

REPORTING INSTRUMENT

OMB Control Number: 0985-0061
Expiration Date: January 31, 2022

CIL Program Project Performance Report (To be completed by Centers for Independent Living)

Fiscal Year: 2019

Grant #: 1901IAILCL

Name of Center: Three Rivers Independent Living Center Inc DBA Disabilities Resource Center

Acronym for Center (if applicable): DRCS

State: IA

Counties Served: Plymouth (IA), Union (IA), Woodbury (IA)

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	\$17266.30
Title VII, Ch. 1, Part C	\$78311.00
Title VII, Ch. 2	\$0.00
Other Federal Funds	\$0.00
Subtotal - All Federal Funds	\$95577.30

Item 1.1.2 - Other Government Funds

State Government Funds	\$14409.50
Local Government Funds	\$0.00
Subtotal - State and Local Government Funds	\$14409.50

Item 1.1.3 - Private Resources

Foundations, Corporations, or Trust Grants	\$4000.00
Donations from Individuals	\$1000.00
Membership Fees	\$0.00
Investment Income/Endowment	\$0.00
Fees for Service (program income, etc.)	\$0.00
Other resources (in-kind, fundraising, etc.)	\$300.00
Subtotal - Private Resources	\$5300.00

Item 1.1.4 - Total Income

Total income = (1.1.1)+(1.1.2)+(1.1.3)	\$115287.00
--	-------------

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
--	--------

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	\$115287.00
--	-------------

Item 1.2 IL Resource Development Activities

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

We offer braille conversion and printing to business and consumer at a fee for service. This generates a small revenue but is a great community service. We also have a yearly fundraiser called the "Zombie Walk" where all people and all abilities in the community get together, get made up like Zombies, and walk downtown. We have done this for 4 years now, and it has dramatically increased in size and resources. We also partnered with Disability Rights Iowa for a grant to increase election participation.

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
5	4

Percentage of Board Members with Significant Disabilities	80.00%
---	--------

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	0
Other Staff	4	3	0
Total Number of Employees	5	4	0

Item 2.2.1 - Staff With Disabilities

Percentage of Staff Members with Significant Disabilities	80.00%
---	--------

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 Year

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

	# of CSRs
(1) Enter the number of <u>active</u> CSRs carried over from the previous reporting period	93
(2) Enter the number of CSRs started since the first day of the reporting period	43
(3) Add lines (1) and (2) to get the <i>total number of consumers served</i>	136

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	90
(2) Number of consumers with whom an ILP was developed	46
(3) <i>Total number of consumers</i> served during the reporting year	136

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

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

	# of CSRs
(1) Moved	2
(2) Withdrawn	2
(3) Died	0
(4) Completed all goals set	15
(5) Other	8
(6) Add lines (1)+(2)+(3)+(4)+(5) to get <i>total CSRs closed</i>	27

Item 3.4 - Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	2
(2) Ages 5 – 19	1
(3) Ages 20 – 24	2
(4) Ages 25 – 59	82
(5) Age 60 and Older	42
(6) Age unavailable	7
(7) Total number of consumers by age	136

Item 3.5 - Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	73
(2) Number of Males served	63
(3) Total number of consumers by gender	136

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	15
(2) Asian	1
(3) Black or African American	5
(4) Native Hawaiian or Other Pacific Islander	1
(5) White	86
(6) Hispanic/Latino of any race or Hispanic/ Latino only	4
(7) Two or more races	5

(8) Race and ethnicity unknown	19
(9) Total number of consumers served by race/ethnicity	136

Item 3.7 - Disability

Indicate the number of consumers in each category below.

	# of Consumers
(1) Cognitive	6
(2) Mental/Emotional	28
(3) Physical	38
(4) Hearing	3
(5) Vision	8
(6) Multiple Disabilities	46
(7) Other	7
(8) Total number of consumers served by disability	136

Item 3.8 - Individuals Served by County During the Reporting Year

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

County Name	Number of County Residents Served	
Iowa, IA	0	
Plymouth, IA	1	
Union, IA	2	
Woodbury, IA	133	
Total number of consumers served by county	136	

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
(A) Advocacy/Legal Services	114	114
(B) Assistive Technology	3	3
(C) Children's Services	1	1
(D) Communication Services	1	1
(E) Counseling and Related Services	0	0
(F) Family Services	3	3
(G) Housing, Home Modifications, and Shelter Services	62	62
(H) IL Skills Training and Life Skills Training	82	82
(I) Information and Referral Services	1382	1382
(J) Mental Restoration Services	1	1
(K) Mobility Training	0	0
(L) Peer Counseling Services	1	1
(M) Personal Assistance Services	6	6
(N) Physical Restoration Services	0	0
(O) Preventive Services	0	0
(P) Prostheses, Orthotics, and Other Appliances	2	2
(Q) Recreational Services	0	0
(R) Rehabilitation Technology Services	0	0
(S) Therapeutic Treatment	0	0
(T) Transportation Services	3	3
(U) Youth/Transition Services	0	0
(V) Vocational Services	5	5

Services	Consumers Requesting Services	Consumers Receiving Services
(W) Other Services	0	0

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

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.

Information and referral is one of the key components we have at the Center. We have expanded our resource circle so that consumers are given the most comprehensive information when they ask. We troubleshoot along with them.

Item 4.3 - Peer Relationships and Peer Role Models

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

We have increased our peer to peer relationship with consumers, especially during the pandemic, through Zoom and phone. Our consumers have said they have felt more connected and closer to our CIL than ever before.

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
(A) Self-Advocacy/Self-Empowerment	5	4	1
(B) Communication	90	90	0
(C) Mobility/Transportation	1	1	0
(D) Community-Based Living	2	1	1
(E) Educational	4	3	1
(F) Vocational	3	3	0
(G) Self-care	157	37	120
(H) Information Access/Technology	3	2	1
(I) Personal Resource Management	62	55	7
(J) Relocation from a Nursing Home or Institution to Community-Based Living	0	0	0
(K) Community/Social Participation	0	0	0
(L) Other	4	3	1

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

Areas	# of Consumers Requiring Access	# of Consumers Achieving Access	# of Consumers Whose Access is in Progress
(A) Transportation	5	2	3
(B) Health Care Services	29	28	1

Areas	# of Consumers Requiring Access	# of Consumers Achieving Access	# of Consumers Whose Access is in Progress
(C) Assistive Technology	2	1	1

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 year.

We have always been all age and cross-disability. We have done extra outreach to communities and populations that we have seen as unserved or underserved, such as our native population, Oromo and west African populations. We also make certain that we continuously do outreach to the deaf community, the blind community, and people know that any type of disability is welcome. We had an increase in people with mental health issues that we helped with Social Security because we had talked with their workers and they felt comfortable bringing them to us or referring them. There is not one person that comes into our office who has a disability that we will not help.

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.

We directly deliver over 150 blue bags to our consumers that included a list of area food pantries, information on Covid symptoms, Covid Care, a face mask, face shield, sanitizer, and a \$40 Food Card.

Another area that none of the other Centers in Iowa have done, but we have for the last 5 years, is Rent Reimbursement. If you rent and are

disabled, as long as your landlord pays property tax, you can receive up to \$1,000. We helped 35 people with rent reimbursements last year at a total of \$27,000 that went back into the Iowa economy. And helped people who really need it during the pandemic.

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

We have always been all age and cross-disability. We have done extra outreach to communities and populations that we have seen as unserved or

underserved, such as our native population, Oromo and west African populations. We also make certain that we continuously do outreach to the

deaf community, the blind community, and people know that any type of disability is welcome. We had an increase in people with mental health

issues that we helped with Social Security because we had talked with their workers and they felt comfortable bringing them to us or referring them.

There is not one person that comes into our office who has a disability that we will not help.

Item 5.2 - Alternative Formats

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

Braille embosser, large print, electronic and audio formats are available. Zoom and Video remote interpreting are available.

Item 5.3 - Equal Access

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

We have offered para-transit passes to board members and other consumers as appropriate.

We braille any documents needed for the board of directors, visitors, or consumers.

We also have alternative formats if needed. Both our website and Facebook page are accessible

(B) Briefly describe how, during the reporting year, the CIL has advocated for and conducted activities that promote the equal access to all services, programs, activities, resources, and facilities in society, whether public or private, and regardless of funding source, for individuals with significant disabilities.

Equal access, for the purposes of this indicator, means that the same access provided to individuals without disabilities is provided in the center's service area to individuals with significant disabilities.

We held an ADA Healthcare online forum to teach people what their rights are when it comes to accessibility in the doctor's offices and hospitals.

We hosted a city-wide campaign to let businesses know that we Braille at a significantly low cost because we have a Braille embosser on site.

Item 5.4 - Consumer Information

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

We track our consumers and information on referral contact in both our MiCil database and Excel formats. We track the goal dates and follow-up calls with the consumers.

Consumers are given copies of paperwork as well as timelines for goals set with our staff contact. We also do an annual Consumer Satisfaction Survey.

Item 5.5 - Consumer Service Record Requirements

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

Each consumer has a paper file located in a locked cabinet as well as an electronic file saved to the server for reporting statistics. The two sets are

checked very regularly to verify perfect unity. We also receive annual reviews from the state of Iowa, since they contract with us.

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 year. For each activity, identify the primary disability issue(s)

addressed as well as the type of activity conducted. Describe the primary objective(s) and outcome(s) for each activity. Add more rows as necessary.

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
Health Care	Outreach	150	Conduct outreach to aging and disabled persons concerning Covid symptoms, self-care, testing availability.	Consumers were contacted quarterly by phone and provided written information along with PPE.
Media	Outreach	30	Media outreach to foster positive disability image	Attention brought to accessible Covid testing and other barriers to people with disabilities to access items they need.
Community Services	Community Education and Public Information	62	Outreach to PWDs about available resources	On at least 315 different occasions, DRCS Staff educated groups and individuals about resources available to them.
Community Services	Community Fundraiser	160	Engage the community in support of the disability community, financially and educationally.	Annual "Zombie Walk" fundraiser handed out information and brochures to over 600 people in area bars and street party.
Community Systems Advocacy	Advocacy	150	Provide systems change advocacy in statewide, regional, national, and global movement	CIL maintained national memberships, and ED is on the board of a national disability Org, and chair of the NE SILC.
Community Services Issue	Voter Engagement	100	Increase the participation of disabled Iowans in the election, through a grant from Disability Rights Iowa.	Hosted 3 separate events with speakers and voting machines to practice. People were able to register to vote at events.
Community Service	Outreach - Blue Bags	75	Increase Covid knowledge and	bags to consumers filled with food pantry

			protection among consumers	list, Covid symptoms/Care, face mask, shield, sanitizer, and a \$40 Food Card.	
--	--	--	----------------------------	--	--

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.

Staff, board members, and volunteers help in many community activities. We also co-sponsor or co-host many community events that are sponsored by other organizations like the Human Rights Commission, NAACP, Connections

Area Agency on Aging, Legal Aid, and Environmental Advisory Board

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 year.

Some of the Center's goals are 1) to raise the community awareness of our resources available and increase other non-profits' knowledge of how we can provide services to clients they may have with disabilities. 2) Make the community aware of those areas in the community that are still barriers to people with disabilities. 3) Make the City aware of opportunities for grant funding to remove some of the barriers that they oversee or manage. 4) Maintain a stronger connection with consumers as they progress through their ILP. 5) To help consumers resolve housing issues or Section 8 in regards to accommodations they may need.

Item 6.1.2 - Challenges

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

Coronavirus was a huge challenge during the reporting year. Our office did shut down in March of 2020. Our staff worked remotely, and we immediately contacted consumers and businesses we work with on a continual basis, to create a smooth transition to virtual service. It created a new and even better dynamic than we ever thought possible.

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.

Contacts and consumers are higher, even with us working remotely. Our interactions with the consumers are longer, more in-depth, and centered around immediate survival needs during Covid. Issues such as access to continual medical and mental health, daily food supplies, technology, and landlord issues became a primary focus to assist with.

With the smallest budget of any CIL I know, we do have limitations. But that does not stop us from going all out for our consumers and wanting to serve more.

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.

Our work plan consists of continuing to serve the needs of consumers during Covid, including access to testing and vaccination. This also includes transportation needs, technology, and mental health support. Isolation has affected this consumer population more heavily. We will also focus on advocacy for tenant rights as evictions may happen when the moratorium expires.

We are working in collaboration with Siouxland District Health, Siouxland Mental Health Care and Siouxland Community Health Center for testing, vaccination and mental health support.

We have worked with Legal Aid and the Sioux City Human Rights Commission, along with Section 8 and Housing to advocate for working with tenants with disabilities who need to remain in stable housing.

Item 6.2.2 - SPIL Consistency

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

These goals and action steps fulfill what is in our SPIL because it outlines that we should have access to healthcare and affordable accessible housing.

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.

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
Advocacy/Leadership Development	
General Overview	
Community/Grassroots Organizing	
Individual Empowerment	
Systems Advocacy	2
Legislative Process	
Applicable Laws	
General overview and promulgation of various disability laws	1
Americans with Disabilities Act	
Air-Carrier's Access Act	
Fair Housing Act	
Individuals with Disabilities Education Improvement Act	
Medicaid/Medicare/PAS/waivers/long-term care	
Rehabilitation Act of 1973, as amended	
Social Security Act	
Workforce Investment Act of 1998	
Ticket to Work and Work Incentives Improvement Act of 1999	
Government Performance Results Act of 1993	
Assistive Technologies	
General Overview	3
Data Collecting and Reporting	
General Overview	
704 Reports	
Performance Measures contained in 704 Report	
Dual Reporting Requirements	
Case Service Record Documentation	
Disability Awareness and Information	
Specific Issues	
Evaluation	

General Overview	
CIL Standards and Indicators	
Community Needs Assessment	
Consumer Satisfaction Surveys	
Focus Groups	
Outcome Measures	
Financial: Grant Management	
General Overview	
Federal Regulations	
Budgeting	
Fund Accounting	
Financial: Resource Development	
General Overview	
Diversification of Funding Base	
Fee-for-Service Approaches	
For Profit Subsidiaries	
Fund-Raising Events of Statewide Campaigns	
Grant Writing	
Independent Living Philosophy	
General Overview	
Innovative Programs	
Best Practices	
Specific Examples	
Management Information Systems	
Computer Skills	
Software	
Networking Strategies	
General Overview	
Electronic	
Among CILs & SILCs	
Community Partners	
Program Planning	
General Overview of Program Management and Staff Development	
CIL Executive Directorship Skills Building	
Conflict Management and Alternative Dispute Resolution	
First-Line CIL Supervisor Skills Building	
IL Skills Modules	
Peer Mentoring	
Program Design	

Time Management	
Team Building	
Outreach to Unserved/Underserved Populations	
General Overview	
Disability	
Minority	
Institutionalized Potential Consumers	
Rural	4
Urban	
SILC Roles/Relationship to CILs	
General Overview	
Development of State Plan for Independent Living	
Implementation (monitor & review) of SPIL	
Public Meetings	
Role and Responsibilities of Executive Board	
Role and Responsibilities of General Members	
Collaborations with In-State Stakeholders	
CIL Board of Directors	
General Overview	
Roles and Responsibilities	
Policy Development	
Recruiting/Increasing Involvement	
Volunteer Programs	
General Overview	5
Optional Areas and/or Comments (write-in)	

Item 8.2 - Additional Information

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

SECTION 9 - SIGNATURES

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

NAME AND TITLE OF CENTER DIRECTOR

PHONE NUMBER

SIGNATURE OF CENTER DIRECTOR

DATE

NAME AND TITLE OF CENTER BOARD CHAIRPERSON

PHONE NUMBER

SIGNATURE OF CENTER BOARD CHAIRPERSON