

REPORTING INSTRUMENT

OMB Control Number: 1820-0606

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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)

Fiscal Year: October 1, 2005 through September 30, 2006

Grant #: H132A95000-05

Name of Center: CENTER FOR INDEPENDENT LIVING OF SOUTH FLORIDA, INC.

Acronym for Center (if applicable): CILSF or The center

State: FLORIDA

Counties Served: MIAMI-DADE COUNTY

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	\$ 105,635
(B) Title VII, Ch. 1, Part C	\$ 247,913
(C) Title VII, Ch. 2	\$ 0
(D) Other Federal Funds	\$ 23,825

Item 2 - Other Government Funds

(E) State Government Funds	\$ 630,021
(F) Local Government Funds	\$ 564,515

Item 3 - Private Resources

(G) Foundations, Corporations, or Trust Grants	\$ 22,000
(H) Donations from Individuals	\$ 0
(I) Membership Fees	\$ 0
(J) Investment Income/Endowment	\$ 0
(K) Fees for Service (program income, etc.)	\$ 534,483
(L) Other resources (in-kind, fundraising, etc.) \$45,542 Miami-Dade Transportation Agency bus passes –in-kind value of \$23,400 Miami-Dade County Public Schools – in-kind teachers’ salaries \$55,000 24 wheelchairs @ \$300, valued at \$7,200	\$ 131,142

Item 4 - Total Income

Total income = (A)+(B)+(C)+(D)+(E)+(F)+(G)+(H)+(I)+(J)+(K)+(L)	\$ 2,259,534
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Item 5 - Pass Through Funds

Amount of other government funds received as pass through funds to consumers (include funds, received on behalf of consumers, that are subsequently passed on to consumers, e.g., personal assistance services, representative payee funds, or Medicaid funds)	\$ 1,286
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Item 6 - Net Operating Resources

Total Income (Section 4) <minus> amount paid out to Consumers (Section 5) = Net Operating Resources	\$ 2,258,248
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SUBPART II – NUMBER AND TYPES OF INDIVIDUALS WITH SIGNIFICANT DISABILITIES RECEIVING SERVICES

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

Section A – Number of Consumers Served During the Reporting Year

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

	# of CSRs
Enter the number of <u>active</u> CSRs carried over from September 30 of the preceding reporting year	330
Enter the number of CSRs started since October 1 of the reporting year	1,014
(3) Add lines (1) and (2) to get the <i>total number of consumers served</i>	1,344

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	4
(2) Withdrawn	192
(3) Died	4
(4) Completed all goals set	472
(5) Other	9
(6) Add lines (1)+(2)+(3)+(4)+(5) to get <i>total CSRs closed</i>	682

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	662

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	134
(2) Number of consumers with whom an ILP was developed	879
(3) Total number of consumers served during the reporting year	1,013

Section E – Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	12
(2) Ages 5 – 19	94
(3) Ages 20 – 24	189
(4) Ages 25 – 59	610
(5) Age 60 and Older	95
(6) Age unavailable	14

Section F – Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	453
(2) Number of Males served	561

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	347
(2) Not Hispanic or Latino	667

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	4
(2) Asian	3
(3) Black or African American	529
(4) Native Hawaiian or Other Pacific Islander	1
(5) White	130

Section I – Disability

Indicate the number of consumers in each category below.

	# of Consumers
(1) Cognitive	250
(2) Mental/Emotional	247
(3) Physical	387
(4) Hearing	80
(5) Vision	37
(6) Multiple Disabilities	4
(7) Other	9

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.

County Name	Number of County Residents Served
MIAMI-DADE COUNTY	1,344

SUBPART III – INDIVIDUAL SERVICES AND ACHIEVEMENTS

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

Subpart III contains new data requests. Please refer to the Instructions before completing.

Section A – Individual Services

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

Services	Consumers Requesting Services	Consumers Receiving Services
(A) Advocacy/Legal Services	1210	1210
(B) Assistive Technology	439	439
(C) Children’s Services	12	12
(D) Communication Services	260	260
(E) Counseling and Related Services	268	268
(F) Family Services	22	22
(G) Housing, Home Modifications, and Shelter Services	532	532
(H) IL Skills Training and Life Skills Training	534	534
(I) Information and Referral Services	769	769
(J) Mental Restoration Services	2	2
(K) Mobility Training	9	9
(L) Peer Counseling Services	847	847
(M) Personal Assistance Services	194	194
(N) Physical Restoration Services	3	3
(O) Preventive Services	301	301
(P) Prostheses, Orthotics, and Other Appliances	0	0
(Q) Recreational Services	132	132

Services	Consumers Requesting Services	Consumers Receiving Services
(R) Rehabilitation Technology Services	8	8
(S) Therapeutic Treatment	106	106
(T) Transportation Services	641	641
(U) Youth/Transition Services	13	13
(V) Vocational Services	790	790
(W) Other Services	4	4

Section B – Increased Independence and Community Integration

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

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

Significant Life Area	Goals Set	Goals Achieved	In Progress
(A) Self-Advocacy/Self-Empowerment	21	6	3
(B) Communication	8	3	1
(C) Mobility/Transportation	40	34	0
(D) Community-Based Living	359	359	0
(E) Educational	240	48	19
(F) Vocational	329	39	9
(G) Self-care	45	30	10
(H) Information Access/Technology	94	62	23
(I) Personal Resource Management	35	28	8
(J) Relocation from a Nursing Home or Institution to Community-Based Living	12	12	0
(K) Community/Social Participation	1	1	0
(L) Other	1	1	0

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

(A) Table

In column one, indicate the number of consumers who required access to previously unavailable transportation, health care services, or assistive technology during the reporting year. Of the consumers listed in column one, indicate in column two, the number of consumers who, as a result of the provision of IL services (including the four core services), achieved access to previously unavailable transportation, health care services, or assistive technology during the reporting year. In column three, list the number of consumers whose access to transportation, health care services or assistive technology is still in progress at the end of the reporting year.

NOTE: The limited information we have was gathered verbally from Project directors. Although we modified our tracking forms to begin capturing this data for FY 2006-2007, we were unable to modify the database prior to the submission of this report. We are considering the purchase of another software system, but we have not found one that we think will do the job. We also have to consider how a new database will affect all of the reports that we have to submit to our other funding sources, not just RSA.

Areas	# of Consumers Requiring Access	# of Consumers Achieving Access	# of Consumers Whose Access is in Progress
(A) Transportation	4	4	0
(B) Health Care Services	0	0	0
(C) Assistive Technology	24	24	0

Note: For most IL services, a consumer’s access to previously unavailable transportation, health care and assistive technology is documented through his or her CSR. In some instances, consumers may achieve an outcome solely through information and referral (I&R) services. To document these instances as successful outcomes, providers are not required to create CSRs for these consumers, but must be able to report that follow-up contacts with these consumers showed access to previously unavailable transportation, health care and assistive technology.

(B) I&R Information

To inform RSA how many service providers engage in I&R follow-up contacts regarding access to transportation, health care services or assistive technology, please indicate the following:

The service provider did ___ / did not X engage in follow-up contacts with I & R recipients to document access gained to previously unavailable transportation, health care or assistive technology. **However, we are modifying our database to collect this information beginning October 1, 2006.**

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.

- ◆ One individual who started at the Center as a consumer in our Information Technology training class became a Building Manager Trainee, and now is a Tutor in our Workforce Development Program assisting students with disabilities at a vocational technical center to pass the required tests in order to graduate and become employed.
- ◆ One consumer who has multiple disabilities has greatly improved his independent living skills. When he first enrolled at the Center in 2000, he was far from independent. He relied on a PA most of the time. Currently, he only needs minimal PA assistance. He is now living alone, grooming himself, using public transportation, and attending all scheduled appointments independently. Although he has learned how to cook, a PA still cooks for him because he is not receiving the proper reinforcement at home. His CIL Advocate continues to consult with his Support Coordinator and PA concerning these issues. He is also searching for employment with the Center's assistance.
- ◆ Another consumer who is deaf has learned how to search for employment on his own. He is currently looking for work independently and is a role model to those remaining in the Employment program.
- ◆ Still another consumer, who is quadriplegic, received self-advocacy training from the Center. He currently holds a county commission-appointed seat on the Commission on Disability Issues and a governor-appointed seat on the Governor's ADA Working Group where he advocates on a variety of disability issues. He attends numerous community meetings related to housing, transportation, and emergency preparedness in order to provide input based on his personal experience and that of other people with disabilities.

Obstacles:

- ◆ Current software database tracking system does not allow the CIL to generate any of the new information requested in the 704 report. Although we

are searching for a new software system, we have not found one yet. We would appreciate technical assistance to solve this problem.

- ◆ The Miami-Dade County School System, under the leadership of a new principal at Miami Springs Community School first provided the Center with a third certified instructor to teach our Information Technology training class. Then, without giving us an explanation, she moved the instructor and class to Hialeah where we have no ability to provide oversight. Shortly thereafter, the Principal provided the Center with a fourth instructor to teach the overflow of students in our independent living skills training classes. However, when we complained that the new instructor had falsified a time sheet and was unable to communicate with the students because he did not speak English, the Principal removed the instructor and informed us that she did not have a replacement. This left us with no choice except to ask the Project Director and personal attendant staff to temporarily oversee the instruction of these consumers until we were able to acquire the services of an instructor. We are in the process of asking the principals at other community schools to provide funding for an instructor since we do not have the financial resources at this time.
- ◆ The lack of accessible, affordable, integrated housing in Miami-Dade County has prevented the Center from transitioning people from institutions to the community. Miami-Dade County is now experiencing a severe housing crisis which has grown steadily worse as a result of mismanagement and non-accountability of housing funds for the last twenty years. There is a complete lack of accessible, affordable, integrated housing for people with disabilities, the elderly, the poor, and the homeless. It will take more than a few years to alleviate this crisis. The Miami-Dade County Mayor initiated a Housing Task Force to fix the problem after the story broke in The Miami Herald six months ago, followed by a HUD investigation. The Executive Director and Director of Advocacy serve on the Mayor's Housing Task Force, Public Housing, Section 8, and Special Needs Housing Committee to provide technical assistance and recommendations to ensure that people with disabilities have a voice in future housing development plans.
- ◆ Federal budget cuts have been passed down to the state and county levels over the last six years. Florida and Miami-Dade County government officials have responded by reducing funds to most human services organizations across the board, including Center for Independent of South Florida. We have drastically decreased staff from 55 to 30 and reduced the number of services provided in the past year in order to operate within our reduced budget. Although we have sought funds from corporations and foundations, it has not been sufficient to meet the shortfalls. The county has advised us to expect more budget reductions to our present funds in FY 2007-2008, which will place our longest running, exemplary On A Roll Independent Living program in jeopardy of closing and more than a hundred persons with

disabilities without services since these specialized services are offered nowhere else in the county.

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
11 members	82% (9 members)

27% of our current Board is composed of minorities. In our county, where the majority of its members are minorities, we believe the percent should be higher to more accurately reflect the population of our service area.

Although nearly 23% of our county population reports having a disability (U.S. Census 2000), the percentage of minorities with a disability is probably much higher than 23%. We did not attempt to find the exact percentage this year, but will do so next year. Although minority participation on Boards of Directors may not be an issue for some CILS, we believe this is an important statistic for many and should be reflected in 704 reports in the future as, perhaps, optional information to be provided by those centers who consider it an important feature of their designated service areas.

(B) Staff Composition

Enter requested staff information in the table below:

	Total Number of FTEs	FTEs Filled by Individuals with Disabilities	FTEs Filled by Individuals From Minority Populations
Decision-Making Staff	4.00 FTEs	75.00% 3 persons	75.00% 3 persons
Other Staff	30.56 FTEs	68.65% 20.98 FTE's	88.76% 27.11 FTE's

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.

- ◆ Miami-Dade County Public Schools (MDCPS) provides the Center with three certified instructors to teach independent living skills training, one component of which is self advocacy skills training, to approximately 100 consumers annually. These same participants learn self-help skills such as grocery shopping, cooking, grooming and hygiene, money management, and transportation usage and scheduling. They also learn computer literacy and online skills such as banking, paying bills, applying for Food Stamps and other benefits so they can be more self-sufficient.
- ◆ Participants in independent living skills training classes are taught about county, state and federal issues that affect people with disabilities and given an opportunity to sign petitions or write letters related to disability issues as part of their self-advocacy training.
- ◆ Another feature of our self-advocacy training consists of staff bringing examples of the new voting equipment purchased last year by the Elections Department to the Center so that participants can learn how to use it prior to voting. Whenever there is an election, the instructors explain the ballot and ensure that transportation is available to take participants to the polls to vote for the candidates of their choice.

- ◆ The Center's pre-vocational skills training teaches consumers to build their resumes and seek jobs online and from local newspapers as part of their self-help training.

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 Center hires management and staff with disabilities and advances them in employment. Examples are the associate director who started as a program manager and the human resources manager who began as a clerk. Among staff, the advocate II for the deaf and hard of hearing started as an advocate I. She is a deaf person who provides instruction on independent living skills and sign language instruction to a classroom of individuals who are deaf and hard of hearing. Several of our advocacy staff with disabilities provide independent living services one-to-one to consumers with disabilities. Our outreach specialist is a person with a disability who goes out into the community to recruit consumers with disabilities. Two of our three project directors have disabilities. One started as an advocate and was promoted to her present position. All of these individuals are high achievers and excellent role models for persons with disabilities.
- ◆ All three Workforce Development peer mentors and some of our tutors have disabilities and serve as peer role models at the three vocational technical schools to which they are assigned.
- ◆ All three peer mentors and some of the tutors in the Workforce Development Department have disabilities and work directly with consumers enrolled in 3 vocational technical centers to provide them with the skills to graduate and to solve their own problems.
- ◆ The Center promotes the use of consumers who have achieved greater independence as peer role models. These include:
 - A consumer who is deaf is a peer role model for other students in his pre-vocational skills training class. He acquired SSI benefits, opened a checking/savings accounts, and obtained housing and employment this past year. In addition, after he became employed, he obtained his driver's license and saved enough money to buy a car.
 - Other consumers who were trained by the certified instructors in our On A Roll independent living skills training program have enrolled in vocational training at local technical education centers. These individuals are role models for students remaining in our skills training classes.

- Another consumer who is deaf is a peer role model for other students in the employability skills training class. He has been employed for several months. On his days off he attends employability skills training to educate other consumers about working, saving money and keeping a Job.
- Three adult vocational students advocated in a public forum for continued funding to support the Workforce Development Program, which assists students to successfully complete their vocational school training and enter the labor market.

Item 4 - Equal Access

34 CFR 366.63(a)(4)

(A) Briefly describe how, during the reporting year, the CIL has ensured equal access of individuals with significant disabilities, including communication and physical access, to the center's services, programs, activities, resources, and facilities, whether publicly or privately funded. Equal access, for the purposes of this indicator, means that the same access is provided to any individual with a significant disability regardless of the individual's type of significant disability.

- ◆ The center installed an accessible, sliding glass, impact resistant, front entrance door which opens automatically from outside and opens inside using a large button buzzer. This allows individuals who lack gross and fine motor skills to enter the Center independently.
- ◆ The center installed an accessible kitchen to teach cooking skills to consumers.
- ◆ The center remodeled two restrooms on the first floor to be ADA and Florida Building Code compliant.
- ◆ Management and direct service staff are trained to use TTY's. The center has a dedicated TTY phone line. Freedom Force Department, Reception, and Human Resources Department have separate TTYs. The waiting room has a TTY for consumer use. TTY's have an automatic answering component if staff is absent from the office.
- ◆ The Freedom Force Department staff uses video relay to communicate with deaf and hard of hearing consumers. The Center intends to use video relay more extensively in the future so that other departments have immediate communication access.
- ◆ Due to staff layoffs, the Associate Director, who is fluent in ASL, is temporarily a job coach for deaf and hard of hearing consumers seeking employment.

- ◆ Direct service staff has been trained to be more aware of domestic violence victims with disabilities.
- ◆ The Human Resource Manager has voluntarily taken a 30-hour domestic violence Advocate training course to assist individuals with disabilities who are victims of rape or sexual assault when they go to the Rape Treatment Center for help.
- ◆ Selected staff has received specialized Medicaid Waiver training in order for the Center to serve individuals with severe developmental disabilities referred by Support Coordinators
- ◆ The Center has an equal access policy in its Standard Operating Procedure Manual and Personnel Manual which employees are trained to follow.
- ◆ Because the Center serves a significant number of individuals who are deaf and hard of hearing and several staff are also deaf or hearing impaired, many staff are learning American Sign Language on-the-job in order to communicate effectively with each other and consumers.
- ◆ Qualified interpreters are always hired for staff and board meetings, public forums, staff and consumer training, and social events.
- ◆ Employment Specialists in the Employment and Workforce Development Departments educate consumers about requesting reasonable accommodations at the worksite, i.e. having an ASL interpreter during an interview or staff meeting, installing a wheelchair ramp at an entrance, adding a headset to a telephone, or moving furniture around to clear a path of travel for a wheelchair user.
- ◆ Information regarding the Workforce Development Program is available to vocational education students in alternative formats, as requested. All outreach/promotional materials are translated from English to Spanish and Creole. The majority of the Center's staff is bilingual and several are trilingual, including American Sign Language, Creole and Spanish to accommodate the language needs of consumers.
- ◆ The Center advocated for and received 12 months of disadvantaged transportation bus passes for 65 consumers this year, thereby increasing access to transportation, both at the Center and in the community.

(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.

- ◆ The Center educated several local physicians about their obligation to hire an ASL interpreter when communicating with a patient who is deaf or hard of hearing and the communication is significant or complex. The Center referred several consumers for legal services when physicians continued to ignore our advice. This action resulted in a few settlements, one at a local hospital.
- ◆ The Executive Director and Director of Advocacy served on the Sexual Assault/Rape Treatment Assault Protocol (SAPTAP) team for the past year to ensure that people with disabilities who are victims of sexual assault/ rape/ stalking receive services that are physically and communicationally accessible.
- ◆ The Executive Director and Director of Advocacy advocated for increased accessibility of special needs emergency shelters, changes to the Miami-Dade County Office of Emergency Management's policies and website, and ongoing disability awareness training for Emergency Management staff. The Emergency Management Department has been dragging its feet, but we are continuing to advocate for these changes.
- ◆ The Executive Director and Director of Advocacy advocated for better accessibility of Red Cross emergency shelters where the majority of people with disabilities would normally go in a disaster. The Red Cross CEO understands the situation and has actively made improvements in accessibility, including a commitment to provide interpreters at shelters.
- ◆ Red Cross CEO initiated a Red Cross Disability Advisory Council for start up in the next fiscal year that will include providers, policy makers and persons with disabilities. Its role will be to recommend changes in the way Red Cross shelters are managed and to recommend changes to policy makers and the media regarding captioning and interpreters which they failed to provide during last year's numerous hurricanes.
- ◆ The Executive Director is a member of Volunteer Organizations Active in Disasters (VOAD) and its Committee on Vulnerable Populations, which includes homeless people, people with disabilities, youth, elderly and poor. This committee is developing recommendations for services that need to be available before, during and after disasters, identifying ways to procure services that are not currently available, and recommending improvements that should be implemented by the general VOAD organization and policies that should be developed and implemented by lawmakers and media.

- ◆ When the Center opens its doors to other organizations to use the center to conduct activities by and for people with disabilities, the Center insists on the use of ASL interpreters when appropriate, and alternative formats as needed.
- ◆ The Executive Director and Director of Advocacy serve as members of the Mayor's Alliance for Affordable Housing Task Force, Committee on Public Housing, Section 8 and Special Needs Housing to ensure the county complies with its obligations to provide accessible, affordable, integrated housing for people with disabilities as it takes on the task of increasing housing for all low and moderate income people in Miami-Dade.
- ◆ Advocates have assisted 4 consumers to obtain Golden Passes for free transportation throughout the community this year. The Golden Pass is a Transportation Disadvantaged yearly pass that is provided to all individuals who receive SSI but are found ineligible for Special Transportation Services (STS).

Item 5 – Alternative Formats

34 CFR 366.63(a)(4)

Briefly describe how, during the reporting year, the CIL has ensured the availability in alternative formats of all of its written policies and materials and IL services, as appropriate.

- The CIL provides its brochure in Braille and large print, and on diskette. The Center provides other documents in Braille, large print, and diskette upon request.
- The CIL advises consumers and the public in its written materials and flyers that it provides auxiliary aids upon request.
- The CIL has a policy in its Standard Operating Procedure Manual stating that it will provide alternative formats and auxiliary aids upon request.
- The CIL posts its alternative formats and auxiliary aids policy in 72 point font in the reception area and in the elevator to the second floor.
- The CIL hired an individual to provide Braille formats as needed.
- Recruitment materials and written materials sent home to consumers and their families are provided routinely in English, Spanish and Creole.

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 CIL:

- ◆ Has a policy of providing 4 core and many other services on a cross-disability basis that staff is trained to follow.
- ◆ Provides recruitment materials routinely in Spanish and Creole to accommodate individuals with disabilities for whom English is a second language. The CIL also provides recruitment materials in large print, Braille and diskette to accommodate individuals with visual impairments.
- ◆ Hires staff that can provide outreach presentations in English, Spanish, Creole, and American Sign Language. Trains outreach staff to emphasize cross-disability services when giving outreach presentations.
- ◆ Hires staff that can provide Information Technology training in English and Spanish.
- ◆ Provides independent living services to 8 individuals with traumatic brain injury, an under served population, through an agreement with the Brain Injury Association.
- ◆ Hires many staff that are bilingual and trilingual in languages that are representative of the disability community: English, Spanish, Creole, and American Sign Language.
- ◆ Teaches Independent Living Skills training in English and American Sign Language by a certified instructor who is deaf.
- ◆ Serves consumers who are incontinent and display severe behavior challenges. The Freedom Force Department underwent required specialized training from the Department of Children and Families and hired personal attendants in order to serve this population.
- ◆ Advises students with disabilities enrolled at three different vocational technical centers of the cross-disability nature of CIL programs and services. Promotes cross-disability services of the Workforce Development Program to

Vocational Rehabilitation counselors and vocational school counselors to obtain referrals of vocational students with any disability.

- ◆ Emphasizes cross-disability nature of CIL programs and services weekly on a Haitian radio talk show, Nouvelle Generation. This will be expanded to other radio stations next fiscal year.

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.

- ◆ The Center trains and provides each staff with a Standards and Definitions Manual, which was developed in collaboration with Center Directors and the Florida State Independent Living Council. This ensures that not only will direct service staff at this center, but at all Florida Centers, track and count services in the same way in the same categories.
- ◆ An intake interview is conducted with each individual requesting service to determine eligibility.
- ◆ Consumers are offered the choice of developing an ILP or waiving the ILP and sign a statement to that effect. Consumer goals are developed with the consumer and the ILPs are written in the consumer's own words. All goals that are set, dropped, or met, regardless of whether the consumer chose a written ILP or waived the ILP, are tracked in the Management Information System database based on monthly narratives of each contact with the consumer submitted by direct service staff to the MIS Department. A data entry specialist inputs all information into the database.
- ◆ Consumer Satisfaction Survey. The CIL monitors satisfaction annually using a confidential Consumer Satisfaction Questionnaire which surveys consumers' opinions regarding services provided by direct service staff. The results of the survey are provided to consumers, CIL Board of Directors, Florida Independent Living Council, Vocational Rehabilitation, RSA and other funding sources. Refer to Appendix 1 for results.

CILSF proudly reports an increase in the percentage of consumer satisfaction over previous reporting years. Unlike previous years, all departments reported a percentage of satisfaction greater than 90.

In previous years, consumers of housing services expressed dissatisfaction with the center and the housing advocates who were assisting them. Their dissatisfaction stemmed from having to wait for a year or longer before an affordable and/or accessible unit was available. The housing situation has been in a meltdown for the last five years and has been critical for the last 20 years with the Center having absolutely no control over the situation, as will be explained later in this report. .

Consumers directed their frustration towards the closest individual providing the service: CILSF housing advocates. This year, CILSF has done a much better job of educating its consumers about housing services to assure they understand that although CILSF is making great efforts in systemic advocacy at the county level, these efforts may well not be reflected in better housing conditions and increased availability for people with disabilities for several years.

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.

- ◆ All consumer service records are stored in a database which allows the MIS Department staff to generate monthly and annual reports for various funding sources.
- ◆ Our policies regarding CSR's are spelled out in the Standard Operating Procedure (SOP) Manual as well as the Standards and Definitions Manual mentioned above. All direct service staff receives extensive, ongoing training in the use of both manuals. When problems are identified by one of the department Project Directors or by the Network Administrator, they are brought to the attention of the Associate Director who then provides additional training as needed to correct the problem.
- ◆ MIS Department staff conducts monthly audits of CSR's and assures that direct service staff is in compliance with the Standards and Definitions Manual. Any discrepancies are brought to the attention of the Associate Director and Executive Director for corrective action.
- ◆ MIS Department staff tracks consumers' goals and objectives monthly in each CSR and returns any CSR that is incomplete to the appropriate direct service staff. The direct service staff makes the corrections identified by the MIS Department staff and returns the CSR to the data entry specialist for final

input into the database. Additionally, the MIS Department provides CSR training to all new direct service staff.

- ◆ Associate Director provides Project Directors and direct service staff with regular training on collection and reporting of data. He also provides training specific to various departments. In addition, certain programs require specific training provided by the Department of Children and Families, Miami-Dade County Office of Human Services, Miami-Dade County Office of Community and Economic Development, and City of Miami HOPWA Program.
- ◆ All of our funding sources perform annual monitoring reviews of financial, administrative and programmatic functions. In addition, Vocational Rehabilitation provides an annual technical assistance review biannually. This year, for example, the Center underwent 5 such monitoring/technical assistance reviews.

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

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcome(s)
HEALTH CARE	Community/ Systems Advocacy	150	AHCA will provide auxiliary aids and interpreters at Medicaid Reform meetings, in Choice Counseling meetings, and IN PROGRESS	<p>Joined bi-county coalition of service providers and advocacy organizations, led by Florida Chain, to advocate for AHCA to comply with the ADA.</p> <p>Attended numerous Medicaid Reform meetings with consumers to inform AHCA of their non-compliance with the ADA.</p> <p>Advised Medicaid Reform consumers regarding their right to request auxiliary aids.</p> <p>Established and maintained a Medicaid Reform blog to gather information concerning Medicaid Reform from around the country.</p> <p>Established and maintained a Medicaid Reform listserv for coalition members to share Medicaid Reform information and concerns.</p> <p>AHCA delayed people with disabilities (PWD) receiving SSI from required HMO selection until Sept. 06 and provided alternative formats</p>

				and ASL interpreters upon request.
HEALTH CARE	Community/ Systems Advocacy	125	Collaborate with crime victim organizations to enhance their understanding of the ADA IN PROGRESS	<p>Joined and participated in a coalition of domestic violence organizations that share information.</p> <p>Developed good working relationships within the domestic violence system.</p> <p>Presented speech at annual Victims Conference.</p> <p>Developed Memorandum of Understanding among participating domestic violence organizations</p> <p>Discussed ADA concerns with State Attorney's Office.</p> <p>Developed Advocate Protocol for Rape Treatment Center that addresses communication and physical accessibility for PWD.</p> <p>One CIL staff member completed training to be a domestic violence advocate assisting victims throughout the legal process.</p>
HEALTH CARE	Community/ Systems Advocacy	175	Emergency Management services will increase access for PWD by 9/06 IN PROGRESS	<p>Director of Advocacy addressed communication needs of PWD at 3 workshops for staff of Miami-Dade County Office of Emergency Management and Red Cross.</p> <p>Director of Advocacy met several times Red Cross CEO to discuss enhancements to service delivery for PWD. Red Cross CEO agreed to provide interpreters at Red Cross shelters and to make accommodations for people with specific types of disabilities.</p> <p>Office of Emergency Management did not agree to provide interpreters at Special Needs</p>

				<p>shelters or to any other requests.</p> <p>Red Cross CEO established a Red Cross Advisory Council for People with Disabilities and the Deaf/Hard of Hearing. Meetings will begin next fiscal year.</p> <p>Director of Advocacy exchanged numerous e-mails with the Mayor's aide to obtain a meeting with the County Mayor which did not happen.</p> <p>Director of Advocacy presented speech at Multi-faith Conference on Disaster Preparedness and enlisted support of Director of National Conference on Justice and Community as an ally.</p> <p>E.D. joined Volunteer Organizations Active in Disasters to ensure accessibility for PWD</p> <p>E.D. joined Association of Disability Service Providers to exchange information about disaster preparedness and other issues.</p> <p>Advocate volunteered at Red Cross First Response Center to enhance access for PWD during emergencies.</p>
TRANSPORTATION	Collaboration/ Networking	5	Promote the involvement of a consumer to serve on the Transportation Disadvantaged Board by 12/05. ACHIEVED	<p>Executive Director provided names and contact information of Transportation Disadvantaged Board members in Miami-Dade to the Florida Independent Living Council in furtherance of state plan.</p> <p>E.D. provided consumer with letter of reference.</p> <p>One CIL consumer serves on the Transportation Disadvantaged Board.</p>
TRANSPORTATION	Collaboration/ Networking		Acquire 65 bus passes from the Department of Transportation for	Negotiated with Miami-Dade Transportation Agency and received 65 free bus passes for

			consumer use to participate in daily IL skills training by 1/06 ACHIEVED	consumers each month during the year.
ASSISTIVE TECHNOLOGY	Collaboration/ Networking	25	Establish a small program to refurbish computers and donate them to consumers by 9/06 ACHIEVED	2 board members established a program to acquire and refurbish computers in their spare time with CIL staff delivering them to consumers. Two consumers received computers this year as program started late in the year.
ASSISTIVE TECHNOLOGY	Collaboration/ Networking	24	Renew collaborative agreement with Wheelchair Foundation to provide manual wheelchairs to consumers by 9/06. ACHIEVED	Executive Director renewed agreement with Wheelchair Foundation to provide free manual wheelchairs. Staff transported wheelchairs from Ft. Lauderdale to Miami CIL on several occasions. Staff delivered 24 wheelchairs to consumers.
ASSISTIVE TECHNOLOGY	Collaboration/ Networking	2.00	Auxiliary aids and interpreter funding will be available to enhance inclusion of PWD in systems advocacy by 9/06 IN PROGRESS	E.D. and Director of Advocacy teleconferenced with director of Florida Chain to begin the process of developing a proposal to acquire funds for auxiliary aids and interpreters.
HOUSING	Community/ Systems Advocacy	150	Miami-Dade will increase accessible, affordable, integrated housing for PWD by 9/06. IN PROGRESS	Broward and S.FL CILS planned 2-day training workshop for housing advocates. Director of Advocacy acquired corporate and Advocacy Center sponsors to fund the housing workshop. Attorney Steve Gold, national ADA expert, trained 33 housing advocates for two days. Advocates developed a housing advocacy plan. Director of Advocacy developed a housing position paper for use by housing advocates. Executive Director and Director Advocacy joined Miami-Dade Community Affordable

				<p>Housing Strategies Alliance (CAHSA)-Mayor's Task Force on Housing, Committee on Public, Section 8 and Special Needs Housing Committee, participating in biweekly meetings to develop recommendations for the Task Force.</p> <p>E.D. and Director of Advocacy networked with Human Services Coalition Directors of Policy and Advocacy to convince them to include accessible, affordable, integrated housing in their strategic advocacy plan. They are still considering this option.</p>
EDUCATION	Collaboration/ Networking	10	To produce or identify a presentation that enhances the IL philosophy, history and mission of CILS. ACHIEVED	<p>Executive Director conducted internet search to find appropriate material on IL philosophy and history for FILC to use to enhance the image of CILS in Florida and to use as staff training tool.</p> <p>E.D. eventually identified an ILRU DVD on IL philosophy and history and sent it to FILC to fulfill one of the state plan goals.</p>
EMPLOYMENT	Community Education/ Public Information	103	Expand employment options for PWD by 100 employers a year ACHIEVED	<p>Employment Dept. identified over a hundred potential employers of PWD and educated them about tax credits, refunds, and job accommodations during the year.</p> <p>Employment staff educated 103 employers during the year</p>
EMPLOYMENT	Collaboration/ Networking	100	Expand employment options for PWD by 100 employers a year. ACHIEVED	<p>Collaborated with Vocational Rehabilitation to sponsor Disability mentoring Day</p> <p>Volunteers from the Corporation from National Service participated in monthly meetings with Vocational Rehabilitation DMD Coordinator and other providers.</p> <p>CNS volunteers solicited donations of food for event, acquired gift certificates for prizes, and</p>

				<p>prepared certificates of appreciation for mentors and mentees.</p> <p>CIL staff recruited mentors and mentees.</p> <p>CNS volunteers matched 23 mentor/mentees and resolved problems on the day of DMD.</p> <p>A volunteer mentee presented a comparison of her native country's (India) treatment of PWD compared to the U.S. and how her life differed as a person with a disability at the kickoff event.</p>
RESOURCE DEVELOPMENT	Collaboration/ Networking	25	<p>Acquire signed agreement with Miami-Dade County Public Schools to receive two part-time instructors to teach independent living skills by 7/06</p> <p>ACHIEVED</p>	<p>Associate Director negotiated with school system to provide instructors for IL classroom.</p> <p>Center received 3 instructors during the year but one was removed after CIL complained. School system refused to replace him.</p> <p>School system signed agreement to provide two part-time instructors to teach IL skills.</p>
RESOURCE DEVELOPMENT	Collaboration/ Networking	15	<p>Acquire services of former senior trial attorney at the U.S. Dept. of Justice to advocate for systems change at CIL of S. FL by 10/05</p> <p>ACHIEVED</p>	<p>Executive Director developed and negotiated agreement with Broward CIL to share services of full-time attorney employed by Broward CIL to advocate in Broward and Miami-Dade Counties.</p>
RESOURCE DEVELOPMENT	Collaboration/ Networking	20	<p>Acquire services of a part-time building manager trainee at S.FL. CIL from Foot in the Door, Inc. by 10/05</p> <p>ACHIEVED</p>	<p>Executive Director developed and negotiated an agreement with Foot in the Door, Inc. for the services of a building manager trainee to oversee maintenance of facility and perform minor repairs.</p> <p>Building manager trainee worked at CIL for a year and completed his training</p>
RESOURCE DEVELOPMENT	Collaboration/ Networking	50	<p>Acquire part-time social work intern from Florida Atlantic University to counsel Independent Living skills consumers and perform outreach.</p>	<p>E.D. arranged tour of facility for F.A.U. representative.</p> <p>E.D. persuaded a board member to supervise intern for 16 weeks.</p>

			ACHIEVED	F.A.U. rep and Executive Director work out duties of intern. Network Administrator set up computer equipment for intern who is blind. Intern provides 560 hours of individual and group counseling to consumers.
RESOURCE DEVELOPMENT	Collaboration/ Networking	90	Increase resources by \$50,000 for systems advocacy and assistive technology by 9/06 IN PROGRESS	Volunteer from Foot in the Door, Inc. completed extensive nationwide research on corporations and foundations to fund systems advocacy and assistive technology.
ACCESS TO CIL SERVICES	Outreach	21	750 PWD will use CIL services by 9/06 ACHIEVED - CIL served 1344 consumers	CIL sponsored a Resource Fair at Government Center. Freedom Force Project Director coordinated planning of Resource Fair with Miami-Dade Office of ADA Coordination. Project Director and staff arranged and distributed lunches for over 100 staff and volunteers from 44 disability service providers and volunteers. CIL staff decorated Government Center lobby in patriotic colors for the event. More than 500 community members attended the event.
ACCESS TO CIL SERVICES	Outreach	30	750 PWD will use CIL services by 9/06 ACHIEVED	CIL sponsored a sailing event for blind children. Staff solicited donations for the event and advised Shake-A-Leg staff of progress. Staff grilled a lunch for 75 children and their families for the sailing event. Staff distributed information about the center's programs and services to participants.

<p>ACCESS TO CIL SERVICES</p>	<p>Outreach</p>	<p>1,000</p>	<p>750 PWD will use CIL services by 9/06</p> <p>ACHIEVED</p>	<p>CIL staff networked with Vocational Rehabilitation counselors and Agency for People with Disabilities support coordinators, other disability organizations, participated in other resource fairs and job fairs to recruit PWD.</p> <p>Workforce Dev. Project Director designed, wrote, photographed, edited and printed CIL newsletter and distributed to 750 persons.</p> <p>Freedom Force Advocate was a weekly guest speaker on Haitian radio talk show encouraging Haitian employers to offer jobs to PWD and advising community about CIL programs and services.</p>
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Item 2 – Description of Community Activities

For the community activities mentioned above, provide additional details such as the role of the CIL staff board members and/or consumers, names of any partner organizations and further descriptions of the specific activities, services and benefits.

The above table was written very specifically and completely to include the requested information.

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.

- ◆ The CIL has a multicultural staff that is linguistically competent in English, Spanish, Creole, ASL and tactile sign language.
- ◆ The CIL has the capability to provide Braille, large print, CD-Rom, diskette, and audio taped documents upon request.
- ◆ The CIL advertises its capability of providing auxiliary aids and services on its promotional materials.
- ◆ The CIL hires ASL interpreters for all public events which the Center sponsors. It makes alternative formats available with and without requests as a matter of policy.
- ◆ The CIL staff is trained to inquire about the individual's preferred mode of communication when a potential caller requests information or services.
- ◆ The CIL has a dedicated TTY line to receive calls from individuals who are deaf or hard of hearing. Staff is trained to answer the TTY and respond to callers. TTYs are located at the Reception Desk, in the waiting room for consumer use, in the Human Resources Department and the Freedom Force Department. The Freedom Force Department also uses video relay services as needed. The plan for next year is to expand video relay to all departments. The availability of adaptive equipment and written procedures ensure that callers will receive information in their preferred mode of communication upon request.

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.

The CIL:

- ◆ Renewed all of its grants and contracts that were eligible for renewal.
- ◆ Distributed volunteer/intern opportunities lists to all colleges and universities in the Miami-Dade area to recruit volunteers.
- ◆ Acquired two part-time volunteers from AARP to work as a clerk in the reception area answering telephones, routing calls to appropriate staff, faxing, copying, scanning, and reading for an intern who is blind; and as a clerk in the Employment Department answering phone calls, maintaining consumer service records, liaising with employment staff in the field, and performing other clerical duties for the Project Director.
- ◆ Acquired the services of a volunteer social work intern with a disability of blindness from Florida Atlantic University for 16 weeks. She completed her internship by conducting intakes and counseling consumers.
- ◆ Acquired a new contract from Miami-Dade Office of Human Services for a Workforce Development Program to provide advocacy, mentoring, and tutoring services at 3 technical education centers. This two-year pilot project to assist young adults with disabilities to graduate from vocational school and acquire employment has been extremely successful. Results: 247 consumers were served; 36 students graduated in their chosen field; 17 received accommodations; 17 of 36 were placed in employment; 13 or 76% were placed in a job related to their field of study and 13 of 17 or 76% earned salaries at \$7.50 or above. 6 of 17 completed 120 days of competitive employment. The remainder has not yet reached 90 days of employment.

Due to the bureaucratic nature of the school system and county government, it is unknown whether funding for this pilot project will be renewed despite its unqualified success in achieving its purpose. CILSF is seeking other funds to continue this project should the county decide not to fund this project again.

- ◆ Acquired a new contract with Vocational Rehabilitation to provide supported employment services. Unfortunately, this new effort did not earn enough money to support program personnel and the staff was laid off. The

Employment Department staff continued to place referrals from this program and the Associate Director provided job coaching to participants in order not to close the program completely and to serve all of the consumers who are referred to this program. This program has the potential to be financially self-supporting and to return a profit in the future provided staff receives ongoing training, careful supervision and monitoring.

- ◆ Received approval to provide supported living services from Department of Children and Families. After hiring staff and sending them to required specialized training provided by the Department of Children and Families, the program did not earn sufficient money to pay staff salaries and the program closed due to its inability to generate revenue. We still believe this is a viable area for earning unrestricted funds, provided that the appropriate individual is hired to supervise the program, closer attention is paid to earnings, and the CIL has cash reserves to fund the program until it returns a profit.
- ◆ Continued a contract with Vocational Rehabilitation to provide competitive employment services despite the difficulty of finding and retaining qualified job specialists who are capable of assisting individuals with disabilities to find and keep jobs.
- ◆ Continued teaching cooking skills in our Independent Living program with funds from the Office of the State Attorney. This funding is not renewable and ends December 2006.
- ◆ Acquired a small amount of funding from Miami-Dade County Parks and Recreation to provide field trips and an exercise program for participants in the On A Roll independent living skills training program.
- ◆ Held a very successful fundraiser which raised about \$12,000 and generated awesome publicity for the center. The fundraiser was entitled: Uncensored Life: Raw Beauty and consisted of biographies and photographs of ordinary women with disabilities and a silent auction. About 500 members of the community attended the event.
- ◆ Acquired \$18,000 in discretionary funds from Miami-Dade County Commissioners.
- ◆ Acquired a donation of bus passes for consumers valued at \$24,000 from the Miami-Dade Transportation Agency.
- ◆ Acquired in-kind instructional services valued at \$75,000 from Miami-Dade County Public Schools.

- ◆ Acquired 846 hours of in-kind volunteer services valued at \$16,920 from AARP and from individual volunteers serving on the Disability Advisory Council, Board of Directors, and in other capacities, a total of 846 hours.
- ◆ Acquired a \$20,000 contract from the Brain Injury Association to produce a curriculum, marketable to VR counselors, to provide disability adjustment counseling and vocational guidance to individuals with TBI.
- ◆ Acquired \$2,000 from Eli Lilly Company to co-sponsor housing advocacy training. Noted ADA attorney, Stephen Gold, taught a two-day workshop.
- ◆ The Center sent many requests for general operating support to corporations and foundations that were not successful.

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.

ACCESS TO HEALTH CARE

Goal 1: AHCA will delay people with disabilities from required HMO selection until September 2006.

Result: Director of Advocacy formed a bi-county coalition of service providers and advocacy organizations to advocate for delays in Medicaid Reform. Agency for Health Care Administration delayed people with disabilities from required HMO selection until September 2006. **Achieved**

Goal 2: AHCA will provide alternative formats, captioning, and ASL interpreters upon request for people with disabilities during the enrollment process.

Result: AHCA provided alternative formats, and ASL interpreters on request, but not captioning as it was not requested. **Achieved**

Goal 3: Community leaders and local/state politicians will be knowledgeable about the benefits of Money Follows the Person and MiCASSA legislation.

Result: Executive Director joined the Human Services Coalition Health Care Access Committee, a local advocacy initiative, to advocate for Money Follows the Person and MiCASSA being included in its health care advocacy agenda. It is too early to determine any result as the goal was only added to the plan 4 months ago. **In progress**

Goal 4: Emergency management service providers (Red Cross, Miami-Dade County Office of Emergency Management) will provide shelters that are communicationally accessible for people with disabilities.

Result: Director of Advocacy provided technical support to the Miami-Dade County Office of Emergency Management on compliance with ADA obligations by offering auxiliary aids for effective communication at emergency special needs shelters, which has met with some resistance from Office of Emergency Management personnel. They have resisted making their website fully accessible and changing some of their policies to encourage rather than deter persons with disabilities from using special needs shelters. We will continue to stress compliance with the ADA and urge them to work cooperatively with us on these issues before taking other actions. **In progress**

Result: Director of Advocacy provided technical support to the Red Cross on the need to comply with its ADA obligations by offering auxiliary aids for effective communication at emergency shelters. The Red Cross has agreed to use ASL interpreters in its shelters.

In addition, the Red Cross CEO has been extremely receptive to fulfilling his organization's obligations and has collaborated with the Center to initiate a Red Cross Advisory Council for People with Disabilities and the Deaf and Hard of Hearing. We expect for this council to make great strides in making Red Cross shelters more accessible before the next hurricane season. **Achieved**

Goal 5: Emergency management service providers (Red Cross Miami-Dade County Office of Emergency Management) will provide shelters that are physically accessible for people with disabilities.

Result: The Office of Emergency Management staff has not shown any interest in improving the physical accessibility of its shelters. The problem is that the county has an Office of ADA Coordination that advises the Office of Emergency Management, and its advice is not always in the best interest of people with disabilities. Therefore, the Office of Emergency Management staff does not think that our recommendations have any credibility. We will continue our advocacy work with this department to bring about systemic change. **In progress**

Result: Director of Advocacy moderated a couple of dialogs among members of the Red Cross, staff of the Office of Emergency Management, disability advocates, and consumers to educate them about obligations under the ADA and to allow providers to hear from people with disabilities and advocates about their specific concerns regarding

policies and operation of emergency shelters. Several additional meetings were held with the Red Cross to overcome some of these barriers. **Achieved**

The Red Cross CEO has worked very cooperatively with the Director of Advocacy to implement recommended changes. He has committed to providing interpreters at Red Cross shelters. The Red Cross CEO has been receptive to learning how to serve specific populations such as individuals with autism and mental health disabilities and to have his staff trained by the CIL in disability awareness. He appears to sincerely want to provide the best possible service and to look for ways within his budget to do so. One positive outcome is the formation of a Red Cross Advisory Council for People with Disabilities and the Deaf and Hard of Hearing Community initiated by the Red Cross CEO. This group will address ongoing concerns of the Disability Community regarding before, during and after disaster planning. There is no comparison to be made since we did not advocate in this area previously. However, our partnership with the Red Cross was so successful that we expect to reach and train more Red Cross personnel next year.

Goal 6: Rape Treatment Center, collaborating domestic violence organizations, and the CIL will jointly develop a Sexual Assault/Rape Treatment Advocacy Protocol Manual.

Result: Director of Advocacy and Executive Director provided technical assistance to the Rape Treatment Center and Domestic Violence service providers by working jointly with partner agencies to developing a Sexual Assault/Rape Treatment Advocate Protocol (SARTAP) for their use. As members of the SARTAP team, they were able to incorporate wording that would assure the organizations meet their obligations under the ADA to provide effective communication and physical accessibility to people with disabilities who are victims of rape/sexual assault/stalking who are treated at the Rape Treatment Center. There was fairly strong resistance to the some of the advice offered by the CIL Director of Advocacy and not all of his recommendations were accepted. It is anticipated that the completed protocol will be signed in the next fiscal year. Overall, we were satisfied that most of the recommendations were incorporated into the Protocol. We will continue to serve on the SARTAP team and push for additional systems change. Involvement in domestic violence and sexual assault issues was a new area for us, but we have our foot in the door thanks to our Director of Advocacy. We hope to get into the shelters to provide training next year, but we are facing resistance because the directors believe that they are already knowledgeable about the ADA, having received ADA guidance from the county's Office of ADA Compliance. **In progress**

Goal 7: Rape Treatment Center, collaborating domestic violence organizations, and the CIL will jointly develop a Memorandum of Understanding regarding the way they will interact and the services they will provide to victims of sexual assault, domestic violence, and stalking.

Result: After many months of meetings and discussions, a Memorandum of Understanding among the partner organizations was developed and approved by all partners. The agreement is scheduled to be signed in the next fiscal year. We were very successful in establishing the Rape Treatment protocol that addressed the issues of people with disabilities for effective communication and physical accessibility, but much less successful with the staffs of the various domestic violence shelters. We still have much relationship building to do to gain acceptance from these organizations. **In progress**

Goal 8: One individual from the Center for Independent Living will be trained as a Domestic Violence/Sexual Assault Advocate.

Result: The Center arranged for one member of the Center's staff, the Human Resources Manager, to participate in 30 hours of Domestic Violence Advocate training and become a certified Advocate for the SARTAP program. She will be called out to assist victims of sexual assault or rape if they have a disability. She is fluent in English, Spanish and American Sign Language. **Achieved**

Goal 9: The Volunteer Advocate Recruitment Committee will recruit 10 volunteer advocates during the year.

Result: The Executive Director serves on the Volunteer Advocate Recruitment committee to recruit individuals to provide advocacy services to victims of rape, domestic violence, sexual assault and stalking. **In progress**

ACCESS TO HOUSING

Goal 10: CIL will develop and train a housing advocacy coalition to advocate for accessible, affordable, integrated housing options for people with disabilities.

Result: CIL brought together and formed a coalition of housing advocates from Miami-Dade, Broward, and Tallahassee to advocate for accessible, affordable housing options for people with disabilities. Some of the 33 coalition members were people with disabilities. Broward and South Florida CILS hired one of the foremost disability advocates, Attorney Stephen Gold, to provide 2-days of housing advocacy training. Eli Lilly and The Advocacy Center for People with Disabilities sponsored the event. The South Florida Housing Coalition for People with Disabilities has 33 members. During training, they developed a housing strategic plan to be implemented next fiscal year. **Achieved**

Goal 11: CIL will develop a housing position paper for distribution to local and state housing advocates and Florida Independent Living Council to promote accessible, affordable integrated housing in Miami-Dade.

Result: Director of Advocate wrote a housing position paper that was distributed to local and state housing advocates and FILC. **Achieved**

Goal 12: CIL will join local housing advocacy efforts to advocate for accessible, affordable, integrated housing in Miami-Dade.

Result: Executive Director and Director of Advocacy joined the Mayor's Task Force on Housing to ensure that accessible affordable and integrated housing for people with disabilities would be a priority. This was a new opportunity that surfaced after The Miami Herald revealed a scandal in the Miami-Dade Housing Agency involving millions of dollars in misappropriated housing funds that should have been used to develop housing for disadvantaged minorities. CIL took advantage of the opportunity by joining the Committee on Public, Section 8 and Special Needs Housing and developing recommendations over a period of several months which have been submitted to the Mayor's Task Force. Only time will tell if this goal will be achieved, but the resulting negative publicity from the debacle is certainly an incentive to clean up the county's Housing Department and provide accessible, affordable, integrated housing for people with disabilities. Public hearings will be scheduled in late 2006 and the results reported next year. **In progress**

Goal 13: CIL will acquire a part-time attorney to advocate for systems change.

Result: CIL acquired a part-time attorney through an agreement with Broward Center for Independent Living to share the services of Attorney Marc Dubin, a former senior trial attorney for the U.S. Department of Justice, Civil Rights Division, Disability Rights Section. Mr. Dubin became the Director of Advocacy at both Broward and South Florida CILS. His expertise was instrumental in the CIL achieving its systems advocacy goals this year. **Achieved**

Goal 14: CIL will acquire a part-time facility coordinator trainee.

Result: CIL acquired a part-time building manager trainee, a former consumer, through a collaborative agreement with Foot in the Door, Inc., another non-profit whose mission is micro enterprise. He will be trained by the center as a prelude to starting his own business after a year or two. **Achieved**

Goal 15: CIL will acquire a contract with Miami-Dade County Office of Human Services to provide a Workforce Development pilot project to graduate, retain and employ 300 persons with disabilities.

Result: Associate Director acquired a two-year contract with Miami-Dade County Office of Human Services to provide Workforce Development services to 300 vocational education students and place those who complete a course of study on jobs. The Center served 247 participants due to getting a late start working out various agreements with the vocational schools. The program has been very successful and the school system is very satisfied with the results achieved thus far. **Not achieved**

Goal 16: CIL will sponsor a sailing event for 50 children who are blind or visually impaired.

Result: Board member arranged a collaborative agreement with Shake-A-Leg for the Center to sponsor a sailing event for 50 children who are blind and their families. CIL staff also provided a grilled lunch for a total of 75 participants. **Achieved**

Goal 17: CIL will sponsor a resource fair for people with disabilities to increase awareness of the availability of services and programs in the community

Result: The Center sponsored a resource fair at Miami-Dade County Government Center in collaboration with Miami-Dade County Commission on Disability Issues with 44 disability and related organizations exhibiting and approximately 300 participants attending from the community. **Achieved.**

Goal 18: CIL will develop a cooperative relationship with a Haitian organization in order to increase the number of Haitian consumers with disabilities being served.

Result: The Center developed cooperative relationships with the Haitian American Foundation and the Haitian Neighborhood Center (Sant La) to refer consumers to each other when appropriate since we are all located in the same service area. However, since our database does not allow us to track Haitian consumers separately from African-Americans, we are unable to determine whether the number of Haitian's increased from the previous year. In the coming year we will establish a baseline for the number of Haitians served and modify our tracking system to record this data. **In progress**

ACCESS TO TRANSPORTATION

Goal 19: CIL staff will provide transportation services in collaboration with the National Kidney Foundation of South Florida, Inc. by serving 12 mutual consumers who are unable to afford transportation to dialysis treatment using funding from the Thomas Maren Foundation.

Result: The Center renewed a collaborative arrangement with the National Kidney Foundation of South Florida, Inc. by providing paratransit vouchers and bus passes to individuals who could not afford transportation to dialysis treatment; however, the Center served only 11 individuals during the fiscal year. **Not achieved.**

Goal 20: CIL will acquire an agreement with Florida Atlantic University for a part-time intern to assist the Freedom Force Department.

Result: The Center and Florida Atlantic University signed a cooperative agreement in which the Center received the services of an intern in return for providing training to that individual. The intern worked full-time at the center for 16 weeks providing individual and group counseling to consumers receiving independent living skills training. A board

member with a Master's degree in Social Work supervised the intern whose disability was blindness. The intern passed her internship. **Achieved**

Goal 21: CIL will acquire an agreement with the Department of Children and Families to expand services to youth transitioning out of foster care.

Result: This goal was not achieved. We tried unsuccessfully to establish a collaborative agreement with the Department of Children and Families to assist youth with disabilities to transition out of foster care, but DCF found no need for our services. We will continue to work on this issue. **In progress**

Goal 22: CIL will transition 12 individuals from nursing homes to the community.

Result: The Center transitioned 12 individuals from nursing homes to the community using funding provided by the Christopher Reeve Foundation. The Center also diverted 3 individuals from institutional (non-nursing home) facilities to the community. **Achieved.**

ACCESS TO ASSISTIVE TECHNOLOGY

Goal 23: CIL will maintain a collaborative agreement with the Wheelchair Foundation to provide 20 new manual wheelchairs to individuals with disabilities who are not eligible for Medicaid or Medicare and cannot otherwise afford one.

Result: The Center distributed 24 wheelchairs to individuals with disabilities in need of adaptive equipment. **Achieved**

Goal 24: CIL will develop a collaborative agreement with Florida Alliance for Assistive Services and Technology to identify alternative funding sources for consumers who are unable to afford the cost of adaptive equipment.

Result: The Center provided venues to Florida Alliance for Assistive Services and Technology to display adaptive equipment and providing training to staff on the use of adaptive equipment, but we did not reach the point of identifying alternative funding sources to start a loan program to provide alternative funding for adaptive equipment this year. **Not achieved.**

Goal 25: CIL will establish a program to refurbish 5 computers and give them to consumers.

Result: Board members with a special interest in refurbishing computers agreed to collect and upgrade computers and donate them to the Center to be given to consumers. Two computers were refurbished and distributed to consumers. **Not achieved.**

Goal 26: CIL will assist the Florida Independent Living Council to meet state plan goal by identifying or producing a presentation that enhances awareness of IL philosophy and history that can be used to train FILC and CIL staffs and consumers.

Result: CIL met the state plan goal by identifying an Independent Living Philosophy and History DVD for use by FILC and CILS statewide and sending it to FILC. We did not have an opportunity to use the DVD to train CIL staff. **In progress**

ACCESS TO EMPLOYMENT

Goal 27: CIL will educate at least 100 employers about tax credits, refunds, and job accommodations for persons with disabilities.

Result: CIL Employment Department and Workforce Development Department met its goal by educating more than 100 employers about tax credits and refunds to make businesses more accessible, and on reasonable accommodations for people with disabilities in the workplace. **Achieved**

Result: CIL sponsored a Disability Mentoring Day Kickoff Breakfast at Florida International University and provided hospitality for the event. The Center **made 43 mentor/mentee matches for DMD and identified many potential new employers.** **Achieved**

Result: A secondary result was that the Center was fortunate to establish a strong linkage with Hertz Corporation to place consumers for job training. **Achieved**

ACCESS TO CIL PROGRAMS AND SERVICES

Goal 28: To serve 750 consumers during the fiscal year.

Objective 1: To open a second branch to serve consumers in their neighborhoods.

Objective 2: To collaborate with the Miami-Dade Public School Transition Task Force to establish an effective referral system.

Objective 3: To acquire a contract with the Brain Injury Association to serve consumers with traumatic brain injury.

Result: CIL served 1344 consumers during the fiscal year. **Achieved**

Result: CIL opened a South Dade branch, which operated for about 8 months before closing down. The Center leased space from Miami-Dade County, which later decided that it needed the space and elected not to renew our lease. During the brief time that the office was open, staff provided outreach, information and referral, peer support, employment, and advocacy services. **Achieved**

Result: The Center's Northeast Branch office is doing well, serving over a hundred consumers annually with one Advocate staffing the office. Service provided are peer

support, information and referral, employment, advocacy, housing assistance, outreach, and adaptive equipment. The City of North Miami Beach (NMB) partially supports the operation of the branch financially and provides publicity for the branch, now in its second year of operation. Advocate has developed a very positive relationship with a City Commissioner and the NMB Disability Community. He and the Executive Director serve on the City of NMB Advisory Council for People with Disabilities. The Advocate also is a weekly guest on a Haitian radio talk show where he promotes citizen participation in both the city's and the CIL's programs and services. **Achieved**

Result: The Center staff actively participated in quarterly meetings of the Miami-Dade County Public School Transition Task Force. Together, they developed a referral process among service providers and school system transition specialists that has worked very effectively. Transition Specialists regularly refer students with disabilities to our On A Roll Program, which is a significant improvement over previous years. In addition, staff is frequently invited to participate in transition meetings. **Achieved**

Result: The Center reapplied for and received a Medicaid Waiver certification for the sixth year to provide adult daily living skills, supported employment and supported living services. This has enabled the Center to expand our consumer base to include more participants with severe developmental disabilities. These individuals may be incontinent and require personal attendant care which the Center now provides. These individuals learn independent living skills and vocational skills, The vocational component involves participants in practical work experience such as animal care attendants (for reptiles, birds, small animals), plant care attendants, parking attendants, sandwich and salad makers, greeters, and security attendants at the Center. The salad and sandwich makers make and sell lunches to the staff and other participants, and the money earned is used to purchase more supplies for program operations. **Achieved**

EXPANSION OF RESOURCES

Goal 29: To generate \$500,000 in additional resources.

Result: In collaboration with the Corporation for National Service, the Center raised \$12,000 in general operating funds. The Center held a photography/biography exhibit, *Uncensored Life: Raw Beauty* that drew a crowd of about 500 community members. **Achieved**

Result: Associate Director generated a \$20,000 contract to serve individuals with traumatic brain injuries. **Achieved**

Result: Associate Director generated \$484,000 a year for two years to serve 300 consumers in vocational education centers each year. **Achieved**

Result: Executive Director and Project Director generated \$18,000 in discretionary funding from Miami-Dade Commissioners to supplement the On A Roll Independent Living Skills program. **In progress**

Result: Executive Director acquired a contract for \$7,500 from Miami-Dade Park and Recreation to supplement the On A Roll program with field trips to parks and a weekly exercise component. **Achieved**

Result: Freedom Force Department acquired a Medicaid Waiver contract with the Agency for People with Disabilities to serve individuals with developmental disabilities. Employment Department acquired two contracts with Vocational Rehabilitation to place people with disabilities in competitive and supported employment. These contracts together generated over \$500,000 for the Center in earned income. **Achieved**

Result: CIL received renewal of the agreement with Miami-Dade Public Schools for two part-time instructors. The school system actually provided a third part-time instructor to teach an information technology; then without notification, moved the class to Hialeah causing most of our participants to drop out of the program. The school provided a fourth instructor for another independent living skills training classroom; but after we reported dissatisfaction with the instructor who could not speak English and had falsified a time sheet, the school system removed the instructor from the Center and informed us that no other instructor was available, without regard for the 24 participants attending the class. We are still negotiating with the school system to resolve our concerns. More than a hundred consumers attend Monday-Friday classes year 'round. In kind value reduced to approximately \$55,000. **In progress**

Result: Executive Director and Project Director of Freedom Force Dept. educated Miami-Dade County Commissioners about the importance of funding the On A Roll Independent Living Program. Commissioners donated \$18,000 in discretionary funds to supplement county CBO and CDBG funds this year. This was much less than the \$42,000 received last year, primarily because of overall county budget reductions. **Not achieved.**

Result: The City of North Miami Beach continues to provide free office space at the NMB Public Library and to pay utilities (electric, telephone, internet), and publicity for the Northeast Branch office, an in-kind value of about \$5,000 annually.

Result: Associate Director participated as a member of the Miami Dade County Public Schools Emergency Response Crisis Project and earned \$5,000 for developing an emergency response protocol for the school system.

Miscellaneous Results:

A Workforce Development Advocate facilitated the development of a performance arts venue for people who are deaf and hard of hearing to increase social integration and education at Luna Star, a local coffee house. Individuals who are deaf and hard of hearing can now recite poetry in American Sign Language for the audience. **Achieved**

Item 2 – Challenges

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

Challenge: The Center started a Supported Living and a Supported Employment program this year. However, within 9 months, the Center had overspent its budget by \$200,000. It was then necessary to implement several cost-saving measures to balance the budget by the end of the year.

Resolution:

Implementation of cost-saving measures to balance the budget consisted of:

- ◆ Suspending the CIL's pension plan until January of 2008;
- ◆ Changing the health care and dental policy so that instead of new hires receiving immediate coverage, they will now have to wait 90 days for coverage;
- ◆ Changing all personal attendants from part-time employee status to contractual employees
- ◆ Laying off 2 full time and 1 part-time staff in the Supported Living program.
- ◆ Laying off 6 full-time and 3 part-time staff in the Supported Employment program and assigning the Associate Director and Employment Staff to operate both Competitive Employment and Supported Employment programs.
- ◆ Delaying repaving of the parking lot from Dec. 2006 to Dec. 2007.
- ◆ Delaying interior painting of the facility from Dec. 2006 to Dec. 2007.
- ◆ Reviewing distribution of all consumer transportation vouchers to ensure that consumers were provided with vouchers only for attending independent living skills training as it was discovered that participants were receiving vouchers without attending class.
- ◆ Capping the amount of work-related travel allowance a staff member can claim each month.
- ◆ Board charged Finance Committee with overseeing expenditures on a monthly rather than quarterly basis.
- ◆ Only Executive Director can approve purchases.

With these measures in place, the center will be able to balance the budget by the end of 2006.

Section C – Comparative Narrative

34 CFR 366.50(i)(7)

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. current trends.

- The Center more than doubled the number of consumers served in comparison to previous years and develop initiatives to serve more Haitians, more individuals with traumatic brain injuries, more students in transition, and more consumers with severe developmental disabilities . The Center also successfully transitioned more individuals from institutions to the community than in past years.
- The Center became a leader in systems advocacy with the addition of Attorney Marc Dubin directing the Center's systems advocacy through a cooperative agreement with the Broward Center for Independent Living. Under his guidance, the Center revamped domestic violence policies at the Rape Treatment Center and played a major role in changing policies affecting the county's disaster preparations, domestic violence, and housing services. Executive Director and Director of Advocacy conducted extensive outreach to other disability service providers and advocacy organizations, formed coalitions, and promoted several collaborations.
- CIL Executive Director and Associate Director played more active roles on Florida Independent Living Council committees to develop state plan goals for 2007-2010 than in previous years.
- The CIL established two branches, although one was short-lived, to serve people with disabilities in communities closer to their own neighborhoods. Developing relationships with municipalities to sponsor branch offices was discovered to be a realistic, cost-effective alternative to opening satellites when there is a lack of federal funding or when the State Plan does not support satellites in a given county.
- The Center's staff generated a record \$534,000 fee for service income.

Since its inception 13 years ago, the Center has always been conservative in its spending and reserved a portion of its earned income for emergencies and purchase of a facility. Three years ago, the Board purchased a facility and from that time on the Center has faced steady growth and development of its consumer base. It has been a real struggle to develop its infrastructure and financial base fast enough to keep pace with the steady influx of consumers. Yet, we know that we are reaching only a fraction of the half million persons with disabilities in our community. At the same time as we are experiencing this unprecedented consumer growth, we are fighting to secure additional funding in the midst of repeated governmental budget reductions year after year. We are seeing more and more individuals with disabilities becoming homeless because of denial of disability benefits in the face of what appear to be legitimate disabilities. We find those most in need of assistance the least likely to receive it

because of an inability or lack of knowledge about how to complete increasing mountains of paperwork. It seems as if government is deliberately placing roadblocks that prevent those individuals most in need from receiving help in order to finance tax breaks for the wealthy.

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

Item 1 – Annual Work Plan

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

DEPARTMENTAL WORK PLAN 2006-2007			
EMPLOYMENT DEPARTMENT			
Issue Area	Goals	Objectives	Action Steps
Access to employment	Employment Dept. will place 110 consumers on jobs of their choice by 9/07	100 employers will be educated about IRS tax credits, barrier removal and ADA reasonable accommodations	Provide verbal and written ADA information to employers
		5 Disability Mentoring Day /mentors and mentees will be matched to promote employment for PWD.	Recruit, assess and match mentors and mentees for DMD. Follow matches after DMD to promote employment. Acquire sponsorships to fund DMD. Collaborate in planning DMD at staff meetings.
		Staff and consumers will participate in at least 3 job fairs	Network with employers at job fairs and introduce consumers to employers. Follow up with consumers and employers.
		Consumers will be recruited from various VR units.	Present at one VR unit monthly to recruit consumers. Maintain regular contact with VR counselors to respond to issues and recruit consumers.
		Consumers will be assessed to determine interests, abilities, and experience, and placed on jobs.	Provide job readiness skills consistent with consumers' needs. Place on jobs consistent with consumer choice. Retain 80 participants in employment at least 90 days. Provide consistent follow up with employers and employees.

WORK FORCE DEVELOPMENT DEPARTMENT

Issue Area	Goals	Objectives	Action Steps
Access to vocational education/ employment	WFD will serve 300 new consumers by 9/07	Process 300 consumers.	Conduct outreach, promotion, assessment, documentation of services.
		Participate in at least 3 job fairs in the community	Network with employers at job fairs and introduce consumers to employers. Follow up with consumers and employers.
	65% of WFD vocational education graduates will be placed in their field of study by 9/07	Increase percentage of graduates who get jobs in field of study.	Develop job opportunities in targeted industries and cultivate employers willing to hire PWD.
	100% of WFD graduates will earn \$7.50 or more an hour by 9/07	Increase percent of graduates earning \$7.50 an hour or above	Provide job readiness training Develop job opportunities Place graduates in jobs and follow up
	60 % of WFD employed consumers will remain employed to 120 days by 9/07	Increase percent of employees remaining employed for 120 days	Link employees to support services to promote retention. Maintain regular contact with employee/ employer, mentor, advocate. Ensure employees access resources.
	WFD will acquire \$500,000 to sustain program by 9/07	Obtain funding to sustain program beyond year 2.	Promote refunding from County Search for program funding opportunities Apply for funding to sustain program
	Facilitate Disability Mentoring Day to promote hiring people with disabilities	Match 50 mentors and mentees for DMD to promote employment options for PWD	Serve on DMD Planning Committee Plan DMD with other departments at staff meetings. Seek sponsorships to fund DMD. Recruit and assess matches, follow up after DMD. Plan and hold DMD appreciation event for participants. Publicize DMD in media.

FREEDOM FORCE DEPT.			
Issue Area	Goals	Objectives	Action Steps
Increase outreach to under served populations	FF Dept. will recruit and serve 348 consumers. (8 brain injury) (24 developmentally disabled) (120 in need of housing) (12 nursing home transition by 9/07)	Use a variety of techniques to recruit consumers and serve consumers.	Present to 5 support coordinators or other sources monthly to recruit consumers. Conduct intakes and refer as needed Link consumers to housing, transportation, and any other services Follow-up with consumers at least monthly.
	Acquire \$100,000 to sustain program By 9/07	Advocate for funding from a variety of county, local and state sources.	Promote refunding from CBO, CDBG and county discretionary funds. Promote increase in funding allocation for Medwaiver services. Apply for foundation funding to sustain program.
Increase access to employment	Facilitate Disability Mentoring Day to promote hiring people with disabilities	Participate in planning and fundraising for DMD	Collaborate in planning DMD events at staff meetings. Seek corporate sponsorships to fund DMD.

SYSTEMS ADVOCACY WORK PLAN 2006-2007

Issue Area	Goal	Objectives	Action Steps
HEALTH CARE-Medicaid Reform	100% of AHCA's and ACS (vendor) Medicaid Reform publications will be communicationally accessible for PWD by 9/07	<p>Provide 100% of auxiliary aids (large print, Braille, CD-Rom or diskette, audiotape) for people with visual limitations in Choice Counseling, public hearings, beneficiary workshops and all other events related to Medicaid Reform.</p> <p>Provide 100% effective communication (ASL interpreters, signed English, real-time captioning, Spanish, Creole) in Choice Counseling, public hearings, beneficiary workshops, and all other events related to Medicaid Reform.</p> <p>Provide 100% of written publications in psychologically age-appropriate formats for people with cognitive impairments.</p> <p>Conduct 100% of public hearings using professionals (indicator: degree in Psychology or Special Education) capable of conveying information to people with cognitive impairments.</p> <p>Conduct 100% of Choice Counseling sessions using professionals capable of conveying information to and understanding people with cognitive and speech impairments.</p> <p>100% of written publications for people with disabilities will offer home visits as a Choice Counseling alternative to an office visit.</p>	<p>Educate AHCA officials in meetings, beneficiary and service provider workshops, and public hearings about general disability awareness and specific needs of different disability groups.</p> <p>Educate the vendor (ACS) at all public functions about specific needs of different disability groups.</p> <p>Educate Vocational Rehabilitation state officials about the negative impact of a defective health care plan on the employment of people with disabilities.</p> <p>Conduct disability rights training for people with disabilities receiving Medicaid.</p> <p>Conduct disability awareness training to HMO providers to increase their sensitivity to PWD.</p>
HEALTH CARE-Medicaid Reform	100% of AHCA public activities will be held in physically accessible facilities reachable by public transportation by 9/07.	<p>Conduct accessibility training for AHCA and ACS staff</p> <p>Survey randomly selected facilities where AHCA holds Choice Counseling Sessions and prepare written report of accessibility findings, including accessibility to public transportation..</p>	<p>Advise AHCA and ACS of training opportunities.</p> <p>Register participants</p> <p>Maintain sign-in log of participants</p> <p>Prepare and submit report of accessibility findings to AHCA/ACS and, when appropriate, the media.</p>
HEALTH CARE-Domestic Violence	Rape Treatment Ctr. & domestic violence shelters in Miami-Dade County will be physically and communicationally accessible for people with disabilities by 9/07.	<p>Provide 100% of auxiliary aids (Braille, large print, CD-Rom or diskette, audiotape) for people with visual limitations</p> <p>Provide 100% of effective communication (ASL interpreters, signed English, video relay, Spanish, Creole) for people with</p>	Executive Director and Director of Advocacy will provide technical assistance to Sexual Assault/Rape Treatment Alliance Program (SARTAP) collaborative on development of protocol for Volunteer Advocates to accompany

		<p>hearing impairments.</p> <p>Provide 100% of written publications for people with cognitive impairments in psychologically age-appropriate formats.</p> <p>Include a statement indicating auxiliary aids are available on request in 100% of promotional materials.</p>	<p>women who have been raped through the entire process from rape investigation to trial.</p> <p>Executive Director will join and participate on the DV/SA Council.</p> <p>Executive Director will provide list of ASL interpreting agencies and resources to acquire alternative formats to RTC and DV/SA shelters</p> <p>Director of Advocacy will arrange for surveys of 4 local DV/SA shelters and provide written reports to respective Executive Directors of those organizations.</p>
HEALTH CARE- Domestic Violence	Domestic violence shelter and Rape Treatment Center staff first responders will be sensitive to the needs of women with disabilities by 9/07	Director of Advocacy will train staff of shelters in disability awareness, communication accessibility, and physical accessibility.	Conduct two training workshops annually for DV shelter staff.
HEALTH CARE- Domestic Violence	Volunteer Recruitment Committee will recruit a minimum of 10 volunteer advocates to serve victims of domestic violence through the victims' services process.	Executive Director will participate on Volunteer Recruitment Committee to develop a variety of recruitment methods.	<p>Executive Director will serve on Volunteer Recruitment Committee.</p> <p>Executive Director will identify radio stations and develop PSA's.</p> <p>Executive Director will provide newsletter e-mail addresses to recruit volunteers.</p> <p>Executive Director will provide e-mail addresses and phone numbers of disability organizations to recruit volunteers with disabilities.</p>
HEALTH CARE- Emergency Management	Red Cross and Emergency Management Personnel will change policies and practices to be sensitive to people with disabilities. Time Frame: 2008	Red Cross will initiate a disability advisory council to meet regularly and recommend policies that increase Red Cross and Emergency Management shelter accessibility for PWD.	<p>Director of Advocacy will persuade Red Cross CEO to start a disability advisory council composed of emergency management, disability service providers and people with disabilities.</p> <p>Director of Advocacy and Executive Director will serve on disability advisory council.</p> <p>Director of Advocacy will conduct training</p>

			workshops with Red Cross and Emergency Management Personnel.
HEALTH CARE- Emergency Management	Media will be responsive to the accessibility needs of the deaf/hard of hearing by 9/07	Media will provide ASL interpreters and open captioning before, during and after emergencies.	Director of Advocacy will gather support from emergency management and disability service providers to achieve effective media communication with deaf/hard of hearing community .
TRANSPORTATION	Two state legislators will sponsor Ticket to Ride legislation BY 9/07.	Ticket to Ride state legislation will pass in Florida.	Director of Advocacy will educate 10 state legislators about the benefits of Ticket to Ride for people with disabilities. 1000 voters will sign a petition supporting Ticket to Ride Legislation in each of the next 3 years. Signed Petition will be sent to state legislators each year until passage is achieved.
ASSISTIVE TECHNOLOGY	A Joint Disability Provider Plan will be in place for PWD to assist them to acquire assistive technology when they are not eligible from traditional sources by 9/07.	Form a coalition of disability service providers and consumers to acquire assistive technology for people who are ineligible from traditional sources.	50 joint letters to civic and faith-based organizations will be sent to form coalition. Favorable responses to letters will be followed up 3 Corporations or foundations awarding AT funds will be identified. One joint proposal for funding will be submitted
HOUSING	Accessible, affordable, non-segregated housing options will increase by 10% in Miami-Dade by 9/07.	Miami-Dade County Housing Task Force will recommend to the Mayor/City Manager/State Legislature accessible, affordable, non-segregated housing options	Dubin's Housing Position paper will be distributed to influential housing organizations and developers. S. FL Housing Coalition will pursue agreed upon strategies. Director of Advocacy will serve on Miami-Dade County Task Force Committee on Special Needs Populations and recommend solutions to the Task Force for increasing housing options. Follow up to determine extent of increase in housing options.

Item 2 – SPIL Consistency

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

Our work plan goals, objectives and action steps are consistent with the approved SPIL because:

The Executive Director attends all Florida Independent Living Council (FILC) meetings and participates on the Planning and Advocacy/Outreach Committees. In this capacity, the Executive Director has been assisting FILC staff develop the SPIL for 2007-2010 and complete the SPIL for 2003-2007. CIL contributed to the achievement of state plan goals in the following ways:

- Researched and identified a CD on Independent Living and Philosophy which can be used as a training and educational tool to promote the philosophy and mission of Independent Living among staff, consumers, the community and government officials.
- Assisted with the preparation of an Independent Living position paper relative to IL philosophy.
- Provided FILC with a sample housing position paper; researched and identified 3 recent, informative articles on accessible, affordable housing and provided them to FILC; assisted with the preparation of FILC's housing position paper.
- Assigned a staff person to participate on the Grassroots Forum Planning Committee monthly teleconference calls.
- Conducted Internet research, identified two potential foundations that might fund the Grassroots Forum, and provided the information to FILC.
- Distributed a confidential Consumer Satisfaction Questionnaire prepared by FILC to our consumers and conducted follow-up calls to increase the number of surveys returned to FILC.
- Expanded outreach activities to include deaf-blind, homeless, minorities, youth, developmentally disabled, traumatic brain injured, and hearing impaired individuals, which resulted in more than a 100% increase in consumers served.
- Served on Standards and Definitions Committee, reviewed and recommended revisions to Standards and Definitions Manual now being used by CILS statewide as a training tool for staff. The manual will bring statewide consistency to the way services and community activities are recorded and counted in consumer service records and database.

- Traveled to Tallahassee to educate legislators about issues related to CIL funding, transportation, and housing.
- Joined the Mayor’s Housing Task Force housing committee to advocate for accessible, affordable, integrated housing by developing recommendations to increase housing for people with disabilities, homeless, elderly, and economically disadvantaged.

SUBPART VI - TRAINING AND TECHNICAL ASSISTANCE NEEDS

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

Training and Technical Assistance Needs	Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important
Advocacy/Leadership Development	
General Overview	
Community/Grassroots Organizing	
Individual Empowerment	
Systems Advocacy	1
Legislative Process	
Applicable Laws	
General overview and promulgation of various disability laws	
Americans with Disabilities Act	
Air-Carrier’s Access Act	
Fair Housing Act	5
Individuals with Disabilities Education Improvement Act	
Medicaid/Medicare/PAS/waivers/long-term care	2
Rehabilitation Act of 1973, as amended	
Social Security Act	
Workforce Investment Act of 1998	
Ticket to Work and Work Incentives Improvement Act of 1999	
Government Performance Results Act of 1993	
Assistive Technologies	
General Overview	
Data Collecting and Reporting	
General Overview	
704 Reports	
Performance Measures contained in 704 Report	6
Dual Reporting Requirements	
Case Service Record Documentation	
Disability Awareness and Information	
Specific Issues	

Evaluation	
General Overview	
CIL Standards and Indicators	
Community Needs Assessment	
Consumer Satisfaction Surveys	
Focus Groups	
Outcome Measures	7
Financial: Grant Management	
General Overview	
Federal Regulations	
Budgeting	
Fund Accounting	
Financial: Resource Development	
General Overview	
Diversification of Funding Base	9
Fee-for-Service Approaches	3
For Profit Subsidiaries	
Fund-Raising Events of Statewide Campaigns	
Grant Writing	
Independent Living Philosophy	
General Overview	
Innovative Programs	
Best Practices	
Specific Examples	
Management Information Systems	
Computer Skills	10
Software	
Marketing and Public Relations	
General Overview	
Presentation/Workshop Skills	
Community Awareness	
Networking Strategies	
General Overview	
Electronic	
Among CILs & SILCs	
Community Partners	
Program Planning	
General Overview of Program Management and Staff Development	
CIL Executive Directorship Skills Building	
Conflict Management and Alternative Dispute Resolution	4
First-Line CIL Supervisor Skills Building	
IL Skills Modules	
Peer Mentoring	
Program Design	

Time Management	
Team Building	
Outreach to Unserved/Underserved Populations	
General Overview	
Disability	
Minority	
Institutionalized Potential Consumers	
Rural	
Urban	
SILC Roles/Relationship to CILs	
General Overview	
Development of State Plan for Independent Living	
Implementation (monitor & review) of SPIL	
Public Meetings	
Role and Responsibilities of Executive Board	
Role and Responsibilities of General Members	
Collaborations with In-State Stakeholders	
CIL Board of Directors	
General Overview	
Roles and Responsibilities	
Policy Development	
Recruiting/Increasing Involvement	
Volunteer Programs	
General Overview	
Optional Areas and/or Comments (write-in)	

SUBPART VII – ADDITIONAL INFORMATION

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

Section A – Other Accomplishments, Activities and Challenges

Describe any additional significant accomplishments, activities and/or challenges not included elsewhere in the report, e.g., brief summaries of innovative practices, improved service delivery to consumers, etc.

- ◆ The Center was awarded nearly one-half million dollars from the Alliance for Human Services to implement a partnership with Miami-Dade Public Schools to work within three vocational education centers to increase graduation and job placement of adults with disabilities. The collaboration was further extended to include referral of consumers from the Division of Vocational Rehabilitation. The program utilizes peer mentors, advocates and tutors to achieve its goals. The results have been remarkable and the school system is impressed with the results achieved thus far.

Section B – Additional Information

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

- ◆ Miami Herald interviewed Board President Alvin Robert regarding his recent Veteran of the Year Award 2006 for his community service on behalf of people with disabilities, the elderly, children and poor, especially his volunteer service at Center for Independent Living of South Florida.
- ◆ South Florida Today Show interviewed a model and a volunteer from the Uncensored Life: Raw Beauty photo exhibit. Several other articles appeared in various magazines concerning the Uncensored Life: Raw Beauty photo exhibition of ordinary women with disabilities as models showing them as mothers, parents, role models, disability advocates and achievers.

Section C – Comparative Narrative

34 CFR 366.50(i)(7)

As appropriate, compare the CIL's activities in the reporting year with its activities in prior years.

- ◆ The CIL more than doubled the number of consumers served, but the increased pressure to serve more consumers may have resulted in a larger than usual turnover of staff. It is not possible to say with certainty because there were other factors which contributed to the turnover.

- ◆ The addition of a highly qualified former Senior Trial Attorney for the U.S. Department of Justice as the Director of Advocacy gave a jumpstart to our systemic advocacy activities, which for the first time, were truly successful. This was made possible through a collaborative agreement with CIL of Broward to share the advocacy services of Marc Dubin, Esq. His achievements are noted elsewhere in this report. We believe that his unique expertise will lead to significant systems change in Miami-Dade County in the years to come.

Section D – Additional Information

STAFF DEVELOPMENT 2006

Branch Manager received Performance Measures training from Associate Director, 1 hour

2 staff received training in Completion of Consumer Service Records by IT Department and Associate Director, 2 hours

7 Project directors and coordinators received training by Associate Director: Performance Measures, 1 hour.

Network Administrator received training from Associate Director: Performance Measures, 1 hour

4 staff received training from Sunrise Community Group: OSHA, 4 hours

3 staff received training by IT Department and Associate Director: Completion of Consumer Service Records training, 2 hours

22 staff received training from Associate Director: Independent Living Philosophy and History, 1 hour

8 Project directors and Managers received training from Associate Director: Standards and Definitions, 1 hour

23 staff received Domestic Violence training by Marc Dubin, 2 hours

5 staff received training by Systems Advocate: Advocacy, 10 Hours

1 staff received training from Associate Director: Independent Living Philosophy and History, 1 hour

7 staff attended trainings at Barry University: (Case Management; Impact of Cultural Issues-Case Mgt. in Miami Dade County; Mental Health and Substance Abuse; Ethical Principles; Crisis Intervention; Domestic Violence; Fraud and Abuse; Human Services;

Legal Issues, Impact of Immigration on Social Services in Miami Dade County; HIV/AIDS Effect on Community & Family; Long-Term Homelessness Issues; Dual Diagnosis; Spirituality Across the Service Continuum; Communication and Body Language; and Health Aging). 147 hours

1 staff received training from Associate Director: Independent Living Philosophy and History, 1 hour

4 Advocates received training from Agency for People with Disabilities: “Core Compliance” training to increase staff knowledge of working with individuals with disabilities, 25 hours

2 Advocates received training from Agency for People with Disabilities: “Understanding the APD Handbook on Home and Community-based Services Waiver”, 4 hours

1 Project Director and 3 Advocates received training from Agency for People with Disabilities: “Personnel Manual on Home and Community-based Services Waiver”, 8 hours

1 Project Director and 3 Advocates received training from Agency for People with Disabilities: “Incident Reporting for Home and Community-based Services Waiver”, 8 hours

3 Management staff received training at Broward CIL from Vocational Rehabilitation: “Understanding the VR Reimbursement Request Forms”, 21 hours

5 staff received training by IT Department and Associate Director: Completion of Consumer Service Records, 2 hours

Freedom Force Project Director and 3 Advocates received Agency for People with Disabilities training on Personnel Manual on Home and Community-based Services Waiver, 8 hours

2 Freedom Force Advocates participated in Silent Praise Ministries' Sign Language Interpreting training, 6 hours

2 Advocates received training at New Birth Baptist Church: Silent Praise Ministries-“Sign Language Training”, 6 hours

Freedom Force Project Director and 3 Advocates participated in Agency for People with Disabilities training on Incident Reporting for Home and Community-based Waiver Services, 8 hours

3 Managers and 2 Project Directors and 2 IT staff received training from IL Net Presents: “Surviving the 704 report: Answering your F.A.Q.'s” to increase staff ability to complete this report, 21 hours

1 staff received training from Sunrise: OSHA, 4 hours
Freedom Force Project Director, 2 Advocates, Program Assistant, Outreach Specialist
and 5 personal attendants (10 staff) received training from The Journey Institute on
Sexual Abuse Prevention and Education, 20 hours

Associate Director provided Standards and Definitions training to Freedom Force
Project Director, 3 Advocates and Outreach Specialist (5 staff), 10 hours

Five staff participated in Florida Housing Finance Corporation teleconference to learn
how consumers can qualify for housing loans, 10 hours.

Executive Director attended the Salvation Army: “Raising More Money: Re-igniting the
Passion for Your Mission” workshop, 5 hours.

Management, Project Directors and direct service staff attended a FFAST
presentation on uses of assistive technology and methods of obtaining technology for
consumers with disabilities, 12 hours.

Staff met with I.R.S. representatives to learn about tax free services offered through the
Human Services Coalition to staff and consumers below certain incomes, but we did not
have time to schedule presentations that consumers could take advantage of. We will
put this on our agenda for next year and plan earlier to hold events at the Center. 15
hours.

Freedom Force Department participated in a training called, “Protecting the Future of
Special Needs Populations”, 5 staff.

Director of Advocacy provided domestic violence training to most staff of the CIL to
prepare them to recognize domestic violence abuse and to take action based on role
plays, 16 hours.

NATIONWIDE TRAINING GIVEN BY CIL MANAGEMENT TO EXECUTIVE DIRECTORS AND MANAGERS OF OTHER CILS

Executive Director and Associate Director trained 15 CILS around the U.S. on
“Diversification of Funds”, at an IL Net Conversations in Independent Living nationwide
teleconference, 5 hours, 8 hours of prep time

Executive Director and Associate Director trained CILS around the U.S. on “Owning our
Own Offices/Buildings—How Do We Successfully Plan for and Accomplish This?” at an
IL Net Conversations in Independent Living nationwide teleconference. 2 hours, 4
hours of preparation time.

TOTAL: 511 HOURS OF CIL STAFF AND MANAGEMENT TRAINING COMPLETED.

SUBPART VIII - SIGNATURES

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

KELLY GREENE, EXECUTIVE DIRECTOR	305-751-8025
NAME AND TITLE OF CENTER DIRECTOR	PHONE NUMBER

	12/30/06
SIGNATURE OF CENTER DIRECTOR	DATE

ALVIN W. ROBERTS, PRESIDENT OF THE BOARD	305-751-8025
NAME AND TITLE OF CENTER BOARD CHAIRPERSON	PHONE NUMBER

	12/30/06
SIGNATURE OF CENTER BOARD CHAIRPERSON	DATE