

## **The Role of Independent Living Centers in Bringing About Community and Systems Change 2009-2010**

New York's 39 Independent Living Centers (ILCs) receive over \$12.3 million to provide an array of independent living services to individuals and to advocate for and lead change to systems affecting the lives of people with disabilities. "Systems Change", in the context of New York State's Independent Living Standards, Performance Measures and Data Collection Guide means, "Permanent change to policies, practices, decisions and environments in the public and/or private sector that control resources necessary to enhance integration, inclusion and independence of people with disabilities as a group".

Each of the 39 Independent Living Centers must achieve three results of community and systems change per year under contract with the NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR). ACCES-VR has established six distinct domains of systems change in areas of Education, Employment, Health Care, Commerce, Social and Citizenship. Furthermore, tracking within categories is also done to group similar results together within each domain. For instance, within the Education domain, results are grouped if they have had an impact on A. transition services, B. receipt of funding for pre-Kindergarten through university or business programs, or C. if the result demonstrated integration of a new educational component into a curriculum. Under the Health Care domain, results are grouped if they addressed A. legislation/regulation/policy, B. consumer directed personal assistance (CDPA) services or C. increased access to physician offices/clinics.

A detailed analysis of results is maintained in a systems change inventory database to determine frequency of specific types of systems change in each domain and the number of results in subcategories of each domain. Results are shared with the field on an annual basis to report on outcomes and provide opportunities for exchanges of best practices. Below is a sampling of results from the reporting period, **October 1, 2009 – September 30, 2010**. During this reporting period, the network of 39 ILCs served over 83,000 individuals with and without disabilities with direct services.

Close to 500 instances of results of community and systems change were accomplished by the New York State network of Independent Living Centers with 100 percent of ILCs achieving the required three or more outcomes. Three ILCs achieved results in each of the six domains of systems change. These centers are: 1. Resource Center for Accessible Living in Kingston, 2. Massena Independent Living Center in Massena, and 3. Finger Lakes Independence Center in Ithaca. The three ILCs with the highest number of occasions of systems change are Independent Living Inc. in Newburgh with 34, Southern Tier Independence Center in Binghamton with 28, and Resource Center for Accessible Living in Kingston with 24.

The most frequently occurring outcomes of community and systems change are:

- Bringing Americans with Disabilities Act (ADA) Title III covered public and private entities into full compliance with accessibility standards under the law. There were 40 successful

## Role of ILC in Systems Change 2009-2010

instances where ILCs worked with owners of such entities as supermarkets, banks, restaurants, malls, etc. to increase access to marketplace goods and services.

- Ensuring that hospitals, rehabilitation facilities, long-term care facilities, nursing homes physician offices and public and private clinics provide both accessible facilities and services. There were 37 instances of enhanced health care access.
- Bringing Americans with Disabilities Act (ADA) Title II covered entities into full compliance with access standards under the law. There were 23 instances where ILCs worked with local town and county governments to address full access to buildings, programs and services such as libraries, courts, town halls, etc.
- Increasing the number of employment opportunities for people with disabilities. There were 14 instances where ILCs worked with local employers to improve physical accessibility and recruitment practices.
- Ensuring that polling sites are fully accessible from parking to walkways, to indoor facilities and restrooms. There were 9 instances of enhanced polling site access.
- Ensuring that parks and other places of public recreation are fully accessible. There were 8 instances where ILCs facilitated accessibility by working with local, county or state officials to make parks, playgrounds, fishing docks and piers, and other recreational sites accessible to all.
- Ensuring that schools pre-kindergarten through college including both public and private are accessible physically and programmatically. There were 3 instances of enhanced school access.

Some unique results that span the range of domains include the following:

### Education Advocacy

- Western New York Independent Living (WNYIL) in Buffalo achieved systems change in Education Advocacy since the Gowanda Correctional Facility in collaboration with the Center's OAHIO program (serving Native Americans who are disabled) created a program for inmates who are soon to be released that promotes their successful return to society through both group presentations and individual assistance.
- Independent Living, Inc. (ILI) in Newburgh achieved systems change in Education Advocacy since the Orange-Ulster Board of Cooperative Educational Services (BOCES) established an agreement with ILI to conduct annual training to General Educational Development (GED) certificate students who are disabled regarding NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) and supported employment opportunities.

## Role of ILC in Systems Change 2009-2010

- Independent Living Center of the Hudson Valley (ILCHV) in Troy achieved systems change in Education Advocacy since the Questar III in Castleton changed the admission policy for its Career and Technical Education (CTE) programs from not accepting high school seniors into the two year program to offering "special circumstances" for qualified students with disabilities to enter the program the senior year with a transition plan that includes NYS Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) funding for the 2nd year. Questar III provides instructional and support services to 23 school districts in Rensselaer, Columbia and Greene Counties.

### Employment Advocacy

- Capital District Center for Independence (CDCI) in Albany achieved systems change in Employment Advocacy since the Dress for Success (DFS) in Albany established a written agreement with CDCI to assist low income women with disabilities who are seeking employment and cannot afford appropriate clothing. The Center will provide all needed employment services, and DFS will provide clothing for the job interview and when a job has been accepted. DFS is an international not-for-profit organization offering services designed to help low income women find jobs and remain employed.
- Resource Center for Accessible Living (RCAL) in Kingston achieved systems change in Employment Advocacy since the NYS Department of Health (DOH) changed the Access NY Health Care Application to have Supplement A (For Age 65+, Disabled, or Blind Medicaid Applicants) include the question "If you are a disabled and working, are you interested in applying for the MBI-WPD program?" to better inform applicants about the Medicaid Buy-In for Working Disabled (MBI-WPD) program and to expedite the processing of applications by local Department of Social Services (DSS) offices.
- North Country Center for Independence (NCCI) in Plattsburgh achieved systems change in Employment Advocacy since the One Work Source, One-Stop Career Center in Plattsburgh, installed automatic doors at its main entrance.

### Health Care Advocacy

- Resource Center for Independent Living (RCIL) in Amsterdam, a State funded subsidiary center of Resource Center for Independent Living (RCIL) in Utica, achieved systems change in Health Care Advocacy since the US Social Security Administration (SSA) Office of Disability Determination in Baltimore, Maryland changed its practices to ensure that claimants with Limited English Proficiency (LEP) are given the same assistance during the Social Security claims process as English speaking claimants. The changes included providing forms and other correspondence in languages other than English, issuing reminders to Regional SSA Commissioners and their respective state Department of Social Services Administrators, and providing specialized training for disability examiners.
- AIM Independent Living Center (AIM) in Corning achieved systems change in Health Care Advocacy since the existing Consumer Directed Personal Assistance (CDPA) Program in Allegany County reached a stable foundation by enrolling 13 new consumers.

## Role of ILC in Systems Change 2009-2010

- Westchester Disabled on the Move (WDOM) in Yonkers achieved systems change in Health Care Advocacy since the St. Johns-Riverside Hospital in Yonkers corrected problems with the handicapped accessible parking spaces by redesigning the parking lot.

### Commerce Advocacy

- Harlem Independent Living Center (HILC) in New York City achieved systems change in Commerce Advocacy since the Rite Aid Pharmacy Corporate Office in Pennsylvania changed its policies to require all stores (nearly 4,800 stores in 31 states and the District of Columbia) to provide purchase receipts with alternate contact information for internet or Telecommunications Device for the Deaf (TDD) to assist customers who are Deaf or hard of hearing.
- Massena Independent Living Center (MILC) in Massena achieved systems change in Commerce Advocacy since the Village of Potsdam Housing Authority rescinded its "No Pets Allowed" Policy to allow tenants who are disabled to have companion animals.
- Regional Center for Independent Living (RCIL) in Rochester achieved systems change in Commerce Advocacy since the Rochester Police Department in collaboration with the Center developed the Deaf Driver Communication Visor Card to assist in communication during a traffic stop between a police officer and a driver who is deaf. It is modeled after other successful programs used by drivers who are deaf in other states such as Maryland and Virginia.

### Social Advocacy

- Access to Independence of Cortland County (ATI) in Cortland achieved systems change in Social Advocacy since the Young Men's Christian Association (YMCA) in Cortland made its reception area accessible and created a secure/accessible member entrance.
- Southern Adirondack Independent Living (SAIL) in Queensbury achieved systems change in Social Advocacy since the Fort Miller Wesleyan Church in Fort Edward widened a doorway to make the church accessible for parishioners who utilize wheelchairs or other mobility devices.
- Independent Living of Niagara County (ILNC) in Niagara Falls, a State funded subsidiary center of Western New York Independent Living (WNYIL) in Buffalo, achieved systems change in Social Advocacy since the City of Niagara Falls changed its event permit procedures to require all applicants to certify that they are aware of and will comply with the Americans with Disability Act (ADA) for all civic events. Failure to certify or to falsely certify will result in the cancellation of the event.

### Citizenship Advocacy

## Role of ILC in Systems Change 2009-2010

- Finger Lakes Independence Center (FLIC) in Ithaca achieved systems change in Citizenship Advocacy since the Tompkins County Department of Emergency Response changed its policies and procedures for the development of emergency plans to include input from people with disabilities in order to address their concerns.
- Long Island Center for Independent Living (LICIL) in Levittown achieved systems change in Citizenship Advocacy since the Nassau County Board of Elections discontinued its practice of having polling site Inspectors warn voters who are disabled of any time frame for usage of the new optical scanner electronic voting system and eliminated the discussion of time frame "warnings" from all poll Inspector training.
- Center for Independence of the Disabled in New York (CIDNY) in New York City achieved systems change in Citizenship Advocacy since the NYC Board of Elections changed its public education campaign by including a disability awareness element for each part of the public outreach plan (website, mobile outreach and advertisements), by providing onsite demonstrations of the new Ballot Marking Devices to disability organizations, and by establishing a policy to regularly seek input and feedback from disability and good government groups.

**NYS INDEPENDENT LIVING CENTERS  
ANNUAL PERFORMANCE REPORT  
SYSTEMS CHANGE OUTCOMES**

**OCTOBER 1, 2009 - SEPTEMBER 30, 2010  
STATEWIDE DATA REPORT**

SYSTEMS CHANGE CATEGORIES	OUTCOMES ACHIEVED			
	# of ILCs	% of 39 ILCs	# of OUTCOMES	% of TOTAL OUTCOMES
EDUCATION	32	82%	85	18%
EMPLOYMENT	24	62%	60	12%
HEALTH CARE	34	87%	157	32%
COMMERCE	38	97%	113	23%
SOCIAL	17	44%	24	5%
CITIZENSHIP	25	64%	49	10%
<b>TOTAL</b>			488	100%

<b>NYS INDEPENDENT LIVING CENTERS ANNUAL PERFORMANCE REPORT                      SYSTEMS CHANGE OUTCOMES</b>											
<b>OCTOBER 1, 2009 - SEPTEMBER 30, 2010</b>											
<b>NUMBER OF SYSTEMS CHANGE CATEGORIES ACHIEVED BY ILCs</b>											
No.	LOCATION	ILC	EDU- CATION	EMPLOY- MENT	HEALTH CARE	COM- MERCE	SOCIAL	CITIZEN- SHIP	RESULTS *		
									TOTAL	S	U
1	Albany	Capital District Center for Independence	X	X	X	X	X		5	X	
2	Amsterdam	Resource Center for Independent Living-subsiary		X	X	X	X		4	X	
3	Auburn	Options for Independence	X		X	X		X	4	X	
4	Batavia	Genesee Region Independent Living Center		X		X	X		3	X	
5	Binghamton	Southern Tier Independence Center	X	X	X	X		X	5	X	
6	Bronx	Bronx Independent Living Services	X	X	X	X			4	X	
7	Brooklyn	Brooklyn Center for Independence of the Disabled	X			X		X	3	X	
8	Buffalo	Western New York Independent Living (WNYIL)	X		X	X		X	4	X	
9	Corning	AIM Independent Living Center	X	X	X	X	X		5	X	
10	Cortland	Access to Independence of Cortland County	X	X	X	X	X		5	X	
11	Delaware	Catskill Center for Independence	X		X	X	X	X	5	X	
12	Glens Falls	Southern Adirondack Independent Living Center		X	X	X	X		4	X	
13	Harlem	Harlem Independent Living Center	X			X		X	3	X	
14	Herkimer	Resource Center for Independent Living-subsiary	X	X	X			X	4	X	
15	Ithaca	Finger Lakes Independence Center	X	X	X	X	X	X	6	X	
16	Jamestown	Southwestern Independent Living Center		X	X	X	X		4	X	
17	Kingston	Resource Center for Accessible Living	X	X	X	X	X	X	6	X	
18	Long Island	Long Island Center for Independent Living	X		X	X		X	4	X	
19	Manhattan	Center for Independence of the Disabled in New York	X	X	X	X		X	5	X	
20	Massena	Massena Independent Living Center	X	X	X	X	X	X	6	X	
21	Middletown	Action Toward Independence	X		X	X		X	4	X	
22	Newburgh	Independent Living Inc.	X	X	X	X		X	5	X	
23	Niagara Falls	Independent Living of Niagara County-WNYIL subsidiary	X		X	X	X	X	5	X	
24	Olean	Directions in Independent Living	X	X	X	X		X	5	X	
25	Plattsburgh	North Country Center for Independence	X	X		X			3	X	
26	Poughkeepsie	Taconic Resources for Independence	X	X	X	X			4	X	
27	Putnam	Putnam Independent Living Services-WILC subsidiary	X		X	X		X	4	X	
28	Queens	Center for Independence of the Disabled in New York-subsiary	X	X	X	X		X	5	X	

## NYS INDEPENDENT LIVING CENTERS ANNUAL PERFORMANCE REPORT SYSTEMS CHANGE OUTCOMES

**OCTOBER 1, 2009 - SEPTEMBER 30, 2010**

### NUMBER OF SYSTEMS CHANGE CATEGORIES ACHIEVED BY ILCs

No.	LOCATION	ILC	EDU- CATION	EMPLOY- MENT	HEALTH CARE	COM- MERCE	SOCIAL	CITIZEN- SHIP	RESULTS *		
									TOTAL	S	U
29	Rochester	Regional Center for Independent Living	X		X	X	X	X	5	X	
30	Rockland	Rockland Independent Living Center	X		X	X			3	X	
31	Staten Island	Staten Island Center for Independent Living			X	X		X	3	X	
32	Suffolk	Self-Initiated Living Options	X	X		X	X		4	X	
33	Sullivan	Action Toward Independence-subsiary		X	X	X	X	X	5	X	
34	Syracuse	ARISE	X		X	X		X	4	X	
35	Troy	Independent Living Center of the Hudson Valley	X		X	X	X	X	5	X	
36	Utica	Resource Center for Independent Living		X	X	X			3	X	
37	Watertown	Northern Regional Center for Independent Living	X	X	X	X			4	X	
38	White Plains	Westchester Independent Living Center	X	X	X	X		X	5	X	
39	Yonkers	Westchester Disabled on the Move	X		X	X	X	X	5	X	
TOTAL ILCs ACHIEVING OUTCOME			32	24	34	38	17	25		39	0
% of ALL ILCs			82%	62%	87%	97%	44%	64%			

OCTOBER 1, 2009 - SEPTEMBER 30, 2010	# ILC	/	TOTAL ILC	=	% ACHIEVED
* EXPLANATION OF RESULTS					
S - Successful = 3 or more	39		39		100%
U - Unsuccessful = less than 3	0		39		0%
Total	39		39		100%

OCTOBER 1, 2009 - SEPTEMBER 30, 2010	# ILC	/	TOTAL ILC	=	% ACHIEVED
BREAKDOWN OF RESULTS					
0	0		39		0%
1	0		39		0%
2	0		39		0%
3	7		39		18%
4	14		39		36%
5	15		39		38%
6	3		39		8%
Total	39		39		100%



**NYS INDEPENDENT LIVING CENTERS ANNUAL PERFORMANCE REPORT  
SYSTEMS CHANGE OUTCOMES**

**OCTOBER 1, 2009 - SEPTEMBER 30, 2010**

**NUMBER OF SYSTEMS CHANGE OUTCOMES ACHIEVED BY ILCs**

No.	LOCATION	ILC	SYSTEMS CHANGE CATEGORIES						TOTAL
			EDUCATION	EMPLOYMENT	HEALTH CARE	COMMERCE	SOCIAL	CITIZENSHIP	
1	Albany	Capital District Center for Independence	2	3	3	3	1		12
2	Amsterdam	Resource Center for Independent Living-subsiary		2	5	4	1		12
3	Auburn	Options for Independence	3		2	2		1	8
4	Batavia	Genesee Region Independent Living Center		1		1	1		3
5	Binghamton	Southern Tier Independence Center	3	1	21	2		1	28
6	Bronx	Bronx Independent Living Services	1	1	1	2			5
7	Brooklyn	Brooklyn Center for Independence of the Disabled	2			4		2	8
8	Buffalo	Western New York Independent Living Project (WNYILP)	3		1	2		1	7
9	Corning	AIM Independent Living Center	5	4	4	4	1		18
10	Cortland	Access to Independence of Cortland County	2	4	1	1	2		10
11	Delaware	Catskill Center for Independence	3		1	2	2	2	10
12	Glens Falls	Southern Adirondack Independent Living Center		1	8	5	1		15
13	Harlem	Harlem Independent Living Center	1			3		1	5
14	Herkimer	Resource Center for Independent Living-subsiary	3	4	1			1	9
15	Ithaca	Finger Lakes Independence Center	6	2	4	2	2	4	20
16	Jamestown	Southwestern Independent Living Center		2	2	2	1		7
17	Kingston	Resource Center for Accessible Living	1	4	8	6	2	3	24
18	Long Island	Long Island Center for Independent Living	3		2	4		2	11
19	Manhattan	Center for Independence of the Disabled in New York	2	2	9	1		5	19
20	Massena	Massena Independent Living Center	5	1	1	2	1	1	11
21	Middletown	Action Toward Independence	1		2	4		1	8
22	Newburgh	Independent Living Inc.	7	7	13	5		2	34
23	Niagara Falls	Independent Living of Niagara County-WNYILP subsiary	1		1	1	1	2	6
24	Olean	Directions in Independent Living	3	2	1	1		1	8
25	Plattsburgh	North Country Center for Independence	2	1		2			5
26	Poughkeepsie	Taconic Resources for Independence	1	1	13	3			18
27	Putnam	Putnam Independent Living Services-WILC subsiary	6		1	3		1	11
28	Queens	Center for Independence of the Disabled in New York-subsiary	1	2	9	1		7	20

<b>NYS INDEPENDENT LIVING CENTERS ANNUAL PERFORMANCE REPORT SYSTEMS CHANGE OUTCOMES</b>									
<b>OCTOBER 1, 2009 - SEPTEMBER 30, 2010</b>									
<b>NUMBER OF SYSTEMS CHANGE OUTCOMES ACHIEVED BY ILCs</b>									
<b>No.</b>	<b>LOCATION</b>	<b>ILC</b>	<b>SYSTEMS CHANGE CATEGORIES</b>						<b>TOTAL</b>
			<b>EDU- CATION</b>	<b>EMPLOY- MENT</b>	<b>HEALTH CARE</b>	<b>COM- MERCE</b>	<b>SOCIAL</b>	<b>CITIZEN- SHIP</b>	
29	Rochester	Regional Center for Independent Living	4		6	4	2	2	18
30	Rockland	Rockland Independent Living Center	4		2	1			7
31	Staten Island	Staten Island Center for Independent Living			1	4		1	6
32	Suffolk	Self-Initiated Living Options	1	1		1	1		4
33	Sullivan	Action Toward Independence-subsidary		3	6	9	3	1	22
34	Syracuse	ARISE	1		3	10		2	16
35	Troy	Independent Living Center of the Hudson Valley	1		2	1	1	2	7
36	Utica	Resource Center for Independent Living		6	5	4			15
37	Watertown	Northern Regional Center for Independent Living	4	1	2	3			10
38	White Plains	Westchester Independent Living Center	1	4	10	3		2	20
39	Yonkers	Westchester Disabled on the Move	2		6	1	1	1	11
	<b>TOTAL OUTCOMES ACHIEVED</b>		<b>85</b>	<b>60</b>	<b>157</b>	<b>113</b>	<b>24</b>	<b>49</b>	<b>488</b>
	<b>TOTAL ILCs ACHIEVING OUTCOMES</b>		<b>32</b>	<b>24</b>	<b>34</b>	<b>38</b>	<b>17</b>	<b>25</b>	