

Section 704 Annual Performance Report for Centers for Independent Living Program—Part II

(excerpts)

SubPart III—Individual Services and Achievements

Section 13, 725(c)(8)(C) of the Act; 34 CFR 366.50(i)(3) Government Performance Results Act (GPRA) Performance Measures

Subpart III features three related tables designed to measure how IL core services and other IL services help maximize the leadership, empowerment, independence, and productivity of individuals with disabilities, and the integration and full inclusion of individuals with disabilities into the mainstream of American society. Each table is described below.

Section A – Individual Services—Quantifies the IL services requested by, and provided to, consumers during the reporting year. These services can be considered as the independent living program’s outputs contributing to the consumers’ expected outcomes, that is, greater independence and community integration.

Section B - Independence and Community Integration—Quantifies the independent living program’s outcomes, expressed in terms of the diverse goals that consumers have achieved through the provision of IL services (outputs), including the four core services. Section B consists of two related tables:

Item 1 (Goals Related to Increased Independence in a Significant Life Area). This table tracks the number of consumers who achieved independence in at least one significant life area. The term *significant life area* (SLA) is a way to classify the multiplicity of possible consumer goals into a few categories representing the range of life achievements made possible through IL services. SLAs represent the varying ways in which diverse consumers with disabilities can realize their particular potential – ranging from competence in self-care to relocation from a nursing home/institution to fulfillment of educational and vocational aspirations.

Item 2 (Improved Access to Transportation, Health Care and Assistive Technology). The lack of access to essential opportunities such as transportation, appropriate health care services, or assistive technology may prevent an individual from achieving independence in one or more significant life areas. This table measures how the independent living program enables consumers to overcome barriers to their independence by helping them to access previously unavailable transportation, health care services, and assistive technology. These are certainly not the only barriers faced by individuals with disabilities. However, data provided in these areas will enhance RSA’s ability to document the impact of the independent living program on individuals in these areas.

Individuals with disabilities can overcome barriers to accessing transportation, health care services, or assistive technology through a combination of the IL services listed in the table under section A, including the four core services—information and referral services, independent living skills training, peer counseling, and individual advocacy. [Systems advocacy is addressed in subpart IV.] For example, a service provider may

facilitate a consumer's access to previously unavailable transportation through mobility training, assistive devices, prosthesis or personal attendant care assistance; or independent living skills training to help consumers avail themselves of existing community transportation services. Access to appropriate health care services may be enhanced through information and referral services, such as the provision of directories of local medical facilities with available interpreters or TDD phone numbers; individual advocacy efforts resulting in accessible ramps or examining tables at doctors' offices; peer counseling services to improve consumers' self-advocacy abilities; or the arrangement of assistive technology services for consumers to better communicate with their doctors. Access to assistive technology may be expanded through information and referral to public and private sector sources of funding or equipment, independent living skills training on the use of assistive technology, and peer counseling and individual advocacy to help consumers advocate for the services and equipment for which they are eligible.

Note: The term "assistive technology" (as defined in subpart III, section A) encompasses a broad range of independent living resources such as daily living, mobility, cognitive and communications aids as well as information technology.

The subpart III tables (section A, section B, item 1 and section B, item 2) are closely related. Transportation and assistive technology, for example, appear in each table. There are important differences, however, as the following examples illustrate:

- A consumer whose goal is *Mobility/Transportation* (section B, item 1) may receive *Transportation Services* such as information and referral to the community's para-transit system (section A). Yet it may be that the consumer cannot achieve the *Mobility/Transportation* goal until he or she gains the necessary confidence to utilize the para-transit system through IL skills training and peer counseling services. In this example, the *Mobility/Transportation* goal (section B, item 1) involves more than just *Transportation Services* (section A).
- A consumer whose goal is *Community-Based Living* (section B, item 1) may be impeded from reaching that goal because he/she lacks *Access to Transportation* (section B, item 2). Access to transportation is not the consumer's goal, but simply the means to the consumer's goal, community-based living.

Consumers may appear in more than one of the subpart III tables:

- In the first example, the successful consumer would appear in section A (under *Transportation Services, Peer Counseling and IL Skills Training*); in section B, item 1 (under the *Mobility/Transportation* goal); and in section B, item 2 (under *Access to Transportation*).
- In the second example, the consumer would also appear in the three tables, except that he/she would appear under the *Community-Based Living* goal instead of the *Mobility/Transportation* goal in section B, item 1.

Detailed instructions for completing subpart III follow below:

Section A—Individual Services

List the number of consumers requesting and the number of consumers receiving each of the following services during the reporting year, including the IL core services. The total of these numbers is not expected to equal the number of active CSRs during the reporting year, as a consumer may receive multiple services during the reporting year. Also, individuals who receive information and referral (I&R) services only may not have a CSR.

- A) Advocacy/Legal Services – Assistance and /or representation in obtaining access to benefits, services, and programs to which a consumer may be entitled.
- B) Assistive Technology – Any assistive technology device, that is, any item, piece of equipment or product system that is used to increase, maintain or improve functional capabilities of individuals with disabilities and any assistive technology service that assists an individual with a disability in the selection, acquisition or use of an assistive technology device.
- C) Children’s Services – The provision of specific IL services designed to serve individuals with significant disabilities under the age of 14.
- D) Communication Services – Services directed to enable consumers to better communicate, such as interpreter services, training in communication equipment use, Braille instruction, and reading services.
- E) Counseling and Related Services – These include information sharing, psychological services of a non-psychiatric, non-therapeutic nature, parent-to-parent services, and related services.
- F) Family Services – Services provided to the family members of an individual with a significant disability when necessary for improving the individual’s ability to live and function more independently, or ability to engage or continue in employment. Such services may include respite care. Record the service in the consumer’s CSR on behalf of whom services were provided to the family.
- G) Housing, Home Modifications, and Shelter Services – These services are related to securing housing or shelter, adaptive housing services (including appropriate accommodations to and modifications of any space used to serve, or occupied by individuals with significant disabilities).
 - Note: A CIL may not provide housing or shelter as an IL service on either a temporary or long term basis unless the housing or shelter is incidental to the overall operation of the CIL and is provided to any individual for a period not to exceed eight weeks during any six-month period.
- H) IL Skills Training and Life Skill Training Services – These may include instruction to develop independent living skills in areas such as personal care, coping, financial management, social skills, and household management. This may also include education and training necessary for living in the community and participating in community activities.
- I) Information and Referral Services – Identify all individuals who requested this type of assistance. This is the only service (other than services to family members) that may be provided to all individuals, whether or not the individual has a disability. Some entities

record this service using strokes on an answering pad without opening a CSR, others create a CSR or other such file for future contact and outreach.

- J) Mental Restoration Services – Psychiatric restoration services including maintenance on psychotropic medication, psychological services, and treatment management for substance abuse.
- K) Mobility Training Services – A variety of services involving assisting consumers to get around their homes and communities.
- L) Peer Counseling Services – Counseling, teaching, information sharing, and similar kinds of contact provided to consumers by other people with disabilities.
- M) Personal Assistance Services – These include, but are not limited to, assistance with personal bodily functions; communicative, household, mobility, work, emotional, cognitive, personal, and financial affairs; community participation; parenting; leisure; and other related needs.
- N) Physical Restoration Services – Restoration services including medical services, health maintenance, eyeglasses, and visual services.
- O) Preventive Services – Services intended to prevent additional disabilities, or to prevent an increase in the severity of an existing disability.
- P) Prostheses, Orthotics, and Other Appliances – Provision of, or assistance in obtaining through other sources, an adaptive device or appliance to substitute for one or more parts of the human body.
- Q) Recreational Services – Provision or identification of opportunities for the involvement of consumers in meaningful leisure time activities. These may include such things as participation in community affairs and other recreation activities that may be competitive, active, or quiet.
- R) Rehabilitation Technology Services – Provision of, or assistance to obtain through other sources, adaptive modifications, such as wheelchairs and lifts, which address the barriers confronted by individuals with significant disabilities with respect to education, rehabilitation, employment, transportation, IL and/or recreation.
- S) Therapeutic Treatment – Services provided by registered occupational, physical, recreational, hearing, language, or speech therapists.
- T) Transportation Services – Provision of, or arrangements for, transportation.
- U) Youth/Transition Services – Any service that develops skills specifically designed for youth with significant disabilities between the ages of 14 and 24 to promote self-awareness and esteem, develop advocacy and self-empowerment skills, and the exploration of career options, including the transition from school to post school activities such as postsecondary education, vocational training, employment, continuing and adult education, adult services, independent living, or community participation.
- V) Vocational Services – Any services designed to achieve or maintain employment.
- W) Other Services – Any IL services not listed above in A-V.

Section B—Increased Independence and Community Integration

Item 1 – Goals Related to Increased Independence in a Significant Life Area

Please complete the columns as follows:

- A) Self-Advocacy/Self-Empowerment – Goals involving improvement in a consumer’s ability to represent himself/herself with public and/or private entities, the ability to make key decisions involving himself/herself, or the ability to organize and manage his/her own activities to achieve desired objectives.
- B) Communication – Goals involving either improvement in a consumer’s ability to understand communication by others (receptive skills), and/or improvement in a consumer’s ability to share communication with others (expressive skills).
- C) Mobility/Transportation – Goals to improve a consumer’s access to her/his life space, environment, and community. This may occur by improving the consumer’s ability to move, travel, transport himself/herself, or use public transportation.
- D) Community-Based Living – Goals that provide for a change in living situations with increased autonomy for the consumer. This may involve a consumer’s goals related to obtaining/modifying an apartment or house. Community-based living arrangements may include apartments, privately owned housing, self-directed assisted living, or self-directed living with family/friends.
- E) Educational – Academic or training goals that are expected to improve the consumer’s knowledge or ability to perform certain skills that would expand his/her independence, productivity or income-generating potential.
- F) Vocational – Goals related to obtaining, maintaining, or advancing in employment.
- G) Self-Care – Goals to improve/maintain a consumer’s autonomy with respect to activities of daily living such as personal grooming and hygiene, meal preparation and nutrition, shopping, eating, and other aspects of personal health and safety.
- H) Information Access/Technology – Goals related to a consumer obtaining and/or using information necessary for the consumer’s independence and community integration. These may include use of a computer or other assistive technology, devices, or equipment, as well as developing information technology skills, such as using computer screen-reading software.
- I) Personal Resource Management – Goals related to a consumer learning to establish and maintain a personal/family budget, managing a checkbook, and/or obtaining knowledge of available direct and indirect resources related to income, housing, food, medical, and/or other benefits.
- J) Relocation from a Nursing Home or Institution – Goals related to relocation from nursing homes or other institutions to community-based living arrangements. This significant life area specifically pertains to consumers who live in a nursing home or institution, unlike the *Community-Based Living* life area, above, which includes any consumer regardless of his/her living situation prior to receiving IL services.

- K) Community/Social Participation – Goals related to full participation in the mainstream of American society, including the ability to participate in community events such as community fairs and government functions, attend worship services and access recreational activities and facilities.
- L) Other – IL goals not included in the above categories.

Item 2 – Improved Access to Transportation, Health Care Services and Assistive Technology

(A) Table:

Please complete the columns in the Access Table found at (A) as follows:

Column 1 (Consumers Requiring Access) – Indicate the number of CIL consumers – whether or not they originally requested the assistance – who required access to previously unavailable transportation, assistive technology or health care services in order to reach one or more of their IL goals listed in Item 1.

- The lack of transportation, health care services or assistive technology as barriers to independence may be identified by the consumer and/or by the service provider’s staff (serving as the consumer’s advisor).

Column 2 (Consumers Achieving Access) – Of the consumers counted in column 1, indicate the number who gained access to previously unavailable transportation, assistive technology or health care services as a result of the provision of IL services. Include all consumers whose access in these areas was facilitated through the IL services provided – whether or not such access had been the consumers’ originally stated goal.

Column 3 (Consumers Whose Access Is In Progress) – Indicate the number of consumers who, at the end of the reporting year, were in the process of attaining access to previously unavailable transportation, assistive technology or health care services through the provision of IL services.

- Any consumer counted in column 2 or 3 must also be counted in column 1. In the case of a consumer who achieves access as a result of I&R services, for example, that consumer should be counted under “consumers requiring access” (column 1) as well as under “consumers achieving access” (column 2).

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 services. In order to report these instances as successful outcomes, providers are not required to create CSRs for these consumers but must be able to document that follow-up contacts with these consumers showed access to previously unavailable transportation, health care and assistive technology.

(B) Information and Referral Information:

To inform RSA how many service providers engaged in I&R follow-up contacts regarding access to transportation, health care services or assistive technology, please respond to the corresponding question in the instrument.

Section C—Additional Information Concerning Individual Services or Achievements

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