

Reporting Instrument

OMB Approval No.: 0985-0061
Expiration Date: January 31, 2022

CIL Program Project Performance Report

Fiscal Year: 2020

Grant #: 2003IAILCL

Name of Center: Access 2 Independence of the Eastern Iowa Corridor

Acronym for Center (if applicable): A2I

State: IA

Counties Served: Benton, Cedar, Jones, Johnson, Linn, Henry, Iowa, Washington

SECTION 1 - GENERAL FUNDING INFORMATION

Section 725(c)(8)(D) of the Act

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

Item 1.1.1 - All Federal Funds Received

Title VII, Ch. 1, Part B	\$18743.00
Title VII, Ch. 1, Part C	\$254510.00
Title VII, Ch. 2	\$0.00
Other Federal Funds	\$0.00
Subtotal - All Federal Funds	\$273253.00

Item 1.1.2 - Other Government Funds

State Government Funds	\$14410.00
Local Government Funds	\$0.00
Subtotal - State and Local Government Funds	\$14410.00

Item 1.1.3 - Private Resources

Foundations, Corporations, or Trust Grants	\$0.00
Donations from Individuals	\$1350.00
Membership Fees	\$0.00
Investment Income/Endowment	\$0.00
Fees for Service (program income, etc.)	\$12961.00
Other resources (in-kind, fundraising, etc.)	\$82.00
Subtotal - Private Resources	\$14393.00

Item 1.1.4 - Total Income

Total income = (Item 1.1.1)+(Item 1.1.2)+(Item 1.1.3)	\$302056.00
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Item 1.1.5 - 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)	\$0.00
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Item 1.1.6 - Net Operating Resources

Total Income (Item 1.1.4) <minus> amount paid out to Consumers (Item 1.1.5) = Net Operating Resources	\$302056.00
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Item 1.2 - Resource Development Activities

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

Overall, A2I increased private resources by 36% from last FY reporting \$10553 last FY to \$14393 this FY.

We were able to hire a dedicated part-time supported employment staff this FY and increase Supported Employment program income by 102% reporting \$2612 last FY to \$5,273.63 this FY.

A2I partnered with NCIL to conduct Accessibility Site Reviews for their Barrier Removal Fund program with Centene. We conducted 5 site reviews and made \$3337.50 in program income.

We continue to receive individual payroll contributions from Benevity and quarterly Amazon Smile donations.

A2I periodically shares information about our Amazon Smile account in newsletters and on our social media as well as providing general donation information on our website.

SECTION 2 - COMPLIANCE INDICATOR 1: PHILOSOPHY

Item 2.1 - Board Member Composition

Enter requested staff information in the table below:

Total Number of Board Members	Number of Board Members with Significant Disabilities
7	4

Percentage of Board Members with Significant Disabilities	57.00%
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Item 2.2 - 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
Decision-Making Staff	1	1	1
Other Staff	5	3.5	0
Total Number of Employees	6	4.5	1

Item 2.2.1 - Staff With Disabilities

Percentage of Staff Members with Significant Disabilities	75.00%
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SECTION 3 - INDIVIDUALS RECEIVING SERVICES

Section 704(m)(4)(D) of the Act; Section 725(b)(2) of the Act; Section 725(c)(8)(B) of the Act

Item 3.1 - Number of Consumers Served During the Reporting Period

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

	# of CSRs
(1) Enter the number of active CSRs carried over from the preceding reporting period	78
(2) Enter the number of CSRs started since the start of the reporting period	76
(3) Add lines (1) and (2) to get the total number of consumers served	154

Item 3.2 - IL Plans and Waivers

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of consumers who signed a waiver	32
(2) Number of consumers with whom an ILP was developed	122
(3) Total number of consumers served during the reporting period	154

Item 3.3 - Number of CSRs Closed by September 30 of the Reporting Period

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

	# of CSRs
(1) Moved	4
(2) Withdrawn	8
(3) Died	1
(4) Completed all goals set	23
(5) Other	15
(6) Add lines (1)+(2)+(3)+(4)+(5) to get total CSRs closed	51

Item 3.4 - Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	2

	# of Consumers
(2) Ages 5 - 19	17
(3) Ages 20 - 24	21
(4) Ages 25 - 59	70
(5) Age 60 and Older	44
(6) Age unavailable	0
Total number of consumers by age	154

Item 3.5 - Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	86
(2) Number of Males served	68
Total number of consumers by sex	154

Item 3.6 - 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 PPR/704 Report, even if the consumer reported more than one race and/or Hispanic/Latino ethnicity.***

	# of Consumers
(1) American Indian or Alaska Native	4
(2) Asian	1
(3) Black or African American	26
(4) Native Hawaiian or Other Pacific Islander	0
(5) White	107
(6) Hispanic/Latino of any race or Hispanic/ Latino only	10
(7) Two or more races	4
(8) Race and ethnicity unknown	2
Total number of consumers served by race/ethnicity	154

Item 3.7 - Disability

Indicate the number of consumers in each category below.

	# of Consumers
(1) Cognitive	26
(2) Mental/Emotional	21
(3) Physical	26

	# of Consumers
(4) Hearing	1
(5) Vision	3
(6) Multiple Disabilities	68
(7) Other	9
Total number of consumers served by disability	154

Item 3.8 - Individuals Served by County During the Reporting Period

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 period.

County Name	Number of County Residents Served
Benton, IA	2
Cedar, IA	7
Henry, IA	7
Iowa, IA	5
Johnson, IA	57
Lee, IA	1
Linn, IA	63
Poweshiek, IA	1
Washington, IA	11
Total number of consumers served by county	154

SECTION 4 - INDIVIDUAL SERVICES AND ACHIEVEMENTS

Item 4.1 - Individual Services

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

Services	Consumers Requesting Services	Consumers Receiving Services
Advocacy/Legal Services	49	49
Assistive Technology	5	5
Children's Services	0	0
Communication Services	18	17
Counseling and related services	3	3
Family Services	1	1
Housing, Home Modification, and Shelter Services	27	26
IL Skills Training and Life Skills Training	41	40
Information and Referral Services	1870	1866
Mental Restoration Services	3	3
Mobility training	1	1
Peer Counseling Services	29	29
Personal Assistance Services	8	8
Physical Restoration Services	0	0
Preventive Services	3	3
Prostheses, Orthotics, and other appliances	0	0
Recreational Services	0	0
Rehabilitation Technology Services	0	0
Therapeutic Treatment	0	0
Transportation Services	12	11
Youth/Transition Services	21	20
Vocational Services	14	14
Other	14	14

Item 4.2 - I&R Information

To inform ACL 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 ___ / did not **X** engage in follow-up contacts with I & R recipients to document access gained to previously unavailable transportation, health care or assistive technology.

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.

A2I staff attend community provider meetings in several counties that we serve. We utilize a referral form for community partners to connect potential consumers with us. This has helped us build relationships and trust with more providers and facilitated them reaching out for I&R to support those they are working with and not just referrals to us. A2I strives to bring information to consumers in the most accessible way. Consumers are welcome to meet with A2I staff in the environment they are most comfortable with, whether it be in our office, in the community, or in their own home. Staff utilize email and cell phones with texting abilities to provide alternative methods of communication to consumers. A2I utilizes Hands Up Communication Services for in-person and online video conferencing ASL interpreting as well as online foreign language translation services on-demand.

This FY, we improved our process for managing referrals and calls requesting I&R/IL services which has helped improve the flow of services and ensure individuals are not falling "through the cracks".

Item 4.3 - Peer Relationships and Peer Role Models

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

A2I promotes the development of peer relationships and role models through our staff, volunteers, and interns who identify with significant disabilities.

We continue to host university interns and promote A2I as welcoming to students who experience disability.

Our peer groups have indefinitely been put on hold due to COVID and shifting to COVID response needs.

Item 4.4 - 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.

Significant Life Area	Goals Set	Goals Achieved	In Progress
Self-Advocacy/Self-Empowerment	9	5	3
Communication	2	1	0
Mobility/Transportation	10	3	3
Community-Based Living	37	6	22

Significant Life Area	Goals Set	Goals Achieved	In Progress
Educational	2	0	1
Vocational	21	5	13
Self-Care	67	35	26
Information Access/Technology	24	10	10
Personal Resource Management	63	19	35
Relocation from a Nursing Home or Institution to Community-Based Living	4	1	3
Community/Social Participation	5	0	2
Other	1	1	0

Item 4.5 - Improved Access To Transportation, Health Care Services, and Assistive Technology

In column one, indicate the number of consumers who required access to previously unavailable transportation, health care services, or assistive technology during the reporting period. 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 period. 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 period.

Areas	# of Consumers Requiring Access	# of Consumers Achieving Access	# of Consumers Whose Access is in Progress
(A) Transportation	18	13	3
(B) Health Care Services	17	7	9
(C) Assistive Technology	21	15	3

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.

Item 4.6 - Self-Help and Self-Advocacy

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

A2I staff participated in the planning and implementation of Iowa's virtual Youth Leadership Academy this fiscal year which empowers youth with self-advocacy and leadership skills.

A2I staff provided self-advocacy training in Iowa Vocational Rehabilitation Services local summer pre-

ets programming.

We continue to grow our supported employment services and involvement in activities that promote disability employment.

A2I participates in annual ADA celebrations and markets these events to our consumers to recognize the history and power of advocacy.

A2I actively participates in the SILC which conducts activities to promote leadership and self-advocacy within the disability community.

Item 4.7 - Additional Information Concerning Individual Services or Achievements

Please provide any additional description or explanation concerning individual services or achievements reported in Section 4, including outstanding success stories and/or major obstacles encountered.

A2I increased consumers served by 32% this FY from last and services received by 65%

Staff assisted a consumer who applied for early retirement and then SSDI on their SSA case. The consumer was receiving a decreased retirement benefit and due to disability not making enough to cover all of their expenses. Even though they were not making enough to cover their expenses, they were still making over SGA. Staff reached out to CAP to staff the case and then got connected with the National Disability Advocacy Network. Staff and the consumer met with NDRN staff and learned that the consumer could potentially use IRWEs to justify actual wages being under SGA. Staff connected the consumer to a non-legal representative to represent their appeal. Staff worked with the consumer on an IRWE spreadsheet of all their medical expenses (copays, mileage to medical appointments, medication costs, over the counter recommended treatments) and compiled all the receipts for documentation that was used during the appeal hearing. The spreadsheet impressed the judge at the hearing as well as the consumer's lifelong consistent work history and was instrumental in the consumer's case. During the life of the case, the consumer turned 65 thus moving to full retirement age. The consumer won their case and was awarded backpay for the difference in early retirement and SSDI they would have received from onset date of disability. Moreover, their retirement benefits were reinstated to the full amount and will ensure financial security for the consumer moving forward.

Our Youth Outreach Coordinator assisted a 22 year-old consumer with obtaining their driver's learning permit. Staff assisted them in studying for the exam and accessing resources that helped them pass the exam.

Staff assisted a consumer in writing and submitting an appeal letter to Medicare regarding a claim reimbursement, successfully reducing the total amount the consumer owed to Medicare by roughly half. This is the case note staff wrote from their first meeting hearing her story: On August 1st, 2019, the consumer was rear ended by a semi truck that had flipped over, totaling her car. She was taken to an emergency room to be assessed that day, and she later attended numerous sessions of physical therapy to strengthen areas of her body affected by the accident. In October 2020, after verifying that all of her medical bills had been paid by the auto insurance company/Medicare, she signed a release of responsibility with the semi truck's insurance company and received a \$4,000 settlement. Several months later, on February 28th, 2021, she used part of this money (\$3,000) to purchase a car. The following week she received a collection letter from the Center for Medicare Services (CMS) saying that since she received a settlement for the accident, she has 60 days to reimburse Medicare for \$2,700

worth of insurance claims they have deemed related to the accident. She shared that while she understands Medicare must be the payer of last resort, and she knows they are within their rights to be reimbursed for the claims related to the accident, many of the medical services listed in the collection letter had nothing to do with the accident or any conditions resulting from the accident. This included a high blood pressure check, an ER visit for a fall related to medication she was on, claims related to her depression, and more. The consumer has reached out to a SHIP counselor for assistance as well, but she expressed concerns that in the future, Medicare may continue to deem all of her medical claims related to the accident, leaving her responsible for paying for everything. Angie stated that she needs assistance calling/contacting clinics and hospitals to gather information for an appeal, and would like help writing the appeal as well. The entire situation has caused her a great deal of stress and she feels rather hopeless about it. Staff reassured her that they were there to support her through this process and would be able to act as a neutral third party without emotional connections to the situation.

Staff advocated and assisted a consumer with transitioning into United Action for Youth (UAY) housing. Staff supported the consumer in applying for the UAY transitional living program spoke with UAY about the consumer's living situation and goals. The consumer had a face to face interview with UAY and was accepted into the program. Staff also assisted the consumer with the application process for SNAP benefits which they were approved for.

Staff successfully transitioned a consumer from their current living situation to a new location that was within their budget range. Staff was able to provide housing options for the consumer to look into and listen to what options they were exploring. Staff was able to communicate with the social worker that was working with the consumer. The consumer was able to find new housing and move in successfully with assistance from friends.

Staff assisted a consumer in reaching their vocational goals. The consumer wanted assistance in improving their interviewing skills and reviewing their employment materials to find a job. The consumer also desired to find an occupation that aligned with their passions better than their current employment. Staff provided the consumer information and guidance on their employment materials. The consumer was also able to collaborate with IVRS as they gained more knowledge and confidence in development of job seeking skills. Staff was supportive with the consumer as they applied for employment. The consumer was able to find employment that had their passion interest in mind.

A2I supported eight consumers in filing applications for SSDI, SSI, completing a SSDI medical review, and appealing a SSDI decision.

SECTION 5 - PROVISION OF SERVICES

Item 5.1 - Compliance Indicator 2: Provision of Services on a Cross-Disability Basis

Briefly describe how, during the reporting period, 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.

A2I conducted a variety of community/outreach activities in the community to ensure we are reaching eligible individuals with a diversity of significant disabilities including individuals who are members of populations that are unserved or underserved. Outreach and engagement activities this FY included but are not limited to:

- interagency provider meetings in several counties we serve
- committee work and cross agency collaboration with state partners (our local AAA and Iowa Vocational Rehabilitation Services)
- representation on our UCEDD's Community Partnership Advisory Council
- outreach and/or collaboration with community providers and organizations (supported community living providers, local NAMI, mental health services, community coalition that addresses addiction, area education agency, Iowa City Autism Community, Johnson County emergency management, Iowa City Community School District, Cedar Rapids Community School District, Iowa City ADA Coordinator, homelessness services, jail alternatives, Iowa Workforce Development, Money Follows the Person)

We saw an 18% increase in consumers served this FY that identified their race/ethnicity as other than White.

A2I services are for anyone with a significant disability and we do not turn anyone away that could use our services based on any identifiable characteristics. We continue to work hard to ensure that every person who qualifies for our services receives the help they are seeking.

Item 5.2 - Alternative Formats

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

A2I makes written policies, materials, and IL services available in alternative formats as appropriate.

Pre-pandemic:

- Consumers are welcome to meet with staff in the environment they are most comfortable with and of their choosing: office, community, or in their own home.
- Staff utilize email and cell phones with texting abilities to provide alternative methods of communication to consumers.
- A2I utilizes Hands Up Communication services for in-person and online video conferencing ASL interpreting as well as online foreign language translation on-demand.

- Our CIL owns a Braille printer and can provide large print materials.
- Our brochure and intake paperwork are available in Spanish.
- A2I collaborates with Iowa Department for the Blind and other supportive agencies to provide alternative formats and services to ensure consumer needs are met.
- A2I received technical assistance this FY from ILRU to review our intake documents and ensure that our intake process and documentation was accessible and removed any barriers to starting services.

Changes in the above in response to the pandemic:

- Consumer meetings took place by phone, text, email, and video conferencing using the method that worked best for them. Support was offered in coordinating technology, internet access. Our response has remained fluid moving between in-person and remote services based on COVID case numbers in our service area.
- A2I purchased a subscription to a pdf editor/virtual signature platform for staff to obtain paperwork and signatures virtually which provides a copy to the consumer

Item 5.3 - Equal Access

(A) Briefly describe how, during the reporting period, 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.

A2I strives to ensure equal access to all aspects of our Center for our consumers regardless of disability type.

-Consumers are always welcome to meet with A2I staff in the environment they are most comfortable with and of their choosing, whether it be in our office, in the community, or in their own home. We have a main office in Iowa City and satellite office in Cedar Rapids to provide wider office access to the 8 counties we serve. Both offices are accessible via the local city bus or paratransit systems.

- Events hosted by A2I outside the office are held in accessible spaces.
- A2I owns a Braille printer and can provide printed materials in alternative formats. Our brochure and intake paperwork are available in Spanish.
- A2I utilizes in-person and online video conferencing ASL interpreting as well as online foreign language translation on-demand. We can coordinate CART or other communication accommodations for events by request.
- Our website is accessible.

In response to the pandemic:

-Consumer meetings took place by phone, text, email, and video conferencing using the method that worked best for them. Support was offered in coordinating technology, internet access.

(B) Briefly describe how, during the reporting period, 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.

This FY, A2I staff conducted activities that empowered consumers to be strong self and systems advocates and promoted equal access in the following areas: vocational services, housing, transportation, aging, healthcare, and voting. Activities included:

- Attending and participating in the Iowa Statewide Independent Living Council meetings. Executive Director was appointed CIL Representative to the Iowa SILC July 2020.
- Active participation in the Iowa State Vocational Rehabilitation Council. Executive Director was appointed to the Iowa SRC February 2020 and chairs the service committee.
- Participation in the Johnson County Affordable Housing Coalition.
- Participation in the Iowa City Access and Disability Services Coordinating Council.
- Participation in Iowan Disability and Aging Network calls.
- Participation in our AAA's Task Force on Aging in Washington and Johnson County. Executive Director was appointed to the AAA Board of Directors January 2020.
- Participation in the On TRAC transition from pediatric to adult health care project led by the University of Iowa Center for Disabilities and Development and UCEDD.
- Participation in the Community Transportation Committee.
- Participation in the UCEDD's Community Partnership Advocacy Committee.
- Participation in the Linn County Advocacy Collective
- Participation in Strengthening Iowa's ADRC System meetings.
- Participation in Iowa's Coalition for Integration and Employment
- Staff partnered with NCIL and Centene's Barrier Removal Fund to conduct 5 accessibility site reviews of different healthcare providers.
- Staff met with Johnson County Public Health and UCEDD staff to discuss potential grant proposals for funding for a peer public health worker to increase disability understanding in the public health office and infuse representation into public health's programming.

Staff assisted consumers in applying for benefits, including Social Security, Medicaid, Section 8, and SNAP as well as other resources they may be eligible for.

Item 5.4 - Consumer Information

Briefly describe how, during the reporting period, 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.

Per A2I's Service Delivery Procedures, anyone calling to request services or referred to us is contacted by staff to discuss A2I services offered and eligibility. If they wish to pursue services, staff meet with the consumer for intake. At the time of intake, staff discuss with the consumer their desired goals and A2I services that could support their success in achieving them. Staff ensure consumer understanding they are in control of setting their goals in accordance with the Independent Living Philosophy and their rights and responsibilities in choosing to be a consumer. They are given the opportunity to develop an IL Plan or waive the Plan.

A2I intake paperwork includes phrasing within the Service Commitment Agreement that consumers have the "right to voice your concerns" and grievance procedures, including progressive contact information to escalate concerns and feedback to the Executive Director and Board of Directors. Additionally, the intake process includes information on the Iowa Client Assistance Program.

Consumer satisfaction survey was revised and conducted this FY in compliance with annual requirements. Feedback was presented in the board and will be utilized in decision-making.

Item 5.5 - Consumer Service Record Requirements

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

A2I regularly conducts in-house documentation reviews to ensure compliance with CSR requirements. 10 CSR files were selected at random and submitted for review by DSE administrator in August 2021 per our three year review cycle with no concerns reported in findings.

Item 5.6 - Community Activities Community Activities Table

In the table below, summarize the community activities involving the CIL's staff and board members during the reporting period. 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.

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
Community Collaboration & Updates	Networking, Outreach, & Advocacy	215.75	Attend community meetings and events	A2I participated in collaboration committees, task forces, and action efforts related to systems advocacy in our region, education and outreach of our services
Health Care	Education & Advocacy	19	Promote access to health care	A2I participated in activities to reduce barriers to health care for people with disabilities
Transportation	Education & Advocacy	11.25	Promote access to transportation	A2I participated in activities to reduce barriers to transportation for people with disabilities
Housing	Education & Advocacy	5.75	Promote access to housing	A2I participated in activities to reduce barriers to affordable and accessible housing for people with disabilities

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
Assistive Technology	Education & Advocacy	1.25	Promote access to assistive technology	A2I participated in activities to increase knowledge and access to assistive technology

Item 5.7 - 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.

A2I provided a number of presentations this FY to educate on various topics and inform of IL and A2I's services. These included presentations to:

- University of Iowa Hospitals and Clinics social workers and nurses
- Iowa City Vocational Rehabilitation Services office
- Willis Dady Homeless Services
- Iowa Vocational Rehabilitation Services local summer pre-employment transition services programming
- Autism Society of Iowa
- ADRC System Stakeholder Meeting
- UI REACH

A2I participated in multiple community activities for the purpose of outreach and partnership. These included:

- On TRAC for Healthcare
- University of Iowa UCEDD Community Partnership Advisory Council (CPAC)
- Interagency/Provider Meetings in the following counties: Iowa, Johnson
- Johnson County Public Health
- NCIL Region 7 meetings
- AAA Board of Directors Meetings
- AAA Task Force on Aging membership in the following counties: Washington and Johnson
- ADRC Lifelong Links Committee
- Johnson County Community Transportation Committee
- Johnson County Annual ADA celebration; staff participated in the planning and promoting of this
- Johnson County Livable Community Housing Task Force
- Johnson County Affordable Housing Coalition
- Iowa State Vocational Rehabilitation Council
- Linn County Stepping Up Initiative
- Iowa's Disability Justice League
- Houses Into Homes
- Johnson County's human services/non-profit ARPA spending plan feedback session
- Iowa SILC

SECTION 6 - ANNUAL PROGRAM AND FINANCIAL PLANNING OBJECTIVES

6.1 - Work Plan for the Reporting Period

Item 6.1.1 - Achievements

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

Access 2 Independence of the Eastern Iowa Corridor: 2020-2021 Goals and Objectives consistent with Iowa SPIL

Goal 1: Access 2 Independence will strengthen as an organization

- Expand board by three members
- conduct resource development to add consistent funding stream that will support staff growth
- conduct and utilize consumer feedback
- improve our office technology infrastructure so that by the end of the year: every staff has a laptop, every staff has a cellphone, strengthen mainframe and security
- maintain compliance of federal regulations and improve organization-wide understanding of compliance

Results:

- Oriented 2 new board members and unexpectedly had 1 resignation
- increased supported employment program income that we are working on further growing to add staff
- conducted consumer survey
- completed our technology goal
- staff participated in APRIL peer-mentoring programs and ILRU technical assistance webinars this FY to continue growing programming and agency compliance

Goal 2: Improve community visibility

- develop new partnership and maintain community partnerships
- clarify mission and purpose to improve marketing and name recognition

Results:

- New/improved community visibility through connections this FY with ADRC stakeholder meetings and Johnson County Public Health
- COVID planning and response deviated from internal structure planning including reviewing marketing materials, mission, and purpose

Goal 3: Conduct systems change advocacy and outreach

- conduct services in all 8 counties we serve
- increase access to transportation, assistive technology, and health services
- participate in activities that facilitate diversion from institution

Results:

- conducted services in 7/8 counties we serve
- contributed to UCEDD's On TRAC with Health Care grant program improving transition from pediatric to adult health care for youth with significant disabilities

Goal 4: Expand core services to identified populations

- youth staff will develop programming and capacity to increase youth transition services
- hire a transition specialist to increase capacity for transition from institution

Results:

- Youth staff worked with APRIL peer mentoring for both our Youth Transition Services and Nursing Home Transition/Diversion to develop further understanding and programming
- A2I is the only CIL in Iowa supporting and facilitating the Youth Leadership Academy statewide in collaboration with the DD Council, UCEDD, and Iowa Department of Human Rights
- A2I leveraged CARES Act funds to create and internally promote a staff to Transition Specialist for full-time transition/diversion services. Staff created collaboration with Money Follows the Person in Iowa and was invited to speak nationally at SILVER meeting.

Item 6.1.2 - Challenges

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

- Maintaining staff capacity for IL services while also providing services in response to COVID.
- Hiring staff to maintain capacity.
- Attempts were made to hire additional staff to fill open positions but it has been challenging getting applicants to follow-through with application requirements. We have had to repost positions several times and struggling to get them filled.
- Maintaining board capacity
- Recruitment and engagement has been challenging as board members are stretched thin during COVID
- We have had to switch to immediate response away from long-term planning to maintain engagement and meet everyone where they're at

Item 6.1.3 - Comparison with Prior Reporting Period

As appropriate, compare the CIL's activities in the reporting period with its activities in prior periods, e.g., recent trends.

While staff turnover, hiring, and orientation could affect our reporting, we increased service capacity this FY reporting more consumers served since FY14.

6.2 - Work Plan for the Period Following the Reporting Period

Item 6.2.1 - Annual Work Plan

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

Access 2 Independence of the Eastern Iowa Corridor: 2021-2022 Goals and Objectives consistent with Iowa SPIL

Goal 1: Access 2 Independence will strengthen as an organization

- Expand board by three members
- conduct resource development to add consistent funding stream that will support staff growth
- conduct and utilize consumer feedback
- maintain compliance of federal regulations and improve organization-wide understanding of compliance

Goal 2: Improve community visibility

- develop new partnership and maintain community partnerships
- clarify mission and purpose to improve marketing and name recognition

Goal 3: Conduct systems change advocacy and outreach

- conduct services in all 8 counties we serve
- increase access to transportation, assistive technology, and health services
- participate in activities that facilitate diversion from institution

Goal 4: Expand core services to identified populations

- youth staff will develop programming and capacity to increase youth transition services
- Transition Specialist will develop programming to solidify long-term service delivery and program branding for the community

Item 6.2.2 - SPIL Consistency

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

These goals are consistent with the Iowa SPIL goals of: Collaboration/Accountability, Resource Development, Systems Change Advocacy, and Outreach Education.

SECTION 7 - ADDITIONAL INFORMATION

Item 7.1 - 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.

Our Executive Director Sarah Martinez was invited to speak on the keynote panel at the APRIL conference this FY on "Building the Future Generation of Independent Living" as a young director hired from outside the IL field. She was awarded the NCIL Region 7 Advocacy Award for A2I's response to the Derecho storm in August 2020.

SECTION 8 - TRAINING AND TECHNICAL ASSISTANCE

Item 8.1 - Training And Technical Assistance Needs

Training And Technical Assistance Needs	Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important
Data Collecting and Reporting Performance Measures contained in PPR/704 Report	10
Evaluation Outcome Measures	9
Financial: Grant Management Federal Regulations	8
Budgeting	7
Financial: Resource Development Diversification of Funding Base	6
Networking Strategies Among CILs & SILCs	1
SILC Roles/Relationship to CILs Development of State Plan for Independent Living	5
Implementation (monitor & review) of SPIL	2
Role and Responsibilities of General Members	4
CIL Board of Directors Recruiting/Increasing Involvement	3

Item 8.2 - Additional Information

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

More information for 4.1 - Individual Services

Youth Transition: 20 consumers requesting services 20 received

Transition from Institution Transition: 1 consumer requesting services 0 received

-12 consumers were reported on the CARES Act PPR requesting and receiving Transition from Institution services which is why reported numbers on this report are so low in comparison to previous years

It is with great pleasure and gratitude on behalf of A2I staff and board, we thank you for the opportunity to continue spreading the Independent Living philosophy and mission through our services in the Eastern Iowa Corridor. We are beyond proud of another year of growth and service to more consumers in the midst of unprecedented times.

SECTION 9 - SIGNATURES

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

Sarah Martinez

NAME AND TITLE OF CENTER DIRECTOR

PHONE NUMBER

Sarah Martinez - Signed Digitally

SIGNATURE OF CENTER DIRECTOR

04/04/2022

DATE

NAME AND TITLE OF CENTER BOARD CHAIRPERSON

PHONE NUMBER

SIGNATURE OF CENTER BOARD CHAIRPERSON

DATE