

## 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 President Certification:

### Part 1: Narrative Report

The End of Year Report narrative is cumulative and describes activities and accomplishments during the entire report period. Attachments that were provided with the Mid Year Report (such as documentation of systems change achievements, newsletters, and newspaper articles) must also be submitted with the End of Year Report. All Attachments should be referenced in the body of the report but included at the end under Part 4: 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.

The report should be prepared as follows:

- List the contract goals, activities and outcomes under each of the six systems advocacy categories A. through F. below.
- Include the activity and outcome for a goal that was not stated in the contract but added during the contract year.
- Count all systems change activity from all funding sources.
- 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

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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.

- Place activities, outcomes and milestones in an advocacy category based on the issues being addressed and the system being changed. For example, efforts to change public transportation systems will go under Commerce, while work toward improving transportation specifically for seniors to attend a social event would go under Social.
- 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 again 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 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.

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.

Goals: In this section of the report "goals" refers to those items listed in the CIL's contract under I. Community and Systems Advocacy Plan, Categories A. through F.

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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. Technical Assistance to the Community (Education/Awareness)**

This section should contain information on trainings, in-services, workshops, awareness activities, presentations provided by the center to groups of consumers, businesses, agencies, etc. in the community. Provide bulleted lists including topics, date, targeted audience and number of participants. This section could also include Architectural Barrier Consultations, American with Disabilities Act (ADA) workshops, Individuals with Disabilities Education Act (IDEA) trainings, Fair Housing Act in-services, etc. given to groups.

**III. Public Relations**

Use bullets to describe any activities which promoted center services and disability-related issues including appearances on radio, television, and in print media as well as center publications (newsletters, brochures, annual reports), web pages, volunteer recognition events, etc. Attach press releases, public service announcements, articles, web site address, etc.

**IV. Resource Development**

Report on annual goals and objectives related to diversifying funding and developing resources other than New York State Independent Living Aid to Localities funding. Include grants applied for and/or received, special events, fees-for-service, development campaigns, etc.

V. Staff and Board of Directors

- A. Describe activities related to staff and governing board training.
- B. Describe the affirmative hiring steps taken by the CIL to fill openings in the past year.

VI. Outreach

- A. Provide the Racial/Ethnic demographic data collected on consumers with a Consumer Service Record (CSR) served in the report year along with data from the most recent US-local/county Racial/Ethnic census. If the CSR Racial/Ethnic data is disproportionate to the most recent Racial/Ethnic census data, a program improvement plan must be submitted within 30 days following the unacceptable performance finding to remedy the discrepancy. If additional funds are required, a good faith effort must be made to obtain them and should be reported in the resource development section.

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.

- B. 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 and should be reported in the resource development section.

VII. Determination of Community Need/Consumer Involvement in Center's Mission and Philosophy

Describe activities that promoted consumer involvement in the development of center's policies, services, etc. This could include focus groups, advisory boards, ad hoc committees, etc.

**VIII. Training and Technical Assistance Needs**

If the center has identified training and technical assistance needs for the next fiscal year, list these needs in priority order (from most important to least important). Please be specific.

**IX. Deinstitutionalization Cost Savings**

All Centers for Independent Living are required to report results of assistance provided to consumers to prevent or transition from an institutional setting to integrated community settings using the ACCES-VR approved statewide cost benefit reporting model. The CIL Deinstitutionalization Cost Savings Report Summary must be submitted as an attachment to the End of Year Report. 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.

When submitting the CIL Deinstitutionalization Cost Savings Report Summary it is not necessary to provide Individual Consumer Worksheets. ACCES-VR is only interested in receiving the Summary Report. However, centers are required to maintain for verification purposes the Individual Consumer Worksheets. If there has been activity in this area, the statement "See attached Report" would suffice. If there has been no activity in this area during the report period, submit a statement of "No Activity" in order to confirm the completion of this section of the report.

**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 data management and CSR reviews. The Data Management and Consumer Record Review Protocol is available 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 seven demographic categories A. through G. 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: \_\_\_\_\_

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-8<sup>th</sup> 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. County(s) Served

Reporting "unknowns" is not an option under County(s) Served. Each consumer with a CSR should have a mailing address to identify the county of residence. If a consumer lives in another state/country, give the name of that state/country.

Name

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_
- 4. \_\_\_\_\_
- 5. \_\_\_\_\_
- 6. \_\_\_\_\_
- 7. \_\_\_\_\_
- 8. \_\_\_\_\_
- 9. \_\_\_\_\_
- 10. \_\_\_\_\_

TOTAL: \_\_\_\_\_

G. 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

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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 \_\_\_\_\_
- 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 \_\_\_\_\_

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- 4. Hard of hearing \_\_\_\_\_
- 5. Deaf/Blind \_\_\_\_\_
- 6. Other sensory disabilities \_\_\_\_\_

TOTAL: \_\_\_\_\_

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

When adding up the four disability categories, the total may be equal to or greater than the total reported for III.A. People With Disabilities (PWD) 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**

- A. People With Disabilities (PWD) \_\_\_\_\_  
(New CSRs + Returning CSRs + I&R PWD without CSRs) May be equal to or greater than the total reported for each category under I. Demographic Data but not less than. I&R PWD cannot be greater than IV. I. I&R.
- B. Family Members/Significant Others \_\_\_\_\_
- C. Other Non-Disabled including personnel from Businesses/Agencies \_\_\_\_\_
- D. Total consumers projected in contract to be served \_\_\_\_\_
- E. Total consumers receiving direct services (A + B + C) \_\_\_\_\_
- 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

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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 \_\_\_\_\_
- 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: \_\_\_\_\_

**Part 3: Self-Evaluation with NYS Standards**

Name of Center:

Report Period:

**Standard 1 - Consumer Control:**

**A. Governing Board:**

1. Verification of consumer control:
  - a. No. of persons on governing board. \_\_\_\_\_
  - b. No. of governing board members with disabilities. \_\_\_\_\_
  - c. The CIL has a process for nominating and electing board members. \_\_\_\_\_ Yes \_\_\_\_\_ No
2. The board is the principal policy making body:
  - a. 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.

\_\_\_\_\_

\_\_\_\_\_

  - b. Do the CIL bylaws specify board member roles and responsibilities? \_\_\_\_\_ Yes \_\_\_\_\_ No
  - c. The governing board is the principal governing body of the CIL. \_\_\_\_\_ Yes \_\_\_\_\_ No
3. Attach a current board membership list including names, addresses, phone numbers and asterisk (\*) members with disabilities.

**Standard 2 - Equal Access:**

- A. 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

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- individuals with disabilities.  Yes  No
- B. 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 3 - Consumer Service Record**

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

- A. Annually updated age, education status and employment status data from intake/consumer profile forms.  Yes  No
- B. Consumer signed and dated notification of rights and responsibilities as a consumer of the CIL.  Yes  No
- C. Rights and responsibilities document includes acknowledgement of consumer right to confidentiality.  Yes  No
- D. Rights and responsibility document acknowledges and describes an internal CIL grievance process.  Yes  No
- E. Rights and responsibility document acknowledges the availability of ACCES-VR with a contact address and phone

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number for addressing consumer complaints about CIL services.  
\_\_\_\_\_ Yes \_\_\_\_\_ No

- F. 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

**Standard 4 - Community Options and Community Capacity**

In the reporting year, the CIL promoted the increased availability and improved quality of community based programs that serve individuals with disabilities and promoted the removal of any existing architectural, attitudinal, communication, environmental or other type of barrier that prevents the full integration of people with disabilities into society. During the reporting year, the CIL performed at least one activity in each of the following categories:

- A. Community Advocacy. \_\_\_\_\_ Yes \_\_\_\_\_ No
- B. Technical Assistance to the Community on making services, programs, activities, resources, and facilities in society accessible to individuals with disabilities. \_\_\_\_\_ Yes \_\_\_\_\_ No
- C. Public Information and Education. \_\_\_\_\_ Yes \_\_\_\_\_ No
- D. Outreach to populations of individuals with disabilities that are unserved or underserved in the CIL's outreach plan. \_\_\_\_\_ Yes \_\_\_\_\_ No

**Standard 5 - Resource 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.

- A. Resource development is reflected in End of Year CIL Annual Performance Report. \_\_\_\_\_ Yes \_\_\_\_\_ No
- B. Resource development is reflected in Annual Certified Financial Statement. \_\_\_\_\_ Yes \_\_\_\_\_ No

#### **Part 4: Attachments**

All attachments referenced in Part I. Narrative Report should be placed 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. Public Relations, it is required to attach all pertinent items such as press releases, public service announcements, publications, articles, web site address, etc. For Part 1. IX. Deinstitutionalization Cost Savings, attach a completed CIL Deinstitutionalization Cost Savings Report Summary. If a Program Improvement Plan(s) is indicated in Part 1: I. Community and Systems Change Activities and Outcomes, VI. Outreach; Part 2. III. D. Total consumers projected in contract to receive direct services; and/or Part 3: Self-Evaluation with NYS Standards, the completed plan(s) should be placed in this section.