

## **TA Teleconference Forum – TA Contract tutorial**

**November 17, 2003**

**Roll call:** Tom Wallner- ND, Heidi Lawyer-VA, Ed Preneta-CT, Stephanie Reid-Ohio, Arlene Poncelot-SD, Joanna Cordry-TX, Al Rose-DE, Judi Myers-AL, Andrea Cooper-TN, Bill Lynch-OR, Cathy Lyle-MD, Susan Pritchard-Green-MO, Dick Weathermon-WY, Marilyn Sword-ID, Larry Swabe-NC, Jennifer Ondrejka-Wisconsin, Wanda Willis-TN, Anna Lobosco-NY, Mary Beth Greene-ADD, Karen Flippo, Phyllis Guinivan and Susan Madison (NACDD)

### **Agenda:**

Susan: What we're going to do today is go through the TA contract, calling it the TA Tutorial. Karen will start with Welcome and Overview. I'll then go through the scope of work with the tasks that the contract requires, and then Karen will go into the TA plan that we sent you-a sample TA plan. We'll end up with Q&A at the end.

### **TA Contract Overview:**

Karen: Hello everybody, and it's nice to hear some voices now that I recognize even more from the conference last week. We kicked off this current version of the TA Contract on October 1<sup>st</sup>. About a week after that I met with Mary Beth, the Commissioner and Faith McCormick to go over the contract, and also review our contractual obligations. I believe that in October once we knew that we had indeed been awarded the contract, we did send out the abstract to all of you, to try to get you a sense of what we're going to be doing. We set this up a little bit differently than we have in the past in response to some of the feedback and input that we had gotten from many of you as we were constructing the proposal. And the main difference is the technical assistance plan. I'll be describing that a little bit later after we go through the tasks. Primarily that gives the Council more of a say in determining exactly what it needs, and we will be looking at those very carefully in our role of brokering technical assistance resources, be it on-site, workshop, email, fax, those sorts of things.

We're also going to be in the process of collecting information from you, which is a requirement from ADD, and you'll hear more about that information because you're going to be getting a request within the next 30 days. That is more specifically your internal documents, your bylaws. And we're getting into more specifics in a little bit later. Now in terms of an overview and the values that underlie this, ADD and NACDD really want to be a TA resource for all of you. It is our commitment that over the 3-year period we are prepared to provide technical assistance to all 55 State and territory Councils. Some of you may choose not to want any technical assistance. If that's the case that's fine, just indicate that on your technical assistance plan. For instance, the plans will go out probably within the next 60 days. You'll indicate what you want, what you don't want, it'll be our staff's responsibility to continue to contact you to find out how your needs are changing, to find out if your needs are met, and also to indicate to us as a result of the technical assistance what happened, were there any positive changes, because we want to use that feedback mechanism as an evaluation tool.

The proposal itself was written with great input by the Councils. In fact, as I mentioned last week, Deborah Swingley and Anna Lobosco had the first 2 cuts of writing this document. We certainly value all of the guidance that all of you have given to us, and we want to continue that process through the TA Advisory Team, through our tutorials, through these calls, which we're calling now Teleconference Forum Calls. And this is the first of 4 that we're going to be giving in the coming year.

In terms of staffing, Susan Madison is the TA Manager, and she will be primarily responsible for assuring that we're meeting our contractual obligations to ADD. She is the Project Manager who is the liaison with the Project Officer who is Mary Beth Greene. Susan will have responsibility for being the liaison to 27 States. Phyllis Guinivan is coming on the project on January 1<sup>st</sup>. Phyllis is a technical assistant specialist, and she will be the liaison to the other 27 States. So all of you at some point will be told who your contact is for this particular project. And as content, again, they'll be forwarding out the technical assistance plans, be the broker for the technical assistance, know who's out there in terms of our own peer network. I do want to say that we are going to be looking to the peer Councils first as our technical assistance resources. So if the State of Tennessee has a particular need, and we happen to know that the State of Oregon or the Oregon Council would be the best possible person we'll call Bill to see if he's available, try to broker that with Wanda, and make sure it works. Conversely, Wanda may say, I know of someone that I really want to have in this State because I've heard of them, they can provide a particular need, we'll also try to broker in that particular way as well. So each State will have its own different permutations, no 2 States are going to be the same.

Now if we see that there is a congregate of topics that the Councils seem to want information about, we may look at that and then try to have a teleconference about that, or bring a specific speaker. It may be a regional need, it may be a topical need, so in those cases we may try to bring more than one Council together.

We're very excited about this, please allow us to get through the first couple of months of trying this out with you and with us, but we do anticipate that we're going to be getting some fascinating results. Are there any questions before I hand it over to Susan to look at each task? Okay. Hearing none, Susan.

### **TA Contract Tasks within the Scope of Work**

Susan: There's 17 tasks. **The first one** is the orientation meeting with the Project Officer, Mary Beth Greene and others from ADD. Karen indicated she had done that, and that's within the first 10 days of the award. We'll also be meeting with the Project Officer quarterly to make sure things are flowing, and look at problems or issues that come up during that quarter.

**Task 2** was to establish an Advisory Committee and meetings and again, those are ongoing. There was a notice sent out, many of you responded, there was an actually a great response to be on the TA Team. That's very encouraging to all of us because we need partners in this as you know. The final TA team has been approved. ADD has sent that out, and I sent it out last week. There are 15 core members along with, of course, the staff from ADD and NACDD. Those TA members will then be divided into 2 subcommittees. And one of those will be the TA Institute Planning group. For those of you that have been on the team before, we appreciate it, for

continuity purposes. And then of course, new ideas and folks, and I think we have a lot of diversity. We certainly have good geographical representation on the team which I think is very helpful.

I believe our first TA Team meeting will be Monday, December 1<sup>st</sup> at 12 Noon, if you want to make a note of that. All the teams for NACDD are open, anyone can participate even if you're not "an official team member." We'll be electing a Chair from that group and then going forward, jumping into planning the TA Institute. The second subcommittee underneath the core team will be on our website and website tutorials that we hope to be able to do through our website, so that's very exciting for us. We're going to try to have archives and things like that on the website all the time for those that want to go to it whenever, to be able to access information around specific topics.

**Task 3** is to develop a list serve. And we've had that, and I think you got a notice from Michelle last week about the NACDD list serve. We're going to try to have both going until we can get the new one fully operational. But that will be the same where Members can submit anything at anytime, questions or concerns to your peers. I think that works real well.

**Task 4** is to coordinate the TA to the Councils. That's the plan. And that's the plan that Karen will go over in more detail next, but that's really the core of this contract. It's developing a system for Councils to drive their own TA, whatever that might be, through something electronic, through a phone call, a conference call with other Councils, teleconference as she mentioned, onsite or regional assistance. Phyllis and I will be working with all of you on that. It's individualized, and it's prescriptive, that's the most important part. If a group of you as Karen mentioned, have a similar need, well then great, we'll do it that way, but otherwise if it's individualized that's how it's going to be driven. And we can go to resources outside of the Council network, obviously first within the peer to peer, which is great, but certainly outside as well.

As part of that TA Team, we're going to send out things that are required in the contract this year like your self advocacy strategies. I think that will be a very important report so that we can get a better idea of Councils' work on self advocacy, new freedom initiatives, samples of your bylaws, orientation information for your new Council Members. We will again keep this information electronically if we can. We will determine priority for these TA plans, based on performance and greatest need. The TA team will look at these, it's not going to be done in isolation, and staff will coordinate the follow up. Staff will document: Did it work? Often times I think we get TA even onsite, but that's not the end, we need follow up and we need to look at what worked and what didn't work and what other additional needs there might be. The TA plan reflects all of those things.

**Task 5** is consumer satisfaction measurement packet. We talked about that at the Executive Director meeting in SLC. We will be assisting ADD with that pilot and coordinating conference calls or facilitated discussions at conferences and the TA Institute.

**Task 6** is examination of performance measurement system. We will be assisting ADD with recommendations and results achieved by Councils.

**Task 7** is information collection for reports to the Secretary. This is data collection in managing sub grantees, contract requirements, that kind of thing. This will be included in your check list of requested materials that will be part of the annual report, including working with your network. How things are going with your P&A, your University Centers with results generated in a report format.

**Report on self-advocacy is Task 8.** That's going to be an analysis of Council strategies for supporting self-advocacy requirements. Analyzing and looking at secondary results, such as people in leadership positions will be reported.

**Task 9** is informing policy makers. We will be looking at what Council activities are occurring around informing and educating policy makers, including the barriers and achievements so that we can again, help share that information with people that are doing it.

**Task 10** is the new Executive Director information packet. We will develop an information packet for new EDs, which always comes up unfortunately. And this will include all the information from ADD such as brochures, newsletters, regional calls, and ADD publications on governance and board responsibilities. The subcommittee will help in writing that packet. We can use training modules developed by previous contractors because there is information out there, we don't need to reinvent, and we're going to put it into a print version and also a PowerPoint. We will use this then at TA Institutes, at conferences, and you can use it as far as your own orientation products.

**Task 11** is information packets for new Council Chairs. (Very similar to new Executive Directors). It's an information packet for those new Council Chairs on the roles and responsibilities of Council members, the responsibilities of the DSA, Council activities and strategies. It'll also be a web based tutorial so that we will have these things easily accessible for everyone, and useable when appropriate and when needed.

**Task 12** is Teleconference forum calls. We'll have 4 a year, perhaps more of course if requested. This one today is the first, so it'll be around every 3 months with this 800 number. I'll do notes on those or Phyllis will and we'll get those out to you that didn't participate on the call, so you'll have a record of that information.

**Task 13** is the TA Institute and other conferences. The Institute will be in June in Washington, DC, as most of you know. We will provide tracks for Council Executive Directors, staff, Members, and again, use the materials that we're collecting to train new Council Chairs, new Executive Directors. This TA team will have then a subcommittee that will drive that Institute as always. They will plan the theme, the speakers, etc.

**Task 14** is a report of the New Freedom initiative, what Councils are demonstrating with outcomes. That would include Council leadership, roles, responsibilities and implementation of Olmstead, TWWIA, all things that are related to the new Freedom Initiative.

**Under Task 15** - preparing topical materials. Staff will be collecting resources on the areas of emphasis, like employment resources and education resources, and reports that are coming out

on websites on health, Medicaid and other things that ADD has requested such as rural initiatives, Hispanic and Latino initiatives.

**Task 16** is to examine Council bylaws. We'll be asking you for materials on that and best practice information gathered to help create bylaws and Executive Orders, the DSA review guidelines, all kinds of things involved that would help with that report on Council bylaws.

Last but not least, **Task 17** is development of the final report.

### **Questions/Discussion**

Karen: Before I hop into the plan, are there any questions? Susan talked about the guts of this proposal, so are there any questions, comments, concerns?

Marilyn: I have a question about the TA Institute, given our conversations in Salt Lake, and the kind of consensus that we were going to provide some training for planners. I am assuming that's in the mix as well?

Karen: We have not gotten any further than that conversation. But that certainly is on the agenda. As I mentioned in Salt Lake City, we have a contract, we did sign a contract for the entire time that was to include our public policy forum, but since we are doing that in collaboration with other advocacy groups, we have 2 days. And I understand Marilyn from another team that met, I guess it was a staff team, the staff roundtable, strongly recommended also that we do the planners group, the planners conference. So yes, that's on the table.

Ed Preneta: It sounds like there's a lot of providing technical assistance to ADD. There seems to be a lot of reporting of information. And I'm not saying there isn't technical assistance to Councils as well, although I am concerned about how much we may have to gather and report, so I guess maybe see really what that looks like.

Karen: I'll ask Mary Beth Greene to respond to that, because this was written in the RFP. Mary Beth?

Mary Beth: Are you talking Ed, in terms of the Council Chair and the Executive Director package, that kind of thing?

Ed: No, I think that might be helpful. I'm just listening to what sounds like a laundry list of issues and areas, everything from the new Freedom Initiative to self advocacy strategies, orientation information. I heard a bunch of things in there, much of which sounds like it is reporting.

Mary Beth: Well, a lot of what has been requested from ADD is information in those areas. For instance, we get a lot of requests from Councils about what other Councils are doing in the self advocacy area, and what other Councils are doing in Olmstead, and what other Councils are doing for the new Freedom Initiative, so we thought one way to handle that was for everything that gets reported to ADD, to go out to the Councils. It will be disseminated in whatever fashion is developed by the contract so that all Councils have that information. And those were some of

the major areas that we were requested, not only for us to have to report, there is some truth to that, but also that the Council Chairs or staff have requested from ADD.

Karen: So I guess to reiterate, this information will then be available for Councils to use it as resource information?

Mary Beth: Absolutely, yes.

Wanda: I'm sure I just missed this, when do we get to look at the areas for technical assistance written down?

Susan: I want to clarify your question, Wanda, are you talking about your own individual Council requests?

Wanda: Actually, I was talking about just the areas that you went over. Were those sent out?

Susan: The tasks, no, the scope of work. That was not sent out, but I can certainly send that out to anyone that wants it, that whole scope of work.

Heidi: I have it.

Susan: I did send it to the TA Team members, because the TA Team is going to be working on several of those as I indicated. But I can certainly send it to you, if you're interested Wanda.

Wanda: I am if you don't mind, thank you.

Bill Lynch: When those individual Council TA plans are developed, when will we be asked to respond to or feed to you our TA needs?

Susan: We're going to be sending those out within the next month. We'll send it electronically to everyone - the blank one obviously. We sent you a sample one for the call today. You can get an idea of how it was envisioned, although that's very open, as you all know, once you start using a document. But the concept I think is really good, which is what is it you need and want, with the Councils being the driving force. We will be sending that out I promise, within the next 30 days.

Bill: And is there a specified turnaround time?

Susan: Yes, there will be. I don't have that timeline yet though.

Bill Lynch: I'm just a little concerned about it overlapping with PPR preparation.

Susan: Yes, we, Karen and I discussed that just on Friday.

Heidi Lawyer: I'm wondering how is the information that the team is going to collect in terms of what will be reported to ADD, of what other Councils are doing with respect to self advocacy, etc.? How does that interrelate between this proposed external evaluation of Councils? Or does it not?

Susan: I can't answer that. Karen, do you have a view on that?

Karen: Heidi you're talking about the RFP?

Heidi: The info that Anna sent.

Karen: Right, right. First of all, the RFP has not been written. Probably won't be written until some time in December or January. We were asked to provide some information that could be helpful in writing that particular RFP, which is what Anna's team is going to be doing. But how this will dovetail with that, I have no idea. And actually the RFP, the evaluation study or the feasibility study, that first phase is going to take a year to develop, and from what I understand, if the RFP goes out in February, and it's awarded in Spring, it'll take a year from that to do the instrument, and then 2 years after that to administer the study. So the work that they'll be collecting will be far in advance of that particular study.

Susan: Are there any other questions?

Female Speaker: When the individual Councils complete their technical assistance plan, will there be any kind of guidelines with that or I mean, or are we really opening it up so that Councils just think of anything, and they can just list anything in there they want and then you're going to analyze those or will there be any kind of ideas for people to think about?

Susan: No, there will not be ideas or guidelines, because if we did that we may be putting you into some kind of box, which we didn't want to do.

Karen: It is prescriptive and individualized to do what you want to do. Now, if you come back with us and have this elaborate initiative that's going to cost us a hundred thousand dollars, we will definitely get back to you. And say, okay, let's see if we can approach this a little bit differently, or maybe we can pull other people in the program. I do need to say that you'll submit the plans back to us. The particular liaison will look through it, probably there will be discussion again with the advisory committee or team, all technical assistance has to be approved by ADD. We cannot proceed with this until we get the okay from ADD, so that's another process, but we do not want to put guidelines, we want to hear what your need is. And then we will see how we can meet that.

Marilyn: I have 2 questions: (1) Do you have an idea of how long it's going to take to turn around a request for team review and ADD approval? That's question one.

Mary Beth: For team review?

Marilyn: For the TA team to review it, and then ADD to approve it?

Mary Beth: Susan, help me out a little bit on this. Is the understanding that the TA Team is going to review every request for technical assistance?

Susan: I think, no, a vision on this is that staff will take the lead on it, and begin to prioritize, if there's certain requests for conference calls versus onsite TA, versus an outside speaker at an institute. And prioritize them in categories if we can, and I think the staff will take the lead on

that. And then I would believe that the TA Team would meet at least once a month, where there would be kind of an overview of requests, and then a prioritization and recommendations again from the staff, so that the TA Team is not struggling from scratch for that. And hopefully recommendations coming out after that very first meeting can immediately go to ADD.

Mary Beth: I think that there's going to be technical assistance requests that are not going to have to go through ADD for each and every one of them. I think we have to obviously leave it up to staff to decide, to link people together, to link programs together, to be able to put those linkages for some of that more basic technical assistance. The ones that we have to make sure we have approval over, anything that requires any dollars, that's going to have to be approved by ADD, and reviewed I would say, by the advisory committee. Because there are going to be the more costly ones, and those kinds of costs need to be approved ahead of time.

Karen: And Marilyn if I can respond too. I think if we see a plan that comes in, that clearly is an emergency, there's a need, people need something right away, we can certainly look at that, try to send it, email it to the team, and not wait for the monthly meeting. Because I think, and that does happen, we wouldn't want our own process to have negative results on the Council.

Marilyn: The second question I have, and Bill chime in here. Region 10 is planning a Region 10 Plus, a Regional get together in the Spring. And I can see us collaboratively making a request for some TA for that. And so I suppose you just need to know from us?

Susan: Yes.

Marilyn: We need to designate who's going to be the requestor, and how that's going to work, right?

Susan: Exactly.

Ed Preneta: We actually have one scheduled for April 1<sup>st</sup> for the New England States. Currently it's called a Bitch and Pitch Session, part of which has to do with just what...the bitch part is what are we really struggling with, and the pitch part is good things going on. And it did cross my mind that then might be a good opportunity to do something regionally.

Marilyn: Ours is scheduled for the same time Ed.

Karen: Yes, if the plan comes in, and if it's from Rhode Island, Connecticut, Massachusetts, and this particular content area is something that all of the Councils have a need for they would like some support, sure, request it.

Susan: Are there other questions about the federal scope?

Female Speaker: Susan, you said in the overview, you or Karen, that within the 3 year contract, all 55 States and territories will have some sort of technical assistance. Is there an expectation that requests for technical assistance come in the sample plan format?

Susan: Correct.

Female Speaker: And then is there an expectation that those will come as needed, without limitation, annually, once within the 3 year period by each Council? I'm just looking for a little guidance.

Karen: The way it was written is this is a dynamic project, and so annually. But you will have your liaison contact you periodically throughout the year to check on where you are, if you haven't had the technical assistance yet, ask how you're doing. If you have had the technical assistance, did it work, what else do you need? It will be up to our staff to try to match the financial and programmatic resources we have with the needs. And I wouldn't want for instance, Texas to be hanging out to year 3 before we actually picked up the phone and talked to Joanna. We really want to be in constant contact with all of you, but that's why it has to be on a priority basis, because we can't do 55 at one time in one month.

Female Speaker: Right. And they're not all going to be onsite type of assistance?

Female Speaker: That's right.

Female Speaker: And there may be someone who says I don't need anything right now.

Female Speaker: Right.

Heidi: It also depends on how you define technical assistance, and you know, for example some of you probably remember that I sent a email on the list serve a couple of weeks ago regarding information related to Olmstead as well as policies. I didn't need NACDD to coordinate that, I sent it out to list serve, people responded, it was great. I got what I needed. So how are you differentiating that type of scenario?

Susan: The list serve actually is one of the tools that we're using under this project. And you know, certainly that's available to all the Councils. If the Councils feel that they can get it that way, that's great. If they want us to find a contact however, within the Councils, that's also fine. You know, I think by now, most of the Councils seem very comfortable, if they have an issue to post it on the list serve without going through us, and we would expect the same thing.

Bill: I had another question related to the list serve. When somebody puts out a request for information, and gets 5 or 6 responses back, is there any archiving of that so that you know, if I wasn't interested in that 6 months ago but I am now, I could go to some place and find that discussion?

Susan: Yes. The list serve is always archived, and will remain so. That's our plan anyway. And it's by topic, and you can go and search if you're a member, search by topic area, so you could type in new freedom initiative or Council members or whatever you're searching for, and it would bring up the exact postings, who sent it, when they sent and the language that was used.

Bill: Okay. I guess I exposed my own lack of familiarity with it.

Susan: Well, you know Bill, it's a complicated thing, and we have directions, at least I do because it's not one of those quick Google search engines. Do you want me to send you those instructions of how to do that?

Bill: That would be great.

Female speaker: If you would, send that out to everybody, that would be great.

Mary Beth: Also Susan does a summary of those list serve topics when she hands in the reports for the contract. She can make that available to everybody also.

Susan: Other questions?

Anna: No, but a comment. I have to tell you the list serve has been my salvation more than once, so I encourage folks to use it a lot, and be familiar with it.

Susan: There was also a request at the Salt Lake conference about establishing a list serve just for Council staff. And I don't know if any of you have thoughts about that. We certainly don't have to do it, but I believe it could be available to us through our budget dollars although I'm not 100% sure in that, but wondered if you had any ideas about that.

Female Speaker: I forward anything on to my staff.

Susan: I figured most of you would do that.

Female Speaker: That's pretty much what I do too, or if the request comes in that somebody else here knows more about, I ask them to respond to the request. It doesn't necessarily go back out to the list serve, but we could change that as well.

Joanna: Where did the request come from, that you're talking about? Was it from the Council staff?

Susan: Yes, it was from the breakout sessions that the Council staff had at the Salt Lake Conference.

Joanna: I'm kind of wondering what's behind that, if they're just feeling left out. Because I'm on the NACDD list serve, and like all list serves, a dual edge sword. You get great information but you also get too much.

Susan: No, I don't really know, I wasn't in that session, it was a request from Lewis Clark who had facilitated that session. I told him I would note it and I did. I think it was more of the kind of request, which really hasn't been utilized a lot there, such as the request for an Executive Director private list serve. There might be questions that are sensitive regarding personnel salaries, things like that that the Executive Directors might want to just discuss privately. I think there was the same concern for staff. That there are Council members on the list serve, there are our bosses on it. I think that was more of the concern.

Ed: You don't edit, it's no place to discuss anything that's sensitive.

Female Speaker: I have to agree with you, especially when you put an email on there, you don't know who it's going to be forwarded to, and a lot of people aren't very familiar with list serve etiquette.

Female Speaker: Obviously.

Female Speaker: But then again, you know, when people ask for something there's some kind of need there.

Susan: We'll just leave that for later, but thank you for letting me run that by you.

Karen: Okay, I'm quickly going to go through the plan. We spent a lot of time talking about it, but you all got a copy of a draft plan that was submitted with the grant. Mary Kelley and Susan filled this in just to give you some idea of what one could look like. We're basically asking for a description of your Council, and provide some specifics then about the assistance that's requested. If a Council has a preference for a particular person or organization then we would want it listed under the preference. Then the specifics of the technical assistance to be provided, and as Heidi said, this could range from anything to a 2 day workshop, to an in-service training, to developing an evaluation instrument, performance measures. But this is for you to write down what you want to have.

With the individual informational resources and methods of assistance, there are more specifics. For instance, on the example it said onsite training and consultation for 6 to 10 hours, phone consultation for 2 to 5 hours, materials and resources. Now I have to say, that this is what we would put in after we did the training. So this part of thing is what was provided. The timetable for assistance, this is when it's going to be, the cost to help us with budgeting, the outcome from the TA.

It's not enough to say that you did want a particular workshop covered, it's what you anticipate as a result of having this workshop paid for, the specifics of how we are going to follow up with you in order to conduct the evaluation and the effectiveness. The Council Chair or ED would sign, and Susan Madison is TA Project Manager, would also sign. Now, as I mentioned before, all of this would be finalized with the Council Director. So once we got this back, we would look at it, see what we could do, then contact the Council ED, go through it, make any adjustments as necessary, then it would be signed off and we would go ahead and broker the assistance.

And it might be with a Chairperson or if there's an Executive Director in place, I mean that obviously would change?

Karen: Yes, we wouldn't want again, for it to be held up such as if an ED wasn't in place. It's pretty easy. And since each is going to look very different there isn't any standard. Now if we don't hear from you, when we send it out, we also will do a follow up. Because we're aware that all of you get so many pieces of paper that this can go out and just be misplaced. So we will be sure to contact you probably several times, to make sure that you have seen it, and give you the opportunity to respond. And you may not have a need for it now, but you may call us up in March and say you know what? I have this situation, I have this need that just came to my attention, I'd like to do the plan. And that's fine. We don't have an open enrollment so to speak.

Susan: Okay, well that is really the core of our call today. We thought we'd open it up again for additional questions now at the end. Are there other things that you want to ask about?

Bill: The one thing that occurred to me, I don't know if it will fit within the contract or not, but we use the video that NADDC put out several years ago about Councils. We use that a lot in our orientation, and it's a nice video, it's still useful, it is getting dated, wondered if, although not an individual request, that could be a request that would come from the majority of Councils? I know it'd be a significant investment. But is that something that's been discussed at all, as part of this project or otherwise?

Susan: Has not come up. This is where I plead ignorance, I don't remember that video.

Tom Wallner: I think you might be referring to a video that was produced by the Consortium of DD Councils. We use that too for our orientation, and it is still a good video, but we could use a replacement with an update too.

Bill: That is the one I am talking, I just pulled it off my shelf. It's called "Developmental Disability Councils, People Change Outcomes," and it's 16 minutes long. We find it real helpful as a way to give a broad overview of why Councils were created, and what their federal mandate is.

Phyllis: The Delaware Council just took that basic video and had the same person who did the first one come out and shoot film about the Delaware Council that is State specific and added on to that. Now they have a general orientation to Council, and then a part that's State specific. And the person that did that is Kathy Snow's husband.

Susan: I think the vehicle really is the TA plan and these kind of conference calls. Often times national organizations do have a national media or marketing plan with informational tools to use to inform policymakers for instance. And then with individualized State information added on, to the video or to the materials, its very useful.

Karen: We do have a marketing and public awareness as part of our strategic plan. Also, for new EDs and Council Chairs, it will not be a video, but it will be on the website. And it will be very interactive, but that's part of what this contract asked us to do, and we chose to do 2 mediums, both a print medium and a web based tutorial because we wanted it to be available at any time when people felt they needed it.

Susan: Other things?

Susan Pritchard-Green: How is this contract going to tie in with the work that was done for ADDUP? I don't know what the status is, I don't know if that website continued to get funding because originally it was supposed to bring together one place where you can get information on what other Councils were doing in areas in which they had particular expertise.

Susan: Yes. ADDUP is continuing, they did get refunded for one more year and it fits like it did before, which is to be broader information across the network. People can access Council information as well as data on UCEDDs and P & As. I think our website will just be more for members of NACDD, the specific things that we might really want to be able to do without overwhelming their website. I think we're very much complimentary, and I think we will work together as always.

Susan Pritchard-Green: Is there some way that when the Councils submit the information to you that then gets submitted to ADD or ADDUP that they could use that so we don't end up having to give the same information to everyone? You know, I see in my nightmares, images of having to submit information directly to ADD, directly to you, and ADDUP- the same information.

Susan: Should not have to happen. Last year, I submitted things directly to ADDUP that Councils provided such as Council Resource information and ADD sent ADDUP the PPR information. We asked for your advice and to make your data as good as it could be, so if there were things that weren't accurate or could be clearer, that Councils had control over that, which is as it should be. But there will not be, I cannot imagine a need for you to duplicate your efforts. If that happens you let me know because that's just not our plan at all.

Susan Pritchard-Green: Great, okay. You've made me so much more at ease. Plus it's overwhelming.

Susan: It is overwhelming, even for us as staff. To learn from each other and to not go out and say I wish I would have known Ohio was doing this because I could have replicated it, to use that as a foundation for what I'm working on. That value is inherent in what we do, and I think this TA contract is a perfect vehicle.

Male Speaker: I just want to say I think a lot of good thought has gone into this, and it sounds like it's going to be, at least from my perspective, very workable, and I'm excited to get the ball rolling so.

Susan: Good. The last thing I want to mention, there was an item that Heidi brought up, which was perfect for a list serve. Councils don't have to go through a major TA plan for something you can just send out on the list serve. I also wanted to mention, I call them I and R, information and referral items, where someone might email me or other staff or call us at any time, and we'll provide research or a quick answer if we can. For example: I'm looking for TANF information relative to people with developmental disabilities, or I'm looking for some research that might have been done regarding the voting act. Staff can do quick research on those type of requests, general information and referral. So, please feel free to do that as well.

Okay. Well, I want to thank you all unless there are any other questions?

Tom Wallner: I just had a point of information. When we were talking about those orientation videos I think out of Delaware, somebody mentioned Kathy Snow's husband, and his name is Mark in case anybody wanted to follow up on that – Mark Snow.

Female Speaker: So we shouldn't send the request to Mr. Kathy Snow?

Tom: I don't think Mark would appreciate that, but you can try.

Susan: Thank you all, it's great to work with you, and I appreciate your time and effort in all of this. Together we do good things for sure. Just a reminder and I will be sending this out, but the TA Team, the first TA Team meeting will be Monday, December 1<sup>st</sup> at 12 Noon Eastern Time. We'll be electing a chairperson, establishing subcommittees with some timelines.

Karen: Thank you everybody.