

**NYS INDEPENDENT LIVING CENTERS
ANNUAL PERFORMANCE REPORT
SYSTEM CHANGE OUTCOME INVENTORY
OCTOBER 1, 2009 - SEPTEMBER 30, 2010**

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EDUCATION ADVOCACY 2009-2010

Center	EDUCATION ADVOCACY SYSTEM CHANGE OUTCOME
ALBANY - CDCI	Shaker High School in Latham changed its practices to incorporate a transition fair as an educational component to help students with disabilities and their parents plan for their transition from high school to adult life.
ALBANY - CDCI	Hudson Correctional Facility established a written agreement with CDCI to conduct "in reach" presentations every other month in its specialized re-entry unit to inmates who are soon to be released to help in preparing them for transition back into the community and to include the Center's materials in the re-entry resource center.
AUBURN - OFI	Cayuga County Jail in Auburn, through the Cayuga County Sheriff's Office, established a written agreement with the Center and the Rescue Mission in Auburn to regularly conduct a series of in-service seminars at the jail to prepare inmates who are disabled for their transition back to the community.
AUBURN - OFI	Moravia Central School District changed its practices to incorporate in student's Individualized Education Program (IEP) the use of assistive devices as appropriate.
AUBURN - OFI	Seneca Falls Central School District established an annual Transition Fair as part of its curriculum to assist students with disabilities in their transition from high school to work and/or college.
BINGHAMTON - STIC	Chenango County Early Intervention Program, overseen by the County Health Department in Norwich, changed its practices to regularly hold required meetings with families regarding the transition from Early Intervention to Committee on Preschool Special Education (CPSE) services.

BINGHAMTON - STIC	Vestal Middle School now provides qualified sign language interpreter services for classroom instruction and for extracurricular activities to effectively communicate with students who are Deaf or hard of hearing.
BINGHAMTON - STIC	Center's formal complaint against the Binghamton School District regarding the lack of compliance with conducting Functional Behavior Assessments (FBA) resulted in the School District changing its practices to provide training on Positive Behavioral Supports for all staff.
BRONX - BILS	BILS established "The Youth Action Network" comprised of area high school students with disabilities to bring about community and systemic change through leadership development and advocacy.
BROOKLYN - BCID	Center was active in the statewide ILC effort that resulted in the NYS Education Department issuing guidance during April 2010 regarding the Individualized Education Program (IEP) diploma to ensure that students, families, and school personnel understand the differences between a regular high school diploma and an IEP diploma.
BROOKLYN - BCID	Brooklyn City School District changed its practices to implement a workshop for parents of children with an Individualized Education Program (IEP) that meets once a month on Saturdays. The workshop is conducted by BCID and provides information regarding IEPs and how students with disabilities can choose their future.
BUFFALO - WNYIL	Gowanda Correctional Facility in collaboration with the Center's OAHIO program (serving Native Americans who are disabled) created a program for inmates who are soon to be released that promotes their successful return to society through both group presentations and individual assistance.
BUFFALO - WNYIL	Staff member was appointed to serve on the Local Early Intervention Coordinating Council, which is affiliated with the Erie County Health Department.
BUFFALO - WNYIL	Hamburg Central School District working with WNYIL created the brochure "A Parent's Guide to Section 504: Top 10 Frequently Asked Questions and Answers" and made it available to parents on the Boston Valley Elementary School website.
CORNING - AIM	Center became a member of the Parent Education Work Group of the Chemung County School Readiness Project, which is an early childhood system designed to help children start Kindergarten with a solid foundation for learning.
CORNING - AIM	Center became a member of the Elmira City School District Special Education Sub-Committee.
CORNING - AIM	AIM partnered with Cornell Cooperative Extension (CCE) of Chemung County in Elmira through its Cooking Matters program to conduct a six-week, two-hours once a week cooking class for persons with disabilities that incorporates healthy

eating and grocery shopping on a budget. The class is offered periodically throughout the year. Cooking Matters (formerly Operation Frontline) is a food education program run by CCE in partnership with Share Our Strength, a national anti-hunger organization based in Washington, DC.

CORNING - AIM

AIM became a member of the Regional Transition Support Group that works to improve transition planning for students with disabilities and promote a smooth transition to adult services. It consists of school districts served by Greater Southern Tier Board of Cooperative Education Services (BOCES) and community partners.

CORNING - AIM

Center became a member of the District Leadership Team that is part of the Elmira Heights School District (EHSD) Plan for Participation. EHSD adopted a philosophy of "Shared Decision Making" at the district and building levels that focuses on improving teaching and learning in the district.

CORTLAND - ATI

Cortland Enlarged City School District established a written contract with the Center to provide independent living, self-determination and self-advocacy services to its students with disabilities.

CORTLAND - ATI

Homer Central School District established a written contract with the Center to provide independent living, self-determination and self-advocacy services to its students with disabilities.

DELAWARE - CCFI

Disabilityhistoryweek.org added information about CCFI's Through Children's Eyes Program on its website and included a link to the Program video that is on the Center's website, as a result of a third grade class at Riverside Elementary School in Oneonta collaborating with CCFI to promote disability awareness in their school.

DELAWARE - CCFI

Gilbertsville-Mount Upton Central School District added CCFI to the section of its blog titled "Transition Planning" and added a link to the Center's website. The blog is located at GMUEXCEL.blogspot.com.

DELAWARE - CCFI

Margaretville Central School changed its procedures to routinely include the Center's Round T-Able Program for transitioning youth in the Individualized Education Program (IEP) for students who are disabled.

HARLEM - HILC

City College of NY in Harlem, City University of New York (CUNY), Cohen Library (in the North Academic Center on Convent Avenue at 138th Street) installed JAWS screen reader software on the public computers and scanners to read printed materials and installed Braille signage in public areas to inform students what is accessible and where to locate it.

HERKIMER - RCIL

RCIL, and RCIL-Herkimer as its subsidiary, secured funding through the NYS Office For People With Developmental Disabilities (OPWDD) to enhance the existing Oneida County "Main Street" program and to expand it into Herkimer County. The program serves "at-risk youth" with disabilities and provides

vocational education services to preclude involvement in the juvenile justice system.

HERKIMER - RCIL	Mohawk Central School District changed its procedures to include in the curriculum an RCIL-Herkimer developed disability sensitivity training for students.
HERKIMER - RCIL	Oneida-Herkimer-Madison Board of Cooperative Education Services (BOCES) changed its procedures to include Center Staff in transition planning meetings.
ITHACA - FLIC	Lansing School District changed its policies to allow Center staff to participate in the development of transition plans and attend the Individual Education Plan (IEP) conferences.
ITHACA - FLIC	Groton School District changed its policies to allow Center staff to participate in the development of transition plans and attend the Individual Education Plan (IEP) conferences.
ITHACA - FLIC	South Seneca School District changed its policies to allow Center staff to participate in the development of transition plans and attend the Individual Education Plan (IEP) conferences.
ITHACA - FLIC	Trumansburg School District changed its policies to allow Center staff to participate in the development of transition plans and attend the Individual Education Plan (IEP) conferences.
ITHACA - FLIC	Ithaca City School District changed its policies to allow Center staff to participate in the development of transition plans and attend the Individual Education Plan (IEP) conferences.
ITHACA - FLIC	Candor School District changed its policies to allow Center staff to participate in the development of transition plans and attend the Individual Education Plan (IEP) conferences.
KINGSTON - RCAL	Center and the Child Care Council of Ulster County established a written agreement for the Center to provide on-site Special Education trainings as a regular part of the Council's staff training for professionals working with high risk children.
LONG ISLAND - LICIL	Hempstead Public Schools added LICIL to its online Parent Resource Page with a link to the Center's website for parents of students with disabilities.
LONG ISLAND - LICIL	Center's Director of Advocacy & Community Policy was appointed as a member of the Professional Advisory Board to the Hofstra University, in Hempstead, Masters Program in Rehabilitation Counseling.
LONG ISLAND - LICIL	Levittown School District changed its policies to establish a storybook reading and discussion event to be celebrated annually during Disability History Week.

MANHATTAN - CIDNY	CIDNY is a member of the Commissioner of NYS Education Department's Advisory Panel (CAP) for Special Education Services, which functions in an advisory capacity to the Office of Special Education and advises the Governor, Legislature and Commissioner on unmet needs in the education of children with disabilities.
MANHATTAN - CIDNY	Center was active in the statewide ILC effort that resulted in the NYS Education Department issuing guidance during April 2010 regarding the Individualized Education Program (IEP) diploma to ensure that students, families, and school personnel understand the differences between a regular high school diploma and an IEP diploma.
MASSENA - MILC	Parishville-Hopkinton Central School District changed its practices to include MILC materials as a part of the Individualized Education Program (IEP) and Rehabilitation Act section 504 Plan intake packets.
MASSENA - MILC	Massena Central School District changed its practices to include MILC materials as a part of the Individualized Education Program (IEP) and the Rehabilitation Act section 504 Plan intake packets.
MASSENA - MILC	Brasher Falls Central School District changed its practices to include MILC materials as a part of the Individualized Education Program (IEP) and Rehabilitation Act section 504 Plan intake packets.
MASSENA - MILC	Norwood-Norfolk Central School District changed its practices to include MILC materials as a part of the Individualized Education Program (IEP) and Rehabilitation Act section 504 Plan intake packets.
MASSENA - MILC	Potsdam Central School District changed its practices to include MILC materials as a part of the Individualized Education Program (IEP) and the Rehabilitation Act section 504 Plan intake packets.
MIDDLETOWN - ATI	Center staff serve on the Council on Children and Youth affiliated with the Orange County United Way in Montgomery.
NEWBURGH - ILI	Building Blocks Child Care Center in Newburgh changed its staff training practices to provide disability awareness in-service training for its staff.
NEWBURGH - ILI	Orange-Ulster Board of Cooperative Educational Services (BOCES) established an agreement with ILI to conduct annual training to General Educational Development (GED) certificate students who are disabled regarding NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) and supported employment opportunities.
NEWBURGH - ILI	Monroe-Woodbury High School in Central Valley established an annual workshop on "Opportunities and Challenges" provided by ILI as part of its curriculum for transitioning students with disabilities.

NEWBURGH - ILI	Fostertown Elementary School established an annual Disability Awareness training for school personnel to be conducted by ILI.
NEWBURGH - ILI	Orange-Ulster Board of Cooperative Educational Services (BOCES) established an agreement with ILI to provide annual training to its counseling staff responsible for assisting students and families with the transition from school to adult life.
NEWBURGH - ILI	George M Carroll School Transportation, that provides transportation to students in the Newburgh Enlarged City School District, changed its practices to provide a disability awareness training program for all staff.
NEWBURGH - ILI	Montgomery Elementary School established an annual Disability Awareness training for school personnel to be conducted by ILI.
NIAGARA FALLS - ILNC	Center was invited to be a permanent member of NYS Assemblyman Mark Schroeder's new Autism Mental Health Advocacy Committee to address the education and treatment needs of youth and families with neurobehavioral disorders in Erie and Niagara Counties. Assemblyman Schroeder represents the 145th Assembly District with his district office in Buffalo.
OLEAN - DIL	Allegany-Limestone Central School District adopted DIL's Disability Sensitivity Awareness Program as a regular part of its student and school personnel curriculum.
OLEAN - DIL	Hinsdale Central School adopted the Center's Disability Sensitivity Awareness Program as a regular part of its curriculum for students and school personnel.
OLEAN - DIL	Olean City School District adopted the Center's Disability Sensitivity Awareness Program as a regular part of its curriculum for students and school personnel.
PLATTSBURGH - NCCI	NCCI's Executive Director became a member of the Board of Directors of the Literacy Volunteers of Clinton County.
PLATTSBURGH - NCCI	Plattsburgh School District changed its procedures to include in the curriculum for its "21st Century Learning Centers" after-school program for grade school students NCCI's series of PowerPoint presentations for third, fourth, and fifth grade students that are designed to facilitate discussion of people with disabilities.
POUGHKEEPSIE - TRI	Cornwall Central School District Special Education Parent Teacher Organization made its services accessible to individuals who are Deaf or hard of hearing by providing sign language interpreter services.
PUTNAM - PILS	Center established a special education advocacy network, through its Educational Advocacy Program, to address ongoing education service issues in the community. The group meets periodically for training and information sharing, to respond to Action Alerts regarding education legislation, and to act on current issues.

PUTNAM - PILS	Brewster Central School District posted PILS information on the District's website and changed its practices to provide information about the Center to students who are disabled when discussing transition planning.
PUTNAM - PILS	Haldane Central School District posted PILS information on the District's website and changed its practices to provide information about the Center to students who are disabled and their families when discussing transition planning.
PUTNAM - PILS	Center is a member of the Putnam Partnership for Special Needs, a committee comprised of school district personnel and local agencies. The group established an annual Transition Fair for parents, professionals and students in Putnam County.
PUTNAM - PILS	PILS was a catalyst for the Mahopac Central School District to establish a Special Education Parent Teacher Organization (SEPTO) that meets monthly,
PUTNAM - PILS	PILS applied for and was awarded a 5 year Federal grant for \$210,808 through the American Recovery and Reinvestment Act of 2009 (ARRA) to work with youth with disabilities and their families.
QUEENS - CIDNY	Center was active in the statewide ILC effort that resulted in the NYS Education Department issuing guidance during April 2010 regarding the Individualized Education Program (IEP) diploma to ensure that students, families, and school personnel understand the differences between a regular high school diploma and an IEP diploma.
ROCHESTER - RCIL	Newark Central School District changed its practices to include RCIL staff as well as materials on Independent Living Centers, NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR), and community based services in the development of transition plans for students with disabilities.
ROCHESTER - RCIL	Rochester Institute of Technology Disability Service Office changed its classroom interpreter policy form requiring the student to choose between an interpreter or captioning (CPrint) to allowing the student to have both an interpreter and captioning in classroom settings and changing the interpreter's background every 30 minutes.
ROCHESTER - RCIL	Lyons Central School District changed its practices to include RCIL staff as well as materials on Independent Living Centers, NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR), and community based services in the development of transition plans for students with disabilities.
ROCHESTER - RCIL	Williamson Central School District changed its practices to include RCIL staff and materials on Independent Living Centers, NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR), and community based services in the development of transition plans for students with disabilities.

ROCKLAND - RILC	RILC is a member of the Suffern Collaborative that works with Rockland CARES Integrated County Planning to improve services to children, youth and families.
ROCKLAND - RILC	RILC is a member of the Haverstraw Collaborative that works with Rockland CARES Integrated County Planning to improve services to children, youth and families.
ROCKLAND - RILC	RILC is a member of the Nyack Collaborative that works with Rockland CARES Integrated County Planning to improve services to children, youth and families.
ROCKLAND - RILC	RILC is a member of the Spring Valley Collaborative that works with Rockland CARES Integrated County Planning to improve children, youth and family services.
SUFFOLK - SILO	Stony Brook University, State University of New York (SUNY), Occupational Therapy Department adopted the Center's Disability Awareness training as a regular part of its curriculum for students.
SYRACUSE - ARISE	Center staff member with a disability was appointed to the Board of Directors of the Oswego County-City Youth Bureau.
TROY - ILCHV	Questar III in Castleton changed the admission policy for its Career and Technical Education (CTE) programs from not accepting high school seniors into the two year program to offering "special circumstances" for qualified students with disabilities to enter the program the senior year with a transition plan that includes NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) funding for the 2nd year. Questar III provides instructional and support services to 23 school districts in Rensselaer, Columbia and Greene Counties.
WATERTOWN - NRCIL	Gouverneur Correctional Facility changed its procedures to allow the Center to regularly conduct a series of parenting training classes at the facility to prepare inmates who are fathers with a disability for their transition back to the community.
WATERTOWN - NRCIL	Watertown Correctional Facility changed its procedures to allow the Center to regularly conduct a series of parenting training classes at the facility to prepare inmates who are fathers with a disability for their transition back to the community.
WATERTOWN - NRCIL	Mannsville Manor Elementary School changed its practices to allow the Center to conduct a dedicated support and educational group for parents and caregivers of children with disabilities.
WATERTOWN - NRCIL	Watertown City School District changed its procedures to allow Center staff to participate in the development of transition plans and attend the Individual Education Plan (IEP) conferences for children 15 years and older.

- WHITE PLAINS - WILC WILC applied for and was awarded a 5 year Federal grant for \$176,653 through the American Recovery and Reinvestment Act of 2009 (ARRA) to work with youth with disabilities and their families.
- YONKERS - WDOM Greenburgh-North Castle Union Free School District established an agreement with WDOM to conduct two ongoing Youth Leadership groups for students with significant developmental disabilities to develop leadership and pre-employment skills for students participating in community service projects.
- YONKERS - WDOM Greenburgh-North Castle Union Free School District changed its policies and procedures to establish more appropriate transition plans with enhanced student internships that include appropriate use of job coaches and additional connections with community based resources.

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EMPLOYMENT ADVOCACY 2009-2010

Center	EMPLOYMENT ADVOCACY SYSTEM CHANGE OUTCOME
ALBANY - CDCI	Dress for Success (DFS) in Albany established a written agreement with CDCI to assist low income women with disabilities who are seeking employment and cannot afford appropriate clothing. The Center will provide all needed employment services, and DFS will provide clothing for the job interview and when a job has been accepted. DFS is an international not-for-profit organization offering services designed to help low income women find jobs and remain employed.
ALBANY - CDCI	Center established a contract with the US Social Security Administration (SSA) to serve as an Employment Network to provide employment services under the Ticket To Work Program.
ALBANY - CDCI	Center was invited to join the Employment Workshop group, specifically as the benefits advisor component of the group. The group's purpose is to plan a series of workshops regarding employment and individuals living with mental illness.
AMSTERDAM - RCIL	Hillcrest Spring Residential Adult Care Retirement Homes in Amsterdam changed its employment application to eliminate illegal questions.
AMSTERDAM - RCIL	Shrine of Our Lady of Martyrs, Gift Shop and Information Center in Fultonville changed its reasonable accommodation procedures for employees who are disabled to permit them to alternate between sitting and standing throughout their work shift. Previously, employees were required to stand throughout their entire shift.
BATAVIA - GRILC	Genesee County Parks, Recreation and Forestry Department made its employment application available in large print for job applicants who are visually impaired.
BINGHAMTON - STIC	Center established a contract with the US Social Security Administration (SSA) to serve as an Employment Network to provide employment services under the Ticket To Work Program.
BRONX - BILS	Center established a written agreement with the NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) Bronx District Office to conduct on-site outreach and benefits advisement services to individuals applying for vocational rehabilitation services.

CORNING - AIM	Center established a contract with the US Social Security Administration (SSA) to serve as an Employment Network to provide employment services under the Ticket To Work Program.
CORNING - AIM	Center established a fee-for-service contract with the NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) to provide supported employment services.
CORNING - AIM	NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR), Southern Tier Elmira District Office changed its practices to include AIM's benefit advisement information materials at all Unified Contract Services (UCS) orientations for new consumers.
CORNING - AIM	Center established a fee-for-service contract with the NYS Commission for the Blind and Visually Handicapped (CBVH) to provide supported employment services.
CORTLAND - ATI	Cortland Community Re-Entry Program (CCRP) changed its staff training procedures to include an ATI disability awareness and Americans with Disabilities Act (ADA) component in its training program.
CORTLAND - ATI	Home Care For Cortland County, Inc. in Cortland changed its staff training procedures to include an ATI disability awareness and Americans with Disabilities Act (ADA) component in its training program.
CORTLAND - ATI	SUNY (State University of New York) Cortland changed its staff training procedures to include an ATI disability awareness and Americans with Disabilities Act (ADA) component in its training program.
CORTLAND - ATI	Cortland Transit changed staff training procedures to include an ATI disability awareness and Americans with Disabilities Act (ADA) component in its training program.
GLENS FALLS - SAIL	Queensbury Union Free School District changed the job classification and title of "Handicapped Student Interpreter" to "Interpreter for the Hearing Impaired". This position provides sign language interpreter services for students in the classroom.
HERKIMER - RCIL	Working Solutions One-Stop Career Center in Herkimer made available a pocketalker (an assistive listening device) to assist individuals who are hard of hearing as they meet with their staff.
HERKIMER - RCIL	Working Solutions One-Stop Career Center in Herkimer changed its staff training procedures to include an RCIL-Herkimer developed disability sensitivity training for all new employees.
HERKIMER - RCIL	Oneida-Herkimer-Madison Board of Cooperative Education Services (BOCES) changed procedures to include mailings on Social Security Work Incentives Planning & Assistance to all transition age students and their parents as part of the transition process.

HERKIMER - RCIL	Working Solutions One-Stop Career Center in Herkimer changed its procedures to include a Center component relating to Social Security Work Incentives Planning & Assistance as an annual training for consumers, the community, and One-Stop staff.
ITHACA - FLIC	Tompkins County changed its recruitment process to eliminate questions that discriminate in regards to a person's disability.
ITHACA - FLIC	City of Ithaca changed its recruitment process to eliminate questions that discriminate in regards to a person's disability.
JAMESTOWN - SILC	Chautauqua Works One-Stop in Dunkirk changed its practices to permit SILC staff to meet with consumers on a monthly basis at the facility.
JAMESTOWN - SILC	Jamestown One-Stop changed its practices to permit SILC staff to meet with consumers on a monthly basis at the facility.
KINGSTON - RCAL	Ulster County Department of Social Services (DSS) changed its procedures to establish a single point of contact for all Medicaid Buy-In for Working Disabled applications to prevent applications being delayed or lost.
KINGSTON - RCAL	RCAL was approved for grant funding through the NYS Office For People With Developmental Disabilities (OPWDD), Taconic Developmental Disabilities Service Office (DDSO) to provide an Enhanced Supported Employment Program (ESEMP).
KINGSTON - RCAL	NYS Department of Health (DOH) changed the Access NY Health Care Application to have Supplement A (For Age 65+, Disabled, or Blind Medicaid Applicants) include the question "If you are a disabled and working, are you interested in applying for the MBI-WPD program?" to better inform applicants about the Medicaid Buy-In for Working Disabled (MBI-WPD) program and to expedite the processing of applications by local Department of Social Services (DSS) offices.
KINGSTON - RCAL	Gateway Community Industries in Kingston changed its intake procedures to include information about obtaining a Benefits Planning Query (BPQY) from the US Social Security Administration to improve employment services to person with disabilities.
MANHATTAN - CIDNY	NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) established a "Procedure For Purchasing Language Interpreter and Written Translation Services for Consumers with Limited English Proficiency (LEP)" during August 2010 to address the needs of vocational rehabilitation consumers who have a limited ability to read, write, speak, or understand English.
MANHATTAN - CIDNY	NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) revised service policy 1375.40 Work-Try-Out

(WTO)/On-The-Job Training (OJT) Policy (July 2009) to include Rehabilitation Technology with statement "Rehabilitation technology, adaptive tools and devices are separate and distinct from ordinary tools and equipment required for a specific job. For ACCES-VR to provide required adaptive tools and equipment necessary, follow guidelines and procedures described in 1370.00 Rehabilitation Technology Policy and Procedures".

MASSENA - MILC

Center established a contract with the St. Lawrence County Department of Social Services to conduct the county-wide Personalized Employment Pathways (PEP) program, which is a peer mentor based job search, development and readiness training program.

NEWBURGH - ILI

Orange County Department of Social Services and the Orange County Employment & Training Administration established an agreement with ILI to provide "special evaluation services" for consumers with significant disabilities.

NEWBURGH - ILI

Center established a contract with the US Social Security Administration (SSA) to serve as an Employment Network to provide employment services under the Ticket To Work Program.

NEWBURGH - ILI

Children's Corner Learning Center in New Windsor changed its reasonable accommodation policy to enable employees with developmental disabilities to better perform the assigned job duties.

NEWBURGH - ILI

Joe's Pizza in Newburgh changed its hiring criteria so that people with disabilities can now fill job vacancies that were previously not available to them.

NEWBURGH - ILI

Boys and Girls Club in Newburgh changed its hiring criteria so that people with disabilities can now fill job vacancies that were previously not available to them.

NEWBURGH - ILI

Elant in Newburgh, providing healthcare and housing programs, modified its hiring and reasonable accommodation policies to allow appropriately qualified individuals who are Deaf to receive training and serve as Certified Home Health Aides.

NEWBURGH - ILI

Unitex Textiles Rental Services in Newburgh changed its hiring criteria so people with disabilities can now fill job vacancies that were previously not available to them.

OLEAN - DIL

Employment Connection, a division of the Rehabilitation Center, in Olean changed the staff training procedures to include the Center's Disability Sensitivity Awareness Training as a regular part of the Job Readiness and Support curriculum for its staff.

OLEAN - DIL

United Way of Cattaraugus County in Olean changed the staff training procedures to include the Center's Disability Sensitivity Awareness Training as a regular part of the employee orientation program.

PLATTSBURGH - NCCI One Work Source, One-Stop Career Center in Plattsburgh, installed automatic doors at its main entrance.

POUGHKEEPSIE - TRI Dutchess County Human Rights Commission (DCHRC) added TRI to its website under Advocacy Services & Related Resources and changed its procedures to recommend the Center's Disability Etiquette Training Program to all employers and places of public accommodations that request such training and when complaints to the DCHRC require employers and places of public accommodations to receive training.

QUEENS - CIDNY NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) established a "Procedure For Purchasing Language Interpreter and Written Translation Services for Consumers with Limited English Proficiency (LEP)" during August 2010 to address the needs of vocational rehabilitation consumers who have a limited ability to read, write, speak, or understand English.

QUEENS - CIDNY NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) revised service policy 1375.40 Work-Try-Out (WTO)/On-The-Job Training (OJT) Policy (July 2009) to include Rehabilitation Technology with statement "Rehabilitation technology, adaptive tools and devices are separate and distinct from ordinary tools and equipment required for a specific job. For ACCES-VR to provide required adaptive tools and equipment necessary, follow guidelines and procedures described in 1370.00 Rehabilitation Technology Policy and Procedures".

SUFFOLK - SILO SILO was awarded by the NYS Commission for the Blind and Visually Handicapped (CBVH) funding through the American Recovery and Reinvestment Act of 2009 (ARRA) to establish a Mobile Computer Lab that will provide assistive technology and advanced computer training to individuals and small groups with the goal of employment. Based on program success, CBVH will continue funding the project through Vocational Rehabilitation fee-for-service funds.

SULLIVAN - ATI Highland Falls-Fort Montgomery Central School District changed its online employment applications to eliminate an illegal question for job applicants who are disabled.

SULLIVAN - ATI Monroe-Woodbury Central School District changed its online employment applications to eliminate an illegal question for job applicants who are disabled.

SULLIVAN - ATI Sullivan West Central School District changed its online employment applications to eliminate an illegal question for job applicants who are disabled.

UTICA - RCIL Center's Executive Director is a member of the Workforce Investment Board (WIB) for Herkimer, Madison, and Oneida Counties.

UTICA - RCIL Working Solutions One-Stop Career Center in Utica changed its staff training procedures to include the RCIL developed "Ten Commandments" DVD

(discusses various preferred communications techniques for interacting with persons with disabilities) in the personnel training program.

UTICA - RCIL

NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) Utica District Office changed procedures to inform consumers who are deaf of an option to be assigned to another Vocational Rehabilitation Counselor and to routinely provide a list of local Employment Service Providers.

UTICA - RCIL

Working Solutions One-Stop Career Center in Rome changed its staff training procedures to include the RCIL developed "Ten Commandments" DVD (discusses various preferred communications techniques for interacting with persons with disabilities) in the personnel training program.

UTICA - RCIL

RCIL established a contract with the NYS Office of Mental Health through Mohawk Valley Psychiatric Center in Utica to provide employment services to "in-patient" youth at the Pinefield Children & Adolescent Unit that include vocational training (job seeking and job retention skill development) and community supports (ongoing integrated supported employment and assisted competitive employment).

UTICA - RCIL

RCIL established a written arrangement with Hope House, a local soup kitchen for the homeless and poverty stricken in East Utica, to provide onsite outreach including benefits advisement and employment services for the participants who are disabled.

WATERTOWN - NRCIL

NRCIL applied for and was awarded a 5 year Federal grant through the American Recovery and Reinvestment Act of 2009 (ARRA) to conduct an employment support program for persons with disabilities. The program is designed to improve employability, assist job seekers with training and job placement services, and address barriers to finding employment.

WHITE PLAINS - WILC

WILC staff became a member of the Coordinating Committee for the Westchester County Housing Choice Voucher (HCV) Family Self-Sufficiency (FSS) Program. FSS is a US Department of Housing and Urban Development (HUD) program that encourages communities to develop local strategies to help families enrolled in the Housing Choice Voucher Program, also known as Section 8, to obtain employment that will lead to economic independence and self-sufficiency.

WHITE PLAINS - WILC

WILC partnered with the VIVE School in Yonkers through its Pathways to Success program, a General Educational Development (GED) certificate program for at risk minority populations in lower Westchester County, to provide on-site outreach including employment related services and benefits advisement for students who are disabled.

WHITE PLAINS - WILC

Greenburgh Academy in Yonkers changed practices to incorporate into the curriculum an ongoing WILC program that assists students to successfully transition from high school and develop post high-school goals (i.e. employment, vocational training, college, etc.).

WHITE PLAINS - WILC

WILC applied for and was awarded a 5 year Federal grant for \$208,038 through the American Recovery and Reinvestment Act of 2009 (ARRA) to conduct an employment support program for persons with disabilities. The program is designed to improve employability, assist job seekers with training and job placement services, and address barriers to finding employment.

**NYS INDEPENDENT LIVING CENTERS
ANNUAL PERFORMANCE REPORT
SYSTEM CHANGE OUTCOME INVENTORY
OCTOBER 1, 2009 - SEPTEMBER 30, 2010**

HEALTH CARE ADVOCACY 2009-2010

Center	HEALTH CARE ADVOCACY SYSTEM CHANGE OUTCOME
ALBANY - CDCI	Bradley Bush Dental Office in Schoharie now provides its materials in alternative formats for patients with disabilities.
ALBANY - CDCI	Hudson Mohawk Recovery Center in Troy changed its practices to permit the Center to regularly work with consumers who are in the outpatient rehabilitation program.
ALBANY - CDCI	Center was requested to join the Schenectady County Mental Health Subcommittee that is affiliated with the Schenectady County Office of Community Services.
AMSTERDAM - RCIL	Center was active in national ILC effort that led to passage and signing into law during March 2010 of Federal health care reform legislation known as the Patient Protection and Affordable Care Act that includes among its provisions: Community Living Assistance Services and Supports (CLASS) Act (create national, affordable long-term care insurance program); Community First Choice (CFC) option (create a new home and community-based service within the Medicaid state plan); gradual reduction and eventual elimination of the Medicare Part D coverage gap (Medicare donut hole); and improvement of the quality and efficiency of health care across health disparity populations.
AMSTERDAM - RCIL	Center was active in national ILC effort that led to Congress extending three quarters of the funding for the Federal Medical Assistance Percentage (FMAP) that was originally passed as part of the American Reinvestment & Recovery Act (ARRA) of 2009 and that increased the Federal share of Medicaid to New York State.
AMSTERDAM - RCIL	Governor rescinded the proposed cap on Personal Care Attendant (PCA) services at 84 hours per week and removed Consumer Directed Personal Assistance (CDPA) services from the cap in the 2010-2011 State Budget.
AMSTERDAM - RCIL	Nathan Littauer Nursing Hospital and Home in Gloversville changed its procedures to have discharge planners include the Center's programs and services materials in their discharge planning packets that are provided to patients.
AMSTERDAM - RCIL	US Social Security Administration (SSA) Office of Disability Determination in Baltimore, Maryland changed its practices to ensure that claimants with Limited English Proficiency (LEP) are given the same assistance during the Social Security claims process as English speaking claimants. The changes included

providing forms and other correspondence in languages other than English, issuing reminders to Regional SSA Commissioners and their respective state Department of Social Services Administrators, and providing specialized training for disability examiners.

- AUBURN - OFI Lakeview Mental Health Services in Seneca Falls changed its practices to regularly provide the Center's "Representative Payee/Benefits Administration" flyer to its consumers. It provides safe, affordable housing, support, and rehabilitative services to individuals recovering from mental illness.
- AUBURN - OFI Hope Starts Here in Auburn changed its practices to regularly provide the Center's materials to its consumers. Hope Starts Here serves persons who have mental disorders and is a cooperative project of: Cayuga Counseling Services, Auburn Memorial Hospital, Cayuga Community Health Network, East Hill Family Medical, Inc. and Cayuga County Mental Health.
- BINGHAMTON - STIC Center staff served on the Schuyler County Long-Term Care Committee affiliated with the Schuyler County Office for the Aging in Montour Falls.
- BINGHAMTON - STIC Center was active in national ILC effort that led to passage and signing into law during March 2010 of Federal health care reform legislation known as the Patient Protection and Affordable Care Act that includes among its provisions: Community Living Assistance Services and Supports (CLASS) Act (create national, affordable long-term care insurance program); Community First Choice (CFC) option (create a new home and community-based service within the Medicaid state plan); gradual reduction and eventual elimination of the Medicare Part D coverage gap (Medicare donut hole); and improvement of the quality and efficiency of health care across health disparity populations.
- BINGHAMTON - STIC Center was active in national ILC effort that led to Congress extending three quarters of the funding for the Federal Medical Assistance Percentage (FMAP) that was originally passed as part of the American Reinvestment & Recovery Act (ARRA) of 2009 and that increased the Federal share of Medicaid to New York State.
- BINGHAMTON - STIC STIC was a catalyst for the NYS Department of Health (DOH) drafting regulations to establish and Expanded In-home Services for the Elderly (EISEP) consumer directed program that will transition consumers from a Federal grant funded EISEP program. The DOH EISEP will be implemented and open to all eligible consumers statewide in December 2010.
- BINGHAMTON - STIC Governor vetoed bill S.7000 that would have weakened nondiscrimination provisions in current State insurance law while contributing no measurable improvement to autism coverage.
- BINGHAMTON - STIC STIC was approved as a service provider under the NYS Office of Children and Family Services (OCFS) Home and Community-Based Services (HCBS) Waiver "Bridges to Health" (B2H) that serves children in foster care who have significant

mental health, developmental disabilities, or health care needs to help them to live in a home or community-based setting.

- BINGHAMTON - STIC NYS Department of Health (DOH) established the Nursing Home Transition and Diversion (NHTD) Waiver Program Vehicle Modification policy and guidelines to implement an existing allowable service that was previously unavailable and will include them in the updated NHTD Waiver Manual.
- BINGHAMTON - STIC Center was active in statewide ILC effort that led to passage and signing into law during July 2010 of NYS legislation that amends the public health law to require the reporting of newborn hearing screening results to the Department of Health.
- BINGHAMTON - STIC Center staff served on the Local Early Intervention Coordination Council of Schoharie County, which was formed to advise the Schoharie County Department of Health in Schoharie on identifying families with infants and toddlers with developmental delays or disabilities so appropriate intervention services can be provided.
- BINGHAMTON - STIC Center staff served on the Broome County Long-Term Care Committee affiliated with the Broome County Office for the Aging in Binghamton.
- BINGHAMTON - STIC STIC is a member of the NYS Office of Children and Family Services (OCFS) Home and Community-Based Services (HCBS) Waiver "Bridges to Health" (B2H) Regional Providers group.
- BINGHAMTON - STIC NYS Department of Health (DOH) streamlined the provider application process for the Nursing Home Transition and Diversion (NHTD) Waiver Program to expedite the review and approval of applications.
- BINGHAMTON - STIC Dr Armando Matta, plastic and reconstructive surgeon in Binghamton now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
- BINGHAMTON - STIC Diabetes Care Associates in Binghamton now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
- BINGHAMTON - STIC Center staff served on the Onondaga County Long-Term Care Committee affiliated with the Onondaga County Office for the Aging in Syracuse.
- BINGHAMTON - STIC Governor rescinded the proposed cap on Personal Care Attendant (PCA) services at 84 hours per week and removed Consumer Directed Personal Assistance (CDPA) services from the cap in the 2010-2011 State Budget.
- BINGHAMTON - STIC Center staff served on the NYS Department of Health (DOH) Nursing Home Transition and Diversion (NHTD) Waiver Program Advisory Committee.
- BINGHAMTON - STIC Center staff served on the Otsego County Long-Term Care Committee affiliated with the Otsego County Office for the Aging in Cooperstown.

BINGHAMTON - STIC	Center staff served on the Tompkins County Long-Term Care Committee affiliated with the Tompkins County Office for the Aging in Ithaca.
BINGHAMTON - STIC	Center staff served on the Delaware County Long-Term Care Committee affiliated with the Delaware County Office for the Aging in Delhi.
BINGHAMTON - STIC	Center is a member of the Broome County Home Care Coalition affiliated with the Broome County Health Department
BRONX - BILS	Center's Systems Advocate became a member of the Turning Point South Bronx Neighborhood Network that is a group of community based, non-profit, and faith based organization dedicated to promoting health in nutrition for residents who are low income. The group also works to promote economic development and self-sufficiency.
BUFFALO - WNYIL	Center staff member was appointed to serve on the P ² (Pursuing Perfection) Collaborative of Western New York Consumer Advisory Team to address the health issues of Erie County residents who are disabled. The P ² Collaborative in Williamsville received a grant from the Robert Wood Johnson Foundation to undertake a major research initiative to evaluate the effectiveness of primary care providers in the health care delivery system in the eight counties of Western New York (Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans and Wyoming Counties).
CORNING - AIM	Allegany County NY Connects/Office for the Aging in Belmont now has a wheelchair to make the site more accessible to consumers with mobility disabilities.
CORNING - AIM	Center became a member of the NY Connects Long-Term Care Council of Allegany County, affiliated with the Allegany County Office for the Aging.
CORNING - AIM	Center became a member of the Allegany County Caregivers Coalition, affiliated with the Allegany County Community Partnership on Aging.
CORNING - AIM	The existing Consumer Directed Personal Assistance (CDPA) Program in Allegany County reached a stable foundation by enrolling 13 new consumers.
CORTLAND - ATI	Doctor Kristin Clark-Lowell moved her general dentistry office in Cortlandville to a fully Americans with Disabilities Act (ADA) compliant facility that includes a special treatment operatory for wheelchairs.
DELAWARE - CCFI	Center established an agreement with the Southern Tier Independence Center (STIC) in Binghamton to serve as a subcontractor under the Money Follows the Person (MFP) Demonstration Identification of and Outreach to Nursing Home Residents Project grant that STIC was awarded by the NYS Department of Health. The grant term is from 10/08 to 9/11 and will be funded at over \$105,000. CCFI will serve 6 of the 13 counties to be served by the grant.

GLENS FALLS - SAIL NYS Department of Health (DOH) adopted a revised Initial Comprehensive Service Plan form to decrease applicant enrollment time in programs using a Comprehensive Case Management Model. The revised form was developed by SAIL in collaboration with 2 other ILCs.

GLENS FALLS - SAIL Carpenter Physical Therapy in Warrensburg improved the access of its waiting area by re-configuring the room and changed its practices to provide SAIL materials for all patients.

GLENS FALLS - SAIL Doctors Meyer and Malin Family Practice in Ballston Spa installed accessible parking spaces with striping for patients who are disabled.

GLENS FALLS - SAIL Maxim Healthcare Services in Albany became a provider of services through the NYS Department of Health Nursing Home Transition and Diversion (NHTD) Medicaid Waiver Program. Southern Adirondack Independent Living in Glens Falls serves as a Regional Resource Development Center (RRDC) for the NHTD Waiver and was a catalyst for organization's application to be a service provider.

GLENS FALLS - SAIL Center staff was appointed to the Essex County NY Connects Point of Entry to Long-Term Care Council affiliated with the Essex County Office for the Aging.

GLENS FALLS - SAIL Center staff started serving on the Health Systems Navigator Workgroup for Warren and Washington Counties.

GLENS FALLS - SAIL Center staff was appointed to Montgomery County NY Connects Point of Entry to Long-Term Care Council affiliated with the Montgomery County Office for the Aging.

GLENS FALLS - SAIL Center staff started serving on the Open Door Mission Steering Committee. The Open Door Mission in Glens Falls serves the homeless and unfortunate by providing on-site meals and distributing bagged lunches, ready-to-eat meals and other food items to agencies and individuals in Warren, Washington, and Saratoga Counties.

HERKIMER - RCIL Alpine Nursing and Rehabilitation Center in Little Falls changed its procedures to have discharge planners include information about the NYS Department of Health Nursing Home Transition and Diversion (NHTD) Waiver Program in their discharge planning packets that are provided to patients.

ITHACA - FLIC FLIC Executive Director was invited to serve on the new Women's Advisory Committee at the Guthrie Clinic regional office in Ithaca. Guthrie Clinic provides a variety of medical services at 23 regional offices in the states of New York and Pennsylvania.

ITHACA - FLIC Center was active in national ILC effort that led to passage and signing into law during March 2010 of Federal health care reform legislation known as the Patient Protection and Affordable Care Act that includes among its provisions: Community Living Assistance Services and Supports (CLASS) Act (create

national, affordable long-term care insurance program); Community First Choice (CFC) option (create a new home and community-based service within the Medicaid state plan); gradual reduction and eventual elimination of the Medicare Part D coverage gap (Medicare donut hole); and improvement of the quality and efficiency of health care across health disparity populations.

ITHACA - FLIC

Center was approved to provide consumer directed personal aides to individuals who are not Medicaid eligible through the Tompkins County Community Living Program administered by the County Department of Social Services and Office for Aging.

ITHACA - FLIC

Governor rescinded the proposed cap on Personal Care Attendant (PCA) services at 84 hours per week and removed Consumer Directed Personal Assistance (CDPA) services from the cap in the 2010-2011 State Budget.

JAMESTOWN - SILC

Family Health Medical Services at 42 Dunham Avenue in Jamestown relocated to its new facility that is fully accessible.

JAMESTOWN - SILC

Western New York Urology Association at 103 Allen Street in Jamestown relocated to its new facility that is fully accessible.

KINGSTON - RCAL

Center was active in national ILC effort that led to passage and signing into law during March 2010 of Federal health care reform legislation known as the Patient Protection and Affordable Care Act that includes among its provisions: Community Living Assistance Services and Supports (CLASS) Act (create national, affordable long-term care insurance program); Community First Choice (CFC) option (create a new home and community-based service within the Medicaid state plan); gradual reduction and eventual elimination of the Medicare Part D coverage gap (Medicare donut hole); and improvement of the quality and efficiency of health care across health disparity populations.

KINGSTON - RCAL

Center Executive Director became a member of the Ulster County Partnership for Healthy Aging, a coalition of Ulster County agencies that coordinates agency cooperation and trainings for agencies serving seniors.

KINGSTON - RCAL

Center staff serves on the Ulster County Long Term Care Council to address the medical and service needs of individuals with disabilities to remain independent in the community.

KINGSTON - RCAL

Ulster County Department of Social Services changed its application procedures for services through the NYS Office For People With Developmental Disabilities (OPWDD) Medicaid waivers to expedite the review process and reduce the amount of time people with disabilities were waiting for disability determinations.

KINGSTON - RCAL

Mental Health Association in Ulster County in Kingston changed the intake process for the NYS Medicare Savings Program to include an inquiry about eligibility criteria to ensure applicants are informed of the program and how to apply for services. The Program is funded through NYS Department of Health and administered by local Departments of Social Services and the Human

Resources Administration in New York City and can assist individuals/couples in paying for their Medicare Premiums.

- KINGSTON - RCAL NYS Department of Health (DOH) changed the Access NY Health Care application to include an option box for identifying "another person you would like to receive your Medicaid notices" to provide people with disabilities who are applying for Medicaid with a systematic way to have another person assist them with their applications.
- KINGSTON - RCAL NYS Department of Health (DOH) changed the Medicaid Scope of Benefits to permit consumers to have "regular" Medicaid Managed Care and Medicaid Advantage while enrolled in the Nursing Home Transition and Diversion (NHTD) Waiver program, which had previously denied Medicaid Advantage Plus coverage to people under NHTD because the services duplicated waiver services.
- KINGSTON - RCAL NYS Office For People With Developmental Disabilities (OPWDD) changed its initial redesign of Medicaid Service Coordination from consumers being locked into receiving services from the service provider to being allowed to change vendors and have the allocation move with them to a new provider.
- LONG ISLAND - LICIL Center's Director of the Consumer Directed Personal Assistance (CDPA) Program was appointed to serve on the Long Island Patient Safety Advisory Council (PSAC) that is affiliated with PULSE of NY, a grassroots patient safety advocacy organization headquartered in Nassau County.
- LONG ISLAND - LICIL Dental office of Dr. Paul D. Verdi in Port Washington removed a barrier in the hallway leading to the examination chair to allow for equal access for patients with disabilities who utilize wheelchairs, scooters, and walkers.
- MANHATTAN - CIDNY State Legislature approved 2010-2011 State budget that restored prior approval of health insurance premiums.
- MANHATTAN - CIDNY State Legislature approved 2010-2011 State budget that that amended the Governor's proposal to raise the medical loss ratio to 85% to increase the loss ratio to 82% in order to reduce windfall profits to insurers and to reduce higher premiums for consumers.
- MANHATTAN - CIDNY NYS Department of Health's was approved for a \$1.75 million dollar grant to establish a statewide consortium to provide independent consumer assistance to access health coverage with a focus on serving people with disabilities. CIDNY's New Yorkers for Accessible Health Coverage project (statewide coalition of consumers and health advocacy organizations) was a catalyst DOH's funding application.
- MANHATTAN - CIDNY Governor rescinded the proposed cap on Personal Care Attendant (PCA) services at 84 hours per week and removed Consumer Directed Personal Assistance (CDPA) services from the cap in the 2010-2011 State Budget.

MANHATTAN - CIDNY	State Legislature approved 2010-2011 State budget that rejected Governor's proposal to eliminate the Medicaid Managed Care Advisory Review Panel.
MANHATTAN - CIDNY	State Legislature approved 2010-2011 State budget that amended the Governor's proposal to require prior approval of physical therapy (PT)/occupational therapy (OT) for Medicaid beneficiaries to allow a specified number of visits pending approval of the recommended treatment plan.
MANHATTAN - CIDNY	NYS Insurance Department established the Pre-Existing Condition Insurance Plan (PCIP): NY Bridge Plan to provide a temporary statewide insurance pool for high risk individuals. The Bridge Plan is administered by Group Health Incorporated (GHI). The PCIP is funded by the Federal 2010 health care reform law with coverage available until 2014 when other provisions of health care reform will go into effect and state health benefit exchanges will be available for individuals to purchase coverage.
MANHATTAN - CIDNY	NYS Department of Health completely revised the Medicaid client notices for the Medicaid Spenddown program to improve the program's access for people with disabilities and to simplify its administration.
MANHATTAN - CIDNY	Center was active in national ILC effort that led to passage and signing into law during March 2010 of Federal health care reform legislation known as the Patient Protection and Affordable Care Act that includes among its provisions: Community Living Assistance Services and Supports (CLASS) Act (create national, affordable long-term care insurance program); Community First Choice (CFC) option (create a new home and community-based service within the Medicaid state plan); gradual reduction and eventual elimination of the Medicare Part D coverage gap (Medicare donut hole); and improvement of the quality and efficiency of health care across health disparity populations.
MASSENA - MILC	Franklin County Department of Social Services Home Health Care Unit changed its practices to include Consumer Directed Personal Attendant materials for each of the three provider agencies in the County with the recertification notices that are sent to current recipients of home health care.
MIDDLETOWN - ATI	Governor rescinded the proposed cap on Personal Care Attendant (PCA) services at 84 hours per week and removed Consumer Directed Personal Assistance (CDPA) services from the cap in the 2010-2011 State Budget.
MIDDLETOWN - ATI	Center was active in national ILC effort that led to passage and signing into law during March 2010 of Federal health care reform legislation known as the Patient Protection and Affordable Care Act that includes among its provisions: Community Living Assistance Services and Supports (CLASS) Act (create national, affordable long-term care insurance program); Community First Choice (CFC) option (create a new home and community-based service within the Medicaid state plan); gradual reduction and eventual elimination of the Medicare Part D coverage gap (Medicare donut hole); and improvement of the quality and efficiency of health care across health disparity populations.

NEWBURGH - ILI TEAM Newburgh, local coalition serving the Newburgh Enlarged City School District that works to lower substance abuse among youth, changed its practices to include as part of the informational packet information about the ILI Mid-Hudson Early Childhood Direction Center (ECDC) services for children with disabilities in English and Spanish.

NEWBURGH - ILI Hudson Valley Down Syndrome Association, Orange County Chapter in Gardiner changed its practices to include as part of the informational packet information about the ILI Mid-Hudson Early Childhood Direction Center (ECDC) services for children with disabilities in English and Spanish.

NEWBURGH - ILI NYS Office of Children and Family Services Spring Valley Regional Office changed its mandatory child care program training curriculum to include "Laws and Regulations concerning Inclusion".

NEWBURGH - ILI Child Care Council of Orange County in Goshen changed its mandatory child care program training curriculum to include "Laws and Regulations concerning Inclusion".

NEWBURGH - ILI Middletown Community Health Center changed its practices to include as part of the informational packet information about the ILI Mid-Hudson Early Childhood Direction Center (ECDC) services for children with disabilities in English and Spanish.

NEWBURGH - ILI Arden Hill Campus in Goshen, of Orange Regional Medical Center, Mental Health Unit changed its practices to make culturally competent ILI Mentally Ill/Chemically Addicted (MICA) Bridger Program services available to Spanish speaking consumers.

NEWBURGH - ILI Community Health Hudson River Center, with sites in Poughkeepsie and Beacon, changed its practices to include as part of the informational packet information about the ILI Mid-Hudson Early Childhood Direction Center (ECDC) services for children with disabilities in English and Spanish.

NEWBURGH - ILI Dutchess County Department of Health changed its practices to include as part of the informational packet information about the ILI Mid-Hudson Early Childhood Direction Center (ECDC) services for children with disabilities in English and Spanish.

NEWBURGH - ILI Bon Secours Community Hospital in Port Jervis Mental Health Unit changes its practices to permit onsite ILI peer advocacy services on a 24/7, as-needed basis.

NEWBURGH - ILI Bon Secours Community Hospital in Port Jervis Mental Health Unit changed its practices to make culturally competent ILI Mentally Ill/Chemically Addicted (MICA) Bridger Program services available to Spanish-speaking consumers.

NEWBURGH - ILI NYS Department of Health changed its procedures to provide demand responsive technical support to the Dutchess County Medicaid Division to reduce confusion by consumers and caseworkers regarding Medicaid eligibility issues.

NEWBURGH - ILI	Center is a member of the Ulster County NY Connects Point of Entry to Long Term Care Council that is affiliated with the Ulster County Office for the Aging.
NEWBURGH - ILI	Newburgh Healthy Families, affiliated with Occupations, Inc. changed its practices to include as part of the informational packet information about the ILI Mid-Hudson Early Childhood Direction Center (ECDC) services in English and Spanish.
NIAGARA FALLS - ILNC	Center staff member was appointed to serve on the P ² (Pursuing Perfection) Collaborative of Western New York Consumer Advisory Team to address the health issues of Niagara County residents who are disabled. The P ² Collaborative in Williamsville received a grant from the Robert Wood Johnson Foundation to undertake a major research initiative to evaluate the effectiveness of primary care providers in the health care delivery system in the eight counties of Western New York (Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans and Wyoming Counties).
OLEAN - DIL	Olean General Hospital Marie Lorenz Dialysis Center changed its practices to include the Center's materials in community resource packets provided to its patients.
POUGHKEEPSIE - TRI	Victory Lake Nursing Center in Hyde Park now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	Center for Wound Healing and Hyperbaric Medicine (affiliated with St. Francis Hospital) in Poughkeepsie now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	Rockland Pulmonary & Medical Associates in West Nyack provided sign language interpreters to effectively communicate with patients who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	Columbia County Department of Social Services (DSS) in Hudson now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	Alzheimer's Association in Poughkeepsie now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	Ramapo Manor for Rehabilitation and Nursing in Suffern provided sign language interpreters to effectively communicate with patients who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	Grand Street Medical Associates in Kingston now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.

POUGHKEEPSIE - TRI Ramapo Medical Associates in Suffern now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.

POUGHKEEPSIE - TRI Elant Nursing Home in Wappingers Falls now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.

POUGHKEEPSIE - TRI Northeast Physical Medicine and Rehabilitation Center in Brewster provided sign language interpreters to better communicate with patients who are deaf or hard of hearing.

POUGHKEEPSIE - TRI Hudson Heart Associates in Suffern now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.

POUGHKEEPSIE - TRI Mid Hudson Pain Management (affiliated with St. Francis Hospital) in Poughkeepsie now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.

POUGHKEEPSIE - TRI North Road Surgery, P.C. in Poughkeepsie now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.

PUTNAM - PILS Center consumer is a member of the Putnam Mental Health Single Point of Access (SPOA) Committee for children services, which is a Putnam County Department of Mental Health initiative.

QUEENS - CIDNY State Legislature approved 2010-2011 State budget that rejected Governor's proposal to eliminate the Medicaid Managed Care Advisory Review Panel.

QUEENS - CIDNY NYS Insurance Department established the Pre-Existing Condition Insurance Plan (PCIP): NY Bridge Plan to provide a temporary statewide insurance pool for high risk individuals. Bridge Plan is administered by Group Health Incorporated (GHI). PCIP is funded by the Federal 2010 health care reform law with coverage available until 2014 when other provisions of health care reform will go into effect and state health benefit exchanges will be available for individuals to purchase coverage.

QUEENS - CIDNY NYS Department of Health completely revised the Medicaid client notices for the Medicaid Spenddown program to improve the program's access for people with disabilities and to simplify its administration.

QUEENS - CIDNY State Legislature approved 2010-2011 State budget that restored prior approval of health insurance premiums.

QUEENS - CIDNY State Legislature approved 2010-2011 State budget that that amended the Governor's proposal to raise the medical loss ratio to 85% to increase the loss ratio to 82% in order to reduce windfall profits to insurers and to reduce higher premiums for consumers.

QUEENS - CIDNY	Governor rescinded the proposed cap on Personal Care Attendant (PCA) services at 84 hours per week and removed Consumer Directed Personal Assistance (CDPA) services from the cap in the 2010-2011 State Budget.
QUEENS - CIDNY	State Legislature approved 2010-2011 State budget that amended the Governor's proposal to require prior approval of physical therapy (PT)/occupational therapy (OT) for Medicaid beneficiaries to allow a specified number of visits pending approval of the recommended treatment plan.
QUEENS - CIDNY	NYS Department of Health's was approved for a \$1.75 million dollar grant to establish a statewide consortium to provide independent consumer assistance to access health coverage with a focus on serving people with disabilities. CIDNY's New Yorkers for Accessible Health Coverage project (statewide coalition of consumers and health advocacy organizations) was a catalyst DOH's funding application.
QUEENS - CIDNY	Center was active in national ILC effort that led to passage and signing into law during March 2010 of Federal health care reform legislation known as the Patient Protection and Affordable Care Act that includes among its provisions: Community Living Assistance Services and Supports (CLASS) Act (create national, affordable long-term care insurance program); Community First Choice (CFC) option (create a new home and community-based service within the Medicaid state plan); gradual reduction and eventual elimination of the Medicare Part D coverage gap (Medicare donut hole); and improvement of the quality and efficiency of health care across health disparity populations.
ROCHESTER - RCIL	Center was active in national ILC effort that led to passage and signing into law during March 2010 of Federal health care reform legislation known as the Patient Protection and Affordable Care Act that includes among its provisions: Community Living Assistance Services and Supports (CLASS) Act (create national, affordable long-term care insurance program); Community First Choice (CFC) option (create a new home and community-based service within the Medicaid state plan); gradual reduction and eventual elimination of the Medicare Part D coverage gap (Medicare donut hole); and improvement of the quality and efficiency of health care across health disparity populations.
ROCHESTER - RCIL	State Legislature approved a 2010-2011 State budget that restored the Governor's proposed cuts to the Medicaid reimbursement rates for community-based health care services and retained Personal Care Level I services.
ROCHESTER - RCIL	Governor rescinded the proposed cap on Personal Care Attendant (PCA) services at 84 hours per week and removed Consumer Directed Personal Assistance (CDPA) services from the cap in the 2010-2011 State Budget.
ROCHESTER - RCIL	State Legislature approved 2010-2011 State budget that restored prior approval of health insurance premiums
ROCHESTER - RCIL	Center was active in statewide ILC effort that led to passage and signing into law during 2010 of NYS legislation that stopped the "sunset" of Kendra's Law

(enacted 1999, renewed in 2005) and extend it for another five years from 2010 to 2015 with no improvements. The legislation provides for court-ordered assisted outpatient treatment for certain people with mental illness that, in view of their treatment history and present circumstances, are unlikely to survive safely in the community without supervision.

- ROCHESTER - RCIL Center was active in national ILC effort that led to Congress extending three quarters of the funding for the Federal Medical Assistance Percentage (FMAP) that was originally passed as part of the American Reinvestment & Recovery Act (ARRA) of 2009 and that increased the Federal share of Medicaid to New York State.
- ROCKLAND - RILC Center staff serves on the Rockland County Deaf and Hard of Hearing Task Force, which is affiliated with the Mental Health Association of Rockland County that serves persons who receive mental health services and their families.
- ROCKLAND - RILC Rockland Family Shelter in New City installed a Telecommunications Device for the Deaf (TDD) to enhance its communication when providing services to deaf and hard of hearing women who are victims of crime, abuse and/or domestic violence.
- STATEN ISLAND - SICIL Staten Island University Hospital changed its policies to provide regular disability sensitivity training for its nurses, doctors, and Emergency Department personnel.
- SULLIVAN - ATI Hudson Community Health Building in Monticello installed "No Parking Anytime" signs for handicapped parking access aisles to improve access for the existing handicap parking spaces.
- SULLIVAN - ATI Center staff serves on the Social Marketing Workgroup that is affiliated with the Orange County System of Care in Montgomery, an initiative to improve services for youth with complex mental health needs, and their families. The workgroup was established to develop a Social Marketing Plan for the provision of services through a wraparound approach that uses formal and informal services and supports.
- SULLIVAN - ATI Sullivan County Office for the Aging/Sullivan NY Connects: Choices for Long Term Care in Monticello made its brochure in an accessible format on disc.
- SULLIVAN - ATI Center was active in national ILC effort that led to passage and signing into law during March 2010 of Federal health care reform legislation known as the Patient Protection and Affordable Care Act that includes among its provisions: Community Living Assistance Services and Supports (CLASS) Act (create national, affordable long-term care insurance program); Community First Choice (CFC) option (create a new home and community-based service within the Medicaid state plan); gradual reduction and eventual elimination of the Medicare Part D coverage gap (Medicare donut hole); and improvement of the quality and efficiency of health care across health disparity populations.

SULLIVAN - ATI	Healthy Beginnings (Families) of Sullivan in Monticello made its brochure available in large print for consumers who are visually impaired. Healthy Beginnings is a comprehensive primary prevention program that focuses on the safety and healthy development of children while at the same time preserving and supporting families, which is part of the Healthy Families New York program.
SULLIVAN - ATI	Governor rescinded the proposed cap on Personal Care Attendant (PCA) services at 84 hours per week and removed Consumer Directed Personal Assistance (CDPA) services from the cap in the 2010-2011 State Budget.
SYRACUSE - ARISE	Syracuse Orthopedic Specialists (SOS) on Seneca Turnpike in Syracuse created an adequate number of handicapped accessible parking spaces. SOS operates eight facilities throughout Onondaga County.
SYRACUSE - ARISE	Oswego Hospital changed its procedures to have discharge planners include the Center's materials in their discharge planning packets that are provided to patients.
SYRACUSE - ARISE	North Medical PC Family Physicians in Liverpool resurfaced and restriped 20 handicapped parking access aisles to the proper width and installed vertical signs to correct oversight when the entire parking lot was previously resurfaced and restriped.
TROY - ILCHV	Capital District Physicians Health Plan (CDPHP) health maintenance organization (HMO) now provides sign language interpreter services at its member meetings for persons who are deaf.
TROY - ILCHV	Center was active in national ILC effort that led to passage and signing into law during March 2010 of Federal health care reform legislation known as the Patient Protection and Affordable Care Act that includes among its provisions: Community Living Assistance Services and Supports (CLASS) Act (create national, affordable long-term care insurance program); Community First Choice (CFC) option (create a new home and community-based service within the Medicaid state plan); gradual reduction and eventual elimination of the Medicare Part D coverage gap (Medicare donut hole); and improvement of the quality and efficiency of health care across health disparity populations.
UTICA - RCIL	Mercy Of Northern New York, a nursing home and skilled nursing facility in Watertown, changed its procedures to have discharge planners include information about the NYS Department of Health Nursing Home Transition and Diversion (NHTD) Waiver Program in their discharge planning packets that are provided to patients.
UTICA - RCIL	Center staff serves on the Oneida County Health Coalition, which is affiliated with the Oneida County Health Department. The Coalition's mission is to collaborate, educate, advocate, and promote health and quality of life for people in Oneida County by building a partnership of diverse representatives who are committed to improving the public's health and well-being.

UTICA - RCIL	RCIL is a member of Oneida County Stop ACES (adverse childhood experiences). Its goal is to promote a community dialogue that pulls professionals, agencies, media, religious communities, together in a united effort to combat issues of abuse and neglect.
UTICA - RCIL	Resource Center for Independent Living in Utica became a provider of services through the NYS Department of Health Nursing Home Transition and Diversion (NHTD) Medicaid Waiver program.
UTICA - RCIL	RCIL established a contract with the Oneida County Office for the Aging to provide Consumer Directed In-home Services (CDIS), which is the Medicare funded equivalent of Medicaid funded Consumer Directed Personal Assistant programming (CDPAP).
WATERTOWN - NRCIL	NRCIL's Mental Health Advocate was appointed to the Lewis County's Single Point of Accountability (SPOA) Committee for the adult population, which is a NYS Office of Mental Health initiative.
WATERTOWN - NRCIL	NRCIL's Parent Partner was appointed to the Fort Drum, in Taylorsville and home of US Army 10th Mountain Division, SNAP Committee (Special Needs Assessment Program) to address child care issues for families with children who are disabled and live on base.
WHITE PLAINS - WILC	Elite Home Care Services, main office in New City, provides health care personnel to Rockland, Westchester and the New York metro area, became a service provider under the NYS Department of Health Traumatic Brain Injury (TBI) Medicaid Waiver program. WILC in White Plains serves as a Regional Resource Development Center (RRDC) for the TBI Waiver and was a catalyst for organization's application to be a service provider.
WHITE PLAINS - WILC	Elite Home Care Services, main office in New City, provides health care personnel to Rockland, Westchester and the New York metro area, became a provider of services through the NYS Department of Health Nursing Home Transition and Diversion (NHTD) Medicaid Waiver program. WILC in White Plains serves as a Regional Resource Development Center (RRDC) for the NHTD Waiver and was a catalyst for organization's application to be a service provider.
WHITE PLAINS - WILC	Alchemy of Aging with offices in Tarrytown and Kingston became a provider of services through the NYS Department of Health Nursing Home Transition and Diversion (NHTD) Medicaid Waiver program. WILC in White Plains serves as a Regional Resource Development Center (RRDC) for the NHTD Waiver and was a catalyst for organization's application to be a service provider.
WHITE PLAINS - WILC	VIP Healthcare Services in New Rochelle became a provider of services through the NYS Department of Health Nursing Home Transition and Diversion (NHTD) Medicaid Waiver program. Westchester Independent Living Center in White Plains serves as a Regional Resource Development Center (RRDC) for the NHTD Waiver and was a catalyst for organization's application to be a service provider.

WHITE PLAINS - WILC	Westchester Jewish Community Services in White Plains became a provider of services through the NYS Department of Health Nursing Home Transition and Diversion (NHTD) Medicaid Waiver program. WILC in White Plains serves as a Regional Resource Development Center (RRDC) for the NHTD Waiver and was a catalyst for organization's application to be a service provider.
WHITE PLAINS - WILC	Sunshine Home Care in Nanuet became a provider of services through the NYS Department of Health Nursing Home Transition and Diversion (NHTD) Medicaid Waiver program. Westchester Independent Living Center in White Plains serves as a Regional Resource Development Center (RRDC) for the NHTD Waiver and was a catalyst for organization's application to be a service provider.
WHITE PLAINS - WILC	Living Life Home Care (dba Comfort Keepers in Peekskill) serves Westchester, Bronx, Dutchess and Putnam Counties became a service provider under NYS Department of Health Traumatic Brain Injury (TBI) Medicaid Waiver program. WILC in White Plains serves as a Regional Resource Development Center (RRDC) for the TBI Waiver and was a catalyst for organization's application to be a service provider.
WHITE PLAINS - WILC	Center established the Westchester Peer Network, through its Mental Health Advocacy Project, to address ongoing mental health service issues in the community. The group meets monthly for training and information sharing, to respond to Action Alerts regarding mental health legislation, and to act on current issues.
WHITE PLAINS - WILC	Family Service Society of Yonkers became a provider of services through the NYS Department of Health Nursing Home Transition and Diversion (NHTD) Medicaid Waiver program. Westchester Independent Living Center in White Plains serves as a Regional Resource Development Center (RRDC) for the NHTD Waiver and was a catalyst for organization's application to be a service provider.
WHITE PLAINS - WILC	Epilepsy Foundation of Northeastern New York, main office in Albany and serves 22 counties in Northeastern New York, became a service provider under the NYS Department of Health Traumatic Brain Injury (TBI) Medicaid Waiver program. WILC in White Plains serves as a Regional Resource Development Center (RRDC) for the TBI Waiver and was a catalyst for organization's application to be a service provider.
YONKERS - WDOM	St. Johns-Riverside Hospital in Yonkers corrected problems with the handicapped accessible parking spaces by redesigning the parking lot.
YONKERS - WDOM	Medical Building at 141 South Central Park Avenue in Hartsdale created a curb cut and handicapped accessible parking spaces with access aisles that comply with the Americans with Disabilities Act (ADA) and the State Buildings Code.
YONKERS - WDOM	Center was active in national ILC effort that led to Congress extending three quarters of the funding for the Federal Medical Assistance Percentage (FMAP) that was originally passed as part of the American Reinvestment & Recovery Act

(ARRA) of 2009 and that increased the Federal share of Medicaid to New York State.

YONKERS - WDOM

Burke Rehabilitation Hospital in White Plains modified its handicapped accessible parking spaces to comply with the Americans with Disabilities Act (ADA).

YONKERS - WDOM

Governor rescinded the proposed cap on Personal Care Attendant (PCA) services at 84 hours per week and removed Consumer Directed Personal Assistance (CDPA) services from the cap in the 2010-2011 State Budget.

YONKERS - WDOM

Center was active in statewide ILC effort that led to passage and signing into law during 2010 of NYS legislation that stopped the "sunset" of Kendra's Law (enacted 1999, renewed in 2005) and extended it for another five years from 2010 to 2015 with no improvements. The legislation provides for court-ordered assisted outpatient treatment for certain people with mental illness that, in view of their treatment history and present circumstances, are unlikely to survive safely in the community without supervision.

**NYS INDEPENDENT LIVING CENTERS
ANNUAL PERFORMANCE REPORT
SYSTEM CHANGE OUTCOME INVENTORY
OCTOBER 1, 2009 - SEPTEMBER 30, 2010**

COMMERCE ADVOCACY 2009-2010

Center	COMMERCE ADVOCACY SYSTEM CHANGE OUTCOME
ALBANY - CDCI	Center was requested to join the Schenectady County Office For People With Developmental Disabilities (OPWDD) Subcommittee that is affiliated with the Schenectady County Office of community Services.
ALBANY - CDCI	Center became a member of a committee of the NYS Interagency Partnership on Assistive Technology (IPAT) Advisory Board, which oversees the TRAIT (Technology-Related Assistance for Individuals with Disabilities) Program. TRAIT is a federally funded program administered by the NYS Commission on Quality of Care and Advocacy for Individuals with Disabilities.
ALBANY - CDCI	Center established a Memorandum of Understanding (MOU) with the Albany Community Action Program (ACAP) to provide Independent Living services to persons with disabilities who receive home modification services through the ACAP Access to Home program funded through the NYS Division of Housing & Community Renewal (DHCR).
AMSTERDAM - RCIL	Fuel and Food gas station/convenience store in Mayfield now displays signs to inform customers with disabilities that it offers assistance pumping fuel.
AMSTERDAM - RCIL	Amsterdam City Hall improved the access of the bathroom by installing grab bars.
AMSTERDAM – RCIL	Center established a Memorandum of Understanding (MOU) with the Amsterdam Housing Authority (AHA) to provide all needed Independent Living services to participants in the AHA Non-Elderly Disabled Program, which serves non-elderly persons who are disabled and in need of Section 8 housing in Montgomery County.
AMSTERDAM - RCIL	Friendly’s Ice Cream Shop in Johnstown modified its bathrooms so they are in compliance with the Americans with Disabilities Act (ADA).
AUBURN - OFI	OFI consumer began serving on the Community Food Security Assessment Committee that is affiliated with the Human Services Coalition of Cayuga County. The Committee’s purpose is to improve access to nutritious food for low-income residents, help communities provide for food needs and respond to local food, farm and nutrition issues.
AUBURN - OFI	Center staff member serves on the Cayuga County Point-in-Time Committee of the Cayuga County Homeless Task Force, which is affiliated with the Human

Services Coalition of Cayuga County. The Committee focuses on collecting and analyzing data reflective of the homeless and/or housing populations twice annually.

- BATAVIA - GRILC Genesee County Chamber of Commerce in Batavia changed its monthly meeting scheduling policy to hold meetings at accessible businesses that are in compliance with the Americans with Disabilities Act (ADA).
- BINGHAMTON - STIC Hopler & Eschbach Funeral Home in Binghamton made its services accessible to individuals who are deaf or hard of hearing by providing sign language interpreters.
- BINGHAMTON - STIC Center staff serves on the Board of Directors of the Empire State Association of the Deaf (ESAD), which is a non-profit organization that provides services to the community to help all deaf, hard of hearing and hearing people.
- BRONX - BILS Golden Eagle III Diner at 545 East 183rd Street in the Bronx now provides large print menus for patrons who are low vision.
- BRONX - BILS Jade Stone Pizzeria at 4457-59 Third Avenue and East 82nd Street in the Bronx now provides large print menus for patrons who are low vision.
- BROOKLYN - BCID Apartment building at 125 Ocean Parkway in Brooklyn installed two portable ramps for its residents; one at the main entrance and the other one in the lobby.
- BROOKLYN - BCID Borough of Brooklyn constructed a curb cut on the corner of 5th Avenue and 17th Street.
- BROOKLYN - BCID Green Light Bookstore in Brooklyn installed a portable ramp at the entrance.
- BROOKLYN - BCID Apartment building at 455 Carlton Avenue in Brooklyn installed an accessible entrance for its residents.
- BUFFALO - WNYIL Center in collaboration with Belmont Shelter Corporation created the New York Makes Work Pay Committee of WNY a subcommittee of the CASH (Creating Assets, Savings and Hope) Coalition, which is an initiative of the United Way of Buffalo and Erie County and seeks to increase the financial stability of low-income families.
- BUFFALO - WNYIL Center's Mental Health Peer Connection (MHPC) program established a written agreement with the Buffalo Urban League to regularly participate in its Erie County Re-Entry Task Force monthly Parole Community Orientations. The Re-Entry Task Force is affiliated with the NYS Division of Criminal Justice Services.
- CORNING - AIM City of Corning completed the Vital Link Rehabilitation Project to increase access in downtown Corning along the sidewalk system on Denison Parkway from Conhoncton to Cedar Streets and on Market Street from Wall to Bridge Streets, which included curb cut improvements and sidewalk ramp repairs.

CORNING - AIM	Food Bank of the Southern Tier in Elmira improved its access by relocating a water dispenser and raising a VCR shelf. The Food Bank serves as a distribution hub supplying food to the shelters, etc. and provides food stamps application assistance and information regarding local food pantries and soup kitchens.
CORNING - AIM	Center is a member of the Allegany County Universal Design and Home Modification Committee.
CORNING - AIM	Radisson Hotel in Corning improved the access of its bathrooms by installing automatic paper towel and soap dispensers and placing them in an accessible location on the wall, installing automatic faucets, and installing automatic door openers.
CORTLAND - ATI	City of Cortland upgraded the crosswalk pushbuttons to large print at the intersection of Main Street, Clinton Avenue, and Groton Avenue.
DELAWARE - CCFI	Center's Systems Advocate was appointed to the Village of Unadilla Planning Board.
DELAWARE - CCFI	Hilton Garden Inn in Troy made the following changes to improve its access: a. established a contract with an accessible transportation provider for its guests who are disabled; b. altered key cards for guests who are blind or visually impaired so they are better able to determine which direction to insert them into the door and elevator lock mechanisms; c. lowered pull force pressures on accessible public restroom facilities; d. will not use scented deodorizers in public areas upon request; and e. improved handicapped accessible parking to comply with NYS standards.
GLENS FALLS - SAIL	Blue Moose Tavern and Restaurant in Lake George installed an entryway ramp.
GLENS FALLS - SAIL	Harvest Restaurant in Queensbury installed a ramp and modified the bathroom.
GLENS FALLS - SAIL	Center staff started serving on the NYS Office For People With Developmental Disabilities (OPWDD) Behavioral Board, as a parent representative
GLENS FALLS - SAIL	Charlie's BBQ in Queensbury installed a ramp and added accessible tables.
GLENS FALLS - SAIL	Glens Falls Civic Center added appropriate striping to existing handicapped accessible parking spaces.
HARLEM - HILC	Nicole Boutique located on West 125th and St. Nicholas Avenue in Harlem made available a movable ramp for patrons who are disabled with a universal disability symbol displayed prominently in the front glass window.
HARLEM - HILC	Popeye's Chicken & Biscuits restaurant at West 125th and St. Nicholas Avenue in Harlem changed its practices to keep the door to the accessible entrance unlocked during business hours.

HARLEM - HILC	Rite Aid Pharmacy Corporate Office in Pennsylvania changed its policies to require all stores (nearly 4,800 stores in 31 states and the District of Columbia) to provide purchase receipts with alternate contact information for internet or Telecommunications Device for the Deaf (TDD) to assist customers who are Deaf or hard of hearing.
ITHACA - FLIC	City of Ithaca Department of Public Works revised and updated its Handicapped Parking Policy.
ITHACA - FLIC	United States Postal Service, main office on Warren Road in Ithaca, changed the location and size of signage to direct people with disabilities to the accessible entrance.
JAMESTOWN - SILC	James Prendergast Library in Jamestown removed security gates at the front of the library that had been a problem for wheelchair users.
JAMESTOWN - SILC	Hometown Wings Sports Grill & Bar in Jamestown constructed a ramp to make it accessible for customers who use wheelchairs.
KINGSTON - RCAL	RCAL established a Memorandum of Understanding (MOU) with Rural Ulster Preservation Company in Kingston to provide Independent Living services to participants in the Single Family Repair and First Time Homebuyer Club programs.
KINGSTON - RCAL	Enzo's Ristorante & Pizza on Boices Lane in Kingston remarked accessible parking spaces and provided appropriate signage after the parking lot was repaved.
KINGSTON - RCAL	Ulster County Area Transit (UCAT) changed its policies for issuing a fare discount card to persons who are disabled from only accepting a Medicare card to indicate disability to now accepting documentation from either a medical profession or the US Social Security Administration (SSA) in addition to a Medicare card.
KINGSTON - RCAL	Lake Shore Villa Apartments in Port Ewen changed its policies to designate accessible parking.
KINGSTON - RCAL	Quick Chek at 539 Albany Ave in Kingston, a retail food store chain, replaced non compliant truncated domes at curb cuts with Americans with Disabilities Act Accessibility Guidelines (ADAAG) compliant ones. Truncated domes are required for curb ramps to provide detectable warnings for determining the boundary between the sidewalk and street by people with visual disabilities.
KINGSTON - RCAL	Birches at Chambers on Maple Lane in Kingston, a senior housing complex, changed its practices to allow persons who are disabled and not seniors to live there.
LONG ISLAND - LICIL	Quiznos Restaurant in Bethpage added a handicapped accessible parking space to its parking lot for customers with disabilities.

LONG ISLAND - LICIL	IHOP (International House of Pancakes) restaurant in Williston Park now provides Braille and large print menus for customers who are Blind or visually impaired.
LONG ISLAND - LICIL	Wantagh Fire Department posted the LICIL developed Residents with Disabilities Pre-Plan Form on its website so that local residents with disabilities can easily update their personal information online.
LONG ISLAND - LICIL	Long Island Bus Able-Ride paratransit system, which is part of the Metropolitan Transportation Authority (MTA), modified its website to notify customers of the option to register a cell phone number on the website so that they may be contacted in the event of a service change.
MANHATTAN - CIDNY	New York City and State agencies restored funding for 3,000 Section 8 vouchers withdrawn due to budget cuts. Section 8, the Housing Choice Voucher Program, is sponsored by the US Department of Housing and Urban Development (HUD).
MASSENA - MILC	Village of Potsdam Housing Authority rescinded its "No Pets Allowed" Policy to allow tenants who are disabled to have companion animals.
MASSENA - MILC	SeaComm Federal Credit Union in Malone created additional handicapped accessible parking spaces with signage and striping.
MIDDLETOWN - ATI	Center staff serve on the Leadership Orange Board of Directors and Health and Human Services Committee - private organization in Montgomery that conducts an annual 10-month leadership training program on topics important to Orange County residents and businesses.
MIDDLETOWN - ATI	Center staff serve on the Community Impact Council affiliated with the Orange County United Way in Montgomery.
MIDDLETOWN - ATI	Copperfield's Food & Spirits in Montgomery provided its menu in large print for customers who are visually impaired.
MIDDLETOWN - ATI	Middletown police Department installed a camera, a doorbell, and a speaker at the courthouse entrance to the police department for persons who are disabled.
NEWBURGH - ILI	Salvation Army in Poughkeepsie changed its practices to include as part of their informational packet information about the ILI Mid-Hudson Early Childhood Direction Center (ECDC) services for children with disabilities in English and Spanish.
NEWBURGH - ILI	Association For Hispanics To Obtain Resources & Assistance (AHORA) in Poughkeepsie changed its practices to include as part of their informational packet information about the ILI Mid-Hudson Early Childhood Direction Center (ECDC) services for children with disabilities in English and Spanish.

NEWBURGH - ILI	Orange County Consolidated Plan was amended to include more specific language regarding housing for people with disabilities.
NEWBURGH - ILI	Newburgh Police Department established a cooperative agreement with ILI to provide training to supportive housing residents on responding to residential concerns when living independently.
NEWBURGH - ILI	Salvation Army of Newburgh changed its staff training practices to provide disability awareness training to its staff.
NIAGARA FALLS - ILNC	A local housing developer, Murray Defranco, formally committed to construction of integrated and accessible units with visitability and universal design in any construction project built by his company.
OLEAN - DIL	Allegany County Transportation Task Force established the Wellsville Express bus route that runs in a loop around Wellsville to address the travel needs of older adults and persons with disabilities. The route includes designated stops to access health care and community resources with weekday service between 10:00 AM and 4:00 PM.
PLATTSBURGH - NCCI	Skyway Shopping Center in Plattsburgh made curb cut improvements to its parking lot.
PLATTSBURGH - NCCI	McDonald's Restaurant on Margaret Street in Plattsburgh improved handicapped accessible parking by properly placing and marking the spaces.
POUGHKEEPSIE - TRI	Center's Program Director was invited to be on the Hudson Valley CA\$H (Creating Assets, Savings and Hope) Coalition, which serves Dutchess, Orange, and Ulster Counties and seeks to increase the financial stability of senior citizens and lower-income families by providing no-charge tax preparation assistance.
POUGHKEEPSIE - TRI	City of Beacon Housing Authority made its services accessible to individuals who are Deaf or hard of hearing by providing sign language interpreter services.
POUGHKEEPSIE - TRI	ReMax Benchmark Realty Group in New Windsor made its services accessible to individuals who are Deaf or hard of hearing by providing sign language interpreters.
PUTNAM - PILS	Dunkin' Donuts in Brewster added proper handicapped accessible parking signs to comply with Americans with Disabilities Act (ADA) standards.
PUTNAM - PILS	Tilly Foster Farm's General store on Route. 312 in Brewster installed a wheelchair ramp over the two steps at the store's entrance.
PUTNAM - PILS	Putnam County District Attorney's Office established a Mental Health Court. The Court's mission is to improve public safety; link offenders with community based treatment services in lieu of jail or prison; and improve the court's ability to identify, help and monitor offenders working in conjunction with Social Workers and Psychiatrists.

QUEENS - CIDNY	New York City and State agencies restored funding for 3,000 Section 8 vouchers withdrawn due to budget cuts. Section 8, the Housing Choice Voucher Program, is sponsored by the US Department of Housing and Urban Development (HUD).
ROCHESTER - RCIL	NYS Office for Aging included RCIL's recommendations regarding livable communities in the manual for its Community Empowerment initiative, which is designed to enhance awareness of existing community assets, identify existing issues/barriers to create a livable community for older residents, and create a detailed action plan with stakeholders and interest groups to address concerns.
ROCHESTER - RCIL	Governor's Office changed its practices to provide a sign language interpreter and captioning for the Governor's State of the State address and Budget speech through internet broadcasts.
ROCHESTER - RCIL	Rochester Police Department in collaboration with the Center developed the Deaf Driver Communication Visor Card to assist in communication during a traffic stop between a police officer and a driver who is deaf. It is modeled after other successful programs used by drivers who are deaf in other states such as Maryland and Virginia.
ROCHESTER - RCIL	Your News Now (YNN) - Rochester changed its practices to improve documents before they are sent to the teleprompter as captioning was provided based on written reports on Teleprompters resulting in mistakes and missed information. YNN Rochester is a 24-hour-a-day, seven-day-a-week local news service viewed on cable channel 9 in Rochester, channel 14 elsewhere.
ROCKLAND - RILC	RILC staff is a member of the Board of Directors of the Rockland County Disability Advisory Council that works with the Rockland County Office for People with Disabilities by acting as an advocate to protect the interests of persons with disabilities.
STATEN ISLAND - SICIL	SICIL was active in the statewide ILC effort that led to passage and signing into law during July 2010 of NYS legislation that designates October 18 as Disabilities History Day.
STATEN ISLAND - SICIL	NYC Department of Transportation, Staten Island Ferry Division established a written agreement with SICIL to provide annual disability sensitivity training to all vessel and terminal employees.
STATEN ISLAND - SICIL	New Dorp Library in Staten Island now makes available computers with JAWS screen reading software to assist persons with visual impairment.
STATEN ISLAND - SICIL	Staten Island Ferry now provides menus in Braille at snack bars on all ferry boats for passengers who are blind.
SUFFOLK - SILO	SILO is a member of the Transportation Committee to address transportation issues for individuals with disabilities in Suffolk County. The Committee includes consumers and representatives from Suffolk County Transit (public

transit) and Suffolk Bus Corp in Bay Shore (private company providing local bus charter service).

- SULLIVAN - ATI Sullivan County Agency Directory for County, Town, and Village Officials added the Center to the annual listing of affiliated agencies as an official county-wide resource. The Directory is prepared by the Sullivan County Legislative Office.
- SULLIVAN - ATI Legislative Office Building in Albany installed high contrast strips on the edges of all stairs in hearing rooms A, B, & C so that people with visual impairments could safely distinguish the edges of the steps.
- SULLIVAN - ATI South Fallsburg Town Hall installed "No Parking Anytime" signs for handicapped parking access aisles to improve access for the existing handicap parking spaces.
- SULLIVAN - ATI Home Depot, Thompson Square Mall in Monticello, installed "No Parking Anytime" signs for handicapped parking access aisles to improve access for the existing handicap parking spaces.
- SULLIVAN - ATI Center staff serves on the Sullivan County Rural Housing Committee to identify priority housing issues for people with disabilities in Sullivan County.
- SULLIVAN - ATI Apartment building at 6 Harmony Lane in Monticello installed ramps to provide access to 4 garden Apartments on the ground level, which could only be accessed by stairs.
- SULLIVAN - ATI Doughboys Pizza and Charbroil Restaurant in Woodridge provided its menu in large print and posted a sign stating it is available for customers who are visually impaired.
- SULLIVAN - ATI Vino Restaurant and Wine Bar in Monticello provided its menu in large print and posted a sign stating it is available for customers who are visually impaired.
- SULLIVAN - ATI Center staff serve on the Guardianship Committee, affiliated with the Sullivan ARC in Monticello, which oversees the provision of the New York State Association for Retarded Children (NYSARC) Guardianship Program.
- SYRACUSE - ARISE ARISE Consumer Council member was appointed to the Mayor of Syracuse's Citizens Cabinet, an advisory body of city residents to represent people with disabilities.
- SYRACUSE - ARISE Onondaga County Department of Social Services changed its policy to require workers to assist in the completion of applications as well as conduct home visits when needed to expedite the application process.
- SYRACUSE - ARISE Onondaga County Department of Social Services installed a separate service window for Emergency Assistance to Adults on SSI (EAA) and provided dedicated staff to work the waiting line to ensure persons with disabilities who are unable to wait will get assistance more timely.

SYRACUSE - ARISE	McDonald's Restaurant, in the Walmart Supercenter in Camillus, amended its policy restricting the use of a Walmart electric wheelchair with attached shopping cart in the restaurant to allow people with disabilities access to the restaurant while using the Walmart electric wheelchairs and attached shopping cart.
SYRACUSE - ARISE	Center Manager of Advocacy became a member of the Executive Committee of the Onondaga County-City Homeless Taskforce on the Continuum of Care.
SYRACUSE - ARISE	Onondaga County-City Homeless Taskforce on the Continuum of Care changed its annual application for US Department of Housing and Urban Development (HUD) funding for homeless services to have review tool for permanent housing for homeless include criteria for assessing accessibility features included in the applications.
SYRACUSE - ARISE	Bennett Manor Apartments in East Syracuse replaced a bench that had been removed as it is used mostly, by tenants with disabilities to wait for public and private transportation.
SYRACUSE - ARISE	Center was active in the statewide ILC effort that led to the passage and signing into law during June 2010 of NYS legislation to remove the words "Mental Retardation" from State statute and regulation and to change the name of the Office of Mental Retardation and Developmental Disabilities (OMRDD) to the Office For People With Developmental Disabilities (OPWDD).
SYRACUSE - ARISE	Center staff member with a disability was appointed to the Oswego County Fair Housing Council.
SYRACUSE - ARISE	Geddes Plaza in Syracuse restriped the parking lot and provided eight (8) handicapped accessible parking spaces with access aisles at the proper dimension.
TROY - ILCHV	Troy Housing Authority changed its practices to make available Section 8 vouchers specifically for low income people with disabilities to obtain affordable housing. Section 8, also known as the Housing Choice Voucher Program, is sponsored by the US Department of Housing and Urban Development (HUD).
UTICA - RCIL	Mohawk Valley Perinatal Network (MVPN) in Utica improved the access of its tax preparation service by moving to the fully accessible YWCA (Young Men's Christian Association) on Cornelia Street since a small elevator at its previous location made the tax office not accessible. MVPN provides a variety of services to improve the health and well being of mothers and infants that includes free tax return preparation assistance under the US Internal Revenue Service Volunteer Income Tax Assistance (VITA) Program.
UTICA - RCIL	Center is a member of the Community Coalition for Economic Justice that consists of private and public agencies and attacks the elements of poverty that pervade in the Greater Utica area.
UTICA - RCIL	Center staff serves on the Call-A-Bus paratransit Appeals Committee for Central New York Regional Transportation Authority (CENTRO) serving Oneida

County. Call-A-Bus is a public ride sharing transportation service for people with disabilities.

UTICA - RCIL

Center staff serves on the Board of Directors of the Oneida County Chapter of Habitat for Humanity in Utica.

WATERTOWN - NRCIL

Consumer with a mental health disability was appointed to the Mental Health Sub-committee of the Lewis County Community Services Board.

WATERTOWN - NRCIL

Salmon Run Mall in Watertown installed new signage for existing handicapped accessible parking spaces making them more visible for people with disabilities.

WATERTOWN - NRCIL

Ogdensburg Housing Authority changed its procedures to comply with regulations that require recognition of the income disregard for people with disabilities returning to work and living in subsidized housing.

WHITE PLAINS - WILC

Office building at 700 E. Post Road in Scarsdale issued a memo to all offices to make them aware there are accessible restrooms on the ground level and provided the security code for those restrooms to all offices.

WHITE PLAINS - WILC

India House Restaurant in Montrose installed an accessible bathroom and two handicapped accessible parking spaces with striping and signage.

WHITE PLAINS - WILC

Noda's Japanese Steakhouse in White Plains now displays appropriate access signage so customers with disabilities will know there is a portable ramp to traverse the two steps inside the lobby.

YONKERS - WDOM

Village of Ossining established a plan to improve handicapped accessible parking at the Ossining Metro North Railroad station in order to bring the municipal parking lot into compliance with the Americans with Disabilities Act (ADA).

**NYS INDEPENDENT LIVING CENTERS
ANNUAL PERFORMANCE REPORT
SYSTEM CHANGE OUTCOME INVENTORY
OCTOBER 1, 2009 - SEPTEMBER 30, 2010**

SOCIAL ADVOCACY 2009-2010

Center

SOCIAL ADVOCACY SYSTEM CHANGE OUTCOME

ALBANY - CDCI	Center applied for and was awarded funding through the Healthy Hearts on The Hill Coalition (HHH) to establish the "Have Fun, Be Fit" fitness program at the Center and to purchase the equipment needed to start the program. HHH is a coalition in Albany's West Hill neighborhood that was founded by the Center for Excellence in Aging & Community Wellness at the State University of New York (SUNY) in Albany and Koinonia Primary Care.
AMSTERDAM - RCIL	Emerald Cinemas movie theater in Amsterdam now displays signage to inform patrons who are hearing impaired of the availability of assistive devices at no extra charge.
BATAVIA - GRILC	Genesee County Interpretive Nature Center in East Bethany now provides its quarterly newsletter in large print and Braille for consumers who are visually impaired or blind.
CORNING - AIM	Founders Pavilion nursing home in Corning installed a temporary ramp to provide access for persons with disabilities to participate in its annual outdoor picnic and other recreational activities for that day.
CORTLAND - ATI	Young Men's Christian Association (YMCA) in Cortland made its reception area accessible and created a secure/accessible member entrance.
CORTLAND - ATI	Lime Hollow Nature Center for Environment and Culture in Cortland purchased a trail wheelchair, which is available to people with disabilities to navigate rough terrain.
DELAWARE - CCFI	Young Men's Christian Association (YMCA) in Oneonta installed a lift for the pool.
DELAWARE - CCFI	East Worcester United Methodist Church replaced a 50-foot ramp with a ramp built to Americans with Disabilities Act Accessibility Guidelines (ADAAG) standards.
GLENS FALLS - SAIL	Fort Miller Wesleyan Church in Fort Edward widened a doorway to make the church accessible for parishioners who utilize wheelchairs or other mobility devices.
ITHACA - FLIC	Kitchen Theater Company in Ithaca moved to a building that is completely accessible to people with disabilities.

ITHACA - FLIC	Hangar Theatre in Ithaca made its bathrooms fully accessible.
JAMESTOWN - SILC	Lillian Vitanza Renaissance Center in Jamestown installed a ramp to enter the building from the parking lot area that is covered with an awning to protect it from rain and snow. The Renaissance Center hosts a variety of social and recreations events as well as provides office space for local agencies and businesses.
KINGSTON - RCAL	Ulster County Area Transit (UCAT) changed its paratransit scheduling policies from picking up/dropping off at the rider's door to a call-in customized scheduled pick up and drop off at the place/time of their need, which will enable consumers to participate in social activities as well as work, school, and shopping.
KINGSTON - RCAL	Sojourner Truth/Ulster Landing Park on Ulster Landing Road in Kingston created an accessible trail from the parking lot to an existing footbridge and corrected a lip on the footbridge.
MASSENA - MILC	St. Lawrence Centre Arena in Massena constructed a ramped, raised platform to provide accessible viewing for persons who use wheelchairs at arena activities and events.
NIAGARA FALLS - ILNC	City of Niagara Falls changed its event permit procedures to require all applicants to certify they are aware of and will comply with the Americans with Disability Act (ADA) for all civic events. Failure to certify or to falsely certify will result in event cancellation.
ROCHESTER - RCIL	Gay Pride picnic, held annually in Rochester, provided wheelchair accessible portable restrooms.
ROCHESTER - RCIL	Center is a member of the newly established Deaf Blind Collaborating Committee in Rochester, which works to improve support services that will enable participation in community social, recreational and leisure activities. The Committee includes relevant deaf-blind services and related organizations.
SUFFOLK - SILO	Bay Shore Marina in Islip installed additional handicapped accessible parking spaces to have the appropriate number.
SULLIVAN - ATI	Center staff serves on the Autism Walk Committee that oversees the annual Walk now for Autism Speaks event. The Walk is sponsored by Autism Speaks that is an organization dedicated to increasing awareness of autism spectrum disorders, (ASD) and to funding research into the causes, prevention and treatments.
SULLIVAN - ATI	Boy Scouts of America Hudson Valley Council in Newburg provided accessible portable toilets at events as well accommodations for all summer camps.
SULLIVAN - ATI	Bethel Woods Center for the Arts, an outdoor performing arts center and museum in Bethel, installed "No Parking Anytime" signs for handicapped parking access aisles to improve access for the existing handicap parking spaces, a wheelchair accessible transport cart for travel from the parking lot to the paved area near the

stage, and additional benches at the parking lot transport terminal for those who have to wait for the carts. The venue also provided a parking lot designated solely for accessible parking when it is needed due to overflow.

TROY - ILCHV

Palace Theatre in Albany now provides sign language interpreted movies, which include an interactive piece with live performers.

YONKERS – WDOM

Gedney Park in Chappaqua modified the ramp to the 911 Memorial to correct the slope so it would comply with the Americans with Disabilities Act (ADA).

**NYS INDEPENDENT LIVING CENTERS
ANNUAL PERFORMANCE REPORT
SYSTEM CHANGE OUTCOME INVENTORY
OCTOBER 1, 2009 - SEPTEMBER 30, 2010**

CITIZENSHIP ADVOCACY 2009-2010

Center	CITIZENSHIP ADVOCACY SYSTEM CHANGE OUTCOME
AUBURN – OFI	OFI Board of Directors member was newly appointed to the New York State Independent Living Council (NYSILC).
BINGHAMTON – STIC	Center was active in the statewide ILC effort that led to passage and signing into law during August 2010 of NYS legislation that amends the election law to require owners of buildings who obtain tax abatement exemptions or other public benefits to make available voting and registration rooms that are accessible to persons with disabilities.
BROOKLYN – BCID	New York City Council Member Steven Levin, newly elected to serve District 33, moved his office from the not accessible second floor walk-up of the previous Council Member to an accessible storefront at 410 Atlantic Avenue in Brooklyn.
BROOKLYN – BCID	As a result of BCID’s testimony at the New York City Board of Elections (BOE) hearing to select a vote scanner system, Nassau County BOE changed its selection from the not user friendly Dominion ballot marking device (BMD) to the user friendly AutoMark.
BUFFALO – WNYIL	Center was active in the statewide ILC effort that led to passage and signing into law during August 2010 of NYS legislation that amends the election law to require owners of buildings who obtain tax abatement exemptions or other public benefits to make available voting and registration rooms that are accessible to persons with disabilities.
DELAWARE – CCFI	Center was active in the statewide ILC effort that led to passage and signing into law during August 2010 of NYS legislation that amends the election law to require owners of buildings who obtain tax abatement exemptions or other public benefits to make available voting and registration rooms that are accessible to persons with disabilities.
DELAWARE – CCFI	Center was active in the statewide ILC effort that led to passage and signing into law during July 2010 of NYS legislation that designates October 18 as Disabilities History Day.
HARLEM – HILC	NYS Senator Bill Perkins, representing District 30 with his district office in Harlem, made his website fully accessible for constituents who are blind or visually impaired.

HERKIMER – RCIL	Loyal Order of Moose Lodge 1010 in Ilion became an accessible polling site by installing a ramp.
ITHACA – FLIC	Tompkins County Department of Emergency Response changed its policies and procedures for the development of emergency plans to include input from people with disabilities in order to address their concerns.
ITHACA – FLIC	Tompkins County Board of Elections (TCBOE) changed its poll worker training practices to regularly show a disability awareness video, jointly produced by FLIC and TCBOE, which includes training on the use of the new Ballot Marking Devices.
ITHACA – FLIC	Center staff started serving on the City of Ithaca Emergency Planning Committee to ensure that people with disabilities are included in the planning.
ITHACA - FLIC	City of Ithaca changed its policies and procedures for the development of emergency plans to include input from people with disabilities in order to address their concerns.
KINGSTON - RCAL	Center was active in the statewide ILC effort that led to passage and signing into law during August 2010 of NYS legislation that amends the election law to require owners of buildings who obtain tax abatement exemptions or other public benefits to make available voting and registration rooms that are accessible to persons with disabilities.
KINGSTON - RCAL	Frog Alley Fire Station in Kingston improved its access as a polling site by relocating the bell to press for assistance from an area that could only be accessed by rolling over grass to a place next to the temporarily designated accessible parking where a person could get out of their car and press the button without rolling over inaccessible areas.
KINGSTON - RCAL	Boys and Girls Club at 139 Greenkill Avenue in Kingston improved its access as a polling site by relocating signs and cones to create accessible parking on the same side of the street as the polling place where an adjacent driveway was used as an access point. Previously, the parking was across the street where no curb cuts were available on either side of the street.
LONG ISLAND - LICIL	Center was active in the statewide ILC effort that led to passage and signing into law during July 2010 of NYS legislation that designates October 18 as Disabilities History Day.
LONG ISLAND - LICIL	Nassau County Board of Elections discontinued its practice of having polling site Inspectors warn voters who are disabled of any time frame for usage of the new optical scanner electronic voting system and eliminated the discussion of time frame "warnings" from all poll Inspector training.
MANHATTAN - CIDNY	NYC Board of Elections improved access for persons who are visually impaired by discontinuing the use of glossy paper in its mailings, by bringing the new Ballot Marking Devices for practice at expos and conferences for the visually

impaired, and by changing its voter notice to be more accessible to voters with low vision.

- MANHATTAN - CIDNY NYC Board of Elections amended its Poll Worker Manual to include the Center's guidelines for poll workers and the procedures for providing custodians with schematics for the placement of signs and wireless doorbell systems.
- MANHATTAN - CIDNY NYC Board of Elections changed its public education campaign by including a disability awareness element for each part of the public outreach plan (website, mobile outreach and advertisements), by providing onsite demonstrations of the new Ballot Marking Devices to disability organizations, and by establishing a policy to regularly seek input and feedback from disability and good government groups.
- MANHATTAN - CIDNY Center was active in the statewide ILC effort that led to passage and signing into law during August 2010 of NYS legislation that amends the election law to require owners of buildings who obtain tax abatement exemptions or other public benefits to make available voting and registration rooms that are accessible to persons with disabilities.
- MANHATTAN - CIDNY NYC Office of Emergency Management contracted with the Center to provide specially developed Disability Awareness Training for hospital Community Emergency Response Team (CERT) members to help responders accommodate people with disabilities during emergencies and disasters.
- MASSENA - MILC Center's extensive work with the St. Lawrence County Board of Elections over past four years resulted in 99 of 102 polling sites in St. Lawrence County' being brought into compliance with the Americans with Disabilities Act Accessibility Guidelines for Buildings and Facilities (ADAAG). The remaining 3 sites had been made accessible in prior report years.
- MIDDLETOWN - ATI Center was active in the statewide ILC effort that led to passage and signing into law during August 2010 of NYS legislation that amends the election law to require owners of buildings who obtain tax abatement exemptions or other public benefits to make available voting and registration rooms that are accessible to persons with disabilities.
- NEWBURGH - ILI Orange County Board of Elections established a new protocol to recruit and train poll workers for the new optical scanner electronic voting system.
- NEWBURGH - ILI Orange County Emergency Service Center changed its emergency preparedness training practices to periodically provide training to supportive housing residents at the Cornerstone Residence in Newburgh, owned by Safe Harbors of the Hudson.
- NIAGARA FALLS - ILNC US Congresswoman Louise Slaughter, representing New York State's 28th Congressional District that includes part of Erie, Monroe, Niagara, and Orleans Counties, installed signage to direct persons with disabilities to the accessible entrance of her district office in Niagara Falls.

- NIAGARA FALLS - ILNC Center was active in the statewide ILC effort that led to passage and signing into law during August 2010 of NYS legislation that amends the election law to require owners of buildings who obtain tax abatement exemptions or other public benefits to make available voting and registration rooms that are accessible to persons with disabilities.
- OLEAN - DIL Perrysburg Town Hall improved its access as a polling site by installing a railing on the ramp to the building and by resurfacing the parking lot with striping and signs for handicapped accessible parking.
- PUTNAM - PILS Center was active in the statewide ILC effort that led to passage and signing into law during August 2010 of NYS legislation that amends the election law to require owners of buildings who obtain tax abatement exemptions or other public benefits to make available voting and registration rooms that are accessible to persons with disabilities.
- QUEENS - CIDNY NYC Board of Elections improved access for persons who are visually impaired by discontinuing the use of glossy paper in its mailings, by bringing the new Ballot Marking Devices for practice at expos and conferences for the visually impaired, and by changing its voter notice to be more accessible to voters with low vision.
- QUEENS - CIDNY NYC Board of Elections changed its public education campaign by including a disability awareness element for each part of the public outreach plan (website, mobile outreach and advertisements), by providing onsite demonstrations of the new Ballot Marking Devices to disability organizations, and by establishing a policy to regularly seek input and feedback from disability and good government groups.
- QUEENS - CIDNY NYC Board of Elections amended its Poll Worker Manual to include the Center's guidelines for poll workers and the procedures for providing custodians with schematics for the placement of signs and wireless doorbell systems.
- QUEENS - CIDNY Center was active in the statewide ILC effort that led to passage and signing into law during August 2010 of NYS legislation that amends the election law to require owners of buildings who obtain tax abatement exemptions or other public benefits to make available voting and registration rooms that are accessible to persons with disabilities.
- QUEENS - CIDNY Public School 199 M. A. Fitzgerald Elementary School in Queens improved its access as a polling site by adding a temporary ramp to correct the 1:8 degree slope of the concrete ramp.
- QUEENS - CIDNY Public School 169 Bay Terrace Elementary School in Queens improved its access as a polling site by installing a wireless bell system for voters to use closed doors.
- QUEENS - CIDNY NYC Office of Emergency Management contracted with the Center to provide specially developed Disability Awareness Training for hospital Community

Emergency Response Team (CERT) members to help responders accommodate people with disabilities during emergencies and disasters.

- ROCHESTER - RCIL Center was active in the statewide ILC effort that led to passage and signing into law during August 2010 of NYS legislation that amends the election law to require owners of buildings who obtain tax abatement exemptions or other public benefits to make available voting and registration rooms that are accessible to persons with disabilities.
- ROCHESTER - RCIL NYS Senator George Maziarz, representing Senate District 62, now provides sign language interpreter services for meetings and rallies. District 62 encompasses all of Niagara County except for the City of Niagara Falls, all of Orleans County, and the western portion of Monroe County.
- STATEN ISLAND - SICIL New York City Board of Elections, Staten Island Borough Office changed policies to allow SICIL to provide "train the trainers" disability sensitivity training to poll workers.
- SULLIVAN - ATI Center was active in the statewide ILC effort that led to passage and signing into law during August 2010 of NYS legislation that amends the election law to require owners of buildings who obtain tax abatement exemptions or other public benefits to make available voting and registration rooms that are accessible to persons with disabilities.
- SYRACUSE - ARISE Oswego County Board of Elections changed its training practices to include ARISE produced and endorsed materials in disability awareness training for poll workers.
- SYRACUSE - ARISE City of Oswego improved polling site access by moving a polling place from the McCrobie Building on Lake Street, a non-accessible site, to the Oswego Salvation Army building on West 3rd Street that is accessible.
- TROY - ILCHV Center was active in the statewide ILC effort that led to passage and signing into law during August 2010 of NYS legislation that amends the election law to require owners of buildings who obtain tax abatement exemptions or other public benefits to make available voting and registration rooms that are accessible to persons with disabilities.
- TROY - ILCHV Columbia County Board of Elections changed its training practices for poll worker who operate the new Ballot Marking Device (BMD) to include a videotape of a Disability Awareness Training conducted by a panel that included ILCHV.
- WHITE PLAINS - WILC WILC's extensive work with the Westchester County Board of Elections over several years resulted in 348 of 361 polling sites in the County' being brought into compliance with the Americans with Disabilities Act Accessibility Guidelines for Buildings and Facilities (ADAAG), temporary access solutions are implemented on election days to ensure accessibility for certain newer polling sites. The

remaining 13 sites had been made accessible in prior report years by WILC and another ILC, Westchester Disabled on the Move (WDOM).

WHITE PLAINS - WILC

Center was active in the statewide ILC effort that led to passage and signing into law during August 2010 of NYS legislation that amends the election law to require owners of buildings who obtain tax abatement exemptions or other public benefits to make available voting and registration rooms that are accessible to persons with disabilities.

YONKERS - WDOM

Center was active in the statewide ILC effort that led to passage and signing into law during August 2010 of NYS legislation that amends the election law to require owners of buildings who obtain tax abatement exemptions or other public benefits to make available voting and registration rooms that are accessible to persons with disabilities.