

The Role of Independent Living Centers in Bringing About Community and Systems Change 2012-2013

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.

Since 2000, ACCES-VR has maintained a detailed analysis of results 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. The total number of results is over 5,000 with the following total number of results in each of the six domains: Education over 700, Employment over 500, Health Care close to 1,300, Commerce over 1,500, Social over 400, and Citizenship over 500. 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, 2012 – September 30, 2013**. During this reporting period, the network of 39 ILCs served over 87,000 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. 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. Catskill Center for Independence in Oneonta, 3 Putnam Independent Living Services-Westchester Independent Living Center (WILC) subsidiary in Brewster, 4. Resource Center for Independent Living in Utica, 5. Resource Center for Independent Living-subsiary in Amsterdam, and 6. Rockland Independent Living Center in New City. The four ILCs with the highest number of occasions of systems change are Capital District Center for Independence in Albany with 36, Southern Tier Independence Center in Binghamton with 30, Taconic Resources

for Independence in Poughkeepsie with 21, and Southern Adirondack Independent Living Center in Queensbury with 21.

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 50 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 38 successful instances where ILCs worked with owners of such entities as supermarkets, banks, restaurants, malls, etc. to increase access to marketplace goods and services.
- Bringing Americans with Disabilities Act (ADA) Title II covered entities into full compliance with access standards under the law. There were 20 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 19 instances where ILCs worked with local employers to improve physical accessibility and recruitment practices.
- Ensuring that schools pre-kindergarten through college including both public and private are accessible physically and programmatically. There were 16 instances of enhanced school access.
- Ensuring participation in civic activities through accessible polling sites, public meeting locations, public forums, and voting machines and materials. There were 16 instances of enhanced access to civic responsibilities and opportunities.
 - 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.

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

Education 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 Education Advocacy since the Fonda-Fultonville Central School District changed its practices to routinely include in the yearly Committee on Special Education member training the NYS Independent Living Philosophy and History training DVD. Further the School District regularly distributed information about the Center's programs and services to the

families of students with disabilities at the Individualized Education Program (IEP) meetings and to the rest of the student body and their families via the School District's newsletter.

- Catskill Center for Independence (CCFI) in Oneonta achieved systems change in Education Advocacy since the Worcester Central School (pre-kindergarten through 12th grade) reduced the pull force of the exterior door, installed accessible door handles, and created accessible parking spaces.
- Southwestern Independent Living Center (SILC) in Jamestown achieved systems change in Education Advocacy since the Chautauqua Opportunities in Dunkirk changed the curriculum for the Early Head Start program to include the special needs coloring book approved by SILC to raise disability awareness and sensitivity. Chautauqua Opportunities operates two Head Start sites in Chautauqua County at 2887 Fluvanna-Townline Road in Jamestown and at 10825 Bennett Road in Dunkirk.

Employment Advocacy

- Brooklyn Center for Independence of the Disabled (BCID) in Brooklyn achieved systems change in Employment Advocacy since the TJ Maxx department store at 620 Avenue of the Americas in Manhattan changed its job interview practices to conduct interviews via Video Chat for job applicants with disabilities. The procedure was shared with the TJ Max corporate office in Massachusetts so it can be utilized by the chain of stores.
- Directions in Independent Living (DIL) in Olean achieved systems change in Employment Advocacy since the Housing Options Made Easy in Olean established a Recovery Center Youth Work Program designed for youth ages 16-25 in mental health recovery to reach their employment and/or educational goals.
- 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 Employment Advocacy since the Niagara County One-Stop (Work Source One) changed its practices for the Center to conduct onsite regular monthly "Peer Workshops" on Independent Living Philosophy and the Americans with Disabilities Act (ADA). The One-Stop has offices in Niagara Falls and Lockport.

Health Care Advocacy

- Resource Center for Independent Living (RCIL) in Herkimer, a State funded subsidiary center of Resource Center for Independent Living (RCIL) in Utica, achieved systems change in Health Care Advocacy since RCIL-Herkimer in collaboration with the Herkimer County Office for the Aging established a Peer Community Support Group composed of individuals who are disabled, family members and other interested persons that meet monthly at different locations to share information, to address community-based living challenges, and to support individuals interested in leaving nursing homes. The Center's goal is for the Group to eventually be totally consumer-led with topics developed by the members.

- Independent Living, Inc. (ILI) in Newburgh achieved systems change in Health Care Advocacy since the Orange County Mental Health Clinic changed its policies and practices to allow ILI trained mental health peers to assist in hospital diversion initiatives and supports to reduce recidivism and first time psychiatric admission. The County operates three clinics in Newburgh, Goshen, and Port Jervis.
- Taconic Resources for Independence (TRI) in Poughkeepsie achieved systems change in Health Care Advocacy since the Vassar Brothers Medical Center at 45 Reade Place in Poughkeepsie purchased a CapTel Phone (Captioned Telephone) to effectively communicate with patients who are hard of hearing. CapTel enables the user to listen to the caller and to also read the written captions in a display.

Commerce Advocacy

- Independent Living, Inc. (ILI) in Monticello, a State funded subsidiary center of Independent Living, Inc. (ILI) in Newburgh, achieved systems change in Commerce Advocacy since as a result of ILI-Sullivan's involvement in a consumer complaint to Eagle Valley Realty in Narrowsburg for taking advantage of a person with a traumatic brain injury, Eagle Realty changed its policies and practices to sell property to individuals with disabilities in accordance with the NYS Human Rights Law. The consumer bought a mobile home on property that had a contaminated well and did not fully understand his rights for a home inspection. The out of state property owner represented by Eagle Valley Realty agreed to take the property back and compensate the consumer for the return.
- Independent Living Center of the Hudson Valley (ILCHV) in Troy achieved systems change in Commerce Advocacy since a new accessible taxicab program was established that is a public-private collaboration led by the Capital District Transportation Authority (CDTA), Coordinated through the Capital District Transportation Committee (CDTC), and operated by private transportation providers. The new program will enhance service options for seniors and people with disabilities and work in tandem with CDTA's STAR (Special Transit Availability By Request) service to fill transportation service gaps.
- Westchester Disabled on the Move (WDOM) in Yonkers achieved systems change in Commerce Advocacy since the Housing Action Council in Tarrytown changed its procedures to ensure lotteries for Westchester County's Fair and Affordable Housing Program identify, choose, and give first priority to applicants who require accessible units. The Council is a regional not-for-profit organization that works to expand housing opportunities for low and moderate income households in Westchester, Rockland, Putnam, and New York Counties as well as other parts of the Hudson Region.

Social Advocacy

- Capital District Center for Independence (CDCI) in Albany achieved systems change in Social Advocacy since the City of Albany changed its practices to allow the Healthy Hearts on the Hill Coalition to mark two walking paths on city sidewalks with the Healthy Heart Signage. The signs indicate which way to go and the distances walked as well as include

motivational sayings and health information related to walking. One path is in West Arbor Hill and the other path, which goes from Sheridan Hollow to Center Square, links two Underground Railroad Sites.

- Independent Living, Inc. (ILI) in Middletown, a State funded subsidiary center of Independent Living, Inc. (ILI) in Newburgh, achieved systems change in Social Advocacy since the Center for Hope in Newburgh, funded by NHS Human Services, in collaboration with ILI-Middletown established a program for 18-25 year olds on Positive Youth Development that will involve participants in planning and decision making activities. The program's goal is to create appropriate, integrated, social and recreational activities as well as to provide opportunities to mentor middle school students in a paid internship program.
- Resource Center for Independent Living (RCIL) in Utica achieved systems change in Social Advocacy since RCIL in collaboration with the Literacy Coalition of Herkimer & Oneida Counties and the United Way of the Valley and Greater Utica Area established the Community Bookshelves Project (EZREAD) to encourage reading and increase access to reading materials for children pre-k through high school. EZREAD, which started as a summer reading program and expanded to year-round, collected donated new and gently used books and distributed them without charge in businesses, nonprofits and government agencies where reading is not the main reason a person would visit the locale.

Citizenship Advocacy

- Southern Tier Independence Center (STIC) in Binghamton achieved systems change in Citizenship Advocacy since the NYS Assembly Mental Health Committee changed its practices from providing sign language interpreters only when a person who is deaf was giving testimony to providing interpreters for the entire hearing.
- Center for Independence of the Disabled of New York (CIDNY) in Manhattan and its State funded subsidiary center CIDNY-Queens in Kew Gardens achieved systems change in Citizenship Advocacy since the New York City Board of Elections added information on accessible polling sites to its website at nyc.pollsitelocator.com that included where accessible poll site entrances are located and if they are different from the main entrances.
- Staten Island Center for Independent Living (SICIL) in Staten Island achieved systems change in Citizenship Advocacy since the New Dorp High School in Staten Island in collaboration with SICIL established a consumer advocacy group to address legislative and civic issues as they arise.

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

**OCTOBER 1, 2012 - SEPTEMBER 30, 2013
STATEWIDE DATA REPORT**

SYSTEMS CHANGE CATEGORIES	OUTCOMES ACHIEVED			
	# of ILCs	% of 39 ILCs	# of OUTCOMES	% of TOTAL OUTCOMES
EDUCATION	32	82%	84	18%
EMPLOYMENT	26	67%	51	11%
HEALTH CARE	35	90%	137	29%
COMMERCE	37	95%	135	28%
SOCIAL	25	64%	40	8%
CITIZENSHIP	19	49%	30	6%
TOTAL	 	 	477	100%

NYS INDEPENDENT LIVING CENTERS ANNUAL PERFORMANCE REPORT SYSTEMS CHANGE OUTCOMES

**OCTOBER 1, 2012 - SEPTEMBER 30, 2013
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		5	X	
2	AIM Independent Living Center		X	X	X	X		4	X	
3	ARISE-Auburn subsidiary (formerly Options for Ind)	X		X	X	X	X	5	X	
4	ARISE-Syracuse	X		X	X	X		4	X	
5	Bronx Independent Living Services		X	X	X	X	X	5	X	
6	Brooklyn Center for Independence of the Disabled	X	X		X	X	X	5	X	
7	Capital District Center for Independence	X	X	X	X	X	X	6	X	
8	Catskill Center for Independence	X	X	X	X	X	X	6	X	
9	Center for Independence of the Disabled of New York-Manhattan	X		X	X		X	4	X	
10	Center for Independence of the Disabled of New York-Queens subsidiary	X		X	X		X	4	X	
11	Directions in Independent Living	X	X		X	X		4	X	
12	Finger Lakes Independence Center	X		X	X			3	X	
13	Harlem Independent Living Center			X	X		X	3	X	
14	Independent Living Center of the Hudson Valley	X		X	X	X		4	X	
15	Independent Living of Genesee Region-WNYIL subsidiary	X		X	X	X		4	X	
16	Independent Living of Niagara County-WNYIL subsidiary	X	X		X	X		4	X	
17	Independent Living, Inc.-Middletown subsidiary	X		X		X		3	X	
18	Independent Living, Inc.-Newburgh	X	X	X	X			4	X	
19	Independent Living, Inc.-Sullivan subsidiary		X	X	X	X		4	X	
20	Long Island Center for Independent Living		X	X	X			3	X	
21	Massena Independent Living Center			X	X	X	X	4	X	
22	North Country Center for Independence		X	X	X			3	X	
23	Northern Regional Center for Independent Living	X	X	X	X		X	5	X	
24	Putnam Independent Living Services-WILC subsidiary	X	X	X	X	X	X	6	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	5	X	
27	Resource Center for Independent Living- Amsterdam subsidiary	X	X	X	X	X	X	6	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	X	X	6	X	
30	Rockland Independent Living Center	X	X	X	X	X	X	6	X	

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SYSTEMS CHANGE OUTCOMES**

**OCTOBER 1, 2012 - SEPTEMBER 30, 2013
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	Suffolk Independent Living Organization	X	X	X	X	X		5	X	
32	Southern Adirondack Independent Living Center	X	X	X	X	X		5	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		X	5	X	
36	Taconic Resources for Independence	X	X	X			X	4	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	
	TOTAL ILCs ACHIEVING OUTCOMES	32	26	35	37	25	19	39	0	
	% of ALL ILCs	82%	67%	90%	95%	64%	49%			

OCTOBER 1, 2012 - SEPTEMBER 30, 2013 * 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, 2012 - SEPTEMBER 30, 2013 BREAKDOWN OF RESULTS	# ILC	/	Total ILC	=	% Achieved
0	0		39		0%
1	0		39		0%
2	0		39		0%
3	5		39		13%
4	17		39		44%
5	11		39		28%
6	6		39		15%
Total	39		39		100%

NYS INDEPENDENT LIVING CENTERS ANNUAL PERFORMANCE REPORT SYSTEMS CHANGE OUTCOMES

**OCTOBER 1, 2012 - SEPTEMBER 30, 2013
NUMBER OF SYSTEMS CHANGE OUTCOMES ACHIEVED BY ILCs**

No.	ILC	SYSTEMS CHANGE CATEGORIES					Total	
		Education	Employment	Health Care	Commerce	Social		Citizenship
1	Access to Independence of Cortland County	1	2	1	5	1		10
2	AIM Independent Living Center		1	1	3	1		6
3	ARISE-Auburn subsidiary (formerly Options for Ind)	1		1	5	2	1	10
4	ARISE-Syracuse	4		1	14	1		20
5	Bronx Independent Living Services		1	1	2	1	2	7
6	Brooklyn Center for Independence of the Disabled	2	1		6	1	1	11
7	Capital District Center for Independence	3	5	17	6	4	1	36
8	Catskill Center for Independence	2	3	2	4	1	1	13
9	Center for Independence of the Disabled of New York-Manhattan	1		10	2		2	15
10	Center for Independence of the Disabled of New York-Queens subsidiary	1		10	1		2	14
11	Directions in Independent Living	2	2		1	3		8
12	Finger Lakes Independence Center	4		1	5			10
13	Harlem Independent Living Center			2	3		1	6
14	Independent Living Center of the Hudson Valley	1		3	3	1		8
15	Independent Living of Genesee Region-WNYIL subsidiary	1		1	1	1		4
16	Independent Living of Niagara County-WNYIL subsidiary	1	1		1	1		4
17	Independent Living, Inc.-Middletown subsidiary	1		4		1		6
18	Independent Living, Inc.-Newburgh	2	5	5	1			13
19	Independent Living, Inc.-Sullivan subsidiary		2	4	1	1		8
20	Long Island Center for Independent Living		1	1	2			4
21	Massena Independent Living Center			6	4	2	1	13
22	North Country Center for Independence		1	1	1			3
23	Northern Regional Center for Independent Living	10	1	3	1		1	16
24	Putnam Independent Living Services-WILC subsidiary	5	1	3	3	1	1	14
25	Regional Center for Independent Living	2	3	1	2	1		9
26	Resource Center for Accessible Living	2		2	1	2	6	13
27	Resource Center for Independent Living- Amsterdam subsidiary	2	2	2	2	1	1	10
28	Resource Center for Independent Living- Herkimer subsidiary	4		2	3	4		13
29	Resource Center for Independent Living-Utica	1	4	1	1	4	1	12
30	Rockland Independent Living Center	3	1	3	8	1	1	17

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SYSTEMS CHANGE OUTCOMES**

**OCTOBER 1, 2012 - SEPTEMBER 30, 2013
NUMBER OF SYSTEMS CHANGE OUTCOMES ACHIEVED BY ILCs**

No.	ILC	SYSTEMS CHANGE CATEGORIES						Total
		Education	Employment	Health Care	Commerce	Social	Citizenship	
31	Suffolk Independent Living Organization	2	1	2	2	1		8
32	Southern Adirondack Independent Living Center	5	2	7	5	2		21
33	Southern Tier Independence Center	2	2	18	4		4	30
34	Southwestern Independent Living Center	2	1		1		1	5
35	Staten Island Center for Independent Living	2	2	3	4		1	12
36	Taconic Resources for Independence	7	1	12			1	21
37	Westchester Disabled on the Move	2	2	1	11			16
38	Westchester Independent Living Center (WILC)	5	3	2	10			20
39	Western New York Independent Living (WNYIL)	1		3	6	1		11
	TOTAL OUTCOMES ACHIEVED	84	51	137	135	40	30	477
	TOTAL ILCs ACHIEVING OUTCOMES	32	26	35	37	25	19	