

Reporting Instrument

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

CIL Program Project Performance Report

Fiscal Year: 2020

Grant #: 2006IAILCL

Name of Center: Illinois Iowa Center for Independent Living

Acronym for Center (if applicable): IICIL

State: IA

Counties Served: Clinton (IA), Muscatine (IA), Scott (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	\$18743.00
Title VII, Ch. 1, Part C	\$117466.00
Title VII, Ch. 2	\$0.00
Other Federal Funds	\$17857.00
Subtotal - All Federal Funds	\$154066.00

Item 1.1.2 - Other Government Funds

State Government Funds	\$14409.00
Local Government Funds	\$0.00
Subtotal - State and Local Government Funds	\$14409.00

Item 1.1.3 - Private Resources

Foundations, Corporations, or Trust Grants	\$1900.00
Donations from Individuals	\$600.00
Membership Fees	\$32.00
Investment Income/Endowment	\$775.00
Fees for Service (program income, etc.)	\$500.00
Other resources (in-kind, fundraising, etc.)	\$30.00
Subtotal - Private Resources	\$3837.00

Item 1.1.4 - Total Income

Total income = (Item 1.1.1)+(Item 1.1.2)+(Item 1.1.3)	\$172312.00
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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	\$172312.00
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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.

We generated additional state and other funding of 18,246.00 to support consumer services.

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
10	10

Percentage of Board Members with Significant Disabilities	100.00%
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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	10	9	6
Other Staff	0	0	0
Total Number of Employees	10	9	6

Item 2.2.1 - Staff With Disabilities

Percentage of Staff Members with Significant Disabilities	90.00%
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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	139
(2) Enter the number of CSRs started since the start of the reporting period	19
(3) Add lines (1) and (2) to get the total number of consumers served	158

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	87
(2) Number of consumers with whom an ILP was developed	71
(3) Total number of consumers served during the reporting period	158

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	0
(2) Withdrawn	7
(3) Died	0
(4) Completed all goals set	27
(5) Other	0
(6) Add lines (1)+(2)+(3)+(4)+(5) to get total CSRs closed	34

Item 3.4 - Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	0

	# of Consumers
(2) Ages 5 - 19	4
(3) Ages 20 - 24	6
(4) Ages 25 - 59	85
(5) Age 60 and Older	63
(6) Age unavailable	0
Total number of consumers by age	158

Item 3.5 - Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	97
(2) Number of Males served	61
Total number of consumers by sex	158

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	0
(2) Asian	0
(3) Black or African American	9
(4) Native Hawaiian or Other Pacific Islander	0
(5) White	143
(6) Hispanic/Latino of any race or Hispanic/ Latino only	4
(7) Two or more races	1
(8) Race and ethnicity unknown	1
Total number of consumers served by race/ethnicity	158

Item 3.7 - Disability

Indicate the number of consumers in each category below.

	# of Consumers
(1) Cognitive	8
(2) Mental/Emotional	20
(3) Physical	10

	# of Consumers
(4) Hearing	7
(5) Vision	31
(6) Multiple Disabilities	81
(7) Other	1
Total number of consumers served by disability	158

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
Clinton, IA	95
Muscatine, IA	11
Scott, IA	52
Total number of consumers served by county	158

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	32	32
Assistive Technology	6	6
Children's Services	0	0
Communication Services	14	14
Counseling and related services	0	0
Family Services	1	1
Housing, Home Modification, and Shelter Services	9	9
IL Skills Training and Life Skills Training	8	8
Information and Referral Services	6184	6184
Mental Restoration Services	0	0
Mobility training	0	0
Peer Counseling Services	38	38
Personal Assistance Services	3	3
Physical Restoration Services	0	0
Preventive Services	0	0
Prostheses, Orthotics, and other appliances	0	0
Recreational Services	3	3
Rehabilitation Technology Services	0	0
Therapeutic Treatment	0	0
Transportation Services	1	1
Youth/Transition Services	3	3
Vocational Services	4	4
Other	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.

We provided over 6,184 information and referrals during this fiscal year. Many of the requests related to communication access in the provision of sign language interpreters and alternate formats such as Braille and audio description. Through local grants and fundraising we have been able to secure the latest technology and computer capabilities to make alternate formats possible.

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.

The majority (6) of the Independent Living and Community Advocates are persons with significant disabilities and they provide peer support and are role models for persons receiving services from the center.

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	99	96	3
Communication	2	2	0
Mobility/Transportation	6	4	2
Community-Based Living	10	8	2
Educational	3	3	0
Vocational	1	1	0
Self-Care	7	6	1
Information Access/Technology	11	11	0
Personal Resource Management	8	6	2
Relocation from a Nursing Home or Institution to Community-Based Living	1	1	0
Community/Social Participation	12	10	2
Other	0	0	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	6	5	1
(B) Health Care Services	7	7	0
(C) Assistive Technology	11	10	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 period.

We have (2) low vision support groups that we have organized for people who are blind or have vision loss. The groups meet monthly via Zoom and provide support to persons attending.

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 distributed over 250,000 masks to community organizations, schools, restaurants, and individuals in our service area. We partnered with the Illinois Department of Public Health to host a vaccination clinic for consumers and the community. The event was open to anyone wanting to receive a vaccination in Illinois or Iowa. The vaccine clinic was in conjunction with a scaled down version of our

ADA celebration. Approximately 100 people were in attendance. We published our newsletter bi-monthly (rather than quarterly) and included ways to stay safe and protect consumers and their families from contracting COVID. We also published "up to date" COVID numbers from our local health departments on our Facebook page and on our website. We began meeting with consumers at our office by appointment. When the consumer arrives, temperatures are taken, a COVID questionnaire is filled out and masks are required. The meetings happen in one room, that is disinfected after each encounter. During the beginning of the pandemic, each advocate was provided with a laptop and cell phone to continue to work with consumers. The equipment was purchased through funds from the CARES Act Funding.

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.

IICIL provides services on a cross disability basis. The individuals we served represented the following ethnicities: African American, Native American & Latino. They have a variety of disabilities including, blindness, cognitive, deaf, physical and multiple.

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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.

All materials and services at IICIL are available in alternate formats, Braille, disk, etc and available upon request. We also offer sign language interpreters/CART and Braille translation to the community for a fee and this service is used routinely by a number of community organizations.

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.

The center is fully accessible to all types of disabilities. Our programs and activities include physical, communications and technology access. Our physical location is accessible including common areas (restrooms, conference, individual office, and library and computer lab). We have accessible parking and electronic entrance for the public.

(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.

IICIL participated in a number of activities that promote the following access:

TRANSPORTATION

Staff members serve on various local and state transportation initiatives. They are members of Bi-State Regional Commission Transportation Committee. They seek ways to improve transportation on a local and statewide level, especially to unserved and underserved communities.

HEALTHCARE

IICIL collaborates with various local, state, and national healthcare initiatives and routinely participates and host events that advocates and educate consumers about various health initiatives as well as obtain consumer input on their needs so that information is available to decision makers.

ASSISSTIVE TECHNOLOGY

IICIL maintains a totally accessible library and computer lab that is available to any consumer desiring the use of the facilities. We have TTY and Videophone access to consumers and the community. We are a resource for amplified phones and low-tech devices that increases independent living for people with hearing loss, low vision and/or blind. We also host a resource fair for people with disabilities and give away low-tech devices to participants.

HOUSING

IICIL is a member of Quad Cities Housing Cluster that promotes affordable accessible housing. We partner and work with local housing authorities to increase affordable accessible housing in our service area. We hosted a local housing workshop and partnered with local agencies to provide several community public forums within our service area on how to improve accessible and affordable housing throughout the area.

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.

Consumers are informed on their rights and responsibilities when they express interest in the services provided by IICIL. They are told that they have the opportunity to establish a ILP or waiver this. This year of the 158 CSR's (87) signed waivers and (71) had ILP's.

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.

* IICIL has a sample CSR and checklist of all information that is required to be maintained and each file is reviewed periodically to ensure this is being done. We also have a CIL Manager database that require consumer and other data to be inputted on a monthly basis and reports can be accessed to determine the level of compliance.

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)
Attitudinal Barriers	Community Ed.	253	Disability Awareness training including etiquette and cultural aspects will be provided.	People with disabilities will gain access to the community through increased knowledge and understanding of disability issues by the general public
Attitudinal Barriers	Advocacy	78.5	Disability Awareness training including etiquette and cultural aspects will be provided.	People with disabilities will gain access to the community through increased knowledge and understanding of disability issues by the general public
Attitudinal Barriers	Technical Assistance	54.25	Disability Awareness training including etiquette and cultural aspects will be provided.	People with disabilities will gain access to the community through increased knowledge and understanding of disability issues by the general public

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
Communications	Publications	652	<p>Consumers have access to interpreters, CART, Braille and other communication</p> <p>Skilled sign language interpreters will be provided.</p> <p>CART - captioning at real time will be provided.</p> <p>Computer/Internet access</p> <p>Ongoing - Braille technology</p>	<p>People with disabilities will be able to fully participate in society by having access to interpreters, CART, Braille and other communications</p>
Communications	Registries	107.25	<p>Consumers have access to interpreters, CART, Braille and other communication</p> <p>Skilled sign language interpreters will be provided.</p> <p>CART - captioning at real time will be provided.</p> <p>Computer/Internet access</p> <p>Ongoing - Braille technology</p>	<p>People with disabilities will be able to fully participate in society by having access to interpreters, CART, Braille and other communications</p>
Communications	Technical Assistance	327	<p>Consumers have access to interpreters, CART, Braille and other communication</p> <p>Skilled sign language interpreters will be provided.</p> <p>CART - captioning at real time will be provided.</p> <p>Computer/Internet access</p> <p>Ongoing - Braille technology</p>	<p>People with disabilities will be able to fully participate in society by having access to interpreters, CART, Braille and other communications</p>
Health Care	Collaboration	280	<p>Participate in organizations and events that promote affordable accessible health care.</p>	<p>There will be a 10 % increase (2) in the number of people with disabilities and their families with access to health care information in counties.</p>

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
Health Care	Community Ed.	62	Participate in organizations and events that promote affordable accessible health care.	There will be a 10 % increase (2) in the number of people with disabilities and their families with access to health care information in counties.
Health Care	Publications	101	Participate in organizations and events that promote affordable accessible health care.	There will be a 10 % increase (2) in the number of people with disabilities and their families with access to health care information in counties.
Education	Outreach	65	Increase # (minorities, youth and seniors) served. Ongoing- Inform populations about CIL services by participating in their activities and events Participate in transition programs.	Increase # unrepresented and underrepresented populations (minorities, youth and seniors) served by the IICIL by 10% annually. We served 4 (youth), 55 (seniors) and 13 (minorities)
Education	Community Ed.	29	Increase # (minorities, youth and seniors) served. Ongoing- Inform populations about CIL services by participating in their activities and events Participate in transition programs.	Increase # unrepresented and underrepresented populations (minorities, youth and seniors) served by the IICIL by 10% annually. We served 4 (youth), 55 (seniors) and 13 (minorities)
Education	Publications	55	Increase # (minorities, youth and seniors) served. Ongoing- Inform populations about CIL services by participating in their activities and events Participate in transition programs.	Increase # unrepresented and underrepresented populations (minorities, youth and seniors) served by the IICIL by 10% annually. We served 4 (youth), 55 (seniors) and 13 (minorities)
Education	Collaboration	33.25	Increase # (minorities, youth and seniors) served. Ongoing- Inform populations about CIL services by participating in their activities and events Participate in transition programs.	Increase # unrepresented and underrepresented populations (minorities, youth and seniors) served by the IICIL by 10% annually. We served 4 (youth), 55 (seniors) and 13 (minorities)

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
Employment	Collaboration	78	Consumers will have the knowledge to obtain work. IICIL will list jobs Promote job fairs/other events Partner with local job programs Educate pwd's about their rights and responsibilities	People with disabilities will have the knowledge and skills to become gainfully employed
Employment	Community Ed.	52	Consumers will have the knowledge to obtain work. IICIL will list jobs Promote job fairs/other events Partner with local job programs Educate pwd's about their rights and responsibilities	People with disabilities will have the knowledge and skills to become gainfully employed
Employment	Technical Assistance	41	Consumers will have the knowledge to obtain work. IICIL will list jobs Promote job fairs/other events Partner with local job programs Educate pwd's about their rights and responsibilities	People with disabilities will have the knowledge and skills to become gainfully employed
Transportation	Collaboration	31.25	Participation on local and state transportation groups Advocate for transportation in rural communities	As a result of expanded routes 25% (3) more consumers will be able to access public transportation
Transportation	Community Ed.	49	Participation on local and state transportation groups Advocate for transportation in rural communities	As a result of expanded routes 25% (3) more consumers will be able to access public transportation
Transportation	Technical Assistance	27	Participation on local and state transportation groups Advocate for transportation in rural communities	As a result of expanded routes 25% (3) more consumers will be able to access public transportation

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
Assistive Technology	Community Ed.	20	Make presentations and host informational booths to increase knowledge.	There will be an additional 25 people with increased options of independent living through the use of assistive devices.
Assistive Technology	Technical Assistance	104	Make presentations and host informational booths to increase knowledge.	There will be an additional 25 people with increased options of independent living through the use of assistive devices.
Assistive Technology	Outreach	72	Make presentations and host informational booths to increase knowledge.	There will be an additional 25 people with increased options of independent living through the use of assistive devices.
Assistive Technology	Collaboration	33	Make presentations and host informational booths to increase knowledge.	There will be an additional 25 people with increased options of independent living through the use of assistive devices.
Assistive Technology	Resource Development	35	Make presentations and host informational booths to increase knowledge.	There will be an additional 25 people with increased options of independent living through the use of assistive devices.
Physical Barriers	Technical Assistance	56.25	<p>Consumers will have physical access to public and government programs.</p> <p>To participate with organizations that promote equal access</p> <p>Provide TA to improve community access</p>	People with disabilities will have physical access to public and government programs and services
Physical Barriers	Advocacy	129	<p>Consumers will have physical access to public and government programs.</p> <p>To participate with organizations that promote equal access</p> <p>Provide TA to improve community access</p>	People with disabilities will have physical access to public and government programs and services

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
Physical Barriers	Community Ed.	133	<p>Consumers will have physical access to public and government programs.</p> <p>To participate with organizations that promote equal access</p> <p>Provide TA to improve community access</p>	<p>People with disabilities will have physical access to public and government programs and services</p>
Housing	Publications	28	<p>Educate and advocate for housing on local, state and national levels.</p> <p>Educate and advocate about housing needs of people with disabilities.</p> <p>Participate in housing organizations that support affordable accessible housing.</p>	<p>People with disabilities will have greater access to accessible affordable housing</p>
Housing	Collaboration	95	<p>Educate and advocate for housing on local, state and national levels.</p> <p>Educate and advocate about housing needs of people with disabilities.</p> <p>Participate in housing organizations that support affordable accessible housing.</p>	<p>People with disabilities will have greater access to accessible affordable housing</p>
Housing	Technical Assistance	87	<p>Educate and advocate for housing on local, state and national levels.</p> <p>Educate and advocate about housing needs of people with disabilities.</p> <p>Participate in housing organizations that support affordable accessible housing.</p>	<p>People with disabilities will have greater access to accessible affordable housing</p>

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.

The IICIL has participated in over 322 various community activities involving employment, housing, systemic advocacy, peer support, transportation health care and assistive technology.

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.

Goal 2: Programs - Community Impact

PROMOTE EQUAL ACCESS AND FULL PARTICIPATION IN SOCIETY BY ALL PERSONS WITH DISABILITIES, THE UNSERVED AND UNDERSERVED POPULATIONS (INCLUDING MINORITIES) IN THE AREAS OF HOUSING, TRANSPORTATION, COMMUNITY ACCESSIBILITY, ASSISTIVE TECHNOLOGY, DISABILITY AWARENESS, EDUCATION; EMPLOYMENT, HEALTH CARE SERVICES AND ATTENDANT SERVICES.

Objective 1

We improved the accessibility of existing transportation systems within the IICIL service area by September 30, 2021

- * We provided technical assistance to transportation providers.
- * We increased consumer awareness of existing transportation options.
- * The IICIL staff were members of local and statewide transportation planning groups.

Objective 2

We improved community accessibility and provide technical assistance regarding compliance with local, state, and federal accessibility legislation by September 30, 2021

- * We increased physical and communications access to buildings.
- * We increased access to public services, including alternative formats, TTYS, assistive listening devices, closed captioning of TV programs, and movie theaters.
- * We promoted the professional development of interpreters in the Quad Cities area through the support of professional development workshops.
- * We provided Spanish language interpreting.
- * The IICIL staff updated and organized the Information and Referral Library increased accessibility.

Objective 3

We increased awareness about the abilities and rights of persons with disabilities by September 30, 2021

- * We educated consumers about their rights and appeal process.
- * We educated agencies, business, and the general public about their rights through programs, workshops, and presentations.
- * We maintained contact with public service groups, such as police and fire.
- * We promoted disability rights by monitoring legislation.

Objective 4

We improved and increased personal assistant services by September 30, 2021.

- * We increased the knowledge of independent living movement and philosophy with the PA training programs.

Objective 5

We advocated for and increased the availability of affordable, accessible integrated housing for persons with disabilities within the IICIL service area by September 30, 2021.

- * We increased housing options for people with disabilities.
- * We continued to coordinate with the Quad Cities Housing Cluster and the United Way Info Link to maintain information of accessible housing.
- * We maintained a directory of affordable housing in our service area.

Objective 6

We increased the level of understanding (quality and quantity) of employment options for persons with disabilities by September 30, 2021

- * We educated employers and personnel managers about disability rights.
- * We increased consumer awareness of job opportunities.
- * We assisted consumers when necessary to file employment discrimination complaints.
- * We actively participated with local BAC/DEN, job fairs, and other events to promote employment opportunities for people with disabilities.
- * We sponsored a number of employment job fairs and skills training.

Objective 7

IICIL staff insured the quality of all educational programs in their provision of services and to prepare students for college, employment, independent living, and other areas by September 30, 2021.

- * We increased the knowledge of students in special education about their rights and abilities by hosting IEP trainings throughout the year.
- * We participated in state and local parent-student advocacy groups.
- * We continue our involvement with the Transition Advisory Boards in Iowa.

Objective 8

IICIL staff educated consumers of the uses of assistive technology and resources available for their acquisition by September 30, 2021.

- * We provided information through our newsletter, information booths and Information and Referral library.
- * We partnered with Iowa Compass and Access Iowa and other providers to make available new technological advances or low-tech devices.

Objective 9

IICIL staff provided information and training on healthcare issues that impacted persons with disabilities by September 30, 2021.

- * We provided information through our newsletters, various publications.
- * We participated in community workshops and forums

Item 6.1.2 - Challenges

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

COVID has been a huge challenge for us as we to continue to provide services to consumers and for the consumers and our advocates to stay safe. We feel we have done a good job in continuing to provide services during this trying time. As always, funding in Iowa is an issue, but we continue to provide services to Iowa consumers.

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.

Due to a focus on Direct Individual Services, we experienced a slight decrease in our FY 21 Community Impact numbers (-4%). The increase was in Advocacy (+4%). The decrease was in Outreach (-3.49%) and Disability Awareness/ Education (-6.5%) directly related to events and trainings being canceled due to COVID.

	2020	2021	Percentage (+plus or -minus)
Community Impact			
Advocacy	896	1,110.50	+4%
Outreach/Other	563	399.25	-3.49%
Disability Awareness/Education	678.25	574.75	-6.5%
Total	2,137.25	2,084.50	-4%

*This reflects actual documented hours spent in provision of services

There was a decrease in this category (-5%) due to a small decrease in Information and Referral; however, there was an increase in Direct Individual Services, Advocacy and Peer Counseling. These numbers directly reflect the COVID pandemic and the inability of our staff to safely work with consumers. We fully expect these numbers to increase as we are able to get back to a more normal working environment. We have made changes to how we provide services, but those numbers are not reflected in this FY report.

	2020	2021	Percentage (+plus or -minus)
Direct Individual Services			
Information and Referral	7,867	6,184	-5%
Services (CSR) Individual	150	158	+19%
*Advocacy	16	32	+200%
*Skills Training	47	8	-82%
*Peer Counseling	23	38	+62%
Total	8,103	6,420	-5%

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.

Goal 2: Programs - Community Impact

PROMOTE EQUAL ACCESS AND FULL PARTICIPATION IN SOCIETY BY ALL PERSONS WITH DISABILITIES, THE UNSERVED AND UNDERSERVED POPULATIONS (INCLUDING MINORITIES) IN THE AREAS OF HOUSING, TRANSPORTATION, COMMUNITY ACCESSIBILITY, ASSISTIVE TECHNOLOGY, DISABILITY AWARENESS, EDUCATION; EMPLOYMENT, HEALTH CARE SERVICES AND ATTENDANT SERVICES.

Objective 1

To improve the accessibility of existing transportation systems within the IICIL service area by September 30, 2022

- * Provide technical assistance to transportation providers.
- * Increase consumer awareness of existing transportation options.
- * IICIL staff are members of local and statewide transportation planning groups.

Objective 2

To improve community accessibility and provide technical assistance regarding compliance with local, state, and federal accessibility legislation by September 30, 2022

- * Increase physical and communications access to buildings.
- * Increase access to public services, including alternative formats, TTYS, assistive listening devices, closed captioning of TV programs, and movie theaters.
- * Promote the professional development of interpreters in the Quad Cities area through the support of professional development workshops.
- * Provide Spanish language interpreting.
- * IICIL staff updates and organizes the Information and Referral Library increased accessibility.

Objective 3

Increase awareness about the abilities and rights of persons with disabilities by September 30, 2022

- * Educate consumers about their rights and appeal process.
- * Educate agencies, business, and the general public about their rights through programs, workshops, and presentations.
- * Maintain contact with public service groups, such as police and fire.
- * Promote disability rights by monitoring legislation.

Objective 4

To improve and increase personal assistant services by September 30, 2022.

- * Increase knowledge of independent living movement and philosophy with the PA training programs.

Objective 5

To increase the availability of affordable, accessible integrated housing for persons with disabilities within the IICIL service area by September 30, 2022.

- * Increase housing options for people with disabilities..
- * Continue to coordinate with the Quad Cities Housing Cluster and the United Way Info Link to maintain information of accessible housing.
- * Maintain a directory of affordable housing in our service area.

Objective 6

Increase the level of understanding (quality and quantity) of employment options for persons with disabilities by September 30, 2022

- * Educate employers and personnel managers.
- * Increase consumer awareness of job opportunities.
- * Assist consumers when necessary to file employment discrimination complaints.
- * Actively participate with local BAC/DEN, job fairs, and other events to promote employment opportunities.
- * Sponsor a number of employment job fairs and skills training.

Objective 7

IICIL will insure the quality of all educational programs in their provision of services and to prepare students for college, employment, independent living, and other areas by September 30, 2022.

- * Increase the knowledge of students in special education about their rights and abilities by hosting IEP training.

- * Participate in state and local parent-student advocacy groups.

- * Continue involvement with the Transition Advisory Boards in Iowa.

Objective 8

IICIL will educate consumers of the uses of assistive technology and resources available for their acquisition by September 30, 2022.

- * Provide information through our newsletter, information booths and Information and Referral library.

- * Partner with Iowa Compass and Access Iowa and other providers to make available new technological advances or low-tech devices.

- * Sponsor an Expo for seniors and pwd's.

Objective 9

IICIL will provide information and training on healthcare issues that impact persons with disabilities by September 30, 2022.

- * Provide information through our newsletters, various publications.

- * Participate in community workshops and forums.

Item 6.2.2 - SPIL Consistency

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

The IICIL works within the framework of the state plans to ensure that consumer services are provided in a way that consistent with the independent living philosophy and tenets of consumer control and choice.

Outreach to un-served and underserved populations.

We maintain records and information that document the services and programs.

The Iowa Statewide Independent Living Council (SILC) developed specific goals and objectives and assigned committees to address them and the IICIL staff participated on the committees with other centers for independent living and stakeholders around the state

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.

Community Transition

We continue to assist people in nursing homes that wish to obtain community housing. We conduct transition activities that included the following:

- * Outreach to nursing homes

- * Educate to consumers and families

Accommodation and Accessibility needs (ramp/home modifications, medical and low tech assistive devices, etc.)

We were a maintain a list of PA's to hand out to consumers when requested.

Youth Transition

We currently serve on the Executive Committee of the local Transition Planning Committee (TPC). We have helped plan several successful Transition events in the community. We also have information booths at Job Fairs and College events to provide information to disabled students looking to transition.

We established several peer support groups and are working with youth regarding employment, vocational issues, college exploration and a variety of other topics.

Holiday Carnival

Due to COVID, instead of hosting our Annual Holiday Carnival in person. We collaborated with local businesses to collect donations to pass out gift cards to the students from Mississippi Bend AEA. The cards were mailed to the students to ensure "no-contact".

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
Applicable Laws	
Americans with Disabilities Act	2
Data Collecting and Reporting	
General Overview	3
Evaluation	
Outcome Measures	7
Financial: Grant Management	
Federal Regulations	10
Financial: Resource Development	
Fee-for-Service Approaches	1
Independent Living Philosophy	
General Overview	4
Innovative Programs	
Best Practices	5
Management Information Systems	
Computer Skills	8
Networking Strategies	
Among CILs & SILCs	9
CIL Board of Directors	
General Overview	6

Item 8.2 - Additional Information

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

The IICIL moved to a state of the art, fully accessible facility in the Spring, 2014. This site is very visible and on a much travel street and we contribute our increase in Information and Referral request to this increased visibility. We have increased visits to our office inquiring about our services and programs on a daily basis.

SECTION 9 - SIGNATURES

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

Elizabeth Sherwin

NAME AND TITLE OF CENTER DIRECTOR

PHONE NUMBER

Elizabeth Sherwin - Signed Digitally

SIGNATURE OF CENTER DIRECTOR

11/30/2021

DATE

NAME AND TITLE OF CENTER BOARD CHAIRPERSON

PHONE NUMBER

SIGNATURE OF CENTER BOARD CHAIRPERSON

DATE