

Data Entry

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Massachusetts Rehab Commission - 2010

Section 704 - Annual Performance Report for Centers for Independent Living Program

(Title VII, Chapter 1, Part C of the Rehabilitation Act of 1973, as amended)

Part II INSTRUMENT - (To be completed by Centers for Independent Living)

Reporting Fiscal Year 2010

State Massachusetts

Subpart I - Administrative Data

1 Section A Sources and Amounts of Funds and Resources

Subpart II - Number and Types of Individuals With Significant Disabilities Receiving Services

2 Sections A thru H Number and Types of Individuals with Significant Disabilities Receiving Services

3 Section I Individuals Served by County During the Reporting Year

Subpart III - Individual Services and Achievements

4 Section A Individual Services and Achievements

5 Section B Increased Independence and Community Integration

Section C Additional Information Concerning Individual Services or Achievements

Subpart IV - Extent of CIL Compliance with the Six Evaluation Standards

6 Section A Compliance Indicator 1: Philosophy

7 Section B Compliance Indicator 2: Provision of Services on a Cross-Disability Basis

8	Section C	Compliance Indicator 3: Independent Living Goals
9-10	Section D	Compliance Indicator 4: Community Options and Community Capacity
11	Section E	Compliance Indicator 5: IL Core Services and Other IL Services
	Section F	Compliance Indicator 6: IL Resource Development Activities

12	Subpart V - Annual Program and Financial Planning Objectives	
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13	Subpart VI - Training And Technical Assistance Needs	
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14	Subpart VII - Additional Information	
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15	Subpart VIII - Signatures	
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Screen 1 of 15

RSA-704 Part II Subpart I - Sources and Amounts of Funds and Resources

Massachusetts Rehab Commission - 2010

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

Item 1	All Federal Funds Received	
(A)	Title VII, Ch. 1, Part B	157628
(B)	Title VII, Ch. 1, Part C	1540598
(C)	Title VII, Ch. 2	0
(D)	Other Federal Funds	458399

Item 2	Other Government Funds	
(E)	State Government Funds	158044393
(F)	Local Government Funds	13004

Item 3	Private Resources	
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(G)	Foundations, Corporations, or Trust Grants	7228630
(H)	Donations from Individuals	82875
(I)	Membership Fees	2708
(J)	Investment Income/Endowment	30300
(K)	Fees for Service (program income, etc.)	32892
(L)	Other resources	266836

Item 4	Total Income	167858263
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Item 5	Pass-Through Funds	
	Amount of other government funds received as pass through funds to consumers (include funds, received on behalf of consumers, that are subsequently passed on to consumers, e.g., personal assistance services, representative payee funds, or Medicaid funds)	148552887

Item 6	Net Operating Resources	
	Total Income (Section 4) amount paid out to Consumers (Section 5) = Net Operating Resources	19305375

Screen 2 of 15

**RSA-704 Part II Subpart II A thru I - Number and Types of Individuals with Significant Disabilities Receiving Services
Massachusetts Rehab Commission - 2010**

Section A - Number of Consumers Served During the Reporting Year

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

	# of CSRs
(1) Enter the number of active CSRs carried over from September 30 of the preceding reporting year	14086
(2) Enter the number of CSRs started since October 1 of the reporting year	4265
(3) Add lines (1) and (2) to get the total number of consumers served	18351

Section B - Number of CSRs Closed by September 30 of the Reporting Year

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

	# of CSRs
(1) Moved	180
(2) Withdrawn	1066
(3) Died	474
(4) Completed all goals set	1832
(5) Other	54
(6) Add lines (1)+(2)+(3)+(4)+(5) to get total CSRs closed	3606

Section C - Number of CSRs Active on September 30 of the Reporting Year

Indicate the number of CSRs active on September 30 of the reporting year.

	# of CSRs
Section A(3) minus Section (B)(6) = Section C	14745

Section D - IL Plans and Waivers

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of consumers who signed a waiver	669
(2) Number of consumers with whom an ILP was developed	17682
(3) Total number of consumers served during the reporting year	18351

Section E - Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	100
(2) Ages 5 - 19	1501
(3) Ages 20 - 24	914
(4) Ages 25 - 59	10410
(5) Age 60 and Older	4697
(6) Age unavailable	729

Section F - Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	10546
(2) Number of Males served	7805

Section G - Race and Ethnicity

Indicate the number of consumers in each category below. Each consumer may be counted under ONLY ONE of the following categories in the 704 Report, even if the consumer reported more than one race and/or Hispanic/Latino ethnicity).

	# of Consumers
(1) American Indian or Alaska Native	92
(2) Asian	154
(3) Black or African American	2493
(4) Native Hawaiian or Other Pacific Islander	14
(5) White	9262
(6) Hispanic/Latino of any race or Hispanic/Latino only	4619
(7) Two or more races	117
(8) Race and ethnicity unknown	1600

Shelter Services		
(H) IL Skills Training and Life Skills Training	7599	7352
(I) Information and Referral Services	13752	13245
(J) Mental Restoration Services	0	0
(K) Mobility Training	0	0
(L) Peer Counseling Services	2045	1954
(M) Personal Assistance Services	8133	7436
(N) Physical Restoration Services	0	0
(O) Preventive Services	0	0
(P) Prostheses, Orthotics, and Other Appliances	0	0
(Q) Recreational Services	683	682
(R) Rehabilitation Technology Services	0	0
(S) Therapeutic Treatment	0	0
(T) Transportation Services	219	215
(U) Youth/Transition Services	515	504
(V) Vocational Services	0	0
(W) Other Services	9071	8709

Screen 5 of 15

RSA-704 Part II Subpart III B-C - Increased Independence and Community Integration

Massachusetts Rehab Commission - 2010

**Section B - Increased Independence and Community Integration
Item 1 - Goals Related to Increased Independence in a Significant Life Area**

Indicate the number of consumers who set goals related to the following significant life areas, the number whose goals are still in progress, and the number who achieved their goals as a result of the provision of IL services.

Significant Life Area	Goals Set	Goals Achieved	In Progress
(A) Self-Advocacy/Self-Empowerment	1964	725	1182
(B) Communication	502	186	273

(C) Mobility/Transportation	963	275	612
(D) Community-Based Living	939	489	414
(E) Educational	603	155	355
(F) Vocational	699	147	461
(G) Self-care	10103	6365	5707
(H) Information Access/Technology	1058	385	618
(I) Personal Resource Management	2017	679	1208
(J) Relocation from a Nursing Home or Institution to Community-Based Living	449	192	183
(K) Community/Social Participation	1881	542	1118
(L) Other	0	0	0

**Item 2 - Improved Access To Transportation, Health Care and Assistive Technology
(A) Table**

Areas	# of Consumers Requiring Access	# of Consumers Achieving Access	# of Consumers Whose Access is in Progress
(A) Transportation	944	273	590
(B) Health Care Services	12344	7298	7020
(C) Assistive Technology	2950	1087	1693

Note: For most IL services, a consumers access to previously unavailable transportation, health care and assistive technology is documented through his or her CSR. In some instances, consumers may achieve an outcome solely through information and referral (I&R) services. To document these instances as successful outcomes, providers are not required to create CSRs for these consumers but must be able to document that follow-up contacts with these consumers showed access to previously unavailable transportation, health care and assistive technology.

(B) I&R Information

To inform RSA how many service providers engage in I&R follow-up contacts regarding access to transportation, health care services or assistive technology, please indicate the following:

The service provider . . .
did

. . . engage in follow-up contacts with I&R recipients to document access gained to previously unavailable transportation, health care or assistive technology.

Section C - Additional Information Concerning Individual Services or Achievements

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

Screen 6 of 15

RSA-704 Part II Subpart IV A - Compliance Indicator 1: Philosophy

Massachusetts Rehab Commission - 2010

Item 1 - Consumer Control

(A) Board Member Composition

Enter requested governing board information in the table below:

Total Number of Board Members	Number of Board Members with Significant Disabilities	
0	0	

(B) Staff Composition

Enter requested staff information in the table below:

	Total Number of FTEs	FTEs Filled by Individuals with	FTEs Filled by Individuals From
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		Disabilities	Minority Populations
Decision-Making Staff	0.00	0.00	0.00
Other Staff	0.00	0.00	0.00

Item 2 - Self-Help and Self-Advocacy

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

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Item 3 - Peer Relationships and Peer Role Models

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

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Item 4 - Equal Access

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

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(B) Briefly describe how, during the reporting year, the CIL has advocated for and conducted activities that promote the equal access to all services, programs, activities, resources, and facilities in society, whether public or private, and regardless of funding source, for individuals with significant disabilities. Equal access, for the purposes of this indicator, means that the same access provided to individuals without disabilities is provided in the center's service area to individuals with significant disabilities.

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Item 5 - Alternative Formats

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

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Screen 7 of 15

RSA-704 Part II Subpart IV B - Compliance Indicator 2: Provision of Services on a Cross-Disability Basis

Massachusetts Rehab Commission - 2010

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

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Screen 8 of 15

RSA-704 Part II Subpart IV C - Compliance Indicator 3: Independent Living Goals

Massachusetts Rehab Commission - 2010

Item 1 - Consumer Information

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

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Item 2 - Consumer Service Record Requirements

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

**RSA-704 Part II Subpart IV D - Compliance Indicator 4: Community Options and Community Capacity;
Item 1**

Massachusetts Rehab Commission - 2010

Item 1 - Community Activities Table

Summarize the community activities involving the CIL's staff and board members during the reporting year. For each activity, identify the primary disability issue(s) addressed as well as the type of activity conducted. Describe the primary objective(s) and outcome(s) for each activity. Add more rows as necessary.

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcome(s)
Transportation	Community/Systems Advocacy	23.00	1. Improve BRTA's Consumer responsiveness and affordability.	Attended and actively participated in Berkshire Regional Transit Authority (BRTA) Disability Committee meetings. Attended and actively participated in BRTA Advisory Board meetings.
Transportation	Community/Systems Advocacy	626.00	2. Assist people with disabilities in accessing alternative forms of transportation.	Provided transportation under a subcontract agreement with Berkshire Regional Transit Authority.
Health care	Technical Assistance	26.00	3. Improve services to consumers of the PCA Program.	Conducted and responded to annual PCA consumer satisfaction survey. Attended and actively participated in a number of PCA Fiscal Intermediary and Provider meetings and workshops.
Other	Outreach Efforts	340.00	4. Increase number of active AdLib consumers	4. Increase number of active AdLib

			and their participation in agency activities	consumers and their participation in agency activities 4. Increase number of active AdLib consumers and their participation in agency activities Efforts to increas
Assistive technology	Technical Assistance	10.00	5. Expand access to technological resources for people with disabilities	Maintained a four station computer lab in the IL Center's Drop-In Center. These computers are used by the disability community during non-traditional hours.
Assistive technology	Technical Assistance	10.00	6. Assist people with disabilities acquire computer equipment.	Made referrals to United Cerebral Palsy of Berkshire County to acquire computer equipment.
Assistive technology	Technical Assistance	20.00	7. Provide AdLib consumers with computer skills training.	Provided computer training at the IL Center's Drop-In Program.
Other	Community Education and Public Information	26.00	8. Increase public awareness of disability issues.	Efforts to increase public awareness of disability issues included: 1) Hosting consumer advocacy and educational meetings including workshops on emergency preparedness; 2) Hosting disability workshop
Other	Technical Assistance	18.00	9. Assist people with disabilities to address grievances through legal means.	Provided ADA technical assistance to consumers and organizations.
Other	Outreach Efforts	93.00	10. Provide support for programs which serve people with a brain injury.	Support for programs serving people with a brain injury included: 1) A sublease for

				space at AdLib's main office with the Traumatic Brain Injury continued; 2) Hosted art classes under a grant provide
Other	Outreach Efforts	10.00	11. Identify and contact minority based organizations in the community	Contacted minority based organizations to
Other	Outreach Efforts	184.00	12. AdLib will initiate outreach activities.	Continued work at one local community based organization serving the minority community. Started outreach and collaborative efforts with several other organizations serving the minority community.
Other	Community Education and Public Information	150.00	Promote the ADA and its 20th anniversary	Major celebration on Boston Common with public officials media 1000 consumers
Other	Collaboration/Networking	50.00	Promote the ADA and its 20th anniversary	Major event as noted above
Transportation	Technical Assistance	25.00	Promote access to MBTA services	Continued access gains within the system including fare gates
Other	Collaboration/Networking	90.00	Empower youth and develop leadership skills	39 youth participated in YLF and 30 in ATIT
Health care	Technical Assistance	25.00	Improve access to hospital care	Major gains at MGH and BWH in purchase of accessible medical equipment
Other	Collaboration/Networking	40.00	Promote Model Employer effort	Major advances by state
Transportation	Community/Systems Advocacy	75.00	Promote access to MBTA services Continued access gains including elevator at Copley and with fare gates and bus services	Continued access gains including elevator at Copley and with fare gates and bus services

Other	Community/Systems Advocacy	90.00	Empower youth and develop leadership skills	39 youth participated in Youth Leadership Forum and 30 others in Act Today Influence Tomorrow group
Health care	Community Education and Public Information	75.00	Improve access to hospital care	Significant gains at MGH and BWH; process begun at BMC and with EOHHS/DPH and Mass. Hospital Association
Health care	Community Education and Public Information	150.00	Preserve access to Personal Care Attendant program	Budget cuts not enacted; prior authorization process smoother
Other	Community/Systems Advocacy	40.00	Promote Model Employer and Employment Now Coalition	State continues to implement Model Employer; youth element to ENC emerging through Act Today Influence Tomorrow
Other	Outreach Efforts	370.00	Promote BCIL core services to underserved populations	Increase by 10% in non-white consumers
Other	Community/Systems Advocacy	173.00	Work with architects consumers advocates and other professionals to ensure facilities services and opportunities available and accessible for individuals with disabilities.	Filed Architectural Access Board complaints and commented on variance requests. Ensure defendants carried out compliance work. Teach consumers to file an AAB complaints. Complete access surveys
Other	Technical Assistance	355.00	Provide TA to public and private entities. Enable people with varying degrees and types of disability to live independent lives and have access	Conduct ADA assessments of buildings of local non-profits. Provide TA and I & R on physical and program access to local

				businesses organizations City of Worcester and consumers.
Other	Collaboration/Networking	68.00	Serve as liaison to the REDD Group.	Supported and advocated for the Rights Equality and Dignity of the Disabled group.
Other	Community/Systems Advocacy	234.00	Advocate and educate the public elected officials for the funding and implementation of programs and services for individuals with a disability.	Increase awareness of local officials and general public of needs of individuals w/ disabilities importance of disability-related programs current local state and federal issues that impact independ.
Other	Community/Systems Advocacy	45.00	Discuss MassHealth PCA program trends practices efficiency and improvement.	Collaborate w/ other Personal Care Management agencies to address concerns regarding MassHealth the Union and the PCA program
Assistive technology	Outreach Efforts	41.00	Learn about assistive technology options for individuals who benefit from alternative formats.	Educate staff on assistive technology resources. Conduct outreach on AT resources
Other	Collaboration/Networking	229.00	To build and maintain collaborative partnerships to understand barriers and issues surrounding access to programs and services.	understand local statewide and federal issues that could impact independence of indiv. w/ disabilities. Conduct public education via email newspaper and mail.
Other	Community Education and Public Information	91.00	Conduct trainings in ASL deaf culture and aDA communication accessibility	Educate students employees and service providers regarding deaf culture & ASL.

Other	Outreach Efforts	286.00	Promote awareness of CIL services. Increase understanding of disability-related programs. Educate staff about discrimination.	Educational presentations to local organizations colleges and youth. Develop skills to identify and address discrimination.
Other	Collaboration/Networking	318.00	Build coalitions in CLW's area. Collaborate w/ MassHealth Prior Authorization staff to improve PCA program operations.	Collaborate with local organizations re: resources available and community needs. Participate in SILC and PCA Workforce Council.
Other	Community Education and Public Information	169.00	To share exchange outreach and educate the community and other organizations about programs and services available.	Develop relationships with consumers and organizations with the goal of streamlining access to programs and services.
Other	Community Education and Public Information	44.00	Increase capacity to assist consumers in emergencies. Work with local towns regarding accessible communication plans.	Ensure input from indivi. w/ disabilities in development of emergency preparedness policies. Learn from emergency personnel re: helping in emergency situations.
Other	Community Education and Public Information	36.00	Educate businesses agencies nonprofits and community members to enhance the community's knowledge about employment related topics for individuals with disabilities.	Educated employers re: employment of people w/ dis. Informed consumers about opportunities for education and employment. Informed local organizations re: reasonable accommodations at work.
Other	Community/Systems Advocacy	42.00	Advocate for change regarding employment of persons w/ disabilities. Participate in statewide employment coalition.	Educated Central Mass. community re: difficulties of job seeking for persons w/ disabilities.

				Participated in Employment Now Coalition.
Other	Collaboration/Networking	51.00	Increase knowledge about employment related topics including employment related barriers for individuals with disabilities	Attended employment presentation. Attended training on SSA Ticket to Work employment partnerships and tax incentives. Learned abt. community resources for SS beneficiaries considering employment.
Other	Collaboration/Networking	29.00	Be informed of local state and federal policy changes/updates. Also collaborate with other agencies/organizations.	By learning the changes/updates going on in MassHealth staff has been able to relay this information to consumers and change day to day work processes.
Health care	Community Education and Public Information	34.00	Attended conferences on prevention PTSD suicide risk and prevention shaken baby syndrome.	Conferences and workshops are learning opportunities for staff with the goal of increasing organizational knowledge base and improve work performance
Health care	Collaboration/Networking	76.00	Understand how to access public and private benefits. Learn about Medical Orders for Life-Sustaining Treatment provided by Area Health Education Center in Worcester MA	How to use Virtual Gateway to apply for MassHealth. Changes to MassHealth. Learned how to facilitate discussion w/ consumers re: CPR and other life-sustaining treatment.
Housing	Community/Systems Advocacy	40.00	Advocate for affordable/accessible housing	Advocatged for more affordable accessible housing. Assisted in advocating for

				consumer in finding affordable accessible housing.
Housing	Community Education and Public Information	75.00	How to apply and acquire affordable/accessible housing for consumers.	learned about homeless shelter system requesting reasonable accommodations tenant rights current housing subsidies and accessibility. Educated legislators and Housing Authoriteis re: housing needs
Housing	Technical Assistance	8.00	Providing assistance to the community on making affordable/accessible housing for individuals with disabilities.	Attended and gave testimony and input to MA housing and urban development regarding individuals with disabilities.
Transportation	Community/Systems Advocacy	75.00	Increase and improve transportation accessibility for PWDs in the Worcester regional transit authority (WRTA) catchment area.	Work with Worcester Regional Transit Auth consumer advocates to ensure transit services are provided as required by ADA and Dept of Transportation. Worked to improve transport options for p.w.d.
Health care	Community/Systems Advocacy	261.00	To ensure adequate resources and services including adequate funding for community-based health services for people to continue	The state budget included funding for disability-related services
Other	Community Education and Public Information	23.00	To provide workshops on topics that will improve access to IL skills by PWD?s in our service area	Develop PSA?s update web flyers on worksh
Assistive technology	Community Education and Public Information	514.00	To increase knowledge of AT and community-based services to enable people with disabilities and elders	People with disabilities and elders increased their knowledge of AT and

			to live independently in the community	community-based services
Assistive technology	Outreach Efforts	248.00	To increase awareness of AT and AT funding sources	People learned about AT and AT funding sources
Housing	Other	55.00	To train housing workers on disability rights and reasonable accommodations and to increase awareness of housing options for people with intellectual disabilities	Housing workers were trained on disability rights and reasonable accommodations; People with disabilities and their families learned about housing options
Other	Community Education and Public Information	44.00	To educate parents and guardians of children on IEP's on their children's rights under special education laws	Parents and guardians of children on IEP's learned how to advocate for their children's rights
Transportation	Collaboration/Networking	361.00	Educate members of Barnstable Co. Regional Emergency Planning Committee on need for accessible transport to emergency shelters	The BCREPC created a plan that included accessible transportation
Other	Community Education and Public Information	0.00	To ensure that people with disabilities have access to vocational and employment services	Vocational and employment service providers were educated on the employment rights of people with disabilities and the obligation to provide accessible services
Assistive technology	Technical Assistance	88.00	To increase the awareness of AT as a means for communication access programmatic access and facilities access	Service providers, including government agencies and community members were educated on the use of AT as a means to accessing services
Other	Other	234.00	To raise awareness of services programs and rights for people with disabilities	Through newsletters social media and mailings people were educated on various services programs and

				rights	
Transportation	Community/Systems Advocacy	154.75	To increase awareness of the AAB's regulations To provide technical assistance to both public and private entities in their effort to comply with the rules and regulations of MA Dept. of Safety AAB	Reviewed complaints of non-compliance. More entities have become compliant w/ AAB. Continue to monitor access of curb cuts and transportation hubs.	
Health care	Community/Systems Advocacy	96.00	Met with Legislators and staff to increase their awareness of the issues faced by the disability community in our state	Cuts to the PCA program were postponed due to the work of advocates & consumers	
Assistive technology	Community Education and Public Information	257.00	Increase awareness of IA and the needs of PWD's in our surrounding communities	Relationships with community partners were established	
Health care	Community Education and Public Information	27.50	Increase awareness of available supports and services	Participants gained knowledge of services in our area.	
Health care	Outreach Efforts	66.00	To educate the community about services provided by IA	People became more informed about IL services and PCA services provided by IA	
Assistive technology	Technical Assistance	8.00	Increase awareness to availability of Assistive Technology	Increase awareness to availability of Assistive Technology	
Housing	Outreach Efforts	8.00	Increase awareness to housing options	Worked with Disability Law Center to provide training on housing options for Persons With Disabilities living in the South Shore.	
Assistive technology	Community/Systems Advocacy	0.50	To inform PWD's on AT ATLP 7B CLASS programs and options.	Maintain info resources on AT programs inc: Completed 1	
Assistive technology	Community Education and Public Information	1.50	Educated PWD's on AT ATLP & B CLASS programs and options.	Maintain info resources on AT programs inc: Completed 1	
Other	Outreach Efforts	5.75	To Educate the	Public presentations	

			community service providers and/or unserved or underserved people about IL.	to underserved/unserved and service providers
Other	Collaboration/Networking	3.00	To expand resource data base educate and inform PWD and community on community resources.	Expand resource databases. Completed Board committee preparation and meeting.
Other	Community Education and Public Information	17.25	Expand resource database	Held informational skills training. Public presentations to underserved & unserved and service providers. Expand resource database
Other	Community Education and Public Information	27.25	Promote ADA day proclamations.	Recruited and trained volunteers for access surveys of local businesses. Marketed ADA proclamation to municipality.
Other	Collaboration/Networking	486.25	Involve PWD's in the valued social role as ILCNSCA Board member.	Expand Resource database. Board preparation and meeting. Join local groups in providing info.
Other	Collaboration/Networking	1.00	IL Education	Expand resource database. Public presentation to underserved & unserved. Committee preparation and meeting.
Other	Community Education and Public Information	35.75	IL Education	Held educational skills training. Presentation to underserved/unserved. Expand resource database.
Other	Outreach Efforts	31.25	IL Education	Held educational skills training. Presentation to underserved/unserved. Expand resource

				database.
Other	Community Education and Public Information	17.25	IL Education	Presentation to underserved & unserved. Hosted peer support group. Develop and distribute PSAs flyers & web page info.
Other	Collaboration/Networking	49.25	Expand educate and inform PWD?s and community on resources in the community.	Expand resource database. Public presentations to unserved/underserved. Participate in local groups providing information.
Other	Community Education and Public Information	85.25	Expand educate and inform PWD?s and community on resources in the community.	Held educational skills training. Presentation to underserved/unserved. Expand resource database.
Other	Community Education and Public Information	8.25	Expand educate and inform PWD?s and community on resources in the community.	Presentation to underserved/unserved and local providers.
Other	Outreach Efforts	30.50	Improve access to local businesses by PWD?s.	Recruited and trained volunteers for access surveys of local businesses.
Other	Community Education and Public Information	8.25	Expand social opportunities for PWD?s.	Hosted social events for pwd.
Other	Outreach Efforts	64.50	Expand social opportunities for PWD?s	Hosted peer support group. Developed PSAs flyers etc.
Other	Outreach Efforts	13.50	Expand social opportunities for PWD?s.	Coordinated restaurant events.
Other	Community/Systems Advocacy	56.75	Expand social opportunities for PWD?s.	Hosted social events for PWDs.
Other	Collaboration/Networking	15.25	Expand alliances to increase employment options.	Coordinate access to benefits planning. Weekly visit to Voc. Rehab. office.
Other	Community Education and Public Information	7.00	Expand alliances to increase employment options.	Visit with MRC VR office staff weekly: Completed 1

Health care	Community Education and Public Information	13.75	Participate in local health fair.	Helped plan and participate in Health Fairs. Distributed marketing materials.
Health care	Community Education and Public Information	106.00	Participate in local health fair.	Participated in local health fairs.
Housing	Community Education and Public Information	8.75	Teach PWD?s to advocate for AAA housing.	Held workshops on housing rights how to advocate for afford. access. housing. and Universal Hsg. Application workshop.
Housing	Community Education and Public Information	8.75	Collaborate with community housing groups to increase AAA housing.	Particiated in housing group to increase afford. & access. housing. Educated legislators re: PWD`s housing needs.
Housing	Collaboration/Networking	4.75	Collaborate with community housing groups to increase AAA housing.	Participate in housing group to increase AA: Completed 3
Housing	Community Education and Public Information	7.00	Collaborate with community housing groups to increase AAA housing.	Held workshops on housing rights how to advocate for afford. access. housing. and Universal Hsg. Application workshop.
Housing	Technical Assistance	2.25	Collaborate with community housing groups to increase AAA housing.	Participate in housing group to increase AA: Completed 1
Housing	Community/Systems Advocacy	7.25	Educate public legislators and/or PWD?s on PWD?s housing rights options & resources.	Participate in housing group to increase AA: Completed 2
Housing	Community Education and Public Information	18.25	Educate public legislators and/or PWD?s on PWD?s housing rights options & resources.	Held workshops on housing rights how to advocate for afford. access. housing. and Universal Hsg. Application workshop.

Housing	Community Education and Public Information	1.75	Educate public legislators and PWDs on housing rights & resources.	Held workshops on housing rights how to advocate for afford. access. housing. and Universal Hsg. Application workshop.
Housing	Community Education and Public Information	100.25	Increase education and submission of housing applications.	Held workshops on housing rights how to advocate for afford. access. housing. and Universal Hsg. Application workshop.
Housing	Community Education and Public Information	0.75	Increase education and submission of housing applications	Held workshops on housing rights how to advocate for afford. access. housing. and Universal Hsg. Application workshop.
Other	Community Education and Public Information	0.25	Provide Outreach to unserved and underserved PWD?s in NH	Visited 15 nursing homes and conducted workshops in 12 re: Olmstead. Contact state and fed. officials re: Olmstead. Provided 21 public presentations re: Options Counseling.
Other	Community Education and Public Information	0.50	Provide Outreach to unserved and underserved PWD?s in NH	Provided cross-training to ADRC partners. Implement Options Counseling with ADRC partners.
Other	Community Education and Public Information	2.50	Educate PWD?s living in institutions on community living options	Visited nursing homes and provided workshops on community living options.
Housing	Community Education and Public Information	17.75	Develop a ?no wrong door? ADRC model	Provided cross-training to ADRC partners. Developed service coordination model. Implemented Options Counseling

				with ADRC partners.
Other	Community Education and Public Information	0.75	Develop a "no wrong door" ADRC model	Provided cross-training to ADRC partners. Developed service coordination model. Implemented Options Counseling with ADRC partners.
Other	Collaboration/Networking	30.50	Implement ADRC	Provided cross-training to ADRC partners. Developed service coordination model. Implemented Options Counseling with ADRC partners.
Other	Community/Systems Advocacy	17.50	Advocate for increased funding for services and supports for IL	Contact state and fed official to educate. Participate in SILC legislative education. Contact/meet with Legislator.
Other	Community/Systems Advocacy	65.75	Educate and collaborate for increased funding for services and supports for ILCs and network of Centers and services	Contact state and fed official to educate. Participate in SILC legislative education. Contact/meet with Legislator.
Other	Collaboration/Networking	14.50	Educate and collaborate for increased funding for services and supports for ILCs and network of Centers and services	Provide cross-training to ADRC partners. Attend ADRC leadership meetings.
Other	Community Education and Public Information	8.25	Educate and collaborate for increased funding for services and supports for ILCs and network of Centers and services	Participate in SILC legislative education
Other	Community/Systems Advocacy	1.25	Educate/Advocate PWD's CAL and Legislators on Olmstead	Participate in SILC legislative education. Contact state and federal official. Coordinate with ADRC partners. Contact/meet with Legislator.

Other	Community/Systems Advocacy	67.75	Educate/Advocate PWD?s CAL and Legislators on Olmstead	Participate in SILC legislative education. Contact state and federal official. Coordinate with ADRC partners. Contact/meet with Legislator.
Other	Community Education and Public Information	5.00	Educate/Advocate PWD?s CAL and Legislators on Olmstead through Legislative Breakfast	Visited nursing homes. Contacted state and federal officials. Developed flyers web information & PSAs.
Other	Community Education and Public Information	10.50	Educate/Advocate PWD?s CAL and Legislators on Olmstead through Legislative Breakfast	Participate in SILC legislative education. Develop PSA?s. Develop flyers web information
Other	Community Education and Public Information	26.75	Educate PWD?s service providers and community on alternatives to Nursing Home admission	Visited nursing homes. Provide 12 workshops in NH to consumers. Contact state and fed official to educate. Develop flyers web information. Provide public presentations re: Options Counseling.
Other	Outreach Efforts	3.50	Educate PWD?s service providers and community on alternatives to Nursing Home admission	Provided public presentations re: Options Counseling.
Other	Community Education and Public Information	32.75	Educate PWD?s service providers and community on alternatives to Nursing Home admission	Participate in SILC legislative education. Develop PSA?s flyers web information..
Other	Community/Systems Advocacy	19.00	To provide workshops on topics that will improve access to IL skills by PWD?s in our service area	Misc. collaboration that increases IL for P: Completed 5
Other	Collaboration/Networking	11.50	Misc. collaboration that increases IL for P: Completed 5	Misc. collaboration that increases IL for P: Completed 3

Other	Community Education and Public Information	163.75	To provide workshops on topics that will improve access to IL skills by PWD?s in our service area	Hold workshops on topical issues. Develop PSA?s update web flyers on workshop.
Housing	Outreach Efforts	1.00	To provide workshops on topics that will improve access to IL skills by PWD?s in our service area	Hold workshops on topical issues. Develop PSA?s update web flyers on workshop.
Transportation	Community/Systems Advocacy	275.25	Educate PWD?s on options & rights for Transportation	Hold workshop of Transportation Rights. Participate in Greater North Shore on the Move.
Transportation	Community/Systems Advocacy	4.25	Expand access and increase options to transportation for PWD?s	Hold workshop of Transportation Rights. Participate in Greater North Shore on the Move.
Other	Outreach Efforts	50.00	To provide an inclusive and festive environment for children with disabilities as well as providing said group with a Christmas gift	100 disabled children received gifts while celebrating the Christmas season with MILCB staff friends and consumer families.
Other	Community/Systems Advocacy	75.00	Provide both parents with children that have disabilities and consumers with information about the various services provided in the Boston Ma. Communities for people with disabilities.	150 disabled children and parents gathered with local agencies that provide services for people with disabilities to inform them of the services offered in their communities.
Other	Collaboration/Networking	60.00	Provide both youth with disabilities and youth without disabilities with disability awareness workshops regarding various laws	120 youth gained a higher level of knowledge as it pertains to disability. These youth also become more mindful and potential advocates for the disability movement.

Health care	Technical Assistance	16.00	Inform disabled people about the importance of exercise good health and eating healthy food.	At the conclusion of this workshop the people were now more aware of what they needed to do as individuals with disabilities to obtain and sustain good health.
Other	Outreach Efforts	80.00	To inform the women in the disability community about information needed to stay independent	Because of the WMSG the disability women have gained many different resources from the support group towards everyday living.
Health care	Community/Systems Advocacy	53.00	The agency needs more community Involvement in all of the service areas as well as being involved with the Public Forums and legislative Activities at State House.	The State House needed to see the consumers in all Service Areas active around all issues concerning disabilities.
Transportation	Technical Assistance	36.00	Play a major role in development of the MetroWest Regional Transportation Authority.	Chair MWRTA Cons. Advisory Committee. Implemented a smooth transition for 1200 riders between two transit authorities.
Housing	Collaboration/Networking	20.00	Help local housing authority distribute remainder of 90 new Sec. 8 vouchers	Continue to work with local HA's in effort to expand vouchers for persons with disabilities under 60
Health care	Collaboration/Networking	82.00	Expand a close working relationship developed with five area elder service agencies (ASAPs)	Ongoing involvement with the MetroWest Aging & Disability Resource Consortium (MWADRC) ? Continue Options Counseling program using MWADRC model.
Health care	Community/Systems Advocacy	15.00	Serve as state appointed member on expert panel	Recommendations of panel prepared for fall

			regarding end of life care	delivery to state authorities
Health care	Community/Systems Advocacy	72.00	Participate on PCA Coalition & PCA Workforce Council to improve quality of home-based care for both PCAs and PCA consumers	Establishment of PCA recognition event; improvements to PCA referral directory; focus groups scheduled; preparation for collective bargaining.
Health care	Community/Systems Advocacy	22.00	Participate on PCA workgroup with EOHHS and LTC unit to resolve ongoing issues re Medicaid re-evals denials & deferrals	Multi-year re-eval process continuing.
Health care	Community/Systems Advocacy	12.00	Participate on Patient-Centered Medical Home Initiative Council to achieve accessible high-quality primary care & demonstrate cost-effectiveness of model	Framework for Design & Implementation Report produced for EOHHS & pilot test sites chosen
Assistive technology	Community Education and Public Information	116.00	Provide electronic newsletter for AT items	Increased awareness of AT services & funding available for persons with disabilities to access needed AT equipment
Assistive technology	Community Education and Public Information	48.00	Maintain list-serves MILAN & Virtual CIL	Maintain email list-serves for SILCs & IL centers as part of I&R database
Assistive technology	Community Education and Public Information	47.00	Start MWCIL's electronic newsletter	Inform local disability community of relevant issues and information. Increase aware-ness of center services
Other	Outreach Efforts	10.00	Present to youth with disabilities as part of state initiative	Increased awareness of services available to targeted population
Health care	Outreach Efforts	144.00	Options Counseling program increases awareness of community options for those facing	Persons with disabilities and family members receive information on

			nursing home placement	community services as alternative to nursing home placement
Other	Community Education and Public Information	57.00	Continue to update MWCIL's I&R database to provide current & accurate disability-related info	Provided updated records in online database for benefit of persons with disabilities and general population
Other	Community Education and Public Information	80.00	Participate in national field test to determine outcome measures and indicators for CIL program reporting to funding sources	Outcome data collected and field test results evaluated by NCIL Task force
Other	Community Education and Public Information	90.00	Develop a system of performance based objectives & measures for use by all CILs in Massachusetts	Contract Benchmarks achieved; Steering Committee established; Individual & Community Outcomes identified; Measurement methodologies developed
Other	Collaboration/Networking	86.00	Participate in collaborative to end disparities in access to competitive employment for persons with disabilities in the MetroWest region	Chaired Consumer Engagement workgroup to increase consumer job seeker participation in work of collaborative; focus groups held; brochure prepared.
Transportation	Community/Systems Advocacy	131.00	To increase the accessibility of transportation to people with disabilities in the ILC's service area	We recruited a CDL Licensed Driver for our consumer's transpo. needs and increased our # of consumers who are now registered for 'Easy Tranz' & with local providers.
Health care	Technical Assistance	94.00	To deliver TA to area Mass human services offices to make their	People with disabilities are informed of their

			offices services and programs more accessible. To increase the accessibility to healthcare for people with disabilities.	options for appropriate healthcare. Advocacy with Health networks and providers on behalf of IL Consumers.
Assistive technology	Community Education and Public Information	132.00	To increase the knowledge of AT and funding to allow consumers to achieve their maximum independence. To build new collaborative partnerships to increase access availability/ minimize isolation.	People with disabilities increased their awareness of AT. Some examples: Mass RELAY Technology training home visit assessments.
Housing	Collaboration/Networking	152.00	To play a leadership role working with area cities and towns to expand housing opportunities. i.e. the Community Development Block Grant Initiative.	Meetings and community outreach to Lawrence Community Development office local housing authorities and Advocacy /community forums. NILP applied to City of Haverhill for the CDBG opportunities.
Health care	Collaboration/Networking	408.00	To facilitate information and referral between the Independent Living Center and Elder Services of Merrimack Valley. Conduct cross training and workshops of ADRC Partners? staff. To present workshops	The Aging and Disability Resource Consortium (ADRC) of the Merrimack Valley is a strong network. In addition the Long Term Care Options Counseling has shown success with informing consumers.
Other	Community Education and Public Information	92.00	To facilitate communication between the Independent Living Center and the local disability commissions.	Community presentations were made to Chelmsford and other Commissions and to educate about the role and advocacy of local

				Disability Commissions. We serve well as a resource for TA.
Other	Community Education and Public Information	490.00	To increase awareness of disabilities and disability issues	NILP has updated and improved its website published two newsletters and sent them to consumers and community friends and supporters posted more than 3 dozen PSA's staff appearances on local cable
Health care	Community/Systems Advocacy	160.00	To promote consumer choice and independent living in the community.	Annual Legislative Forum and attendance with numerous consumers to State House to participate in systems advocacy. Legislators the governor and policy makers were educated on the need for community
Health care	Technical Assistance	90.00	To ensure that the needs of people with disabilities are considered in the regional emergency planning	Consumer's needs are considered in emergency planning forums NILP is an integral part of the regional emergency planning committees
Other	Technical Assistance	528.00	To provide community access monitoring and ADA transition plans in order to increase equal opportunities in the Northeast area.	Provided ADA accessibility compliance trainings and TA services to provide transition plans for four cities and seven service providers and two schools
Health care	Other	158.00	To expand the Greater Lawrence Peer Counseling Project Long Term Care Options Counseling.	NILP has a peer project providing 1-1 meetings and support for persons in

				recovery programs. We also provide weekly peer support groups.
Transportation	Outreach Efforts	225.00	NILP expanded our Community resource center for consumers and delivered presentations to partners representing our diverse urban multi-cultural populations.	NILP increased its transportation services to increase our outreach to consumers in outlier geographic areas therefore broadening the representation of our consumers.
Health care	Collaboration/Networking	10.00	To collaborate with local agencies serving unserved and underserved multicultural communities	Participate in St. Anne`s Hospital`s Multicultural Health Committee and Hispano Unidos to sponsor a Community Resource Fair that reached over 100 people.
Health care	Outreach Efforts	9.00	To promote awareness of disability issues and services our center provides.	Participated in the Senior Spectacular Fair Attleboro sponsored by State Rep. Betty Poirier. Over 450 seniors attended and 75 agencies.
Health care	Outreach Efforts	5.00	To promote awareness of disability issues and services our center provides.	Participated in the Bristol Community College Wellness Fair. Over 200 people attended and 29 agencies.
Health care	Outreach Efforts	3.00	To promote awareness of disability issues and services our center provides.	Participated in a Health Fair at an Assisted Living Facility in Dartmouth. There were over 50 attendees and 42 vendors.
Transportation	Community/Systems Advocacy	12.00	To continue serving on the regional transportation authority (SRTA)	SCIL`s IL Transition Specialist continues to Chair the Consumer

			consumer Committee.	Advisory Committee.
Transportation	Community/Systems Advocacy	6.00	To advocate for needed transportation services for people with disabilities. To advocate for expanded services on weekends and evenings to extend routes to rural areas and increase rail services.	Staff attended focus groups sponsored by the Southeastern Mass Transportation Alliance to advocate for needed services.
Housing	Collaboration/Networking	6.00	To build Fall River`s first "green home" which will be purchased by a low income homeowner.	SCIL`s Director serves as treasurer for the Fall River Community Housing Resource Board which is involved with the collaborative "green housing" project with Fall River`s Youthbuild.
Assistive technology	Technical Assistance	25.00	Collaborate with the Fall River Commission on Disability and City of Fall River to plan a Disability Awareness Day. The theme was the 20th Anniversary of the ADA.	SCIL assisted with planning the 2nd Fall River Disability Day. SCIL`s ex. dir. and 2 board members are on the Commission for Disability. Event held in 10/2010.
Transportation	Community/Systems Advocacy	14.00	Advocate for handicap parking and educate the community about illegal handicap parking and HP placard abuse.	SCIL Director and 2 Board members to serve on the FR Commission on Disability that have oversight of the accessible parking spaces. From 10/1/09 to 5/31/10 1929 tickets issued for illegal parking.
Assistive technology	Technical Assistance	74.00	Provide education about ADA and provide social and recreational opportunities to celebrate the 20th Anv. of the ADA.	Celebrated the 20th Anniversary of the ADA with a recreational event at a New Bedford Park. Over 60 consumers and staff attended.

				Speeches and material given on the ADA.
Assistive technology	Technical Assistance	531.00	Provide free computer instruction for persons with disabilities to improve their computer skills for employment to refurbish donated computers for consumers` use.	SCIL instructed 150 persons with disabilities on computers. Provided 1 refurbished computer and computer parts to 3 other consumers.
Health care	Collaboration/Networking	267.00	To continue membership in the Aging and Disability Consortium (ADRC) with 3 local area Aging Services Access Points (ASAP)	SCIL continues to be part of the ADRCSE. SCIL referred 32 individuals to the ASAP`s and received 33 referrals from the ASAP`s. Jointly the ADRCSE held a half day conference for 85 people.
Health care	Collaboration/Networking	42.00	To work within the ADRC to provide information to individuals and their families about long term care options.	The ADRCSE received funds for Options Counseling and three SCIL staff have been trained to provide this service.
Other	Community/Systems Advocacy	7.00	Participate in a Statewide Diversion Committee that works on solutions to transition issues facing individuals and how ILC`s can better serve their needs.	SCIL`s Transition Team continues to take part in conference calls to learn about resources for consumers transitioning back into the community.
Housing	Collaboration/Networking	4.00	To better serve the needs of the disabled homeless population in the New Bedford Area	SCIL belongs to the New Bedford Homeless Provider`s Network.
Housing	Collaboration/Networking	22.00	To better serve the needs of the disabled homeless population in the New Bedford area.	SCIL participates in the New Bedford Homeless Street Count counting the homeless people at a methadone clinic library and soup kitchen. SCIL is listed

				in a resource guide published by the HSPN.
Housing	Collaboration/Networking	37.00	To better serve the needs of the disabled homeless population in the Fall River Area.	SCIL staff was on the planning committee for the Project Homeless Connect. The Fall River Homeless Provider`s Network New Initiative; a one stop shop for homeless. Staff attended and provided info.
Other	Community/Systems Advocacy	30.00	To make our legislators aware of the needs of people with disabilities.	Provided statistics and information about the needs of people with disabilities to the area State. Rep and governor`s office.
Other	Collaboration/Networking	11.00	To serve on a council in Attleboro and increase our resources in the City of Attleboro and town of North Attleboro and provide education to those communities about the services SCIL offers.	SCIL participates in the Attleboro Area Council. SCIL staff appeared on a cable television show and spoke about SCIL`s services and the ADRC.
Other	Collaboration/Networking	14.00	To become part of a collaborative to serve Wareham to avail SCIL of the resources for our consumers in that particular service area.	SCIL is part of the Wareham Collaborative which includes the Wareham Community Resource Guide. SCIL is able to display brochures at the library and Town Hall.
Health care	Collaboration/Networking	10.00	To collaborate with a cohesive network of professionals in the Bristol County area about the services available to people.	Presented at a meeting of Bristol Networking Group a group of professionals in the nursing home elderly services and health care industries.
Other	Collaboration/Networking	7.00	To collaborate with the Dept. of Transitional	SCIL staff joined a DTA`s advisory

			Assistance to streamline access to the SNAP program; to provide community resources to the DTA clientele.	Board in the Fall River and New Bedford offices. SCIL was invited to be part of a Community Partners Collaborative and attended a resource fair.
Other	Technical Assistance	47.00	To develop follow up strategies to help our consumers have successful transitions from institutions back into the community through access to social and recreational opportunities as well as resource	SCIL developed a new nursing home transition follow up form. The form asks about social and recreational activities faith affiliations hobbies and family support. SCIL developed "Welcome Home" bags
Other	Collaboration/Networking	27.00	To maximize the employment services delivery system in the Attleboro Fall River and Taunton Area.	SCIL joined the Bristol Employment Network Collaborative. Through this SCIL help developed a curriculum at Bristol Com. College to train people w/disabilities to be PCA's.
Other	Community/Systems Advocacy	279.00	To advocate for youth with special needs during transition to post secondary educ. and/or employment.	SCIL worked with 220 students in seven schools. Conducted a pilot program at NB Voc-Tech HS introducing 5 students to Bristol Com. College. The program was funded by NB Voc-Tech HS Sped Ed Dept.
Other	Technical Assistance	252.00	To create an art program for people with disabilities; to involve consumers in our capacity building.	Complete year 2 of our Art Project. Created and sold calendars with art work from the program. Received a

				FR Cultural Council grant to continue our Art Project. Work was accepted for showing.
Transportation	Outreach Efforts	14.00	Survey riders about experiences with PVTA	Achieved better sense of concerns of disabled riders
Health care	Community/Systems Advocacy	32.00	Participate in PCA Improvement Work Group	Achieved several reforms to make program more responsive
Transportation	Technical Assistance	4.00	Provide at least one training to PVTA	Give drivers perspective on disability experience
Health care	Community/Systems Advocacy	14.00	Coordinate at least 3 conference calls of advocate/provider members of PCA IWG	Helped achieve unified perspective among advocates on needed changes
Health care	Community/Systems Advocacy	38.00	Participate in at least four rallies for PCA Program	Made Governor legislators aware of importance of program
Health care	Community/Systems Advocacy	8.00	Attend at least three meetings of Diversion and	Final recommendations did not include many developed by disability advocates
Health care	Community/Systems Advocacy	17.00	Attend at least four meetings of PCA Homecare Quality Workforce Council	Ensured presence of disability perspective in negotiations with PCA union
Health care	Technical Assistance	3.00	Provide information on Medicaid appeals process to consumers	Published article in newsletter ? gave information to about 6000 persons with disabilities
Health care	Technical Assistance	0.00	Offer workshop to consumers on making reasonable accommodation requests to health care providers	Did not work on this objective
Health care	Community Education and Public Information	0.00	Develop video from accommodation requests workshop	Did not work on this objective
Health care	Community Education and Public Information	3.00	Publish at least one story about health care access in	Encouraged consumers to

			Stavros newsletter	advocate for home-based care service in the face of budget cuts
Health care	Community Education and Public Information	9.00	Film at least three videos of consumers talking about the importance of the PCA program	We filmed the videos but were unable to post them on our web site or Facebook page because of incompatibility with captioning applications
Health care	Outreach Efforts	14.00	Hold at least one forum on health care access	Held very well-attended forum with Deaf consumers interpreters and hospital administrators about communication access
Health care	Collaboration/Networking	4.00	Work with Center for Public Representation about legal responses to cuts in PCA program	This activity led to legal framework to challenge cuts as violations of Olmstead etc.
Health care	Collaboration/Networking	2.00	Work with attorneys on possible discrimination against persons with cancer	Our analysis of trends showed that the apparent problems in the PCA program had disappeared
Assistive technology	Technical Assistance	7.00	Present at least 2 workshops on availability of funding for AT	Provided information about funding to purchase AT devices at 4 workshops
Assistive technology	Community Education and Public Information	0.00	Issue at least 2 press releases or PSAs about AT	None issued; did send letters to all those who had expressed interest
Assistive technology	Community Education and Public Information	9.00	Present at least 20 workshops on AT to persons with hearing loss	Presented 6 workshops
Assistive technology	Community Education and Public Information	5.00	Get at least one article about Home Sweet Home program published in an area newspaper	Article was published giving publicity to program and generosity of local Rotary Club

Assistive technology	Outreach Efforts	0.00	Publish at least two AT-themed articles in Stavros newsletter	Did not accomplish objective
Assistive technology	Outreach Efforts	4.00	Hold at least one workshop with AT theme (w/ equipment provider)	3 equipment providers were present at ?Celebrate the Promise/ADA Festival? in Amherst in July
Housing	Community/Systems Advocacy	17.00	Attend at least four statewide meetings to address fair housing issues	More than 4 ? we lost count of the number. Meetings helped produce draft legislation to upgrade Massachusetts housing regulations
Housing	Community/Systems Advocacy	11.00	Staff will participate in statewide Fair Housing Summit	Fair Housing Summit brought together all the players necessary to develop more housing for persons with disabilities in Massachusetts
Housing	Community/Systems Advocacy	7.00	Staff will review comments made at Summit	Helped compile 28-page set of observations and recommendations for housing in Massachusetts
Housing	Community/Systems Advocacy	12.00	Staff will work to review current state and federal regulations	Helped develop recommendations for legislation to improve Mass. Housing regulations
Housing	Community/Systems Advocacy	2.00	Staff will testify at ?Olmstead? hearing	Made state officials aware of housing needs of persons with disabilities and possible actions to take
Housing	Community/Systems Advocacy	9.00	Follow-up on at least five complaints of inaccessible housing/unfair practices	Assisted five consumers with accommodation requests to address problems of access

Housing	Community/Systems Advocacy	0.25	Ask HUD staff to participate in Summit	HUD did not respond
Housing	Community/Systems Advocacy	21.00	Continue work with tenants at Golden Court (Hadley MA)	Helped tenants get access to Community Room; made progress in other areas of civil rights
Housing	Technical Assistance	6.00	Present at least four workshops on resources for home modifications	Held four workshops
Housing	Technical Assistance	52.00	Provide housing information to 100 persons	Provided information to 325 persons
Housing	Community Education and Public Information	0.00	Press release or article about Housing Summit	Not accomplished
Housing	Community Education and Public Information	2.00	Add housing feature to Stavros website	Web site has separate housing page with links to fair housing enforcement
Housing	Community Education and Public Information	14.00	Present at least 10 ?Housing 101? workshops	Presented 9
Housing	Outreach Efforts	0.00	Publish at least two articles on housing issues in Stavros newsletter	Not accomplished
Housing	Collaboration/Networking	7.00	Work with other CILs and organizations to follow-up on results of Fair Housing Summit	Work led to outline of legislation to improve Mass. Housing regulations
Housing	Collaboration/Networking	8.00	Collaborate with at least four schools or others for Home Sweet Home projects	Collaborated with two; built seven ramps with them
Other	Community/Systems Advocacy	10.00	Follow-up on at least 10 complaints of access	IL staff worked with consumers on 10 complaints
Other	Community/Systems Advocacy	14.00	Work with Amherst Disability Advisory Committee on accessibility issues	Staff helped group identify issues of crosswalk safety; sidewalk improvements for block grant funding
Other	Community/Systems Advocacy	6.00	Improve access at YMCA in Northampton	Addressed safety issues in stairways and on sidewalk
Other	Technical Assistance	17.00	Offer assistance to at least	Offered assistance to 33

Other	Technical Assistance	14.00	Respond to at least 20 requests for variances received from Architectural Access Board	Commented to AAB on 23 requests
Other	Technical Assistance	54.00	Provide TA to at least 15 communities/organizations	Assisted 17
Other	Community Education and Public Information	142.00	Stage a 20th Anniversary of ADA event	We did it! A big deal!!
Other	Community Education and Public Information	5.50	Issue press releases/PSAs about ADA event	Issued press releases and posters too!
Other	Community Education and Public Information	4.50	Three newspaper articles about access awards	Resulted in 3 newspaper articles.
Other	Community Education and Public Information	0.00	Provide at least one training to consumers in access issues	No action was taken on this objective
Other	Outreach Efforts	2.00	Encourage consumers to identify places that need improvements in access	Consumers identified a dozen places with barriers to access
Other	Outreach Efforts	5.00	Use article/website to encourage consumers to monitor community access	One article in newsletter; website and Facebook page encouraged activism
Other	Outreach Efforts	2.00	Publish one newsletter article addressing aspect of access and encouraging consumer involvement	One article published in newsletter
Other	Community/Systems Advocacy	11.00	Work with network of state CILs for more effective advocacy	Basic IL and disability programs escaped significant cuts
Other	Community/Systems Advocacy	8.00	Work with Mass. Association of ADRCs to shape state services	Association was very active in providing feedback to state on development of proposals for programs affecting persons with disabilities and elders
Other	Technical Assistance	6.00	Participate in program and workshop development of Pioneer Valley ADRC	Assisted with bringing mobility and healthy eating training in for ASAPs; continue to work on Alzheimer's training

Other	Collaboration/Networking	8.00	Meet at least three times with executive directors of ASAP members of our ADRC	Met four times
Other	Collaboration/Networking	4.50	Meet with I&R departments of ASAP partners	Met three times
Other	Collaboration/Networking	2.00	Collaborate with ASAPs in development of at least one funding proposal	Proposal for mobility and healthy eating trainings was funded
Other	Collaboration/Networking	2.00	Time spent arranging/keeping up space to support SHINE program by offering space and resources (free) to one counselor	SHINE counselor was active at Stavros throughout the year

Screen 10 of 15

RSA-704 Part II Subpart IV D.2 - Compliance Indicator 4: Community Options and Community Capacity; Item 2

Massachusetts Rehab Commission - 2010

Item 2 - Description of Community Activities

For the community activities mentioned above, provide additional details such as the role of the CIL staff board members and/or consumers, names of any partner organizations and further descriptions of the specific activities, services and benefits.

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Screen 11 of 15

RSA-704 Part II Subpart IV E-F - Compliance Indicators 5-6

Massachusetts Rehab Commission - 2010

Section E - Compliance Indicator 5: IL Core Services and Other IL Services

In addition to the data provided in Subpart III, describe how information and referral services and the other IL core and other IL services are provided to those who request such services in formats accessible to the individual requesting the services. Describe any innovative practices (not mentioned elsewhere in this report) to enhance the availability and effectiveness of IL services.

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Section F - Compliance Indicator 6: IL Resource Development Activities

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

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Screen 12 of 15

RSA-704 Part II Subpart V - Annual Program And Financial Planning Objectives

Massachusetts Rehab Commission - 2010

Section A - Work Plan for the Reporting Year

Item 1 - Achievements

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

-

Item 2 - Challenges

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

-

Item 3 - Comparison with Prior Reporting Year

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

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Section B - Work Plan for the Year Following the Reporting Year

Item 1 - Annual Work Plan

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

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Item 2 - SPIL Consistency

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

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Screen 13 of 15

RSA-704 Part II Subpart VI - Training And Technical Assistance Needs

Massachusetts Rehab Commission - 2010

Training and Technical Assistance Needs

Choose up to 10 Priority Needs - Rate items 1-10 with 1 being most important

Advocacy/Leadship Development

General Overview

Community/Grassroots Organizing

Individual Empowerment

Systems Advocacy

Legislative Process

Applicable Laws

General overview and promulgation of various disability laws

Americans with Disabilities Act

Air-Carrier's Access Act

Fair Housing Act	
Individuals with Disabilities Education Improvement Act	
Medicaid/Medicare/PAS/waivers/long-term care	
Rehabilitation Act of 1973, as amended	
Social Security Act	
Workforce Investment Act of 1998	
Ticket to Work and Work Incentives Improvement Act of 1999	
Government Performance Results Act of 1993	
Assistive Technologies	
General Overview	
Data Collecting and Reporting	
General Overview	
704 Reports	
Performance Measures contained in 704 Report	
Dual Reporting Requirements	
Case Service Record Documentation	
Disability Awareness and Information	
Specific Issues	
Evaluation	
General Overview	
CIL Standards and Indicators	
Community Needs Assessment	
Consumer Satisfaction Surveys	
Focus Groups	
Outcome Measures	

Financial: Grant Management	
General Overview	
Federal Regulations	
Budgeting	
Fund Accounting	
Financial: Resource Development	
General Overview	
Diversification of Funding Base	1
Fee-for-Service Approaches	2
For Profit Subsidiaries	3
Fund-Raising Events of Statewide Campaigns	
Grant Writing	
Independent Living Philosophy	
General Overview	
Innovative Programs	
Best Practices	
Specific Examples	
Management Information Systems	
Computer Skills	
Software	
Marketing and Public Relations	
General Overview	
Presentation/Workshop Skills	8
Community Awareness	
Network Strategies	
General Overview	

Electronic	
Among CILs & SILCs	
Community Partners	10
Program Planning	
General Overview of Program Management and Staff Development	
CIL Executive Directorship Skills Building	
Conflict Management and Alternative Dispute Resolution	
First-Line CIL Supervisor Skills Building	
IL Skills Modules	
Peer Mentoring	
Program Design	
Time Management	6
Team Building	
Outreach to Unserved/Underserved Populations	
General Overview	
Disability	
Minority	
Institutionalized Potential Consumers	5
Rural	
Urban	
SILC Roles/Relationship to CILs	
General Overview	
Development of State Plan for Independent Living	
Implementation (monitor & review) of SPIL	
Public Meetings	
Role and Responsibilities of Executive Board	

Role and Responsibilities of General Members	
Collaborations with In-State Stakeholders	
CIL Board of Directors	
General Overview	
Roles and Responsibilities	
Policy Development	7
Recruiting/Increasing Involvement	9
Volunteer Programs	
General Overview	4
Option Areas and/or Comments	
Independent Living Data Management System (Database)	
Recruitment of Staff	
Internship programs	
Screen 14 of 15	
RSA-704 Part II Subpart VII - Additional Information	
Massachusetts Rehab Commission - 2010	
Section A - Other Accomplishments, Activities and Challenges	
Describe any additional significant accomplishments, activities and/or challenges not included elsewhere in the report, e.g., brief summaries of innovative practices, improved service delivery to consumers, etc.	
-	
Section B - Additional Information	
Provide additional information, comments, explanations or suggestions not included elsewhere in the report.	
-	
Screen 15 of 15	
RSA-704 Part II Subpart VIII - Signatures	

Massachusetts Rehab Commission - 2010

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

	Name and Title	Signed	Date Signed
Center Director	Charles Carr Commissioner	Signed	01/31/2011
Center Board Chairperson	Nancy Rumbolt-Trzcinski	Signed	01/27/2011

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