



OMB Approval No.: 0980-0162

Expiration Date: pending

CIL Program Project Performance Report

For Year FY2017

Agency Information

* - Required input

Fiscal Year:

2017-2018

Grant #:

1701IAILCL-00

Name of Center:

Three Rivers Independent Living Center In.

Acronym for Center (if applicable):

DRCS

Counties Served:

Woodbury

Section 1. General Funding Information

Section 725(c)(8)(D) of the Act

1.1 Sources and Amounts of Funds and Resources * - Required field

1.1.1 All Federal Funds Received

Federal Funds	Current Year
Title VII, Ch. 1, Part B*	16897
Title VII, Ch. 1, Part C*	67531
Title VII, Ch. 2*	0
Other Federal Funds*	0
Subtotal – All Federal Funds	84428

1.1.2 Other Government Funds

Government Funds	Current Year
State Government Funds*	14410
Local Government Funds*	0

Government Funds	Current Year
Subtotal – State and Local Government Funds	14410

1.1.3 Private Resources

Private Resources	Current Year
Foundations, Corporations, or Trust Grants*	0
Donations from Individuals*	0
Membership Fees*	0
Investment Income/Endowment*	0
Fees for Service (program income, etc.)*	0
Other Resources (in-kind, fundraising, etc.)*	6788
Subtotal – Private Resources	6788

1.1.4 Total Income

Total Income	Current Year
Total Income	105626

1.1.5 Pass Through Funds

Pass Through Funds	Current Year
Amount of other government funds received as pass through funds to consumers (include funds, received on behalf of consumers, that are subsequently passed on to consumers, e.g., personal assistance services, representative payee funds, or Medicaid funds)*	0

1.1.6 Net Operating Resources

Net Operating Resources	Current Year
Net Operating Resources	105626

1.2 Resource Development Activities

* - Required field

Briefly describe the CIL's resource development activities conducted during the reporting year to expand funding from sources other than chapter 1 of Title VII of the Act. *

We offer braille conversion and printing to business and consumer at a fee for service. This generates a small revenue but is a great community service.

Section 2. Compliance Indicator 1: Philosophy

2.1 Board Member Composition

* - Required field

(A) Number of board members

7

(B) Number of board members with significant disabilities

4

(C) Percentage of board members with significant disabilities

57.14

2.2 Staff Composition

* - Required field

Staff Composition

Staff	Total FTEs	FTEs filled by individuals with disabilities	FTE's filled by individuals from minority populations
Decisionmaking staff*	1	1	0
Other Staff*	2	1.5	1
Total number of employees	3	2.5	1

2.2.1 Percentage of Staff with Disabilities

83.33

Section 3. Individuals Receiving Services

Section 704(m)(4)(D) of the Act; Section 725(b)(2) of the Act; Section 725(c)(8)(B) of the Act

3.1 Number of Consumers Served During the Reporting Year

* - Required field

Number of Consumers Served During the Reporting Year

Consumer Type	# of CSRs
Enter the number of active CSRs carried over from September 30 of the preceding reporting year*	67
Enter the number of new CSRs opened since October 1 of the reporting year*	11
Total number of consumers served	78

3.2 Independent Living Plans and Waivers

* - Required field

Independent Living Plans and Waivers

Consumer Type	Number of Consumers
Number of consumers who signed a waiver*	53
Number of consumers with whom an ILP was developed*	25
Total number of consumers served during the reporting year	78

3.3 Number of Consumer Service Records Closed by September 30 of the Reporting Year

* - Required field

Number of Consumer Service Records Closed by September 30 of the Reporting Year

Record Type	# of CSRs
Moved*	5
Withdrawn*	0
Died*	1

Record Type	# of CSRs
Completed all goals set*	15
Other*	6
Total number of CSRs closed	27

3.4 Age

* - Required field

Age

Age Period	# of Consumers
Under 5 years old*	4
Ages 5-19*	2
Ages 20-24*	4
Ages 25-59*	53
Age 60 and Older*	8

Age Period	# of Consumers
Age unavailable*	7
Total numbers of consumers by age	78

3.5 Sex

* - Required field

Sex

Sex	# of Consumers
Number of Females served*	41
Number of Males served*	37
Total number of consumers by gender	78

3.6 Race and Ethnicity

* - Required field

Race and Ethnicity

Race	# of Consumers
American Indian or Alaska Native *	5
Asian *	0
Black or African American *	6
Native Hawaiian or Other Pacific Islander *	1
White *	59
Hispanic/Latino of any race or Hispanic/ Latino only *	3
Two or more races *	4
Race and ethnicity unknown *	0
Total number of consumers served by race/ethnicity	78

3.7 Disability

* - Required field

Disability

Disability Type	# of Consumers
Cognitive*	3
Mental/Emotional*	19
Physical*	20
Hearing*	2
Vision*	4
Multiple Disabilities*	30
Other*	0

3.8 Individuals Served by County During the Reporting Year

* - Required field

List each county within the CIL's service area, as indicated in the CIL's application for Part C funds and the approved SPIL. Add additional rows as necessary. For each county, indicate how many individuals residing in that county were served by the CIL during the reporting year.

3.8.1 Individuals Served by County During the Reporting Year

County Name	Number of County Residents Served
Woodbury	75
Plymouth	1
Dickinson	1
Union	1

Section 4. Individual Services and Achievements

4.1 Individual Services

* - Required field

Individual Services

Other IL Services	Consumers Requesting Services	Consumers Receiving Services
Advocacy/Legal Services *	78	78
Assistive Technology *	9	9
Children's Services *	1	1
Communication Services *	71	71
Counseling and Related Services *	5	5
Family Services *	3	3
Housing, Home Modifications, and Shelter Services *	30	30

Other IL Services	Consumers Requesting Services	Consumers Receiving Services
IL Skills Training and Life Skills Training *	78	78
Information and Referral Services *	756	756
Mental Restoration Services *	0	0
Mobility Training *	0	0
Peer Counseling Services *	11	11
Personal Assistance Services *	3	3
Physical Restoration Services *	0	0
Preventive Services *	3	3
Prostheses, Orthotics, and Other Appliances *	0	0
Recreational Services *	3	3
Rehabilitation Technology Services *	1	1

Other IL Services	Consumers Requesting Services	Consumers Receiving Services
Therapeutic Treatment *	0	0
Transportation Services *	6	6
Youth/Transition Services *	1	1
Vocational Services *	70	70
Other Services *	14 Specify homelessness	14 Specify homelessness

4.2 I&R Information

* - Required field

To inform RSA how many service providers engage in I&R follow-up contacts regarding access to transportation, health care services or assistive technology, please indicate the following:

The service provider did engage in follow-up contacts with I&R recipients to document access gained to previously unavailable transportation, health care or assistive technology

Yes

Describe how information and referral services and the other IL core and other IL services are provided to those who request such services in formats accessible to the individual requesting the services. Describe any innovative practices (not mentioned elsewhere in this report) to enhance the availability and effectiveness of IL services. *

Information and referral is one of the key components we have at the Center. We have begun to expand our resource circle so that consumers are given the most comprehensive information when they ask. We troubleshoot along with them.

We have begun local outreach of the deaf community to bring in new consumers, including installing a video phone for sign language and having a sign language interpreter on hand at events.

4.3 Peer Relationships and Peer Role Models

*** - Required field**

Briefly describe how, during the reporting year, the CIL promoted the development of peer relationships and peer role models among individuals with significant disabilities. *

One of our staff facilitates a monthly advocacy group, which discusses issues on a broader scope. The executive director is on the City's Disability Awareness Group. All staff is involved in various organizations, to help bridge knowledge between each organization. Peer support groups on various topics are helping monthly when requested by consumers.

4.4 Increased Independence and Community Integration

* - Required field

Increased Independence and Community Integration

Significant Life Area	Goals Set	Goals Achieved	In Progress
Self-Advocacy/Self-Empowerment*	1	0	1
Communication*	3	3	0
Mobility/Transportation*	3	2	1
Community-Based Living*	1	0	1
Educational*	1	1	0
Vocational*	1	1	0
Self-care*	0	0	0
Information Access/Technology*	2	2	0
Personal Resource Management*	15	10	5

Significant Life Area	Goals Set	Goals Achieved	In Progress
Relocation from a Nursing Home or Institution to Community-Based LivingCommunity/Social Participation *	1	0	1
Community/Social Participation *	2	2	0
Other *	14	14	0

4.5 Improved Access To Transportation, Health Care Services, and Assistive Technology * - Required field

In column one, indicate the number of consumers who required access to previously unavailable transportation, health care services, or assistive technology during the reporting year. Of the consumers listed in column one, indicate in column two, the number of consumers who, as a result of the provision of IL services (including the four core services), achieved access to previously unavailable transportation, health care services, or assistive technology during the reporting year. In column three, list the number of consumers whose access to transportation, health care services or assistive technology is still in progress at the end of the reporting year.

Improved Access To Transportation, Health Care Services, and Assistive Technology

Areas	# of Consumers Requiring Access	# of Consumers Achieving Access	# of Consumers Whose Access is in Progress
Transportation *	4	4	0
Health Care Services *	1	1	0
Assistive Technology *	4	2	2

Note: For most IL services, a consumer's access to previously unavailable transportation, health care and assistive technology is documented through his or her CSR. In some instances, consumers may achieve an outcome solely through information and referral (I&R) services. To document these instances as successful outcomes, providers are not required to create CSRs for these consumers but must be able to report that follow-up contacts with these consumers showed access to previously unavailable transportation, health care and assistive technology.

4.6 Self-Help and Self-Advocacy

* - Required field

Briefly describe how the CIL has promoted self-help and self-advocacy among individuals with significant disabilities during the reporting year. *

We continue to hold training classes, including Emergency Awareness for people with disabilities. We also have a monthly advocacy group, as well as other Peer support groups requested by consumers. We held a disability housing forum to teach people what their rights are when it comes to housing.

4.7 Additional Information Concerning Individual Services or Achievements

*** - Required field**

Please provide any additional description or explanation concerning individual services or achievements, including outstanding success stories and/or major obstacles encountered. *

Our CIL strives to be fluid with fulfilling the community needs as they arise. We have added a household transitional items stockroom. This includes a grant to offer GPS medical alert systems to individuals providing greater independence.

We have had braille services for quite some time; however, have added the service of printing on label pages to adapt signage. We received donations of hygiene items and we arranged them into bags which are handed out at appropriate outreaches or to consumers in need.

Some of the things we continue to have as obstacles are transportation and/or parking. We also struggle with overall community awareness. We too often hear from people that they didn't know we were here or what services we provide. We continue to explore options to spread our name throughout the community.

Section 5. Provision of Services

5.1 Compliance Indicator 2: Provision of Services on a Cross-Disability Basis * - Required field

Briefly describe how, during the reporting year, the CIL has ensured that IL services are provided to eligible individuals with a diversity of significant disabilities and individuals who are members of populations that are unserved or underserved, without restrictions based on the particular type or types of significant disability and in a manner that is neither targeted nor limited to a particular type of significant disability. *

We have always been all age and cross-disability. We have done extra outreach to communities and populations that we have seen as unserved or underserved, such as our native population, Oromo and west African populations. We also make certain that we continuously do outreach to the deaf community, the blind community, and people know that any type of disability is welcome. We had an increase in people with mental health issues that we helped with Social Security because we had talked with their workers and they felt comfortable bringing them to us or referring them. There is not one person that comes into our office who has a disability that we will not help.

5.2 Alternative Formats * - Required field

Briefly describe how, during the reporting year, the CIL has ensured the availability in alternative formats of all of its written policies and materials and IL services, as appropriate. *

Braille embosser, large print, electronic and audio formats are available.

5.3 Equal Access

*** - Required field**

Briefly describe how, during the reporting year, the CIL has ensured equal access of individuals with significant disabilities, including communication and physical access, to the center's services, programs, activities, resources, and facilities, whether publicly or privately funded. Equal access, for the purposes of this indicator, means that the same access is provided to any individual with a significant disability regardless of the individual's type of significant disability. *

We have offered para-transit passes to board members and other consumers as appropriate.

We braille any documents needed for the board of directors, visitors, or consumers.

We also have alternative formats if needed. Both our website and Facebook page are accessible.

Briefly describe how, during the reporting year, the CIL has advocated for and conducted activities that promote the equal access to all services, programs, activities, resources, and facilities in society, whether public or private, and regardless of funding source, for

individuals with significant disabilities. Equal access, for the purposes of this indicator, means that the same access provided to individuals without disabilities is provided in the center's service area to individuals with significant disabilities. *

We held an ADA forum to teach people what their rights are when it comes to accessibility in the city and the ADA.

We hosted a city-wide campaign to let businesses know that we Braille at a significantly low cost because we have a Braille embosser on site.

5.4 Consumer Information

*** - Required field**

Briefly describe how, during the reporting year, the CIL has ensured that consumers have the opportunity to develop and achieve their goals (either with or without an ILP) and that the consumer has the opportunity to express satisfaction with the center and such consumer satisfaction results are evaluated by the center. *

We track our consumers and information on referral contact in both our MiCil database and Excel formats. We track the goal dates and follow-up calls with the consumers.

Consumers are given copies of paperwork as well as timelines for goals set with our staff contact. We also do an annual Consumer Satisfaction Survey.

5.5 Consumer Service Record Requirements

* - Required field

Briefly describe how, during the reporting year, the CIL ensured that each consumer's CSR contains all of the required information *

Each consumer has a paper file located in a locked cabinet as well as an electronic file saved to the server for reporting statistics. The two sets are checked very regularly to verify perfect unity. We also receive annual reviews from the state of Iowa, since they contract with us.

5.6 Community Activities

* - Required field

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcome(s)
Other	Outreach Efforts	10	Blind Services	Talking to the public about our blind services Spoke to about 80 people about disabilities and gave out information
Other	Outreach Efforts	8	Juneteenth Celebration	Spoke to about 80 people about disabilities and gave out information

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcome(s)
Other	Community/Systems Advocac	85	Educating consumers on Living Well with a Disability	Educating consumers on healthful choices and strategies regarding living with a disability
Housing	Community Ed and Public	25	Disability and Housing Rights	Spoke to 50 people about disabilities and discrimination in housing
Other	Outreach Efforts	10	Multi-Cultural Fair	Spoke to about 800 people about disabilities and gave out information
Other	Community Ed and Public I	5	ADA Forum	Educating consumers and City people on the ADA
Healthcare	Community Ed and Public I	6	Benefits Training	SSI and SSDI training
Other	Community/ Systems Advoca	60	Participation on numerous boards	State and local advocacy for people with disabilities
Other	Outreach efforts	30	helping people moving from	Presented to owners, management, public, etc. at local businesses (average of 25 attendees per occurrence)

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcome(s)
Other	Legislative/Systems Advoc	12	Educating Legislators on IL issues	Hosted at office or visited offices of local legislators concerning issues directly associate with IL
Other	Outreach Efforts	7	Senior Health Expo	Spoke to about 75 people about disabilities and gave out information

5.7 Description of Community Activities

* - Required field

For the community activities mentioned above, provide additional details such as the role of the CIL staff board members and/or consumers, names of any partner organizations and further descriptions of the specific activities, services and benefits. *

We host booths at many community events that are sponsored by other organizations like the Human Rights Commission, NAACP, Connections Area Agency on Aging, Legal Aid, and Environmental Advisory Board.

Section 6. Annual Program and Financial Objectives * - Required field

6.1 Work Plan for the Reporting Year * - Required field

6.1.1 Achievements

Discuss the work plan's proposed goals and objectives and the progress made in achieving them during the reporting year. *

Our main goal was having compatible businesses recognize who we are and the services we provide that compliment what they do without duplication. We have "lunch and Learns" monthly which have increased partnerships and collaboration. This has also led to us being more known in the community and we are receiving referrals more than we ever have.

6.1.2 Challenges

Describe any substantial challenges or problems encountered by the CIL, and the resolutions/attempted resolutions. *

Our building was sold and we had to move office locations. This led to downtime for packing, moving, and made the transition for many people in the community to know where we were difficult, right as we were gaining more recognition.

This led us to double our efforts in the community once moved so people would know where we went and that we were still there for them.

6.1.3 Comparison with Prior Reporting Year

As appropriate, compare the CIL's activities in the reporting year with its activities in prior years, e.g., recent trends. *

Our referrals are up, which has increased our I&Rs, as well as consumers served. The trend seems to be going in a higher direction. With the smallest budget of any CIL I know, we do have limitations. But that does not stop us from going all out for our consumers and wanting to serve more.

6.2 Work Plan for the Year Following the Reporting Year

*** - Required field**

6.2.1 Annual Work Plan

List the CIL's annual work plan goals, objectives and action steps planned for the year following the reporting year. *

Our work plan consists of further outreach to unserved populations, as well as "Lunch and Learns" with organizations in the communities we serve to let them know what we offer and see what they offer so we can see what type collaborations can be formed.

6.2.2 SPIL Consistency

Explain how these work plan goals, objectives and action steps are consistent with the approved SPIL. *

these goals and action steps fulfill what is in our SPIL by doing more outreach, especially to unserved and underserved populations.

Section 7. Other Accomplishments, Activities and Challenges

* - Required field

Describe any additional significant accomplishments, activities and/or challenges not included elsewhere in the report, e.g. brief summaries of innovative practices, improved service delivery to consumers, etc. *

We improved from our Access database to a MiCil database that is just for our consumers. It has kept our staff more in tune with where our consumers are in their goals, have helped with keeping consumers up to date on events, and has helped keep reports more trustworthy and reliable.

Section 8. Training and Technical Assistance

8.1 Training and Technical Assistance Needs

* - Required field

Training And Technical Assistance Needs	Choose up to 10 Priority Needs - Rate items 1-10 with 1 being most important
Advocacy/Leadership Development	
General Overview	
Community/Grassroots Organizing	
Individual Empowerment	1
Systems Advocacy	
Legislative Process	
Applicable Laws	
General overview and promulgation of various disability laws	
Americans with Disabilities Act	
Air-Carrier's Access Act	

Training And Technical Assistance Needs	Choose up to 10 Priority Needs - Rate items 1-10 with 1 being most important
Fair Housing Act	
Individuals with Disabilities Education Improvement Act	
Medicaid/Medicare/PAS/waivers/long-term care	2
Rehabilitation Act of 1973, as amended	
Social Security Act	
Workforce Investment Act of 1998	
Ticket to Work and Work Incentives Improvement Act of 1999	
Government Performance Results Act of 1993	
Assistive Technologies	
General Overview	
Data Collecting and Reporting	
General Overview	
704 Reports	
Performance Measures contained in 704 Report	
Dual Reporting Requirements	

Training And Technical Assistance Needs	Choose up to 10 Priority Needs - Rate items 1-10 with 1 being most important
Case Service Record Documentation	
Disability Awareness and Information	
Specific Issues	
Evaluation	
General Overview	
CIL Standards and Indicators	
Community Needs Assessment	10
Consumer Satisfaction Surveys	
Focus Groups	
Outcome Measures	
Financial: Grant Management	
General Overview	
Federal Regulations	
Budgeting	
Fund Accounting	
Financial: Resource Development	
General Overview	

Training And Technical Assistance Needs	Choose up to 10 Priority Needs - Rate items 1-10 with 1 being most important
Diversification of Funding Base	3
Fee-for-Service Approaches	
For Profit Subsidiaries	
Fund-Raising Events of Statewide Campaigns	
Grant Writing	4
Independent Living Philosophy	
General Overview	9
Innovative Programs	
Best Practices	8
Specific Examples	
Management Information Systems	
Computer Skills	
Software	
Networking Strategies	
General Overview	

Training And Technical Assistance Needs	Choose up to 10 Priority Needs - Rate items 1-10 with 1 being most important
Electronic	
Among CILs & SILCs	
Community Partners	
Program Planning	
General Overview of Program Management and Staff Development	
CIL Executive Directorship Skills Building	
Conflict Management and Alternative Dispute Resolution	
First-Line CIL Supervisor Skills Building	
IL Skills Modules	
Peer Mentoring	
Program Design	
Time Management	
Team Building	
Outreach to Unserved/Underserved Populations	
General Overview	
Disability	

Training And Technical Assistance Needs	Choose up to 10 Priority Needs - Rate items 1-10 with 1 being most important
Minority	7
Institutionalized Potential Consumers	
Rural	
Urban	
SILC Roles/Relationship to CILs	
General Overview	
Development of State Plan for Independent Living	
Implementation (monitor & review) of SPIL	
Public Meetings	
Role and Responsibilities of Executive Board	
Role and Responsibilities of General Members	
Collaborations with In-State Stakeholders	
CIL Board of Directors	
General Overview	
Roles and Responsibilities	
Policy Development	

Training And Technical Assistance Needs	Choose up to 10 Priority Needs - Rate items 1-10 with 1 being most important
Recruiting/Increasing Involvement	5
Volunteer Programs	
General Overview	6
Optional Areas and/or Comments (write-in)	

8.2 Additional Information

* - Required field

Provide additional information, comments, explanations or suggestions not included elsewhere in the report *

We have found out that the building we just moved into during this cycle has been sold and the new owner is evicting all the tenants. We will be going through another circumstance that will be noted on the next year's 704, where we are trying to re-capture lost ground.

Section 9. Signatures

* - Required input

NAME OF EXECUTIVE DIRECTOR* Don Dew

I certify that the information provided in this report is true, complete and accurate to the best of my knowledge. : true

As the Executive Director, I certify that the Board has reviewed and given approval for submission of this report. : true