

Attachment D

CIL Standards, Performance Report and Data Collection Guide Updated October 2015

Part 2: Instructions for Direct Services and Statistical Report

Count all statistical data from all funding sources.

The End of Year and Mid Year Part 2: Direct Services and Statistical Reports are to be submitted via the [CIL web based data reporting system](#) that can be accessed at the NYS Education Department website.

When submitting the data report, it is not necessary to provide documentation. However, centers are required to maintain for verification purposes the individual consumer data the report is based on. Documentation will be required on a center by center basis to assure that data is reported in a consistent and accurate manner. In addition to the analysis of data reports, ACCES-VR conducts periodic onsite reviews. The Data Management and Consumer Record Review Protocol is available at the [ACCES-VR website in the ILC Toolbox](#) under Protocols.

I. Demographic Data for People with a Consumer Service Record

Report unduplicated demographic data for all consumers with disabilities with a Consumer Service Record (CSR) served during the report year. Include data for new consumers with a CSR started since October 1 of the report year and returning consumers with a CSR served during prior report years that returned in the report year. Every item of demographic data must be recorded for every consumer with a CSR unless a consumer is unwilling to provide it (in which case "unknown" should be recorded for the missing data). Age, Education Status and Employment Status must be updated annually for each consumer with a CSR. The six demographic categories A. through F. must agree. These demographic categories do not need to agree with the disability data.

- A. Age
- B. Gender
- C. Race/Ethnicity
- D. Employment Status
- E. Education Status

- F. Veteran

II. Disability Data

Report all people with disabilities who received services (people with and without a CSR) during the report year that were reported under III. A. People With Disabilities (PWD). While an unduplicated count is provided for each of the five disability categories (A., B., C, D. and F.), the disability data can reflect more than one disability category selection of A. through D. by a consumer, which would also be reported under category F. For example, a consumer who selects both orthopedic and blindness would be reported under B. Physical, D. Sensory, and F. Multiple Disabilities. Reporting “unknowns” is not an option under categories A. through D. The Disability category must be recorded in order to document the establishment of a CSR. For the reporting of disability data, people without a CSR are individuals who received the service of Information and Referral (I&R) and the center obtained disability information for these consumers. When a center does not obtain disability information for an I&R consumer, the center cannot report that consumer under either II. Disability Data or III. A. People With Disabilities.

- A. Cognitive
- B. Physical
- C. Mental
- D. Sensory
- E. Total of Disability Categories (A+B+C+D)
- F. Multiple Disabilities

Report consumers with combinations of the categories above. Not to be checked independent of the selection of two or more disability categories.

III. Total People Served During Year

Report the number of consumers that were served with ACCES-VR funds, with funds from sources other than ACCES-VR and with both ACCES-VR funds and other funds in the following categories: A. People With Disabilities (PWD); B. Family Members/Significant Others; C. Other Non-disabled; and D. Total consumers receiving direct services.

- A. People With Disabilities (PWD)
Provide an unduplicated count of the total number of people with disabilities served. This consists of all people with disabilities, with and without a CSR, served in the year. It includes: 1. total CSRs consisting of new consumers with a CSR started since October 1 of report year, and returning consumers with a CSR served since October 1 of report year who were served during prior report year;

and 2. consumers receiving Information and Referral (I&R) service who are disabled and not categorized as either a new CSR or returning CSR served during the report year. Add III.A.1. Total CSRs and III.A.2. I&R PWD to calculate III.A.3. Total PWD.

III.A.1. Total CSRs Total Funding must equal the total reported for each category under I. Demographic Data. III.A.2. I&R PWD Total Funding cannot be greater than IV.I. Information and Referral. III.A.3. Total PWD Total Funding may be equal to or greater than the total reported for each category under I. Demographic Data but not less than.

- B. Family Members/Significant Others
Provide an unduplicated count of the total number of family members/significant others served. Family members/significant others are not required to have a CSR. However, for these individuals CILs must ensure an unduplicated count by maintaining names, addresses, phone numbers, service data and other pertinent documentation that includes date of service and staff member initials in a file in order to track and verify service delivery and have adequate information for participation in the ACCES-VR coordinated quality and customer satisfaction survey.
- C. Other Non-Disabled including personnel from Businesses/Agencies
Provide an unduplicated count of the total number of other non-disabled persons including personnel from businesses/agencies served. This should include friends and acquaintances, other non-disabled contacts as well as individuals served from businesses, industry and agencies. A CSR is not required for these individuals. However, the same data noted above under B. Family members/significant others must be maintained in a file for individuals served from businesses, industry and agencies.
- D. Total consumers receiving direct services
Total the amounts reported under A. People With Disabilities, B. Family Members/Significant Others, and C. Other Non-Disabled, above, and enter that figure here (A + B + C). Total Funding for III.D. must equal the total reported for V. County(s) Served Total Funding.
- E. Total consumers projected in contract to receive direct services
Independent Living Centers must serve a population within ten percent of the total number of people projected to be served in the contract each year not to fall below an established minimum number of persons with and without disabilities per year. If the projection is not met within ten percent, a program improvement plan must be submitted within 30 days of the inadequate performance finding outlining efforts to serve more people and to more accurately project the number of consumers to be served. See Part 3. Attachments for information on submitting a program improvement plan.

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In determining the projected consumers to be served for the next contract year, a center should examine available funding and resources. A center should also examine strategies that will enhance outreach activities that support center resource capacities. Further, the center should make every effort to put forth realistic projections by reviewing prior service data for the total number of consumers receiving direct services over the prior five contract years to consider average service patterns.

A request to reduce the projected number of consumers to be served during the current contract year must be submitted during the third quarter around the time the mid year report for the current contract period is submitted when the mid year data indicates that the projected number of consumers to be served might not be achieved. Requests submitted during the fourth quarter of the current contract period will not be considered. A center must submit a written evidenced-based convincing justification that addresses any factors that would necessitate reducing the projection. It needs to include a discussion of trend data for the center over the past five contract periods and the center's ability to meet ACCES-VR's performance measures which allow a 10 percent below projection leeway. While a center might want to be cautious at mid year in estimating the total number of consumers to be served by year end, a reduction of the projection for any reason and in any amount is considered a decrease requiring a written justification.

- F. CSRs returning served since October 1 of report year and served during prior report year.
- G. CSRs started (new) between October 1 and September 30 of report year.
- H. Total CSRs served between October 1 and September 30 of report year (F + G) Equal to the total reported for each category under I. Demographic Data.
- I. Businesses/Agencies served
Provide an unduplicated count of the total number of businesses/agencies served. In this section only count the business/agency, not the individuals working for the business/agency. (Such individuals are counted under C. Other Non-disabled above.) CILs must maintain names, addresses, phone numbers, service data and other pertinent documentation that includes date of service and staff member initials in a file in order to verify service delivery.

For example, if you worked with five different employees of Acme Company in the last year, you would report those five people under C. Other Non-Disabled and only report one entity served (Acme Company) here.

IV. **Individual services** - number of people served

For each service offered, report the unduplicated number of consumers (with

and/or without a CSR) receiving that service during the report year. The same consumer can be counted in more than one service area. Consumers receiving any independent living service(s) either on a one-time or infrequent basis or on a frequent or ongoing basis such as, but not limited to, C. Assistive Devices/Equipment (loan closet), E. Communication Services (interpreter services), I. Information and Referral (I&R) or U. Voter Registration, are counted in the applicable service category(s).

- A. Advocacy/Legal Services - Individual advocacy and legal assistance and/or representation in accessing benefits, services and programs to which a consumer may be entitled. This section may include any aspect of direct individual advocacy provided by a staff member of a center on behalf of a consumer.

Consumers who receive training in a group that prepares them to be individual advocates can be counted as individual consumers under this service. For example, a group of parents of school age children with disabilities are trained on one or more occasions to be individual advocates for their children. Count each parent once under advocacy/legal services.

- B. Architectural Barrier Services - advice, information or assistance regarding removal of architectural barriers from any publicly or privately-owned residence or other building or constructed facility, whether already built or in the planning stage, including preparation of detailed plans.
- C. Assistive Devices/Equipment - provision of specialized devices and equipment such as TTDs (telecommunications device for the deaf), videophones, wheelchairs and lifts, or provision of assistance to obtain these devices and equipment from other sources. This service equates with equipment acquisition, repair and loan.
- D. Children's Services - independent living services not specified elsewhere in this list, provided to a child under age 5.
- E. Communication Services - services directed to enable individuals with disabilities to better communicate such as: interpreter services, including tactile interpreter services for deaf-blind individuals; Braille transcription; materials in alternative formats; and reading services.
- F. Counseling Services - This service equates with personal counseling services and includes information sharing, psychological services of a non-psychiatric, non-therapeutic nature, parent-to-parent services, and related services.
- G. Family Services - services not specified elsewhere in this list, provided to the family members of individuals with disabilities when necessary for improving the individual's ability to live and function more independently, or his or her ability to engage or continue in employment. Such services may include integrated nonresidential respite care.

- H. Housing or Shelter Services - information, advice, and assistance related to securing and/or retaining housing or shelter, including existing accessible housing. Includes assistance with reviewing and evaluating newspaper ads, advice on communication with landlords, provision of lists of available accessible housing and housing support application information and assistance. A CIL shall not provide residential housing or shelter as an independent living service on either a temporary or long-term basis.
- I. Information and Referral (I&R) Services - individual I&R provided to a consumer. (It is not necessary to establish a CSR for an individual receiving only I&R services. These individuals have also been referred to as “casual” consumers.) Most individuals receive I&R services through single person-to-person contacts or one or two telephone calls, with information provided verbally, through printed material and/or through referral to another source for services or further information. Provide an unduplicated count of individuals served. CILs must record the date of service and staff member initials. Record for a person who identifies a disability the name, county of residence and type of disability. For a person who does not identify a disability only the name.

However I&R is provided, it is a person-to-person contact (staff to consumer), thus Internet hits or downloads off a web site do not constitute I&R. Web site development and use should be reported under Part I. Program Performance Report, IV. Self-Evaluation With NYS Standards, Standard 2 - Public Relations.

- J. Independent Living Skills Development and Life Skills Services - independent living skills development is instruction to develop independent living skills in areas such as personal care, coping skills, use of assistive technology, financial management, social skills, and household management, including education and training necessary for living in the community and participating in community activities.
- K. Mobility Training - variety of services involved in assisting individuals with disabilities to get around their homes and communities.
- L. Peer Counseling (including cross-disability peer counseling) - counseling, teaching, information giving and sharing, and similar kinds of contact provided by other individuals with disabilities. This may include the provision of education and awareness by one person with a disability to another regarding disability laws, civil rights and other empowering protection available.

When reporting the number of consumers receiving individual and/or group peer counseling services, provide an unduplicated count of the total number of individuals in both activities. If a consumer received both individual and group peer counseling services, count that consumer only once under peer counseling.

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- M. Personal Assistance Services - including provision of attendant care to consumers and/or training consumers to supervise their attendants.
- N. Recreational Services - provision or identification of opportunities for the involvement of individuals with disabilities in integrated leisure-time activities; participation in community affairs and/or other integrated recreation activities that may be competitive, active or quiet.
- O. Transportation Services - provision of, or arrangements for provision of transportation.
- P. Youth Services - services not specified elsewhere in this list, provided to youth with disabilities (ages 5 - 19 or students in transition ages 15-22). May include services provided as part of a formal school-to-work transition program.
- Q. Vocational Services - training in job-seeking skills such as interviewing and resume writing, and/or provision of individual supported employment and/or integrated job placement services.
- R. Plan to Achieve Self Support (PASS) Development - Assistance with the design of an approved PASS. In order to report PASS service, a PASS must be approved by the U.S. Social Security Administration (SSA). Any work on PASS development that does not lead to an approved PASS, or on continuation of an approved PASS, may be categorized under T. Benefits Advisement or other relevant services when applicable.
- S. Business/Industry/Agency Services - services not specified elsewhere in this list provided to businesses, industries and agencies, i.e. assistance to four individuals at ABC business to resolve a dispute over a specific discriminatory practice. The number of individuals at the business is counted here and the business served is counted in section III. Total People Served During Year, I. Business/Agencies Served.
- T. Benefits Advisement - assistance provided during the application process to obtain economic benefits. Does not include the representation of individuals at hearings or appeals, (see A. Advocacy/Legal Services for appropriate service category)
- U. Voter Registration - assistance provided to register individuals to vote. Count the number of individuals registered.
- V. Other - any independent living service not listed above.

V. County(s) Served

Report the county of residence for consumers served and report the number of consumers in each county served with ACCES-VR funds, with funds from sources other than ACCES-VR and with both ACCES-VR funds and other funds. When adding up Total Funding, the total must equal the total reported for III. D. Total Consumers Receiving Direct Services, Total Funding.