



NORTHEAST INDEPENDENT
LIVING SERVICES

YOUR DISABILITY RESOURCE CENTER

ANNUAL PROGRAM PLAN

Reporting Year '24

(October 1, 2022 – September 30, 2023)

Development and implementation of new programs and services as well as the evaluation, improvement, and continuation of effective Independent Living programs and services is an on-going process at NorthEast Independent Living Services.

This Center for Independent Living faces the same challenges that all CILs face; continue to maintain and expand independent living programs and services while dealing with the fiscal uncertainties of reductions in the Center’s IL Grant and the competition for additional funding from sources such as grants, trusts, and outside funding partners. In addition, another challenge faced by our Center is the rural geographic areas. Our staff must remain innovative and active in outreaching to unserved and underserved populations as well as determining what programs and services are needed while removing rural barriers to those services and programs.

A – Advocacy Plan	F – Financial Plan
B – Outreach Plan	G – Resource Development Plan
C – Community Activities and IL Services for the Reporting Year	H – Training Plans
D – Catchment Area & Anticipated Consumers Served for the Year	I – Other Center Goals & Activities
E – Consumer Satisfaction and Response	J – SPIIL Consistency

A. Advocacy Plan

Promoting self-advocacy and systems advocacy are key to advancing the Independent Living Movement and ensuring equal access and civil rights for individuals with disabilities in North East Missouri. NorthEast Independent Living Services is committed to the Independent Living Philosophy and Movement and to empowering individuals with disabilities to self-advocate and to advocate for systems change. NEILS Advocacy Plan is compiled of standing goals – those goals which remain on the agenda every year, and annual goals – those goals which change regularly depending on legislative action and consumer needs. NEILS Advocacy Plan does not reflect all advocacy efforts conducted by the CIL during the reporting year, but instead reflect key advocacy efforts in which staff will spend a significant amount of time.

Goal 1 - Advocate to increase funding for Centers for Independent Living in Missouri by \$300,000.

Goal 2 – Advocate to defend and protect the Missouri Property Tax Credit.

Goal 3 – Advocate in support of funding Medicaid Expansion (unless funded in previous fiscal year).

Goal 4 – Advocate for enforcement of the ADA within NE Missouri especially regarding housing and voting.

Goal 5 – Advocate for an increase in the reimbursement rates for Home and Community Based Services by a minimum of 3% from the previous state fiscal year.

Goal 8– Participate in an advocacy day at the Capitol.

B. Outreach Plan

Outreaching to individuals with disabilities in our local communities is a challenge that our Center enjoys. We look for innovative and different approaches to identifying ways of locating unserved and underserved populations. We have spent a substantial amount of funding the past on advertising in hopes of locating unserved and underserved populations, but what we have identified as the best approach are the relationships our staff build with our current consumers and community members. These meaningful relationships result in numerous referrals for services that we would have otherwise not received. In addition, we have worked on data mining CIL Management Suite to locate consumers who received services from us in past decades but have since forgotten about the services we provide. We reach out on a one-on-one basis and many individuals have come back for additional services once they remember all the services we provide.

Goal 1 – Expand our SEO campaign.

Objective – Work directly with Media Development to expand our Search Engine Optimization campaign by increasing the funding for our advertising efforts.

Goal 2 – Continue data mining CIL Management Suite

Objective – Identify consumers who received a TAP Telephone more than 5 years ago and reach out to see if they are interested in applying for a new one.

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

Goal 3 – Focus on outreach to social service organizations

Objective – Mail information to all social service organizations about NEILS services.

Objective – Attempt to place flyers, brochures, and other handouts in social service organizations about NEILS programs and services.

Goal 4 – Focus on outreach in Monroe and Ralls counties.

Objective – Mail information about NEILS to any services providers

Objective – Mail information to all consumers in our database about NEILS and our services who reside in Monroe and Ralls counties

Objective – Hang flyers and place handouts wherever possible throughout these counties

C. Community Activities and IL Services for the Program Year

Community Activities to be performed during the reporting year:

Goal 1 - Community/Systems Advocacy

Objective – see “Advocacy Goals” under section A of this report.

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

Goal 2 - Technical Assistance –

Objective – Collect random sample of data from eligible consumers to measure their civic engagement patterns (i.e., voter registration, casting their ballot in local/state/national elections).

Goal 3 - Community Education and Public Information

Objective – Sponsor the Senior Expo

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

Objective – Redistribute a state and federal work incentive flyer to consumers.

Objective – Publish transportation resources on our social media platforms.

Goal 4 - Outreach Efforts

Objective – see “Outreach Plan” under section B of this report.

Goal 5 - Collaboration/Networking

Objective – Continue participating in the Pike Community Care Partnership

Objective – Continue participating in the CHART Partnership.

D. Catchment Area and Anticipated Consumers Served for the Program Year

NorthEast Independent Living Services shall provide Independent Living CORE services and most ancillary Independent Living Services in Clark, Lewis, Marion, Monroe, Pike, and Ralls counties in Missouri.

Our Fee-for-Service programs are provided in the following counties:

- a. *Consumer-Directed Services*: Audrain, Clark, Knox, Lewis, Marion, Monroe, Montgomery, Pike, Ralls, Scotland, and Shelby counties
- b. *In-Home Services*: Marion, Monroe, Pike, and Ralls counties

Regarding anticipated numbers of consumers served for the program year, we continue to be proactive in our outreach efforts to increase consumer involvement with the Center.

Because the general focus of our services is our Independent Living Services and our established Independent Living Catchment Area, we only anticipate numbers of consumers for the IL Counties we serve. Those counties include:

County	Previous Reporting Year	GOAL for FY24 Reporting Year
Clark	14	16
Lewis	30	33
Marion	366	373
Monroe	33	36
Pike	67	70
Ralls	61	64

E. Consumer Satisfaction and Response

Assessing consumer satisfaction is of the utmost importance as we need to receive meaningful feedback on the services we are providing to our consumers. Any time a consumer is provided a new service at the Center, they are provided a Satisfaction Survey which they can complete and return to the Center. In addition, at any time we close a consumer's record, they are mailed a copy of a Satisfaction Survey which they can complete and return to the Center. These satisfaction surveys can be returned either anonymously or with their contact information so a supervisor or the Executive Director can contact them directly regarding their response should a response be warranted.

The Satisfaction Survey, once received by the consumer, shall be entered by any staff member into CIL Management Suite into the consumer's survey records. Any surveys with "YES" answers to questions 4,5,6, or 8 are referred on to either the Executive Director or other supervisors for review. A "No" then "Yes" answer to question 7 will be referred to the IL Staff to get in contact with the consumer regarding registering to vote.

On a monthly basis, or anytime as needed, the Executive Director shall review satisfaction survey results in CIL Management Suite. Any non-satisfactory surveys that have not been resolved shall be provided to the Board of Directors for review and discussion. The Board of Directors shall be given the opportunity to reach out to the individual to resolve the dissatisfaction.



**NORTHEAST INDEPENDENT
LIVING SERVICES**
Your Disability Resource Center

SATISFACTION SURVEY

Recently, you received services from NorthEast Independent Living Services (NEILS). In an effort to better serve our consumers, we would appreciate your honest feedback about the following services you received. When you complete the survey, we ask that you please mail the survey back to us at the address listed on the bottom of this survey.
Additional comments can be written on the back side.

Name: _____ Telephone: (____) ____ - _____

WHICH OF THE FOLLOWING SERVICES HAVE YOU RECEIVED WITHIN THE PAST 12 MONTHS? (CHECK ALL THAT APPLY)

<input type="checkbox"/> Peer Support	<input type="checkbox"/> Information and Referral	<input type="checkbox"/> Independent Living Skills Training
<input type="checkbox"/> Advocacy	<input type="checkbox"/> In-Home Services	<input type="checkbox"/> Assistive Technology and TAP Telephones
<input type="checkbox"/> Medical Equipment	<input type="checkbox"/> Nursing Home Transition	<input type="checkbox"/> Consumer-Directed Services
<input type="checkbox"/> Youth Services	<input type="checkbox"/> Other: _____	

PLEASE ANSWER THE FOLLOWING QUESTIONS:

1) What did you like about working with NEILS? _____

2) What did you dislike about NEILS? _____

3) Do you feel services were provided in a timely manner? Yes No
If not, why? _____

4) Are you interested in learning more about joining our Board of Directors? Yes No

5) Are you a veteran or a spouse of a veteran? Yes No

6) Are you interested in home care services? Yes No

7) Are you registered to vote? Yes No If No, would you like to register? Yes No

8) What additional services would help you remain living independently in your own home? _____

9) Would you refer NEILS to a friend or family members? Yes No

10) Please rate your overall satisfaction: Excellent Good Fair Poor

Please mail completed surveys to:
NEILS Survey • 909 Broadway, Suite 350 • Hannibal, MO 63401

F. Financial Plan

Development and implementation of new programs and services as well as the evaluation, improvement, and continuation of effective Independent Living programs and services is an on-going process at NorthEast Independent Living Services.

This Center for Independent Living faces the same challenges that all CIL's face; continue to maintain and expand independent living programs and services while dealing with the fiscal uncertainties of reductions in the Center's IL Grant and the competition for additional funding from sources such as grants, trusts and outside funding partners.

Expected revenue sources for IL programs for the fiscal year will include, but not be limited to:

- *Independent Living Grant*
- *CDS fee-for-service revenue*
- *Available foundation grant funding*
 - For the purposes of this plan, foundation grant funding is reported in the Unrestricted category.
- *In-Home fee-for-service revenue*
- *Other*
 - May include private donations and other revenues and is reported in the Unrestricted category.

LINE ITEMS	IL GRANT	FEE-FOR-SERVICE	UNRESTRICTED	TOTAL
Personnel	\$172,512.33	\$520,123.10	\$0.00	\$692,635.43
Fringe Benefits	\$0.00	\$156,231.01	\$0.00	\$156,231.01
Travel	\$3,600.00	\$600.00	\$1,000.00	\$5,200.00
Equipment	\$0.00	\$6,000.00	\$2,000.00	\$8,000.00
Supplies	\$6,500.00	\$20,300.00	\$2,000.00	\$28,800.00
Training	\$700.00	\$700.00	\$0.00	\$1,400.00
Overhead	\$39,718.27	\$78,026.29	\$0.00	\$117,744.56
Insurance	\$13,827.12	\$0.00	\$0.00	\$13,827.12
Professional	\$2,500.00	\$1,816,524.10	\$15,000.00	\$1,834,024.10
Other	\$13,565.00	\$10,000.00	\$0.00	\$23,565.00
Total	\$252,922.72	\$2,608,504.50	\$20,000.00	\$2,881,427.22

G. Resource Development Plan

Resource Development is a key goal of NorthEast Independent Living Services. By focusing on locating and obtaining increased funding and grant opportunities, the Center will have an opportunity to increase the number of services, types of services, and expand current services to individuals with disabilities in North East Missouri. Expanding these services will advance the Independent Living Movement and ensure that the Center will be active and available to continue providing services and programs. NEILS Resource Development Plan does not reflect *all* resource development efforts conducted by the CIL during the reporting year, but instead reflects key development efforts in which staff will adhere to.

Goal 1 – Increase IL Grant funding by \$300,000.

Objective – Advocate on behalf of Centers for Independent Living to increase IL Grant funding by \$300,000.

Goal 2 – Expand Home and Community Based Services

Objective – Identify outreach opportunities to promote NEILS HCBS.

Objective – Develop and implement an annual advertising/marketing plan with Media Development.

Goal 3 – Write a grant to the Riedel Foundation for Assistive Technology.

Objective – Prepare and submit a grant to increase the number of Assistive Technology items available at the Center for demonstrations.

Goal 4 – Research opportunities for the Center to expand fee-for-service programs.

Objective – To be determined by the Board of Directors at a later date depending on the expansion efforts in Reporting Years 22-23.

H. Training Plans

a. Staff Training Plan

To ensure that the staff of NEILS are properly trained and have the most recent and up-to-date information, NorthEast Independent Living Services shall implement an annual training plan that include the types of training that staff shall complete during the indicated Fiscal Year. This training plan reflects the minimum training the staff must obtain during the reporting year. The Training Plan does not require every staff person of the Center to complete each training, but rather each training must be completed by at least one staff person of the Center. Additional trainings may be provided and are indicated on Staff Training Logs.

MINIMUM STAFF TRAINING

TRAINING TOPIC	TRAINING SOURCE
IL History and Philosophy Training	Lives Worth Living DVD
Power-Up Conference	Missouri Assistive Technology
HIPAA Compliance	Powerpoint (Developed by E.D.)
Drug Free Awareness Program	Powerpoint (Developed by E.D.)
HCBS Provider Update Training	MMAC/DHSS
CIL Suite: Entering New Consumers	Executive Director/IL Director
CIL Suite: Entering I&Rs	Executive Director/IL Director
CIL Suite: Managing Equipment	Executive Director/IL Director
CIL Suite: Consumer Documentation	Executive Director/IL Director
CIL Suite: Tracking Your Training	Executive Director/IL Director
CIL Suite: Services vs. Goals	Executive Director/IL Director
CIL Suite: QSR & 704 Reports	Executive Director/IL Director
CIL Suite: Electronic CSRs	Executive Director/IL Director
Understanding the Budget	Executive Director
New/Updated Policies and Procedures	Executive Director/IL Director
Satisfaction Surveys & Needs Assess.	Executive Director/IL Director
APRIL Conference	Association of Programs for Rural IL
MAHC Conference	Missouri Alliance for Home Care
IL Summit	MOSILC
Accessible Housing Market & Universal Design	MOSILC
Work Incentives/SSI/SSDI	Virginia Commonwealth University

b. Board Training Plan

To ensure that the Board of Directors of NEILS are properly trained and have the most recent and up-to-date information, NorthEast Independent Living Services shall implement an ongoing, annual training plan that include the types of training that board members shall complete during the indicated Fiscal Year. This training plan reflects the minimum training the board must obtain during the reporting year. Each month, except January, board members will be provided with handouts covering the corresponding topics. Additional trainings may be provided at the discretion of the Board or Executive Director.

MINIMUM BOARD TRAINING

MONTH	TRAINING TOPIC #1	TRAINING TOPIC #2
October	Board Recruitment	Financial Transparency
November	Peer Support Services	Board Job Descriptions
December	IL Skills Training	Board Leadership
January	N/A	N/A

February	Nursing Home Transition	Board Meetings FAQs
March	Outreach Efforts	Review of New Member Orientation
April	Consumer-Directed Services	Bylaw Review
May	In-Home Services	Board Minutes
June	Information & Referral	IL History and Philosophy
July	Youth Services	Creating an Action Calendar
August	Assistive Technology	Sunshine Law Review
September	N/A	Robert's Rules of Order Review

I. Other Center Goals and Activities

Goal 1 – Assist consumers with the completion of Emergency Plans to include times immediately after a disaster has occurred.

J. SPIL Consistency

The approved SPIL covering Fiscal Years 2021-2023 provides statewide, consistent goals, objectives and action steps to ensure individuals with disabilities in Missouri live independently and participate as they choose in the community.

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

Goal 1: Increase community integration of persons with disabilities across Missouri in the areas of: (1) housing, (2) employment, and (3) transportation.

Objective

1.1.A. Educational opportunities and resources will be developed and provided to increase centers for independent living influence on their local housing market and to educate statewide stakeholders.

NEILS ACTION STEPS – FY21

- Require IL staff to complete Accessible Housing Market and Universal Design Training

NEILS ACTION STEPS – FY22

- Develop Universal Design materials to educate the public regarding Universal Design.

NEILS ACTION STEPS – FY23

- Action will have been completed in years 21 and 22.

Objective

1.1.B. Centers for independent living statewide and other stakeholders participate in policy making processes that impact consumer housing options.

NEILS ACTION STEPS – FY21

- No action to be completed.

NEILS ACTION STEPS – FY22

- Attend the MOSILC Housing Committee's Housing Advocacy Day at the Capitol.

NEILS ACTION STEPS – FY23

- Attend the MOSILC Housing Committee's Housing Advocacy Day at the Capitol.

Objective

1.1.C. The MOSILC Housing Committee will support centers for independent living statewide to play an active role in the development of affordable and accessible housing.

NEILS ACTION STEPS – FY21

- No action to be completed.

NEILS ACTION STEPS – FY22

- Use information from the MOSILC Housing Committee to work with realtors to include accessibility information in MLS listings.

NEILS ACTION STEPS – FY23

- Use information from the MOSILC Housing Committee to work with realtors to include accessibility information in MLS listings.

Objective

1.2.A. Increase competitive and integrated employment of persons with disabilities.

NEILS ACTION STEPS – FY21

- Develop and distribute a state and federal work incentive flyer to consumers.

NEILS ACTION STEPS – FY22

- Distribute a state and federal work incentive flyer to consumers.

NEILS ACTION STEPS – FY23

- Distribute a state and federal work incentive flyer to consumers.

Objective

1.2.B. Engage community partners to advocate for competitive employment.

NEILS ACTION STEPS – FY21

- Likely will not complete this objective.

NEILS ACTION STEPS – FY22

- Likely will not complete this objective.

NEILS ACTION STEPS – FY23

- Likely will not complete this objective.

Objective

1.2.C. Promote education for CIL staff regarding Social Security incentives for employment.

NEILS ACTION STEPS – FY21

- Added Work Incentives/SSI/SSDI training for staff to the staff training plan.

NEILS ACTION STEPS – FY22

- Added Work Incentives/SSI/SSDI training for staff to the staff training plan.

NEILS ACTION STEPS – FY23

- Added Work Incentives/SSI/SSDI training for staff to the staff training plan.

Objective

1.2.D. Increase CIL participation in VR programs such as summer employment and Pre-ETS.

NEILS ACTION STEPS – FY21

- Obtain information about the summer employment and/or Pre-ETS with Vocational Rehabilitation.

NEILS ACTION STEPS – FY22

- Additional action steps may be added later depending on Board approval.

NEILS ACTION STEPS – FY23

- Additional action steps may be added later depending on Board approval.

Objective

1.3.A. Increase awareness of existing transportation systems by making information available in an easily accessible format.

NEILS ACTION STEPS – FY21

- Publish transportation resources on our website.

NEILS ACTION STEPS – FY22

- Research becoming a Non-Emergency Medical Transportation Provider.

NEILS ACTION STEPS – FY23

- Additional action steps may be added later depending on Board approval.

Objective

1.3.B. Work closely with local, regional, and state planning entities and providers to promote transportation.

NEILS ACTION STEPS – FY21

- Likely will not complete this objective.

NEILS ACTION STEPS – FY22

- Likely will not complete this objective.

NEILS ACTION STEPS – FY23

- Likely will not complete this objective.

Objective

1.3.C. Increase the number of CIL consumers who use public transportation.

NEILS ACTION STEPS – FY21

- Likely will not complete this objective.

NEILS ACTION STEPS – FY22

- Likely will not complete this objective.

NEILS ACTION STEPS – FY23

- Likely will not complete this objective.

Objective

1.3.D. Promote “Ride Share” programs.

NEILS ACTION STEPS – FY21

- Likely will not complete this objective.

NEILS ACTION STEPS – FY22

- Likely will not complete this objective.

NEILS ACTION STEPS – FY23

- Likely will not complete this objective.

Goal 2: Stimulate civic engagement of Missourians with disabilities and Centers for Independent Living (CILs).

Objective

2.1.A. Encourage and educate persons with disabilities on the importance of civic engagement, promoting Self-Advocacy.

NEILS ACTION STEPS – FY21

- Collect random sample of data from eligible consumers to measure their civic engagement patterns (i.e. voter registration, casting their ballot in local/state/national elections).

NEILS ACTION STEPS – FY22

- Collect random sample of data from eligible consumers to measure their civic engagement patterns (i.e. voter registration, casting their ballot in local/state/national elections).

NEILS ACTION STEPS – FY23

- Collect random sample of data from eligible consumers to measure their civic engagement patterns (i.e. voter registration, casting their ballot in local/state/national elections).

Objective

2.1.B. Educate self-advocates about serving on local and state boards, committees, and commissions.

NEILS ACTION STEPS – FY21

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

NEILS ACTION STEPS – FY22

- Encourage Center Consumers to serve on local or state boards, councils, commissions, and/or committees with emphasis on adding at least 1 consumer to the NEILS Board of Directors during the Reporting Year.
- Reach out to local election officials and offer ADA compliance resources for voting.

NEILS ACTION STEPS – FY23

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

Objective

2.1.C. CILs will educate policymakers on prioritizing disability rights in all areas of public policy.

NEILS ACTION STEPS – FY21

- Attend the IL Advocacy Day at the Capitol.

NEILS ACTION STEPS – FY22

- Attend the IL Advocacy Day at the Capitol.

NEILS ACTION STEPS – FY23

- Attend the IL Advocacy Day at the Capitol.

Goal 3: Expand emergency preparedness, response and recovery for people with disabilities in Missouri.

Objective

3.1.A. Persons with disabilities in Missouri are prepared for emergencies and are included in the response and recovering planning made by local and state officials.

NEILS ACTION STEPS – FY21

- Work toward the development of an organizational emergency plan to ensure staff members are fully prepared to facilitate communication in the event of an emergency.
- Develop emergency preparedness materials for use by consumers about being prepared in a disaster; Distribute.
- Assist consumers with the completion of Emergency Plans to include times immediately after a disaster has occurred.

NEILS ACTION STEPS – FY22

- Complete an organizational emergency plan to ensure staff members are fully prepared to facilitate communication in the event of an emergency.
- Continue to distribute emergency preparedness materials for use by consumers about being prepared in a disaster.
- Assist consumers with the completion of Emergency Plans to include times immediately after a disaster has occurred.

NEILS ACTION STEPS – FY23

- Continue to distribute emergency preparedness materials for use by consumers about being prepared in a disaster.
- Assist consumers with the completion of Emergency Plans to include times immediately after a disaster has occurred.

Objective

3.1.B. The Missouri SILC (MOSILC) and the CILs will foster a spirit of disability inclusion into all aspects of emergency management through partnerships and collaborations with local, state, and federal emergency management and others.

NEILS ACTION STEPS – FY21

- No action to be completed.

NEILS ACTION STEPS – FY22

- Receive Annual Work Plan from MOSILC regarding Emergency Preparedness collaboration with federal, state, and local agencies.
- Work with MOSILC to ensure the State Emergency Operations Plan is inclusive of people with disabilities.

NEILS ACTION STEPS – FY23

- Will determine further action steps at a later date.