

# REPORTING INSTRUMENT

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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)

|                            |   |
|----------------------------|---|
| <b>Fiscal Year:</b>        | <b>2005-2006</b>                                |
| <b>Grant #:</b>            | <b>H132A970034-06</b>                           |
| <b>Name of Center:</b>     | <b>Center for Independent Living of Broward</b> |
| <b>Acronym for Center:</b> | <b>CILB</b>                                     |
| <b>State:</b>              | <b>Florida</b>                                  |
| <b>Counties Served:</b>    | <b>Broward</b>                                  |

## 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 | \$ 75,264  |
| (B) Title VII, Ch. 1, Part C | \$ 238,854 |
| (C) Title VII, Ch. 2         | \$         |
| (D) Other Federal Funds      | \$         |

#### Item 2 - Other Government Funds

|                            |            |
|----------------------------|------------|
| (E) State Government Funds | \$ 432,568 |
| (F) Local Government Funds | \$ 83,849  |

#### Item 3 - Private Resources

|  |            |
|--|------------|
| (G) Foundations, Corporations, or Trust Grants   | \$ 200,689 |
| (H) Donations from Individuals                   | \$ 79      |
| (I) Membership Fees                              | \$ 0       |
| (J) Investment Income/Endowment                  | \$ 0       |
| (K) Fees for Service (program income, etc.)      | \$ 190,831 |
| (L) Other resources (in-kind, fundraising, etc.) | \$ 18,150  |

#### Item 4 - Total Income

|  |              |
|--|--------------|
| Total income = (A)+(B)+(C)+(D)+(E)+(F)+(G)+(H)+(I)+(J)+(K)+(L) | \$ 1,240,284 |
|--|--------------|

**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) | \$ 0 |
|--|------|

**Item 6 - Net Operating Resources**

|   |              |
|---|--------------|
| Total Income (Section 4) <minus> amount paid out to Consumers (Section 5) = Net Operating Resources | \$ 1,240,284 |
|---|--------------|

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

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

### Section A – Number of Consumers Served During the Reporting Year

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

|   | # of CSRs |
|---|-----------|
| (1) Enter the number of <u>active</u> CSRs carried over from September 30 of the preceding reporting year | 918       |
| (2) Enter the number of CSRs started since October 1 of the reporting year                                | 1072      |
| (3) Add lines (1) and (2) to get the <i>total number of consumers served</i>                              | 1990      |

### 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   | 33        |
| (2) Withdrawn   | 44        |
| (3) Died  | 12        |
| (4) Completed all goals set                                       | 964       |
| (5) Other   | 201       |
| (6) Add lines (1)+(2)+(3)+(4)+(5) to get <i>total CSRs closed</i> | 1254      |

### 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 | 736       |

### 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                | 1069           |
| (3) <b>Total number of consumers</b> served during the reporting year | 1070           |

### Section E – Age

Indicate the number of consumers in each category below.

|                       | # of Consumers |
|-----------------------|----------------|
| (1) Under 5 years old | 4              |
| (2) Ages 5 – 19       | 25             |
| (3) Ages 20 – 24      | 31             |
| (4) Ages 25 – 59      | 383            |
| (5) Age 60 and Older  | 628            |
| (6) Age unavailable   |                |

### Section F – Sex

Indicate the number of consumers in each category below.

|                              | # of Consumers |
|------------------------------|----------------|
| (1) Number of Females served | 643            |
| (2) Number of Males served   | 429            |

## Section G – Ethnicity

Indicate the number of consumers served in each category below. *Individuals MUST select only one category.*

|                            | # of Consumers |
|----------------------------|----------------|
| (1) Hispanic or Latino     | 122            |
| (2) Not Hispanic or Latino | 950            |

## Section H - Race

Indicate the number of consumers served in each category below. *Individuals may select more than one category.*

|   | # of Consumers |
|---|----------------|
| (1) American Indian or Alaska Native          | 8              |
| (2) Asian                                     | 6              |
| (3) Black or African American                 | 183            |
| (4) Native Hawaiian or Other Pacific Islander |                |
| (5) White                                     | 753            |

## Section I – Disability

Indicate the number of consumers in each category below.

|                           | # of Consumers |
|---------------------------|----------------|
| (1) Cognitive             | 25             |
| (2) Mental/Emotional      | 152            |
| (3) Physical              | 269            |
| (4) Hearing               | 471            |
| (5) Vision                | 99             |
| (6) Multiple Disabilities | 50             |
| (7) Other                 | 6              |

**Section J – 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.

| <b>County Name</b> | <b>Number of County Residents Served</b> |
|--------------------|--|
| Broward County     | 1058                                     |
| Miami Dade         | 4  |
| Palm Beach         | 8  |
| Brevard            | 1  |
| Nassau County, NY  | 1  |

## **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.

| <b>Services</b>                                       | <b>Consumers Requesting Services</b> | <b>Consumers Receiving Services</b> |
|---|--------------------------------------|-------------------------------------|
| (A) Advocacy/Legal Services                           | 403                                  | 172                                 |
| (B) Assistive Technology                              | 674                                  | 602                                 |
| (C) Children’s Services                               | 4                                    | 4                                   |
| (D) Communication Services                            | 471                                  | 471                                 |
| (E) Counseling and Related Services                   |                                      |                                     |
| (F) Family Services                                   | 24                                   | 23                                  |
| (G) Housing, Home Modifications, and Shelter Services | 289                                  | 325                                 |
| (H) IL Skills Training and Life Skills Training       | 1158                                 | 952                                 |
| (I) Information and Referral Services                 | 13,357                               | 13,357                              |
| (J) Mental Restoration Services                       |                                      |                                     |
| (K) Mobility Training                                 | 10                                   | 10                                  |
| (L) Peer Counseling Services                          | 889                                  | 785                                 |
| (M) Personal Assistance Services                      | 2                                    | 1                                   |
| (N) Physical Restoration Services                     |                                      |                                     |
| (O) Preventive Services                               |                                      |                                     |
| (P) Prostheses, Orthotics, and Other Appliances       |                                      |                                     |
| (Q) Recreational Services                             | 172                                  | 102                                 |
| (R) Rehabilitation Technology Services                |                                      |                                     |

| <b>Services</b>               | <b>Consumers Requesting Services</b> | <b>Consumers Receiving Services</b> |
|-------------------------------|--------------------------------------|-------------------------------------|
| (S) Therapeutic Treatment     |                                      |                                     |
| (T) Transportation Services   | 334                                  | 179                                 |
| (U) Youth/Transition Services | 39                                   | 39                                  |
| (V) Vocational Services       | 72                                   | 96                                  |
| (W) Other Services            |                                      |                                     |

## **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.

| <b>Significant Life Area</b>  | <b>Goals Set</b> | <b>Goals Achieved</b> | <b>In Progress</b> |
|---|------------------|-----------------------|--------------------|
| (A) Self-Advocacy/Self-Empowerment  | 1321             | 387                   | 934                |
| (B) Communication   | 814              | 942                   | 0                  |
| (C) Mobility/Transportation   | 134              | 54                    | 80                 |
| (D) Community-Based Living  | 496              | 180                   | 316                |
| (E) Educational   | 83               | 46                    | 37                 |
| (F) Vocational  | 429              | 262                   | 167                |
| (G) Self-care   | 1228             | 1085                  | 153                |
| (H) Information Access/Technology   | 204              | 143                   | 61                 |
| (I) Personal Resource Management  | 905              | 762                   | 144                |
| (J) Relocation from a Nursing Home or Institution to Community-Based Living | 24               | 5                     | 19                 |
| (K) Community/Social Participation  |                  |                       |                    |
| (L) Other   |                  |                       |                    |

**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.

| <b>Areas</b>             | <b># of Consumers Requiring Access</b> | <b># of Consumers Achieving Access</b> | <b># of Consumers Whose Access is in Progress</b> |
|--------------------------|--|--|---|
| (A) Transportation       | 10 71                                  | 463                                    | 608   |
| (B) Health Care Services | 112                                    | 60                                     | 52  |
| (C) Assistive Technology | 1018                                   | 620                                    | 398   |

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.

## **Special Stories**

### **Housing**

**Richard** is bed bound and has no use of his hands. Using county grant funds for our Nursing Home Diversion Program, the CIL provided him some assistive devices that would allow him to answer and talk on the phone, turn on and off lights, control the air conditioning and television. He was able to call his mother for the first time and talk to her. This consumer was brought to tears after this device was installed.

**Cheryl** suffered strokes and has severe Cerebral Palsy. The husband is her caregiver. She cannot speak or use the phone. The CIL did an accessibility survey and provided her an assistive device so she could answer the phone with a button. The device has a system where several responses are entered. When the call comes in, she pushes the button with the selected response. The woman and her husband were extremely grateful for our assistance.

**Charles** is a 72 year old man who suffered a stroke, with architectural barrier removal with S.H.I.P. funds. He had difficulty maneuvering his walker through-out the house and thru doorways. He also could not use the tub or toilet. The CIL created a roll-in shower with grab bars, installed a handicapped toilet and an accessible sink and vanity. The CIL also removed all the carpeting and installed tile floors to increase his mobility. Both he and his wife thanked the CIL for our dedication to helping the disabled become more independent.

**Maria** is a 46 year old Hispanic single mom and her 12 year old daughter after Hurricane Wilma with food and water provisions. The mother had back problems and was confined to a wheelchair. It was hard for her to access services. She was very thankful for our assistance. This was one of the many families that the CIL assisted with MRE.'s (Meals Ready To Eat) from F.E.M.A. after the hurricane.

**Theresa** is a 60 year old woman who suffers from Multiple Sclerosis with finding housing. She was married to an abusive husband and wanted to move out on her own. She could not afford to live on her own so she was requesting a roommate. The CIL found inexpensive housing for her so she could live by herself. The CIL also assisted with the purchase of household start-up items such as pots, pans, linens, etc. The woman was so excited and overjoyed about moving into a new environment.

### **Independent Living**

**Nikki M**, a past High School/High Tech member, who was very successful in the program and a role model to her peers, graduated from High School and went on to Broward Community College. She is studying to be a paralegal and types 60 words per minute. Recently her grandmother died, and she is now completely on her own. Vocational Rehabilitation is working with her, and referred her to Center for Independent Living of Broward for employment assistance. We were very fortunate to hire her into a part-time High School/High Tech position funded by the Community Foundation of Broward. She uses hand canes and drives with hand controls. Nikki has already been able to provide peer counseling to the High School/High Tech students who will need information about this process, and about BCC etc.

We have arranged with the Benefits Consultant/Transition Youth Coordinator from Goodwill Industries to help Nikki apply for the Student Income Exemption from Social Security, so her SSI will not be reduced. She is very happy to be back at Center for Independent Living of Broward.

Nikki was recently featured in the State High School/High Tech Newsletter to recognize Nikki's leadership.

**Lee Ann** is a 41 year old Caucasian female, with three children living in Davie, Florida. She lost her husband two weeks after Hurricane Wilma. She lost everything in the storm. Her rental trailer was destroyed along with all of the family possessions. She was so distressed that she became suicidal and was hospitalized due to mental illness. Ms. Hutt has Stevens Johnson Syndrome, Chronic Dry Eye Syndrome, Melbomia Gland Disease, Systemic Scleroderma Sclerosis. She suffers from depression and other physical ailments.

Ms. Hutt lost her home, furniture, food, and clothing,. She did apply for FEMA rental assistance. FEMA advised her that to be eligible for FEMA help, she would have to exhaust all available resources. She was advised to apply for a small business loan. She was sent to two places by FEMA that were not open.

Lee Ann was living in a trailer with her three children two girls and a boy and a friend and his two children, a girl and a boy. Lee Ann receives social security benefits for herself and her children. She is receiving \$601 in Food Stamps currently.

Through the Hurricane Wilma funds allocated by United Way to Center for Independent Living of Broward we were able to assist this family with food, clothing and rent.

**Lisa S.** is a mother, with physical and mental health disabilities, and recovering from drug and alcohol dependency. She has four children and they were living in a mobile home. She was a caregiver for her grandfather who recently passed away from leukemia. Lisa's home was condemned due to extensive hurricane damage following Hurricane Wilma. FEMA determined that Lisa would be able to purchase a FEMA Trailer here in Broward County. She was able to provide a certified check for \$4,957.73 with funds allocated to her by FEMA, and Center for Independent Living of Broward with United Way funds provided a \$2,200 check. She and her children now have a safe and secure home. CILB staff took her shopping for food and clothes, and we assisted her with purchasing some furniture. This was a true happy ending for this family.

### **Employment**

**Chris** is profoundly hard of hearing and legally blind, in his late 20's, and lives with his parents. When he became a consumer of CILB he had only worked in record stores, in a training position, as a client of the Center for the Deaf/Blind. He was expected to check that the records and CD's were filed in correct order, but CD companies were folding and the job was almost extinct. He was referred to our Center by VR for assistance in finding employment. We were able to place him in a very basic assembly job with a very empathic supervisor that was willing to work with him. After about 6 months he rose to be the number one producer. We then contacted a large

insurance broker where they had a position as an envelope stuffer, making sure the right forms went in the right envelopes. Special modifications were needed for him to do this job. We worked together with Division of Blind Services and Vocational Rehabilitation to get the necessary evaluations and arranged for the accommodations to be provided. He is doing very well and is no longer on SSI or Medicaid. He receives full benefits and an excellent salary.

**Robert** in his early 20's had a severe motorcycle accident where he hit the back of a panel truck and left his total body imprint on the door, even his helmet was cracked. He suffered from Traumatic Brain Injury, physical disabilities affecting his grip and range of motion. He was the assistant Manager of a large appliance store in South Florida. His mental skills had been disturbed by his TBI and he was no longer able to function at the level required to do his previous jobs. He wanted to work part time at a job that he could do. After several discussions he mentioned that he loved animals and would like a job taking care of them. His transportation was with Para Transit and this required that we find an employer who understood that he would need a flexible starting time and flexible ending time. A position with a dog breeder was found where he would have the responsibility of taking care of the dogs and cleaning their cages. He is thrilled with this position and the employer is thrilled with him.

## 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                             | 4   |

#### (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 | 7                    | 4  | 0  |
| Other Staff           | 10                   | 7  | 6.5  |

#### 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 Advocacy Strategic Plan was created through input of consumers, board, and staff, focuses our CIL on systems and individual advocacy. Our Director of Advocacy

Several activities held throughout the year have assisted consumers with self-help and self-advocacy:

- Consumers attended training in nutrition and meal preparation
- Consumers attended training in preparedness for disasters
- Consumers attended meetings with staff to discuss problems they faced during hurricanes preparation and recovery
- Consumers attended trainings at several community events to enhance their understanding of their civil rights;
- Consumers attended several systems advocacy activities: Medicaid Reform, Emergency Preparedness Planning, and Affordable Housing
- Consumers filed complaints with the EEOC alleging discrimination in employment, with assistance from CIL staff
- Consumers testified before the Broward Housing Authority concerning problems obtaining affordable, accessible, integrated housing
- Consumers participated in several listservs informing them of the law and of advocacy issues concerning people with disabilities. There are over 100 participants on listservs hosted and moderated by CIL staff, addressing housing discrimination, Medicaid Reform, and discrimination issues. There is an average of 20 postings a week.

The Florida Division of Vocational Rehabilitation conducted a technical and monitoring visit, reviewing self-help and self-advocacy among individuals with significant disabilities during the reporting year and found our CIL to be in compliance with this indicator.

### **Item 3 - Peer Relationships and Peer Role Models**

34 CFR 366.63(a)(3)

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

The majority of the staff that interact directly with persons with disabilities, have disabilities: answering the telephone, providing information and referrals, conducting an initial intake, assisting consumers in setting independent living goals, identifying barriers to independence, and providing independent living services, allows unique interaction, empathy, support and sharing of experiences.

The past two years, our CIL has been designated the county coordinator for Disability Mentoring Day (in October), where we recruited persons with disabilities (particularly students) and matched them with individuals with disabilities in the workforce, including our own staff with disabilities.

The Florida Division of Vocational Rehabilitation conducted a technical and monitoring visit, reviewing the promotion of peer relationships and peer role models among individuals with significant disabilities and found our CIL to be in compliance with this indicator.

#### **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.*

During this reporting year, we moved into new offices, remodeling to ensure accessibility: automatic opener on front door, door handles, restrooms, fire detectors, and training kitchen. We purchased office furniture that is modular to accommodate various needs.

We also installed accessible, assistive technology such as video conferencing and computer kiosk link to the local One-Stop for use by consumers.

We displayed and demonstrated various low-tech devices for daily living and household use.

The Florida Division of Vocational Rehabilitation conducted a technical and monitoring visit, reviewing equal access of individuals with significant disabilities, including communication and physical access, to the center's services, programs, activities, resources, facilities, as well as all policies and procedures, for accessibility, regardless of the type of disability, and found our CIL to be in compliance with this indicator.

*(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.*

Our strategic plan for advocacy, created with input of consumers, board members, and staff and focuses on individual and systems advocacy.

Our Director of Advocacy, formerly a Senior Trial Attorney at the U.S. Department of Justice, works with staff, consumers, and other groups to enhance compliance with civil rights laws through education of staff, other disability groups, consumers, and community members in the ADA, the Rehabilitation Act, and the Fair Housing Act. We assisted some consumers in filing employment discrimination complaints with the EEOC.

Areas of systems advocacy this year were accessible, affordable housing, disaster preparation and response, criminal justice, employment, and Medicaid Reform, enhanced understanding of the ADA, FHA, and the Rehabilitation Act.

Staff participated in meetings and discussions with local, state, and federal agencies, local organizations, and others to education about how to enhanced services to people with disabilities.

The Florida Division of Vocational Rehabilitation conducted a technical and monitoring visit, reviewing our advocacy activities that promote equal access to services, programs, activities, resources, and facilities in society, regardless of the type of disability, and found our CIL to be in compliance with this indicator.

#### **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.*

We provided training materials, including CIL policies, in large print and CD-Rom. We contracted with sign language interpreters for staff and consumers to participate in seminars, conferences, trainings, and meetings.

The Florida Division of Vocational Rehabilitation conducted a technical and monitoring visit, reviewing all policies, procedures, materials and services for availability in alternative formats, and found our CIL to be in compliance with this indicator.

#### **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.*

The Florida Independent Living Plan describes targeted outreach to unserved and underserved populations, including disability and minority groups. Our staff conducted outreach activities to minority organizations that serve Hispanics, Haitians and Caribbeans, and targeted organizations that serve older persons and youth who have disabilities, and those who serve individuals who are deaf and hard of hearing, based on an analysis of our data.

The Florida Division of Vocational Rehabilitation conducted a technical and monitoring visit, reviewing all outreach activities to ensure that populations that are unserved or underserved, regardless of the type of disability, and found our CIL to be in compliance with this indicator.

## **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.*

Each consumer meets with an Independent Living Specialist, who conducts an initial intake. The consumer discusses goals and barriers to independence. Services are provided directly or the consumer is referred to a community service, as needed.

Consumer satisfaction surveys are provided through mailings, follow-up telephone calls, or interviews. Information is used in program improvement, program expansion, and systems advocacy activities.

The Florida Division of Vocational Rehabilitation conducted a technical and monitoring visit, reviewing consumer service records and interviewing consumers and staff, and found our CIL to be in compliance with this indicator.

### **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.*

Forms and procedures were established, and training was conducted that address information that is required for each CSR. Reviews of CSR's are conducted periodically by supervisors to ensure compliance.

Completed intake and contact forms are submitted to the data entry clerk, data is entered into our database system; forms are then added to the consumer's file, and stored in locked filing cabinets.

The Florida Division of Vocational Rehabilitation conducted a technical and monitoring visit, reviewing several CSR's for required information, and found our CIL to be in compliance with this indicator.

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

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

**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 outcomes(s) for each activity. Add more rows as necessary.

| <b>Issue Area</b>      | <b>Activity Type</b>         | <b>Hours Spent</b> | <b>Objective(s)</b>  | <b>Outcome(s)</b>  |
|------------------------|------------------------------|--------------------|--|--|
| Emergency Preparedness | Advocacy                     | 25                 | Met with County officials regarding a registry   | Create a Disability Registry to ensure that people with disabilities are alerted and located prior to and after a disaster               |
| Emergency Preparedness | Advocacy                     | 35                 | Met with City officials to expand support for registry   | Create a Disability Registry.  |
| Emergency Preparedness | Advocacy                     | 20                 | Presented to State Legislative Committee on Disability Registry  | Create a Disability Registry, seek funding   |
| Emergency Preparedness | Community Education/Outreach | 766                | Disaster Preparedness Training was provided to several disability organizations. A total of 1,200 people with disabilities attended Disaster Preparedness Training | People with disabilities increased their survival skills and safety and security, as a result of being trained in disaster preparedness. |
| Emergency Preparedness | Community Education/Outreach | 766                | A total of 200 Disaster Kits were distributed to consumers with disabilities.  | The neediest individuals with disabilities were provided Disaster Preparedness Kits in order better prepared for a disaster              |
| Emergency Preparedness | Community Education/Advocacy | 15                 | Visited County EOC headquarters, reported on disability issues, including accessible communication   | People with Disabilities will be included in county planning.  |
| Emergency Preparedness | Community Education/Outreach | 50                 | Conducted a Resource Fair, included Red Cross, FEMA, County EOC, County Transportation   | People with Disabilities will have access to disaster information to be better prepared.   |

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| Emergency Preparedness | Collaboration                                  | 135.0 | Met with FEMA & Broward EOC.   | People with Disabilities will have access to disaster supplies   |
| Emergency Preparedness | Collaboration Outreach                         | 84.0  | Contacted several disability organizations in order to distribute supplies                           | People with Disabilities will have access to disaster supplies   |
| Emergency Preparedness | Outreach                                       | 212.0 | Assisted Disabled Victims of Hurricane Wilma with Food, Water, Etc. 3000 MRE's (Meals Ready to Eat). | Persons with Disabilities affected by Hurricane Wilma were assisted with Food, Water, Etc. that was given to CILB by FEMA and City of Tamarac                                  |
| Emergency Preparedness | Outreach Community Education                   | 3.0   | CILB did Hurricane Readiness Training for Hispanic Unity Senior Program                              | Hurricane Survivor Kits were Distributed and Intakes were Done   |
| Emergency Preparedness | Community Systems Advocacy Community Education | 4.0   | Provided a workshop for staff and consumers to learn about a disability registry                     | Create a Disability Registry to Warn Persons with Disabilities of Concerning Storms and to Check on Person with Disabilities Before and After the Storms for Needed Assistance |

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| Health Care | Advocacy  | 60  | Met with consumers and advocates to determine needs related to Medicaid Reform        | Ensure that consumers are offered quality health care in the Medicaid Reform project.  |
| Health Care | Advocacy. | 383 | Assessed Medicaid Reform and the impact on people with disabilities in Broward County | Enhance Agency for Health Care (AHCA)'s understanding of their obligation to people with disabilities according to the ADA and the Rehabilitation Act regarding Medicaid Reform. |

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| Health Care             | Outreach/<br>Advocacy                               | 45    | Met with ACS in order to expand the number of counseling sites for PWD                                  | Ensure that CILB consumers are given choice counseling CILB is a designated Choice Counseling site.   |
| Health Care             | Collaboration                                       | 150   | Met with organizations in affected counties: AHCA, ACS, Florida Chain, CIL's, etc.                      | Identify consumer needs   |
| Health Care             | Collaboration<br>Outreach<br>Community<br>Education | 126.0 | Receive Training to Assist Disabled Victims with Food Stamp Applications                                | Ensure that PWD receive adequate community services.  |
| Health Care             | Community<br>Education                              | 164.0 | Distributed 3300 meals; provided training to 34 Consumers   | Consumers received nutritious food and learned how to prepare to cook nutritious meals.   |
| Health Care             | Collaboration/<br>Community<br>Education            | 12.0  | 3 Workshops were Given on Medicare to Disability Organizations  | Agencies knowledge on Medicare, Medipass, and How to Transition from Existing HMO's will be enhanced.   |
| Health Care             | Collaboration                                       | 42.0  | CILB Staff Called Insurance Companies to Request Information on Their HMO Plans                         | Information on Available HMO Plans were sent to CILB Staff  |
| Health Care             | Community<br>Education                              | 12.0  | Medicare Part D Workshop was Given to Educate Staff, Consumers and Community on Medicare Part D Options | Staff, Consumers and Community Members were Educated on the Enrollment Criteria, Deadline and Available Options for the Different HMO's. Recipients Should Choose According to What a Plan Offers and Not by the Premium. |
| Assistive<br>Technology | Collaboration                                       | 8.0   | Met with CILB, VR and WorkForce One to coordinate Disability Mentoring Day                              | Disability Mentoring Day will be offered in Broward County  |
| Assistive<br>Technology | Community<br>Education                              | 3.0   | A Workshop was Given on Cooking with Adaptive Devices to 24 consumers                                   | Consumers were better able to prepare lunch, learn how to use the tools in the home   |

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| Assistive Technology Housing | Collaboration                   | 46.0  | Met with Community Foundation and Vasquez Foundation   | Increase funding opportunities to assist Persons with Disabilities in making their homes more accessible   |
| Assistive Technology Housing | Outreach                        | 120   | Provided 12 consumers with assistive devices   | Enhance the lives of PWD to live independently   |
| Assistive Technology Housing | Collaboration                   | 44.0  | Met with City of Lauderhill to increase funding opportunities  | Increase funding opportunities to assist Persons with Disabilities in making their homes more accessible   |
| Assistive Technology Housing | Outreach                        | 120   | Assisted 8 Consumers in Lauderhill with making their homes more accessible                                     | Consumers will have more accessible home environment to increase their independence  |
| Assistive Technology         | Outreach<br>Community Education | 12.0  | To increase the availability of CILB Services to Persons with Disabilities in Lauderdale West                  | Lauderdale West Homeowner's Association was educated on CILB's Services. CILB was put on Cable Channel for Lauderdale West's Disabled Residents to Access for Assistance |
| Assistive Technology         | Outreach<br>Collaboration       | 122.0 | Collaborate with Broward Homebound   | Needs will be assessed.  |
| Assistive Technology         |                                 | 75    | 15 Consumers were assisted portable Generators   | PWD were able to remain at home  |
| Assistive Technology         | Collaboration                   | 160.0 | CILB to collaborate with Wheelchair Foundation to get donated manual wheelchairs for persons with disabilities | PWD that do not have insurance or cannot afford to pay for them became more independent  |
| Assistive Technology         | Outreach                        | 120   | Distributed wheelchairs to 40 consumers  | PWD became more independent  |

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| Assistive Technology Housing | Outreach<br>Community Education<br>Collaboration | 25.0  | Exhibited at Disability Expo. on CILB's services such as Assistive Technology, Housing Assistance in collaboration with other agencies.   | Enhance community's awareness of AT services.   |
| Assistive Technology         | Collaboration                                    | 130.0 | Met with FFAST and Durable Medical Provider   | Expand resources  |
| Assistive Technology         | Outreach   | 365   | CILB assisted 7 Consumers through FFAST Program with Assistive Technology and Assisted Approximately 105 Consumers with Durable Medical Equipment                                 | PWD become more independent   |
| Assistive Technology         | Collaboration<br>Community Education             | 206.0 | Met with 103 Businesses and Services and Distributed Brochures, Kits and Information on the "Don't Hang Up Do Business"   | Enhance skills and knowledge of local businesses regarding communicating with persons who are deaf or hard of hearing |
| Assistive Technology         | Collaboration                                    | 3.0   | CILB Attended a Grant Workshop for the Sun-Sentinel Diversity Fund  | Expand resources for Assistive Technology   |
| Assistive Technology         | Technology Assistive Collaboration               | 41    | Trained CILB staff FTRI phones, manuals Homepage.   | Increase skills and knowledge of CILB staff.  |
| Assistive Technology         | Collaboration                                    | 3.0   | Met with Children's Medical Services and Children's Services Council to Discuss Creating a Network of Agencies that Could Assist Disabled Children with Durable Medical Equipment | Develop a Network of Agencies to Work Together to Purchase Refurbished Durable Medical Equipment for Children         |
| Transportation               | Collaboration                                    | 32    | Met with Broward County Transportation Dept. and Coalition to End Homelessness in   | Increase the Accessibility to Transportation for Homeless PWD   |

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|   |   |      | order to advocate for transportation services.  |   |
| Transportation  | Outreach  | 4.0  | CILB distributed bus passes to assist homeless people with disabilities   | Increase the Accessibility to Transportation for Homeless PWD   |
| Transportation  | Advocacy  | 40   | To secure commitment from Advisory Board for Persons with Disabilities to pursue accessible bus shelters; improve Paratransit service; improve public bus transportation. | Improve transportation service options for persons with disabilities  |
| Health Care<br>Assistive<br>Technology<br>Housing<br>Transportation | Community<br>Education<br>Outreach<br>Collaboration<br>Technology<br>Assistive                                  | 49   | CILB held a Resource Fair for consumers and service providers on transportation options, healthcare, assistive technology and housing services                            | Consumers knowledge of community services was enhanced; disability organizations and agencies networked and shared information                                      |
| Health Care<br>Assistive<br>Technology<br>Transportation            | Community<br>Systems Advocacy<br>Community<br>Education<br>Outreach<br>Collaboration<br>Assistive<br>Technology | 20.0 | CILB held a 84 consumers attended Roundtable Discussion for PWD and Agencies to provide Input on addressing the needs of PWD Before, During and After a Hurricane         | Issues are identified regarding experiences from Hurricane Wilma and recommendations sent to the county EOC red on how to improve services in a Hurricane Situation |
| Housing   | Collaboration   | 36.0 | Met with two local housing authorities on rental vouchers for people 62 and over with disabilities  | Expanded housing resources/services to PWD  |
| Housing   | Community<br>Education<br>Outreach  | 70   | Distributed Section 8 housing vouchers to 7 Disabled Consumers  | Expanded housing resources/services to PWD  |
| Housing   | Technical<br>Assistance   | 8.0  | To provide information about American with Disabilities Act laws related to housing   | City building code officials were educated on ADA laws regarding accessibility and were motivated to address the  |

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|         |   |                   | accessibility to approximately 30 city building code officials.   | “visibility” modification for new construction   |
| Housing | Community Education<br>Outreach<br>Community Systems Advocacy | 3.0<br>1.0<br>4.0 | CILB hosted an affordable accessible housing advocacy conference with CILSF Miami. Key Players attended to identify barriers to PWD                                 | Strategies were developed to address advocacy for affordable accessible housing in Dade and Broward Counties                                     |
| Housing | Systems Advocacy  | 11.0              | A Draft Letter to Broward Housing Partnership was Created to Address the Shortage of Affordable Accessible Housing for the Disabled                                 | To Create Awareness of the Serious Shortage of Affordable Accessible Housing for PWD   |
| Housing | Community Education   | 4.0               | Trained five disability organizations (13 staff); four CILB staff, 9 consumers on Fair Housing Act  | Enhance skills and knowledge of FHA  |
| Housing | Collaboration Advocacy  | 4.0               | Met with officials of EOC, FEMA, Army Corps of Engineers to discuss disaster assessment needs such as accessible trailers, rental assistance with landlord disputes | Expand disaster recovery resources for PWD   |
| Housing | Collaboration Outreach  | 210.0             | CILB met with several landlords to increase inventory of affordable accessible housing units  | Housing opportunities were made available to CILB consumers  |
| Housing | Advocacy  | 4.0               | Attended public hearing at Broward County Housing Authority to address the need for more section 8 vouchers and more affordable, accessible housing for             | The housing authority was educated on the housing needs of the disabled population and the great demand for more affordable, accessible housing. |

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|         |   |       | the disabled population.  |  |
| Housing | Collaboration                             | 8.0   | CILB staff attended seminar on homelessness with other homeless service providers   | Expand the skills and knowledge of homeless providers to the needs of PWD; enhance skills and knowledge of CILB staff to the needs of the homeless.      |
| Housing | Community Education                       | 3.0   | Attended workshop on “What is Affordable Housing” and How to Increase Inventory with Pompano Beach residents and agencies | Ways to Create Affordable Housing and Work with Developers and Builders to Increase the Inventory of Affordable Housing in Pompano Beach were identified |
| Housing | Collaboration Outreach Community Advocacy | 34.0  | To Collaborate and Advocate for Funding for Barrier Removal for Persons with Disabilities in the City of Pompano          | Funding was provided by the City of Pompano Beach to do Architectural Barrier removal for Persons with Disabilities in Pompano Beach                     |
| Housing | Collaboration Outreach                    | 128.0 | CILB Collaborated with Landlords to increase number of Affordable Accessible Housing for Persons with Disabilities        | Housing Opportunities were made available to CILB Disable Consumers. To Access CILB assisted Consumers with Housing Goals.                               |
| Housing | Collaboration                             | 3.0   | Met with Broward County S.H.I.P. Program to address contractors” permit issues  | Procedures established to ensure home modification work is completed efficiently, assisting with independence.   |
| Housing | Collaboration                             | 2.5   | Met with Program Administrator for Emergency Shelter Grant to discuss procedure for billing and invoicing.                | Billing and invoicing procedures were resolved   |
| Housing | Advocacy                                  | 3.0   | Stall met with  | Ensure that affordable   |

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|         |  |            | Broward County Housing Partnership Meeting to Discuss the Needs Assessment and Solutions Response   | housing will be accessible.   |
| Housing | Advocacy Collaboration                   | 4.0<br>3.0 | CILB held a meeting with disability advocates to create a Disability Advocacy Coalition   | Identification of Advocacy Issues and Goals were Discussed. Housing Discrimination and Emergency Evacuation and Sheltering also was Discussed. Also Discussed was Medicaid Reform and Violence Against Women with Disabilities. Action Plan/Next Steps Were Planned |
| Housing | Collaboration Community Systems Advocacy | 8.0        | CILB attended Broward Housing Summit to address the need for affordable accessible housing and to raise issues that impact PWD                    | Contractors, non-profit and for profit organizations discussed the need for affordable accessible housing. Suggestions were formulated and presented.   |
| Housing | Collaboration                            | 120.0      | Met with Broward to Expand Grant Opportunities to Fund Architectural Barrier Removal Projects for Davie, Coral Springs and Unincorporated Broward | Increased Funding Opportunities for Persons with Disabilities to Modify Their Homes Under the S.H.I.P. Barrier Free Program   |
| Housing | Outreach                                 | 160        | Modified homes of 8 consumers   | Home environments were made accessible, ensuring independence.  |
| Housing | Collaboration Outreach Systems Advocacy  | 165.0      | Met with several nursing homes and institutions to assist persons with disabilities to move out of nursing homes and into the community           | Ensure that persons with significant disabilities will have support to move into the community.   |

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| Housing | Collaboration                               | 265.0 | Met with several landlords to assist with providing housing to nursing home transition   | To assist persons with disabilities with preventing them from entering nursing homes   |
| Housing | Collaboration                               | 22    | Met with disability organizations to collect support for grant applications requesting funding for architectural barrier removal program           | The CILB Received funding from City of Pompano on architectural barrier removal program for disabled population  |
| Housing | Community Systems Advocacy                  | 1.0   | To address Broward County Housing Authority on their plan for 05-09 and annual plan for 2006 to include persons with disabilities                  | Broward County Housing Authority considered comments given by staff and consumers on need for more affordable accessible housing, shelter and to move to the top of list |
| Housing | Outreach Collaboration Technology Assistive | 13.0  | The CILB Applied for grant with City of Lauderhill to do barrier removal for disabled in Lauderhill to improve their ability of life               | The CILB was Awarded \$25,000 to do architectural barrier removal for persons with disabilities in City of Lauderhill  |
| Housing | Collaboration Outreach                      | 7.5   | CILB Attended Homeless Initiative Partnership Provider Forum to discuss recent innovations and accomplishments and to share concerns about housing | CILB expressed concerns about lack of affordable accessible housing  |
| Housing | Community Education                         | 3.0   | Attended Face of Fair Housing Workshop Sponsored by H.O.P.E., Inc., Broward County Civil Rights Division, City of Ft. Lauderdale                   | CILB Staff was Educated on Fair Housing Accessibility, Predatory Lending, and Familial Status Discrimination   |
| Housing | Community Systems Advocacy Technology       | 6.0   | Hosted ADA Training for architects and building code officials   | CILB staff and building code officials and architects from various   |

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|            | Assistive                      |     | to educated them on ADA laws regarding housing  | cities were educated on ADA laws regarding housing and accessibility   |
| Housing    | Systems Advocacy Collaboration | 16  | Sponsored 2 Day Housing Summit on Affordable Accessible Housing and Strategy Development by CIL Miami, CIL Broward, H.O.P.E., Inc. Attendees were Advocacy Center, CIL Miami, CIL Broward, Boley Institute (Jack Humberg), Steve Gold | The problem of the lack of affordable accessible housing was identified and strategies were planned, agencies were assigned to do follow-up. |
| Housing    | Collaboration                  | 6.0 | Met with agencies regarding concerns of lack of affordable and accessible housing for people with disabilities  | Educated the CILB staff and agencies regarding housing issues  |
| Employment | Collaboration                  | 66  | Met with a consortium, of employers, service providers, community based organizations to establish a Business Leadership Network  | Commitment was expressed to move forward on development of a BLN.  |
| Employment | Collaboration                  | 55  | Met with consortium to create BLN business plan   | Business plan was created.   |
| Employment | Outreach                       | 90  | Held a job fair in partnership with several community partners.   | Increase employment opportunities for job-seekers with disabilities in Broward County  |
| Employment | Outreach/ Technical assistance | 325 | Provide training opportunities for employers and job-seekers  | To increase knowledge and skills of employers and job seekers  |
| Employment | Collaboration                  | 80  | To establish a partnership with a for-profit jobing.com   | Increase employment opportunities  |
| Employment | Technical assistance           | 165 | Provided training in assistive technology to  | Increase the number of employers who will hire   |

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|            |                                |     | employers;  | persons with disabilities  |
| Employment | Community education & Advocacy | 20  | To host monthly meetings of the Employment Coalition of Florida   | Unify issues and message among direct support staff                    |
| Employment | Outreach                       | 690 | To provide information and assistance to job-seekers who attend the fairs   | Enhance the skills and knowledge of PWD to be better prepared to work. |
| Employment | Outreach                       | 35  | Provided workshop to students, subject “Reaching for the Stars and Not Letting Their Disabilities Impede Their Growth” Law Professor from NSU | Students will solidify career goals                                    |

## 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.*

Center for Independent Living of Broward staff and Board members have been very active this year. Our Strategic Planning Retreat was an excellent opportunity to set goals and strategies as to how to better work with the community and strengthen relationships with our partner agencies. Agencies and organizations who participated in our strategic planning process included Vocational Rehabilitation, Advocacy Center for Persons with Disabilities, Children’s Services Council, the United Way of Broward, Broward County Office of Equal Opportunity, Henderson Mental Health Center, and Workforce One.

We are active participants in several interagency coalitions: Transition to Work Interagency Coalition, Medicaid Reform Coalition, Business Leadership Network of Broward, Broward County Advisory Board for Individuals with Disabilities, Broward County Board of County Commission Select Committee on Emergency Preparedness Disability Task Force, Homeless Coalition of Broward, Broward Affordable Housing Coalition, United Way Long Term Recovery Coalition, UWB LTRC Disability Task Force, UWB LTRC Preparedness Task Force, United Way of Broward Visioning Council, Coordinating Council of Broward Quality of Life Coalition, Children’s Services Council Special Needs Provider Advisory Coalition, Broward Coalition on Domestic Violence.

On an annual basis CIL staff assists in planning and attends Resource Fairs such as the Disabilities Expo sponsored by Broward County, the Connections Job Fair with United Way of Broward and Workforce One, the Jo DiMaggio Children’s Hospital Family Resource Fair for children with special needs, the Mental Health Association “Mind Your Health” Fair, Broward County National College Fair, Multiple Sclerosis Society Resource Fair, North Broward Hospital Health Fair, and many more throughout the community. Staff has been very effective in reaching organizations and consumers who need information regarding our services.

## **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.*

Information and Referral and other core services are provided by several Independent Living staff who are proficient in sign language and able to communicate with consumers who are deaf or hard of hearing staff. TTY and Relay calls are handled appropriately and text messages from deaf consumers are accepted and returned. Sign language interpreters are provided at all training sessions for consumers who are deaf. Some examples of training include: Disaster Preparedness, Nutrition and Self-Care, and HIV Prevention.

People with disabilities are offered assistance with materials that require Auxiliary Aids or alternative formats upon request, including Braille and CD-Rom. We require our partner agencies to supply alternative formats when they co-present: FEMA, Broward County Emergency Operations Center, Florida Department of Health, University of Miami Center on Aging and Developmental Disabilities. CILB worked with the Learning Center for Vision Impaired who had the Broward County Disaster Preparedness Publication printed in large type.

We have translated several of our materials into Spanish and Creole, and have staff proficient in both languages. We request our partners to provide their materials in both languages as well. The Disaster Family Preparedness Guide produced by the Florida Department of Community Affairs is available in Spanish and Creole, as well as the shopping guides.

We have instituted a procedure to ensure that follow up calls are made to each person requesting information and referrals, and data will be entered in the proper new data fields in order to strengthen our tracking and reporting systems. This will help us to ensure improved access to transportation, health care, and assistive technology.

## Innovative Practices

### On Site Community Services

We have created partnerships with agencies that provide their services on the site of the Center for Independent Living of Broward in order to expand services and enhance the I&R system:

- Florida Telecommunications Relay, Inc: Distribution of specialized telephones to the deaf, hard of hearing, and speech impaired
- Florida Alliance for Assistive Services and Technology (FAAST): Various low and high tech devices are available for demonstration and training; repairs are made to consumers' wheelchairs and other devices.
- Sorenson Video Relay Service: People using sign language are provided with video communication using TV, DSL Internet service, and video cam
- Florida Department of Children and Families Food Stamp Application: Consumers can apply on-line, with trained CILB staff available for assistance.
- Workforce One Employment One-Stop Kiosk: Accessible unit networked to the Workforce One website for resume writing, job availability, and job applications
- Voters' Registration: Supervisor of Election official site for to register or change address, etc.
- Florida Agency on Health Care Administration Medicaid Reform Choice Counseling: Designated site for individuals with disabilities to meet a counselor, learn about new HMO plans, apply
- Wheelchair Foundation: Distribution site
- Broward County, City of Pompano Beach, City of Lauderhill, City of Coral Springs, City of Davie: Home Architectural Barrier Removal
- Jobing.com: Web site for job opportunities (similar to Monster.com)
- Disabilities Mentoring Day: CILB is local coordinator for state project
- Volunteer Broward: Volunteer training and site selection
- Volunteer Broward: Hurricane shutters
- United Way: Home repairs from hurricane damage

## **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.*

*Objective 1 – The CILB will submit at least 10 proposals to funding sources:*

*Local municipalities*

*Federal and state programs*

*Private foundations*

*Individuals*

Center for Independent Living of Broward applied for funding at the local and state level to increase and enhance service delivery to our consumers. The following represents those that were successfully awarded:

United Way funding in the amount of \$80,000 was allocated to CILB to assist victims of Hurricane Wilma with rent, food, clothing, home repairs, and housing repairs. We were able to help people with disabilities pull their lives back together after so many lost their homes and belongings.

Community Foundation of Broward funded HIV Prevention Training,

Community Foundation of Broward and the Able Trust Foundation (Florida Endowment for Vocational Rehabilitation) funded High School/High Tech

Volunteer Florida funded Emergency Preparedness and Readiness Outreach.

The Community Foundation of Broward funded Board Leadership Training and Strategic Planning. CIL Board Strategic Plan has outlined Resource Development Goals to acquire stable, broad-based financial and non-financial resources to support the programs and growth envisioned in the strategic plan.

The Florida Office of the Attorney General funded a Nutrition Program for Persons with Disabilities that allowed us to purchase and deliver meals, and provide training on meal preparation.

We continued to apply to local government for Community Development Block Grant funds that allow us to provide home modifications to reduce architectural barriers.

- The CILB was awarded a grant with Broward County Office of Housing Finance for S.H.I.P. Funds to do Barrier Free Housing Projects in Broward County.
- The CILB was awarded a CDBG Grant with the City of Lauderhill to do Architectural Barrier Removal Projects for the disabled population of that city.
- The CILB was awarded a CDBG Grant with the Pompano Beach to do Architectural Barrier Removal Projects for the disabled population of that city.

The CILB was awarded a grant through the Vasquez Family Foundation Fund to assist elderly disabled residents of Broward County with assistive devices and home modifications to improve their quality of life and help them become more independent.

The CILB received funding from F.A.A.S.T. Program to assist persons with disabilities with durable medical equipment and home modifications.

The CILB was awarded funds from the Broward County Homeless Initiative Partnership to assist persons with disabilities in locating housing.

*Objective 2 – We will increase employment services through our fee for service contract with Vocational Rehabilitation*

Our employment contract with Vocational Rehabilitation allows us to assist people with disabilities in becoming employed, and also provides unrestricted funds. Our revenue for

employment services was slightly down from the year prior, due to the effects of Hurricane Wilma.

*Objective 3 – We will increase the number of appropriate donations for our loan closet.*

Through our partnership with the Wheelchair Foundation and FFAST, we had access to a greater number of new and recycled wheelchairs and other durable medical equipment.

*Objective 4 – We will hold a fundraising activity.*

This objective was met through our ADA Celebration event, where we solicited for sponsors for various expenses and required a registration fee for ADA training from architects and building code officials.

# **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.*

#### **(A) Advocacy Efforts – Discuss the CIL’s advocacy goals.**

See Section A – Compliance Indicator 1: Philosophy

Item 2 Self-Help and Self-Advocacy

Item 4 Equal Access (B)... to all services, programs, activities, resources, and facilities in society...

Our strategic plan for advocacy, created through input of consumers, board, and staff, focuses our CIL on several advocacy objectives, both systems and individual advocacy. We added a position, Director of Advocacy, a former senior trial attorney from the U.S. Department of Justice, Civil Rights Division, Disability Section, who trains and leads our staff and consumers in systems advocacy in the community in areas such as accessible/ affordable housing, inclusion of disability issues, regardless of disabilities, in emergency preparedness planning, Medicaid Reform, violence against women, and crime victims with disabilities.

*Objective 1 – The Center will support all of the various civil rights legislation including ADA, IDEA, Section 504 of the Rehabilitation Act, and the Fair Housing Act. Center staff will participate in at least 3 conferences/ forums in support of such legislation and host an annual ADA celebration to emphasize self-advocacy and to give consumers a forum to discuss these issues with their elected representatives.*

#### **Civil Rights**

**ADA:** Our Director of Advocacy provides ADA training and how the ADA impacts disaster preparedness, at scheduled intervals on an annual basis to consumers and to other disability agencies. He also provides via Blogs and Listserves information and links to a variety of federal, state, and local information, including discrimination cases.

**Fair Housing Act:** The CILB staff attended a workshop on “Face of Fair Housing”. This workshop was given by the City of Ft. Lauderdale, Broward County Civil Rights Division and H.O.P.E., Inc. (designated FHIP). It covered Predatory Lending Practices, Fair Housing and Familial Status Discrimination.

The CIL staff and consumers attended a public hearing at the Broward County Housing Authority to advocate for the disabled population and to include in the 5 year plan and for the

annual plan for 2006. The CIL staff and consumers advocated for more Section 8 Vouchers and to move the disabled population to the top of the waiting list. Also to shorten the waiting list each year.

The CIL gave an advocacy workshop on the Fair Housing Act. Speakers were Steve Spaulding from H.O.P.E., Inc., and Marc Dubin from the CIL . Several disability organizations and consumers attended. The Fair Housing Act Laws were discussed and they were educated on how to advocate for themselves in the housing market.

**IDEA:** The Independent Living/Youth Services Coordinator attended IDEA Training hosted by Legal Aid of Broward County which addressed Transition services for youth.

**Consumer Forums:** A Disabilities Summit in December, hosted by the Center for Independent Living of Broward, allowed partner agencies and consumers to share their experiences and solutions from Hurricane Wilma.

Public Forums have been held over the past year for participants in the Medicaid Reform required enrollment. We have notified people with disabilities about these meetings and encouraged them to attend and speak out about their issues and problems.

**Legislative Advocacy:** The Disasters and Persons with Disabilities Report, a comprehensive report developed following extensive consumer input, addressed recommendations to improve services to people with disabilities in times of disasters. The report was distributed at the first regional Department of Health Disaster Conference for People with Disabilities held in Tampa, Florida, where several state legislators participated. The report was submitted to the Florida Department of Emergency Management Operations.

The Broward County Legislative Delegation hosted a public hearing at the Broward County Commission Chambers following Hurricane Wilma. Center for Independent Living of Broward Executive Director, Independent Living/Youth Services Coordinator, and Director of Advocacy addressed the Legislators giving recommendations to improve policies impacting people with disabilities in disaster planning that should be addressed by the legislators. The report was also submitted to related state legislative committees.

The report was submitted to the Broward County Board of County Commission and the Director of the Emergency Operations Center, where the Executive Director of the CILB was invited to present to the County Commission's Select Committee of Disaster Preparedness and Recovery. A Disability Task Force was created to review and recommend on several issues, a priority being the development of a disability registry to ensure that people with disabilities are notified of a pending disaster and located and followed up after an event.

**ADA Celebration:** On August 5, 2006 Center for Independent Living of Broward hosted an ADA/ Disaster Preparedness Resource Fair. Classes on the ADA were provided by the Director of Advocacy to consumers. Disaster Preparedness classes were also held for people with disabilities.

*Objective 2 – The Housing Department will conduct a Housing Roundtable for landlords, developers and disability providers to identify ways to increase the inventory of affordable/ accessible housing.*

The CILB held a Summit on Affordable, Accessible Housing and Strategy Development. The problem of the lack of affordable, accessible housing was identified, strategies were planned and assignments were given to everyone to access the housing authorities to identify their web site, personnel, and housing that is owned by the housing authority.

The CILB staff and consumers advocated at a public hearing at the Broward County Housing Authority to include the disabled population in their 5 year plan and their annual plan for 2006.

The CILB worked with 37 landlords to increase the inventory of affordable, accessible housing for the disabled population in Broward County.

The CILB attended a Homeless Initiative Partnership Administration Forum to discuss the lack of affordable, accessible housing for the disabled. Also mentioned was that rental units are being turned into condos for sale.

The CILB attended a Hurricane Relief and Restoration Fair given by Adopt-A- Family. The goal was to get over 90 families out of FEMA camping trailers at county campgrounds and into housing before the next storm.

The CILB attended a meeting of the Broward Housing Partnership. The Needs Assessment and Solutions Response Report was discussed. Because their Needs Assessment did not focus on the “accessibility” issues of the disabled population, our staff discussed this matter further.

The CILB collaborated with the Ft. Lauderdale Housing Authority to become a pick-up site for Section 8 applications for elderly population over the age of 65. The CILB enrolled all the applicants in the CIL programs.

The CILB attended a workshop on “Affordable Housing in Pompano Beach. The City Commission was asked to participate and identify ways to create affordable housing and work with the developers and builders to increase the inventory of affordable housing in Pompano Beach.

CILB hosted a workshop on the Fair Housing Act, with presenters Steve Spaulding from H.O.P.E., Inc. and Marc Dubin from the CILB. Along with FHA, discussions were held on increasing the availability of affordable, accessible housing in Broward County.

*Objective 3 & 4 – The CILB will promote compliance with the ADA in architectural barrier removal. Staff will work with at least 5 building departments in the county to assure compliance withal applicable laws. The CILB will promote a universal, barrier free designed home in*

*conjunction with local builders. This will include training on design standards for persons with disabilities and the Fair Housing Act*

The CILB hosted a seminar on ADA Training for Architects and Building Code Officials from 10 cities in Broward County. Binders were handed out that had facts and information on updated Universal Design Standards for persons with disabilities. A discussion and question and answer period was held so attendees could address the issues they face on a daily basis when doing inspections and designing and planning buildings.

The CILB hosted a workshop on the Fair Housing Act where CILB and HOPE discussed design standards for persons with disabilities.

*Objective 5 – The CILB will promote improved Paratransit operations, easier fixed route navigation, and increase the number of accessible bus stops on the rural routes. We will host an event that highlights the transportation needs of individuals with disabilities.*

We provided Transportation Training to CILB consumers, where representatives from Broward County Transportation Division taught consumers how to use the bus, transportation routes, what to do if not sure where to get off, how to get discounted or in some cases tickets without cost, how to file a complaint and resolve problems. The individuals in the training had the opportunity to discuss issues they were experiencing with their Paratransit providers.

The Executive Director served on the Broward County Advisory Board for Persons with Disabilities, where three accessible transportation issues were taken up: accessible bus shelters, Paratransit complaints, and public bus service to underserved areas.

**(B) Outreach Efforts – Describe the CIL’s plan for outreach to unserved/underserved populations.**

*Objective 1 – The CILB will serve minority populations of the County through active dialogues with community leaders who represent minority groups. We will conduct outreach activities to at least 5 agencies/ groups who represent minority groups.*

Outreach to the minority community has been a priority this past year We hired an Independent Living Outreach Specialist who is Hispanic. He has worked with Hispanic Unity, Best Buddies and Universal Kidney Center, sharing information about CILB and all services, attended resource fairs which market to Hispanic population.

We have increased the number of Hispanic consumers served over the past two years, now 10% of the new CSR’s.

The Housing Director recruited minority contractors to for our home modification program.

*Objective 2 – Agency staff will conduct at least 30 outreach activities to nursing homes, hospitals, rehabilitation facilities, housing authorities, etc. to communicate information*

*regarding our services and foster collaboration for the benefit of individuals with significant disabilities.*

The CIL conducted 45 outreach efforts to various nursing homes, rehab centers, hospitals to advocate for persons with disabilities to assist with nursing home diversion and transition.

The CIL attended a public forum with some of their consumers at the Broward County Housing Authority to advocate for the disabled population to include in the 5 year plan and the annual plan for 2006. The CIL and the consumers advocated for more Section 8 Vouchers and to move the disabled population to the top of the waiting list.

The CIL did outreach to 5 housing authorities to advocate for the disabled to increase the availability of Section 8 Vouchers and shorter waiting lists.

The CIL collaborated with the Deerfield Beach Housing Authority in writing a grant for 20 Section 8 Vouchers for the disabled residents of Broward County. The vouchers would be administered by the CIL.

*Objective 3 – The CILB will expand its outreach to unserved/underserved disability groups within the community, such as the deaf and hard of hearing and the developmentally disabled.*

The Center for Independent Living of Broward staff has worked diligently to outreach to consumers with developmental disabilities. We coordinated our efforts with ARC of Broward, United Cerebral Palsy, Lucanas Center, Agency for Persons with (Developmental) Disabilities, Family Care Council of District 10, People First, and Victory Living. This was accomplished by providing Disaster Preparedness Training and HIV Prevention/Sexuality Training.

Outreach to the deaf community with the Schott Center, League for the Hard of Hearing, and Broward County Association of the Deaf, has been very positive; with over 1,000 new consumers at Center for Independent Living of Broward this year, the deaf and hard of hearing numbers are almost half of that number at 471. Disaster Preparedness Training, HIV Prevention/Sexuality Training, and the use of assistive technology were examples topics offered to these consumers. Interpreters are always provided at CILB Training sessions.

Outreach activities were conducted with various disability organizations: Learning Center for Vision Impaired, Lighthouse of Broward County, Broward Homebound,. Many activities included presentations on disaster preparedness and/or the use of assistive technology.

Outreach activities targeted seniors with disabilities: Senior Companions, Senior Center of Southwest Broward, Senior Center of Northeast Broward, Lauderdale West Homeowner's Association (over 55). The CILB staff did presentations and provided brochures, business cards and educated them on the services we provide to the disabled population. Lauderdale West broadcast the presentation on their cable channel for the residents with disabilities to access for assistance.

The CILB attended a 2 day Disability Expo held at the Coral Square Mall in Coral Springs. The CILB had 2 tables set up at the expo for 2 days. The CIL displayed their services offered and did collaboration with the other agencies that were displaying their services and goods. The CILB did several information-and-referrals for new consumers. Business cards and flyers and brochures were distributed.

The CILB attended the Disaster Food Stamp Certification Training held at DCF, District 10. The CIL learned how to assist persons with disabilities with filling out food stamp applications and to fax them for approval.

The CILB attended a “Hurricane Relief and Restoration Fair” given by the Adopt-A-Family organization. The goal was to get over 90 families out of FEMA camping trailers at county campgrounds, and into housing before the next hurricane.

*Objective 4 – The CILB will reach out to foster children who have disabilities, networking with the Department of Children and Families.*

Several foster children were recruited to participate in our High School/High Tech Program.

The Independent living/Youth Services Coordinator has created a relationship with the United Way Transition Coordinator and Child Net, the foster care provider in Broward County. Planning has begun to jointly provide cooking training for foster children with disabilities at Center for Independent Living of Broward.

**(C) Community and Individual IL Services – Identify the community and IL services the CIL anticipates providing during the next Federal fiscal year.**

*Objective 1- The CILB will develop the four core services by using improved training methods that concentrate on curriculum development and refinement. The agency will develop at least two video and 2 PowerPoint presentations to assist in accomplishing this objective.*

A Power Point presentation was developed about the Center for Independent Living of Broward and the four core services. The Director of Advocacy has created several Power Point presentations regarding the ADA, including Service Animals, employment, housing, criminal justice, Title III and Businesses, Title III and domestic violence shelters, people with disabilities and disasters..

We have acquired curriculum from the Florida High School/High Tech Project for our program that focuses on career exploration, goal setting, and independent living. HIV/Sexuality curriculum has been purchased and field tested.

*Objective 2 – The CILB will increase home modifications services by 100% through grants with the county and local municipalities. Some of these grants include services such as home management and budgeting.*

The CILB was awarded a grant with Broward County Office of Housing Finance for S.H.I.P. Funds to do Barrier Free Housing Projects in Broward County.

The CILB was awarded a CDBG Grant with the City of Lauderhill to do Architectural Barrier Removal Projects for the disabled population of that city.

The CILB was awarded a CDBG Grant with the Pompano Beach to do Architectural Barrier Removal Projects for the disabled population of that city.

The CILB was awarded a grant through the Vasquez Family Foundation Fund to assist elderly disabled residents of Broward County with assistive devices and home modifications to improve their quality of life and help them become more independent.

The CILB received funding from F.A.A.S.T. Program to assist persons with disabilities with durable medical equipment and home modifications.

The CILB was awarded funds from the Broward County Homeless Initiative Partnership to do the Emergency Shelter Grant to assist persons with disabilities in locating housing.

*Objective 3- The CILB will create a ramp building project, in partnership with a building supply company.*

The CILB began planning a ramp project with architectural students from FAU in collaboration with Home Depot. The CILB has identified consumers who need a ramp or other home modification, the students have interviewed the consumers and visited their homes, and have begun their design projects.

*Objective 4 – The CILB will house an accessible Workforce One kiosk to assist consumers with job readiness skills and to conduct job search activities in our office.*

The Center has met this objective and the kiosk is fully accessible to all individuals who come to the Center. It has worked out extremely well in assisting the consumer to become registered with Workforce One and available for several potential positions.

*Objective 5 – The CILB will increase the number of consumers served in our direct assistance program to at least 60 individuals who are unable to access other funding sources for required services.*

The CILB Direct Assistance Program has assisted over 65 consumers with ramps, wheelchairs, scooters, durable medical equipment, widening of doorways, furniture, and household start-up goods. We also assisted with repairs on wheelchairs and scooters.

*Objective 6 – The CILB will increase the number of youth served in the High School/High Tech program to 20 students in the next year.*

The High School/High Tech enrollment as of September 30, 2006 was 28 students participating. We exceeded the goal of 20 participants.

*Objective 7 – The employment staff will visit at least 60 local employers to explain the advantages of hiring individuals with disabilities and to promote the employment services that we offer in conjunction with Vocational Rehabilitation.*

The employment department has met with over 120 different employers to explain the advantages of hiring individuals with disabilities and to promote the employment services that we offer in conjunction with Vocational Rehabilitation.

**(D) Individuals Served by County – List the anticipated number of consumers that will be served in each county.**

*Broward: 1,150*

Broward: 1990 (1072 are new consumers); exceeded this goal.

**(E) Consumer Satisfaction Appraisal – Describe activities planned to access consumer satisfaction.**

The Disaster Summit held last December was one opportunity for consumers with disabilities to give feedback regarding how Center for Independent Living of Broward impacted their lives prior to and following a disaster.

Public Forums for people with disabilities have been held over the past year regarding Medicaid Reform. CILB has notified them about these meetings and encouraged them to attend and speak out about their issues and problems, and we have initiated efforts to get consumer feedback and their recommendations regarding our role.

Training Evaluation Surveys are distributed after all IL Training classes and evaluated for results. There is a section for suggestions by the individual completing the form. These surveys are generally positive.

We surveyed our consumers, either by phone, or mail out surveys to determine satisfaction in our services, progress toward their goals, and whether these individuals wanted to continue to participate as a CILB consumer.

Our Director of Advocacy has created several List Serves, and Blogs to get feedback from people with disabilities regarding their satisfaction with our services, and the issues that they wish us to address.

CILB consumers also participated in the Broward Regional Health Planning Council/Department of Health Census and Survey on Emergency Preparedness for Persons with Disabilities.

After all the workshops and presentations that were given by the CIL, the attendees were given satisfaction surveys to fill out to assist the CIL in determining the effectiveness of each workshop and presentation.

**(F) Response to Needs – Describe the CIL’s proposed response to needs identified in consumer satisfaction appraisals and needs assessments.**

Consumer’s suggestions on surveys regarding IL skills training are incorporated into the IL Skills Training plans.

Following the summit on Hurricane Wilma, a report was generated and shared statewide to bring attention to the problems and recommended solutions. Several suggestions were incorporated into our own staff development plan, skills training plan, and advocacy plan. In addition, CILB staff met with emergency responders and conveyed the concerns and have participated in a series of meetings with community leaders to raise attention regarding the need to incorporate the concerns of people with disabilities into the planning process. The CIL’s Director of Advocacy was appointed chair of United Way of Broward Long Term Recovery Coalition’s Disability Task Force and provides consumers with an opportunity to share their concerns with community leaders throughout Broward County.

Early Broward Regional Health Planning Council Census and Survey results were discussed, validating the advocacy work that we have done, and provided additional validation for our preparedness training.

**(G) Resource Development Plans – Describe the CIL’s plans for obtaining and increasing funding**

See Section F – Compliance Indicator 6:IL Resource Development Activities

**(H) Training Plans**

*Objective 1 – Training on setting up and managing consumer goals.*

All Center for Independent Living of Broward staff attended a required comprehensive training session that covered the four core services, as well as the Standards Task Force Goals and Definitions. Conducting an Intake, Barrier Identification, Goal Setting, Service Delivery, Program Outcomes, and Community Resources were covered during the training.

The Vocational Rehabilitation IL Staff conducted training for our region on several issues related to our state contracts, including consumer goals and individual services.

*Objective 2 – Training to better understand consumers and their issues.*

**Independent Living Philosophy:** Orientation was held for all CIL staff; our Executive Director covered the history and philosophy of how Centers for Independent Living were started, beginning with the first in 1971 in Berkley, California, and now 500 in the country.

**Suicide Prevention:** First Call for Help is a partner agency that is available to take crisis calls, providing us with information about their services and how they respond to “211” calls. The Mental Health Association of Broward provided training on suicide prevention, and distributed their Connections Resource Directory which lists services and a section on suicide prevention. Henderson Mental Health is a neighbor agency, where we conduct partner training and cross referrals.

**Domestic Violence, Rape, and Sexual Assault:** Throughout the process of a creating collaboration proposal to the Office on Violence Against Women regarding women with disabilities, our staff, responsible for the research, came to a better understanding of the unique challenges that women with disabilities face in dealing with domestic violence, rape, and sexual assault in many forms. We have met with local providers and have worked together to enhance our respective services.

**Cultural Sensitivity:** Cultural sensitivity is reinforced with all staff when they are hired. We have made outreach to unserved/underserved disability groups, and minority populations of the county a priority; and a majority of our staff is represented by minorities. CILB staff attended training on Cultural Diversity and Economic Discrimination provided through The Coalition to End Homelessness. Subjects discussed were the results of poverty, making services and systems accessible to the poor. Staff also attended training provided by the County on Cultural Sensitivity.

**Sign Language:** Sign Language Class schedules are distributed to staff and they are encouraged to attend. CILB employees that sign often tutor their co-workers. We have several employees that are proficient in sign language.

**Spanish:** Employees are encouraged to take Spanish classes. Several employees are proficient in Spanish and/ or Creole.

**Disabilities:** The CILB received a instruction on advanced technology to aid the blind, strategies for persons with traumatic brain injury, amputations, and mental health issues.

*Objective 3 – Training to increase efficiency.*

**Computer/ Assistive Technology:** FFAST presented on use of assistive technology, and provided software for demonstration. Three staff attended community instruction classes on Microsoft Excel

*Objective 4 – Training on various civil rights*

**IDEA:** The Independent Living Coordinator and the Youth Specialist attended training on IDEA and reviewed the IDEA Legislation.

**ADA:** Several CILB staff attended a seminar designed for Building Code Officials from 10 cities in Broward County and architects, where the primary focus was on the ADA Building Codes Requirements and Accessibility Standards; presentations were provided by our Director of Advocacy and an attorney from the U.S. D.O.J. A training series on the ADA was provided to our staff by our Director of Advocacy covering many issues.

**Fair Housing Act:** CILB staff attended a Fair Housing Act seminar hosted in partnership with the CIL of South Florida, presented by Stephen Gold, a notable expert in Olmstead and FHA. The CILB attended a workshop given on “Affordable Housing” in Pompano Beach. The city commissioners were asked to participate and identify ways to create affordable housing and work with the developers and builders to increase the inventory of affordable housing in Pompano Beach.

The CILB operates several Blogs and Listservs to provide staff and consumers with information about their federal civil rights. Laws addressed include the ADA, Fair Housing Act, the Rehabilitation Act and others. Participants also include several experts from around the country who often share their insights with consumers and staff.

*Objective 5 – The board of directors will receive training in board development provided by the Nonprofit Resource Center. They will attend state training sessions and attend the NCIL conference.*

The board leadership team attended a training series conducted by the Nonprofit Resource Center of the Community Foundation of Broward, worked with a consultant provided by the project, held a strategic planning retreat, and submitted a Final Report with Strategic Activities, which was awarded \$10,000 for implementation. The Board then conducted a comprehensive strategic needs assessment through interviews with various consumers, external stakeholders, staff, and board members, resulting in a Strategic Plan.

## **Item 2 – Challenges**

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

Three substantial challenges occurred during this reporting year which had an impact on the CIL and its consumers and staff, and one recurring issue.

### Hurricane

The Center for Independent Living of Broward saw the impact of four hurricanes that hit Florida, but from a distance. We heard our colleagues tell stories about how the disasters had hit their community. Throughout early and mid 2005, our staff became actively engaged in providing outreach and training on disaster preparedness to people with disabilities. We had assembled and

distributed 200 survival kits. We had begun advocating to the local emergency management officials.

Then Hurricane Wilma hit Broward County on October 26, 2005.

Our offices were damaged and power was out for over a week. Several of our staff suffered serious damage to their homes, along with issues related to power and telephone service.

Once the damage to the office was assessed, and temporary repairs were made, a command post nearest to the windows was set up, using a single phone line and personal cell phones to contact consumers who would likely need assistance (information was printed from the database prior to the storm). All staff became IL Specialists, including administrative and custodial employees. For those who could not be reached, staff visited or contacted local emergency operations personnel/ volunteers. An assessment of the consumer's (and staff's) condition was made.

A visit to the EOC resulted in our staff and volunteers having access to food and water at the County Distribution Center to deliver to consumers, delivering 3000 meals, water, and ice. County, state, and FEMA staff delivered additional emergency food and water directly to our offices for distribution to all of the disability agencies in Broward County.

We have served survival supplies, assistance with applications for food stamps, temporary home repairs, temporary housing, clothing, transportation, mental health services, etc.

Long term assistance became a priority for our organization: assisting with housing, employment, major home repairs, replacement of clothing, furniture, and other household goods. Disaster preparedness is now integrated in our intake procedures, and preparedness training is included as an independent living skill.

Our systems advocacy and community collaboration activities regarding disaster preparedness and recovery took on an immediate relevancy. We began working directly with the county's Emergency Operations Center, as well as FEMA and State Emergency Response Teams to coordinate follow-up services.

The United Way of Broward created a Long Term Recovery Coalition, taking the lead in coordination and planning. Center for Independent Living of Broward was invited to become members of the coalition, chairing the Disability Task Force.

We presented to the Broward County Board of County Commission's Select Committee on Disaster Planning, recommending a disability registry be created to alert, locate, and assist persons with disabilities in our county. A Disability Task Force was created; members appointed included representatives from various city EOCs, utility and cable companies, county staff (public relations, human services, emergency planners, information technology).

CILB Director of Advocacy, presented at the state conference on Emergency Preparedness for Persons with Disabilities in Tampa January 30, and 31, 2006, and the CILB provided a

leadership role. A White Paper was developed and distributed at the conference, as well as with local and state officials.

CILB staff attended several community hurricane resource events, including one that targeted families living in F.E.M.A. camping trailers at county parks

#### We moved into a new facility.

Our growth required expansion of headquarters, which gave us the opportunity to move more centrally in the county. As with any move, staff was engaged for five or six months in discarding, packing, selecting furnishings and equipment, designing and remodeling, moving, networking computers and telephones, assembling, and setting up in new space.

In spite of attention to the move, consumers were served in record numbers, and services were delivered, sometimes off site in borrowed space.

#### Our Deputy Director became seriously ill.

Duties assigned to our Deputy Director included oversight of programs, submission of grant reports, and oversight of business operations.

Initially, his condition kept him from coming into the office (September and October); a home office was set up, networked to the system. However when his illness required hospitalization, later nursing home and rehabilitation services (November and December), he went on medical leave. Duties were transferred to various supervisors, administrative assistants, and the Executive Director, in addition to their regular duties. His condition finally led him to choose to resign (January).

Temporary duty assignments continued until July, when we created and hired a Director of Business Operations. Our four program supervisors, IL, Housing, Employment, and Advocacy, now officially report to the Executive Director.

#### Funding

The state funding formula has been altered, seriously negatively affecting CILs with large urban populations. During this reporting year, with a state increase of IL funding, our state allocation was cut by over \$110,000 due to the reallocation of funds.

Funding is not earmarked in Florida for nursing home transition, except within the Department of Elder Affairs for one small in-house project.

Funding is not available to provide enhanced experiences for youth to learn first hand about universities, attend leadership programs, etc.

### **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.*

Currently we are reporting the total consumers served as 1,990. Last reporting year we served 1,413, for an increase of 41%.

Currently CIL serves 471 consumers with hearing impairments, and last year 407 for a 16% increase.

There are 122 Hispanics and 183 black and African Americans currently on the CIL's number of consumers being served, so outreach to these communities will be a priority.

This year there were 3,866 goals met; last year there were 1,649 goals met. These statistics reflect the excellent work staff accomplished this year.

## **Section B – Work Plan for the Year Following the Reporting Year (2007-08)**

### **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.*

#### **(A) Advocacy Efforts**

Objective 1 – The Center for Independent Living of Broward will participate in at least 10 conferences/forums directed to consumers in support of civil rights legislation on Fair Housing, ADA, 504, and IDEA, including an annual ADA celebration to emphasize self advocacy and to give consumers a forum to discuss these issues with their newly elected officials.

Objective 2 – CILB will meet with City officials, Commissioners, developers, and landlords to address the shortage of affordable, accessible housing.

Objective 3 – CILB will collaborate with at least 10 building departments in Broward County to promote ADA compliance.

Objective 4 – CILB will hold a training for building code officials, inspectors and contractors on design standards for persons with disabilities and the Fair Housing Act.

Objective 5 – The CILB will meet with community groups addressing Medicaid Reform in Broward County and will reach additional consumers to educate them about Medicaid Reform and how Medicaid Reform will affect people with disabilities.

Objective 6 – The CILB will engage in cross-training with the domestic violence program and rape treatment programs in Broward County.

Objective 7 – CILB staff will participate in Blogs and Listservs, and will increase consumer participation by 25%

Objective 8 – CILB staff will collaborate with the United Way of Broward, and Broward County Emergency Management Office to enhance services to people with disabilities in disasters.

**(B) Outreach Efforts**

Objective 1 – The Center will increase outreach efforts to at least 10 agencies/groups that serve minority populations such as Hispanic Unity and the Urban League. We will hire an Independent Living Specialist who represents the African-American community.

Objective 2 – The Center will expand its outreach to the underserved/underserved disability groups within the community such as the deaf and hard of hearing, blind, and the developmentally disabled. The Center will develop a strategic plan to support and participate in regular meetings in the community in order to share information, increase advocacy efforts, and maximize networking opportunities.

Objective 3 – The Center will conduct 30 outreach activities to nursing homes, group homes, hospitals, rehabilitation facilities, and housing authorities to educate them on the services that CIL offers for people with significant disabilities in Broward County.

**(C) Community and Individual IL Services**

Objective 1 – The Center will create video and power point presentations to improve training on curriculum development.

Objective 2 – The Center will increase home modification services by 50% through grants with local and county municipalities.

Objective 3 – The Center will conduct 5 workshops on Housing Options such as First Time Home Buyer's Program and Roommate Match Program. The Center will conduct 4 workshops on how to make your home accessible.

Objective 4 – The Center will continue to work with a formal agreement between the FAU Architectural students to create architectural design for individual ramps, identify contractors, collaborate with building material suppliers and address the fundraising efforts.

Objective 5 – The Center will increase the number of consumers assisted with durable medical equipment through various funding opportunities.

Objective 6 – The CILB will improve and expand AT services

Objective 7 – Develop curriculum and training schedule for Independent Living Skills Training

- Collect Best Practice training materials for the following areas:
  - a. Survival/Self Care
  - b. Personal Resource Management
  - c. Health & Wellness
  - d. Advocacy/Self empowerment
  - e. Pre-employment/employment
  - f. Transportation
- Review Rural Institute on Disabilities Training Module “Living Well with a Disability” Ensure staff participate in “Living Well with a Disability” curriculum self study module by April, 2007.
- Collaborate with other CIL’s to ensure consistency in curriculum development.

Objective 8 – Expand Youth Services to 50 students

- Explore “Best Practices” Programs
- Join Transitional Work Groups in Broward County
  - Interagency Transition
  - United Way Transitional Workgroup
  - Behavioral Health Workgroup

Objective 9 – Place 50 consumers in employment

Objective 10 – Develop a plan and implement Job Clubs for Center for Independent Living of Broward consumers on a bi-weekly basis for those who are looking for employment.

**(F) Response to Needs**

The Center has responded to the needs of the consumers and will address the following:

Objective 1 – Submit several proposals for architectural barrier removal to several cities.

Objective 2 – Advocacy efforts will be conducted to address the housing shortage.

Objective 3 – Expand Youth Education Initiative

Objective 4 – Establish pre-employment class for teaching those who are looking for employment to assist them in learning how to find a job on their own and to help them to become as independent as possible.

Objective 5 – Improve and expand AT services

**(G) Resource Development Plans**

Objective 1 – Submit at least 10 proposals to funding sources:

- Local municipalities
- Federal and State programs
- Private foundations
- Individuals

Objective 2 – Identify and Apply for Funding Opportunities for Youth Services

- United Way
- Broward County Children’s Services Council
- Broward County Children’s Services Board
- Community Foundation of Broward
- Able Trust

Objective 3 – Increase the number of donations to the loan closet

Objective 4 – Hold at least 2 fund raising events including assistance from Board of Directors

**(H) Training Plans**

Objective 1 – The CIL staff will become proficient on setting up and managing consumer goals

- Independent Living Philosophy
- goal setting
- service delivery
- program outcomes

Objective 2 – The CIL IL staff will receive training on

- Suicide Prevention
- Domestic Violence and Sexual Assault (disabled)
- Cultural sensitivity
- Sign Language
- Nursing Home Transition / Diversion
- Assistive Devices
- Accessible Travel

Objective 3 – The CIL staff will receive training on efficiency tools:

- computer
- Time management

Objective 4 – The CIL staff will receive training on civil rights laws:

- ADA
- IDEA
- Fair Housing Act

- Rehabilitation Act

Objective 5 – The Housing staff will receive training on

- First Time Home Buyer's Programs

Objective 6 – The employment staff will become knowledgeable about incentives to employment, for both employer and employee

Objective 7 – Develop a Train the Trainer Program to help staff become better trainers.

- Identify staff development (training and facilitation) training that may be offered locally and have all staff attend. (School Board, CSC, ARC etc) by April, 2007.
- Investigate Rural Institute on Disabilities Train the Trainer model

## **(I) Innovative Activities**

The Center will develop a strategic plan to form or expand partnerships with other service providers to ensure that our clients' needs are met and resources are utilized effectively and efficiently

Objective 1 – Provide training for professionals in the community on Independent Living.

Objective 2 – Provide leadership to the Broward Business Leadership Network

- Discuss CIL Strategic Plan with the BLN Steering Committee and determine support for developing a proposal; bring to BLN Steering Committee for review and approval.
- Explore and apply for funding opportunities for BLN proposal.
- Work collaboratively with agencies to have a successful "Connections event"

Objective 3 – Expand our advocacy and outreach efforts on Medicaid Reform.

## **Item 2 – SPIL Consistency**

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

State priorities include:

- Outreach to minority populations and unserved and underserved disability populations.
- Advocacy targeting transportation and accessible housing
- Improvement of IL Services through the expansion of assistive technology services and the adoption of Standards and Definitions

The objectives of the Center for Independent Living of Broward are consistent with the SPIL.

As outlined in several areas within this document, our outreach activities targeted minorities and underserved disability populations.

As outlined in several areas within this document, our advocacy efforts included transportation and affordable, accessible housing.

Access to technology for people with disabilities was a priority through our partnership with the FFAST program and the Florida Telecommunication Relay Inc. We demonstrated various devices to various disability populations; and distributed telephones to people who are deaf, hard of hearing, deaf/blind, and speech impaired.

Our staff have been involved in creating the basis for the state's Definitions of Goals, Individual Services, and Community Services. We include this material in our orientation of new staff, and hold periodic staff development to reinforce the information.

## SUBPART VI - TRAINING AND TECHNICAL ASSISTANCE NEEDS

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

| <b>Training And Technical Assistance Needs</b>               | <b>Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important</b> |
|--|---|
| <b>Advocacy/Leadership Development</b>                       |   |
| General Overview   |   |
| Community/Grassroots Organizing                              |   |
| Individual Empowerment                                       |   |
| Systems Advocacy   | 1   |
| Legislative Process  |   |
| <b>Applicable Laws</b>                                       |   |
| 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      | 2   |
| Medicaid/Medicare/PAS/waivers/long-term care                 | 3   |
| 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                   |   |
| <b>Assistive Technologies</b>                                |   |
| General Overview   |   |
| <b>Data Collecting and Reporting</b>                         |   |
| General Overview   |   |
| 704 Reports  |   |
| Performance Measures contained in 704 Report                 | 5   |
| Dual Reporting Requirements                                  |   |
| Case Service Record Documentation                            |   |
| <b>Disability Awareness and Information</b>                  |   |
| Specific Issues  |   |
| <b>Evaluation</b>  |   |
| General Overview   |   |
| CIL Standards and Indicators                                 |   |
| Community Needs Assessment                                   |   |
| Consumer Satisfaction Surveys                                |   |
| Focus Groups   |   |
| Outcome Measures   |   |

|  |    |
|--|----|
| <b>Financial: Grant Management</b>                           |    |
| General Overview   |    |
| Federal Regulations  |    |
| Budgeting  |    |
| Fund Accounting  |    |
| <b>Financial: Resource Development</b>                       |    |
| General Overview   |    |
| Diversification of Funding Base                              |    |
| Fee-for-Service Approaches                                   | 4  |
| For Profit Subsidiaries                                      |    |
| Fund-Raising Events of Statewide Campaigns                   |    |
| Grant Writing  |    |
| <b>Independent Living Philosophy</b>                         |    |
| General Overview   | 10 |
| <b>Innovative Programs</b>                                   |    |
| Best Practices   |    |
| Specific Examples  |    |
| <b>Management Information Systems</b>                        |    |
| Computer Skills  |    |
| Software   |    |
| <b>Marketing and Public Relations</b>                        |    |
| General Overview   |    |
| Presentation/Workshop Skills                                 |    |
| Community Awareness  |    |
| <b>Networking Strategies</b>                                 |    |
| General Overview   |    |
| Electronic   |    |
| Among CILs & SILCs   |    |
| Community Partners   |    |
| <b>Program Planning</b>                                      |    |
| General Overview of Program Management and Staff Development |    |
| CIL Executive Directorship Skills Building                   |    |
| Conflict Management and Alternative Dispute Resolution       |    |
| First-Line CIL Supervisor Skills Building                    |    |
| IL Skills Modules  | 6  |
| Peer Mentoring   |    |
| Program Design   |    |
| Time Management  | 9  |
| Team Building  |    |
| <b>Outreach to Unserved/Underserved Populations</b>          |    |
| General Overview   |    |
| Disability   |    |
| Minority   |    |
| Institutionalized Potential Consumers                        | 7  |
| Rural  |    |

|  |   |
|--|---|
| Urban  |   |
| <b>SILC Roles/Relationship to CILs</b>           |   |
| General Overview                                 |   |
| Development of State Plan for Independent Living | 8 |
| Implementation (monitor & review) of SPIL        |   |
| Public Meetings                                  |   |
| Role and Responsibilities of Executive Board     |   |
| Role and Responsibilities of General Members     |   |
| Collaborations with In-State Stakeholders        |   |
| <b>CIL Board of Directors</b>                    |   |
| General Overview                                 |   |
| Roles and Responsibilities                       |   |
| Policy Development                               |   |
| Recruiting/Increasing Involvement                |   |
| <b>Volunteer Programs</b>                        |   |
| General Overview                                 |   |
| <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.

#### **Innovative Practices**

##### **Medicaid Reform**

The Florida Legislature initiated a pilot program in Florida, approved by the Federal Medicaid Office, to move people receiving Medicaid into an HMO, or Preferred Provider Network. Two counties were selected for this pilot: Broward and Duval.

We participated (and continue to) in two major systems advocacy efforts: enhance the Agency for Health Care (AHCA)'s understanding of their obligation to people with disabilities according to the ADA and the Rehabilitation Act regarding Medicaid Reform; and ensure that the benefits plans will provide adequate health care.

The CIL's role has been to assess Medicaid Reform and the impact on people with disabilities in Broward County, and to create collaborations with the organizations in the affected counties; AHCA, ACS, Florida Chain, CIL's, etc.

AHCA has now revised their written material to notify individuals that accessible materials and services will be made available in publications, advertisements, mailings, public meetings, and private choice counseling.

On behalf of consumers, we successfully advocated to be designated as a choice counseling site to assist Medicaid consumers with disabilities. This ensures that CILB consumers are given choice counseling.

##### **Disability Mentoring Day**

Center for Independent Living of Broward took the lead in coordinating Disability Mentoring Day in Broward County held October, 2005. Approximately 40 successful Mentor/ Mentee matches were made between employers and students and job seekers. Media attention was generated as a blind student was matched with a blind Legal Aid attorney. The Broward County School Board issued a Disability Mentoring Day proclamation. The Able Trust Foundation, the state coordinating agency, recognized our good work.

##### **Nutrition Program**

The Nutrition Program was created through the leadership of the Florida Office of the Attorney General, distributing funds collected through a price-fixing settlement assessed to various vitamin companies. Frozen meals were distributed to consumers and their families throughout the year, they were taught how to shop and prepare nutritious meals.

### **Bus Passes**

The CILB participated in the bus pass program to assist the disabled homeless population to access transportation. The bus passes were provided by the Coalition to end Homelessness.

### **Durable Medical Equipment Partnerships**

The CILB has collaborated with the **Wheelchair Foundation** to provide new manual wheelchairs at no charge for people who needed one, but had no other resources. The CILB met with **Children's Medical Services and the Children's Services Council** to develop a network of agencies to collaborate on durable medical equipment needs of children.

### **Advocacy Partnership on Affordable, Accessible Housing**

The Director of Advocacy and the **CIL of Broward**, together with **CIL of South Florida, H.O.P.E., Inc**, the **Advocacy Center for Persons with Disabilities, Florida Alliance for Assistive Services and Technology (FAAST)**, and the Florida coordinator for **SEDBTAC** held a Housing Summit to address housing shortage issues. Steve Gold, notable keynote speaker and expert on Olmstead and Fair Housing, identified barriers to affordable, accessible housing, strategies were planned, and assignments were given to all attendees to advocate for disability issues, and the need for more housing in Dade and Broward Counties.

### **Housing Roommate Matching**

The CILB has a Roommate Match Program that assists persons with disabilities to find a compatible roommate to share the expense of rent and utilities. Many persons with disabilities are on a fixed low income and cannot afford to live on their own, and this project provides an affordable option.

### **Disaster Alert and Recovery Registry for Persons with Disabilities**

The CILB staff, after meeting with several community disability partners, and several community disaster planning partners, presented a recommendation of a Disaster Alert and Recovery Registry for Persons with Disabilities to the Broward County Board of County Commissioners Select Committee on Disaster Preparedness and Recovery. A Task Force was formed, and various county staff and representatives of cities have met with IT vendors.

The CILB attended a "Hurricane Relief and Restoration Fair hosted by Adopt-a-Family. The goal was to assist over 90 families out of F.E.M.A. camping trailers at county campgrounds and into housing.

### **FTRI**

The Center for Independent Living of Broward in partnership with Florida Telecommunication Relay Inc. to distributed special telephones to people who are hard of hearing, deaf, deaf/blind, or speech impaired Floridians.

### **Business Leadership Network of Broward**

Planning continued throughout the year to create and formalize the Business Leadership Network of Broward with such leaders United Way of Broward, Enterprise Rent-a-car, Broward County Chamber of Commerce and City Furniture leading the way with employers, along with various agencies such as Workforce One and Vocational Rehabilitation, and Community Based

Organizations such as the Advocacy Center for Persons with Disabilities, and the Center for Independent Living of Broward. A major event, “Connections Job Fair’ is being planned with the CILB a critical partner, for the purpose of offering employment opportunities to individuals with disabilities, and provide training for job-seekers in finding a job and information on Americans with Disabilities Title I; and seminars for employers on Hiring Individuals with Disabilities.

### **Volunteer Coordination**

CILB created an excellent working relationship with Volunteer Broward and Volunteer Florida in engaging volunteers in assisting with Emergency Preparedness and Readiness Outreach grant to prepare people with disabilities for disasters. In addition, CILB has been a participant in Project LINKS with Volunteer Broward and the University of Miami, which encourages people with disabilities to volunteer. ARC Broward referred 27 individuals with developmental disabilities to help assemble 400 disaster survival kits that were later distributed to consumers with disabilities. CILB was recognized by UM and Project LINKS for recruiting 54 volunteers, 37 of which were disabled, who contributed 382 volunteer hours. AmeriCorps Project Impact, through the Mental Health Association of Broward was initiated as a partnership with High School/High Tech. CILB was selected as the local partner. Service learning opportunities and volunteer projects were coordinated between the two organizations.

### **Challenges**

#### **Affordable Housing**

There is a lack of affordable, accessible housing in Broward County, with home prices continuing to rise. Rental apartments are being turned into condos for sale, and mobile home parks are being sold to developers and torn down to make room for hi-rise apartments and condos.

#### **Funding**

Funds are not earmarked in Florida to assist Centers for Independent Living in transitioning people with significant disabilities out of nursing homes, or to help prevent them from moving into nursing homes.

Funds are not earmarked to provide special experiences for our youth program in order to expose them to high tech jobs and educational training.

Allocation of IL funds in Florida are at the expense of urban CILs.

### **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.

**Karen Dickerhoof, Executive Director**

**954-722-6400**

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NAME AND TITLE OF CENTER DIRECTOR

PHONE NUMBER

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SIGNATURE OF CENTER DIRECTOR

DATE

**Daniel Castellanos, PhD, President**

**305-243-6038**

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NAME AND TITLE OF CENTER BOARD CHAIRPERSON

PHONE NUMBER

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SIGNATURE OF CENTER BOARD CHAIRPERSON

DATE