

# REPORTING INSTRUMENT

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UNITED STATES DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR COMMUNITY LIVING  
INDEPENDENT LIVING ADMINISTRATION

**SECTION 704**  
**ANNUAL PERFORMANCE REPORT**  
for  
**CENTERS FOR INDEPENDENT LIVING PROGRAM**  
(Title VII, Chapter 1, Subchapter C of the Rehabilitation Act of 1973, as amended)

# Program Performance Report

## INSTRUMENT

**(To be completed by Centers for Independent Living)**

**Fiscal Year: 10/1/2021 – 9/30/2022**

**Grant #: A262-77584**

**Name of Center: Access Independence, Inc.**

**Acronym for Center (if applicable): Ai**

**State: Virginia**

**Counties Served: Clarke, Frederick, Page, Shenandoah, Warren, and Winchester City**

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid Office of Management and Budget (OMB) control number. Public reporting burden for this collection of information is estimated to average 35 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is required to obtain or retain benefits (P.L. 105-220 Section 410 Workforce Investment Act). Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Administration for Community Living, U.S. Department of Health and Human Services, 330 C Street, SW, Washington, DC 20201-0008, Attention Peter Nye, or email [peter.nye@acl.hhs.gov](mailto:peter.nye@acl.hhs.gov). Note: Please do not return the completed Program Performance Report to this address.

## 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 Center for Independent Living (CIL) as per each funding source. Enter “0” for none.

#### Item 1 - All Federal Funds Received

(A) Title VII, Ch. 1, Subchapter B	\$26,000.00
(B) Title VII, Ch. 1, Subchapter C	\$0
(C) Title VII, Ch. 2	\$0
(D) Other Federal Funds	\$1,606,650.32

#### Item 2 - Other Government Funds

(E) State Government Funds	\$483,665.55
(F) Local Government Funds	\$ 22,150.00

#### Item 3 - Private Resources

(G) Foundations, Corporations, or Trust Grants	\$13,920.00
(H) Donations from Individuals	\$22,087.80
(I) Membership Fees	\$0
(J) Investment Income/Endowment	\$46,448.21
(K) Fees for Service (program income, etc.)	\$143,468.37
(L) Other resources (in-kind, fundraising, etc.)	\$3,100.00

#### Item 4 - Total Income

Total income = (A)+(B)+(C)+(D)+(E)+(F)+(G)+(H)+(I)+(J)+(K)+(L)	\$2,367,490.25
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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)	\$1,606,650.32
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**Item 6 - Net Operating Resources**

[Total Income (Section 4)<minus> amount paid out to Consumers (Section 5) = Net Operating Resources	\$760,839.93
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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
(1) Enter the number of <u>active</u> CSRs carried over from September 30 of the preceding reporting year	347
(2) Enter the number of CSRs started since October 1 of the reporting year	144
(3) Add lines (1) and (2) to get the <i>total number of consumers served</i>	491

### 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	6
(2) Withdrawn	7
(3) Died	11
(4) Completed all goals set	16
(5) Other	24
(6) Add lines (1)+(2)+(3)+(4)+(5) to get <i>total CSRs closed</i>	64

### Section C – Number of CSRs Active on September 30 of the Reporting Year

Indicate the number of CSRs active on September 30<sup>th</sup> of the reporting year.

	# of CSRs
Section A(3) <minus> Section (B)(6) = Section C	427

## 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	10
(2) Number of consumers with whom an Independent Living Plan (ILP) was developed	481
(3) <i>Total number of consumers</i> served during the reporting year	491

## Section E – Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	2
(2) Ages 5 – 19	37
(3) Ages 20 – 24	29
(4) Ages 25 – 59	199
(5) Age 60 and Older	219
(6) Age unavailable	5
(7) Total	491

## Section F – Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	232
(2) Number of Males served	259

## Section G – Race and Ethnicity

Indicate the number of consumers served in each category below. *Each consumer may be counted under ONLY ONE of the following categories in the Program Performance Report, even if the consumer reported more than one race and/or Hispanic/Latino ethnicity).*

**Please refer to the Instructions before completing.**

	# of Consumers
(1) American Indian or Alaska Native	3
(2) Asian	7
(3) Black or African American	47
(4) Native Hawaiian or Other Pacific Islander	1
(5) White	416
(6) Hispanic/Latino of any race or Hispanic/Latino only	9
(7) Two or more races	8
(8) Race and ethnicity unknown	-

## Section H – Disability

Indicate the number of consumers in each category below.

	# of Consumers
(1) Cognitive	163
(2) Mental/Emotional	111
(3) Physical	190
(4) Hearing	17
(5) Vision	10
(6) Multiple Disabilities	-
(7) Other	

**Section I – 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 Subchapter C funds and the approved State Plan for Independent Living (SPIL). Add additional rows as necessary. For each county, indicate how many individuals residing in that county were served by the CIL during the reporting year.

<b>County Name</b>	<b>Number of County Residents Served</b>
Clarke	17
Frederick	139
Page	17
Shenandoah	64
Warren	87
Winchester City	118
Out of Area	49
Total	491

## **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

**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	437	437
(B) Assistive Technology	21	21
(C) Children’s Services	9	9
(D) Communication Services	2	2
(E) Counseling and Related Services	-	-
(F) Family Services	-	-
(G) Housing, Home Modifications, and Shelter Services	4	4
(H) IL Skills Training and Life Skills Training	415	415
(I) Information and Referral Services	429	429
(J) Mental Restoration Services	-	-
(K) Mobility Training	8	8
(L) Peer Counseling Services	403	403
(M) Personal Assistance Services	-	-
(N) Physical Restoration Services	-	-
(O) Preventive Services	309	309
(P) Prostheses, Orthotics, and Other Appliances	-	-
(Q) Recreational Services	-	-
(R) Rehabilitation Technology Services	-	-



<b>Services</b>	<b>Consumers Requesting Services</b>	<b>Consumers Receiving Services</b>
(S) Therapeutic Treatment	-	-
(T) Transportation Services	-	-
(U) Youth/Transition Services	39	39
(V) Vocational Services	-	-
(W) Other Services	157	157

## **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	284	164	120
(B) Communication	3	0	3
(C) Mobility/Transportation	8	2	6
(D) Community-Based Living	19	3	16
(E) Educational	2	1	1
(F) Vocational	5	0	5
(G) Self-care	190	139	51
(H) Information Access/Technology	20	10	10
(I) Personal Resource Management	287	232	55
(J) Relocation from a Nursing Home or Institution to Community-Based Living	2	0	2
(K) Community/Social Participation	11	7	4
(L) Other	-	-	-

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

**(A) Table**

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

<b>Areas</b>	<b># of Consumers Requiring Access</b>	<b># of Consumers Achieving Access</b>	<b># of Consumers Whose Access is in Progress</b>
(A) Transportation	19	19	0
(B) Health Care Services	338	194	144
(C) Assistive Technology	105	89	16

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 ILA 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  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.

- Installed a ramp for a family in Shenandoah County so family member could make Dr. appointments and physical therapy.
- Installed numerous ramps with donations from various companies
- Partnered with Blue Ridge Hospice to provide a power wheelchair for a consumer
- Assisted six non-profits that fill important roles in our community with donations to support their critical missions
- Deaf/Hard of Hearing Specialist, provided a pocket talker to a gentleman who can now listen to the TV without turning the volume up, he and his wife are very happy.
- Helped a consumer suffering from COPD, heart problems, hearing loss and orthopedic problems, who was living in his daughter's basement. His mobility was so limited he was unable to safely travel up and down the steps to leave his home, or have a meal with his family. Ai arranged for an elevator company to install a stair lift. The consumer contributed part of the cost for the stair lift and Ai paid for the balance out of our fundraising money.
- Assisted four individuals with obtaining SSDI or SSI income

## 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
13	8

**(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>	2.51	1.51	0
<b>Other Staff</b>	7.1	6.29	.81

**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.

- Provided independent living services
- Established professional relationships with consumers, providing them with the opportunities necessary to achieve their personal life goals
- Provided consumers with assistive technology devices free of charge to enhance their quality of life
- Engaged in outreach activities in the community raising awareness about people with disabilities and our services

**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.

- Services of the organization are performed mostly by staff with disabilities
- Ai’s staff and board members serve as role models to others
- Consumers are encouraged by Ai to attend community awareness events, in efforts to provide opportunities for social networking, support, education, and advocacy among individuals with disabilities

#### **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.

- Ai's consumer intakes are uniform regardless of an individual's disability.
- Each intake performed contains the five required elements in accordance with Rehabilitation Act of 1973, as amended.
- All CIL services programs, activities, resources, and facilities are made available to everyone regardless of disability.
- Written, Board approved policies, and management procedures regarding equal access are utilized and enforced by Ai.

(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.

- All Ai staff receives initial orientation and periodic continued training to reinforce equal access issues and legislation
- Technical assistance is provided to public and private entities regarding the building code and Americans with Disabilities Act (ADA) compliance
- Ai maintains an accessible building to accommodate staff, consumers, and visitors
- The organization's building serves as a model for other agencies and businesses wishing to develop, design, and construct ADA accessible facilities

#### **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.

- Ai provides interpreters, if requested, for all events
- Ai's brochures, and the Policies and Procedures Manual are available in large print and pdf, and other formats, if requested
- Ai maintains and periodically updates its Policy and Procedures Manual and provides the Manual and any updates to all staff in the requested format
- Ai provides training on the Organization's Policies and Procedures
- Ai's intake form provides consumers the opportunity to request information in an alternative format

## **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.

- Applicants for services are treated equally during the eligibility determination and enrollment/intake process for services.
- Type of disability is not a factor in determining eligibility for services. Consumer's needs and desires for services are the main criteria. Once enrolled, an attempt is made to assign the most appropriate Independent Living Specialist to work with the consumer requesting assistance.
- The Ai Policies and Procedures Manual addresses the issue related to provision of services on a cross-disability basis. The Manual's Policies are reviewed and approved by the Board of Directors. Management develops, documents, and enforces the Procedures and provides staff with training. The manual is reviewed and updated periodically every few years.
- All Ai services are available to all consumers regardless of disability.
- Ai will advocate on a consumer's behalf concerning housing, healthcare, and other services when appropriate to do so.
- Ai engages in numerous outreach activities to ensure that the services it provides are accessible to all individuals and families.

## **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.

- Staff is trained to assist consumers in establishing their own goals when a request is made by the consumer
- Each active participant establishes a minimum of one independent living goal that is documented on the Independent Living Plan (ILP) if requested, or in the Consumer Service Record (CSR) contact notes and the intake form. Ai tracks written goals on either the ILP or Consumer Activity Report maintained in the on-line data collection system and the participant's file
- All of the goal areas are explored with each consumer to facilitate choice, and decision making by the consumer
- Consumers have the opportunity to evaluate services received and make suggestions regarding services provided by Ai

- Consumer satisfaction surveys are conducted on an annual basis and are available in alternative format(s) upon request
- Training participants are also encouraged to provide feedback, including suggestions for improvement regarding information provided during community training sessions

**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 required information is provided and received during the intake process
- Consumer data is recorded on the intake form. A hard file is established, and the data is entered into the data collection system
- Ai provides training to new staff on proper intake procedures and may access hard files to ensure the proper documentation is included in each file
- Ai conducts an internal annual review of the CSR’s to determine accurate reporting of data
- Consumers are provided full access to their file and have the right to review the file whenever they wish to. The information enclosed in the participant’s file includes but is not limited to contact notes and written IILP goals. IILP goals may also be revised at any time, per the request of the consumer.

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

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

**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>
Community Advocacy	Information & Referral	1321.75	To gather and expand independent living resources for the disability community to help as many people who call or stop by as possible.	Assisted with housing, transportation energy share, rep payee, independent living, and service facilitation services, ramps, assistive devices and Social Security

Assistive Technology	Administration	2	To make facilities, services, and opportunities available and accessible to individuals with disabilities	Visited one business to evaluate disability access
Assistive Technology	Collaboration/Networking	30.5	To work with businesses, service providers, and disability advocacy groups to provide assistive technology for individuals with significant disabilities.	Partnered with Blue Ridge Hospice to provide assistive devices free of charge to our consumers, and a Lumber Company for a discount on lumber for ramps
Assistive Technology	Community Education and Public Information	0.5	To expand the availability of devices/information systems, i.e. TAP, to individuals with significant disabilities.	Worked with consumer to obtain ramp information
Assistive Technology	Outreach Efforts	6	To participate in local events to raise awareness of Ai services	Distributed Ai information on services provided
Center Management	Administration	267.85	Bi-weekly staff meetings to review progress on services, improve communication among staff and build morale	Staff is updated on the progress on all areas of services we offer and plans for future events
Center Management	Collaboration/Networking	17.5	To work with businesses to highlight specific programs Ai offers	Deaf/Hard of Hearing Specialist participates in Deaf Chat, Baby Signs, and Health Fairs
Center Management	Community Education and Public Information	212.75	To use social media to promote Ai services and events	Sent blast emails to consumers about events and services, Facebook and Instagram
Center Management	Community/Systems Advocacy	40	To encourage unserved/underserved population to use our services.	Staff attended various events to speak about our services.
Center Management	Outreach Efforts	23	To participate in local events to disseminate Ai services	Participated in numerous County Fairs
Center Management	Technical Assistance	0.25	To aid consumers with accessibility to their homes	Met with consumer about installing a ramp



Community Advocacy	Administration	19.5	To facilitate access to health care information and services for the disability community.	Educate consumers and others on ways to increase their knowledge and skills related to these issues.
Community Advocacy	Collaboration/Networking	189.5	To advocate for improved local, state, and national systems change and expanded independent living resources for the disability community.	Educate consumers and others on ways to increase their knowledge and skills related to these issues.
Community Advocacy	Community Education and Public Information	648.5	To use social media to promote Ai services and events	Sent blast emails to consumers about events and services, Facebook and Instagram
Community Advocacy	Community/Systems Advocacy	28	To advocate for facilities, services, and opportunities available and accessible to individuals with disabilities	Visited churches, schools, and attended fairs to promote our services
Community Advocacy	Outreach Efforts	19.75	To participate in local events to disseminate Ai services	Participated in numerous County Fairs
Community Advocacy	Volunteer	5.5	To participate in local events to disseminate Ai services	Participated in numerous County Fairs
Education and Vocational	Collaboration/Networking	1	To work with partners to expand participation of individuals with disabilities	Worked with non-profit to build ramp
Education and Vocational	Community Education and Public Information	14	To enhance the community's awareness of disability issues	Ai Ice Cream Social and Open House-handed out services information
Education and Vocational	Outreach Efforts	12	To participate in local events to disseminate Ai services	Participated in numerous County Fairs
Funding	Administration	4	To secure donations for assistive technology	Received donations from local businesses for assistive technology fund
Funding	Volunteer	137	To hold an annual fundraiser to replenish funds for assistive technology	Held fundraiser in Sept. Raised funds to provide free assistive technology

Housing	Technical Assistance	.05	To keep a current housing registry	Hand out and email housing registry to consumers in need
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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.

- Activities completed by Ai were accomplished through collaborative efforts with staff, consumers, board members, and in partnership with numerous disability organizations, local and state agencies, and other interested organizations.
- Ai performs as either facilitator, organizer, partner, or participant to accomplish the necessary goals, objectives, and its mission.
- ED attends County Community Services meetings
- ED & Deaf/Hard of Hearing Specialist attended Lions Club meetings
- Collaborated with CHP Energy Solutions on efficiency upgrades for consumers
- Negotiated preferred battery pricing for power wheelchairs
- Staff attends Health Fairs, community organization meetings
- Deaf and Hard of Hearing Specialist hosts monthly Deaf Coffee Chat and Baby Signs
- ED met with Top of Virginia Chamber
- Launched new website with interactive Reciteme toolbar 10-1-21, first nonprofit in the state of Virginia to have this
- ED Spoke at Village of Orchard Ridge
- Launched promotional marketing video on Ai website
- ED & Deaf/Hard of Hearing Specialist gave numerous TAP presentations
- Delivered 10 Thanksgiving food blessing boxes to consumers
- Coordinated & delivered box truck of supplies for relief effort of tornado victims in Mayfield, Kentucky
- ED attended two days of advocacy and networking in Richmond, VA
- Ai featured on WDVM TV station – aired twice on 1/21-1/22
- Presented \$2,000 donation to Greenwood Mill Elementary School (building first disability inclusive playground in FCPS)
- Held a disability awareness event at FFAST Gym

## 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.

- Ai works with WorldWide Interpreters (WWI) (<https://worldwideinterpreters.com/> ) This is a simple to use service, that assists us with communicating with individuals in many different languages.
- Ai has brochures in Spanish

## **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.

- Local government funding from four municipalities
- Virginia Department of Medical Assistance Services (DMAS) contract for Consumer-Directed Coordination and Facilitation
- Virginia Association of Centers for Independent Living (VACIL) contract to coordinate Part B CIL advocacy statewide
- Provides Representative Payee services to Social Security recipients
- Contract for monthly Technical Assistance Program (TAP) services to people who are deaf, hard of hearing, their families, and other professionals. These services include information & referral, education and training, and technical assistance or assistive technology devices.
- Fundraising activities
- Donations from local businesses and residents

# **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.

1. **Community Advocacy** – to build community coalitions around major disability issues.
  - a. Collaborate with VACIL – **12 meetings**
  - b. Participate in quarterly Special Education Advisory Council meetings to ensure Ai is informed about statewide issues impacting special education – **4 meetings**
  - c. Attend various Community Services Meetings, Town Council meetings, and other club and Chamber meetings to raise awareness of disability resources and access to services through presentations and trainings – **237 Hours**
  - d. Networking and advocacy in Richmond – **3 meetings – 5 contacts**
  - e. Provide information to the disability community through Ai's social networking, website, information displays, and information & referral – **ongoing**
  - f. Designed new website with ReciteMe toolbar to access more individuals in the disability community.
  - g. Provide materials for the community on emergency preparedness in English and Spanish – **7 events**
  - h. Collaborate with other organizations regarding disability issues – **19 hours**
  - i. Held successful fundraiser for financial assistance to purchase assistive devices – **1 event**

**Outcome** – Ai's goal is to have a well-informed community about the challenges of disabilities, and how to integrate these issues into including all individuals.

### **2. Deinstitutionalization**

- a. Provide Information & Referral services on Medicaid Home and Community-based waivers - **ongoing**
- b. Keep an updated PAS registry – **periodic updates**
- c. Provide IL services for Medicaid waiver, Representative Payee, and Deaf/Hard of Hearing consumers – **491 consumers**
- d. Develop collaborative relationships with institutions to provide services and outreach to residents – **32 institutions**
- e. Offer consumer-directed facilitation services to eligible recipients – Advocate for state funds to address the waiting lists for Medicaid Waiver and other state services - **ongoing**

**Outcome** – Ai aims to increase awareness about community options and prevent unnecessary institutionalization.

3. **School Education/Vocational** – Advocate for educational rights, and assist people with disabilities and their families to make informed choices related to transitioning to vocational training, employment, and socialization.
  - a. Attend Special Education Advisory Council meetings to ensure Ai is informed about statewide issues impacting special education – **4 meetings**
  - b. Ai supports high school students who are enrolled in a cooking class by offering our kitchen so they can learn to cook – **9 classes**
  - c. Ai works closely with The Arc of the Shenandoah Valley to ensure students with disabilities have appropriate IEPs - **ongoing**
  - d. Provide one-on-one peer mentoring and skills training, i.e. cooking, transportation, and budgeting - **13 consumers**
  - e. Staff attended Virtual APRIL Youth Conference – **4 days**

**Outcome** – Ai provides knowledge and understanding of opportunities for additional education, employment, and socialization to become proactive in the community.

4. **Healthcare** – Ai facilitates access to healthcare information and services
  - a. Ai Provides information & Referral services for individuals with disabilities regarding personal healthcare needs and options – **as requested**
  - b. Attend various health and community fairs throughout the year to inform the public about our services - **ongoing**
  - c. Ai ensures that persons with disabilities receive consumer-directed coordinated Medicaid and other services

**Outcome** – Through a better-informed community, people with disabilities’ health and well-being will improve

5. **Housing** – Ai will be well-informed about applicable laws related to housing accessibility, and expand opportunities for more accessible, affordable housing options.
  - a. Provide Information & Referral services concerning housing needs – **31 contacts**
  - b. Maintain Housing Registry of affordable housing – **ongoing**
  - c. Assist and advocate for additional resources with State housing agencies
  - d. Provide home modification resources – **29 contacts**
  - e. Collaborate with local organizations for preferred pricing on materials – **2 contacts**

**Outcome** – Increase consumers’ knowledge in obtaining housing

6. **Transportation** – Ai will advocate for improved and expanded transportation
  - a. Provide staff with list of transportation contacts – **1 training**
  - b. Provide information and referral about transportation services – **19 contacts**
  - c. Monitor activities of transportation system - **ongoing**

7. **Assistive Technology (AT)** – Ai will expand the availability and use of assistive technology devices/information systems to individuals with disabilities
  - a. Provide Information & Referral training regarding available community resources – **105 contacts**
  - b. Seek additional funding sources for equipment – Grants – **4 received**
  - c. Provide staff training on the use of AT – **1 meeting**
  - d. Educate the public on the use, and maintenance of assistive technology – **36 contacts**
  - e. Educate staff and Board on the use and maintenance of TAP equipment – **1 meeting**
  - f. Establish relationships with other AT providers – **2 providers**
  - g. Maintain AT record of loaned and available items – **ongoing**

**Outcome** – to keep the disability community well-informed on AT choices and options

8. **Center Management** – Ai will enhance and expand resources, policies and procedures to increase Center efficiency and ability to serve the public.
  - a. Review Policies and Procedures annually to be approved by Board – **ongoing**
  - b. Provide training to Board and staff on Policies and Procedures – **2 meetings**
  - c. Review Emergency Succession Plan annually – **ongoing**
  - d. Maintain Zoom for video conferencing, trainings and meetings – **ongoing**
  - e. Maintain data collection systems and keep staff trained – **ongoing**
  - f. Hold bi-weekly staff meetings and team building exercises – **ongoing**
  - g. Encourage staff to attend conferences and meetings pertaining to their job to increase knowledge and skills – **ongoing**
  - h. Awarded Civitan Grant which allowed Ai to replace two old vehicles used for consumer visits with one new vehicle and one slightly used vehicle.
9. **Outcome** – Increased knowledge about disability issues, improved cooperation among staff and efficiency
10. **Funding Development** – Ai will maintain/expand funding resources
  - a. Utilized Ai Board to promote Ai fundraising activities – **1 event**
  - b. Gain participation from Ai Board for annual donations – **9 donations**
  - c. Meet with legislators to discuss funding needs – **2 legislators**
  - d. Submitted funding requests from 4 counties – **4 awarded**
  - e. Educate community leaders about CIL services and independent living – **Ongoing, multiple council and BOS meetings attended this past year**
  - f. Contact local businesses for donations to annual fundraiser – **Ongoing, several achieved**

**Outcome** – To increase Ai’s resources to aid in fulfilling its mission.

## **Item 2 – Challenges**

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

We Continue to deal with Covid. Visits are being held by phone or Zoom so they are not late.

## **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.

Community activities and working with our community partners suffered in the previous two reporting years due to Covid. This reporting year we have been able to be more actively involved in the community to promote the independent living philosophy for people with disabilities.

Direct services to consumers totaled \$9,000. Ai donated 17 wheelchairs, 7 rollators, built 11 ramps, and donated numerous other pieces of medical equipment.

Our equipment donations have increased as well as monetary donations.

## **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.

### **Item 2 – SPIL Consistency**

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

Many of Ai’s work plan goals are consistent with and directly related to the current State Plan of Independent Living (SPIL) for Virginia.

### **GOAL I**

Individuals with disabilities, who live in the areas of the Commonwealth that are currently unserved, are provided with independent living (IL) services by expanding the network of Centers for Independent Living (CILs).

The Virginia CILs, including Ai, have been involved in this goal on an ongoing basis. Ai's Work Plan goals, objectives, and action steps in community advocacy support Goal #1.

## **GOAL II**

People with disabilities have increased options for community-based living and are integrated into their communities.

Ai will continue to implement the grant project funded through the SPIL that will directly produce the deliverables of this goal. The other 16 CILs will also be implementing similar grants.

Ai will continue to contract with VACIL with SPIL funds to coordinate efforts of the 17 CILs to achieve the objectives in this goal.

Ai's Work Plan includes action in several goal areas that address this SPIL goal including community advocacy, de-institutionalization, education/vocational, health care, housing, and transportation.

## **GOAL III**

The Commonwealth ensures accessibility to all its programs and facilities by complying with disability-related laws and regulations.

All Virginia CILs have been involved in educating the community regarding the ADA and advocating with the appropriate entity when non-compliance occurs.

Ai provides technical assistance to organizations and small businesses helping them focus on ADA awareness and compliance.

CILs have made a concerted effort to educate and sensitize state agencies regarding disability issues.

Ai's Work Plan goals related to this SPIL goal includes community advocacy, education/vocational, health care, housing, and transportation.

## **GOAL IV**

Commonwealth agencies expend disability-related funding more efficiently and effectively, enhancing opportunities for individuals with disabilities to receive a wide array of services in the community.

Ai staff serves on several committees that collaborate with State agencies and local municipalities in the planning for and implementing statewide and local, programs and services.

All Virginia CILs promote opportunities to the disability community for participation in these groups. Systems advocacy is a high priority for all Virginia CILs.



## 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	
Rehabilitation Act of 1973, as amended	
Social Security Act	
Workforce Investment Act of 1998	
Ticket to Work and Work Incentives Improvement Act of 1999	1
Government Performance Results Act of 1993	
<b>Assistive Technologies</b>	
General Overview	
<b>Data Collecting and Reporting</b>	
General Overview	
Program Performance Reports	
Performance Measures contained in Program Performance Report	
Dual Reporting Requirements	
Case Service Record Documentation	6
<b>Disability Awareness and Information</b>	
Specific Issues	
<b>Evaluation</b>	
General Overview	
CIL Standards and Indicators	
Community Needs Assessment	
Consumer Satisfaction Surveys	
Focus Groups	
Outcome Measures	
<b>Financial: Grant Management</b>	

General Overview	
Federal Regulations	
Budgeting	
Fund Accounting	
<b>Financial: Resource Development</b>	
General Overview	
Diversification of Funding Base	
Fee-for-Service Approaches	
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	
<b>Marketing and Public Relations</b>	
General Overview	
Presentation/Workshop Skills	
Community Awareness	
<b>Networking Strategies</b>	
General Overview	
Electronic	
Among CILs & Statewide Independent Living Councils (SILCs)	
Community Partners	
<b>Program Planning</b>	
General Overview of Program Management and Staff Development	
CIL Executive Directorship Skills Building	
Conflict Management and Alternative Dispute Resolution	
First-Line CIL Supervisor Skills Building	
IL Skills Modules	2
Peer Mentoring	
Program Design	
Time Management	
Team Building	5
<b>Outreach to Unserved/Underserved Populations</b>	
General Overview	
Disability	
Minority	
Institutionalized Potential Consumers	4
Rural	3
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	
Policy Development	
Recruiting/Increasing Involvement	
<b>Volunteer Programs</b>	
General Overview	
<b>Optional Areas and/or Comments (write-in)</b>	

**SUBPART VII – ADDITIONAL INFORMATION**

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

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

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

- **Ai was Nominated for “Nonprofit of the Year” by Top of Virginia Regional Chamber**
- Ai applied for and was awarded a \$25,000 grant from Civitan, that was used to purchase one new company car and one used company car. The two old cars were sold, and the money was put towards the cost of the used vehicle
- Due to the hard work of staff, our donations more than doubled what we received last year
- Fees for service increased by \$20,000
- Provided 121 Energy Share vouchers

**Section B – Additional Information**


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

**In Section D – IL Plans and Waivers** – the number of consumers who signed a waiver should be 0. There were 10 entered in error.

**Number of consumers with whom an ILP was developed should be 491**

**SUBPART VIII - signatures**

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

 11-29-22  
\_\_\_\_\_  
SIGNATURE OF CENTER DIRECTOR DATE

**Charles Harbaugh, IV** **540-662-4452**  
\_\_\_\_\_  
NAME AND TITLE OF CENTER DIRECTOR PHONE NUMBER

 540-481-0841  
\_\_\_\_\_  
SIGNATURE OF CENTER BOARD CHAIRPERSON DATE

**Irene Perez Hardesty** **540-481-0841**  
\_\_\_\_\_  
NAME AND TITLE OF CENTER BOARD CHAIRPERSON PHONE NUMBER