

**REPORTING INSTRUMENT**

OMB Control Number: 1820-0606  
Expiration Date: November 30, 2004

**UNITED STATES DEPARTMENT OF EDUCATION  
Office of Special Education and Rehabilitation Services  
REHABILITATION SERVICES ADMINISTRATION**

**ANNUAL PERFORMANCE REPORT  
for  
STATE INDEPENDENT LIVING PROGRAMS**

**PART I**

**State Independent Living Services and  
The Centers for Independent Living Programs  
Chapter 1, Title VII of the Rehabilitation Act, as Amended**

**FISCAL YEAR 2005**

With Citations

**STATE: ARIZONA**

**GRANT: # H169A050003A**

**COUNTIES SERVED: APACHE, COCHISE, COCONINO, GILA, GRAHAM, GREENLEE,  
LA PAZ, MARICOPA, MOHAVE, NAVAJO, PIMA, PINAL, SANTA CRUZ, YAVAPAI, YUMA**

## SUBPART IA – ADMINISTRATIVE DATA

### Subpart IAI – Sources and Amounts of Funds and Resources

(A) Federal  
Funds

(1) Ch. 1, Part B, Title VII	\$	<u>322,444</u>
(2) Ch. 1, Part C, Title VII	\$	<u>0</u>
(3) Ch. 2, Title VII	\$	<u>603,180</u>
(4) Other Federal Funds	\$	<u>275,777</u>

(B) Other Government Funds

(5) State Government Funds*	\$	<u>686,546</u>
(6) Local Government Funds*	\$	<u>1,772,260</u>

(C) Private Resources

(7) Foundations, Corporation, or Trust Grants	\$	<u>0</u>
(8) Donations from Individuals	\$	<u>0</u>
(9) Membership Fees	\$	<u>0</u>
(10) Investment Income/Endowment	\$	<u>0</u>
(11) Fees for Service (program income, etc.)	\$	<u>0</u>
(12) Other resources (in kind, fund raising, etc.)	\$	<u>0</u>

(D) Total Resources (sum of lines 1-12) \$ 3,660,207

(E) Amount of total resources that "pass through" to Consumers, e.g., personal assistance services funds \$ 0

(F) Net Operating Resources \$ 3,660,207

(D) - <Minus> (E) = (F)

\* Include "pass through" funds.

**Subpart IAI – Allocation of Part B, Chapter 1 Funds**

(SPIL developed under Sections 704 and 713 of the Act: 34 CFR 365.20)

What Services were Provided with Part B Funds	Expenditures of Part B Funds for Services	Services Rendered By DSU Staff	Services Rendered By Grant or Contract
(A) Funds the resource plan for the SILC	\$100,000	Yes <u>No</u>	<u>Yes</u> No
(B) Provide IL services directly through grant or contract	\$222,444	<u>Yes</u> No	Yes <u>No</u>
(C) Demonstrate ways to expand IL services	\$ -0-	Yes <u>No</u>	Yes <u>No</u>
(D) Support of the general operation of CILs	\$ -0-	Yes <u>No</u>	Yes <u>No</u>
(E) Support activities to increase capacity to develop approaches or systems for providing IL services	\$-0-	Yes <u>No</u>	Yes <u>No</u>
(F) Conduct studies and analysis, gather information, develop model policies, and present information in order to enhance IL services	\$-0-	Yes <u>No</u>	Yes <u>No</u>
(G) Training regarding IL philosophy	\$-0-	Yes <u>No</u>	Yes <u>No</u>
(H) Provide outreach to unserved or underserved populations, including minority groups and urban and rural populations	\$-0-	Yes <u>No</u>	Yes <u>No</u>

**Subpart IAIII – Provision of Services**

(704(e) of the Act; 34 CFR 365.20 and 365.21)

(A) Does the DSU provide community IL services using part B funds directly or through grant or contract to a service provider **other than a CIL reporting in 704 Part II?**

Yes  No

(B) Does the DSU directly provide IL services to individuals with significant disabilities; directly determine eligibility for such individuals; and the CSRs for those individuals are maintained outside a CIL reporting in 704 Part II?

Yes  No

**Subpart IAIV – Grants, Contracts, or Other Arrangements for Use of Part B Funds (704(f) and 713 of the Act; 34 CFR 365.23)**

(A) Enter requested information in the chart below:

Grant or Contractor	Use of Funds (Table IAI)	Part B Ch. 1 Funds	Other Federal Funds	Non Federal Sources
<b>(1) CYBERCIL</b>	<b>II(B), II(H)</b>	\$40,000.	\$-0-	\$-0-
<b>(2) DIRECT CIL</b>	<b>II(B), II(E)</b>	\$20,000.	\$-0-	\$-0-
<b>(3) FULL CIRCLE</b>	<b>II(F), II(H)</b>	\$4,500.	\$-0-	\$-0-
<b>(4) ABILITIES UNLIMITED</b>	<b>II(F), II(H)</b>	\$7,500.	\$-0-	\$-0-
<b>Total Amount of Grants and Contracts</b>	<b>*****</b>	<b>\$72,000.</b>	<b>\$-0-</b>	<b>\$-0-</b>

(B) If the purpose of any grant or contract is to provide IL services to individuals:

(1) List each grant and/or contract and indicate where eligibility for services is determined

Name of Grant or Contract	Who Determines Eligibility for Services?
CyberCIL	Grantee/contractor based on contract
DIRECT CIL	Grantee/contractor based on contract

(2) List each grant and/or contract and indicate where CSRs are maintained and note if the location is different from (a) where eligibility is determined; and (b) main location of grant and/or contract

Name of Grant and/or Contract	Where are CSRs maintained?	Are CSRs maintained at a location different from where eligibility is determined?	Is location housing CSRs different from the main location of the grant and/or contract?
CyberCIL	CyberCIL	No	No
DIRECT CIL	DIRECT CIL	No	No

**(C) For grants or contracts for purposes other than services, please provide a brief narrative description of the objectives for each agreement, what activities were conducted during the year, and what results were achieved.**

(1) The Arizona SILC contracted with Full Circle Services to assist in conducting a Statewide Independent Living Needs Assessment. The purpose of the study was to assess how consumers perceived their level of living independently and their level of community participation. Additionally, consumers were asked if they were satisfied with each level.

(A) The contractor's responsibilities included:

- 1) Collaborating with the SILC Executive Director to develop and draft a script relative to Independent Living that was used statewide in facilitated consumer focus groups
- 2) Collaborating with the SILC Executive Director to develop and draft a questionnaire relative to Independent Living that was mailed statewide to consumers
- 3) Developing a questionnaire that was used to collect consumer demographic data
- 4) Developing a waiver granting SILC permission to use the information collected
- 5) Analyzing and summarizing the demographic and qualitative data from focus groups and questionnaires.
- 6) Providing SILC with a written analysis report of the data collected from the facilitated focus groups and questionnaires.
- 7) Delivering a written report in hard copy and electronic versions including a summary of findings, conclusions, and recommendations.

(B) The activities included:

- 1) Focus Groups
  - a) 78 persons (72% consumers, 28% family members of consumers) participated in a total of 8 focus groups in April 2005 in Yuma, Somerton, Tucson (DIRECT Independent Living Center, University of Arizona, Hard of Hearing), Sierra Vista, Prescott Valley, and Phoenix
  - b) Range of disabilities represented (out of 45 written responses): physical (39%), mental (13%), hearing (12%), visual (9%), and cognitive (3%), and multiple disabilities (24%)
  - c) 89% felt independent, with an average level of independence of 7.3 on a scale of 1 to 10. Only 6.7% do not consider themselves a part of a community

- d) **Main services/supports needed to improve independence in order of priority:** transportation, financial assistance, accessibility/home modifications, medical services and insurance, employment, housing, training/education, disability awareness, access to disability related programs

2. Mail Surveys

- a) 216 completed mail surveys (188 from consumers) representing 26 cities in 8 counties statewide
- b) Range of disabilities represented: physical (45%), mental (13%), cognitive (4%), hearing (3%), visual (1%), and (35%) multiple disabilities
- c) 82% feel independent, with an average level of independence of 6.5 on a scale of 1 to 10. Almost a quarter, 24.3% do not consider themselves a part of a community

**Main services/supports needed to improve independence:** transportation, personal care attendants, housing, accessibility, financial resources, self-transport, among many others.

**Conclusions:** Consumers and their families are not completely independent nor completely feel they are a part of their community. Many feel isolated, disenfranchised, and want various supports, including financial, to be able to attain a higher level of independence and quality of life.

(2) SILC contracted with Abilities Unlimited to conduct a statewide a Personal Assistance Services study.

A. The contractor's responsibilities included:

- 1) Presenting a demographic profile, for each of the 15 counties in Arizona, of residents that may need and/or use Personal Care Attendants.
- 2) Compiling a comprehensive list of the name, addresses and contact information for various services providers, organizations and other entities located in each of the 15 counties of Arizona that can be used to employ, engage, and/or obtain Personal Care Attendants.
- 3) Reporting on the fee structure, schedule, and billing procedures associated with those respective PCA service providers, organizations and other entities.
- 4) Identifying funding resources, including private and public, that can be used to pay for and/or support employing, engaging, and/or obtaining those PCA services.
- 5) Identifying existing systems, networks and other means of connecting PCAs to PWD who may need or use those services.
- 6) Submitting a document that provided a written analysis, summary, graphs, and other materials related to the need for PCA services in Arizona and the potential capacity in Arizona to meet those needs.

SILC is using the document submitted as the basis for the development of a P.A.S. toolkit that will be distributed statewide to unserved and underserved PWD who need P.A.S.

**Subpart IAV - Staffing**

Enter requested staff information in the chart below:

DSU	Total Number of FTEs	Total Number of Persons with Disabilities	Total Number of Persons Who are Minorities
Decision Making Staff	7	2	1
Other Staff	1	0	1

**SUBPART IB – NUMBERS AND TYPES OF INDIVIDUALS WITH SIGNIFICANT DISABILITIES RECEIVING SERVICES EITHER DIRECTLY FROM THE DSU OR THROUGH GRANTS OR CONTRACTS**

(Section 13, 704(M)(B) and (D); 34 CFR 364.53)

**Subpart IBI – Consumers Served During the Reporting Year**

(A) CSRs carried from previous year	<u>3071</u>
(B) CSRs started since Oct. 1 of the reporting year	<u>1488</u>
(C) Total consumers served: (A) + (B) = (C)	<u>4559</u>

**Subpart IBII – Consumer CSRs Closed by September 30 of the Reporting Year**

(A) Moved	<u>15</u>
(B) Withdrew	<u>64</u>
(C) Died	<u>5</u>
(D) Completed all goals set	<u>1285</u>
(E) Other	<u>77</u>
(F) Total Closed CSRs: (A) + (B) + (C) + (D) + (E) = (F)	<u>1446</u>

**Subpart IBIII – Consumer CSRs Active on September 30 of the Reporting Year**Subpart IBI (C) - <minus> Subpart IBII (F) = Subpart IBIII 3113**Subpart IBIV – Consumer Plans and Waivers**

(A) Number of individuals who signed a waiver	<u>984</u>
(B) Number of individuals with whom an ILP was developed	<u>1478</u>

**Subpart IBV – Age**

(A) Under 6	<u>12</u>
(B) 6 – 17	<u>66</u>
(C) 18 – 22	<u>103</u>
(D) 23 – 64	<u>1990</u>
(E) 65 & Over	<u>2388</u>
(F) Unknown	<u>0</u>

**Subpart IBVI – Gender**

(A) Female	<u>2773</u>
(B) Male	<u>1786</u>

**Subpart IBVII – Ethnicity (Select one)**

(A) Hispanic or Latino	<u>545</u>
(B) Not Hispanic or Latino	<u>4014</u>

**Subpart IBVIII – Race**

(Choose one or more)

(A) American Indian or Alaska Native	<u>124</u>
(B) Asian	<u>49</u>
(C) Black or African American	<u>164</u>
(D) Hispanic or Latino	<u>545</u>
(E) Native Hawaiian or Other Pacific Islander	<u>8</u>
(F) White	<u>3932</u>

**Subpart IBIX - Disability**

(A) Cognitive	<u>35</u>
(B) Mental/Emotional	<u>141</u>
(C) Physical	<u>433</u>
(D) Hearing	<u>1131</u>
(E) Vision	<u>2435</u>
(F) Multiple Disability	<u>1151</u>
(G) Other	<u>384</u>

**SUBPART IC – INDIVIDUAL AND COMMUNITY ACHIEVEMENTS AND SERVICES**

**Subpart ICI – Individual Consumer Achievements**

	<b>Goals Set</b>	<b>Goals</b>
<b>Met</b>		
(A) Self-Advocacy/Self-Empowerment	<u>263</u>	<u>241</u>
(B) Communication	<u>756</u>	<u>671</u>
(C) Mobility/Transportation	<u>432</u>	<u>368</u>
(D) Community Services	<u>221</u>	<u>203</u>
(E) Educational	<u>24</u>	<u>20</u>
(F) Vocational	<u>20</u>	<u>13</u>
(G) Self-Care	<u>935</u>	<u>854</u>
(H) Information Access/Technology	<u>182</u>	<u>153</u>
(I) Personal Resource Management	<u>267</u>	<u>244</u>
(J) Other	<u>521</u>	<u>402</u>

### **Subpart ICII – Individual Services**

(A) Advocacy/Legal Services	<u>457</u>
(B) Assistive Devices/Equipment Services	<u>663</u>
(C) Children’s Services	<u>0</u>
(D) Communication Services	<u>69</u>
(E) Counseling and Related Services	<u>143</u>
(F) Family Services	<u>0</u>
(G) Housing, Home Modifications, and Shelter Services	<u>165</u>
(H) IL Skills Training and Life Skills Training Services	<u>464</u>
(I) Information and Referral Services	<u>97</u>
(J) Mental Restoration Services	<u>29</u>
(K) Mobility Training Services	<u>42</u>
(L) Peer Counseling Services	<u>0</u>
(M) Personal Assistance Services	<u>17</u>
(N) Physical Restoration Services	<u>240</u>
(O) Preventive Services	<u>0</u>
(P) Prostheses and Other Appliances	<u>3</u>
(Q) Recreational Services	<u>0</u>
(R) Rehabilitation Technology Services	<u>178</u>
(S) Therapeutic Treatment	<u>96</u>
(T) Transportation Services	<u>35</u>
(U) Youth Services	<u>0</u>
(V) Vocational Services	<u>5</u>
(W) Other Services	<u>28</u>

### **Subpart ICIII – Individual Consumers in Community Based-Living**

(A) How many individuals were successfully relocated from nursing homes or other institutions to community-based living arrangements? 43

(B) See **Instructions** - How many individuals for whom IL services prevented the necessity of entering nursing homes or other institutions and therefore continued living in community-based living arrangement? 928

**Subpart ICIV – Community Change Achievements**

Met	Goals Set	Goals
(A) Community Integration	<u>1</u>	<u>on-going</u>
(B) Collaboration	<u>4</u>	<u>4</u>
(C) Educational	<u>2</u>	<u>2</u>
(D) Housing Opportunities/Home Modification	<u>0</u>	<u>0</u>
(E) Information Access/Technology	<u>4</u>	<u>on-going</u>
(F) Mobility/Transportation	<u>0</u>	<u>0</u>
(G) Personal Assistant Services	<u>1</u>	<u>1</u>
(H) Physical/Attitudinal Barrier Removal	<u>4</u>	<u>on-going</u>
(I) Vocational	<u>1</u>	<u>on-going</u>
(J) Other	<u>0</u>	<u>0</u>

**Subpart ICV – Community Services**

(A) Community and Systems Advocacy	<u>496</u>
(B) Outreach Efforts	<u>1,061</u>
(C) Publications	<u>352</u>
(D) Community Education/Integration Services	<u>380</u>
(E) Maintaining Registries/Libraries/Databases	<u>563</u>
(F) Collaboration/Networking	<u>534</u>
(G) Other Services	<u>404</u>
(H) Grand Total Hours* [Add (A) through (G)]	<u>3,790</u>

**SUBPART ID – STATEWIDE INDEPENDENT LIVING COUNCIL (SILC) REPORT**

(705(C)(5) of the Act; 34 CFR 364.21(g))

**Subpart IDI – SILC’s General Activities**

(A) Exemplary activities, major accomplishments, problems encountered and problem resolution.

**(1) SILC Staff/Management/Office:**

a. SILC has two staff; an executive director and an executive assistant. They focus on the administration and coordination of the functions related to the daily operation and long term activities associated with the council’s goals and objectives. In addition, to providing logistical supports for the council, the staff also serves as a nexus for the council to the various stakeholders in the disability community. Those activities included among other things:

- i. Creating PowerPoint presentations on various topics such as; I L Philosophy, Emergency Preparedness for People with Disabilities, and Assistive Technologies

- ii. Conducting presentations (related to the topics above) to various audiences, such as; disability specific groups, medical and service providers, emergency planners and first responders, and the general public.
- b. The executive director also:
  - i. Serves as a board member and/or officer on various disability related organizations such as; Arizona Loans for Assistive Technology, Arizona Disability Advocacy Coalition, and ArtAbility – Accessing Arizona Arts.
  - ii. Traveled to each CIL and personally met with all the managerial staff at each CIL to establish a rapport and explore collaborative efforts.
  - iii. Participated on a panel involved in the interviewing and selection process for hiring a new RSA Administrator.
  - iv. Drafted revisions to the SILC’s fiscal and personnel policies for the council’s consideration.
- c. Additionally the executive assistant:
  - i. Oversees the maintenance, updating, and creations of appropriate links to the SILC website.
  - ii. Corresponds regularly with the Arizona Disability related Councils and Commissions, and CILs.
- d. Various internal office activities the staff has attended to in an effort to enhance the Council’s image and to improve operational efficiency and security have included among other things:
  - i. The design and adoption of a new SILC Logo, that is being used for stationary, posters, brochures and all other print and visual materials.
  - ii. The reconfiguration and redesign of the SILC website.
  - iii. The purchase and installation of a new computer server, security software, along with creating an expanded office computer network.
  - iv. The reconfiguration of an office storage space along with a security protocol for accessing that space
  - v. The purchase, installation and implementation of professional level accounting software
  - vi. The creation and implementation of an Access database to identify the allocation of staff time
  - vii. The creation and implementation of an Access database to compile, code, and maintain a master mailing list

(2) **Activities to expand the advocacy network included:**

- a. Hosting regularly scheduled meetings for the Arizona Disability Advocacy Coalition, ArtAbility, the VR Self Employment Review Panel, the IL Summit steering committee, among other organizations
- b. SILC’s executive director serves as an officer on the boards of the Arizona Technical Access Project, the Arizona Loans for Assistive Technology, ArtAbility, and the Arizona Disability Advocacy Coalition
- c. Collaborating with America West Airlines to assist that corporation in addressing and resolving disability related issues
- d. Collaborating with AZ Department of Emergency and Military Affairs (DEMA) and AZ Homeland Security to develop, implement, and, evaluate Emergency

- Preparedness policy and procedures with a particular focus on issues related to people with disabilities.
- e. Providing scholarships and/or support for accessible accommodations to consumers and council members to participate in:
    - i. the Self Advocacy Coalition Summit
    - ii. the AZ Assistive Technology Conference
    - iii. the IL Summit
  - f. Participating in the Arizona Center for Disability Law Voter Registration Workshop
  - g. Supporting the publication and distribution of the 2000 copies of the Disability Survival Manual

**(3) Activities to expand the CIL network included:**

- a. Developing and implementing a contract to expand and enhance the capacity of AZ CyberCIL. CyberCil is a unique, innovative, virtual Center for Independent Living (CIL). It is located at [www.cybercil.com](http://www.cybercil.com) on the Internet. It was created as a consumer-controlled, community-based, cross-disability, nonprofit organization. Its mission is to offer, via the Internet, access to the four core independent living services of 1) advocacy, 2) peer support, 3) independent living skills, and 4) information and referral, to those Arizonans who cannot or choose not use a traditional CIL. The contract stipulates that CyberCil will work collaboratively with traditional CILs to deliver services to many Arizonans isolated in the rural counties. It has successfully demonstrated the potential to be a viable and practical connection for individuals with disabilities. CyberCIL has used SILC support to hire an executive director and to install a consumer information software system.
- b. Developing and implementing a contract with DIRECT, Center for Independence in Tucson. The focus and goal of the contract is to support the incubation of a new CIL in an underserved rural area in Arizona – Cochise County. A grassroots, consumer controlled, community oriented group of individuals have demonstrated the potential to become a CIL. DIRECT has used the SILC support to locate, lease and furnish appropriate office space, install and connect a computer network, and purchase other office related materials and supplies.. Initially, the Cochise Ability office will function as a satellite of DIRECT. As Cochise Ability increases their capacity to deliver programs and services DIRECT will assist the group in developing and adopting by-laws, filing for articles of incorporation with the Secretary of the State, applying for federal tax exemption, conducting resource development activities, and developing policies and procedures for operating as a Center for Independent Living.
- c. Collaborating with the all the AZ CILs in developing, implementing, and coordinating a biennial statewide IL Summit. The Summit was in August 2005. All the staff of the five respective CILs attended, as well as, consumers of the CILs . additional attendees included RSA staff and service providers. The Summit tracks included topics on Assistive Technology, Voter Registration, Youth Empowerment, Bio-Ethics, among other subjects.
- d. Facilitating full day meetings of the executive directors of all the CILS in Arizona at the SILC office, once each quarter. The meeting agendas topics usually includes among other things; any changes in the respective CIL service areas, legislative

- issues, local and statewide advocacy positions, new technologies, possible sharing of resources, organizational mentoring, and new programs development.
- e. Commissioning a survey and analysis of all the CIL Associations. The data collected and presented included:
    - i. Sources of initial and current funding
    - ii. Budget
    - iii. Function, responsibilities and salaries of staff
    - iv. Frequency of meetings
    - v. Organizational business structure
  - f. Following the completion of that survey of the CIL associations across the country, the data was distributed to the AZ CILs for their consideration and review.
  - g. Following the review of AZ CILs, SILC decided assess what the AZ CILs desire with respect to how an association might be developed in this State. AZ SILC commissioned a second survey. Its focus was on the five Arizona centers and included a series of follow-up interviews to sort through concerns and preferences. Those findings demonstrated that the AZ CILS wanted:
    - i. an association that would be a 501 (c) (3) non profit organization
    - ii. membership to be restricted to CILs
    - iii. to employ the services of an executive director, whose duties should include advocacy for both CILs and general disability issues
    - iv. an association located in the capital city.
    - v. there should be four to six meetings per year.
    - vi. the three rural centers felt that the association should also employ clerical staff, although all conceded that additional staff would probably need to be transition in over several years.
    - vii. the major barrier in establishing an association evolved around the eventual dues structure. Two centers suggested that the dues structure should be incremental, with a series of yet-to-be-determined budget thresholds. Two other centers wished for the dues to be based on each center's percentage of the state's Part C funding. The other center was not specific about a dues structure.
  - h. Participating in a Tri State (Arizona, California, and Nevada) meeting to explore how the three states could collaboratively address disability issues and expand IL services for people residing along the Colorado River

**(4) Events and Expos:**

- a. SILC maintained an active schedule with respect to participating and/or supporting events and activities in the disability community. Several council members and/or staff were involved in:
  - i. Emergency preparedness trainings in the cities of Mesa, Gilbert, Show low, Snowflake, Tucson and Phoenix;
  - ii. The annual Statewide Disability Exposition;
  - iii. The annual Assistive Technology Conference;
  - iv. Legislative Awareness Day at the State Capitol;
  - v. An annual adapted aquatic recreational event (Day at the Lake);
  - vi. The Phoenix Mayor's Commission on Disabilities Luncheon;

- vii. ArtAbility summit;
- viii. Native American Summit on Disability Issues.

(5) **Council Membership:**

- a. SILC had one new appointment to the council bringing the membership roster to a full complement of 21 members. Our current membership profile closely represents the age, gender, disability, ethnic, and geographic diversity of the state.
- b. AZ SILC continues to have a good working rapport with Arizona Governor's Office for Boards and Commissions, the agency responsible for overseeing appointments to the council. The SILC and the Boards and Commission office collaboratively address the recommendations of candidates for appointments.

(6) **SILC Committees:**

- a. The goals and objectives identified in the strategic plan of SILC are under the purview of various committees. SILC has six committees, two standing and four ad hoc. The committees are:
  - i. The CIL Networking and Resources – an ad hoc committee with oversight and responsibilities associated with enhancing and expanding the CIL network and exploring development opportunities to support the network. All of the Arizona CIL executive directors participate.
  - ii. The Community Collaboration Committee – an ad hoc committee with oversight and responsibilities associated with creating alliances and partnerships for SILC in the disability and business communities, as well as with various governmental agencies.
  - iii. The Executive Committee – a standing committee with oversight and responsibilities associated with the operations and finances of the council, as well as, with monitoring the council compliance to statutory requirements. They work closely with staff.
  - iv. The Membership and Nominating committee – a standing committee with oversight and responsibilities associated with council development and governance.
  - v. The Public Policy Committee – an ad hoc committee with oversight and responsibilities associated with advocacy and assessments. They work closely with policy makers and major stakeholders in the disability community.
  - vi. The Outreach Committee – an ad hoc committee with oversight and responsibilities associated with educating and training consumers and the general public with respect to various disability awareness, etiquette, programs, and services.

(7) **Outreach:**

- a. A priority of SILC has been in identifying and connecting to unserved and underserved in Arizona. Outreach efforts have concentrated on Native American, nursing home residents, and rural populations. Specific workshops were designed for and presented to those audiences. In addition to presenting an overview of Independent Living Philosophy the workshop agendas also identified specific

- programs, services, and resources available to the attendees and participants. The format for the various workshops included
- i. panel discussions – a group of consumers provide information on how they personally accessed services and the impact those services had on their living independently
  - ii. information and referral – SILC members distribute printed materials listing contact sources for disability related programs and services
  - iii. programs and services – service providers presented on the eligibility and parameters of the respective programs
  - iv. CILs – presenting an overview of Centers for Independent Living and distributing geographically appropriate contact information for accessing CIL services
  - v. IL Philosophy – PowerPoint presentations on Independent Living.
- b. Another important focus of outreach has been emergency preparedness for people with Disabilities. Workshops and presentations have included audiences comprised of emergency personnel, members of the disability community, government agencies, and other community stakeholders. A particular focus in the message delivered has been the level of personal responsibility individuals with disabilities must assume.

**(8) IL Needs Assessment Survey:**

- a. In identifying and prioritizing key IL issues SILC:
- i. Reference this report – SUBPART IAIV (c)
    - o Statewide Independent Living Needs Assessment.
    - o Statewide Personal Assistance Services Survey to assess Personal Care Attendant services in each of the fifteen counties of Arizona.

**(9) Emergency Preparedness:**

- a. SILC has been dedicated to addressing issues related to emergency preparedness for People with Disabilities. SILC’s objectives included:
- i. Assuring that the needs of people with disabilities are addressed adequately *before* a disaster or emergency happens to lessen any adverse impact on them, their families & their community.
  - ii. In making sure that people with disabilities are part of and contribute to the pre-disaster/emergency planning process.
  - iii. In making sure that the interests of people with disabilities are made a complete and permanent part of emergency / disaster preparedness efforts.
  - iv. Work with utilities to assure early notification, whenever possible, of a disruption in services that might adversely impact people who rely on life-sustaining equipment.
  - v. Standardizing awareness & preparedness messages, materials and training opportunities for specific groups of people based on the type of disability thus increasing the ability and empowering a person with a disability to plan for and survive an emergency / disaster.
  - vi. Educate people with disabilities with respect to realistic expectations, service & resource that may be available during and after an emergency / disaster.

- vii. Educate emergency response personnel, Fire, Police and Emergency Medical Services, relative to the needs and concerns of people with disabilities.
- viii. Create networks and collaborations among the various stakeholders in providing and receiving services related emergency / disaster education & mitigation opportunities.
- b. To realize those objectives SILC:
  - i. Is a member of the state Department of Emergency Management Agency committee that oversees the drafting of the AZ State Plan for Disasters
  - ii. Participates on the state task force that designs county and statewide emergency preparedness drills
  - iii. Conducts presentations specific to disability related issues to county and local emergency planners and providers
  - iv. Provides volunteers with disabilities to participate in emergency preparedness drills at all governmental levels

**(10) SILC Congress:**

- a. Arizona SILC hosted the eighth annual national SILC Congress in January. This was the second year that Arizona coordinated and supported the event. There were 188 SILC representatives from 46 different SILCS who met for three days to explore the theme of “SILC’s Coming of Age.” The agenda included among other things; Youth Leadership, Resource Development for IL, Identifying unserved and underserved areas, and standards and Indicators. The AZ SILC executive director was elected as the regional representative to the national SILC committee and is a member of 2006 SILC Congress planning committee.

(B) Relations with the DSU(s), activities, successes, problems, solutions as well as collaborative efforts for communication, coordination and cooperation with CILs, DSUs and other agencies and groups.

**(1) Relations and Collaborations:**

- a. SILC works collaboratively with many organizations:
  - i. The ARSA Administrator and the SILC Executive Director meet periodically to maintain an open and candid communication in order to promote a positive and proactive working relationship;
  - ii. The ARSA Administrator meets quarterly at the SILC office with the State’s CIL Executive Directors and the SILC Executive Director the day prior to the quarterly full council meetings;
  - iii. SILC coordinates and hosts quarterly meetings with the CIL EDs to explore the establishment of a CIL Association;
  - iv. SILC co-sponsored the second IL Summit August.
  - v. SILC has a representative serving on the State Rehabilitation Council as our liaison.
  - vi. A council member and the SILC ED sit on the advisory board of the Arizona Technology Access Project – AZTAP;
  - vii. The SILC ED serves as Treasurer for the Arizona Disability Advocacy Coalition;
  - viii. The SILC ED chairs the Arizona Loans for Assistive Technology consortium;

- ix. The SILC ED chairs the steering committee of ArtAbility, Accessing Arizona Arts;
- x. The SILC ED is part of the Vocational Rehabilitation, Self Employment Review Panel which reviews and evaluates consumer's self-employment business plans;
- xi. AZTAP and The Arizona Commission for the Deaf and Hard of Hearing assisted the Arizona SILC in providing accommodations, in the form of technical support and equipment, at the SILC Congress and at other SILC sponsored events.

(C) Allocation of resources and development of the State Plan

- a. The SILC Executive Director, along with the Executive Committee, develops an annual budget in accordance with the State Plan. The budget is submitted to the full council and to ARSA for approval. Monthly financial reports are produced indicating revenues and a running total of allowed expenditures in each category for each committee, as well as administrative and operating expenditures for SILC. Particular attention is paid to see that funds are consistent with the goals and objectives of the State Plan. The Executive Committee makes recommendations to the full SILC for redistribution of funds, when appropriate and necessary.
- b. The SILC budget for the period of July 1, 2004 – June 30, 2005 is as follows:
  - i. Administrative \$112,551
  - ii. Operating \$ 55,125
  - iii. Council Member Support \$ 29,905
  - iv. Committees/Special Projects \$100,000
  - v. Total Expenses \$297,581
  - vi. Total Revenue \$297,581
- c. The SILC is planning to work collaboratively with other disability related organizations to explore potential fundraising opportunities that will support projects related to the State Plan. Grant writing and fundraising efforts are part of the strategic planning. Current projects under consideration are:
  - i. A statewide youth leadership development and training program;
  - ii. Emergency Preparedness
  - iii. A Personal Assistance Toolkit
  - iv. A biennial statewide IL summit;
  - v. An Association for CILs;
  - vi. A statewide multi-organizational disability related calendar;
  - vii. A statewide disability organization communication network.

(D) Other information that the SILC believes would be helpful or informative to RSA, the Congress, other CILs/SILCs, and State agencies.  
None

**Subpart IDII – SILC’s Design for Network of Centers**

In the space below, discuss the SILC’s plan for development and implementation of a statewide network of CILs (*refer to Subpart IDII instructions page 25*). Additional space and/or pages may be added as needed.

- A. SILC conducted a strategic planning retreat in April. The council members and RSA staff attending that retreat recommended that the three unserved and/or underserved populations identified by the Community Collaboration and Outreach Committees be monitored to assess how best to connect those populations to the network of centers. Those populations included, Native Americans, nursing home residents and rural populations. The Outreach committee established as one of their goals a program to conduct presentations specific to those populations.
- B. SILC created a standing committee last year entitled “CIL Networking”. The CIL Networking committee’s responsibility is to promote input to SILC relative to State CILS, activities, needs and issues. All the CIL executive directors are members of that committee. The committee meets regularly and reports to the full council at each council meeting.
- C. This past year, \$60,000 of Title VII, Part B monies were distributed to the CyberCIL and DIRECT Center for Independence in Tucson to expand core services. Both of which have previously referenced in this report. [Subpart IAIV (A), (B); Subpart IDI (A) (3) a & b.] The expenditures associated with those funds were monitored by SILC.
- D. Additionally, SILC supported CyberCIL. CyberCil is a unique, innovative, virtual Center for Independent Living (CIL), located at [www.cybercil.com](http://www.cybercil.com) on the Internet. It was created as a consumer-controlled, community-based, cross-disability, nonprofit organization. In particular, CyberCil works collaboratively with traditional CILs to deliver services to many Arizonans isolated in the rural counties. The goal for supporting CyberCIL is based on the expectation that this structure can be effective in promoting IL philosophy and providing IL services to a population that has been typically unserved or underserved because of geographic, cultural, and other barriers. Mechanisms are being developed and will be implemented to measure the efficacy of CyberCIL in relation to SILC’s expectations.
- E. SILC monitored and advised a grassroots, consumer-controlled, community-based, cross-disability, organization in Cochise County – Cochise Ability. Cochise Ability is serving as a satellite for DIRECT, the Center for Independence in Pima County, and for the people with disabilities who live in Cochise County. Its mission is to educate the public in Cochise County about Independent Living and explain how IL can benefit the community in their region. Cochise Ability has been promoting access to the four core IL services of 1) advocacy, 2) peer support, 3) independent living skills, and 4) information and referral. SILC has a contract with DIRECT Center for Independence to incubate Cochise Ability to mature into a free standing CIL in three years.
- F. The Executive Directors of the respective CILs, the RSA Administrator, and the Executive Director of SILC meet quarterly to discuss common problems, explore collaborations to support each other’s efforts, develop resolutions to address divergent viewpoints, and promote candid and open communication.

### **Subpart IDIII – Monitoring and Evaluation Implementation of the SPIL by the SILC**

To monitor and evaluate the accomplishments of the goals and objectives in the State Plan for Independent Living were being the SILC implemented the following:

- The full council reviewed at least quarterly the activities that had occurred related to those goals and objectives
- SILC staff created a chart that served as a checklist for tracking the appropriate tasks, timeframe, and budget of the goals and objectives
- Council members who assumed or were assigned responsibility for attending to and completing specific tasks presented status reports at committee/council meetings about their progress
- SILC committees chairs that had oversight for particular goals assessed if the objectives and tasks were successfully completed or if not what adjustments in strategies or tasks needed to be made to address or resolve problems
- The full council meetings always include reports by each committee chair on the status of their respective goals, as well as, reports from the RSA ILRS Program and the CIL representative
- Review of 704 data, consumer satisfaction survey, and contract reporting documents
- The SILC executive director met regularly with each CIL executive directors to identify programmatic opportunities, explore and share consumer satisfaction approaches, and explore more effective ways to measure outcomes.
- A certified public accountant reconciles bank statements and other pertinent documents and prepares financial monthly statements of SILC funds
- The SILC Executive Director, SILC Treasurer, and Executive Committee review and evaluate the monthly financial statements, the resource plan and operating budget
- The SILC Treasurer presents a financial report quarterly to the full council and distributes financial statements (statement of activities, and balance sheet)

Effectiveness of services and programs provided by the CILs continues to be reviewed and monitored by the respective CIL boards of directors. Methods and strategies for program evaluation are contained in their Title VII Part C grant applications and reviewed and monitored by the Federal RSA Office of Special Education and Rehabilitation (OSERS).

ARSA conducted customer satisfaction surveys of the Chapter 1 Independent Living Rehabilitation Services (ILRS) program. The survey participants include both successful and unsuccessful closures for the federal fiscal year. Respondents consist of customers from each primary disability group, each major ethnic population, and all age ranges. The survey results are shared with the ILRS counselors at their quarterly meetings, and analyzed in light of their perceptions of the results. Using this method, ILRS counselors, supervisors, and administrative staff identify potential problem areas and collectively develop strategies to address them.

ARSA continues ongoing case reviews at the field office level. Program managers will routinely review ILRS cases for adherence to policy and financial guidelines and rules. At the statewide level, the ILRS coordinator and the Section Manager for Services to the Blind are responsible for evaluating expenditures, statewide effectiveness of services, and collecting data on independent living programs. The ARSA administrator and ILRS coordinator report quarterly at the full SILC meetings, allowing SILC members to evaluate ARSA activities and projects in light of current SPIL goals and objectives.

**Subpart IDIV – Consumer Satisfaction**

In October 2005, ARSA surveyed 363 ILRS consumers to determine the level of satisfaction with the overall ILRS program and services, level of involvement with ILRS counselors, and level of independence achieved after services. The 363 individuals were consumers who had closed in status 26 (successfully rehabilitated) or status 28 (unsuccessful closure after services), during FFY 2005. The FFY 2005 survey includes four key items, as follows:

1. *How would you rate your overall satisfaction with the ILRS program?*
2. *Please rate your satisfaction with the services you received from your ILRS counselor.*
3. *Please rate your involvement with your ILRS counselor in setting Independent Living goals and developing your Independent Living Plan.*
4. *How satisfied are you with the level of independence you have been able to achieve within your home or your community, as a result of services received from ILRS?*

Of the 363 individuals queried in this mailed survey, 114 responded, providing a response rate of 31.40%. The responses are as follows:

<b>FFY 2004 ILRS Closures</b>					
<b>1. Overall satisfaction</b>	62% Very satisfied	29% Satisfied	5% No opinion	3% Dissatisfied	1% Very dissatisfied
	67 responses	32 responses	5 responses	3 responses	1 response
<b>2. Satisfaction with services</b>	68% Very satisfied	23% Satisfied	8% No opinion	1% Dissatisfied	0% Very dissatisfied
	73 responses	25 responses	8 responses	1 response	0 responses
<b>3. Involvement with ILRS counselor</b>	47% Very Involved	23% Somewhat involved	16% No opinion	8% Minimally involved	6% Not at all involved
	50 responses	24 responses	17 responses	8 responses	7 responses
<b>4. Level of independence achieved</b>	49% Very satisfied	31% Satisfied	15% No opinion	1% Dissatisfied	4% Very dissatisfied
	51 responses	32 responses	16 responses	1 responses	4 responses

**Subpart IDV – SILC Composition**

Complete the following chart:

SILC Composition	
Questions:	Reply:
(A) What is the total number of persons on the SILC?	21
(B) How many SILC members have disabilities, as defined in 34 CFR 364.4(b), and are not employed by a State agency or a CIL?	17

(C) Is a representative of the DSU an ex-Officio member of the SILC?	Yes
(D) How many voting members are on the SILC?	20
(E) State the number of different disability groups (physical, mental, cognitive, hearing, vision, or multiple) represented by members of the SILC.	6
(F) Is a CIL director chosen by CIL directors within the State appointed to the SILC?	Yes
(G) Does the SILC include representatives from other State agencies that provide services for individuals with disabilities?	Yes
(H) Does the SILC have a voting membership that is knowledgeable about CILs and IL services?	Yes
(I) Do SILC members provide statewide representation?	Yes
(J) Is the SILC Chairperson elected from among the voting members of the SILC pursuant to section 705(b)(5) of the Act?	Yes
(K) Are there one or more Section 121 projects in the State?	Yes
(L) If (K) above is answered “yes”, does the SILC include at least one representative from the directors of the Section 121 projects?	Yes

**Subpart IDVI – Legal Status and Placement of SILC**

To meet the statutory requirement that the SILC not be established as an entity within a state agency, SILC is officially a 501 (c) (3), not-for-profit corporation. SILC develops and controls its own budget. SILC leases a commercial office suite located in the central Phoenix. SILC staff are employees of SILC and directly responsible to and governed by the council.

**Subpart IDVII – Training and Technical Assistance Needs for Next Fiscal Year**

Training and Technical Assistance Needs	Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important
<b>Advocacy/Leadership Development</b>	

General Overview	
Community/Grassroots Organizing	
Individual Empowerment	
Systems Advocacy	
Legislative Process	
<b>Applicable Laws</b>	
General overview and promulgation of various disability laws	1
Americans with Disabilities Act	
Air-Carrier's Access Act	
Fair Housing Act	
Individuals with Disabilities Education 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	
<b>Assistive Technologies</b>	
General Overview	2
<b>Data Collecting and Reporting</b>	
General Overview	6
704 Reports	
Dual Reporting Requirements	
Case Documentation	
<b>Disability Awareness and Information</b>	
Specific Issues	
<b>Evaluation</b>	
General Overview	3
CIL Standards and Indicators	
Community Needs Assessment	
Consumer Satisfaction Surveys	
Focus Groups	
Government Performance Results Act and Title VII	
Outcome Measures	9
<b>Financial: Grant Management</b>	
General Overview	10
Federal Regulations	
Budgeting	
Fund Accounting	
<b>Financial: Resource Development</b>	
General Overview	
Diversification of Funding Base	7
Fee-for-Service Approaches	8
For Profit Subsidiaries	
Fund-Raising Events of Statewide Campaigns	
Grant Writing	

<b>Independent Living Philosophy</b>	
General Overview	
<b>Innovative Programs</b>	
Best Practices	
Specific Examples	
<b>Management Information Systems</b>	
Computer Skills	
Software	
<b>Marketing and Public Relations</b>	
General Overview	
Presentation/Workshop Skills	
Community Awareness	
<b>Networking Strategies</b>	
General Overview	
Electronic	
Among CILs & SILCs	
Community Partners	
<b>Program Planning</b>	
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	
<b>Outreach to Unserved/Underserved Populations</b>	
General Overview	
Disability	
Minority	
“Potential” Consumers Who are Institutionalized	5
Rural	4
Urban	
<b>SILC Roles/Relationship to CILs</b>	
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	
<b>Volunteer Programs</b>	
General Overview	

## **SUBPART IE – DSU (S) ACTIVITIES**

(704(M)(4)(D) of the Act; 34 CFR 364.22; 364.38)

### **Subpart IEI – Collaborative Efforts**

In FFY 2005, the Arizona Rehabilitation Services Administration (ARSA), the Centers for Independent Living (CILs), the Statewide Independent Living Council (SILC), and other councils and organizations continued to progress in building consensus and strengthening independent living services in Arizona.

- **ARSA participates in quarterly Executive Director meetings with the State CILS and with SILC ED to discuss issues and concerns.** The meetings are held the day before the SILC Quarterly meetings for coordination of meeting schedules and to discuss issues that need to be brought immediately to the attention of the full SILC.
- **ARSA provides peer support and advocacy via community based groups that meet monthly in Phoenix and Flagstaff, and are facilitated by ILRS counselors.** Providers as well as consumers and family members attend and participate in these groups, which are cross disability. The VOICE group, with an average attendance of 43 individuals monthly, meets in the northwest Phoenix area and has a strong social recreational agenda that includes many community activities. Members attended baseball games, Fishing Without Boundaries activities, organized a chili cook-off, hosted an annual picnic, participated in a swim party, and created a social mixer group for persons with disabilities. In addition, members participated in the conferences on Traumatic Brain Injuries and the Disability Exposition, donated food to the Desert Mission Food Bank, participated in fairs to solicit prospective volunteers for the group, and collected money for the 2004 Christmas Angel Drive. The VOICE group has a website, a newsletter and e-mail distribution list. The ILRS support group in Flagstaff meets monthly, as it has done for the past eleven years. The Thanksgiving party held annually is a popular social event. A third group had been supported by ARSA ILRS staff, but was turned over to community providers during FFY 2005.
- **The SILC, the Governor's Council on Spinal and Head Injuries (GCSHI), the State Rehabilitation Council (SRC), and the Governor's Council on Blindness and Visual Impairment (GCBVI) participate in quarterly meetings with the ARSA Executive Management Team.** The purpose of these ongoing meetings is to facilitate a flow of information between ARSA and the various councils, and to encourage input and discussion on policy and other issues impacting clients of ARSA and constituents of the councils.
- **The State Rehabilitation Council (SRC) is a partner with ARSA and is involved in all aspects of the public rehabilitation program, from customer satisfaction to program evaluation.** There are SILC representatives on the SRC, and there is a standing report from the SILC member representative at every full Council meeting to keep

abreast of statewide issues affecting the RSA Independent Living Rehabilitation Program, as well as the SILC activities and general independent living issues.

- **The ARSA piloted the use of specially trained occupational therapists to provide Medicare funded services for elderly blind persons.** The ARSA provided the adaptive aids, supplies, training and general support. Also, ARSA blindness staff participated in SILC strategic planning.
- **The ARSA was one of 14 State programs that continue a U.S. Department of Labor, Disability Program Navigator Grant.** Navigators work within Arizona's One Stop Centers to make those centers a destination of choice for persons with disabilities who are seeking employment, education and job training opportunities, and career planning resources. An ARSA assistive technology grant helped make the center's resource rooms accessible to persons with disabilities.
- **The ARSA continues to partner with the GCSHI in activities related to the target populations that the GCSHI represents.** During FFY 2005, the ARSA independent living staff participated in trainings sponsored by GCSHI and ARSA geared to the independent living and vocational needs of persons with traumatic brain injury (TBI) and spinal cord injury (SCI). These trainings are open to ARSA staff statewide, and assist in increasing the knowledge base and expertise of field staff working with persons with SCI and TBI. Other trainings provided by the GCSHI were targeted to vocational rehabilitation school to work transition and juvenile corrections counselors in FFY 2005.
- **The GCSHI SCI Curriculum is offered to the community, and in FFY 2005 was held at St. Joseph's Medical Center.** This curriculum, which is consumer based, offers a 12 unit course to individuals with SCI, their families and professionals in the rehabilitation field. Various modules cover consumer empowerment, activities of daily living, attendant care, sexuality and relationships, prevention of secondary conditions, and other topics of interest. The course is offered free of charge and the Arizona Spinal Cord Association (AzSCIA) provides free transportation to those individuals in need of it. This curriculum is a collaboration of the GCSHI, St. Joseph's Hospital/Barrows Neurological Institute, and the AzSCIA.
- **A two-day TBI 101 training developed by GCSHI and ARSA was offered to ARSA staff throughout Arizona in 2005 via videoconferencing facilities.** The TBI 101 training was provided to RSA and other staff in May of 2005.
- **In FFY 2005 the Brain Injury Association of Arizona (BIAAZ), funded through a contract with the GCSHI,** provided information and referral related to brain injury to the public, as well as other types of community based information and services. The BIAAZ website now includes a searchable database for individuals with TBI seeking resources in the community.
- **In FFY 2005, the Arizona Spinal Cord Injury Association, funded through a contract with the GCSHI,** provided community support groups, social recreational

activities and information and referral services to individuals with spinal cord injury in the community. The AzSCIA website is being revamped in 2005, and plans are underway to add a web-based searchable database in 2006.

### **Subpart I EII – Evaluations Conducted by DSU(s)**

(A) The ARSA participates in an evaluation of ILRS and VR services provided to persons with TBI and SCI conducted by the Governor's Council on Spinal and Head Injuries (GCSHI) annually. In addition to evaluating consumer satisfaction with services, the GCSHI individually interviews each ILRS counselor for input on specific areas and gathers data on numbers of individuals served, successful and unsuccessful closures, plans written, and types of services provided. GCSHI program and services recommendations are then given for the next reporting year.

In SFY 2005, 161 individuals with either spinal cord injury (SCI) or traumatic brain injury (TBI) were served by the ILRS program. For SFY 2005, the top five services provided were: assistive aids/devices, vehicle modifications, home modifications, other restoration services, and physical restoration services. A copy of this evaluation is available on request.

ILRS Counselors were interviewed. When asked how well they think the ILRS Program is working for persons with SCI and TBI, most of the ILRS Counselors thought that the program was working very well. One Counselor said that the SCI portion was working very well, but that the TBI portion was working pretty well. Another commented that it worked well for those who make contact, but that there is so much more need than they can meet. Some commented that they could do things for consumers that no one else can do and that makes all the difference in their lives. Only one respondent said that the program was not working well.

In addition to interviews with the ILRS Counselors, contacts were made with Supervisors this year to get their input on how the program is going. Four Supervisors responded. Three thought the program was working well very and one thought the program was working pretty well. Positive comments were made about the quality of the work done by the ILRS Counselors. Continued training was supported. They thought the availability of dedicated dollars for SCI and TBI cases was definitely positive, given the high costs of many of these cases and the need for individualized attention.

ILRS Counselors were asked to share stories of successful cases. Factors contributing to success included: the availability of Council funding, program flexibility, Counselor expertise, consumer responsiveness, qualified providers, family support, and teamwork.

ILRS Counselors also shared stories about challenging and frustrating cases. When asked what might help they mentioned the need for peer mentors and specialized community resources. Many of the cases were challenging due to the nature of the condition and/or the person's life situation.

Consumers whose cases closed in SFY 05 were interviewed. Respondents were asked how they would rate their satisfaction with the services they received from the ILRS Program. Overall, 100 percent were satisfied or very satisfied with the services they received from ILRS.

(B) During FFY 2005, the ARSA completed a Consumer Satisfaction Survey of all ILRS cases closed successfully and all ILRS cases closed unsuccessfully after services. A description of the survey, and the results of the evaluation, are included in Subpart IDIV.

### **Subpart IEIII - Monitoring**

N/A

## **SUBPART IF – NARRATIVE COMPARING DSU AND SILC ACTIVITIES FOR THE REPORTING YEAR WITH PRIOR YEAR ACTIVITIES**

(704(m)(4)(D), 705(c)(5) of the Act; 34 CFR 366.50(I)(7)

### **Subpart IFI – Comparative Narrative**

The preceding year's goal of *assuring the SILC operating structure maximizes efficiency and effectiveness* was successfully completed and did not need to be restated. However, the operating procedures SILC has implemented assures that the intent of this goal continues.

The preceding year's goal to *continue CIL Networking* was revised to include **Expansion of CIL network and resources.**

This goal directs SILC to act as a nexus for the CILs.

The objectives in the 04 report included

- the development of CILS
- using information and technologies for IL
- identifying best practices for innovative programs.

In an effort to build upon last year's accomplishments the 05 objectives successfully completed included:

- The capacity of CyberCIL and Cochise Ability (previously cited) has been increased. They are providing CIL services in an expanded geographic area
- Other increases in CILs' capacity and delivery for programmatic activity have included:
  - ABIL's P.A.S. program currently employs approximately 1500 attendants and is presently negotiating to be a provider of P.A.S. in the mental health and developmental disabilities communities..
  - ASSIST expanded their Assistive Technology and Home Modification programs on the Native American reservations

- DIRECT, in collaboration with ABIL as a mentor, has implemented a P.A.S program in its service area.
- New Horizons has acquired three accessible vans and is providing extended transportation in its service area. In addition, New Horizon assumed ownership of the building it was previously leasing and is expanding the amount of space it occupies..
- SMILE has received grants to provide home modifications
- The three rural CILs (ASSIST, New Horizons, and SMILE) have formed a Tri-CIL alliance in collaboration with CyberCIL to integrate their technological systems, both hardware and software, as a sharing and conservation of resources. Part of their intent is for each CIL to expand their capacity for rural outreach.
- SILC's funding distribution methodology for the reallocation of Part C dollars was revised to reflect population, geographic size of the services area and a SILC discretionary factor.
- ABIL has purchased a new building complex and is developing a campus for disability related organizations. The new building will be approximately 60,000 square feet and house about twelve organizations. SILC and a prominent local rehab facility assisted ABIL with advocating for a city bond to acquire funds dedicated to erecting a disability recreational and wellness center on that campus. A bond item for 5.3 million dollars is list on the next Phoenix election ballot.

The preceding year's goal *To create and implement an advocacy and education system to address IL issues* was modified to **Support and promote an advocacy system that addresses IL issues.**

This goal deals with a basic principle of the Independent Living philosophy: the need for partnership and advocacy on a systems level to change and improve the lives of persons with disabilities.

The objective in the 04 report *To establish partnerships with other organizations to identify and work on IL issues* was considerably expanded to include additional objectives. The 05 objectives include:

- 1. To develop a comprehensive statewide advocacy training program**
- 2. To prioritize IL issues and develop advocacy training programs.**
- 3. To develop and implement a statewide communication systems**
- 4. To identify and recruit individuals and organizations to become part of the advocacy network**

Accomplishments related to objective 1 have included:

- Identifying other organizations in the state with training programs
- Analyzing and organizing their training materials
- Establishing collaborations with some of the other training programs

Accomplishments related to objective 2 have included:

- Developing and implementing an IL Assessment (previously cited)
- Using the findings of the IL Assessment as a basis for drafting an agenda that was incorporated into a statewide IL Summit
- Collaborating with the CILs and RSA to coordinate and host a statewide IL Summit

Accomplishments related to objective 3 have included:

- Identifying the editors, publication schedules and contact information for all the disability related newsletters in Arizona
- Supporting the redesign and distribution of a Disability Survival Manual

Accomplishments related to objective 4 have included:

- Identifying and Surveying CIL association in other states
- Coordinating ongoing meetings of the CIL executive directors to explore establishing an AZ CIL Association
- Supporting an advocacy listserv by working together with a coalition of disability related organizations.

The preceding year's goal *To conduct comprehensive outreach and education to underserved and unserved populations, including Native Americans on the reservations* was revised to **Enhance and expand outreach to underserved and unserved populations**

This goal addresses the need to introduce IL Philosophy and identify and provide contact information for IL services and programs that individuals in unserved and underserved areas can access.

Three populations that SILC identified as unserved and underserved are people with disabilities residing in nursing homes, people with disabilities under the age of thirty, and Native American Objectives related to this goal that SILC has accomplished include:

- Recent new appointments to the council have increased Native American representation. We currently have three Native American serving on the council. One of the individuals resides on a reservation and the other two previously lived on reservations. They have been instrumental in assisting with the design and delivery of outreach presentations to Native Americans.
- The SILC executive director has been asked to be the keynote speaker at an upcoming Native American statewide conference. All of the reservations and tribes in Arizona will be represented at the conference. The conference organizers have requested that the executive director focus his address on Independent Living Philosophy.
- The SILC Outreach committee conducted a comprehensive workshop on Independent Living in a rural area of Arizona – Cottonwood. The agenda included presentations from local services providers, independent living advocates, and local government officials. Approximately fifty people attended.
- Recent new appointments to the council have increased the number of young people serving on the council. SILC currently has two individuals under the age of thirty.
- SILC commissioned a survey of the various youth leadership training programs in Arizona. We are currently reviewing their materials and programs to explore what collaborations might be established.
- SILC is currently reviewing census figures and demographics, and data from the Arizona Department on Health to identify any changes in the disability communities.
- There have been twelve outreach presentations on disability awareness and etiquette to various organizations across the state.
- The SILC staff or members of the outreach committee have participate in as exhibitors in three disability expositions

The preceding year's goal *To establish a comprehensive understanding of IL resources in Arizona* was successfully achieved so in an effort to disseminate that information for 05 we focused on a goal to **Advance collaborative efforts among disability organizations to address the training and education needs of all Arizonans regarding disability issues**

This goal deals with a basic principle of Independent Living Philosophy: the need for partnership and alliances on a systems level to change and improve the lives of persons with disabilities.

Objectives related to this goal that the SILC has accomplished include:

- SILC has met with other disability related Governor's Councils, the Institute of Human Development at Northern Arizona University, the Arizona Technical Access Project, and the CILs to discuss the possible logistics and appropriate website placement of a multi organizational event calendar. We are attempting to implement a calendar that all disability related organizations can access for information and to post their activities. The idea is to provide the disability community with a comprehensive list of disability related activities, events, programs, and other notices. But moreover, the site can assist organizations with their planning and scheduling. The goal is for organizations to explore scheduling their activities concurrently or collaboratively or the scheduling of their activities so that events do not compete with one another.
- In collaboration with Arizona Bridge to Independent Living, the Governor's Council on Development Disabilities, and the Governor's Council on Spinal Cord Injury, SILC has compiled a library of information on Personal Assistance Services. The next phase of this project is to publish a P.A.S. toolkit. The primary target audiences for this toolkit are unserved and underserved people with disabilities who need or use P.A.S. SILC, ABIL and other stakeholders will collaboratively distribute the toolkit.
- SILC is a member of the Arizona Disability Advocacy Coalition and SILC's representative serves on its executive committee. AZDAC members are representatives from fifteen different disability related organizations. SILC is the host for the monthly AZDAC meetings. AZDAC has organized a mock legislative training for approximately fifty individuals with disability. SILC has been responsible for coordinating many of the logistics associated with that training which is scheduled to be conducted this upcoming year.
- The Community Collaboration Committee has developed a relationship with Banner Health (the corporation operating several medical facilities in Arizona) to institute disability awareness training to health care workers. Additionally, SILC conducted an IL presentation at a statewide conference of the occupational Therapist Association.

### **Subpart IFII – Significant Activities**

SILC felt that the cost reimbursement contract it had with ARSA was onerous to conducting business in an efficiently and expeditious manner. SILC explored with ARSA alternative arrangements. As of the beginning of the current fiscal year, SILC's contract with ARSA is a performance based instrument. With the exceptions of some temporary minor issues the new arrangement is serving SILC and ARSA well.

**SIGNATURES, PRINTED NAME, TITLE, PHONE NUMBERS**

Please sign and print your name, title and your phone number.

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SIGNATURE OF STATE AGENCY OFFICIAL

DATE

**Craig Warren, Administrator, Rehabilitation Services Administration**

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NAME AND TITLE OF STATE AGENCY OFFICIAL

PHONE NUMBER

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SIGNATURE OF SILC REPRESENTATIVE

DATE

**Donna Powers, SILC Chairperson**

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NAME OF SILC REPRESENTATIVE

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