

# 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: 2018

Grant #: 10-23-18

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	\$17250

### Item 2 - Other Government Funds

(E) State Government Funds	\$152534
(F) Local Government Funds	\$0

### Item 3 - Private Resources

(G) Foundations, Corporations, or Trust Grants	\$1375
(H) Donations from Individuals	\$6705
(I) Membership Fees	\$0
(J) Investment Income/Endowment	\$39694
(K) Fees for Service (program income, etc.)	\$1969850
(L) Other resources (in-kind, fundraising, etc.)	\$0

### Item 4 - Total Income

Total income = (A)+(B)+(C)+(D)+(E)+(F)+(G)+(H)+(I)+(J)+(K)+(L)	\$2187408
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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)	\$1370870
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### Item 6 - Net Operating Resources

Total Income (Section 4) <minus> amount paid out to Consumers (Section 5) = Net Operating Resources	\$816538
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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	269
(2) Enter the number of CSRs started since October 1 of the reporting year	154
(3) Add lines (1) and (2) to get the <b>total number of consumers served</b>	423

## 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	5
(2) Withdrawn	32
(3) Died	27
(4) Completed all goals set	143
(5) Other	0
(6) Add lines (1)+(2)+(3)+(4)+(5) to get <b>total CSRs closed</b>	207

## 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	216

## 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	1
(2) Number of consumers with whom an ILP was developed	422
(3) <b>Total number of consumers</b> served during the reporting year	423

## Section E - Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	0
(2) Ages 5 - 19	5
(3) Ages 20 - 24	8
(4) Ages 25 - 59	168
(5) Age 60 and Older	242
(6) Age unavailable	0

## Section F - Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	290
(2) Number of Males served	133

## 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	3
(2) Asian	0
(3) Black or African American	41
(4) Native Hawaiian or Other Pacific Islander	0
(5) White	373
(6) Hispanic/Latino of any race or Hispanic/ Latino only	3

	# of Consumers
(7) Two or more races	3
(8) Race and ethnicity unknown	0

## Section H - Disability

Indicate the number of consumers in each category below.

	# of Consumers
(1) Cognitive	8
(2) Mental/Emotional	5
(3) Pysical	127
(4) Hearing	7
(5) Vision	1
(6) Multiple Disabilities	274
(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
Audrain, MO	8
Clark, MO	11
Knox, MO	1
Lewis, MO	27
Lincoln, MO	6
Marion, MO	253
Monroe, MO	20
Pike, MO	46
Ralls, MO	44
Scotland, MO	2
Shelby, MO	5

# 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	19	19
Assistive Technology	114	114
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	191	191
Information and Referral Services	554	554
Mental Restoration Services	0	0
Mobility training	3	3
Peer Counseling Services	133	133
Personal Assistance Services	199	199
Physical Restoration Services	0	0
Preventive Services	2	2
Prostheses, Orthotics, and other appliances	0	0
Recreational Services	1	1
Rehabilitation Technology Services	3	3
Therapeutic Treatment	0	0
Transportation Services	0	0
Youth/Transition Services	19	19
Vocational Services	0	0
Other	211	211

## 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	2	0	1
Communication	5	0	3
Mobility/Transportation	26	25	0
Community-Based Living	30	30	0
Educational	14	3	5
Vocational	7	3	2
Self-Care	79	78	0
Information Access/Technology	51	51	0
Personal Resource Management	14	9	1
Relocation from a Nursing Home or Institution to Community-Based Living	15	5	5
Community/Social Participation	13	13	0
Other	1	1	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	2	2	0
(B) Health Care Services	76	76	0
(C) Assistive Technology	47	47	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.

"I am a person who was stuck in the nursing home due to not having the funds to move out after rehabilitation. I would be homeless if I chose to leave on my own. I have neuropathy of the feet so I need to use a walker for balance or a cane. I was bored in the nursing home and would often have my son bring me a drink of beer. The nursing home sent me to Rehab and I got kicked out of there. The MFP program almost didn't approve me for the program at the last minute due to drinking concerns but came around after NEILS advocated on my behalf." - Steven

Happily, Steven has been out of the nursing home and living on his own and has not had an alcoholic drink in over a year! He is doing incredibly well on his own in the community. He volunteers at the local food pantry every day and helps hand out food on Wednesday's. Steven is loving his freedom. He has not had any hospital visits other than two emergency room visits for his migraines. The migraines were caused by mold in his apartment, which he was able to advocate on his own and got the apartment remodeled with new dry wall and paint.

# 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
7	5

#### (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	4.75	2.75	0
Other Staff	8	6	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.

Our Center encourages each consumer who utilizes our programs and services to learn how to self-help and self-advocate. The CIL offers training opportunities to each individual wishing to strengthen these skills. Additionally, NEILS sends our occasional mailings and flyers which addresses some issues that may affect individuals with disabilities. Some topics may include public policy, ADA violations, Olmstead violations, and other various disability related issues. Staff also encourage consumers to participate in legislative functions such as rallies and legislative days as well as encouragement to do general legislative visits, phone calls, and emails.

### **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.

NEILS staff have continually worked to promote and develop peer relationships and peer role models for individuals with disabilities. Our CIL has continually provided opportunities for consumers to foster and strengthen peer relationships by holding special events such as the annual Halloween social, monthly BINGO, Holiday social, crafting classes, and other engagements. These events offer opportunities for consumers to socialize and develop relationships. They also help each other with issues, thus creating lasting relationships, friendships, and role model opportunities.

### **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.

Northeast Independent Living Services staff are trained to offer all services offered by the CIL to all individuals regardless of his/her disability and financial position. Additionally, should a consumer not meet the qualification requirements for a service requested, NEILS staff are trained to locate other area resources able to provide such services or locate alternative funding sources to assist in financing such service.

Additionally, NEILS program 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 continued over the past reporting year, we expanded the community's knowledge of what we do at NEILS and the importance of disability rights. NEILS staff are continually invited to join additional coalition groups and assist with planning local

events, thus representing the disability community. These opportunities have allowed us to promote equal access to all services, programs, activities, resources, and facilities in society.

### **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 IL 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)
Health Care	Community Education/Out reach	56	Provide community education about NEILS and the services at the following events: Senior Expo, Maple Grove Health Fair, Buddy Walk, Bowling Green Senior Housing booth, Project Community Connect, CHART Teen Health Fair, CLAIM Presentation, Preferred Family Presentation, Hannibal Middle School Presentation, and the Ralls County MS Support Group Presentation.	NEILS was a major sponsor of the Senior Expo event and a key member of the planning committee. We set up booths at several other fairs and provided presentations about our services to various organizations. Overall, we provided information about our programs and services to well over 1,000 individuals in NE Missouri. Staff also hung over 500 flyers about NEILS services throughout our 6 county catchment area.

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
Housing	Advocacy	32	<p>Work with area landlords to promote accessible, affordable housing options for people with disabilities.</p> <p>Participate in Coordinated Entry and Tri-County Alliance for Unmet Needs to address housing issues.</p>	<p>NEILS spent time each month speaking with managers at local housing complexes and now have a better relationship with many of them with respect to the MFP program and the need for affordable, accessible housing options. Many managers have moved MFP participants to the top of their lists for accessible housing. In addition, we have joined a facebook page for local landlords who post rental housing options.</p> <p>We met with Coordinated Entry and Tri-County Alliance on several dates to address the barriers to affordable, accessible housing, and provide assistance to keep individuals in their homes or find homes</p>
Transportation	Advocacy	5	<p>Discuss the need for accessible, affordable transportation options in NE Missouri with local legislators.</p>	<p>NEILS staff attended the Legislator's Luncheon hosted by CHART in which we advocated for additional accessible, affordable transportation options.</p> <p>Collaborated with OATS and Johego to figure out where we can fill in the gaps.</p>

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
Heath Care	Networking	92	Collaborate and network with other health-related organizations to address the health needs of individuals in NE Missouri.	NEILS meets with organizations on a regular basis to discuss health-related topics and address needs:  CHART (Community Health Assistance Resource Team) CORA (Council of Related Agencies) Senior Networking Group PCC (Project Community Connect) Living Better Healthy Hannibal Missouri Alliance for Home Care (CDS Task Force)
Other (Youth)	Networking	3	Collaborate with the school district, and other agencies that serve youth in the Hannibal area.	NEILS participated as a member of the Family & Community sub-committee to work together with other area organizations on serving children.
Other (Youth)	Outreach	3	Provide transition resources for high school age students in Pike County.	Talked with classes of students about options after high school.

## 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 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 under-insured 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.



Additionally, each year, NEILS staff play a key role on planning committees throughout our counties to help in the creation the implementation of various expo's and fairs. Some of these include CHART Teen Health Fair, Back-to-School Fairs, Senior Expos, etc. These fairs are annual events in which NEILS remains actively involved in.

## **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.

We have advertised significantly to expand our CDS and In-Home program revenue as well as our Money Follows the Person program revenue. This year was particularly difficult to focus on resource development activities due to a significant lack of staffing (which has now been resolved). A larger focus on resource development activities will occur within the next fiscal year.

Our organization was selected as a recipient of the WGEM Sports Trivia Night in honor of our board member and long-time consumer, Josh Houchins who worked for the WGEM network. The event raised over \$2,500 for our Center to help additional individuals with disabilities move out of the nursing home.

# **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.

Progress

- 1) The MOSILC Needs Assessment was posted in various electronic means during the month of August 2018.
- 2) NEILS has worked closely with other local organizations who also complete Needs Assessments in our area. Their assessments are much more in depth and provide a greater response than those received by the CIL. Those organizations have shared their Needs Assessment Survey and the data collected to help us better determine the needs in our area.

Goal #2- Increase employment for individuals with disabilities

Method-

- 1) Develop a working relationship with local disability employment providers (i.e. LOQW)
- 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.

Progress-

- 1) NEILS has maintained a great working relationship with Learning Opportunities/Quality Works in Hannibal who provides disability employment services.
- 2) Staff worked with LOQW to develop 2 work incentive flyers and shared the flyers with businesses and individuals with disabilities during the reporting year. Electronic flyers were also posted to NEILS' Facebook page.
- 3) IL Staff provide one-on-one skills training in the areas of reading, math, computers, financial literacy, and other means which help increase employability of individuals with disabilities in NE Missouri.
- 4) We have received several referrals from outside organizations for job readiness, employment skills training, and GED readiness. Unfortunately, due to lack of staffing, we were unable to outreach as we had originally intended in an effort to grow the number of participants.

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.

Progress-

- 1) IL Staff have provided financial literacy skills training to individuals with disabilities during the reporting year.
- 2) Unfortunately, due to lack of staffing, we were unable to develop information packets as we had intended, however, we do have various flyers of basic financial literacy information that we currently utilize. We plan to accomplish this goal in the following reporting year now that the CIL has hired an additional IL staff.

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.

Progress-

- 1) We maintained relationships with all previous community partners and collaborators.
- 2) We completed this goal by providing self-advocacy training for individuals becoming their own employers/supervisors.
- 3) Flyers were developed and shared on NEILS' social media sites
- 4) NEILS staff continually advocate for the enforcement of the ADA, however, we received no non-compliance complaints from consumers during the reporting year and due to lack of staffing, NEILS staff were not able to devote time to accessibility issues as we have in years past.
- 5) Due to lack of staffing, we were unable to work toward this goal, however, we were able to locate local social media groups created by landlords that list housing options that are available in the immediate area. NEILS staff have been able to utilize these sites to locate affordable, accessible housing options for consumers. In addition, we have worked closely with local housing complex managers and have a great relationship which allows consumers who are referred by NEILS to be placed higher up on housing lists.
- 6) Transportation has always been an issue in NE Missouri. Just as we develop a relationship with one provider, they close their doors. Transportation will be a continual issue that multiple organizations and businesses are attempting to address, but no solutions have been found at the present time.
- 7) NEILS staff track voter information in CIL Suite to determine who is and is not registered. In addition, NEILS staff offer voter registration cards to individuals who are not currently registered.
- 8) Due to lack of staffing, we were unable to complete this goal.

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.

Progress-

1) NEILS has spent all MOAT contract funds on new assistive technology in an effort to expand our selection of AT devices on display and available for demonstrations.

## **Item 2 - Challenges**

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

The substantial challenge faced in trying to accomplish all goals in our work plan was a lack of staffing. Unfortunately, due to lack of financial resources, we were unable to hire additional IL staff during the reporting year. Funding has since been nearly 100% restored and we were able to hire an additional IL staff, but not until the new reporting year.

## **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.

Lack of funding and staffing are consistently an issue each year, but have been an incredible barrier over the past reporting year due to losing a significant amount of IL Grant funding. Fortunately, much of that funding has been restored and we have hired an additional IL staff to provide services.

Because of last of funding and staffing, we were forced to cut some services we have provided in years past which shows a substantial decrease in the number of consumers we are providing services to from the previous reporting year.

We have seen an increase in requests for used medical equipment and assistive technology.

## **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- Increase employment for individuals with disabilities

Method-

- 1) Develop a working relationship with local disability employment providers
- 2) Develop at least two (2) educational flyers regarding work incentives.
- 3) Provide skills training that will increase the employability of individuals with disabilities.

Goal #2- 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 #3- Increase the influence of people with disabilities in the community.

Method-

- 1) Build and expand community partnerships.
- 2) Develop flyers, informational packets, and social media posts that promote Universal Design in public and private facilities.
- 3) Advocate for the enforcement of the American's with Disabilities Act.
- 4) Work with housing providers to expand and promote options for affordable and accessible housing.
- 5) Promote and advocate for accessible, affordable transportation options in NE Missouri.
- 6) 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.
- 7) Promote individuals with disabilities taking a role in public policy, the legislative process, and/or the Independent Living movement by developing a leadership and self-advocacy training program.

Goal #4- Increase emergency preparedness for people with disabilities.

Method-

- 1) Develop an organizational emergency plan for staff and volunteers.
- 2) Create an emergency preparedness information packet to educate people with disabilities about being prepared for a disaster.

Goal #5- Expand programs and services to meet the needs of NEILS consumers.

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 Advanced Personal Care.
- 3) Employ an additional IL Advocate to focus primarily on assistive technology demonstrations and the medical equipment recycle program.
- 4) Research successful youth programs at various Centers in Missouri in an effort to expand youth services at NEILS.

## **Item 2 - SPIL Consistency**

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

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

Yes - NEILS Staff working with Learning Opportunities/Quality Works (a local disability employment provider) to learn more about work incentives and how to best advocate for work incentives. This is consistent with NEILS' Work Plan goal to develop a working relationship with local disability employment providers under Goal #2 of our annual Work Plan.

Did you provide education on available work incentives?

Yes - with the collaboration of Learning Opportunities/Quality Works (a local disability employment provider) we were able to develop two different flyers with information for employers and employees about work incentives. Those flyers were distributed to employers and published on NEILS' social media page. This is consistent with NEILS' Work Plan goal to develop at least two (2) educational flyers regarding work incentives. under Goal #2 of our annual Work Plan.

Did you increase utilization of work incentives?

No - it is unknown whether NEILS' information and advocacy increased the utilization of work incentives.

Did you increase employability of people with disabilities?

Yes - NEILS Staff provided numerous skills training classes to help increase skills needed to be job ready. In fact, in Subpart 7 of this report is a specific success story about how NEILS assisted a consumer in employability and job readiness. This is consistent with NEILS' Work Plan goal to provide skills training that will increase the employability of individuals with disabilities under Goal #2 of our annual Work Plan.

What methods were used?

NEILS used social media and flyers to advocate for work incentives.

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

Only one (1) individual has reported back to NEILS that they discontinued skills training classes due to gaining meaningful employment. Others have quit coming to class and we have been unable to contact them. Additional individuals are continuing with classes but have not gained meaningful employment at the present time.

Did you provide independent living skills training to increase financial literacy?

Yes - NEILS Staff have provided financial literacy training by means of one-on-one skills training classes. This is consistent with NEILS' Work Plan goal to provide skills training to increase financial literacy under Goal #3 of our annual Work Plan.

How many individuals increased financial assets as a result of these activities?

1

Did you build and expand community partnerships?

Yes - We maintained relationships with all previous community partners and collaborators. This is

consistent with NEILS' Work Plan goal to provide skills training to increase financial literacy under Goal #3 of our annual Work Plan. Build and expand community partnerships. This is consistent with NEILS' Work Plan goal to build and expand community partnerships under Goal #4 of our annual Work Plan.

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

4

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

Yes - We were able to provide self-advocacy skills training, but the annual Work Plan indicated we were going to develop curriculum for leadership and self-advocacy classes. Due to limited staffing, we were unable to complete this task during the reporting year. This is consistent with NEILS' Work Plan goal to provide the leadership and self-advocacy training program to at least 8 individuals with disabilities under Goal #4 of our annual Work Plan.

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

23

Did you promote Universal Design in public and private facilities?

Yes - Flyers were developed and shared on NEILS' social media sites. This is consistent with NEILS' Work Plan goal to develop flyers, informational packets, and social media posts that promote Universal Design in public and private facilities under Goal #4 of our annual Work Plan.

Did you advocate for the enforcement of policies?

No - NEILS staff continually advocate for the enforcement of the ADA, however, we received no non-compliance complaints from consumers during the reporting year and due to lack of staffing, NEILS staff were not able to devote time to accessibility issues as we have in years past. This is consistent with NEILS' Work Plan goal to advocate for the enforcement of the American's with Disabilities Act under Goal #4 of our annual Work Plan.

Did you advocate for accessible/affordable housing?

Yes - We were able to locate local social media groups created by landlords that list housing options that are available in the immediate area. NEILS staff have been able to utilize these sites to locate affordable, accessible housing options for consumers. In addition, we have worked closely with local housing complex managers and have a great relationship which allows consumers who are referred by NEILS to be placed higher up on housing lists. This is consistent with NEILS' Work Plan goal to work with housing providers to increase the number of accessible, affordable housing options in NE Missouri under Goal #4 of our annual Work Plan.

Did you advocate for accessible/affordable transportation?

Yes - Transportation has always been an issue in NE Missouri. Just as we develop a relationship with one provider, they close their doors. Transportation will be a continual issue that multiple organizations and businesses are attempting to address, but no solutions have been found at the present time. This is a consistent advocacy topic every year. This is consistent with NEILS' Work Plan goal to promote and advocate for accessible/affordable transportation options in NE Missouri under Goal #4 of our annual

Work Plan.

What methods did you use to promote an inclusive community?

NEILS used presentations, website content, and social media to promote an inclusive community.

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

NEILS used voter registration and voter motivation to increase the number of people with disabilities who vote. This is consistent with NEILS' Work Plan goal to 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 under Goal #4 of our annual Work Plan.

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

No - NEILS staff did not increase the number of people with disabilities in public policy roles. This is consistent with NEILS' Work Plan goal to promote individuals with disabilities taking a role in public policy under Goal #4 of our annual Work Plan.

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

None

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

NEILS staff were unable to develop the training we had planned on completing in our annual work plan which would have promoted people with disabilities and partners with participating in the legislative process.

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

NEILS staff advocated for the continuance of the Money Follows the Person program, restoration of cuts made to the Consumer-Directed Services program, funding for Missouri Centers, and Medicaid expansion.

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

No - NEILS will address this topic in the next reporting year.

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 - NEILS will address this topic in the next reporting year.

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 - NEILS will address this topic in the next reporting year.

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



Yes - NEILS will address this topic further in the next reporting year.

# 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
<b>Advocacy/Leadership Development</b>	
General Overview	0
Community/Grassroots Organizing	0
Individual Empowerment	6
Systems Advocacy	5
Legislative Process	4
<b>Applicable Laws</b>	
General overview and promulgation of various disability laws	0
Americans with Disabilities Act	0
Air-Carrier's Access Act	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
<b>Assistive Technologies</b>	
General Overview	0
<b>Data Collecting and Reporting</b>	
General Overview	0
704 Reports	0
Performance Measures contained in 704 Report	0
Dual Reporting Requirements	0
Case Service Record Documentation	0
<b>Disability Awareness and Information</b>	
Specific Issues	0
<b>Evaluation</b>	
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
<b>Financial: Grant Management</b>	
General Overview	0
Federal Regulations	0
Budgeting	0
Fund Accounting	0
<b>Financial: Resource Development</b>	
General Overview	0
Diversification of Funding Base	0
Fee-for-Service Approaches	3
For Profit Subsidiaries	0
Fund-Raising Events of Statewide Campaigns	0
Grant Writing	2
<b>Independent Living Philosophy</b>	
General Overview	0
<b>Innovative Programs</b>	
Best Practices	0
Specific Examples	7
<b>Management Information Systems</b>	
Computer Skills	0
Software	0
<b>Marketing and Public Relations</b>	
General Overview	0
Presentation/Workshop Skills	0
Community Awareness	8
<b>Networking Strategies</b>	
General Overview	0
Electronic	0
Among CILs & SILCs	0
Community Partners	9
<b>Program Planning</b>	
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	10
IL Skills Modules	0
Peer Mentoring	0
Program Design	0
Time Management	0
Team Building	0
<b>Outreach to Unserved/Underserved Populations</b>	
General Overview	0

<b>Training And Technical Assistance Needs</b>	<b>Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important</b>
Disability	0
Minority	0
Institutionalized Potential Consumers	0
Rural	0
Urban	0
<b>SILC Roles/Relationship to CILs</b>	
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
<b>CIL Board of Directors</b>	
General Overview	0
Roles and Responsibilities	0
Policy Development	0
Recruiting/Increasing Involvement	1
<b>Volunteer Programs</b>	
General Overview	0
<b>Optional Areas and/or Comments (write-in)</b>	

# **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.

That day Consumer and his wife came to NEILS for the very first time, their faces looked like so many that come into the office: "We don't know what else to do. Can you help us?" He had been laid off from a business that was about to close. The two of them had agreed he was going to find another job, but he had no idea what he was going to do - or where to start looking. Consumer had limited skills, so he wasn't sure what he could offer a business. He had done the same job for a long time. He was interested in improving his math, reading and spelling skills. He remembered some special education classes he took in school, but that had been several years ago. Even back then, he said the teachers often did things for him so he wasn't learning much. But he wanted to change that, and that is why he came to NEILS.

The first few weeks of class after he enrolled in the Independent Living Skills Training program, Consumer worked on some "tests" designed to show what he knew and what he needed to work on. They also reduced the likelihood of studying things in class that he already knew or working on assignments that were too difficult for him. The tests revealed that Consumer was not good with reading or English-related activities. His math skills were better than the others, but he needed to improve those, too. He wasn't embarrassed or upset with the test results. He knew he needed help, and he was happy that he had found it. He made sure to come to class each week after that. Then one day Consumer reported that he had found a good job he had some skills for. The only problem was that they needed someone who could add and subtract fractions and do some exact measuring. He didn't know much about either of those things, so fractions and measuring were added to his class activities.

In the months that followed, he measured items and areas in the office to test his measuring skills. He did a good job with those exercises, but the fractions were a challenge. Adding and subtracting numbers with two parts was a new experience for Consumer. He was not confident that he could figure it out, but he knew that he needed to if he was going to get the job he was after and help his life return to "normal". He worked on fractions every week in class and even took some exercises with him for homework. When he was home, his wife donated some of her time to helping him. She even made some of her own worksheets to challenge him. While all of that was going on, his reading skills were improving. He went from studying sounds and words to short stories with short sentences to even longer sentences. Eventually, Consumer advanced to reading chapter books. They weren't the well-known, award-winning novels, but they were probably more than he was anticipating when he made that first visit to NEILS. Without realizing it, he had become a better speller, too. He was still working with words some people might consider "simple," but the words were more difficult than what he started with. Plus, he was spelling more and more of the words correctly on the tests. He wasn't getting everything right yet, but he was doing much better than before. Perhaps more importantly than these things, Consumer had become more confident. He didn't look concerned and confused when faced with a challenge. He was proud of the work he was turning in. There were more smiles during class. He

appeared ready to show others how to use fractions.

Then something unusual happened. There was a week when Consumer missed class. And there was no call ahead telling why. He later reported that he had an appointment he couldn't miss. The next time he came to class - with that proud look of someone anxious to tell good news, he explained that he had reconnected with the employer looking for someone with skills like his. He went for an interview where he told them about and showed them the improvements he had made. And they offered him a job. Consumer is no longer a student at NEILS. He has a full-time job that he enjoys and is staying busy. Is that what he was expecting to find when he came to the office? Only he knows. But there is no doubt he was looking for help. And that is exactly what NEILS is built to provide.

## **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