

# **State Plan for Independent Living (SPIL) for Massachusetts for 2014-2016**

## **General Information**

Designated Agency Identification

State:Massachusetts

Agency:Massachusetts Rehabilitation Commission

Plan for:2014-2016

Submitted in fiscal year:2013

View grant [H169A130029](#) in the Grant Award screen.

# Part I: Assurances

## Section 1: Legal Basis and Certifications

1.1 The designated State unit (DSU) eligible to submit the State Plan for Independent Living (SPIL or the plan) and authorized under State law to perform the functions of the State under the State Independent Living Services (SILS) and Centers for Independent Living (CIL) programs.

### Massachusetts Rehabilitation Commission

1.2 The separate State agency eligible to submit the plan and authorized under State law to provide vocational rehabilitation (VR) services to individuals who are blind.

### Massachusetts Commission for the Blind

1.3 The Statewide Independent Living Council (SILC) that meets the requirements of section 705 of the Act and is authorized to perform the functions outlined in section 705(c) of the Act in the State.

### Massachusetts Statewide Independent Living Council

1.4 The DSU and, if applicable, the separate State agency authorized to provide VR services to individuals who are blind, and the SILC are authorized to jointly develop, sign and submit this SPIL on behalf of the State, and have adopted or otherwise formally approved the SPIL. Yes

1.5 The DSU, and, if applicable, the separate State agency authorized to provide VR services to individuals who are blind, may legally carry out each provision of the plan and will comply with all applicable Federal statutes and regulations in effect with respect to the three-year period it receives funding under the SPIL. Yes

1.6 The SPIL is the basis for State operation and administration of the program. All provisions of the SPIL are consistent with State law. Yes

1.7 The representative of the DSU and, if applicable, of the separate State agency authorized to provide VR services to individuals who are blind, who has the authority under State law to receive, hold, and disburse Federal funds made available under the SPIL and to submit the SPIL jointly with the SILC chairperson is Charles Carr, Commissioner and Janet LaBreck, Commissioner.

## Section 2: SPIL Development

2.1 The plan shall be reviewed and revised not less than once every three years, to ensure the existence of appropriate planning, financial support and coordination, and other assistance to appropriately address, on a statewide and comprehensive basis, the needs in the State for:

- The provision of State independent living services;

- The development and support of a statewide network of centers for independent living;
- Working relationships between programs providing independent living services and independent living centers, the vocational rehabilitation program established under title I, and other programs providing services for individuals with disabilities.

Yes

2.2 The DSU and SILC conduct public meetings to provide all segments of the public, including interested groups, organizations and individuals, an opportunity to comment on the State plan prior to its submission to the Commissioner and on any revisions to the approved State plan. Yes

2.3 The DSU and SILC establish and maintain a written description of procedures for conducting public meetings in accordance with the following requirements. The DSU and SILC shall provide:

- appropriate and sufficient notice of the public meetings;
- reasonable accommodation to individuals with disabilities who rely on alternative modes of communication in the conduct of the public meetings, including providing sign language interpreters and audio-loops; and
- public meeting notices, written material provided prior to or at the public meetings, and the approved State plan in accessible formats for individuals who rely on alternative modes of communication.

Yes

2.4 At the public meetings to develop the State plan, the DSU and SILC identify those provisions in the SPIL that are State-imposed requirements beyond what would be required to comply with the regulations in 34 CFR parts 364, 365, 366, and 367. Yes

2.5 The DSU will seek to incorporate into, and describe in, the State plan any new methods or approaches for the provision of IL services to older individuals who are blind that are developed under a project funded under chapter 2 of title VII of the Act and that the DSU determines to be effective. Yes

2.6 The DSU and SILC actively consult, as appropriate, in the development of the State plan with the director of the Client Assistance Program (CAP) authorized under section 112 of the Act. Yes

### Section 3: Independent Living Services

3.1 The State, directly or through grants or contracts, will provide IL services with Federal, State, or other funds. Yes

3.2 Independent living services shall be provided to individuals with significant disabilities in accordance with an independent living plan mutually agreed upon by an appropriate staff

member of the service provider and the individual, unless the individual signs a waiver stating that such a plan is unnecessary. Yes

3.3 All service providers will use formats that are accessible to notify individuals seeking or receiving IL services under chapter 1 of title VII about:

- the availability of the CAP authorized by section 112 of the Act;
- the purposes of the services provided under the CAP; and
- how to contact the CAP.

Yes

3.4 Participating service providers meet all applicable State licensure or certification requirements. Yes

#### Section 4: Eligibility

4.1 Any individual with a significant disability, as defined in 34 CFR 364.4(b), is eligible for IL services under the SILS and CIL programs authorized under chapter 1 of title VII of the Act. Any individual may seek information about IL services under these programs and request referral to other services and programs for individuals with significant disabilities, as appropriate. The determination of an individual's eligibility for IL services under the SILS and CIL programs meets the requirements of 34 CFR 364.51. Yes

4.2 Service providers apply eligibility requirements without regard to age, color, creed, gender, national origin, race, religion or type of significant disability of the individual applying for IL services. Yes

4.3 Service providers do not impose any State or local residence requirement that excludes any individual who is present in the State and who is otherwise eligible for IL services from receiving IL services. Yes

#### Section 5: Staffing Requirements

5.1 Service provider staff includes personnel who are specialists in the development and provision of IL services and in the development and support of centers. Yes

5.2 To the maximum extent feasible, a service provider makes available personnel able to communicate:

- with individuals with significant disabilities who rely on alternative modes of communication, such as manual communication, nonverbal communication, nonverbal communication devices, Braille or audio tapes, and who apply for or receive IL services under title VII of the Act; and
- in the native languages of individuals with significant disabilities whose English proficiency is limited and who apply for or receive IL services under title VII of the Act.

Yes

5.3 Service providers establish and maintain a program of staff development for all classes of positions involved in providing IL services and, if appropriate, in administering the CIL program. The staff development programs emphasize improving the skills of staff directly responsible for the provision of IL services, including knowledge of and practice in the IL philosophy. Yes

5.4 All recipients of financial assistance under parts B and C of chapter 1 of title VII of the Act will take affirmative action to employ and advance in employment qualified individuals with significant disabilities on the same terms and conditions required with respect to the employment of individuals with disabilities under section 503 of the Act. Yes

#### Section 6: Fiscal Control and Fund Accounting

6.1 All recipients of financial assistance under parts B and C of chapter 1 of title VII of the Act will comply with applicable EDGAR fiscal and accounting requirements and will adopt those fiscal control and fund accounting procedures as may be necessary to ensure the proper disbursement of and accounting for those funds. Yes

#### Section 7: Recordkeeping, Access and Reporting

7.1 In addition to complying with applicable EDGAR recordkeeping requirements, all recipients of financial assistance under parts B and C of chapter 1 of title VII of the Act will maintain records that fully disclose and document:

- the amount and disposition by the recipient of that financial assistance;
- The total cost of the project or undertaking in connection with which the financial assistance is given or used;
- the amount of that portion of the cost of the project or undertaking supplied by other sources;
- compliance with the requirements of chapter 1 of title VII of the Act and Part 364 of the regulations; and
- other information that the Commissioner determines to be appropriate to facilitate an effective audit.

Yes

7.2 With respect to the records that are required by 34 CFR 364.35, all recipients of financial assistance under parts B and C of chapter 1 of title VII of the Act will submit reports that the Commissioner determines to be appropriate. Yes

7.3 All recipients of financial assistance under parts B and C of chapter 1 of title VII of the Act will provide access to the Commissioner and the Comptroller General, or any of their duly authorized representatives, to the records listed in 34 CFR 364.37 for the purpose of conducting audits, examinations, and compliance reviews. Yes

## Section 8: Protection, Use and Release of Personal Information

8.1 Each service provider will adopt and implement policies and procedures to safeguard the confidentiality of all personal information, including photographs and lists of names in accordance with the requirements of 34 CFR 364.56(a)(1-6). Yes

## Section 9: Signatures

As the authorized signatories, we will sign, date and retain in the files of the state agency(ies) and the Statewide Independent Living Council the Part I: Assurances, 1-8, and the separate Certification of Lobbying forms ED-80-0013 (available in [MS Word](#) and [PDF](#) formats) for the state independent living program (Part B) and the centers for independent living program (Part C).

The effective date of this SPIL is October 1, 2013.

### Section 9: Signature for SILC Chairperson

Name Janet Shaw

Title SILC Chairperson

Signed? Yes

Date signed 06/18/2013

### Section 9: Signature for DSU Director

Name Charles Carr

Title Commissioner

Signed? Yes

Date signed 06/18/2013

### Section 9: Signature for Separate State Agency for Individuals Who Are Blind

Is there a Separate State Agency for Individuals Who Are Blind? Yes

Name Janet LaBreck

Title Commissioner

Signed? Yes

Date signed 06/18/2013

## **Part II: Narrative: Section 1 - Goals, Objectives and Activities**

### Section 1: Goals, Objectives and Activities 1.1 Goals and Mission

Describe the overall goals and mission of the State's IL programs and services. The SPIL must address the goals and mission of both the SILS and the CIL programs, including those of the State agency for individuals who are blind as they relate to the parts of the SPIL administered by that agency.

Goal Name:Guide and support individuals in their transition from institutions to community

Goal Description:

This goal is at the heart of the Supreme Court's Olmstead Decision and is the core focus of the plan. CILs will work to identify institutionalized individuals who want to move back home or to other community settings. CILs will also develop and provide services to assist in these transitions.

Goal Name:Access to community-based long-term supports will increase

Goal Description:

The SILC, CILs, DSU's & Community Partners will collaborate to expand access to case management, behavioral health, caregiver supports, assistive technology, accessible transportation, and other services for elders and persons with disabilities. This includes expanding access to transition services for adolescents with disabilities who are leaving the education system and becoming adults as well as transitional services and supports for those who chose to leave or avoid institutional settings for independent community living.

Goal Name:Persons with disabilities are informed

Goal Description:

A core principle of the Olmstead Plan is choice. In an effort to promote choice, the SILC and its partners ? in state government and within the community ? will develop strategies to further emphasize consumer empowerment, control, and decision-making. These efforts will include seeking improvements in current regulatory and administrative practices.

Goal Name:Access to affordable and accessible housing is expanded

Goal Description:



Availability of affordable and accessible housing is essential to a system that successfully supports elders and people with disabilities that wish to remain in the community or move to the community from a nursing home or other institutional setting. The SILC and its partners in government and in community agencies will develop strategies for increasing and expanding the housing stock that is affordable and accessible.

Goal Name: Promote leadership development of youth with disabilities

Goal Description:

The SILC is dedicated to building community through supporting youth with disabilities in reaching their full potential. The SILC and its partners in government and in the community will develop strategies for increasing the number of leadership skill-building opportunities available to youth with disabilities.

Goal Name: Enhance the ability of the CILs to assist people with disabilities to meet their

Goal Description:

Full goal name: "Enhance the ability of the CILs to assist people with disabilities to meet their employment-related goals"

The SILC will collaborate with MRC, MCB and the CILs to enhance the ability of the CILs to help people with disabilities develop pre-vocational skills and identify employment or internship opportunities.

Goal Name: Identify future needs for expansion of IL Services and the Network of Centers in

Goal Description:

Full goal name: "Identify future needs for expansion of IL Services and the Network of Centers in Massachusetts"

Through the engagement of its government and community partners, the SILC, MRC and partners will measure the effectiveness of its existing network of centers. Based on these findings, the SILC, MRC and their partners will identify areas in need of Technical Assistance and additional IL services.

1.2 Objectives

1.2A. Specify the objectives to be achieved and the time frame for achieving them.

Goal(s) from	Objective to be achieved	Time	Time
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Section 1.1		frame start date	frame end date
Guide and support individuals in their transition from institutions to community	<p>Goal 1 Objective 1</p> <p>Establish and maintain a new facet of the SILC website "Independent Living Information Clearinghouse", to assist interested parties in the transition process</p> <p>a. A task will be added to the SILC Coordinators duties to gather information from its Government Partners, CIL's, National Affiliations, and other sources.</p> <p>b. Information gathered will be added to the SILC web page by the end of year 1 of the SPIL.</p> <p>c. An evaluation of all materials and links will be conducted annually.</p> <p>d. The clearinghouse will be updated and maintained throughout the entire SPIL.</p>	10/01/2013	09/30/2016
Guide and support individuals in their transition from institutions to community	<p>Goal 1 Objective 2</p> <p>Continue to support the activities of the CILs in using available resources to assist people with disabilities to transition into the community</p>	10/01/2013	09/30/2016
Access to community-based long-term supports will increase	<p>Goal 2 Objective 1</p> <p>The SILC will develop a variety of activities to expand access to community based long term supports during the time of this SPIL.</p> <p>a. MRC, MCB, CIL's, and their Community Partners will coordinate communication between state government entities and the disability community on opportunities for</p>	10/01/2013	09/30/2016

	<p>participation in state policy development to change policies for community based supports which are barriers to access and include:</p> <p>i. Access and leverage supports in various waivers, initiative, and pilots (including, but not limited to): Acquired Brain Injury, Money Follows the Person, and the OneCare Demonstration</p> <p>ii. Expand transportation opportunities, while maintaining existing opportunities and allowing access to elder transportation services to all persons with disabilities in the Commonwealth.</p> <p>iii. Increase and maintain funding for MassAccess Housing Registry and the Massachusetts Network of Information Providers (New England INDEX)</p>		
Persons with disabilities are informed	<p>Goal 3 Objective 1</p> <p>Improve the capacity and quality of community-based long-term supports, by ensuring people with disabilities have a formal, active role in future planning.</p> <p>a. MRC will inform the SILC Coordinator of opportunities to participate in planning or developing long term support programs or policies.</p> <p>b. SILC Coordinator will update SILC website to become an information clearinghouse on opportunities for involvement in program or policy development.</p>	10/01/2013	09/30/2016
Access to affordable and accessible housing is expanded	<p>Goal 4 Objective 1</p> <p>MRC, CILs, and its community partners will facilitate communication</p>	10/01/2013	09/30/2016

	<p>between state government entities and the disability community on opportunities for participation in state policy development.</p>		
<p>Access to affordable and accessible housing is expanded</p>	<p>Goal 4 Objective 2</p> <p>Increase stock of affordable, accessible, available housing throughout the Commonwealth.</p> <p>a. By 9/30/16 Should the opportunity arise, MRC will assist the Dept. of Housing and Community Development to apply for additional federal housing vouchers targeted for individuals seeking to transition to the community from nursing facilities.</p> <p>b. By 9/30/2014 MRC will collaborate on at least two information sessions with the Dept. of Housing and Community Development, to encourage private and non-profit real estate developers to make use of Community Based Housing funds, tax credits, and other available funding sources to develop additional accessible, affordable housing units.</p> <p>c. By 9/30/2014 MRC's Housing Coordinator will be available to all CIL staff for training, technical assistance, and information sharing on an ongoing basis about MRC and other state agency housing initiatives on the needs, issues or planned initiatives at the local level. Information shared between these parties will inform the policy work of MRC, and the systems advocacy work of the CILs.</p> <p>d. By 9/30/2014 the SILC, CIL's, and MRC will host a discussion with state regulatory agencies, in an effort to advocate for an increase in the stock of affordable housing within the</p>	<p>10/01/2013</p>	<p>09/30/2016</p>

	<p>Commonwealth.</p> <p>e. By 9/30/2015 the SILC, CILs and other community partners will work with EOHHS, the Department of Housing and Community Development, and CHAPA to develop a CHAPA sub-committee regarding housing for people with disabilities to further the implementation of housing policies that will increase the overall number of affordable and accessible housing in Massachusetts.</p>		
<p>Access to affordable and accessible housing is expanded</p>	<p>Goal 4 Objective 3</p> <p>Continue to ensure that Community Based Housing, Home Modification Loan Program, and Housing Registry are funded.</p> <p>a. Each year the CILs, and partner community agencies (such as CHAPA) will monitor the state budget process through completion to ensure that funding for the MassAccess Housing Registry is included in the final state budget. The Community Based Housing program and Home Modification Loan Program are funded by the issuance of Housing Bonds, up to an existing limit. SPIL partners will work to ensure that each year's authorized bond capitalization level is adequate to meet the need. SPIL partners will also work to educate legislators and administrative entities to ensure appropriate funding levels and legislative support for the Bond bill when reauthorization is needed. Materials will be provided to educate legislators and could include fact sheets with up to date information from current 704 reports, information from current Consumer Satisfaction Surveys, and contact information for CIL's and their partners in the community.</p>	<p>10/01/2013</p>	<p>09/30/2014</p>

	<p>b. By 9/30/14 MRC will organize and host at least three housing workshops, in conjunction with CILs, to teach consumers, IL staff and others about the Community Based Housing program, Home Modification Loan program, Housing Registry and other programs which support the availability of affordable, accessible housing.</p>		
<p>Access to affordable and accessible housing is expanded</p>	<p>Goal 4 Objective 4</p> <p>Ensure that CIL staff and other advocates are familiar with housing search and/or development resources.</p> <p>a. By 9/30/2015 the SILC, will develop an links to an on-line housing resource site (incorporated into the Independent Living Information Clearinghouse), with information on how to find housing, application tips, eligibility, tenant selection priorities, Home Modification Loan program and other resources as identified by the partners, possibly utilizing the Mass Access Housing Registry website.</p> <p>b. The SILC will ensure that training on housing options is a regular component of the statewide IL Conference.</p>	<p>10/01/2013</p>	<p>09/30/2015</p>
<p>Promote leadership development of youth with disabilities</p>	<p>Goal 5 Objective 1</p> <p>The SILC, MRC, MCB, and CILs will work with other community partners to enhance opportunities for the development of leadership skills among youth with disabilities.</p> <p>a. CILs will participate in and encourage youth to take part in the Youth Leadership Forum, Youth Leadership Network, and MCB's Youth Internship program</p>	<p>10/01/2013</p>	<p>09/30/2016</p>

<p>Enhance the ability of the CILs to assist people with disabilities to meet their</p>	<p>Goal 6 Objective 1</p> <p>Enhance the ability of the CILs to work in collaboration with MRC and MCB VR to assist people with disabilities to meet their employment-related goals.</p> <p>a. Establish a ?VR-IL workgroup? that includes SILC, CILs, MRC, and MCB to identify ways to enhance collaboration between the CILs and their local VR Area Offices.</p> <p>b. The VR-IL work group will explore appropriate and feasible roles for CILs as well as best practices to build pre-vocational or employment-related independent living skills of job seekers with disabilities, including youth.</p> <p>c. The VR-IL work group will increase familiarity of CIL staff with internship, on-the-job-experience and other training opportunities available to MRC and MCB VR consumers, college and high school students, etc., and share this information with CIL staff and consumers.</p> <p>d. The SILC, CILs and MRC will review the funding needed for the VR-IL contracts or other mechanisms to allow the CILs to meet the pre-vocational or employment-related independent living needs of people with disabilities. MRC will seek long-term sources of funding to support these efforts.</p>	<p>10/01/2013</p>	<p>09/30/2016</p>
<p>Enhance the ability of the CILs to assist people with disabilities to meet their</p>	<p>Goal 6 Objective 2</p> <p>Increase the quality and number of applicants who are persons with disabilities for hire and promotion into positions at CILs</p> <p>a. Promote careers within the IL movement to disabled student centers</p>	<p>10/01/2013</p>	<p>09/30/2016</p>

	<p>at local colleges and universities.</p> <p>b. Research the feasibility of and need for a structured curriculum to train persons with disabilities for all positions within CILs on the history, philosophy, and core concepts of Independent Living.</p> <p>c. Identify marketing avenues and develop marketing materials to attract applicants for positions at CILs.</p>		
Identify future needs for expansion of IL Services and the Network of Centers in	<p>Goal 7 Objective 1</p> <p>Develop a comprehensive plan to determine success of the existing network of eleven CILs in Massachusetts. This plan will include:</p> <p>a. Develop a task force which will be responsible for development of a plan with recommendations and presenting it to the SILC, DSUs, partners in government and community.</p> <p>i. Analyze 704 reports and demographic data from 2010 Census, as they relate to geographic areas and number of consumers served by each CIL by 9/30/2014.</p> <p>ii. Illustrate number of consumers served versus number of potential consumers not currently receiving IL services in a given service area of a CIL.</p>	10/01/2013	09/30/2014
Identify future needs for expansion of IL Services and the Network of Centers in	<p>Goal 7 Objective 2</p> <p>By 9/30/2014 the SILC, the CILs and MRC will collaborate to develop a system of performance-based outcomes and measurements to evaluate effectiveness of CILs and services.</p> <p>a. By 12/31/2013 develop</p>	10/01/2013	09/30/2014



	<p>implementation plan</p> <p>b. By 6/30/14 the SILC will review whether to replace existing Consumer Satisfaction Survey with a new process</p>		
Identify future needs for expansion of IL Services and the Network of Centers in	<p>Goal 7 Objective 3</p> <p>Provide Technical Assistance to CILs in the analysis and comparison of their service demographic information with available community demographic data.</p> <p>a. Identify the top three areas of Technical Assistance reported by the CILs in their 704 reports. Based on the availability of funding, develop trainings for CILs on these areas.</p>	10/01/2013	09/30/2016
	<p>Mission Statement</p> <p>The joint mission of the Massachusetts Rehabilitation Commission, the Mass. Commission for the Blind and the Statewide Independent Living Council through the implementation of this SPIL is to promote the equality, empowerment, and productive independence of individuals with disabilities. In particular, the goals and objectives established in this Plan are designed to support the ability of individuals with disabilities to remain in their homes, enhancing their capacity for independent living and community integration.</p> <p>Implementation of the SPIL is also designed to improve the ability of the Independent Living program and the Centers for Independent Living to achieve these goals.</p>	10/01/2013	09/30/2016

## 1.2 Objectives

1.2B Describe the steps planned regarding outreach to populations in the State that are unserved or underserved by programs under title VII, including minority groups and urban and rural populations.

- Identify the populations to be designated for targeted outreach efforts

The SILC has determined that the entire Commonwealth of Massachusetts is underserved by Centers for Independent Living. Although CILs are serving more persons with disabilities as noted above it is just the tip of the IL service need. Most CILs at anytime have waiting lists for IL services. The demand is much greater than current funding can support. (As noted in goal titled Identify future needs for expansion of IL Services and the Network of Centers in Massachusetts.)

- Identify the geographic areas (i.e., communities) in which the targeted populations reside

The areas of the Commonwealth identified as most underserved are those to the northwest & southeast of metropolitan Boston. This area is currently served by the Boston Center for Independent Living Inc. Although BCIL does a wonderful job, it is impossible for one center to serve such a large population base adequately without additional resources.

- Describe how the needs of individuals with significant disabilities from minority group backgrounds will be addressed

The 11 Centers for Independent Living will continue to strengthen their outreach efforts to provide additional services to minority groups identified within their service areas.

### 1.3 Financial Plan

Describe in sections 1.3A and 1.3B, below, the financial plan for the use of Federal and non-Federal funds to meet the SPIL objectives.

#### 1.3A Financial Plan Tables

Complete the financial plan tables covering years 1, 2 and 3 of this SPIL. For each funding source, provide estimated dollar amounts anticipated for the applicable uses. The financial plan table should include only those funding sources and amounts that are intended to support one or more of the objectives identified in section 1.2 of the SPIL. To the extent possible, the tables and narratives must reflect the applicable financial information from centers for independent living. Refer to the SPIL Instructions for additional information about completing the financial tables and narratives.

Year 1 - 2014 Approximate funding amounts and uses

Sources	SILC resource	IL services	General CIL operations	Other SPIL activities
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	<b>plan</b>			
Title VII Funds				
Title VII Funds Chapter 1, Part B	53213	142702	60000	14000
Title VII Funds Chapter 1, Part C			1288889	
Title VII Funds Chapter 2, OIB (only those provided by the OIB grantee to further a SPIL objective)		656008		
Other Federal funds - Sec. 101(a)(18) of the Act (Innovation and Expansion)	19500			
Other Federal funds - other	65000			
Non-Federal funds - State funds	18018		4487557	
Non-Federal funds - Other				
<b>Total</b>	<b>155731</b>	<b>798710</b>	<b>5836446</b>	<b>14000</b>

**Year 2 - 2015** Approximate funding amounts and uses

<b>Sources</b>	<b>SILC resource plan</b>	<b>IL services</b>	<b>General CIL operations</b>	<b>Other SPIL activities</b>
Title VII Funds				
Title VII Funds Chapter 1, Part B	53213	142702	60000	14000
Title VII Funds Chapter 1, Part C			1288889	
Title VII Funds Chapter 2, OIB (only those provided by the OIB grantee to further a SPIL objective)		656008		
Other Federal funds - Sec. 101(a)(18) of the Act (Innovation and Expansion)	19500			
Other Federal funds - other	65000			
Non-Federal funds - State funds	18018		4487557	
Non-Federal funds - Other				

Total	155731	798710	5836446	14000
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Year 3 - 2016 Approximate funding amounts and uses

Sources	SILC resource plan	IL services	General CIL operations	Other SPIL activities
Title VII Funds				
Title VII Funds Chapter 1, Part B	53213	142702	60000	14000
Title VII Funds Chapter 1, Part C			1288889	
Title VII Funds Chapter 2, OIB (only those provided by the OIB grantee to further a SPIL objective)		656008		
Other Federal funds - Sec. 101(a)(18) of the Act (Innovation and Expansion)	19500			
Other Federal funds - other	65000			
Non-Federal funds - State funds	18018			
Non-Federal funds - Other				
Total	155731	798710	1348889	14000

**1.3B Financial Plan Narratives**

1.3B(1) Specify how the part B, part C and chapter 2 (Older Blind) funds, if applicable, will further the SPIL objectives.

MRC utilizes Part B funds to support operations of the SILC and for direct funding of services to consumers at all 11 CILs in the network and DEAF, Inc. DEAF, Inc (Developmental Evaluation and Adjustment Facilities, Incorporated) is a multi-service agency run by and for people who are Deaf, DeafBlind, Hard of Hearing or Late-Deafened. DEAF, Inc. provides Independent Living and related services that are linguistically and culturally accessible for Deaf, Hard of Hearing, DeafBlind and Late-Deafened individuals, with the goal of encouraging and empowering Deaf, Hard of Hearing, DeafBlind and Late-Deafened individuals to lead independent and productive lives.

MCB utilizes Part B funds for its direct services program to provide independent living services to those legally blind persons with the most significant secondary disabilities. The priority for MCB Part B is service provision that will enable

people to remain in their homes, enhancing capacity for independent living and community integration.

The Massachusetts Commission for the Blind's IL objectives will be accomplished with resources available under Title VII, Part B. The Commission anticipates that its share of these resources will total approximately \$51,785. It is projected that these federal resources will be applied annually to support and further the individual independent living goals of legally blind consumers who, due to very significant secondary disabilities, require low-cost housing modification (such as a portable ramp) or medical equipment, or other independent living support services that are essential for them to achieve any degree of independent living and community integration. In addition, the Massachusetts Commission for the Blind will support the appropriate annual activities of the Statewide Independent Living Council by allocating \$19,500 of its Section 110 Vocational Rehabilitation grant to that purpose. As in the past, the Commission for the Blind will not devote any of its very limited Part B resources to MCB administrative or personnel purposes.

It is anticipated that these activities will be budgeted for each year as follows:

? \$19,500.00 (Vocational Rehabilitation funds) for on-going support of the SILC via an inter-agency service agreement

? \$41,785.00 for blind IL consumers who present with relatively modest home adaptation needs; these home modifications will be limited to those that are essential to enable the consumer to live in the community and to prevent institutionalization. Consumers with other or more extensive home modification needs will be referred to the Commonwealth's low-interest home loan program for an affordable alternative to Part B funding.

? \$10,000.00 for blind IL consumers in need of medical equipment or medical equipment repair; these medical equipment services will be limited to those that are essential to enable the consumer to live in the community and to prevent institutionalization.

MCB uses Section 110 funds to support operations of the SILC, Part B funds to support delivery of services to legally blind persons with the most significant secondary disabilities, and Chapter 2 funds to support operations and administration for the provision of services to the older blind community?.

All Title VII part B, part C, and chapter 2 funds used will support SPIL objectives.

1.3B(2) Describe efforts to coordinate Federal and State funding for centers and IL services, including the amounts, sources and purposes of the funding to be coordinated.

Massachusetts? current 11 independent living centers serve all counties of the Commonwealth. Many areas though go underserved without established CIL presences in the local area. Centers are currently funded using a combination of Federal Part B and C dollars and state funds. We will also work to educate legislators of the need for additional funding to address future expansion of the network and to addresses identified unmet needs of consumers.

1.3B(3) Describe any in-kind resources including plant, equipment or services to be provided in support of the SILC resource plan, IL services, general CIL operations and/or other SPIL objectives.

Both DSUs maintain a program of on-site staff development, as well as sponsorship of off-site development for DSU staff and staff of CILs. The SILC, CILs, DSUs and government partners work together regularly on opportunities where cross training is valuable for the entire disability community. In addition, state-funded MRC staff are involved in the on-site compliance reviews which are conducted to determine CIL compliance with section 725 of the Act. MRC also

1.3B(4) Provide any additional information about the financial plan, as appropriate.

N/A

1.4 Compatibility with Chapter 1 of Title VII and the CIL Work Plans

1.4A Describe how the SPIL objectives are consistent with and further the purpose of chapter 1 of title VII of the Act as stated in section 701 of the Act and 34 CFR 364.2.

This SPIL reflects the State?s commitment to carry out an IL plan under Chapter 1 of Title VII of the Rehabilitation Act of 1973, as amended (Chapter 1), and also the State?s planning and implementation activities related to the plan.

1.4B Describe how, in developing the SPIL objectives, the DSU and the SILC considered and incorporated, where appropriate, the priorities and objectives established by centers for independent living under section 725(c)(4) of the Act.

In developing objectives for the SPIL, the centers of the Commonwealth were involved throughout the entire process. The SPIL committee met with the directors of the eleven centers prior to the beginning of public hearings on the SPIL to answer any question or concerns. During the public hearing and comment period, virtually all of the centers in the commonwealth were included and given the opportunity to provide input into the development of the SPIL. Several people included in the workgroup developing the SPIL itself were either directors or senior management staff of centers.

1.5 Cooperation, Coordination, and Working Relationships Among Various Entities

Describe the steps that will be taken to maximize the cooperation, coordination and working relationships among the SILS program, the SILC, and centers; the DSU, other State agencies represented on the SILC and other councils that address the needs of specific disability populations and issues; and other public and private entities determined to be appropriate by the SILC.

The description must identify the entities with which the DSU and the SILC will cooperate and coordinate.

The council includes ex-officio seats for the DSU ? Massachusetts Rehabilitation Commission ? as well as the Massachusetts Commission for the Blind, Department of Developmental Disabilities Services, Massachusetts? Office on Disability, Massachusetts Department of Mental Health, the Massachusetts Developmental Disabilities Council, and the Massachusetts Department of Public Health.

A member of the Council is appointed on the State Rehab Councils for both the Rehabilitation Commission and the Commission for the Blind. The SILC is regularly invited to participate in the works of the Massachusetts Office on Disability, the DD Council and with other disability related organizations in the state.

The SILC & State Rehab Councils regularly co-support education events at the State House working together as equal partners to educate legislators and on many other projects throughout the year.

Each year the SILC supports the State?s annual ADA Day celebration working with the State Department of Conservation & Recreation, all eleven Independent Living Centers, and various community organizations such as the American Association of People with Disabilities, Institute for Human Centered Design, Disability Law Center, New England PVA, SEIU 1199 and others.

Through this collaboration, the SILC continues to reach out to un-served and underserved populations throughout the Commonwealth seeking input, developing relationships, and identifying individuals to serve as SILC members.

## 1.6 Coordination of Services

Describe how IL services funded under chapter 1 of title VII of the Act will be coordinated with and complement other services to avoid unnecessary duplication with other Federal, State, and local programs, including the OIB program authorized by chapter 2 of title VII of the Act, that provide IL- or VR-related services.

The SILC is purposefully comprised of a large number of ex-officio?s, who represent a large number of disability oriented agencies across the state. These agencies include: Massachusetts Rehabilitation Commission, the Massachusetts Commission for the Blind, Department of Developmental Disabilities Services,

Massachusetts Office on Disability, Massachusetts Department of Mental Health, Massachusetts Developmental Disabilities Council, and the Massachusetts Department of Public Health. The SILC, DSUs and other partners in government will work to coordinate services and avoid unnecessary duplication, maintaining clear, open communication throughout the period of this SPIL. Both MRC and MCB will continue to provide a staff member to attend quarterly SILC meetings, serve on SILC committees, and participate in CIL reviews.

In compliance with the Statewide Independent Living Council (SILC) Bylaws, both the Massachusetts Commission for the Blind and the Massachusetts Rehabilitation Commission have a non-voting representative on the SILC in order to have an active voice in the SILC & coordination of IL services and to avoid duplication of services.

MCB and the MCB BRIDGE Program (Blind Reintegration for Independence, Development and Growth for Elders) will strengthen linkages with the SILC and CILs in order to share information about its program and services.

The DSU and the CILs also coordinate services with the following programs: Special Education TAP Grants with BCIL, CLW, NILP, CORD, Stavros, SCIL; MRC provides transition to adult services:

#### Vocational Education

VR IL contract MRC VR and each of the CILs, except MILCB, for pre-vocational services for current MRC VR consumers.

#### Developmental Disabilities Services

Some of the CILs are involved with developmental disabilities services through their participation in their local ADRC and MRC is involved with the statewide coordination of ADRCs.

#### Public Health

Some of the CILs are involved with public health services through their participation in their local ADRC and MRC is involved with the statewide coordination of ADRCs.

#### Mental Health

Two CILs have a Recovery Learning Community, funded by the Department of Mental Health; another CIL has a drop-in program also funded by the Department of Mental Health;

#### Housing



Many CILs are working with local housing authorities, as well as the Community Based housing initiative and the Citizens Housing and Planning Association on housing policy and development; Some CILs have been working with MRC on mobilizing local housing authorities with Department of Housing and Community Development on the new NOFA from HUD to increase subsidized housing. MRC funds and with CILs collaboration work with the statewide web based Housing Registry

#### Transportation

One CIL within their ADRC has a major task force on Transportation, with the mission of all residents of the North Shore will be able to travel where they want, when they want and is working on multiple new transportation service projects.

#### Veterans? Services

Some of the CILs are involved with veterans consumer directed services through their participation in their local ADRC and MRC is involved with the statewide coordination of ADRCs.

#### Programs under XVIII - XX of the Social Security Act

All CILs consistently work with the DSUs and other state agencies to insure that the consumer directed PCA program, the first in the country, is reflective of independent living philosophy as well as is sufficiently available to CIL consumers. Many CILs provide Medicaid funded consumer directed Personal Care Assistance programs. MRC provides to MCB consumers as well as to CIL consumers Benefits Planning assistance. Some CILs have had staff trained in SHINE skills and another CILs use through their ADRC the existing SHINE services.

### 1.7 Independent Living Services for Individuals who are Older Blind

Describe how the DSU seeks to incorporate into, and describe in, the State plan any new methods or approaches for the provision of IL services to older individuals who are blind that are developed under the Older Individuals who are Blind program and that the DSU determines to be effective.

The Massachusetts Commission for the Blind's (MCB) Title VII, Chapter 2 Program (the BRIDGE program) utilizes a program design that includes both In-House and Sub-Grantee components. The In-House BRIDGE program employs a full time Program Director and three Case Workers who provide direct independent living services to blind elders age 55+ statewide. The direct IL services include: case management, information and referral, adjustment to blindness counseling, advocacy, low vision services, low vision aids, assistive technology services and devices including the provision of magnifiers, cooking

items, clocks and watches, communication devices, adaptive software and assistive listening devices. During the FY 12 federal fiscal year, the BRIDGE program provided services to 1,197 blind elders.

The Sub-Grantee component includes contracting with a Public Education Consultant on Aging and Blindness to conduct outreach that targets under-represented populations as well as raising community awareness about benefits and services available to blind elders in Massachusetts. Outreach activities include presentations to low vision support groups, senior centers, health fairs and professional conferences.

The Public Education Consultant also targets services to deaf-blind elders. Presently she is involved in an outreach collaborative to coordinate outreach activities to deaf-blind elders that includes the Massachusetts Commission for the Deaf and Hard of Hearing, the Massachusetts Equipment Distribution Program, the Massachusetts Relay ? the state 9-1-1 program and the Verizon Center for Customers with Disabilities. During the FY 12 federal fiscal year, the Public Education Consultant conducted 129 public education events with a combined audience of 3,252 individuals.

The BRIDGE Program contracts with the following vendors to provide innovative programming that complements our In-House program and facilitates collaboration with public and private agency partners and further expands the community?s awareness of the OIB program and services.

? The Massachusetts Association for the Blind in Brookline operates thirty-three Peer Support groups throughout the Commonwealth. During FY 12 federal fiscal year, three hundred and twenty three blind elders attended monthly meetings.

? Sight Loss Services of Cape Cod Inc. in West Dennis operates eleven Peer Support groups in the communities on the Cape. During FY 12 federal fiscal year, ninety-nine blind elders attended monthly meetings.

? The National Research and Training Center at Mississippi State University conducts the annual program evaluation for the BRIDGE program and is currently conducting an outcome based Consumer Satisfaction Survey of our extensive Peer Support Program.

? The Carroll Center for the Blind in Newton provides both center-based and community-based programming for Essential Skills Training, Senior Low Vision Evaluations and Diabetes Self-Management Training. Initially the BRIDGE Program used ARRA funds to develop the community-based model for Senior Low Vision Evaluations, Diabetes Self-Management Training and Essential Skills Training. Consumer feedback was universally positive and performance outcomes supported the continuation and expansion of the community-based model in these areas.

During the FY 12 federal fiscal year, five community-based Essential Skills Training Programs were conducted in Quincy, Northampton, Newburyport, Framingham and Leominster. These programs ran for seven weeks meeting one day a week for four hours each day. Twenty-seven blind elders attended this training which focuses on the various components of activities of daily living. Eight blind elders attended the two week center-based Essential Skills Training, Thirty-seven blind elders attended the center-based Senior Low Vision Evaluations and twenty-seven were able to access this service in their own communities. Twelve blind elders were provided with Diabetes Self-Management training in their homes.

? Andrea Schein is the Public Education Consultant for Aging and Blindness and is currently in her twelfth year providing this essential service.

Through affiliation with the New England Eye Institute, the BRIDGE Program will conduct outreach programs for ophthalmologists and optometrist to inform them about the benefits and services available to seniors who are legally blind.

The Mobile Eye Care Van Program described below greatly expands the BRIDGE Program's outreach and education capacity. Elements of the program include:

1. Outreach to the optometric community to encourage patient registration with the MCB.
2. Outreach to Community Health Centers, Elder Service Centers, Councils on Aging, and Housing Authorities to identify potential consumers who are currently unserved or underserved.
3. Outreach to current peer support groups for blind and visually-impaired persons throughout the state.
4. Outreach to culturally diverse communities to educate and identify potential consumers who may be at risk for acquiring specific eye conditions that have a higher prevalence in culturally diverse communities.
5. Outreach to other potential state and community partners.
6. Development of educational materials in accessible formats.

#### Expansion of Services to Geographically Underserved Areas

Expanded activities with the Carroll Center for the Blind in Newton, MA will include the following additional services for consumers outside of the Boston area:

? Community-based senior vision assessments

? Community-based diabetic self-management training

? Community-based skills training consisting of 4 ? 6 week training sessions held at various locales through this state.

? Community-based Safe Home assessments, analyzing the safety of each room, identifying safety concerns, and providing low-cost/low-tech remedies

? A Train the Trainer program in the area of adaptive technology. Carroll Center staff would train local senior center technology instructors in the ZoomText and Jaws programs. These instructors would then be able to instruct local MCB consumers at the senior center without having to travel to Newton.

#### Mobile Eye Care Van

The BRIDGE Program has developed, in conjunction with the New England Eye Institute, a state-of-the-art mobile eye care van. This innovative approach now provides sophisticated ophthalmologic care and low vision evaluations to seniors who are underserved because of lack of transportation access or an inability to travel long distances. The Massachusetts Commission for the Blind is committed to a collaborative model of care to address the needs of the whole person and to creative, comprehensive approaches to delivering this care. 35,000 citizens are registered as legally blind persons in Massachusetts and 70 % of those are over the age of 70. Our fastest growing population is those over the age of 85. An increasing number of our consumers are frail and not able to access traditional health care services outside of their homes or home communities.

## Part II: Narrative: Section 2 - Scope, Extent, and Arrangements of Services

### 2.1 Scope and Extent

2.1A Check the appropriate boxes in the SPIL Instrument table indicating the types of IL services to be provided to meet the objectives identified in section 1.2 of this SPIL, and whether the services will be provided by the CILs or by the DSU (directly and/or through contract or grant).

<b>Table 2.1A: Independent living services</b>	<b>Provided by the DSU (directly)</b>	<b>Provided by the DSU (through contract and/or grant)</b>	<b>Provided by the CILs (Not through DSU contracts/grants)</b>
Core Independent Living Services - Information and referral	Yes	Yes	No
Core Independent Living Services - IL skills training	Yes	Yes	No
Core Independent Living Services - Peer counseling	Yes	Yes	No
Core Independent Living Services - Individual and systems advocacy	Yes	Yes	No
Counseling services, including psychological, psychotherapeutic, and related services	No	No	No
Services related to securing housing or shelter, including services related to community group living, and supportive of the purposes of this Act and of the titles of this Act, and adaptive housing services (including appropriate accommodations to and modifications of any space used to serve, or occupied by, individuals with significant disabilities)	Yes	Yes	Yes
Rehabilitation technology	Yes	Yes	No
Mobility training	Yes	Yes	No
Services and training for individuals with cognitive and sensory disabilities, including life skills training, and interpreter and reader services	Yes	Yes	No
Personal assistance services, including attendant care and the training of personnel providing such services	No	Yes	Yes

Surveys, directories and other activities to identify appropriate housing, recreation, accessible transportation and other support services	Yes	Yes	No
Consumer information programs on rehabilitation and IL services available under this Act, especially for minorities and other individuals with disabilities who have traditionally been unserved or underserved by programs under this Act	Yes	Yes	Yes
Education and training necessary for living in the community and participating in community activities	Yes	Yes	Yes
Supported living	No	No	No
Transportation, including referral and assistance for such transportation	Yes	Yes	Yes
Physical rehabilitation	No	No	No
Therapeutic treatment	No	No	No
Provision of needed prostheses and other appliances and devices	Yes	Yes	No
Individual and group social and recreational services	No	No	Yes
Training to develop skills specifically designed for youths who are individuals with significant disabilities to promote self-awareness and esteem, develop advocacy and self-empowerment skills, and explore career options	No	Yes	No
Services for children with significant disabilities	Yes	Yes	No
Services under other Federal, State, or local programs designed to provide resources, training, counseling, or other assistance of substantial benefit in enhancing the independence, productivity, and quality of life of individuals with significant disabilities	Yes	Yes	Yes
Appropriate preventive services to decrease the need of individuals with significant disabilities for similar services in the future	No	Yes	No
Community awareness programs to enhance the understanding and integration into society of individuals with disabilities	Yes	Yes	Yes
Other necessary services not inconsistent with the Act	Yes	Yes	Yes

2.1B Describe any service provision priorities, including types of services or populations, established for meeting the SPIL objectives identified in section 1.2.

#### Massachusetts Commission for the Blind Part B Program

The priority for MCB Part B is service provision that will enable people to remain in their homes, enhancing capacity for independent living and community integration.

#### Massachusetts Commission for the Blind BRIDGE Elder Blind Program (OIB)

MCB will continue to manage a comprehensive service program that includes direct service, purchase of service capacity and an innovative sub-grant program that supports the operation of peer support groups. The priority is the provision of services that enhance the capacity for independent living among blind elders.

The priority of the public education component of the BRIDGE Program is the provision of information that will enhance capacity for independent living to consumers and service providers, with particular emphasis on outreach to under-represented populations.

#### Massachusetts Rehabilitation Commission Part B Program administration

Part B funds made available through the Mass. Rehabilitation Commission will be administered through the CILs, including determinations of eligibility and certification for services. When MRC receives Part B grant funds from RSA, funds will be allocated for part of a staff position to administer and oversee the Part B activities, as well as to carry out MRC's responsibilities as the DSU (including CIL compliance reviews, monitoring of the SPIL, 704 reporting). Part B funds will also be allocated for support of the SILC operations.

Part B funding may be used for the following services, with the cost limitations specified.

\$8,200 limit for vehicle modifications.

\$2,500 limit for Assistive Technology.

\$2,000 limit for home modification. People eligible for the Home Modification Loan Program would be ineligible for Part B.

\$500 will be the limit for ancillary services.

Ancillary services must be related to either:

a. expenses that will facilitate transition or diversion from an institution (nursing facility or shelter), and where such institutionalization is disability-related, and not solely due to financial circumstances; or,

b. goods and services that improve the health or safety of an eligible individual when it can be justified that these goods and services will improve the individual's ability to function, continue functioning or move towards functioning independently in family or community or to continue in employment. MassHealth approval for the item or service must be sought, and a denial received prior to use of Part B funds. Written documentation of this denial must be kept in the consumer's CSR.

Part B funds for consumer services will be allocated to the individual CILs and DEAF, Inc. as soon as funds are available. Each CIL and Deaf Inc. will be allocated an amount which they can use for the federal Fiscal Year in which the funds were appropriated. At the end of that federal fiscal year, any funds which were not encumbered by a CIL and DEAF, Inc. for a specific client's services will be allocated to a central fund. For the subsequent year those central funds will be managed by MRC, and any CIL (or DEAF, Inc) which has exhausted its own allocation of Part B funds may apply to use central funds for consumer services. As an example, when FY14 Part B funds are made available in Massachusetts, the amount available for CIL service coordination and consumer services is calculated. These figures are then divided by 12, where each CIL and Deaf Inc, is informed of their allocation. For a full fiscal year these amounts might be \$6,000 for Service Coordination, and \$8,000 for client services. (Since Part B funds are not necessarily granted all at once, CILs may be notified of an initial allocation which is later revised.) During federal FY14 each CIL and Deaf Inc, will accept applications, determine eligibility and authorize services to be paid with their allocated funds, to the limit of those funds. If a CIL does not use all its allocated Part B funds in FY14, those funds will go into a centralized pool on October 1, 2014, to which any CIL or DEAF, Inc. can apply. If any CIL exhausts its FY14 funds before 9/30/14, and receives subsequent client service requests during that year, they may apply to MRC to use Central funds.

All of Massachusetts CILs and Deaf, Inc. will administer the day-to-day operation of the Part B Program without DSU intervention. MRC will monitor the program, collect quarterly quantitative data and conduct on site program reviews. Should an CIL or Deaf, Inc. be unable to meet performance criteria specified in the review process, the DSU reserves the right to assume responsibility for the operation of the Title VII Part B program until such time that the CIL or Deaf, Inc. demonstrates that all needed corrective actions have been taken.

In the previous SPIL, SILC supported that MRC make 3 options available to all 11 CILs and Deaf, Inc. for use of Part B funds. Due to the success of the program the options will be carried forward in the 2013-2016 SPIL. They are:



Option 1 Continue the provision of individual independent living services.

Although MRC, MCB and MCDHH have state funds for assistive technology it is not sufficient to meet all the needs of the large number of people requiring these services. Long waiting lists for these services exist.

Under this SPIL, consumers can apply for Part B funds while on a waiting list for any of these other funding sources for assistive technology and may use the AT Loan program as well. This would mean that if state funds for assistive technology are made available first, then the consumer must take that source of funding, and Part B cannot be used. The reverse would also be true and this would safeguard double service provision.

Option 2 Operate innovative projects to enhance Independent Living options for individuals with significant disabilities within the community.

Project activities must address improved access to community services. The CIL or Deaf, Inc. will be required to submit a proposal to MRC which must include:

Goals of the project

Measurable outcomes

How Part B, and other, funds will be utilized

Evaluation measures

Time limit of up to three years, or end of this SPIL, whichever comes first.

Each proposal must describe the community system change need(s) being addressed, consumer and Board input of the project design, and strategies for achieving the project outcomes.

Some examples of projects under this option include: developing, printing and distributing a resource guide of a particular topic in the CILs or Deaf, Inc. service area; community development to obtain support from local municipalities and other entities for funding of CIL or Deaf, Inc. activities; or development of a disability awareness curriculum for use in a particular setting. MRC with a select group of consumers recommended by the SILC will review all proposals. Proposals will be solicited prior to the start of each fiscal year.

Option 3: A CIL or Deaf, Inc. can choose to use their Part B allocation in a combination of Option 1 and Option 2.

2.1C If the State allows service providers to charge consumers for the cost of services or to consider the ability of individual consumers to pay for the cost of IL services, specify the types

of IL services for which costs may be charged and for which a financial need test may be applied, and describe how the State will ensure that:

- Any consideration of financial need is applied uniformly so that all individuals who are eligible for IL services are treated equally; and
- Written policies and consumer documentation required by 34 CFR 364.59(d) will be kept by the service provider.

Indicate N/A if not applicable.

N/A

## 2.2 Arrangements for State-Provided Services

2.2A If the DSU will provide any of the IL services identified in section 2.1A through grants or contractual arrangements with third parties, describe such arrangements.

The MCB BRIDGE Program contracts the management of the vision loss peer support group program to two non-profit agencies, chosen through a competitive bidding process. Currently MAB Community Services supports thirty-four support groups and hosts the Senior Connection event in June which brings up to 300 members of these groups together. Sight Loss Services of Cape Cod and the Islands supports eleven peer support groups on the Cape.

The BRIDGE Program contracts with a public education consultant for approximately 1,000 hours/year to do outreach and in-service training. The contractor is selected through a competitive bidding process.

MRC does not provide direct IL services, but provides the IL services listed in section 2.1A through contracts with CILs or other providers. These include:

Home Modification Loan program - administered by the Community Economic Development Assistance Corp.

Accessible Housing Registry - operated by the Citizens Housing and Planning Association

New England Index - a statewide database of resources and services - operated by the Eunice Kennedy Shriver Center at the University of Massachusetts Medical School.

Supported Living - MRC contracts with 11 non-profit providers across the state.

2.2B If the State contracts with or awards a grant to a center for the general operation of the center, describe how the State will ensure that the determination of an individual's eligibility for services from that center shall be delegated to the center.

Each of the CILs in Massachusetts determines eligibility for services during the consumer intake process. The Data Management System currently in use will not count a consumer as active for 704 purposes unless the eligibility form has been completed and signed electronically by the staff person completing the intake process.

## **Part II: Narrative: Section 3 - Design for the Statewide Network of Centers**

### 3.1 Existing Network

Provide an overview of the existing network of centers, including non-Part C-funded centers that comply with the standards and assurances in section 725 (b) and (c) of the Act, and the geographic areas and populations currently served by the centers.

Massachusetts has a network of eleven Centers for Independent Living, that meet the Section 725 standards. Each CIL has a defined service area, although many CILs provide services to individuals outside their service areas. These service areas are defined by lists of cities or towns, and do not fully coincide with county lines or service areas of other agencies. The service areas of most CILs have been established to include a population of at least 400,000. The exceptions are AdLib in Western Massachusetts and the Cape Organization for the Rights of the Disabled in Hyannis, where local geography imposes natural boundaries to areas that contain smaller populations. The Boston Center for Independent Living serves an area with 1.2 million residents.

An example of a service provided to consumers outside of a CIL's service area would be; information and referral which is provided to any caller, from anywhere in the state, this is under Part C funding as a core service, if the caller indicates during a call that they do not reside in the CIL's service area they are directed to the CIL in their area who would be able to provide the services they are seeking information on at that time.

All of Massachusetts CILs receive a combination of Part C, Part B, and state funding. Many of the centers also receive funding from other sources in their geographic region of the state.

The network of CILs in Massachusetts provides services to all 351 cities and towns in the Commonwealth at sixteen sites:

1. Ad Lib (Pittsfield and North Adams) serves 32 mostly rural cities and towns in Berkshire County, the westernmost county in Massachusetts;
2. Boston Center for Independent Living (Boston) serves communities in Boston and 33 suburbs to the south, north, and west located in Suffolk, Norfolk & Middlesex Counties;
3. Cape Organization for Rights of the Disabled (Hyannis) serves the 23 towns on Cape Cod, and the islands of Martha's Vineyard and Nantucket located in Plymouth, Barnstable, Dukes, and Nantucket Counties;

4. Center for Living and Working (Worcester and Fitchburg) serves 63 cities and towns in Central Massachusetts located in Worcester & Middlesex Counties;
5. Independence Associates (Brockton) serves 31 cities and towns in Southeastern Massachusetts located in Plymouth & Bristol Counties;
6. Independent Living Center of the North Shore and Cape Ann (Salem) serves 25 cities and towns along the coast North of Boston as far north as the tip of Cape Ann in the coastal region located in Essex County;
7. MetroWest Center for Independent Living (Framingham) serves 26 towns in suburban and rural communities located between Boston and Worcester in Middlesex & Norfolk Counties;
8. Multicultural ILC of Boston (Jamaica Plain) serves 9 communities in inner city Boston located in Suffolk & Norfolk Counties.
9. Northeast Independent Living Program (Lawrence) serves 27 cities and towns located in the northeast corner of Massachusetts in Middlesex & Essex Counties;
10. Southeast Center for Independent Living (Fall River and New Bedford) serves 20 cities and towns in the southeast coastal area of Massachusetts located in Plymouth & Bristol Counties;
11. Stavros (Amherst, Greenfield, and Springfield) serves consumers who live in 69 cities and rural towns of Western Massachusetts in Franklin, Hampden, & Hampshire Counties.

### 3.2 Expansion of Network

Describe the design for the further expansion of the network, including identification of the unserved and underserved areas in the State and the order of priority for serving these areas as additional funding becomes available (beyond the required cost-of-living increase).

Although previously it is noted in this SPIL that all 351 communities in the Commonwealth are served by a CIL, the SILC, DSUs and other partners in government have determined that the entire Commonwealth of Massachusetts is underserved. Even though CILs are serving more persons with disabilities as noted above, there is still unmet IL service need. The most recent Census data suggests that all the CILs are serving less than 1% of persons with disabilities across the state. Yet all CILs at anytime have waiting lists for IL services. The demand is much greater than current funding can support.

The SILC and DSUs will establish a workgroup to identify the minimum start-up funding required to establish a new CIL. If the workgroup has identified a minimum amount of new funds, and the process to acquire such funds, and if that

amount becomes available on an annualized basis, the distribution of any new funds may be adjusted in accordance with the workgroup's recommendations. The award of funds for a new CIL would be made available based on the responses of interested parties to an RFR issued by the Massachusetts Rehabilitation Commission. The SILC/DSU workgroup will develop a draft of this RFR, which will include the standards and assurances which must be met prior to receipt of state or federal funds. Until such time as the task force has completed the analysis of the network of centers in the Commonwealth of Massachusetts, any new federal Part C and state independent living funds will be divided between the CILs according to the formula described below in section 3.3A.

The SILC, CILs, DSUs, and partners in the community will also educate both state and federal legislators of the need for additional funding (state & federal funding combined) for the existing centers in the network.

### 3.3 Section 723 States Only

3.3A If the State follows an order of priorities for allocating funds among centers within a State that is different from what is outlined in 34 CFR 366.22, describe the alternate order of priority that the DSU director and the SILC chair have agreed upon. Indicate N/A if not applicable.

As a 723 state, the MA SILC and the DSUs agree to the following set of priorities which will target expansion of funding for the existing CILs, establishment of branches, satellites and/or new CILs dependent upon federal and state funding increases.

In allocating new federal Part C and state independent living funds among the CILs, the Commonwealth will be guided by the following priorities:

MRC will support existing CILs and development of branches, satellites and/or new CILs that comply with Section 725 standards and assurances. New money will be distributed among the existing CILs using the following process:

Additional monies will be split 13 ways with The Boston Center for Independent Living receiving 3 shares to address their large service area, and each of the 10 remaining CILs will receive 1 share.

To be approved for continued funding, existing CILs must submit documentation to the DSU providing evidence of compliance with standards defined in Section 725 of the Act, as determined by a compliance review conducted by MRC.

Any cuts in Title 7 Part C, or state funds allocated for Independent Living, will be applied to all CILs in the network existing at the time, at the same percentage as the total cut. For example, a 5% cut in state IL funds would result in a cut of 5% in the state IL amount granted to each CIL. In the event of a cut to Part B funds,

the SILC and MRC will negotiate how to allocate that cut across all Part B funded activities.

3.3B Describe how the State policies, practices and procedures governing the awarding of grants to centers and the oversight of these centers are consistent with 34 CFR 366.37 and 366.38.

The Designated State Unit (DSU), the Massachusetts Rehabilitation Commission (MRC), will continue to receive and administer federal funds under Section 723 of the Rehabilitation Act as amended, according to current practice, including:

a. Compliance with funding priorities set forth below and the allocation formula approved by the SILC during this plan.

i. The director of the DSU hereby applies to award grants or assistance contracts to eligible agencies in the State that comply with the standards and assurances set forth in section 725 of the Act. The grants are to be made from the funds allotted to the State for the planning, conduct, administration, and evaluation of CILs under part C, Chapter 1.

ii. The state administers funds in compliance with ?723 (Sec. 704(h) of the Act; 34 CFR 366.32, .35)

b. State IL contracts for existing centers for independent living (CILs) will continue to be linked to existing federal grants pursuant to the provisions of regulations of the Commonwealth of Massachusetts Division of Purchased Services.

i. The director of the DSU awards grants or assistance contracts under section 723 of the Act to any eligible agency that was awarded a grant under part C, Chapter 1 on September 30, 1993, unless the director makes a finding that the agency involved fails to comply with the standards and assurances set forth in section 725 of the Act or the director of the DSU and the chairperson of the SILC, or other individual designated by the SILC to act on behalf of and at the direction of the SILC, jointly agree to another order of priorities.

ii. The State assures that any assistance contracts issued to eligible agencies will not add any requirements, terms, or conditions to the assistance contract other than those that would be permitted if the assistance contract were a sub-grant consistent with grants issued by RSA under section 722 of the Act.

iii. In administering the part C, Chapter 1 program, the State will not enter into any procurement contracts with CILs to carry out section 723 of the Act.

iv. Monitoring and Oversight. (??704(h), 723(g) and (h) of the Act; 34 CFR 366.38)

v. The State assures that periodic and on-site compliance reviews will be conducted to determine CIL compliance with section 725 of the Act as described in Attachment 3.

c. State and federal site reviews for compliance with standards and assurances will continue to be conducted by the MRC, in cooperation with the Statewide Independent Living Council (SILC), using the time lines established for federal compliance reviews.

d. The DSUs (MRC and the Massachusetts Commission for the Blind) will join the SILC in the education of both state and federal legislators and partners in government of the need to increase the funding of CILs throughout this plan.



## **Part II: Narrative: Section 4 - Designated State Unit (DSU)**

### 4.1 Administrative Support Services

4.1A Describe the administrative support services to be provided by the DSU for the SILS (Part B) program and, if the State is a Section 723 State, for the CIL (Part C) program.

Refer to the SPIL Instructions for additional information about administrative support services.

State Applies to Administer Part C Program (Sections 704(h) and 723 of the Act; 34 CFR 366.32)

The director of the DSU hereby applies to award grants or assistance contracts to eligible agencies in the State that comply with the standards and assurances set forth in section 725 of the Act. The grants are to be made from the funds allotted to the State for the planning, conduct, administration, and evaluation of CILs under part C, Chapter

1. The state administers funds in compliance with ?723 (Sec. 704(h) of the Act; 34 CFR 366.32, .35)

The director of the DSU awards grants or assistance contracts under section 723 of the Act to any eligible agency that was awarded a grant under part C, Chapter 1 on September 30, 1993, unless the director makes a finding that the agency involved fails to comply with the standards and assurances set forth in section 725 of the Act or the director of the DSU and the chairperson of the SILC, or other individual designated by the SILC to act on behalf of and at the direction of the SILC, jointly agree to another order of priorities.

The State assures that any assistance contracts issued to eligible agencies will not add any requirements, terms, or conditions to the assistance contract other than those that would be permitted if the assistance contract were a sub-grant consistent with grants issued by RSA under section 722 of the Act.

In administering the part C, Chapter 1 program, the State will not enter into any procurement contracts with CILs to carry out section 723 of the Act.

Monitoring and Oversight. (??704(h), 723(g) and (h) of the Act; 34 CFR 366.38)

The State assures that periodic and on-site compliance reviews will be conducted to determine CIL compliance with section 725 of the Act as described in Attachment 3.

C. State and federal site reviews for compliance with standards and assurances will continue to be conducted by the MRC, in cooperation with the Statewide Independent Living Council (SILC), using the time lines established for federal compliance reviews.

D. the DSUs (MRC and the Massachusetts Commission for the Blind) will join the SILC in advocacy to increase the funding of CILs from federal and state resources each year of this plan.

4.1B Describe other DSU arrangements for the administration of the IL program, if any.

The Designated State Unit (DSU), the Massachusetts Rehabilitation Commission (MRC), will continue to receive and administer federal funds under Section 723 of the Rehabilitation Act as amended, according to current practice, including:

A. Compliance with funding priorities set forth below and the allocation formula approved by the SILC during Year two of this plan.

B. State IL contracts for existing centers for independent living (CILs) will continue to be linked to existing federal grants pursuant to the provisions of regulations of the Commonwealth of Massachusetts Division of Purchased Services.

## **Part II: Narrative: Section 5 - Statewide Independent Living Council (SILC)**

### 5.1 Resource plan

5.1A Describe the resource plan prepared by the SILC in conjunction with the DSU for the provision of resources, including staff and personnel, made available under parts B and C of chapter 1 of title VII, section 101(a)(18) of the Act, and from other public and private sources that may be necessary to carry out the functions of the SILC identified in section 705(c). The description must address the three years of this SPIL.

- Refer to the SPIL Instructions for more information about completing this section.

For more information click the icon.

The SILC Resource Plan allocates Federal Part B funds for the operation of the SILC. The major areas of SILC coordination expenses include: SILC Board Member and CIL Director travel, teleconference expenses for board and committee meetings, training for coordinator and board, travel for coordinator to national IL conferences, office expenses (including rent, supplies, phones, long distance and toll-free line). The SILC annually develops and approves its budget as an autonomous body separate from the DSU's. Funding for the SILC is in compliance with 34 CFR 364.21 to carry out its statutory duties.

5.1B Describe how the following SILC resource plan requirements will be addressed.

- The SILC's responsibility for the proper expenditure of funds and use of resources that it receives under the resource plan.

Policies include: procedure for Setting Up Teleconferences (7 Communication), Procedures for Performing an Inventory, Procedures for Processing Invoices for Payment, Procedures for Planning SILC Quarterly Meetings, Procedures for Accessing SILC Funded Transportation to and from Council activities, and Procedures for updating the Web Page.

- Non-inclusion of conditions or requirements in the SILC resource plan that may compromise the independence of the SILC.

The SILC operates as an independent entity under the MetroWest Center for Independent Living, Inc. where it is housed. The SILC maintains regular communication with the DSU's and the Governor's office, but the board of the SILC is responsible for the decisions and actions of the SILC. The SILC annually develops and approves its budget & priorities as an autonomous body.

- Reliance, to the maximum extent possible, on the use of resources in existence during the period of implementation of the State plan.

The majority of the funds for the SILC are from the federal Part B program. Additional funding comes from the Commonwealth of Massachusetts through the Rehabilitation Commission.

## 5.2 Establishment and Placement

Describe how the establishment and placement of the SILC ensures its independence with respect to the DSU and all other State agencies. Refer to the SPIL Instructions for more information about completing this section.

The Massachusetts SILC was established under Executive Order 373 by his honor Governor William Weld on September 26, 1994. It is housed independently as a program of the MetroWest Center for Independent Living, Inc. in Framingham MA., which acts as its fiscal intermediary.

The SILC develops and implements its own budget separate from MWCIL and the state agencies. MWCIL simply acts as the SILC's agent. The SILC Program is governed by its own set of bylaws and policies & procedures.

## 5.3 Appointment and Composition

Describe the process used by the State to appoint members to the SILC who meet the composition requirements in section 705(b). Refer to the SPIL Instructions for more information about completing this section.

The SILC maintains an active Nominations & Development Committee. This committee meets monthly via teleconference or face-to-face.

The committee reviews nominations in process, new nominations and continued development of the SILC. The committee regularly conducts outreach for new members.

SILC members are appointed by the Governor's office to fill a term of three years. SILC members may complete up to two consecutive complete terms.

Should a SILC member be appointed to fill an existing vacancy they are eligible to serve two additional consecutive complete terms.

The nominations process is as follows:

1. Nominations of qualified individuals are received by the SILC and forwarded to the Nominations & Development committee.

2. The Nominations and Development committee looks to see from the application or through personal knowledge if the applicant meets the qualifications of a SILC member established under the SILC's bylaws.
3. If the applicant is qualified, an interview with the Nominations & Development Committee is set up, if necessary.
4. The committee then votes to forward the individual's name to the SILC Executive committee for approval.
5. During the next regularly scheduled meeting of the SILC Executive Committee the name is brought forward by the Nomination & Development Committee Chairperson during His/her report for consideration of the committee.
6. Once approval of the nominee is received from the Executive Committee the SILC Coordinator forwards the new nominee's name and contact information to the Governor's Office on Appointments.
7. The Governor's office on Appointments then issues a complete background check which any individual applying for consideration for gubernatorial appointment in the Commonwealth must fill out.
8. The Governor's office then appoints the individual to fulfill either the remainder of a term that has been vacated or a new three year term.
9. The individual is appointed by the Governor's office and has 60 days to be sworn in and to take their oath of appointment.
10. A copy of the oath is then sent to the governor's office and maintained on the nominee's file in the SILC office.

#### 5.4 Staffing

Describe how the following SILC staffing requirements will be met.

- SILC supervision and evaluation, consistent with State law, of its staff and other personnel as may be necessary to carry out its functions.

The SILC hires an independent consultant to act as its Coordinator. The Coordinator is a contracted position with the SILC's fiscal intermediary the MetroWest Center for Independent Living. The Coordinator's contract is reviewed annually by the SILC Chairperson & its fiscal intermediary to be sure that the coordinator is fulfilling the tasks outlined on the independent consultant's contract.

- Non-assignment of duties to SILC staff and other personnel made available by the DSU, or any other State agency or office, that would create a conflict of interest while assisting the SILC in carrying out its duties.

The SILC Coordinator is directed by the SILC Chairperson. All assignments and tasks come to the coordinator directly from the chairperson who works with the Executive committee and the other active committees of the SILC. Although the SILC is housed at the MetroWest Center for Independent Living, Inc. it is governed by its own set of bylaws and policies and procedures

separate from the center's, which simply act as the SILC fiscal agent and provides office space for the SILC to perform its day to day operations.

State agency staff assigned as ex-officio members of the SILC, are not assigned any duties that would create a conflict of interest while assisting the SILC.

## Part II: Narrative: Section 6 - Service Provider Requirements

Describe how the following service provider requirements will be met:

### 6.1 Staffing

- Inclusion of personnel who are specialists in the development and provision of IL services and in the development and support of centers.

All CILs and other IL service providers in Massachusetts have policies and procedures in place to ensure that staffs that specialize in the development and provision of IL services and support work directly with the centers in the network.

Further, each of the centers in the network of CIL?s, have staff that are specialists in the four core independent living services as well as the fifth core service of transitioning from institutionalized to community settings.

- Availability, to the maximum extent feasible, of personnel able to communicate (1) with individuals with significant disabilities who rely on alternative modes of communication, such as manual communication, nonverbal communication devices, Braille, or audio tapes and (2) in the native languages of individuals with significant disabilities whose English proficiency is limited and who apply for or receive IL services under title VII of the Act.

All CILs and other IL service providers in Massachusetts have policies and procedures in place to ensure that staffs of the DSU?s and CIL?s include individuals who are able to communicate with persons with significant disabilities in their native languages. They have the ability to produce materials in alternative formats such as: Braille, Large Print, Electronic Format, Audio, and the use of picture boards for non-verbal consumers.

- Establishment and maintenance of a program of staff development for all classes of positions involved in providing IL services and, where appropriate, in administering the CIL program, improving the skills of staff directly responsible for the provision of IL services, including knowledge of and practice in the IL philosophy.

All CILs and other IL service providers in Massachusetts have policies and procedures in place to ensure that DSU?s maintain a program of on-site staff development, as well as sponsorship of off-site development. The SILC, CIL?s, DSU?s and Government Partners work together regularly on opportunities where cross training is valuable for the entire disability community.

- Affirmative action to employ and advance in employment qualified individuals with significant disabilities on the same terms and conditions required with respect to the employment of individuals with disabilities under section 503 of the Act.

All CILs and other IL service providers in Massachusetts have policies and procedures in place to ensure that the Commissions both make use of affirmative action to employ and advance in employment qualified individuals with significant disabilities.

## 6.2 Fiscal Control and Fund Accounting

- Adoption of those fiscal control and fund accounting procedures as may be necessary to ensure the proper disbursement of and accounting for funds made available through parts B and C of chapter 1 of title VII of the Act, in addition to complying with applicable EDGAR fiscal and accounting requirements.

All CILs and other IL service providers in Massachusetts have policies and procedures in place to ensure that program activities are delivered in accordance with relevant sections of the Rehabilitation Act and EDGAR, including program services, program funding, state match, and state plan requirements.

All fiscal transactions are conducted in accordance with appropriate federal and state fiscal regulations.

Each CIL in the network is required to maintain compliance with contractual requirements, including compliance with the Rehab Acts Section 725 Standards and Assurances and other state & federal requirements.

## 6.3 Recordkeeping, Access and Reporting

- Maintenance of records that fully disclose and document the information listed in 34 CFR 364.35.

All CILs and other IL service providers in Massachusetts have policies and procedures in place to ensure that each CIL in the network is required to maintain compliance with contractual requirements, including compliance with the Rehab Acts Section 725 Standards and Assurances and other state and federal requirements

- Submission of annual performance and financial reports, and any other reports that the Secretary determines to be appropriate

Each center annually submits its 704 report to the Massachusetts Rehabilitation Commission. As a 723 State, MRC then compiles and submits one report on behalf of the entire state to the secretary in Washington.



Each center annually conducts a Consumer Satisfaction Survey. Information from this survey is shared with MRC & the SILC to determine trends and potential training needs within the network.

- Access to the Commissioner and the Comptroller General, or any of their duly authorized representatives, for the purpose of conducting audits, examinations, and compliance reviews, to the information listed in 34 CFR 364.37.

MRC & MCB staff review contract compliance of all SPIL related CIL contracts on an ongoing basis, regardless of funding source, including Title VII, Part B funds.

Each year, fifteen percent of the centers in the network receive an onsite compliance review. The team for the review consist of staff from both DSU's, a peer reviewer for the executive director and a SILC observer.

Upon completion of the onsite review process, the final report of the review team is shared with the SILC's State Plan for Independent Living Committee, which looks at the reports for any developing trends, patterns, and training needs.

#### 6.4 Eligibility

- Eligibility of any individual with a significant disability, as defined in 34 CFR 364.4(b), for IL services under the SILS and CIL programs.

All CILs and other IL service providers in Massachusetts have policies and procedures in place to ensure that all Individuals with significant disabilities in the Commonwealth are eligible for services provided under this SPIL.

- Ability of any individual to seek information about IL services under these programs and to request referral to other services and programs for individuals with significant disabilities.

All eleven independent Living centers in the Commonwealth provide Information & Referral services to any person who contacts them. Persons contacting the SILC for information are directed to the Independent Living center which serves the community in which they reside.

- Determination of an individual's eligibility for IL services under the SILS and CIL programs in a manner that meets the requirements of 34 CFR 364.51.

To be eligible, an individual is one:

1. Who has a significant physical, mental, cognitive, or sensory impairment

2. Whose ability to function independently in the family or community or whose ability to obtain, maintain, or advance in employment is substantially limited
3. For whom the delivery of IL services will improve the ability to function, continue functioning, or move towards functioning independently in the family or community or to continue in employment.

A certificate of eligibility is completed for each MCB consumer using medical documentation and discussion with consumer as verification. In order to be eligible the consumer must be legally blind and in BRIDGE, legally blind and over 55. The Title VII Part B program serves consumers of all ages. Aside from the mandated age requirement for the BRIDGE Program, The Massachusetts Commission for the Blind does not discriminate without regard to age, color, creed, gender, national origin, race, religion, or type of significant disability of the individual applying for IL services.

- Application of eligibility requirements without regard to age, color, creed, gender, national origin, race, religion, or type of significant disability of the individual applying for IL services.

No individual will, on the basis of race, color, national origin, gender, age, or disability be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination under this SPIL.

- Non-exclusion from receiving IL services of any individual who is present in the State and who is otherwise eligible for IL services, based on the imposition of any State or local residence requirement.

All CILs and other IL service providers in Massachusetts have policies and procedures in place to ensure that no individual will be excluded from receiving services based on the imposition of state or local residence requirements.

## 6.5 Independent Living Plans

- Provision of IL services in accordance with an IL plan complying with Sec. 364.52 and mutually agreed upon by the individuals with significant disabilities and the appropriate service provider staff unless the individual signs a waiver stating that an IL plan is unnecessary.

The State provides IL services under Chapter 1 to individuals with significant disabilities in accordance with an ILP mutually agreed upon by an appropriate staff member of the service provider and the individual, unless the individual signs a waiver stating that such a plan is unnecessary.

## 6.6 Client Assistance Program (CAP) Information

- Use of accessible formats to notify individuals seeking or receiving IL services under chapter 1 of title VII about the availability of the CAP program, the purposes of the services provided under the CAP, and how to contact the CAP.

All recipients of financial assistance under Chapter 1 that provide services to individuals with significant disabilities advise those individuals seeking or receiving IL services about the availability of the Client Assistance Program under section 112 of the Act.

The purposes of the services provided under such program, and information on the means of seeking assistance under such program.

The administrator of the CAP Program for the Commonwealth of Massachusetts is the:

Massachusetts Office on Disability

1 Ashburton Place

Room 1305

Boston, MA 02108

Information for the CAP program is available in alternative formats such as Braille, Large Print, Electronic Format, Audio, and the use of picture boards for non-verbal consumers.

## 6.7 Protection, Use and Release of Personal Information

- Adoption and implementation of policies and procedures meeting the requirements of 34 CFR 364.56(a), to safeguard the confidentiality of all personal information, including photographs and lists of names.

All CILs and other IL service providers in Massachusetts have policies and procedures in place to ensure that the DSUs and CILs maintain written policies to assure and safeguard the confidentiality of all personal information, and release of information forms are used comply with 34 CFR 364.56(a), and HIPPA.

Each of Massachusetts CILs will be responsible for following its identified method of assuring consumer information is kept confidential and that its policy for acquiring signed releases of information prior to sharing information about individual consumers with other service providers or entities is strictly adhered to.

## Part II: Narrative: Section 7 - Evaluation

Describe the method that will be used to periodically evaluate the effectiveness of the plan in meeting the objectives established in Section 1. The description must include the State's evaluation of satisfaction by individuals with significant disabilities who have participated in the program.

### Section 7: Evaluation

Goal(s) and the related Objective(s) from Section 1	Method that will be used to evaluate
<p>Guide and support individuals in their transition from institutions to community</p> <p>Access to community-based long-term supports will increase</p> <p>Persons with disabilities are informed</p> <p>Access to affordable and accessible housing is expanded</p> <p>Promote leadership development of youth with disabilities</p> <p>Enhance the ability of the CILs to assist people with disabilities to meet their</p> <p>Identify future needs for expansion of IL Services and the Network of Centers in</p>	<p>The SILC Chairperson annually appoints a State Plan Committee for the purpose of meeting at least twice a year to assess compliance with the SPIL. This Committee will include consumer members of the SILC and other interested parties. The State Plan Committee will prepare an annual written report for submission to the SILC at its final meeting of each fiscal year.</p> <p>The DSUs, in conjunction with the SILC SPIL Committee, has established a uniform survey for evaluation of consumer satisfaction. The centers administered the consumer satisfaction survey in 2011, 2012, and 2013 with consumers served during the prior SPIL. These survey results were submitted by each CIL to the SILC and MRC.</p> <p>The SILC's State Plan Committee is tasked with Evaluation. As such reviews the consumer satisfaction process and results and makes relevant recommendations to the SILC body and the DSUs. These recommendations are included as part of the annual performance report (704 Report, Part I) submitted by the SILC and DSU to RSA.</p>
<p>Guide and support individuals in their transition from</p>	<p>The SILC will assess activities of cooperating agencies. In monitoring and reviewing the effectiveness of the SPIL, the</p>

<p>institutions to community</p> <p>Access to community-based long-term supports will increase</p> <p>Persons with disabilities are informed</p> <p>Access to affordable and accessible housing is expanded</p> <p>Promote leadership development of youth with disabilities</p> <p>Enhance the ability of the CILs to assist people with disabilities to meet their</p> <p>Identify future needs for expansion of IL Services and the Network of Centers in</p>	<p>State Plan Committee will assess progress and achievement of activities by the SILC, the DSUs, the CILS, and other groups, which have responsibilities, defined in the SPIL. This review will be conducted by the SILC State Plan Committee and issued in a written report. The written report will include:</p> <p>(1) Review of activities of the SILC, DSUs, CILs, and other groups in implementing the SPIL;</p> <p>(2) Identification of barriers to implementation; and</p> <p>(3) Consideration of whether amendment to the State Plan is necessary or required.</p> <p>Upon submission at the Annual Meeting of the SILC in the fall, this report will be a basis for determining changes in the existing State Plan and which then would be submitted to the RSA as part of the annual performance report (704 Report, Part I) submitted by the SILC and DSU.</p> <p>The State Plan Committee is tasked overall with providing the critical information to the SILC on State Plan effectiveness, 704 data analysis on Statewide Independent Living services needs and trends. The Committee reviews the report as approved by the SILC, reviews the Consumer Satisfaction Survey results and identifies/develops changes in the Consumer Satisfaction Survey Process in conjunction with the DSUs, identifies trends and patterns in Consumer service needs from Consumer Satisfaction Survey Data and review of 704 Reports Part I and II, and supports SILC recruitment for participation with MRC coordinated on-site reviews. The State Plan committee will review all final on-site review reports.</p>
<p>Guide and support individuals in their transition from institutions to community</p> <p>Access to community-based long-term supports will increase</p> <p>Persons with disabilities are informed</p> <p>Access to affordable</p>	<p>As a 723 State, Massachusetts will periodically review each center receiving funds under section 723 of the Act to determine whether the center is in compliance with the standards and assurances in section 725(b) and (c) of the Act and Subparts F and G of this part. Periodic reviews of centers will include annual on-site compliance reviews of at least 15 percent of the centers in each year. An observer from the SILC will participate in each CIL review to insure that the review process occurs appropriately.</p>

<p>and accessible housing is expanded</p> <p>Promote leadership development of youth with disabilities</p> <p>Enhance the ability of the CILs to assist people with disabilities to meet their</p> <p>Identify future needs for expansion of IL Services and the Network of Centers in</p>	
<p>Guide and support individuals in their transition from institutions to community</p> <p>Access to community-based long-term supports will increase</p> <p>Persons with disabilities are informed</p> <p>Access to affordable and accessible housing is expanded</p> <p>Promote leadership development of youth with disabilities</p> <p>Enhance the ability of the CILs to assist people with disabilities to meet their</p> <p>Identify future needs for expansion of IL Services and the</p>	<p>The DSU will conduct oversight activities of IL contractors other than centers (for example, the contract for provision of SILC space and fiscal management).</p>

Network of Centers in	
	<p>The BRIDGE program contracts with the National Research and Training Center on Blindness and Low Vision at Mississippi State University to conduct an annual program evaluation that measures both program performance outcomes as well as consumer satisfaction with BRIDGE services. The evaluation methodology includes (a) a consumer satisfaction survey; (b) a demographic survey; (c) a site visit for the purpose of reviewing program data; and (d) publication of final report. Copies of the annual Consumer Satisfaction Survey are provided to Elizabeth Akinola, the OIB Program Manager at RSA and can be provided to interested parties upon request.</p> <p>Additionally, the measurement of program effectiveness and consumer satisfaction is an integral part of MCB's contract procurement process. During the Spring of 2013, the BRIDGE program was involved in re-procurements for Program Evaluation and the Peer Support Programs. Contract negotiations with the selected vendors will emphasize the requirement of outcome based measures for all programs receiving Chapter 2 funding.</p>

## **Part II: Narrative: Section 8 - State-Imposed Requirements**

8 State-Imposed Requirements

Identify any State-imposed requirements contained in the provisions of this SPIL.

N/A