

# REPORTING INSTRUMENT

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UNITED STATES DEPARTMENT OF EDUCATION  
OFFICE OF SPECIAL EDUCATION AND REHABILITATIVE SERVICES  
REHABILITATION SERVICES ADMINISTRATION

## SECTION 704 ANNUAL PERFORMANCE REPORT For CENTERS FOR INDEPENDENT LIVING PROGRAM (Title VII, Chapter 1, Part C of the Rehabilitation Act of 1973, as amended)

# Part II INSTRUMENT

(To be completed by Centers for Independent Living)

Fiscal Year: 2018

Grant #: 13-29-18

Name of Center: Paraquad, Inc.

Acronym for Center (if applicable): \_\_\_\_\_

State: Missouri

Counties Served: St. Louis City, St. Louis County, Franklin, Jefferson, Madison, St. Charles,  
St. Clair, Monroe, Washington

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 35 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is required to obtain or retain benefit (P.L. 105-220 Section 410 Workforce Investment Act). Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Rehabilitation Services Administration, LBJ Basement, Attention: Timothy Beatty, PCP Room 5057,

## SUBPART I – ADMINISTRATIVE DATA

### Section A– Sources and Amounts of Funds and Resources

Section 725(c)(8)(D) of the Act; 34 CFR 366.50(i)(4)

Indicate the amount received by the CIL as per each funding source. Enter “0” for none.

#### Item 1 - All Federal Funds Received

(A) Title VII, Ch. 1, Part B	\$ 411,425
(B) Title VII, Ch. 1, Part C	\$ 0
(C) Title VII, Ch. 2	\$ 0
(D) Other Federal Funds	\$ 470,012

#### Item 2 - Other Government Funds

(E) State Government Funds	\$ 227,917
(F) Local Government Funds	\$ 76,323

#### Item 3 - Private Resources

(G) Foundations, Corporations, or Trust Grants	\$ 1,265,414
(H) Donations from Individuals	\$ 189,705
(I) Membership Fees	\$ 0
(J) Investment Income/Endowment	\$ 417,197
(K) Fees for Service (program income, etc.)	\$ 12,544,014
(L) Other resources (in-kind, fundraising, etc.)	\$ 182,227

#### Item 4 - Total Income

Total income = (A)+(B)+(C)+(D)+(E)+(F)+(G)+(H)+(I)+(J)+(K)+(L)	\$ 15,784,234
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**Item 5 - Pass Through Funds**

Amount of other government funds received as pass through funds to consumers (include funds, received on behalf of consumers, that are subsequently passed on to consumers, e.g., personal assistance services, representative payee funds, or Medicaid funds)	\$ 7,917,302
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**Item 6 - Net Operating Resources**

[Total Income (Section 4)<minus> amount paid out to Consumers (Section 5) = Net Operating Resources	\$ 7,866,932
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## SUBPART II – NUMBER AND TYPES OF INDIVIDUALS WITH SIGNIFICANT DISABILITIES RECEIVING SERVICES

Section 725(c)(8)(B) of the Act; 34 CFR 366.50(i)(2)

### Section A – Number of Consumers Served During the Reporting Year

Include Consumer Service Records (CSRs) for all consumers served during the year.

	# of CSRs
(1) Enter the number of <u>active</u> CSRs carried over from September 30 of the preceding reporting year	1106
(2) Enter the number of CSRs started since October 1 of the reporting year	634
(3) Add lines (1) and (2) to get the <i>total number of consumers served</i>	1740

### Section B –Number of CSRs Closed by September 30 of the Reporting Year

Include the number of consumer records closed out of the active CSR files during the reporting year because the individual has:

	# of CSRs
(1) Moved	32
(2) Withdrawn	131
(3) Died	29
(4) Completed all goals set	233
(5) Other	145
(6) Add lines (1)+(2)+(3)+(4)+(5) to get <i>total CSRs closed</i>	570

### Section C –Number of CSRs Active on September 30 of the Reporting Year

Indicate the number of CSRs active on September 30<sup>th</sup> of the reporting year.

	# of CSRs
Section A(3) <minus> Section (B)(6) = Section C	1170

## Section D – IL Plans and Waivers

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of consumers who signed a waiver	45
(2) Number of consumers with whom an ILP was developed	1695
(3) <i>Total number of consumers</i> served during the reporting year	1740

## Section E – Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	1
(2) Ages 5 – 19	128
(3) Ages 20 – 24	105
(4) Ages 25 – 59	968
(5) Age 60 and Older	534
(6) Age unavailable	4

## Section F – Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	948
(2) Number of Males served	792

## Section G – Race And Ethnicity

Indicate the number of consumers served in each category below. *Each consumer may be counted under ONLY ONE of the following categories in the 704 Report, even if the consumer reported more than one race and/or Hispanic/Latino ethnicity).*

**Please refer to the Instructions before completing.**

	<b># of Consumers</b>
(1) American Indian or Alaska Native	10
(2) Asian	20
(3) Black or African American	1088
(4) Native Hawaiian or Other Pacific Islander	1
(5) White	548
(6) Hispanic/Latino of any race or Hispanic/ Latino only	18
(7) Two or more races	19
(8) Race and ethnicity unknown	36

## Section H – Disability

Indicate the number of consumers in each category below.

	<b># of Consumers</b>
(1) Cognitive	299
(2) Mental/Emotional	28
(3) Physical	949
(4) Hearing	59
(5) Vision	38
(6) Multiple Disabilities	294
(7) Other	73

## Section I – Individuals Served by County During the Reporting Year

Section 704(m)(4)(D) of the Act

List each county within the CIL’s service area, as indicated in the CIL’s application for Part C funds and the approved SPIL. Add additional rows as necessary. For each county, indicate how many individuals residing in that county were served by the CIL during the reporting year.

<b>County Name</b>	<b>Number of County Residents Served</b>
St. Louis City	681
St. Louis County	976
Franklin	5
Jefferson	23
Madison	5
St. Charles	29
St. Clair	14
Monroe	2
Camden	1
Other (IL)	1
Warren	1
Callaway	1
Jackson	1

## **SUBPART III – INDIVIDUAL SERVICES AND ACHIEVEMENTS**

Sections 13 and 725(c)(8)(C) of the Act; 34 CFR 366.50(i)(3); Government Performance Results Act (GPRA) Performance Measures

**Please refer to the Instructions before completing.**

### **Section A – Individual Services**

For the reporting year, indicate in the table below how many consumers requested and received each of the following IL services.

<b>Services</b>	<b>Consumers Requesting Services</b>	<b>Consumers Receiving Services</b>
(A) Advocacy/Legal Services	39	36
B) Assistive Technology	85	84
(C) Children’s Services	0	0
D) Communication Services	8	2
(E) Counseling and Related Services	0	0
) Family Services	0	0
(G) Housing, Home Modifications, and Shelter Services	55	52
(H) IL Skills Training and Life Skills Training	154	124
(I) Information and Referral Services	9,108	8,387
(J) Mental Restoration Services	0	0
(K) Mobility Training	0	0
(L) Peer Counseling Services	66	61
(M) Personal Assistance Services	77	65
(N) Physical Restoration Services	0	0
(O) Preventive Services	162	159
(P) Prostheses, Orthotics, and Other Appliances	1	1
(Q) Recreational Services	0	0
(R) Rehabilitation Technology Services	0	0



<b>Services</b>	<b>Consumers Requesting Services</b>	<b>Consumers Receiving Services</b>
(S) Therapeutic Treatment	0	0
(T) Transportation Services	48	47
(U) Youth/Transition Services	72	68
(V) Vocational Services	277	228
(W) Other Services	369	353

## **Section B – Increased Independence and Community Integration**

### **Item 1 – Goals Related to Increased Independence in a Significant Life Area**

Indicate the number of consumers who set goals related to the following significant life areas, the number whose goals are still in progress, and the number who achieved their goals as a result of the provision of IL services.

<b>Significant Life Area</b>	<b>Goals Set</b>	<b>Goals Achieved</b>	<b>In Progress</b>
(A) Self-Advocacy/Self-Empowerment	219	83	60
(B) Communication	35	14	2
(C) Mobility/Transportation	55	24	13
(D) Community-Based Living	891	347	403
(E) Educational	216	155	34
(F) Vocational	267	129	63
(G) Self-care	430	99	177
(H) Information Access/Technology	76	67	4
(I) Personal Resource Management	72	36	15
(J) Relocation from a Nursing Home or Institution to Community-Based Living	53	12	30
(K) Community/Social Participation	97	10	41
(L) Other	61	22	18

**Item 2 – Improved Access To Transportation, Health Care Services, and Assistive Technology**

**(A) Table**

In column one, indicate the number of consumers who required access to previously unavailable transportation, health care services, or assistive technology during the reporting year. Of the consumers listed in column one, indicate in column two, the number of consumers who, as a result of the provision of IL services (including the four core services), achieved access to previously unavailable transportation, health care services, or assistive technology during the reporting year. In column three, list the number of consumers whose access to transportation, health care services or assistive technology is still in progress at the end of the reporting year.

<b>Areas</b>	<b># of Consumers Requiring Access</b>	<b># of Consumers Achieving Access</b>	<b># of Consumers Whose Access is in Progress</b>
(A) Transportation	241	11	230
(B) Health Care Services	318	23	295
(C) Assistive Technology	1,465	96	1,369

Note: For most IL services, a consumer’s access to previously unavailable transportation, health care and assistive technology is documented through his or her CSR. In some instances, consumers may achieve an outcome solely through information and referral (I&R) services. To document these instances as successful outcomes, providers are not required to create CSRs for these consumers but must be able to report that follow-up contacts with these consumers showed access to previously unavailable transportation, health care and assistive technology.

**(B) I&R Information**

To inform RSA how many service providers engage in I&R follow-up contacts regarding access to transportation, health care services or assistive technology, please indicate the following:

The service provider did  X  / did not   engage in follow-up contacts with I & R recipients to document access gained to previously unavailable transportation, health care or assistive technology.

**Section C – Additional Information Concerning Individual Services or Achievements**

Please provide any additional description or explanation concerning individual services or achievements reported in subpart III, including outstanding success stories and/or major obstacles encountered.

## **Success Stories**

Frank had a stroke resulting in paralysis on one side of his body. He worked out at Paraquad's Health & Wellness Center 2-3 times a week for about a year. His hope was to increase his overall strength. During this time, Frank experienced a medical setback and his doctor gave him a referral for physical therapy. When Frank met with the physical therapist, she was astounded at his level of underlying strength. His wife attributed Frank's strength to all of his visits to Paraquad.

Madison did not have much interaction with other people with disabilities and she depended on her mother to meet all of her needs. She joined the Youth Group but always insisted on having her mother attend with her. The specialist noticed that during the meetings the mom would speak for Madison, who preferred not to verbally participate. Madison also stated that she didn't understand why she had to be in a group with "those people with disabilities" and felt she could not relate to any of them. A year later, Madison told her mom that she wanted to start attending meetings by herself. She began interacting with everyone and during one meeting, she became so involved in the discussion that the specialist had to limit her comments so that others had a chance to speak.

Mrs. Smith uses a wheelchair and is unable to leave her home because it is not wheelchair accessible. Her husband contacted Paraquad to see if we could help. Through our Home Modification Program, we were able to install a platform lift so Mrs. Smith can exit her home. When the specialist completed the final inspection, Mr. Smith told her that he could finally sleep at night knowing that if a fire broke out, he could get his wife out of the house.

Kenishia struggles with reading and was not challenged or engaged by other services in the community. Her mother enrolled her in a variety of Continuing Education classes as well as Supported Education tutoring for reading. Kenishia's mom said for the first time Kenishia was able to read her birthday cards and messages. She said the whole family was moved to tears as a result. Her mom feels the training Kenishia received through the Continuing and Supported Education programs has made a tremendous difference.

Ray, a CDS participant, contacted his specialist with confusion over his Medicaid status which became inactive. After much investigation, it was found that Ray forgot to turn in his annual paperwork by the deadline and as a result, he became inactive. This affected his ability to seek medical care, fill prescriptions and pay his attendant for personal care. The specialist, along with the CDS director and staff attorney worked with Ray and MO HealthNet to remedy the problem. His Medicaid was reinstated and he now receives the services he needs.

Tamia is a high school senior who was close to graduating from high school. She did not know about Vocational Rehabilitation (VR) and how they could help her with her goal of going to college. During a Youth Group meeting, counselors from VR gave a presentation about their services. Tamia took the opportunity to talk with the counselors about her

situation and now has a contact at VR who will help her navigate the process of acquiring services to attend college.

Paraquad received a call from a mother requesting Educational Advocacy services. Her four-year old son Michael was denied special education services because the school stated he did not meet the criteria of a child with a disability. The Education Specialist assisted Michael's mom in finding a free/low cost evaluation that would help her make a case for special education services for her son. After the evaluation, it was determined that Michael did qualify for services and he is now doing well and enjoying school. Michael's mom is very happy her son is receiving the services he needs to be successful.

Brianna was in high school and involved in Paraquad's Youth Group and also received Youth Transition Services. After she aged-out of youth programs, she joined the Continuing Education program. She chose two day classes: Living Well – to improve social and emotional skills and Gardening – to improve job-readiness skills. She also took evening classes to maintain and improve her academic skills. These classes helped her gain the skills and confidence needed to enter the Supported Volunteer program. Now she trains at Bloom Café to prepare for paid employment. She has opened a case with Vocational Rehabilitation and is receiving employment services to find competitive employment. Brianna receives IL tutoring from a Supported Education instructor to improve her money management skills which will prepare her for handling her upcoming pay checks. She is on her way to employment. Her confidence, work skills, time on task and emotional maturity has markedly improved.

Larry was a postman before he had a stroke. He heard about Paraquad's Health and Wellness program through The Rehabilitation Institute of St. Louis (TRSTL) and started attending. He worked with Occupational Therapy students under the supervision of Paraquad staff to increase his overall strength and dynamic balance. His goals were to play catch with his grandson and independently put on his socks and shirt. Larry is stronger and has better balance and endurance. He can complete some parts of his self-care that he used to rely on his wife to do for him.

Roshonda is a Supported Education student who is improving her money and personal budgeting skills. She had a goal to learn how to count back change from transactions, so she could be promoted to cashier at her job at a restaurant. And after a few months, she was promoted and works at the register, taking orders and making cash transactions.

Kevin was a cook in a restaurant and pursuing a culinary degree at St. Louis Community College when he incurred a brain injury. Kevin thought his cooking career was over. He was a participant at Paraquad's Health and Wellness Center when he learned about Paraquad's plans for a social enterprise restaurant and training kitchen. Kevin was selected to serve on the advisory committee due to his restaurant experience. Kevin now works part-time at Bloom Café while pursuing a degree in social work.

Chris is studying for the written driver's education exam with a 1:1 supported education tutor. Because of the independence this will afford him, he has decided to pursue his HiSET at the adult high school at Goodwill.

**Major Obstacles:**

The major obstacles faced this fiscal year were financial in nature. Several funding streams were impacted during FY17 and we are still in the process of recovering and rebuilding. While our FY18 budget was too ambitious, we are trending in a positive direction. We are diversifying by increasing our fee for service and philanthropic revenue. Scorecards are in place to help with leadership accountability. We also have reduced expenses by eliminating positions through attrition. The downside of staff reduction is the elimination of programs, such as home modification, and internal capacity strains. We have addressed internal capacity struggles by creatively sharing internal talent among multiple departments and utilizing volunteers wherever possible.

## SUBPART IV – Extent of CIL Compliance with the Six Evaluation Standards

Section 725(b) and section 725(c)(8)(A) of the Act; 34 CFR 366.63

### Section A – Compliance Indicator 1: Philosophy

#### Item 1 - Consumer Control

34 CFR 366.63(a)(1); 34 CFR 366.50(i)(5) and (6)

##### (A) Board Member Composition

Enter requested governing board information in the table below:

Total Number of Board Members	Number of Board Members with Significant Disabilities
16	9

##### (B) Staff Composition

Enter requested staff information in the table below:

	Total Number of FTEs	FTEs Filled by Individuals with Disabilities	FTEs Filled by Individuals From Minority Populations
<b>Decision-Making Staff</b>	27	15	3
<b>Other Staff</b>	61	30	22

#### Item 2 - Self-Help and Self-Advocacy

34 CFR 366.63(a)(2)

Briefly describe how the CIL has promoted self-help and self-advocacy among individuals with significant disabilities during the reporting year.

Paraquad supports People First of St. Louis, a self-advocacy group, run by, and for, adults with developmental disabilities. Participants learn advocacy skills and are then provided opportunities to put those skills to action in their community by taking lead roles in hosting and implementing events, attending rallies, visiting members of the legislature, and speaking with other community members about disability advocacy issues. People First of St. Louis members empower each other to understand their rights and to advocate for community and systems change to ensure that necessary services, supports, and opportunities are in place for people with disabilities. They are active in the statewide People First organization and have attended all the statewide steering committee meetings as well as presented at the Statewide People First Self-Advocacy Conference. Paraquad's organizing team manager was also invited to keynote the conference.

Paraquad continues to facilitate the development and training of local community groups. These groups are made up of individuals who want to make change in their community through advocacy. The strength of these groups lies in the leadership of the community members. Members develop and enhance their advocacy skills and become involved in the following issues: political participation and legislation; architectural accessibility; transportation; sidewalk and housing accessibility. Organizing advocates locally and building their power and leadership skills provides for the growth of the Disability Rights movement. and, embodies the Independent Living (IL) philosophy. Paraquad is fostering and supporting the rise of community leaders in the greater St. Louis metropolitan area.

Paraquad first identifies leaders in the community willing to start a group. Each group then selects its own leaders and sets its own agenda. Paraquad offers education upon request to members who want to grow and move toward making change in their given neighborhoods. These trainings include, but are not limited to: community organizing, working with local government/power structures, and knowing one's communal power.

The community groups banded together to form a coalition called the Coalition for Truth in Independence (CTI). In FY18 we worked to support CTI as their leadership decided to consolidate membership into two working groups, the St. Louis City group and St. Louis County group. CTI has a membership base at present of 85. Every month, representatives from each community group come together to share information about their local work and build campaigns for regional change.

During FY18 staff members provided trainings through the Tuscher Institute to the following organizations: College Bound, Missouri Commission on the Deaf and Hard of Hearing, the American Civil Liberties Union, and Partners in Policymaking.

Paraquad continued leadership and participation in a quarterly gathering of advocates, agencies, and funders around the topic of advocacy for people with disabilities. Now referred to as the St. Louis Regional Self-Determination Collaborative, we helped design content and facilitated and participated in this ongoing meeting which regularly sees (40+) attendees representing over 10 organizations. The goals of the quarterly meetings are to share information and educate, so there is a tangible action that advocates, organizations, and funders can bring back to their respective work and private communities to engage

more folks in advocating for the rights of people with disabilities and our allies. This collaborative is the first-time advocates, funders, and agencies have come together in the greater St. Louis area around advocacy issues. This year, the Self Determination Collaborative worked in partnership with a coalition of service providers to put together a conference centered on self-advocacy and self-determination, held in August 2018. Paraquad's organizing team manager presented a training on self-determination. Leaders from the Arc of St. Louis, St. Louis Office for Developmental Disability Resources and Paraquad presented on the development of the Collaborative at the Missouri Association of County Developmental Disability Services conference in October 2018.

### **Item 3 - Peer Relationships and Peer Role Models**

34 CFR 366.63(a)(3)

Briefly describe how, during the reporting year, the CIL has promoted the development of peer relationships and peer role models among individuals with significant disabilities.

Paraquad promotes the development of peer relationships in multiple ways. Paraquad's Peer Mentorship program provides services to individuals across the disability spectrum that may have questions or concerns and/or are facing barriers related to their disability. Individuals with disabilities, identified as peer mentors, agree to meet with and talk to participants who contact Paraquad with the concerns of living with a disability. During this process, the mentor provides feedback and shares problem-resolution skills with the participant. The peer mentors are pre-screened and trained as Paraquad volunteers.

Peer Support groups are active in various areas of the community. These groups offer opportunities for individuals with disabilities to learn more about available community resources, address personal issues, and socialize with peers. Paraquad has trained and currently offers support to group leaders who are responsible for recruiting members and facilitating community group meetings.

The Youth Group focuses on social and recreational activities that promote the development of social skills. Young people with and without disabilities can join the group. Paraquad's Youth Group targets youth between the ages of 14-24. The Youth Group meets on the third Saturday of each month from August to May for group discussions. Summer camps/ workshops also focus on building the peer component while teaching the youth transition skills. During these camps/workshops, the youth have a safe place to share their experiences with each other. The peer component occurs naturally. Summer camps/workshops took place in June and July.

In addition, several Independent Living Specialists (ILSs) who work in Paraquad's various programs have a wide array of disabilities and speak with the individuals they serve about their own experiences living with a significant disability. Peer role modeling is also evident in the structure of the organization itself, as a majority of Paraquad's staff and Board of Directors also have a disability.

### **Item 4 - Equal Access**

34 CFR 366.63(a)(4)



(A) Briefly describe how, during the reporting year, the CIL has ensured equal access of individuals with significant disabilities, including communication and physical access, to the center's services, programs, activities, resources, and facilities, whether publicly or privately funded. Equal access, for the purposes of this indicator, means that the same access is provided to any individual with a significant disability regardless of the individual's type of significant disability.

Paraquad ensures equal access to all the center's services, programs, activities, and resources. For individual services, the needs of each potential program participant are assessed prior to the provision of services to determine what accommodations may be needed to meet their individual goals. These accommodations may include interpreting services, reading of written materials, transportation to the center, etc. Paraquad's office meets ADA guidelines for accessibility and is located near public transportation.

Any programs or services that are provided to the general public (i.e., rallies, legislative activities, workshops, and speakers) are announced ahead of time and information on how to request accommodations is included in all announcements. When Paraquad finds it necessary to provide a program at a location away from its main office, the accessibility of the remote location is reviewed to ensure that individuals with significant disabilities will have the same access to the program as anyone else.

(B) Briefly describe how, during the reporting year, the CIL has advocated for and conducted activities that promote the equal access to all services, programs, activities, resources, and facilities in society, whether public or private, and regardless of funding source, for individuals with significant disabilities. Equal access, for the purposes of this indicator, means that the same access provided to individuals without disabilities is provided in the center's service area to individuals with significant disabilities.

Paraquad works to identify all areas where there are barriers to services for people with significant disabilities and works to eliminate those barriers so all individuals have access to services regardless of their abilities.

Paraquad continues to work for improved access to quality, affordable healthcare for individuals with disabilities. Staff members collaborate closely with other statewide health advocacy groups to address barriers presented by MO HealthNet (Medicaid), particularly addressing the cuts to home and community based services enacted in the 2017 Missouri Legislature. Paraquad staff worked with participants to ensure they received the maximum amount of personal care services to which they were entitled. Paraquad, in collaboration with other CILs, is also tracking the impact of these cuts and collecting stories to share with legislators and policymakers to restore the funding for these vital services. Paraquad staff works with participants to help them navigate the complicated Medicaid system by troubleshooting, story banking, and advocating with department officials to create solutions to these problems. Paraquad staff also participate on the Missouri Health Partnership which works to protect and strengthen the safety net, including Medicaid. Paraquad also

participates in Cover Missouri's Medicaid Advisory Group where information and concerns are shared by health care advocates with state agency staff.

Paraquad has advocated for several policy changes that would increase the likelihood that people with disabilities can achieve a higher level of economic self-sufficiency. Paraquad testified, and supported people with disabilities to testify before a Senate committee to advocate for legislation to enhance Missouri's Medicaid Buy-In, and advocated to sustain funding for Independent Living Centers and key home and community based services that keep people independent in their homes and communities. Since the conclusion of our 2018 legislative session we have continued to fine-tune our issue briefs and connect with legislators in preparation of next year's session.

Paraquad continues to work to promote and improve equal access to public transportation. Staff members continue to serve on the Metro Reimagined Planning group to help ensure that people with disabilities have equal access to public transportation. Paraquad also supports community groups that work on several campaigns related to increasing access to public transportation and infrastructure. One of these revolves around improvements to the area's paratransit system, Call-a-Ride. Another seeks to make improvements to sidewalks within various local communities, and a brand new campaign is beginning to form focused on advocacy for wheelchair accessible vehicles within ridesharing businesses.

Paraquad hosted a press conference addressing inaccessible new construction in partnership with the Equal Housing Opportunities Council (EHOC) and the Delta Center for Independent Living. The President and CEO serves on the EHOC Board of Directors and presented at the 2018 Fair Housing Conference in St. Louis. EHOC has settled with all five developments ensuring compliance with the accessibility guidelines of the Fair Housing Act.

Paraquad continues to work with local public accommodations and state and local entities to provide full and equal access for individuals with disabilities. Paraquad has grown its AccessibleSTL program which provides surveys, trainings, and technical assistance to businesses/organizations to support them in becoming more accessible. Since October 2017, Paraquad has completed 19 ADA site surveys, 27 trainings to almost 300 people, and provided several other services such as accessibility consulting in the St. Louis area.

Paraquad conducted numerous activities to ensure people with disabilities have equal access to voting. Paraquad maintained relationships with local and state election officials. Our coalition on voter access continues to partner with local agencies, advocates and Missouri Protection and Advocacy. In the last several months of FY18, our voter coalition has conducted five voter education trainings and supported volunteers working to register individuals to vote.

Paraquad staff continue to represent the agency on several advisory committees working on access including the City Arch River Universal Design Committee, the NCIL ADA/Civil Rights subcommittee, the Voting Rights subcommittee and Employment subcommittee.

Finally, Paraquad continues to provide individual legal advocacy services to people with disabilities. The goal of this initiative is to help provide equal access to legal services for individuals with disabilities who often face barriers to obtaining these services. Since October 2017, we have provided legal services/referrals to 118 individuals with disabilities.

### **Item 5 – Alternative Formats**

34 CFR 366.63(a)(4)

Briefly describe how, during the reporting year, the CIL has ensured the availability in alternative formats of all of its written policies and materials and IL services, as appropriate.

Paraquad provides all its written policies and materials in alternative formats such as Braille or Large Print whenever requested. In addition, Paraquad has access to in-house interpreting services for the deaf and hard of hearing. If a participant is unable to read materials due to their disability, Paraquad staff will read the material to them if requested. A picture board has also been developed to assist with communication.

### **Section B – Compliance Indicator 2: Provision of Services on a Cross-Disability Basis**

Section 725(b)(2) of the Act; 34 CFR 366.63(b)

Briefly describe how, during the reporting year, the CIL has ensured that IL services are provided to eligible individuals with a diversity of significant disabilities and individuals who are members of populations that are unserved or underserved, without restrictions based on the particular type or types of significant disability and in a manner that is neither targeted nor limited to a particular type of significant disability.

Paraquad works with all people with disabilities regardless of the type or severity of disability or an individual's ability to pay. To ensure the ability to serve the diversity of individuals with disabilities in the St. Louis metropolitan area, Paraquad works with a variety of funding sources to increase the amount of funds available for services. Outreach is also conducted within the service area to reach unserved or underserved populations.

Paraquad was established on the foundation of the Independent Living (IL) philosophy. The five core services, Information & Referral, Peer Consultation, Independent Living Skills Training, Transition and Advocacy, are the building blocks for all services and programs offered at Paraquad. If an individual does not meet the specific eligibility requirements of the requested program, other services such as referral to alternative programs, peer counseling, independent living skills training, or even advocacy to increase eligibility for the requested services will be provided if requested. Paraquad trains all employees on the Independent Living philosophy and the skills needed to provide services to individuals with disabilities regardless of the type disability. All training is presented using the "People First" model, which teaches staff that every person is a person first and their disability does not define who they are as a person.

Paraquad serves the greater St. Louis metropolitan area and several surrounding counties. Most individuals that request services are from minority populations. The need to provide outreach to unserved or underserved populations is addressed through marketing and community outreach activities with local civic groups, churches, senior centers, and other service providers throughout the area. Outreach efforts include community presentations, health fairs, community education activities, conferences, school presentations, etc. Paraquad also works with several organizations that provide services to the various immigrant populations that live in many of the city neighborhoods.

In FY18, Paraquad participated in 116 presentations to various groups reaching nearly 506 people from various unserved and underserved populations. In addition, Paraquad participated in 40 health fairs/community expos that reached more than 20,400 individuals. Paraquad also provide 15 tours for underserved populations reaching an additional 118 people. Targeted outreach was provided to the following unserved and underserved population categories: African Americans, Youths with Disabilities, Developmental Disabilities, Immigrant and Ethnic Groups (Bosnians), Veterans, Senior Citizens, Homeless, and the Unemployed

## **Section C – Compliance Indicator 3: Independent Living Goals**

Section 725(b)(3) of the Act; 34 CFR 366.63 (c)

### **Item 1 – Consumer Information**

Briefly describe how, during the reporting year, the CIL has ensured that consumers have the opportunity to develop and achieve their goals (either with or without an ILP) and that the consumer has the opportunity to express satisfaction with the center and such consumer satisfaction results are evaluated by the center.

All participants who request services from Paraquad are offered the opportunity to develop an Independent Living Plan (ILP). An individual Needs Assessment is conducted with all new participants to help identify potential areas of need and participants are then given the opportunity to develop goals. Goals are reviewed by the participant and IL Specialist on a semi-annual basis. Goals are modified, and/or new goals are developed at any time if requested by the participant. If a participant does not want to develop an ILP, they sign an Independent Living Waiver and can still receive services. Participants not wanting to develop an ILP are encouraged to develop goals with their ILS to assist in directing their services and to verify that they are receiving the necessary services to help increase their independence.

Paraquad staff is trained to work in coordination with their participants to develop and monitor goals that increase the independence of the participants they serve. Paraquad served 1,740 participants through its various programs and services. Some of the programs are one-time services and do not warrant the necessity of developing an Independent Living Plan. Of those served, 1,695 (97%) participants developed an Independent Living Plan with goals they were actively working on with IL staff.

Paraquad gathers satisfaction information from participants in all programs throughout the year. The information gathered from these surveys is shared with Paraquad's management team and Board of Directors and is utilized in determining the effectiveness of programs and in assisting with the improvement of services. Any areas identified as needing improvement are reviewed and action plans are developed.

### **Item 2 – Consumer Service Record Requirements**

Briefly describe how, during the reporting year, the CIL ensured that each consumer's CSR contains all of the required information.

Paraquad utilizes a single point of entry system. All incoming participants are filtered through a centralized intake process during which additional information is gathered and referrals are initiated for any requested services. This process has assisted in decreasing the length of wait times between initial requests and the actual start date of services. Database reports by referral date are also generated on a weekly basis and monitored by program directors to ensure prompt onset of service delivery. IL program guidelines have been

written according to best practices and are required to be followed across all programs. The guidelines are revised when necessary. Documents requiring participant signature and placement in the participant file are made available to IL Specialists on Paraquad’s computer network. A real time listing of the required file documentation and the most current up-to-date to the forms are available electronically through this site.

Every new participant file is reviewed extensively for the required documentation by the Compliance department. Required documents are scanned, uploaded, and stored in the agency’s database and original copies are placed in the participant file. Immediate corrective action is expected when a file fails to contain required information and deficiencies are corrected by the respective ILS. All files are kept in a secure file room requiring key pad entry to protect participant information and confidentiality. Random file location audits are completed to ensure proper file storage. File audits are also conducted at random on existing files to ensure the file is being appropriately maintained and any required updates have been completed.

**Section D – Compliance Indicator 4: Community Options and Community Capacity**

Section 725(b)(4) and (6) of the Act; 34 CFR 366.63(d)

**Please refer to the Instructions before completing.**

**Item 1 – Community Activities Table**

In the table below, summarize the community activities involving the CIL’s staff and board members during the reporting year. For each activity, identify the primary disability issue(s) addressed as well as the type of activity conducted. Describe the primary objective(s) and outcome(s) for each activity. Add more rows as necessary.

<b>Issue Area</b>	<b>Activity Type</b>	<b>Hours Spent</b>	<b>Objective(s)</b>	<b>Outcomes(s)</b>
Healthcare	Outreach	95	Educate people with disabilities, students, health care professionals about the importance of exercise	Presented information regarding our accessible health & wellness center at 13 outreach events and 35 meetings and provided 42 tours of the gym. The gym received 97 referrals for services so far this fiscal year.
Healthcare*	Collaboration/networking	465	Connect participants to health services that they need	Participants gained access to chiropractic and health related services free of charge.

			and may not be covered by insurance.	
Education	Advocacy	28	Youth with disabilities have access to adequate education services.	Advocated with 6 school districts to make sure that 14 youth have access to the services and facilities of their school.
Education	Collaboration	14	Youth with disabilities have access to adequate education services.	Worked with parents and youth with disabilities at 3 IEP meetings to fully understand their rights under IDEA and the IEP process.
Accessibility*	Community/Systems Advocacy	200	Raise awareness of inaccessible infrastructure and make physical change to sidewalks, curb cuts, etc., with the end goal of making it easier to move through our world.	This work continues: We now have stronger relationships with city officials and this campaign led to movement towards a city-wide “No Pedestrian Deaths Ordinance” which we are working on this fiscal year. We also continued and strengthened our relationships with UM-SL Sociology Department, and CTI, a coalition that Paraquad supports.
Healthcare	Community/Systems Advocacy	300	Influence the outcome of various bills that would have negatively impacted health care for people with disabilities.	Collected over 25 stories from advocates dealing with healthcare detailing the impact of healthcare cuts and shared with legislators. Submitted both written and oral testimony on several bills impacting the health of people with disabilities. Continued working

				within the Missouri Health Partnership coalition to strengthen health care advocacy coordination across Missouri.
Disability Rights/Organizing Training*	Community/Systems Advocacy and Community Education/Public Information	250	Educate, agitate, and grow the disability rights movement and independent living philosophy through teaching and speaking about organizing principles.	Supported the grassroots organization called CTI which is made up of about 111 members who are people with and without disabilities.
Other*	Community/Systems Advocacy and Community Education/Public Information	250	To increase the number of people with disabilities registered to vote, educate people with disabilities and their community supports about voter rights at the polls, and increase voter turnout at the polls.	Took the lead in developing “voter accessibility” surveys, Develop materials around voter rights and accessibility for people with disabilities. Continued to lead a coalition of individuals and organizations around increasing voter engagement in the disability community. Provided five voter education trainings to partner organizations to over 500 individuals and conducted voter registration through Oct. 10th, 2018.
Other*	Collaboration/Networking, Community/Systems Advocacy and Community Education/Public Information	100	To educate organizations as to how they can build or strengthen advocacy in their org. It’s an outcome-based coalition, so that each organization	The Self-determination Collaborative is one of the lead partners in putting together a regional conference on ensuring “self-determination” principles are operational as put into action by direct care



			must report back on changes they have made.	staff. This regional conference was held in August and Paraquad staff presented.
Housing	Technical Assistance	6	To increase the number of affordable and accessible housing units available in St. Louis.	Worked with St. Louis City Housing Authority Advisory Committee to increase access to their subsidized housing program
People First	Community/Systems Advocacy and Technical Assistance	450	Support, guide, and train a group of people with intellectual disabilities to exercise the highest level of self-determination and skill building to be live successfully and as independently as possible within the community.	Each member now has an individualized goal that they can work toward that builds, autonomy, self-determination and or advocacy skills. These individual as goals also provide an opportunity for people first members to work together for a common goal. The members planned and held a rally and open house at which new members were recruited.
Other	Community Education/ Systems Advocacy	400	Policymakers are aware of issues important to people with disabilities.	Reached out to all St. Louis County and City representatives and senators on multiple occasions, both in-district and at the capitol. Educated them on Paraquad's legislative priorities and how legislation positively or negatively impacts people with disabilities. Repeated education and advocacy with elected officials on why Medicaid services such as consumer-directed services and

				reform is essential for people with disabilities.
Accessibility	Community/Systems Advocacy	500	People with disabilities can access their community.	Conducted 19 accessibility surveys on public accommodations and state and local entities and advocated for improvements where issues were identified. Grew AccessibleSTL program to engage and educate businesses/organizations to become more accessible. Provided 27 training through AccessibleSTL to almost 300 individuals.
Healthcare	Community/Systems Advocacy	200	Policymakers are aware of issues important to people with disabilities.	Over 400 individuals participated in the annual Disability Rights Legislative Day in Jefferson City, including 30 participants and 20 staff from Paragard.
Healthcare	Community Education	125	People with disabilities have current information regarding disability policy.	Sent out 13 action alerts and legislative updates to over 1,000 advocates regarding various healthcare issues.
Healthcare	Collaboration/Networking Community/Systems Advocacy	350	People with disabilities have access to necessary and affordable health care services.	Worked in collaboration with healthcare advocates across Missouri to develop media, legislative, and organizing strategies on various Medicaid and Reform issues.
Transportation	Community/systems Advocacy	150	To improve the availability of safe, affordable, accessible	Advocated with the local transit authority regarding improving the accessibility of the

			transportation for people with disabilities.	public transportation system. Attended 3 meetings with Metro to discussing accessibility, route changes, and improving policies for people with disabilities. Participated in Metro's Reimagined work group.
Other	Community Education & Public Information	250	To increase access to legal representation and provide information & referral.	Provided legal representation, information and referral to the disability community. Conducted outreach internally and externally to spread awareness of the program. Addressed 118 requests for legal advocacy services. Continued representing individuals at Social Security hearings. Continued legal advocacy efforts regarding 60% cap and Olmstead.
Marketing/Media	Community Education and Public Information	80	To increase public awareness of Paraquad, including programs/services that could benefit them or family member.	Featured in a total of 127 media to date, highlighting programs, including the opening of the Bloom Café, services, and advocacy efforts.
Marketing/Media	Community Education and Public Information	80	To engage the community in discussions and conversations related to disability, to increase Paraquad's profile and promote	Provided digital communications via 196,006 website page views; by reaching 473,963 contacts via Facebook, resulting in 28,593 "actions" taken by Facebook followers; by having 148,864 Twitter impressions and

			integration and opportunity for people with disabilities.	593 Twitter engagements, with 24,351 YouTube video views.
Marketing/Media	Community Education and Public Information	8	To educate the community about issues around living with a disability.	Published several blogs, most authored by program staff, which detailed programs, personal insights, and personal commitment to disability rights and services.
Increasing Opportunities for Affordable, Accessible Housing*	Volunteer Project	8	To increase residential accessibility and safety for people with disabilities and to engage volunteers.	Provided home modifications for 20 individuals during the 2018 Ramp Up for Accessibility Day.
Marketing	Event	40	To increase awareness of the upcoming Bloom Café, a restaurant that serves as a training program for adults with developmental disabilities.	Held the Bloom Café Grand Opening event, with more than 200 guests and gaining media coverage on TV, radio, and in print. Coordinated ongoing coverage of Bloom Café in major St. Louis media outlets.
Fundraising/Marketing	Event	80	To raise funds to support otherwise unfunded programs and services.	Planned the Shine the Light Awards, using volunteer committees to assist with planning and with fundraising.
Increase Access to Disability Services*	Outreach	116	To provide education and information about Paraquad's services to potential participants or to referral sources.	Coordinated 116 presentations by staff members to various groups reaching approximately 506 people from unserved and underserved populations.
Increase Access to Disability Services*	Outreach	40	To provide education and information about Paraquad's	Coordinated participation at booths at 40 health fairs/community expos

			services to potential participants or to referral sources.	that reached more than 20,400 individuals.
Increase Access to Disability Services*	Outreach	15	To provide education and information about Paraquad's services to potential participants or to referral sources.	Provided 15 tours of Paraquad's main offices and/or Health and Wellness Center for underserved populations reaching more than 118 people.
Increase Access for People with Disabilities*	Networking/Education	300	To represent the disability community with various entities throughout the state.	Staff served on 19 professional boards.
*See Item 2 for Description				

## Item 2 – Description of Community Activities

For the community activities mentioned above, provide additional details such as the role of the CIL staff board members and/or consumers, names of any partner organizations and further descriptions of the specific activities, services and benefits.

### Healthcare\*:

- Logan University and Washington University Program in Occupational therapy offer additional services to participants who have limited access. Logan offers chiropractic services at no cost. 1257 hours of service were provided to Paraquad participants. Washington University offers parenting clinics, wheelchair seating assessments and opportunities to participate in research projects.
- Legislators were urged not to pass Medicaid block grants and budget cuts harmful to people with disabilities. Testimonies were given before the MO House Committee regarding circuit breaker and funding for consumer directed services. Staff worked to address and resolve numerous issues resulting from FSD reorganization as well as advocated with legislators on importance of Home and Community Based Services. Comments were submitted to MO General Assembly on negative impact of block grants and cuts to HCBS.
- Participated in the Missouri Health Partnership Coalition and helped organize efforts to prevent Medicaid block grants from passing. Collaborated with other CILs and disability organizations to oppose cuts to home and community based services. Helped organize

and participated in several healthcare rallies opposing federal healthcare reforms that would decrease access to healthcare for people with disabilities.

#### Disability Rights/Organizing Training\*:

- This fiscal year we have teamed up with CTI to hold monthly community classes. Topics have ranged from disability history and culture to disability voter education, and interaction with law enforcement. Each class is designed to spread grassroots organizing concepts and help build the base of people who understand disability rights and disability culture in the community and help build a base of understanding around the independent living philosophy.

#### Other\*:

- Voter Accessibility Surveys were distributed to every county clerk's office in Missouri (115). Only 10 offices did not return a completed survey.
- We have conducted six voter education trainings to approximately 500 individuals.
- We conducted GOTV voter registration prior to the October 10 registration deadline

#### Increasing Opportunities for Affordable, Accessible Housing\*:

- Our annual Ramp Up for Accessibility includes significant preparation time – identifying and vetting projects, engaging volunteer groups, and planning to ensure that the day runs smoothly – as well as the “day-of” efforts of more than 350 volunteers, working an average of six hours.

#### Increase Access to Disability Services\*:

- Outreach target population included African Americans, Youths with Disabilities, Developmental Disabilities, Immigrant and Ethnic Groups (Bosnians), Veterans, Senior Citizens, Homeless, and the Unemployed.
- Outreach reached individuals with various connections or potential connections to Paraquad: Potential Paraquad Participants, Business Professionals, Caregivers, Doctors, Educators, Physical Therapists, Occupational Therapists, Social Workers, Students and various others.

#### Increase Access for People with Disabilities\*:

- Paraquad staff currently serve on the following boards:  
APSE, Being First, Better Communications, Diversity Awareness Partnership Board of Directors, Fontbonne Executive Advisory Committee, Lessor & Associates, Mary Culver Home, Missouri Foundation for Health, MO Better Advisory Committee, MO Botanical Gardens Community Relations Advisory Committee, St. Louis Regional Chamber of Commerce, State Rehabilitation Council, SWIC Sign Language Studies Advisory Board, University City Children's Center, Washington University Programs in Occupational Therapy Academic Advisory Board, and West County Psychological Associates.

## **Section E – Compliance Indicator 5: IL Core Services and Other IL Services**

Section 725(b)(5) of the Act; 34 CFR 366.63(e)

In addition to the data provided in Subpart III, describe how information and referral services and the other IL core and other IL services are provided to those who request such services in formats accessible to the individual requesting the services. Describe any innovative practices (not mentioned elsewhere in this report) to enhance the availability and effectiveness of IL services.

IL service needs are provided through the program categories of Information and Referral (I&R), Independent Living Skills Training, Peer Counseling, and self and group advocacy. Additional services are provided in the following areas:

### **1. Information and Referral (I&R) Services**

Paraquad provided I&R services to a total of 8,387 this fiscal year. I&R services included one-time individual or group services of such a nature that the establishment of a Consumer Service Record (CSR) is not justified.

I&R services:

- a. Contacts made to Paraquad requesting information over the telephone, in person for walk-ins, by email, and/or through the mail.
- b. Paraquad continued to maintain a website that provided additional information for participants as well as who to contact for additional questions ([www.paraquad.org](http://www.paraquad.org)).
- c. The energy assistance program through Ameren UE was able to provide assistance to 43 households during FY18.
- d. I&R Specialists updated community resources to verify contact and program information for correctness.

### **2. Independent Living Skills Training**

During FY18, services to develop the skills needed to live more independently were delivered to 1,740 people with disabilities. Independent Living Specialists (ILSs), with full participation from the individuals who requested services, conducted an Intake and Needs Assessment. This included people with whom there was enough contact to develop a Consumer Service Record (CSR). Progress toward goals was recorded throughout the year. Programs and services listed below represent the process by which participants acquire independent living skills training.

- Independent Living Adult Program (ILAP) – worked with participants 18 and older on a variety of areas to increase the skills needed to remain independent. Although all Paraquad programs provided independent living skills training, the Independent Living Adult Program provided training on a more individualized basis.
  - a. During FY18, 125 participants requested and received skills training through the ILAP program.
  - b. One on one financial education and budgeting assistance was offered to interested participants to help improve their financial management skills.

- Consumer Directed Attendant Services (CDS) – 15 full-time staff who provided services to 656 CDS participants this fiscal year. Some of these services were:
  - a. Maintained files of eligible attendants who assist employers in completing daily living tasks. These individuals have completed all the background screenings as required by the vendor contract with the Missouri Medicaid Audit & Compliance Unit (MMAC).
  - b. Trained CDS participants in skills helpful to employ and maintain attendant services. Training covered the correct handling of payroll functions, employee information forms, timesheets, electronic visit verification (EVV) timekeeping system, identification of abuse, neglect, or exploitation and fraud, rights and responsibilities of the participant, and rights and responsibilities of the attendant.
  - c. Each new CDS participant received and was trained on a comprehensive CDS Participant Manual. A Bosnian translation of the Participant Manual is also available to new Bosnian participants.
  - d. Assisted in general orientation of CDS participants to the Independent Living philosophy.
  - e. Processed inquiries and solved problems related to CDS, payroll and CDS timesheets and EVV timekeeping system.
  - f. Assisted with collection of data concerning CDS employers for evaluation activities.
  - g. Gathered information and participated in discussions and advocacy with State entities regarding participant Medicaid, spenddown issues, program structure, best practices, regulations and vendor oversight.
  - h. Reviewed emergency plans with CDS participants monthly and updated plans as needed.
  
- Community Transition Services – assisted people with disabilities who are institutionalized to move to a community-based setting of their choice and helped people with disabilities remain in their own homes by providing financial assistance.
  - a. This fiscal year, two full-time staff worked with 150 participants.
  - b. Transition staff are members of the Continuum of Care (COC), a homeless provider network in St. Louis City and County.
  
- Job Development and Placement Services – 54 participants worked with Employment Specialists to improve their job readiness skills and obtain employment this fiscal year. Services included: vocational assessments, resume and cover letter preparation, interviewing and salary negotiation skills, job development skills, instruction in on-line applications, networking, and job retention strategies. Employment Specialists provided job development and placement services to the participants.
  - a. Youth Employment Transition (IEP's): provide support and guidance for students and parents during transition IEP meetings. Discuss the provided vocational services, students are eligible for through Paraquad.
  - b. Youth Employment Transition (schools): hygiene classes are provided to students within SSD at the request of teachers. Hygiene kits are provided to each student and contain various hygiene products specifically for race/gender.
  - c. Youth Employment Transition (other): Job Readiness Training is provided for



SSD students at the request of teachers. This class discusses the importance of dressing for success, application process and interview process.

- Vocational Education – provided adult education courses to served 159 adults with developmental disabilities adults with developmental disabilities who live in St. Louis City and County. Over the course of FY18 we offered 41 different classes in the following areas: money skills, reading and writing, math, computer training, communication, cooking, woodshop, book clubs, community access field trips, gardening, and managing stress at home and work. Students set individual goals for each class; classroom teachers assist students to reach those goals.
- Supported Education– Education coaches provided 1:1 support to a total of served 22 students with development disabilities adults with development disabilities who are residents of St. Louis County and 3 residents of St. Louis City. One student is working toward obtaining the High School Equivalency. Three students receive 1:1 support within the Vocational Education classroom setting to achieve educational goals.
- Job Coaching and Retention – provided one-on-one job site support to 26 individuals with development disabilities in St. Louis city and county. Job Coaches initially provided full-time support on the job until natural supports were developed and the job tasks were adequately performed independently. As time continued, the Job Coach reduced support from the job site. Support was then provided a minimum of twice a month. The Job Coach also facilitated communication between the employer and co-workers, helping the employee understand and follow workplace policies and procedures, and helped ensure proper training on tasks.
- Work Incentives Planning and Assistance – provides work incentive knowledge and advocacy for Social Security beneficiaries who are working on employment goals and ready to return to work. Participants learn how income from employment will affect their benefits. During this fiscal year, 536 beneficiaries received information through our WIPA project. Of those, 267 received full benefits counseling. These individuals are not counted in our overall numbers due to the restrictions of the WIPA grant.
- Ticket to Work - The Ticket to Work and Work Incentive Act of 1999 established an employment program for people who want to go to work that receive Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) benefits. The program was designed to remove barriers that kept people with disabilities from choosing to work for fear of losing health care coverage. The Ticket to Work program is voluntary, and it increases opportunities and choices for Social Security (SS) disability beneficiaries to obtain employment, vocational rehabilitation, and other support services from public and private providers, employers, or other organizations. Social Security provides a ticket to disability beneficiaries to use in obtaining services and jobs through Missouri Vocational Rehabilitation or from an approved Employment Network. Paraquad had provided Ticket to Work (TTW)

service to 46 individuals during FY18. These individuals are not counted in our overall numbers due to the restrictions of the TTW grant.

- The Summer Work Experience Programs (SWEP/SWE) – this youth employment transition program allowed students (ages 16-21) the opportunity to work and be paid for up to an eight-week (20 hours per week) period. The participants must be receiving special education services, returning to school the following school year, have limited or no work experience, and need extra support to be successful on the job. Paraquad provided services to 41 students.
- Volunteer Opportunities – provided services to 20 individuals with development disabilities who are residents of St. Louis City and County. The project assisted participants to successfully connect with volunteer opportunities of their choice. Paraquad staff assisted participants in assessing their skills and abilities and then identified volunteer sites that matched the strengths and desires of the participants. Participants received help with the application process, volunteer site set-up, and identifying modes of transportation. Job Coaches provided one-on-one support on site to ensure proper training, performance, and understanding of the workplace policies and procedures. The Volunteer program provided a vehicle for participants to develop vocational skills, gain experience for their resume, integrate more fully into the community, expand their level of social interaction, give something back to their communities, and exercise a constructive and rewarding option for their recreation and leisure time.
- Health & Wellness Center – provides an accessible gym setting for people with disabilities to work out and get the assistance needed to increase their health.
  - a. During FY18, the Health & Wellness center served 320 participants.
  - b. Participants typically work out 2-3 times per week for an hour and a half per session.
  - c. In addition to Center participants, the gym is also available for use by caregivers, Silver Sneakers members and Disabled Athlete Sports Associate members. Currently 58 individuals utilize our extended services.
  - d. Occupational therapists, an occupational therapist assistant, a personal trainer/exercise physiologist, and physical therapist assistants staff the gym.
  - e. Paraquad has contracts with 15 schools including OT, OTA, exercise science, nutrition, and chiropractic. We also partner with local PT programs to provide hands-on/observation opportunities.
  - f. Paraquad collaborates with Logan College of Chiropractic to provide supportive health and wellness services to participants.
  - g. Clients reported increased strength and endurance to complete functional tasks, such as transferring or walking longer distances, and many report decreases in secondary conditions such as high blood pressure and fatigue.
- Telephone Accessibility Program (TAP) – is a free program through Missouri Assistive Technology providing adaptive telephone equipment to people with

disabilities. For FY18, the program provided TAP services to 63 participants in St. Louis City and County.

- Youth & Family Services – served youth with disabilities from birth to age 24 and their families. In FY18, 121 youth and their families were served through Paraquad’s Youth and Family services.
  - a. *Youth Group* – several outings were provided this year. The outings gave the youth opportunities to build upon their independent living skills while interacting in the community. While there, they checked out whether the locations of the outings were accessible to people with disabilities. The youth were responsible for their money and providing the correct change. Some youth spent time talking and exchanging ideas with their peers, and some helped each other with daily living skills
  - b. *Summer Camps/Workshops* – several camps and workshops were offered throughout summer to address transition needs of the youth.
  - c. *School-Based Activities* – provided services specifically geared toward educational services for youth and their families. Paraquad staff provided classes in personal finance, personal hygiene and independent living to the St. Louis County Special School District.
    - (1) Individual Education Plans (IEPs) and IDEA – staff provided support to youth and their parents at annual IEP meetings and on-going support throughout the school year according to need.
    - (2) Special Education Advocacy – staff worked with students, parents, and educators to support the needs of students with disabilities in various school districts.
- Peer Consultation (including cross-disability peer counseling)
  - a. During the funding cycle, Paraquad peers provided direct and indirect services. Some of the types of services were legislative advocacy, mobility training, cooking, learning to shop, relationships (i.e. marital, dating, parenting), employment, re-entering the work force, equipment and technology, skin, bowel, and bladder care, assertiveness training, and budget management.
  - b. The Peer Mentor Specialist assigned 22 peer mentors to work with 46 individuals. The Peer Specialist provided ongoing trainings for the mentors on the Independent Living Movement to assisting creating SMART goals with the peers. The Peer Mentor Specialist also provided the yearly review of the Mandated Report and HIPAA for the mentors who has been mentoring for over the year. There are also 2 group leaders who work with mentors to set up community groups.

## **Section F – Compliance Indicator 6: IL Resource Development Activities**

Section 725(b)(7); 34 CFR 366.63(f)

Briefly describe the CIL's resource development activities conducted during the reporting year to expand funding from sources other than chapter 1 of title VII of the Act.

- In FY18, Paraquad has raised \$1,112,420 in gifts and non-governmental grants. Of this total, \$255,548 was from individuals, \$428,695 from foundations, \$261,097 from corporations and organizations, and \$167,080 was from the United Way.
- In the second year of Paraquad's Change Makers Society (donors giving \$1,000+ per year), we renewed 38 members (72%) and recruited 17 new members. While total membership only grew marginally, giving grew by 25% to \$157,956.
- Paraquad successfully completed a \$25,000 matching gift challenge for new and increased giving.
- Paraquad combined its Development and Marketing departments to create efficiencies. The combined department built capacity for senior staff by hiring a Development and Marketing Assistant to manage data entry, database management, and community outreach, and Paraquad put additional resources into the recruitment of individual donors with high capacity by hiring a Major Gifts Officer.
- During FY18, Paraquad applied for 40 non-governmental grants requesting \$1,925,624 in total funding.

# **SUBPART V – ANNUAL PROGRAM AND FINANCIAL PLANNING OBJECTIVES**

Section 725(c)(4) of the Act

## **Section A –Work Plan for the Reporting Year**

### **Item 1 – Achievements**

Discuss the work plan’s proposed goals and objectives and the progress made in achieving them during the reporting year.

#### **Ensure Financial Viability of Paraquad**

- Achieve annual budget targets
  - We finished the year \$411,000 worse than budget at a \$1.11 million deficit, however, we are trending upward. We are projecting a breakeven budget for FY 2019.
- Achieve full billing for all programs
  - Scorecards are in place for each program with 100% utilization of funds as a Key Performance Indicator. Most programs achieved full billing and all are trending upward. We are moving to tracking billing error rates,
- Develop a strategic marketing plan for growth of all revenue producing programs/activities
  - In process. We have marketing initiatives for multiple programs, but we do not have a formal marketing plan in place for every program.
- Diversify revenue sources and increase total fee for service program revenues while protecting and growing CDS program
  - CDS growth is not possible at this time. We are focusing efforts on legislative advocacy to improve the program.
  - We are still in process of several new contracts with Vocational Rehabilitation, Department of Mental Health, Department of Labor, Veterans Consumer Directed Services and Rehabilitation Services for the Blind.
  - Logan University increased their leased space and brought in additional equipment at the Health & Wellness Center
  - Deaf Way interpreting services secured a contract with State of Missouri, Southern Illinois University and an exclusive contract with BJC, the largest health care system in the St. Louis region.
  - Opened Bloom Café, a social enterprise restaurant
    - Started culinary job skills training program in June 2018.
    - Providing box lunches and after-hours events to increase revenue.
- Systemically impact CDS rules, regulations and/or statutes to ensure the state has reasonable requirements for becoming/maintaining vendor status and providing high quality services
  - Determine 3-5 priorities to improve the CDS program and make

recommendations to DHSS

- In partnership with Missouri Association of Home Care (MAHC), we recommended CDS changes in HB 2500. In addition, we met with MMAC and recommended stronger language related to tax ID requirements.

### **Create and Maintain Program Strength and Excellence**

- Develop and implement a formal method to analyze new programs for mission fit and financial viability
  - Complete. Hired a COO experienced in startups and related financial analysis, we have established a process to evaluate potential new programs and program expansion for financial viability and mission fit
- Develop and implement a routine for reviewing all programs to ensure mission impact and financial viability
  - Monthly reviews regarding key performance indicators and financial performance vs. goals and budget are now conducted by COO/CEO with all program leaders.
- Audit all program files to ensure program compliance
  - Complete and ongoing.
- Establish program goals for every program based on funding source requirements, needs assessments and organizational goals
  - Develop a minimum of 3 core measurable outcomes for each program and provide an accurate tool to assess program success
    - Not complete, one standard outcome was developed for all programs. Based on United Way feedback, we will develop 3 measurable outcomes for FY19.
- Establish and utilize outcome data for every program to evaluate program effectiveness against established program goals.
  - Complete. Monthly review of scorecard results includes evaluation of program effectiveness against established program goals for programs now utilizing outcome data.
- Optimize program efficiency by establishing and implementing measures of productivity
  - Complete. Established scorecards for every department and major program.
- Open Bloom Café, a social enterprise restaurant and training kitchen to impact employment opportunities for people with disabilities
  - Complete.

### **Optimize Information Technology to Exceed Stakeholder Needs**

- Develop/implement an analysis of Paraquad's existing IT capabilities. Utilize analysis to develop and implement an IT plan to address needs, in compliance with an approved time frame, resources and costs.
  - Not started, no resources.

### **Strengthen External Relations with Consumers, Organizations, Advocates, Contributors and Media**

- Complete and implement a targeted outreach program at rehabilitation facilities

responsive to independent living needs of discharged patients

- We visit six facilities regularly (SSM Bridgeton [SCI Support Group and presentations in the rehab hospital], TRISL, SSM Day Institute in Kirkwood, SSM Day Institute in Arnold, Mercy Rehabilitation Hospital, SSM Day Institute in Florissant). Additionally, we have contacts with four other facilities that periodically request assistance (Kindred Hospital, Missouri Baptist Hospital, St. Anthony's Hospital, and SSM Day Institute in Lake St. Louis).
- Formalize the process to identify and categorize existing and potential partners in the St. Louis market
  - Create database and coordinate the development of strategic partnerships
    - Not started. Lack of capacity and resources are a barrier at this time.
- Develop a robust volunteer program that increases new volunteers
  - Complete.
- Enhance outreach activities to maximize reach, educate the community and produce new revenues
  - In process, we have revamped job responsibilities
- Leverage relationships to increase visibility and advance our reputation as "the disability expert"
  - Positively impact movement on 2 or more legislative priorities
    - Complete. Ticket to Work (SB 699) - Currently in Fiscal Oversight Committee, farther than it's ever been and is well positioned for next session.
    - CDS Provider Reimbursement (HB 10) - 1.5% currently restored in budget.
    - CDS 60% cap (HB 10) - Worked to put restoration amendments into multiple vehicles so that CDS would be in statute if they pass. Multiple funding sources have been identified, legislators are well aware of the issue, and we are positioned to make more progress next year.
    - CIL funding (HB 2) – The budget has restored \$1.5M.
    - Medicaid Work Requirements (SB 948 and HB 1856) - Both bills passed out of committee. PQ testified in opposition. Neither bill passed.
    - MORx restoration (SB 563) - PQ testified in favor. It was added to SB 718 and did not pass.
    - Provider Reimbursement/Circuit Breaker (SB 567) - PQ testified in favor with reservations. It did not move off the informal calendar.
    - Disabled Parking Placards (HB 2877& 1983) - Met with multiple legislators asking for support of the bill. It passed out of House committee, but that is as far as it went.
    - Background Check Modification (HB 1350) - Met with legislators asking support of the bill. Passed.
    - Improving CDS program (HB 2500) – Attached this language to multiple bills in effort for it to pass (HB 1885 and SB 718). DHSS is currently

working on updating some of these regulations and Rep. Quade intends to file a similar bill again.

- PQ staff participate on the MHP committee with touches a wide range of issues including tax reform, post-partum Medicaid coverage, and SNAP work requirements. We presented at the MHP policy summit this past summer.
- Develop a tracking tool to measure and report grassroots advocacy mobilization activities and impact
- Tools have been developed to utilize in FY19 and outcomes are included in scorecard. Increase media hits by 25%
  - Complete.
- Develop and successfully pitch 4 feature stories
  - Complete. Have received strong coverage on Bloom Café.

### **Enhance Staff and Board Abilities and Engagement**

- Leverage all staff and board committees to ensure alignment with strategic goals/strategic plan
  - 100% participation by leadership in Board meetings
    - Complete.
  - 50% of staff involved in at least one Paraquad committee
    - Not complete. Not enough committees in 2018.
  - Measure and improve employee engagement
    - Complete. 2018 results are improved from previous engagement survey results.
    - Formed an employee engagement committee and created an employee engagement plan.
- Improve staff/board interaction and foster communication, cooperation and socialization
  - Notify board of date and time of all staff meetings and internal events
    - Complete. The bimonthly board packet was revamped to include staff meetings and internal events
  - Organize 2 employee and board mixers
    - The cultural competency and diversity committee hosted a panel of Paraquad participants to tell their story. Staff and board were invited. Board members are invited to Paraquad events.
- Develop and implement a succession and development plan for key positions for staff and board
  - We have a succession plan in place but need to make updates.

### **Item 2 – Challenges**

Describe any substantial challenges or problems encountered by the CIL, and the resolutions/attempted resolutions.



#### Public Policy:

Challenge: Lack of accessible and safe income-based housing, resulting in long waiting lists and participants who are trapped in their apartments due to inaccessibility, crime and/or lack of affordable and accessible transportation.

Resolution: Advocacy for affordable and accessible housing and enforcement of accessibility standards for new construction.

#### Youth & Family:

Challenge: Educating parents, youth with disabilities and professionals on the availability of community supports. Parents and youth with disabilities often do not know what supports are available, limiting their ability to know what supports to ask for. This is an issue during transition planning and throughout other stages of development. Many professionals are not well-versed on opportunities, supports and programs available to youth with disabilities and families.

Resolution: Paraquad is partnering with other agencies such as the Productive Living Board and Youth Advocacy Forum to help coordinate and educate others about available supports and programs.

#### Peer Mentoring:

Challenge: Finding peer mentors, especially those who can mentor individuals who are newly injured by traumatic injuries such as violent crimes or accidents. Because volunteer mentors are required to pass background screenings, many peer mentors who could assist individuals who are disabled from violent crimes are not eligible.

Resolution: Paraquad is attempting to connect such individuals with other community support groups that may not address the specific issue of violent crimes, but rather pain management or spinal cord injury.

#### Continuing Education:

Challenge: Transportation is a barrier for most students with intellectual disabilities attending classes to improve their skills in areas such as money management, math, reading, computers, communication and other specialized pre-vocational areas of study. Paraquad currently provides transportation to and from classes, but it is becoming increasingly difficult to provide transportation with limited funding from program grants.

Resolution: We have expanded classes into other geographic locations and daytime hours to encourage students to find other means of transportation (family, public transportation, self-transport). We are also seeking out other funding streams that support accessible transportation.

#### Outreach:

Challenge: Paraquad meets with individuals who are newly injured or disabled in rehabilitation centers, hospitals, and nursing homes. One-on-one consultation and group presentations are provided to individuals, their families and professionals about resources, opportunities and program referrals to Paraquad. Short term peer mentoring to individuals and consultation to families is also available upon request. Many newly-disabled individuals make referral for services while institutionalized, but once discharged, do not follow through with services.

Resolution: We are working with trained counselors on staff to implement plans to continue the relationship connection, even if it is an informal, non-program-specific connection with the

individual and their family.

**Attendant Services:**

**Challenge:** The number of approved CDS Vendors in our service area of St. Louis City and St. Louis County continues to increase dramatically. Because of the increased competition, Paraquad is receiving less referrals. In addition, participants leave Paraquad for other vendors who offer incentives.

**Resolution:** We are advocating for enforcement of state vendor guidelines and increased oversight of the CDS.

**Item 3 – Comparison with Prior Reporting Year**

34 CFR 366.50(i)(7)

As appropriate, compare the CIL’s activities in the reporting year with its activities in prior years, e.g., recent trends.

Paraquad continues to serve the disability community throughout the St. Louis metropolitan area and in collaboration with other CILs throughout the state of Missouri to increase the availability of services for people with disabilities. Over the years, the focus for people with disabilities in Missouri has continued to be increasing affordable healthcare and the availability of affordable accessible housing. Paraquad also continues to work toward increasing the availability of services that will promote people with disabilities living with independence and dignity in their communities.

In FY18, Paraquad provided direct IL services to a total of 1,740 individuals with disabilities. This represents a 4.5% decrease in the total fiscal year served as compared to last fiscal year (1,822 participants). 634 of these individuals were new to Paraquad this fiscal year. We attribute the decrease to increased competition for CDS services in the metro St. Louis area, reduction of staff and loss of programs due to budget cuts.

**Section B – Work Plan for the Year Following the Reporting Year**

**Item 1 – Annual Work Plan**

List the CIL’s annual work plan goals, objectives and action steps planned for the year following the reporting year.

**Ensure Financial Viability of Paraquad**

- Achieve annual budget targets
- Create new revenue-producing contracts
- Develop a strategic marketing plan for growth of all revenue producing programs/activities
- Diversify revenue sources and increase total fee for service program revenues while protecting CDS program

- Decrease Health and Wellness Center Deficit
- Manage risks by reviewing and updating operational policies, procedures and practices

### **Create and Maintain Program Strength and Excellence**

- Audit all program files to ensure program compliance
- Establish program goals for every program based on funding source requirements, needs assessments and organizational goals
  - Develop a minimum of 3 core measurable outcomes for each program and provide an accurate tool to assess program success
- Establish and utilize outcome data for every program to evaluate program effectiveness against established program goals.

### **Strengthen External Relations with Consumers, Organizations, Advocates, Contributors and Media**

- Enhance outreach activities to maximize reach, educate the community and produce new revenues
- Increase overall staff participation and interaction with external stakeholders
  - Leverage relationships to increase visibility and advance our reputation as "the disability expert"

### **Enhance Staff and Board Abilities and Engagement**

- Measure and improve employee engagement
- Develop and implement a succession and development plan for key positions for staff and board

## **Item 2 – SPIL Consistency**

Explain how these work plan goals, objectives and action steps are consistent with the approved SPIL.

Goal 1: Increase economic self-sufficiency of people with disabilities.

Objective 1.1: Increase employment for people with disabilities

Paraquad offers Continuing Education for individuals with Intellectual and Developmental Disabilities to improve skills that will increase their employability. Classes include reading, math, communication, money management, computers, personal interaction and various hands-on workshop opportunities to improve job skills. Students set individual goals at the beginning of the class and the instructor assists them during the semester to take steps to reach their individual goal. This is tracked through pre- and post-test scores, progress on SMART goals and student feedback. Students typically set goals to improve reading, math, communication, leadership or other independent living skills that lead to better employability.

Paraquads' Employment Services Team offers individuals with disabilities resume' development, interview prep, career exploration, hands on assessments, online

application assistance and training, job shadowing, referrals to employers, travel to and from interviews and assessments, informational interviews and tours of possible employment sites and ultimately job placement with on-site support if needed. We also ensure participants have interview clothing and access to various job fairs, hiring events, and various workforce development workshops. We work closely with the participant and local Vocational Rehab offices to make the process as easy as possible for the participant. Our Employment Specialists meet with the participant multiple times to understand what abilities the individual has and what their interests are. We have a good database of employers willing to work with us and we acquire new employer relationships through proactive employer engagement.

In March 2018, Paraquad opened Bloom Café, a social enterprise restaurant and training kitchen. The culinary program offers a 12-week training program on culinary and soft skills, followed by a 4 to 12-week paid internship, and ending with job placement services. The majority of permanent Bloom Café staff are people with disabilities.

#### Objective 1.2: Increase financial assets

Paraquad offers Continuing Education for individuals with Intellectual and Developmental Disabilities to improve skills that will increase their financial literacy. Classes include math and money management to improve money skills. Students set individual goals at the beginning of the class and the instructor assists them during the semester to take steps to reach their individual goals. This is tracked through pre- and post-test scores, progress on SMART goals and student feedback. Students typically set goals to improve their understanding of money or budgeting that lead to independent living.

The Independent Living department provides individuals with disabilities a budgeting course to help meet their independent living goals. This course is in conjunction with Wells Fargo Banking and can be taken online or in written format and is provided on an individual basis.

### Goal 2: Increase independence

#### Objective 2.1: Increase the influence of people with disabilities in the community

Paraquad's Outreach Program collaborates with professionals at rehabilitation facilities, inpatient and outpatient facilities and nursing homes, and with social workers at area housing and apartment complexes. The goal is to expand the individual and group presentations we can make to professionals and individuals regarding programs and services, as well as increase program referrals.

Paraquad works with a variety of partners to increase independence for people with disabilities. We work with health care advocates around the state like MO Health Partnership and MO Medicaid Coalition. We also collaborate with CILs across Missouri

to advocate for CIL funding and home and community based services. We also partner with SLU law school and LSEM to advocate on various legal issues impacting the lives of people with disabilities.

We help lead the St. Louis self-determination collaborative that brings a variety of disability services organizations together to learn advocacy skills and strategies. We also coordinate the People First of St. Louis and help individuals with developmental disabilities learn self-advocacy and leadership skills. Paraquad trains other organizations, through the Tuscher Institute, on leadership and advocacy skills.

#### Objective 2.2: Promote an inclusive community

Paraquad supports leaders of community peer groups.

Paraquad provides youth with disabilities leadership and self-advocacy skills training through the youth group and summer youth camps.

Ramp Up for Accessibility is an annual event in which Paraquad utilizes community volunteers to build ramps and make home modifications for individuals with disabilities. Paraquad partners with the Home Depot, which provides funding and skilled labor, as well as volunteers from organizations including AT&T, Bank of America, Christian Hospital, Monsanto, OASIS, Regions Bank, United Access, and Wells Fargo Advisors. Through this work day, Paraquad makes a difference in the lives of about 20 people with disabilities each year.

Paraquad, through its AccessibleSTL program, works with businesses and organizations in the community to help make them as inclusive and accessible as possible. Paraquad staff also participate in the Gateway Arch Foundation's Universal Design group that provides comments/feedback on the renovations to the Arch grounds to ensure the new spaces are accessible and, when possible, comply with Universal Design principles.

Paraquad has a close relationship with Metro transit and meets periodically with planners to discuss current disability related issues.

Paraquad's Health and Wellness Center is an inclusive Health and Wellness Center for people with disabilities and their family members and caregivers. Since the expansion Paraquad has the ability and space to allow people with and without disabilities work out together and inclusive gym.

#### Objective 2.3: Impact Public Policy to support people with disabilities

Paraquad has a robust GOTV effort. We participate in a St. Louis area voter access coalition which provides education and training to voters and organizations. We also have ongoing efforts to register new voters and ensure individuals with disabilities are informed of their voting rights.

Paraquad's Public Policy and Advocacy department spends a lot of time advocating for policies that increase independence for people with disabilities. We also value the importance of empowering our participants to participate in the legislative process and make their voices heard.

Paraquad sends out regular legislative action alerts through our 'Advocacy Matters' emails, both sharing updates and calls to action. Paraquad also organizes several trips to Jefferson City to bring participants to the Capitol so they can have face-to face meetings with their legislators and witness the legislative process in action.

### Goal 3: Increase emergency preparedness for people with disabilities

Objective 3.1: Ensure access to disability specific emergency planning and preparedness resources

Paraquad's Director of Administrative Services is a member of All Ready STL. All Ready STL is an emergency preparedness initiative designed to help the St. Louis region better anticipate and prepare for emergencies through the individual preparedness efforts of residents. This effort combines resources from emergency preparedness experts around the region and nation in one place to make preparing for emergencies simple. Conference calls are held semi-annually. The employee serves as the disability community representative for Paraquad.

This employee also attends FEMA trainings and brings back information to share with Paraquad's Health and Safety team. Team members take this information to their participants.

# SUBPART VI - TRAINING AND TECHNICAL ASSISTANCE NEEDS

Section 721(b)(3) of the Act.

<b>Training And Technical Assistance Needs</b>	<b>Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important</b>
<b>Advocacy/Leadership Development</b>	
General Overview	
Community/Grassroots Organizing	
Individual Empowerment	
Systems Advocacy	
Legislative Process	
<b>Applicable Laws</b>	
General overview and promulgation of various disability laws	
Americans with Disabilities Act	
Air-Carrier's Access Act	
Fair Housing Act	
Individuals with Disabilities Education Improvement Act	
Medicaid/Medicare/PAS/waivers/long-term care	
Rehabilitation Act of 1973, as amended	
Social Security Act	
Workforce Investment Act of 1998	
Ticket to Work and Work Incentives Improvement Act of 1999	
Government Performance Results Act of 1993	
<b>Assistive Technologies</b>	
General Overview	
<b>Data Collecting and Reporting</b>	
General Overview	
704 Reports	
Performance Measures contained in 704 Report	
Dual Reporting Requirements	
Case Service Record Documentation	
<b>Disability Awareness and Information</b>	
Specific Issues	
<b>Evaluation</b>	
General Overview	
CIL Standards and Indicators	
Community Needs Assessment	
Consumer Satisfaction Surveys	
Focus Groups	
Outcome Measures	

<b>Financial: Grant Management</b>	
General Overview	
Federal Regulations	
Budgeting	
Fund Accounting	
<b>Financial: Resource Development</b>	
General Overview	1
Diversification of Funding Base	2
Fee-for-Service Approaches	4
For Profit Subsidiaries	
Fund-Raising Events of Statewide Campaigns	
Grant Writing	
<b>Independent Living Philosophy</b>	
General Overview	
<b>Innovative Programs</b>	
Best Practices	
Specific Examples	3
<b>Management Information Systems</b>	
Computer Skills	
Software	
<b>Marketing and Public Relations</b>	
General Overview	
Presentation/Workshop Skills	
Community Awareness	
<b>Networking Strategies</b>	
General Overview	
Electronic	
Among CILs & SILCs	
Community Partners	
<b>Program Planning</b>	
General Overview of Program Management and Staff Development	5
CIL Executive Directorship Skills Building	
Conflict Management and Alternative Dispute Resolution	
First-Line CIL Supervisor Skills Building	6
IL Skills Modules	
Peer Mentoring	
Program Design	
Time Management	
Team Building	
<b>Outreach to Unserved/Underserved Populations</b>	
General Overview	
Disability	
Minority	
Institutionalized Potential Consumers	
Rural	



Urban	
<b>SILC Roles/Relationship to CILs</b>	
General Overview	
Development of State Plan for Independent Living	
Implementation (monitor & review) of SPIL	
Public Meetings	
Role and Responsibilities of Executive Board	
Role and Responsibilities of General Members	
Collaborations with In-State Stakeholders	
<b>CIL Board of Directors</b>	
General Overview	
Roles and Responsibilities	
Policy Development	
Recruiting/Increasing Involvement	
<b>Volunteer Programs</b>	
General Overview	
<b>Optional Areas and/or Comments (write-in)</b>	

## **SUBPART VII – ADDITIONAL INFORMATION**

Section 704(m)(4)(D) of the Act

### **Section A – Other Accomplishments, Activities and Challenges**

Describe any additional significant accomplishments, activities and/or challenges not included elsewhere in the report, e.g. brief summaries of innovative practices, improved service delivery to consumers, etc.

### **Section B – Additional Information**

Provide additional information, comments, explanations or suggestions not included elsewhere in the report.

## SUBPART VIII - SIGNATURES

Please sign and print the names, titles and telephone numbers of the CIL director and board chair.

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SIGNATURE OF CENTER DIRECTOR

DATE

---

NAME AND TITLE OF CENTER DIRECTOR

PHONE NUMBER

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SIGNATURE OF CENTER BOARD CHAIRPERSON

DATE

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NAME AND TITLE OF CENTER BOARD CHAIRPERSON

PHONE NUMBER