

## **The Role of Independent Living Centers in Bringing About Community and Systems Change 2011-2012**

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, 2011 – September 30, 2012**. During this reporting period, the network of 39 ILCs served over 90,000 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. Four ILCs achieved results in each of the six domains of systems change. These centers are: 1. Capital District Center for Independence in Albany, 2. Resource Center for Accessible Living in Kingston, 3. Independent Living, Inc. in Newburgh, and 4. Rockland Independent Living Center in New City. The three ILCs with the highest number of occasions of systems change are Resource Center for Independent Living in Utica with 35, ARISE in Syracuse with 30, and Capital District Center for Independence in Albany with 25.

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

- 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 43 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 38 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 polling sites are fully accessible from parking to walkways, to indoor facilities and restrooms. There were 36 instances of enhanced polling site 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 31 successful 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 schools pre-kindergarten through college including both public and private are accessible physically and programmatically. There were 11 instances of enhanced school access.
- Increasing the number of employment opportunities for people with disabilities. There were 11 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 9 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.

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

#### Education Advocacy

- Southern Tier Independence Center (STIC) in Binghamton achieved systems change in Education Advocacy since the Vestal Central School District changed its practice of sending children with significant disabilities to the Board of Cooperative Education Services (BOCES) and established an 8:1:1 classroom in the Middle School. An 8:1:1 classroom specifies a special class staffing ratio of no more than eight students per class, one full-time special education teacher, and one full-time paraprofessional to serve students whose management needs are severe and chronic requiring intensive constant supervision, a significant degree of individualized attention, intervention, and intensive behavior management as well as additional adult support.
- Center for Independence of the Disabled of New York (CIDNY) in Manhattan and its subsidiary CIDNY-Queens in Kew Gardens achieved systems change in Education

Advocacy since the NYS Education Department changed the implementation plan for the NYS Dignity for All Students Act (Dignity Act) signed into law during September 2010 to include Charter Schools, which were originally excluded. The Dignity Act is designed to assist all public schools to strengthen their existing policies and develop new policies as needed to protect students.

- ARISE in Syracuse achieved systems change in Education Advocacy since the Soule Road Middle School in Liverpool changed its practices to provide accessible lockers as a reasonable accommodation for students with disabilities.

#### Employment Advocacy

- Capital District Center for Independence (CDCI) in Albany achieved systems change in Employment Advocacy since the Roy Matthews TV and Appliance Center in Scotia changed its employment policies and procedures to display employee rights and responsibilities under Title III of the ADA to ensure all staff are fully informed.
- Long Island Center for Independent Living (LICIL) in Levittown achieved systems change in Employment Advocacy since the Stop & Shop Supermarket New York Division Human Resources and Labor Relations Office in Aberdeen, New Jersey changed the company's employment application to large print to facilitate the employment process for applicants with visual impairments. The new format was sent to all stores in the Hempstead Long Island area and made available on its internal website. Stop & Shop operates stores in Massachusetts, Rhode Island, New Hampshire, Connecticut, New York and New Jersey.
- Independent Living, Inc. (ILI) in Newburgh and its subsidiary ILI-Sullivan in Monticello achieved systems change in Employment Advocacy since their participation on the Orange and Sullivan Counties Employment Alliance Network (OSCEAN) transportation subcommittee resulted in the subcommittee partnering with public and private carriers to establish a network that enabled local residents with disabilities to join the local work force on equal terms. The transportation partners include: DZ Taxi of Port Jervis, Visconti Bus Service of Newburgh, Statewide Ambulette Service of Mount Vernon, AmeriCare Transportation of Ferndale, Monticello Yellow Cab, and 511NYRideshare a free public service sponsored by the NYS Department of Transportation.

#### Health Care Advocacy

- Harlem Independent Living Center (HILC) in Harlem achieved systems change in Health Care Advocacy since the St. Luke's-Roosevelt Hospital Center in Manhattan changed its practices to provide American Sign Language (ASL) interpreter services on request for patients who are deaf or hard of hearing and to no longer refer these patients who are victims of domestic violence to deaf focused agencies unless requested by the patient. The Hospital Center consists of St. Luke's Hospital at 114th and Amsterdam and Roosevelt Hospital at 59th and 10th Avenue.

- Finger Lakes Independence Center (FLIC) in Ithaca achieved systems change in Health Care Advocacy since the Ithaca Common Council adopted the use of suicide means restrictions on City-owned and Cornell University bridges. Suicide means restriction on bridges generally consists of a horizontal net system that is attached to the bottom of the bridge and projects out from the sides.
- North Country Center for Independence (NCCI) in Plattsburgh achieved systems change in Health Care Advocacy since the Evergreen Valley Nursing Home in Plattsburgh changed its practices to improve staff response times to resident's use of call buttons. The facility instituted staff rotation to address a sense of territorialism, many staff felt they did not need to respond to summons from residents "not in their area".

### Commerce Advocacy

- Brooklyn Center for Independence of the Disabled (BCID) in Brooklyn achieved systems change in Commerce Advocacy since an apartment building at 325 E. 21st Street in Brooklyn amended its building policy to make available an accessible entrance for the apartment of any tenant who is disabled and requires the accommodation.
- Massena Independent Living Center (MILC) in Massena achieved systems change in Commerce Advocacy since the Village of Massena adopted the Failure to Display ordinance that requires a \$15 fine for people who have a handicapped parking permit but fail to display it when using a handicapped parking space.
- Westchester Independent Living Center (WILC) in White Plains achieved systems change in Commerce Advocacy since its advocacy with the Westchester County Board of Legislators, Government Operations Committee regarding a federal lawsuit against the County that was settled by the County, resulted in the County's Housing Implementation Plan including source of income discrimination rules and revised exclusionary zoning rules so that 750 affordable housing units could be built in communities where low income people are underrepresented.

### Social Advocacy

- Bronx Independent Living Services (BILS) in Bronx achieved systems change in Social Advocacy since the Bally's Total Fitness at Fordham Road in Bronx posted large print policies and procedures near the front sign-in desk for consumers with disabilities to request and receive individual assistance. Also, a placard of the symbol for wheelchair accessibility was placed on the front glass door.
- Resource Center for Accessible Living (RCAL) in Kingston achieved systems change in Social Advocacy since the Maverick Concert Hall in Woodstock changed the plan for replacing walking surfaces around the hall from mulch loosely placed (a soft, loose and dangerous surface) to gravel firmly packed with laid-in bluestone around the doors (a hard and safer surface).

- Independent Living Center of the Hudson Valley (ILCHV) in Troy achieved systems change in Social Advocacy since the Bethlehem Area YMCA in Delmar changed its marketing practices to include a filmed interview with a person who is disabled that was posted on YouTube titled: Exercise is for everyone at the YMCA.

#### Citizenship Advocacy

- Catskill Center for Independence (CCFI) in Oneonta achieved systems change in Citizenship Advocacy since the Plainfield Courthouse in West Winfield improved its access as a polling site by creating accessible parking, re-doing the ramp, and changing the door handle to comply with Americans with Disabilities Act (ADA) standards.
- Directions in Independent Living (DIL) in Olean achieved systems change in Citizenship Advocacy since the Allegany Arc in Wellsville in collaboration with DIL established a peer run consumer advocacy group called 'VOICES' to address statewide/local civic and legislative issues as they arise. The group is made up of individuals with cognitive and developmental disabilities.
- Rockland Independent Living Center (RILC) in New City achieved systems change in Citizenship Advocacy since the Brega Transportation Corporation in Valley Cottage committed to provide as a continuing service free accessible transportation to the polls on Election Day for persons with disabilities and senior citizens who request it.

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

**OCTOBER 1, 2011 - SEPTEMBER 30, 2012  
STATEWIDE DATA REPORT**

SYSTEMS CHANGE CATEGORIES	OUTCOMES ACHIEVED			
	# of ILCs	% of 39 ILCs	# of OUTCOMES	% of TOTAL OUTCOMES
<b>EDUCATION</b>	32	82%	78	16%
<b>EMPLOYMENT</b>	15	38%	28	6%
<b>HEALTH CARE</b>	36	92%	139	29%
<b>COMMERCE</b>	36	92%	141	30%
<b>SOCIAL</b>	25	64%	34	7%
<b>CITIZENSHIP</b>	21	54%	56	12%
<b>TOTAL</b>			476	100%

# NYS INDEPENDENT LIVING CENTERS ANNUAL PERFORMANCE REPORT SYSTEMS CHANGE OUTCOMES

**OCTOBER 1, 2011 - SEPTEMBER 30, 2012**  
**NUMBER OF SYSTEMS CHANGE CATEGORIES ACHIEVED BY ILCs**

No.	ILC	SYSTEMS CHANGE CATEGORIES						Results *		
		Edu- cation	Employ- ment	Health Care	Com- merce	Social	Citizen- ship	Total	S	U
1	Access to Independence of Cortland County	X	X	X	X	X	X	5	X	
2	AIM Independent Living Center	X	X	X		X		4	X	
3	ARISE	X		X	X	X	X	5	X	
4	Bronx Independent Living Services	X	X		X	X	X	5	X	
5	Brooklyn Center for Independence of the Disabled	X		X	X	X	X	5	X	
6	Capital District Center for Independence	X	X	X	X	X	X	6	X	
7	Catskill Center for Independence		X	X	X		X	4	X	
8	Center for Independence of the Disabled in New York-Manhattan	X		X	X		X	4	X	
9	Center for Independence of the Disabled in New York-Queens subsidiary	X		X	X		X	4	X	
10	Directions in Independent Living	X			X		X	3	X	
11	Finger Lakes Independence Center	X	X	X				3	X	
12	Harlem Independent Living Center			X	X	X	X	4	X	
13	Independent Living Center of the Hudson Valley	X		X	X	X		4	X	
14	Independent Living of Genesee Region-WNYIL subsidiary			X	X	X	X	4	X	
15	Independent Living of Niagara County-WNYIL subsidiary	X		X	X	X	X	5	X	
16	Independent Living, Inc.-Middletown subsidiary	X		X		X		3	X	
17	Independent Living, Inc.-Newburgh	X	X	X	X	X	X	6	X	
18	Independent Living, Inc.-Sullivan subsidiary		X	X	X			3	X	
19	Long Island Center for Independent Living	X	X	X	X	X		5	X	
20	Massena Independent Living Center	X		X	X	X		4	X	
21	North Country Center for Independence	X		X	X			3	X	
22	Northern Regional Center for Independent Living	X		X	X			3	X	
23	Options for Independence	X		X	X	X		4	X	
24	Putnam Independent Living Services-WILC subsidiary	X		X	X		X	4	X	
25	Regional Center for Independent Living	X	X	X	X	X		5	X	
26	Resource Center for Accessible Living	X	X	X	X	X	X	6	X	
27	Resource Center for Independent Living- Amsterdam subsidiary	X	X		X		X	4	X	
28	Resource Center for Independent Living- Herkimer subsidiary	X		X	X	X		4	X	
29	Resource Center for Independent Living-Utica			X	X	X	X	4	X	
30	Rockland Independent Living Center	X	X	X	X	X	X	6	X	

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

**OCTOBER 1, 2011 - SEPTEMBER 30, 2012  
NUMBER OF SYSTEMS CHANGE CATEGORIES ACHIEVED BY ILCs**

No.	ILC	SYSTEMS CHANGE CATEGORIES						Results *		
		Edu- cation	Employ- ment	Health  Care	Com- merce	Social	Citizen- ship	Total	S	U
31	Self Initiated Living Options	X		X	X			3	X	
32	Southern Adirondack Independent Living Center			X	X	X		3	X	
33	Southern Tier Independence Center	X		X	X	X	X	5	X	
34	Southwestern Independent Living Center	X	X	X	X			4	X	
35	Staten Island Center for Independent Living	X		X	X		X	4	X	
36	Taconic Resources for Independence	X		X	X	X	X	5	X	
37	Westchester Disabled on the Move		X	X	X	X		4	X	
38	Westchester Independent Living Center (WILC)	X		X	X		X	4	X	
39	Western New York Independent Living (WNYIL)	X		X	X	X		4	X	
	<b>TOTAL ILCs ACHIEVING OUTCOMES</b>	<b>32</b>	<b>15</b>	<b>36</b>	<b>36</b>	<b>25</b>	<b>21</b>		<b>39</b>	<b>0</b>
	% of ALL ILCs	82%	38%	92%	92%	64%	54%			

OCTOBER 1, 2011 - SEPTEMBER 30, 2012 * 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, 2011 - SEPTEMBER 30, 2012 BREAKDOWN OF RESULTS					
	# ILC	/	Total ILC	=	% Achieved
0	0		39		0%
1	0		39		0%
2	0		39		0%
3	8		39		21%
4	18		39		46%
5	9		39		23%
6	4		39		10%
Total	39		39		100%



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

**OCTOBER 1, 2011 - SEPTEMBER 30, 2012**  
**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	Access to Independence of Cortland County	4	1	3	4	1		13
2	AIM Independent Living Center	1	1	4		1		7
3	ARISE	10		4	12	3	1	30
4	Bronx Independent Living Services	2	1		3	1	1	8
5	Brooklyn Center for Independence of the Disabled	5		2	7	1	1	16
6	Capital District Center for Independence	5	4	8	3	4	1	25
7	Catskill Center for Independence		1	1	3		1	6
8	Center for Independence of the Disabled in New York-Manhattan	2		8	4		1	15
9	Center for Independence of the Disabled in New York-Queens subsidiary	2		8	5		1	16
10	Directions in Independent Living	2			1		2	5
11	Finger Lakes Independence Center	1	1	4				6
12	Harlem Independent Living Center			3	4	1	1	9
13	Independent Living Center of the Hudson Valley	1		3	4	2		10
14	Independent Living of Genesee Region-WNYIL subsidiary			1	1	1	1	4
15	Independent Living of Niagara County-WNYIL subsidiary	3		1	3	1	1	9
16	Independent Living, Inc.-Middletown subsidiary	1				1		9
17	Independent Living, Inc.-Newburgh	1	8	6	3	1	1	20
18	Independent Living, Inc.-Sullivan subsidiary		2	1	2			5
19	Long Island Center for Independent Living	2	1	1	2	1		7
20	Massena Independent Living Center	1		4	8	1		14
21	North Country Center for Independence	1		1	2			4
22	Northern Regional Center for Independent Living	2		5	2			9
23	Options for Independence	1		3	2	1		7
24	Putnam Independent Living Services-WILC subsidiary	3		6	3		1	13
25	Regional Center for Independent Living	1	1	1	2	1		6
26	Resource Center for Accessible Living	1	1	3	2	2	1	10
27	Resource Center for Independent Living- Amsterdam subsidiary	3	1		3		2	9
28	Resource Center for Independent Living- Herkimer subsidiary	4		2	3	1		10
29	Resource Center for Independent Living-Utica			2	1	1	31	35
30	Rockland Independent Living Center	2	2	3	6	2	1	16

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SYSTEMS CHANGE OUTCOMES**

**OCTOBER 1, 2011 - SEPTEMBER 30, 2012  
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	
31	Self Initiated Living Options	1		1	5			7
32	Southern Adirondack Independent Living Center			10	2	2		14
33	Southern Tier Independence Center	5		9	6	1	1	22
34	Southwestern Independent Living Center	1	1	2	2			6
35	Staten Island Center for Independent Living	5		4	6		2	17
36	Taconic Resources for Independence	1		10	9	1	1	22
37	Westchester Disabled on the Move		2	3	6	1		12
38	Westchester Independent Living Center (WILC)	3		4	5		3	15
39	Western New York Independent Living (WNYIL)	1		1	5	1		8
	TOTAL OUTCOMES ACHIEVED	78	28	139	141	34	56	476
	TOTAL ILCs ACHIEVING OUTCOMES	32	15	36	36	25	21	