

FAQ



Facilitator-Answered Questions

Call #2: June 28, 2018

Implementation, Recruitment, & Sustainability

Being a facilitator is a challenging and rewarding role, full of surprises and questions. Luckily, we have each other to talk to! This “FAQ” (Facilitator-Answered Questions) highlights some of the gems of wisdom that were shared on the second call in the **Living & Working Well Facilitator Peer-to-Peer series.**



Some Centers for Independent Living seek out ways to cover the costs of putting on workshops. Besides applying for state or federal grants, what can you do to drum up funding?

Facilitator Answers



“Our center has had relationships with a couple of local companies who have provided small grants to us to assist consumers. In the past, we’ve done different things with these funders, related to basic needs for consumers – housing, transportation, etc. And this year when we knew we wanted to implement *Living Well* and see how that program worked, we went to a couple of our long-standing funders and said, ‘We’re going to focus on this program this year. It’s evidence-based, these are the results. We want to see how it works for our center.’ And so we requested and received funding from them to support paying for the manuals, transportation for participants, refreshments, and other ancillary items.”



“We have a relationship with a financial institution that has funded the *Living Well* program for the last two to three years. Well, this year they reached out to us, and they wanted to offer a program to our consumers. They give short seminars such as dealing with debt, how to get out of debt, financial help. So we’ve incorporated that into the *Living Well* program when we bring the past graduates together. And so it’s a really good, strong, developed relationship. We’ve even involved them in the process so they can see the great value of their funding, what they’re doing for the disabled community here.”



Participants may drop out of a program if it doesn't fit them and their lives. What can you do to make the curriculum "fit"?

Facilitator Answers



“What really makes a difference is to focus on how the content of *Living Well* is applicable to each person in their personal life, and how it relates to them. Letting the participants talk about that seems to really resonate with the group and help the group bond and help them learn from the material.”



“When it comes to filling out the worksheets, that takes up a lot of the time because some of our individuals that are participating in the program do not know how to read or some do not know how to write. And so it takes a little longer for us to spend time with individuals on a person-by-person basis and helping them to spell out words and sentences to fill out their worksheets. So in the future, maybe we'll just recruit 5 or 6 participants rather than 10. That way we can take time to spend with each individual so that each of them feel that they are getting the attention that they need to help them work on their goals and work on the worksheets to best benefit everybody.”



**Program recruitment can include brochures, letters, social media posts, and one-on-one conversations.
How else can you recruit potential participants?**

Facilitator Answers



“One of the great ways is to look at the past graduates that have taken the course and really got a lot out of it and ask them to recommend their colleagues or their friends in the community that might benefit from the course. And I would say each course

I teach, I get about half the class from past participants that have graduated. And then I work with the independent living advocates within my organization for the people they're working with that they feel would benefit from the course.”



It can sometimes be difficult to recruit enough participants for a workshop from your consumer base alone. How do you get the word out about your workshops?

Facilitator Answers



“I’ve partnered with the senior center several times, sometimes public health. Currently we’ve been working with DVR [Department of Vocational Rehabilitation], so I’ll be meeting with them soon to promote *Working Well* mainly but also *Living Well* and try to really get them on board with helping promote it.”



“I developed a relationship with other organizations that support the disabled community here such as the Brain Injury Alliance, the Spinal Cord Association, MS Society, organizations like that. Then it’s like networking in business. You keep in contact, you say hello every once in a while, that sort of thing. And then they may refer their consumers, or sometimes they put it in their newsletters that go out.”



“We have worked with an affordable housing complex, and the property manager there, in recruiting some folks that we helped move into that housing complex, but then also some new consumers who the property manager thought would benefit and invited to attend. And then we’re also looking at, in the future, maybe looking at senior centers that we have relationships with as well as community clinics.”



How can participant surveys help with program sustainability?

Facilitator Answers



“Surveys really help us gather information from participants to find out where they were when they started and where they were when they ended 10 weeks later. We do find that the surveys before and after help a lot. And it’s good for funders. Funders enjoy seeing it as well do the board of directors of the nonprofit.”



“These surveys and the feedback I get from the consumers helps me with every single class because I learn something each time. That maybe I think I’m getting through to them, but I realize when I read the survey, that maybe they really didn’t get something I was trying to tell them in one chapter. So it’s helped me advance as an educator and as facilitator of the course as well.”

About the Peer-to-Peer Series:

The Peer-to-Peer Series conference calls are free conference calls open to all *Living and Working Well with a Disability* facilitators. During each hour-long conference call, facilitators share their experiences, skills, and challenges with the group. Each call focuses on a topic related to facilitation. All *Living and Working Well with a Disability* facilitators are invited to participate in these free calls.

Quotations in this document are from participants in the second call (on implementation, recruitment, & sustainability) which took place on June 28, 2018. They have been edited for clarity.

Looking for more Living and Working Well with a Disability facilitator resources?

- Visit the [Living and Working Well with a Disability program website](#).
- Email livingwell@ruralinstitute.umt.edu for more information, resources, and to be added to the Living and Working Well listserv.

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