>> Amina: Any questions or any desires here? All right. Are you truly fried now? Did that just blow your fuses? Oh, my gosh. One of the things when Susan Webb came in to be our director at ABIL 15 years ago, she said, "Don't confuse efforts with results." And she said that to us numerous times over the years. So, you know, we don't want to be treading water and not getting done what we need to do. And these guys are for sale. You can invite them to your center, treat them nicely. Do it a good time of the year and they'll come. So, wow, you just blew my fuses in that last little bit. I thought for the last part of the day to do this piece, you know. Wow, but then, why put all that effort out if it's not in the right direction, right? So, you know, fill out those sticky pads. We have a half a day left. And there will be more trainings. ILRU meets our every desire sooner or later, right? That's how they create these training is on things on the sticky pads. What was your high point for the day? I want some high points before I'm letting you go out the door. Think back. What did we do? We had Deb talk to us about integrating services in our CILs, and then we had the panel talking about, you know, the elephants in the living room and how to get the CILs to work together better and how to make sure you're not letting people fall through the cracks, and then we had talked about the peer mentoring volunteer program and how that works. And then these highlights and really clear definitions and some great ideas about we can shore up our documentation so that we're getting credit for what we're doing and how it can actually help us deliver the service, I think, sometimes too. Just like that strength‑based interviewing skills. If we've got it set up like that idea about flagging files in some way to know. Even if the peer score IL piece is kind of blurred, and now I have to figure out a whole new way to do advocacy because I haven't documented any of it that way. Thanks a lot. So, but that's one of my high points is that idea because we do have a lot of other grants and a huge PAS program as you heard, personal assistance program. And if they pull from those, you know, we do offer it, but half of those people are over 75 or 80 literally. They're people we're helping stay in their own home, but they're quite older and not interested in independent living. High points? Mark, give me one. Now you're in trouble. I've learned your names.

>> Audience: Well, I think the thing that's encouraging me the most having been involved 20 years ago, then coming back to it now is how much the centers have matured and the processes are being revised and improved. So that's encouraging to me to see that that work is being done. It's just more and more professional all the time.

>> Amina: Yes, and we prided ourselves on not being professional because we didn't want to be hierarchical, but we also were pretty loose in the old days and not so accountable, so, yes.

>> Audience: It feels good to see that taking place. And I think that there's more of the ‑‑ more difficult problems are being addressed than maybe the simpler stuff than years ago.

>> Amina: Can I out you in your previous career to know why you have that background? Because I think you have a unique perspective because of your work history. You worked for a bank, right? You were a businessman.

>> Audience: Yeah, I always tend to say too much during this. Cut me off.

>> Amina: Not a social worker by any chance.

>> Audience: My degree is in English from Arizona State University, and I got pulled into a program by some IBM executives to become a programmer because there was a shortage. So I departed my career in banking and moved over to Aerospace and spent about 20 years in I.T., and then have kind of come back full circle to the position that I'm in now.

>> Amina: So it's a different perspective than social work type of a background or a counseling background?

>> Audience: Yeah, it is. But one interesting thing to me, at Honeywell we spent a lot of time on process improvement, which is more of a manufacturing orientation, but the issues are the same, to go after your reoccurring programs, your root cause problems. Find out the source of what's making that a problem and address it systemically so that you don't have to keep going back to that thing over and over and over again.

>> Amina: And I would say it's a model of accountability, and that's something that's getting added in, over time, to our independent living movement. Anything else?

>> Audience: I've got a lot, but I'll save some for tomorrow.

>> Amina: Okay. Other high points?

Over here. Somebody. Nothing? Have you died? The beautiful lady with the blonde hair. Tell us your name.

>> Audience: My name is Linda.

>> Amina: Thank you Linda.

>> Audience: I guess I'm feeling overwhelmed with everything right now. I kind of have focused so much in my area of expertise and everything that I've just kind of ignored everything else going on around us. But my director asked me to train our staff, and I just felt totally unprepared to do something like that and I still do, but I'm learning so much right now and learning that we've got a ways to go.

>> Amina: And you've got some recipes and you can delegate. Invite guest speakers. You don't have to do it yourself.

Anybody over here? High point? Yeah? See, we just put out a lot ‑‑ we need to know something got received. It's much more satisfying for us to know that you got something that we gave you today. Truly.

>> Audience: Well, I'm actually getting kind of in the process of putting together something for youth in terms of peer mentoring and having some sort of program for that, and I'm just kind of excited to hear about ‑‑ more about how to set that up and get connected with April. So that's my high point of the day.

>> Amina: Great. That's a high point. Yes, great. How about somebody at this table? Mike? He's the take charge kind of a guy.

>> Audience: I never shy away from talking. My highlight is to find out that Paula lives in California and I've got her e‑mail.

>> Amina: Exactly. How about somebody at this table?

>> Audience: I think my high point was when we were talking about the IL service coordination and talking about that silo effect and trying to avoid that in your own center and working together. And then also the statement of, if you're working harder than your consumer, you're doing something wrong. Yeah, that's sticking.

>> Amina: Yeah, feel free to print that on a sticky note and put it on your phone at work. So let's see. How about somebody over here. High point?

>> Audience: Well, I feel like I do good case notes because I've done case management ‑‑ I did case management for years and we had to do a lot of cases. But I ‑‑ today I've determined that maybe I don't do great case notes because not that I don't put what the person is doing, working on and their progress, but I never thought about putting, you know ‑‑

>> Amina: The method?

>> Audience: The method in the note itself. And okay, I've learned something today. I mean, I've learned a lot, but I can go back and really do excellent case notes.

>> Amina: Yes. Yeah, great. Yes, right here?

>> Audience: Amina, I think what I will take back is actually a challenge to myself and our other staff on how we're going to get our ‑‑ the persons that we served to be able to talk about our four core services. How are we going to do that if they are interviewed. And I'm not sure what happened at our ‑‑ we did have a review. I'm not actually even sure what happened with that component of it. So that's my challenge, how to relate to that.

>> Amina: How to remember with everybody that comes through to do a little brainwashing.

>> Audience: We do an orientation that they're required to come in ‑‑ to receive services, they have to come in and go through this, but do they remember that? I really doubt it because you serve a lot of people for many years, and are they able to specifically speak to that? And then myself, I think what I'm going to take away from this is I'm going to make sure my notes are going to reflect the core services themselves. I'm going to specify what ‑‑ you know, be a little more specific.

>> Amina: I'm just bringing Roger home with me. Shannon?

>> Audience: Well, I was just thinking that it's encouraging to know we're on the right track.

>> Amina: Yeah, after you get over the overwhelmed stunned state of mind, you can go back and notice. That's why I wanted to just chat with you a little. I didn't want you to walk out with this piece of it. It's important for you to remember the whole day.

>> Paula: Remember they're here. You know, of all the centers in the country, you are here and you're sharing with each other and we're all learning together.

>> Amina: Yeah. And you'll remember two things when you leave here. What two things are you going to remember when you go back to Winnipeg Doug?

>> Audience: Integrating our program so that they complement one another and work together better and perhaps even revamping the orientation process.

>> Amina: Yes, it's so much an attitude first, isn't it? It's an attitude first and then it's the actions that you take. Another high point before we go? Anybody else? Come on. So groovy. Yeah. Still we are still awake and alive. We didn't totally do them in.

>> Audience: This may sound strange, but for me it was hearing a lot about the 704 report because in our agency, it's not really talked about much. And I don't know if that's a bad thing, but it seems like we should know more about it.

>> Amina: Yeah.

>> Audience: So I really appreciate the input on that.

>> Amina: It's part of the orientation. Oh, we're here and establishment grant that goes with it. They hear that about their own special grants, and I think that's a really good point and not just hear about it when the report's due.

>> Audience: That's the only time we hear about it. I think it is going to challenge me to ask more about that from my manager and, you know, higher up.

>> Amina: Yeah, yeah. Especially now because they're going to be watching us closer, so we do need to be more ‑‑ as does anybody in any public program now because we are all under the knife right now, or whatever you want to call that. Anything, anybody else? Any desire? Now you're all kind of lit up a little more. That's good because high point is, you're done. Yeah! See you tomorrow morning.