

REPORTING INSTRUMENT

OMB Control Number: 0985-0061
Expiration Date: February 28, 2025

CIL Program Project Performance Report (To be completed by Centers for Independent Living)

Fiscal Year: 2025

Grant #: 10-25-25

Name of Center: NorthEast Independent Living Services

Acronym for Center (if applicable): NEILS

State: MO

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

SECTION 1 - GENERAL FUNDING INFORMATION

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

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

Item 1.1.1 - All Federal Funds Received

Title VII, Ch. 1, Part B	\$0
Title VII, Ch. 1, Part C	\$0
Title VII, Ch. 2	\$0
Other Federal Funds	\$102,124.99
Subtotal - All Federal Funds	\$102,124.99

Item 1.1.2 - Other Government Funds

State Government Funds	\$277,487.00
Local Government Funds	\$0
Subtotal - State and Local Government Funds	\$277,487.00

Item 1.1.3 - Private Resources

Foundations, Corporations, or Trust Grants	\$11,500.00
Donations from Individuals	\$75
Membership Fees	\$0
Investment Income/Endowment	\$8,400.00
Fees for Service (program income, etc.)	\$6,251,876.29
Other resources (in-kind, fundraising, etc.)	\$0
Subtotal - Private Resources	\$6,271,851.29

Item 1.1.4 - Total Income

Total income = (1.1.1)+(1.1.2)+(1.1.3)	\$6,651,463.28
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Item 1.1.5 - 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)	\$4,991,427.62
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Item 1.1.6 - Net Operating Resources

Total Income (Item 1.1.4) <minus> amount paid out to Consumers (Item 1.1.5) = Net Operating Resources	\$1,660,035.66
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Item 1.2 IL Resource Development Activities

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.

Goal 1 - Increase IL Grant funding

Objective - Advocate on behalf of Centers for Independent Living to increase IL Grant funding.

Outcome - Missouri Centers were able to secure a funding increase which equated to a \$57,852.73 increase for NEILS.

Goal 2 - Expand Home and Community Based Services

Objective - Identify outreach opportunities to promote NEILS HCBS.

Outcome - NEILS has been highly successful in outreaching and significantly growing our HCBS program, which brings in additional revenue for the Center.

Objective - Urge the Veteran's Administration to expand to NE Missouri for Veteran-Directed Care services.

Outcome - NEILS is in the process of finalizing the contract with the VA for Veteran-Directed Care and beginning to provide that service which will increase our fee-for-service revenue for NEILS.

Goal 3 - Write grants to expand accessible transportation program.

Objective - Apply for 5310 and MEHTAP funding.

Outcome - We missed the deadline for these grant opportunities, however, we have since decided not to apply for the 5310 funding, but rather the MEHTAP funding. The next grant cycle will open in the spring of 2026.

Goal 4 - Obtain Show-Me Home (MFP) Contract

Objective - Submit Request for Proposal (RFP) to renew Show-Me Home Contract for years 2026, 2027, and 2028.

Outcome - Our contract is being extended and the new RFP will not open until spring/summer 2026.

Goal 5 - Write grants to provide durable medical equipment for our consumers.

Objective - Apply for a grant from the Riedel Foundation.

Outcome - We wrote and obtained a grant in the amount of \$6,500 and were able to purchase more than 80 pieces of DME.

SECTION 2 - COMPLIANCE INDICATOR 1: PHILOSOPHY

Item 2.1 - Board Member Composition

Enter requested governing board information in the table below:

Total Number of Board Members	Number of Board Members with Significant Disabilities
10	9

Percentage of Board Members with Significant Disabilities	90.00%
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Item 2.2 - 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	5.0	3.0	0.0
Other Staff	16.0	8.8	0.8
Total Number of Employees	21.0	11.8	0.8

Item 2.2.1 - Staff With Disabilities

Percentage of Staff Members with Significant Disabilities	56.00%
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SECTION 3 - INDIVIDUALS RECEIVING SERVICES

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

Item 3.1 - Number of Consumers Served During the Reporting Year

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

	# of CSRs
(1) Enter the number of <u>active</u> CSRs carried over from the previous reporting period	502
(2) Enter the number of CSRs started since the first day of the reporting period	295
(3) Add lines (1) and (2) to get the <i>total number of consumers served</i>	797

Item 3.2 - 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	797
(3) <i>Total number of consumers</i> served during the reporting year	797

Item 3.3 - 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	22
(2) Withdrawn	43
(3) Died	43
(4) Completed all goals set	165
(5) Other	45
(6) Add lines (1)+(2)+(3)+(4)+(5) to get <i>total CSRs closed</i>	318

Item 3.4 - Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	0
(2) Ages 5 – 19	4
(3) Ages 20 – 24	9

(4) Ages 25 – 59	273
(5) Age 60 and Older	511
(6) Age unavailable	0
(7) Total number of consumers by age	797

Item 3.5 - Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	531
(2) Number of Males served	266
(3) Total number of consumers by sex	797

Item 3.6 - 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 PPR/704 Report, even if the consumer reported more than one race and/or Hispanic/Latino ethnicity).*

	# of Consumers
(1) American Indian or Alaska Native	2
(2) Asian	0
(3) Black or African American	74
(4) Native Hawaiian or Other Pacific Islander	1
(5) White	692
(6) Hispanic/Latino of any race or Hispanic/ Latino only	2
(7) Two or more races	4
(8) Race and ethnicity unknown	22
(9) Total number of consumers served by race/ethnicity	797

Item 3.7 - Disability

Indicate the number of consumers in each category below.

	# of Consumers
(1) Cognitive	4
(2) Mental/Emotional	24
(3) Physical	246
(4) Hearing	0
(5) Vision	2
(6) Multiple Disabilities	518
(7) Other	3
(8) Total number of consumers served by disability	797

Item 3.8 - Individuals Served by County During the Reporting Year

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	17
Boone, MO	9
Callaway, MO	6
Clark, MO	9
Cole, MO	13
Cooper, MO	2
Knox, MO	1
Lewis, MO	43
Lincoln, MO	2
Macon, MO	3
Marion, MO	430
Monroe, MO	38
Montgomery, MO	8
Morgan, MO	1
Osage, MO	2
Pettis, MO	1
Pike, MO	103
Ralls, MO	78
Randolph, MO	8
St. Charles, MO	3
St. Louis, MO	1
Schuyler, MO	1
Scotland, MO	2
Shelby, MO	13
Warren, MO	2
St. Louis City, MO	1
Total number of consumers served by county	797

SECTION 4 - INDIVIDUAL SERVICES AND ACHIEVEMENTS

Item 4.1 - Individual Services

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

Services	Consumers Requesting Services	Consumers Receiving Services
(A) Advocacy/Legal Services	270	270
(B) Assistive Technology	308	308
(C) Children's Services	0	0
(D) Communication Services	0	0
(E) Counseling and Related Services	1	1
(F) Family Services	0	0
(G) Housing, Home Modifications, and Shelter Services	9	7
(H) IL Skills Training and Life Skills Training	508	508
(I) Information and Referral Services	1838	1838
(J) Mental Restoration Services	0	0
(K) Mobility Training	3	3
(L) Peer Counseling Services	837	837
(M) Personal Assistance Services	4818	4818
(N) Physical Restoration Services	7	7
(O) Preventive Services	1768	1768
(P) Prostheses, Orthotics, and Other Appliances	0	0
(Q) Recreational Services	95	95
(R) Rehabilitation Technology Services	0	0
(S) Therapeutic Treatment	0	0
(T) Transportation Services	713	713
(U) Youth/Transition Services	184	184
(V) Vocational Services	1	1
(W) Other Services	866	866

Item 4.2 - I&R Information

To inform ACL 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.

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 currently 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.

Item 4.3 - Peer Relationships and Peer Role Models

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 4.4 - Goals Related to Increased Independence in a Significant Life Area

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

Significant Life Area	Goals Set	Goals Achieved	In Progress
(A) Self-Advocacy/Self-Empowerment	1	1	0
(B) Communication	0	0	0
(C) Mobility/Transportation	82	82	0
(D) Community-Based Living	130	130	0
(E) Educational	0	0	0
(F) Vocational	0	0	0
(G) Self-care	438	425	0
(H) Information Access/Technology	0	0	0
(I) Personal Resource Management	116	116	0

Significant Life Area	Goals Set	Goals Achieved	In Progress
(J) Relocation from a Nursing Home or Institution to Community-Based Living	49	29	0
(K) Community/Social Participation	96	96	0
(L) Other	10	9	1

Item 4.5 - Improved Access To Transportation, Health Care Services, and Assistive Technology

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	218	218	0
(B) Health Care Services	276	275	1
(C) Assistive Technology	58	57	1

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.

Item 4.6 - Self-Help and Self-Advocacy

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 everyone 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 4.7 - Additional Information Concerning Individual Services or Achievements

Please provide any additional description or explanation concerning individual services or achievements reported in Section 4, including outstanding success stories and/or major obstacles encountered.

We received a phone call from an individual with a disability who had visited Mark Twain Dinette explaining they felt discriminated against due to an incident relating to their service animal. Staff went to Mark Twain Dinette and met with management, provided them a flyer and information about service animals, also explaining the do's/don't in regards to their patrons with service animals. They appreciated the training and indicated they will be changing their policy regarding animals in their restaurant.

SECTION 5 - PROVISION OF SERVICES

Item 5.1 - Compliance Indicator 2: Provision of Services on a Cross-Disability Basis

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.

Item 5.2 - Alternative Formats

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.

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 currently 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. 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.

Item 5.3 - Equal Access

(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 5.4 - 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 5.5 - 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 ensuring its completeness before placing it in the consumer's CSR. Additionally, supervisors review consumer records multiple times throughout the year.

Item 5.6 - Community Activities

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)
Transportation	Collaboration/ Networking	4	To share resources and gather additional information and resources for transportation.	Shared our resources and gained other resources in Clark and Lewis counties.
Service Awareness	Outreach Efforts	39	Outreach to individuals with disabilities in Clark and Lewis Counties.	Provided information to numerous individuals about NEILS program and services.
Disability Awareness	Community Education and Public Information	6	Raise awareness about children with disabilities	Provided games/objectives for children without disabilities to complete to better understand diversity at the Back to School Health Fair.
Assistive Technology	Collaboration/ Networking	4	Share information about NEILS AT programs and services.	Demonstrated some AT equipment and how NEILS can help individuals access AT.
Housing	Collaboration/ Networking	4.5	Discuss housing options in NE Missouri.	Shared our resources and gained other resources for housing in NE Missouri
Disability Awareness	Community Education and Public Information	5.75	Raise awareness about the homeless, underinsured, and low-income populations in Marion County.	Set up a booth and talked about NEILS services and how we can assist individuals in living independently.

Item 5.7 - 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 come together in a close manner 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 6 - ANNUAL PROGRAM AND FINANCIAL PLANNING OBJECTIVES

6.1 - Work Plan for the Reporting Period

Item 6.1.1 - Achievements

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

ADVOCACY PLAN

Goal 1 - Advocate to increase funding for Centers for Independent Living in Missouri.

Objective - Obtain an increase of at least \$50,000 in funding for IL Services for NEILS.

Outcome - Advocates were able to increase NEILS funding by \$57,852.73 for this fiscal year.

Goal 2 - Advocate for an increase in the reimbursement rates for Home and Community Based Services.

Objective - Obtain an increase of at least 5% from previous state fiscal year.

Outcome - Advocates were unable to obtain a rate increase for any HCBS for this fiscal year.

Goal 3 - Participate in an advocacy day at the Capitol.

Objective - Meet with legislators to discuss the collective needs of individuals with disabilities in NE Missouri.

Outcome - We were able to participant in advocacy day and meet with all legislators who serve constituents in NE Missouri.

OUTREACH PLAN

Goal 1 - Data mine CIL Management Suite

Objective - Identify consumers with Medicaid and outreach about home and community-based services.

Outcome - We have been extremely successful with our direct outreach efforts, growing our HCBS programs by more than \$500,000 during this fiscal year.

Objective - Identify consumers with Medicaid and outreach about non-emergency medical transportation services.

Outcome - We have been extremely successful with our direct outreach efforts, growing our Transportation Program by more than \$55,000 during this fiscal year. This also resulted in numerous additional referrals to other CIL programs and services as riders learned about our other programs and services.

Objective - Identify consumers by disability to determine potential supports groups that could be developed.

Outcome - Due to staff turnover in our IL Department during the reporting year, we were unable to complete this objective.

Goal 2 - Outreach to underserved populations.

Objective - Develop a list of organizations to contact to outreach to the following populations: Youth, Deaf/Hard of Hearing, Veterans with Disabilities, Mental Health, Cognitive Disabilities, Blind/Low-Vision, Minority Groups.

Outcome - A list of organizations was developed and booklets about our services and programs were mailed to the identified organizations.

COMMUNITY ACTIVITIES GOALS

Goal 1 - Community/Systems Advocacy

Objective - Encourage Center Consumers to serve on local or state boards, councils, commissions, and/or committees with emphasis on adding at least 1 consumer to the NEILS Board of Directors during the Reporting Year.

Outcome - During the reporting year, any openings in known boards, councils, commissions, and committees were shared with consumers via telephone who have previously expressed interest in joining the aforementioned. No new consumers were added to the NEILS Board of Directors during the reporting year at the decision of the Board of Directors.

Goal 2 - Technical Assistance

Objective - Identify local emergency management boards and/or Community Organizations Active in Disasters (COAD) and have at least 1 staff person participate on that board.

Outcome - Due to staff turnover and being short-staffed for much of the fiscal year, NEILS was unable to complete this goal.

Goal 3 - Community Education and Public Information

Objective - Sponsor the Senior Expo

Outcome - NEILS was the sponsor of the Senior Expo and had two booths during the event.

Objective - Share recreational opportunities, accessible transportation information, accessible housing information, and other disability publications on our NEILS Facebook page.

Outcome - Numerous recreational opportunities, accessible transportation information, housing information, and other disability information was published on the NEILS Facebook page. We continue to look for new and innovative ways to reach our consumers.

Objective - Establish and continue contact with local community partners that are minority-focused and/or provide services to the identified underserved populations to educate on CIL Services and encourage referrals.

Outcome - We have fostered numerous contacts and established meaningful relationships with numerous community partners who meet the objective requirements.

Goal 4 - Collaboration/Networking

Objective - Continue participating in the CHART Partnership and other collaborative meetings of disability-related service providers.

Outcome - NEILS not only participates in the CHART Partnership, but also serves in a chairmanship role.

Objective - CIL staff will collaborate with youth and family focused organizations, e.g. the youth mentoring service provider, Special Education Cooperatives, schools, etc. to increase independent living opportunities to young people with disabilities.

Outcome - Due to staff turnover in the IL Department during the reporting year, NEILS was unable to complete this objective.

RESOURCE DEVELOPMENT PLAN

Goal 1 - Advocate to increase funding for Centers for Independent Living in Missouri.

Objective - Obtain an increase of at least \$50,000 in funding for IL Services for NEILS.

Outcome - Advocates were able to increase NEILS funding by \$57,852.73 for this fiscal year.

Goal 2 - Expand Home and Community Based Services

Objective - Identify outreach opportunities to promote NEILS HCBS.

Outcome - NEILS has set up numerous booths, mailed flyers and booklets, and completed direct outreach (which has been the most effective) to grow our HCBS programs significantly during the reporting year.

Objective - Urge the Veteran's Administration to expand to NE Missouri for Veteran-Directed Care services.

Outcome - NEILS is in the process of being certified with the VA to be a Veteran-Directed Care provider as we were notified the VA is expanding to NE Missouri.

Goal 3 - Write grants to expand accessible transportation program.

Objective - Write a grant to Quincy Community Foundation

Outcome - Due to a change in their focus for the reporting year, we did not complete a grant application. Instead, we wrote a grant to the Reidel Foundation and were approved for \$6,500 to purchase DME for individuals with disabilities in our catchment area.

Objective - Apply for 5310 and MEHTAP funding.

Outcome - NEILS unfortunately missed the funding deadline for these grants during the reporting year, however, we have since decided not to apply for the 5310 funding, but rather focus on the MEHTAP Grant for the next reporting year.

Goal 4 - Obtain Show-Me Home (MFP) Contract

Objective - Submit Request for Proposal (RFP) to renew Show-Me Home Contract for years 2025, 2026, and 2027.

Outcome - Due to a discrepancy in the SMH proposal process, DHSS decided to extend the previous contracts for current contractors. We are the current contractor and expect the new 3-year RFP to be available in the spring/summer of 2026.

OTHER GOALS/ACTIVITIES

Goal 1 - NEILS will develop peer support groups.

Objective - Facilitate monthly support groups at NEILS, retaining attendance lists to determine growth.

Outcome - Due to turnover in the IL Department during the reporting year, we were unable to complete this goal.

Goal 2 - NEILS will begin development of youth services.

Objective - reach out to VR and other CILs regarding the Pre-ETS program.

Outcome - We received information about the Pre-ETS program, but have elected to wait until the following fiscal year to apply.

Objective - develop a youth support group who will guide NEILS in their wants/needs regarding youth services.

Outcome - Due to turnover in the IL Department during the reporting year, we were unable to complete this goal.

Goal 3 - NEILS will re-establish our annual Thanksgiving Dinner for consumers.

Objective - Secure a location and provide dinner to all our Active consumers.

Outcome - NEILS successfully completed this goal and has plans in place to continue the annual Thanksgiving Dinner in future years.

Item 6.1.2 - Challenges

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

No substantial challenges or problems were encountered during this reporting year.

Item 6.1.3 - Comparison with Prior Reporting Period

As appropriate, compare the CIL's activities in the reporting period with its activities in prior periods, e.g., recent trends.

Inflation is grossly targeting our consumers. We are steadily seeing an increase in requests for information about community resources to assist with food, housing costs, utilities, and household goods. NEILS has expanded our care closet to include donated clothing and small household items. We anticipate the care closet expanding further in the next reporting year.

6.2 - Work Plan for the Period Following the Reporting Period

Item 6.2.1 - Annual Work Plan

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

ADVOCACY PLAN

Goal 1 - Advocate to increase funding for Centers for Independent Living in Missouri by \$1M.

Goal 2 - Advocate for an increase in the reimbursement rates for Home and Community Based Services by a minimum of 5% from the previous state fiscal year.

Goal 3 - Participate in an advocacy day at the Capitol.

OUTREACH PLAN

Goal 1 - Data mine CIL Management Suite

Objective - Identify consumers with Medicaid and outreach about home and community-based services.

Objective - Identify consumers with Medicaid and outreach about non-emergency medical transportation services.

Objective - Identify consumers by disability to determine potential supports groups that could be developed.

Goal 2 - Outreach to underserved populations.

Objective - Develop a list of organizations to contact to outreach to the following populations: Youth, Deaf/Hard of Hearing, Veterans with Disabilities, Mental Health, Cognitive Disabilities, Blind/Low-Vision, Minority Groups.

COMMUNITY ACTIVITIES

Goal 1 - Community/Systems Advocacy

Objective - Encourage Center Consumers to serve on local or state boards, councils, commissions, and/or committees with emphasis on adding at least 1 consumer to the NEILS Board of Directors during the Reporting Year.

Goal 2 - Technical Assistance

Objective - Identify local emergency management boards and/or Community Organizations Active in Disasters (COAD) and have at least 1 staff person participate on that board.

Goal 3 - Community Education and Public Information

Objective - Sponsor the Senior Expo

Objective - Share recreational opportunities, accessible transportation information, accessible housing information, and other disability publications on our NEILS Facebook page.

Objective - Establish and continue contact with local community partners that are minority-focused and/or provide services to the identified underserved populations to educate on CIL Services and encourage referrals.

Goal 4 - Collaboration/Networking

Objective - Continue participating in the CHART Partnership and other collaborative meetings of disability-related service providers.

Objective - CIL staff will collaborate with youth and family focused organizations, e.g. the youth mentoring service provider, Special Education Cooperatives, schools, etc. to increase independent living opportunities to young people with disabilities.

RESOURCE DEVELOPMENT PLAN

Goal 1 - Increase IL Grant funding by \$1M

Objective - Advocate on behalf of Centers for Independent Living to increase IL Grant funding by \$1M.

Goal 2 - Expand Home and Community Based Services

Objective - Identify outreach opportunities to promote NEILS HCBS.

Objective - Outreach to Veteran populations to increase participation in the VDC program.

Goal 3 - Write grants to expand accessible transportation program.

Objective - Write a grant to Quincy Community Foundation.

Objective - Write a grant to the Reidel Foundation.

Objective - Apply for 5310 and MEHTAP funding.

Goal 4 - Obtain Show-Me Home (MFP) Contract

Objective - Submit Request for Proposal (RFP) to renew Show-Me Home Contract for years 2026, 2027, and 2028.

OTHER CENTER GOALS/ACTIVITIES

Goal 1 - NEILS will develop peer support groups.

Objective - Facilitate monthly support groups at NEILS, retaining attendance lists to determine growth.

Goal 2 - NEILS will continue development of youth services.

Objective - Apply to participate in the Pre-ETS program with VR.

Item 6.2.2 - SPIL Consistency

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

SPIL CONSISTENCY

The approved SPIL covering Reporting Years 2025-2027 provides statewide, consistent goals, objectives and action steps to ensure individuals with disabilities in Missouri live independently and participate as they choose in the community.

In an effort for NorthEast Independent Living Services to remain consistent with the SPIL, the following Goals and Objectives have been added to our three-year Annual Program Plans:

Goal 1: Consumer will have access to peer support groups.

NEILS ACTION STEPS - RY25

- * Identify needed/requested peer support groups.
- * Develop at least one monthly peer support group.
- * Track attendance to determine growth/participation.

NEILS ACTION STEPS - RY26

- * Develop at least one additional monthly peer support group.
- * Track attendance to determine growth/participation.

NEILS ACTION STEPS - RY27

- * Develop at least one additional monthly peer support group.
- * Track attendance to determine growth/participation.

Goal 2: Consumers will have access to information regarding youth services at their local CIL.

NEILS ACTION STEPS - RY25

- * NEILS will provide information about our Youth Services to the SILC when requested.
- * NEILS will provide the contact person for youth services when requested.
- * NEILS will develop a Youth Peer Support Group.
- * NEILS will obtain information from VR and other CILs about Pre-ETS.

NEILS ACTION STEPS - RY26

- * NEILS will expand youth services as identified by the Youth Peer Support Group.

NEILS ACTION STEPS - RY27

- * NEILS will expand youth services as identified by the Youth Peer Support Group.

Goal 3: MO SILC staff will identify at least two representatives to apply to join the MO SILC

NEILS ACTION STEPS - RY25

- * NEILS will promote to the underserved populations the positions available on MO SILC.

NEILS ACTION STEPS - RY26

- * NEILS will promote to the underserved populations the positions available on MO SILC.

NEILS ACTION STEPS - RY27

- * NEILS will promote to the underserved populations the positions available on MO SILC.

Goal 4: MO SILC Housing Committee will host at least 4 meetings with CILs and Community Housing Advocates.

NEILS ACTION STEPS - RY25

- * NEILS staff will attend the meetings.

NEILS ACTION STEPS - RY26

- * NEILS staff will attend the meetings.

NEILS ACTION STEPS - RY27

- * NEILS staff will attend the meetings.

Goal 5: MO SILC Transportation Committee will collect contact information for transportation options from each CIL.

NEILS ACTION STEPS - RY25

- * NEILS staff will provide transportation resources when requested by the SILC.
- * NEILS will continue to be involved in the Mark Twain Council of Governments Transportation Committee.
- * NEILS will distribute transportation resources to our consumers as requested.

NEILS ACTION STEPS - RY26

- * NEILS staff will provide transportation resources when requested by the SILC.
- * NEILS will continue to be involved in the Mark Twain Council of Governments Transportation Committee.
- * NEILS will distribute transportation resources to our consumers as requested.

NEILS ACTION STEPS - RY27

- * NEILS staff will provide transportation resources when requested by the SILC.
- * NEILS will continue to be involved in the Mark Twain Council of Governments Transportation Committee.
- * NEILS will distribute transportation resources to our consumers as requested.

Goal 6: Identify and update state and local boards for emergency management.

NEILS ACTION STEPS - RY25

- * NEILS will work to identify our local boards for emergency management.

NEILS ACTION STEPS - RY26

- * NEILS will participate in local boards for emergency management.

NEILS ACTION STEPS - RY27

- * NEILS staff will continue to participate in local boards for emergency management.

Outreach

1. CIL staff will establish and continue contact with local community partners that are minority-focused to educate on CIL services and encourage referrals.

NEILS ACTION STEPS - RY25

- * NEILS will identify lists of organizations or providers who are minority focused.

NEILS ACTION STEPS - RY26

- * NEILS will schedule and provide presentations to those minority-focused providers about NEILS programs and services.

NEILS ACTION STEPS - RY27

- * NEILS will schedule and provide presentations to those minority-focused providers about NEILS programs and services.

2. CIL staff will collaborate with youth and family-focused organizations, e.g. the youth mentoring service provider, Special Education Cooperatives, schools, etc. to increase independent living opportunities to young people with disabilities.

NEILS ACTION STEPS - RY25

- * NEILS will identify lists of organizations or providers who are youth focused.

NEILS ACTION STEPS - RY26

- * NEILS will schedule and provide presentations to those youth-focused providers about NEILS programs and services.

NEILS ACTION STEPS - RY27

- * NEILS will schedule and provide presentations to those youth-focused providers about NEILS programs and services.

3. CILs, as cross disability organizations, will establish and continue contact with appropriate community organizations specific to outreach to the mental health community, the blind or low vision community, the Deaf and hard of hearing community, and the cognitive disability community.

NEILS ACTION STEPS - RY25

- * NEILS will identify lists of organizations or providers who provide services to the mental health community, blind/low-vision community, deaf/hard of hearing community, and cognitive disability community.

NEILS ACTION STEPS - RY26

- * NEILS will schedule and provide presentations to those identified providers about NEILS programs and services.

NEILS ACTION STEPS - RY27

- * NEILS will schedule and provide presentations to those identified providers about NEILS programs and services.

SECTION 7 - ADDITIONAL INFORMATION

Item 7.1 - 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 was selected as the 2025 Home Care Provider of the Year from the Quincy Herald Whig (3 years in a row!)

SECTION 8 - TRAINING AND TECHNICAL ASSISTANCE

Item 8.1 - Training And Technical Assistance Needs

Training And Technical Assistance Needs	Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important
Advocacy/Leadership Development	
General Overview	
Community/Grassroots Organizing	

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

For Profit Subsidiaries	
Fund-Raising Events of Statewide Campaigns	
Grant Writing	
Independent Living Philosophy	
General Overview	
Innovative Programs	
Best Practices	
Specific Examples	
Management Information Systems	
Computer Skills	
Software	
Marketing and Public Relations	
General Overview	
Presentation/Workshop Skills	
Community Awareness	
Networking Strategies	
General Overview	
Electronic	
Among CILs & SILCs	
Community Partners	
Program Planning	
General Overview of Program Management and Staff Development	
CIL Executive Directorship Skills Building	
Conflict Management and Alternative Dispute Resolution	
First-Line CIL Supervisor Skills Building	4
IL Skills Modules	
Peer Mentoring	5
Program Design	
Time Management	
Team Building	
Outreach to Unserved/Underserved Populations	
General Overview	
Disability	
Minority	
Institutionalized Potential Consumers	
Rural	
Urban	
SILC Roles/Relationship to CILs	
General Overview	
Development of State Plan for Independent Living	6

Implementation (monitor & review) of SPIL	7
Public Meetings	
Role and Responsibilities of Executive Board	8
Role and Responsibilities of General Members	
Collaborations with In-State Stakeholders	
CIL Board of Directors	
General Overview	
Roles and Responsibilities	9
Policy Development	
Recruiting/Increasing Involvement	10
Volunteer Programs	
General Overview	
Optional Areas and/or Comments (write-in)	

Item 8.2 - Additional Information

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

SECTION 9 - SIGNATURES

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

Brooke Kendrick, Executive Director 573-221-8282
NAME AND TITLE OF CENTER DIRECTOR PHONE NUMBER

Brooke Kendrick 10/27/2025
SIGNATURE OF CENTER DIRECTOR DATE

Starlisha French, Board President 573-795-6563
NAME AND TITLE OF CENTER BOARD CHAIRPERSON PHONE NUMBER

Starlisha French 10/27/2025
SIGNATURE OF CENTER BOARD CHAIRPERSON DATE