

PRESENTED TO: The honorable Governor Ted Kulongoski, the Oregon Legislative Assembly, and to the people we serve.



SILC

2007

Annual Report



STATE INDEPENDENT LIVING COUNCIL
Promoting choice, access, and inclusion for people with disabilities.



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This report is also available on the SILC web site at www.ORSILC.org



Martha Simpson –
SILC Chair

Dear Governor Kulongoski, Oregon Legislators, Disability Advocates,
Community Partners, and Interested Parties,

It is our pleasure to present the Oregon **State Independent Living Council**
(SILC) 2007 Annual Report.

What is the SILC? – The SILC is a disability education council that promotes informed choice, equal access, and full inclusion of people with disabilities – all contributing to increasing the independence of people with disabilities. The SILC was established, based on the Rehab Act requirement for states to form a SILC in order to be eligible to receive Title VII Independent Living funding. Oregon's SILC was established in 1994 by Executive Order of the Governor.

The SILC consists of up to twenty-one Governor-appointed disability advocates, the majority of whom are persons with disabilities. As our mandated partner agencies, a representative from both Oregon Commission for the Blind (OCB), and the Office of Vocational Rehabilitation Services (OVRS) hold non-voting positions on the SILC.

Our mission – **The Mission of the SILC is to promote choice, equal access, and full inclusion of people with disabilities, throughout the State of Oregon.**

Our Annual Report – This report shares information about the SILC, Oregon Centers for Independent Living (CILs), the significance, benefits and cost savings of Independent Living philosophy and services, Oregonians' need for Independent Living services, and SILC success stories, challenges, and accomplishments.

We hope you find this report and the various pictures, quotes, and stories of choice, inclusion, independence, and access to be informative and inspiring. We welcome your input and encourage your involvement in increasing opportunities for Oregonians with disabilities.

Sincerely,

Martha Simpson – SILC Chair

Tina Treasure – SILC Executive Director



INDEPENDENT LIVING

INDEPENDENT LIVING SERVICES The term “**Independent Living**” (IL) is commonly used to describe specific services provided by Centers for Independent Living (CILs) that help individuals with disabilities to attain and/or maintain more independence in their lives.

These services include:

- 1) information and referral,
- 2) skills training,
- 3) peer counseling, and
- 4) individual and systems advocacy.

INDEPENDENT LIVING PHILOSOPHY Beyond services, the core of Independent Living philosophy stems from the belief voiced in the founding documents of the United States – that ALL individuals are created equal, with certain unalienable rights, including life, liberty, and the pursuit of happiness. **Independent Living philosophy is the belief that people with disabilities should have the same unalienable and civil rights, options, and control over choices in their own lives, as do people without disabilities.**

The **Independent Living** philosophy and Independent Living movement believes:

- > ALL people have the right, and should not be barred from, equal opportunities to control decisions about their lives and pursue activities of their choosing; and to assume full citizenship, inclusion, and the associated responsibilities and risks that come with this right. They should have the right and responsibility to be active participants in their families, communities, and careers - as peer citizens.





- > Responsibility, self-determination, informed choice, independence, and accountability apply to ALL people - regardless of whether a person currently has a disability.
- > “Independent Living is the right to assume responsibility for directing one’s life and to actively participate in the daily life of the community. It is living where one chooses and can afford, and includes managing one’s own affairs, fulfilling many social roles, and making decisions that lead to less physical and psychological dependence on others. It is freedom to take risks and make mistakes.” - *SPOKES Unlimited, a Center for Independent Living*

According to the 2000 Census, 1 in 5 Americans ages five and over reported a disability. Of individuals 65 and above, 42% reported a disability. It is estimated that about 80% of the general population will eventually have a disability or have a relative who experiences a disability.

Promoting and sharing Independent Living philosophy is crucial in the disability community where some people believe they have no choices. It is also important for the general population to be reminded that basic rights should not be barred from individuals – based on them experiencing a disability.

The overall role of the State Independent Living Council is to promote and spread IL as a LIFE philosophy - advocating to insure that people with disabilities are not excluded from life opportunities, informed choice, equal access, and inclusion - all contributing to increasing the independence of people with disabilities.

INDEPENDENT LIVING VALUES

IMPLEMENTING INDEPENDENT LIVING PHILOSOPHY Although Independent Living philosophy makes logical and ethical sense, actual implementation can sometimes be confusing. The Oregon SILC developed the following **Independent Living values statements** for five topics that are often a source of discussion and even controversy. These areas are crucial aspects of dignity, access, inclusion, and choice for people with disabilities.

These values statements were created with consideration of the fact that the needs and desires of each individual with a disability, like individuals without a disability, are unique, and vary in complexity, and the individual, perhaps with the participation of their family and loved ones, is best suited and responsible, to make decisions concerning the direction of his/her life.

- > **REASONABLE RISK VS. CHOICE** – The SILC values the individual’s right, when based on informed choice, to exercise the freedom to live, make mistakes, and succeed. Many people choose to take risks. Some suffer negative consequences from those risks; at times, these very consequences actually lead to an individual’s ultimate successes. People with disabilities should not be “protected” from reasonable risks and learning opportunities.
- > **PERSONALLY VS. PUBLICLY FUNDED SUPPORTS** – The SILC values a quality of life that maximizes personal supports and minimizes public supports. The SILC supports the provision of information regarding an individual’s options, but believes the choice should be left with the individual, who is best suited to understand his/her own needs related to their goals for independence.
- > **EMPLOYMENT EXPECTATIONS** – The SILC values employment and other methods of contribution to society. Although employment is not a requirement, it is understood that the need for ongoing or additional sources of income may vary from individual to individual. For too long the prevalent view has been that people with disabilities should be “taken care of” and aren’t capable of work. The SILC sees employment as a means of personal dignity for many people with disabilities, as well as the means to live beyond poverty.



INDEPENDENT LIVING – Control over one’s life based on the choice of acceptable options that minimize reliance on others in making decisions and in performing every day activities. Essentially it is living just like everyone else – having opportunities to make decisions that affect one’s life, able to pursue activities of one’s own choosing – limited only in the same ways that one’s non-disabled neighbors are limited. Independent living has to do with self-determination. It is having the right and the opportunity to pursue a course of action. And, it is having the freedom to fail – and to learn from one’s failures, just as non-disabled people do.

~ Lex Friedan

> **CONSEQUENCES FOR ACTIONS** – The SILC values personal ownership for choices, actions and consequences.

> **EQUALITY VS. SPECIAL RIGHTS** – The SILC values the accommodations made for the uniqueness of individuals, which promote equal opportunity.



THE REHABILITATION ACT



State Independent Living Councils were mandated as a result of 1992 amendments to the federal Rehabilitation Act. The original Rehabilitation Act was created based on Congress finding these **reasons**:

- > Millions of Americans have one or more physical or mental disabilities and the number of Americans with such disabilities is increasing.
- > Individuals with disabilities constitute one of the most disadvantaged groups in society.
- > **Disability is a natural part of the human experience and in no way diminishes the right of individuals to live independently, enjoy self-determination, make choices, contribute to society, pursue meaningful careers, and enjoy full inclusion and integration in the economic, political, social, cultural, and educational mainstream of American society.**
- > Increased employment of individuals with disabilities can be achieved through implementation of workforce investment systems, and through provision of independent living services, support services, and meaningful opportunities for employment in integrated settings through provision of reasonable accommodations.
- > Individuals with disabilities continually encounter various forms of discrimination.
- > The goals of the nation properly include providing individuals disabilities tools necessary to make informed choices and decisions; and achieve equality of opportunity, full inclusion and integration in society, employment, independent living, and economic and social self-sufficiency.



The **purposes** of the Rehabilitation Act are:

- > To empower individuals with disabilities to maximize employment, economic self-sufficiency, independence, and inclusion and integration into society.
- > To ensure that the federal government plays a leadership role in promoting employment of individuals with disabilities...and in assisting states and providers of services in fulfilling the aspirations of such individuals with disabilities for meaningful and gainful employment and independent living.

It is the policy of the United States that all programs, projects, and activities receiving assistance under the Rehab Act shall be carried out with the **principles** of:

- > Respect for individual dignity, personal responsibility, self-determination, and pursuit of meaningful careers, based on informed choice, of individuals with disabilities.
- > Respect for the privacy, rights, and equal access of the individuals.
- > Inclusion, integration, and full participation of the individuals.
- > Support for the involvement of an individual's representative if an individual with a disability requests, desires, or needs such support.
- > Support for individual and systemic advocacy and community involvement.

The SILC is proud to plant the seeds to share and spread these reasons, purposes, and principles through the work that we do.

STATE INDEPENDENT LIVING COUNCIL

Title VII of the Rehabilitation Act addresses Independent Living Services and Centers for Independent Living. The purpose of Title VII is to promote a philosophy of independent living, including consumer control, peer support, self-help, self-determination, equal access, and individual and system advocacy, in order to maximize the leadership, empowerment, independence, and productivity of individuals with disabilities, and the integration and full inclusion of individuals with disabilities into the mainstream of American society.

IN ORDER TO RECEIVE TITLE VII FEDERAL FUNDING, A STATE MUST ESTABLISH A STATEWIDE INDEPENDENT LIVING COUNCIL. The SILC is a Governor-appointed council of disability advocates, most of whom have disabilities, working together to further the mission of promoting choice, equal access, and full inclusion of people with disabilities throughout the State of Oregon. The Oregon State Independent Living Council (SILC) was officially established by executive order of the Governor in 1994.



The SILC includes current or past consumers of Independent Living services, representatives of Centers for Independent Living (CILs), private business representatives, other persons with disabilities, parents, guardians, and advocates of and for individuals with disabilities, as well as an ex-officio representative from Oregon Commission for the Blind (OCB), and the Office of Vocational Rehabilitation Services (OVRS). These two ex-officios represent legally mandated partners.

The SILC meets quarterly, on the first Friday of March, June, September, and December. SILC meetings include discussion and action on regular business items, as well as training, presentations, updates on SILC activities and projects, and news and action alerts on local, state, and national disability issues. SILC meetings are public meetings and as such, guests are welcome to attend. **E-mail us if you'd like to join our e-mail list to receive meeting notices and disability related news:** oregon.silc@state.or.us.

SILC MEMBERS AS OF SEPTEMBER 30, 2007

NAME	LOCATION/REPRESENTING
Charlotte Buxton	Ontario
Brad Collins	Eugene
Chuck Davis	Portland
Sharon Ely	White City
Angel Hale	Salem
Wendy Howard	CIL Representative – Klamath Falls
Kristi Laney	Baker City
Randy Samuelson	CIL Representative – Grants Pass
Martha Simpson – Chair	Portland
Frank Synoground	Ex-officio – Oregon Commission for the Blind
Stephaine Parrish-Taylor	Ex-officio – Office of Vocational Rehabilitation Services
Glenn Van Cise	CIL Representative – Bend
Dean Westwood	Portland
Ulee Yanok	Huntington

SILC RESPONSIBILITIES

The SILC works toward its Mission of promoting choice, equal access, and full inclusion of people with disabilities, throughout the State of Oregon by:

- > Developing the State Plan for Independent Living (SPIL) jointly, with the Office of Vocational Rehabilitation Services and Oregon Commission for the Blind.
- > Monitoring, reviewing, and evaluating the implementation of the SPIL
- > Coordinating activities with the State Rehabilitation Council and other agencies that address disability issues and needs in order to advocate for improvements in critical areas such as employment, housing, public accommodations, education, transportation, communication, recreation, de-institutionalization, health care, and public services.
- > Identifying the need for Centers for Independent Living (CILs) and Independent Living services.
- > Determining consumer satisfaction with Independent Living services
- > Advising on Independent Living issues, including policy development, review, and comment.

SILC members work in partnership with CILs and other Independent Living providers and agencies to further the SILC mission, to accomplish goals of the State Plan for Independent Living, to expand Independent Living services to reach un-served and under-served populations, and to spread Independent Living philosophy.



STATE PLAN FOR INDEPENDENT LIVING

One of the primary functions of the SILC is the development and implementation monitoring of the three-year State Plan for Independent Living (SPIL). This plan is developed in collaboration with mandated partners – the Office of Vocational Rehabilitation Services (OVRs), and the Oregon Commission for the Blind (OCB), with involvement of each Center for Independent Living (CIL).

SPIL DEVELOPMENT This year marked the last year of the 2005-2007 SPIL period, so fiscal year 2006/2007 had a strong focus on developing the 2008-2010 SPIL. The SPIL describes how Independent Living services are currently provided in Oregon, identifies un-served or under-served areas of the state, and identifies goals and objectives for the SPIL period.

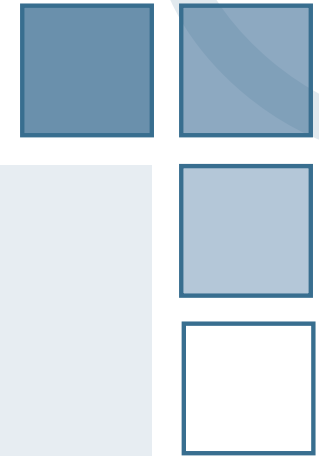
WHEN PLANNING FOR A YEAR, PLANT CORN.

WHEN PLANNING FOR A DECADE, PLANT TREES.

*When planning for life,
train and educate people.*

The SPIL development process involves extensive planning and input of OVRs, OCB, and CILs as mandated partners, with input also solicited from consumers and other disability related agencies across the state. SPIL development activities included the following:

- > Drafting the 2008-2010 SPIL in accordance with the vision and direction of the diverse input received from the SILC, CILs, partners, and consumers.
- > Soliciting additional SILC, CIL, partner, and consumer input on the draft SPIL via facilitated SPIL planning discussions, multiple public forums, and e-mail dissemination of the draft SPIL, with requests for public input.
- > Compiling and considering the additional input and made SPIL revisions, as appropriate.



- > Collecting partner signatures and submitting the final SPIL for review and approval.
- > Developing a new Memo of Understanding/Interagency Agreement for the three SPIL partner agencies – the SILC, OVRS, and OCB – outlining the specific responsibilities of each agency for the 2008-2010 SPIL period.
- > Developing SPIL report forms as tools for tracking, reporting, and monitoring SPIL progress.

As a result of this collaborative development process, we have a new SPIL
– the roadmap for our 2008-2010 activities!



2008-2010 SPIL GOALS AND OBJECTIVES

2008-2010 SPIL objectives were developed as overall strategies to achieve the SPIL goals. Combined, the SPIL goals and objectives further the SILC mission of promoting choice, equal access, and full inclusion of people with disabilities, throughout the state of Oregon.

GOAL A: ADVOCATE – Expand awareness and implementation of IL philosophy.

ADVOCACY OBJECTIVES – Target advocacy efforts on the following issues:

- > **DEINSTITUTIONALIZATION** – Increase inclusion and independence of people with disabilities by promoting successful transition from institutions.
- > **ADA** – Increase inclusion of people with disabilities by advocating for increased implementation of the ADA.
- > **OREGON CONFERENCE ON DISABILITIES** – Increase education and awareness about IL services, IL philosophy, disability issues, resources, training, technology, and supports by advocating for a cross-disability conference.
- > **DISASTER PREPAREDNESS** – Increase awareness about and ensure that disability-specific needs are identified and included in local and state disaster preparedness planning.

GOAL B: DEVELOP IL LEADERS – Develop IL leaders to help spread the word and keep the IL movement active and effective.

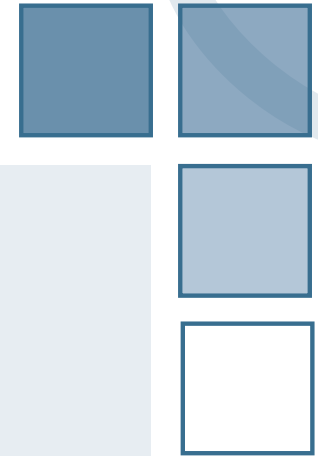
DEVELOP IL LEADERS OBJECTIVES:

- > Identify and recruit 18 individuals for leadership development.
- > Encourage and mentor grassroots IL leaders.

GOAL C: EDUCATE/OUTREACH – Educate Oregonians about IL services and philosophy.

EDUCATION/OUTREACH TARGETS:

- > Health care providers.
- > Recruiting and training youth.



GOAL D: IL FUNDING – Support Oregon’s provision of IL services.

IL FUNDING OBJECTIVES:

- > Expand and share IL resources and funding opportunities.
- > Assist Oregon CILs in educating about the benefits and cost savings of IL services.

GOAL E: IL SUPPORT – Increase understanding and implementation of the IL philosophy.

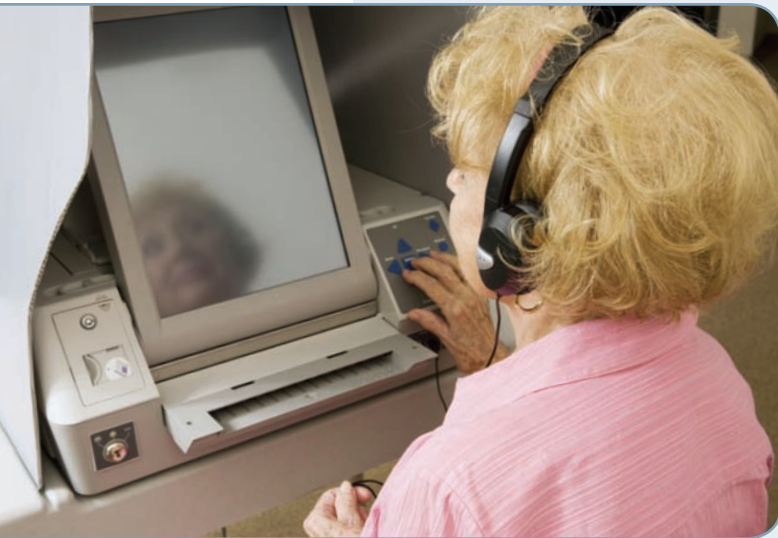
IL SUPPORT OBJECTIVES:

- > Increase all Oregonians’ knowledge about disability, IL, the philosophy of self-direction, and the value of and benefit of aspiring to as much independence as possible.
- > Improve and expand implementation of IL philosophy in CILs, grassroots IL groups, partner and other agencies, and in the personal lives of Oregonians.

GOAL F: STANDARDS AND ASSURANCES – Attain and maintain full compliance with nationally recommended SILC Standards and Assurances.

SILC 2006-07 ACCOMPLISHMENTS

During FY 2006-07, the SILC continued work to address the 2005-2007 SPIL goals of **advocacy, education, IL funding, and leadership development**. As a disability council, advocacy is an ongoing top priority, with IL funding a high financial priority. All SILC activities are done as collaborative efforts whenever possible. Highlights of the SILC's accomplishments for the year are listed below.



HIGHLIGHTS OF SILC ADVOCACY AND EDUCATION ACCOMPLISHMENTS

HELP AMERICA VOTE ACT (HAVA) – The SILC participated in the collection and review of information for accessible voting via a new HTML voting system.

Although more work needs to be done, the outcome so far is that many individuals were able to vote independently and privately in November 2006 elections for the first time in their lives – a hugely significant step of increased independence, inclusion, and active participation in local, state, and national politics.

STATE CAPITOL REMODEL – A SILC representative reviewed plans for the State Capitol remodel and provided input regarding various aspects of accessibility, contributing to increased inclusion of people with disabilities.

DURABLE MEDICAL EQUIPMENT (DME) – The SILC shared concerns with SPD, partners, and consumers about DME reductions that result in the DME reimbursement level as of November 2007 being 83% of the rates that were in effect in January 2006. This reduction has resulted in some providers opting not to provide DME, or greatly reducing what they provide. DME includes diabetic supplies, hospital supplies, wheelchairs, oxygen, etc.; thus the reimbursement reduction affects Medicaid clients in ways that risk health, safety, independence, and life. National efforts still continue to delay this and many other unfavorable changes in Medicaid and Medicare rule.



OREGON DISABILITY MEGACONFERENCE – The SILC partnered with key disability agencies to sponsor, plan, and coordinate a new “Disability MegaConference” that will likely become an annual event. Conference topics included education, employment, transition, housing, self-determination, systems change, public policy, inclusion, assistive technology, and self-advocacy. The conference provided a forum for disability related organizations to join and to educate, empower, inspire, and connect a diverse array of people and groups involved in the field of disabilities.

These advocacy and education collaborations resulted in increased inclusion, employment, and independence of people with disabilities.

HIGHLIGHTS OF SILC IL FUNDING ACCOMPLISHMENTS

IL SUCCESS STORIES AND EDUCATION TOOLS – Collaborated with CILs to create general IL education tools, including an IL booklet with success stories, CIL statistics, cost savings, and benefits of IL philosophy and services information for use by the SILC and CILs as they educate and advocate at the legislative level.

CIL BASE FUNDING – Coordinated an OVRS/SILC agreement that resulted in federal match funds being used to provide a significant amount toward CIL base funding.

EMPLOYMENT IL SERVICE PROJECT – Helped to develop CIL/OVRS project in which OVRS branch offices are allocated \$10,000 each to be used exclusively for purchasing employment-related IL services from their local CILs.

FUND DIVERSIFICATION CREATIVITY – Earned a national reputation as a sought-after expert in developing CIL fund diversification opportunities, based on numerous innovative collaborations that increased CIL Network and fiscal capacity.

STATE IL FUNDING – As a result of SILC collaboration with the Department of Human Services and OVRS, funding for Independent Living was included in the DHS/OVRS 2007-2009 budget at \$1.3 million! Although the legislature did not approve the full amount, it is significant to have state IL funding be part of the



SILC 2006-07 ACCOMPLISHMENTS

DHS budget, instead of being an add-on request, as it has been in the past. The SILC appreciates the support of the Department of Human Services Director, Dr. Bruce Goldberg, and the OVRS Administrator, Stephaine Parrish-Taylor, in this endeavor to return the funding of Independent Living services to its 2001 level.

Although the Governor's Recommended Budget (GRB) did not include the DHS policy option package (POP) that would have increased IL state funds back to \$1.3 million, as a result of collaborative advocacy efforts and great CIL work alongside their lobbyist, the legislature approved a partial increase of state IL funding for the 2007-2009 biennium. The biennium state general funds are now \$720,000.

The inconsistency in the amount of state IL funding from one biennium to the next, and the reductions that may occur at any point during a biennium continue to be a challenge, yet the ongoing support of IL funding by Oregon legislators, DHS, and OVRS is a reflection of the positive relationships, and is a strong basis to build on for developing IL funding that might be more consistent in the future.

These IL funding collaborations resulted in dollars and fund diversification opportunities that enabled Oregon's CILs to continue to offer the scope and level of IL services they have provided in the past, thus enabling them to serve the many people who need IL services to attain or maintain independence.

HIGHLIGHTS OF SILC OUTREACH AND LEADERSHIP DEVELOPMENT ACCOMPLISHMENTS

WEB SITE – Developed SILC Web site as a way to share SILC, CIL, disability, and Independent Living information with a wider population, including underserved and unserved populations that may not have a local CIL.

OUTREACH – Coordinated presentations and SILC display tables at various disability-related conferences and events across the state, thus expanding our outreach and sharing about IL involvement and leadership opportunities.



OUTREACH/EDUCATION MATERIALS DEVELOPMENT – Developed IL opinion/editorial articles, a public service announcement, youth recruitment materials, and other tools to assist with public education and outreach regarding the benefits of Independent Living services and philosophy. These tools were developed via collaboration among SILC members, SILC committee members, and CIL staff and consumers, as materials to increase our outreach through various media outlets.

YOUTH LEADERSHIP SCHOLARSHIP – Developed and implemented a youth scholarship opportunity that resulted in sending a young adult with a disability to the national Association for Programs for Rural Independent Living (APRIL) conference in October 2007, expanding her IL knowledge, and planting seeds for how she might become involved in IL advocacy and leadership in the future.

LEADERSHIP DEVELOPMENT – Coordinated quarterly SILC trainings and other opportunities for SILC members to increase their IL knowledge, develop leadership skills, and build the capacity to mentor others effectively, both within the SILC and beyond.

YOUTH LEADERSHIP PRESENTATION – Partnered with IL leaders, including a young leader from Oregon's Youth Leadership Forum to conduct an IL and self-advocacy presentation to young adults with disabilities, parents, teachers, and professionals at the Building Futures Conference, coordinated by the Oregon Parent Training and Information Center.

DISABILITY MENTORING DAY (DMD) – Coordinated CIL involvement in Disability Mentoring Day (DMD) with several CILs coordinating DMD events in their communities such as luncheons, leadership speeches, job shadowing, and other activities. These events raised community awareness of CILs, IL philosophy and services, and the employment ABILITIES of people with disabilities.

ROAD TO FREEDOM – Participated in the national Road to Freedom ADA bus tour and ADA awareness events at the state Capitol, in Eugene, and in Portland, with considerable media coverage at the Eugene event!

Community members gathered to greet the Road To Freedom bus at the Lane Transit Center in Eugene, Oregon. Well before the ADA was passed, Eugene was the first city in America to make its public transit buses accessible to people with wheelchairs.





SILC COLLABORATIVE PROJECTS

COLLABORATION is a SPIL mandate, and it is one of the most effective paths to achieving our goals. The Oregon SILC has developed a national reputation of exemplary collaboration. Each of the SILC accomplishments listed above involved teamwork with other individuals and/or partner agencies to maximize resources and create more holistic and effective projects and outcomes.

Fiscal Year 2006-07 provided ongoing opportunities to further develop existing partnerships and to establish new connections and projects through existing relationships and through ongoing involvement in each other's committees and advisory boards. The SILC partnered with the following agencies through involvement of SILC staff and/or SILC members – **all working to share and infuse IL philosophy in the work we do and in the people and agencies we touch.**

SILC AND OFFICE OF VOCATIONAL REHABILITATION SERVICES (OVRs) – The SILC and OVRs continue to maintain the strong connection that has earned them national notice and respect.

OUTCOMES

CIL FUNDING ENHANCEMENT – As a result of the strong OVRs/SILC connection, a new match project was initiated that used state Independent Living funds as match funds to leverage additional federal funding. This project and other creative funding approaches resulted in six of Oregon's eight CILs reaching a base funding goal of \$200,000 or higher, and two newer CILs to receive a base of \$100,000.

EMPLOYMENT ENHANCEMENT – The SILC/OVRs partnership resulted in a project that provided \$10,000 to each OVRs branch office to be utilized exclusively for purchasing employment-related IL services for OVRs clients – enabling the provision of a holistic array of services to improve individuals' abilities to attain their employment goals.

CIL DEVELOPMENT – An OVRs-funded CIL Mentoring Project was completed this year, through a contract with the Association of Programs for Rural Independent Living (APRIL). APRIL consultants assessed each CIL’s strengths and weaknesses, and provided customized phone and on-site mentoring. This project increased CIL knowledge, expertise, professionalism, and viability, with the additional outcome of CILs building their leadership skills through peer mentoring within the state – sharing expertise, resources, and best practices with each other, and thereby strengthening Oregon’s Network of CILs.

SILC, CILS, OVRs, AND THE MEDICAID INFRASTRUCTURE GRANT (MIG) COMPETITIVE EMPLOYMENT PROJECT HIGH LEVEL LEADERSHIP COUNCIL – As a result of the

SILC’s ongoing involvement in this council, the SILC became a partner in developing an important project as part of the MIG grant – the Work Incentives Network (WIN). In this project, Work Incentive Coordinators and Information & Referral Specialists are housed in various CILs across the state, offering valuable work incentive planning information and resources to their consumers.



OUTCOMES – This project enables CILs

to offer a higher quantity and quality of work incentive planning information and resources to their consumers who are considering entering the workforce. This information results in consumers making more informed employment decisions, empowered to pursue employment with the safety net of having some necessary benefits in place during the transition.



SILC COLLABORATIVE PROJECTS

SILC, CILS, AND OREGON'S MONEY FOLLOWS THE PERSON (MFP) PROJECT. – The SILC Executive Director served on the Oregon MFP Steering Committee that developed and will implement “Oregon On the Move.” This project will transition 1,000 predetermined individuals from nursing homes and other institutions to less-restrictive community-based residences. In that capacity, the SILC is a participant in planning benefit packages, targeting groups, defining eligible services for the MFP project, and demonstrating why these services should be made available long-term under Medicaid. CILs are gearing up to provide IL services to enable and support individuals’ effective transition into community-based settings through this effort.

OUTCOMES – This collaboration implements structure at the state level that addresses the heart of IL and the potential fifth core IL service of deinstitutionalization/transition, with the projected result of increased independence of 1,000 Oregonians.



SILC AND THE OREGON DISABILITIES COMMISSION (ODC)

– Previous legislative session decisions resulted in de-funding the ODC, yet Oregon still had a need for the services ODC provided advising the Governor, DHS, the legislature and appropriate state agencies on matters pertaining to Oregonians with disabilities. Through our Executive Director’s involvement in the ODC planning committee, the SILC contributed significantly in developing the purpose, structure, and role of a reconstituted ODC; with the SILC having two representatives serving on the new ODC.

OUTCOMES – Depending on the final authority and influence of this commission as it redevelops, there is great potential for the ODC to influence and impact high-level systems changes to further the SILC mission of promoting choice, equal access, and full inclusion of people with disabilities throughout the state of Oregon.

SILC, OVRS, CILS, HOME CARE COMMISSION, AND SEIU – THE HOMECARE WORKERS' UNION: STEPS PROJECT – In this statewide project, the SILC developed curriculum to teach employer skills to consumers that utilize eligible Homecare Workers and coordinated OVRS/SILC contracts for CILs to provide this employer skills training to eligible seniors and people with disabilities across the state.

OUTCOMES – These skills increase individuals' abilities to choose, direct, and manage the support services they utilize, resulting in people retaining the ability to live independently and remain in their homes. To date more than 700 people have been served.

SILC AND OREGON PROJECT INDEPENDENCE (OPI)

– OPI is a unique state-wide project that provides services to seniors, enabling them to remain in their own homes through in-home support services, even though they are not Medicaid recipients. This program was scheduled to expand to include young adults with disabilities, and in preparing for that expansion, the SILC contributed to eligibility and service needs recommendations to the Seniors and People with Disabilities Division (SPD), Oregon Administrative Rules revisions, and development of case manager trainings so that the new population would be served effectively. Project funding limitations resulted in delay of this expansion; however, we hope that funds become available in the near future.

OUTCOMES – Planning thus far provided a valuable head start and expanded people's awareness of and knowledge about IL philosophy and the needs of people with disabilities. This, along with many other efforts helped keep Oregon as the leading state in the nation in the percentage of people in-home and community-based settings versus in institutions.






SILC COLLABORATIVE PROJECTS

SILC AND SENIORS AND PEOPLE WITH DISABILITIES (SPD) EMPLOYED PERSONS WITH DISABILITIES (EPD) ADVISORY COMMITTEE – The SILC maintains an active role in this committee that advises and develops recommendations to SPD regarding processes for employed people with disabilities to buy in to the Medicaid program so that they can obtain medication, personal assistant services, and other necessary products and services not often available through private health insurance coverage. This program was the first Medicaid buy-in program in the nation and was a revolutionary model that other states have since emulated.

OUTCOMES – This collaboration results in planning and strategies at the state level that are consistent with IL philosophy and increase the ability and options of people with disabilities to retain employment, health, and independence.

SILC AND VARIOUS SPD COMMITTEES – The SILC maintains an active role in various SPD committees that plan diverse aspects of the future of long-term care, including deinstitutionalization, adequate funding and staffing for the baby-boomer surge, services design, and partner roles. As a result of this planning, some strategies have been developed for continued long-term care, based on individuals' choice. Work is in progress to consider how to implement those strategies in ways that preserve consumer options, dignity, self-direction, choice, and economic feasibility as the population needing these services grows substantially over the next 5-15 years.

OUTCOMES – This collaboration results in planning and strategies at the state level that addresses the heart of IL and the potential fifth core IL service of deinstitutionalization/transition, as well as ensuring choice and consumer control and viable community-based residence options for the aging population.



SILC AND WESTERN OREGON UNIVERSITY (WOU) TRAUMATIC BRAIN INJURY CROSS-SERVICE COORDINATING TEAM – This committee supports a WOU grant project related to issues faced by persons with Traumatic Brain Injury (TBI). This committee focuses on developing collaborations across agencies and groups for greater cross-training and improved services delivery to a growing population.

OUTCOMES – SILC involvement in this team provides an opportunity for IL to be seen among medical model partners as a beneficial and viable option for TBI survivors, and provides an educational avenue to CIL services that may benefit this population, while learning about other providers throughout the state, and collaborating for more unified, holistic service delivery systems for this population.

SILC AND THE STATE REHABILITATION COUNCIL (SRC) –

SILC representation on the SRC serves as a liaison between the two agencies. Our two councils work in partnership to see that the employment and independence goals of the Rehabilitation Act are realized for as many Oregonians as possible.

OUTCOMES – Cross representation on each other’s councils strengthens the inter-agency relationship while promoting and spreading their shared vision of Independent Living philosophy.

SILC AND OTHER AGENCIES – SILC staff and/or SILC members also participate in the following groups: Talking Book and Braille Services (TBABS), TriMet’s Committee for Accessible Transportation (CAT), Portland City Disability Advisory Committee (PCDAC), Baker County Special Olympic team, various Disability Services Advisory Councils (DSACS), Guide Dog Users of Oregon, Public Transit Advisory Council (PTAC), United We Ride, Self Advocates as Leaders, Workforce Policy Board, Veterans Administration, among others.

OUTCOMES – Active involvement in these groups ensures that IL philosophy and services are shared as applicable, so that events and short- and long-term planning are more likely to promote choice, access, and full inclusion of people with disabilities.



CENTERS FOR INDEPENDENT LIVING

Oregon's Network of Centers for Independent Living (CILs) consists of eight CILs, working to serve individuals with disabilities across the state. CIL core services are provided with the Independent Living philosophy of consumer choice and control. The information, options, knowledge, advocacy, resources, mentoring, technical assistance, and mentoring offered by CILs enable individuals with disabilities to make informed choices about their lives, and to increase their level of independence.

CILs are non-profit organizations, run by people with disabilities, for people with disabilities. CILs serve all ages and all disability groups. Although each CIL may offer specific Independent Living services based on the needs of their community, each CIL provides four federally-required core Independent Living services:

- > Individual and Systems Advocacy
- > Information and Referral
- > Skills Training
- > Peer Counseling

CILs provide IL services in a style that teaches people how to fish, as opposed to giving individuals a fish. This style of service provision empowers individuals and fosters self-confidence, self-esteem, and independence.

Eight CILs still leave many populations and areas underserved or unserved. The map on pages 27-28 shows the service areas of each of Oregon's eight CILs.



Coming together is a beginning. Keeping together is progress. Working together is success.

~ Henry Ford



Oregon CIL directors at work alongside SILC staff examining state IL needs, planning program quality assurance and learning from each other!

One American in five is a person with a disability.
(Which makes people with disabilities the largest minority group in the nation, and it's the only group that anyone can join at any time!)

~ Kathie Snow www.disabilityisnatural.com

2007 NETWORK OF CILS

ILR (*Independent Living Resources*)

2410 SE 11th Avenue, Portland, OR 97214
 503-232-7411 (voice) - 503-232-8408 (TTY) - 503-232-7480 FAX
 ilrpxd@qwest.net - www.ilr.org

Service area: Multnomah, Washington and Clackamas counties

LILA (*Lane Independent Living Alliance*)

99 W. 10th Ave. #117, Eugene, OR 97401
 541-607-7020 (voice) - 541-284-9474 (message) - 541-345-7021 FAX
 lila@lilaoregon.org - www.lilaoregon.org

Service area: Lane County

SCILS (*South Coast Independent Living Services*)

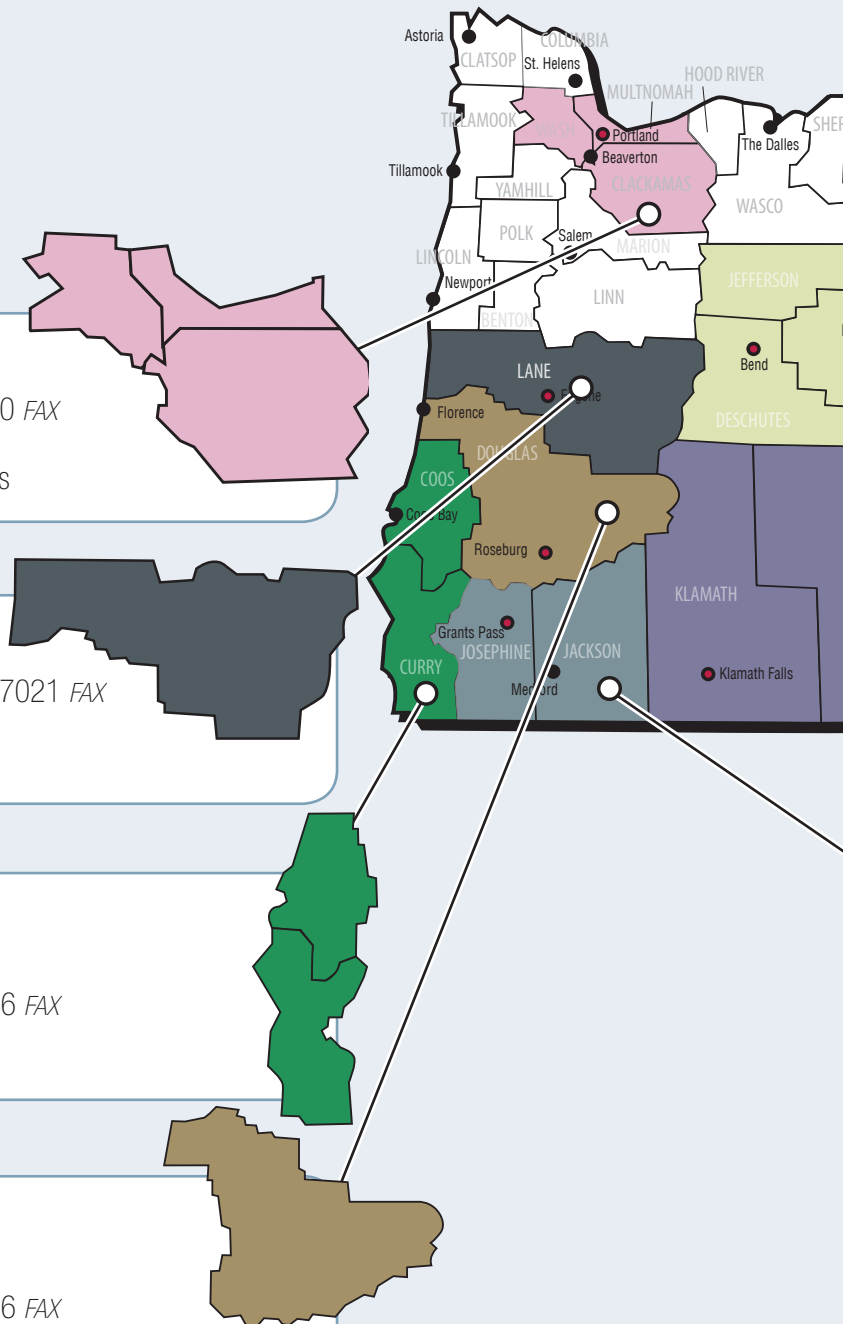
P.O. Box 3059, Brookings, OR 97415 (mailing)
 97900 Shopping Center Ave. #36, Harbor OR 97415 (physical)
 541-469-8887 (voice) - 541-469-7298 (TTY) - 541-469-8806 FAX
 scils06@yahoo.com

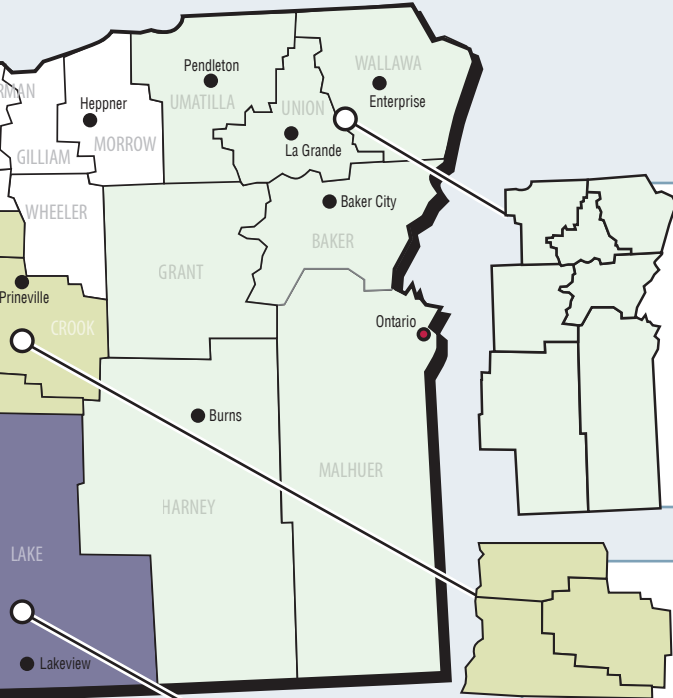
Service area: Coos and Curry counties

UVDN (*Umpqua Valley disAbilities Network*)

PO Box 507, Roseburg, OR 97470 (mailing)
 736 SE Jackson Street, Roseburg, OR 97470 (physical)
 541-672-6336 (voice) - 541-440-2882 (TTY) - 541-672-8606 FAX
 uvdn@uvdn.org - www.uvdn.org

Service area: Douglas County





EOCIL (Eastern Oregon Center for Independent Living)

1021 SW 5th Ave., Ontario, OR 97914
 541-889-3119 (voice/TTY) - 541-889-4647 FAX
 eocil@eocil.org - www.eocil.org

EOCIL Pendleton Satellite Office

322 SW 5th St, Pendleton, OR 97801 - 541-276-1037 (voice)
Service area: Baker, Gilliam, Grant, Harney, Malheur, Morrow, Umatilla, Union, Wallowa, Wheeler counties

CORIL (Central Oregon Resources for Independent Living)

PO Box 9425, Bend, OR 97708 (mailing)
 20436 Clay Pigeon Court, Bend, OR 97702 (physical)
 541-388-8103 (voice/FAX) - 541-388-1226 (TTY)
 coril@coril.org - www.coril.org

Service area: Deschutes, Crook and Jefferson counties

SPOKES Unlimited

415 Main Street, Klamath Falls, OR 97601
 541-883-7547 (voice) - 541-885-2469 FAX
 wendy.howard@spokesunlimited.org - www.spokesunlimited.org

Service area: Klamath and Lake counties

HASL (Independent Abilities Center)

305 NE E St., Grants Pass, OR 97526
 541-479-4275 (voice) - 541-479-7261 FAX
 haslstaff@yahoo.com - www.haslonline.org

Service area: Jackson and Josephine counties

STATISTICAL ACCOMPLISHMENTS OF INDEPENDENT LIVING SERVICE DELIVERY

Total individuals served by Oregon's CILs and Oregon Commission for the Blind (OCB) through an official "Consumer Service Record" (CSR) during October 1, 2006, through September 30, 2007: **1,986**

BREAKDOWN BY AGE:

Under 5 years old	12	.69%
5 to 19 years old	95	4.78%
20 to 24 years old	175	8.81%
25 to 59 years old	1,334	67.17%
60 and over	211	10.62%
Age not specified	159	8.01%
TOTALS	1,986	100.00%

BREAKDOWN BY RACE:

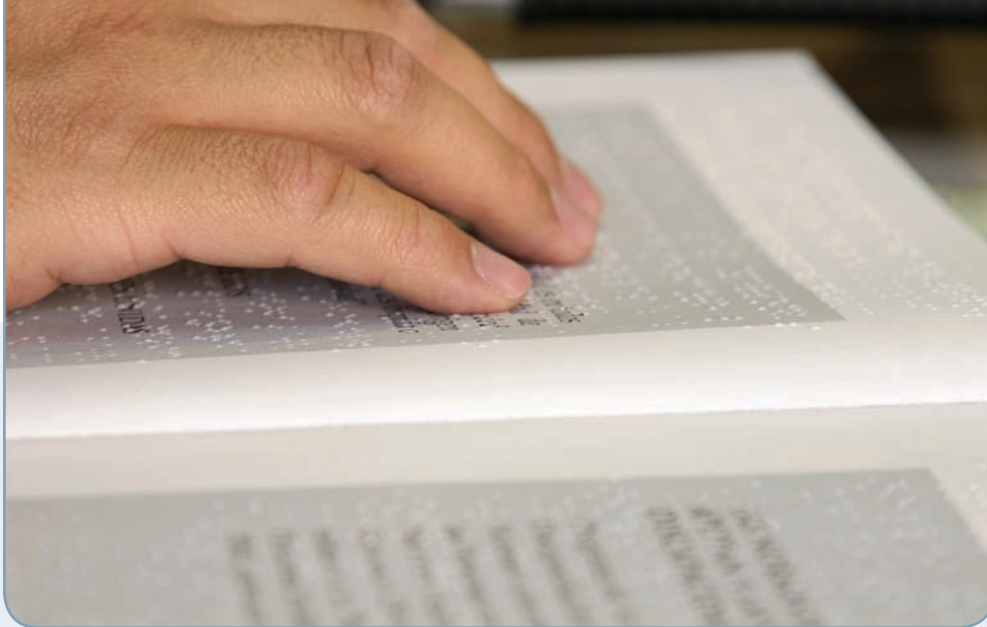
Indian/Alaskan	66	3.32%
Asian	22	1.11%
African American	70	3.52%
Hispanic/Latino	93	4.68%
Hawaiian/Pacific Islander	9	.45%
White	1,726	86.91%
TOTALS	1,986	100.00%

BREAKDOWN BY GENDER:

Female	1,148	57.80%
Male	838	42.20%
TOTALS	1,986	100.00%

BREAKDOWN BY DISABILITY:

Cognitive	405	20.39%
Mental/emotional	466	23.46%
Physical	442	22.26%
Hearing	79	3.98%
Vision	129	6.50%
Multiple	260	13.09%
Other	205	10.32%
TOTALS	1,986	100.00%



NUMBER OF INDIVIDUALS FOR WHOM IL SERVICES INCREASED INDEPENDENCE VIA IMPROVED ACCESS

Transportation access	459
Health care services access	207
Assistive technology access	1,563

BREAKDOWN BY TYPE OF INDIVIDUAL IL SERVICES PROVIDED, BY UNIT:

Advocacy/legal	813	6.18%
Assistive devices/equipment	139	1.06%
Children's services	67	.51%
Communication services	157	1.19%
Counseling	228	1.73%
Family services	90	.68%
Housing/home modifications	480	3.65%
IL skills training	1,556	11.82%
Mental restoration	38	.29%
Mobility training	73	.55%
Peer counseling	482	3.66%
Personal assistance	358	2.72%
Physical restoration	4	.03%
Preventive services	17	.13%
Prosthesis	11	.08%
Recreational services	259	1.97%
Rehab technology services	15	.11%
Therapeutic treatment	7	.05%
Transportation services	351	2.67%
Youth services	33	.25%
Vocational services	760	5.77%
Other services	341	2.59%

In addition to the above listed IL services, Oregon CILs and OCB also provided 6,884 units of Information and Referral to individuals with disabilities and their families in 2007.

If you are going to be a government of the people, for the people,
by the people, that should include everybody. ~ *Leon Smith*



COST BENEFIT OF INDEPENDENT LIVING SERVICES

Investments in Independent Living services often provide a viable means to reduce the need for public funding of services to people with disabilities. **Every individual who is able to extend the time or the level at which they can live independently, represents a saving in government services.**

- > CILs have proven that many consumers of tax dollars have the desire, potential, and ability to become taxpayers.
- > Vocational Rehabilitation and other public services are more effective when coupled with Independent Living services because of the holistic approach of Independent Living services – the whole person is considered to determine appropriate services to promote greater independence, making employment more feasible.
- > Teaching Independent Living skills often allows an individual to remain in his/her own home or a community-based residence where costs are less than institutional services.
- > Greater independence and activity within the community produces tangible benefits to the physical and emotional health of an individual. Happier, healthier and more active individuals generate fewer health-related expenses.

Data collected from CILs in FY 2005 demonstrates a portion of the **(cost savings resulting from Independent Living services)**. The data collected represent approximately 3% of the number of consumers who had open Consumer Service Records (CSRs) with Oregon CILs. (Note: Reflected cost savings do not count every individual, nor do they assure that every element of cost savings was calculated.)





The **savings from only 3% of the consumers** served in Oregon in FY2005 **totals \$1,741,312!** Oregon CILs are requesting \$1.3 million state IL funds each biennium – \$650,000 per year. Just with savings from 3% of CIL consumers, CIL services calculate to an investment **GAIN** of \$1,091,312! Obviously, the **total statewide savings is likely much greater.** Independent Living services are a good public investment, not only in fiscal terms, but in the positive changes made in individual lives!

COST BENEFIT OF INDEPENDENT LIVING SERVICES

Below are a few examples of data compiled by CILs that demonstrate the estimated cost savings of IL services. The entire report, "Charting Achievements in Independent Living" is available upon request, by contacting the SILC office.

2006 IL COST SAVINGS SAMPLES

Consumer	Accomplishment	Items Saved To Date	Estimated Savings	Results and Comments	Services Rendered
MM	Retained employment	Employment, Voc Rehab Services	\$800 Voc. Rehab. \$750/mo for sheltered workshop training X 12 months = \$9,800	Employment continued at WalMart	IL skills training and advocacy
LD	Obtained job and skills to manage vertigo without using hospital and assisted living	Monthly food stamps and one overnight hospital stay per month, assisted living housing	Food stamps \$150/mo x 12 months = \$1,800; 1 overnight hospital visit \$3,614/day x 12 days = \$43,368; Assisted Living Level 1 \$712/mo x 12 months = \$8,544; Total savings = \$53,712	Successfully employed and living at home	Peer counseling, information & referral, IL Skills Training, Advocacy
RT	Consumer threatening violence against others avoided jail through counseling and advocacy	Jail time and publicly funded court expenses	County jail \$92/day x 30 days = 2,760	Consumer understands situation, living by boundaries, improved communication skills	Peer counseling, information & referral, IL Skills Training, Advocacy
DD	Obtained correct hearing aid and assistive hearing device education necessary to maintain employment	Unemployment and SSDI costs	Unemployment benefits 1,869/mo x 6 months = \$11,214	Maintained job, hearing better with proper assistive devices	Peer counseling, information & referral, IL skills training, self-advocacy

Seek out that particular mental attribute which makes you feel most deeply and vitally alive, along with which comes the inner voice which says "This is the real me," and when you have found that attitude, follow it.

~ William James



2006 IL COST SAVINGS SAMPLES

Consumer	Accomplishment	Items Saved To Date	Estimated Savings	Results and Comments	Services Rendered
SP	Enabled consumer with severe vertigo to live independently	Avoided Assisted Living and stopped 1x month use of emergency room treatment	Assisted Living Level 2 \$942/mo x 12 months = \$11,304; emergency room use \$512/visit x 12 visits = \$6,144; Total savings = \$17,448	Living independently and staying out of hospital	Peer counseling, information & referral, IL skills training, self-advocacy
BE	Stayed out of foster care	Adult foster care costs	\$497/mo x 6 months = \$2,982	Resides in own home	Youth mentoring, IL skills training, information & referral
AB	Children out of foster care	Additional foster care costs for six kids ranging from 4-14yrs	\$387/mo x 12 months = \$4,644; \$402/mo x 4 kids x 12 months = \$19,296; \$497/mo x 12 months = \$5,964; Total Savings = \$29,904	Family reunited	Skills training, peer counseling, advocacy, resource development
NS	Out of Skilled Nursing Facility and into foster care	Reduction between SNF & foster care	\$5,194/mo x 3 months = \$15,582 (SNF) - \$3,543 (foster care) Total Savings = \$12,039	In group home	Peer counsel, I&R, advocacy, skills training



TESTIMONIALS OF IL SERVICES AND SILC PROJECTS

“I have enjoyed all my sessions with staff. They have been very helpful with providing info and ways to handle everyday life and also with the computer.”

“The center has really helped me learn and grow as an advocate for Hard Of Hearing/Deaf individuals. As a result, I am able to communicate my needs in effective fashion.”

“Thanks to a staff person I am learning to be independent again. Thank you! Your staff has helped me 100%.”

“Through the Center’s help I finished my vocational rehabilitation, participated in peer training, found out about Western Washington’s direct service provider training program, completed a 6 month internet paced program, got a job through Inclusion Inc. brokerage where I provide respite care and cleaning. I have had two clients for over two years. The CIL was very helpful in assisting me.”

“The staff has helped me on my walking, and my independence has increased so much I cannot put it in words. As I said, I thank you for your organization.”





“The CIL has increased my self esteem by giving me hope for the future. With the CIL’s support behind me, I not just a victim on disability anymore.”

“The help I have been getting is like someone brought me back to life. Thank you!”

“Thanks to the STEPS project, I feel empowered to make my own decisions. I have learned how to do my own hiring of a Homecare Worker, and how to have a good working relationship through communications. As a senior, and being disabled, I am thankful for the resources that the program has showed me. Thank you.”

“An older lady was going to have to leave her own home since she didn’t think she could find and manage a Homecare Worker. She went to a STEPS training and also received some additional one-on-one help. As a result, she decided she can employ a Homecare Worker, has canceled plans to go into foster care, and will remain independent in her own home.”



The universe is made of stories, not atoms.

~ Muriel Rukeyser



SILC BUDGET REPORT OCT 1, 2006 – SEPT 30, 2007

REVENUES

Title VII Part B 05/06 Carryover	\$170,235
Title VII Part B 06/07	\$293,102
Title I Part C OVRS & OCB 06/07 Carryover	\$14,600
State G/F – From 2005-2007 Biennium	\$250,000
OVRS/SILC Collaboration 06 with Carryover	\$1,175,015
HCC STEPS Training Project	\$490,233

BUDGET**TOTAL SILC REVENUES****\$2,393,185****EXPENDITURES**

Committees	\$4,577
Accommodations	\$248
SILC Training	\$12,153
SILC Meetings	\$22,538
Public Education	\$3,156
Equipment/Supplies	\$3,865
General Expenses (dues, utilities, etc.)	\$1,555

EXPENSES**Total SILC Administration**

SILC ED and Support Staff	\$97,060
Contract Services	\$52,702

\$48,092**TOTAL STAFFING EXPENSES**

Additional Staff Expenses:

\$37,429 charged to STEPS Project

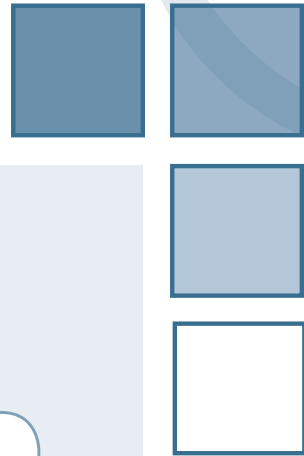
\$32,322 charged to Special Project**\$149,762**

CIL Training	\$7,338
Advocacy Support	\$815
Leadership Development	\$1,005
Education/Outreach	\$2,397
Other	\$6,648

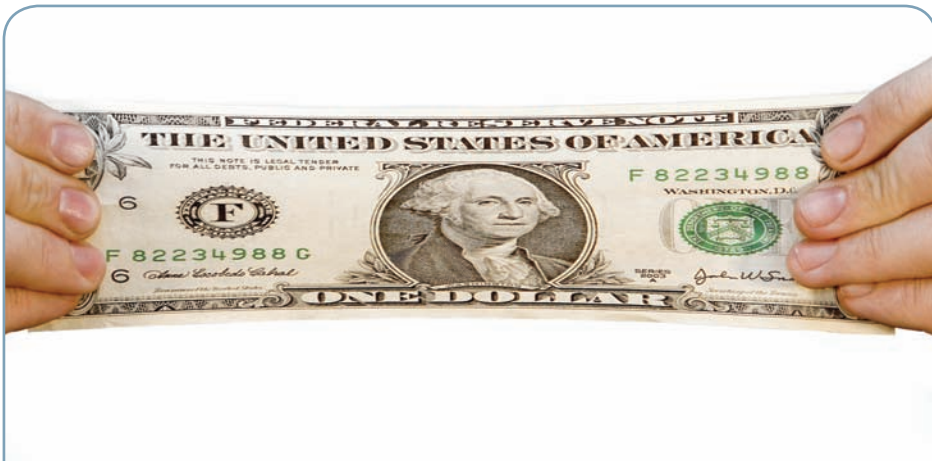
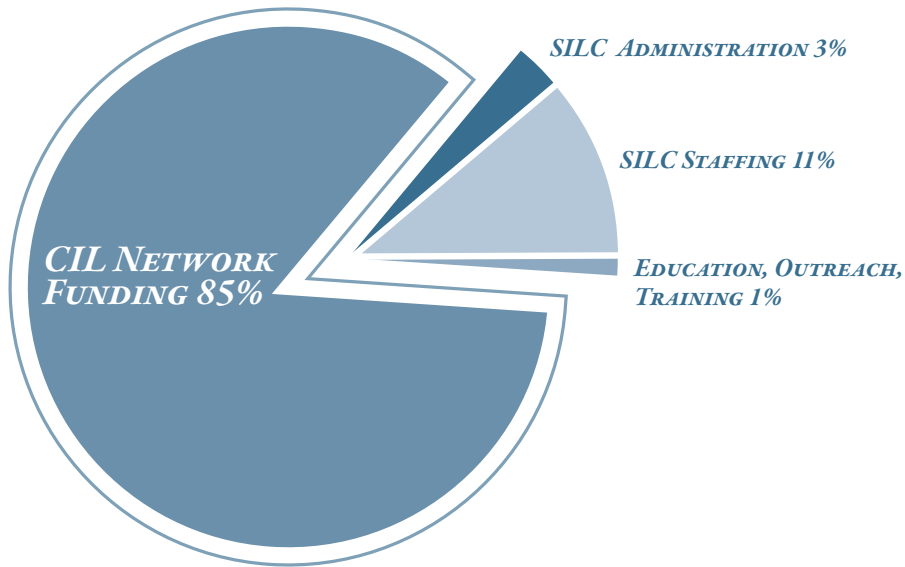
Total Education/Outreach/Training

Total CIL Base Funding	\$710,250
Total CIL/OVRS Employment IL Service Project	\$64,128
Total Benefits Planning Network Project	\$43,663
Total STEPS Training Project	\$364,939

\$18,203**Total CIL Network Funding****\$1,182,980****TOTAL SILC EXPENDITURES****\$1,399,037****FUND BALANCE/CARRYOVER*****\$994,148**



SILC EXPENDITURE ALLOCATION SUMMARY





WHAT NEXT?

The new 2008-2010 SPIL goals, objectives, and activities reflect the SILC's ongoing belief that in order to spread the Independent Living philosophy and create additional Centers for Independent Living, the SILC must focus on increasing individual, agency, and community awareness and practice of the Independent Living style of service delivery, and the LIFE philosophy of choice with associated responsibility.

We look forward to continuing our work of sharing about the value and cost savings of Independent Living services and philosophy, and improving and building on our existing partnerships and accomplishments. We're particularly excited about the following activities of our new State Plan:

- > Continuing work, collaboration, and advocacy to develop Independent Living funding stability.
- > Reaching out to youth and coordinating leadership development trainings.
- > Continuing and expanding collaboration, networking, infusion of Independent Living philosophy, and systems change advocacy activities through ongoing involvement in key disability and high-level policy-making agencies, committees, and boards at the state, regional, and national levels.
- > Partnering with other agencies to coordinate Oregon's second Mega Conference to increase education and awareness about IL services, IL philosophy, and disability issues, resources, training, technology, and supports.
- > Continuing education and outreach through presentations about the SILC, CILs, and Independent Living philosophy and benefits.
- > Participating in Oregon's On the Move project – moving 1,000 individuals from nursing homes or other institutions into less-expensive, more independent community-based settings.

We need to give each other the space to grow, to be ourselves, to exercise our diversity. We need to give each other space so that we may both give and receive such beautiful things as ideas, openness, dignity, joy, healing, and inclusion.

~ *unknown*

- > Developing Oregon's Network of CILs with CIL Directors offering peer mentoring to each other, and our SILC working with other SILCs – exchanging ideas, sharing best practices, and collaborating on systems change.

Stepping into a new year of reaching for the stars to further our mission of promoting choice, equal access, and full inclusion of people with disabilities, throughout the state of Oregon!





ACKNOWLEDGEMENTS...

The SILC is extremely grateful to the many public officials and private citizens who have contributed to the growth and development of inclusion of people with disabilities and Independent Living services and philosophy. Thanks to each of you, and to the many others whose names we may not know, but we are deeply grateful nonetheless...

OREGON INDEPENDENT LIVING SUPPORTERS

Dr. Bruce Goldberg – DHS Director
 Stephaine Parrish-Taylor – OVRS Administrator
 Linda Mock – Oregon Commission for the Blind
 Frank Synoground – Oregon Commission for the Blind
 James Toews – SPD Administrator
 Oregon CIL Directors
 PAC – CIL lobbyist
 Oregon Secretary of State's HAVA Office
 Oregon Home Care Commission
 Oregon Cross-Disability Coalition
 Senator Gordon Smith

We look forward to working with these and many new partners in the upcoming year as the Independent Living philosophy grows, and more people with disabilities implement their rights of life, liberty, and the pursuit of happiness – exercising the same choice, independence, and responsibility as their non-disabled peers.

INCLUSION IS A PHILOSOPHY THAT STATES – all individuals, regardless of ability, should participate within the same environment with necessary support and individualized attention. Inclusion is more than simply placing individuals together, it's a belief that all individuals belong and are valued.

~ Kasser & Lytle



Tina Treasure –
Executive Director

SILC STAFF

Tina Treasure, Executive Director
Shelly Emery, Operation Coordinator
Holly Carson, Administrative Assistant
Linda Cooney, Clerical Support
Joan Claypool, STEPS Project Coordinator
Julie Pugh, STEPS Clerical Support

*and many thanks to our long-term special projects contractor,
Wilcox Business Systems — Lynelle Wilcox*

As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them.

~ John Fitzgerald Kennedy



STATE INDEPENDENT LIVING COUNCIL

Promoting choice, access, and inclusion for people with disabilities.

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Salem, OR 97301-1120

877-277-0513

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