

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: 2017

Grant #: 10-22-17

Name of Center: NorthEast Independent Living Services

Acronym for Center (if applicable): NEILS

State: Missouri

Counties Served: Clark, Lewis, Marion, Monroe, Pike, Ralls

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	\$0
(B) Title VII, Ch. 1, Part C	\$0
(C) Title VII, Ch. 2	\$0
(D) Other Federal Funds	\$15675

Item 2 - Other Government Funds

(E) State Government Funds	\$199348
(F) Local Government Funds	\$0

Item 3 - Private Resources

(G) Foundations, Corporations, or Trust Grants	\$2875
(H) Donations from Individuals	\$2172
(I) Membership Fees	\$0
(J) Investment Income/Endowment	\$33681
(K) Fees for Service (program income, etc.)	\$2083792
(L) Other resources (in-kind, fundraising, etc.)	\$240

Item 4 - Total Income

Total income = (A)+(B)+(C)+(D)+(E)+(F)+(G)+(H)+(I)+(J)+(K)+(L)	\$2337783
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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)	\$1385275
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Item 6 - Net Operating Resources

Total Income (Section 4) <minus> amount paid out to Consumers (Section 5) = Net Operating Resources	\$952508
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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

Item 1 - All Federal Funds Received

	# of CSRs
(1) Enter the number of active CSRs carried over from September 30 of the preceding reporting year	484
(2) Enter the number of CSRs started since October 1 of the reporting year	155
(3) Add lines (1) and (2) to get the total number of consumers served	639

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	8
(2) Withdrawn	48
(3) Died	34
(4) Completed all goals set	277
(5) Other	3
(6) Add lines (1)+(2)+(3)+(4)+(5) to get total CSRs closed	370

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

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

	# of CSRs
Section A(3) <minus> Section (B)(6) = Section C	269

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	0
(2) Number of consumers with whom an ILP was developed	639
(3) Total number of consumers served during the reporting year	639

Section E - Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	0
(2) Ages 5 - 19	1
(3) Ages 20 - 24	8
(4) Ages 25 - 59	237
(5) Age 60 and Older	393
(6) Age unavailable	0

Section F - Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	410
(2) Number of Males served	229

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).**

**This section reflects a new OMB directive.
Please refer to the Instructions before completing.**

	# of Consumers
(1) American Indian or Alaska Native	4
(2) Asian	0
(3) Black or African American	58
(4) Native Hawaiian or Other Pacific Islander	0
(5) White	571
(6) Hispanic/Latino of any race or Hispanic/ Latino only	5

	# of Consumers
(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	13
(2) Mental/Emotional	24
(3) Physical	222
(4) Hearing	33
(5) Vision	4
(6) Multiple Disabilities	342
(7) Other	1

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
Adair, MO	1
Audrain, MO	6
Clark, MO	26
Knox, MO	2
Lewis, MO	55
Lincoln, MO	2
Marion, MO	396
Monroe, MO	25
Pike, MO	64
Ralls, MO	60
Shelby, MO	2

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

Subpart III contains new data requests. 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
Advocacy/Legal Services	100	97
Assistive Technology	141	140
Children's Services	0	0
Communication Services	1	1
Counseling and related services	1	1
Family Services	0	0
Housing, Home Modification, and Shelter Services	6	6
IL Skills Training and Life Skills Training	251	251
Information and Referral Services	1042	1032
Mental Restoration Services	6	6
Mobility training	1	1
Peer Counseling Services	182	181
Personal Assistance Services	249	242
Physical Restoration Services	0	0
Preventive Services	1	1
Prostheses, Orthotics, and other appliances	0	0
Recreational Services	113	113
Rehabilitation Technology Services	0	0
Therapeutic Treatment	0	0
Transportation Services	3	3
Youth/Transition Services	5	5
Vocational Services	1	1
Other	316	315

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
Self-Advocacy/Self-Empowerment	8	1	1
Communication	11	2	3
Mobility/Transportation	11	11	0
Community-Based Living	8	5	1
Educational	24	4	6
Vocational	9	0	4
Self-Care	90	85	2
Information Access/Technology	98	87	6
Personal Resource Management	123	103	5
Relocation from a Nursing Home or Institution to Community-Based Living	11	4	2
Community/Social Participation	122	104	0
Other	8	6	1

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	5	5	0
(B) Health Care Services	117	115	2
(C) Assistive Technology	109	106	3

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.

Our number of active CSRs at the end of the reporting year are at an all-time low. Hundreds of consumer files were closed because we are unable to continue providing Circuit Breaker Tax Credit assistance as we have in the past and have significantly cut back on the amount of recreational activities provided at the Center due to a significant decrease in IL funding which required us to lay off employees and cut some non-core 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
9	6

(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	5	3	0
Other Staff	7	4.75	1

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.

NEILS continues to see an increase in the number of individuals wanting one-on-one assistance to build self-help and self-advocacy skills. Our Consumer-Directed Services program continually trains consumers on how to be effective employers and manage their own attendant care. They also learn skills to help them voice their needs with the state entity if additional services are needed or there needs to be a change in their care plan.

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.

We continue to offer some monthly activities at our Center, giving consumers the opportunity to socialize and have an event to look forward to. There has been a significant increase in the number of people attending our recreational events this fiscal year and we are looking at offering even more on different dates as space is becoming limited within the Center. We struggle regularly to meet the demands for recreational activities within the Center due to decreased funding and lack of staff availability.

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.

NEILS staff are trained to offer all programs and services to all individuals regardless of his/her disability type and financial position. Additionally, should a consumer not meet the qualifications for a particular program or service, NEILS staff are trained to locate other area resources able to provide such services or locate alternative funding sources to assist in financing such services. NEILS policies and procedures outline the promotion of equal access for all individuals. Staff are required to review and sign that they clearly understand the policy and will practice the policy as stated.

NEILS staff have also utilized Needs Assessment data to address the need for access to various services within the community. The needs assessment data is shared with numerous organizations and businesses within our catchment area.

(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.

Through the many partnerships and collaborations we have developed over the past reporting year, we expanded the community's knowledge of what we do at NEILS and the importance of disability rights. One group called Hannibal Alliance for Youth Success, consisting of over 23 different community partners with the focus of empowering children, specifically reached out to our organization after realizing that the disability community was not represented. These opportunities have allowed us to promote equal access to all services, programs, activities, resources, and facilities in society. We are

also members of several other coalitions such as the Pike Community Care Partnership (PCCP), the Council on Related Agencies (CORA), Community Health Assistance Resource Team (CHART), and Project Community Connect (PCC). All of these partnerships allow us to work toward equal access for all individuals.

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.

The Center has placed signage at the front and rear entrances to our offices stating that alternative formats are available for any written policies, materials, and other information as requested. In addition, staff are reminded to ensure they have paperwork readily available in large print.

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.

NEILS staff consistently work with collaborative organizations for referrals. In addition, all advertising and events do not place restrictions on the type of disability we provide service to. Outreach efforts are broadly provided meaning we set up booths and provide presentations to diverse crowds and groups. Staff are trained to determine a consumer's eligibility for services and provide services without restrictions.

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.

Every consumer is presented with the opportunity to complete an ILP at the initiation of services and to

alter that plan at any time through the year as requested by the consumer. Additionally, each consumer is given the opportunity to complete a satisfaction survey at least once per year and is documented in each consumer's CSR. The results of the surveys are utilized to address program issues, staffing issues, and to further develop additional programs and services.

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.

Consumer's records are maintained electronically. A supervisor reviews all paperwork before it is scanned into electronic format, therefore ensure its completeness before placing it in the consumer's CSR. This is a completely new process which began this reporting year. We anticipate annual reviews of active CSRs to ensure all documentation is complete in the consumer's records.

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

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

This section contains new data requests. 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)
Service Awareness	Outreach Efforts	22	Set up a NEILS booth and hang flyers to promote services and outreach to unserved and underserved populations. Presentations were made about NEILS services by request from various community groups.	Sat up a booth a Smile-A-Mile Buddy Walk, Trimble House Expo, Senior Health Fair, The Crossing church, Hannibal Arms Apartments. Hundreds of flyers were posted throughout the 6-county catchment area to promote all services within NEILS. 10+ presentations were provided to local community groups and coalitions.
Assistive Technology	Collaboration/ Networking	1	Discuss assistive technology and equipment needs with Marion County Services for the Developmentally Disabled.	MCSDD donated numerous pieces of equipment to our Equipment Recycle Program.
Disability Awareness	Community Education and Public Information	4	Develop flyers and informational packets about work incentives for individuals with disabilities.	Developed a flyer and other information that was mailed to local employers about benefits of hiring individuals with disabilities in their establishments.
Accessibility	Community Education and Public Information	2	Develop flyers and informational packets about universal design and accessibility for individuals with disabilities.	Developed a flyer and other information that was posted on our Facebook page and website promoting accessibility and universal design options.

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
Healthcare	Community and Systems Advocacy	4	Work to develop a better process for individuals in need of bed pads and depends through Medicaid.	Staff worked with local physicians and the Department of Health and Senior Services to better understand the processes of SMS waiver services. Numerous consumer benefited from SMS.
Housing	Technical Assistance	6	Create a local landlord list of properties that are accessible and inaccessible.	Staff created a 2 page list of local landlord properties that NEILS can provide to consumers in search of new housing opportunities.
Disability Awareness	Collaboration/ Networking	12	Work with Hannibal High School to create opportunities for collaboration in preparing youth with disabilities for the post-secondary education world.	NEILS staff worked closely with HHS to develop a Job Club and Driver's Ed Class to individuals with disabilities. NEILS staff help teach the students about opportunities outside of high school.
Transportation	Community Education and Public Information	1	Make the public aware of the need for additional affordable, accessible transportation options in NE Missouri.	Staff developed information and shared via social media the need for affordable, accessible transportation. There was little community response.

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.

As part of Tri-County Alliance for Unmet Needs, we serve as a resource to not only prevent duplication

of services, but also provide individuals, families and other committee members with assistance in regards to needs that align with our mission. Tri-County is comprised of 10 different organizations who meet every other week to assess cases and collaborate, putting all of our resources together, to assist those who have exhausted every other avenue of assistance.

As one of the leading partners of Project Community Connect, it is our role to know what resources there are, not only within the 15 different organizations represented at the planning meetings, but also the organizations and opportunities within all of Marion and Ralls counties. With over 40 organizations at the actual Project Community Connect event, it is important for us to understand what services each one can offer. The mission of this one-day event brings partnering agencies to set aside any differences and come together in a close manner in order to best serve the low-income, homeless, or underinsured individuals/families.

Partnering organizations include, but are not limited to: Douglass Community Services, Marion County Services for Developmental Disabilities, Pike Community Care Partnership, Comprehensive Health, Preferred Family Healthcare, CHART, RSVP, PCC, CORA, Hannibal High School, Tri-County Alliance, and more.

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.

Consumers who request alternative formats will be provided with those formats within an agreeable time frame. The Center provides large print, contrast documents, and picture boards onsite, however we do not have the means at this time to print in braille or providing on-site interpreters. The CIL will locate and utilize these specialized services and fund such services as requested within an agreeable time frame.

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.

NEILS continues to expand our advertising efforts for our Consumer-Directed and In-Home Services, both of which provide a significant revenue stream for the Center. We continue to contract with Missouri Department of Health and Senior Services for the Money Follows the Person Program which generates revenue for our nursing home transition program. NEILS contracted with Missouri Assistive Technology which provides a very small revenue to help with the cost of providing assistive technology services. We also attempted a grant from the George H. Riedel Foundation to expand our Assistive Technology Programs, but was denied. We are working with Missouri Centers on a Revenue Streams

Committee to discuss opportunities and ways Centers can expand resource development activities.

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 #1- Determine the needs of individuals with disabilities in NE Missouri

Method-

- 1) Request the completion of a comprehensive needs assessment survey.
- 2) Compile needs assessment information and measure need.

Outcome-

- 1) Completed February 2017
- 2) Completed March 2017

Barriers-

- 1) None
- 2) None

Goal #2- Increase employment for individuals with disabilities

Method-

- 1) Develop a working relationship with local disability employment providers (i.e. LOWQ)
- 2) Develop at least one (1) educational flyer regarding work incentives.
- 3) Provide skills training that will increase the employability of individuals with disabilities.
- 4) Outreach to individuals with disabilities regarding job readiness and employment skills training.

Outcome-

- 1) Ongoing relationship established through the reporting year. Objective complete September 2017.
- 2) Completed December 2016 - flyers distributed to 50 local employers and presented to CORA, CHART, and PCCP on 1/11, 2/15, 2/28 respectively.
- 3) Provided ILST to an average of 10 consumer per month geared toward their future employability.
- 4) All presentations completed by the IL Director included discussion of the availability of one-on-one skills training opportunities to increase job readiness for individuals with disabilities.

Barriers-

- 1) None
- 2) None
- 3) None
- 4) None

Goal #3- Increase financial assets of individuals with disabilities

Method-

- 1) Provide skills training to increase financial literacy
- 2) Develop information flyers/packets regarding asset limits for public assistance programs and other community programs.

Outcome-

- 1) Provided ILST to an average of 6 consumer per month to work on math skills and understanding how to manage bills and money.
- 2) None

Barriers-

- 1) None
- 2) With decreased staff availability, this item was not completed.

Goal #4- Increase the influence of people with disabilities in the community.

Method-

- 1) Build and expand community partnerships.
- 2) Develop a leadership and self-advocacy training program.
- 3) Provide the leadership and self-advocacy training program to at least 8 individuals with disabilities.
- 4) Develop flyers, informational packets, and social media posts that promote Universal Design in public and private facilities.
- 5) Work with housing providers to increase the number of accessible, affordable housing options in NE Missouri
- 6) Promote and advocate for accessible/affordable transportation options in NE Missouri.
- 7) Increase the number of individuals who vote by providing voter registration cards to new consumers and by providing information to consumers about alternative voting options.
- 8) Promote individuals with disabilities taking a role in public policy.

Outcome-

- 1) 8 organizations during the course of the reporting year
- 2) Not Completed
- 3) Not Completed; We had 5 individuals we provided training to in regards to leadership and self-advocacy, but it was not completing using the training program we originally intended.
- 4) Completed and shared with 3 community groups and posted on social media sites
- 5) Developed an accessible, affordable housing list.
- 6) Not Completed
- 7) All consumers who signed up for services or who's CSR was reviewed was offered a voter registration card if they did not indicate they were already a voter.
- 8) Not Completed

Barriers-

- 1) None
- 2) With decreased staff availability, this item was not completed.
- 3) With decreased staff availability, this item was not completed.
- 4) None
- 5) With decreased staff availability, this item was not completed in its entirety. We plan to continue working toward this objective in the coming months.
- 6) With decreased staff availability, this item was not completed.
- 7) None
- 8) With decreased staff availability, this item was not completed.

Goal #5- Expand programs and services to meet the needs of consumers in NE Missouri.

Method-

- 1) Expand selection of adaptive technology on display at the Center by purchasing new equipment through contract funds or grant resources.
- 2) Expand In-Home Services to include additional counties of service.

3) Research providing home care services through the Healthy Children and Youth program and the Veteran's administration.

Outcome-

1) Completed through contract funds in November 2016

2) Not completed

3) Not completed

Barriers-

1) None

2) We had a turnover of staff and were unable to complete this objective.

3) We had a turnover of staff and were unable to complete this objective.

Item 2 - Challenges

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

Barriers are described in Item 1, however, a significant reduction in funding forced the CIL to layoff staff, therefore limiting our ability to complete many of the work plan's objectives. We will work diligently to retain the funding sources we currently have an attempt to get our funding reinstated.

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.

1) Needs Assessments - one of the biggest trends we are faced with is getting individuals to complete the annual needs assessment. So many community organizations are already completing needs assessments very similar to the tools that we currently use. Many individuals refuse to complete more than 1 needs assessment per year because they receive services from numerous organizations who are also required to complete a needs assessment.

2) Our outreach efforts, while time consuming, work very well for us. The more personal relationships we create within the community, the more people hear about the CIL and the services available.

3) From the prior reporting year, we are ending our year at an all-time low for active consumers. This is based in part because of the decrease of funding which required us to cut staff and some services. Upon quality review of the CSRs, we did find several individuals who staff had failed to close. Those individuals were identified and closed to reflect more accurate records of the number of consumers receiving services.

4) We no longer have an outreach coordinator, which we anticipate will hinder our progress on community participation and developing strong collaborative relationships within our communities.

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.

Goal #1- Determine the needs of individuals with disabilities in NE Missouri

Method-

- 1) Request the completion of a comprehensive needs assessment survey.
- 2) Compile needs assessment information and measure need.

Goal #2- Increase employment for individuals with disabilities

Method-

- 1) Develop a working relationship with local disability employment providers (i.e. LOWQ)
- 2) Develop at least two (2) educational flyers regarding work incentives.
- 3) Provide skills training that will increase the employability of individuals with disabilities.
- 4) Outreach to individuals with disabilities regarding job readiness and employment skills training.

Goal #3- Increase financial assets of individuals with disabilities

Method-

- 1) Provide skills training to increase financial literacy
- 2) Develop information flyers/packets regarding asset limits for public assistance programs and other community programs.

Goal #4- Increase the influence of people with disabilities in the community.

Method-

- 1) Build and expand community partnerships.
- 2) Provide the leadership and self-advocacy training program to at least 8 individuals with disabilities.
- 3) Develop flyers, informational packets, and social media posts that promote Universal Design in public and private facilities.
- 4) Advocate for the enforcement of the American's with Disabilities Act.
- 5) Work with housing providers to increase the number of accessible, affordable housing options in NE Missouri
- 6) Promote and advocate for accessible/affordable transportation options in NE Missouri.
- 7) Increase the number of individuals who vote by providing voter registration cards to new consumers and by providing information to consumers about alternative voting options.
- 8) Promote individuals with disabilities taking a role in public policy.

Goal #5- Expand programs and services to meet the needs of consumers in NE Missouri.

Method-

- 1) Expand selection of adaptive technology on display at the Center by purchasing new equipment through contract funds or grant resources.

- 2) Work toward CARF Accreditation.
- 3) Expand In-Home Services to include additional counties of service.
- 4) Research providing home care services through the Healthy Children and Youth program and the Veteran's administration.

Item 2 - SPIL Consistency

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

OBJECTIVE 1.1 - INCREASE EMPLOYMENT FOR PEOPLE WITH DISABILITIES

During the reporting year, did you advocate for work incentives with employers, public partners, and policy makers?

Yes - as indicated in the annual work plan, NEILS developed a flyer and other informational packets. These informational packets were forwarded to 50 local employers to promote the employability of individuals with disabilities in NE Missouri. We also provided a work incentives presentation to three community groups.

Did you provide education on available work incentives?

Yes - as indicated in the annual work plan, NEILS developed a flyer and other informational packets. These informational packets were forwarded to 50 local employers to promote the employability of individuals with disabilities in NE Missouri. We also provided a work incentives presentation to three community groups.

Did you increase utilization of work incentives?

No

Did you increase employability of people with disabilities

Yes - as indicated in the annual work plan, NEILS worked with an average of 10 individuals per month to increase employment skills. Most individuals are working toward taking their GED equivalency in an effort to provide greater job opportunities.

What methods were used?

Job fairs, website content, newsletter, social media, and mailed work incentive flyers to businesses.

How many individuals obtained or increased employment as a result of these activities?

0

OBJECTIVE 2.1 - INCREASE THE INFLUENCE OF PEOPLE WITH DISABILITIES IN THE COMMUNITY

Did you build and expand community partnerships?

Yes - as indicated in the annual work plan, NEILS has a collaborative and partnership-type relationship with several organizations in the area. We continued working on building stronger relationships.

How many community partnerships did you build or expand that increased the influence of people with disabilities?

8

Did you provide leadership and self-advocacy skills training to people with disabilities?

Yes - as indicated in the annual work plan, NEILS worked with 5 individuals on leadership and self-advocacy skills training. We planned to create a 6 week curriculum, but were unable to accomplish that this year.

How many people with disabilities participated in leadership and self-advocacy skills training during the reporting period?

5

Did you promote Universal Design in public and private facilities

Yes - as indicated in the annual work plan, NEILS create flyers and other information that was shared within the community in relationship to universal design and ADA compliance.

Did you advocate for the enforcement of policies?

Yes - as indicated in the annual work plan, NEILS create flyers and other information that was shared within the community in relationship to universal design and ADA compliance.

Did you advocate for accessible/affordable housing?

Yes - as indicated in the annual work plan, NEILS created an accessible/affordable housing list and plan to expand that housing list by working one-on-one with landlords.

Did you advocate for accessible/affordable transportation?

No - NEILS staff were unable to complete this task.

What methods did you use to promote an inclusive community?

Individual advocacy, presentations, website content, blogs, social media, use of assistive technology

How did you increase the number of people with disabilities who vote?

As indicated in the work plan, voter registration was offered to all consumers. Staff also discussed alternative voting and used voter motivation through social media.

Did you increase the number of people in public policy roles?

No - NEILS staff were unable to complete this task.

What methods did you use to increase the number of people with disabilities in public policy roles?

NEILS staff were unable to complete this task.

How did you increase the number of people with disabilities and partners participating in the legislative process?

Phone tree to call legislators, letters, stories, social media, and rallies.

What policies and programs did you advocate for that support the individual living philosophy?

Job skills, soft skills, employment training with youth
CIL Funding for programs and services
CDS services
De-institutionalization

OBJECTIVE 3.1 - ENSURE ACCESS TO DISABILITY SPECIFIC EMERGENCY PLANNING AND PREPAREDNESS

In the event of a man-made or natural disaster that impacts your community, does your Center have a written organizational emergency plan?

No

In the event of a man-made or natural disaster that impacts your community, does your Center have a fully trained, prepared staff or volunteers?

No

In the event of a man-made or natural disaster that impacts your community, does your Center have a staff or volunteers assigned specific duties?

No

Do you have resources or materials in various formats to educate people with disabilities about emergency preparedness?

Yes

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	0
Community/Grassroots Organizing	4
Individual Empowerment	3
Systems Advocacy	1
Legislative Process	2
Applicable Laws	
General overview and promulgation of various disability laws	0
Americans with Disabilities Act	0
Air-Carrier's Access Actt	0
Fair Housing Act	0
Individuals with Disabilities Education Improvement Act	0
Medicaid/Medicare/PAS/waivers/long-term care	0
Rehabilitation Act of 1973, as amended	0
Social Security Act	0
Workforce Investment Act of 1998	0
Ticket to Work and Work Incentives Improvement Act of 1999	0
Government Performance Results Act of 1993	0
Assistive Technologies	
General Overview	0
Data Collecting and Reporting	
General Overview	0
704 Reports	0
Performance Measures contained in 704 Report	0
Dual Reporting Requirements	0
Case Service Record Documentation	0
Disability Awareness and Information	
Specific Issues	0
Evaluation	
General Overview	0
CIL Standards and Indicators	0
Community Needs Assessment	0
Consumer Satisfaction Surveys	0
Focus Groups	0
Outcome Measures	0

Training And Technical Assistance Needs	Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important
Financial: Grant Management	
General Overview	0
Federal Regulations	0
Budgeting	0
Fund Accounting	0
Financial: Resource Development	
General Overview	0
Diversification of Funding Base	0
Fee-for-Service Approaches	5
For Profit Subsidiaries	0
Fund-Raising Events of Statewide Campaigns	6
Grant Writing	7
Independent Living Philosophy	
General Overview	0
Innovative Programs	
Best Practices	0
Specific Examples	0
Management Information Systems	
Computer Skills	0
Software	0
Marketing and Public Relations	
General Overview	0
Presentation/Workshop Skills	0
Community Awareness	0
Networking Strategies	
General Overview	0
Electronic	0
Among CILs & SILCs	0
Community Partners	0
Program Planning	
General Overview of Program Management and Staff Development	0
CIL Executive Directorship Skills Building	0
Conflict Management and Alternative Dispute Resolution	0
First-Line CIL Supervisor Skills Building	0
IL Skills Modules	0
Peer Mentoring	0
Program Design	0
Time Management	0
Team Building	0
Outreach to Unserved/Underserved Populations	
General Overview	0

Training And Technical Assistance Needs	Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important
Disability	0
Minority	0
Institutionalized Potential Consumers	8
Rural	0
Urban	0
SILC Roles/Relationship to CILs	
General Overview	0
Development of State Plan for Independent Living	0
Implementation (monitor & review) of SPIL	0
Public Meetings	0
Role and Responsibilities of Executive Board	0
Role and Responsibilities of General Members	0
Collaborations with In-State Stakeholders	0
CIL Board of Directors	
General Overview	0
Roles and Responsibilities	10
Policy Development	0
Recruiting/Increasing Involvement	9
Volunteer Programs	
General Overview	0
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.

NEILS has been working diligently to try to simplify our processes due to fewer staff. We have worked out more electronic means for records CSR information while ensuring quality of services continues as normal. We've reduced paperwork and necessity for consumer signatures significantly so that consumers can receive services much more quickly without the burden of excessive paperwork and signing which can prove difficult for some consumers.

With the State of Missouri making significant changes within Home and Community Based Services, Center staff focused most of our efforts on ensuring individuals with disabilities who receive HCBS services were able to retain maximum services necessary in order to avoid institutionalization. We identified all consumers who would be affected by such a change and interviewed each individual, creating a narrative of their individual situations and forwarding that information to legislators. We were able to further identify individuals who were at grave risk of institutionalization due to the proposed cuts to HCBS and enroll several individuals into the IL Waiver services to ensure they were able to receive the maximum services they needed as well.

Section B - Additional Information

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

SUBPART VIII - SIGNATURES

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

NAME AND TITLE OF CENTER DIRECTOR PHONE PHONE NUMBER

SIGNATURE OF CENTER DIRECTOR DATE

NAME AND TITLE OF CENTER BOARD CHAIRPERSON PHONE NUMBER

SIGNATURE OF CENTER BOARD CHAIRPERSON DATE