

**Centers for Independent Living
End of Year Report**

The NYS Centers for Independent Living End of Year Report is due to ACCES-VR on or before November 15 of each contract year. Follow the instructions for report submission noted in the General Instructions section of the CIL Standards, Performance Report and Data Collection Guide.

FORMAT

Name of Center:
 Contract No.:
 Report Period:
 Contact Person:
 Board Approval: The Board of Directors accepted the report by resolution, and a copy of the appropriate Board meeting minutes is maintained for verification purposes.

_____ Yes _____ No

COMPONENT CHECK LST - SUBMIT WITH EPORT			
PART	SECT.	COMPONENT	PRO-VIDED
		Board Approval REQUIRED	
1		Program Performance Report REQUIRED	
1	I	ACCES-VR funded systems advocacy staff hours REQUIRED	
1	I	Community and Systems Advocacy Activities and Outcomes REQUIRED	
1	II	Outreach: Racial/Ethnic Demographics & Census Data Comparison REQUIRED	
1	III A	Impact Data: Deinstitutionalization Cost Savings REQUIRED	
1	III B	Impact Data: Consumer Employment Data VOLUNTARY	
1	IV	Self-Evaluation with NYS Standards REQUIRED	
1	IV 5 C	Equipment Inventory form REQUIRED ATTACHMENT WHEN RESPONDING "YES" TO IV 5 B PURCHASE OF MATERIAL/EQUIPMENT WITH ACCES-VR FUNDS	
1	IV 6 H	ACCES-VR Revenue and Funding Sources form REQUIRED ATTACHMENT	
1	IV 7 C	Board of Directors list - REQUIRED ATTACHMENT	
2		Direct Services and Statistical Report (electronic-web based) REQUIRED	
3		Attachments REQUIRED	

Part 1: Program Performance Report

The End Year Report narrative is cumulative. Systems change activities and accomplishments for the Mid Year Report should be incorporated in the Year End Report to submit one systems advocacy report for the entire report period. Any attachments provided with the Mid Year Report (such as documentation of systems change achievements) must also be submitted with the End of Year Report. All attachments should be referenced in the body of the report but included electronically at the end under Part 3: Attachments.

I. Community and Systems Advocacy Activities and Outcomes

ACCES-VR's review and findings will be based on information provided in the report. Centers will not be contacted to submit additional information in order to clarify or confirm systems change was achieved. It is a center's responsibility to provide accurate and complete information to clearly demonstrate that systems change occurred.

Centers are required to report the total number of hours of ACCES-VR funded staff time spent on activities to bring about community and systems change. **This is to be reported ONE time only at the beginning of section I. Community and Systems Advocacy Activities and Outcomes.** Round to the nearest whole hour. Do not report the number of ACCES-VR staff hours times the number of community participants. For example: if one ACCES-VR funded staff member meets for one-hour with 5 Human Resource personnel at a local business to have the business change its employment application to eliminate questions that discriminate in regards to people with disabilities, one hour of ACCES-VR staff time would be counted, not 5 hours. Conversely, if three ACCES-VR staff meets for one-hour with Human Resource personnel at a local business for the same reason, three hours of ACCES-VR funded staff time would be counted.

Example of how to report ACCES-VR funded staff time:

Total number of hours spent by ACCES-VR funded staff on activities to achieve community and systems change. _____Hours

The report should be prepared as follows:

- Count all systems change activity from all funding sources.
- List all goals exactly as stated in the approved contract under I. Community and Systems Advocacy Plan in each of the six systems advocacy categories A. through F.
- Provide a bulleted list describing the activities that were conducted toward achieving the stated goal.
- Provide a concise description of the outcome that includes the following details as applicable:
 - o facility/organization such as, but not limited to, school, employer, physician's office, business, park, polling site -

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- full facility/organization name, city/town where located, and access modification.
- o pedestrian crossing - full names of streets at intersection, access modification, and city/town where located.
- o legislation - full name of bill, bill number, purpose, and date signed into law.
- o committee - full name of committee, agency or organization affiliation, purpose, and person assigned or appointed. When reporting placements on boards, committees, task forces, etc. that previously did not have representation from the disability community, each is assigned to one of the six systems advocacy categories based on the issues being addressed and the systems being changed.
- Include the activity and outcome for a goal that was not stated in the contract but added during the contract year. Identify it as "NEW" at the beginning of the goal statement.
- Be clear to delineate activities from outcomes and milestones of systems change.
- Be clear to specify who started the process that resulted in an outcome, as this can be a factor in determining whether it is considered to be technical assistance or systems change. For instance, an outcome resulting from a CIL first contacting an organization to address issues raised by a consumer or the CIL is considered systems change, while an outcome resulting from an organization first contacting a CIL to request help to improve its access is considered technical assistance.
- The issues being addressed and the system being changed will govern in which advocacy category activities, outcomes and milestones are placed. For example, efforts to change public transportation systems would be characterized as a Commerce outcome, while work toward improving transportation specifically for seniors to attend a social event would be characterized as a Social outcome.
- Distinguish between outcome achievements for the report period and updates on outcomes accomplished in a prior report period, as systems change credit cannot be granted a second time for refinements or maintenance to a previously credited outcome.

Reference Appendix B "Examples of Community and Systems Change" for further clarification on measuring outcomes.

Documentation will be required by ACCES-VR on a case by case basis. The type and scope of documentation requested could vary depending upon the advocacy area or type of outcome. Well described steps taken to achieve an outcome should be noted under the reporting of "activities". Improving access in the business community, educational facilities and elsewhere should be described in detail. Outcomes should be supported with documentation such as: if a curriculum developed by the CIL was added into a training model then it should be attached, if a new committee or task force gained representation of a CIL staff member or consumer then an appointment letter or minutes of a meeting should be attached, and if legislation was passed through a bill or proclamation then the detailed extent of CIL

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involvement should be attached along with a summary of the bill or proclamation.

A Center for Independent Living (CIL) must achieve one systems change outcome in at least three of the six systems advocacy categories A. through F. in the contract year. If systems change is not achieved in three required systems advocacy categories, an acceptable program improvement plan must be submitted to ACCES-VR for continued funding within 30 days following the unacceptable performance finding outlining efforts to contact and receive community and systems change training from other high performing NYS CILs. See Part 3. Attachments for more information on submitting a program improvement plan.

Category G. Other Community and Systems Change Issues has been added for your convenience and is optional. No outcomes achieved under G. can be counted as part of the three outcomes required by the contract between the center and ACCES-VR.

List the goals, activities and outcomes for each of the six systems advocacy categories A. through F as arranged below.

A. Education

Goal:
Activities:
Outcomes:

B. Employment

Goal:
Activities:
Outcomes:

C. Health Care

Goal:
Activities:
Outcomes:

D. Commerce

Goal:
Activities:
Outcomes:

E. Social

Goal:
Activities:
Outcomes:

F. Citizenship

Goal:
Activities:
Outcomes:

G. Other Community and Systems Change Issues

Include other activities which had an impact on the community but which may not be covered by one of the preceding categories.

Goal:
Activities:
Outcomes:

II. Outreach

Provide a comparison of racial/ethnic demographic data collected on consumers with a Consumer Service Record (CSR) served in the report year to data from the most recent US Census Bureau American Community Survey (ACS) local/county racial/ethnic census for the general population to demonstrate the center's efforts to proportionately serve the community. A difference of CSR data between 1% and 5% below the census data is reasonable and acceptable. A difference of CSR data 6% or more below the census data for any of the unserved or underserved populations is not acceptable. If the CSR racial/ethnic data is disproportionate to the racial/ethnic census data, the center should describe its efforts to increase outreach to the indicated population(s) during the next report period. If the discrepancy in the CSR and census data is not acknowledged and addressed, a program improvement plan must be submitted within 30 days following the unacceptable performance finding to remedy the discrepancy. See Part 3. Attachments for information on submitting a program improvement plan.

The comparison of the CSR racial/ethnic demographics to the census racial/ethnic demographics is to be done using both numbers and percentages. The data comparison is to be presented in a table along with a narrative. A table makes it easier to compare the CSR data with the most recent census data and readily identify any discrepancy. The narrative is used to discuss the data given in the table and describe the steps the center will take to remedy an identified discrepancy.

ACS racial/ethnic single-year estimates for most New York State counties are available at the Census Bureau's American Fact Finder website. For counties that are not listed on the primary American Fact Finder website, multi-year data is available at a secondary American Fact Finder website. ACS tables are available that provide either numbers and percentages or only numbers. It is recommended centers use a table with numbers and percentages that can be inserted into the CSR and census data comparison table without any additional calculations. In the recommended

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ACS tables, general population data for the racial/ethnic categories that correspond to the ACCES-VR data report is under the section RACE, subsections One Race and Two or More Races and under the section HISPANIC OR LATINO AND RACE, subsection Hispanic or Latino of Any Race.

A center that serves one primary county should prepare a table comparing the racial/ethnic census data to the CSR data for that county. When a center serves multiple primary counties, prepare a separate table for each primary county to compare the county's census data and CSR data. Although the ACS tables separate Hispanic/Latino from the other racial/ethnic categories, all categories are to be listed in one comparison table. The comparison table should not include the category Unknown and column totals. While Unknown is not included in the comparison table, the CSR percentage for each racial/ethnic category should be calculated as a percent of the total CSRs reported for a primary county. Given below is an example of an acceptable CSR and census data comparison table.

Name of Primary County:	ACS (year-single/multi)		ILC Primary County CSRs		% Diff CSR % Above +/ Below - ACS %
	Number	%	Number	%	
Racial/Ethnic Category					
American Indian or Alaska Native					
Asian					
Black or African American					
Native Hawaiian or Other Pacific Islander					
White					
Hispanic/Latino of any race or Hispanic/Latino only					
Two or more races					

Given below are instructions to access the online American Community Survey and navigate to the recommended racial/ethnic data tables.

- ACS Single-Year Estimates - number and percent
- Available online at the US Census Bureau American Community Survey page at <http://www.census.gov/acs/www/>
- NEXT - under page heading American Community Survey click link for Data and Documentation
- NEXT - under section heading Online Data Products, click on link for American Fact Finder website
- NEXT - under Search Results at Refine Your Search Results, type in the box under State, County or Place the full name of the county or city and the state
- NEXT - click GO
- NEXT - under Search Results at heading Table, File or Document Title, select table ID #DP05 ACS DEMOGRAPHIC AND HOUSING ESTIMATES for all racial/ethnic categories including Hispanic with numbers and percentages

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- if single-year and multi-year estimates are available, select the most recent single-year estimates
- if only multi-year estimates are available, select the estimates based on the fewest number of years that is typically the most recent

NEXT - click link for the selected table

COUNTY NOT LISTED ON PRIMARY ACS AMERICAN FACT FINDER WEBSITE

ACS Multi-Year Estimates - number and percent

Available online at the US Census Bureau American Fact Finder page at

<http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml>

At headings COMMUNITY FACTS and Find Popular Facts, type in the box under Enter a State, County, City, Town or Zip Code the full name of the county or city and the state

NEXT - click GO

NEXT - under the heading Popular Tables for This Geography, subcategory American Community Survey, click on the link for DEMOGRAPHIC AND HOUSING ESTIMATES for all racial/ethnic categories including Hispanic with numbers and percentages

If it is deemed necessary to outreach to unserved or underserved groups including age, gender, race, disability or any other unique subpopulation, identify the groups and describe steps taken. If additional funds are required, a good faith effort must be made to obtain them.

III. Impact Data

To establish the impact of ILCs, ACCES-VR is conducting an analysis of deinstitutionalization cost savings and consumer employment wages. The collection of deinstitutionalization cost savings data is a requirement and a performance measure. The collection of wage data will be voluntary and is not a performance measure. While reporting wage data is voluntary, centers will be requested to report on whether there was activity. Information on the reporting of impact data is available at the ACCES-VR website in the ILC Toolbox under Impact Data at <http://www.acces.nysed.gov/vr/lsn/ilc/toolbox.htm>.

A. Deinstitutionalization Cost Savings

All CILs are required to report results of assistance provided to consumers to prevent an institutional placement or to transition from an institutional setting to integrated community settings using the ACCES-VR approved statewide cost benefit reporting model. Follow instructions in the CIL Deinstitutionalization Cost Savings guidelines available online in the ILC Toolbox under Impact Data. ACCES-VR updates its cost benefit analysis of assistance provided to consumers to avoid or leave an institutional placement once a year at the end of each contract period.

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If there has been activity in this area check "Yes", complete an Individual Consumer Worksheet for each consumer assisted/served, and submit ONLY the CIL Deinstitutionalization Cost Savings Report Summary. If there has been no activity in this area during the report period, check "No" in order to confirm the completion of this section of the report.

The CIL Deinstitutionalization Cost Savings Report Summary must be submitted as an electronic attachment to the End of Year Report. When submitting the Report Summary it is not necessary to provide Individual Consumer Worksheets. ACCES-VR is only interested in receiving the Report Summary. However, centers are required to maintain for verification purposes the Individual Consumer Worksheets.

Activity Yes - see attached report No

B. CIL Consumer Employment Wages

All CILs are requested to voluntarily report results of assistance provided to consumers to obtain competitive employment. Centers will report wage data using the ACCES-VR approved statewide wage reporting model. Follow instructions in the ILC Wage Reporting guidelines available online in the ILC Toolbox under Impact Data. ACCES-VR updates its analysis of assistance provided to consumers to earn competitive wages in the community once a year at the end of each contract period.

If there has been activity in this area check "Yes", complete the MS Excel CIL Consumer Employment Data Individual Consumer Worksheet, and submit ONLY the MS Word version of the CIL Consumer Employment Data Report Summary. If there has been no activity in this area during the report period, check "No" in order to confirm the completion of this section of the report.

The CIL Consumer Employment Data Report Summary must be submitted electronically as an MS Word document attachment to the End of Year Report. When submitting the Report Summary it is not necessary to provide a copy of Excel file with the individual consumer calculations. ACCES-VR is only interested in receiving the Word version of the Report Summary. However, centers are required to maintain for verification purposes the Excel file with the individual consumer worksheet and summary.

Activity Yes - see attached report No

IV. Self-Evaluation With NYS Standards

Name of Center:

Report Period:

**Standard 1 - Technical Assistance to the Community
(Education/Awareness)**

The CIL provided trainings, in-services, workshops, awareness activities, and presentations to groups of consumers, businesses, agencies, etc. in the community. This section could also include architectural barrier consultations. It is not necessary to provide documentation.

The CIL maintained for verification purposes an unduplicated count of the technical assistance activities provided that includes topic, date, targeted audience and number of participants.

_____ Yes _____ No

Standard 2 - Public Relations

The CIL conducted activities which promoted center services and disability-related issues that included, but was not limited to, appearances on radio, television, and in print media as well as center publications (newsletters, brochures, annual reports), web pages, social media, volunteer recognition events, etc. It is not necessary to provide documentation.

The CIL maintained for verification purposes copies of all public relations materials.

_____ Yes _____ No

Standard 3 - Staff and Board of Directors Training

The CIL conducted activities related to staff and governing Board training on topics such as, but not limited to, information technology, assistive technology, laws/regulations, independent living history and philosophy, leadership, and corporate compliance. It is not necessary to provide documentation.

A. The CIL maintained for verification purposes an unduplicated count of the staff and Board training activities that includes topic, date, targeted audience and number of participants.

_____ Yes _____ No

B. The CIL provided training to new staff using the ACCES-VR and

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New York State Independent Living Council (NYSILC) approved independent living history and philosophy training DVD or an acceptable written curriculum equivalent.

_____ Yes _____ No

1. New employees hired prior to September 1 of each contract year completed training and have evidence of a certificate of completion in personnel files.

_____ Yes _____ No

2. New employees hired after September 1 of each contract year completed training and have evidence of a certificate of completion in personnel files by October 31 of the following contract year.

_____ Yes _____ No

C. The CIL has a written staff training plan to address quality consumer service record (CSR) maintenance. The plan specifies the training topic, how the training will be conducted, training time frames, training materials to be used, and how the training content will be used.

_____ Yes _____ No

D. The CIL has a written Board of Directors training plan for current and future Board members. The plan specifies the training topic, how the training will be conducted, training time frames, training materials to be used, and how the training content will be used.

_____ Yes _____ No

Standard 4 - Determination of Community Need/Consumer Involvement in Center's Mission and Philosophy

The CIL conducted activities that promoted consumer involvement in the development of the center's policies, services, etc. that included, but was not limited to, focus groups, advisory boards, ad hoc committees. It is not necessary to provide documentation.

A. The CIL maintained for verification purposes an unduplicated count of the consumer involvement activities that includes type of activity, date, and participant list.

_____ Yes _____ No

B. CILs are required to participate in ACCES-VR/New York State Independent Living Council (NYSILC) customer satisfaction surveys when they are scheduled.

1. ACCES-VR/NYSILC conducted a customer satisfaction survey during the reporting period.

_____ Yes _____ No

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If "No", skip questions B.2., B.3. and B.4.

- 2. The CIL participated in the ACCES-VR/NYSILC customer satisfaction survey.
_____ Yes _____ No
- 3. The CIL achieved 85 or higher percent rating in all customer satisfaction survey category areas.
_____ Yes _____ No
- 4. If the CIL achieved below 85 percent rating in any customer satisfaction survey category area, a program improvement plan has been submitted.
_____ Yes _____ N/A

CILs must seek to achieve a 100 percent customer satisfaction level with consumers served and be accountable for an 85 or higher percent rating in all of the ACCES-VR/NYSILC coordinated satisfaction survey category areas. If the rating falls below the standard of 85 percent, a program improvement plan must be submitted within 30 days of the inadequate performance findings that explains in detail the steps that will be taken to improve customer satisfaction. See Part 3. Attachments for information on submitting a program improvement plan.

- C. The CIL has a written plan to at least annually conduct a consumer satisfaction survey separate from the ACCES-VR/NYSILC satisfaction survey model.
_____ Yes _____ No
- D. The CIL has a written plan for annually updating consumer contact information maintained in the consumer service record (CSR) that includes address, zip code, phone number, and email address.
_____ Yes _____ No
- E. The CIL has a written internal consumer grievance procedure that ends with the Board of Directors.
_____ Yes _____ No
- F. The CIL posted its internal consumer grievance procedure on the center's wall in a common public area and Web homepage as well as included it in the center's signed rights and responsibilities form that is maintained in the Consumer Service Record. A condensed version of the center's grievance procedure or a link to the full version appears in the center's brochure and newsletter.
_____ Yes _____ No

Standard 5 - Training and Technical Assistance Needs

A. Does the CIL have training and technical assistance needs for the next fiscal year? If yes, list these needs in priority order (from most important to least important). Please be specific.

_____ Yes _____ No

B. Did the CIL purchase material and/or equipment other than incidentals and office supplies with New York State ACCES-VR funds for the reporting year? If yes, the CIL maintained for verification purposes an inventory of these purchases with detailed information that includes product name, model, serial number, cost, date purchased, and reason for purchase.

_____ Yes _____ No

NOTE: As indicated in Appendix A-1 of the ILC/ACCES-VR contract under Property subsection A, the Contractor shall maintain and submit an inventory of all non-expendable assets purchased under the agreement. The term "non-expendable assets" refers to any and all property/equipment with a purchase price of \$1,000 or more that is expected to last over the life of the contract term. For additional guidance, please refer to the above referenced section of the Center's ACCES-VR contract.

C. An inventory of material and/or equipment other than incidentals and office supplies purchased with New York State ACCES-VR funds for the reporting year was attached to the 4th quarter/final contract payment voucher. The ILC Equipment Inventory form is available online at the ACCES-VR website in the ILC Toolbox under Contract Development at <http://www.acces.nysed.gov/vr/lsn/ilc/toolbox.htm>.

_____ Yes _____ No

Standard 6 - Strategic Planning and Program Development

CILs must make maximum use of existing resources to serve persons with disabilities. Successful CILs diversify funding, collaborate with community partners, and use a wide array of grant writing, fund raising, and special event development methods to expand and enhance program development.

The CIL during the reporting year conducted resource development activities to obtain funding from sources other than New York State Independent Living Aid to Localities funding. It is not necessary to provide documentation.

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- A. The CIL maintained for verification purposes copies of any materials relating to grants applied for and/or received with dollar amounts, fund raising events, fees-for-service agreements, development campaigns, etc. _____ Yes _____ No

- B. The CIL submitted grant applications. _____ Yes _____ No

- C. The CIL collaborated with community partners to expand independent living services. _____ Yes _____ No

- D. The CIL conducted fund raising activities. _____ Yes _____ No

- E. The CIL has a written fiscal policies and procedures manual that has been authorized and approved by the Board and is annually reviewed and updated, when necessary. _____ Yes _____ No

- F. The CIL increased revenue from sources other than State aid. _____ Yes _____ No

- G. The CIL's revenues exceeded expenses for the report year. _____ Yes _____ No

- H. A completed ACCES-VR Revenue and Funding Sources Form based on the prior fiscal year is attached to the end year program performance report. The form is available at the ACCES-VR website in the ILC Toolbox under Contract Development as an attachment to Appendix D Statewide Contract Requirements 2012-2015 <http://www.acces.nysed.gov/vr/lsn/ilc/toolbox.htm>. _____ Yes _____ No

Standard 7 - Consumer Control

To be consumer controlled a CIL must be run by a governing Board of Directors of which more than half are people with

- A. Verification of consumer control:
 - 1. No. of persons on governing Board. _____
 - 2. No. of governing Board members with disabilities. _____
 - 3. The CIL has a process for nominating and electing Board members.

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_____ Yes _____ No

4. The CIL has a written Board recruitment plan.
_____ Yes _____ No

5. The CIL Board recruitment plan includes a grid of targeted skill sets used as the basis for Board recruitment.
_____ Yes _____ No

B. The Board is the principal policy making body:

1. Bylaws or other documents or practices of the CIL ensure that policy decisions are vested with the governing Board.
_____ Yes _____ No

If decision or veto authority rests in a body other than the governing Board, please describe.

2. Do the CIL bylaws specify Board member roles and responsibilities?
_____ Yes _____ No

3. The governing Board is the principal governing body of the CIL.
_____ Yes _____ No

C. Provide electronically as an attachment to the survey a current Board membership list including:

1. names
2. addresses
3. phone numbers
4. officer designations
5. asterisk (*) members with disabilities

Standard 8 - Equal Access

A. The CIL advocates for and conducts activities that promote equal access to all services, programs, activities, resources, and facilities in society whether public or private, and regardless of funding source, for individuals with disabilities. Equal access, for purposes of this paragraph means that the same access provided to individuals without disabilities is provided in the CIL's service area to individuals with disabilities.
_____ Yes _____ No

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- B. The CIL makes available in alternative format, including Braille, large print, cassette tape, electronic disk, etc. upon request, all of its written policies and materials and IL services.
 Yes No
- C. The CIL is totally physically accessible for persons with mobility disabilities.
 Yes No
- D. There are TDD/TTY's and/or other available means, either by the CIL itself or through contract, of communication to ensure access at the CIL for persons with hearing disabilities.
 Yes No
- E. The CIL is accessible to persons with disabilities requiring alternative means of ensuring ways of access to CIL services.
 Yes No
- F. Interpreters are available at the CIL upon request.
 Yes No
- G. Reader assistance is made available at the CIL upon request.
 Yes No
- H. A sampling of public relations materials reviewed emphasizes attention to equal access to society for all individuals with disabilities.
 Yes No

Standard 9 - Consumer Service Record

The CIL maintains the following information in each Consumer Service Record (CSR):

- A. Annually updated age, education status and employment status data from intake/consumer profile forms.
 Yes No
- B. A single document describing rights and responsibilities as a consumer of the CIL that is signed by the consumer and dated.
 Yes No
 - 1. Rights and responsibilities document includes acknowledgement of consumer right to confidentiality.
 Yes No
 - 2. Rights and responsibility document acknowledges and describes an internal CIL grievance process.

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_____ Yes _____ No

3. Rights and responsibility document acknowledges the availability of ACCES-VR with a contact office, person, address, and phone number for addressing consumer complaints about CIL services.

_____ Yes _____ No

NOTE: Use of a separate signature form for a consumer to acknowledge receipt of an information packet that includes a rights and responsibilities document in lieu of the consumer signing a rights and responsibilities document is prohibited.

- C. There is a record of specific services provided including:

1. Specific services received _____ Yes _____ No

2. Dates of service contact _____ Yes _____ No

3. Referrals made on behalf of consumers (either written or other formal referrals). _____ Yes _____ No

- D. A general purpose release of information form, when indicated, that contains appropriate legal information and is signed and dated by the consumer within 120 days.

_____ Yes _____ No

Part 2: Direct Services and Statistical Report

Name of Center:
Report Period:

Count all statistical data from all funding sources.

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 online at the ACCES-VR website in the ILC Toolbox under Protocols at <http://www.acces.nysed.gov/vr/lsn/ilc/toolbox.htm>.

I. Demographic Data for People with CSRs

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

- 1. Under 5 _____
- 2. 5 - 19 _____
- 3. 20 - 24 _____
- 4. 25 - 59 _____
- 5. 60 and older _____
- 6. Unknown _____

TOTAL: _____

B. Gender

- 1. Female _____
- 2. Male _____
- 3. Unknown _____

TOTAL: _____

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C. Race/Ethnicity

Count each consumer under ONLY ONE category 1.through 8. If a consumer reports more than one race, that consumer must be counted once under 7. Two or More Races.

- 1. American Indian or Alaska Native _____
- 2. Asian _____
- 3. Black or African American _____
- 4. Native Hawaiian or Other Pacific Islander _____
- 5. White _____
- 6. Hispanic/Latino of any race or _____
Hispanic/Latino only _____
- 7. Two or more races _____
- 8. Unknown _____

TOTAL: _____

D. Employment Status

- 1. Full Time _____
- 2. Part Time _____
- 3. Looking for a Job _____
- 4. Unemployed (not looking) _____
- 5. Student or in a Program _____
- 6. Retired _____
- 7. Participating in segregated work _____
or day program setting _____
- 8. Other employment category not specified above _____
- 9. Unknown _____

TOTAL: _____

E. Education Status

- 1. Not Yet Enrolled in School _____
- 2. Pre-Kindergarten Program _____
- 3. Kindergarten-8th Grade _____
- 4. Some High School _____
- 5. Completed High School _____
- 6. Some College _____
- 7. Business Trade, Vocational School _____
- 8. Completed two year undergraduate degree program _____
- 9. Completed four year undergraduate degree program _____
- 10. Completed post graduate degree program _____
- 11. Unknown _____

TOTAL: _____

F. Veteran

- 1. Veteran (served in US military) _____
- 2. Non-Veteran (never served in US military) _____
- 3. Unknown _____

- TOTAL: _____

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

- 1. Intellectual Disability _____
- 2. Traumatic and other brain injuries _____
- 3. Learning Disability _____
- 4. Autism _____
- 5. Other cognitive disabilities _____

- TOTAL: _____

B. Physical

- 1. Spinal cord injury _____
- 2. Neuromuscular _____
- 3. Orthopedic _____
- 4. Cerebral palsy _____
- 5. Spina bifida _____
- 6. Other congenital birth anomaly _____
- 7. Epilepsy _____
- 8. Muscular dystrophy _____
- 9. Amputation _____
- 10. Back injury _____

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- 11. HIV/AIDS _____
- 12. Environmental and other related illnesses _____
- 13. Other physical disabilities _____

TOTAL: _____

C. Mental

- 1. Mental Illness _____
- 2. Emotional/behavioral disabilities _____
- 3. Substance Abuse _____
- 4. Other mental illnesses _____

TOTAL: _____

D. Sensory

- 1. Blindness _____
- 2. Low vision _____
- 3. Deafness _____
- 4. Hard of hearing _____
- 5. Deaf/Blind _____
- 6. Other sensory disabilities _____

TOTAL: _____

E. Total of Disability Categories (A+B+C+D) _____

The total of the four disability categories may be equal to or greater than the total for III.A. People With Disabilities (PWD), 3. Total PWD Total Funding but not less than.

F. Multiple Disabilities _____

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

III. Total People Served During Year

Report the unduplicated number of consumers that were served either with ACCES-VR funds, with funds from sources other than ACCES-VR, or 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. Count each consumer under ONLY ONE funding source ACCES-VR Only, Other Only, or Multiple. If a consumer is served through more than one funding source, that consumer must be counted once under Multiple

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Funding.

III.A. PWD, 1. Total CSRs Total Funding must equal the total reported for each category under I. Demographic Data. III.A. PWD, 2. Information and Referral (I&R) PWD Total Funding cannot be greater than IV. I. Information and Referral. III.A. PWD, 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. Total Funding for III.D. Total People Served must equal the total reported for V. Total County(s) Served Total Funding.

People Served	ACCES-VR Funding Only	+	Other Funding Only	+	Multiple Funding	=	Total Funding
A. PWD							
1.Total CSRs	_____		_____		_____		_____
2.I&R PWD	_____		_____		_____		_____
3.Total PWD	_____		_____		_____		_____
B. Family	_____		_____		_____		_____
C. Other	_____		_____		_____		_____
D. Total (A3+B+C)	_____		_____		_____		_____
E. Total consumers projected in contract to be served							_____
F. CSRs returning served since Oct. 1 of report year and served during prior report year.							_____
G. CSRs started (new) since Oct. 1 of report year							_____
H. Total CSRs served during report year (F + G) Equal to the total reported for each category under I. Demographic Data.							_____
I. Businesses/Agencies served							_____

IV. Individual Services - Number of Persons 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	_____
B. Architectural barrier services	_____
C. Assistive devices/equipment	_____
D. Children's services	_____
E. Communication services	_____
F. Counseling services	_____
G. Family services	_____
H. Housing and shelter services	_____

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I.	Information and referral	_____
J.	Independent living skills development and life skills services	_____
K.	Mobility training	_____
L.	Peer counseling	_____
M.	Personal assistance services	_____
N.	Recreational services	_____
O.	Transportation services	_____
P.	Youth services	_____
Q.	Vocational Services	_____
R.	Plan to Achieve Self-Support	_____
S.	Business/Industry/Agency services	_____
T.	Benefits Advisement	_____
U.	Voter Registration	_____
V.	Other	_____
	TOTAL:	_____

V. County(s) Served

Report the county of residence for consumers served and report the number of consumers in each county served either with ACCES-VR funds, with funds from sources other than ACCES-VR, or with both ACCES-VR funds and other funds. Count each consumer under ONLY ONE funding source ACCES-VR Only, Other Only, or Multiple. If a consumer is served through more than one funding source, that consumer must be counted once under Multiple Funding. Total Funding for Total County(s) Served must equal the total reported for III. D. Total People Served, Total Funding.

Reporting "unknowns" is not an option under County(s) Served. Each consumer reported under III. A., B. and C. should have a mailing address to identify the county of residence. If a consumer lives in another state or country, identify the state or country.

	County Name	ACCES-VR Funding Only	+	Other Funding Only	+	Multiple Funding	=	Total Funding
1.	_____	_____		_____		_____	=	_____
2.	_____	_____		_____		_____	=	_____
3.	_____	_____		_____		_____	=	_____
4.	_____	_____		_____		_____	=	_____
5.	_____	_____		_____		_____	=	_____
6.	_____	_____		_____		_____	=	_____
7.	_____	_____		_____		_____	=	_____
8.	_____	_____		_____		_____	=	_____
9.	_____	_____		_____		_____	=	_____
10.	_____	_____		_____		_____	=	_____
	TOTAL:	_____		_____		_____	=	_____

Part 3: Attachments

All attachments referenced in Part I: Program Performance Report should be provided electronically in this section. This can include items that will help to illustrate or document activities mentioned in one or more sections of the narrative. For Part 1., III. Impact Data, attach the completed Report Summary(s), if indicated. If a program improvement plan(s) is indicated in Part 1: I. Community and Systems Change Activities and Outcomes, II. Outreach, IV. Self-Evaluation with NYS Standards; and/or Part 2: III. E. Total consumers projected in contract to receive direct services, the completed plan(s) should be placed in this section.

There is no standard format for the program improvement plan, and the center can choose any format that includes the following categories:

- A. Steps To Be Taken - names of any organizations that will be contacted and description of activities
- B. With Who - names of contact persons
- C. Time Frames - scheduled dates
- D. Anticipated Results - what will be accomplished
- E. Anticipated Completion Dates - when planned activities will be completed