

WIN Network/Communication Focus Group

March 26, 2018

What's working:

- CSB comes up as a resource, almost always, when people are looking for information regarding people with disabilities.
- Lots of information; people need a helpful "guide" to help them get started.
- Few, if any, language barriers. Easy to find info in multiple languages.
- ARC information is outstanding; schools, ARC, CSB partner to put out info on group homes, facilitated visits.

Could be improved:

- Information isn't always well cross referenced.
- People don't know what they don't know; difficult to know what to ask.
- Often, definitions change; need a glossary.
- Information is coming to parents too late; need to start looking at options when children are young- this needs to be emphasized.
- Communicate the issues EARLY, for example to parents of children involved in the Infant & Toddler Connection program.
- Add more "how to" webinars.
- Add the step by step process and help allay concerns about wait list.
- Use more visuals/charts.
- Systematize info sharing so it doesn't depend on personal relationships.
- The CSB can feel intimidating; people may feel hesitation to reach out to support coordinators.

Opportunities to fill voids:

- Webinars shared on multiple websites.
- Pictures, 1,000 word diagrams, social media sharing; grow these opportunities.
- Need more information on NON-employment options such as day support services that are available.
- (what does "day support" look like?)
- Consider volunteer outreach "WIN Ambassadors"