

**NYS INDEPENDENT LIVING CENTERS
ANNUAL PERFORMANCE REPORT
SYSTEM CHANGE OUTCOME INVENTORY
OCTOBER 1, 2010 - SEPTEMBER 30, 2011**

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EDUCATION ADVOCACY 2010-2011

Center	EDUCATION ADVOCACY SYSTEM CHANGE OUTCOME
ALBANY - CDCI	Bethlehem High School changed its practices to allow the Center to routinely provide training on "Social Security Income Benefits for Children and Young Adults With Disabilities" as part of its Parent Transition Training.
ALBANY - CDCI	State University of New York (SUNY) at Cobleskill established a written agreement with CDCI to provide Independent Living services to students with disabilities and for the university to routinely include materials on Independent Living Centers in the community resource materials provided to students with disabilities.
AMSTERDAM - RCIL	Hamilton-Fulton-Montgomery Board of Cooperative Education Services (BOCES) in Johnstown changed its practices to regularly include RCIL-Amsterdam's Benefits Counseling flyers in the student's information packets.
AMSTERDAM - RCIL	Western New York Law Center (WNYLC) in Buffalo changed its advocate training videos to include a sign language interpreter signing for the instructor to effectively communicate with trainees who are deaf or hard of hearing. WNYLC is a not-for-profit corporation that represents low-income individuals in civil matters; witch includes "non-traditional" legal assistance such as policy advocacy and legal education. WNYLC also maintains an online resource center with the Empire Justice Center and other legal organizations that contribute to it.
AUBURN - OFI	Southern Cayuga Central School District changed its practices to incorporate in students with disabilities Individualized Education Programs (IEPs) the use of assistive devices as appropriate.

AUBURN - OFI	Auburn Enlarged City School District changed its practices to include materials on Independent Living Centers, NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR), and community based services in the transition plans and/or Individualized Education Programs (IEPs) of students with disabilities.
BATAVIA - ILGR	Pembroke Junior/Senior High School in Corfu incorporated a presentation on ILGR's Independent Living Philosophy and services into its training curriculum for staff and students as part of the annual Superintendent's Conference Day.
BINGHAMTON - STIC	Windsor Central School District established a "Lunch Bunch" mentoring program for students with autism.
BRONX - BILS	Fordham Leadership Academy for Business & Technology in Bronx changed its procedures to permit BILS staff to have regular hours one day a week at the school to assist students with disabilities in transition planning which includes obtaining vocational rehabilitation services.
BROOKLYN - BCID	Consolidated Bus Transit (CBT) in Brooklyn changed its practice of not allowing students to ride with a service dog unless they are visually impaired to permitting students with any disability to ride with service dogs. CBT is a privately owned and operated company that provides transportation services to the New York City area that includes school bus transportation, charter bus, and paratransit services.
BUFFALO - WNYIL	Parent Network of Western New York in Buffalo changed its workshop presentation practices to routinely include WNYIL staff in workshops for Erie and Niagara County regarding the Rehabilitation Act of 1973 section 504 Plan for students with disabilities who are in a regular education setting. Parent Network is designated as a Special Education Parent Center by the NYS Education Department and serves as a community resource for families of children with disabilities and for professionals who work with these families.
CORNING - AIM	Steuben County Public Health and Nursing Services in Bath serving as a NYS Department of Health Early Intervention Programs established a written agreement with AIM to provide all needed independent living services and assistive technology related services to children with disabilities who may require special education and their parents.
CORNING - AIM	Chautauqua County Health Department in Mayville serving as a NYS Department of Health Early Intervention Programs

established a written agreement with AIM to provide all needed independent living services and assistive technology related services to children with disabilities who may require special education and their parents.

CORNING - AIM

Corning Community College changed its procedures to permit AIM staff to have permanent regular hours at the Student Disability Services office on the main campus to assist students with disabilities in obtaining needed supports and services which includes assistive technology.

CORNING - AIM

Schuyler County Home Health Agency, Mill Creek Center in Watkins Glen serving as a NYS Department of Health Early Intervention Program established a written agreement with AIM to provide independent living services and assistive technology related services to children with disabilities who may require special education and their parents.

CORNING - AIM

Chemung County Social Services Department, Human Resource Center in Elmira serving as a NYS Department of Health Early Intervention Program established a written agreement with AIM to provide independent living services and assistive technology related services to children with disabilities who may require special education and their parents.

CORNING - AIM

Avoca Central School changed its practices to include the Center as a regular participant in the annual Career-Agency Night for students and parents.

CORNING - AIM

Cattaraugus County Health Department in Olean serving as a NYS Department of Health Early Intervention Program established a written agreement with AIM to provide independent living services and assistive technology related services to children with disabilities who may require special education and their parents.

CORNING - AIM

Allegany County Health Department in Belmont serving as a NYS Department of Health Early Intervention Program established a written agreement with AIM to provide independent living services and assistive technology related services to children with disabilities who may require special education and their parents.

DELAWARE - CCFI

Cherry Valley-Springfield Central School District (CVSCS) changed its procedures to routinely provide to transitioning students with disabilities information about independent living centers, ACCES-VR, and agency linkages at annual Committee on Special Education (CSE) reviews.

DELAWARE - CCFI

State University of New York (SUNY) at Oneonta incorporated the Center's "Through Children's Eyes" disability awareness

program as a regular component of its curriculum for elementary education students.

- DELAWARE - CCFI Vassar College, in Poughkeepsie, Political Science Department incorporated a disability awareness/HAVA (Help America Vote Act) access requirements presentation developed by CCFI and Taconic Resources for Independence (another ILC) for students enrolled in a college poll worker recruitment program. The presentation became a departmental course and was video recorded and archived on the Political Science Department's website. The poll worker recruitment program is funded through a grant from the US Election Assistance Commission (EAC) which required a disability awareness component be added to the program.
- DELAWARE - CCFI Center was invited to become a permanent member of the Delaware-Chenango-Madison-Otsego (DCMO) Board of Cooperative Educational Services (BOCES) Transition Work Group.
- GLENS FALLS - SAIL Queensbury Union Free School District changed its procedures to allow SAIL staff to participate in the development of transition plans and to have students with disabilities visit the Center to participate in an information session.
- GLENS FALLS - SAIL Saratoga Springs City 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.
- GLENS FALLS - SAIL Shenendehowa 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.
- HARLEM - HILC Day One in Manhattan changed its practices to establish an agreement with HILC to provide ongoing disability sensitivity awareness training for staff working with the NYC school system in the five boroughs. Day One's programs operate on an empowerment model that invests young people in maintaining safe relationships for themselves and their peers, and it engages youth in designing projects to raise awareness in their communities.
- HARLEM - HILC Day One in Manhattan changed the printed material for its Community Education Program to meet the needs of the low vision students as well as those who are color sensitive. Day One's preventive education program offers interactive, law-based workshops for young people in public school to end dating abuse and domestic violence.

HERKIMER - RCIL	RCIL-Herkimer's/RCIL's funding application to the United Way of the Valley and Greater Utica Area was approved to provide transition services in Oneida and Herkimer counties that will assist students, parents, and school personnel in transition planning. Services will be provided on-site at schools, but in certain circumstances, activities may occur in a wide variety of settings.
HERKIMER - RCIL	RCIL-Herkimer in conjunction with its host center RCIL established the Mohawk Valley Volunteer Parent Group for parents and students with disabilities that meets monthly for training and information sharing and to address special education issues as they arise. The group is affiliated with the RCIL Learning Disabled Association of the Mohawk Valley (LDA) that serves the North Country, Herkimer and Oneida counties.
JAMESTOWN - SILC	Southern Tier Transition Committee established the first annual transition conference and agency fair titled 'Let's Get Real: What happens next?' that was held in Mayville. The conference is designed for students with disabilities age 14 and older, their families, school personnel, and service providers. The Committee is affiliated with Aspire of Western New York in Getzville.
KINGSTON - RCAL	Dispute Resolution Center (DRC) in Kingston and RCAL established a written agreement for the Center to provide on-site Special Education trainings as a regular part of the DRC's staff training for professionals working with high risk children. DRC serves Orange, Putnam, Sullivan and Ulster Counties.
LONG ISLAND - LICIL	LICIL's Director of Benefits Advisement was appointed to the Advisory Council for the Special Education Parent Technical Assistance Center (SEPTAC) serving the Long Island region, which works to improve student achievement and school performance through parent and family partnerships. The SEPTAC is operated by Long Island University at its Brentwood Campus and is funded by a grant from the NYS Education Department.
MASSENA - MILC	State University of New York (SUNY) Potsdam changed its room rate policy to discontinue charging its students with disabilities a surcharge for accommodative housing, as a result of MILC successfully filing a formal complaint with the US Department of Education New York Office for Civil Rights (OCR) against SUNY Potsdam.
MASSENA - MILC	Center staff was selected by the St. Lawrence County Community Development Program (CDP) in Canton to serve initially on its Head Start Policy Council and later on the CDP Board of Directors.

NEWBURGH - ILI	Head Start of Eastern Orange County in Newburgh and Inspire, special education preschool in Goshen, jointly developed and received NYS Education Department approval to establish two integrated co-teaching classes at the Head Start site in Newburgh starting with the 2010-11 school year.
NEWBURGH - ILI	Pine Bush Central School District changed its training procedures to provide annual training on disability awareness for the middle school professional teaching staff.
NEWBURGH - ILI	State Legislature approved 2011-2012 State budget that rejected Governor's proposal to change the funding policy and cut direct funding of state-supported private schools for deaf, blind and severely physically disabled children.
NEWBURGH - ILI	Ulster County Career and Technical Center Early Childhood Education Program in Port Ewen incorporated disability awareness training into its curriculum. The two-year program is conducted by the Ulster Board of Cooperative Education Services (BOCES).
NEWBURGH - ILI	Newburgh Enlarged City School District instituted a protocol that when a child is suspended long-term the Committee on Special Education (CSE) chairs, Director of Special Education and the Executive Director of Special Education receive the findings and, if requested, any information reviewed at that hearing.
NIAGARA FALLS - ILNC	ILNC Staff was appointed to serve on the Niagara County Local Early Intervention Coordinating Council, which is affiliated with the Niagara County Health Department.
NIAGARA FALLS - ILNC	Orleans-Niagara Board of Cooperative Education Services (BOCES) in Medina changed its practices to routinely include materials on Independent Living Centers in the community resource materials provided to families to better serve youth with disabilities who are transitioning from the P-12 system.
NIAGARA FALLS - ILNC	ILNC Staff was invited to become a member of the Regional Community School Transition Alliance.
OLEAN - DIL	Olean Middle School (OMS) adopted DIL's Disability Peer Mentoring group that serves students in the OMS Youth Group for grades 6-8 and students who moved into the Olean High School in grades 9-10. The high school students serve as mentors and provide role modeling and assistance to the younger members of the group.
PLATTSBURGH - NCCI	NCCI established a Financial Literacy Program for people with disabilities, which consists of a series of six workshops designed to promote financial stability that will be conducted annually or more

frequently as needed. The Center was awarded a \$3,500 grant by the TD Charitable Foundation (TD Bank) to start the program. The program will be maintained through collaboration with the Family Welcome Center that is operated by Champlain Valley Educational Services and located at the One Work Source (One Stop Career Center) in Plattsburgh.

- POUGHKEEPSIE - TRI Highland Falls-Fort Montgomery Central School District provided sign language interpreters to effectively communicate with students who are deaf or hard of hearing.
- POUGHKEEPSIE - TRI TRI is a member of the Mid-Hudson Valley Transition Network.
- POUGHKEEPSIE - TRI TRI is a member of the Hudson Valley Special Education Network.
- POUGHKEEPSIE - TRI Sullivan County Board of Cooperative Educational Services (BOCES) in Liberty now provides sign language interpreter services to effectively communicate with students who are deaf or hard of hearing.
- POUGHKEEPSIE - TRI Beacon City School District now provides sign language interpreter services to effectively communicate with students who are deaf or hard of hearing.
- POUGHKEEPSIE - TRI F.D. Roosevelt High School in Hyde Park now provides sign language interpreter services to effectively communicate with students who are deaf or hard of hearing.
- POUGHKEEPSIE - TRI Columbia-Greene Community College in Hudson now provides sign language interpreter services to effectively communicate with students who are deaf or hard of hearing.
- PUTNAM - PILS Center's Educational Advocate was invited to join the Mahopac Central School District's new Parent Special Advisory Committee. The Committee will review special education program recommendations and provide input regarding the supports and services provided to families of children with disabilities and the Committee on Special Education (CSE) process.
- PUTNAM - PILS Mahopac Central School District posted the Center's information and flyers 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 Carmel Central School District changed its procedures to comply with State regulations and follow the new State Individualized Education Program (IEP) format.

ROCHESTER - RCIL	Sodus Central School District changed its practices to include RCIL staff as well as materials on Independent Living Centers, ACCES-VR and community based services in the development of transition plans for students with disabilities.
ROCHESTER - RCIL	North Rose-Wolcott Central School District changed its practices to include RCIL staff as well as materials on Independent Living Centers, ACCES-VR and community based services in the development of transition plans for students with disabilities.
ROCHESTER - RCIL	Clyde-Savannah Central School District changed its practices to include RCIL staff as well as materials on Independent Living Centers, ACCES-VR and community based services in the development of transition plans for students with disabilities.
ROCHESTER - RCIL	RCIL staff and consumers became members of Board of Directors of the Empire State Association of the Deaf (ESAD) in Rochester. ESAD is a membership organization that addresses education issues as well a variety of other issues.
ROCHESTER - RCIL	State Legislature approved 2011-2012 State budget that rejected Governor's proposal to change the funding policy and cut direct funding of state-supported private schools for deaf, blind and severely physically disabled children.
ROCKLAND - RILC	Spring Valley High School, in collaboration with RILC and the Mental Health Association of Rockland County, establish an annual disability awareness day that includes presentations to all senior health classes.
STATEN ISLAND - SICIL	Academy Learning Center of Monroe Township changed its practices to allow the Center to provide disability sensitivity training for teachers and parents of children with autism.
STATEN ISLAND - SICIL	College of Staten Island, City University of New York (CUNY) established a written contract with SICIL to provide disability sensitivity training to students who are studying to become special education teachers.
STATEN ISLAND - SICIL	New Dorp High School in Staten Island posted SICIL's information on its website.
STATEN ISLAND - SICIL	NYC Special Education School District 75 changed its practices to provide parents with SICIL's materials during Individualized Education Program (IEP) meetings when transition goals are discussed.

- STATEN ISLAND - SICIL New Dorp High School in Staten Island incorporated a disability sensitivity training developed by SICIL as part of the school personnel training curriculum.
- SUFFOLK - SILO Suffolk County Correctional Facility in Riverhead established a written agreement with SILO to conduct presentations every other week to inmates who are soon to be released to help in preparing them for transition back into the community.
- SUFFOLK - SILO William Floyd High School in Mastic Beach changed its practices to establish an annual Disability Awareness Day, developed and conducted by SILO, as part of its basic curriculum.
- SYRACUSE - ARISE Camillus Middle School installed signs inside and outside the entire building to indicate accessibility that included handicapped accessible parking spaces and access aisles, public woman's and men's restrooms, private disabled child's restroom, accessible girl's and accessible boy's restrooms for each floor; accessible girl's and accessible boy's locker rooms, and doors of all accessible restroom stalls to indicate which stalls are accessible.
- TROY - ILCHV Hudson Valley Community College in Troy incorporated ILCHV's training "The Disability Rights Movement: The Road Toward Independence" into its curriculum to educate students on the history of the disability movement.
- UTICA - RCIL RCIL's/RCIL-Herkimer's funding application to the United Way of the Valley and Greater Utica Area was approved to provide transition services in Oneida and Herkimer counties that will assist students, parents, and school personnel in transition planning. Services will be provided on-site at schools, but in certain circumstances, activities may occur in a wide variety of settings.
- UTICA - RCIL RCIL staff serves on the newly established Oneida County Family and Youth Services Council that works to maximize communication and networking among service providers. The Council is an initiative of the Oneida-Herkimer-Madison Board of Cooperative Education Services (BOCES) Safe Schools/Healthy Students Project in collaboration with the Utica Safe Schools/Healthy Students Partnership, the Herkimer-Oneida Counties Comprehensive Planning Program, and other community agencies.
- UTICA - RCIL RCIL in conjunction with its subsidiary RCIL-Herkimer established the Mohawk Valley Volunteer Parent Group for parents and students with disabilities that meets monthly for training and information sharing and to address special education issues as they arise. The group is affiliated with the RCIL Learning

Disabled Association of the Mohawk Valley (LDA) that serves the North Country, Herkimer and Oneida counties.

WATERTOWN - NRCIL Harrisville Central School changed its practices to allow NRCIL to regularly conduct a Parent Information Night for parents of students with disabilities on Parental Rights, the Individuals with Disabilities Education Act (IDEA), and the Rehabilitation Act section 504 plans.

WATERTOWN - NRCIL Sackets Harbor Central School District changed its procedures to include NRCIL'S YALE (Youth Advocacy Leadership & Empowerment) program as part of the curriculum for transition age students with disabilities.

WATERTOWN - NRCIL NRCIL staff serves on the North Country Council of Social Agencies Board of Directors. The Council provides supportive community forums through educational programming, publications, and networking opportunities to strengthen collaboration among community service organizations.

WHITE PLAINS - WILC Lakeland Central School District changed its practices to allow Spanish language interpreters at Committee on Special Education (CSE) meetings.

WHITE PLAINS - WILC Greenburgh North Castle Union Free School District incorporated into its curriculum WILC's Partners for Success Program that includes instruction on Bullying and Domestic Violence amongst teens.

YONKERS - WDOM Collaborative funding application with WDOM, Westchester Institute for Human Development, Greenburgh-North Castle Union Free School District, and New Rochelle School District to NYS Developmental Disabilities Planning Council (DDPC) was approved to conduct Project Search transition program. The Project will serve high school seniors and provide integrated educational-vocational experience in a workplace.

YONKERS - WDOM WDOM was awarded a grant by the NYS Office For People With Developmental Disabilities (OPWDD) to provide Medicaid Service Coordination (MSC) services to individuals who are developmentally disabled and need assistance obtaining necessary services to transition into adult life with a focus on transition aged youth and their vocational development.

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EMPLOYMENT ADVOCACY 2010-2011

Center	EMPLOYMENT ADVOCACY SYSTEM CHANGE
ALBANY - CDCI	Unlimited Potential, vocational rehabilitation center in Saratoga Springs, changed practices to utilize subsidy letters to assist its employees with disabilities who receive Social Security Disability Insurance (SSDI). A subsidy letter is a support provided by an employer to assist the US Social Security Administration (SSA) in determining if the work performed is Substantial Gainful Activity that may result in an employee receiving more pay than their actual value of services they perform.
ALBANY - CDCI	Saratoga County Employment and Training One-Stop in Ballston Spa changed its practices to permit CDCI staff to meet with consumers regularly for two half days on a bi-weekly basis at the facility.
AMSTERDAM - RCIL	Northeast Career Planning (NCP) made a procedural change to facilitate a more efficient process for referring consumers to the Center's Work Incentive Planning and Assistance (WIPA) project funded through the US Social Security Administration from only referring consumers receiving supported employment follow-along services when their Ticket to Work is assignable to referring consumers when the referral for employment services is first received. NCP is a non-profit vocational rehabilitation organization with its main office in Albany and six offices in the Capital Region.
AMSTERDAM - RCIL	Rehabilitation Initiatives (RI) in Albany changed its procedures to include in each consumer's Individual Work Plan a recommendation for services through the Center's Work Incentive Planning and Assistance (WIPA) project funded through the US Social Security Administration (SSA). RI is an approved SSA Employment Network providing Ticket to Work services to Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI) beneficiaries in Rensselaer, Saratoga and Schenectady Counties.
AUBURN - OFI	Jacobs Press, a printing company in Auburn, changed its staff training procedures to have Options for Independence regularly conduct Disability Awareness and Sensitivity training for its personnel.

BATAVIA - ILGR	Genesee County Career Center, One-Stop in Batavia, changed its practices to have staff training routinely include a presentation on ILGR's Independent Living Philosophy and services.
BRONX - BILS	Applebee's Neighborhood Grill and Bar at 4750-4758 Third Avenue in Bronx changed its recruitment policies to allow persons with visual impairments to be assisted with the employment application process in the actual restaurant. Previously, all applicants were required to apply online at the Applebee's website that was inaccessible.
CORNING - AIM	AIM staff served on the NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) Consortium for Supported Employment.
CORNING - AIM	Center staff served on the NYS Office For People With Developmental Disabilities (OPWDD) Consortium for Supported Employment.
CORNING - AIM	Center applied for and was awarded a 5 year Federal grant through the American Recovery and Reinvestment Act of 2009 (ARRA) to conduct Project ARRA NOW an employment preparation program to work with youth with disabilities and their families in Chemung and Steuben Counties.
CORNING - AIM	NYS Office For People With Developmental Disabilities (OPWDD) established a fee-for-service contract with the Center to provide extended supported employment services in Chemung and Steuben Counties.
CORNING - AIM	Thomas Edison High School in Elmira Heights established an agreement with AIM to provide Project ARRA NOW to mainstreamed special education students and their families. The project provides classroom and on-the-job training to improve employability and address barriers to finding employment.
GLENS FALLS - SAIL	Saratoga County Employment and Training One-Stop in Ballston Spa changed its practices to permit SAIL staff to meet with consumers regularly for one full day on a bi-weekly basis at the facility.
HARLEM - HILC	Local union 1199SEIU (Service Employees International Union) United Healthcare Workers East in Manhattan changed its practices to provide at open forums and/or on request large print materials for persons who are visually impaired, a safe area for persons who use wheelchairs, and sign language interpreter services for persons who are deaf or hard of hearing.

HERKIMER - RCIL	Glove City Transportation (taxi and shuttle) in Gloversville changed its practices to routinely include the Center's material on disability awareness regarding employees who are disabled in the employment package given to new staff.
HERKIMER - RCIL	Working Solutions One-Stop Career Center in Herkimer changed its practices to permit RCIL staff to meet with consumers regularly on a weekly basis at the facility.
ITHACA - FLIC	FLIC is a member of the Diversity Consortium of Tompkins County, which is a group of professionals that promotes workplace diversity and inclusion.
ITHACA - FLIC	Tompkins County Workers' Center in Ithaca and the NYS Department of Labor (DOL) changed the location of a forum from the Workers' Center, which is not wheelchair accessible, to the accessible County Human Services Building.
JAMESTOWN - SILC	Jamestown One-Stop installed a Sorenson Video Relay System that allows deaf, hard of hearing, and speech impaired individuals to communicate over video telephones and similar technologies with hearing people in real-time, via a sign language interpreter.
KINGSTON - RCAL	Client Assistance Program (CAP) through the Westchester Independent Living Center (WILC) changed its practices to schedule regular and periodic meetings at RCAL. Previously, consumers had to travel from Ulster County to Westchester County for CAP services. CAP is a federal program administered by the NYS Commission on Quality of Care and Advocacy for Persons with Disabilities (CQCAPD) to assist individuals with disabilities with problems encountered while seeking vocational rehabilitation, employment, and independent living services.
KINGSTON - RCAL	Ulster County Vocational Steering Committee established a letter of agreement for its members to utilize a decision tree when providing benefits counseling to ensure consistent dissemination of information, consumer referral to a higher level of service if needed, and attendance at staff trainings. The decision tree was developed with the assistance of Cornell University in Ithaca.
KINGSTON - RCAL	RCAL Benefits Advisor is a member of the Ulster County Vocational Steering Committee, which is a collaborative team of employment and training counselors who work with people who are disabled.
KINGSTON - RCAL	NYS Department of Civil Service changed its website to improve access to information regarding positions that are 55-b and 55-c eligible by directing individuals to a StateJobsNY.com search site. This site provides the selection criteria "Accept 55b and 55c" that

allows persons with disabilities to specifically search for civil service positions that are 55b/c eligible.

- MANHATTAN - CIDNY NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) secured a waiver of the State hiring freeze due to the critical need for vocational rehabilitation counselors to avoid the implementation of an order of selection. The Federal Rehabilitation Act requires that if ACCES-VR can not serve all eligible individuals who apply for services, a process must be developed to establish the order in which individuals with disabilities will be provided services with the most significantly disabled being served first.
- MANHATTAN - CIDNY NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) accepted the NYS Rehabilitation Council (SRC) recommendations to modify the proposed criteria for implementing an order of election to include tracking the nature and scope of complaints from the ACCES-VR Quality Assurance Unit and the NYS Client Assistance Program (CAP).
- MANHATTAN - CIDNY Governor approved legislation for the 2011-2012 State budget that includes a provision that requires the Department of Health to disregard retirement income for purposes of determining eligibility for the Medicaid Buy-In Program for the Working Disabled.
- NEWBURGH - ILI Ark of Learning Day Care Center in Mountainville changed reasonable accommodation practices to create a position that could be filled by a person with significant disabilities.
- NEWBURGH - ILI Tarsio Lanes (bowling alley) in Newburgh changed its recruiting practices to hire individuals with developmental disabilities.
- NEWBURGH - ILI Town of Newburgh changed its recruiting practices to provide to people with disabilities who apply for Civil Service positions information concerning hiring incentives and Civil Service Section 55a exemptions.
- NEWBURGH - ILI Bon-Ton department store in Newburgh changed its reasonable accommodation practices to create new supportive employment opportunities for people with significant disabilities by creating a paid position for a consumer. The company had offered only volunteer positions in the past.
- NEWBURGH - ILI ILI staff served on the transportation sub-committee of the Orange and Sullivan Counties Employment Alliance Network (OSCEAN). OSCEAN is a consortium of non-profit and public human service agencies that partner together to further employment for persons with disabilities.

NEWBURGH - ILI ILI established an agreement with NYS Office for People with Developmental Disabilities (OPWDD), Hudson Valley Developmental Disabilities Service Office (DDSO) to provide Supported Employment as a waiver service.

NEWBURGH - ILI American Felt & Fiber Company in New Windsor changed its reasonable accommodation policy to revise job responsibilities to enable employees who are deaf to better perform the assigned job duties.

NEWBURGH - ILI Walgreens pharmacy at 82 N. Plank Road in Newburgh changed its hiring practices to provide reasonable accommodations for persons with developmental disabilities for a position that was not previously available.

NEWBURGH - ILI Comfort Cleaning Services in Chester changed its reasonable accommodation policy to provide a two-day work trial for persons who are deaf to evaluate strengths, skills, and suitability for employment.

NEWBURGH - ILI Independent Home Care (IHC) modified its hiring policy to include persons with disabilities for training if they meet all other requirements for basic training. In addition to the Newburgh main office (Orange County), IHC has sites in Kingston (Ulster County), Monticello (Sullivan County), and Poughkeepsie (Dutchess County).

NIAGARA FALLS - ILNC Center was active in the local effort to address the possible discontinuation of the federally funded Disability Program Navigator (DPN) Initiative that resulted in the Trott ACCESS Center, Niagara County One-Stop in Niagara Falls, being approved for funding through the US Department of Labor to conduct a Disability Employment Initiative (DEI) project. DEI projects build upon the DPN Initiative and employ staff known as a Disability Resource Coordinator.

OLEAN - DIL STEL (Southern Tier Environments for Living) in Dunkirk changed its staff training procedures to include DIL's Disability Sensitivity Awareness Training as a regular part of the new employee orientation program.

POUGHKEEPSIE - TRI Dress for Success Dutchess County (DFS) in Poughkeepsie established a written agreement with TRI 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.

- POUGHKEEPSIE - TRI NYS Department of Labor, Division of Employment Services in Poughkeepsie established a written agreement with TRI to provide Employment Readiness Training services to individuals with disabilities served through Dutchess Works, Dutchess County One-Stop in Poughkeepsie.
- PUTNAM - PILS Careers for People with Disabilities in Carmel established a contract with PILS to provide employment readiness training services.
- PUTNAM - PILS Carmel Central School District established a contract with PILS to provide employment readiness training services.
- QUEENS - CIDNY NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) secured a waiver of the State hiring freeze due to the critical need for vocational rehabilitation counselors to avoid the implementation of an order of selection. The Federal Rehabilitation Act requires that if ACCES-VR can not serve all eligible individuals who apply for services, a process must be developed to establish the order in which individuals with disabilities will be provided services with the most significantly disabled being served first.
- QUEENS - CIDNY NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) accepted the NYS Rehabilitation Council (SRC) recommendations to modify the proposed criteria for implementing an order of election to include tracking the nature and scope of complaints from the ACCES-VR Quality Assurance Unit and the NYS Client Assistance Program (CAP).
- QUEENS - CIDNY Governor approved legislation for the 2011-2012 State budget that includes a provision that requires the Department of Health to disregard retirement income for purposes of determining eligibility for the Medicaid Buy-In Program for the Working Disabled.
- ROCHESTER - RCIL RCIL established an online Facebook social media page for truck drivers who are deaf with over 70 members that is an organized team of advocates which receive training on a periodic basis to send and to respond to action alerts concerning disability related employment issues as they arise.
- SULLIVAN - ATI NYS Office For People With Developmental Disabilities (OPWDD) Hudson Valley Developmental Disabilities Service Office (HVDDSO) in Theills changed its Medicaid Service Coordinator (MSC) training practices to hold more video

conference trainings at the HVDDSO Regional Center at Middletown in Orange County instead of at Theills in Rockland County since this is much closer for candidates in Sullivan County who are disabled.

SULLIVAN - ATI

Onteora Central School District changed its online employment applications to eliminate an illegal question for job applicants who are disabled.

TROY - ILCHV

Career Central One-Stop in Albany changed its procedures to permit ILCHV staff to meet with consumers regularly at the facility to provide benefits planning, advisement and management for people with disabilities on Social Security Disability Insurance (SSDI)/Supplemental Security Income (SSI) who plan on returning to work.

TROY - ILCHV

Rensselaer County One-Stop in Troy changed its practices to permit ILCHV staff to meet with consumers regularly on a weekly basis at the facility.

TROY - ILCHV

Columbia County One-Stop at Columbia/Greene Community College in Hudson changed its procedures to permit ILCHV staff to meet with consumers regularly at the facility to provide benefits planning, advisement and management for people with disabilities on Social Security Disability Insurance (SSDI)/Supplemental Security Income (SSI) who plan on returning to work.

UTICA - RCIL

Center established a fee-for-service arrangement with Insight House, an addiction treatment facility in Utica, to provide vocational services to both in-patients and out patients that includes an eight-week block of services for three groups of out-patients, and one group of in-patients held at Insight House.

UTICA - RCIL

RCIL received a grant award from the United Way of the Valley and Greater Utica Area to assist persons with disabilities to integrate into the general workforce to pursue gainful employment.

UTICA - RCIL

Working Solutions One-Stop Career Center in Utica changed its practices to permit RCIL staff to meet with consumers regularly on a weekly basis at the facility.

UTICA - RCIL

Mohawk Valley Community College (MVCC) in Utica changed reasonable accommodation procedures for employees who are deaf to provide shift changes and special cell phones for supervisors and deaf employees to facilitate communications.

UTICA - RCIL

Working Solutions One-Stop Career Center in Rome changed its practices to permit RCIL staff to meet with consumers regularly on a weekly basis at the facility.

WATERTOWN - NRCIL	NRCIL is a member of the North County Job Placement and Resource Network.
WATERTOWN - NRCIL	Walmart Supercenter at 20823 State Route 3 in Watertown changed its practices to employ people with disabilities.
YONKERS - WDOM	Westchester Medical Center in Valhalla established an agreement with WDOM to serve as a work-learning site for the Center's Project Search that serves high school seniors and provides an integrated educational-vocational experience in a workplace.
YONKERS - WDOM	Sound Share Medical Center in New Rochelle established an agreement with WDOM to serve as a work-learning site for the Center's Project Search that serves high school seniors and provides an integrated educational-vocational experience in a workplace.
YONKERS - WDOM	Don Coqui Restaurant in New Rochelle established an agreement with WDOM to serve as a work-learning site for the Center's Project Search that serves high school seniors and provides an integrated educational-vocational experience in a workplace.

**NYS INDEPENDENT LIVING CENTERS
ANNUAL PERFORMANCE REPORT
SYSTEM CHANGE OUTCOME INVENTORY
OCTOBER 1, 2010 - SEPTEMBER 30, 2011**

HEALTH CARE ADVOCACY 2010-2011

Center	HEALTH CARE ADVOCACY SYSTEM CHANGE OUTCOME
ALBANY - CDCI	CDCI in collaboration with the Schenectady County Probation Department and Ellis Hospital in Schenectady established the Schenectady County Forensic Peer Advocacy Program, which is a 12-week peer support group for people on probation with mental health disabilities.
ALBANY - CDCI	Rehabilitation Support Services (RSS) in Albany established a Memorandum of Understanding with CDCI to provide Independent Living services to its consumers who receive Medicaid benefits through the NYS Department of Health statewide Health Home Program.
ALBANY - CDCI	Albany Damien Center changed its practices to allow the Center to regularly provide training on Independent Living services for staff and consumers. The Damien Center provides a drop-in community center, programs, and activities for individuals and families living with and affected by HIV/AIDS.
ALBANY - CDCI	Schenectady County Department of Social Services established a Memorandum of Understanding with CDCI for its new full-time subsidiary Center serving Schenectady County to provide Independent Living services to their consumers with disabilities.
ALBANY - CDCI	New Choices Recovery Center in Schenectady established a Memorandum of Understanding with CDCI for its new full-time subsidiary Center serving Schenectady County to provide Independent Living services to their consumers with disabilities.
ALBANY - CDCI	Salvation Army of Schenectady County in Schenectady established a Memorandum of Understanding with CDCI for its new full-time subsidiary Center serving Schenectady County to provide Independent Living services to their consumers with disabilities.
ALBANY - CDCI	Schenectady inner City Ministry established a Memorandum of Understanding with CDCI for its new full-time subsidiary Center serving Schenectady County to provide Independent Living services to their consumers with disabilities.

ALBANY - CDCI Schenectady Free Health Clinic established a Memorandum of Understanding with CDCI for its new full-time subsidiary Center serving Schenectady County to provide Independent Living services to their consumers with disabilities.

ALBANY - CDCI Bethesda House, interfaith ministry in Schenectady, established a Memorandum of Understanding with CDCI for its new full-time subsidiary Center serving Schenectady County to provide Independent Living services to their consumers with disabilities.

ALBANY - CDCI Albany Housing Coalition established a Memorandum of Understanding with CDCI to provide services through the Center's Healthy Living Program to their consumers with disabilities and for the Albany Housing Coalition to routinely include the Center's healthy living information in the community resource materials provided to their consumers with disabilities.

ALBANY - CDCI Wildwood programs in Latham established a Memorandum of Understanding (MOU) with CDCI to provide services through the Center's Healthy Living Program to their consumers with disabilities and for the Wildwood programs to routinely include the Center's healthy living information in the community resource materials provided to their consumers with disabilities.

ALBANY - CDCI Koinonia Primary Care in Albany established a Memorandum of Understanding (MOU) with CDCI to provide services through the Center's Healthy Living Program to their consumers with disabilities and for the Koinonia Primary Care to routinely include the Center's healthy living information in the community resource materials provided to their consumers with disabilities.

ALBANY - CDCI Schenectady County Community College ADA Transition Services in Schenectady established a Memorandum of Understanding with CDCI to provide services through the Center's Healthy Living Program to their consumers with disabilities and for the organization to routinely include the Center's healthy living information in the community resource materials provided to their consumers with disabilities.

ALBANY - CDCI CDCI was invited to join Assembly Member Micah Kellner's task force to implement the federally-funded Supplemental Nutrition Assistance Program (SNAP) Restaurant Meals Program. The Restaurant Meals program is an option that permits senior, disabled and homeless SNAP recipients to use their benefits to purchase hot meals at participating restaurants and other food service establishments.

ALBANY - CDCI Mohawk Opportunities, Inc. in Schenectady established a Memorandum of Understanding with CDCI for its new full-time

subsidiary Center serving Schenectady County to provide Independent Living services to their consumers with disabilities.

AMSTERDAM - RCIL

Amsterdam Dialysis Center changed its practices to routinely include RCIL-Amsterdam materials as part of the community resource packet given to patients when discharged and to others receiving their services.

AUBURN - OFI

Pregnancy Care Center of Cayuga County in Auburn relocated to the first floor (street level) at 75 Genesee Street with redesigned offices and an accessible entryway.

BATAVIA - ILGR

ILGR was active in the statewide ILC effort that led to passage and signing into law during July 2011 of State legislation that eliminates the 20 visits per year limit on medical assistance coverage for speech, physical and occupational therapies to persons with traumatic brain injury.

BATAVIA - ILGR

State Legislature approved 2011-2012 State budget that rejected Governor's proposal to eliminate spousal refusal for Medicaid recipients needing home and community-based long-term care.

BINGHAMTON - STIC

STIC was active in the national ILC effort that led to the passage and signing into law during January 2011 of the James Zadroga 9/11 Health & Compensation Act. Those covered by the bill include Ground Zero responders, volunteers and morgue employees as well as people who lived near Ground Zero, or worked or attended school nearby.

BINGHAMTON - STIC

UHS Binghamton General Hospital, the in-patient Mental Health facility and the intensive long-term occupational therapy (OT) and physical therapy (PT) services now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.

BINGHAMTON - STIC

STIC was active in statewide ILC effort that successfully resulted in Governor Paterson vetoing the Autism Insurance bill. The bill related to private insurance coverage for people with autism and would have weakened nondiscrimination provisions in current state insurance law while contributing no measurable improvement to autism coverage.

BINGHAMTON - STIC

STIC is a member of the Broome County Coordinated Children's Services Initiative (CCSI) that works to reduce the number of youth in placement. CCSI brings together agencies to work with families in a strength-based, family-driven process to create a coordinated, individualized plan to get through family difficulties.

- BINGHAMTON - STIC NYS Department of Health amended the State Medicaid Plan to add the new federal Community First Choice Option model for community based long-term care to elderly and disabled populations. Included in the elements of the new program, part of the national Patient Protection and Affordable Care Act of 2010, are the requirements that services must be provided in individual homes or community-based residences and must be consumer directed.
- BINGHAMTON - STIC UHS Binghamton General Hospital corrected handicapped accessible parking issues to meet code by widening access aisles and installing upright signs in front of access aisles as well as handicapped parking spaces.
- BINGHAMTON - STIC Rehabilitation Associates in Binghamton now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
- BINGHAMTON - STIC Tioga County Department of Social Services changed its practices to allow consumers enrolled in the Nursing Home Transition and Diversion (NHTD) Medicaid Waiver Program to also receive Consumer Directed Personal Assistance (CDPA) program services.
- BINGHAMTON - STIC NYS Office For People With Developmental Disabilities (OPWDD) implemented the Community Habilitation waiver service. The new service is similar to Day Habilitation, but it is more flexible and allows for more services that include a self directed/family directed option.
- BINGHAMTON - STIC As a result of the Center's participation in the federally funded NYS Department of Health (DOH)/NYS Office for Aging (OFA) Nursing Home Diversion and Modernization/Community Living Program pilot project that offers Consumer Directed Personal Assistance (CDPA) program services to seniors not eligible for Medicaid, OFA transitioned the project into a permanent Expanded In-home Services for the Elderly (EISEP) CDPA program option in Broome County. Based on the results of the pilot grant in Broome County and two other counties, DOH established a permanent OFA EISEP CDPA program throughout the State.
- BINGHAMTON - STIC NYS Department of Health (DOH) issued Consumer Directed Personal Assistance (CDPA) program regulations during 2011 to provide a single, standardized operational framework for the program. DOH had not previously issued regulations although the Social Service law was amended in 1995 to establish the CDPA program.
- BINGHAMTON - STIC UHS Wilson Medical Center in Johnson City corrected handicapped accessible parking issues to meet code by widening

access aisles and installing upright signs in front of access aisles as well as handicapped parking spaces.

- BINGHAMTON - STIC State Legislature approved 2011-2012 State budget that rejected Governor's proposal to eliminate spousal refusal for Medicaid recipients needing home and community-based long-term care.
- BINGHAMTON - STIC US Department of Veterans Affairs changed its procedures for the Veteran's Directed Home and Community Based Service Program that is provided through area agencies on aging for eligible veterans of all ages to give consumers more control over the use of their Consumer Directed Personal Assistance (CDPA) service hours.
- BRONX - BILS Lincoln Medical & Mental Health Center in Bronx changed practice from only providing information about the provision of sign language interpreters for individuals who are deaf or hard of hearing in the admission package to also posting appropriate access symbols to show that interpreter services are provided and placing appropriate symbols indicating the availability of sign language interpreter services in reception and waiting areas.
- BRONX - BILS Union Community Health Center at 2021 Grand Concourse in Bronx provided its informational materials in large print for patients who are visually impaired. Union Community Health Center provides family medical and dental care.
- BRONX - BILS Lincoln Medical & Mental Health Center in Bronx Nursing Staff Development Department changed policies to include mandatory training for all nurses and ancillary staff on access to sign language interpreter services and the Deaf Talk - Video Interpreting System to better serve patients who are deaf or hearing impaired.
- BUFFALO - WNYIL State Legislature approved 2011-2012 State budget that rejected Governor's proposal to eliminate spousal refusal for Medicaid recipients needing home and community-based long-term care.
- BUFFALO - WNYIL Erie County Medical Center in Buffalo changed its employee training procedures to add the WNYIL Peer Recovery Model presentation that includes the Independent Living History and Philosophy DVD to the training curriculum for all new hires, including discharge planners for the hospital.
- BUFFALO - WNYIL Center was active in the statewide ILC effort that led to passage and signing into law during July 2011 of State legislation that eliminates the 20 visits per year limit on medical assistance coverage for speech, physical and occupational therapies to persons with traumatic brain injury.

CORNING - AIM Allegany County Department of Social Services changed practices to approve additional Consumer Directed Personal Assistant Services (CDPAS) as needed by consumers.

CORNING - AIM Schuyler County Department of Social Services changed its procedures to regularly review consumer usage of approved Consumer Directed Personal Assistant Services and to redistribute unused hours to consumers who may benefit from additional hours.

CORNING - AIM Cuba Memorial Hospital and Residential Health Care Facility made procedural changes to have discharge planners include the Center's programs and services materials in their discharge planning packets.

CORNING - AIM Center staff served on the Southern Tier Coalition for Disability Advocacy and Awareness that works to educate consumers, families and providers regarding the State Redesign of Medicaid, Medicare and Long Term Care. AIM spearheaded the establishment of the Coalition.

CORNING - AIM Center staff served on the Allegany Community Partnership on Aging. The Community Partnership provides an open forum for providers and community members to discuss senior health and wellness and is facilitated by the Allegany/Western Steuben Rural Health Network in Wellsville.

CORNING - AIM Orchard Family Healthcare in Horseheads changed its practices to include information on community services, including Independent Living resources, in materials given to consumers and caregivers.

CORNING - AIM AIM staff served on the Allegany County Elder Abuse and Neglect Prevention Committee that is affiliated with the Allegany County Consortium on Domestic Violence.

CORNING - AIM Center staff served on the Steuben County Community Partnership on Aging. The Community Partnership provides an open forum for providers and community members to discuss senior health and wellness and is facilitated by the Allegany/Western Steuben Rural Health Network in Wellsville.

CORNING - AIM Center staff served on the Finger Lakes And Southern Tier Health Homes Network Steering Committee.

CORNING - AIM Center staff served on the Veterans Administration Community Partnership Committee.

CORTLAND - ATI Center was active in the local effort that led to Seven Valleys Health Coalition (SVHC) in Cortland being awarded a Creating Healthier Places to Live, Work & Play grant by the NYS

Department of Health. This grant is intended to build sustainable policy, systems, and environmental changes in Cortland County in an effort to prevent chronic disease with the primary targets type 2 diabetes and obesity.

DELAWARE - CCFI

NYS Department of Health amended the State Medicaid Plan to add the new federal Community First Choice Option model for community based long-term care to elderly and disabled populations. Included in the elements of the new program, part of the national Patient Protection and Affordable Care Act of 2010, are the requirements that services must be provided in individual homes or community-based residences and must be consumer directed.

DELAWARE - CCFI

Center entered into a contractual agreement with the Otsego Manor Nursing Home and Rehabilitation Facility in Cooperstown to provide fee-for-service architectural barrier services, upon request.

DELAWARE - CCFI

State Legislature approved 2011-2012 State budget that rejected Governor's proposal to eliminate spousal refusal for Medicaid recipients needing home and community-based long-term care.

GLENS FALLS - SAIL

Lena Adult Day Services in South Glens Falls 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

All-Metro Health Care in Albany became a new provider of services through the NYS Department of Health Traumatic Brain Injury (TBI) Medicaid Waiver Program. Southern Adirondack Independent Living in Glens Falls serves as a Regional Resource Development Center (RRDC) for the TBI Waiver and was a catalyst for organization's application to be service provider.

GLENS FALLS - SAIL

Partners in Caregiving 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.

HARLEM - HILC

Harlem Hospital Rehabilitation Department replaced inappropriate signage with more appropriate color contrast versions for low vision patients.

HERKIMER - RCIL	Center staff is a member of the newly formed Herkimer, Oneida, and Madison County Veterans' Consortium that is composed of representatives from various US Department of Veterans Affairs departments and community agencies.
HERKIMER - RCIL	Staff serves on the Herkimer County Mental Hygiene Services Advisory Board.
HERKIMER - RCIL	Valley Health Services in Herkimer changed its practices to permit RCIL-Herkimer to establish a support group for residents who are transitioning back into the community.
ITHACA - FLIC	FLIC is a member of the Advisory Board for the Tompkins County Office for Aging.
ITHACA - FLIC	FLIC is a member of the Medical Transportation Committee that addresses the issue of affordable transportation to medical services inside and outside Tompkins County. The Medical Transportation Committee is affiliated with the Tompkins Consolidated Area Transit (TCAT) Advisory Committee.
ITHACA - FLIC	FLIC is an active partner in the Step Up to Stop Falls initiative led by the Human Services Coalition of Tompkins County and supported by a grant from the Community Health Foundation of Western and Central New York. The initiative's goal is to reduce falls among older adults living in the community who are frail, or at risk of becoming frail, and to help ensure they can continue living safely in the community.
ITHACA - FLIC	FLIC was active in the local effort that led to the Human Services Coalition of Tompkins County being awarded a Creating Healthier Places to Live, Work & Play grant by the NYS Department of Health to conduct the Creating Health Places Worksite Program. This program focuses on the development of comprehensive wellness programs at small to medium worksites.
ITHACA - FLIC	FLIC was awarded a grant by the Tompkins County Office for Aging to conduct the Registry Referral Program. The Program is a free referral service that links individuals seeking independent employment to people who need care in their home.
ITHACA - FLIC	FLIC Board of Directors member serves as a United Nations representative of Mind Freedom International, which is a nonprofit organization that unites sponsor and affiliate grassroots groups with individual members to win human rights and alternatives for people labeled with psychiatric disabilities.
JAMESTOWN - SILC	SILC Consumer Advocate is a member of the Health Care Network.

JAMESTOWN - SILC	Center staff is a member of the Chautauqua County Long-Term Healthcare Association.
JAMESTOWN - SILC	Heritage Village Rehabilitation & Skilled Nursing in Gerry changed its procedures to require resident discharge plans include a community resource information packet developed by SILC.
KINGSTON - RCAL	RCAL Executive Director is a member of the Ulster County Office for Aging Advisory Council.
KINGSTON - RCAL	NYS Department of Health (DOH) clarified and enforced the policy that Medicaid managed care plans must pay for the completion of a Patient Review Instrument/Screen (PRI/Screen) tool that is a required document for application to the Nursing Home Transition and Diversion (NHTD) Waiver program. There was a DOH directive in place that Medicaid managed care plans must cover the cost of PRI/Screens for the Traumatic Brain Injury (TBI) Medicaid Waiver Program but no such document existed for NHTD.
KINGSTON - RCAL	RCAL was invited to become a member of the Healthy Kingston for Kids (HKK) Advisory Network that works to address childhood obesity in Kingston through environmental and policy change. HKK is part of the Healthy Kids, Healthy Communities national grant program funded by the Robert Wood Johnson Foundation.
KINGSTON - RCAL	Staying In Place (SIP), a Woodstock based senior support system, established a service agreement with RCAL to provide Independent at Home services to help SIP members remain active and independent in their home and community as they age. Services included care coordination, home safety trainings and evaluations, 24 hour emergency line, access to a volunteer corps, and a “friendly hello” service.
KINGSTON - RCAL	Ulster County Department of Social Services (DSS) established an Agency Liaison Protocol to facilitate responses to inquiries within 48 hours and disseminated the Protocol to all County human service agencies. The purpose of the Protocol is to improve communications between DSS and its consumers, providers, and collaborating agencies on behalf of mutual consumers.
LONG ISLAND - LICIL	Town of Oyster Bay Division of Veterans Services (DVS) in Massapequa changed its practices to include LICIL’S programs and services materials in the information provided to veterans. DVS serves as an information center to keep veterans and their families apprised of health care benefits earned through military service.

LONG ISLAND - LICIL St. Joseph Hospital in Bethpage implemented the new "Protocols for Treating Patients with Disabilities in the Hospital Setting" that is designed to ensure the day-to-day needs associated with existing disabilities are satisfactorily met and carried out. Through a combination of staff training, regular communication with patients and their advocates, and daily assessment by an assigned staff member, the protocol creates a uniform policy for documentation of the specific needs of each patient with a disability, as well as for addressing those needs effectively within the context of the overall treatment plan.

LONG ISLAND - LICIL St. Joseph Hospital in Bethpage provided the following adaptive equipment: patient lifts that can be transported and used on each floor, mattress gel beds, a speaker phone for use by patients who cannot dial or hold a phone, and drinking cups that can attach to sides of beds so patients with limited arm-use can access them independently.

MANHATTAN - CIDNY Center was active in the statewide ILC effort that led to the passage and signing into law during July 2011 of State legislation that amends the health care services external appeals law to expand the scope of the review regarding health plan adverse coverage determinations to include questions regarding appropriateness, effectiveness, level of care, and settings of care.

MANHATTAN - CIDNY Governor approved legislation for the 2011-2012 State budget that includes a "dry appropriation" to provide up to \$5 million to establish a statewide Consumer Health Advocates program to provide information, advice, and advocacy on all types of health insurance. This permits the State to receive Federal funding for consumer assistance.

MANHATTAN - CIDNY NYS Department of Health established a process to administratively renew individuals enrolled in public insurance who are elderly, have disabilities and on fixed incomes.

MANHATTAN - CIDNY Governor approved legislation for the 2011-2012 State budget that includes a provision that requires the Department of Health to disregard a portion of housing expenses for purposes of determining spenddown eligibility and budget for individuals enrolling in the managed long-term care program.

MANHATTAN - CIDNY Center was active in the statewide ILC effort that led to passage and signing into law during October 2010 of State legislation that prohibits commercial health insurance plans from imposing cost-sharing, deductibles, or co-insurance obligations for any prescription drugs that exceed the dollar amount for any other

	prescription drugs provided in the category of non-preferred brand drugs.
MANHATTAN - CIDNY	State Legislature approved 2011-2012 State budget that rejected Governor's proposal to eliminate spousal refusal for Medicaid recipients needing home and community-based long-term care.
MANHATTAN - CIDNY	Governor approved legislation for the 2011-2012 State budget that included provisions for management of behavioral health services, health homes for people with developmental and psychiatric disabilities, medical homes for people with dual or triple disabilities, and accountable care organizations.
MANHATTAN - CIDNY	Center was active in the statewide ILC effort that led to passage and signing into law during July 2011 of State legislation that eliminates the 20 visits per year limit on medical assistance coverage for speech, physical and occupational therapies to persons with traumatic brain injury.
MASSENA - MILC	Center staff is a member of the Creating Healthy Places St. Lawrence County Project Committee, which is affiliated with the Health Initiative in Potsdam. The Project is funded by the NYS Dept. of Health.
MASSENA - MILC	Center was active in the local effort that led to the Health Initiative in Potsdam being awarded a Creating Healthier Places to Live, Work & Play grant by the NYS Department of Health to conduct the Creating Healthy Places St. Lawrence County Project that promotes physical activity of all people of all ages. The Project includes free accessible exercise classes for senior citizens that have available the VHI (Visual Health Information) exercise software package and the Geriatric Strengthening Kit.
MASSENA - MILC	Massena TRIAD Program established the "We Care Call Program:" to provide free daily phone calls by a volunteer to conduct wellness checks of elderly, frail, and disabled individuals who live alone. TRIAD is a joint project of the Massena Senior Citizens Center, Massena Independent Living Center, Massena Police Department, and Massena Housing Authority.
MIDDLETOWN - ATI	NYS Department of Health amended the State Medicaid Plan to add the new federal Community First Choice Option model for community based long-term care to elderly and disabled populations. Included in the elements of the new program, part of the national Patient Protection and Affordable Care Act of 2010, are the requirements that services must be provided in individual homes or community-based residences and must be consumer directed.

NEWBURGH - ILI Women, Infant, and Children (WIC) Program in Sullivan County changed its practices to include as part of the informational packet given to families of infants and toddlers with disabilities material about disability and early intervention/education services in English and Spanish. The program is conducted by Sullivan County Public Health Services with primary site/main office in Liberty and clinics in Monticello, Wurtsboro, Woodridge, Jeffersonville, and Livingston Manor.

NEWBURGH - ILI Sullivan County Department of Social Services adopted policies to enable individuals with disabilities in the long-term care services system to make informed choices to leave the facility and reside in the community with self directed care.

NEWBURGH - ILI New Paltz Family Health Center changed its practices to include as part of the informational packet given to families of infants and toddlers with disabilities material about disability and early intervention/education services in English and Spanish.

NEWBURGH - ILI Ulster County Community Action in Kingston changed its practices to include as part of the informational packet given to families of infants and toddlers with disabilities material about disability and early intervention/education services in English and Spanish.

NEWBURGH - ILI Mental Health Association in Ulster County at Kingston changed practices to include in the informational packet given to families of infants and toddlers with disabilities material about disability and early intervention/education services in English and Spanish.

NEWBURGH - ILI Women, Infant, and Children (WIC) Program in Orange County changed its practices to include as part of the informational packet given to families of infants and toddlers with disabilities material about disability and early intervention/education services in English and Spanish. The program is conducted by Orange County Department of Health with sites in Middletown and Monroe.

NEWBURGH - ILI Mental Health Association in Orange County at Middletown changed practices to include in the informational packet given to families of infants and toddlers with disabilities material about disability and early intervention/education services in English and Spanish.

NEWBURGH - ILI ILI's Executive Director serves on the St. Luke's Cornwall Hospital Board of Trustees.

NEWBURGH - ILI Salvation Army in Orange County, Newburgh and Middletown, changed practices to include in informational packet given to

families of infants and toddlers with disabilities material about disability and early intervention/education services in English and Spanish.

- NEWBURGH - ILI Hudson River Health Care community health center in Monticello changed its practices to include as part of the informational packet given to families of infants and toddlers with disabilities material about disability and early intervention/education services in English and Spanish.
- NIAGARA FALLS - ILNC State Legislature approved 2011-2012 State budget that rejected Governor's proposal to eliminate spousal refusal for Medicaid recipients needing home and community-based long-term care.
- NIAGARA FALLS - ILNC P2 (Pursuing Perfection) Collaborative of Western New York in Williamsville established a program to train peers to conduct workshops in Niagara County on chronic health condition management. Peers were selected from community members of the P2 "My Health Counts" Healthy Living initiative. P2 is a not-for-profit organization that works to improve individual quality of life and reduce health care costs for the entire community.
- NIAGARA FALLS - ILNC ILNC was active in the statewide ILC effort that led to passage and signing into law during July 2011 of State legislation that eliminates the 20 visits per year limit on medical assistance coverage for speech, physical and occupational therapies to persons with traumatic brain injury.
- NIAGARA FALLS - ILNC ILNC Staff was appointed to serve on the Niagara County Community Services Board, Mental Retardation and Developmental Retardation Subcommittee.
- NIAGARA FALLS - ILNC Niagara County Department of Social Services changed its practices from only giving to individuals that enter the Consumer Directed Personal Assistance (CDPA) program and do not know from which agency they would like to receive services a list of CDPA service providers in random order to providing to all persons applying for CDPA services an alphabetized list.
- OLEAN - DIL Center staff member was appointed to the Cattaraugus County Long-Term Care Advisory Council, affiliated with the Cattaraugus County Department of Aging.
- PLATTSBURGH - NCCI NYS Department of Health (DOH) issued Consumer Directed Personal Assistance (CDPA) program regulations during 2011 to provide a single, standardized operational framework for the program. DOH had not previously issued regulations although the Social Service law was amended in 1995 to establish the CDPA program.

PLATTSBURGH - NCCI	NCCI was awarded state and federal grant funding to take over operation of the Long Term Care Ombudsman Program (LTCOP) in Essex County when the Essex County Office for Aging decided to no longer conduct the program. LTCOP is a federal advocacy program dedicated to protecting people living in long term care facilities. In New York State, the Office for the Aging operates LTCOP through its Office of the State Long Term Care Ombudsman.
POUGHKEEPSIE - TRI	Health Alliance of Hudson Valley at 105 Mary's Avenue in Kingston now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing. Health Alliance covers: Kingston Hospital, Benedictine Hospital in Kingston, Margaretville Hospital, Woodland Ponds continuing care retirement community in New Paltz, and Mountainside Residential Care Center in Margaretville.
POUGHKEEPSIE - TRI	Bon Secours Community Hospital at 160 East Main Street in Port Jervis now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	Capital District Physicians Health Plan at 500 Patroon Creek Boulevard in Albany now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	Medical Diagnostic Imaging at 14 Raymond Avenue in Poughkeepsie now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	Doctor Jai K. Jalaj, 831 Route 52 Suite 2A in Fishkill, provided sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	East Coast Pain Management at 1207 Route 9 in Wappinger Falls now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	Dermatology Center of Crystal Run at 28 Rykowski Lane in Middletown now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	River Valley Care Center, 140 Main Street in Poughkeepsie, provided sign language interpreters to effectively communicate with patients who are deaf or hard of hearing.

- POUGHKEEPSIE - TRI Bone & Joint Associates at 7 Reservoir Road in North White Plains now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
- POUGHKEEPSIE - TRI Premier Medical Group of the Hudson Valley at 243 North Road Suite 304 in Poughkeepsie now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing. The Group covers two medical groups, Hudson Valley Urology and GI Associates.
- POUGHKEEPSIE - TRI Cardiology Consultants of the Hudson Valley at 55 Grand Street in Kingston now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
- POUGHKEEPSIE - TRI Seeta Eye Center at 23 Davis Avenue in Poughkeepsie now provides sign language interpreters to effectively communicate with patients who are deaf or hard of hearing.
- POUGHKEEPSIE - TRI Lutheran Care Center at Concord Village at 965 Dutchess Turnpike in Poughkeepsie now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
- POUGHKEEPSIE - TRI Council on Alcoholism & Substance Abuse of Sullivan County at 11 Hamilton Avenue in Monticello now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
- POUGHKEEPSIE - TRI East Hudson Urology at 672 Stoneleigh Avenue in Carmel now provides sign language interpreters to effectively communicate with patients who are deaf or hard of hearing.
- POUGHKEEPSIE - TRI Cardiology Consultants of Westchester at 19 Bradhurst Avenue in Hawthorne now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
- POUGHKEEPSIE - TRI Coalition Against Domestic Violence & Sexual Assault (CADVSA) in Poughkeepsie changed its practices to print on event flyers a statement that participants who are disabled can request sign language interpreters or other special accommodations. CADVSA is a grassroots coalition of individuals and organizations working to end domestic violence and sexual assault in Dutchess County through education, collaboration, advocacy, and political action.

PUTNAM - PILS	PILS established the Putnam 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.
QUEENS - CIDNY	Center was active in statewide ILC effort that led to passage and signing into law during October 2010 of State legislation that prohibits commercial health insurance plans from imposing cost-sharing, deductibles, or co-insurance obligations for any prescription drugs that exceed the dollar amount for any other prescription drugs provided in the category of non-preferred brand drugs.
QUEENS - CIDNY	Governor approved legislation for the 2011-2012 State budget that includes a "dry appropriation" to provide up to \$5 million to establish a statewide Consumer Health Advocates program to provide information, advice, and advocacy on all types of health insurance. This permits the State to receive Federal funding for consumer assistance.
QUEENS - CIDNY	Governor approved legislation for the 2011-2012 State budget that includes a provision that requires the Department of Health to disregard a portion of housing expenses for purposes of determining spenddown eligibility and budget for individuals enrolling in the managed long-term care program.
QUEENS - CIDNY	NYS Department of Health established a process to administratively renew individuals enrolled in public insurance who are elderly, have disabilities, and on fixed incomes.
QUEENS - CIDNY	Center was active in statewide ILC effort that led to passage and signing into law during July 2011 of State legislation that eliminates the 20 visits per year limit on medical assistance coverage for speech, physical and occupational therapies to persons with traumatic brain injury.
QUEENS - CIDNY	State Legislature approved 2011-2012 State budget that rejected Governor's proposal to eliminate spousal refusal for Medicaid recipients needing home and community-based long-term care.
QUEENS - CIDNY	Governor approved legislation for the 2011-2012 State budget that included provisions for management of behavioral health services, health homes for people with developmental and psychiatric disabilities, medical homes for people with dual or triple disabilities, and accountable care organizations.
QUEENS - CIDNY	Center was active in the statewide ILC effort that led to the passage and signing into law during July 2011 of State legislation

that amends the health care services external appeals law to expand the scope of the review regarding health plan adverse coverage determinations to include questions regarding appropriateness, effectiveness, level of care, and settings of care.

- ROCHESTER - RCIL Unity Health System Park Ridge Hospital in Rochester changed its practices to include the Center's materials in community resource packets provided to patients.
- ROCHESTER - RCIL Monroe County Department of Social Services changed its policy from not permitting Medicaid recipients to travel out-of-state with their Medicaid funded personal care attendants to allowing Medicaid recipients with disabilities to travel on short-term trips out-of-state with their attendants.
- ROCKLAND - RILC Good Samaritan Hospital in Suffern changed its Emergency Medical Services (EMS) personnel training procedures to include the Center's presentation about communication with persons who are disabled in emergency situations as a regular part of its EMS Continuing Medical Education class.
- STATEN ISLAND - SICIL Center was active in the statewide ILC effort that led to the passage and signing into law during July 2011 of State legislation that creates a missing vulnerable adults clearinghouse modeled on the Amber Alert system housed with the Division of Criminal Justice Services (DCJS).
- STATEN ISLAND - SICIL SICIL was awarded a grant from the Verizon Foundation to conduct a Domestic Violence and Abuse Prevention Program for Women with Disabilities that will focus on helping women identify, prevent and escape abusive situations.
- STATEN ISLAND - SICIL Center was active in the statewide ILC effort that led to the passage and signing into law during September 2011 of State legislation that amends the Mental Hygiene Law to require that certain allegations of crimes be reported to law enforcement immediately, but no later than 24 hours, at mental hygiene facilities.
- SUFFOLK - SILO Northport Veterans Administration (VA) Hospital changed its practices to include the Center's materials in community resource packets provided to veterans with disabilities.
- SULLIVAN - ATI NYS Department of Health amended the State Medicaid Plan to add the new federal Community First Choice Option model for community based long-term care to elderly and disabled populations. Included in the elements of the new program, part of the national Patient Protection and Affordable Care Act of 2010, are the requirements that services must be provided in individual

homes or community-based residences and must be consumer directed.

- SYRACUSE - ARISE Transitional Living Services of Onondaga County (TLS) in Syracuse incorporated staff training provided by ARISE on disability awareness, domestic and sexual violence, and Deaf culture. TLS serves individuals with developmental disabilities, mental health issues and traumatic brain injuries as well as provides support to their families.
- SYRACUSE - ARISE CNY Internists in Liverpool implemented a sign language interpreter policy to effectively communicate with patients who are deaf or hard of hearing.
- SYRACUSE - ARISE Bounce Physical Therapy for Children in Liverpool established a sign language interpreter policy to better communicate with patients who are deaf or hard of hearing.
- SYRACUSE - ARISE Plank Road Family Care in North Syracuse installed accessible signage for entrance doors and restrooms and created two handicapped accessible parking spaces and access aisles with vertical signs for all of the parking spaces and access aisles.
- TROY - ILCHV Hometown Health Center in Schenectady now provides sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
- UTICA - RCIL Northeast Center for Special Care in Lake Katrine changed its practices to include information about RCIL's services through the NYS Department of Health Traumatic Brain Injury (TBI) and Nursing Home Transition and Diversion (NHTD) Medicaid Waiver programs in the resource material packets that are provided to patients.
- UTICA - RCIL Staff serves on the newly formed Healthcare Subcommittee of the Herkimer Oneida County Literacy Coalition that is addressing a variety of issues such as healthy food distribution and accessibility.
- UTICA - RCIL Center's funding application to the United Way of the Valley and Greater Utica Area was approved to provide comprehensive supports to elderly and/or disabled individuals to remain living in their own home. Funded services include: Alzheimer's Community Service Program, Adult Day Services, In-Home Respite Services for Caregivers, and BRIDGE Outreach Services.
- UTICA - RCIL Jefferson County Public Health Department changed its procedures to have nurses include information about RCIL's services through the NYS Department of Health Traumatic Brain Injury (TBI) and Nursing Home Transition and Diversion (NHTD) Medicaid

Waiver programs in the resource materials that are provided to consumers.

- WATERTOWN - NRCIL NRCIL staff serves on the Community Coalition for Children of Cornell University Cooperative Extension in Jefferson County at Watertown, works to promote healthy changes in environment where children live, work, and play.
- WHITE PLAINS - WILC Center established the People of Color Consumer/Survivor Network to address ongoing issues for people of color receiving mental health service in the community. The group will work collaboratively with the NYS Bureau of Cultural Competency.
- WHITE PLAINS - WILC Medi Fair Home Healthcare Equipment in Monticello and Middletown 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 Sunshine Home Care in Nanuet 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 Liberty Resources, Brain Injury Division serving Cortland and Newburgh 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 Gallub Services For TBI in Jamaica 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 SKIP (Sick Kids [Need] Involved People) of New York with offices in Manhattan, Williamsville, and Rochester 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 Center's Minority Outreach Specialist is a member of the Yonkers Health Care Network.
- YONKERS - WDOM NYS Department of Health amended the State Medicaid Plan to add the new federal Community First Choice Option model for community based long-term care to elderly and disabled populations. Included in the elements of the new program, part of the national Patient Protection and Affordable Care Act of 2010, are the requirements that services must be provided in individual homes or community-based residences and must be consumer directed.
- YONKERS - WDOM Lawrence Hospital Center in the village of Bronxville changed its practices to allow individuals with disabilities to self-park rather than rely on valet parking.
- YONKERS - WDOM State Legislature approved 2011-2012 State budget that rejected Governor's proposal to eliminate spousal refusal for Medicaid recipients needing home and community-based long-term care.
- YONKERS - WDOM NYS Department of Health (DOH) issued Consumer Directed Personal Assistance (CDPA) program regulations during 2011 to provide a single, standardized operational framework for the program. DOH had not previously issued regulations although the Social Service law was amended in 1995 to establish the CDPA program.

**NYS INDEPENDENT LIVING CENTERS
ANNUAL PERFORMANCE REPORT
SYSTEM CHANGE OUTCOME INVENTORY
OCTOBER 1, 2010 - SEPTEMBER 30, 2011**

COMMERCE ADVOCACY 2010-2011

Center

COMMERCE ADVOCACY SYSTEM CHANGE

ALBANY - CDCI

Albany Community Development Agency (ACDA) established a written service agreement with CDCI to provide Independent Living services to disabled residents at low income housing projects funded through ACDA.

ALBANY - CDCI

As result of CDCI's participation on the NYS Universal Design and Accessibility-Livable Communities advisory workgroup, the State established the following initiatives to help create livable communities: Livable New York Resource Manual - plan, zone and develop livable communities, aging-in-place and sustainable neighborhoods that stress future-based planning on evolving demographic trends; Livable New York Policy Recommendations - direct certain State agencies to work together to develop policy recommendations for communities; and Livable New York Academy - a three step education, training and technical assistance process.

ALBANY - CDCI

Saratoga County Rural Preservation Company (SCRPC) in Ballston Spa established a written service agreement with CDCI to provide Independent Living services to disabled residents at low income housing projects funded through SCRPC.

ALBANY - CDCI

City of Albany Police Department modified its in-service training plan to regularly include a disability awareness and sensitivity training conducted by CDCI.

ALBANY - CDCI

Center was active in the statewide ILC effort that led to passage and signing into law during August 2011 of State legislation that requires state and local transportation agencies to consider "complete streets" designs that will make streets and roadways across the state safe and accessible to all users.

ALBANY - CDCI

Community Land Trust of Schenectady, member of the National Community Land Trust Network that works to safeguard land in order to provide affordable housing opportunities, established a Memorandum of Understanding with CDCI for its new full-time subsidiary Center serving Schenectady County to provide Independent Living services to their consumers with disabilities.

ALBANY - CDCI Center for Law and Justice (CLJ) in Albany established a written agreement with CDCI to permit CDCI staff to routinely work at CLJ on an as needed basis to provide Independent Living services to formerly incarcerated individuals with disabilities and their family members to assist with the transition back into the community. CLJ works to reduce reliance upon incarceration.

ALBANY - CDCI Center staff serves on the Albany County Reentry Task Force that is a NYS Division of Criminal Justice Services grant funded program affiliated with the Albany County Department of Mental Health. The Task Force's mission is to increase public safety and to reduce recidivism by developing a strong reentry system that emphasizes evidence-based principles and approaches to address the needs of formerly incarcerated individuals that cause or promote crime.

ALBANY - CDCI Center staff serves on the Police-Mental Health Crisis Intervention Network that works to promote the development and improvement of specialized policing responses to people with mental illness.

ALBANY - CDCI Center staff serves on the Schenectady County Mental Health Forensic Task Force that works to improve treatment options and reduce the involvement of persons with mental illness in the criminal justice system. The Task Force is composed of criminal justice officials, mental health specialists, and advocates.

ALBANY - CDCI Center staff serves on the Community Homeless Assessment and Local Education and Networking Group (CHALENG) that is part of the US Department of Veterans Affairs (VA) Health Care for Homeless Veterans Program and is conducted locally through the Stratton VA Medical Center in Albany. CHALENG is a partnership of communities nationwide to assess local needs and gaps in service to homeless veterans.

ALBANY - CDCI Center was active in the statewide ILC effort that led to the passage and signing into law during August 2010 of NYS legislation that requires the State to develop model planning and zoning guidelines for communities to create compact, mixed-use senior housing and residential accessory dwelling units, called "granny flats." The new law also directs the State Office of Aging to recommend mixed-use-age-integrated housing or redevelopment demonstration projects in urban, suburban and rural areas of the state.

ALBANY - CDCI Center staff serves on the Schenectady Reentry task force that is a NYS Division of Criminal Justice Services grant funded program affiliated with the Schenectady County Department of Mental Health. The Task Force's mission is to increase public safety and to reduce recidivism by developing a strong reentry system that

emphasizes evidence-based principles and approaches to address the needs of formerly incarcerated individuals that cause or promote crime.

- AMSTERDAM - RCIL Center staff served on the Montgomery County Homelessness Task Force that created the first homeless shelter in Amsterdam to provide emergency overnight housing for up to 8 individuals.
- AMSTERDAM - RCIL Center staff was invited to become a member of the NYS Office For People With Developmental Disabilities (OPWDD) Residential Opportunities Committee (ROC) that typically has been represented only by residential agencies.
- AUBURN - OFI Rivermist Apartments in Seneca Falls changed its policy to improve accessibility and installed additional marking and signage for the handicapped accessible parking spaces and a new sidewalk/entryway pavement with marking and signage.
- BATAVIA - ILGR ILGR staff became a member of the Batavia Mental Health Treatment Court team. The treatment court's goal is to improve public safety; to link offenders with community based treatment services in lieu of jail or prison, and to improve the court's ability to identify, help and monitor offenders working in conjunction with other community services.
- BATAVIA - ILGR Village of Bergen improved the accessibility of curb cut ramps at the intersection of Rochester Street (at this intersection Rochester Street changes to Buffalo Street) and Route 19 (also known as Lake Avenue that changes from South Lake to North Lake at this intersection).
- BATAVIA - ILGR Bourbon and Burgers at 9 Jackson Street in Batavia changed its practices to provide reasonable accommodations for persons with mobility impairments such as curb-side service or a temporary ramp. It was not possible to create an accessible entrance since the building housing the restaurant is rented.
- BATAVIA - ILGR Genesee County Department of Social Services changed its Americans with Disabilities Act (ADA) policy to assure reasonable accommodations are provided to applicants and recipients who have a disability.
- BINGHAMTON - STIC Broome Center for the Performing Arts, The Forum, in Binghamton made changes and improvements to its handicapped seating.
- BINGHAMTON - STIC STIC established the Transportation Advocacy Group (TAG) with its own website to address ongoing issues with Broome County Transit (BCT), as well as other transportation issues as they arise.

TAG is an organized team of advocates comprised of local transit riders and representatives from STIC, Citizen Action, and the local bus driver's union.

BINGHAMTON - STIC

Maine Source Food and Party Warehouse on Front Street in Binghamton corrected handicapped accessible parking issues to meet code by widening access aisles.

BINGHAMTON - STIC

Law office of Shapiro & Kennedy-Smith in Ithaca made services accessible to individuals who are Deaf or hard of hearing with limited English proficiency by providing both sign language interpreter and relay interpreter services at the same time, when necessary.

BINGHAMTON - STIC

Weis Markets in Binghamton changed its practices to regularly remove snow from handicapped parking spaces at all of its area stores. Weis operates a chain of 22 supermarkets in the Binghamton metropolitan area with a presence in Pennsylvania, New Jersey, West Virginia, and Maryland.

BINGHAMTON - STIC

Center was active in the national ILC effort that led to the passage and signing into law during January 2011 of Federal legislation known as the Frank Melville Supportive Housing Investment Act of 2010. The bill amends section 811 of the Cranston-Gonzalez National Affordable Housing Act to authorize an innovative 811 demonstration program, which promotes integrated housing opportunities for people with disabilities.

BINGHAMTON - STIC

STIC's Advocacy Director was invited to become a member of the NYS Division of Housing & Community Renewal (DHCR) Partnership Advisory Committee (PAC). The PAC is comprised of community-based and statewide organizations working to promote affordable housing.

BRONX - BILS

Bethex Federal Credit Union, Conrad Walker Branch at 20 East 179th Street lower level in Bronx changed its practices to provide sign language interpreter services at least once a month on Saturdays and more often as needed so that individuals who are deaf or hearing impaired can do their banking in person.

BROOKLYN - BCID

New York City Department of Transportation installed accessible pedestrian signals in Brooklyn at the intersection of Adams Street Pedestrian Crossing, midblock between Fulton and Johnson Streets.

BROOKLYN - BCID

New York City Department of Transportation installed accessible pedestrian signals in Brooklyn at the intersection of Adams and Fulton Streets.

BROOKLYN - BCID	New York City Department of Transportation installed accessible pedestrian signals in Brooklyn at the intersection of Court and Montague Street/Cadman Plaza West.
BROOKLYN - BCID	New York City Department of Transportation installed accessible pedestrian signals in Brooklyn at the intersection of Bedford Avenue (between Avenue I and Campus Road).
BROOKLYN - BCID	New York City Department of Transportation installed accessible pedestrian signals in Brooklyn at the intersection of Adams Street and Atlantic Avenue.
BROOKLYN - BCID	New York City Department of Transportation installed accessible pedestrian signals in Brooklyn at the intersection of Adams Street/Boerum Place and Livingston Streets.
BROOKLYN - BCID	New York City Department of Transportation installed accessible pedestrian signals in Brooklyn at the intersection of Nevins and Fulton Streets at Flatbush Avenue.
BROOKLYN - BCID	BCID is a member of the PASS (Pedestrians for Accessible and Safe Streets) Coalition that works to increase accessible pedestrian signals throughout New York City.
BROOKLYN - BCID	Kings County Housing Court at 141 Livingston Street, Room 402 in Brooklyn improved its access by creating two spaces for persons who use wheelchairs with proper signage as a result of a formal complaint filed by BCID with the NYS Division of Human Rights.
BROOKLYN - BCID	Soho Café & Grill at 215 Church Avenue in Brooklyn installed a ramp.
BROOKLYN - BCID	BCID staff was appointed as a delegate to Council Member Brad Lander's new Participatory Budgeting Project advisory committee for District 39 that will work to decide what to do with \$1 million dollars from his discretionary capital funds. The participatory budgeting process allows citizens to suggest how their tax dollars should be spent, and then to vote on the proposed ideas.
BUFFALO - WNYIL	Center staff was invited to serve on the advisory council for the NYS Developmental Disabilities Planning Council (DDPC) First Responder Disability Awareness Training Project. Niagara University received a DDPC grant to conduct the three-year project to address the need for first responders (law enforcement, fire fighters, emergency service managers, emergency medical services) to receive proper training to better respond to the most vulnerable citizens.

BUFFALO - WNYIL Center established a written service agreement with Belmont Shelter Corporation in Buffalo to provide all needed Independent Living services to disabled residents at True Bethel Townhomes in Buffalo, a new affordable/low income 30 unit housing project.

BUFFALO - WNYIL US Internal Revenue Service modified Form 13614-C Intake/Interview & Quality Review Sheet to add a question as to whether the filer or dependents have a disability to enable Volunteer Income Tax Assistance (VITA) participants to readily identify persons who may be able to benefit from tax credits.

CORNING - AIM Grille 1-2-5 at the Radisson Hotel in Corning installed automatic door openers for its public bathroom.

CORNING - AIM Center staff served on the Family Reimbursement Committee that is part of the Family Support Program of the Finger Lakes Developmental Disabilities Service Office (DDSO), NYS Office For People With Developmental Disabilities (OPWDD). OPWDD Family reimbursement provides financial assistance for goods and services to families that have a family member with a developmental disability residing in their home.

CORNING - AIM Chemung County Transit changed its practices to provide a reduced fare monthly pass for people who have a disability.

CORNING - AIM AIM staff member served on the Allegany County Transportation Task Force. The Task Force is affiliated with Access Allegany that provides fixed route bus and paratransit services in Allegany County.

CORNING - AIM First Transit in Elmira, which manages the Chemung County Transit System and the Corning-Erwin Area Transit System (CEATS) serving Steuben County, established a consumer complaint procedure to address issues or concerns of riders who are disabled.

CORNING - AIM Center staff served on the Community of Practice Committee, which is part of the NYS Office For People With Developmental Disabilities (OPWDD) reform initiative to protect individuals receiving services in the system.

CORNING - AIM First Transit in Elmira, manages the Chemung County Transit System and the Corning-Erwin Area Transit System (CEATS) serving Steuben County, changed the in-service training plan to include Disability Awareness training conducted by the Center to drivers.

CORTLAND - ATI First Transit (formerly Cortland Transit) established a "Super Saturday" route once a month. The sponsorship of local businesses

allowed service to be provided on four different routes (two in the City of Cortland and two in rural areas of the County) for several hours on the first Saturday of the month.

CORTLAND - ATI	Cortland County Department of Motor Vehicles (DMV) in Cortland replaced the heavy entrance doors with automatic doors.
CORTLAND - ATI	BRIX Pubaria, a restaurant in Cortland, improved its access by changing the height of the seating from only bar stools and raised booths to include several regular height tables and by making minor adjustments to the accessible bathrooms.
DELAWARE - CCFI	Redwood Hotel in Oneonta installed a ramp to provide access to the office/lobby and sleeping rooms.
GLENS FALLS - SAIL	Center staff serves on the Glens falls Special Needs Planning Subcommittee.
GLENS FALLS - SAIL	Center staff serves on the Greater Glens falls Transit Technical Advisory Committee.
GLENS FALLS - SAIL	SAIL was active in the statewide ILC effort that led to passage and signing into law during August 2011 of State legislation that requires state and local transportation agencies to consider "complete streets" designs that will make streets and roadways across the state safe and accessible to all users.
HARLEM - HILC	New York County District Attorney office changed its website to provide access for persons who are visually impaired or blind.
HARLEM - HILC	Toronto Dominion (TD) Bank branch at 300 West 125th Street and Frederick Douglas Boulevard in Harlem changed its personnel training procedures to include the Center's disability sensitivity training.
HARLEM - HILC	Chase Bank branches at 322 and 350 West 125th Street and St. Nicholas Avenue in Harlem changed their practices to provide sign language interpreter services for customers who are deaf.
HARLEM - HILC	Chase Bank branches at 322 and 350 West 125th Street and St. Nicholas Avenue in Harlem changed their personnel training procedures to include the Center's disability sensitivity training.
HARLEM - HILC	New York County District Attorney office changed its practices to have all flyers for events state accessibility for people with disabilities and persons who are Deaf.
HERKIMER - RCIL	Birnie Bus Service in Ilion changed its practices to regularly include a DVD on disability awareness regarding riders who are

disabled in new driver orientation/training. Birnie Bus provides services for schools, tour groups, corporate travel, public transportation and the disabled with 18 locations throughout New York State.

- ITHACA - FLIC
FLIC is a member of the ITN Everywhere steering committee for a project to develop grassroots transportation services in rural and small urban areas. The project is being conducted by ITN (Independent Transportation Network) America, a national not-for-profit mobility services corporation based in Portland, Maine, in collaboration with Gadabout Transportation Services that is the Tompkins Consolidated Area Transit (TCAT) paratransit program.
- ITHACA - FLIC
United Way of Tompkins County in Ithaca changed its policy to include a disability statement on the 2011 United Way brochure.
- ITHACA - FLIC
City of Ithaca established a policy to install or upgrade accessible pedestrian crosswalks with state of the art universally designed crosswalk indicators. This was done to address a change in responsibility for maintaining the crosswalks from the City maintaining all the crosswalks including those on state routes to the state assuming responsibility for signals on its routes
- ITHACA - FLIC
Alternatives Federal Credit Union (AFCU), main office at .125 N. Fulton Street in Ithaca, installed automatic doors for its customers who are disabled.
- ITHACA - FLIC
FLIC is a member of the Board of Directors of the Community Dispute Resolution Center (CDRC) in Ithaca that serves Chemung, Schuyler, and Tompkins Counties. CDRC provides constructive responses to conflicts at the workplace, home, or school through group facilitation, mediation, and training and workshops.
- ITHACA - FLIC
FLIC is a member of the Cornell Cooperative Extension Board of Directors, Family/Community Development Committee.
- JAMESTOWN - SILC
Center staff serves on the Resource Center in Jamestown Board of Directors. The Resource Center serves individuals with disabilities and their families.
- JAMESTOWN - SILC
Center staff serves on the TRC Foundation in Jamestown Board of Directors. TRC Foundation raises endowment funds to provide financial resources that respond to the needs of individuals with disabilities in Chautauqua County.
- JAMESTOWN - SILC
Center staff serves on the Developmental Disabilities Subcommittee of the Chautauqua County Community Services Board.

JAMESTOWN - SILC	Center staff serves on the Chautauqua Opportunities, Inc. (COI) in Jamestown Board of Directors. COI works to reduce poverty by mobilizing resources and creating partnerships to promote empowerment, economic independence and opportunities.
KINGSTON - RCAL	Center was active in the statewide ILC effort that led to passage and signing into law during August 2011 of State legislation that requires state and local transportation agencies to consider "complete streets" designs that will make streets and roadways across the state safe and accessible to all users.
KINGSTON - RCAL	Town of Saugerties added curb cuts at the intersection of Partition Street and Main Street to have a curb cut on all four corners of the intersection.
KINGSTON - RCAL	City of Kinston Department of Public Works building at 25 E. O'Reilly Street in Kingston installed signage to indicate this building, which is not accessible, is not intended for public use and to provide the location, address, and phone number of the main office at Kingston City Hall that is fully accessible.
KINGSTON - RCAL	Kings Mall on Ulster Avenue in Kingston replaced handicapped accessible parking spaces that had been eliminated in front of a building housing a Laundromat and other small shops when the parking lot was renovated for a new Olive Garden restaurant.
KINGSTON - RCAL	Four Season Pizzeria at 1351 Ulster Avenue in Kingston removed a temporary weather barrier at the main entrance that went to the curb and placed the door directly on the slope of the curb cut.
KINGSTON - RCAL	Village of Ellenville remarked the handicapped accessible parking spaces in front of the Family of Ellenville facility on Canal Street with code compliant striping and signs.
LONG ISLAND - LICIL	Marriott Hotel in Uniondale removed universal access symbol from inaccessible restrooms and posted signage to direct customers to nearest accessible restrooms.
LONG ISLAND - LICIL	Levittown Library improved access to its technology for patrons with disabilities by installing screen reader software.
LONG ISLAND - LICIL	T.G.I. Fridays restaurant in Rockville Centre added signage to direct customers with disabilities to a lift to the upper levels and removed items blocking it.
LONG ISLAND - LICIL	Roosevelt Field Shopping Center in Garden City improved access at Dick's Sporting Goods by adding standing signage and re-striping handicapped accessible parking spaces.

LONG ISLAND - LICIL State Legislature approved 2011-2012 State budget that increased existing funding for Long Island Bus (LIB). The increased State funding led to New York City Metropolitan Transportation Authority (MTA) postponing proposed cuts to LIB and enabled MTA to continue operating LIB with its full range of routes (fixed and paratransit) through the end of 2011.

LONG ISLAND - LICIL Home Depot in East Meadow re-striped four handicapped accessible parking spaces and added standing signage to the spaces adjacent to the lawn and garden center.

LONG ISLAND - LICIL Embassy Diner in Bethpage added universal signage at the front and sides of the restaurant to direct customers to an alternative entrance with a ramp at the back of the building. One handicapped accessible parking space was added and the existing accessible space was re-striped.

MANHATTAN - CIDNY Center was active in the statewide ILC effort that led to passage and signing into law of the Rent Act of 2011 that stopped the June 2011 "sunset" of the State's rent control law extending it until 2015. Among the Act's features that ensure units stay in the rent regulation system are the following: raises the deregulation rent threshold from \$2,000 to \$2,500; and raises the income threshold from \$175,000 to \$200,000.

MANHATTAN - CIDNY State Legislature approved 2011-2012 State budget that rejected Governor's proposal to impose "full family" sanctions in the public assistance program when a recipient does not comply with work requirements.

MANHATTAN - CIDNY Center was active in the statewide ILC effort that led to passage and signing into law during August 2011 of State legislation that requires state and local transportation agencies to consider "complete streets" designs that will make streets and roadways across the state safe and accessible to all users.

MANHATTAN - CIDNY Center was active in the statewide ILC effort that led to passage and signing into law during September 2011 of State legislation that designates the ombudsman employed by the Office for People with Developmental Disabilities (OPWDD) an employee of the Commission on Quality of Care and Advocacy for Persons with Disabilities (CQCAPD). Making the OPWDD ombudsman, whose duties include advocating for people receiving services at state facilities, an employee of CQCAPD, which has a similar role with all the mental hygiene agencies, allows the ombudsman and CQCAPD to better pool resources and coordinate efforts in advocating for persons with developmental disabilities.

MASSENA - MILC	Center was awarded funding by the NYS Office of Temporary and Disability Assistance (OTDA) to conduct in St. Lawrence County the Homelessness Intervention Program/Supplemental Homelessness Intervention Program (HIP/SHIP). HIP/SHIP provides supportive services to individuals and families who are homeless or at risk of homelessness and whose household income may not exceed 200% of the Federal poverty level.
MASSENA - MILC	Franklin County Public Transportation serving Tupper Lake changed its practices from not transporting persons who use wheelchairs due to safety issues to providing reasonable accommodations for these individuals so they can be transported.
MASSENA - MILC	Center staff is a member of the Fair Housing Task Force, affiliated with the St. Lawrence County Planning Office.
MIDDLETOWN - ATI	ATI was active in the statewide ILC effort that led to passage and signing into law during August 2011 of State legislation that requires state and local transportation agencies to consider "complete streets" designs that will make streets and roadways across the state safe and accessible to all users.
NEWBURGH - ILI	Orange County paratransit bus service and the sub-contractor Leprechaun Bus Company in collaboration with the Orange County Planning Department revised procedures to permit paratransit/Leprechaun drivers to assist consumers with disabilities as needed to climb the bus stairs if consumer is not in a wheelchair.
NIAGARA FALLS - ILNC	Center established a written service agreement with the Episcopal Community Housing Development Organization in Williamsville to provide all needed Independent Living services to disabled residents at Canterbury Gardens in Wheatfield, an 80 unit apartment community for senior adults 55 and older. Canterbury Gardens set aside 15 percent of the apartments for accessible and affordable units (twice what current law requires).
OLEAN - DIL	Town of Angelica established a Complete Streets Policy to improve safety, access, and mobility for all travelers regardless of age or ability that includes making facilities accessible by incorporating the Americans with Disabilities Act Accessibility Guidelines (ADAAG) when doing construction, reconstruction, and maintenance projects.
OLEAN - DIL	Town of Alfred established a Complete Streets Policy to improve safety, access, and mobility for all travelers regardless of age or ability that includes making facilities accessible by incorporating the Americans with Disabilities Act Accessibility Guidelines (ADAAG) when doing construction, reconstruction, and maintenance projects.

OLEAN - DIL	Olean Area Transit System (OATS) posted large print bus schedules at the Olean Center Mall and the Cattaraugus County One-Stop Career Center in Olean for consumers who are visually impaired. Also, OATS installed several bus stop shelters to provide additional locations to post large print schedules.
OLEAN - DIL	Center staff is a member of the Allegany County Transportation Task Force that developed and monitors the Allegany County Public Transportation Plan.
OLEAN - DIL	Town of Portville established a Complete Streets Policy to improve safety, access, and mobility for all travelers regardless of age or ability that includes making facilities accessible by incorporating the Americans with Disabilities Act Accessibility Guidelines (ADAAG) when doing construction, reconstruction, and maintenance projects.
PLATTSBURGH - NCCI	Press-Republican newspaper in Plattsburgh clarified and simplified the procedure for customers with disabilities to request special delivery accommodations due to disability.
PLATTSBURGH - NCCI	US Congress continued to fund public broadcasting that includes the Radio Reading Service for persons with visual impairments or other disabilities. The Senate blocked a House of Representatives budget bill for the 2011 fiscal year to eliminate funding for the Corporation for Public Broadcasting that funds Public Broadcasting Service (PBS) and National Public Radio (NPR). Radio reading services provide a free specially-tuned radio receiver that broadcasts audio readings by volunteers of newspapers, magazines, books and special information, and many of these services are affiliated with a PBS station.
PLATTSBURGH - NCCI	Chazy Public Library moved to a new, wheelchair accessible location.
PLATTSBURGH - NCCI	United States Postal Service offices serving Plattsburgh clarified and simplified the procedure for customers who are disabled to request accommodations for special delivery due to disability.
PLATTSBURGH - NCCI	Amtrak train station in Plattsburgh installed a new wheelchair lift and enclosure with a sidewalk to the platform and created handicapped accessible parking spaces.
POUGHKEEPSIE - TRI	United Way of the Dutchess-Orange Region at 75 Market Street in Poughkeepsie made its services accessible to individuals who are deaf or hard of hearing by providing sign language interpreter services.

POUGHKEEPSIE - TRI VanInwegen & Kenny Funeral Home at 401 Broadway in Monticello made its services accessible to individuals who are deaf or hard of hearing by providing sign language interpreter services.

POUGHKEEPSIE - TRI NYS Department of Taxation and Finance at Building 9, Room 234, Harriman State Campus in Albany made its services accessible to individuals who are deaf or hard of hearing by providing sign language interpreter services.

POUGHKEEPSIE - TRI Hudson Valley Federal Credit Union at 159 Barnegat Road in Poughkeepsie made its services accessible to individuals who are deaf or hard of hearing by providing sign language interpreter services.

POUGHKEEPSIE - TRI Clark Associates Funeral Home at 4 Woods Bridge Road in Katonah made its services accessible to individuals who are deaf or hard of hearing by providing sign language interpreter services.

POUGHKEEPSIE - TRI Hammill, O'Brien, Croutier, Dempsey, Pender & Koehler (general civil litigation law firm) at 6851 Jericho Turnpike, Suite 250 in Syosset made its services accessible to individuals who are deaf or hard of hearing by providing sign language interpreters.

PUTNAM - PILS PILS is a member of the newly formed Accessible Transportation Coalition Initiative (ATCI). ATCI's mission is to ensure accessible, safe, and affordable transportation in Putnam County through the collaboration of all available resources. The coalition is composed of not-for-profit agencies and departments of Putnam County government.

PUTNAM - PILS United Cerebral Palsy Association of Putnam & Southern Dutchess in Patterson changed its practices to volunteer the use of its vehicles and drivers during hours that it is not utilizing them.

QUEENS - CIDNY Center was active in statewide ILC effort that led to passage and signing into law of the Rent Act of 2011 that stopped the June 2011 "sunset" of the State's rent control law extending it until 2015. Among the Act's features that ensure units stay in the rent regulation system are the following: raises the deregulation rent threshold from \$2,000 to \$2,500; and raises the income threshold from \$175,000 to \$200,000.

QUEENS - CIDNY State Legislature approved 2011-2012 State budget that rejected Governor's proposal to impose "full family" sanctions in the public assistance program when a recipient does not comply with work requirements.

QUEENS - CIDNY Center was active in statewide ILC effort that led to passage and signing into law during August 2011 of State legislation that

requires state and local transportation agencies to consider "complete streets" designs that will make streets and roadways across the state safe and accessible to all users.

QUEENS - CIDNY

Center was active in the statewide ILC effort that led to passage and signing into law during September 2011 of State legislation that designates the ombudsman employed by the Office for People with Developmental Disabilities (OPWDD) an employee of the Commission on Quality of Care and Advocacy for Persons with Disabilities (CQCAPD). Making the OPWDD ombudsman, whose duties include advocating for people receiving services at state facilities, an employee of CQCAPD, which has a similar role with all the mental hygiene agencies, allows the ombudsman and CQCAPD to better pool resources and coordinate efforts in advocating for persons with developmental disabilities.

ROCHESTER - RCIL

Center was active in the national ILC effort that led to the passage and signing into law during October 2010 of Federal legislation known as the 21st Century Communications and Video Accessibility Act that requires smart phones, television programs and other modern communications technologies to be accessible to individuals with a vision or hearing disability.

ROCHESTER - RCIL

Monroe County Family Court improved its access to individuals who are Deaf or hard of hearing with limited English proficiency by providing both sign language interpreter services and foreign language interpreter services at the same time, when necessary.

ROCHESTER - RCIL

RCIL was invited to become a member of the Rochester Housing Authority (RHA) Family Self Sufficiency (FSS) Program Coordinating Committee (PCC). The PCC assists the PHA in securing public and private resources for the operation of the FSS program and in developing an Action Plan and implementing the program.

ROCKLAND - RILC

Town of Clarkstown improved the access of the pedestrian crosswalk at the intersection of Twin Elms Lane and South Main Street by installing material that provides visual and textural distinction, by improving the slope of the pavement for safer ambulation, and by adding improved striping.

ROCKLAND - RILC

Palisades Center mall in West Nyack reversed its decision to stop providing electric carts to customers who are disabled or elderly and will continue to supply carts as well as purchase new electric carts to increase the number offered for use. The mall's owner, Pyramid Companies in Syracuse that originally made the decision to stop providing carts, agreed to provide electric carts for disabled and elderly patrons in their other locations.

ROCKLAND - RILC	Town of Clarkstown improved the access of the pedestrian crosswalk at the intersection of 3rd Street and South Main Street by installing material that provides visual and textural distinction, by improving the slope of the pavement for safer ambulation, and by adding improved striping.
ROCKLAND - RILC	Town of Clarkstown in collaboration with RILC developed two different Communication Visor Cards and a Violation Card to assist in communication during a traffic stop between a police officer and a driver who is deaf or hard of hearing. The Visor Cards identify the driver as either deaf or hard of hearing and give instructions to minimize distractions and facilitate conversation. The Violation Card depicts various infractions; enabling the officer to point to which one he pulled the driver over for, i.e. stop sign.
ROCKLAND - RILC	Town of Clarkstown improved the access of the pedestrian crosswalk at the intersection of New City-Congers Road and South Main Street by installing material that provides visual and textural distinction, by improving the slope of the pavement for safer ambulation, and by adding improved striping.
STATEN ISLAND - SICIL	New Dorp Public Library established a written arrangement with SICIL to provide onsite computer and sensitivity trainings as a regular part of employee training.
STATEN ISLAND - SICIL	New York City Police Department 120th Precinct in Staten Island changed its in-service training plan to include disability sensitivity training conducted by the Center to first responders.
STATEN ISLAND - SICIL	Staten Island Public Library system (12 branches) installed an updated version of JAWS screen reading software on all public computers to assist persons with visual impairment.
SUFFOLK - SILO	Town of Islip installed two accessible pedestrian crosswalks at the Central Islip High School on Wheeler Road.
SUFFOLK - SILO	Suffolk County Transit changed its in-service training plan to include Disability Sensitivity training conducted by the Center to fixed route/paratransit personnel.
SUFFOLK - SILO	Burger Shack at 3672 Route 112 in Coran now makes its menu available in Braille for customers who are blind.
SULLIVAN - ATI	Super 8 Motel in Monticello installed handicapped accessible parking aisle signage in its parking lot.
SULLIVAN - ATI	Sullivan County ARC in Monticello corrected the new handicapped accessible parking configuration and installed the access aisle signage in its parking lot.

SYRACUSE - ARISE	Syracuse Police Department incorporated disability awareness training provided by ARISE as a regular part of its training curriculum for all staff. The training will also cover Deaf culture and domestic/sexual violence and who these disciplines intersect.
SYRACUSE - ARISE	Central New York Regional Transportation Authority (CENTRO) changed its Call-A-Bus paratransit service application to add a statement that more accurately identifies a person's mobility limitations.
SYRACUSE - ARISE	Onondaga County Department of Social Services (DSS) revised and implemented a comprehensive Americans with Disabilities Act (ADA) Policy that provides increased protections and requires DSS to provide various reasonable accommodations for clients with disabilities. On the 2nd and 5th floors of the DSS building in Syracuse, signs and flyers about ADA rights and responsibilities were posted in numerous locations. Also on the 2nd floor DSS waiting room, brochure racks were repositioned and placed in an easy-to-reach location for wheelchair users.
SYRACUSE - ARISE	Bennett Manor Apartments in East Syracuse restriped the entire parking lot of 100 spaces and numbered each space according to apartment numbers, created twenty designated handicapped accessible parking spaces in front of the building with four access aisles and vertical signage posted for each space, added a new accessible CENTRO bus stop with two accessible parking spaces and an extra wide access aisle for wheelchair pickup and drop-off; and installed at the front entrance power-assisted doors with push button access and an accessible pick-up and drop-off area for private bus transportation.
SYRACUSE - ARISE	Onondaga County Sheriff's Office in Syracuse incorporated disability awareness training provided by ARISE as a regular part of its staff training curriculum. The training will also cover Deaf culture and domestic/sexual violence and who these disciplines intersect.
SYRACUSE - ARISE	Madison County Courthouse in Wampsville installed an elevator to access a fully functional lower level court room and made the back entrance to the courthouse wheelchair accessible with a call box at the front door to request assistance.
SYRACUSE - ARISE	Town of Hannibal changed its zoning law from requiring a 60 foot set-back for the building of ramps at private homes to waive the 60 foot set-back zoning regulation for home owners in need of that access.

SYRACUSE - ARISE	Franklin Square Apartments in Syracuse adjusted the front entrance door hinges to make them easier to open.
SYRACUSE - ARISE	Bon-Ton department store in Camillus restriped the main parking lot to install four handicapped accessible parking spaces and access aisles with vertical signs for all of the parking spaces and access aisles.
SYRACUSE - ARISE	Rite Aid Pharmacy at 300 West Manlius Street in East Syracuse restriped the parking lot to install three handicapped accessible parking spaces and access aisles with vertical signs for each parking space and access aisle, removed a ramp from an access aisle and installed a curb cut in front of the accessible entrance cut, installed a power-assisted door with push button access at the main entrance, and moved merchandise and shelves to keep the entrance clear.
TROY - ILCHV	Zone Five Law Enforcement Academy in Schenectady incorporated ILCHV's curriculum "Persons with Disabilities" as a regular component of its classes to train local law enforcement officers. The Academy provides training to over 65 state, county, city, town and village police agencies in a geographical area covering the ten counties of the Zone and other agencies that have joined from adjacent zones.
TROY - ILCHV	Lens Crafters (retail prescription eyewear) changed practices at its Capital District area stores at Colonie Center, Crossgates Mall, and Rotterdam Square Mall to provide sign language interpreter services to customers who are deaf or hard of hearing.
TROY - ILCHV	Center was active in the statewide ILC effort that led to passage and signing into law during August 2011 of State legislation that requires state and local transportation agencies to consider "complete streets" designs that will make streets and roadways across the state safe and accessible to all users.
TROY - ILCHV	Center was active in the national ILC effort that led to the passage and signing into law during January 2011 of Federal legislation known as the Pedestrian Safety Enhancement Act, which will protect the blind and other pedestrians from injury as a result of silent vehicle technology.
TROY - ILCHV	Columbia County Department of Social Services (DSS) established Americans with Disabilities Act (ADA) compliance policies/procedures for programs and services.
TROY - ILCHV	Center was active in the national ILC effort that led to the passage and signing into law during October 2010 of Federal legislation known as the 21st Century Communications and Video

Accessibility Act that requires smart phones, television programs and other modern communications technologies to be accessible to individuals with a vision or hearing disability.

UTICA - RCIL

RCIL received a grant award from the United Way of the Valley and Greater Utica Area to assist local, income eligible residents to have their taxes filed for free. This program, which is part of a larger Bank of America-funded United Way Financial Stability Partnership, links participants to services designed to improve financial literacy, and identifies and develops strategies to build long-term financial security.

UTICA - RCIL

Centro of Oneida (formerly Utica Transit Authority) changed its staff training procedures from only having RCIL train new staff in the areas of disability awareness and sensitivity to having RCIL staff participate in a two-day semi-annual training for all Centro staff and present the disability awareness and sensitivity portion of the training.

WATERTOWN - NRCIL

Neighbors of Watertown, a Community Development Organization, formally committed to construct apartments in every housing project that meet accessibility standards.

WATERTOWN - NRCIL

Town of Adams installed a ramp at the building housing the Town offices at 3 South Main Street.

WATERTOWN - NRCIL

NRCIL staff serves on the First Presbyterian Church of Lowville Homelessness Committee, works to explore the need for churches and the role churches can have in assisting the homeless.

WHITE PLAINS - WILC

City of White Plains corrected the curb cuts at the intersection of Martine Avenue and Dr. Martin Luther King Jr. Boulevard.

WHITE PLAINS - WILC

City of White Plains corrected the curb cuts at the intersection of East Post Road and South Broadway.

WHITE PLAINS - WILC

Center was active in the countywide effort that led to the passage and signing into law during July 2011 of Westchester County legislation that requires Universal Design standards in at least 50% of the construction of new residential housing and all housing improvements supported by county funding.

WHITE PLAINS - WILC

White Plains Police Department installed a Video Phone at the White Plains Precinct to effectively communicate with consumers who are deaf or hard of hearing.

WHITE PLAINS - WILC

Milonga Restaurant in White Plains added a new ramp at the entrance and a unisex accessible bathroom.

YONKERS - WDOM

Center was active in the countywide effort that led to the passage and signing into law during July 2011 of Westchester County legislation that requires Universal Design standards in at least 50% of the construction of new residential housing and all housing improvements supported by county funding.

**NYS INDEPENDENT LIVING CENTERS
ANNUAL PERFORMANCE REPORT
SYSTEM CHANGE OUTCOME INVENTORY
OCTOBER 1, 2010 - SEPTEMBER 30, 2011**

SOCIAL ADVOCACY 2010-2011

Center	SOCIAL ADVOCACY SYSTEM CHANGE OUTCOME
ALBANY - CDCI	Stitching sewing class, held at the Greater Glenville Young Men's Christian Association (YMCA), changed its flyer to indicate people with all abilities are welcome at the class regardless of their disability.
AMSTERDAM - RCIL	RCIL-Amsterdam received a grant award from the NYS Office For People With Developmental Disabilities (OPWDD), Capital District Developmental Disabilities Services Office (DDSO) to allow persons with disabilities and their families to engage in community inclusion outings. Participants may either be reimbursed for using their own transportation or public transport. Outings will enhance the ability for individuals to become engaged and participate in the community.
AUBURN - OFI	Auburn Public Theater, in conjunction with the Merry-Go-Round Playhouse at Emerson Park in Auburn, held the first annual Finger Lakes Musical Theatre Festival at its accessible downtown location.
AUBURN - OFI	City of Auburn moved its Farmers' Market to a more accessible location in the parking lot on South Street across from City Hall.
AUBURN - OFI	Auburn-Fleming Trail changed its practices to publicize its new wheelchair accessibility online at http://www.traillink.com/trail/auburn-fleming-trail.aspx .
AUBURN - OFI	OFI's ADA/Access advocate was invited to become a member of the Board of Directors of the Owasco Flats Nature Reserve, which is a not-for-profit organization working to protect the ecological integrity of the Owasco Flats through stewardship and conservation.
BRONX - BILS	New York Botanical Garden in Bronx changed its policy regarding a key for the lift to certain exhibits from not leaving a key in the lift and providing it to persons who use wheelchairs when they enter the garden to providing a key that remains inside the lift.
BRONX - BILS	Whitestone Multiplex Cinemas at 2505 Bruckner Boulevard in Bronx installed a Rear Window Captioning and Digital Video

System (DVS) that enables viewers who are deaf or hard of hearing to read captioning discretely displayed at their seat. It has been available in select theaters since 1997.

- CORNING - AIM First Arena (formerly Coach USA Center) in Elmira changed its practices to permit youth with developmental disabilities to attend Teen Dance Craze.
- CORNING - AIM Chemung County Youth Bureau changed its practices to allow youth with developmental disabilities to participate in swimming trips to Harris Hill Park in Elmira. Previously, these youth were typically not included in events/activities sponsored by the Chemung County Youth Bureau.
- CORTLAND - ATI Lime Hollow Nature Center for Environment and Culture in Cortland updated their Trail Map to reflect the availability of a "trail-ready wheelchair".
- DELAWARE - CCFI Cooperstown United Methodist Church installed an accessible unisex bathroom.
- GLENS FALLS - SAIL Whitehall United Methodist Church added an accessible door at the church entrance and improved accessibility to the restrooms.
- GLENS FALLS - SAIL East Field Park in Glens Falls relocated paper towel dispensers at the Fieldhouse and the East Field Warming Hut to improve accessibility.
- GLENS FALLS - SAIL Interagency Awareness Day for 2011 was moved from an inaccessible site at the National Museum of Dance to Skidmore College in Saratoga Springs, a fully accessible site. The event is sponsored and hosted annually by the Cornell Cooperative Extension of Saratoga County.
- HERKIMER - RCIL Mohawk Valley Center for the Arts in Little Falls now provides assistive listening devices for patrons who have hearing impairments.
- JAMESTOWN - SILC Center staff serves on the Greenways Plan Committee for an accessible recreational path through Jamestown.
- JAMESTOWN - SILC Center staff serves on the Roseland Park Playground Committee.
- JAMESTOWN - SILC Roseland Park in Jamestown is now fully accessible with a wheelchair accessible surface.
- KINGSTON - RCAL RCAL in conjunction with Mental Health Association of Ulster County, Ulster-Green ARC, and Hudson Valley Autism Society established the ADAPTT (Advocacy and Personal Transition

Training) group for person with Asperger syndrome. The purpose of this group is to offer social opportunities for individual with Asperger's who do not qualify for NYS Office For People With Developmental Disabilities (OPWDD) services as well as to provide trainings for parents. Through a grant from the Hudson Valley Autism Society, equipment needed to start the program was purchased.

- MASSENA - MILC Victory Lane Apartments in Massena, operated by St. Lawrence County Public Housing for Seniors and Disabled Individuals, installed accessible raised garden beds for tenants with disabilities.
- MIDDLETOWN - ATI Center was active in the regional effort that led to the Boy Scouts of America Hudson Valley Council in Newburg establishing a Council-wide Membership and Program Scoutreach Division Committee to serve Scouts with Disabilities. The Scoutreach Division emphasizes service to rural and urban areas and to minority populations.
- POUGHKEEPSIE - TRI National Park Service at 4097 Albany Post Road in Hyde Park that is the location of the Home of Franklin D. Roosevelt National Historic Site made its services accessible to individuals who are deaf or hard of hearing by providing sign language interpreters.
- POUGHKEEPSIE - TRI Mid-Hudson Heritage Center at 317 Main Street in Poughkeepsie made its services accessible to individuals who are deaf or hard of hearing by providing sign language interpreter services.
- POUGHKEEPSIE - TRI Hackett Hill Park in the Hyde Park installed permanent door threshold ramps in the Women's and Men's restrooms to remove the architectural barrier posed by concrete lips.
- POUGHKEEPSIE - TRI Bardavon Opera House at 35 Market Street in Poughkeepsie made its services accessible to individuals who are deaf or hard of hearing by providing sign language interpreters.
- ROCKLAND - RILC Highview Park in Nanuet improved its access by adding the following accommodations to the playground: accessible paths throughout the entire playground, therapeutic swings, musical instruments, a wheelchair accessible picnic table, and an activities panel with sensory items.
- SUFFOLK - SILO A disabled member of the community was placed on the Central Islip Parks & Recreation Building Committee
- SULLIVAN - ATI Center was active in the regional effort that led to the Boy Scouts of America Hudson Valley Council in Newburg establishing a Council-wide Membership and Program Scoutreach Division Committee to serve Scouts with Disabilities. The Scoutreach

Division emphasizes service to rural and urban areas and to minority populations.

SYRACUSE - ARISE

Carousel Mall in Syracuse improved the access of its historic carousel by installing a new ramp leading to the carousel. A new wheelchair accessible carving was commissioned to maintain the historic appearance of the carousel.

SYRACUSE - ARISE

Sports Center 481 in East Syracuse repainted, along side of building, lines for four handicapped accessible parking spaces with adjoining access aisles and moved vertical signs to the correct height. In front of the main entrance, created an additional two accessible parking spaces with access aisles and posted vertical signs for each parking space and access aisle at the correct height.

SYRACUSE - ARISE

NY S Fair held in Syracuse provided a large station at the main entrance to charge electric wheelchairs used by people with power chairs attending the Fair. Several smaller charging stations were available throughout the fairgrounds.

WATERTOWN - NRCIL

Village of Dexter installed an accessible canoe and kayak launch at Fish Island on the Black River to enable people with disabilities to access boating. The device allows wheelchair users to transfer themselves onto a platform that slides out on top of a boat's seat to ease into the boat.

YONKERS - WDOM

Village of Hastings-on-Hudson changed its procedures for providing reasonable Accommodations for individuals with disabilities to allow them to use the village pool for more hours than the general rules allow. This was a negotiated settlement resulting from a complaint filed with the NYS Division of Human Rights.

**NYS INDEPENDENT LIVING CENTERS
ANNUAL PERFORMANCE REPORT
SYSTEM CHANGE OUTCOME INVENTORY
OCTOBER 1, 2010 - SEPTEMBER 30, 2011**

CITIZENSHIP ADVOCACY 2010-2011

Center	CITIZENSHIP ADVOCACY SYSTEM CHANGE OUTCOME
ALBANY - CDCI	Forest Park Elementary School polling site relocated the accessible voting machine so it is on the same side of the building as the accessible parking and entrance to the school.
ALBANY - CDCI	CDCI is a member of the newly created Albany County Community Outreach Information Network (ACCOIN) that works to improve the County's ability to effectively meet the public health emergency preparedness needs of vulnerable/special needs residents. ACCOIN is affiliated with the County Department of Health and Sheriff's Office.
BINGHAMTON - STIC	STIC was instrumental in the establishment of the Southern Tier ADAPT chapter in Binghamton. ADAPT is a national grass-roots community that organizes disability rights activists to engage in nonviolent direct action, including civil disobedience, to assure the civil and human rights of people with disabilities to live in freedom.
BRONX - BILS	NYS Assemblywoman Vanessa Gibson created the 77th Assembly District Disability Advisory Board to address the issues of Bronx residents who are disabled.
BROOKLYN - BCID	New York City Council Member Daniel Dromm, newly elected to serve District 25, made extensive renovations on the inaccessible Jackson Heights office of his predecessor by creating a twelve foot long concrete ramp to a side door, making the bathroom completely accessible (enlarging it, adding grab bars, lowering toilet and sink), providing signage (print and Braille) at the front entrance directing visitors to the ramp, and installing a buzzer system between the ramp and the office.
BUFFALO - WNYIL	Center staff was appointed to serve on the re-activated Erie County Council for the Disabled, which is required by county charter but had not met since appointments expired several years ago.
CORNING - AIM	Center staff served on the Steuben County Emergency Preparedness Task Force, affiliated with the Steuben County Office of Emergency Services.

CORTLAND - ATI	Center's Chief Operating Officer was appointed by the NYS Board of Regents and the NYS Education Department, Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) to serve a three-year term on the NYS Independent Living Council (NYSILC).
DELAWARE - CCFI	NYS Board of Elections (BOE) adopted a polling site accessibility training manual developed jointly by CCFI and Center for Independence of the Disabled in New York-Manhattan/Queens (another ILC). The State BOE distributed the manual to all the County BOEs and made it a part of the mandatory training.
GLENS FALLS - SAIL	Center staff serves on the Saratoga County Special Needs Committee for Emergency Preparedness.
HARLEM - HILC	NYS Senator Bill Perkins, representing District 30 with the district office in Harlem, changed his event planning procedures to address accessibility needs for the disability community that includes all printed materials and physical accessibility.
ITHACA - FLIC	Center's extensive work with the Tompkins County Board of Elections over several years resulted in all of Tompkins County's 45 polling sites being brought into compliance with the Americans with Disabilities Act Accessibility Guidelines for Buildings and Facilities (ADAAG).
KINGSTON - RCAL	Ulster County Board of Elections relocated the inaccessible polling site at the Blue Mountain Reformed Church at 10 Blue Mountain Church Road in Saugerties to the Grant D. Morse elementary School in Saugerties.
KINGSTON - RCAL	Ulster County Board of Elections relocated the inaccessible polling site at the Boys and Girls Club at 139 Greenkill Avenue in Kingston to combine it with the Midtown Neighborhood Center at 420 Broadway in Kingston.
KINGSTON - RCAL	Ulster County Board of Elections relocated the inaccessible polling site at the Redeemer Lutheran Church at 104 Wurts Street in Kingston to the Sophie Finn Elementary School at 94 Mary's Avenue in Kingston.
KINGSTON - RCAL	Ulster County Board of Elections relocated the inaccessible polling site at the United Methodist Church at 122 Clinton Avenue in Kingston to the Everett Hodge Community Center at 15 Franklin Street in Kingston.
LONG ISLAND - LICIL	Nassau County Board of Elections changed its policies and procedures to provide each poll site coordinator with signs to direct

voters to specific locations of handicapped accessible parking. Poll site coordinators were trained to routinely adapt and post these signs according to parking provisions at their particular site.

- MANHATTAN - CIDNY NYS Board of Elections (BOE) adopted a polling site accessibility training manual developed jointly by CIDNY/CIDNY-Queens and Catskill Center For Independence (another ILC). The State BOE distributed the manual to all the County BOEs and made it a part of the mandatory training.
- MANHATTAN - CIDNY New York City Office of Emergency Management changed its policy to have all emergency shelters, which are part of the City's Coastal Storm Plan, allow people with disabilities to bring their service dogs into shelters during and after an emergency.
- OLEAN - DIL Village of Allegany adopted a policy that all public meetings will be held in an accessible location.
- QUEENS - CIDNY NYS Board of Elections (BOE) adopted a polling site accessibility training manual developed jointly by CIDNY/CIDNY-Queens and Catskill Center For Independence (another ILC). The State BOE distributed the manual to all the County BOEs and made it a part of the mandatory training.
- QUEENS - CIDNY New York City Office of Emergency Management changed its policy to have all emergency shelters, which are part of the City's Coastal Storm Plan, allow people with disabilities to bring their service dogs into shelters during and after an emergency.
- ROCHESTER - RCIL Monroe County Legislature provided sign language interpreters for persons who are deaf to advocate for the increased provision of sign language interpreters for deaf/blind services and for the Consumer Directed Personal Assistance (CDPA) services program.
- ROCHESTER - RCIL Green Party of Monroe County in Rochester now conducts its monthly meetings in accessible venues and offers other accommodations as necessary.
- ROCKLAND - RILC Rockland County Democratic Committee made a written commitment to adopt policies, procedures, and practices to accommodate people with disabilities at all of its sponsored political events.
- ROCKLAND - RILC Rockland County Republican Committee made a written commitment to hold all conventions and meetings in accessible locations.
- TROY - ILCHV Center was active in the statewide ILC effort that led to passage and signing into law during September 2010 of NYS legislation

that will require every voting location in New York State to be in compliance with the Americans with Disabilities Act of 1990 (ADA). The new law repeals an outdated waiver process that allowed for the continued usage of sites that are not ADA compliant.

UTICA - RCIL

Congressman Richard Hanna, newly elected to represent the 24th Congressional District of New York with district offices in Utica, Auburn and Cortland, adopted policies that ensure that meetings and rallies are held in accessible locations.

YONKERS - WDOM

WDOM was active in the statewide ILC effort that led to passage and signing into law during September 2010 of NYS legislation that will require every voting location in New York State to be in compliance with the Americans with Disabilities Act of 1990 (ADA). The new law repeals an outdated waiver process that allowed for the continued usage of sites that are not ADA compliant.