

UNITED STATES DEPARTMENT OF EDUCATION
OFFICE OF SPECIAL EDUCATION AND REHABILITATIVE SERVICES
REHABILITATION SERVICES ADMINISTRATION
WASHINGTON, DC 20202-2741

INFORMATION MEMORANDUM
RSA-IM-99-16
DATE: March 5, 1999

ADDRESSEES: State Vocational Rehabilitation Agencies (General)
State Vocational Rehabilitation Agencies (Blind)
Statewide Independent Living Councils
Centers for Independent Living
Client Assistance Programs
RSA Senior Management Team

SUBJECT: Section 704 Annual Performance Report
Analysis of Fiscal Year 1997 Narrative Sections

Attached is the Independent Living Branch analysis of the narrative sections of the 704 Annual Performance Reports for Fiscal Year (FY) 1997. The analysis includes excerpts from the 704 Part I Reports submitted jointly by the Designated State Units and the Statewide Independent Living Councils and the 704 Part II Reports submitted by each Center for Independent Living. There were a total of 308 reports received.

The Independent Living Programs provided a total of 1,135,756 hours of community service in FY 1997. In addition, a total of 900,176 individual services were provided to a total of over 160,000 individuals with significant disabilities in FY 1997. Of these individual services 318,214 were requests for information and referral services.

Fredric K. Schroeder, Ph.D.
Commissioner

Attachments

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GLOSSARY OF TERMS

Act	The Rehabilitation Act of 1973, as amended
ADA	The Americans with Disabilities Act
CIL	A “Center for Independent Living” meeting the definition in 702 of the Act, and the standards in 725 of the Act.
CIL program	The “Centers for Independent Living program” funded under part C, Chapter 1 (Ch. 1) of Title VII of the Act (part C).
Consumer	Any individual with a significant disability who is eligible for IL services under 34 CFR 364.40(a) and is currently receiving or has been provided with any IL services under the program other than information and referral.
Core Services	IL services defined in 7(29) of the Act - information and referral, IL skills training, peer counseling (including cross-disability peer counseling), and individual and systems advocacy.
CSR	A “Consumer Service Record” maintained for an eligible is consumer receiving IL services and meeting the requirements of 34 CFR 364.53. Where IL services are provided to the parent or guardian of a consumer, the CSR is established for the consumer and services provided are reflected in the CSR.
DSU	The “Designated State Unit, or Units” identified under 101(a)(1) of the Act, jointly with the Statewide Independent Living Council, develop and sign the State plan for Ch. 1 of Title VII under 704 of the Act. The term includes a State agency solely designated under State law to provide IL services to individuals who are blind. In such State, the State agency for the Blind may administer the provisions in the attachments to the State plan providing for services to individuals who are blind. In a “723 State”, the DSU administering the CIL program is always the general agency.
Earmarked	Funds appropriated by the State and expressly or clearly identified as State Funds expenditures in the relevant fiscal year for the sole purpose of funding the general operation of CILs meeting the requirements of 702 and 725 of the Act.
722 State	A State where RSA issues grants under part C directly to eligible agencies (CILs).

723 State	A State where the DSU issues grants or assistance contracts under part C to eligible entities for the planning, establishment, and operation of CILs.
ILP	An “Independent Living Plan” for the provision of IL services mutually agreed upon by an appropriate staff member of a service provider and an individual with significant disabilities.
Minority	Alaskan Natives, American Indians, Asian Americans, Black (African Americans), Hispanic Americans, Native Hawaiians, and Pacific Islanders
Reporting Year	The most recent Federal fiscal project year completed - 1997.
RSA	The “Rehabilitation Services Administration” in the Department of Education, Office of Special Education and Rehabilitative Services.
Service Provider	<ul style="list-style-type: none"> (i) A DSU which directly provides IL services to consumers; or (ii) A CIL; or (iii) An entity which: <ul style="list-style-type: none"> (A) provides IL services under a grant or contract; and (B) is delegated responsibility for the determination of eligibility for IL services.
SILCs	The “Statewide Independent Living Council” established in each State as required 704 and 705 of the Act.
SILS	The “State Independent Living Services program” funded under part B, Ch. 1 of Title VII of the Act.
SPIL	The “State Plan for Independent Living,” which governs the State IL Services and Centers for Independent Living programs and describes the services to be provided under the IL Services for Older Individuals who are Blind program.
State	Wherever the term “State” is used, it refers to the State in its sovereign sense. For purposes of Title VII, the DSU(s) and the SILC jointly represent the State, except where otherwise noted.

Program Summary Central Office

This document presents a few of the many exciting endeavors of the programs supported by Title VII, Chapter 1 of the Rehabilitation Act of 1973, as amended. The following is a compilation of activities, practices, and projects that other Centers for Independent Living, Statewide Independent Living Councils (SILCs) or Designated State Vocational Rehabilitation Units (DSUs) may find of interest and helpful in the operation of their own programs. The document was prepared by the Independent Living Team, with major contributions by Regional Independent Living project offices in all Regions. Merri Pearson was the primary person responsible for the document. The data was entered from all 704 Reports through the efforts of the Training and Technical Assistance Cooperative Agreement with ILRU in Houston, TX.

For the most part, the FY 1997 704 Reports reflect stable, rapidly growing programs at both the State and local -- Centers for Independent Living level. Centers are increasing time on systems advocacy, forming relationships with other social systems and working to promote positive change in their communities. The impact of the changes wrought by the Rehabilitation Act Amendments of 1992 on the lives of and opportunities for independent living by individuals with significant disabilities is increasingly noticeable. While decreasing the amount of time spent maintaining housing and personal assistant service registries, Centers are increasing the time spent on outreach, community education, and publications.

The total resources from government (Federal, State, and local) and private sources slightly increased from FY 1996 from \$266,692,265 to \$292,635,581. There was an increase in the amount of funds passing through Centers to consumers increased from \$67,127,510 to \$71,187,310. The result was over a 10% increase in the amount of funds available for operating Centers and State independent living programs from 1996 to 1997, i.e., \$199,564,755 to \$220,472,130. There were several major shifts in funding. These shifts included a \$6 million increase from other Federal sources, a \$1 million decrease from State governments, a nearly \$8 million increase from local governments, a \$6 million decrease in fee-for-service income, and a \$12 million increase in other income. These increases resulted from an increase in the number of Centers reporting, increased activity with local governments, and an income reporting adjustment from fee-for-service to other income.

Given the option of a written independent living plan or signing a waiver for a written independent living plan, consumers continue to favor a written plan by a margin of 2-1. However, this margin has slowly decreased over the past five years from a margin of 3-1.

A table of contents is attached to assist in finding areas of interest. For readers unfamiliar with the acronyms used, the glossary from the 704 reports is also included following the Index.

**Narrative Highlights
Identified by RSA Regional Offices**

State	Center	Narrative
AK	SE AK ILC	Operates a recreation program called "ORCA". The program is open to both disabled and non-disabled participants. It encourages interaction between participants and the natural environment. It is a source of many referrals and has become a natural outreach activity.
AK	Access	Coordinates a medical services program called "Dental Donation". This program provided over \$110,000 worth of services to consumers needing dental care.
AK	SAIL	Operates an interpreter referral service that both public and private entities use as a fee-for-service.
AL	BCIL	Center was successful in application for a Projects with Industry grant from RSA. This grant provides resources supporting employment opportunities for consumers in their community.
AL	MCIL	Operates a technology lab for the visually impaired. Consumers may use the lab on an ongoing basis or just to try out some of the available technology assistive devices.
AS	Samoa	This center emphasizes outreach and service provision in their local community, including the elderly. Strategies are developed and implemented that access the community and its unique challenges, including access.
CA	AIDC	This center is collaborating with other agencies to promote the availability of all services to their consumers in an effective and proactive manner.
CA	CAPH	Special communication services are available for consumers. This includes augmentative communication devices and services for the people who are non-verbal or who have particular communication related issues.
CA	Belmont	Community outreach efforts include working with the Social Security Administration and the local agencies providing services to people with significant disabilities.
CA	OCIL	Ensured consumer direction in activities using such strategies as public forums to identify needs and priorities. This center held four public forums during FY 1997.
CA	Berkeley	Uses an advocacy committee with teeth. Their committee sets the center's direction, priorities, and strategies for system change activities.
CA	CAC	Outreach to vast rural areas using multiple methods to ensure consumers in outlying areas are aware of and have access to the center.

State	Center	Narrative
CA	DM	A unique activity is this center's holiday food and gift drive for consumers who are indigent.
CA	So. CA	This center assisted in the development of a statewide plan for "disaster preparedness" to ensure in its accessibility.
CA	ILRC S.F.	Immigration rights are a major focus in their advocacy plans.
CA	IRS Inc.	Works with city and state parks departments to ensure accessibility of all public land areas.
CA	CRI	Obtained a 25K grant from the GE Foundation for computer equipment and computer recycling program.
CA	Kern Co.	To promote wellness, this center held a wellness workshop that received a great deal of media attention.
CT	DRC	Established open door learning and employment network - building a statewide advanced telecommunications network.
CT	CI	Developed PAS training and offers fee for service PAS training.
DC	DC CIL	Provides IL services to crime victims.
DC	ACIL	This center has expanded to offer orientation and mobility training.
DE	IR, Inc.	Offers sign language classes, some targeting deaf senior citizens (late deafened)
FL	N. Central	Deafness program expanded and now housed in its own site.
FL	NW FL	Deafness program focuses on Deaf culture.
FL	Space Coast	Offers NASA funded "high school/ high tech" program for youth with disabilities. This expands their efforts in serving younger consumers.
FL	West Palm	This center provides an adolescents with disabilities program.
FL	SFADA	Works to keep individuals in their homes by providing assistance and facilitation for and of home modifications.
FL	Jacksonville	To promote leadership development, this center offers peer support and mentoring program in Duvall County.
FL	Caring & Sharing	Works to keep people in their own homes through individual and systems advocacy efforts.
FL	Suncoast	Facilitates equipment loan program to provide consumers with durable medical equipment on a temporary basis.
GA	Walton Options	Collaborates with the Office on Aging and the Statewide Independent Living Council to facilitate home modifications for consumers.

State	Center	Narrative
GA	LIFE	Runs a home modifications program.
HI	HCIL	Working on systems advocacy in the following areas: welfare reform; quarantine laws (preventing the accessibility of service animals); health care; assistive technology; and recreation.
IA	ECRRC	Successful in getting discriminatory parking law repealed.
IA	CICIL	Provides PAS training for consumers.
IA	SWICIL	Conducted animal exhibition for senior citizens. Provides accessibility assessments and awards grants to low-income consumers for home modifications.
IA	Black Hawk	Conducted career skills training for consumers.
ID	LINC	Center is collaborating with other organizations to work on solutions to homelessness problem.
ID	DAC NW	Emphasis on outreach to Native American people.
IL	Walton Options	Uses “BRAG” (Brave Random Acts of Goodness) program to promote positive community actions and individual efforts.
IL	Will Grundy	Began a self-defense class taught by a martial arts professional for consumers.
IL	RAMP	This center has an employee (coordinator) designated to assist families and children with the educational system.
IL	LCGCIL	Operate a non-partisan voter registration drive that results in more consumers registering to vote.
IL/IA	IICIL	Conducted bi-state ADA and Business Sense Workshop with a focus on the development of small businesses.
IL/IA	IICIL	Provided technical assistance to the New Windsor Library, which resulted in referrals to the center.
IN	ATTIC	Facilitates support groups for parents of children with disabilities to address special education needs.
IN	LBD	Developed transportation disability platform to promote systems advocacy around transportation issues.
IN	IRCIL	Conducted disability awareness education program for faculty and students at the Indiana School for the deaf.
KS	TILRC	Assisted 27 people in moving out of nursing homes into more community based settings with their transition program!
KS	LINK, Inc.	Hosts Sunday radio talk show on life and disability.

State	Center	Narrative
KS	Ind., Inc.	Operates transportation program for consumers in Lawrence.
KS	Paraquad	Conducts monthly head injury and spinal cord injury support groups.
MD	Ind. Now	Secured new TDD and hired employee with ASL skills to improve services to the deaf and hard of hearing consumers in the community.
MD	RIL Inc.	Offered Spanish as a second language classes for consumers, volunteers, and staff.
MD	PHCIL	Contracted with West Virginia SILC to provide services in Mineral County, West Virginia.
ME	MILS	Established office in Machias to provide services and advocacy.
ME	Alpha 1	Obtained Robert Wood Johnson grant to assist people in moving out of nursing homes. To date assisting 5 consumers in the transition.
ME	Alpha 1	Obtained consumer services contract to provide adaptive equipment loan program.
MI	AACIL	Published a resource directory of Health Rehabilitation, and Community Resources for people with disabilities.
MI	Lakeshore	Workforce development to improve access to job seekers with disabilities.
MN	SE MN CIL	Conducted nearly 100 presentations to school districts, civic groups, nursing homes, hospitals, and other organizations to improve awareness and community collaboration.
MO	SIL	Runs a "Show Me Tech" center that makes technology available to consumers.
MO	DCAI	Sponsored state independent living conference.
MO	Whole Person	Provides area businesses interpreters as a fee-for-service.
MS	LIFE	Operates a Robert Wood Johnson Foundation project called "Faith in Action", which uses area churches to establish pools of volunteers to assist consumers in a variety of independent living endeavors.
NC	PAL	Offers low interest technology loans for assistive devices to consumers.
NC	GAP	Conducts surveys for ADA compliance as a fee-for-service endeavor.
NE	CNECIL	Established and conducted program called "Consumer Control: How to Command Decisions and Achieve Personal Goals"
NH	GSILF	Facilitates weekly basketball league of disabled and able-bodied individuals - Hosts annual banquet.

State	Center	Narrative
NH	GSILF - sat.	Established a north county advisory council to address specific community needs.
NJ	TCILC	Provides peer counselor in special services school in Cape May.
NJ	CCILC	Acts as voter registration site.
NJ	DIAL Central	“Central Friendship Hotline” is a weekly telephone contact system available with Spanish and ASL interpreters.
NJ	DIAL NW	Became its own full-fledged center!
NJ	HIP	Facilitates program called “Teens on the Move”, aimed at providing recreational opportunities to young consumers. Program is supported by local rotary club.
NV	S NV	Works with university to provide home based business workshops to consumers.
NV	S NV - sat.	Outreach efforts to the Hispanic community included several appearances on local Spanish talk shows, including television and radio broadcasts.
NY	Harlem CIL	Developed information sheet called “Housing Strategies for Tenants”.
NY	CIDNY	Implemented systemic reform by working with the state to come into ADA compliance so they could obtain the waiver option for medical care.
NY	ARISE, Inc.	Focused systems advocacy on education.
NY	Bronx	Obtained excellent consumer satisfaction and demographic information.
NY	Buffalo	Participated in the Welfare to Work effort.
NY	Westchester	Participated in the Welfare to Work effort.
NY	Glen Falls	Systems advocacy to increase the availability of PAS services.
OH	SIL	Provided transitional education services workshops to 122 area high school students.
OH	Mobile	Assisted 38 consumers with home modification designs through their home modification program.
OH	Ability Center	Supported community based housing efforts through the development of a video entitled “Independence through Personal Assistance” to educate family members and social workers about options other than nursing homes.

State	Center	Narrative
OH	LEAP	Obtained funding for DIAN - this technology allows consumers to access the latest information about disability programs locally, statewide, and nationally.
OR	CORIL	Developed project and reservation connections with “Warm Springs”.
OR	CORD	Collaborated in the development of low-income housing information system.
PA	CPACIL	Facilitated the development of satellite in Williamsport.
PA	NCPACIL	Received assistive technology grant under “PIAT”
PA	SWPACIL	Holds support group meetings for individuals transitioning from institutions to community-based settings.
PA	SWPACIL	Provided IL services to 240 individuals in nursing home facilities.
PA	SCPACIL	Hosts assistive listening devices fair for deaf and hard of hearing consumers.
PA	Liberty	Transitioned 55 people from institutions to community based settings. ***This means they assisted 55 people in moving out of nursing homes!
PA	Tri-Co.	Established computer-recycling program to get computers into consumer’s hands.
PA	Insight	Held disability conference attended by over 300 people.
PR	MAVI	Participated in Housing Renovation Project funded by Banco Popular for consumers.
PR	MAVI - Ponce	Provided technical support in the development of a paratransit system in Ponce.
RI	PARI	Instituted hearing aid recycling program to benefit consumers.
RI	OSCIL	Assisted 2 consumers in leaving nursing home institutions. In addition, this center runs a fee-for-service sign language interpreter program.
TN	Memphis	Operates a recycling program for assistive technology called “REAP”.
TN	DRC	Uses media to support systems advocacy efforts.
TN	Nashville	Operates a home modifications program.
TN	Tri-state	Has Projects with Industry program funded by RSA.
TN	LINC	“Barrier Breakers” peer support group promotes consumer choice and control while working to change the environment.
VA	CVACIL	Received three disability service grants.

State	Center	Narrative
VA	ECIL - Norfolk	Entered into cooperative agreement to provide outreach services to the deaf and hard of hearing.
VA	BRILC	Established state funding to set up two satellite offices, one in Lynchburg, and the other in Danville.
VI	VIAIL	Outreach and training in local high schools to reach young consumers.
VT	VCIL	Administered "Meals on Wheels" elderly meal provision program.
WA	ILSC - WCCD	Maintains website contacted by individuals throughout the world.
WA	DRN - WCCD	Developed video in conjunction with NW Business and Disability TA Center and the Native Americans on the Reservation, which aired November 1996.
WA	Central - WCCD	Obtained DD funding to create the "King County Self Advocates" program.
WA	Spokes Ultd	Provides technical assistance to local businesses and community organizations with their "Reach Out and Touch" project.
WA	ILSC - WCCD	Facilitates community meetings open to universities at the ADA Affairs Office.
WI	Independence 1st	Worked with local TV station to do an expose on ADA violations and state housing regulation violations.
WVA	NWVA CIL	To develop leadership and promote IL to young consumers, this center worked with the local university to serve as an internship site for university students, offering college credit for their work experience in the center.

**National Demographics of CILS
(Sub Parts I & II)**

RESOURCES

1. Federal Funds	
1. CH. 1, Part B, Title VII	\$29,991,788
2. CH. 1, Part C, Title VII (723 States)	\$45,661,182
3. CH. 2, Title VII	\$7,638,406
4. Other Federal Funds	\$37,803,384
2. Other Government Funds	
5. State Government Funds	\$85,775,450
6. Local Government Funds	\$19,449,381
3. Private Resources	
7. Foundation, Corporation, or Trust Grants	\$6,441,087
8. Donations from Individuals	\$3,531,402
9. Memberships	\$273,771
10. Investment Income, Endowment(s)	\$2,233,814
11. Fees for Service	\$33,820,455
12. Other Resources (in-kind items, etc.; fair market value)	\$19,937,975
4. Total Resources (sum of lines 1-12)	\$292,635,581
5. Amount of Total Resources that Pass Through to Consumers	\$71,187,310
6. Net Operating Resources (line 'D' minus line 'E')	\$220,472,130

Independent Living Staff - States and Centers - FY 1996

SILS/CIL PROGRAM	TOTAL FTE	PERSONS WITH DISABILITIES	NUMBER OF PERSONS WHO ARE MINORITY
(a) Decision Making Staff	1,391	977	260
(b) Other Staff	3,477	2,132	898

Consumer Achievements - CILs - FY 1996

? Number of individuals to whom an offer was made to develop an ILP but who waived the offer:	31,131
? Number of individuals with whom an ILP was developed during the year:	62,329

Consumer Goals and Objectives Established and Achieved

Objectives/Goals	Total Goals Set	Total Goals Met
(a) Self Care	44,152	28,530
(b) Communication	19,061	12,887
(c) Mobility	20,217	13,340
(d) Residential	20,629	12,146
(e) Educational	19,065	13,765
(f) Vocational	14,005	7,107
(g) Other	39,549	22,941

Demographic Information

VI – AGE

(A) Under 6	1,542
(B) Age 6 – 17	5,860
(C) Age 18 – 22	10,620
(D) Age 23-54	77,487
(E) Age 55 & Over	45,269

VII – Gender

(A) Female	80,277
(B) Male	67,353

VIII - Race/Ethnicity

(A) White (non-Hispanic)	96,688
(B) Black (non-Hispanic)	24,509
(C) American Indian or Alaskan Native (Includes Native Hawaiian)	3,044

(D) Asian or Pacific Islander	3,282
(E) Hispanic	14,156

IX – Disability

(A) Cognitive	13,821
(B) Mental	14,425
(C) Physical	70,189
(D) Sensory	28,800
(E) Multiple Disability	33,225

X - Living Arrangements

(A) Institution	4,797
(B) Dependent w/Family or Friends	37,096
(C) Assisted Living	5,746
(D) Independent Living	68,786
(E) Other	14,331

**Numbers and Types of Individuals with Significant Disabilities
Receiving Independent Living Services
(Sub Part IB, II-F)**

I - Consumers Served During Year

(A) CSRs Carried from Previous FY	87,698
(B) CSRs started since Oct. 1 of Reporting Year	72,678
(C) Total Consumers Served	160,422

II - Consumers Inactive @ Sept. 30

(A) Moved	3,265
(B) Withdrew	6,321
(C) Died	2,024
(D) Inactive Because Goals Met	28,381
(E) Other	7,613
(F) Total	48,035

III - Consumers (CSRs) Active @ Sept. 30

((c) minus II (f))	108,560
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IV - Time Consumer (CSR) Active

(A) Less than 12 months	63,756
(B) 12 months - 2 years	35,044
(C) 2 years - 5 years	28,897
(D) Over 5 years	13,705
(E) Total	141,279

**TYPES OF SERVICES PROVIDED AND THE NUMBER OF INDIVIDUALS WITH
SIGNIFICANT DISABILITIES RECEIVING EACH TYPE OF SERVICE**

(704 Report, Sub parts I-C, II-G)

I - Community Services (in hours)

(a) Information and referral	259,407
(b) Community and systems advocacy	230,193
(c) Outreach	138,832
(d) Publications	115,708
(e) Community education	145,508
(f) Maintaining registries	48,755
(h) Community Service Total Hours	1,135,756

II - Individual services (number of individuals receiving each service)

(a) Advocacy/legal services	72,014
(b) Assistive Devices or Equipment	37,121
(c) Children's Services	3,765
(d) Communication Services	26,081
(e) Counseling and related services	26,672
(f) Family services	6,084
(g) Housing and shelter services	42,515
(h) Information and referral	318,214
(j) Mental restoration	2,902

(k) Mobility training	14,154
(l) Peer counseling (including cross-disability peer counseling)	50,655
(m) Personal assistance services, including attendant care and the training of personnel providing such services	36,134
(n) Physical rehabilitation	4,554
(o) Preventative services	13,954
(p) Prostheses and other appliances	5,015
(q) Recreational services	25,917
(r) Rehabilitation technology	9,122
(s) Therapeutic treatment	2,356
(t) Transportation services	40,731
(v) Youth services	13,612
(w) Vocational services	13,780
(x) Other	81,176