match up people with the same or similar disabilities and I see it around where

00:09:42.000 --> 00:09:43.000
things have been morphing into a lot more group activities and things like that.
things have been morphing into a lot more group activities and things like that.

>> LINDA POGUE: How do people get connected in your particular CIL? Is it around, as Kyle says, that

traditional thought of people with similar disability labels or experiences or is it around something
different? Maybe around goals? Maybe around something simple like geography or communication.

Something like that. Yeah. I see people are saying hello and I'm so glad that you're here. Thank you. Not just to ask a question but a comment on any of the things that we've mentioned so far. Anything that could come around, what
comment on any of the things that we've mentioned so far. Anything that could come around, what

00:10:38.000 --> 00:10:39.000
does your center do around peer support currently? So I see somebody saying groups is our model so far.

00:10:39.000 --> 00:10:55.000
does your center do around peer support currently? So I see somebody saying groups is our model so far.

00:10:55.000 --> 00:10:56.000
That's from Kendra Garcia. Thank you, Kendra. >> We have a raised hand from Renota.

00:10:56.000 --> 00:11:05.000
That's from Kendra Garcia. Thank you, Kendra. >> We have a raised hand from Renota.

00:11:05.000 --> 00:11:06.000
>> RENOTA: Good morning I'm one of the transition advocates for mounting his or her size on center for Independent

00:11:06.000 --> 00:11:14.000
>> RENOTA: Good morning I'm one of the transition advocates for mounting his or her size on center for Independent

00:11:14.000 --> 00:11:15.000
Living and we serve Galveston County in Texas. I had put in the chat a couple of

00:11:15.000 --> 00:11:19.000
Living and we serve Galveston County in Texas. I had put in the chat a couple of

00:11:19.000 --> 00:11:20.000
things. Actually, I am the facilitator of both of our active peer support groups

00:11:20.000 --> 00:11:27.000
things. Actually, I am the facilitator of both of our active peer support groups

00:11:27.000 --> 00:11:28.000
right now, which I love. I'm the cofacilitator. We have another staff member that does

00:11:28.000 --> 00:11:37.000
right now, which I love. I'm the cofacilitator. We have another staff member that does

00:11:37.000 --> 00:11:38.000
it with me but one is for individuals with cerebral palsy because we saw a need for that within the community.

00:11:50.000 --> 00:11:51.000 with a lot of the consumers we serve. And then we have one for seniors. We call it silver linings and it's

00:11:51.000 --> 00:12:00.000 with a lot of the consumers we serve. And then we have one for seniors. We call it silver linings and it's

00:12:00.000 --> 00:12:01.000 really great. I love both of them. Both of the support groups but the one -- we work with the seniors and they

00:12:01.000 --> 00:12:07.000 really great. I love both of them. Both of the support groups but the one -- we work with the seniors and they

00:12:07.000 --> 00:12:08.000 are both in group format. The one we work with with the seniors is just so, it's very unique.

00:12:08.000 --> 00:12:22.000 are both in group format. The one we work with with the seniors is just so, it's very unique.

00:12:22.000 --> 00:12:23.000 It's very fulfilling just to be able to serve the seniors in this way, especially during this post pandemic.

00:12:23.000 --> 00:12:28.000 It's very fulfilling just to be able to serve the seniors in this way, especially during this post pandemic.

00:12:28.000 --> 00:12:29.000 time that we're in now. Just because a lot of them have been housed or not have been able to get

00:12:29.000 --> 00:12:37.000 time that we're in now. Just because a lot of them have been housed or not have been able to get
out as much as they would like. We've been doing a virtual format which worked really well, I mean,

because we've incorporated discussions and guest speakers and games and all different kinds of things to make it interactive. We are scheduled to have our first one of our new grant year in the next two weeks and we're going to try to do an in person and hopefully it will go well.

This will be the first in person one since COVID, just to be kind of meet and greet.

We're going to lunch and have a guest speaker on Medicare. Because we find that or have found
that a lot of our consumers don't have Medicare, are in need of it just because they don't have, they are not

00:13:21.000 --> 00:13:26.000
that a lot of our consumers don't have Medicare, are in need of it just because they don't have, they are not

00:13:26.000 --> 00:13:27.000
familiar with it and are not knowledgeable about it. But hoping that it goes well.

00:13:27.000 --> 00:13:37.000
familiar with it and are not knowledgeable about it. But hoping that it goes well.

00:13:37.000 --> 00:13:38.000
But as our consumers request peer support needs individually, we try to accommodate those as well.

00:13:38.000 --> 00:13:44.000
But as our consumers request peer support needs individually, we try to accommodate those as well.

00:13:44.000 --> 00:13:45.000
>> LINDA POGUE: Thank you Renota. I appreciate that. It sounds like you're really enjoying

00:13:45.000 --> 00:13:50.000
>> LINDA POGUE: Thank you Renota. I appreciate that. It sounds like you're really enjoying

00:13:50.000 --> 00:13:51.000
the group and that's always great. How do you measure the success? How do you know that they are successful

00:13:51.000 --> 00:13:57.000
the group and that's always great. How do you measure the success? How do you know that they are successful

00:13:57.000 --> 00:13:58.000
groups? What kind of feedback do you get from the participants? >> RENOTA: Our participants are like

00:13:58.000 --> 00:14:01.000
groups? What kind of feedback do you get from the participants? >> RENOTA: Our participants are like

00:14:01.000 --> 00:14:02.000
very vocal. And so, you know, we'll just ask them.

We ask them for their input a lot. What discussions they would like to have.

We ask them for their input a lot. What discussions they would like to have.

What activities or events they would like to do and they are very vocal with just letting us know, kind of,

you know, if they are happy -- I kind of -- we kind of got the identity because we took a break.

you know, if they are happy -- I kind of -- we kind of got the identity because we took a break.

They are very vocal with letting us know and we encourage and love that because we want to hear back from

They are very vocal with letting us know and we encourage and love that because we want to hear back from

them, whether it's good or if it's bad because it's helping us to improve either way.

them, whether it's good or if it's bad because it's helping us to improve either way.

>> LINDA POGUE: And can I ask a question of you -- do you think of these groups as primarily peer support

00:14:50.000 --> 00:15:00.000
>> LINDA POGUE: And can I ask a question of you -- do you think of these groups as primarily peer support

00:15:00.000 --> 00:15:01.000
or as a combination of peer support and Independent Living skills or how do you see -- how do you see that fitting

00:15:01.000 --> 00:15:06.000
or as a combination of peer support and Independent Living skills or how do you see -- how do you see that fitting

00:15:06.000 --> 00:15:07.000
together though? >> RENOTA: I think it's both. I think it's a little bit of both

00:15:07.000 --> 00:15:12.000
together though? >> RENOTA: I think it's both. I think it's a little bit of both

00:15:12.000 --> 00:15:13.000
because it is peer support for them. Especially the seniors, they really need it.

00:15:13.000 --> 00:15:18.000
because it is peer support for them. Especially the seniors, they really need it.

00:15:18.000 --> 00:15:19.000
But also the other too. Because often times we will have individuals that will come in and talk

00:15:19.000 --> 00:15:27.000
But also the other too. Because often times we will have individuals that will come in and talk

00:15:27.000 --> 00:15:28.000
about things that, you know, that they are really, the seniors are really wanting to have more information or be

00:15:28.000 --> 00:15:30.000
about things that, you know, that they are really, the seniors are really wanting to have more information or be

00:15:30.000 --> 00:15:31.000
knowledgeable of. I think it's a little bit of both. >> LINDA POGUE: Thank you.

00:15:31.000 --> 00:15:35.000
knowledgeable of. I think it's a little bit of both. >> LINDA POGUE: Thank you.

00:15:35.000 --> 00:15:36.000
I appreciate that. >> KYLE KLEIST: Yes. You bring up a wonderful appointed.

A lot of centered are developing almost disability specific groups. At one time our center had a chapter

for the self-help for Hard of Hearing group that I'm sorry to say kind of dwindled over time and went away.

It was kind of as you say, Linda, social skills and peer support. >> LINDA POGUE: Does anyone have

anything else? >> AERIUS FRANKLIN: We have a question in the Q&A box.

>> LINDA POGUE: Would you like to share it for us, please? >> AERIUS FRANKLIN: Wyoming

Independent Living has focused on changing its peer support to two more groups activities via Zoom and now
Independent Living has focused on changing its peer support to two more groups activities via Zoom and now along with coming into our centers we have renamed all to make them more exciting and have made them more consistent and interactive. Seems more of a comment but I'm not sure so.

I would love to hear what the new names you are calling things to sharpen things up.

That would be very interesting. >> KYLE KLEIST: You bring up a great point as far as hearing from those interest living centers that have predominantly rural living areas like Wyoming.
Linda brought up the issue of geography that can create problems when you're doing peer support.

Linda brought up the issue of geography that can create problems when you're doing peer support.

>> LINDA POGUE: Did I see another question or comment pop up? >> AERIUS FRANKLIN: Not at this time,

>> LINDA POGUE: Did I see another question or comment pop up? >> AERIUS FRANKLIN: Not at this time,

I'm not seeing any. >> LINDA POGUE: That's fine. That's more than fine.

I'm not seeing any. >> LINDA POGUE: That's fine. That's more than fine.

>> KYLE KLEIST: All right. >> LINDA POGUE: Thank you Renota. Thank you very much.

>> KYLE KLEIST: All right. >> LINDA POGUE: Thank you Renota. Thank you very much.

Lovely peer support in action there and how do we know what we're doing if we can't see it in support with other

Lovely peer support in action there and how do we know what we're doing if we can't see it in support with other

people. Thanks. Should we take a look at what else is

people. Thanks. Should we take a look at what else is
going on on our slides. >> ABBY: Jo ele who sent in Q&A raised her hand and then also Samantha

00:18:13.000 --> 00:18:14.000
Nicole also. >> LINDA POGUE: Lovely. Do you want to help them speak with

00:18:22.000 --> 00:18:23.000
us? >> JOELL: This is Joelle -- we'll be talking about new names that with he

00:18:32.000 --> 00:18:33.000
have that we're presenting on Wednesday and about what we did during COVID and hoe we readjusted our peer support

00:18:40.000 --> 00:18:49.000
groups. But one of the groups that we had was simply called disability peer support group and it was across

00:18:50.000 --> 00:18:55.000
disabilities and we changed that now to disability connection. And that's made a big difference in
how people actually look at it now and want to learn more about it just by the name.

LINDA POGUE: Interesting. JOELLE: That's really important. LINDA POGUE: Sorry, I didn't mean
to speak over you. Yes, interesting. Makes me think or reminding necessity,

I should say, that lots of people are unsure what peer support means and sometimes renaming it might help

people to have a clear notion. Thank you. KYLE KLEIST: Was there somebody

else that had a hand raised as well? SAMANTHA: Can you hear me? I'm from Tri County Independent Living.

We're an organization that serves -- DelMar and Trinity County in Northern California. The person who runs our
We're an organization that serves DelMar and Trinity County in Northern California. The person who runs our current peer support is our Disability Advocate and I don't run that program.

Program I don't run the program and I don't know a lot of what they do in the meetings but I necessity they do.

It over Zoom and it's kind of a group setting. There's multiple people that come in and my colleague Alyssa goes.

To great length to bring them into different center activities. For example we're going to be bringing

in peer support group members to do pumpkin carving with us for the CIFLC pumpkin carving contest which willing.

in peer support group members to do pumpkin carving with us for the CIFLC pumpkin carving contest which willing.


fun. I myself am trying to set up a support group for youth above Humboldt and

fun. I myself am trying to set up a support group for youth above Humboldt and

it's very rural and I'm worried about the challenge of getting people to come and I'm

electrocution excited to

it's very rural and I'm worried about the challenge of getting people to come and I'm

electrocution excited to

learn more about how peer support groups work because I don't have a lot of experience

running them and any

learn more about how peer support groups work because I don't have a lot of experience

running them and any

[really excited] I'm sighting to learn today. >> KYLE KLEIST: Thank you Samantha.

[really excited] I'm sighting to learn today. >> KYLE KLEIST: Thank you Samantha.

>> LINDA POGUE: Yes, thank you Samantha. Are you thinking the group you would

>> LINDA POGUE: Yes, thank you Samantha. Are you thinking the group you would

like to facilitate would be over Zoom or in person? >> SAMANTHA: Give me one second.

like to facilitate would be over Zoom or in person? >> SAMANTHA: Give me one second.

Sorry. I muted myself again. I imagine that -- so I wanted to do

Sorry. I muted myself again. I imagine that -- so I wanted to do
Zoom because we are still -- since I'm going to be starting at kind of the end of the year I'm weary about COVID

and things like that and a lot of people in our area also kind of feel that way, it seems.

Most of the interactions that I have with just clients are not in person. So I think just taking sort of feedback from those experiences. I would probably put it on Zoom. I also had an idea to do a quarterly meeting in person if people so choose to come. So that was sort of my vision for it.

>> LINDA POGUE: Thank you, Samantha. I wonder if there is anybody participating in this wall right now

>> LINDA POGUE: Thank you, Samantha. I wonder if there is anybody participating in this wall right now
that has done something similar or is also contemplating how to do that that might let us know.

Thank you for bringing up great questions and concerns, Samantha. Anybody else want to say anything

before we move on.  >> ABBY:  Joelle has her hand up again and then Kaylen.

before we move on. >> ABBY:  Joelle has her hand up again and then Kaylen.

>> LINDA POGUE:  Lovely. >> KYLE KLEIST:  Thank you. .

>> LINDA POGUE:  Lovely. >> KYLE KLEIST:  Thank you. .

Joelle? >> ABBY:  I think it was up from earlier.

Joelle? >> ABBY:  I think it was up from earlier.

>> So I actually did a youth peer support group [Kaylann] similar to what they were talking about before

>> So I actually did a youth peer support group [Kaylann] similar to what they were talking about before

and the only issue that we had running into our school districts was the privacy concern of the students
and the only issue that we had running into our school districts was the privacy concern of the students.

generating online with us. A lot of districts around us were kind of hesitant doing that, even though.

generating online with us. A lot of districts around us were kind of hesitant doing that, even though.

it's an after school event. There were a legislative body cautious of it.

it's an after school event. There were a legislative body cautious of it.

>> LINDA POGUE: Thank you Kaylann for relating that for Samantha who was talking in there in Northern Calif.

>> LINDA POGUE: Thank you Kaylann for relating that for Samantha who was talking in there in Northern Calif.

CalifGood point. Thank you. >> AERIUS FRANKLIN: Linda and Kyle we

CalifGood point. Thank you. >> AERIUS FRANKLIN: Linda and Kyle we

do have a question from Hank Bostick. It says does anyone use volunteers to facilitate peer support from one to

do have a question from Hank Bostick. It says does anyone use volunteers to facilitate peer support from one to

one. I hope I read that right. >> LINDA POGUE: I didn't quite here
one. I hope I read that right. >> LINDA POGUE: I didn’t quite here

the end of the question. Does anybody use volunteers to facilitate groups?

>> AERIUS FRANKLIN: Use volunteers to facilitate peer support for one on one? I hope that's the right

question. >> LINDA POGUE: Uh-huh. So a great question.

Are people always using staff when it comes to peer supporting one on one and for running groups or are people using volunteers in those capacities or something else? We would be very interested to hear what you're doing

and what you're making of it and what's going well or isn't going so well. That would be great.
Thank you for that question and for helping us with that, Aerius. So I'm just seeing in the chat.

Heather was using some stuff and volunteers. Volunteers and consumers.

As an answer to that. So a range and that's a small sample. >> KYLE KLEIST: Yes.

Many times people start out as consumers and eventually will transition into being peer support

volunteers. >> LINDA POGUE: Possibly even staff. >> KYLE KLEIST: Yes.

>> LINDA POGUE: Yes, I was just looking -- there was a chat and a couple of other people were saying whether they were primary using staff
looking -- there was a chat and a couple of other people were saying whether they were primary using staff

or sometimes using volunteers. It sounds like a range. Maybe that those answers will come up

or sometimes using volunteers. It sounds like a range. Maybe that those answers will come up

a little bit more as we talk. So yes our next slide. Why is peer support important and on

a little bit more as we talk. So yes our next slide. Why is peer support important and on

it we have the bullets. It's a core service. It's a way to connect perves with

it we have the bullets. It's a core service. It's a way to connect perves with

persons with disabilities and do you think peer support is important? Or not? We've got some answers for our

persons with disabilities and do you think peer support is important? Or not? We've got some answers for our

who has used Shana is using volunteers via interns and staff for peer support.

who has used Shana is using volunteers via interns and staff for peer support.

So yeah why do you think peer pour is important? Anybody want to share an idea or thought?

So yeah why do you think peer pour is important? Anybody want to share an idea or thought?
>> KYLE KLEIST: Any Administrators that even want to weigh in, it's time to do the PPR so we
need to report

00:27:06.000 --> 00:27:14.000
>> KYLE KLEIST: Any Administrators that even want to weigh in, it's time to do the PPR so we
need to report

00:27:14.000 --> 00:27:15.000
those numbers so remember, it is a core service that we need to track. Obviously, that's one of
the reasons

00:27:15.000 --> 00:27:21.000
those numbers so remember, it is a core service that we need to track. Obviously, that's one of
the reasons

00:27:21.000 --> 00:27:22.000
we do peer support. But beyond it just being a core service is one of the things that

00:27:22.000 --> 00:27:25.000
we do peer support. But beyond it just being a core service is one of the things that

00:27:25.000 --> 00:27:26.000
Linda and I were looking to have a discussion on. >> LINDA POGUE: Yes.

00:27:26.000 --> 00:27:30.000
Linda and I were looking to have a discussion on. >> LINDA POGUE: Yes.

00:27:30.000 --> 00:27:31.000
It's vital to have people who have been there and done that and have similar experiences.

00:27:31.000 --> 00:27:37.000
It's vital to have people who have been there and done that and have similar experiences.

00:27:37.000 --> 00:27:38.000
I'm just reading the class. Embraces lived experience which is all of us in this community share.

00:27:38.000 --> 00:27:46.000
I'm just reading the class. Embraces lived experience which is all of us in this community share.

00:27:46.000 --> 00:27:47.000
I think it's foundational says somebody else. I think it helps people see that they aren't alone
and having peer

00:27:47.000 --> 00:27:57.000
I think it’s foundational says somebody else. I think it helps people see that they aren't alone and having peer

00:27:57.000 --> 00:27:58.000
support makes it quite easier and I can't read and I'm not quite good at keeping up with the chat along with

00:27:58.000 --> 00:28:04.000
support makes it quite easier and I can't read and I'm not quite good at keeping up with the chat along with

00:28:04.000 --> 00:28:05.000
talking, apparently. Potentially, when I think about why is peer support important? It is because

00:28:05.000 --> 00:28:10.000
talking, apparently. Potentially, when I think about why is peer support important? It is because

00:28:10.000 --> 00:28:11.000
you just have to look at the disability community history to think about what happens when there isn't peer

00:28:11.000 --> 00:28:16.000
you just have to look at the disability community history to think about what happens when there isn't peer

00:28:16.000 --> 00:28:17.000
support. We have a history, do we not, of people without disabilities telling

00:28:17.000 --> 00:28:22.000
support. We have a history, do we not, of people without disabilities telling

00:28:22.000 --> 00:28:23.000
those of us with disabilities what to do, how to live our lives, making every decision for us.

00:28:23.000 --> 00:28:30.000
those of us with disabilities what to do, how to live our lives, making every decision for us.

00:28:30.000 --> 00:28:31.000
So I know that there’s various things coming in from the chat and I would love to know what those comments are.

00:28:31.000 --> 00:28:38.000
So I know that there's various things coming in from the chat and I would love to know what those comments are.

00:28:38.000 --> 00:28:39.000
I don't know if you're in a position, Aerius, to help us with that. Because they are coming in thick and

00:28:39.000 --> 00:28:43.000
I don't know if you're in a position, Aerius, to help us with that. Because they are coming in thick and

00:28:43.000 --> 00:28:44.000
fast now and that's wonderful. This is a group of people with something to say.

00:28:44.000 --> 00:28:47.000
fast now and that's wonderful. This is a group of people with something to say.

00:28:47.000 --> 00:28:48.000
>> KYLE KLEIST: Yes, it is. >> AERIUS FRANKLIN: This is Aerius and I'm trying to keep up with the

00:28:48.000 --> 00:28:56.000
>> KYLE KLEIST: Yes, it is. >> AERIUS FRANKLIN: This is Aerius and I'm trying to keep up with the

00:28:56.000 --> 00:28:57.000
chat as well. Going back close to the top starting the conversation it was from Maisy

00:28:57.000 --> 00:29:01.000
chat as well. Going back close to the top starting the conversation it was from Maisy

00:29:01.000 --> 00:29:02.000
says it's important because of own personal experience with the disability and relating to it.

00:29:02.000 --> 00:29:11.000
says it's important because of own personal experience with the disability and relating to it.

00:29:11.000 --> 00:29:12.000
Hansel says it gives people an example to follow that shows successful people with disabilities.

00:29:12.000 --> 00:29:18.000
Hansel says it gives people an example to follow that shows successful people with disabilities.

00:29:18.000 --> 00:29:19.000
Jake Morris says a lot of fought feel more comfortable with people their own age, especially when they have a

similar disability and allows them to build fore of a genuine connection and Andy says hey everyone this is Andy

and I've been a chairman in my COC youth leadership community and I've been helping my peers learning what is

happening in their centers. And then the chat going from there, just introductions and then from

Caroline Scott it says especially in rural communities, people with disabilities can be isolated with peer

support. People can be reminded that they are not alone and that's the end of the
chat. >> LINDA POGUE: Nice work, Aerius. Thank you so much for working so hard for us. As I say, the first thing that comes to my mind is that I think we’ve had enough of other people telling us what to do. We as a community. We know we are the expert inside our own lives and it’s for us to determine our world. But that’s something that could be very tricky if you’re living in a world that doesn’t think you can. So therefore, peer support does a wonderful job of supporting us to live the life that we want to live. >> ABBY: Linda, we have a hand up from Samantha and the chat is zooming so I would be happy to read out a couple
00:30:48.000 --> 00:30:55.000
>> ABBY: Linda, we have a hand up from Samantha and the chat is zooming so I would be happy to readout a couple

00:30:55.000 --> 00:30:56.000
more things, Aerius. We can take turns if you want. >> LINDA POGUE: I think Aerius has a

00:30:56.000 --> 00:31:00.000
more things, Aerius. We can take turns if you want. >> LINDA POGUE: I think Aerius has a

00:31:00.000 --> 00:31:01.000
difficult task. Yes please. >> ABBY: People in rural communities

00:31:01.000 --> 00:31:05.000
difficult task. Yes please. >> ABBY: People in rural communities

00:31:05.000 --> 00:31:06.000
can be isolated with peer support and people can be reminded that they are not alone.

00:31:06.000 --> 00:31:15.000
can be isolated with peer support and people can be reminded that they are not alone.

00:31:15.000 --> 00:31:16.000
Monthly virtual peer group on Zoom called coffee tea and me. It's important because it's important

00:31:16.000 --> 00:31:23.000
Monthly virtual peer group on Zoom called coffee tea and me. It's important because it's important

00:31:23.000 --> 00:31:24.000
for people with cross disabilities to connect and speak their voice on different topics and important for

00:31:24.000 --> 00:31:33.000
for people with cross disabilities to connect and speak their voice on different topics and important for

00:31:33.000 --> 00:31:34.000
people who are not able to travel and have limited mobility. It's difficult for connecting people

00:31:34.000 --> 00:31:40.000
people who are not able to travel and have limited mobility. It's difficult for connecting people
matching requests as well as with personality traits requested. To me peer support is more about

shared experiences, interests, or goals. I think peer support goes hand in hand

with cross disability programs and the independence that makes the independence movement stronger.

We talk about topics that are important to young people with disabilities. I have peer support and it helps me a

lot with things every day and I learn new things every day with my peer support.

Give me one second. Let me fix think Mirelle spotlight. And there we go.

Give me one second. Let me fix think Mirelle spotlight. And there we go.
>> AERIUS FRANKLIN: This is Aerius and we have a hand up by Ronota shepherd and in the chat -- peer support is

00:32:27.000 --> 00:32:32.000
>> AERIUS FRANKLIN: This is Aerius and we have a hand up by Ronota shepherd and in the chat -- peer support is

00:32:32.000 --> 00:32:33.000
important because it helps others to feel empowered when they hear similar experiences from those who have been

00:32:33.000 --> 00:32:39.000
important because it helps others to feel empowered when they hear similar experiences from those who have been

00:32:39.000 --> 00:32:40.000
where they are. Samantha says sorry I had the hand up button up by accident.

00:32:40.000 --> 00:32:46.000
where they are. Samantha says sorry I had the hand up button up by accident.

00:32:46.000 --> 00:32:47.000
Please carry on but Renota shepherd still has a hand up. Thank you.

00:32:47.000 --> 00:32:53.000
Please carry on but Renota shepherd still has a hand up. Thank you.

00:32:53.000 --> 00:32:54.000
>> RENOTA: Thank you. This is Renota again. I don't drive you crazy.

00:32:54.000 --> 00:33:00.000
>> RENOTA: Thank you. This is Renota again. I don't drive you crazy.

00:33:00.000 --> 00:33:01.000
This is probably one of the things that I'm most passionate about just because I wish, you know, when I was probably

00:33:01.000 --> 00:33:11.000
This is probably one of the things that I'm most passionate about just because I wish, you know, when I was probably

00:33:11.000 --> 00:33:12.000
younger and probably in school that there was a cerebral palsy support group in place for me.
younger and probably in school that there was a cerebral palsy support group in place for me.

But I just wanted to add that I wholeheartedly agree with those comments and often times it's easier for individuals. We know our family members love us and we know that they support us for the most part. But sometimes it's even more or just as important to speak to and to hear what other individuals are going through that have the same disability in common with you.

It's easier to talk to those individuals sometimes as opposed to talking to family members a lot of times. You know you just feel more comfortable expressing things with
others in the group. Our group members know that whatever they share, primary, it stays within the group.

Because you, you know, unlike family, you know, you don't have to necessarily worry about individuals.

Because you, you know, unlike family, you know, you don't have to necessarily worry about individuals.

casting judgment on you or giving their opinions but a lot of times these individuals may want our opinions and

casting judgment on you or giving their opinions but a lot of times these individuals may want our opinions and

may not and may want someone to listen to them and what they are going through at the time.

may not and may want someone to listen to them and what they are going through at the time.

One of the coolest things about it is that you're not with family and friends that you talk to and interact

One of the coolest things about it is that you're not with family and friends that you talk to and interact

with all the time. >> KYLE KLEIST: Thank you. Those are wonderful comments.

with all the time. >> KYLE KLEIST: Thank you. Those are wonderful comments.

00:34:55.000 --> 00:34:56.000
Everyone, across the board, I love those that talked about connecting people in rural areas.

For those of you, my center is located about an hour straight east of Minneapolis and it's a really rural center connecting people and getting on the whole point of lived experience and stuff.

As a man with a spinal cord injury. I'm a paraplegic and use a manual wheelchair for 30 years.

I've had an opportunity to share my lived experience and a lot of it was goal specific.

Working with one gentleman whoal he wanted to do was get hand controls for his vehicle and go through that process. Another one was looking into recreation and adaptive wheelchairs.
So a lot of times it could be real goal specific as far as what peer mentoring it is.

But I loved all the comments about connecting people with lived experience.

It's so wonderful to hear because for me that really is a lot of what peer support is about.

LINDA POGUE: This is Linda. Thank you Kyle. Some of that lived experience came hard earned. It was dealing with a lot of challenges and when we have been through something like that we love to think we can being useful to somebody else and it wasn't just a futile experience for ourselves but it was meanful to share with other people and that goes back to the comments
futile experience for ourselves but it was meaningful to share with other people and that goes back to the comments

00:36:41.000 --> 00:36:42.000
about peer support being mutually beneficial. That it's not just about supporting

00:36:42.000 --> 00:36:47.000
about peer support being mutually beneficial. That it's not just about supporting

00:36:47.000 --> 00:36:48.000
someone but it's not connecting with someone in a way that can be supportive of the person who is

00:36:48.000 --> 00:36:52.000
someone but it's not connecting with someone in a way that can be supportive of the person who is

00:36:52.000 --> 00:36:53.000
wanting to do the supporting. They can also benefit from the relationship.

00:36:53.000 --> 00:37:05.000
wanting to do the supporting. They can also benefit from the relationship.

00:37:05.000 --> 00:37:06.000
>> AERIUS FRANKLIN: Linda and Kyle few things. We did have a hand up but it's gone

00:37:06.000 --> 00:37:12.000
>> AERIUS FRANKLIN: Linda and Kyle few things. We did have a hand up but it's gone

00:37:12.000 --> 00:37:13.000
now. And men Maria Cordova said during the pandemic lock down one of our rural

00:37:13.000 --> 00:37:23.000
now. And men Maria Cordova said during the pandemic lock down one of our rural

00:37:23.000 --> 00:37:24.000
areas had the veteran peer support group and TBI peer support group combine and meet virtually and the

00:37:24.000 --> 00:37:30.000
areas had the veteran peer support group and TBI peer support group combine and meet virtually and the

00:37:30.000 --> 00:37:31.000
group members were able to expand their social circle and hear new experiences and bond over shared experiences and

00:37:31.000 --> 00:37:36.000
group members were able to expand their social circle and hear new experiences and bond over shared experiences and

00:37:36.000 --> 00:37:37.000
help each other in new ways. Mary says what a great way to build community.

00:37:37.000 --> 00:37:42.000
help each other in new ways. Mary says what a great way to build community.

00:37:42.000 --> 00:37:43.000
And that's it for the chat. I have no questions right now or no hands up.

00:37:43.000 --> 00:37:50.000
And that's it for the chat. I have no questions right now or no hands up.

00:37:50.000 --> 00:37:56.000
>> LINDA POGUE: Uh-huh. Take a slight breather, Aerius. Thank you for being on top of all of

00:37:56.000 --> 00:38:00.000
>> LINDA POGUE: Uh-huh. Take a slight breather, Aerius. Thank you for being on top of all of

00:38:00.000 --> 00:38:00.000
that. I just want to repeat the last comment about how do we make community we

00:38:00.000 --> 00:38:00.000
that. I just want to repeat the last comment about how do we make community we

00:38:00.000 --> 00:38:01.000
connect with one another and doing that through shared experiences or shared goals and aspirations.

00:38:01.000 --> 00:38:07.000
connect with one another and doing that through shared experiences or shared goals and aspirations.

00:38:07.000 --> 00:38:08.000
That's beautiful. Thank you. Terrific.

00:38:08.000 --> 00:38:13.000
That's beautiful. Thank you. Terrific.
Anybody else want to say anything at this point? >> AERIUS FRANKLIN: We have a few more comments. >> LINDA POGUE: Great Chris yeah. >> AERIUS FRANKLIN: It's like once you ask a question they get going. I believe it's Hensel. I hope I'm saying that right.

Peer support is group for neurodivergent people too. As an autistic person it is far easier for me to connect with other autistic people because they understand from the inside how we navigate the world and I don't have to suppress traits as much around that person or worry about educating them or justice myself.

Sa sha says that's amazing Maria. And that's is it for the chat right now.
Sa sha says that's amazing Maria. And that's it for the chat right now.

>> ABBY: We have a hand up from Amanda. >> LINDA POGUE: Go ahead, Amanda.

>> AMANDA: I have really loved hearing everyone's opinions on that. In particular I want to add that peer support isn't important because it is a core service. It is more why is it a core service. It is important because not only do we get to interact with others that have experience similar to auros but we learn to respect other people with similar experiences and therefore respect ourselves more.

That social interaction can be great for mental and emotional health and I love that neurodivergence was brought
up and I think that's so important. So normalizing your owner experience, if I were to sum it up in a very short

blurb, why I think peer support is important. >> KYLE KLEIST: Thank you Amanda.

Wonderful comment. I'm glad you brought it back to not only that it's a wonderful core

service but why? There's a reason for that. Wonderful explanation as well.

Thank you. >> LINDA POGUE: Yes, terrific, Amanda.

Thank you. >> LINDA POGUE: Yes, terrific, Amanda.

>> AMANDA: Thank you. >> LINDA POGUE: Respect for oneself and each other in the community is

vital, is it not, in order for us to move forward. Thank you very much.
vital, is it not, in order for us to move forward. Thank you very much.

>> KYLE KLEIST: Should we move on to the next question, Linda? >> LINDA POGUE: I had something but

>> KYLE KLEIST: Should we move on to the next question, Linda? >> LINDA POGUE: I had something but

it came and went so yes, please, let's do. >> KYLE KLEIST: We've gotten to some

it came and went so yes, please, let's do. >> KYLE KLEIST: We've gotten to some

of this. What are people doing with individual group -- but wanted to ask some

of this. What are people doing with individual group -- but wanted to ask some

questions. With the groups and things like that, with the people -- how are you doing

questions. With the groups and things like that, with the people -- how are you doing

it? I would love to hear from folks. Is it Zoom? Virtually, is it Facebook pages? What are some different

it? I would love to hear from folks. Is it Zoom? Virtually, is it Facebook pages? What are some different

platforms that you're using for doing virtual stuff and then if you're doing in person, too.

platforms that you're using for doing virtual stuff and then if you're doing in person, too.
>> LINDA POGUE: That would be very interesting to me, yes, and hopefully, lots of other people are a part of

00:41:31.000 --> 00:41:36.000
>> LINDA POGUE: That would be very interesting to me, yes, and hopefully, lots of other people are a part of

00:41:36.000 --> 00:41:37.000
this. I think it says we have 75 people here chatting today so lots of

00:41:37.000 --> 00:41:52.000
this. I think it says we have 75 people here chatting today so lots of

00:41:52.000 --> 00:41:57.000
possibilities. Please share. Maybe I could ask you, Kyle, for

00:41:53.000 --> 00:41:56.000
possibilities. Please share. Maybe I could ask you, Kyle, for

00:41:56.000 --> 00:42:02.000
people to get started. Important question about tracking support.

00:42:02.000 --> 00:42:16.000
How do you go about that in your center? >> KYLE KLEIST: Wonderful.

00:42:03.000 --> 00:42:15.000
How do you go about that in your center? >> KYLE KLEIST: Wonderful.

00:42:15.000 --> 00:42:16.000
How we generally track it, we do have staff. Peer support time, using our MIS

00:42:16.000 --> 00:42:22.000
How we generally track it, we do have staff. Peer support time, using our MIS

00:42:22.000 --> 00:42:23.000
system. And also looking at when we do other events as well that -- so, for

00:42:23.000 --> 00:42:30.000
system. And also looking at when we do other events as well that -- so, for

00:42:30.000 --> 00:42:31.000
instance, I have a staff who is really into Assistive Technology and adaptive gaming which is becoming one of the

00:42:31.000 --> 00:42:35.000
instance, I have a staff who is really into Assistive Technology and adaptive gaming which is becoming one of the

00:42:35.000 --> 00:42:36.000
cool things out there in IL right now. And even for people with disabilities.

00:42:36.000 --> 00:42:47.000
cool things out there in IL right now. And even for people with disabilities.

00:42:47.000 --> 00:42:48.000
But so when she's doing an adaptive gaming event, not only is that kind of like a mentoring thing but it's peer

00:42:48.000 --> 00:42:52.000
But so when she's doing an adaptive gaming event, not only is that kind of like a mentoring thing but it's peer

00:42:52.000 --> 00:42:53.000
support, too. I mean, it's bringing together people with various disabilities so we make

00:42:53.000 --> 00:43:00.000
support, too. I mean, it's bringing together people with various disabilities so we make

00:43:00.000 --> 00:43:01.000
sure to track it that way when we're doing activities. Groups, those type of things that

00:43:01.000 --> 00:43:12.000
sure to track it that way when we're doing activities. Groups, those type of things that

00:43:12.000 --> 00:43:13.000
maybe they are around interest living skills but they also have that peer support component to them as well.

00:43:13.000 --> 00:43:22.000
maybe they are around interest living skills but they also have that peer support component to them as well.

00:43:22.000 --> 00:43:23.000
>> AERIUS FRANKLIN: Kyle and Linda we have comments in the chat and we have someone with their hand up.
>> AERIUS FRANKLIN: Kyle and Linda we have comments in the chat and we have someone with their hand up.

I'll readed comments first and then we'll go directly to Joelle who has handwrite hand up.

Kaylann says we use Zoom for our peer support group. Sa sha and Hensel are having a conversation amongst themselves about the disabilities that they have. Shana said we use Zoom teleconference and in person. Maria Cordova says hybrid and in person.

Heather Everson said some consumers have peer support as they go that we would like to work on. We use go to meeting and Facebook live.
Renota says virtually using a lot of interactive formats and starting in person in the next few weeks.

00:44:26.000 --> 00:44:40.000
Renota says virtually using a lot of interactive formats and starting in person in the next few weeks.

00:44:40.000 --> 00:44:41.000
Google classroom and teams for our Hannah says the -- or Shana says -- excuse me don't kill me in the chat

00:44:41.000 --> 00:44:46.000
Google classroom and teams for our Hannah says the -- or Shana says -- excuse me don't kill me in the chat

00:44:46.000 --> 00:44:47.000
too hard. Says the latter and also Joelle Austin still has her hand up.

00:44:47.000 --> 00:44:54.000
too hard. Says the latter and also Joelle Austin still has her hand up.

00:44:54.000 --> 00:44:55.000
So whenever you're ready, Joelle. Thank you. >> LINDA POGUE: Thank you, Aerius.

00:44:55.000 --> 00:45:12.000
So whenever you're ready, Joelle. Thank you. >> LINDA POGUE: Thank you, Aerius.

00:45:12.000 --> 00:45:13.000
Joelle, are you there. >> JOELLE: Hi this is Joelle from Wyoming Independent Living and I was

00:45:13.000 --> 00:45:19.000
Joelle, are you there. >> JOELLE: Hi this is Joelle from Wyoming Independent Living and I was

00:45:19.000 --> 00:45:20.000
going to say we've been using Zoom throughout the pandemic and now we're opening up to more of a hybrid.

00:45:20.000 --> 00:45:28.000
going to say we've been using Zoom throughout the pandemic and now we're opening up to more of a hybrid.

00:45:28.000 --> 00:45:29.000
We're not going to get rid of our Zoom for our peer support groups but are actually using Owl technology, it's
We’re not going to get rid of our Zoom for our peer support groups but are actually using Owl technology, it’s called, where we can meet in each of our centers and over Zoom so we have that accessibility open for whoever wants to meet via Zoom or via in person. >> LINDA POGUE: Thank you, Joelle.

I wanted to say a little bit about what’s been going on at disABILITY LINK which I say is the center that serves metro Atlanta and it’s not that far away and it's a number of Counties that we serve that are not close to Atlanta and are quite rural, in fact. Before the pandemic, our Executive Director was adding Zoom to all of our
activities so that was a lucky for us or fortunate that staff and consumers were somewhat understanding the use of

00:46:26.000 --> 00:46:33.000
activities so that was a lucky for us or fortunate that staff and consumers were somewhat understanding the use of

00:46:33.000 --> 00:46:34.000
Zoom prior to the pandemic. When obviously, it has proved its worth many, many times over.

00:46:34.000 --> 00:46:38.000
Zoom prior to the pandemic. When obviously, it has proved its worth many, many times over.

00:46:38.000 --> 00:46:39.000
Yes. So it sounds like people are doing combination of things.

00:46:39.000 --> 00:46:44.000
Yes. So it sounds like people are doing combination of things.

00:46:44.000 --> 00:46:45.000
But am I hearing people saying now we're looking to do some more in person because things have changed

00:46:45.000 --> 00:46:51.000
But am I hearing people saying now we're looking to do some more in person because things have changed

00:46:51.000 --> 00:46:52.000
with regards to the pandemic? That's kind of the flavor as I understand it.

00:46:52.000 --> 00:46:57.000
with regards to the pandemic? That's kind of the flavor as I understand it.

00:46:57.000 --> 00:46:58.000
>> AERIUS FRANKLIN: This is Aerius again. I'm going to read the chat and then I

00:46:58.000 --> 00:47:04.000
>> AERIUS FRANKLIN: This is Aerius again. I'm going to read the chat and then I

00:47:04.000 --> 00:47:05.000
don't know if Joelle still has her hand up because she has an additional comment or information.
don’t know if Joelle still has her hand up because she has an additional comment or information.

Never mind. It just went down. I'm sorry.

Never mind. It just went down. I'm sorry.

Someone from youth lead North Carolina said we do Zoom since we serve across the State.

Someone from youth lead North Carolina said we do Zoom since we serve across the State.

I am interested in learning more strategies to increase engagement over Zoom, if anyone wants to share any.

I am interested in learning more strategies to increase engagement over Zoom, if anyone wants to share any.

And then Kaylann again says we have found success playing virtual escape rooms.

And then Kaylann again says we have found success playing virtual escape rooms.

I want to try that actually. The kids actually love it had around the holidays or different major events

I want to try that actually. The kids actually love it had around the holidays or different major events

we have done. We have done different types of rooms.

we have done. We have done different types of rooms.
Renota is adding to the comment by saying yes, hoping to do more in person, definitely.

Amanda says we use things like jack box games with our youth. Love the virtual escape room idea and

that is all we have in the chat right now. We have no questions, no hands up.

Directors or Coordinators or managers or whatever position/title you go by. But those of you that are responsible

for your MIS system and tracking your numbers, I'm going to the last question.
How do you track? Are you having staff track their time? When it comes to really getting at the numbers, how are

00:48:35.000 --> 00:48:39.000
How do you track? Are you having staff track their time? When it comes to really getting at the numbers, how are

00:48:39.000 --> 00:48:40.000
you doing it? >> LINDA POGUE: Yes, we would love hear that.

00:48:40.000 --> 00:48:49.000
you doing it? >> LINDA POGUE: Yes, we would love hear that.

00:48:49.000 --> 00:48:50.000
One thing I would like to reiterate, maybe reflect on some of the things that people have said that I like very

00:48:50.000 --> 00:49:03.000
One thing I would like to reiterate, maybe reflect on some of the things that people have said that I like very

00:49:03.000 --> 00:49:04.000
much and that peer support in whatever form you're doing it can really increase respect for yourself but I

00:49:04.000 --> 00:49:10.000
much and that peer support in whatever form you're doing it can really increase respect for yourself but I

00:49:10.000 --> 00:49:11.000
think it also has a great deal to add to cross disability respect. Understanding other parts of the

00:49:11.000 --> 00:49:17.000
think it also has a great deal to add to cross disability respect. Understanding other parts of the

00:49:17.000 --> 00:49:18.000
disability community. And I think that's a very powerful element that's not necessarily been

00:49:18.000 --> 00:49:26.000
disability community. And I think that's a very powerful element that's not necessarily been

00:49:26.000 --> 00:49:27.000
emphasized until now. Anybody coming in or shall we move onto another topic? Because as soon
emphasized until now. Anybody coming in or shall we move onto another topic? Because as soon

as we do that you know we'll have a great number of answers for this one. >> AERIUS FRANKLIN: We do have some

as we do that you know we'll have a great number of answers for this one. >> AERIUS FRANKLIN: We do have some

comments in the chat. >> LINDA POGUE: Terrific. >> AERIUS FRANKLIN: It says from Kaylann, yes, Google has many set up and we have found that they are accessible by screen reading

Kaylann, yes, Google has many set up and we have found that they are accessible by screen reading

technology. Jake says we tried Zoom and found a big drop in attendance.

technology. Jake says we tried Zoom and found a big drop in attendance.

After a c sessions. We were given the all clear to meet in person a few months ago and our

After a c sessions. We were given the all clear to meet in person a few months ago and our

attendance is starting to recover. Kaylann says he with use JAWS in response to the comment earlier.
attendance is starting to recover. Kaylann says he with use JAWS in response to the comment earlier.

00:50:27.000 --> 00:50:28.000
Samantha says like he said earlier is the preferred method for many of our core services, including peer

00:50:28.000 --> 00:50:33.000
Samantha says like he said earlier is the preferred method for many of our core services, including peer

00:50:33.000 --> 00:50:34.000
support. I think in person is a good goal but I personally wouldn't want to rush it.

00:50:34.000 --> 00:50:42.000
support. I think in person is a good goal but I personally wouldn't want to rush it.

00:50:42.000 --> 00:50:54.000
We really want to follow the lead of our clients. And then it says could we have a moment to share these games -- Shana said this, I'm sorry. Jack box games et cetera.

00:50:54.000 --> 00:50:55.000
moment to share these games -- Shana said this, I'm sorry. Jack box games et cetera.

00:51:03.000 --> 00:51:04.000
All of -- we take attendance and it is reflected under each goal or activity.

00:51:04.000 --> 00:51:11.000
All of -- we take attendance and it is reflected under each goal or activity.

00:51:11.000 --> 00:51:12.000
Shana said moment, not movement. That is all. No hands up by the way.

00:51:20.000 --> 00:51:20.000
Shana said moment, not movement. That is all. No hands up by the way.

00:51:20.000 --> 00:51:21.000
Remember to put your questions in the Q&A docks as they may get lost in the chat.
Remember to put your questions in the Q&A docks as they may get lost in the chat.

Joelle comment in the chat. In real time we track by taking attendance and inputting CIL suite.

Joelle comment in the chat. In real time we track by taking attendance and inputting CIL suite.

We also will set up goals for those who are interesting. And that's the end of the chat for now.

You asked a great question. Shall we move on and see what happens?

You asked a great question. Shall we move on and see what happens?

>> KYLE KLEIST: Okay. So our next question is around peer support training.

>> KYLE KLEIST: Okay. So our next question is around peer support training.

So what sort of training or support do you have in building your peer support programs? Are people out there
So what sort of training or support do you have in building your peer support programs? Are people out there training individuals out there when it comes to superior support? >> LINDA POGUE: It is part of staff training individuals out there when it comes to superior support? >> LINDA POGUE: It is part of staff or volunteer orientation? Is it a stand alone? Topic for staff meetings? Is it, do people have the opportunity for refresher trainings or something along those lines? I would love to know what your experience is or volunteer orientation? Is it a stand alone? Topic for staff meetings? Is it, do people have the opportunity for refresher trainings or something along those lines? I would love to know what your experience is and I would bet the other 103 people on the call would too. >> KYLE KLEIST: Anybody want to raise your hand and share some comment inside. >> LINDA POGUE: We would love to hear from you. >> ABBY: Menisha says we have an SSI application for professionals training
00:53:05.000 --> 00:53:10.000
from you. >> ABBY: Menisha says we have an SSI application for professionals training
for the community. Thank you for your great information and knowledge being shared.

00:53:11.000 --> 00:53:23.000
for the community. Thank you for your great information and knowledge being shared.

00:53:24.000 --> 00:53:29.000
And Shana is asking Joelle, where rue entering the peer support attendance in CIL suite.

00:53:24.000 --> 00:53:29.000
And Shana is asking Joelle, where rue entering the peer support attendance in CIL suite.

00:53:29.000 --> 00:53:30.000
>> KYLE KLEIST: Hmm. >> LINDA POGUE: That's the nittggritty there.

00:53:30.000 --> 00:53:34.000
>> KYLE KLEIST: Hmm. >> LINDA POGUE: That's the nittggritty there.

00:53:34.000 --> 00:53:35.000
>> KYLE KLEIST: Yes. >> LINDA POGUE: So following some of the chat we've had so far.

00:53:35.000 --> 00:53:41.000
>> KYLE KLEIST: Yes. >> LINDA POGUE: So following some of the chat we've had so far.

00:53:41.000 --> 00:53:42.000
Sounds like there's a lot of groups happening. So do group facilitators have training

00:53:42.000 --> 00:53:50.000
Sounds like there's a lot of groups happening. So do group facilitators have training

00:53:50.000 --> 00:53:51.000
in facilitation and/or peer support or is that a skill people had already developed and are
bringing with them?

00:53:51.000 --> 00:54:03.000
in facilitation and/or peer support or is that a skill people had already developed and are
bringing with them?

00:54:03.000 --> 00:54:04.000
>> ABBY: K -- individual orientation training and background checks and monthly check ins.
00:54:04.000 --> 00:54:13.000
>> ABBY: K -- individual orientation training and background checks and monthly check ins.

00:54:13.000 --> 00:54:14.000
>> LINDA POGUE: Thank you. >> ABBY: Intensive facilitator training for IL specialist.

00:54:14.000 --> 00:54:22.000
>> LINDA POGUE: Thank you. >> ABBY: Intensive facilitator training for IL specialist.

00:54:22.000 --> 00:54:23.000
Action plan classes and I am trained through the Copeland center. Hi S hana, we did ours through the

00:54:23.000 --> 00:54:33.000
Action plan classes and I am trained through the Copeland center. Hi S hana, we did ours through the

00:54:33.000 --> 00:54:34.000
group events and had the attendees added via INR and we have done it under community events as well.

00:54:34.000 --> 00:54:37.000
group events and had the attendees added via INR and we have done it under community events as well.

00:54:37.000 --> 00:54:38.000
>> KYLE KLEIST: Goes back to the question of tracking again. Yes.

00:54:38.000 --> 00:54:39.000
>> KYLE KLEIST: Goes back to the question of tracking again. Yes.

00:54:39.000 --> 00:54:40.000
>> LINDA POGUE: Excellent. >> AERIUS FRANKLIN: This is Aerius again.

00:54:40.000 --> 00:54:51.000
>> LINDA POGUE: Excellent. >> AERIUS FRANKLIN: This is Aerius again.

00:54:51.000 --> 00:54:52.000
We also have Patricia McGinnis with her hand up and then in the chat real quick before you go to Patricia we

00:54:52.000 --> 00:55:02.000
We also have Patricia McGinnis with her hand up and then in the chat real quick before you go to Patricia we
have Katelynn responding to Shana. We did ours under group events and had the attendees as INRs and we have done

it under community events as well and that's in CIL suites and I reread it just in case.

All right. I'll read the rest of the chat but we'll go to Patricia since she had her hand up. >> Patricia: I am from North Carolina and I just recently row lated off of the Independent Living council and there's a lot of different groups doing it different in North Carolina,
North Carolina do it a little bit different. LM ANC Os that manage our mental

health developmental disabilities, TBI, and substance use services which peer support is very big in some of those.

And the Department of Health and human services and UNC school of social work have partnered together and the

Behavioral Health spring boarded and we have a credential in process where people become certified and there's

also a way that you can check to see whether a peer support specialist is certified or not and many, many years

ago and I just do volunteer peer support in my community. But I was in the first class in my
area taking peer support and we have a lot of peer support specialists in North Carolina and we also have a lot

00:56:32.000 --> 00:56:39.000
area taking peer support and we have a lot of peer support specialists in North Carolina and we also have a lot

00:56:39.000 --> 00:56:40.000
that are employed, particularly in addition to what they are doing in the Independent Living are centers in the

00:56:40.000 --> 00:56:42.000
that are employed, particularly in addition to what they are doing in the Independent Living are centers in the

00:56:42.000 --> 00:56:43.000
Behavioral Health word and it's very, have I big in North Carolina for that.

00:56:43.000 --> 00:56:47.000
Behavioral Health word and it's very, have I big in North Carolina for that.

00:56:47.000 --> 00:56:48.000
So thank you for allowing me to speak and I appreciate the opportunity to be at this conference.

00:56:48.000 --> 00:56:54.000
So thank you for allowing me to speak and I appreciate the opportunity to be at this conference.

00:56:54.000 --> 00:56:56.000
>> KYLE KLEIST: Thank you, Patricia. >> LINDA POGUE: Thank you, Patricia. >> AERIUS FRANKLIN: We have the chat

00:56:56.000 --> 00:57:02.000
>> KYLE KLEIST: Thank you, Patricia. >> LINDA POGUE: Thank you, Patricia. >> AERIUS FRANKLIN: We have the chat

00:57:02.000 --> 00:57:03.000
come in. I'm telling you, it's like once you guys start to -- that's a great

00:57:03.000 --> 00:57:10.000
come in. I'm telling you, it's like once you guys start to -- that's a great

00:57:10.000 --> 00:57:11.000
session to facilitate, by the way. Just like once you guys start with a question or a comment, the chat just

00:57:11.000 --> 00:57:24.000
goes wild. So this is Tateman responding to Joelle's question about the CIL suites

00:57:24.000 --> 00:57:25.000
goes wild. So this is Tateman responding to Joelle's question about the CIL suites

00:57:25.000 --> 00:57:36.000
reporting. It says -- I mean, sorry. It says this is Sha na asking Joelle

00:57:36.000 --> 00:57:44.000
where they entered peer support attendance in ICL suite and at a time man responded and said we do

00:57:44.000 --> 00:57:51.000
individual orientation training with background checks and annual background checks and monthly check

00:57:51.000 --> 00:58:01.000
individual orientation training with background checks and annual background checks and monthly check

00:58:01.000 --> 00:58:02.000
to see how things are going and Joelle said we have an intensive facilitator training program for IL

00:58:02.000 --> 00:58:08.000
to see how things are going and Joelle said we have an intensive facilitator training program for IL

00:58:08.000 --> 00:58:09.000
specialist. I have a -- recovery action plan classes I am training through the

Copeland center and I am rereading the chat to catch it up. Group events and attendees under INR

and community events as well in CIL suites. Shana says thank you.

Joelle says under group events as well. Andy says I just did a program on APRIL youth called lead on and it at the points us learn on what we can do to help our peer be more advocating

for themselves. Jake Morris said I was a member of my peer support group before I became an employee so I already have a rapport with a lot of the members. I have received supplemental video
employee so I already have a rapport with a lot of the members.  I have received supplemental
video

00:59:18.000 --> 00:59:19.000
training and I have my supervisor and mentor Missoula office if I need it.  >> KYLE KLEIST:
Thank you.

00:59:19.000 --> 00:59:22.000
training and I have my supervisor and mentor Missoula office if I need it.  >> KYLE KLEIST:
Thank you.

00:59:22.000 --> 00:59:23.000
>> LINDA POGUE:  Well done, Aerius, fantastic work.  Really appreciate it.

00:59:23.000 --> 00:59:32.000
>> LINDA POGUE:  Well done, Aerius, fantastic work.  Really appreciate it.

00:59:32.000 --> 00:59:33.000
I am specifically interested whether people have received any training/guidance/support
around a

00:59:33.000 --> 00:59:35.000
I am specifically interested whether people have received any training/guidance/support
around a

00:59:35.000 --> 00:59:36.000
very large element of peer support and that is listening and responding with area.

00:59:36.000 --> 00:59:53.000
very large element of peer support and that is listening and responding with area.

00:59:53.000 --> 00:59:54.000
Is that something that strikes a chord beyond confidentiality and those elements.

00:59:54.000 --> 00:59:59.000
Is that something that strikes a chord beyond confidentiality and those elements.

00:59:59.000 --> 01:00:00.000
Are we listening to people and responding to them?  I suspect you are because I hear the
comments that

01:00:00.000 --> 01:00:07.000
Are we listening to people and responding to them?  I suspect you are because I hear the
comments that
you're making but I would be very interested if anybody had anything to say around those topics?

>> KYLE KLEIST: Wonderful. Great point Linda because we're very fortunate it be in a college town.

When I used to do peer support trainings I always had a connection with the Faculty and mental health counseling and listens and skills of responding in our training and now I wish I would have recorded it and had it for prosperity but it was a great training and getting at basic listening skills for people.

>> LINDA POGUE: Yeah, I see KariRostron popped up to say it's all about exchanging and listening.
LINDA POGUE: Yeah, I see KariRostron popped up to say it's all about exchanging and listening.

AERIUS FRANKLIN: We do have a question came in from Katelinn. For CILs who have their IL specialist -- peer support for consumers does your CILs have volunteers from the community that are trained in to be mentors, peer support, or does everyone get paid to do it?

KYLE KLEIST: Wonderful question around background checks. I see that going on more and more in peer support. It wasn't something that was done back
in my day when I was first hired but I understand we are -- many people with disabilities are vulnerable as well

and there seems to be more of emphasis of people doing background checks and it comes to peer support these days.

>> LINDA POGUE: One thing I would like to add from the point of view of disABILITY LINK is that we often provide peer support training for volunteers. When are they going to specifically do something called peer support or whether they are participating in programs in another way because of the element of peer support being through everything that we do through centers of Independent Living
and not everybody wants it be a group facilitator. Not everybody wants to necessarily participate in a program where they are matched up but they do want to participate in activities of the center and providing the peer support training has been helpful, I believe, along those lines.

Anybody else want to say anything about training? Or anything else? Because you've all said lots of good things, I should say. Thank you. >> AERIUS FRANKLIN: This is Aerius.

Joelle says we have specific peer support group facilitator training that focuses on training and meeting
people where they are at. >> KYLE KLEIST: It's wonderful there are certificate trainings as well.

One of the things I felt important was giving people a certificate of a type, recognition for completing the training but one other question I wanted to throw out is have you ever had people that were trained and then you weren't able to use them and they lost interest? Was one of the things I found early on when I was doing peer support trainings is I would want to have people wanting to do peer support and I would get them trained and then I didn't have anybody to match them up with which was always -- and then they would lose interest.
LINDA POGUE: Yes, that's a sad use of resources, isn't it? KYLE KLEIST: Yes.

LINDA POGUE: Yes, that's a sad use of resources, isn't it? KYLE KLEIST: Yes.

LINDA POGUE: Anyone have comments about matching up and training and connecting people and having that make sense in real time? Love to hear that. I bet lots of other people would love to be interested in that one too. KYLE KLEIST: Yes. LINDA POGUE: It's definitely a challenge for us. Anything else about training? AERIUS FRANKLIN: This is Aerius.

I don't see anything in the chat right now. No questions.

I don't see anything in the chat right now. No questions.

Let me check and see. I don't see any hands up as well. LINDA POGUE: Okay.

Let me check and see. I don't see any hands up as well. LINDA POGUE: Okay.
AERIUS FRANKLIN: One just came up.

I apologize. LINDA POGUE: You have nothing to apologize for.

You have done magnificently. AERIUS FRANKLIN: Renota, whenever you're ready, you can go ahead and speak. RENOTA: Sure I just wanted to add to the piece about when you guys asked about, are we listening or are we listening to really hear what our participants, our consumers are saying.

do you remember our peer support meetings and gatherings. And I touched on it a little bit earlier but when I said that, you know, a lot of times all of these individuals want to do is just to have
earlier but when I said that, you know, a lot of times all of these individuals want to do is just to have someone listen to them because they don't have that. And we even -- in our agenda we incorporate a specified amount of time just for them to share in both groups because there's cerebral palsy group that is a mixture of all ages whereas the silver linings senior group is more of a 55 and over age group.

But they both want that. We found that both groups desperately, especially now during COVID, we learned so much from each other and a lot of times -- even from me, I've learned so much from having these peer support groups from just obtaining information that maybe, you know, that may be relevant to other
these peer support groups from just obtaining information that maybe, you know, that may be relevant to other

consumers we're working with or just doing life. You know, just how to do life,

especially with the seniors because a lot of times they are not only sharing information that they might have

obtained but they are sharing years of wisdom a lot of times that, you know, other individuals might not have even

thought of to just help them get them through life. We, I think that's very important that

they have their time to share or whatever they want to do and they appreciate that.

Once some of them, when they get going, especially the seniors, it's hard to stop them which is great.
Once some of them, when they get going, especially the seniors, it's hard to stop them which is great.

I love just, I love being a part of that, just from hearing what they have to say.

And we make it a point to let them know that it's their support group. I mean, we're there as facilitators,

yeah. But it's their support group. So we want them to have input.

We want them to be the one talking and expressing. >> LINDA POGUE: That's lovely.

Thank you for being so open and sharing, Renota. I would to know -- that reminds me about any guidelines that people might use in support groups,-- obviously we've mentioned things already like
confidentiality and being respectful of one another. But if there's anything else that
people use in their guidelines that you would like to share with others? I bet that would be well received, too.

We have some stuff coming into the chat from DeAnn. Peer support can be similar life
experience, not just based on age, group, disability specific. And then Patricia McGinnis had her
hand up and I don't know if she put it down on accident or if she got her question answered.

Her hand is up now so we'll go to her. >> LINDA POGUE: Thank you. >> KYLE KLEIST: I might have jumped
Her hand is up now so we'll go to her. >> LINDA POGUE: Thank you. >> KYLE KLEIST: I might have jumped
ahead I'll go back still. >> Patricia: Talking about the pandemic and peer support and I'm an older person. I had answered a -- there was a little block in the newsletters from disability partners in Asheville and something to do with UNC and their graduate students had partnered with ARRP and they were calling older people like once a week and having like a 45 minute conversation with them and they were getting college credits for doing it and it was to keep seniors corrected to the outside world primarily during the pandemic because they were telling us all not to leave the house.
That worked really well and I really enjoyed -- a lot of young people don't want to spend a whole lot of time
talking to old people and she was an excellent person and I think I made a friend.

She was going to school in Asheville and she lives about an hour November or so and it might be a little less

and it was a really good tram and it was done by telephone. Everything has gone to technology now

but for some of us older folks, that might be our preferred way of communicating and actually hear a

voice on the other end and it worked really well and I was grateful that I got the partner from disability
partners and I was glad I had taken it upon myself to respond and a few weeks later I got a call asking if it would be beneficial and I was good for me and I think her too. It was a good thing.

>> LINDA POGUE: Lovely. Thank you Patricia. >> AERIUS FRANKLIN: We have a question come in from the Q&A box. What are some of the specific topics that you cover in peer support?

>> LINDA POGUE: I love talking about peer support training. Thank you, Kyle, what a friend you are.
peer support training. Thank you, Kyle, what a friend you are.

I can tell you the brief version of the training that I facilitate and it begins with what is peer support and

why is it important? That's the context of peer support, thinking about how peer support was included in

Independent Living. Those kind of topics and then -- the majority of the training is about what kind of skills do I need to be a good peer supporter, whether that's group or individually.

And specifics of those specifics is the listening and responding part. How to put your own judgment aside and

And specifics of those specifics is the listening and responding part. How to put your own judgment aside and

techniques for dealing with conflicts that seem difficult and lots of role play to act that out.
Its good to do that in a safe environment. Lots of listening and responding and

then some training about what to do in particularly challenging situations. Critical situations.

And then helping people connect with resources, the community. That kind of stuff.

And then about how to support each other as peer supporters. Because to do it properly, it's

actually quite a demand of oneself. Want you to do it as best as you possibly can and that requires support

in return and that's a very brief version of the particular training that I facilitate and I'm sure other

trainings have something that's similar and little individual aspects. Kyle, what about you? What kind of
trainings have something that's similar and little individual aspects. Kyle, what about you? What kind of

trainings are you encouraging your staff to have? >> KYLE KLEIST: They are ramping back

up now and they are doing the thing things when looking at training. Some of the things you just talked

up now and they are doing the thing things when looking at training. Some of the things you just talked

about. Confidentiality as well. That's one of the things I like to stress in peer support. You have to make sure that, you know what individuals are telling you remains confidential because it's one of the corner stones of peer support. >> LINDA POGUE: Can't build trust

remains confidential because it's one of the corner stones of peer support. >> LINDA POGUE: Can't build trust

without it. >> KYLE KLEIST: Right. >> LINDA POGUE: Yeah.

without it. >> KYLE KLEIST: Right. >> LINDA POGUE: Yeah.
Anybody else want to add in on training aspects that's useful for the other hundred folks listening in? That

virtual. I wonder if we'll ever go back to fully in person.

virtual. I wonder if we'll ever go back to fully in person.

>> LINDA POGUE: The other aspect of that I would like to ask is it asks something of facilitators.

>> LINDA POGUE: The other aspect of that I would like to ask is it asks something of facilitators.

You need an area or something like that to assist you to be useful when it comes to balancing communication, I

You need an area or something like that to assist you to be useful when it comes to balancing communication, I

think. Anybody else have experiences they would like to share about COVID?

think. Anybody else have experiences they would like to share about COVID?

>> AERIUS FRANKLIN: We have Renota shepherd and then Molly. >> LINDA POGUE: Terrific.

>> AERIUS FRANKLIN: We have Renota shepherd and then Molly. >> LINDA POGUE: Terrific.
meetings virtually, doing the main part of the pandemic, it's just something about doing it in American. meetings virtually, doing the main part of the pandemic, it's just something about doing it in American.

01:15:03.000 --> 01:15:04.000
You know, you just don't get that face-to-face. You get it on Zoom but it's not the

01:15:04.000 --> 01:15:11.000
You know, you just don't get that face-to-face. You get it on Zoom but it's not the

01:15:11.000 --> 01:15:12.000
same. So even though we had great success with it, we still saw the need of

01:15:12.000 --> 01:15:20.000
same. So even though we had great success with it, we still saw the need of

01:15:20.000 --> 01:15:21.000
individuals wanting to meet in person. Seniors not so much, you know, when COVID was really bad.

01:15:21.000 --> 01:15:31.000
individuals wanting to meet in person. Seniors not so much, you know, when COVID was really bad.

01:15:31.000 --> 01:15:32.000
They were really still skeptical and so were we as a staff for them. But know we've decided that we're

01:15:32.000 --> 01:15:42.000
They were really still skeptical and so were we as a staff for them. But know we've decided that we're

01:15:42.000 --> 01:15:43.000
going to do a so much nation of both. So that you know we can staff everyone wanting to participate and I agree

01:15:43.000 --> 01:15:55.000
going to do a so much nation of both. So that you know we can staff everyone wanting to participate and I agree

01:15:55.000 --> 01:15:56.000
with Kyle about the whole technology thing and to your question, Kyle, about whether we'll ever go back --
with Kyle about the whole technology thing and to your question, Kyle, about whether we'll ever go back --

just to my opinion -- I don't think so because fully, people have seen the benefits of the whole technology

just to my opinion -- I don't think so because fully, people have seen the benefits of the whole technology

aspect and maybe the not so -- the down side to it. I'm involved in a lot of the other

aspect and maybe the not so -- the down side to it. I'm involved in a lot of the other

tings too and I'll tell you most of the meetings that I'm attending are virtual and so having a hard time, you

tings too and I'll tell you most of the meetings that I'm attending are virtual and so having a hard time, you

know, to commit to doing it, to doing it in person fully. Maybe once or twice a year they said

know, to commit to doing it, to doing it in person fully. Maybe once or twice a year they said

we're thinking about doing thing inside person but not fully in person. Because virtual is just so convenient

we're thinking about doing thing inside person but not fully in person. Because virtual is just so convenient

for individuals, to keep individuals from having to travel and especially, you know, for the participant that may
for individuals, to keep individuals from having to travel and especially, you know, for the participant that may not be as mobilely able to get out. It's so convenient for them. So definitely, COVID has changed and not be as mobiley able to get out. It's so convenient for them. So definitely, COVID has changed and it's helped us to have a whole different perspective on how things can be done without having to do them.

in person. >> LINDA POGUE: Thank you Renota, appreciate that.

in person. >> LINDA POGUE: Thank you Renota, appreciate that.

>> AERIUS FRANKLIN: Molli and then Caroline. >> LINDA POGUE: Lovely.

>> AERIUS FRANKLIN: Molli and then Caroline. >> LINDA POGUE: Lovely.

>> MOLLY: This is Molly from disability action center in Lewiston Idaho and we're quite rural up here.

>> MOLLY: This is Molly from disability action center in Lewiston Idaho and we're quite rural up here.

and I've been here for a little over ten years and during the pandemic, what happened with us is we actually
and I've been here for a little over ten years and during the pandemic, what happened with us is we actually

were able to reach more rural individuals, where more rural individuals wanted to participate and

that has carried forward because we are so spread out that it's made it nice. We also run some hybrid meetings with

an OWL so you can either come or you can be online but everyone can participate and that's really helped

us out a lot. >> LINDA POGUE: That's good to hear. >> KYLE KLEIST: One other person?

us out a lot. >> LINDA POGUE: That's good to hear. >> KYLE KLEIST: One other person?

>> AERIUS FRANKLIN: Caroline. >> CAROLIN: Good morning can you hear me? I'm with ability Montana, former

>> AERIUS FRANKLIN: Caroline. >> CAROLIN: Good morning can you hear me? I'm with ability Montana, former


plan Montana live be project in Montana and we found the same thing that Molly was finding that we had so many

more people able and wanting to participate via Zoom, by virtual connections and so many other

different issues and reasons and barriers of one, COVID, and two, transportation and mobility.

Three, we are very rural in Montana. There are a will the of people who may not want to make an hour's drive in the middle of winter to attendant a peer group. But it really, really opened a new door to connections and we have three offices in different towns in Montana and it allows people who would have
been confined -- I think that's not the right word -- but working with peers in their own particular community to

01:19:35.000 --> 01:19:39.000
been confined -- I think that's not the right word -- but working with peers in their own particular community to

01:19:39.000 --> 01:19:40.000
communicate with peer inside all of our community and it broke down geographic Cal barriers as well.

01:19:40.000 --> 01:19:53.000
communicate with peer inside all of our community and it broke down geographic Cal barriers as well.

01:19:53.000 --> 01:19:54.000
We've had the same things where both facilitators and participants have challenges doing the Zoom and we are

01:19:54.000 --> 01:19:59.000
We've had the same things where both facilitators and participants have challenges doing the Zoom and we are

01:19:59.000 --> 01:20:00.000
past the point of whether or not we should do virtual meetings. I think the question we're trying to

01:20:00.000 --> 01:20:09.000
past the point of whether or not we should do virtual meetings. I think the question we're trying to

01:20:09.000 --> 01:20:10.000
figure it out ask is how do we do it best? How do we do it better? How do we do it so that we can make it best

01:20:10.000 --> 01:20:16.000
figure it out ask is how do we do it best? How do we do it better? How do we do it so that we can make it best

01:20:16.000 --> 01:20:17.000
for people who want to participate that way and meet people where they are in a new way and it's just very different

01:20:17.000 --> 01:20:22.000
for people who want to participate that way and meet people where they are in a new way and it's just very different

01:20:22.000 --> 01:20:23.000
than it was before COVID. >> LINDA POGUE: Thank you Caroline. Appreciate that.

01:20:23.000 --> 01:20:27.000
than it was before COVID. >> LINDA POGUE: Thank you Caroline. Appreciate that.

01:20:27.000 --> 01:20:28.000
>> AERIUS FRANKLIN: This is Aerius. We have actual question in the Q&A box.

01:20:28.000 --> 01:20:37.000
>> AERIUS FRANKLIN: This is Aerius. We have actual question in the Q&A box.

01:20:37.000 --> 01:20:38.000
It says COVID shown a light on accessibility needs for immune issues, travel difficulties, et cetera.

01:20:38.000 --> 01:20:43.000
It says COVID shown a light on accessibility needs for immune issues, travel difficulties, et cetera.

01:20:43.000 --> 01:20:44.000
Lots of new inclusion but making sure everyone feels included virtually can be difficult.

01:20:44.000 --> 01:20:51.000
Lots of new inclusion but making sure everyone feels included virtually can be difficult.

01:20:51.000 --> 01:20:52.000
It's more difficult to discuss more personal issues. Games can be fun and easy but we struggle to have the same

01:20:52.000 --> 01:21:02.000
It's more difficult to discuss more personal issues. Games can be fun and easy but we struggle to have the same

01:21:02.000 --> 01:21:03.000
goal oriented personal groups. >> LINDA POGUE: Thank you. I have one answer for your question,

01:21:03.000 --> 01:21:17.000
goal oriented personal groups. >> LINDA POGUE: Thank you. I have one answer for your question,
Kyle, about are we going back? Recognizing that there are indeed issues with virtual connections too.

Technical and virtual connection issues. Aren't we all about having people have choices and option inside their lives? And Zoom has offered an option that was not so readily available.

So despite its limitations, if you think of it that way, it is another option that we can provide our community. >> KYLE KLEIST: Yes. And I love to hear the people from the rural centers chime in. Once again, it is a way for those of us that have really rural service areas to be able to connect people. My one concern that I have with those rural areas is when we have
areas to be able to connect people. My one concern that I have with those rural areas is when we have

individuals that have limited access to internet or broad band and so that still is a barrier.

Individuals that have limited access to internet or broad band and so that still is a barrier.

We're slowly overcoming but otherwise, yes, it has really opened the door for us to do so much more than we ever thought possible prior to the pandemic with doing things, using Zoom and other platforms.

We're slowly overcoming but otherwise, yes, it has really opened the door for us to do so much more than we ever thought possible prior to the pandemic with doing things, using Zoom and other platforms.

But like other people have said, especially Renota, I am glad to be back to the hybrid.

But like other people have said, especially Renota, I am glad to be back to the hybrid.

And you're right, Linda. I mean, when it comes to consumer choice, that's one of the things with having hybrid. But being able to connect with people in person once again, I find to be
very refreshing. Especially being able to see their faces is always a nice thing.

But for those that many times can't make it, even having the hybrid option really still allows them to engage.

>> LINDA POGUE: I hope our Independent Living community is using as much energy on advocacy for rural connectedness with internet as much as we have to do that same type of advocacy with regards to transportation. Now we have more work to do. >> AERIUS FRANKLIN: This is Aerius again. Just to let you know, we've reached the five-minute warning.
Five-minute warning. And then also I'll read some things in the chat.

01:23:35.000 --> 01:23:41.000
Five-minute warning. And then also I'll read some things in the chat.

01:23:41.000 --> 01:23:42.000
Very interesting conversation going on. Deann says I agree, for those of us

01:23:42.000 --> 01:23:53.000
Very interesting conversation going on. Deann says I agree, for those of us

01:23:53.000 --> 01:23:54.000
who do not drive, virtual has opened up opportunities. And Joelle said we've had the same

01:23:54.000 --> 01:24:00.000
who do not drive, virtual has opened up opportunities. And Joelle said we've had the same

01:24:00.000 --> 01:24:01.000
experiences in Wyoming and this was regarding the question of being in very rural areas and how Zoom and

01:24:01.000 --> 01:24:05.000
experiences in Wyoming and this was regarding the question of being in very rural areas and how Zoom and

01:24:05.000 --> 01:24:06.000
other ways have not always been the best since COVID, if I'm not mistaken.

01:24:06.000 --> 01:24:19.000
other ways have not always been the best since COVID, if I'm not mistaken.

01:24:19.000 --> 01:24:20.000
Britney says alliance of Disability Advocates in North Carolina have been using a device called the OWL to

01:24:20.000 --> 01:24:24.000
Britney says alliance of Disability Advocates in North Carolina have been using a device called the OWL to

01:24:24.000 --> 01:24:25.000
successfully have a combination of virtual and in person hybrid meetings.

01:24:25.000 --> 01:24:30.000
successfully have a combination of virtual and in person hybrid meetings.
It allows the people to see and here what the in people person see. I hope this helps.

Caroline says how do we make the virtual or Zoom feel more like in person interactions? That would be

such a great help for us. I think if Caroline read the chat, I think OWL would be the accommodation

such a great help for us. I think if Caroline read the chat, I think OWL would be the accommodation

as well. Thank you. I'm sorry.

as well. Thank you. I'm sorry.

Three minutes now. I'm sorry for taking the time. >> ABBY: We have a hand up from

Three minutes now. I'm sorry for taking the time. >> ABBY: We have a hand up from

Manicia. >> Hi. I am just going to chime in on how

Manicia. >> Hi. I am just going to chime in on how

COVID and everything has effected everybody. The OWL is great by the way.
COVID and everything has effected everybody. The OWL is great by the way.

We have that at our organization and it has been a super great tool to have. We set it in the middle of the room

We have that at our organization and it has been a super great tool to have. We set it in the middle of the room

and there's access for everybody and it has closed captioning for people who are Hard of Hearing and not keeping up

and there's access for everybody and it has closed captioning for people who are Hard of Hearing and not keeping up

with what's going on and it records. They are about a thousand dollars and they are a great tool to have.

with what's going on and it records. They are about a thousand dollars and they are a great tool to have.

I believe it's created really positive effects having support groups digitally and now hybrid has helped a lot of people. It does give access -- for several reasons.

I believe it's created really positive effects having support groups digitally and now hybrid has helped a lot of people. It does give access -- for several reasons.

Social reasons and removing several areas of driving, physical mobility, mental health.
Social reasons and removing several areas of driving, physical mobility, mental health.

There's a lot. It created a lot of barriers, mental health.

There's a lot. It created a lot of barriers, mental health.

It's difficult when you can't get into see people and having the interaction is important.

It's difficult when you can't get into see people and having the interaction is important.

It's created a lot of mental health issues. Rural Ohio and we cover five Counties,

It's created a lot of mental health issues. Rural Ohio and we cover five Counties,

Counties, it's rough the amount of mental health care here is virtually inaccessible and having in person

Counties, it's rough the amount of mental health care here is virtually inaccessible and having in person

interaction -- a dig deal. It's basically decimated our TBI support group and particularly for them it has

interaction -- a dig deal. It's basically decimated our TBI support group and particularly for them it has

been a significant barrier to get over being digital. I think that's been really TBI

been a significant barrier to get over being digital. I think that's been really TBI
specific for us but yeah. I just wanted to chime in. Thank you.

01:26:59.000 --> 01:27:03.000
specific for us but yeah. I just wanted to chime in. Thank you.

01:27:03.000 --> 01:27:04.000
>> LINDA POGUE: Thank you for chiming in. Really, really appreciate your chiming

01:27:04.000 --> 01:27:06.000
>> LINDA POGUE: Thank you for chiming in. Really, really appreciate your chiming

01:27:06.000 --> 01:27:07.000
in, as you call it, and everybody else. Terrific, terrific participation.

01:27:07.000 --> 01:27:17.000
in, as you call it, and everybody else. Terrific, terrific participation.

01:27:17.000 --> 01:27:18.000
Thank you for being so willing to share. Isn't peer support marvelous? When

01:27:18.000 --> 01:27:20.000
Thank you for being so willing to share. Isn't peer support marvelous? When

01:27:20.000 --> 01:27:21.000
you give people opportunity to share, they share. It's wonderful.

01:27:21.000 --> 01:27:24.000
you give people opportunity to share, they share. It's wonderful.

01:27:24.000 --> 01:27:25.000
Thank you. Our last question. What else do you want to know or talk

01:27:25.000 --> 01:27:29.000
Thank you. Our last question. What else do you want to know or talk

01:27:29.000 --> 01:27:30.000
about with regards to peer support in our last few minutes? >> AERIUS FRANKLIN: Really quickly,

01:27:30.000 --> 01:27:39.000
about with regards to peer support in our last few minutes? >> AERIUS FRANKLIN: Really quickly,

01:27:39.000 --> 01:27:40.000
we do have a question come in. It's from youth lead North Carolina. Can someone who has facilitated hybrid

01:27:40.000 --> 01:27:48.000
we do have a question come in. It's from youth lead North Carolina. Can someone who has facilitated hybrid

01:27:48.000 --> 01:27:49.000
meetings share how the logistics work? Do you feel like you are facilitating two different meetings at the same

01:27:49.000 --> 01:27:53.000
meetings share how the logistics work? Do you feel like you are facilitating two different meetings at the same

01:27:53.000 --> 01:27:54.000
time? >> LINDA POGUE: Excellent question. >> KYLE KLEIST: I could chime in.

01:27:54.000 --> 01:27:59.000
time? >> LINDA POGUE: Excellent question. >> KYLE KLEIST: I could chime in.

01:27:59.000 --> 01:28:00.000
We have our conference room and we can set it up. Thankfully, a lot of Independent

01:28:00.000 --> 01:28:07.000
We have our conference room and we can set it up. Thankfully, a lot of Independent

01:28:07.000 --> 01:28:08.000
Living centers like us used our cares act funds to upgrade our technology so we're able to have people in person

01:28:08.000 --> 01:28:14.000
Living centers like us used our cares act funds to upgrade our technology so we're able to have people in person

01:28:14.000 --> 01:28:15.000
and we're able to have overhead projections so we can project on the screen for those there and those are

01:28:15.000 --> 01:28:25.000
and we're able to have overhead projections so we can project on the screen for those there and those are

01:28:25.000 --> 01:28:26.000
Zoomment it's really a matter of setting up a Zoom meeting and allowing people there in person as well.

01:28:26.000 --> 01:28:33.000
Zoomment it's really a matter of setting up a Zoom meeting and allowing people there in person as well.

01:28:33.000 --> 01:28:34.000
The one thing to look at is having a good web cam that can either move to the individual that's speaking or is

01:28:34.000 --> 01:28:40.000
The one thing to look at is having a good web cam that can either move to the individual that's speaking or is

01:28:40.000 --> 01:28:41.000
kind of panoramic and show everybody that's there in the conference room. Just my kind of comment on the

01:28:41.000 --> 01:28:45.000
kind of panoramic and show everybody that's there in the conference room. Just my kind of comment on the

01:28:45.000 --> 01:28:46.000
technology side. I think we've run out of time, haven't we?

01:28:46.000 --> 01:28:52.000
technology side. I think we've run out of time, haven't we?

01:28:52.000 --> 01:28:53.000
>> ABBY: We have for this session. We did have one more question come in which I'm going to make sure to make

01:28:53.000 --> 01:29:06.000
>> ABBY: We have for this session. We did have one more question come in which I'm going to make sure to make

01:29:06.000 --> 01:29:07.000
note of so we don't lose it because I think it is a great question. It is from Shana which is in a -- one

01:29:07.000 --> 01:29:14.000
note of so we don't lose it because I think it is a great question. It is from Shana which is in a -- one
second. I was all ready to do that. There we go.

second. I was all ready to do that. There we go.

Sorry. Lost my place. There we go in a peer support group

Sorry. Lost my place. There we go in a peer support group

setting, how would you handle a participant who changes the topic or participation to religious and wants

setting, how would you handle a participant who changes the topic or participation to religious and wants

to share his or her faith as well as pray for the group out loud. So I have made sure to make note of

to share his or her faith as well as pray for the group out loud. So I have made sure to make note of

that question so if Linda and Kyle, you want to come back to it at a later point.

that question so if Linda and Kyle, you want to come back to it at a later point.

>> LINDA POGUE: Thank you. >> KYLE KLEIST: That’s a great thing we can discuss in the wrap up.

>> LINDA POGUE: Thank you. >> KYLE KLEIST: That’s a great thing we can discuss in the wrap up.
LINDA POGUE: Yes. Yes. Maybe go along with our conversation

back to, you know, what sort of guidelines do we use when facilitating groups.

How to handle challenging situations. KYLE KLEIST: Yes. LINDA POGUE: Yeah so we have been
talking for an hour and a half about peer support and clearly, everybody has a lot more to say.

So thank you for being so terrific participants and we'll be back. In half an hour we're back, talking

about volunteer programs and an opportunity to take a break and later this afternoon 4:00
o'clock eastern

it's a wrap up of all of the things we haven't been able to finish in this conversation and maybe a few more
it's a wrap up of all of the things we haven't been able to finish in this conversation and maybe a few more

things and I don't know what else so say but it was great and I feel such a privilege to hang out with you guys

virtually as it is. >> KYLE KLEIST: I second that, Linda.  

virtually as it is. >> KYLE KLEIST: I second that, Linda.

Thank you so much and thanks for all the wonderful comments and those that spoke up and really shared as well.

Thank you so much and thanks for all the wonderful comments and those that spoke up and really shared as well.

>> LINDA POGUE: I think we ought to say a specific thank you to Aerius and Abby who had to work very hard because

>> LINDA POGUE: I think we ought to say a specific thank you to Aerius and Abby who had to work very hard because

you're such a chatty group. I think that was marvelous, fan tas sick.

you're such a chatty group. I think that was marvelous, fan tas sick.

>> ABBY: Thank you so much. We're getting lots of clapping emojis and thumbs up and cheering.
01:31:15.000 --> 01:31:19.000
>> ABBY: Thank you so much. We're getting lots of clapping emojis and thumbs up and cheering.

01:31:19.000 --> 01:31:20.000
So thank you, everybody. We are getting some thank yous and great session and thank you for the

01:31:20.000 --> 01:31:29.000
So thank you, everybody. We are getting some thank yous and great session and thank you for the

01:31:29.000 --> 01:31:30.000
session in the chat. We will be ending this session and there will be a new link for session

01:31:30.000 --> 01:31:38.000
session in the chat. We will be ending this session and there will be a new link for session

01:31:38.000 --> 01:31:39.000
number two for today's conference. You can find those links in the APRIL conference website which I will put

01:31:39.000 --> 01:31:44.000
number two for today's conference. You can find those links in the APRIL conference website which I will put

01:31:44.000 --> 01:31:45.000
here in the chat. I'm sure you all found it as you are all here.

01:31:45.000 --> 01:32:11.000
here in the chat. I'm sure you all found it as you are all here.

01:32:11.000 --> 01:32:12.000
But as a reminder, www.APRIL - rural -- we will see you in about 25 minutes. >> LINDA POGUE: Next time the chat is

01:32:12.000 --> 01:32:13.000
But as a reminder, www.APRIL - rural -- we will see you in about 25 minutes. >> LINDA POGUE: Next time the chat is