

The Role of Independent Living Centers in Bringing About Community and Systems Change 2010-2011

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, 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, 2010 – September 30, 2011**. During this reporting period, the network of 39 ILCs served close to 82,000 individuals with and without disabilities with direct services.

Over 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. Six ILCs achieved results in each of the six domains of systems change. These centers are: 1. Capital District Center for Independence in Albany, 2. Bronx Independent Living Services in Bronx, 3. AIM Independent Living Center in Corning, 4. Southern Adirondack Independent Living Center in Queensbury, 5. Resource Center for Accessible Living in Kingston, and 6. Westchester Disabled on the Move in Yonkers. The three ILCs with the highest number of occasions of systems change are Taconic Resources for Independence in Poughkeepsie with 36, Capital District Center for Independence in Albany with 35, and AIM Independent Living Center in Corning with 33.

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

- Bringing Americans with Disabilities Act (ADA) Title II covered entities into full compliance with access standards under the law. There were 39 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.
- 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 38 instances of enhanced health care access.
- Bringing Americans with Disabilities Act (ADA) Title III covered public and private entities into full compliance with accessibility standards under the law. There were 35 successful instances where ILCs worked with owners of such entities as supermarkets, banks, restaurants, malls, etc. to increase access to marketplace goods and services.
- Increasing the number of employment opportunities for people with disabilities. There were 13 instances where ILCs worked with local employers to improve physical accessibility and recruitment practices.
- Ensuring that parks and other places of public recreation are fully accessible. There were 12 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 9 instances of enhanced school access.
- Ensuring that polling sites are fully accessible from parking to walkways, to indoor facilities and restrooms. There were 7 instances of enhanced polling site access.

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

Education Advocacy

- Brooklyn Center for Independence of the Disabled (BCID) in Brooklyn achieved systems change in Education Advocacy since Consolidated Bus Transit (CBT) in Brooklyn changed its practice of not allowing students to ride with a service dog unless they are visually impaired to permitting students with any disability to ride with service dogs. CBT is a privately owned and operated company that provides transportation services to the New York City area that includes school bus transportation, charter bus, and paratransit services.
- North Country Center for Independence (NCCI) in Plattsburgh achieved systems change in Education Advocacy since NCCI established a Financial Literacy Program for people with disabilities, which consists of a series of six workshops designed to promote financial stability that will be conducted annually or more frequently as needed. The Center was awarded a \$3,500 grant by the TD Charitable Foundation (TD Bank) to start the program.

The program will be maintained through collaboration with the Family Welcome Center that is operated by Champlain Valley Educational Services and located at the One Work Source (One Stop Career Center) in Plattsburgh.

- Suffolk Independent Living Organization (SILO) in Ronkonkoma achieved systems change in Education Advocacy since the Suffolk County Correctional Facility in Riverhead established a written agreement with SILO to conduct presentations every other week to inmates who are soon to be released to help in preparing them for transition back into the community.

Employment Advocacy

Capital District Center for Independence (CDCI) in Albany achieved systems change in Employment Advocacy since the Unlimited Potential, vocational rehabilitation center in Saratoga Springs, changed its practices to utilize subsidy letters to assist their employees with disabilities who receive Social Security Disability Insurance (SSDI). A subsidy letter is a support provided by an employer that may result in an employee receiving more pay than their actual value of services they perform.

Resource Center for Accessible Living (RCAL) in Kingston achieved systems change in Employment Advocacy since the NYS Department of Civil Service changed its website to improve access to information regarding the Workers with Disabilities Program by directing individuals to the StateJobsNY website at <https://statejobsny.com/index.cfm>. This site provides the selection criteria "Accept 55b and 55c" that allows persons with disabilities to specifically search for civil service positions that are 55b/c eligible.

Independent Living, Inc. (ILI) in Newburgh achieved systems change in Employment Advocacy since the Bon-Ton department store in Newburgh changed its reasonable accommodation practices to create new supportive employment opportunities for people with significant disabilities by creating a paid position for a consumer. The company had offered only volunteer positions in the past.

Health Care Advocacy

Southern Tier Independence Center (STIC) in Binghamton achieved systems change in Health Care Advocacy since the US Department of Veterans Affairs changed its procedures for the Veteran's Directed Home and Community Based Service Program that is provided through area agencies on aging for eligible veterans of all ages to give consumers more control over the use of their Consumer Directed Personal Assistance (CDPA) service hours.

Massena Independent Living Center (MILC) in Massena achieved systems change in Health Care Advocacy since the Massena TRIAD Program established the "We Care Call Program:" to provide free daily phone calls by a volunteer to conduct wellness checks of elderly, frail, and disabled individuals who live alone. TRIAD is a joint project of the Massena Senior Citizens Center, Massena Independent Living Center, Massena Police Department, and Massena Housing Authority.

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 Health Care Advocacy since the P2 (Pursuing Perfection) Collaborative of Western New York in Williamsville established a program to train peers to conduct a series of workshops in Niagara County on chronic health condition management. Peers were selected from community members of the P2 "My Health Counts" Healthy Living initiative. P2 is a not-for-profit organization that works to improve individual quality of life and reduce health care costs for the entire community.

Commerce Advocacy

Bronx Independent Living Services (BILS) in New York City achieved systems change in Commerce Advocacy since the Bethex Federal Credit Union, Conrad Walker Branch at 20 East 179th Street lower level in Bronx changed its practices to provide sign language interpreter services at least once a month on Saturdays and more often as needed so that individuals who are deaf or hearing impaired can do their banking in person.

Regional Center for Independent Living (RCIL) in Rochester achieved systems change in Commerce Advocacy since the Monroe County Family Court improved its access to individuals who are Deaf or hard of hearing with limited English proficiency by providing both sign language interpreter services and foreign language interpreter services at the same time, when necessary.

Rockland Independent Living Center (RILC) in New City achieved systems change in Commerce Advocacy since the Palisades Center Mall in West Nyack reversed its decision to stop providing electric carts to customers who are disabled or elderly and will continue to supply carts as well as purchase several new electric carts to add to the present number offered for use. The mall's owner, Pyramid Companies in Syracuse that originally made the decision to stop providing carts, agreed to provide electric carts for disabled and elderly patrons in their other locations.

Social Advocacy

AIM Independent Living Center (AIM) in Corning achieved systems change in Social Advocacy since the Chemung County Youth Bureau changed its practices to allow youth with developmental disabilities to participate in swimming trips to Harris Hill Park in Elmira. Previously, these youth were typically not included in events/activities sponsored by the Chemung County Youth Bureau.

ARISE in Syracuse achieved systems change in Social Advocacy since the Carousel Mall in Syracuse improved the access of its historic carousel by installing a new ramp leading to the carousel. A new wheelchair accessible carving was commissioned to maintain the historic appearance of the carousel.

Northern Regional Center for Independent Living (NRCIL) in Watertown achieved systems change in Social Advocacy since the Village of Dexter installed an accessible canoe and kayak launch at Fish Island on the Black River to enable people with disabilities to access boating. The device allows wheelchair users to transfer themselves onto a platform that slides out on top of a boat's seat to ease into the boat.

Citizenship Advocacy

Long Island Center for Independent Living (LICIL) in Levittown achieved systems change in Citizenship Advocacy since the Nassau County Board of Elections changed its policies and procedures to provide each poll site coordinator with signs to direct voters to specific locations of handicapped accessible parking. Poll site coordinators were trained to routinely adapt and post these signs according to parking provisions at their particular site.

Center for Independence of the Disabled in New York (CIDNY) in New York City achieved systems change in Citizenship Advocacy since the New York City Office of Emergency Management changed its policy to have all emergency shelters, which are part of the City's Coastal Storm Plan, allow people with disabilities to bring their service dogs into shelters during and after an emergency.

Resource Center for Independent Living (RCIL) in Utica achieved systems change in Citizenship Advocacy since Congressman Richard Hanna, newly elected to represent the 24th Congressional District of New York with district offices in Utica, Auburn and Cortland, adopted policies that ensure that meetings and rallies are held in accessible locations.

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

**OCTOBER 1, 2010 - SEPTEMBER 30, 2011
STATEWIDE DATA REPORT**

SYSTEMS CHANGE CATEGORIES	OUTCOMES ACHIEVED			
	# of ILCs	% of 39 ILCs	# of OUTCOMES	% of TOTAL OUTCOMES
EDUCATION	33	85%	80	15%
EMPLOYMENT	25	64%	61	12%
HEALTH CARE	38	97%	162	31%
COMMERCE	39	100%	160	30%
SOCIAL	20	51%	34	6%
CITIZENSHIP	21	54%	29	6%
TOTAL			526	100%

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

OCTOBER 1, 2010 - SEPTEMBER 30, 2011

NUMBER OF SYSTEMS CHANGE CATEGORIES ACHIEVED BY ILCs

No.	ILC	SYSTEMS CHANGE CATEGORIES						RESULTS *		
		Edu- cation	Emplo- ment	Health Care	Com- merce	Social	Citizen- Ship	Total	S	U
1	Capital District Center for Independence	X	X	X	X	X	X	6	X	
2	Resource Center for Independent Living-subsidiary Amsterdam	X	X	X	X	X		5	X	
3	Options for Independence	X	X	X	X	X		5	X	
4	Genesee Region Independent Living Center-WNYIL subsidiary	X	X	X	X			4	X	
5	Southern Tier Independence Center	X		X	X		X	4	X	
6	Bronx Independent Living Services	X	X	X	X	X	X	6	X	
7	Brooklyn Center for Independence of the Disabled	X			X		X	3	X	
8	Western New York Independent Living (WNYIL)	X		X	X		X	4	X	
9	AIM Independent Living Center	X	X	X	X	X	X	6	X	
10	Access to Independence of Cortland County			X	X	X	X	4	X	
11	Catskill Center for Independence	X		X	X	X	X	5	X	
12	Southern Adirondack Independent Living Center	X	X	X	X	X	X	6	X	
13	Harlem Independent Living Center	X	X	X	X		X	5	X	
14	Resource Center for Independent Living-subsidiary Herkimer	X	X	X	X	X		5	X	
15	Finger Lakes Independence Center		X	X	X		X	4	X	
16	Southwestern Independent Living Center	X	X	X	X	X		5	X	
17	Resource Center for Accessible Living	X	X	X	X	X	X	6	X	
18	Long Island Center for Independent Living	X		X	X		X	4	X	
19	Center for Independence of the Disabled in New York		X	X	X		X	4	X	
20	Massena Independent Living Center	X		X	X	X		4	X	
21	Action Toward Independence-Middletown			X	X	X		3	X	
22	Independent Living Inc.	X	X	X	X			4	X	
23	Independent Living of Niagara County-WNYIL subsidiary	X	X	X	X			4	X	
24	Directions in Independent Living	X	X	X	X		X	5	X	
25	North Country Center for Independence	X		X	X			3	X	
26	Taconic Resources for Independence	X	X	X	X	X		5	X	
27	Putnam Independent Living Services-WILC subsidiary	X	X	X	X			4	X	
28	Center for Independence of the Disabled in New York-subsidiary Queens		X	X	X		X	4	X	
29	Regional Center for Independent Living	X	X	X	X		X	5	X	
30	Rockland Independent Living Center	X		X	X	X	X	5	X	
31	Staten Island Center for Independent Living	X		X	X			3	X	
32	Self-Initiated Living Options	X		X	X	X		4	X	
33	Action Toward Independence-subsidiary Sullivan		X	X	X	X		4	X	
34	ARISE	X		X	X	X		4	X	

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

OCTOBER 1, 2010 - SEPTEMBER 30, 2011

NUMBER OF SYSTEMS CHANGE CATEGORIES ACHIEVED BY ILCs

No.	ILC	SYSTEMS CHANGE CATEGORIES						RESULTS *		
		Edu- cation	Em-ploy- ment	Health Care	Com- merce	Social	Citizen- Ship	Total	S	U
35	Independent Living Center of the Hudson Valley	X	X	X	X		X	5	X	
36	Resource Center for Independent Living-Utica	X	X	X	X		X	5	X	
37	Northern Regional Center for Independent Living	X	X	X	X	X		5	X	
38	Westchester Independent Living Center (WILC)	X		X	X			3	X	
39	Westchester Disabled on the Move	X	X	X	X	X	X	6	X	
	TOTAL ILCs ACHIEVING OUTCOMES	33	25	38	39	20	21	39	39	0
	% of ALL ILCs	85%	64%	97%	100%	51%	54%	39	39	0

OCTOBER 1, 2010 - SEPTEMBER 30, 2011 * EXPLANATION OF RESULTS	# ILC	/	TOTAL ILC	=	% Achieved
S - Successful = 3 or more	39		39		100%
U - Unsuccessful = less than 3	0		39		0%
Total	39		39		100%

OCTOBER 1, 2010 - SEPTEMBER 30, 2011 BREAKDOWN OF RESULTS	# ILC	/	TOTAL ILC	=	% Achieved
0	0		39		0%
1	0		39		0%
2	0		39		0%
3	5		39		13%
4	15		39		39%
5	13		39		33%
6	6		39		15%
Total	39		39		100%

NYS INDEPENDENT LIVING CENTERS ANNUAL PERFORMANCE REPORT SYSTEMS CHANGE OUTCOMES

OCTOBER 1, 2010 - SEPTEMBER 30, 2011

NUMBER OF SYSTEMS CHANGE OUTCOMES ACHIEVED BY ILCs

No.	ILC	SYSTEMS CHANGE CATEGORIES						Total
		Edu- cation	Employ- ment	Health Care	Com- merce	Social	Citizen- ship	
1	Capital District Center for Independence	2	2	15	13	1	2	35
2	Resource Center for Independent Living-subsidiary Amsterdam	2	2	1		1		8
3	Options for Independence	2	1	1	1	4		9
4	Independent Living of Genesee Region-WNYIL subsidiary	1	1	2	4			8
5	Southern Tier Independence Center	1		14	7		1	23
6	Bronx Independent Living Services	1	1	3	1	2	1	9
7	Brooklyn Center for Independence of the Disabled	1			11		1	13
8	Western New York Independent Living Project (WNYIL)	1		3	3		1	8
9	AIM Independent Living Center	8	5	10	7	2	1	33
10	Access to Independence of Cortland County			1	3	1	1	6
11	Catskill Center for Independence	4		3	1	1	1	10
12	Southern Adirondack Independent Living Center	3	1	3	3	3	1	14
13	Harlem Independent Living Center	2	1	1	5		1	10
14	Resource Center for Independent Living-subsidiary Herkimer	2	2	3	1	1		9
15	Finger Lakes Independence Center		2	6	6		1	15
16	Southwestern Independent Living Center	1	1	3	4	3		12
17	Resource Center for Accessible Living	1	4	5	6	1	4	21
18	Long Island Center for Independent Living	1		3	7		1	12
19	Center for Independence of the Disabled in New York		3	8	4		2	17
20	Massena Independent Living Center	2		3	3	1		9
21	Action Toward Independence-Middletown			1	1	1		3
22	Independent Living Inc.	5	10	10	1			26
23	Independent Living of Niagara County-WNYIL subsidiary	3	1	5	1			10
24	Directions in Independent Living	1	1	1	5		1	9
25	North Country Center for Independence	1		2	5			8
26	Taconic Resources for Independence	7	2	17	6	4		36
27	Putnam Independent Living Services-WILC subsidiary	3	2	1	2			8
28	Center for Independence of the Disabled in New York-subsidiary Queens		3	8	4		2	17
29	Regional Center for Independent Living	5	1	2	3		2	13
30	Rockland Independent Living Center	1		1	5	1	2	10
31	Staten Island Center for Independent Living	5		3	3			11
32	Self-Initiated Living Options	2		1	3	1		7
33	Action Toward Independence-subsidiary Sullivan		2	1	2	1		6
34	ARISE	1		4	10	3		18
35	Independent Living Center of the Hudson Valley	1	3	1	6		1	12
36	Resource Center for Independent Living-Utica	3	5	4	2		1	15

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SYSTEMS CHANGE OUTCOMES**

**OCTOBER 1, 2010 - SEPTEMBER 30, 2011
NUMBER OF SYSTEMS CHANGE OUTCOMES ACHIEVED BY ILCs**

No.	ILC	SYSTEMS CHANGE CATEGORIES						Total
		Edu- cation	Employ- ment	Health Care	Com- merce	Social	Citizen- ship	
37	Northern Regional Center for Independent Living	3	2	1	3	1		10
38	Westchester Independent Living Center (WILC)	2		7	5			14
39	Westchester Disabled on the Move	2	3	4	1	1	1	12
	TOTAL OUTCOMES ACHIEVED	80	61	162	160	34	29	526
	TOTAL ILCs ACHIEVING OUTCOMES	33	25	38	39	20	21	