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UNITED STATES DEPARTMENT OF EDUCATION

Office of Special Education and Rehabilitative Services

REHABILITATION SERVICES ADMINISTRATION

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)

Fiscal Year: 2009

Grant #: H132A930033

Name of Center: Ocean State Center for Independent Living

Acronym for Center (if applicable): OSCIL

State: Rhode Island

Counties Served: All

SUBPART I – ADMINISTRATIVE DATA

Section A – Sources and Amounts of Funds and Resources

Section 725(c)(8)(D) of the Act; 34 CFR 366.50(i)(4)

Indicate the 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	\$ 144,900.
(B) Title VII, Ch. 1, Part C	\$ 303,931.
(C) Title VII, Ch. 2	\$ -
(D) Other Federal Funds	\$ 77,000.

Item 2 - Other Government Funds

(E) State Government Funds	\$ 118,285.
(F) Local Government Funds	\$ 5,000 .

Item 3 - Private Resources

(G) Foundations, Corporations, or Trust Grants	\$ 54,000.
(H) Donations from Individuals	\$ 1,853.
(I) Membership Fees	\$ 1,019.
(J) Investment Income/Endowment	\$ -
(K) Fees for Service (program income, etc.)	\$ 24,000.
(L) Other resources (in-kind, fundraising, etc.)	\$ 15,000.

Item 4 - Total Income

Total income = (A)+(B)+(C)+(D)+(E)+(F)+(G)+(H)+(I)+(J)+(K)+(L)	\$ 744,988.
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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)	\$ 0
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Item 6 - Net Operating Resources

Total Income (Section 4) <minus> amount paid out to Consumers (Section 5) = Net Operating Resources	\$ 744,988.
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SUBPART II – NUMBER AND TYPES OF INDIVIDUALS WITH SIGNIFICANT DISABILITIES RECEIVING SERVICES

Section 725(c)(8)(B) of the Act; 34 CFR 366.50(i)(2)

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 <u>active</u> CSRs carried over from September 30 of the preceding reporting year	156
(2) Enter the number of CSRs started since October 1 of the reporting year	232
(3) Add lines (1) and (2) to get the <i>total number of consumers served</i>	388

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	3
(2) Withdrawn	7
(3) Died	4
(4) Completed all goals set	206
(5) Other	0
(6) Add lines (1)+(2)+(3)+(4)+(5) to get <i>total CSRs closed</i>	220

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	168

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	87
(2) Number of consumers with whom an ILP was developed	301
(3) Total number of consumers served during the reporting year	388

Section E – Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	0
(2) Ages 5 – 19	2
(3) Ages 20 – 24	7
(4) Ages 25 – 59	142
(5) Age 60 and Older	233
(6) Age unavailable	4

Section F – Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	256
(2) Number of Males served	132

Section G – Race and Ethnicity

Indicate the number of consumers served in each category below. *Individuals may select more than one category.*

	# of Consumers
(1) American Indian or Alaska Native	9
(2) Asian	14
(3) Black or African American	24
(4) Native Hawaiian or Other Pacific Islander	0
(5) White	241
(6) Hispanic / Latino or any race or Hispanic/ Latino only	41

(7) Two or more races	-
(8) Race and Ethnicity Unknown	59

Section H – Disability

Indicate the number of consumers in each category below.

	# of Consumers
(1) Cognitive	14
(2) Mental/Emotional	23
(3) Physical	192
(4) Hearing	82
(5) Vision	21
(6) Multiple Disabilities	56
(7) Other	0

Section I – Individuals Served by County During the Reporting Year

Section 704(m)(4)(D) of the Act

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

County Name	Number of County Residents Served
Bristol	15
Kent	100
Newport	15
Providence	223
Washington	35

SUBPART III – INDIVIDUAL SERVICES AND ACHIEVEMENTS

Subpart III contains new data requests. Please refer to the Instructions before completing.

Section A – Individual Services

For the reporting year, indicate in the table below how many consumers requested and received each of the following IL services.

Services	Consumers Requesting Services	Consumers Receiving Services
(A) Advocacy/Legal Services	41	41
(B) Assistive Technology	120	120
(C) Children’s Services	0	0
(D) Communication Services	42	42
(E) Counseling and Related Services	29	29
(F) Family Services	3	3
(G) Housing, Home Modifications, and Shelter Services	162	162
(H) IL Skills Training and Life Skills Training	17	17
(I) Information and Referral Services	22	22
(J) Mental Restoration Services	0	0
(K) Mobility Training	0	0
(L) Peer Counseling Services	30	30
(M) Personal Assistance Services	0	0
(N) Physical Restoration Services	0	0
(O) Preventive Services	0	0
(P) Prostheses, Orthotics, and Other Appliances	0	0
(Q) Recreational Services	0	0
(R) Rehabilitation Technology Services	0	0
(S) Therapeutic Treatment	0	0
(T) Transportation Services	3	3
(U) Youth/Transition Services	6	6
(V) Vocational Services	87	87
(W) Other Services	96	96

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	13	39	61
(B) Communication	42	2	39
(C) Mobility/Transportation	111	9	95
(D) Community-Based Living	213	17	181
(E) Educational	53	2	45
(F) Vocational	98	98	0
(G) Self-care	90	5	85
(H) Information Access/Technology	138	45	80
(I) Personal Resource Management	39	3	34
(J) Relocation from a Nursing Home or Institution to Community-Based Living	52	13	7
Community/Social Participation	7	6	0
(K) Other	9	1	5

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

(A) Table

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

Areas	# of Consumers Requiring Access	# of Consumers Achieving Access	# of Consumers Whose Access is in Progress
(A) Transportation	172	9	95
(B) Health Care Services	161	1	5
(C) Assistive Technology	638	45	80

*NOTE RE ABOVE: # of consumers includes all I & R calls made to the OSCIL Center requesting

access in one of the 3 focus areas (See Subpart IV: Section E -Compliance Indicator 5 for examples of I&R calls) and consumer goals. The # of consumers achieving access reflects individual achievement of goal in a particular area and/or direct service provision (health care) and completed I&R calls. The # of Consumers Whose Access is in Progress are those individuals working on established IL goals that are still in progress.

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

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

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.

Through Direct Service:	388
New Intakes This Year:	232
Through Presentations:	1,009
Information and Referral:	2,472
Website Hits:	70,359

Housing: A total of 78 consumers were served by OSCIL's Housing Program, all seeking affordable/accessible housing including the achievement of multi-goals in this area including: self-advocacy, assistive technology, personal resource management and/or health services.

Nine (9) consumers were able to secure affordable-accessible housing this year: Five (5) in Warwick, two (2) in Warren, one (1) in North Providence and one (1) in Swansea. Another eighteen (18) consumers were offered the opportunity to move into subsidized housing; however, refused and chose to go back to the bottom of the list and work their way back again. Thirteen (13) refused. Four (4) did not respond and one (1) moved out of state. Others worked on housing-related goals.

As this report is written, there are currently 37 consumers continuing to work on multi-goals in the attainment of housing.

Home Modifications: OSCIL's Home Access Coordinator assisted a total of 126 individuals to address various barriers in the home which were preventing complete independence. Fifty-three (53) were successfully completed cases; including completion of seventeen (17) home modification projects. Other consumers were provided assessment and information to increase access in the home and connected to funding sources that would cover home modifications.

Nursing Home Transition: OSCIL's Nursing Home Transition Program was funded this year through Title VII: B funding. OSCIL worked with a total of fifty-two (52) individuals (38% having

multiple disabilities) on their goals to transition from the nursing home environment to less restrictive environment. Thirteen (13) individuals successfully transitioned from the nursing home environment into their choice of community setting. Of the thirteen, four (4) transitioned back to their own homes, four (4) to their own apartments, two (2) into family member homes, one (1) to an assisted living facility and two (2) to new subsidized apartments. As this year ended, seven (7) consumers were currently in the transition process. Of the thirty-two (32) other consumers involved in this program, some consumers decided not to transition, others were not ready to transition at this time and others had to be denied due to unsafe, medically unstable situations.

OSCIL provided assistance with the acquisition of assistive technology to help consumers remain independent in their homes and/or community. A total of 120 consumers were provided assistance in the acquisition of assistive devices to increase independence in their homes and community. Purchase of equipment/assistive devices was made possible through limited Federal Title VII:B funding and a Tuft's Health Plan Foundation "Keeping Seniors Safe" Grant. Many devices helped provide increased access in their homes, allowing many to stay in their homes rather than having to move to another location. In addition, OSCIL continues to receive donated equipment such as stair lifts, rollators, walkers, scooters and wheelchairs which were reutilized to assist consumers with increased independence.

Smoke Detector Program: OSCIL provided 12 consumers with adaptive shake-a-wake smoke detectors. OSCIL works in tandem with local fire departments community agencies to identify persons in need.

Presentations/Exhibits/Displays

OSCIL In-Services Trainings

< Providence Housing Authority	11/5/08
< Safety Precautions Dealing with Consumers w/ MRSA & Other Infectious Diseases	12/9/08
< GDC – Access Issues and ADA Complaints	1/13/09
< Tri-Town Services/Personal Choice	3/10/09
< Senior Helpers	4/21/09
< Cornerstone Adult Services	6/9/09

Outside Training Attended

< Wellness In Geriatric Rehab/ SNE Rehab Center	10/3/08
< Elder Coalition/Senior Agenda Coalition	10/16/08
< AEL "Seating Solutions Seminar"/AEL	10/1-10/2/08
< Supporting Women in Addiction Recovery	11/7/08
< AT Conference/ATAP "Improving Daily Lives"	11/20/08
< Society, Ethics & the ADA/ RI Rehab Assoc.	1/14/09
< RI State Budget Rhode Map/Poverty Institute	1/15/09
< RI Bar Association Advisory Commission/The Point	2/09
< Vision Loss & Assistive Technology Products/In-Sight	3/31/09
< DEA Training – United Way 211 & Comm. Health Ctrs	6/9/09
< Social Security Work Incentives SILC	6/22/09
< DEA- Global Waiver Training/DEA	6/29/09
< Housing for Elderly Citizens/RI Housing Authority	7/09/09
< Pandemic Conference/ RI Emergency Mgt	9/17/09
< Bridgemark	9/21/09
< Long Term Care Policy Conference- RIAFSA/RIALA	9/25/09

SUBPART IV – Extent of CIL Compliance with the Six Evaluation Standards

Section 725(b) and section 725(c)(8)(A) of the Act; 34 CFR 366.63

Section A – Compliance Indicator 1: Philosophy

Item 1 - Consumer Control

34 CFR 366.63(a)(1); 34 CFR 366.50(i)(5) and (6)

(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
14	8

(B) Staff Composition

Enter requested staff information in the table below:

-	Total Number of FTEs	FTEs Filled by Individuals with Disabilities	FTEs Filled by Individuals From Minority Populations
Decision-Making Staff	1	1	
Other Staff	11	6	2

Item 2 - Self-Help and Self-Advocacy

4 CFR 366.63(a)(2)

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

All OSCIL consumers establish their own plan for increased independence and work towards goal achievement.

Whenever possible, consumers are encouraged to become their own self-advocates. Consumer self-advocates have testified at are public hearings and public forums.

Callers to the Center are provided information to self-advocate (see Information/Advocacy examples).

Item 3 - Peer Relationships and Peer Role Models

34 CFR 366.63(a)(3)

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.

Consumers who call the Center can speak with staff who have disability. Assistance with disability specific information and resources has helped consumers to move towards increased independence. Consumers also are free to come into our Center for one-to-one peer support and/or to try-out both high-tech and low-tech assistive technology available at the Center.

As part of the Youth Leadership Forum, young students with disability come together (many for the first time) with other youth who have disability. This connection provides opportunity for peer support and increased sense of belonging, strengthening the students' support systems and promoting leadership ideation.

Item 4 - Equal Access

34 CFR 366.63(a)(4)

(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.

OSCIL ensures equal access to all consumers with significant disability by way of OSCIL's accessible location, which is/has:

- Located on a main bus line**
- Toll-free 800 phone line – consumers anywhere in RI can call without toll charges**
- Handicapped Parking Spaces directly in front of building**
- _Automated Front Door**
- Accessible Restroom**
- One-story design, with access to all Center areas**
- TTY for the Deaf**
- Video Phone for the Deaf**
- Providing sign language interpreters**
- CCTV for the visually impaired**
- Telephone alerting flasher devices**
- Flashers for Center alarm system**
- OSCIL Website accessible for screen readers**

Via program access:

- Picture Communication Books for Driver Education and Citizenship Training**
- Service provision in consumer homes**
- Accessible van**

Via media:

- Display materials and consumer fact sheets are in large print**
- Consumers can request any material be available in Braille and/or be available on disk or tape**
- Newsletter – large print**

(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.

All OSCIL programs are open to individuals with disabilities. Accommodations are made prior to meetings in order for all individuals to take part. (Example, events held by OSCIL are held in a central location, in an accessible building, on a bus line, with interpreters secured ahead of time - before any request is made). Consumers are notified of any event via the OSCIL newsletter, mailings via other disability-related organizations and in the newspaper. All mailings ask that persons attending please refrain from using scented products as these products may act as a harmful toxin to persons having chemical sensitivity. See "Activities".

Advocacy efforts this year promoting equal access were in the area of health care, in particular proposed changes in the Medicaid system. OSCIL provided testimony at the state house advocating for the continuance of Medicaid services and individual waivers which provide services to all persons having disability. The proposed Global Waiver classifies the need for services into Highest, High and Preventive, with probability of cuts in services to some consumers on Medicaid.

Item 5 – Alternative Formats

34 CFR 366.63(a)(4)

Briefly describe how, during the reporting year, the CIL has ensured the availability in alternative formats of all of its written policies an

OSCIL's Center description and services are available on-line and can be read by screen readers. OSCIL's driver education and citizenship training material is available through picture communication. All materials are printed in large-print, 14 point font (or larger). Consumers can request any material be available in Braille and/or be available on disk or tape.

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

Section 725(b)(2) of the Act; 34 CFR 366.63(b)

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.

New Consumers served are representative of cross-disability, many of whom have multiple disabilities See demographics of consumers served.

All persons contacting our Center by way of phone, e-mail or walk-in who are requesting assistance are provided information and referral or direct service to facilitate increased independence. OSCIL eligibility criteria: (1) the presence of a disability, (2) motivation to participate in the program, and (3) indication that the consumer will benefit from services. OSCIL has a toll-free line that encourages consumers to contact us from outlying areas.

Section C – Compliance Indicator 3: Independent Living Goals

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.

All consumers establish their own goals for independence and direct their own IL service plans. Consumers sign the plan (or sign a waiver to the plan) and sign-off when the goal(s) is achieved.

Consumers are free to contact the Center and speak directly to the Executive Director or Program Director regarding any dissatisfaction or concerns with the provision of services. Consumer Satisfaction Surveys are distributed to all consumers in early October who had received direct services.

During this past year, 293 Consumer Satisfaction Surveys were mailed out in early October 2009, OSCIL receiving back 38 (13% return) by the November 17, 2009. Consumers are free to expound on any question and are free to suggest changes on the Center service delivery system.

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.

OSCIL has developed a CSR master file of all information/forms required by our program and funding sources. A check-off list of all forms to be completed by the IL Specialist and consumer is included at the front of this file. OSCIL staff/volunteers prepare intake packets ahead of time, including setting up the following specific sections: Referral, Intake, Assessment, Your Rights and Responsibilities, Releases, Voter Registration Form, Economic Need Form (for Home Modification, AT and Hearing Aid Programs), IL Plan, Correspondence and Progress Notes. All new staff are trained in the importance of this documentation.

Blank intake files are readily available for staff to take on the initial consumer visit. All consumer information, signatures and other documentation acquired at the initial intake is placed in the appropriate section of the file. As consumers progress through their IL program, the file set-up ensures that all documentation, correspondence and progress notes are kept organized. All CSRs are reviewed by OSCIL's Program Director periodically, and at the time of Exit, for completeness.

Section D – Compliance Indicator 4: Community Options and Community Capacity

Section 725(b)(4) and (6) of the Act; 34 CFR 366.63(d)

This section contains new data requests. Please refer to the Instructions before completing.

Item 1 – Community Activities Table

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

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
	OSCIL	35	To keep current	Not all services

Transportation	Testimony in front of House Committee on Finance re: Public Transportation Issues. Including reduction in service, elimination of specific regular routes and the flex service.		bus route system in place.	were reduced.
Outreach Effort	Disability Job Fair	12	To share information about our Center.	Calls received for further information.
Outreach Efforts	Disability Summit at URI	14	To share disability related resources with state and community agencies and explore future collaborations to improve the lives of Pw/Dis.	Connections made to further discuss collaboration possibilities
Health Care	MS Society sponsored event, OSCIL presentation made to doctors.	9	To provide information on Occupational Therapy and home assessments.	Calls received for further information.
Outreach	NCIL Region I Conference and Workshop	18	To share information re Nursing Home Transition services and ADRC collaboration	Information gathered and utilized at OSCIL.
Systems Advocacy Healthcare	Community Public Forum at RI College to address concerns re Global Consumer	42	OSCIL Testimony - concerns re negative impact of program that will place all participants into	Process continued.

	Choice Compact - Health, Medicaid Waiver Proposal.		one of three levels of care.	
Outreach	Assistive Technology Conference: Improving Lives Daily	26	To see latest technology that could benefit P/w Dis.	Information gathering, networking.
Health Care	DEA, Medicaid Part D Program	8	To provide AT and Center information to Seniors.	Calls received for further information and services.
Collaboration	Kent County Coalition	8	The KCC meets with Warwick Mayor Scott Avedisian to address ways the city can assist non-profits and how non-profits can help the city (which is anticipating funding cuts.)	City to assist non-profits with utility costs.
Outreach	Kent County Coalition changes name to Warwick 13 as it applies for grant funding to support a service design to include all 13 agencies and improve delivery of service to consumers. (On-going monthly meetings, twice a month.	82	To streamline our service delivery system where there is “no wrong door” for consumers to enter and receive all services required to attain independence.	On-going project.
Health Care	Senior Health Insurance Conference and 2-1-1 (Jan 09)	34	OSCIL presentation to apprise Senior Information	Several referrals received.

	at the Radisson Hotel		Specialists of OSCIL's work to assist consumers to maintain independence in the home.	
Health Care	Presentation at Kent Hospital.	23	To provide information on OSCIL's Nursing Home Transition Program.	Calls received for further information.
Outreach	Mailing to all RI Schools, Scholarship committee comprised of OSCIL Board and Staff.	20	To provide students with disability financial support to assist them in attainment of their education goals.	4-09 OSCIL awarded 3 \$1,000 scholarships to 3 students having disability to assist with their education goals.
Systems Advocacy Health Care	OSCIL Testimony to House Finance Committee re Global Waiver (Jan 09) to request state find alternative solutions to address financial limitations.	40	To have legislators consider alternate solutions to implementation of the Global Compact..	Testimony provided. No change in process.
Systems Advocacy Health Care	OSCIL testimony in front of Senate Committee on Finance to request state find alternative solutions to address financial limitations.	21	Request that they vote down the Global Waiver Compact.	Process continued.
Outreach	RI Rehabilitation Association "Society, Ethics and ADA"	4	Information on changes to the ADA	Information gathered.

Assistive Technology	Edward King Senior Center Presentation	28	To provide information on AT and Nursing Home Transition services.	Requests for services.
Advocacy	Presentation to Congressman James Langevin and his RI and DC staff (March 09).	21	To provide information on advocacy efforts re Public Transportation, Health Program, and impact of ARRA funding on CILs.	Increased understanding. Assistance with advocacy efforts.
Outreach	RI School for the Deaf	5	Information on OSCIL services shared.	Requests for services.
Collaboration	United Way hosted forum to encourage community mergers and consolidation of services (March 09).	4	Collaborative initiatives described.	Information brought to Warwick's collaboration (Warwick 13)
Transportation Access and Advocacy	Advocacy: Wheelchair accessible taxi cabs. To bring all stakeholders together to address barriers blocking the implementation of an accessible Taxi Cab Service.	36	Rep. Elaine Coderre convened meeting at the State House of all interested in implementing an accessible taxi cab service in RI.. Brought together were: Gov. Commission on Disability RIPTA PUC OSCIL MS Society Valley Cab C. Airport Taxi Checker Cab Corp. Transp. Cong. J.	No results.

			Langevin Resolution directed to have RIPTA and PUC work on who takes the lead in implementation design.	
Outreach	Miriam Hospital	6	Presentation on AT including low-cost devices.	Request for services.
Outreach	Statewide Independent Living Council	12	To provide information on Center activity as it relates to the State Plan for Independent Living.	Provided information/updates New referrals recieved.
Systems Advocacy	Global Waiver Adhoc Committee Meetings.	22	Over 30 member group convened to look over Global Waiver language and its impact on the consumers we all serve.	Suggested language sent to DHS for consideration.
Collaboration	OSCIL and West Bay Community Action.	5	Grant collaboration to support consumer financial stability services.	Grant submitted.
Outreach	Pawtucket Senior Center	5	Took part Senior Health Fair. Information provided on AT and Nursing Home Transition program.	Requests for service.
Outreach	Canonchet Cliffs Nursing Home	6	Provided information on AT and Nursing Home Transition	Requests for service.

			program.	
Outreach	Kent County Providers Network	7	Presentation given on AT, Nursing Home Transition and Center services.	Calls for further information.
Outreach	Leon Mathieu Senior Center	5	Information provided on AT and Nursing Home Transition program.	Requests for service.
Outreach	Accessible RI 2009-2010 Access Guide Kick-off at the Dunkin Donuts Center.	6	Support and collaboration of the distribution of the new Access Guide.	Guides distributed. Networking.
Advocacy	United Way Congressional Forum to provide disability related issues to Senators Jack Reed and Sheldon Whitehouse	5	To address issues facing our communities.	Information provided.
Encouraging Public Testimony-Collaboration	OSCIL hosted the Warwick location and participated at the Warwick and Cumberland sites	10	To provide opportunity for persons with disability and their families to speak out about their disability concerns	OSCIL hosted one of the Public Forums providing opportunity for 20 individuals to testify and state agency representatives/ and providers to hear concerns.
Collaboration	Co-sponsored SILC Event held at the Warwick Mall to celebrate the 19 th Anniversary of the ADA (July 09)	5	Announcement dissemination	Event held. Raised awareness of the importance of the ADA.
Collaboration	Leadership Development: Youth	96	To support and encourage participation in	Six students participated in this year's Youth

	Leadership Forum Event/ planning Meetings. January Mailings. Coordination of student interviews Completion of Student Files Event preparation Event Week		RI's Youth Leadership Forum which helps to develop community leaders including past participants who returned to network.	Leadership Forum held in August 09.
Education/Outreach	24th Annual RI Independent Living Conference: "Redefining Independence and Work: It's Not Just About Money". Included update info on the Global Waiver	38	Provided alternate work experience, ideas. Info on resume writing and interviewing. Vendors available to bring latest information to consumers.	150 in attendance took part in event in Sept 09.
Outreach	Warwick Mall Senior Expo	19	OSCIL information dissemination, AT demonstration.	Calls for further information

Item 2 – Description of Community Activities (see above)

Section E – Compliance Indicator 5: IL Core Services and Other IL Services Section 725(b)(5) of the Act; 34 CFR 366.63(e)

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.

Information and Referral

OSCIL's I&R Specialist, Housing Advocate and IL Specialist/Deaf Services responded to 2,472 calls this past year. OSCIL addresses information and referral calls in one of three ways: (1) Provides immediate answers to caller inquiries, (2) provides information to promote self-advocacy for the caller to directly pursue an answer from a community service provider, or (3), if necessary, acts as the advocate to secure community services for the caller. OSCIL's I&R Specialist conducts I&R follow-up calls when necessary to determine if caller is satisfied or needs further information. In addition, OSCIL produces a quarterly newsletter; "Signs of Independence", that provides consumers and service providers with an array of information on new services, technology and available services. Many service providers save the editions in a binder to use as a resource in assisting consumers that they serve.

Below are examples of some of the information/advocacy calls made to the Center. This is provided to give an idea of the range and scope of requests made to the Center for Independent Living.

Information and Referral – Advocacy Assistance

Advocacy/Assistance Provided By OSCIL Staff through OSCIL's I&R Service.

October 2008

- **Assisted consumer in understanding how the Social Security System works for someone who has returned to work.**
- **Spoke with caller who had to use Med Tech Ambulance for round trip from airport to Seekonk (\$145). No taxi or ADA Service available.**
- **Assisted caller with autistic child who needs social/recreation services.**
- **Assisted veteran who received 60K grant for building addition. Gave names of contractors, architects, etc**
- **Assisted caller who wants to break lease due to disability worsening and needs to find first floor apartment. Referred to Disability Law Center. Also suggested they try asking for a reasonable accommodation under the Fair Housing Act to get out of lease early.**
- **Assisted consumer having difficulty securing Section 8 housing. Many delays, very frustrated. Consumer feels someone is deliberately holding up the process. Needs to self-advocate and keep documentation of the situation and then speak to supervisor. Consumer will be calling Senator Sheldon Whitehouse's office.**
- **Assisted caller who is legally blind and was told that they were not eligible for housing thru Phoenix Property Mgmt. Consumer IS eligible, on SSDI. Consumer was given wrong information.**
- **Assisted caller who was having trouble finding a doctor that accepts Medicare and Medicaid. Called BC and UHC. Consumer can apply for their managed care plans.**
- **OSCIL bought a lift chair for a consumer – consumer went into nursing home and could not bring chair. Follow-up: NH decided not to change policy and bought consumer new chair.**
- **Elderly 92 year old spouse fell down stairs. Needs stairlift. Both disabled. Called City Hall, can't use their loan program. Gave info on reverse mortgages and number of vendors/rentals.**
- **Assisted a consumer who was requesting reasonable accommodations to move to the top floor, doctor did NOT support. Suggested strategy as doctor will not return consumer calls (work with Optima for new doctor and securing mental health services). Also suggested consumer contact DLC, needs documentation to support request.**
- **Provided peer support to new above-the-elbow amputee going through difficult time.**
- **Assisted caller to find programs for 51 year old spouse who can't be left alone (brain tumor). Most adult daycare not appropriate.**

November 2008

- **Home health self-advocacy – provided agency info for consumer to contact and get assistance with home health management.**
- **Worked with social workers regarding smoke detectors.**
- **Condo owner wants to add a washer/dryer to home, fears the condo association will not allow it. They have a laundry room but it is on the 2nd floor and consumer in wheelchair or on crutches cannot access the laundry are. Working to advise of disability rights. Gave contact information for RIDLC and GDC.**
- **Provided information to caller with child with mental health and DD issues -not on SSI. Referred by KCMH – no insurance – no Medicaid.**
- **Domestic abuse situation. Told that OSCIL can't enter home, consumer upstairs – has a counselor at hotline and minister. Need to work with them to make a plan – unsafe fire situation. Referred to fire dept and police to report abuse. Consumer is trapped, w/c is in spouse's van.**
- **Issues with HUD inspection. Many residents unhappy about letter saying furniture must be moved to allow access to emergency pull cords – researched HUD regulations. Disabled residents cannot move furniture by themselves. Management will get involved to clarify issue with residents and help them move furniture.**
- **Assisted consumer having trouble getting the 2nd half of security deposit back or will have to leave new apartment.**
- **Assisted mother of consumer who needed help paying for child's funeral. Wants to sell power wheelchair to help pay for funeral. Suggested local paper and notified staff.**
- **Assisted caller who has been receiving incorrect Social Security benefit. Must correct with SS – bring**

documentation.

- Possible ADA complaint – Doctor’s office in Chepachet has dangerous ramp – patients in wheelchairs cannot get into office. Landlord refuses to install ramp that meets ADA code. Advised consumer to work with GCD ADA Advocate.

December 2008

- Met with management of Hillside Village on ADA info for Deaf tenants
- Assisted Deaf consumer with enrolling in GED classes.
- Advocated for family who needs rails to help care for elderly father w/ stroke. WB Elder Services called and will provide rails. Have made several calls advocating for this family
- Housing dilemma with 2 year old in w/c needs accessible apartment – 2 kids are citizens, parents are undocumented. Made calls to the Pawtucket, Providence and Woonsocket Housing Authorities for info. Did request for service – housing advocate to follow-up on. They can apply to public housing and pay prorated rent if someone in family is not a US Citizen.
- Assisted caller with 32 year old son with neurological issues – seizures – home all day, needs something to do – not adult day care. Gave information on Generations Program.
- Received calls from Senator Reed’s office regarding consumers in need for loaner power wheelchairs.
- Call from consumer who is unemployed and has no insurance and is soon to be evicted. Is diabetic and cannot afford insulin and supplies. Referred to community health centers.
- Access issue - apartment being renovated (HUD) and now there are no rails on exterior steps. Consumer has neuropathy and must have rail. Management said they would “get around to it when they could”. Referred to GCD to file ADA complaint.
- Possible ADA issue: Parking issue and insensitive treatment at Providence Courtyard, Providence. Car illegally parked in handicapped spot so consumer had to park in 15 minute only spot and then got a ticket for \$22. Referred to GCD.
- Referral from GCD for man being evicted in 30 days – will lose Section 8 from Providence Housing – issue with “background”, that previously was not an issue. Consumer fearful of sharing personal information. Urged to get legal representation from RI Legal Services and DLC.
- Advocated on behalf of consumer to have Meals on Wheels services which were previously denied – advocacy successful.

January 2009

- Assisted consumer with recertification to continue to receive state benefits.
- Advocated on behalf of Deaf consumer to find a lawyer at reduced fee to help with divorce. Explained to lawyer that they need to provide an interpreter.
- Caller with head injury needs computer for 15 year old child. Cannot afford to buy one. OSCIL staff has a computer at home and wished to donate it to consumer. Follow-up: Delivered computer to consumer home. Also wrote up request for service.
- Radisson Hotel parking lot was inaccessible due to snow and ice. Called administration at Radisson and complained about lack of access at Radisson. Poor condition of parking lot made it impossible to enter building.
- Spoke to caller referred by VNA. Spouse urgently needs a ramp. Cannot exit home for medical appointments.
- Assisted caller in desperate situation. No income to pay rent. Referred to 211, also to food stamps, Social Security, DHS for GPA, and also to BVCAP.
- Friend of disabled person, wants information on how to become his PCA. Referred to Tri-Town for Personal Choice information.
- Assisted caller whose house was about to be foreclosed. Issues with utility shut-off. Referred to RI Legal Services and suggested landlord call RI Housing Help Center.
- Caller with broken platform lift – can’t find vendor who takes Medicaid for repair. Made several calls and finally connected with company. Also suggested consumer track down DHS social worker to get other names of approved Medicaid vendors.

February 2009

- Wrote a letter to advocate in support of Closed Captioning.
- Researching ways to get accessible technology (i.e. computers) into the hands of those with disabilities to increase their access to the internet etc. Although there are agencies that provide refurbished computers, the operating systems they come with is not usually compatible with adaptive computer software. Trying to find low cost traditional operating systems so the adaptive software is available to those who need it.

- Did research for RI Accessible Taxi-cab Bill. Wrote draft letter of support.
- HRC referral - Woman with incarcerated child (with disabilities) being released soon, needs housing. Child not allowed in HUD apartments. Referred to Family Life Center in Providence.
- Caller trying to get Meals on Wheels, but their waiting list is frozen. Consumer needs help with food and bills. Referred to West Bay Senior Services.
- ADA Issue: Should building manager have maintenance department move cars for snow plowing? Consumer has placard and its difficult to walk on ice/snow. Referred to GCD. (Is this considered a reasonable accommodation?) Follow-up: According to GCD - Nothing in ADA regulations about having to move cars for snow plowing – suggested consumer hire another trustworthy tenant to move car.
- Spoke with caller who wants home health aides but is over-income and is too young for respite and is not Medicaid eligible.
- 60 year old stroke patient (undocumented) in need of medical supplies (has financial issues) – referred to 211
- Walk-in: Was denied entry to Dunkin Donuts with service animal – very upset. Urged to call GCD and file an ADA complaint.
- Spoke to caller who needs more hours of personal health care. Referred back to VNA and WestBay and told to call physician.
- Spoke with caller who is unhappy with DHS – they are not allowing parent (on waiver) a Hoyer track lift.
- Referral from Congressman Langevin's office: Consumer needs tilt wheelchair – cost \$1600. Vendor won't allow smaller payments – wants full price up front. Referred to DLC – has Medicare. Question if consumer can buy Medigap plan at age 51? Referred to The Point and SHIP counseling.
- Assisted consumer to obtain converter box to be able to watch digital television. Called RI Broadcaster Association to request free converter box. Follow-up: Someone from RIBA's will be dropping off free converter box.

March 2009

- Assisted consumer with child with MS – looking for doctor who does house calls as it is difficult for child to leave the house. Referred to the RI Medical Society.
- Caller who currently lives in Washington State would like to relocate to RI.
- Consumer having housing issue – is in danger of being evicted.
- Referral from town fire and rescue – morbidly obese renter with lease expiring soon needs ramp.
- Caller with spouse who had open heart surgery and is now paralyzed. Wants to install an elevator. Research funding and names of vendors for lifts, ramps, elevators. Referred to Rural Development/VA/ Western RI Home Repair.
- Assisted P/wD – blindness- issues with completing paperwork for Medical Assistance and DHS – clerk refused to read questions to consumer – Referred to DLC. Follow-up: Consumer called DLC and was told to file a grievance. Senior Center will help with paperwork, but that is not the issue as consumer does not want a 3rd party involved with personal finances.
- Referral from WestBay CAP needs ramp and also \$\$ for mold repair. Resident is 90 years old.

April 2009

- Assisted consumer to get a volunteer job to develop work skills for the future.
- Referral from DEA – caller needs money for specialized oxygen container for sister who is missing a hand. Needs documentation, letter of medical necessity. Work with vendor, appeals process.
- Consumer needed advocacy with management of apartment complex – waiting list issue- possible discrimination case.
- Caller with ADA question on accessible laundry. Referred to GCD.

May 2009

- Nursing home patient needs power wheelchair repaired and vendor will not do it while caller is in nursing home (Medicaid will not cover). Gave number for DLC – also patient going home soon – try to advocate for vendor. Also call Major Medical.
- Caller with transportation issues relating to agoraphobia. Not sure consumer can manage using ADA Paratransit.
- Caller in urgent need of home mods for parents. They are homeless and living in a motel.

June 2009

- Caller inquiring about hotel access and the availability of roll-in showers.
- Caller with employment issues. While out on family leave, had heart surgery – then on TDI. Received termination of employment letter. Referred to Human Rights Commission.
- Follow-up: ADA Complaint against local hotel. Human Rights Commission working on complaint. Desk

- clerk is getting more training on interacting with P/wD.
- Call regarding eviction of seniors because they complained of noise by younger tenants. Referred to the Point, RI Housing Helpline, DEA.
- Consumer whose home is being foreclosed needs ramp moved.
- Resources/support for family friend to advocate for student to get better services from school department - getting no help to accommodate or assess needs. Referred to RIPIN and DLC.
- Sent United Way guidebook to caller who wants to advocate for legislation to end waiting period for Medicare.
- Caller, newly widowed and disabled who does not drive. Seeking information on transportation options.
- Consumer with mental illness in need of dental services for root canal. Referred to Samuel Slater, but they only take people with DD or MR disabilities. Spoke to supervisor.
- Trying to find services and assistance for elder veteran. Not connected to VA – now cannot get any help from VA. Made many phone calls to Vet Center, American Legion, Disabled Veterans.

July 2009

- Assisted consumer in dispute with former landlord over payments owed.
- Consumer has been waiting months for management of apartment to install alerting/door flashers – failure to make reasonable accommodations. Referred to OSCIL's Deaf Services Specialist
- Caller having problems paying bills. On fixed income, just over the limit for Food Stamps. Eligible for heating assistance.
- Consumer who needs sleeve for air conditioner cannot afford to buy from the vendors that the apartment management uses. Wants to buy from local retailer. Follow-up: She spoke with management and was allowed to purchase unit at local retailer.
- Assisting consumer trying to find wheelchair transportation for out-of-town wedding.

August 2009

- Assisted and advocated on behalf of consumer to get obtain commodities and Food Stamps.
- Caller looking for home care for when caller returns to work in September – over income for Medicaid. Referred to DEA, the Point and VNA.
- Caller in desperate need of a ramp. No veterans group could help. Family friend built a ramp for her.
- Consumer who swims at a city pool, can't afford to any longer because fees almost doubled. Suggested consumer self-advocate with Town Aquatics Director. Follow-up: She spoke to Aquatics Director and was able to work out an affordable payment plan.
- Consumer who needs scooter repaired – insurance does not cover.

September 2009

- Assisted and advocated on behalf of consumer regarding possible credit card fraud.
- Caller looking for information on how to adapt his parent's van.
- Consumer moved to apartment – has no water, no electric. No food – referred to Westbay commodities and Food Stamps.
- Consumer who just moved – in dire financial situation – no money coming in – Referrals to 211, Heating Assistance, Governor's office, ProCap for rent, GPA for food stamps.
- Consumer with housing crisis – in need of emergency housing – home being foreclosed in less than 10 days.
- Consumer – seeking help companion/volunteer to go to movies/shopping etc.
- Caller needs better housing. Has BCI issues.

Section F – Compliance Indicator 6: IL Resource Development Activities

Section 725(b)(7); 34 CFR 366.63(f)

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

OSCIL submitted proposals to the Ocean State Charities Trust Foundation, RI Foundation, and Tuft's Health Plan Foundation, totaling additional funding of \$54,800 to provide assistance to OSCIL's home modification and equipment program.

In addition, OSCIL continued to receive grant funding through the Department of Elderly Affairs – Aging and Disabled Resource Center. OSCIL is the designated location for the Point, RI's ADRC, offering training on disability resources as well as being a site that offers one to one services for persons seeking disability-related information.

SUBPART V – ANNUAL PROGRAM AND FINANCIAL PLANNING OBJECTIVES

Section 725(c)(4) of the Act

Item 1 – Achievements

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

Progress towards Work Plan objectives have been previously reported throughout this report.

Item 2 – Challenges

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

OSCIL continues to receive a significant number of calls from consumers who require assistance in locating affordable, accessible housing or help in keeping their current housing/apartment. People are facing eviction, foreclosure due to rising unemployment, higher mortgage costs and/or increase in rent cost. Solutions to this problem have been to work with consumers on goals for housing including completion of subsidized housing applications, connection with the Housing Network to establish a plan to prevent foreclosure; and/or work with Consumer Credit Counseling to help consumer maintain their homes.

OSCIL's Nursing Home Transition Program has had a tough year because RI has started its own nursing home transition service providing transitioning consumers with at-home nursing care/medical services which has allowed consumers who are not medically stable and/or self-directed to transition into the community. OSCIL's program is focused on consumers who are medically stable and self-directed who wish to live independently in the community. This difference has led to much confusion as to OSCIL's services and has led to a decrease in referrals. OSCIL has attempted to resolve this problem by meeting with nursing home staff to explain the difference in services, along with informational mailings.

The last challenge we continue to face is an outdated computer system. We are currently in the process of researching a system that will capture the full spectrum of services offered at the Center. Some areas continue to be under-documented resulting in under-reporting.

34 CFR 366.50(i)(7)

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

As stated above, OSCIL continues to address serious situations that face consumers with disability; including homelessness, eviction and access to community services. Rhode Island's unemployment rate is one of the highest in the nation. This economic crisis is felt by all.

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.

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.

A. ADVOCACY EFFORTS:

1. OSCIL will continue to work on legislative activities that will facilitate equal access and social change for persons with disability, including initiating legislative change through collaboration with the Governor's Commission on Disability to address the Governor's Commission on Disability's priority list for implementation of crisis intervention service for abused non-elderly adults, support mandate of accessible taxi cabs, maintenance of current RIPTA routes and fees, and monitor language changes to Medicaid Global Waiver program to ensure services are maintained for persons having disability.
2. OSCIL will continue to collaborate with the Governor's Commission on Disability in their organization's effort to hold Public Forums across the state that provide opportunity for persons with disability and their families to express concerns regarding disability related issues. OSCIL will be responsible for the logistics of at least one of the locations ensuring consumer access to participate in the event(s).
3. Through testimony and letters of support OSCIL will rally support of legislation that will (1) increase housing options for persons having disability and (2) continue funding for home modifications and support the community living option.
4. Through OSCIL's Information & Referral, Direct Service Staff and Housing Programs, OSCIL will provide technical assistance to at least 80 consumers, family members and other service providers to address specific access areas, i.e., communication/assistive technology, housing/home modifications, legal/legislation, health benefits/insurance, transportation and employment.
5. OSCIL will work in collaboration with PARI-ILC in the planning and development of RI's Olmstead Plan and support legislation to support the implementation of the Olmstead Plan.
6. OSCIL will continue to offer input into the RI Disability Law Center on the establishment of their priorities for services.

B. OUTREACH EFFORTS:

1. Serve cross disability and promote equal access to all programs and services.
 - ⟨ Identify individuals to be served through community outreach efforts.
 - ⟨ Contact nursing homes about the community living option.
 - ⟨ Promote OSCIL through newspaper, radio, conferences, workshops and other media outlets.
 - ⟨ Accept at least twenty-five new referrals each quarter.
 - ⟨ Serve at least 300 Rhode Islanders with significant disability, with at least 10% representing underserved populations.
 - ⟨ Document all demographics of persons who receive one-to-one direct services, i.e., disability, ethnicity, age and gender.
 - ⟨ Outreach through OSCIL's Signs of Independence quarterly newsletter and OSCIL Website.
2. Conduct and document outreach presentations throughout the state, increasing activity in the underserved areas.

C. COMMUNITY AND INDIVIDUAL IL SERVICES:

1. **COMMUNITY INTEGRATION GOALS:** Seek to improve the quality of community options and promote the full and equal integration of people with significant disabilities into their communities to enable them to live as independently as possible by:
 - ⟨ Continue to provide individual services to promote independence; such as, budgeting, banking, organization skills training, parenting skills, cooking, cleaning, etc.
 - ⟨ Working with nursing homes on the transition of those patients wishing to move to a less restrictive environment.
 - ⟨ Continuing networking efforts to develop website linkages with agencies/organizations that may assist people with disability.
 - ⟨ Addressing attitudinal barriers through disability awareness in-service training for realtors, financial institutions and other public entities to assist in the removal of physical, and communication barriers.
2. **COLLABORATION GOALS**
 - ⟨ Work with the Department of Human Services and the Department of Elderly Affairs to promote services that will benefit persons having disability.
 - ⟨ Continue membership in the Warwick 13 (Warwick non-profits) in development of a new service delivery system that will offer a "no wrong door" approach for consumers accessing services.
 - ⟨ Through contact with the RI School for the Deaf, offer Citizenship and Driver Education Training to Deaf.

- ⟨ Continue to participate in the Gift of Hearing Program, partnering with the University for RI Hearing & Speech Center, PARI Independent Living Center and the Hearing Association of RI, to assist consumers seeking low cost hearing aids.
- ⟨ Work with the Disability Vote Project to increase the number of registered voters with disability in the state.
- ⟨ Continue to network with the Housing Network and RI Legal Services to find accessible, affordable housing solutions for persons having disability.
- ⟨ Connect with ORS to provide home assessments for persons having disability seeking employment.
- ⟨ Jointly work with the PARI ILC on the planning and implementation of the Annual Statewide IL Conference.
- ⟨ Connect with the Department of Human Services as a referral path for consumers wishing to transition from the nursing facility into the community.
- ⟨ Connect with the Department of Human Services as a referral path for assessments for consumers wishing Durable Medical Equipment (DME).
- ⟨ Continue to assist consumers with the distribution of the *RI Accessibility Guide*.
- ⟨ In cooperation with the RI Department of health and RI Emergency Management Agency promote and encourage participation in RI's Special Needs Emergency Program.
- ⟨ Serve as a member of the Statewide Independent Living Council.
- ⟨ Collaborate with Tri-Town Community Action's Personal Choice program, conducting home assessments for persons having disability who may require AT or home modifications to maintain their independence in the community.

3. EDUCATION GOALS

- ⟨ Continue to play an active role in the planning, clerical and fiscal management support and implementation of RI's Annual Youth Leadership Forum.
- ⟨ Offer at least two scholarships to assist consumers to further their education.

4. HOUSING OPPORTUNITIES

- ⟨ Assist consumers through the efforts of OSCIL's Information and Referral Specialist and Housing Advocate with the acquisition of affordable, accessible, houses and apartments.
- ⟨ Assist consumers with connections to community resources for household furnishings, security deposits, and donated items.
- ⟨ Provide home modifications and equipment for those consumers who wish to maintain independence in their own homes.
- ⟨ Continue to assist consumers who are homeless with referral to emergency shelters while OSCIL seeks long-term housing.
- ⟨ Seek to expand OSCIL staff to meet growing demand for home modifications and affordable, accessible housing.

5. INFORMATION ACCESS / TECHNOLOGY GOAL

- ⟨ Continue update of "Get AT" link on OSCIL's website to assist consumers to locate AT devices.
- ⟨ Be a "mini-storefront" for the Point, providing information and referral services to seniors having disability wishing to speak face to face with OSCIL's I&R Specialist.
- ⟨ Be a direct connection with the Governor's Commission on Disability to receive referrals regarding housing and disability related questions.
- ⟨ Continue to conduct assistive technology outreach activities.
- ⟨ Provide loaner equipment whenever possible
- ⟨ Continue to be a Voter Registration Agency.
- ⟨ Offer Shake-A-Wake smoke detector program for persons who cannot hear a standard fire alarm.
- ⟨ Maintain partnership with members of the RI Council on Assistive Technology and Assistive Technology Access Partnership (ATAP).
- ⟨ Serve as a vehicle for matching recycled adaptive equipment, i. e., ramps and stairlifts, with those who need them.

6. TRANSPORTATION ACCESS GOAL

- ⟨ Will continue to advocate for implementation of an accessible taxi cab service.
- ⟨ Will continue to advocate for continuation of existing bus routes.
- ⟨ Will assist consumers to access public transportation services.

E. CONSUMER SATISFACTION APPRAISAL: All OSCIL consumers receiving direct service(s) will be provided the opportunity to comment on the services they receive from the Center through a Consumer Satisfaction Survey which will be mailed in September 2010. Opportunity to comment on OSCIL services can also be submitted year-round via OSCIL's Website.

F. RESPONSE TO NEED:

OSCIL Board and Staff will review Consumer Satisfaction Survey results. Next year’s work plan will reflect input that has been provided by consumers, staff and Board.

G. RESOURCE DEVELOPMENT:

Explore resource options that will pay for nursing home transition, home based services and assistive devices/equipment for persons having disability.

Explore grant funding to support OSCIL’s basic operation.

Expand fee-for-service opportunities.

Item 2 – SPIL Consistency

All OSCIL Center activities are congruent with those identified in the State Plan for Independent Living. The Independent Living Council (State Plan Committee), the Office of Rehabilitation Services and the two Rhode Island Centers for Independent Living help to develop the State Plan for Independent Living.

SUBPART VI - TRAINING AND TECHNICAL ASSISTANCE NEEDS

Section 721(b)(3) of the Act.

Training And Technical Assistance Needs	Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important
Advocacy/Leadership Development	
General Overview	
Community/Grassroots Organizing	
Individual Empowerment	
Systems Advocacy	
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	
Fee-for-Service Approaches	
For Profit Subsidiaries	
Fund-Raising Events of Statewide Campaigns	
Grant Writing	
Independent Living Philosophy	
General Overview	
Innovative Programs	
Best Practices	
Specific Examples	
Management Information Systems	
Computer Skills	
Software	
Marketing and Public Relations	
General Overview	
Presentation/Workshop Skills	
Community Awareness	
Networking Strategies	
General Overview	
Electronic	
Among CILs & SILCs	
Community Partners	
Program Planning	
General Overview of Program Management and Staff Development	
CIL Executive Directorship Skills Building	
Conflict Management and Alternative Dispute Resolution	
First-Line CIL Supervisor Skills Building	
IL Skills Modules	
Peer Mentoring	
Program Design	
Time Management	
Team Building	
Outreach to Unserved/Underserved Populations	

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

SUBPART VII – ADDITIONAL INFORMATION

Section 704(m)(4)(D) of the Act

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.

SUBPART VIII - SIGNATURES

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

Lorna C. Ricci, Executive Director

401-738-1013 x 21

NAME AND TITLE OF CENTER
DIRECTOR

PHONE NUMBER

SIGNATURE OF CENTER
DIRECTOR

DATE

**Henry S. Tarlian, OSCIL Board President
4441**

401-356-

NAME AND TITLE OF CENTER BOARD
CHAIRPERSON

PHONE NUMBER

SIGNATURE OF CENTER BOARD
CHAIRPERSON

DATE

-

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**CONTACT INFORMATION FORM
704 PART - PART II**

Name of CIL: Ocean State Center for Independent Living (OSCIL)

Name of Executive Director: Lorna C. Ricci

**Mailing Address: 1944 Warwick Ave.
Warwick, RI 02889**

Phone No: 401-738-1013 x 21

Email Address: Iricci@oscil.org

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Grant Number: H132A930033

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