

REPORTING INSTRUMENT

OMB Control Number: 1820-0606

Expiration Date: June 30, 2014

UNITED STATES DEPARTMENT OF EDUCATION
OFFICE OF SPECIAL EDUCATION AND REHABILITATIVE SERVICES
REHABILITATION SERVICES ADMINISTRATION

SECTION 704
ANNUAL PERFORMANCE REPORT
For
CENTERS FOR INDEPENDENT LIVING PROGRAM
(Title VII, Chapter 1, Part C of the Rehabilitation Act of 1973, as amended)

Part II

INSTRUMENT

(To be completed by Centers for Independent Living)

Fiscal Year: FY 2018

Grant #: 90IL0106-01-00

Name of Center: ILLINOIS-IOWA CENTER FOR INDEPENDENT LIVING

Acronym for Center (if applicable): IICIL

State: IOWA

Counties Served: SCOTT, CLINTON, MUSCATINE

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 35 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is required to obtain or retain benefit (P.L. 105-220 Section 410 Workforce Investment Act). Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Rehabilitation Services Administration, LBJ Basement, Attention: Timothy Beatty, PCP Room 5057, U.S. Department of Education, 400 Maryland Ave, SW, Washington, DC 20202-2800 or email timothy.beatty@ed.gov and reference the OMB Control Number 1820-0606. Chapter 1, Title VII of the Rehabilitation Act.

SUBPART I – ADMINISTRATIVE DATA

Section A– Sources and Amounts of Funds and Resources

Section 725(c)(8)(D) of the Act; 34 CFR 366.50(i)(4)

Indicate the amount received by the CIL as per each funding source. Enter “0” for none.

Item 1 - All Federal Funds Received

| | |
|------------------------------|--------------|
| (A) Title VII, Ch. 1, Part B | \$16,897.00 |
| (B) Title VII, Ch. 1, Part C | \$101,296.00 |
| (C) Title VII, Ch. 2 | \$ |
| (D) Other Federal Funds | \$ |

Item 2 - Other Government Funds

| | |
|----------------------------|-------------|
| (E) State Government Funds | \$14,429.00 |
| (F) Local Government Funds | \$ |

Item 3 - Private Resources

| | |
|--|------------|
| (G) Foundations, Corporations, or Trust Grants | \$ |
| (H) Donations from Individuals | \$173.00 |
| (I) Membership Fees | \$ 85.00 |
| (J) Investment Income/Endowment | \$ 384.00 |
| (K) Fees for Service (program income, etc.) | \$ 2939.00 |
| (L) Other resources (in-kind, fundraising, etc.) | \$10.00 |

Item 4 - Total Income

| | |
|--|--------------|
| Total income = (A)+(B)+(C)+(D)+(E)+(F)+(G)+(H)+(I)+(J)+(K)+(L) | \$136,213.00 |
|--|--------------|

Item 5 - Pass Through Funds

| | |
|--|----|
| 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) | \$ |
|--|----|

Item 6 - Net Operating Resources

| | |
|---|--------------|
| [Total Income (Section 4)<minus> amount paid out to Consumers (Section 5) = Net Operating Resources | \$136,213.00 |
|---|--------------|

SUBPART II – NUMBER AND TYPES OF INDIVIDUALS WITH SIGNIFICANT DISABILITIES RECEIVING SERVICES

Section 725(c)(8)(B) of the Act; 34 CFR 366.50(i)(2)

Section A – Number of Consumers Served During the Reporting Year

Include Consumer Service Records (CSRs) for all consumers served during the year.

| | # of CSRs |
|---|-----------|
| (1) Enter the number of <u>active</u> CSRs carried over from September 30 of the preceding reporting year | 118 |
| (2) Enter the number of CSRs started since October 1 of the reporting year | 41 |
| (3) Add lines (1) and (2) to get the <i>total number of consumers served</i> | 159 |

Section B –Number of CSRs Closed by September 30 of the Reporting Year

Include the number of consumer records closed out of the active CSR files during the reporting year because the individual has:

| | # of CSRs |
|---|-----------|
| (1) Moved | 3 |
| (2) Withdrawn | |
| (3) Died | 1 |
| (4) Completed all goals set | 11 |
| (5) Other | |
| (6) Add lines (1)+(2)+(3)+(4)+(5) to get <i>total CSRs closed</i> | 15 |

Section C –Number of CSRs Active on September 30 of the Reporting Year

Indicate the number of CSRs active on September 30th of the reporting year.

| | # of CSRs |
|---|-----------|
| Section A(3) <minus> Section (B)(6) = Section C | 144 |

Section D – IL Plans and Waivers

Indicate the number of consumers in each category below.

| | # of Consumers |
|---|----------------|
| (1) Number of consumers who signed a waiver | 124 |
| (2) Number of consumers with whom an ILP was developed | 35 |
| (3) <i>Total number of consumers</i> served during the reporting year | 159 |

Section E – Age

Indicate the number of consumers in each category below.

| | # of Consumers |
|-----------------------|----------------|
| (1) Under 5 years old | 0 |
| (2) Ages 5 – 19 | 4 |
| (3) Ages 20 – 24 | 11 |
| (4) Ages 25 – 59 | 89 |
| (5) Age 60 and Older | 55 |
| (6) Age unavailable | 0 |

Section F – Sex

Indicate the number of consumers in each category below.

| | # of Consumers |
|------------------------------|----------------|
| (1) Number of Females served | 94 |
| (2) Number of Males served | 65 |

Section G – Race And Ethnicity

Indicate the number of consumers served in each category below. *Each consumer may be counted under ONLY ONE of the following categories in the 704 Report, even if the consumer reported more than one race and/or Hispanic/Latino ethnicity).*

Please refer to the Instructions before completing.

| | # of Consumers |
|--|----------------|
| (1) American Indian or Alaska Native | 0 |
| (2) Asian | 0 |
| (3) Black or African American | 11 |
| (4) Native Hawaiian or Other Pacific Islander | 0 |
| (5) White | 144 |
| (6) Hispanic/Latino of any race or Hispanic/ Latino only | 3 |
| (7) Two or more races | 1 |
| (8) Race and ethnicity unknown | 0 |

Section H – Disability

Indicate the number of consumers in each category below.

| | # of Consumers |
|---------------------------|----------------|
| (1) Cognitive | 10 |
| (2) Mental/Emotional | 14 |
| (3) Physical | 5 |
| (4) Hearing | 19 |
| (5) Vision | 27 |
| (6) Multiple Disabilities | 84 |
| (7) Other | 0 |

Section I – Individuals Served by County During the Reporting Year

Section 704(m)(4)(D) of the Act

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.

| County Name | Number of County Residents Served |
|--------------------|--|
| CLINTON | 106 |
| MUSCATINE | 10 |
| SCOTT | 43 |
| | |
| | |
| | |
| | |

SUBPART III – INDIVIDUAL SERVICES AND ACHIEVEMENTS

Sections 13 and 725(c)(8)(C) of the Act; 34 CFR 366.50(i)(3); Government Performance Results Act (GPRA) Performance Measures

Please refer to the Instructions before completing.

Section A – Individual Services

For the reporting year, indicate in the table below how many consumers requested and received each of the following IL services.

| Services | Consumers Requesting Services | Consumers Receiving Services |
|---|--------------------------------------|-------------------------------------|
| (A) Advocacy/Legal Services | 34 | 34 |
| (B) Assistive Technology | 18 | 18 |
| (C) Children’s Services | 0 | 0 |
| (D) Communication Services | 26 | 26 |
| (E) Counseling and Related Services | 0 | 0 |
| (F) Family Services | 25 | 25 |
| (G) Housing, Home Modifications, and Shelter Services | 5 | 5 |
| (H) IL Skills Training and Life Skills Training | 145 | 145 |
| (I) Information and Referral Services | 11,903 | 11,903 |
| (J) Mental Restoration Services | 0 | 0 |
| (K) Mobility Training | 0 | 0 |
| (L) Peer Counseling Services | 41 | 41 |
| (M) Personal Assistance Services | 1 | 1 |
| (N) Physical Restoration Services | 0 | 0 |
| (O) Preventive Services | 0 | 0 |
| (P) Prostheses, Orthotics, and Other Appliances | 0 | 0 |
| (Q) Recreational Services | 25 | 25 |
| (R) Rehabilitation Technology Services | 0 | 0 |

| Services | Consumers Requesting Services | Consumers Receiving Services |
|-------------------------------|--------------------------------------|-------------------------------------|
| (S) Therapeutic Treatment | 0 | 0 |
| (T) Transportation Services | 1 | 1 |
| (U) Youth/Transition Services | 25 | 25 |
| (V) Vocational Services | 2 | 2 |
| (W) Other Services | 0 | 0 |

Section B – Increased Independence and Community Integration

Item 1 – Goals Related to Increased Independence in a Significant Life Area

Indicate the number of consumers who set goals related to the following significant life areas, the number whose goals are still in progress, and the number who achieved their goals as a result of the provision of IL services.

| Significant Life Area | Goals Set | Goals Achieved | In Progress |
|---|------------------|-----------------------|--------------------|
| (A) Self-Advocacy/Self-Empowerment | 145 | 87 | 58 |
| (B) Communication | 5 | 3 | 2 |
| (C) Mobility/Transportation | 4 | 3 | 1 |
| (D) Community-Based Living | 10 | 8 | 2 |
| (E) Educational | 4 | 3 | 1 |
| (F) Vocational | 5 | 3 | 2 |
| (G) Self-care | 12 | 9 | 3 |
| (H) Information Access/Technology | 54 | 32 | 22 |
| (I) Personal Resource Management | 27 | 18 | 9 |
| (J) Relocation from a Nursing Home or Institution to Community-Based Living | 0 | 0 | 0 |
| (K) Community/Social Participation | 49 | 35 | 14 |
| (L) Other | 0 | 0 | 0 |

Item 2 – Improved Access To Transportation, Health Care Services, and Assistive Technology

(A) Table

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.

| Areas | # of Consumers Requiring Access | # of Consumers Achieving Access | # of Consumers Whose Access is in Progress |
|--------------------------|---------------------------------|---------------------------------|--|
| (A) Transportation | 1 | 1 | 0 |
| (B) Health Care Services | 1 | 1 | 0 |
| (C) Assistive Technology | 18 | 18 | 0 |

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.

(B) I&R Information

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 X / did not engage in follow-up contacts with I & R recipients to document access gained to previously unavailable transportation, health care or assistive technology.

Section C – Additional Information Concerning Individual Services or Achievements

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

Due to the lack of funding in the State of Iowa, it is difficult to provide services.

SUBPART IV – Extent of CIL Compliance with the Six Evaluation Standards

Section 725(b) and section 725(c)(8)(A) of the Act; 34 CFR 366.63

Section A – Compliance Indicator 1: Philosophy

Item 1 - Consumer Control

34 CFR 366.63(a)(1); 34 CFR 366.50(i)(5) and (6)

(A) Board Member Composition

Enter requested governing board information in the table below:

| Total Number of Board Members | Number of Board Members with Significant Disabilities |
|--------------------------------------|--|
| 10 | 10 |

(B) Staff Composition

Enter requested staff information in the table below:

| | Total Number of FTEs | FTEs Filled by Individuals with Disabilities | FTEs Filled by Individuals From Minority Populations |
|------------------------------|-----------------------------|---|---|
| Decision-Making Staff | 8 | 7 | 3 |
| Other Staff | 0 | 0 | 0 |

Item 2 - Self-Help and Self-Advocacy

34 CFR 366.63(a)(2)

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

We have (2) support groups that we have organized for people who are blind or have vision loss. The groups meet monthly and provide support to persons attending.

Item 3 - Peer Relationships and Peer Role Models

34 CFR 366.63(a)(3)

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

The majority (3) of the Independent Living and Community Advocates are persons with significant disabilities and they provide peer support and are role models for persons receiving services from the center.

Item 4 - Equal Access

34 CFR 366.63(a)(4)

(A) 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.

The center is fully accessible to all types of disabilities. Our programs and activities include physical, communications and technology access. Our physical location is accessible including common areas (restrooms, conference, individual office, and library and computer lab). We have accessible parking and electronic entrance for the public.

(B) 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.

IICIL participated in a number of activities that promote the following access:

TRANSPORTATION

Staff members serve on various local and state transportation initiatives. They are members of Bi-State Regional Accessible Transportation Committee.

HEALTHCARE

Staff participated in the Iowa Health Initiatives to improve access to health programs and services statewide.

ASSISTIVE TECHNOLOGY

IICIL maintains a totally accessible library and computer lab that is available to any consumer desiring the use of the facilities. We have TTY and Video phone access to consumers and the community.

HOUSING

IICIL is a member of a number of organizations that promote affordable accessible housing including QC Housing Cluster and the National Affordable Housing Coalition. We host local meeting and events that improve the knowledge of people with disabilities about housing programs and opportunities.

Item 5 – Alternative Formats

34 CFR 366.63(a)(4)

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.

All materials and services at IICIL are available in alternate formats, Braille, disk, etc and available upon request. We also offer sign language interpreters/CART and Braille translation to the community for a fee and this service is used routinely by a number of community organizations.

Section B – Compliance Indicator 2: Provision of Services on a Cross-Disability Basis

Section 725(b)(2) of the Act; 34 CFR 366.63(b)

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.

IICIL provides services on a cross disability basis. The individuals we served represented the following ethnicities: African American, Native American & Latino. They have a variety of disabilities including, blindness, cognitive, deaf, physical and multiple.

Section C – Compliance Indicator 3: Independent Living Goals

Section 725(b)(3) of the Act; 34 CFR 366.63 (c)

Item 1 – Consumer Information

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.

Consumers are informed on their rights and responsibilities when they express interest in the services provided by IICIL. They are told that they have the opportunity to establish a ILP or waiver this. This year of the 159 CSR's (124) signed waivers and (35) had ILP's.

Item 2 – Consumer Service Record Requirements

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

IICIL has a sample CSR and checklist of all information that is required to be maintained and each file is reviewed periodically to ensure this is being done. We also have a CIL Manager database that require consumer and other data to be inputted on a monthly basis and reports can be accessed to determine the level of compliance.

Section D – Compliance Indicator 4: Community Options and Community Capacity

Section 725(b)(4) and (6) of the Act; 34 CFR 366.63(d)

Please refer to the Instructions before completing.

Item 1 – Community Activities Table

In the table below, summarize the community activities involving the CIL's staff and board members during the reporting year. For each activity, identify the primary disability issue(s) addressed as well as the type of activity conducted. Describe the primary objective(s) and outcome(s) for each activity. Add more rows as necessary.

| Issue Area | Activity Type | Hours Spent | Objective(s) | Outcomes(s) |
|--------------------------------|---|--------------------|--|--|
| Attitudinal Barrier Removal | Community Ed Advocacy Technical Asst. | 285 119.5 98 | Disability Awareness training including etiquette and cultural aspects will be provided. | People with disabilities will gain access to the community through increased knowledge and understanding of disability issues by the general public. |

| | | | | |
|----------------|---|------------------------|--|---|
| Communications | Publications Registries Technical Asst. | 438 315.5 676.75 | Consumers have access to interpreters, CART, Braille and other communication <ul style="list-style-type: none"> • Skilled sign language interpreters will be provided. • CART – captioning at real time will be provided. • Computer/Internet access • Ongoing – Braille technology | People with disabilities will be able to fully participate in society by having access to interpreters, CART, Braille and other communications. |
| Health Care | Collaboration Education | 52 102.75 | Participate in organizations and events that promote affordable accessible health care. | There will be a 10 % increase (2) in the number of people with disabilities and their families with access to health care information in counties. |
| Education | Outreach Community Ed. | 127 34.75 | Increase # (minorities, youth and seniors) served. Ongoing- Inform unrepresented and underrepresented populations about CIL services by supporting and participating their activities and events Ongoing – Participate in transition programs and activities for students with disabilities | Increase # unrepresented and underrepresented populations (minorities, youth and seniors) served by the IICIL by 10% annually. We served 15 (youth), 65 (seniors) and 14 (minorities) |
| Employment | Collaboration Education Main/Registries | 54 58.75 48.75 | Consumers will have the knowledge and skills to become gainfully employed <ul style="list-style-type: none"> • List job announcements on our community board • Promote at local job fairs and other employment events the abilities of pwd’s to work • Partner with local employment programs • Educate pwd’s about their employment rights and responsibilities | People with disabilities will have the knowledge and skills to become gainfully employed. |
| Transportation | Collaboration | 119.75 | Participation on local and state transportation groups Advocate for transportation in rural communities. | As a result of expanded routes 25% (3) more consumers will be able to access public transportation. |

| | | | | |
|----------------------|---|-------------------------|---|--|
| Assistive Technology | Community Ed. Technical Asst. Outreach Collaboration | 59.75 74 26 49 | Make presentations and host informational booths to increase knowledge. | There will be an additional 25 people with increased options of independent living through the use of assistive devices (we served 50) |
| Physical Barriers | Technical Asst. Advocacy Community Ed. | 77 84 168 | Consumers will have physical access to public and government programs. <ul style="list-style-type: none"> To participate with organizations that promote equal access Provide TA to improve community access | People with disabilities will have physical access to public and government programs and services. |
| Housing | Publications Collaboration | 39.25 43.25 | <ul style="list-style-type: none"> Educate and advocate for profit and nonprofit housing industry on local, state and national levels. Educate and advocate with the local, state, and national government about housing needs of people with disabilities. Participate in housing organizations that support affordable accessible housing. | People with disabilities will have greater access to accessible affordable housing. |

Item 2 – Description of Community Activities

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.

The IICIL has participated in over 154 various community activities involving employment, housing, systemic advocacy, peer support, transportation health care and assistive technology.

Section E – Compliance Indicator 5: IL Core Services and Other IL Services

Section 725(b)(5) of the Act; 34 CFR 366.63(e)

In addition to the data provided in Subpart III, 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.

We provided over 11,903 information and referrals during this fiscal year. Many of the requests related to communication access in the provision of sign language interpreters and alternate formats such as Braille and audio description. Through local grants and fundraising we have been able to secure the latest technology and computer capabilities to make alternate formats possible.

Section F – Compliance Indicator 6: IL Resource Development Activities

Section 725(b)(7); 34 CFR 366.63(f)

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.

IICIL continues to seek ways to increase funding for activities that support full community participation and independent living by persons with disabilities. Of our total budget **\$136.213.00** for Iowa **\$3,591.00** (3%) is derived from other than government sources.

SUBPART V – ANNUAL PROGRAM AND FINANCIAL PLANNING OBJECTIVES

Section 725(c)(4) of the Act

Section A –Work Plan for the Reporting Year

Item 1 – Achievements

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

Goal 2: Programs – Community Impact

PROMOTE EQUAL ACCESS AND FULL PARTICIPATION IN SOCIETY BY ALL PERSONS WITH DISABILITIES, THE UNSERVED AND UNDERSERVED POPULATIONS (INCLUDING MINORITIES) IN THE AREAS OF HOUSING, TRANSPORTATION, COMMUNITY ACCESSIBILITY, ASSISTIVE TECHNOLOGY, DISABILITY AWARENESS, EDUCATION; EMPLOYMENT, HEALTH CARE SERVICES AND ATTENDANT SERVICES.

Objective 1

To improve the accessibility of existing transportation systems within the IICIL service area by September 30, 2018

- Provide technical assistance to transportation providers.
- Increase consumer awareness of existing transportation options.
- IICIL staff are members of local and statewide transportation planning groups.

Objective 2

To improve community accessibility and provide technical assistance regarding compliance with local, state, and federal accessibility legislation by September 30, 2018.

- Increase physical and communications access to buildings.
- Increase access to public services, including alternative formats, TTYS, assistive listening devices, closed captioning of TV programs, and movie theaters.
- Promote the professional development of interpreters in the Quad Cities area through the support of professional development workshops.
- Provide Spanish language interpreting.
- IICIL staff updates and organizes the Information and Referral Library increased accessibility.

Objective 3

Increase awareness about the abilities and rights of persons with disabilities by September 30, 2018

- Educate consumers about their rights and appeal process.
- Educate agencies, business, and the general public about their rights through programs, workshops, and presentations.
- Maintain contact with public service groups, such as police and fire.
- Promote disability rights by monitoring legislation.

Objective 4

To improve and increase personal assistant services by September 30, 2018.

- Increase knowledge of independent living movement and philosophy with the PA training programs.

Objective 5

To increase the availability of affordable, accessible integrated housing for persons with disabilities within the IICIL service area by September 30, 2018.

- Increase housing options for people with disabilities..
- Continue to coordinate with the Quad Cities Housing Cluster and the United Way Info Link to maintain information of accessible housing.
- Maintain a directory of affordable housing in our service area.

Objective 6

Increase the level of understanding (quality and quantity) of employment options for persons with disabilities by September 30, 2018

- Educate employers and personnel managers.
- Increase consumer awareness of job opportunities.
- Assist consumers when necessary to file employment discrimination complaints.
- Actively participate with local BAC/DEN, job fairs, and other events to promote employment opportunities.
- Sponsor a number of employment job fairs and skills training.

Objective 7

IICIL will insure the quality of all educational programs in their provision of services and to prepare students for college, employment, independent living, and other areas by September 30, 2018.

- Increase the knowledge of students in special education about their rights and abilities by hosting IEP training.
- Participate in state and local parent-student advocacy groups.
- Continue involvement with the Transition Advisory Boards in Iowa.

Objective 8

IICIL will educate consumers of the uses of assistive technology and resources available for their acquisition by September 30, 2018.

- Provide information through our newsletter, information booths and Information and Referral library.
- Partner with Iowa Compass and Access Iowa and other providers to make available new technological advances or low-tech devices.
- Sponsor an Expo for seniors and pwd's.

Objective 9

IICIL will provide information and training on healthcare issues that impact persons with disabilities by September 30, 2018.

- Provide information through our newsletters, various publications.
- Participate in community workshops and forums.

Item 2 – Challenges

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

Funding

Funding in the State of Iowa continues to be a concern.

Staffing/Programmatic

We have not replaced staff due to uncertainty in funding.

Item 3 – Comparison with Prior Reporting Year

34 CFR 366.50(i)(7)

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

We experienced an increase in our outreach numbers due to our efforts of educating the community about our services and Disability Awareness.

| <i>Community Impact</i> | <i>2017</i> | <i>2018</i> | <i>Percentage (+plus or - minus)</i> |
|--------------------------------|-----------------|-----------------|--------------------------------------|
| Advocacy | 777.50 | 714.75 | - 8% |
| Outreach/Other | 230.50 | 497.25 | + 54% |
| Disability Awareness/Education | 394.00 | 339.75 | - 16% |
| Total | 1,402.00 | 1,551.75 | + 10% |

*This reflects actual documented hours spent in provision of services

Due to staff realignment there was a decrease in Information and Referral, Advocacy and Peer Counseling for FY 2018. Most areas experiencing an increase were Skills Training and CSR’s. This was a result of efforts to increase awareness on social media/Facebook and Direct Individual Services.

| <i>Direct Individual Services</i> | <i>2017</i> | <i>2018</i> | <i>Percentage (+plus or - minus)</i> |
|-----------------------------------|---------------|---------------|--------------------------------------|
| Information and Referral | 13,626 | 11,903 | -14% |
| Direct Services (CSR) Individual | 151 | 159 | +5% |
| *Advocacy | 41 | 34 | -21% |
| *Skills Training | 104 | 145 | +28% |
| *Peer Counseling | 60 | 41 | -46% |
| Total | 13,982 | 12,282 | -14% |

Section B – Work Plan for the Year Following the Reporting Year

Item 1 – Annual Work Plan

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

ILLINOIS/IOWA CENTER FOR INDEPENDENT LIVING LONG RANGE PLAN - ILLINOIS

(2019 – 2021)

GOAL I: To advance the rights of persons with disabilities to live independently in society through systemic and individual advocacy, consumer education and provision of services in the Illinois counties of Rock Island, Henry and Mercer.

Objectives:

1. To promote the concepts of Independent living in the community.

- Provide five core services Advocacy, Independent Living Skills Training, Peer Support, Information and Referral and Transition.
- Prevent unnecessary or undesired institutionalizations.
- Provide services for transition from nursing home to community.
- Provide Youth transition from post-secondary education to community life
- Provide services to un-served and underserved populations with disabilities.
- Provide disability awareness and community education.
- Provide access to Transportation for persons with disabilities.
- Provide access to Health care for persons with disabilities.
- Provide access to Affordable Accessible Housing for persons with disabilities.
- Provide access to Assistive technology and for persons with disabilities.
- Provide outreach to the rural populations with disabilities.
- Provide other services as identified by consumer needs in the service area

2. Increase the effectiveness of advocacy efforts by people with disabilities through a grassroots, consumer-based, unified approach.

- Develop leadership within the disability community through training, and hands-on experience with elected officials and community leaders on advocacy issues.
- Promote Independent Living Philosophy at all events to increase community awareness.
- Build a strong cross-disability advocacy network through affiliations with Illinois statewide coalitions.

3. Serve as consultants to other organizations and businesses regarding disability rights and issues to increase community integration and independent living.

- Provide technical assistance and the Center's expertise regarding disability issues to the community.
- Refer consumers to the most appropriate agency to avoid duplication of services in order to maximize the Center's resources.

4. Advocate for equal access to the political process for all persons with disabilities.

- Increase voter registration and voter participation by people with disabilities in the electoral process.
- Promote accessibility for all people with disabilities at all election poll sites.
- Promote access to all government meetings: such as city, township, county, and other.

5. Educate the National, State and Local elected authorities on disability related issues that support the position of people with disabilities.

- Respond to legislative alerts
- Participate in Rally's and demonstrations that support the position of people with disabilities.
- Meet with legislators

GOAL II: TO OBTAIN ADEQUATE AND DIVERSE FUNDING AND TO PROMOTE THE CENTER AS A COMMUNITY RESOURCE.

Objectives:

- To increase private sector contributions to 10% of overall budget.
- Realize a 2.5% growth rate per year
- Increase the community awareness of the Center's services and programs.

GOAL III: TO DEVELOP A STRONGER ORGANIZATIONAL STRUCTURE IN LINE WITH THE "TEAM MANAGEMENT" PHILOSOPHY TO ADVANCE OUR MISSION.

Objectives:

- Have trained and knowledgeable volunteers for the Center.
- Have a knowledgeable, diverse, and active Board of Directors.
- Maintain the employee compensation plan to reward quality performance
- Maintain individual and organization memberships for the Center

GOAL IV: TO OBTAIN ADEQUATE FACILITIES AND EQUIPMENT TO SUPPORT CONSUMER SERVICES AND STAFF.

Objectives:

- Provide adequate/accessible office space to support the needs of all employees and consumers.
- Promote safety and security for the benefit of consumers, staff, volunteers, and the community.
- Provide accessible equipment for all services and programs.

ADMINISTRATION AND SUPPORT TEAM WORKPLAN (2019)

GOAL 1: POLICY & ADMINISTRATION [LRP GOAL 2&3]
TO MAINTAIN A COMMUNITY BASED, CONSUMER CONTROLLED, NOT-FOR-PROFIT, NON-RESIDENTIAL CENTER FOR INDEPENDENT LIVING TO SERVE PEOPLE WITH ALL DISABILITIES IN THE COUNTIES OF ROCK ISLAND, HENRY AND MERCER IN ILLINOIS TO INCREASE INDEPENDENT LIVING AND EQUAL ACCESS TO THE COMMUNITY BY SEPTEMBER 30, 2019.

OBJECTIVE 1 [LRP – GOAL 3 OBJECTIVE 1]

MAINTAIN POLICIES THAT INSURE CONSUMER CONTROL.

ACTIVITY 1

A minimum of 51% of the board of directors will be persons with disabilities.

ACTIVITY 2

Recruit people with disabilities to become members of the center

ACTIVITY 3

Maintain self-directed work teams.

Activity 4

Practice affirmative action for people with disabilities, women, and other protected classes in the area of employment within the center.

OBJECTIVE 2[LRP – GOAL 3 OBJECTIVE 1]

PROVIDE ANNUAL TRAINING FOR THE BOARD OF DIRECTORS.

ACTIVITY 1

Provide orientation to new board members two times each year.

ACTIVITY 2

The board will identify training needs on an annual basis.

OBJECTIVE 3[LRP – GOAL 3 OBJECTIVE 3]

MAINTAIN ONGOING STAFF TRAINING OPPORTUNITIES.

ACTIVITY 1

Provide orientation and staff training on independent living philosophy to all new staff.

ACTIVITY 2

Staff will annually review and identify professional development needs and resources will be allocated for training.

ACTIVITY 3

Hold monthly staff meetings to distribute program information, coordinate and monitor services, etc.

ACTIVITY 4

The self-directed work teams will meet regularly or as needed to manage the business of the team and evaluate the team's progress toward meeting their goals and objectives and provide reports at the monthly staff meetings.

OBJECTIVE 4[LRP – GOAL 3 OBJECTIVE 2]

MAINTAIN VOLUNTEER PROGRAM AS A SUPPORT TO AGENCY SERVICES AND CONSUMER DEVELOPMENT.

ACTIVITY 1

Annually review volunteer recruitment, training and recognition plan.

ACTIVITY 2

Recruit and schedule volunteers according to agency needs.

ACTIVITY 3

Provide a volunteer brochure for distribution to potential recruits.

OBJECTIVE 5[LRP – GOAL 3 OBJECTIVE 5]

MAINTAIN PROGRAM MONITORING, DATA COLLECTION AND EVALUATION PROCESSES TO INSURE COMPLIANCE WITH STATE AND FEDERAL REPORTING REQUIREMENTS, AND IICIL'S OWN INTERNAL CAPACITY FOR SELF-ANALYSIS.

ACTIVITY 1

Goals and objectives will be developed and reviewed by the program strategy team annually.

ACTIVITY 2

Use a data management collection system to report statistics, to meet funding source requirements.

ACTIVITY 3

The Program Strategy Team will review and analyze all reports to determine the center's effectiveness and will make recommendations to the board of directors for improving performance.

ACTIVITY 4

Two members representing work teams and designated board members will serve on the Program Strategy Team annually.

OBJECTIVE 6[LRP – GOAL 3 OBJECTIVE 5]

MAINTAIN AN AGENCY STRATEGIC LONG-RANGE PLAN.

ACTIVITY 1

Develop an annual plan for the next fiscal year with input from all the work teams and the Board of Directors.

ACTIVITY 2

Ensure consumer participation at all levels of planning (consumer advocacy groups, work teams, focus groups, surveys)

ACTIVITY 3

Review and update three-year plan with input from all the work teams and Board of Directors.

OBJECTIVE 7[LRP – GOAL 3 OBJECTIVE 5]

OBTAIN CONSUMER SATISFACTION AND NEEDS ASSESSMENT SURVEYS

ACTIVITY 1

Consumer satisfaction survey will to be mailed (2) times annually to open consumers (CSR's)

ACTIVITY 2

Provide user-friendly survey cards to 25% of all information and referral requests
monthly

ACTIVITY 3

Provide satisfaction survey cards to individuals /businesses receiving technical assistance and training.

ACTIVITY 4

Address issues identified in consumer satisfaction and needs assessment surveys, in a timely manner

OBJECTIVE 8[LRP – GOAL 2 OBJECTIVE 1]

OPERATE AND MAINTAIN AN ASL SIGN LANGUAGE INTERPRETER PROGRAM THAT PROVIDES QUALIFIED LICENSED INTERPRETERS FOR BUSINESSES IN THE COMMUNITY AT A FEE FOR SERVICE BY SEPTEMBER 30, 2019.

ACTIVITY 1

Provide a full-time qualified licensed interpreter on staff at the IICIL

ACTIVITY 2

Maintain a registry of contractual qualified licensed interpreters available to support IICIL interpreting program.

ACTIVITY 3

Support training opportunities to increase the skills of staff and community interpreters.

OBJECTIVE 9[LRP – GOAL 3 OBJECTIVE 1]

OPERATE AND MAINTAIN A CAPTIONING AT REAL TIME (C.A.R.T.) AS A FEE FOR SERVICE PROGRAM.

ACTIVITY 1

Maintain a registry of C.A.R.T. reporters available to support the IICIL CART program

ACTIVITY 2

Qualified stenographers will be provided upon request to agencies and businesses.

OBJECTIVE 10 [LRP - GOAL 4 OBJECTIVES 1, 2, 3]
MAINTAIN A FACILITIES ENVIRONMENT THAT IS SAFE AND ACCESSIBLE, BOTH PROGRAMMATICALLY AND ENVIRONMENTALLY.

ACTIVITY 1

Maintain workspaces that meet the individual needs of people with varying disabilities.

ACTIVITY 2

Maintain equipment and technology that reflects cross-disability as well as current technological advances.

**COMMUNITY EDUCATION AND ADVOCACY TEAM WORKPLAN
(2019)**

GOAL 2: PROGRAMS – COMMUNITY IMPACT [LRP-GOAL 1]
PROMOTE EQUAL ACCESS AND FULL PARTICIPATION IN SOCIETY FOR ALL PERSONS WITH DISABILITIES INCLUDING UNSERVED AND UNDERSERVED POPULATIONS IN THE AREAS OF HOUSING, TRANSPORTATION, HEALTH CARE, ASSISTIVE TECHNOLOGY, COMMUNITY ACCESSIBILITY, DISABILITY AWARENESS, EDUCATION AND EMPLOYMENT BY SEPTEMBER 30, 2019.

OBJECTIVE 1 [LRP – GOAL 1 OBJECTIVE 1]

IMPROVE THE ACCESSIBILITY OF EXISTING TRANSPORTATION SYSTEMS WITHIN THE IICIL SERVICE AREA.

ACTIVITY 1

Provide technical assistance to transportation providers to raise awareness about disability issues and increase compliance with the ADA.

ACTIVITY 2

Provide in-services for transit providers on disability awareness upon request.

ACTIVITY 3

Increase consumer awareness of transportation options by providing news article about transportation

ACTIVITY 4

IICIL will maintain membership in APRIL (Assn Programs on Rural Independent Living), Bi-State Regional Transportation Technical Committee, Governors Interagency Coordinating Committee on Transportation (ICCT), Statewide Independent Living Council Transportation Committee (IL)

ACTIVITY 5

IICIL will participate in the regional and local transportation action groups.

OBJECTIVE 2[LRP – GOAL 1 OBJECTIVE 3]

IMPROVE COMMUNITY ACCESSIBILITY AND PROVIDE TECHNICAL ASSISTANCE REGARDING COMPLIANCE WITH LOCAL, STATE, AND FEDERAL ACCESSIBILITY LAWS.

ACTIVITY 1

Increase physical and communications access to businesses and others by providing accessibility and environmental audits, and information regarding compliance with the ADA, 504 Rehabilitation Act, Fair Housing Act and state building codes.

ACTIVITY 2

Utilize Great Lakes DBTAC and other agencies as accessibility resources.

ACTIVITY 3

Increase access to public services, including alternative formats, TTY's, Videophones, amplified phones, assistive listening devices, closed captioning of TV programs, and movie theaters, use of interpreters, C.A.R.T. and emerging technologies.

ACTIVITY 4

Promote the professional development of interpreters in the Quad cities area through the support of professional development workshops thereby increasing the number of qualified interpreters available.

ACTIVITY 5

Educate the community about the laws and requirements for a qualified sign language interpreter.

ACTIVITY 6

Promote access at every polling site.

ACTIVITY 8

An ADA/ Information and Referral library will be maintained at the IICIL.

OBJECTIVE 3[LRP – GOAL 1 OBJECTIVE 2&4]

INCREASE AWARENESS ABOUT THE ABILITIES AND RIGHTS OF PERSONS WITH DISABILITIES.

ACTIVITY 1

Educate consumers about their rights and responsibilities.

ACTIVITY 2

Educate agencies, business, and the general public about persons with disabilities and their rights through programs, workshops, and presentations.

ACTIVITY 3

Maintain contact with public service groups, such as police, fire, EMT, hospital, and others, and schedule trainings as needed.

ACTIVITY 4

Promote disability rights by monitoring legislation, maintaining involvement with the Illinois Coalition of Citizens with Disabilities, the National Council on Independent Living, Illinois Network of Centers for Independent Living, Illinois Housing Action, Assn Programs Rural Independent Living, Campaign for Better Health Care, Statewide Independent Living Council and other advocacy groups.

ACTIVITY 5

Partners with others to host legislative forums with elected officials to educate them about disability issues.

ACTIVITY 6

Educate consumers and elections officials about voter accessibility.

OBJECTIVE 4[LRP – GOAL 1 OBJECTIVE 1&2]

IMPROVE AND INCREASE PERSONAL ASSISTANT SERVICES.

ACTIVITY 1

Support increased wages for personal assistants through local and state initiatives.

ACTIVITY 2

Provide information to personal assistants on independent living movement and philosophy.

ACTIVITY 3

Maintain a list of personal assistants and homemaker agencies in the service area.

OBJECTIVE 5[LRP – GOAL 1 OBJECTIVE 1&2]

TO INCREASE THE AVAILABILITY OF AFFORDABLE, ACCESSIBLE INTEGRATED HOUSING FOR PERSONS WITH DISABILITIES WITHIN THE IICIL SERVICE AREA.

ACTIVITY 1

Increase housing options for people with disabilities, through advocacy, with the Quad Cities Housing Cluster, homeless shelters and other private and public housing providers, Northwest Continuum Care, Housing Action Illinois, Illinois Housing Development Authority and affordable accessible housing programs.

ACTIVITY 2

Utilize and update as needed our current housing directory of affordable accessible housing resources.

OBJECTIVE 6[LRP – GOAL 1 OBJECTIVE 1]

INCREASE THE LEVEL OF UNDERSTANDING OF EMPLOYMENT OPTIONS FOR PERSONS WITH DISABILITIES.

ACTIVITY 1

Educate employers and personnel managers concerning laws pertaining to hiring and accommodating workers with disabilities.

ACTIVITY 2

Increase consumer awareness of job opportunities through posting of job openings, and assistance with identifying employment organizations for persons with disabilities.

ACTIVITY 3

Assist consumers when necessary to file employment discrimination complaints with the EEOC, and other enforcement agencies.

ACTIVITY 4

Maintain active participation with local job fairs, and other events that promote employment opportunities.

OBJECTIVE 7[LRP – GOAL 1 OBJECTIVE 1 & GOAL 2 OBJECTIVE 2]

INSURE THE QUALITY OF EDUCATIONAL PROGRAMS IN THEIR PROVISION OF SERVICES TO PREPARE STUDENTS FOR COLLEGE, EMPLOYMENT, INDEPENDENT LIVING.

ACTIVITY 1

Increase the knowledge of students in special education about their rights, responsibilities and abilities.

ACTIVITY 2

Participate with the Transition Planning Council and Family Matters in Illinois.

OBJECTIVE 8[LRP – GOAL 1 OBJECTIVE 1]

TO INSURE THAT PERSONS WITH DISABILITIES WHO REPRESENT UNSERVED AND UNDERSERVED POPULATIONS ARE RECEIVING OUTREACH FOR INDEPENDENT LIVING SERVICES IN HENRY, MERCER AND ROCK ISLAND COUNTIES.

ACTIVITY 1

Promote equal access to services for minorities through outreach and cultural diversity,

ACTIVITY 2

Expand rural outreach by continuing to participate in service councils in the three counties.

ACTIVITY 3

Increase the availability and marketing of our brochures and materials in other languages as needed.

ACTIVITY 4

Participate and be active in local multi-cultural community events.

OBJECTIVE 9[LRP – GOAL 1 OBJECTIVE 1&2]

INCREASE ACCESS TO AFFORDABLE, ACCESSIBLE HEALTH CARE FOR PERSONS WITH DISABILITIES.

ACTIVITY 1

Participate and be active in local, state and national advocacy efforts for health care.

ACTIVITY 2

Educate individual consumers on how to advocate about health care needs.

ACTIVITY 3

Collaborate with other agencies by hosting community forums and other activities that educate Policy-makers.

OBJECTIVE 10[LRP – GOAL 1 OBJECTIVE 1&2]

INCREASE ACCESS TO ASSISTIVE TECHNOLOGY AND DEVICES FOR PEOPLE WITH DISABILITIES TO LIVE INDEPENDENTLY IN THE COMMUNITY.

ACTIVITY 1

Maintain an accessible computer lab with free internet access

ACTIVITY 2

Maintain a supply of low tech devices for free distribution to eligible consumers

ACTIVITY 3

Collaborate with various assistive technology programs to make sure information on latest technology is available to consumers, such as ITAC (IL Telecommunication Access Corporation), IATP (IL Assistive Technology Program) and Illinois Bureau of Blind Services.

DIRECT SERVICES TEAM WORKPLAN (2019)

GOAL 3: DIRECT INDIVIDUAL SERVICES [LRP-GOAL 1]
**PROVIDE DIRECT SERVICES TO PEOPLE WITH ALL
DISABILITIES IN THE ILLINOIS COUNTIES OF ROCK ISLAND, HENRY AND
MERCER BY SEPTEMBER 30, 2019.**

OBJECTIVE 1[LRP – GOAL 1: OBJECTIVE 1&3]
**PROVIDE INFORMATION AND REFERRAL SERVICES WITH
AN INCREASE OF 2% ANNUALLY.**

ACTIVITY 1

Coordinate with the CEAT team to maintain an updated library in an accessible environment for staff, consumers, and the general public on disability related issues (ONGOING).

ACTIVITY 2

Respond to phone, on-site, e-mail, or mail requests for information (ONGOING).

ACTIVITY 3

Continue to provide follow up on requests to insure quality of services by sending satisfaction survey to 25% of the monthly I&R's (ONGOING).

OBJECTIVE 2[LRP – GOAL 1 OBJECTIVE 4]

**PROVIDE INDIVIDUAL ADVOCACY SERVICES TO CONSUMERS WHO HAVE
EXPERIENCED DISCRIMINATION BECAUSE OF THEIR DISABILITIES.**

ACTIVITY 2

Provide advocacy assistance to consumers so that they learn LIFELONG Self-advocacy skills (ONGOING).

OBJECTIVE 3 [LRP – GOAL 1 – OBJECTIVE 1]

PROVIDE INDEPENDENT LIVING SKILLS TRAINING TO CONSUMERS ON AN INDIVIDUAL OR GROUP BASIS AS APPROPRIATE, WITH A 2% INCREASE ANNUALLY.

ACTIVITY 1

Skills training will be offered, but not limited to the following areas: financial management, homemaking skills, self-advocacy, nutrition, socialization, in home safety, communication services and equipment, obtaining affordable accessible housing, assistive technology, transportation, & health care.

ACTIVITY 2

Provide orientation to consumers on independent living philosophy, mission and opportunities for involvement with IICIL (ONGOING). (Handbook)

OBJECTIVE 4[LRP-GOAL 1 OBJECTIVE 1]

PROVIDE PEER SUPPORT FOR CONSUMERS WITH DISABILITIES, THEIR FAMILIES AND SIGNIFICANT OTHERS, ANNUALLY.

ACTIVITY 1

Peer support with a variety of disabilities and independent lifestyles (ONGOING).

ACTIVITY 2

Peers will be trained in the following areas: active listening skills, knowledge of community resources, commitment to the IL philosophy, decision making skills, and communication skills.

ACTIVITY 3

Conduct outreach to community support groups, and other organizations to educate on the importance of peer support.. (ONGOING)

ACTIVITY 4

Educate support groups on access to transportation, health care, housing and assistive technology.

ACTIVITY 5

Maintain qualified people with disabilities on staff that are peer support for consumers, (ONGOING).

OBJECTIVE 5 [LRP – GOAL 1 OBJECTIVE 1]

PROVIDE A COMPREHENSIVE PROGRAM DESIGNED TO ADDRESS THE SPECIFIC NEEDS OF THE DEAF/HARD OF HEARING IN THE IICIL SERVICE AREA.

ACTIVITY 1

Assist consumers in utilization of state and national TTY-TO-VOICE RELAY SERVICE VCO, HCO, and Speech-To-speech, VRS, and new emerging technology such as VRS ETC. (ONGOING)

ACTIVITY 2

Promote availability of video phones, TTY's, other technology advances and amplified phone distribution as an ITAC Selection Center, Interpreter and CART service for increased communication access (ONGOING).

ACTIVITY 3

Continue outreach efforts to the deaf and hard of hearing community, late deafened, deaf/blind and voice impaired through attendance at local consumer group meetings. (ONGOING).

ACTIVITY 4

Maintain a deaf and hard of hearing community e-mail list to inform consumers of up-coming events and issues that need the deaf/hard of hearing support, through monthly mailings. (ONGOING)

OBJECTIVE 6[LRP – GOAL 1 OBJECTIVE 1]

PROVIDE COMPREHENSIVE PROGRAMMING DESIGNED TO ADDRESS THE SPECIFIC NEEDS OF THE BLIND/VISUALLY IMPAIRED.

ACTIVITY 1

Promote the availability of Braille services including Braille copying and translation.
(ONGOING)

ACTIVITY 2

Participate and support area activities and organizations for the blind and visually impaired, such as NFB (National Federation for the Blind), ACB (American Council of the Blind), etc.
(ONGOING)

ACTIVITY 3

Educate consumers with visual disabilities about available community services. (ONGOING)

OBJECTIVE 7 [LRP – GOAL 1 OBJECTIVE 1]

MAINTAIN PERSONAL ASSISTANCE MANAGEMENT TRAINING PROGRAM FOR CONSUMERS.

ACTIVITY 1

Educate consumers about PA home health service and assist them in accessing these programs,
(ONGOING)

ACTIVITY 2

Provide and maintain a list of PA's and Home Health provider's in the service area.

ACTIVITY 3

Provide PA management training to individual consumers on how to hire and train. (ONGOING)

ACTIVITY 4

Ongoing participation with the PA Coordinators in Illinois (QUARTERLY)

OBJECTIVE 8[LRP – GOAL 1 OBJECTIVE 1]

MAINTAIN A HOME MODIFICATION REFERRAL PROGRAM.

ACTIVITY 1

Assist consumers in locating state and local funding sources through referrals. (ONGOING)

ACTIVITY 2

Collaborate with and support other agencies, and identify sources of funding. (ONGOING)

ACTIVITY 3

Continue to be a resource to the community on specifications and codes for modifications.
(ONGOING)

OBJECTIVE 9 [LRP – GOAL 1 OBJECTIVES 1&2]

IMPROVE OUR ACCESSIBLE, AFFORDABLE HOUSING REFERRAL SERVICES.

ACTIVITY 1

Assist consumers in applying for accessible, affordable housing. (ONGOING).

ACTIVITY 2

Refer consumers to housing agencies and programs for persons with disabilities.

OBJECTIVE 10 [LRP - GOAL 1 OBJECTIVE 1]

ASSIST CONSUMERS TO MOVE OUT OF A NURSING HOME AND INTO THEIR OWN RESIDENCE THROUGH THE IMPLEMENTATION OF THE COMMUNITY REINTEGRATION PROGRAM (CRP) .

ACTIVITY 1

Staff will be trained on procedures to manage the programs. (ONGOING)

ACTIVITY 2

Outreach to local nursing homes in order to identify eligible consumers.

ACTIVITY 3

Provide 6 month follow-up and support to the CRP consumer. (ONGOING)

ACTIVITY 4

Maintain a fact sheet and brochure that clarifies the program.

ACTIVITY 5

Participate in statewide Reintegration Coordinators meetings. (QUARTERLY)

OBJECTIVE 11 [LRP – GOAL 1 OBJECTIVE 1]

PROVIDE YOUTH TRANSITION SERVICES FROM POST-SECONDARY EDUCATION TO COMMUNITY LIFE

ACTIVITY 1

Work with local schools and other programs to identify youth

ACTIVITY 2

Design programs and activities based on the desires and needs of youth

ACTIVITY 3

Refer youth to appropriate and desired programs

ACTIVITY 4

Participate and promote local and statewide transition conferences and events.

OBJECTIVE 12[LRP - GOAL 1 OBJECTIVE 1]

OUTREACH TO UNSERVED AND UNDERSERVED POPULATIONS TO MAKE THEM AWARE OF THE SERVICES OF THE CENTER.

ACTIVITY 1

Services will be provided in a multi-cultural manner. (ONGOING)

ACTIVITY 2.

Implement the five core services in a way that can be utilized by culturally diverse groups.

ACTIVITY 3

Collaborate with culturally diverse groups and organizations. (ONGOING).

OBJECTIVE 13[LRP - GOAL 1 OBJECTIVE 1]

OTHER SERVICES WILL BE IDENTIFIED BASED ON CONSUMER NEEDS AND INTERESTS IN OUR GEOGRAPHIC AREA BY SEPTEMBER 30, 2019.

PR AND MARKETING TEAM WORKPLAN (2019)

GOAL 4: RESOURCE DEVELOPMENT/PUBLIC RELATIONS [LRP -GOAL 2]
DIVERSIFY CENTER FUNDING ALLOWING FOR EXPANSION AND GREATER FLEXIBILITY, THROUGH RESOURCE DEVELOPMENT AND PUBLIC RELATIONS BY SEPTEMBER 30, 2019.

OBJECTIVE 1 [LRP – GOAL 2 OBJECTIVE 2]

THE MARKETING TEAM WILL MAINTAIN AN ONGOING PUBLIC RELATIONS PROGRAM TO PROMOTE THE CENTER'S GOALS WITH INCREASED VISIBILITY IN THE MEDIA.

ACTIVITY 1

Coordinate the submission of media releases on a regular basis about agency programs and activities. (ONGOING)

ACTIVITY 2

A marketing video will be used to inform the public about the IICIL Services (ONGOING)

OBJECTIVE 2[LRP – GOAL 2 OBJECTIVE 2]

MAINTAIN A MARKETING PROGRAM BASED ON CURRENT IICIL SERVICES.

ACTIVITY 1

Design and maintain a brochure that reflects IICIL services and programs. (ONGOING)

ACTIVITY 2

Distribute printed material to businesses and organizations about IICIL services. (ONGOING)

ACTIVITY 3

Market fee for service programs. (ONGOING)

OBJECTIVE 3[LRP – GOAL 2 OBJECTIVE 2]

THE MARKETING TEAM WILL MAINTAIN & DEVELOP A STRONG PUBLICATION AND DISTRIBUTION PROGRAM WITH THE EMPHASIS TOWARDS THE UNSERVED AND UNDERSERVED.

ACTIVITY 1

Distribute a quarterly newsletter to effectively communicate information about IICIL (JANUARY, APRIL, JULY, AND OCTOBER)

ACTIVITY 2

Work teams will distribute agency brochures. (ONGOING)

ACTIVITY 3

Develop, publish and distribute an annual report. (MARCH)

ACTIVITY 4

Provide information about services & programs in alternative formats when requested.

OBJECTIVE 4[LRP – GOAL 2 OBJECTIVE 2]

MAINTAIN A CURRENT IICIL DATABASE THAT WILL INCLUDE CONSUMERS AND OTHERS.

ACTIVITY 1

Maintain a current database of consumers, members, business, organizations, & elected officials. (ONGOING)

ACTIVITY 2

Contact individuals, support groups, professionals, and service providers and inform them about IICIL programs and services. (ONGOING)

ACTIVITY 3

Maintain a current file of application deadlines, potential funders, guidelines or procedures. (ONGOING)

OBJECTIVE 5[LRP – GOAL 2 OBJECTIVE 2]

PROVIDE TECHNICAL ASSISTANCE AND SUPPORT THAT FACILITATE A BETTER UNDERSTANDING OF IICIL'S MISSION AND PERSONS WITH DISABILITIES.

ACTIVITY 1

Monitor media coverage in order to provide feedback on the accurate portrayals of people with disabilities. (ongoing)

ACTIVITY 2

Distribute “The People First” and “Reporting And Writing About People with Disabilities” brochures.

ACTIVITY 3

Maintain the IICIL accessible website.

ACTIVITY 4

Upgrade and maintain the information displays for use at community events.

OBJECTIVE 6[LRP – GOAL 2 OBJECTIVE 2]

CONDUCT SPECIAL EVENTS DESIGNED TO GENERATE AWARENESS OF IICIL PROGRAMS AND PURPOSE.

ACTIVITY 1

Identify a minimum of two special events to be held annually, which may include the ADA Celebration & Holiday Carnival.

ACTIVITY 2

Coordinate annual meeting with input from other IICIL work teams.

ACTIVITY 3

Participate in local events (QC EXPO), Martin Luther King Center, NAACP, Hispanic and other ethnicities in the service area.

OBJECTIVE 7[LRP – GOAL 2 OBJECTIVE 1]

THE MARKETING TEAM WILL CONDUCT DIVERSE FUNDRAISING EFFORTS TO RAISE NON-FEDERAL OR STATE GOVERNMENT REVENUE BY 2019.

ACTIVITY 1

Assist other work teams in defining strategies for fee for service programs to generate yearly revenue. (ONGOING)

ACTIVITY 2

Identify and submit grant requests to applicable funding source in conjunction with other IICIL work teams including, private corporations, foundations, and individual supporters to Raise operating funds. (ONGOING)

ACTIVITY 3

Will participate in local fundraisers (e.g.: Birdies for Charity, membership donations)

(ANNUALLY).

OBJECTIVE 8[LRP – GOAL 2 OBJECTIVE 1/GOAL 3 OBJECTIVE 4]

CONDUCT A DIRECT MAIL MEMBERSHIP CAMPAIGN.

ACTIVITY 1

Conduct a mail campaign program to maintain a diverse membership at the center.

(OCTOBER/NOVEMBER)

OBJECTIVE 9[LRP – GOAL 2 OBJECTIVE 2]

REVIEW POLICIES AND PROCEDURES ANNUALLY WITH THE BOARD FOR ACCURACY AND APPROPRIATENESS.

OBJECTIVE 10[LRP – GOAL 2 OBJECTIVE 1]

Develop fundraising plan based on agency long-range plan to support agency goals and objectives.

Item 2 – SPIL Consistency

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

The IICIL works within the framework of the state plans to ensure that consumer services are provided in a way that consistent with the independent living philosophy and tenets of consumer control and choice.

Outreach to un-served and underserved populations.

We maintain records and information that document the services and programs.

The Iowa Statewide Independent Living Council (SILC) developed specific goals and objectives and assigned committees to address them and the IICIL staff participated on the committees with other centers for independent living and stakeholders around the state.

SUBPART VI - TRAINING AND TECHNICAL ASSISTANCE NEEDS

Section 721(b)(3) of the Act.

| 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 | |
| Systems Advocacy | 8 |
| Legislative Process | |
| Applicable Laws | |
| General overview and promulgation of various disability laws | |
| Americans with Disabilities Act | 7 |
| Air-Carrier's Access Act | |
| Fair Housing Act | 6 |
| Individuals with Disabilities Education Improvement Act | |
| Medicaid/Medicare/PAS/waivers/long-term care | |
| 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 | 1 |
| Dual Reporting Requirements | |
| Case Service Record Documentation | |

| | |
|--|----|
| Disability Awareness and Information | |
| Specific Issues | |
| Evaluation | |
| General Overview | |
| CIL Standards and Indicators | |
| Community Needs Assessment | |
| Consumer Satisfaction Surveys | |
| Focus Groups | |
| Outcome Measures | 2 |
| Financial: Grant Management | |
| General Overview | |
| Federal Regulations | |
| Budgeting | |
| Fund Accounting | |
| Financial: Resource Development | |
| General Overview | 3 |
| Diversification of Funding Base | |
| Fee-for-Service Approaches | |
| For Profit Subsidiaries | |
| Fund-Raising Events of Statewide Campaigns | |
| Grant Writing | 10 |
| Independent Living Philosophy | |
| General Overview | |
| Innovative Programs | |
| Best Practices | |
| Specific Examples | |
| Management Information Systems | |
| Computer Skills | |
| Software | |
| Marketing and Public Relations | |
| General Overview | 9 |
| Presentation/Workshop Skills | |
| Community Awareness | |
| Networking Strategies | |
| General Overview | |
| Electronic | |
| Among CILs & SILCs | |
| Community Partners | 5 |
| 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 | |
| Minority | |
| 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 | 4 |
| Policy Development | |
| Recruiting/Increasing Involvement | |
| Volunteer Programs | |
| General Overview | |
| Optional Areas and/or Comments (write-in) | |

SUBPART VII – ADDITIONAL INFORMATION

Section 704(m)(4)(D) of the Act

Section A – Other Accomplishments, Activities and Challenges

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.

Resources Generated - Non Federal or State Governmental

The IICIL continues to seek other funding support through grants/foundations, various fee for service programs and other income. We generated \$3,591.00.

Resource Fair

The 9th Annual Disability and Senior Expo was renamed to the Resource Fair and was moved to a more accessible location allowing more people to attend.

Local Access to the Political Process

We organized education campaigns that funding issues in our states as well as other legislation that impact housing, transportation and health care on a national level.

Section B – Additional Information

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

We participated in a legislative day, sponsored by ISAIL, at the State Capitol to educate legislators about CIL's and their valuable service that promote independent living and consumer choice.

We partnered with the Red Cross to provide several Disaster Preparedness Workshops focusing on people with disabilities and Senior citizens. We also served as a point of contact for those people who needed specialized smoke detectors in our community.

We hosted a meeting of local disability group leaders to find ways to better serve the local disability community.

SubPART VIII - signatures

Please sign and print the names, titles and telephone numbers of the CIL director and board chair.



12/14/18

SIGNATURE OF CENTER DIRECTOR

DATE

Liz Sherwin, Executive Director

309-793-0090

NAME AND TITLE OF CENTER DIRECTOR

PHONE NUMBER

12/14/18

SIGNATURE OF CENTER BOARD CHAIRPERSON

DATE

Bonnie Ballard, President

309-787-5559

NAME AND TITLE OF CENTER BOARD CHAIRPERSON

PHONE NUMBER