

**NYS INDEPENDENT LIVING CENTERS  
ANNUAL PERFORMANCE REPORT  
SYSTEM CHANGE OUTCOME INVENTORY  
OCTOBER 1, 2012 - SEPTEMBER 30, 2013**

**TABLE OF CONTENTS**

[\*\*EDUCATION ADVOCACY 2012-2013\*\*](#)  
[\*\*EMPLOYMENT ADVOCACY 2012-2013\*\*](#)  
[\*\*HEALTH CARE ADVOCACY 2012-2013\*\*](#)  
[\*\*COMMERCE ADVOCACY 2012-2013\*\*](#)  
[\*\*SOCIAL ADVOCACY 2012-2013\*\*](#)  
[\*\*CITIZENSHIP ADVOCACY 2012-2013\*\*](#)

**EDUCATION ADVOCACY 2012-2013**

<b>Center</b>	<b>EDUCATION SYSTEM CHANGE OUTCOME</b>
ALBANY – CDCI	Niskayuna Central School District established an annual Trade School and Agency Fair for students and their families to plan for the transition from high school to adult life.
ALBANY - CDCI	Bryant and Stratton College in Albany incorporated a CDCI presentation on Independent Living history and philosophy awareness that will be routinely provided each semester to students as part of the student's first year experience curriculum requirement. Bryant and Stratton is a private college that offers two-year and four-year degree programs.
ALBANY - CDCI	Neil Hellman School, a private special education school in Albany, changed its procedures to include CDCI's Independent Living Philosophy and Healthy Living workshop series as a six week 1.5 hours a week class to their students. The school is affiliated with Parsons Child and Family Center in Albany.
AMSTERDAM - RCIL	Fonda-Fultonville Central School District changed its practices to routinely include in the yearly Committee on Special Education member training the NYS Independent Living Philosophy and History training DVD. Further the School District regularly distributed information about the Center's programs and services to the families of students with disabilities at the Individualized Education Program (IEP) meetings and to the rest of the student body and their families via the School District's newsletter.
AMSTERDAM - RCIL	Greater Amsterdam School District added to its website under the Community heading a link to information about the Resource Center for Independent Living (RCIL) as well as a link to the Center's website.

AUBURN - ARISE	Union Springs Central School District changed its procedures to routinely include Center Staff in transition planning meetings for students with disabilities.
BATAVIA - ILGR	Genesee Community College in Batavia changed the procedures for its Human Services student internship program to regularly include the NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation and NYS Independent Living Council approved independent living history and philosophy training DVD.
BINGHAMTON - STIC	Vestal Central School District established a district based classroom designed for Board of Cooperative Education Services (BOCES) students with disabilities that is held in the local school and provides opportunities for full inclusion based on individual needs through community collaboration.
BINGHAMTON - STIC	Chenango Forks Central School District established a district based classroom designed for Board of Cooperative Education Services (BOCES) students with disabilities that is held in the local school and provides opportunities for full inclusion based on individual needs through community collaboration.
BROOKLYN - BCID	Touro College Graduate School of Education & Psychology at 50 West 23rd Street in Manhattan removed a bar from a bathroom sink for persons using wheelchairs to roll under it, unlocked the ladies bathroom, provided adjustable tables for the library and classroom, replaced the heavy entrance door and adjusted the touch button, and installed a revolving door.
BROOKLYN - BCID	BCID consumer/parent became a member of the New York City Special Education School District 75 Council that advises and comments on educational or instructional policies involving students enrolled in the District's schools.
BUFFALO - WNYIL	WNYIL staff was invited to be a member of the Assistive Technology Standards work group conducted by the Center on Knowledge Translation for Technology Transfer, State University of New York (SUNY) Buffalo. The work group focuses on the issues around standards for the evidence-based effectiveness of assistive technologies for persons with disabilities, and it is affiliated with the Center on Knowledge Translation for Disability and Rehabilitation Research in Austin, Texas.
CORTLAND - ATI	State University of New York (SUNY) Cortland retrofitted the Corey Union parking lot to include two accessible parking spaces with an access aisle in between the two parking spaces.

DELAWARE - CCFI	Franklin Central School (pre-kindergarten through 12th grade) incorporated the Center's "Through Children's Eyes" disability awareness program as a regular component of its curriculum for elementary education students.
DELAWARE - CCFI	Worcester Central School (pre-kindergarten through 12th grade) reduced the pull force of the exterior door, installed accessible door handles, and created accessible parking spaces.
GLENS FALLS - SAIL	SAIL staff was appointed to serve as a Local Education Agency liaison for the Washington-Saratoga-Warren-Hamilton-Essex (WSWHE) Board of Cooperative Educational Services (BOCES) Education for Homeless Children and Youth program. The program is funded by a grant from the NYS Education Department to provide services to identify and better serve homeless students.
GLENS FALLS - SAIL	Ballston Spa Central School District changed its procedures to allow SAIL staff to participate in the development of transition plans for students with disabilities.
GLENS FALLS - SAIL	Parent Network of the Capital Region in Latham changed its practices to routinely provide to parents and students with disabilities working with a Committee on Special Education (CSE) materials about SAIL programs and services.
GLENS FALLS - SAIL	Adirondack Community College in Queensbury added striping to the existing handicapped accessible parking spaces for student housing.
GLENS FALLS - SAIL	Niskayuna High School 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.
HERKIMER - RCIL	Frankfort-Schuyler Central School District changed its Committee on Special Education (CSE) practices to regularly include in the CSE meetings for student with disabilities materials regarding RCIL-Herkimer and the RCIL Learning Disability Association (LDA) of the Mohawk Valley that serves Herkimer and Oneida Counties.
HERKIMER - RCIL	Poland Central School District changed its Committee on Special Education (CSE) practices to regularly include in the CSE meetings for student with disabilities materials regarding RCIL-Herkimer and the RCIL Learning Disability Association (LDA) of the Mohawk Valley that serves Herkimer and Oneida Counties.
HERKIMER - RCIL	Herkimer Central School District changed its Committee on Special Education (CSE) practices to regularly include in the CSE meetings for student with disabilities materials regarding RCIL-Herkimer and

	the RCIL Learning Disability Association (LDA) of the Mohawk Valley that serves Herkimer and Oneida Counties.
HERKIMER - RCIL	Mohawk Central School District added to its Department of Special Education website a link to the Resource Center for Independent Living (RCIL) website as well as a link to the Learning Disability Association of America.
ITHACA - FLIC	Big Brothers Big Sisters of Ithaca and Tompkins County in Ithaca changed its training of new members to regularly include a presentation by FLIC on working with children with disabilities.
ITHACA - FLIC	Groton School District changed its practices to regularly include the Center in the annual meeting of the Parents of Special Needs Children group to discuss transition with the parents of special needs students.
ITHACA - FLIC	Ithaca High School changed its Special Education Teacher training to regularly include a presentation by FLIC on supporting students with disabilities through their high school years and as they transition into the community.
ITHACA - FLIC	Lehman Alternatives School in Ithaca changed its practices to allow FLIC to regularly present information to students and their parents on transition.
JAMESTOWN - SILC	SILC Executive Director was appointed by the Governor to serve a five-year term on the Jamestown Community College Board of Trustees.
JAMESTOWN - SILC	Chautauqua Opportunities in Dunkirk changed the curriculum for the Early Head Start program to include the special needs coloring book approved by SILC to raise disability awareness and sensitivity. Chautauqua Opportunities operates two Head Start sites in Chautauqua County at 2887 Fluvanna-Townline Road in Jamestown and at 10825 Bennett Road in Dunkirk.
KINGSTON - RCAL	Center for Spectrum Services (CSS) in Kingston and RCAL established a written agreement for RCAL to provide special education rights workshops at CSS for parents of children with Autism Spectrum Disorders in English and Spanish.
KINGSTON - RCAL	Northeast ADA Center at Cornell University in Ithaca corrected the FAQ (frequently asked questions) section of its website at <a href="http://www.northeastada.org/">http://www.northeastada.org/</a> to correct incomplete or poorly written responses. The Northeast ADA Center is a member of the National Network of ADA Centers and provides training and technical assistance on the Americans with Disabilities Act in New York, New Jersey, Puerto Rico, and the U.S. Virgin Islands.

MANHATTAN - CIDNY	Center served on the NYS Dignity for All Students Act (The Dignity Act) Task Force that was established to guide the implementation process of The Dignity Act (signed into law September 2010, effective July 2012) and the recent cyberbullying legislative amendment (signed into law June 2012, effective July 2013). The Task Force is comprised of State agencies and offices, educational associations, not-for-profit organizations, and educational institutions.
MIDDLETOWN - ILI	ILI-Middletown staff became a member of the Transitional Aged Youth Task Force that addresses educational issues for youth aged 18-25 who have a mental health diagnosis. The Task Force works to ensure the adoption of inclusive educational practices and demand responsive supportive services that enable these students to learn in regular classroom settings.
NEWBURGH - ILI	Project L.I.F.E (Living Independently For Everyone) in Newburgh established a policy to include in the informational packet given to families of infants and toddlers with disabilities material on disability and early intervention/education services in English and Spanish. Project L.I.F.E is a State licensed Tier II shelter that provides transitional housing for homeless families with children.
NEWBURGH - ILI	Children's Village Bridges to Health (B2H) program in Newburgh established a policy to include in the informational packet given to families of infants and toddlers with disabilities material on disability and early intervention/education services in English and Spanish. Children's Village is a State funded program that provides in-home services to children in foster care who are disabled and their families.
NIAGARA FALLS - ILNC	Niagara University in Lewiston incorporated into the online curriculum for the Master of Arts degree program Specialist in Developmental Disabilities the course Family Life to Independent Living. The course was collaboratively developed by ILNC and Niagara University.
OLEAN - DIL	DIL established Advocates for Communities of Tolerance (ACT) in Olean to address bullying issues in the schools and the community with a steering committee comprised of school administrators, community members, and mental health advocates. ACT meets regularly and established an online presence through Facebook and a Gmail account, <a href="mailto:oleanact@gmail.com">oleanact@gmail.com</a> .
OLEAN - DIL	Allegany Western Steuben Rural Health Network in Wellsville established a written agreement with DIL to provide "Introduction to Travel" training to the Center's consumers who use Access Allegany, Allegany County's public transit system,

POUGHKEEPSIE - TRI	New Paltz Central School District provided sign language interpreter services to effectively communicate with students who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	Astor Services for Children & Families at 13 Mt. Carmel Place in Poughkeepsie established a written agreement for TRI to provide onsite Special Education Advocacy Training as a regular staff training component for the NYS Office of Mental Health program and the Home and Community-Based Services (HCBS) Medicaid Waiver "Bridges to Health" (B2H) program.
POUGHKEEPSIE - TRI	Liberty Central School District provided sign language interpreter services to effectively communicate with students who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	SmartRider Motorcycle Safety Program in Poughkeepsie provided sign language interpreter services to effectively communicate with students who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	Marlboro Central School District provided sign language interpreter services to effectively communicate with students who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	Dutchess Community College Association in Poughkeepsie provided sign language interpreter services to effectively communicate with students who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	Ellenville Central School District provided sign language interpreter services to effectively communicate with students who are deaf or hard of hearing.
PUTNAM - PILS	Lower Hudson Valley Regional Special Education Technical Assistance Support Center (RSE-TASC) revised its Student Community Referral Guide for school personnel, parents and students to include information about Independent Living Centers and agency linkages. The RSE-TASC serves school districts in Putnam, Rockland, and Westchester Counties and is located at the Putnam and Northern Westchester Board of Cooperative Education Services (BOCES) in Yorktown Heights.
PUTNAM - PILS	Putnam Valley High School incorporated into the curriculum for students with disabilities regular PILS transition workshops and trainings for school personnel and parents.
PUTNAM - PILS	PILS Director of Educational Advocacy Services was a member of the Life After School Parent Group affiliated with the Putnam and Northern Westchester Board of Cooperative Education Services (BOCES) in Yorktown Heights.

PUTNAM - PILS	PILS Director of Educational Advocacy Services was a member of the Putnam Early Education Partnership, a collaborative group that conducts an annual conference for preschool and childcare providers.
PUTNAM - PILS	Carmel Central School District changed its practices to routinely include information about Independent Living Services and agency linkages in the community resource packet provided to students who are disabled.
QUEENS - CIDNY	Center served on the NYS Dignity for All Students Act (The Dignity Act) Task Force that was established to guide the implementation process of The Dignity Act (signed into law September 2010, effective July 2012) and the recent cyberbullying legislative amendment (signed into law June 2012, effective July 2013). The Task Force is comprised of State agencies and offices, educational associations, not-for-profit organizations, and educational institutions.
ROCHESTER - RCIL	Institute for Innovative Transition (IIT) in Rochester changed its practices to regularly include the Center's Youth Leadership program materials in community resource packets provided to consumers. IIT serves people with developmental disabilities and their families as they transition from school age to adulthood, and it is housed at Strong Center for Developmental Disabilities, a division of Golisano Children's Hospital, University of Rochester Medical Center.
ROCHESTER - RCIL	Monroe 2-Orleans Board of Cooperative Education Services (BOCES) in Spencerport changed its practices for teachers meeting with transitioning students to have teachers regularly provide RCIL's Youth Leadership program materials and to have students regularly view the RCIL work readiness video "Get the Job ...Keep the Job!" posted on YouTube.
ROCKLAND - RILC	Rockland Country Day School (pre-kindergarten to 12th grade) in Congers changed its practices to routinely include an annual RILC Disability Awareness Training for students.
ROCKLAND - RILC	Leadership Rockland in New City established the Policy on the Inclusion of People with Disabilities and revised its program application to facilitate requests for reasonable accommodations by participants. Leadership Rockland is a non-profit organization that offers training to promote effective leadership focused on the infrastructure of Rockland County presented by leaders in government, business and non-profit sectors.
ROCKLAND - RILC	Margetts Elementary School (1st grade to 3rd grade) in Chestnut Ridge established procedures to conduct an annual Disability Awareness Day within its school year calendar.

STATEN ISLAND - SICIL	St. John's University Staten Island Campus changed its policies to incorporate SICIL's Independent Living Philosophy and Disabilities Awareness Training presentation into its curriculum for staff and students in professional preparation programs that work with persons with disabilities.
STATEN ISLAND - SICIL	New Dorp High School in Staten Island changed its policies and procedures to allow SICIL to participate in transition meetings of their special education students and to routinely include materials on Independent Living Centers and ACCES-VR at those transition meetings.
SUFFOLK - SILO	Ridge elementary school in Ridge incorporated a SILO Independent Living Philosophy presentation into a training curriculum for its staff and students.
SUFFOLK - SILO	Wading River Elementary School in Wading River incorporated a SILO Independent Living Philosophy presentation into a training curriculum for its students.
SYRACUSE - ARISE	West Genesee Senior High School in Camillus installed an automatic door opener for the school library.
SYRACUSE - ARISE	New York State Association of Counties (NYSAC) standing committee on Children with Special Needs changed its practice by no longer using the word "handicapped" and replacing it with the words "disabled" and "disability" in legislative resolutions. NYSAC is a non-profit organization that educates, represents, and advocates on behalf of member counties. NYSAC's standing committees help develop resolutions that become the basis of its legislative program for the year.
SYRACUSE - ARISE	Staff was invited to become a member of the Anti-Bullying Committee of the Verona-Vernon School District in Verona to represent disability issues as they relate to anti-bullying efforts in the school district.
SYRACUSE - ARISE	Vernon-Verona-Sherrill Middle School in Verona installed vertical signs to existing handicapped accessible parking spaces in its parking lot and adjusted the pressure of the main entrance doors to acceptable levels for students with disabilities.
TROY - ILCHV	NYS Board of Regents approved regulations during July 2013 that established the NYS Career Development and Occupational Studies Commencement Credential that will recognize the student's preparation and skills for post-school employment.

UTICA - RCIL	Proctor High School in Utica changed its transition planning practices for students with disabilities from regularly including RCIL Staff in transition planning meetings with only the students to allowing Center Staff to also routinely meet with their families.
WATERTOWN - NRCIL	Lowville Academy and Central School District changed its practices to allow NRCIL to regularly conduct a Parent Information Night for parents of students with disabilities.
WATERTOWN - NRCIL	Copenhagen Central School District changed its practices to allow NRCIL to regularly conduct a Parent Information Night for parents of students with disabilities.
WATERTOWN - NRCIL	Hammond Central School District changed its practices to allow NRCIL to regularly conduct a Parent Information Night for parents of students with disabilities.
WATERTOWN - NRCIL	Canion Central School District changed its practices to allow NRCIL to regularly conduct a Parent Information Night for parents of students with disabilities.
WATERTOWN - NRCIL	Watertown City School District changed its practices to allow NRCIL to regularly conduct a Parent Information Night for parents of students with disabilities.
WATERTOWN - NRCIL	Thousand Islands Central School District changed its practices to allow NRCIL to regularly present Mind Merge, interactive disability awareness training for all ages, in the classroom.
WATERTOWN - NRCIL	Copenhagen Central School District changed its practices to allow NRCIL to regularly present Mind Merge, interactive disability awareness training for all ages, in the classroom.
WATERTOWN - NRCIL	Watertown City School District changed its practices to allow NRCIL to regularly present Mind Merge, interactive disability awareness training for all ages, in the classroom.
WATERTOWN - NRCIL	Indian River Central School District changed its practices to allow NRCIL to regularly conduct a Parent Information Night for parents of students with disabilities.
WATERTOWN - NRCIL	St. Lawrence Psychiatric Center in Ogdensburg changed its practices to allow NRCIL to regularly conduct a Parent Information Night for parents of students with disabilities.
WHITE PLAINS - WILC	Port Chester-Rye Union Free School District established an annual Transition Resource Fair and added to the community resource packet material on Independent Living Services and agency linkages to assist

students with disabilities and their families before and after graduation.

WHITE PLAINS - WILC	Lower Hudson Valley Regional Special Education Technical Assistance Support Center (RSE-TASC) revised its Student Community Referral Guide for school personnel, parents and students to include information about Independent Living Centers and agency linkages. The RSE-TASC serves school districts in Putnam, Rockland, and Westchester Counties and is located at the Putnam and Northern Westchester Board of Cooperative Education Services (BOCES) in Yorktown Heights.
WHITE PLAINS - WILC	Port Chester Middle School incorporated into the curriculum for students with disabilities the WILC Transition Peer Advocacy Youth Group with a curriculum that includes programs on topics such as: Goal Setting, Independent Living Skills, and Self-Advocacy and Empowerment.
WHITE PLAINS - WILC	Port Chester-Rye Union Free School District incorporated into the Teacher's Aide training curriculum an annual WILC Disability Awareness Training.
WHITE PLAINS - WILC	Port Chester-Rye Union Free School District added to its website on the Special Education page links for WILC and two WILC services, Equal Access Westchester (information on accessibility to businesses for consumers and business owners) and La Fuente NY (resources and information for the Spanish speaking population in Westchester County).
YONKERS - WDOM	Greenburgh-North Castle Union Free School District changed its curriculum for high school seniors to incorporate an 8 week peer empowerment group led by WDOM as part of the Project Search school-to-work transition program that provides integrated educational-vocational experience in the workplace. The project is conducted by the Westchester Institute for Human Development in Valhalla and is funded through the NYS Developmental Disabilities Planning Council (DDPC).
YONKERS - WDOM	New Rochelle School District changed its curriculum for high school seniors to incorporate an 8 week peer empowerment group led by WDOM as part of the Project Search school-to-work transition program that provides integrated educational-vocational experience in the workplace. The project is conducted by the Westchester Institute for Human Development in Valhalla and is funded through the NYS Developmental Disabilities Planning Council (DDPC).

**NYS INDEPENDENT LIVING CENTERS  
ANNUAL PERFORMANCE REPORT  
SYSTEM CHANGE OUTCOME INVENTORY  
OCTOBER 1, 2012 - SEPTEMBER 30, 2013**

**EMPLOYMENT ADVOCACY 2012-2013**

<b>Center</b>	<b>EMPLOYMENT SYSTEM CHANGE OUTCOME</b>
ALBANY - CDCI	NYS Commission for the Blind (NYSCB) established a fee for service agreement with CDCI to provide benefits and work incentives counseling for NYSCB consumers.
ALBANY - CDCI	Unlimited Potential, a vocational rehabilitation center in Saratoga Springs, changed its practices for CDCI to routinely provide presentations and workshops to consumers and caseworkers about work incentives. Unlimited Potential provides training and employment services to individuals who are in recovery after experiencing a mental illness.
ALBANY - CDCI	Albany City Hall changed its practices to provide employment and internship opportunities for persons with disabilities as a result of participating in the annual Disability Mentoring Day.
ALBANY - CDCI	Country Drive-In restaurant in Clifton Park changed its practices to provide employment and internship opportunities for persons with disabilities as a result of participating in the annual Disability Mentoring Day.
ALBANY - CDCI	Schenectady YMCA and the National Alliance on Mental Illness (NAMI) in Schenectady in collaboration with CDCI established a regularly scheduled three week computer program at the Schenectady YMCA. The focus of this program is to teach participants how to use the computer to write cover letters and resumes and to research and apply for jobs through various internet sites.
AMSTERDAM - RCIL	Amsterdam Workforce Solutions, One-Stop Center, changed its new employee training to incorporate RCIL-Amsterdam's "Ten Commandments of Communicating with People with Disabilities" DVD as a regular part of the training.
AMSTERDAM - RCIL	Dunkin Donuts at 209 N. Comrie Avenue in Johnstown installed an automatic door opener at the entrance to accommodate potential employees with disabilities.
BINGHAMTON - STIC	NYS Office for People With Developmental Disabilities (OPWDD) agreed to end new admissions to sheltered workshops effective July 1,

2013 and to create a work plan and timeline related to the elimination of all funding for segregated employment settings by January 1, 2014.

**BINGHAMTON - STIC**

STIC established a contract with the NYS Office for People With Developmental Disabilities (OPWDD) to provide services under the Employment Training Program (ETP). Participants will work in an internship that will lead to permanent employment in a community business with wages paid by ETP.

**BRONX - BILS**

BILS established a written arrangement with Independence Care System (ICS) in Bronx to conduct monthly onsite Benefits Advisement and Housing Workshops for consumers who go back to work. ICS assists adults with physical disabilities and chronic conditions to live at home and participate fully in community life with sites in Manhattan, Brooklyn and the Bronx.

**BROOKLYN - BCID**

TJ Maxx department store at 620 Avenue of the Americas in Manhattan changed its job interview practices to conduct interviews via Video Chat for job applicants with disabilities. The procedure was shared with the TJ Max corporate office in Massachusetts so it can be utilized by the chain of stores.

**CORNING - AIM**

AIM partnered with the NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) Southern Tier Elmira District Office and the Chemung-Schuyler-Steuben Workforce New York in Corning to provide six Employment Strategies Workshops that were held every other month alternating at the AIM Corning and Elmira sites.

**CORTLAND - ATI**

NYS Commission for the Blind (NYSCB) adopted a new recruitment policy for membership to its State Rehabilitation Council (SRC), which incorporated proactive diversity tools to help the SRC reflect NYSCB's consumer base.

**CORTLAND - ATI**

ATI Chief Operating Officer was appointed by the NYS Board of Regents to the NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) State Rehabilitation Council (SRC).

**DELAWARE - CCFI**

Best Western Inn of Cobleskill changed its practices to employ qualified people with disabilities.

**DELAWARE - CCFI**

FMS Cobleskill Workforce Solutions, Schoharie County One-Stop Career Center, changed its practices to permit CCFI staff to meet with consumers regularly on a daily basis at the facility to provide Independent Living and employment services.

DELAWARE - CCFI	Taylor's Heating at 17 Linden Avenue in Cooperstown changed its practices to employ qualified people with disabilities.
GLENS FALLS - SAIL	Washington County Economic Opportunity Council (EOC) in Fort Edward expanded the CHOICES Program to include a SAIL training concerning benefit and entitlement programs and services and supports for people with disabilities. The CHOICES program assists applicants, recipients, nonrecipient parents, and former recipients of Temporary Assistance for Needy Families (TANF) cash assistance to transition from welfare to work through participation in work-related activities,
GLENS FALLS - SAIL	Washington County Employment and Training One-Stop Center in Fort Edward changed its practices to permit SAIL staff to meet with consumers regularly for one full day on a monthly basis at the facility and to routinely include materials regarding SAIL's program and services in the information packet. Also, the One-Stop added a listing of accessible computer classes with SAIL as a resource for adaptive computer technology.
JAMESTOWN - SILC	Chautauqua Works One-Stop Career Center in Jamestown installed an automatic door at the main entrance.
LONG ISLAND - LICIL	US Department of Transportation (DOT) changed its practices to grant exemptions and waive the hearing standard to allow truck drivers who are deaf and have a safe driving record to obtain a license to operate commercial motor vehicles. The DOT regulates the physical qualifications standards for people who want to operate commercial motor vehicles in interstate commerce.
NEWBURGH - ILI	As a result of ILI's involvement in a consumer complaint to the NYS Division of Human Rights against Newburgh Windustrial Co. for discriminatory hiring practices regarding a consumer who is deaf, Newburgh Windustrial changed its policies and practices to hire people with disabilities in accordance with the NYS Human Rights Law. Also, the company was ordered to pay a monetary settlement to the consumer.
NEWBURGH - ILI	Dollar Tree, a discount variety store in Newburgh, changed its practices to provide reasonable accommodations to persons who are deaf by permitting texting, providing written work schedules, and allowing other employees to regularly assist.
NEWBURGH - ILI	DeCicco's Food Market in Cornwall changed its recruitment process to create new supported employment opportunities for persons with significant disabilities.

NEWBURGH - ILI	Mike Arteaga's Health and Fitness Center in Poughkeepsie changed its practices to provide reasonable accommodations for persons who are blind or visually impaired to enable them to chart the progress of customers they are responsible for training.
NEWBURGH - ILI	ILI staff became a member of the newly established Orange County Transition Council that includes employment service providers and school staff from numerous school districts in the County.
NIAGARA FALLS - ILNC	Niagara County One-Stop (Work Source One) changed its practices for the Center to conduct onsite regular monthly "Peer Workshops" on Independent Living Philosophy and the Americans with Disabilities Act (ADA). The One-Stop has offices in Niagara Falls and Lockport.
OLEAN - DIL	DIL Executive Director served on the Board of Directors of Housing Options Made Easy in Olean, which is a not for profit supported housing and community support services agency serving Allegany, Cattaraugus, Chautauqua, Erie, Monroe, and Niagara Counties.
OLEAN - DIL	Housing Options Made Easy in Olean established a Recovery Center Youth Work Program designed for youth ages 16-25 in mental health recovery to reach their employment and/or educational goals.
PLATTSBURGH - NCCI	Interfaith Council of Plattsburgh and Clinton County (ICPCC) established a written agreement with NCCI for the Center to provide to consumers of the Plattsburgh Interfaith Food Shelf onsite employment, benefits planning, and information and referral services every Thursday from 9-12 noon. The Food Shelf, hosted by the ICPCC, provides food to local emergency situation households and is located at the United Methodist Church in Plattsburgh.
POUGHKEEPSIE - TRI	Community Housing Innovations (CHI) at 2 Linden Lane in Hyde Park established a written agreement for TRI to regularly provide soft skills employment readiness training and information services to their consumers and changed its policies to include the Center's training program "Successful Employment" as part of the service package. CHI is an emergency housing and self-sufficiency program serving single women and families placed by the Department of Social Services.
PUTNAM - PILS	Putnam Community Action Program (CAP) in Brewster established a written agreement with PILS for the Center to provide on a quarterly basis onsite outreach services that include benefits advisement and information on employment support programs for persons with disabilities. CAP operates a Soup Kitchen on Tuesdays, Wednesdays and Thursdays at the First Baptist Church of Brewster and is a component of the Westchester Community Opportunity Program in Elmsford.

ROCHESTER - RCIL	Auto Zone at 929 E Ridge Road in Irondequoit changed its reasonable accommodation practices for employees with mobility impairments to add a designated parking space at the front door for use during inclement weather.
ROCHESTER - RCIL	RCIL in collaboration with the NYS Division of Human Rights established an Employment Tester program to evaluate whether a company followed the correct process of hiring an individual with a disability.
ROCHESTER - RCIL	US Department of Transportation (DOT) changed its practices to grant exemptions and waive the hearing standard to allow truck drivers who are deaf and have a safe driving record to obtain a license to operate commercial motor vehicles. The DOT regulates the physical qualifications standards for people who want to operate commercial motor vehicles in interstate commerce and for decades maintained a hearing standard that excluded safe and skilled deaf drivers.
ROCKLAND - RILC	Office of the Rockland County Clerk changed its reasonable accommodation practices to modify computer workstations for employees who use a wheelchair.
STATEN ISLAND - SICIL	US Social Security Administration (SSA) established a contract with SICIL to serve as an Employment Network to provide employment services under the Ticket To Work Program.
STATEN ISLAND - SICIL	Staten Island Chamber of Commerce changed its policies and procedures to routinely include in their weekly Community News e-mail information regarding benefits of hiring individuals with disabilities.
SUFFOLK - SILO	SILO in partnership with Eastern Suffolk Board of Cooperative Education Services (BOCES) Islip Career Center, and Medford Multicare Center for Living were awarded funding by the New York State Partnerships in Employment Systems Change Project to conduct Project Search which is a unique, business-led, one-year, school-to-work program for students with disabilities. Participants will be totally immersed in strategically designed internships at Medford Multicare Center, and SILO will provide job coaching support and follow along services.
SULLIVAN - ILI	Hudson-Catskill Floor Care and Cleaning Solutions in Hurleyville changed its employment policy and practices to provide sign language interpreters as a reasonable accommodation to employees who are deaf or hard of hearing.

SULLIVAN - ILI	Sullivan Works Career Center, One-Stop in Monticello, established a written agreement with ILI-Sullivan to routinely include material about the Center's programs and services in its information packet.
UTICA - RCIL	RCIL was awarded funding by the NYS Office of Temporary and Disability Assistance to conduct the Wage Subsidy and Transitional Employment Program. The program provides participants with job readiness training, job placement services and a trial work period, and provides employers with financial incentives to hire qualified job candidates.
UTICA - RCIL	RCIL was awarded funding in partnership with the Oneida-Herkimer-Madison Workforce Investment Board and the Utica Women's Employment Resource Center to conduct the "Second Chance" program that provides "soft skills" training to women who are recovering parolees to enable them to gain employment and successfully integrate back into the community.
UTICA - RCIL	Rome Sentinel newspaper changed its reasonable accommodation practices for employees who are disabled by reducing the speed of the equipment for inserting advertising and promotional materials.
UTICA - RCIL	Sauquoit School District changed its reasonable accommodation practices for employees who are disabled and have difficulty completing a paper timesheet by creating an electronic version of the timesheet that can be completed by key punch.
WATERTOWN - NRCIL	Stream International at 146 Arsenal Street in Watertown established a policy to provide reasonable accommodations to employees with mental health issues. Stream is part of Convergys an international corporation based in Cincinnati, Ohio that sells customer management and information management products, primarily to large corporations.
WHITE PLAINS - WILC	St. Vincent's Hospital Westchester in Harrison established a written agreement with WILC for the Center to regularly provide US Social Security Administration (SSA) Work Incentives Workshops to participants in the Outpatient Addiction Recovery Service (OARS) Program that is a drug or alcohol rehabilitation center with a primary focus on mental health and substance abuse treatment.
WHITE PLAINS - WILC	Carver Center Food Pantry in Port Chester established a written agreement with WILC for the Center to provide on a monthly basis onsite outreach services that include benefits advisement and information about employment support programs for persons with disabilities. The Carver Center also serves as community center providing educational and recreational programs for families and individuals of all ages.

WHITE PLAINS - WILC	St. Vincent's Hospital Westchester in Harrison established a written agreement with WILC for the Center to regularly provide US Social Security Administration (SSA) Work Incentives Workshops to participants in the Personalized Recovery-Oriented Services (PROS) Program that is a comprehensive program for individuals with serious mental illness.
YONKERS - WDOM	Jawonio in Yonkers established a fee for service agreement with WDOM to provide benefits advisement to its consumers. Jawonio provides lifespan services to individuals with developmental disabilities and special needs in Rockland (main office in New City), Westchester, and Orange Counties.
YONKERS - WDOM	NYS Commission for the Blind (NYSCB) established a fee for service agreement with WDOM to provide benefits and work incentives counseling as well as pre-employment training groups for NYSCB consumers.

**NYS INDEPENDENT LIVING CENTERS  
ANNUAL PERFORMANCE REPORT  
SYSTEM CHANGE OUTCOME INVENTORY  
OCTOBER 1, 2012 - SEPTEMBER 30, 2013**

**HEALTH CARE ADVOCACY 2012-2013**

<b>Center</b>	<b>HEALTH CARE SYSTEM CHANGE OUTCOME</b>
ALBANY - CDCI	John N. Popielarski, DDS at 425 Maple Avenue in Saratoga Springs established a written agreement with CDCI to provide Independent Living services to his patients with disabilities.
ALBANY - CDCI	CDCI Veterans Advocate was invited to become a member of the Consumer Directed Personal Assistance Program (CDPAP) Upstate Advisory Committee affiliated with Concepts of Independence Choices in New York City.
ALBANY - CDCI	Center for Excellence in Aging Services, State University of New York (SUNY) Albany in collaboration with CDCI conducted through the Center's Healthy Living Program the Hypertension seven week workshop for persons with hypertension.
ALBANY - CDCI	Center for Excellence in Aging Services, State University of New York (SUNY) Albany in collaboration with CDCI conducted through the Center's Healthy Living Program the Diabetes Self-Management six week workshop for persons with diabetes.
ALBANY - CDCI	CDCI applied for and was awarded funding through Vanguard Charitable in Boston Massachusetts to establish an accessible community garden. Vanguard Charitable is a nonprofit organization that administers a donor-advised fund--a tax-effective way to consolidate, accrue, and grant assets to charity.
ALBANY - CDCI	Concerned for the Hungry in Schenectady and Morning Star Baptist Church in Albany in collaboration with CDCI established through the Center's Healthy Living Program a Turkey Basket for the Hungry program in Schenectady, Albany and Rensselaer Counties. The program serves families and individuals that have signed up to receive baskets of fresh/frozen/canned food for a Thanksgiving Meal as well as additional food items.
ALBANY - CDCI	CDCI staff member was invited to become a member of the Ellis Medicine Community Committee, which will conduct a community assessment to examine conditions in the City of Schenectady that affect health and quality of life. Ellis Medicine is a community and teaching health care system serving the Capital Region with four campuses (Ellis Hospital in Schenectady, Ellis Health Center in

Schenectady, Bellevue Woman's Center in Schenectady, and Medical Center of Clifton Park) and five additional service locations.

**ALBANY - CDCI**

Andrew Molteni PhD, a Clinical Psychologist at 1 West Avenue-Suite 205 in Saratoga Springs, established a written agreement with CDCI to provide Independent Living services to his patients with disabilities.

**ALBANY - CDCI**

CDCI Veterans Advocate was invited to become a member of the Board of Directors of Patriot Hills of New York in Guilderland, which is a new grassroots organization whose goals are to build partnerships with the US Military's healthcare system in order to generate an integrative wellness center that will be available to all veterans, retirees and their families to help them through their transitional phases of deployment.

**ALBANY - CDCI**

Fidelis Medicare Advantage Albany Regional Office in Latham established a Memorandum of Understanding with CDCI to provide Independent Living services to their consumers with disabilities. Fidelis is a New York State-sponsored health insurance program for people of all ages and at all stages of life with more than 15 offices across the State.

**ALBANY - CDCI**

Equinox in Albany established a Memorandum of Understanding with CDCI to provide Independent Living services to their consumers with disabilities. Equinox is a nonprofit community organization in the Capital Region that provides comprehensive treatment, services, and support at 11 different locations throughout Albany County.

**ALBANY - CDCI**

US Department of Veterans Affairs (VA), Samuels S. Stratton VA Medical Center in Albany changed its practices to have Center staff meet weekly with patients who are disabled on Friday mornings at the Medical Center.

**ALBANY - CDCI**

National Alliance on Mental Illness (NAMI) in Schenectady changed its practices to routinely include in their monthly E-News newsletter information on the Capital District Center for Independence programs and services.

**ALBANY - CDCI**

Sunnyview Rehabilitation Hospital in Schenectady changed its procedures to allow the Center's Veterans Advocate to become a Visiting Veterans Volunteer to regularly provide peer services to patients who are veterans and have a disability.

**ALBANY - CDCI**

Sage College, School of Health Sciences in Troy incorporated into the Physical Therapy graduate degree program's Cultural Perspectives of Health, Disability and Wellness course a visit to CDCI for students to

	interview staff and consumers to gain perspective on issues that affect persons with disabilities and to identify ways to address these issues.
ALBANY - CDCI	Trinity Alliance in Albany, Westview Senior Center in Albany, and Albany United Methodist Society in collaboration with CDCI established through the Center's Healthy Living Program free weekly T'ai Chi classes and Senior King Fu classes from January through March.
ALBANY - CDCI	Armistead Caregiver Services in Schenectady changed its practices for CDCI to regularly provide the Chronic Disease and Self-Management six week workshop to its residents, which is part of the Center's Healthy Living Program.
AMSTERDAM - RCIL	Neena Rao Medical Center in Amsterdam created handicapped accessible parking spaces.
AMSTERDAM - RCIL	St. Mary's Hospital in Amsterdam changed its practices to provide its brochures and program information in alternate formats for blind and visually impaired patients.
AUBURN - ARISE	Cayuga County Mental Health Center in Auburn improved access of all its restrooms by replacing door knobs that twist with either paddle handles or slide bars.
BATAVIA - ILGR	ILGR became a member of the Wyoming County Early Intervention Coordinating Council. Early Intervention is a NYS Department of Health program for infants and toddlers with disabilities and their families, administered by the Wyoming County Youth Bureau.
BINGHAMTON - STIC	State Legislature approved 2013-2014 State budget that rejected the Governor's proposal to reduce the Medicaid budget by repealing "prescriber prevails" for atypical antipsychotics for mental health patients and by removing "prescriber prevails" for all drug classes in Medicaid. Prescriber prevails gives the doctor or physician authority to decide which medicine is best for their patients.
BINGHAMTON - STIC	Center staff served on the Mental Health Committee at Binghamton General Hospital.
BINGHAMTON - STIC	Center staff served on the Coalition to Protect the Rights of New York's Dual Eligibles that is a coalition of disability rights and seniors rights advocates, consumers, community advocacy organizations, and lawyers representing people with disabilities and older individuals who are eligible for both Medicare and Medicaid.
BINGHAMTON - STIC	Center staff served on the Mobilizing for Action through Planning and Partnerships (MAPP) that is a community-driven strategic

	planning process for improving community health facilitated by public health leaders. MAPP is affiliated with the National Association of County and Health Officials.
BINGHAMTON - STIC	Center staff served on the Cortland County Long-Term Care Committee affiliated with the Cortland County Area Agency on Aging in Cortland.
BINGHAMTON - STIC	State Legislature approved 2013-2014 State budget that provided "prompt pay" protections for Consumer Directed Personal Assistance (CDPA) program fiscal intermediaries.
BINGHAMTON - STIC	As a result of STIC's involvement in a consumer complaint to the NYS Attorney General's Office regarding double billing by Excellus BlueCross BlueShield in Rochester, Excellus changed its practices to provide a clear explanation of its procedures on billing statements. Also, Excellus was required to reimburse those who made duplicate payments.
BINGHAMTON - STIC	A person with a disability was appointed to the Federal Commission on Long-Term Care that was created by the American Taxpayer Relief Act of 2012 to advise Congress on how long-term care can be better provided and financed for the nation's older adults and people with disabilities, now and in the future. The Commission began working during June 2013 and submitted its Final Report to Congress during September 2013.
BINGHAMTON - STIC	Dr. Zia Shah's office in Binghamton provided sign language interpreter services to effectively communicate with persons who are deaf or hard of hearing.
BINGHAMTON - STIC	NYS Department of Health included in its amendments to the Medicaid Section 1115 Waiver Partnership Plan a Transformation Agreement requiring all long-term care services provided under Medicaid Managed Care in New York State to offer "self-direction" as an option to service recipients.
BINGHAMTON - STIC	State Legislature approved 2013-2014 State budget that rejected the Governor's proposal to cut rates for Office for People With Developmental Disabilities (OPWDD) voluntary service providers by 6% across-the-board and reduced the amount of the cuts to 4.5%.
BINGHAMTON - STIC	Chester B Lord School for Handicapped Children in Binghamton changed the practices of its Day Hab program to regularly provide opportunities for program participant to be in the community and to provide adaptive equipment to help individuals be more independent.

BINGHAMTON - STIC	Center staff served on the NYS Office for People With Developmental Disabilities (OPWDD) Transformation Steering Committee. OPWDD established a transformation agreement with the federal Centers for Medicare & Medicaid Services (CMS) to improve opportunities for individuals with developmental disabilities in the areas of employment, integrated living, and self-direction of services.
BINGHAMTON - STIC	STIC was active in the national disability advocacy effort that led to the Governor of Washington State's decision to not appeal to the US Supreme Court the 9th U.S. Circuit Court of Appeals ruling granting a preliminary injunction in the M.R. vs. Dreyfus case. The plaintiffs in MR v. Dreyfus asked for an injunction to stop the state from implementing severe cuts to personal care services stemming from a budget and revenue crisis. Advocates feared that if this appeal went to the Supreme Court, it could have been a significant threat to the Olmstead decision (1999) in which the US Supreme Court rejected the state of Georgia's appeal to enforce institutionalization and affirmed the right of individuals with disabilities to live in their community.
BINGHAMTON - STIC	State Legislature approved 2013-2014 State budget that included an appropriation for an Ombuds Program to help Medicaid managed care enrollees to resolve disputes with managed care entities and to monitor, document, and investigate systemic problems.
BINGHAMTON - STIC	Center staff served on the Medicaid Matters New York (MMNY), which is a statewide coalition representing individuals who rely on Medicaid for their health and well-being and are most affected by policy debates on Medicaid.
BINGHAMTON - STIC	Medicaid Answering Service (MAS) in Syracuse changed its website to improve medical transportation information at <a href="https://www.medanswering.com/">https://www.medanswering.com/</a> . MAS provided Medicaid Transportation Management and Prior Authorization Services for the NYS Department of Health in most of the State's counties.
BINGHAMTON - STIC	STIC collaborated on a joint funding application with Catskill Center for Independence (CCFI) in Oneonta and AIM Independent Living Center (AIM) in Corning to the NYS Department of Health that was approved to provide Navigator services to individuals enrolling in the new Healthcare Marketplace, which was established as part of the federal 2010 Patient Protection and Affordable Care Act. Funding was received for 9 of the 12 counties applied for, and STIC was awarded the contract to provide Navigator services in the four counties of Chenango, Cortland, Tioga and Tomkins.

BRONX - BILS	Children's Hospital at Montefiore (CHAM) in Bronx changed its policies to make information for the general public available in alternate formats and to create on its website an extensive list of Community Services and Resources with information about BILS services that will allow people to remain in the community. CHAM is on the Moses Campus of the Montefiore Medical Center that is made up of four hospitals located within three main campuses in the Bronx, as well as more than 100 ambulatory care offices throughout the Bronx and Westchester County.
BUFFALO - WNYIL	NYS Department of Health issued directives to clarify for Managed Long-Term Care plan providers their obligation to continue services unchanged during the internal appeal and until a hearing is decided, known as "Aid Continuing" when a member appeals the plan's proposed reduction or termination of service.
BUFFALO - WNYIL	Erie County Medical Center in Buffalo changed its procedures to allow WNYIL staff access to the Electronic Medical Data System for the Psychiatric Unit. This will improve the recording of peers goals and activities in patient records so they can be considered along with medical needs and treatment plans.
BUFFALO - WNYIL	State Legislature approved 2013-2014 State budget that provided "prompt pay" protections for Consumer Directed Personal Assistance (CDPA) program fiscal intermediaries.
CORNING - AIM	AIM collaborated on a joint funding application with Southern Tier Independence Center (STIC) in Binghamton and Catskill Center for Independence (CCFI) in Oneonta to the NYS Department of Health that was approved to provide Navigator services to individuals enrolling in the new Healthcare Marketplace, which was established as part of the federal 2010 Patient Protection and Affordable Care Act. Funding was received for 9 of the 12 counties applied for, and AIM was awarded the contract to provide Navigator services in the four counties of Allegany, Chemung, Schuyler and Steuben.
CORTLAND - ATI	Cortland Regional Medical Center changed its procedures to routinely include information about Access to Independence in an "Arranging for Discharge: Community Resource Guide" packet.
DELAWARE - CCFI	CCFI collaborated on a joint funding application with Southern Tier Independence Center (STIC) in Binghamton and AIM Independent Living Center (AIM) in Corning to the NYS Department of Health that was approved to provide Navigator services to individuals enrolling in the new Healthcare Marketplace, which was established as part of the federal 2010 Patient Protection and Affordable Care Act. Funding was received for 9 of the 12 counties applied for, and

	CCFI was awarded the contract to provide Navigator services in Schoharie County.
DELAWARE - CCFI	CCFI's Employment Specialist was invited to serve as co-chair of the Schoharie County Human Services Coordinating Council (HSCC). HSCC is a consortium of organizations and agencies working together to identify and meet the county's human service needs. The Council is funded by NY Connects that provides information and education on long term care resources.
GLENS FALLS - SAIL	Nathan Littauer Hospital & Nursing Home Lifeline service in Gloversville 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 Queensbury 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	Nathan Littauer Hospital & Nursing Home Lifeline service in Gloversville became a provider of services through the NYS Department of Health Traumatic Brain Injury (TBI) Medicaid Waiver Program. Southern Adirondack Independent Living in Queensbury 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.
GLENS FALLS - SAIL	Visiting Nurses Home Care, main administrative office in Menands with satellite branches in Johnstown, Cobleskill, Glens Falls and Catskill, became a provider of services through the NYS Department of Health Traumatic Brain Injury (TBI) Medicaid Waiver Program. Southern Adirondack Independent Living in Queensbury 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.
GLENS FALLS - SAIL	Saratoga Hospital in Saratoga Springs changed its practices to routinely provide SAIL program and services materials in the information packet available for patients.
GLENS FALLS - SAIL	NYS Department of Health included in its amendments to the Medicaid Section 1115 Waiver Partnership Plan a Transformation Agreement requiring all long-term care services provided under Medicaid Managed Care in New York State to offer "self-direction" as an option to service recipients.
GLENS FALLS - SAIL	Doctor Diane Rademacher, a dentist at 7 Union Street in Ballston Spa, added appropriate striping for an access isle to provide handicapped accessible parking.

GLENS FALLS - SAIL	Visiting Nurses Home Care, main administrative office in Menands with satellite branches in Johnstown, Cobleskill, Glens Falls and Catskill, 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 Queensbury 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 Center provided alternate formatted materials on request and sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
HARLEM - HILC	St. Luke's-Roosevelt Hospital Center in Manhattan changed its policies to regularly provide disability/deafness sensitivity training conducted by HILC for volunteers in its Crime Victims Treatment Center that coordinates the Domestic Violence and Sexual Assault programs in the St. Luke's Hospital and Roosevelt Hospital Emergency Departments. The Hospital Center consists of St. Luke's Hospital on West 114th Street and Roosevelt Hospital on West 58th Street.
HERKIMER - RCIL	Dr. Donald B. Knapp (Optometry) at 107 N. Prospect Street in Herkimer provided sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
HERKIMER - RCIL	RCIL-Herkimer in collaboration with the Herkimer County Office for the Aging established a Peer Community Support Group composed of individuals who are disabled, family members and other interested persons that meet monthly at different locations to share information, to address community-based living challenges, and to support individuals interested in leaving nursing homes. The Center's goal is for the Group to eventually be totally consumer-led with topics developed by the members.
ITHACA - FLIC	Advocacy Center in Ithaca moved to a new building that is fully accessible to individuals with disabilities. The Advocacy Center provides support, advocacy and education for survivors of domestic violence.
KINGSTON - RCAL	Institute for Family Health (IFH) in Kingston and RCAL established a service agreement for RCAL to provide Independent Living services to consumers served through the Ulster County Health Home. IFH conducts the Health Home that provides access to and coordination of services to persons with chronic conditions and is funded by the NYS Department of Health.

KINGSTON - RCAL	Health Alliance Hospital in Kingston (comprised of the Mary's Avenue Campus and Broadway Campus) changed its staff training to include a recorded Autism Spectrum Disorders (ASD) training for Emergency Department staff developed by RCAL.
LONG ISLAND - LICIL	LICIL's Director of Hispanic Outreach Services was appointed to the Long Island Language Advocates Council (LILAC) to represent the interests of people who are disabled and limited English proficient and to address language issues as barriers to accessing health care services. LILAC is a broad-based coalition of individuals and organizations that work to ensure people who are limited English proficient receive equal access to government-funded benefits and services.
MANHATTAN - CIDNY	State Legislature approved 2013-2014 State budget that requires Health Maintenance Organizations (HMOs) to offer at least one individual plan at the platinum level that includes an out-of-network option to individuals who had such coverage before 10/1/13 as part of the implementation of the Federal Patient Protection and Affordable Care Act of 2010.
MANHATTAN - CIDNY	State Legislature approved 2013-2014 State budget that established an In-Person Assistor (IPA) and Navigator Program as part of the implementation of the Federal Patient Protection and Affordable Care Act of 2010. The NYS Department of Health, Health Benefit Exchange issued a Request for Applications (RFA) for the IPA/Navigator Program that included language requiring compliance with the American with Disabilities Act (ADA).
MANHATTAN - CIDNY	State Legislature approved 2013-2014 State budget that adopted as benchmark benefits (minimum benefits requirement) for the Medicaid expansion under the Federal Patient Protection and Affordable Care Act of 2010 all the benefits of standard Medicaid in New York State with the exception of Institutional Long-Term Care. Applicants and recipients will be able to get Institutional Long-Term Care through disability related Medicaid.
MANHATTAN - CIDNY	NYS Department of Health (DOH) was awarded funding by the Centers for Medicare and Medicaid Services (CMS), part of US Department of Health and Human Services (HHS), to conduct the Balancing Incentive Program (BIP). Participation in BIP will allow the DOH to improve access to community-based long-term services and supports (LTSS) for individuals with disabilities to live in the most integrative setting.
MANHATTAN - CIDNY	CIDNY was active in the local effort that led to the New York City Human Resources Administration creating a time-limited Disaster Supplemental Nutrition Assistance Program (D-SNAP) for New York

City households in zip codes most affected by Hurricane Sandy in 2012. D-SNAP is funded through the NYS Office of Temporary Disability Assistance and the US Department of Agriculture (USDA).

**MANHATTAN - CIDNY**

NYS Department of Health changed its procedures regarding the application process for Medicaid Coverage for the Treatment of an Emergency Medical Condition from requiring an otherwise eligible temporary non-immigrant or an undocumented alien to submit to the local departments of social services a DOH-4471 (Certification of an Emergency Medical Condition) form to no longer requiring the submission of a DOH-4471 and allowing them to apply for Emergency Services Only coverage prior to the onset of a medical emergency.

**MANHATTAN - CIDNY**

State Legislature approved 2013-2014 State budget that included a "Medicaid wrap" for parents (but not singles or couples) with incomes between 138% and 150% of the Federal Poverty Level to provide additional premium assistance to buy silver coverage at no cost to them. They will have to pay silver level co-pays between \$10 and \$200 depending on the service.

**MANHATTAN - CIDNY**

CIDNY staff served on the Steering Committee for the development of the NYS Public Health and Health Planning Council (PHHPC) next five-year health improvement plan for 2013-2017. The PHHPC accepted the Committee's recommendations and included in the plan specific data concerning health disparities for people with disabilities as well as goals and strategies related to improving the health of people with disabilities.

**MANHATTAN - CIDNY**

NYS Department of Health (DOH) changed the model contract for the Medicaid Managed Care/Family Health Plus/HIV Special Needs Plan to include an Appendix detailing the DOH guidelines for contractor compliance with the Americans with Disabilities Act (ADA). Further, DOH changed the Readiness Review required before a Health Maintenance Organization (HMO) can be approved to operate as a managed long-term care plan for people dually eligible for Medicare and Medicaid to require the HMO demonstrates it is ADA compliant.

**MANHATTAN - CIDNY**

State Legislature approved 2013-2014 State budget that added three additional members to the Medicaid Managed Care Advisory Review Panel (MCCARP) that are also joint advisory council members established under Mental Hygiene Law to advise the commissioners of health and developmental disabilities on the People First Waiver Program that integrates various long-term habilitation supports and/or health care. The budget also expanded MCCARP's duties to include the review of the Program's operations and effectiveness.

- MASSENA - MILC Canton-Potsdam Hospital in Potsdam changed its Inpatient Chemical Dependency Unit procedures to regularly include MILC's materials in the discharge packet and to routinely refer consumers to community resources, including Independent Living.
- MASSENA - MILC MILC staff became a member of the Franklin County Stop Domestic Violence: Intimate Partner Violence Task Force. The Task Force is conducted by North Star Behavioral Health Services in Malone that provides psychiatric evaluation and treatment for adults and children.
- MASSENA - MILC MILC established a contract with ARISE in Syracuse to provide Money Follows the Person (MFP) Nursing Home Outreach and Education services in St. Lawrence County. ARISE provides MFP services regionally through the NYS Department of Health and subcontracts with other providers for counties within its service area.
- MASSENA - MILC Conifer Park Outpatient Center in Plattsburgh changed its procedures to regularly include materials regarding MILC's program and services in the discharge packets.
- MASSENA - MILC MILC staff became a member of the Franklin County Suicide Prevention Coalition. The Coalition is comprised of representatives from schools, community service agencies, mental health providers, law enforcement, county departments and the community, and it is part of the NYS Office of Mental Health Suicide Prevention Initiative.
- MASSENA - MILC MILC established separate contracts with St. Lawrence County Department of Social Services and Fidelis Care health insurance to provide Consumer Directed Personal Attendant (CDPA) services in St. Lawrence County. The Center contracted with Fidelis Care through Western New York Independent Living that contracts with Fidelis to provide CDPA services regionally and subcontracts with other providers for counties within its service area.
- MIDDLETOWN - ILI Orange Regional Medical Center in Middletown established a policy requiring discharge planners to include materials about ILI-Middletown's programs and services in its discharge planning packets.
- MIDDLETOWN - ILI ILI-Middletown staff became a member of the Orange County Department of Mental Health Transformation Committee that works to bring about permanent transformative changes in how public mental health services are organized, managed and delivered so that they are consumer-driven, recovery-oriented and supported through evidence-based and best practices.
- MIDDLETOWN - ILI Bon Secours Community Hospital in Port Jervis established a policy requiring discharge planners to include materials about ILI-

	Middletown's programs and services in its discharge planning packets.
MIDDLETOWN - ILI	Mobile Mental Health Services in Middletown, operated by Occupations, Inc. and co-sponsored by the Orange County Department of Mental Health, changed its policies and procedures to permit the ILI-Middletown Peer Diversion Specialists to accompany clinicians during onsite interventions instead of being called after the triage assessments are done.
NEWBURGH - ILI	NYS Department of Health changed its policy and procedures for the transition of Consumer Directed Personal Assistance Services (CDPAS) into the Managed Care Organization (MCO) benefit package (part of the restructuring of the State's Medicaid program) to minimize disruption and promote continuity for persons who receive Medicaid and Medicare and are considered dual eligible for fee for service home care.
NEWBURGH - ILI	Rehabilitation Support Services (RSS) in Goshen and ILI established an agreement to provide ongoing training on Deaf cultural awareness training to Mental Health practitioners. RSS provides mental health services through the Orange County Department of Mental Health,
NEWBURGH - ILI	Orange County Mental Health Clinic changed its policies and practices to allow ILI trained mental health peers to assist in hospital diversion initiatives and supports to reduce recidivism and first time psychiatric admission. The County operates three clinics in Newburgh, Goshen, and Port Jervis.
NEWBURGH - ILI	Rockland Psychiatric Center in Orangeburg established a contract with ILI to provide Peer Advocacy and Support Services through the NYS Office of Mental Health.
NEWBURGH - ILI	NY Presbyterian Hospital in White Plains, Deaf and Hard of Hearing Program & Limited English Proficiency Services of Westchester established an agreement with ILI to annually provide the "Culturally Affirmative Deafness Mental Health Program" that is a series of 6 seminars, 2.5 hours per seminar.
PLATTSBURGH - NCCI	Planned Parenthood of the North Country New York made its clinic at the Plattsburgh Health Center accessible to patients with disabilities by discontinuing the use of the elevator as storage space and by installing proper signage in the parking lot with directions to the accessible entrance.
POUGHKEEPSIE - TRI	ERiver Neurology of New York at 21 Fox Street, Suite 102 in Poughkeepsie provided sign language interpreter services to

	effectively communicate with patients who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	Northern Dutchess Hospital at 6511 Springbrook Avenue in Rhinebeck changed its procedures to regularly provide to patients with disabilities a discharge packet that includes material on TRI and other community resources to prepare them for transition back to the community.
POUGHKEEPSIE - TRI	Vassar Brothers Medical Center at 45 Reade Place in Poughkeepsie purchased a CapTel Phone (Captioned Telephone) to effectively communicate with patients who are hard of hearing. CapTel enables the user to listen to the caller and to also read the written captions in a display.
POUGHKEEPSIE - TRI	Spinak Eye Center on 169 North Middletown Road in Pearl River provided sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	Somers Orthopedic Surgery & Sports Medicine Group at 664 Stoneleigh Avenue, Suite 300 in Carmel provided sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	NY Presbyterian Hospital/Westchester Division at 21 Bloomingdale Road in White Plains provided sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	Highland Ophthalmology Association at 140 Executive Drive in New Windsor provided sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	The Vascular Group at 43 New Scotland Avenue in Albany provided sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	Surgical Center at Orthopedic Associates at 1910 South Road, Suite C in Poughkeepsie provided sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
POUGHKEEPSIE - TRI	Northern Manor Multicare Center at 199 N. Middletown Road in Nanuet provided sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.

POUGHKEEPSIE - TRI	New Windsor Family Medicine at 575 Hudson Valley Avenue in New Windsor provided sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing
POUGHKEEPSIE - TRI	Medtronic Inc. at 6 Valley View Road in Goshen provided sign language interpreter services to effectively communicate with patients who are deaf or hard of hearing.
PUTNAM - PILS	Putnam County Chapter of the National Alliance on Mental Illness (NAMI) in Mahopac established a written agreement with PILS for the Center to routinely provide Disability Awareness and Sensitivity workshops as part of the Speaker Series programs for its members.
PUTNAM - PILS	Town of Yorktown improved the municipal parking lot it operates adjacent to the Advanced Westchester Podiatry Center at 1990 E. Main Street in Mohegan Lake by adding an access aisle to the existing handicapped accessible parking space and relocating the accessible path to the Podiatry Center.
PUTNAM - PILS	PILS Legislative Advocate was appointed as a member of the Recovery International (RI) 2013 Marketing Committee and is on the External Marketing Sub-Committee. RI is a not-for-profit mental health self-help organization that uses the cognitive-behavioral, peer-to-peer, self-help training system to help individuals gain skills to lead more peaceful and productive lives.
QUEENS - CIDNY	State Legislature approved 2013-2014 State budget that added three additional members to the Medicaid Managed Care Advisory Review Panel (MCCARP) that are also joint advisory council members established under Mental Hygiene Law to advise the commissioners of health and developmental disabilities on the People First Waiver Program that integrates various long-term habilitation supports and/or health care. The budget also expanded MCCARP's duties to include the review of the Program's operations and effectiveness.
QUEENS - CIDNY	CIDNY staff served on the Steering Committee for the development of the NYS Public Health and Health Planning Council (PHHPC) next five-year health improvement plan for 2013-2017. The PHHPC accepted the Committee's recommendations and included in the plan specific data concerning health disparities for people with disabilities as well as goals and strategies related to improving the health of people with disabilities.
QUEENS - CIDNY	State Legislature approved 2013-2014 State budget that established an In-Person Assistor (IPA) and Navigator Program as part of the implementation of the Federal Patient Protection and Affordable Care Act of 2010. The NYS Department of Health, Health Benefit Exchange issued a Request for Applications (RFA) for the

IPA/Navigator Program that included language requiring compliance with the American with Disabilities Act (ADA).

QUEENS - CIDNY

State Legislature approved 2013-2014 State budget that requires Health Maintenance Organizations (HMOs) to offer at least one individual plan at the platinum level that includes an out-of-network option to individuals who had such coverage before 10/1/13 as part of the implementation of the Federal Patient Protection and Affordable Care Act of 2010.

QUEENS - CIDNY

State Legislature approved 2013-2014 State budget that included a "Medicaid wrap" for parents (but not singles or couples) with incomes between 138% and 150% of the Federal Poverty Level to provide additional premium assistance to buy silver coverage at no cost to them. They will have to pay silver level co-pays between \$10 and \$200 depending on the service.

QUEENS - CIDNY

NYS Department of Health (DOH) changed the model contract for the Medicaid Managed Care/Family Health Plus/HIV Special Needs Plan to include an Appendix detailing the DOH guidelines for contractor compliance with the Americans with Disabilities Act (ADA). Further, DOH changed the Readiness Review required before a Health Maintenance Organization (HMO) can be approved to operate as a managed long-term care plan for people dually eligible for Medicare and Medicaid to require the HMO demonstrates it is ADA compliant.

QUEENS - CIDNY

NYS Department of Health changed its procedures regarding the application process for Medicaid Coverage for the Treatment of an Emergency Medical Condition from requiring an otherwise eligible temporary non-immigrant or an undocumented alien to submit to the local departments of social services a DOH-4471 (Certification of an Emergency Medical Condition) form to no longer requiring the submission of a DOH-4471 and allowing them to apply for Emergency Services Only coverage prior to the onset of a medical emergency.

QUEENS - CIDNY

NYS Department of Health (DOH) was awarded funding by the Centers for Medicare and Medicaid Services (CMS), part of US Department of Health and Human Services (HHS), to conduct the Balancing Incentive Program (BIP). Participation in BIP will allow the DOH to improve access to community-based long-term services and supports (LTSS) for individuals with disabilities to live in the most integrative setting.

QUEENS - CIDNY

State Legislature approved 2013-2014 State budget that adopted as benchmark benefits (minimum benefits requirement) for the Medicaid expansion under the Federal Patient Protection and Affordable Care

Act of 2010 all the benefits of standard Medicaid in New York State with the exception of Institutional Long Term Care. Applicants and recipients will be able to get Institutional Long-Term Care through disability related Medicaid.

**QUEENS - CIDNY**

CIDNY-Queens was active in the local effort that led to the New York City Human Resources Administration creating a time-limited Disaster Supplemental Nutrition Assistance Program (D-SNAP) for New York City households in zip codes most affected by Hurricane Sandy in 2012. D-SNAP is funded through the NYS Office of Temporary Disability Assistance and the US Department of Agriculture (USDA).

**ROCHESTER - RCIL**

Kirch Developmental Services Center (KDSC) in Rochester changed its practices to regularly include the Center's Youth Leadership program materials in community resource packets provided to patients. KDSC provides specialized health care services to children with developmental delays and disabilities, and it is located at the Golisano Children's Hospital that is part of the University of Rochester Medical Center.

**ROCKLAND - RILC**

RILC Executive Director was invited to join the 2014 National Recovery Month Planning Partners that plan the activities in conjunction with the Substance Abuse and Mental Health Services Administration, a branch of the US Department of Health and Human Services. Recovery Month is an annual event held in September that promotes the societal benefits of prevention, treatment, and recovery for mental and substance use disorders.

**ROCKLAND - RILC**

RILC staff became a member of Rockland County Single Point of Access (SPOA) Committee for adults that reviews all requests for Case Management, Assertive Community Treatment, and Housing for persons with mental illness 18 years of age and older. The SPOA is affiliated with the Rockland County Department of Mental Health.

**ROCKLAND - RILC**

Rockland Psychiatric Center (RPC) in Orangeburg established a Memorandum of Understanding with RILC to provide on an ongoing basis peer advocacy services to patients at the RPC Outpatient Clinic in Nyack and supported employment services to patients at the RPC Recovery Center in Orangeburg.

**STATEN ISLAND - SICIL**

Staten Island University Hospital (SIUH) changed its policies to include a disability awareness segment in its New Employee Orientation Power Point Presentation. SIUH operates two campuses: North campus on Seaview Avenue; South Campus on Seguine Avenue.

STATEN ISLAND - SICIL	Staten Island University Hospital (SIUH) established a policy requiring discharge planners to include SICIL's brochure in its discharge planning packets. SIUH operates two campuses: North campus on Seaview Avenue; South Campus on Seguine Avenue.
STATEN ISLAND - SICIL	State Legislature approved 2013-2014 State budget that rejected the Governor's proposal to cut rates for Office for People With Developmental Disabilities (OPWDD) voluntary service providers by 6% across-the-board and reduced the amount of the cuts to 4.5%.
SUFFOLK - SILO	Oak Hollow Nursing Center in Middle Island changed its practices to routinely include in the information packet material on community independent living resources for individuals who are interested in transitioning back into the community.
SUFFOLK - SILO	Avalon Garden Rehabilitation and Health Care in Smithtown changed its practices to routinely include in the information packet material on community independent living resources for individuals who are interested in transitioning back into the community.
SULLIVAN - ILI	Sullivan County Mental Health Clinic in Liberty changed its policies and practices to allow ILI-Sullivan trained mental health peers to assist in hospital diversion initiatives and supports to reduce recidivism and first time psychiatric admission.
SULLIVAN - ILI	Rockland Psychiatric Center in Orangeburg established a contract with ILI, and ILI-Sullivan as its subsidiary, to provide Peer Advocacy and Support Services through the NYS Office of Mental Health.
SULLIVAN - ILI	Achieve Rehab and Nursing Facility in Liberty established a written agreement with ILI-Sullivan to allow the Center to routinely assist with discharge planning for patients to return to the community.
SULLIVAN - ILI	Rape Intervention Services and Education (RISE) program of Sullivan County, on the campus of Catskill Regional Medical Center in Harris, moved its offices to a more accessible location on the campus to provide better physical access and more privacy for consumers. The RISE program provides an array of services to victims of sexual abuse and offers prevention education.
SYRACUSE - ARISE	Hamilton Orthopedic and Sports Medicine at 85 College Street in Hamilton adjusted the bathroom door to improve access for patients who are disabled.
TROY - ILCHV	St. Peter's Hospital in Albany provided accessible formatted medical materials for patients who are visually impaired.

TROY - ILCHV	St. Peter's Hospital in Albany adopted a disability awareness curriculum for employee training that was developed by ILCHV and established a contract for the Center to regularly provide training.
TROY - ILCHV	ILCHV staff member was appointed to DASH-NY, (Designing a Strong and Healthy NY), New York State's obesity prevention coalition and policy center. Managed by the New York Academy of Medicine in New York City, the committee develops and promotes policies that help prevent obesity.
UTICA - RCIL	Heritage Health Care Center in Utica changed its discharge procedures to routinely include Center staff in discharge planning meetings.
WATERTOWN - NRCIL	Carthage Area Hospital Behavior Health Center at 3 Bridge Street in Carthage changed its policies to allow NRCIL to conduct an onsite support group for its patients.
WATERTOWN - NRCIL	Lewis County General Hospital in Lowville changed its medical staff training practices to regularly include NRCIL's disability awareness training that emphasizes mental health issues.
WATERTOWN - NRCIL	Carthage Area Hospital Behavior Health Center at 3 Bridge Street in Carthage changed its practices to routinely include in the patient information packet information about NRCIL's Mental Health Advocacy Program.
WHITE PLAINS - WILC	Lower Hudson River Regional Multicultural Advisory Committee adopted a policy that all meetings will be held in accessible locations for persons with disabilities and moved its meetings to the Community Room at the Mount Vernon Public Library. The Committee is affiliated with the NYS Office of Mental Health and works to bring about systemic change for diverse cultural groups within the behavioral health system.
WHITE PLAINS - WILC	Hope's Door in Pleasantville established a policy regarding accommodations for consumers who are visually impaired. Hope's Door provides domestic violence and abuse prevention programs with locations in Pleasantville, Ossining and White Plains.
YONKERS - WDOM	NYS Department of Health (DOH) was awarded funding by the Centers for Medicare and Medicaid Services (CMS), part of US Department of Health and Human Services (HHS), to conduct the Balancing Incentive Program (BIP). Participation in BIP will allow the DOH to improve access to community-based long-term services and supports (LTSS) for individuals with disabilities to live in the most integrative setting.

**NYS INDEPENDENT LIVING CENTERS  
ANNUAL PERFORMANCE REPORT  
SYSTEM CHANGE OUTCOME INVENTORY  
OCTOBER 1, 2012 - SEPTEMBER 30, 2013**

**COMMERCE ADVOCACY 2012-2013**

<b>Center</b>	<b>COMMERCE SYSTEM CHANGE OUTCOME</b>
ALBANY - CDCI	Arbor Hill Development Corporation in Albany established a written agreement with CDCI to provide Independent Living services to persons with disabilities who receive home modification services through the NYS Division of Housing & Community Renewal (DHCR) Access to Home program.
ALBANY - CDCI	Craig Street Limited Partnership in Albany established a written agreement with CDCI to provide Independent Living services to disabled residents at its Hillside View apartments in Schenectady.
ALBANY - CDCI	Crane Properties in Schenectady changed its practices to formally commit to increase the number of housing units available for disabled persons and to assure its properties are accessible.
ALBANY - CDCI	Albany Housing Coalition changed its procedures to regularly include in its community resource packet material on independent living resources for individuals served through its transitional housing program for homeless veterans.
ALBANY - CDCI	West Mall Office Plaza on Central Avenue in Albany installed at the 845 building appropriate signage to mark the access aisles for the handicap accessible parking spaces as a no parking area. The 845 building contains CDCI as well as several other agencies and is 1 of 3 buildings in the plaza.
ALBANY - CDCI	CDCI staff member was invited to become a member of the newly created Schenectady Bridges Champion Meetings, which is part of the Bridges Out of Poverty initiative that is a community change model with the goal of eliminating poverty.
AMSTERDAM - RCIL	Burger King restaurant at 4872 State Highway 30 in Amsterdam made available a large print menu for visually impaired customers.
AMSTERDAM - RCIL	RCIL-Amsterdam staff member was requested to be a consumer representative on the Fulton County Drug Court Advisory Team. The Drug Court works 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.

AUBURN - ARISE	Cayuga County Homsite Development Corporation in Auburn changed its practices to provide Section 8 Housing program materials in an accessible format by making available an on-site computer for the use of consumers with disabilities.
AUBURN - ARISE	A.T. Walley restaurant in Auburn remodeled its restrooms to fully accommodate customers with disabilities.
AUBURN - ARISE	City of Auburn Department of Public Works established a policy and procedures to give first priority to snow removal from sidewalks, intersections, curb cuts and crosswalks in the downtown business district areas of Genesee Street, North Street, and South Street.
AUBURN - ARISE	City of Auburn Downtown Business Improvement District (BID) changed its practices to provide a snow blower to assist with snow removal.
AUBURN - ARISE	New York State Electric & Gas (NYSEG) in Auburn instituted new consolidated billing and customer care procedures, reapplied payments to correct misapplied payments, and restored service to numerous consumers who experienced erroneous utility shut-offs.
BATAVIA - ILGR	ILGR was approved for funding through the NYS Office for People With Developmental Disabilities (OPWDD) to conduct the Family Support Services Reimbursement Program to pay for services and goods that are not funded through any other sources. To provide program oversight, ILGR and the OPWDD Developmental Disabilities Regional Office (DDRO) for Western New York and Finger Lakes established the Family Reimbursement Council for Genesee and Orleans County.
BINGHAMTON - STIC	Center staff served on the Developmental Disabilities Regional Office (DDRO) Region 2 Assistive Technology Committee that is part of the NYS Office for People With Developmental Disabilities (OPWDD).
BINGHAMTON - STIC	Broome County (BC) Transit in Vestal changed its proposed 2013 budget to save money by cutting services and reinstated the Elderly/Disabled and the Student unlimited monthly passes and the 31-Day unlimited ride pass. Further, BC Transit created the One-Day and the One-Week unlimited ride passes.
BINGHAMTON - STIC	Center staff served on the Board of Trustees of the Your Home Public Library in Johnstown.
BINGHAMTON - STIC	Center staff served on the Campaign for Alternatives to Isolated Confinement (CAIC). CAIC is a statewide coalition, advocating for rights of prisoners with disabilities.

BRONX - BILS	Apartment building at 1520 Sedgwick Avenue in Bronx installed a ramp at the main entrance into the building to provide access for residents with mobility impairments.
BRONX - BILS	Law offices of Eric O. Darko and Associates at 299 Broadway, Suite 1518 in Manhattan changed its practices to provide sign language interpreter services to effectively communicate with clients who are deaf or hard of hearing.
BROOKLYN - BCID	BCID volunteer was appointed to New York City Community Board 2 that represents Greenwich Village, SoHo, NoHo, Little Italy, Hudson Square, and Gansevoort Market. The Board has an advisory role regarding land use and zoning matters, the City budget, municipal service delivery, and other matters relating to the community.
BROOKLYN - BCID	BCID Director of Advocacy was appointed to the Nassau Inter-County Express (NICE) bus Transit Accessible Advisory Committee (TAAC). NICE provides fixed route and paratransit bus service in Nassau County, western Suffolk County, and eastern portions of the New York City borough of Queens.
BROOKLYN - BCID	Panera Bread restaurant at 345 Adams Street in Brooklyn made its menu available in Braille and large print for customers who are blind or visually impaired.
BROOKLYN - BCID	Apartment building at 80 Lenox Road in Brooklyn installed a ramp.
BROOKLYN - BCID	Apartment building at 125 Ocean Parkway in Brooklyn changed its building security practices after 9 pm from locking the basement door (only wheelchair access) with a bolt latch and locking the elevator from the basement to the ground floor to using a key lock for the basement door, providing residents who are disabled with a key, and allowing the elevator to operate between the ground floor and the basement.
BROOKLYN - BCID	BCID Systems Advocate was appointed to New York City Community Board 12 that represents Washington Heights and Inwood. The Board has an advisory role regarding land use and zoning matters, the City budget, municipal service delivery, and other matters relating to the community.
BUFFALO - WNYIL	Olmsted Center for Sight in Buffalo agreed to make more than 7% of the units in a new tenant development in Amherst accessible for persons with disabilities. Also, the Olmsted Center established a written service agreement for WNYIL to provide all needed Independent Living services to disabled residents at this development.

	The Olmsted Center provides services and housing for persons who are disabled and on fixed incomes.
BUFFALO - WNYIL	McGuire Development, a real estate developer in Buffalo, agreed to make more than 7% of new housing developments accessible for persons with disabilities.
BUFFALO - WNYIL	WNYIL became a member of the newly created Niagara Frontier Transportation Authority (NFTA) Customer Advisory Council. The Council was established by NFTA as a non-voting group that will provide consumer input to improve transit and paratransit services.
BUFFALO - WNYIL	Hawk's Nest Café, a Native American owned business in Basom, made its menu available in Braille for customers who are blind.
BUFFALO - WNYIL	WNYIL and its State funded subsidiary center Independent Living of Niagara County (ILNC) were active in the regional ILC effort that led to a visually impaired member of the Niagara Frontier Transportation Authority (NFTA) Advisory Committee on the Disabled being appointed to the NFTA Board of Commissioners. The position was newly established by State legislation during July, 2012 to add a second non-voting member to the Board of Commissioners who will serve a four-year term.
BUFFALO - WNYIL	Bella Vista Group, a private housing developer in Buffalo, agreed to develop a minimum of 5% level of accessibility in future residential development. Bella Vista Group is a residential and commercial development and management company headquartered in Buffalo with operations in Pennsylvania, Massachusetts, Connecticut, Rhode Island, and Ohio.
CORNING - AIM	AIM's Executive Director was appointed to the Chemung County Community Services Board by the County Legislature. The committee is responsible for the administrative, operational and fiscal oversight of all mental health, mental retardation/developmental disabilities, and substance abuse services in Chemung County.
CORNING - AIM	Johnson's 226 Restaurant in Bradford provided its menu in Braille and posted a sign indicating the Braille menu is available.
CORNING - AIM	Atlas Pizza in Corning provided its menu in alternative formats that included Braille, large print, and extra-large print versions for use by persons with visual disabilities.
CORTLAND - ATI	ATI Chief Operating Officer was appointed to the Board of Directors of the NY-511 Continuum of Care (CoC). The CoC is a planning body that coordinates housing and services funding for homeless

	families and individuals in Broome, Otsego, Chenango, Delaware and Cortland Counties.
CORTLAND - ATI	United States Postal Service office in Cortland installed an automatic door at its entrance.
CORTLAND - ATI	First Transit serving Cortland secured four new fixed-route busses which are compliant with Americans with Disabilities Act (ADA) Standards and established a seasonal winter bus route with expanded service including evening and weekend service as well as service to the Town of Virgil and the Greek Peak Mountain Resort.
CORTLAND - ATI	Cortland City Police Department modified its training plan to include training on Emotionally Disturbed Persons Response Team (EDPRT) to all law enforcement personnel. The EDPRT is a group of employees specially trained, on a voluntary basis, to deal with emotionally disturbed individuals in a variety of situations.
CORTLAND - ATI	Cortland Free Library installed automatic doors at the entrance on Court Street.
DELAWARE - CCFI	Cobleskill Community Library installed the NVDA (NonVisual Desktop Access) "screen reader" program to enable persons who are blind and vision impaired persons to use computers.
DELAWARE - CCFI	Pittsfield Town Hall established an appropriate designated handicapped accessible parking area for citizens with disabilities.
DELAWARE - CCFI	Otsego County Meadows Office Complex in Cooperstown created accessible parking spaces and installed an accessible route into the building.
DELAWARE - CCFI	Jeff Dudley Apartments at 9 Division Street in Oneonta installed an accessible ramp.
GLENS FALLS - SAIL	Walmart on Quaker Ridge Road in Queensbury moved the deli ticket/number dispenser so that it could be accessed by people with disabilities.
GLENS FALLS - SAIL	SAIL was awarded the SSDI/SSI Outreach, Access and Recovery (SOAR) technical assistance program for Hamilton, Saratoga, Warren and Washington Counties. SOAR is a national project funded by the Substance Abuse and Mental Health Services Administration (SAMHSA), within the U.S. Department of Health and Human Services, that is designed to increase access to Supplemental Security Income (SSI) and Social Security Disability Income (SSDI) for eligible adults who are experiencing or at risk of homelessness and have a mental illness and/or a co-occurring substance use disorder.

GLENS FALLS - SAIL	Town of Warrensburg changed its zoning laws to allow shared-housing options for people with disabilities and seniors.
GLENS FALLS - SAIL	Town of Whitehall changed its laws to allow shared-housing options for people with disabilities and seniors.
GLENS FALLS - SAIL	Warren County Sheriff's Office in Lake George changed its in-service training plan for officers to regularly include Crime Victim's Awareness Training conducted by SAIL staff.
HARLEM - HILC	Chase Bank branch in Harlem at 350 West 125th Street and St. Nicholas Avenue made its automatic teller machines (ATMs) accessible for customers who are visually impaired.
HARLEM - HILC	Office of Violence against Women (OVW) in Washington, DC changed its practices from providing mandatory webinars for grant recipients only in audio format that were not accessible for persons who are deaf to also making the webinars available for deaf participants through Communication Access Realtime Translation (CART) services, which is the instantaneous translation of the spoken word into readable English text over the Internet. OVW is a component of the U.S. Department of Justice.
HARLEM - HILC	Banco Popular branch at 231 West 125th street in Harlem installed an electronic door at the entrance and improved the access of its automatic teller machines (ATMs) for customers who are blind or visually impaired.
HERKIMER - RCIL	Central New York Veterans Outreach Center (CNYVOC) in Utica established a written service agreement with RCIL-Herkimer in conjunction with its host center RCIL to provide all needed Independent Living services to homeless and at-risk veterans with disabilities to enable them to successfully integrate back into the community. CNYVOC was awarded funding through the US Department of Veterans Affairs (VA) to conduct the Supportive Services for Veteran Families Program.
HERKIMER - RCIL	Rockton Plaza Apartments in Little Falls remodeled the public restroom to make it fully accessible. Rockton Plaza is a senior assisted living community also known as Clarence W Hotaling Plaza.
HERKIMER - RCIL	London Tower Apartments in Ilion improved the access of the main elevator and made six units fully accessible inclusive of three one bedrooms and three efficiency units. London Tower is public housing operated by the Ilion Housing Authority.

ITHACA - FLIC	Center Ithaca Building installed automatic doors. The Building in Ithaca's Downtown Commons contains apartments, retail shops, office space, and restaurants.
ITHACA - FLIC	FLIC's Program Director is a member of the City of Ithaca Comprehensive Plan Committee. The Plan serves as a vision for the future and a blueprint for change, especially as it relates to the physical growth of the city's buildings, streets, and infrastructure.
ITHACA - FLIC	City of Ithaca Department of Public Works amended its policy on sidewalks to make the City responsible for replacing sidewalks which have become a hazard not only to individuals walking but those who use wheelchairs.
ITHACA - FLIC	FLIC staff is a member of the Advisory Council of the Tompkins County Public Library in Ithaca.
ITHACA - FLIC	FLIC staff is a member of the Board of Directors of the Ithaca Rotary Club, which is affiliated with Rotary International a service organization that brings together business and professional leaders to identify community needs and develop creative ways to meet them
JAMESTOWN - SILC	Chautauqua County Department of Social Services in Mayville revised its "Policy Regarding Americans With Disabilities and/or Limited English Proficiency" to enable people with disabilities to obtain the necessary accommodations to receive services in an equitable manner.
KINGSTON - RCAL	Hess Gas Station at 841 Ulster Avenue in Kingston moved soda displays that were blocking access to the store from the curb cut.
LONG ISLAND - LICIL	LICIL's Deputy Director became a member of the Levittown Chamber of Commerce Board of Directors.
LONG ISLAND - LICIL	2-1-1 Long Island changed its policies and procedures to provide its Disaster Assistance Guide for Hurricane Sandy in an accessible format for individual with disabilities. 2-1-1 Long Island is a free, non-emergency information and referral service that is a partnership between United Way of Long Island and Middle Country Public Library.
MANHATTAN - CIDNY	CIDNY was active in the local effort that resulted in the Federal Emergency Management Agency (FEMA) and the US Department of Housing and Urban Development (HUD) adapting the Disaster Housing Assistance Program (DHAP), began after Hurricane Katrina in 2005, to assist New York State families who lost their homes due to Hurricane Sandy in 2012. DHAP is a time-limited program

	modeled after the HID Section 8 housing program that authorizes the payment of rental housing assistance to private landlords on behalf of low-income households.
MANHATTAN - CIDNY	Fountain House at 425 W. 47th Street in Manhattan changed its practices to allow consumers to use service animals in the facility. Fountain House serves persons with mental illness and uses the clubhouse model of psychosocial rehabilitation based on restorative activities that focus on strengths and abilities, not illness.
MASSENA - MILC	MILC staff became a member of the St. Lawrence County Transportation Task Force. The Task Force is affiliated with St. Lawrence NYSARC in Canton that operates the public transportation for the County, and its purpose is to provide feedback and advisory direction of the public transit system and bus routes.
MASSENA - MILC	St. Lawrence NYSARC in Canton (operates public transportation for St. Lawrence County) and Massena Housing Authority (MHA) added new stops to the accessible commuter bus route service at two of MHA's apartment complexes - Laurel Terrace and Victory Lane.
MASSENA - MILC	Massena Public Library changed the location of evening community meetings from the basement to the first floor to provide access for individuals with disabilities attending meetings of the St. Lawrence County Chapter of NYS Women, Inc. an advocacy group that promotes equality and economic self-sufficiency of working women. Since the outside elevator did not operate during evening hours, the basement was only accessible via three flights of stairs.
MASSENA - MILC	Countryside Apartments in Malone changed its no-pet policy to allow tenants to have service and emotional support animals.
NEWBURGH - ILI	The Views at Rocky Glen, a multi-generational rental housing development in Fishkill, established a written service agreement with ILI to provide all needed Independent Living services to disabled residents. Regan Development Corporation that manages the three building complex designated 13 of the 82 units as supported units for persons with disabilities.
NIAGARA FALLS - ILNC	WNYIL and its State funded subsidiary center ILNC were active in the regional ILC effort that led to a visually impaired member of the Niagara Frontier Transportation Authority (NFTA) Advisory Committee on the Disabled being appointed to the NFTA Board of Commissioners. The position was newly established by State legislation during July, 2012 to add a second non-voting member to the Board of Commissioners who will serve a four-year term.

OLEAN - DIL	Olean Lions Club changed its practices to routinely include DIL's materials in resource packets provided to the community.
PLATTSBURGH - NCCI	Greyhound/Adirondack Trailways bus station moved from the America's Best Value Inn at 19 Booth Drive in Plattsburgh to an accessible location at the Mountain Mobil #109 at 7155 Rt. 9 in Plattsburgh.
PUTNAM - PILS	Brewster Pastry shop in the Brewster Town Center, an outdoor shopping center at Route 22 and Route 312 in Brewster, provided a large print menu for its customers with low vision.
PUTNAM - PILS	Putnam County Department of Social Services (DSS) established a written agreement with PILS for the Center to provide every other year Disability Awareness and Sensitivity training to DSS staff.
PUTNAM - PILS	PILS Director of Educational Advocacy Services served on the Taconic Family Support Services Advisory Council, which is affiliated with the NYS Office for People with Developmental Disabilities (OPWDD) Region 3 Developmental Disabilities Regional Office (DDRO). The Council represents the interests of family members and consumers and works in partnership with the DDRO. Each of the five DDROs in the State has a Family Support Services Advisory Council.
QUEENS - CIDNY	CIDNY-Queens was active in the local effort that resulted in the Federal Emergency Management Agency (FEMA) and the US Department of Housing and Urban Development (HUD) adapting the Disaster Housing Assistance Program (DHAP), began after Hurricane Katrina in 2005, to assist New York State families who lost their homes due to Hurricane Sandy in 2012. DHAP is a time-limited program modeled after the HID Section 8 housing program that authorizes the payment of rental housing assistance to private landlords on behalf of low-income households.
ROCHESTER - RCIL	Rochester Genesee Regional Transportation Authority (RGRTA) Lift Line paratransit service now offers an enhanced curb to curb service that can include the driver assisting passengers from door to door, carrying light packages, and pushing manual wheelchairs.
ROCHESTER - RCIL	WHEC News Channel 10, a National Broadcasting Company (NBC)-affiliated television station in Rochester, changed its practices to provide captioning for shorter news clips online.
ROCKLAND - RILC	RILC was awarded federal grant funding to take over operation of the HOME Investment Partnership Program when Rockland County decided to no longer conduct the program. The HOME program is an owner-occupied rehabilitation program for low-income persons with

	disabilities and seniors, which is funded by the US Department of Housing and Urban Development (HUD).
ROCKLAND - RILC	RILC ILS Assistant Director became a member of the Developmental Disabilities Subcommittee of the Rockland County Community Services Board.
ROCKLAND - RILC	Rockland County Office for the Aging established a written agreement with RILC to provide annual disability awareness training to staff.
ROCKLAND - RILC	Village of Nyack Housing Authority changed its lease policy from not regularly providing a copy of the original lease agreement to tenants to providing a copy yearly. Also, the Housing Authority changed the overnight guest policy from prohibiting unexpected overnight guests to allowing tenants to notify management after the fact.
ROCKLAND - RILC	Hyenga Lake Developers in West Nyack established a written service agreement with RILC to provide all needed Independent Living services to disabled residents at Hyenga Lake Phase II in Nanuet, a 40 rental development with six units that are fully accessible to persons with disabilities.
ROCKLAND - RILC	Town of Stony Point adopted RILC's Deaf and Hard of Hearing Visor Cards to assist in communication during a traffic stop between a police officer and a driver who is deaf or hard of hearing.
ROCKLAND - RILC	Town of Clarkson improved the access of the pedestrian crosswalk at the intersection of South Middletown Road and First Street (entrance to Shops at Nanuet an outdoor shopping mall) by installing an audio announcer and a countdown clock.
ROCKLAND - RILC	Rockland County updated its website to improve the content, formatting and ease of use for persons with disabilities. Under the heading Popular Searches, the link Resources For People With Disabilities opens the page Programs And Services For People With Disabilities, which includes an Advocacy link with RILC listed as a resource.
STATEN ISLAND - SICIL	New York City Council passed legislation #2012/047 during October 2012 that requires signs at inaccessible building entrances, public toilets and elevators giving directions to the nearest available accessible entrance or facility for persons with disabilities when such entrance or facility exists. The new law also includes a provision requiring a contact telephone number or instructions to gain access be posted.

STATEN ISLAND - SICIL	Tapas Restaurant and Bar in Staten Island changed its policies to provide the menu in Braille for individuals who are blind and to advertise this on its website.
STATEN ISLAND - SICIL	Blue Restaurant in Staten Island provided its menu in Braille for individuals who are blind and advertised this on its website. Also, the Restaurant changed its reservation policy from not taking reservations for parties less than five to accepting a reservation for a party with an individual using a wheelchair when there are less than 5 people.
STATEN ISLAND - SICIL	Staten Island Chamber of Commerce changed its policies and procedures to routinely include in their monthly print newsletter accessibility information and information about SICIL's programs and services for people with disabilities and to regularly provide SICIL's brochures to individuals with disabilities when they visit the Chamber's offices,
SUFFOLK - SILO	Suffolk County Transit expanded bus service on Sundays on designated routes for both the fixed-route buses and its Suffolk County Accessible Transportation (SCAT) paratransit service.
SUFFOLK - SILO	SILO and a consumer jointly filed an Americans with Disabilities Act (ADA) lawsuit against the Royal Atlantic Beach Resort in Montauk that was won on appeal resulting in the Resort being ordered to complete all required accessibility modifications to the buildings and exterior facilities. The modifications included: creation of accessible parking spaces; creation of accessible routes from the parking lots to the buildings; installation of a ramp or lift at or in place of one of the four steps leading to the pool; removal of the vertical height barrier at the entrance door to the check-in room; and selection, modification and maintenance of three accessible rooms.
SULLIVAN - ILI	As a result of ILI-Sullivan's involvement in a consumer complaint to Eagle Valley Realty in Narrowsburg for taking advantage of a person with a traumatic brain injury, Eagle Realty changed its policies and practices to sell property to individuals with disabilities in accordance with the NYS Human Rights Law. The consumer bought a mobile home on property that had a contaminated well and did not fully understand his rights for a home inspection. The out of state property owner represented by Eagle Valley Realty agreed to take the property back and compensate the consumer for the return.
SYRACUSE - ARISE	F.O.C.U.S. Greater Syracuse changed its study and recommendations for the Sustainable Development Plan for Onondaga County to include the lack of affordable and accessible housing as a major issue of aging in place. F.O.C.U.S. (Forging Our Community's United Strength) is a citizen driven visioning program that includes citizens,

	organizations, and government and works to improve the quality of life and the County's economic future.
SYRACUSE - ARISE	Cazenovia Chamber of Commerce moved its meetings to the Cazenovia Public Library which is accessible.
SYRACUSE - ARISE	Staff became a member of the governing board of the Oswego County Coalition to End Homelessness (COACH) that works to develop and implement an effective plan for intervening and ending homelessness.
SYRACUSE - ARISE	City of Oswego relocated a public bench on the sidewalk that was blocking the use of a van lift for the designed handicapped accessible parking space in front of the Wayne Drug Store, which is at 24 W. Bridge Street between W. 2nd Street and W. 1st Street.
SYRACUSE - ARISE	City of Oswego installed an accessible pedestrian crossing at the intersection of Hillside Avenue and Route 104 where five roads meet.
SYRACUSE - ARISE	Burger King restaurant at 204 S. 2nd Street in Fulton changed its practices to routinely clear snow from the accessible curb throughout the Winter season.
SYRACUSE - ARISE	Red Apple Food Mart at 122 Albany Street in Cazenovia installed a handicapped accessible parking space for customers who are disabled.
SYRACUSE - ARISE	Friendly's Restaurant at 109 Genesee Street in Oneida made the restroom accessible to improve access for customers who are disabled.
SYRACUSE - ARISE	Central New York Regional Transportation Authority (CENTRO) changed the Consumer Appeal Policy and Procedure for its Call-A-Bus paratransit service from an appearance before the Appeals Committee (composed of individuals with disabilities) being an option at the discretion of the Vice President of Operations to an appearance before the Appeals Committee being the required final step in the appeals process.
SYRACUSE - ARISE	Central New York Regional Transportation Authority (CENTRO) improved access at its new Syracuse Transit HUB by making the following changes: larger bay signs with better contrast; platform edges identified with contrasting stripes; audio interfaces for departure and arrival boards; improved signage and designation of locations of the Information area and the TTY; improved access to restroom sinks; and better designation of platform locations for those who are visually impaired.

SYRACUSE - ARISE	Bernardine apartment complex, an older adult community, at 417 Churchill Avenue in Syracuse installed in its parking lot handicapped accessible parking spaces with vertical signage and access aisles.
SYRACUSE - ARISE	Microtel Inn & Suites at 5118 NY State Route 365 in Verona installed vertical signs to existing handicapped accessible parking spaces in its parking lot.
SYRACUSE - ARISE	La Quinta Inn & Suites at 5394 Willow Place in Verona installed vertical signs to existing handicapped accessible parking spaces in its parking lot.
SYRACUSE - ARISE	Rumetco Sales (wholesale tools) at 610 W. Bear Street in Syracuse improved its access by no longer placing debris on the ramp to the accessible main entrance and by keeping the accessible entrance door unlocked.
TROY - ILCHV	A new accessible taxicab program was established that is a public-private collaboration led by the Capital District Transportation Authority (CDTA), Coordinated through the Capital District Transportation Committee (CDTC), and operated by private transportation providers. The new program will enhance service options for seniors and people with disabilities and work in tandem with CDTA's STAR (Special Transit Availability By Request) service to fill transportation service gaps.
TROY - ILCHV	US Social Security Administration field office in Albany at the Federal Building established a policy for communication with deaf and hard of hearing customers.
TROY - ILCHV	Town of Bethlehem created two handicapped accessible parking spaces in the parking lot for the 4 Corners shopping area at the intersection of Delaware Avenue and Kenwood Avenue.
UTICA - RCIL	Central New York Veterans Outreach Center (CNYVOC) in Utica established a written service agreement with RCIL in conjunction with its subsidiary RCIL-Herkimer to provide all needed Independent Living services to homeless and at-risk veterans with disabilities to enable them to successfully integrate back into the community. CNYVOC was awarded funding through the US Department of Veterans Affairs (VA) to conduct the Supportive Services for Veteran Families Program.
WATERTOWN - NRCIL	Lewis County Department of Social Services in Lowville improved the access of the entrance door that had heavier than allowed pull by initially installing a doorbell and later reducing the pull force of the door.

WHITE PLAINS - WILC	Karamba Tropical Restaurant at 185 Main Street in White Plains provided a large print menu (laminated for durability) for its customers with low vision.
WHITE PLAINS - WILC	BAO's Fine Chinese Cuisine at 200 Hamilton Avenue in the White Plains Mall provided a large print menu (laminated for durability) for its customers with low vision.
WHITE PLAINS - WILC	Famiglia Pizzeria at 48 Mamaroneck Avenue in White Plains provided a large print menu for its customers with low vision.
WHITE PLAINS - WILC	NY Times, daily newspaper in New York City, Metropolitan section changed its practices to have writers routinely include in all restaurant reviews access information for people with disabilities.
WHITE PLAINS - WILC	White Plains Police Department incorporated into its police officer and detective training bi-annual WILC sign language class (10 week series) to effectively communicate with individuals who are deaf. The classes include disability sensitivity and awareness training and various aspects of deaf culture.
WHITE PLAINS - WILC	White Plains Police Department incorporated into its training curriculum for all personnel routine WILC Disability Awareness/Domestic Violence Training (16 week series) to improve communication between police and people who are disabled and to inform the police about people with disabilities who are experiencing domestic violence/abuse.
WHITE PLAINS - WILC	WILC's Minority Outreach Coordinator served on the Multi-Cultural/Diversity Collaborative Group of the Coalition on Hispanic Aging, which is affiliated with the Westchester County Department of Senior Programs & Services and the NYS Office for the Aging. The Coalition's purpose is to gather information from different ethnic groups in the County to develop future programs.
WHITE PLAINS - WILC	WILC staff served on the Human Rights Committee that is affiliated with the Westchester County Human Rights Commission. The Committee is composed of attorneys, and its purpose is to review the Rules of Westchester County's Human Rights Commission.
WHITE PLAINS - WILC	NODA Restaurant at 200 Hamilton Avenue in the White Plains Mall provided a large print menu (laminated for durability) for its customers with low vision.
WHITE PLAINS - WILC	Center was active in the countywide effort that led to the passage and signing into law during June 2013 of Westchester County Source of Income legislation that prohibits landlords from discriminating

against prospective tenants who rely on government subsidies to pay their rent.

**YONKERS - WDOM**

Housing Action Council in Tarrytown changed its procedures to ensure lotteries for Westchester County's Fair and Affordable Housing Program identify, choose, and give first priority to applicants who require accessible units. The Council is a regional not-for-profit organization that works to expand housing opportunities for low and moderate income households in Westchester, Rockland, Putnam, and New York Counties as well as other parts of the Hudson Region.

**YONKERS - WDOM**

Odell Plaza, a mixed use commercial complex in Yonkers, added designated handicapped accessible parking spaces to comply with the Americans with Disabilities Act (ADA).

**YONKERS - WDOM**

Cross County Shopping Center in Yonkers improved the access of its parking garage that included an accessible entrance to the Macy's department store.

**YONKERS - WDOM**

Westchester County expanded the Bee-Line Taxi program, which previously only operated within the City of White Plains, to New Rochelle and Peekskill. The Taxi program is part of the existing Bee-Line Paratransit service and offers consumers the option to utilize taxi services as an alternative to a paratransit van at the same cost.

**YONKERS - WDOM**

WDOM Executive Director served on the Board of Directors of Freedom Gardens for the Handicapped in Mohegan Lake. Freedom Gardens is a not-for-profit organization that manages and maintains accessible and affordable housing (a 12 home complex and a 3 apartment complex) for families and persons with mobility impairments.

**YONKERS - WDOM**

Center was active in a collaborative effort with Westchester County and the Town of Greenburgh that resulted in the NYS Office of Children and Family Services rejecting the proposal by the Ferncliff Manor school (in Yonkers) to re-designate the usage of the abandoned WestHELP Greenburgh low-income apartment complex (on the campus of Westchester Community College) in order to build an institutional school for developmentally disabled children. The Town of Greenburgh plans to renovate the apartments for rental as affordable housing.

**YONKERS - WDOM**

Center was active in the countywide effort that led to the passage and signing into law during June 2013 of Westchester County Source of Income legislation that prohibits landlords from discriminating against prospective tenants who rely on government subsidies to pay their rent.

YONKERS - WDOM	Ludlow Commons in Yonkers established a written service agreement with WDOM to provide Independent Living services to the disabled residents. Ludlow Commons is a low-income senior citizens complex managed by Westhab housing development and management in Yonkers.
YONKERS - WDOM	Heritage Homes in New Rochelle established a written service agreement with WDOM to provide Independent Living services to the disabled residents. Heritage Homes is a public housing and apartment complex managed by the New Rochelle Municipal Housing Authority.
YONKERS - WDOM	Saw Mill Lofts in Hastings-on-Hudson established a written service agreement with WDOM to provide Independent Living services to the disabled residents. Saw Mill Lofts is a mixed use residential rental complex managed by Ginsburg Development Company in Valhalla.
YONKERS - WDOM	Ginsburg Development Company in Valhalla changed its practices to submit plans to the NYS Division of Housing and Community Renewal (DHCR) designating 10% of the units for mobility impaired.

**NYS INDEPENDENT LIVING CENTERS  
ANNUAL PERFORMANCE REPORT  
SYSTEM CHANGE OUTCOME INVENTORY  
OCTOBER 1, 2012 - SEPTEMBER 30, 2013**

**SOCIAL ADVOCACY 2012-2013**

<b>Center</b>	<b>SOCIAL SYSTEM CHANGE OUTCOME</b>
ALBANY - CDCI	City of Albany changed its practices to allow the Healthy Hearts on the Hill Coalition to mark two walking paths on city sidewalks with the Healthy Heart Signage. The signs indicate which way to go and the distances walked as well as include motivational sayings and health information related to walking. One path is in West Arbor Hill and the other path, which goes from Sheridan Hollow to Center Square, links two Underground Railroad Sites.
ALBANY - CDCI	NYS Department of Environmental Conservation in collaboration with CDCI through the Center's Healthy Living Program established an annual series of Healthy Hikes in the State Adirondack Park and local areas. The hikes will be conducted monthly between May and October and will include a free guided tour of ability-device accessible hike and/or nature walk areas in the Five Rivers Environmental Education Center in Delmar, the Nelson Swamp Unique Area in Cazenovia, and the John Dillon Park in Long Lake.
ALBANY - CDCI	Healthy Hearts on The Hill Coalition in Albany in collaboration with CDCI established the annual Take Back Your Street event to promote physical activity and fun games and to remake the streets into healthy places in the community.
ALBANY - CDCI	The Edge in Halfmoon posted easily identifiable policies and procedures for patrons with disabilities to request and receive individual assistance if needed during their visit to the facility. The Edge is a state-of-the-art indoor climbing facility.
AMSTERDAM - RCIL	Club North in Gloversville established a written agreement with RCIL-Amsterdam for the Center to provide all needed Independent Living services to club members and for Club North to routinely provide RCIL-Amsterdam's materials in the intake packet for club members. Club North is a social club program operated by St. Mary's Health Care, Mental Health Adult Services.
AUBURN - ARISE	Seneca Falls Central School District improved access to Bracht Field that included all new accessible seating, concession stand, ramps, and public use of the facilities before/after regular school hours.

AUBURN - ARISE	Cosentino's Florists in Auburn installed a ramp to the front entrance to provided access for persons with disabilities to attend a holiday wreath/arrangement-making class.
BATAVIA - ILGR	Staff representing WNYIL, including its two State funded subsidiary centers Independent Living of Niagara County (ILNC) and Independent Living of Genesee Region (ILGR), was invited to become a member of a new permanent committee created by the management of the Buffalo Bills football team to address accessibility improvements to Ralph Wilson Stadium in Orchard Park, the home of the Buffalo Bills.
BRONX - BILS	Bronx Library Center at 310 East Kingsbridge Road (at Briggs Avenue) in Bronx established a film discussion program that meets periodically to explore disability films and their portrayal of Disability Culture.
BROOKLYN - BCID	First Unitarian Church at 50 Monroe Place in Brooklyn made the restrooms accessible.
BUFFALO - WNYIL	Staff representing WNYIL, including its two State funded subsidiary centers Independent Living of Niagara County (ILNC) and Independent Living of Genesee Region (ILGR), was invited to become a member of a new permanent committee created by the management of the Buffalo Bills football team to address accessibility improvements to Ralph Wilson Stadium in Orchard Park, the home of the Buffalo Bills.
CORNING - AIM	Dennison Park in Corning installed a wheelchair accessible swing. The purchase and installation of the swing was a collaborative effort involving AIM, City of Corning Parks and Recreation, Crystal City Parks Foundation in Corning, ARC of Steuben in Bath, Pathways in Corning, and the Community Foundation of Elmira, Corning and the Finger Lakes in Horseheads.
CORTLAND - ATI	Beaudry Park Recreation Building at Scammell Street in Cortland was rebuilt with an accessible entrance and restrooms and relocated closer to the parking lot.
DELAWARE - CCFI	Sharon Springs Fire Hall installed two accessible bathrooms.
GLENS FALLS - SAIL	Washington County Fair in Greenwich added signage for accessible bathrooms and added accessible transportation from parking areas to the main venue.
GLENS FALLS - SAIL	Adirondack Productions and Theatre in Glens Falls moved their Board Meetings to an accessible location.

HERKIMER - RCIL	Russell Park Playground in the Village of Frankfort added lighting and new playground surface materials to improve access.
HERKIMER - RCIL	Marina Park Fitness Station/Trail in the Village of Ilion added lighting and new playground surface materials to improve access.
HERKIMER - RCIL	Dolgeville United Methodist Church renovated an entrance and installed a ramp at the same entrance.
HERKIMER - RCIL	Benton Hall Academy (Preschool - 5th Grade) in Little Falls made its playground fully accessible for students with disabilities.
KINGSTON - RCAL	Ulster County Fairgrounds in New Paltz improved access to the following: crosswalks-added markings; horse area-improved route; buildings-modified entrance lips; ticket booth-installed an accessible window with directional signage; and restrooms-corrected entrance lips, lowered mirrors, replaced sink hardware and added directional signage.
KINGSTON - RCAL	Ulster County Pool Complex in New Paltz improved access to the following: concession stand-modified thresholds; clothing hooks-lowered; lockers-within reach designated as accessible; ditch-covered to provide safe route; and restroom-enlarged and replaced sink hardware.
MASSENA - MILC	Seaway House in Ogdensburg established a written agreement with MILC to provide onsite Independent Living peer counseling, benefits advisement, and advocacy services on a monthly basis to consumers. Seaway House is a social clubhouse based on the concepts of Psychiatric Rehabilitation promoting individual recovery through the process of skill development that is operated by Catholic Charities, Diocese of Ogdensburg.
MASSENA - MILC	MILC was approved for funding by the NYS Department of Health to conduct the Creating Healthy Places Initiative in St. Lawrence and Franklin Counties to increase recreational opportunities for people with disabilities. The program will provide adaptive recreational equipment for demonstration and loan to schools, community service agencies, and individual consumers for use at various social and recreational events and sites in the community.
MIDDLETOWN - ILI	Center for Hope in Newburgh, funded by NHS Human Services, in collaboration with ILI-Middletown established a program for 18-25 year olds on Positive Youth Development that will involve participants in planning and decision making activities. The program's goal is to create appropriate, integrated, social and recreational activities as well as to provide opportunities to mentor middle school students in a paid internship program.

NIAGARA FALLS - ILNC	Staff representing WNYIL, including its two State funded subsidiary centers Independent Living of Niagara County (ILNC) and Independent Living of Genesee Region (ILGR), was invited to become a member of a new permanent committee created by the management of the Buffalo Bills football team to address accessibility improvements to Ralph Wilson Stadium in Orchard Park, the home of the Buffalo Bills.
OLEAN - DIL	Olean Area Unitarian Universalist church changed its practices to routinely include DIL's materials in community resource packets provided to the congregation.
OLEAN - DIL	Ischua Union Church in Hinsdale changed its practices to routinely include DIL's materials in community resource packets provided to the congregation.
OLEAN - DIL	DIL Executive Director was a member of the Board of Managers of the Young Men's Christian Association (YMCA) of Olean. The YMCA provides a variety of programs to promote strong families, healthy lifestyles, and social interaction.
PUTNAM - PILS	St. Lawrence O'Toole Church at 31 Prospect Street in Brewster changed its church bulletin to routinely include an accessibility symbol in the lower right hand corner on the front of the bulletin to inform parishioners who are disabled the church is accessible. The church has a ramp and an accessible restroom.
ROCHESTER - RCIL	Geva Theater Center, a regional professional theater company based in Rochester, added additional handicapped accessible seating, captioning, and sign language interpreters.
ROCKLAND - RILC	Haverstraw Center in the Village of Haverstraw established a written agreement with RILC to provide onsite Spanish-bilingual Peer Recovery Mental Health social support services to consumers. The Haverstraw Center is a community center operated by the Village's Department of Youth and Family Services that makes available a variety of recreation, health, and information services provided by the Department and by other community agencies.
SUFFOLK - SILO	Holbrook Country Club in Holbrook installed signage to identify male/female bathrooms and leveled the baseball field for persons who use wheelchairs.
SULLIVAN - ILI	Sureway Taxi in Monticello established a written agreement with ILI-Sullivan to transport consumers to monthly support group meetings at the Center at no charge.

SYRACUSE - ARISE	Regal Cinema Destiny USA at 9586 Destiny USA Drive in Syracuse relocated posters with information about access equipment to a more prominent area so patrons could more quickly learn of the equipment's availability.
TROY - ILCHV	Bethlehem Area YMCA in Delmar moved work out equipment that was not accessible after physical changes to the facility.
UTICA - RCIL	AMF Pin-O-Rama Lanes in Utica provided a bumper on the lanes and a bowling ramp that allows the participant to push the ball slightly to roll off the ramp and down the lane.
UTICA - RCIL	Utica Zoo made a new mini barn wheelchair accessible, added viewing panels in various areas, and improved viewing areas for several exhibits.
UTICA - RCIL	RCIL in collaboration with the Literacy Coalition of Herkimer & Oneida Counties and the United Way of the Valley and Greater Utica Area established the Community Bookshelves Project (EZREAD) to encourage reading and increase access to reading materials for children pre-k through high school. EZREAD, which started as a summer reading program and expanded to year-round, collected donated new and gently used books and distributed them without charge in businesses, nonprofits and government agencies where reading is not the main reason a person would visit the locale.
UTICA - RCIL	RCIL collaborated with the Mohawk Valley Community Action Agency and the Utica Public Library to establish a film discussion program that meets quarterly to explore disability films and their portrayal of Disability Culture.

**NYS INDEPENDENT LIVING CENTERS  
ANNUAL PERFORMANCE REPORT  
SYSTEM CHANGE OUTCOME INVENTORY  
OCTOBER 1, 2012 - SEPTEMBER 30, 2013**

**CITIZENSHIP ADVOCACY 2012-2013**

<b>Center</b>	<b>CITIZENSHIP SYSTEM CHANGE OUTCOME</b>
ALBANY - CDCI	CDCI staff is a member of the Albany County Citizens Corps created to assist in the coordination of volunteer activities to make communities better prepared to respond to emergency situations. Citizen Corps is sponsored by the Albany County Department of Health, and it is coordinated nationally by the US Department of Homeland Security's Federal Emergency Management Agency.
AMSTERDAM - RCIL	RCIL-Amsterdam staff became a member of the Montgomery County Emergency Management Committee.
AUBURN - ARISE	Village of Weedsport changed its practices to provide agendas and meeting minutes via a new website.
BINGHAMTON - STIC	Center staff served on the Broome County All Hazards Planning Team affiliated with the Broome County Office of Emergency Services.
BINGHAMTON - STIC	STIC's Advocacy Director 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).
BINGHAMTON - STIC	STIC was active in statewide ILC effort that successfully resulted in the NYS Assembly not renewing past the 2014 sunset date the law that allows continued use of inaccessible lever voting machines in village, school and special district elections is not renewed.
BINGHAMTON - STIC	NYS Assembly Mental Health Committee changed its practices from providing sign language interpreters only when a person who is deaf was giving testimony to providing interpreters for the entire hearing.
BRONX - BILS	BILS was invited to become a member of the Bronx Long-Term Recovery Group affiliated with the Federal Emergency Management Agency (FEMA) Region II office in New York City. FEMA recruits volunteers to form task forces comprised of local community leaders to help with recovery efforts after major disasters.

BRONX - BILS	Bronx Borough President's Office changed its practices to provide information for public meetings in alternate formats in addition to the PDF format usually provided.
BROOKLYN - BCID	BCID Executive Director was invited to become a member of the Older Adults and Disasters Policy Advisory Committee, convened by the New York Academy of Medicine (NYAM). The Committee is part of a NYAM initiative that involves multiple stakeholders working collaboratively toward creating better formal and informal support systems for older adults before, during, and after disasters and other mass emergency events.
DELAWARE - CCFI	Self Advocates Becoming Empowered (SABE) added CCFI's power point presentation "Pollworkers: Working with Voters with Disabilities" about the requirements of the Help America Vote Act to its National Technical Assistance Center for Voting and Cognitive Access website GoVoter.Org under Resources, Poll Worker/Polling Place. SABE is a non-profit self-advocacy organization in Kansas City, Missouri that works for the full inclusion of people with developmental disabilities in the community.
HARLEM - HILC	NYS Assemblyman Robert J. Rodriguez, representing Assembly District 68 with his district office in Harlem, provided large print materials on request for constituents who are visually impaired.
JAMESTOWN - SILC	SILC staff served on the City of Jamestown City Council representing Bergman Ward IV. The Center's Executive Director was first appointed by the Mayor to fill a vacancy and then was elected to a two-year term.
KINGSTON - RCAL	Lomontville Firehouse at 2394 Hurley Mountain Road in Kingston improved its access as a polling site by relocating tables that were blocking the accessible route.
KINGSTON - RCAL	West Hurley Firehouse at 24 Wall Street in West Hurley improved its access as a polling site by unlocking an accessible door and adding signage to indicate the location of the door and a ramp.
KINGSTON - RCAL	Ruby Firehouse at 1214 Main Street in Ruby improved its access as a polling site by unlocking an accessible door that had no bell or other method of notifying poll workers.
KINGSTON - RCAL	Glasco Firehouse at 139 Liberty Street in Glasco improved its access as a polling site by moving the polling place signs to a more visible location.

KINGSTON - RCAL	Student Union Building at the State University of New York (SUNY) at New Paltz improved its access as a polling site by moving a cigarette disposal receptacle that was blocking the accessible route.
KINGSTON - RCAL	Russell F. Brott Senior Center at 1 Town Hall Drive in Lake Katrine improved its access as a polling site by moving chairs that were blocking the accessible route.
MANHATTAN - CIDNY	Federal Emergency Management Agency (FEMA) changed its practices to provide information on accessibility of its meeting sites and available accommodations on all its New York City meeting notices.
MANHATTAN - CIDNY	New York City Board of Elections added information on accessible polling sites to its website at <a href="http://nyc.pollsitelocator.com">nyc.pollsitelocator.com</a> that included where accessible poll site entrances are located and if they are different from the main entrances.
MASSENA - MILC	Catholic Charities in Ogdensburg changed its practices to routinely include as part of the informational packet given to consumers material about voter registration and MILC programs and services.
POUGHKEEPSIE - TRI	Town of Hyde Park provided sign language interpreter services at all Town Board meetings.
PUTNAM - PILS	PILS Legislative Advocate served as a member of NYS Senator Gregory R. Ball's Special Needs Advisory Council. Senator Ball represents Senate District 40, and the Committee's purpose is to address the needs of constituents with disabilities.
QUEENS - CIDNY	New York City Board of Elections added information on accessible polling sites to its website at <a href="http://nyc.pollsitelocator.com">nyc.pollsitelocator.com</a> that included where accessible poll site entrances are located and if they are different from the main entrances.
QUEENS - CIDNY	Federal Emergency Management Agency (FEMA) changed its practices to provide information on accessibility of its meeting sites and available accommodations on all its New York City meeting notices.
ROCKLAND - RILC	Rockland County Office of Fire and Emergency Services (RCOFES) improved the website for the Access and Functional Needs Registry for people with disabilities at <a href="http://www.rocklandregisters.com">www.rocklandregisters.com</a> by adding resource information and by updating the data collection system. RCOFES trained County first responders and Town police chiefs throughout the County about the website and its functionality.

STATEN ISLAND - SICIL	New Dorp High School in Staten Island in collaboration with SICIL established a consumer advocacy group to address legislative and civic issues as they arise.
UTICA - RCIL	Oneida County Health Department provided sign language interpreters for its annual interactive Emergency Preparedness Community Workshop centering on persons with disabilities, which is part of the County's Public Health Emergency Response and Preparedness Program.
WATERTOWN - NRCIL	NRCIL staff is a member of the City of Watertown Fire Department disaster response team.