

# 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: 2006

Grant #: H132A960006-06

Name of Center: COALITION FOR INDEPENDENT LIVING OPTIONS, INC.

Acronym for Center (if applicable): CILO

State: FLORIDA

Counties Served: PALM BEACH, MARTIN, ST. LUCIE & OKEECHOBEE

## 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 | \$ 64,918  |
| (B) Title VII, Ch. 1, Part C | \$ 237,391 |
| (C) Title VII, Ch. 2         | \$         |
| (D) Other Federal Funds      | \$         |

#### Item 2 - Other Government Funds

|                            |            |
|----------------------------|------------|
| (E) State Government Funds | \$ 406,440 |
| (F) Local Government Funds | \$ 265,454 |

#### Item 3 - Private Resources

|  |            |
|--|------------|
| (G) Foundations, Corporations, or Trust Grants   | \$ 103,276 |
| (H) Donations from Individuals                   | \$ 11,961  |
| (I) Membership Fees                              | \$ 1,470   |
| (J) Investment Income/Endowment                  | \$ 328     |
| (K) Fees for Service (program income, etc.)      | \$ 11,441  |
| (L) Other resources (in-kind, fundraising, etc.) | \$ 3,925   |

#### Item 4 - Total Income

|  |             |
|--|-------------|
| Total income = (A)+(B)+(C)+(D)+(E)+(F)+(G)+(H)+(I)+(J)+(K)+(L) | \$1,106,604 |
|--|-------------|

**Item 5 - Pass Through Funds**

|  |      |
|--|------|
| Amount of other government funds received as pass through funds to consumers (include funds, received on behalf of consumers, that are subsequently passed on to consumers, e.g., personal assistance services, representative payee funds, or Medicaid funds) | \$ 0 |
|--|------|

**Item 6 - Net Operating Resources**

|   |             |
|---|-------------|
| Total Income (Section 4) <minus> amount paid out to Consumers (Section 5) = Net Operating Resources | \$1,106,604 |
|---|-------------|

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

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

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

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

|   | # of CSRs |
|---|-----------|
| (1) Enter the number of <u>active</u> CSRs carried over from September 30 of the preceding reporting year | 2,881     |
| (2) Enter the number of CSRs started since October 1 of the reporting year                                | 955       |
| (3) Add lines (1) and (2) to get the <i>total number of consumers served</i>                              | 3836      |

### 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   | 10        |
| (2) Withdrawn   | 4         |
| (3) Died  | 15        |
| (4) Completed all goals set                                       | 120       |
| (5) Other   | 13        |
| (6) Add lines (1)+(2)+(3)+(4)+(5) to get <i>total CSRs closed</i> | 162       |

### 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 | 3,674     |

## 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                           | 72             |
| (2) Number of consumers with whom an ILP was developed                | 883            |
| (3) <b>Total number of consumers</b> served during the reporting year | 3,836          |

## Section E – Age

Indicate the number of consumers in each category below.

|                       | # of Consumers |
|-----------------------|----------------|
| (1) Under 5 years old | 85             |
| (2) Ages 5 – 19       | 588            |
| (3) Ages 20 – 24      | 447            |
| (4) Ages 25 – 59      | 2,099          |
| (5) Age 60 and Older  | 382            |
| (6) Age unavailable   | 238            |

## Section F – Sex

Indicate the number of consumers in each category below.

|                              | # of Consumers |
|------------------------------|----------------|
| (1) Number of Females served | 1,895          |
| (2) Number of Males served   | 1,849          |

## 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     | 382            |
| (2) Not Hispanic or Latino | 3,454          |

## 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          | 9              |
| (2) Asian                                     | 19             |
| (3) Black or African American                 | 993            |
| (4) Native Hawaiian or Other Pacific Islander | 4              |
| (5) White                                     | 2,245          |

## Section I – Disability

Indicate the number of consumers in each category below.

|                           | # of Consumers |
|---------------------------|----------------|
| (1) Cognitive             | 1,084          |
| (2) Mental/Emotional      | 563            |
| (3) Physical              | 1,444          |
| (4) Hearing               | 152            |
| (5) Vision                | 81             |
| (6) Multiple Disabilities | 512            |
| (7) Other                 |                |

## 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 |
|-------------|-----------------------------------|
| PALM BEACH  | 3,260                             |
| MARTIN      | 280                               |
| SAINT LUCIE | 221                               |
| OKEECHOBEE  | 75                                |
|             |                                   |
|             |                                   |
|             |                                   |
|             |                                   |

| <u>County</u> | <u>FY2002 – 2003</u> | <u>FY2003 – 2004</u> | <u>FY 2004 –2005</u> | <u>FY2005-2006</u>  |                            |
|---------------|----------------------|----------------------|----------------------|---------------------|----------------------------|
|               | <u># served</u>      | <u>#</u>             | <u>#</u>             | <u>#</u>            | <u>% increase</u>          |
| Palm Beach    | 1,697                | 1,863                | 2,307                | 3,260               | 29 %                       |
| Martin        | 105                  | 154                  | 225                  | 280                 | 20 %                       |
| St. Lucie     | 102                  | 132                  | 171                  | 221                 | 23 %                       |
| Okeechobee    | 71                   | 67                   | 71                   | 75                  | 5 %                        |
| Other         |                      |                      | 224                  |                     |                            |
| Total         | 1,975                | 2,216                | 2,998                | <b><u>3,836</u></b> | <b><u>22% increase</u></b> |

CILO’s goal was to increase consumers by 5% for FY2005-06. CILO was able to increase consumers by 22%, which was over four times our goal. Amongst the consumers served, were 53 primary crime victims and 26 were secondary crime victims. In addition CILO provided Information and Referral to 1,804 individuals. The total of people with disabilities served by CILO from October 1, 2005 through September 30, 2006 was **5,640** individuals!!!!

## **SUBPART III – INDIVIDUAL SERVICES AND ACHIEVEMENTS**

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

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

### **Section A – Individual Services**

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

| <b>Services</b>                                       | <b>Consumers Requesting Services</b> | <b>Consumers Receiving Services</b> |
|---|--------------------------------------|-------------------------------------|
| (A) Advocacy/Legal Services                           | 774                                  | 774                                 |
| (B) Assistive Technology                              | 28                                   | 28                                  |
| (C) Children’s Services                               | 85                                   | 85                                  |
| (D) Communication Services                            | 38                                   | 38                                  |
| (E) Counseling and Related Services                   | 1                                    | 1                                   |
| (F) Family Services                                   | 1                                    | 1                                   |
| (G) Housing, Home Modifications, and Shelter Services | 117                                  | 117                                 |
| (H) IL Skills Training and Life Skills Training       | 626                                  | 626                                 |
| (I) Information and Referral Services                 | 1804                                 | 1804                                |
| (J) Mental Restoration Services                       | 0                                    | 0                                   |
| (K) Mobility Training                                 | 1                                    | 1                                   |
| (L) Peer Counseling Services                          | 103                                  | 103                                 |
| (M) Personal Assistance Services                      | 300                                  | 300                                 |
| (N) Physical Restoration Services                     | 0                                    | 0                                   |
| (O) Preventive Services                               | 117                                  | 117                                 |
| (P) Prostheses, Orthotics, and Other Appliances       | 1                                    | 1                                   |
| (Q) Recreational Services                             | 1,248                                | 1,248                               |
| (R) Rehabilitation Technology Services                | 0                                    | 0                                   |

| <b>Services</b>               | <b>Consumers Requesting Services</b> | <b>Consumers Receiving Services</b> |
|-------------------------------|--------------------------------------|-------------------------------------|
| (S) Therapeutic Treatment     | 0                                    | 0                                   |
| (T) Transportation Services   | 66                                   | 66                                  |
| (U) Youth/Transition Services | 69                                   | 69                                  |
| (V) Vocational Services       | 109                                  | 109                                 |
| (W) Other Services            | 23                                   | 23                                  |

## **Section B – Increased Independence and Community Integration**

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

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

| <b>Significant Life Area</b>  | <b>Goals Set</b> | <b>Goals Achieved</b> | <b>In Progress</b> |
|---|------------------|-----------------------|--------------------|
| (A) Self-Advocacy/Self-Empowerment  | 80               | 64                    | 16                 |
| (B) Communication   | 117              | 39                    | 78                 |
| (C) Mobility/Transportation   | 109              | 69                    | 40                 |
| (D) Community-Based Living  | 115              | 51                    | 64                 |
| (E) Educational   | 1,282            | 1,199                 | 83                 |
| (F) Vocational  | 216              | 135                   | 81                 |
| (G) Self-care   | 1,698            | 1,564                 | 134                |
| (H) Information Access/Technology   | 18               | 12                    | 6                  |
| (I) Personal Resource Management  | 565              | 470                   | 95                 |
| (J) Relocation from a Nursing Home or Institution to Community-Based Living | 7                | 6                     | 1                  |
| (K) Community/Social Participation  | 66               | 62                    | 4                  |
| (L) Other   | 594              | 466                   | 128                |

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

**(A) Table**

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

| <b>Areas</b>             | <b># of Consumers Requiring Access</b> | <b># of Consumers Achieving Access</b> | <b># of Consumers Whose Access is in Progress</b> |
|--------------------------|--|--|---|
| (A) Transportation       | 411                                    | 411                                    | 0   |
| (B) Health Care Services | 168                                    | 112                                    | 56  |
| (C) Assistive Technology | 110                                    | 110                                    | 0   |

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

**(B) I&R Information**

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

The service provider did   x   / did not    engage in follow-up contacts with I & R recipients to document access gained to previously unavailable transportation, health care or assistive technology.

**Section C – Additional Information Concerning Individual Services or Achievements**

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

Economic stability kept reappearing as a major need for consumers. CILO provided \$126,000 in economic assistance to prevent consumers from becoming homeless or losing their electricity during this year. In view of these economic survival issues, CILO sought out ways to empower consumers. CILO entered into an arrangement with the Department of Children & Families and our Independent Living Specialists were trained and provided computer access to process food stamp and Medicaid applications for people with disabilities. Through this collaboration, consumers gained access to both food and health care and were able to apply in an environment that they felt safe and comfortable in. CILO was able to provide the accommodations that each consumer needed to complete their applications. Through this collaboration, CILO also receives funding from the Department of Children & Families for providing this assistance.

CILO also entered into an agreement for the second year with the Internal Revenue Service to provide income tax return assistance during evening and Saturday hours. Again, people with disabilities were able to access this free service at CILO, an accessible and comfortable setting. During 2006, CILO assisted 287 people in filing their income tax returns and they received a total refund of almost \$400,000. The average refund was \$1,450.57. CILO then provided budgeting classes and helped consumers develop economic survival plans. Many consumers used their money to obtain housing or transportation. By working on budgeting skills and assisting consumers in obtaining money or services, they reported having more control over their lives and being able to increase their choices and independence.

## **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:

| <b>Total Number of Board Members</b> | <b>Number of Board Members with Significant Disabilities</b> |
|--------------------------------------|--|
| 9                                    | 7  |

**(B) Staff Composition**

Enter requested staff information in the table below:

|                              | <b>Total Number of FTEs</b> | <b>FTEs Filled by Individuals with Disabilities</b> | <b>FTEs Filled by Individuals From Minority Populations</b> |
|------------------------------|-----------------------------|---|---|
| <b>Decision-Making Staff</b> | 5                           | 4   | 1   |
| <b>Other Staff</b>           | 14                          | 11  | 4   |

**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.

CILO provides training on self-help and self-advocacy skills to consumers who choose goals in these areas. The skill trainings occur in a variety of settings, including at CILO offices throughout the four counties, in consumer’s homes, at other agencies, in schools, and in public settings. CILO works extensively with adolescents in life-planning through our after school and summer youth program. During the summer youth program, the teens navigate the community every day by using public transportation and determining where they want to go, what they want to experience, and through using self-advocacy skills to communicate with the general public in order to accomplish their goals.

Skills are taught to adults individually or in small group settings, depending on the individual’s needs, comfort level, and their best learning environment. Each individual creates their Independent Living Plan that specifies their individual long term and short-term goals. A group of adults with significant disabilities have established the ACCESS group, which is a self-directed, self-advocacy arm of CILO and works on various issues and is our link to the Florida Grassroots Forum, as well as the Transportation Disadvantaged Day.

**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.

During 2006, CILO began new peer mentoring training with our Martin County and St. Lucie County consumers. The consumers came together to advocate for improved public transportation and then requested that CILO facilitate meetings where they each paired themselves with a peer mentor. In Palm Beach County two peer mentoring groups each meet twice a month in a group setting and more often for those who have developed ongoing peer mentoring relationships. Our adolescents have benefited greatly from peer role models, as well.

CILO has also worked with the Agency for Persons with Disabilities to create a roommate matching network. This involved the use of questionnaires developed by the Housing Partnership to determine compatibility. The results have been both peer mentoring and joint accessing of affordable/accessible housing with people who can assist each other with various independent living skills.

#### **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.

CILO provided equal access to all of our services, regardless of the type of disability of the individual. This is evidenced by the diversity of disabilities and numbers of people/consumers served. Access is afforded in a variety of ways. Our offices are all physically accessible and for those with transportation barriers or who cannot leave their homes, CILO provides services in their homes or within an institution. CILO has a TTY and video phone available, as well as staff that are fluent in American Sign Language, Spanish Sign Language, and Gesture. CILO's materials are in regular print, large print, Braille upon request, on disk, with any training videos having a choice of captioning or verbal description. Our staff and offices are free of perfumes or scents. A variety of service animals pass through our premises and we are sensitive to providing separate space for those who are allergic. Every form is explained to people who do not read and our written materials are on a lower reading level for those who can read. A CTV and magnifier are available for use at CILO and we assist consumers in accessing equipment for their homes. CILO's website is Bobby approved.

- (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.

CILO has advocated successfully for a variety of services, programs, activities, resources and facilities to ensure equal access. Some examples include the work that CILO did with Election Supervisors in ensuring equal voting access. CILO was able to train poll workers, examine polling facilities for accessibility, and was provided a touch screen voting machine with visual and audio displays to give people with various significant disabilities access to practice, ask questions, and become familiar with the newer machines prior to going to the polls. CILO advocated for local funders to adopt accessibility criteria before funding social service agencies. CILO worked with the Justice Department to conduct a training for small business owners on ADA accessibility and Florida code. CILO worked actively with the Fair Housing Center of the Greater Palm Beaches and others to ensure equal access to housing. CILO's staff and consumers took active roles on compliance boards to make sure that transportation, housing, public accommodations, child care centers, colleges, schools, and businesses provided equal access or came into compliance in order to do so.

#### **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.

Access to alternative formats is afforded in a variety of ways. Our offices are all physically accessible and for those with transportation barriers or who cannot leave their homes, CILO provides services in their homes or within an institution. CILO has a TTY and video phone available, as well as staff that are fluent in American Sign Language, Spanish Sign Language, and Gesture. CILO's materials are in regular print, large print, Braille upon request, on disk, with any training videos having a choice of captioning or verbal description. Our staff and offices are free of perfumes or scents. A variety of service animals pass through our premises and we are sensitive to providing separate space for those who are allergic. Every form is explained to people who do not read and our written materials are on a lower reading level for those who can read. A CCTV (closed caption television) and magnifier are available for use at CILO and we assist consumers in accessing equipment for their homes. CILO's website is Bobby approved. CILO asks consumers what would help them access our policies, materials or services and then we adapt our materials to the consumer's needs.

#### **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.

CILO serves people with all types of disabilities from birth through the elderly. There are 31% youth under age 25, and 69% adults. The diversity of types of disabilities are balanced in natural proportions to the occurrence of disabilities in our community:

- 28 % Cognitive disabilities
- 15 % Emotional disabilities
- 38 % Physical disabilities
  - 4 % Deaf or hard of hearing
  - 2 % Blind or visual disabilities
- 13 % Multiple disabilities

CILO also serves consumers of a variety of ethnic or racial backgrounds including: 69% white or Caucasian, 31% Black or African American and 11% Latino or Hispanic and .98% Asian, American Indian, Native Hawaiian or other Pacific Islander.

CILO's population of consumers includes approximately 20% rural and 80% urban populations. CILO's consumers speak primarily about 9 languages, most of which are spoken by CILO employees as well. CILO actively outreaches to youth, minorities, people with significant disabilities, people in rural areas and those who are homeless, in foster care, and living in poverty.

## **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.

Consumers either choose to write an Independent Living Plan or sign a waiver. The long and short-term goals are determined by the consumer. Each consumer is provided a satisfaction survey, which is mailed to their home, available at CILO's office with a box to put them in anonymously, available on CILO's website, and through telephone surveys. This year CILO had a much larger response than previously. The results are as follows:

Consumer Satisfaction Appraisals were attained through four methods:

1. Website – the survey can be downloaded
2. Newsletter – they can be filled out and mailed in, e-mailed, or faxed.
3. Handed out to individuals when they receive services.
4. Phone calls were made to consumers and they were surveyed over the phone

Consumer satisfaction surveys are available 24 hours per day on CILO's website. They are available in the front of our office, by mail, in our newsletter once annually,

distributed at programs and conducted through a random sampling of phone calls. A total of Consumer Satisfaction Surveys were completed and the results are as follows:

**1. Do the staff at CILO treat you with respect?**

(1) ALWAYS (2) USUALLY (3) SOMETIMES (4) NEVER  
**93 % 4 % 3% 0%**

**2. Do the activities and Independent Living Skills trainings offered at CILO interest you?**

(1) ALWAYS (2) USUALLY (3) SOMETIMES (4) NEVER (5) N/A  
**49 % 25 % 6 % 1%**

**3. Do the times of activities meet your needs?**

(1) ALWAYS (2) USUALLY (3) SOMETIMES (4) NEVER (5) N/A  
**56% 17% 11% 1% 15%**

**4. Are your phone calls to CILO answered in a friendly and courteous manner?**

(1) ALWAYS (2) USUALLY (3) SOMETIMES (4) NEVER (5) N/A  
**91% 5% 1% 3%**

**5. Is the information you receive from CILO's staff accurate and reliable?**

(1) ALWAYS (2) USUALLY (3) SOMETIMES (4) NEVER (5) N/A  
**86% 5% 4% 0% 5%**

**6. Are the referrals you receive appropriate and do they meet your needs?**

(1) ALWAYS (2) USUALLY (3) SOMETIMES (4) NEVER  
**59% 29% 12% 0%**

**7. Did you receive the advocacy assistance that you were seeking?**

(1) ALWAYS (2) USUALLY (3) SOMETIMES (4) NEVER  
**81% 15% 3% 1%**

**8. Is CILO involved and effective in addressing the major systemic advocacy issues?**

(1) ALWAYS (2) USUALLY (3) SOMETIMES (4) NEVER  
**83% 13% 5% 0%**

**9. Are CILO's brochures and materials easily understandable**

**(1) yes 99% (2) no 1%**

**10. Overall, how would you rate the quality of CILO's services?**

**65% Excellent 33% Good 1% Fair % Poor**

**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.

During training for new staff, a sample Consumer Service Record is provided to ensure that each staff member understands the required forms and the order in which they

must be placed in the CSR. These samples are available to all staff that may need a refresher. The uniformity of the records makes it easy for a staff member who is assisting a consumer in the Independent Living Department be able to add to the existing file if the consumer is also receiving services through the Advocacy Department or adaptive equipment from the I&R Department. The CSR's are kept in a central location, locked, and accessible as needed to the staff member working with the consumer. If any information is missing from the initial intake, then the person completing the data entry returns the paperwork to the staff member to be corrected and re-submitted. This system has worked for consistency in record keeping.

**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.

| <b>Issue Area</b> | <b>Activity Type</b>  | <b>Hours Spent</b> | <b>Objective(s)</b>   | <b>Outcomes(s)</b>  |
|-------------------|---|--------------------|---|---|
| Housing           | Homeless Coal.,<br>Commission on Affordable Housing,<br><br>Homeless & Housing Alliance<br><br>Housing Leadership Committee | 175 hours          | Increase opportunities for accessible and affordable housing for people with disabilities.<br><br>Enforcing language that is inclusive of people with disabilities.<br><br>Funding for Accessible Housing | Conference on Homelessness, Increased public awareness thru media, Advocated funding only accessible housing, Homeless Expo, Fair Housing cases won, 15 Section 8 Vouchers for Consumers! |
| Education         | ESE Advisory Board,<br>504/ADA Committee,<br><br>Transition Collaborative   | 87 hours           | Increase inclusive education.<br>Ensure equal access to education, extra curricular & magnet programs.<br>Advocate for Transition Options for students  | School board passed an Inclusion Plan !<br>Collaborative agreement was adopted as Florida model.  |
| Healthcare        | Conduct survey focus groups w/<br>Treasure Coast Health Council.  | 54 hours           | Document access issues for people with disabilities to health care & disaster planning & relief.  | Completed a total of 400 surveys documenting needs in Palm Beach & Okeechobee counties.   |

|   |  |           |   |   |
|---|--|-----------|---|---|
| Transportation  | Palm Tran Accessibility Board, Palm Tran Service Board, Public testimony on needs in urban, rural & across county lines. Legislative Summit, Local Coordinating Council Martin County. | 101 hours | Establish accessible fixed route and para-transit throughout each of CILO's four counties and between counties.<br><br>Expand hours & routes.<br><br>Improve customer service.  | Expanded hours and routes.<br><br>Developed improved relationships & quicker response from para-transit.<br><br>Developed transportation survey with 20/200 Fellowship in Martin County.                        |
| Violence and Exploitation of People with Disabilities | Domestic Violence Council, Victim Rights Coalition, Human Trafficking Coalition  | 115 hours | Provided training to local domestic violence shelters on accessibility & communication.<br><br>Held annual awareness activity involving crime victim advocates and consumer spoke about experience of child sexual abuse & cover-up.<br><br>Created a Human Trafficking Coalition w/law enforcement, social service agencies, Latino community, FBI, hospitals, & others to alert on potential victims. | Increased awareness and sensitivity on outreach and accommodations for domestic violence survivors, child sexual abuse survivors, and human trafficking issues in local community.                              |
| Disaster Preparedness/ Recovery                       | Long-term Disaster Recovery Committee, Dept. of Health-Disability Task Force   | 73 hours  | Met with a large collaborative of community organizations and funders to address the needs of hurricane survivors.<br><br>Met statewide to provide input to the Dept. of Health on disability disaster preparation & recovery.  | Obtained financial assistance for consumers to repair damaged homes, Assisted consumers to move from condemned housing, Established statewide policies & procedures for emergency shelter & assistance for PWD. |

**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.

CILO achieves many hard won successes through collaboration and a strong presence of staff, consumers, and sometimes board members actively participating in local or statewide task forces, compliance boards, or ongoing committees.

### **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.

CILO works closely with our local Crisis Line or 211. All disability related calls received by the 211 line, in the four county area that CILO serves, is referred to CILO. In each of the counties, CILO is in the top 15 agencies to be referred to, with several thousand non-profit agencies in the area.

### **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.

CILO relies primarily on grant funding. CILO has obtained grants that support the Independent Living Philosophy and both expand and enhance the core services. CILO receives funding from diverse sources including the following:

Social Security

State of Florida General Revenue

Palm Beach County Community Services

Community Development Block Grant

State of Florida Attorney General- Victim of Crime Act

United Way of Palm Beach County – 2 grants

PBC Office of Equal Opportunity

Community Foundation for Palm Beach & Martin Counties

ACCESS Florida (processing food stamp & Medicaid applications)

Kidney Patients Association

Volunteer Florida – (hurricane survivor assistance)

Memberships

Donations

Fundraising activities.

## SUBPART V – ANNUAL PROGRAM AND FINANCIAL PLANNING OBJECTIVES

Section 725(c)(4) of the Act

### Section A – Work Plan for the Reporting Year

#### Item 1 – Achievements

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

|  |  |
|--|--|
| <b>ADVOCATE TO EXPAND PUBLIC TRANSPORTATION SERVICES TO INCLUDE HOLIDAYS</b>                         | <b>TARGET DATE 09/30/07</b><br>Goal is in progress. A vote is expected in January 2007.  |
| <b>ENFORCEMENT OF OLMSTEAD – MEDICAID &amp; EPSDT REFORM</b>   | <b>TARGET DATE: September 30, 2007</b><br>Goal is in progress – minor accomplishments.   |
| <b>ACCESS TO COMMUNITY COLLEGE &amp; POST SECONDARY EDUCATION FOR STUDENTS W/SPECIAL ED DIPLOMAS</b> | <b>TARGET DATE: August 31, 2006</b><br>Met with Community College President & legislator. Legislative changes necessary. Working with DOE, DVR, DBS, APD, DCF PBCC & legislators to create change.   |
| <b>INCREASE VOTING ACCESS – WORK W/SUPERVISOR OF ELECTIONS</b>                                       | Worked with Supervisor of Elections office in 3 counties. Received voting machines to provide training to PWD to use in PBC. Received commitment to make website accessible & publicize accommodations. Created Braille sample ballot in Martin County & provided extensive training for the poll worker trainers.   |
| <b>EMERGENCY SERVICES PLANNING – SHELTER REGISTRATION &amp; ACCESSIBILITY OF SHELTERS</b>            | <b>TARGET DATE: September 30, 2006</b><br>Completed emergency services planning & shelter registration. Followed up with accessibility issues at shelters.   |
| <b>INCREASE SERVICES FOR CRIME VICTIMS WITH DISABILITIES</b>   | <b>TARGET DATE: September 30, 2006</b><br>Trained local domestic violence shelter on ADA & other laws affecting people with disabilities. Held a High Tea for crime victim organizations to raise awareness of disability issues. Met with the child sexual assault director 7 staff to discuss accommodations in interviewing and communication skills directed towards children with disabilities. |
| <b>INCREASE TRANSITION SERVICES FOR HIGH SCHOOL STUDENTS WITH DISABILITIES</b>                       | <b>TARGET DATE: September 30, 2006</b><br>Assisted 750 students at their Transition IEP meetings. Provided referrals & follow-up.  |

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

|   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Increase outreach services to high school students with disabilities to assist with transition to post secondary education or employment.</li> </ul> | <ul style="list-style-type: none"> <li>• Target: Attend 200 transition plan meetings and assist students with disabilities in accessing their transition goals.<br/><b>*Exceeded goal by 550 students.</b></li> </ul>                 |
| <ul style="list-style-type: none"> <li>• Increase outreach to people with disabilities living in nursing homes.</li> </ul>  | <ul style="list-style-type: none"> <li>• Target: Identify 10 people living in nursing homes who establish a goal to live in the community.<br/><b>*Achieved 7 identifying goal and 6 of whom transitioned to community</b></li> </ul> |
| <ul style="list-style-type: none"> <li>• Increase outreach to Haitian and Hispanic people with disabilities.</li> </ul>   | <ul style="list-style-type: none"> <li>• Target: Increase services to minority populations by 5%.<br/><b>* Exceeded goal - Increased minority population by 48%.</b></li> </ul>   |
| <ul style="list-style-type: none"> <li>• Increase outreach to people with disabilities who are homeless.</li> </ul>   | <ul style="list-style-type: none"> <li>• Target: Increase services to homeless individuals by 3%.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Increase outreach to identify people with disabilities who are crime victims.</li> </ul>   | <ul style="list-style-type: none"> <li>• Target: Increase services to crime victims by 5%.<br/><b>*Increased services to crime victims. Obtained a FT position.</b></li> </ul>  |

**Item 2 – Challenges**

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

The demand for CILO’s services continues to increase, evidenced by a 22% increase in number of consumers served. This is difficult in light of the continued decrease in state funding and the targeted funding from other funding sources. Coupled with this is a huge increase in insurance costs due to hurricanes the past two years, making the cost of doing business excessively expensive. CILO’s board has decided to no longer apply for reimbursement grants due to cash flow issues.

**Item 3 – Comparison with Prior Reporting Year**

34 CFR 366.50(i)(7)

As appropriate, compare the CIL’s activities in the reporting year with its activities in prior years, e.g., recent trends.

CILO increased the number of consumers by 22%. Outreach to underserved populations increased the number of minorities by 48% and the number of youth by 27%. There has been a large increase of consumers in each of the disability areas ranging from 9% to 52%. The three largest disability growth areas have been multiple disabilities (52%), vision (35%) and cognitive (25%). The increase in services to people with vision disabilities is directly linked to the closing of Lighthouse for the Blind in Palm Beach County.

CILO’s needs assessment indicates that housing has taken over as the most highly identified need, overtaking transportation, which was identified in past years. CILO’s Needs Assessment showed the following top 10 priority areas:

1. Housing
2. Education
3. Healthcare/Medicaid
4. Hurricane Preparedness & Recovery
5. Transportation
6. Domestic Violence
7. Homelessness
8. Inclusion
9. Americans with Disabilities Act enforcement/compliance
10. Voting Rights

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

**Item 1 – Annual Work Plan**

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

| GOAL   | OBJECTIVE   | ACTION STEPS  |
|--|---|---|
| Increase affordable, accessible, and fair housing opportunities. | Ensure that new construction funded by public dollars exceed the required number of accessible units. | <ol style="list-style-type: none"> <li>1. Use position on Commission on Affordable Housing to influence recommendations.</li> <li>2. Use position on Economic Council Housing Leadership Committee to educate decision makers and new construction project leaders.</li> <li>3. File Fair Housing complaints w/PBC Office of Equal Opportunity.</li> <li>4. Collaborate with other Homeless &amp; Fair Housing agencies.</li> </ol> |

|   |  |  |
|---|--|--|
| <p>Increase access to addressing basic needs of food, emergency shelter and health care.</p>            | <p>Promote self-sufficiency for people with disabilities.</p>  | <ol style="list-style-type: none"> <li>1.Process food stamp and Medicaid applications.</li> <li>2.Deliver meals to consumers &amp; teach cooking skills.</li> <li>3.Advocate for state to adopt legislation mirroring Mi Casa.</li> </ol>  |
| <p>Increase inclusive education opportunities and transition options for students with disabilities</p> | <p>Promote self-advocacy empowering students with disabilities to obtain education &amp; transition services leading to the achievement of independence.</p> | <ol style="list-style-type: none"> <li>1.Attend IEP meetings with students &amp; families.</li> <li>2.Offer IEP training and an IEP clinic, teaching how to set measurable goals.</li> <li>3.Teach “Stand Up for Me” and self-advocacy skills to transition age students.</li> <li>4.Referral &amp; linkage to transition and community services, and post-secondary education and training for students with disabilities.</li> </ol> |
| <p>Improve transportation accessibility.</p>  | <p>Address issues on service animals in public accommodations &amp; commercial facilities.</p>   | <ol style="list-style-type: none"> <li>1.Train drivers on disability sensitivity &amp; accessibility laws.</li> <li>2.Monitor complaints &amp; seek redress.</li> <li>3.Advocate for holiday transportation.</li> </ol>  |
| <p>Increase awareness and reduce the violence and exploitation of people with disabilities.</p>         | <p>Address issues of violence and exploitation of people with disabilities.</p>  | <ol style="list-style-type: none"> <li>1.Provide services to crime victims with disabilities.</li> <li>2.Address accessibility issues and collaborate with domestic violence shelters and the justice system.</li> <li>3.Provide support and training for children &amp; adults with disabilities to identify risks, prevent &amp; address crime victimization.</li> </ol>   |
| <p>Promote CILO’s growth through Strategic Planning and Resource Development Planning.</p>              | <p>Prioritize, organize, and ensure the vision, mission, and economic stability of CILO.</p>   | <ol style="list-style-type: none"> <li>1.Engage staff, board and consumers in setting measurable goals for CILO.</li> <li>2.Create a development plan with fundraising, grant writing, and fee for service activities.</li> </ol>  |

## **Item 2 – SPIL Consistency**

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

The Coalition for Independent Living Options is actively involved on the Planning Committee for the SPIL. CILO has conducted focus groups with consumers in St. Lucie, Martin, and Palm Beach counties to identify their most pressing issues and to bring the preliminary draft of the State Plan for Independent Living forward. Consumers have provided input, which CILO has brought back to the Planning Committee for the Florida Independent Living Council. The consumer recommendations are being incorporated into the development of the new SPIL and will be taken around the state for public comment, which will result in revisions or adoption of the SPIL.

CILO reports monthly on the SPIL objectives to our Board of Directors and to the Division of Vocational Rehabilitation.

## SUBPART VI - TRAINING AND TECHNICAL ASSISTANCE NEEDS

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

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

|  |   |
|--|---|
| <b>Financial: Grant Management</b>                           |   |
| General Overview   |   |
| Federal Regulations  | 7 |
| Budgeting  |   |
| Fund Accounting  | 1 |
| <b>Financial: Resource Development</b>                       |   |
| General Overview   |   |
| Diversification of Funding Base                              |   |
| Fee-for-Service Approaches                                   | 3 |
| For Profit Subsidiaries                                      |   |
| Fund-Raising Events of Statewide Campaigns                   |   |
| Grant Writing  |   |
| <b>Independent Living Philosophy</b>                         |   |
| General Overview   |   |
| <b>Innovative Programs</b>                                   |   |
| Best Practices   |   |
| Specific Examples  |   |
| <b>Management Information Systems</b>                        |   |
| Computer Skills  |   |
| Software   | 5 |
| <b>Marketing and Public Relations</b>                        |   |
| General Overview   |   |
| Presentation/Workshop Skills                                 |   |
| Community Awareness  |   |
| <b>Networking Strategies</b>                                 |   |
| General Overview   |   |
| Electronic   |   |
| Among CILs & SILCs   |   |
| Community Partners   |   |
| <b>Program Planning</b>                                      |   |
| General Overview of Program Management and Staff Development |   |
| CIL Executive Directorship Skills Building                   | 9 |
| Conflict Management and Alternative Dispute Resolution       |   |
| First-Line CIL Supervisor Skills Building                    |   |
| IL Skills Modules  |   |
| Peer Mentoring   |   |
| Program Design   |   |
| Time Management  |   |
| Team Building  |   |
| <b>Outreach to Unserved/Underserved Populations</b>          |   |
| General Overview   |   |
| Disability   |   |
| Minority   |   |
| Institutionalized Potential Consumers                        | 4 |
| Rural  |   |

|  |   |
|--|---|
| Urban  |   |
| <b>SILC Roles/Relationship to CILs</b>           |   |
| 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        |   |
| <b>CIL Board of Directors</b>                    |   |
| General Overview                                 |   |
| Roles and Responsibilities                       | 8 |
| Policy Development                               |   |
| Recruiting/Increasing Involvement                | 2 |
| <b>Volunteer Programs</b>                        |   |
| General Overview                                 |   |
| <b>Optional Areas and/or Comments (write-in)</b> |   |

## **SUBPART VII – ADDITIONAL INFORMATION**

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

### **Section A – Other Accomplishments, Activities and Challenges**

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

There were two areas of innovation that best served our consumers during the October 2005 to September 2006 reporting period. One was increasing economic services to consumers and the other was CILO's continued progress in collaboration for youth transition. The economy in our area has suffered greatly from the cost of damages and homeless resulting from the two previous hurricane seasons. Obtaining or maintaining housing rose to our first priority need. Though wages have barely or not increased at all, the cost of renting or purchasing housing, gasoline, insurance costs skyrocketing, and increase in food costs have made the economy difficult for most people and nearly impossible for those on fixed incomes. Keeping people with disabilities from becoming homeless or institutionalized emerged as the most critical need. To address that need CILO took on two projects that put money into consumer's wallets. The first tactic is providing free income tax filing services during evening and weekend hours. CILO collaborated with the Internal Revenue Service (IRS) and the United Way of Palm Beach County to involve trained volunteers to assist consumers in completing their income tax returns and focusing on identifying those who qualified for Earned Income Credit. Through this effort, 287 people filed income tax returns at CILO and received nearly \$400,000 in refunds, with an average of \$1,450 per person! This cash helped them meet their most critical needs. CILO also became a site to process food stamp and Medicaid applications for the Department of Children & Families. While doing the income tax returns, staff were able to identify individuals that were likely to meet the food stamp or Medicaid eligibility criteria and assist them in applying for these services as well.

In the area of youth transition, the collaborative agreement that CILO developed with the School District of Palm Beach County and the Division of Vocational Rehabilitation became a model for the State of Florida. CILO attended 750 students Transition IEP meetings and assisted them in advocating for the classes or services they need to achieve their future goals. CILO taught students self-advocacy skills and encouraged them to be active members of their IEP team. The collaboration is in the process of expanding, and the Division of Blind Services, Social Security Administration, DCF Mental Health, Children's Medical Services, and Agency for Health Care Administration are joining the collaboration and entering into agreements to assist students with disabilities through the transition process. Through these efforts, CILO expects to see an increase in access to post-secondary education and employment for transitioning students.

## **Section B – Additional Information**

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

Inequities in state funding formulas and in federal funding have a severe negative impact on CILs in densely populated urban areas with high cost of living. Federal and state funding needs to be equitable in amounts per consumer/population and address the cost of providing services according to the cost of living and economic hardships in different areas. The state funding cutbacks that CILo experienced during the past few years coupled with the increased demand for services, increased operating costs due to natural disasters, and the difficult economic times, have made survival an ongoing struggle. Non-profit agencies in our area are closing, the needs of returning veterans, and the population growth create an increased need for services by people with disabilities. These factors make it difficult for Centers for Independent Living, with high standards of excellence, to fully address consumer's needs.

## SUBPART VIII - SIGNATURES

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

**SHELLEY GOTTSAGEN, EXECUTIVE DIRECTOR**

**(561) 966-4288**

NAME AND TITLE OF CENTER DIRECTOR

PHONE NUMBER

12/21/06

SIGNATURE OF CENTER DIRECTOR

DATE

**SHARON D'EUSANIO, PRESIDENT**

**(561) 482-6499**

NAME AND TITLE OF CENTER BOARD CHAIRPERSON

PHONE NUMBER

12/21/06

SIGNATURE OF CENTER BOARD CHAIRPERSON

DATE