

REPORTING INSTRUMENT

OMB Control Number: 1820-0606

Expiration Date: June 30, 2014

**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: 2012

Grant #: H132A937005

Name of Center: Paraquad, Inc.

Acronym for Center (if applicable): PQ

State: Missouri

Counties Served: St. Louis City & St. Louis County (Primary Catchment Area). Other counties served: Franklin, Gasconade, Iron, Jefferson, Lincoln, Madison (IL), Maries, Montgomery, Pulaski, St. Charles, St. Clair (IL), Ste. Genevieve, Taney, Warren, Washington.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 35 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is required to obtain or retain benefits (P.L. 105-220 Section 410 Workforce Investment Act). Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Rehabilitation Services Administration, LBJ Basement, Attention: Timothy Beatty, PCP Room 5057, U.S. Department of Education, 400 Maryland Ave, SW, Washington, DC 20202-2800 or email timothy.beatty@ed.gov and reference the OMB Control Number 1820-0606. Chapter 1, Title VII of the Rehabilitation Act.

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	\$436,213
(B) Title VII, Ch. 1, Part C	\$0
(C) Title VII, Ch. 2	\$0
(D) Other Federal Funds	\$580,783

Item 2 - Other Government Funds

(E) State Government Funds	\$200,331
(F) Local Government Funds	\$150,891

Item 3 - Private Resources

(G) Foundations, Corporations, or Trust Grants	\$330,472
(H) Donations from Individuals	\$53,200
(I) Membership Fees	\$0
(J) Investment Income/Endowment	\$364,917
(K) Fees for Service (program income, etc.)	\$18,696,305
(L) Other resources (in-kind, fundraising, etc.)	\$17,545

Item 4 - Total Income

Total income = (A)+(B)+(C)+(D)+(E)+(F)+(G)+(H)+(I)+(J)+(K)+(L)	\$20,830,657
--	--------------

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)	\$10,471,003
--	--------------

Item 6 - Net Operating Resources

[Total Income (Section 4) <minus> amount paid out to Consumers (Section 5) = Net Operating Resources	\$10,359,654
--	--------------

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	2291
(2) Enter the number of CSRs started since October 1 of the reporting year	896
(3) Add lines (1) and (2) to get the <i>total number of consumers served</i>	3187

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	14
(2) Withdrawn	35
(3) Died	57
(4) Completed all goals set	448
(5) Other	1135
(6) Add lines (1)+(2)+(3)+(4)+(5) to get <i>total CSRs closed</i>	1689

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

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

	# of CSRs
Section A(3) <minus> Section (B)(6) = Section C	1498

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	926
(2) Number of consumers with whom an ILP was developed	2261
(3) <i>Total number of consumers</i> served during the reporting year	3187

Section E – Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	4
(2) Ages 5 – 19	180
(3) Ages 20 – 24	305
(4) Ages 25 – 59	1694
(5) Age 60 and Older	916
(6) Age unavailable	88

Section F – Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	1861
(2) Number of Males served	1326

Section G – Race And Ethnicity

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

Please refer to the Instructions before completing.

	# of Consumers
(1) American Indian or Alaska Native	16
(2) Asian	14
(3) Black or African American	1834
(4) Native Hawaiian or Other Pacific Islander	4
(5) White	999
(6) Hispanic/Latino of any race or Hispanic/ Latino only	17
(7) Two or more races	8
(8) Race and ethnicity unknown	295

Section H – Disability

Indicate the number of consumers in each category below.

	# of Consumers
(1) Cognitive	974
(2) Mental/Emotional	93
(3) Physical	1095
(4) Hearing	382
(5) Vision	123
(6) Multiple Disabilities	0
(7) Other	520

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
Franklin	9
Gasconade	1
Iron	1
Jefferson	38
Lincoln	4
Madison (IL)	6
Maries	1
Montgomery	1
Pulaski	1
St. Charles	42
St. Clair (IL)	10
St. Louis	1660
St. Louis City	1231
Ste. Genevieve	1
Taney	1
Warren	2
Washington	1
Unspecified	177

SUBPART III – INDIVIDUAL SERVICES AND ACHIEVEMENTS

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

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	19	19
(B) Assistive Technology	90	90
(C) Children’s Services	1	1
(D) Communication Services	15	1
(E) Counseling and Related Services	3	3
(F) Family Services	8	8
(G) Housing, Home Modifications, and Shelter Services	185	116
(H) IL Skills Training and Life Skills Training	752	629
(I) Information and Referral Services	13841	13841
(J) Mental Restoration Services	0	0
(K) Mobility Training	1	1
(L) Peer Counseling Services	127	92
(M) Personal Assistance Services	1127	1127
(N) Physical Restoration Services	1	1
(O) Preventive Services	0	0
(P) Prostheses, Orthotics, and Other Appliances	0	0
(Q) Recreational Services	1	1
(R) Rehabilitation Technology Services	275	247

Services	Consumers Requesting Services	Consumers Receiving Services
(S) Therapeutic Treatment	0	0
(T) Transportation Services	226	226
(U) Youth/Transition Services	127	127
(V) Vocational Services	363	299
(W) Other Services	37	37

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	539	181	286
(B) Communication	12	5	4
(C) Mobility/Transportation	162	22	110
(D) Community-Based Living	1015	252	553
(E) Educational	249	36	148
(F) Vocational	521	130	277
(G) Self-care	741	158	442
(H) Information Access/Technology	93	43	42
(I) Personal Resource Management	283	219	0
(J) Relocation from a Nursing Home or Institution to Community-Based Living	76	2	48
(K) Community/Social Participation	279	49	173
(L) Other	126	9	74

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	203	0	203
(B) Health Care Services	224	0	244
(C) Assistive Technology	680	0	680

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.

Success Stories

Jerry had brain cancer and had gotten a tumor removed. The result was TBI-like symptoms. Jerry needed minimum to moderate assistance when doing a stand pivot transfer from his chair to another surface. At times, he lost his balance while transferring. Jerry has been attending Paraquad Health and Wellness program consistently for just over a month and has been targeting endurance with his legs and upper and lower extremity strength training with the help of staff therapists. Jerry's wife, Theresa, also mentioned that before cancer, Jerry was an avid golfer and she asked if we know of any resources. Theresa now reports a "night and day difference" in completing transfers at home since coming to the gym to workout. A staff therapist also researched an adaptive golfing program offered by DASA and referred Jerry to this service. Jerry starts golfing again in January.

Patricia started the Supported Education program a month ago. At the start of the program, she scored a 3.9 on her Reading pretest. Patricia set a goal of scoring 4.1 on her posttest. Patricia was assigned a Supported Ed coach who came in and provided one-on-one support with her assignments three times a week. The coach helped to break down the lessons into a way that best suited Patricia's learning style. Patricia exceeded her posttest goal by scoring a 4.5 on her posttest. This brought her up by over half a grade level.

Kristen joined Paraquad's Youth Group at the age of 16. Her mother wanted her to work on social skills and self advocacy. While in the youth group, Kristen worked on those skills, both within the group and out in the community. When Kristen first joined the group, she was afraid to advocate for herself and had difficulty interacting with people she did not know. Kristen is now 20-years-old and still enjoys coming to the youth group when she can; however, she is now successfully working at a nursing home helping residents. When Kristen she able to come, she demonstrates leadership skills and helps younger members by sharing her experiences.

I was working with a participant, Brian, through the Deaf and Hard of Hearing program at Paraquad when he got arrested and was placed into the St. Louis County Jail. I discovered that the TTY in the jail did not work and that Brian did not have interpreting services during his hearing. I advocated for Brian and as a result, the St. Louis County Jail replaced their TTY and the St. Louis Justice Center provided an interpreter for his hearings. In addition, the jail requested to have a meeting with me at Paraquad. Both the ADA coordinator from the St. Louis County Jail and the ADA coordinator from the St. Louis County government came to discuss changing their TTYs to videophones and asked me to give presentations to their staff on how to work better with deaf people. Brian reported that the correction guards have improved their attitudes toward his deafness.

Annette has been attending classes through the Continuing Education program regularly for many years, but has been challenged by verbal expression and being understood. During the Spring 2012 semester, Annette enrolled in the Communications class. At the beginning of the semester, Annette sat in the corner of the classroom and would only quietly observe and offer “yes” or “no” responses to questions. After a few weeks, she began to naturally join the class discussions and have conversations with her classmates. She also started taking the initiative to ask classmates for help with understanding class material. The teacher was thrilled when Annette participated in a role playing exercise during class.

When Quintin first came to Paraquad’s Health and Wellness Center in July, he wanted to work on increasing his community involvement and his overall strength, particularly on the side of his body affected by stroke so he could better take care of himself. Quintin also wanted to walk long distances without getting tired. After 12 weeks of consistent attendance to the gym and working out the staff therapists, Quintin has made progress on all of his goals. Quintin reports that he has returned to work and is now able to use his left hand to lift things. Quintin states that he has increased strength and mobility. Quintin plans to transition to his neighborhood YMCA with the help of Paraquad staff.

Justin recently completed his participation in the Living Well Young Adult Group. Justin entered the Helen Keller Institute in New York at the beginning of August. He called me a couple of weeks ago to share with me how excited he was about being in the program. He was also excited to share with me that there was group like the LWYAG that he started to attend at the Institute. I told him that he has the advantage of being in our group for 30 weeks and I challenged him to take the lead in this new group because of his experience. His response was, “Don’t worry, I will!”

At the start of the Supported Education program, Kyle scored a 2.9 on his Language pretest. He received support with his assignments, was given homework, and assisted by his coach on his retention of materials. Kyle had a goal of increasing his score from 2.9 to a 3.3 in language on his posttest. Through hard work and support from the coach, Kyle surpassed his goal and scored a 6.1 on his posttest! This is equivalent to going from less than a 3rd grade level to excelling at a 6th level.

As a Transition Specialist for Paraquad, I visited a participant in the nursing home. Upon arrival, the participant was curled up in a ball lying on the mat in a corner. The participant’s sister stated that she wanted to bring the participant home and that she was not doing well at the facility. The participant would not interact or speak with anyone. The participant was evaluated and recommended for the Money Follows the Person Program. The participant was able to transition from the nursing home. Paraquad provided In-Home Services and DME equipment to assist the participant in the home. As the Transition Specialist, I was able to provide resources and information to help the sister provide services for the participant. Since moving out the nursing home, the participant began to improve in physical, emotional, and social skills. Once at home, the participant began to walk, use the bathroom, eat, and interact with her family. On a recent visit, the participant sang and spoke with me about how happy she is. The participant now attends an adult daycare program. Also Paraquad, through the Home Modification program, was able to provide grab bars in the participant’s home and is building railings for the front steps.

On a recent satisfaction survey, a participant wrote “I’ve really come a long way since the first time I came in the doorway here; with my attitude, and my body and my actions with the people here. I’ve always liked life itself; getting up, going, doing things. Now that I’m a little limited, I still enjoy being able to get up and go do things I like; like going to the gym. Believe it or not, I even like my rides on Call-a-Ride because it’s a way for me to get out of the house. Since my disability has been recent, I hadn’t been around many people with disabilities. Being a part of the [Community] Advocates has enabled me to learn a lot that I wouldn’t have had the opportunity to. I have gotten to learn about and admire what others with disabilities have been through and experienced. The greatest thing about the people at Paraquad is that they’re all very, very helpful. I don’t even know if it’s part of the program or not, but I get all the help I ask for or need. Everyone is warm, nice and professional as far as helping me. I’ve really enjoyed that, and I’ve gotten better. My favorite thing about being in the gym was when I could use the leg bike without a motor, instead of the one with the motor because that showed improvement, and when I got to use the standing frame, I was really excited about that! I want to continue working out at the gym so I can be strong enough to be independent to work out on the equipment with very little assistance. Also, working out 3 days a week will help me keep my heart, mind, and body healthy which makes it easier for me to take care of myself at home and in the community.”

Participant was unemployed and seeking to appeal a SSA decision and find his own apartment. He had a solid social support and motivation, but was simply lacking direction. The participant hoped to find peer mentoring at Paraquad with an emphasis on moving towards work and by that route, greater independence. As the ILAP Specialist, I helped to direct the participant to several search engines, worked on interviewing skills and tactics, discussed ways to work past perceived application or interview shortcomings while focusing on personal strengths, and put the participant to contact with local VR services, resulting in an active case. I provided continuing weekly peer mentoring via telephone as well. The participant was hired to a new position, which was superior in every way to the one he initially was hoping to secure, within two and half weeks of starting ILAP. Further, he has held the job for nearly 60 days, at which he will start paying into his 401K and became eligible for the company retirement pension. The participant has been noted by his supervisor for working very well. He also has been very steadfast and persistent in making sure that all agencies involved in his determination of disability eligibility have worked with each other and completed the necessary forms/form reviews in a timely and professional manner. The participant received his determination denial last week, and has already actively moved towards the appeals process with the help of the ILS.

Sylvia is blind. She also has COPD and is on oxygen. In order for her leave her home, she has nine steps she must negotiate. Her doctor told her she really needed to have ramp installed at her home. It was obvious that a ramp would be a great benefit as she had so much difficulty breathing. Her mode of transportation to and from the doctor’s office was by Call-a-Ride. On at least one occasion, by the time she was in the bus her breathing was so bad that an ambulance had to be called to take her to the hospital. Due to the number of steps and a very small yard, Paraquad was not able to install a ramp to meet ADA guidelines. Instead a vertical platform lift was installed on one side of the porch. Now Sylvia is able to get to her doctor without being totally worn out and she is excited that she is now able to attend church.

When Jim first came to Paraquad Health and Wellness in June, he wanted to work on increasing his grip strength and mobility on the side of his body affected by stroke. He also wanted to work on increasing his endurance to walk around the block and decrease his fatigue with activities of daily living and caring for his family. After 12 weeks of consistent attendance to the gym and working out with staff therapists, Jim has made progress on all of his goals and met his goals of improving his endurance for walking and taking care of himself and his family. Jim plans to transition to his local YMCA with the help of PQ staff where he can work out with his wife. Jim states that he thinks the exercise program is wonderful and he doesn't get very fatigued anymore because of the exercise.

Jon was initially almost non-communicative and completely isolated with little interaction with anyone. Jon participated in the 30-week Living Well Young Adults Group. Within the group, Jon learned how to communicate with others and shared his feelings. By the time the group ended, Jon got his driver's license, purchased a car, and got a job at a movie cinema. He also began to speak freely socially and even started to share some feelings. Jon calls me about every month or so and recently informed me that he got a promotion at the cinema and is now an assistant manager! Although Jon often minimizes his accomplishments the fact that he shared this with me is his way of acknowledging his success.

I had been working with a participant for quite some time. Before her injury, she worked as a registered nurse for her occupation. When she got injured, she said that her life turned upside down. She felt that her husband of fifteen years did not like her anymore. She did not have any transportation to get around. She also felt that her family was very insensitive to her needs. I met with her privately over the phone. The participant got an opportunity to vent to me about what was going on in her life. I, then, suggested that we have a sit down meeting with her and her husband to talk about how she feels. We all sat down to discuss what was going on, she really vented. The husband came out and said what he was frustrated with too. They both came to an agreement of being more understanding with one another. In that same meeting, I gave a resource for transportation. She went to the contact, Southern Bus and Mobility, and in a matter of weeks, she received her own transportation. Now, the participant reports her marriage is stronger than ever. She has her own transportation and is working on getting into the exercise program.

Prior to receiving Supported Education services, Adam was unable to communicate legibly on paper. His letters were backwards and some were not clear what letter he was intending. Adam stated that he had never really been taught how to write due to his disabilities. The Supported Ed coach gave him letter worksheets to practice working on correctly writing each letter, both lower case and capitalized. He was also given journal entries to practice writing correctly and communicate his thoughts onto paper. He is now able to write legibly and has learned to write the letters the correct way. Adam has come a far way from where he started with lots of practice and positive reinforcement. He is now able to communicate on paper and his writing is easy to read! In addition, Adam has focused a lot on reading this year. At the beginning, he read at a 3rd level. After receiving supported from his Supported Ed coach and working extra to help with his retention of the material, Adam went from a 3.5 on his reading test to exceeding his goal and obtaining a 4.5 on his follow-up test. This is an entire grade level - a huge improvement!

A participant came in anger toward the world due to his deafness and felt that hearing people were not cooperating with him. He also had communication issues with his employer. Within his IL goals, he wanted to obtain counseling services and learn how to advocate for himself. He accomplished his counseling goal when I assisted him in finding a psychiatrist and counseling services. He was diagnosed with mental illness. He started to take medication and begin to understand himself versus how the world treats him. He had several discrimination issues toward his employer. He learned how to advocate for himself through Deaf and Hard of Hearing program's guidance and education. He succeeded and his employer began to cooperate with him and met his needs as of July 2012. Since he met his IL goals several months ago, his case was closed. Recently he called me a month ago since an issue with his employer came up. I provided peer support. He handled this issue calmly and showed patience fighting to keep his job. Over several weeks of suspension went by, he called me to inform me good news. He was filled with joy that he did not lose his job and obtained back pay for those weeks he lost during the suspension. The employer realized it was their fault that caused the problem in the beginning. He was so relieved and realized how much he loves this job and wants to keep it the rest of his life. He was grateful for my guidance and support throughout the process.

A participant in the Peer Consultant program was being exploited financially. She had a live-in roommate that was constantly supervising her money. He would pay her bills for her, and the money that was left over he would spend it on himself. When the participant noticed what was going on she was completely devastated – she treated this person like a family member. The participant told her peer consultant about what was going on. The consultant offered some steps that the participant took to get that person out of her home. She called the police, filed a restraining order, and kicked the person out of her home. The participant is now living by herself and loves having her independence. She thanked her peer consultant. In fact, she was so enthused that she is becoming a peer consultant!

When Kathy first started coming to the Health and Wellness Program in August 2011, she used a power wheelchair to get around her home and community; now she's walking on the treadmill. "I did it! 10 minutes!" Kathy stated as she got off the treadmill during her workout on January 3, 2012. "It was hard at first" Kathy told us, "When I put my mind to my goal of losing weight, it got easier. After the first two months, the exercise started to get easier and that made me want to come. Then I lost my first 5 lbs and I said, 'Now I see the light at the end of the tunnel!'" We are happy to report that she has now lost a whopping 12 lbs! "And that's pretty good when coming to Paraquad is the only exercise I have." When asked how she feels the Health and Wellness Program has impacted her life, Kathy stated, "I feel that coming here has given me the opportunity to stretch my limits. Because I never knew I could go 40 minutes on the bike. The staff encouraged me. I walk better and more around the house without begin in my chair. And it's not as hard to get in and out of bed." Kathy has been dedicated to her new lifestyle changes: coming to Paraquad consistently 2-3 times a week and changing her eating habits. Kathy states, "When I miss, there is a reason because I need this!"

Ralph was at the equivalent of halfway through second grade math skills. He received support with assignments, was given homework, and the coach worked with him extra to assist in his retention of the material. Ralph began at a 2.5 and had the goal of scoring a 4.0 on his posttest. Through hard work and coach assistance, he surpassed his goal by scoring 5.0 on his posttest.

Participant was having issues with completing her daily activities due to her upper body strength getting weaker. She was using a manual wheelchair and was getting tired quicker than before. She wanted something that would aid her in helping with this, without using a power wheelchair. We received a donated manual wheelchair with assist wheels a while back. We were able to repair and sanitize it, so she could purchase it through our program using our payment plan. The participant is now able to take care of her daily activities and not tire so quickly. She is very happy with the manual with assist wheels. She is also glad that she was able to have this chair and make monthly payments.

When David began receiving In-Home services, he has living with his sister in a home that was not accessible to his needs. David expressed to me that he wanted to live independently, but could not because he would not have assistance with his daily routine if he left his sister's home. He did not feel comfortable living by himself without assistance. After having In-Home services for a few months, David decided that he could live on his own independently. David is currently living independently in a one-bedroom apartment.

A 22-year-old participant has a quick transition from being dependant on her mother to becoming independent. She came to Paraquad as a shy young female who was dependent on family members. The participant developed goals on learning how to use public transportation, getting her home in visual accessibility mode, and develop IL skills on handling money on her own. During the process of achieving her IL goals, she got pregnant unexpectedly and decided to move into an apartment with a roommate. She quickly learned how to handle money and how to spend wisely. The participant has become a confident woman with the ability to make her own decisions. She achieved her goals in less than 6 months. She is amazing!

When Samee first came to Paraquad Health and Wellness in June, Samee had been newly diagnosed with Parkinson's disease. Samee wanted to work on increasing her balance, strength, overall endurance for daily activities and decrease the effort it took to go from sitting to standing and mobility in bed. After 12 weeks of consistent attendance to the gym and working out with staff therapists, Samee has made progress on all of her goals and met her goal of improving her sit to stand transfers and mobility in bed. Samee plans to continue working out and maintain her accomplishments. Samee states, "I think this program is great. Everyone attended to needs and they helped me fight my Parkinson's disease." Samee reports she has noticed improvements in her endurance, energy, and self-esteem.

Michelle called Paraquad because she was concerned her 16-year-old son with a developmental disability was going to lose his Medicaid coverage. She was in the process of looking for a job and was afraid she would not find one that would include healthcare coverage. She thought with her additional income her son would not be eligible for Medicaid anymore. The I&R Specialist told Michelle about the Children's Health Insurance Program (CHIPs). The program allows families with moderate incomes to have Medicaid coverage. The Specialist mailed information about the program to Michelle with instructions on how to apply. Michelle had not been given any of this information by her Division of Family Services caseworker. Michelle applied for the program and her son now has Medicaid coverage under CHIPs and will not have to worry about losing it.

At the beginning of the semester, Eddie was very quiet and would only respond to teacher's questions with one word answers, and rarely spoken to other students. Eddie attended the Knowing Your Rights and Advocacy class through the Continuing Ed program during the Spring 2012. By the end of the semester, Eddie contributed greatly to class discussions and could identify situations that were not fair or discriminatory towards people with disabilities. He attendant the Legislative Rights Day in Jeff City, and has become a member of the St. Louis People First chapter.

Mike's brother contacted me and expressed his concern to me about the possibility of abuse and financial exploitation between Mike and his caretaker. I met with Mike and discovered that his caretaker had been taking advantage of his finances and had threatened to harm him if he does not cooperate with her. I called the Abuse hotline on his caretaker and helped Mike to get out of the hostile environment. I helped Mike and his brother find a suitable assisted living home. Mike just recently moved into the home and is very happy.

On October 18, 2012, Paraquad Health and Wellness program hosted the very first Exercise Summit in order to educate area fitness facilities about our program and how to promote accessibility in their own facilities through staff training, selecting universally designed equipment, and making environmental changes. The following week, the Heights Community Center contacted us and asked us to come out and complete a CHEC-Fit (a community fitness center accessibility measure) on their facility, so that they can evaluate how to better serve people with disabilities seeking to maintain and build fitness.

In 2006, Rita was diagnosed with Chronic Obstructive Pulmonary Disease (COPD) and had a vital lung capacity of 60%. Rita's doctor attributes her improved health and reversal of diagnosed to her unflinching attendance to Paraquad's Health and Wellness program where therapists have helped her work out. We are overwhelmingly delighted to report, that as of October of this year, Rita is no longer considered to have COPD and has a vital lung capacity of 80%.

This participant sustained a traumatic brain injury in a car accident at the age of 18, approximately two weeks before he was scheduled to leave for college. He was in a coma for four months and when he awoke, he was unable to use the right side of his body and could not remember the accident or anything 5 years prior to it. This participant used sign language to communicate before the accident and, since his right hand was his dominant hand, had great difficulty communicating after his accident. He had to re-learn his language with his left hand and has since regained much of his memory from high school. This participant uses Paraquad's CDS program to be able to control his own attendant services and remain in his home with his family. He also participates in the Health and Wellness program to work on strengthening the right side of his body. Since receiving CDS services, the participant is able to live at home with his family as independently as possible. He always tells me how happy he is to be able to around his mother and his siblings. Due to his participation in the Health and Wellness program, he has regained some strength in his right side. He is practicing standing for short periods of time and is even able to handwrite short notes and his name with his right hand!

I worked with Kenny for two and half years to obtain SSDI. Kenny was denied three times before he finally got an SSDI hearing appeal. SSA denied him because his deafness is not a sufficient reason to affect his employment. The problem was his mental illness affecting his employability, not his deafness. At the SSA ODAR Hearing Office, the judge suggested that Kenny get a lawyer to represent him. We contacted all legal aid services, but had no luck. Gateway Legal services did not return our calls and we got one lawyer to help us pro bono, but the lawyer suddenly stop working with us and we never heard from the lawyer again. Kenny had to show up at the hearing without a lawyer and I discouraged Kenny from signing the waiver to enter the hearing without representation each time. At the third hearing, the judge stepped down and called one of his friends who happened to be a lawyer specialized in SSI and SSDI to represent Kenny. The judge said that he was willing to contact his friend because Kenny has proven to the judge that he is sincere about his case by showing up every hearing and every appointment SSA ODAR Hearing Office has set-up. After the lawyer who was appointed by the judge contacted us, she was able to collect all the information on Kenny's disability and prove that he does have a disability that affects his ability to work. Kenny won the case and now receives SSI and SSDI both, along with Medicare.

Kendrick was at 3.5 in his test scores in language. He received supported with assignments, given homework, and the coach worked with him extra to assist in his retention of the material. Adam went from a 3.5 in his reading test to exceeding his goal and reached a 4.5 on his follow-up test. This is an entire grade level – a huge improvement!

Major Obstacles

Paraquad has faced many programmatic obstacles this year. Funding for several programs has been reduced or has remained stagnant, while demand for the services has increased. The WIPA program was completely eliminated causing a large gap in a much needed service for participants who receive social security benefits and want to return to work. Issues with spenddown has reduced or eliminated attendant services for several participants. Problems continue with the timely completion of re-evaluation for CDS and In-Home participants. A high of staff turnover in In-Home creates problems with finding and retaining quality aides.

Lack of affordable, accessible housing is always an obstacle to keeping people with disabilities independent in the community. We work to increase our funding to provide home modifications in St. Louis City and County as well as continue to work with builders and landlords to increase the amount of appropriate, safe housing options for people with disabilities in the St. Louis metropolitan area. Unemployment rates for people with disabilities are very high. Many employers are less willing to job carving and job sharing because of the need to do more with less. Employment specialists have to use many creative methods to attempt to carve out jobs for our participants.

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
20	12

(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	42	25	10
Other Staff	98	50	35

Item 2 - Self-Help and Self-Advocacy

34 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.

Paraquad provides self-help and self-advocacy to individuals with significant disabilities in a variety of ways. Paraquad has several support groups that meet on a regular basis (Women’s Support Group, Men’s Group, Living Well Young Adult Group, Youth Group, Family Participation Group, and Community Advocates). These groups focus on specific disability issues and are open to active Paraquad participants as well as other community members who may not receive on-going services from Paraquad. In addition to these support groups,

Paraquad also sponsors a variety of community education activities and workshops to help promote self-help and self-advocacy, as well as hosting various advocacy events throughout the year that give people with significant disabilities the opportunity to apply advocacy skills to the legislative activities affecting their lives.

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.

Paraquad promotes the development of peer relationships in multiple ways. Paraquad's Peer Consultation program provides services to individuals with significant disabilities who may have questions or concerns regarding various issues related to their disability. Individuals with significant disabilities are identified as Peer Consultants and agree to meet with and talk to individuals who contact Paraquad with questions about living with a disability. During FY12, 90 individuals with significant disabilities and/or their families requested and received services from Paraquad's thirty-two (32) Peer Consultants. Ten (10) of these consultants have been hired on as part-time employees and one (1) was hired as a full-time employee. In addition, several of the Independent Living Specialists (ILSs) who work in Paraquad's various programs have significant disabilities and are able to speak with the individuals they serve about their own life experiences living with a significant disability.

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.

Paraquad ensures equal access to all of the center's services, programs, activities, resources, and facilities no matter how funded. For individual services, the needs of each potential program participant are assessed prior to the provision of services to determine what accommodations may be needed to meet their individual goals. These accommodations may include interpreting services, reading of written materials, transportation to the center, etc. Any programs or services that are provided to the general public (i.e., rallies, legislative activities, workshops, and speakers) are announced ahead of time and information on how to request accommodations is included in all announcements.

When Paraquad finds it necessary to provide a program at a location away from its corporate office, the accessibility of the remote location is taken into account to ensure that individuals with significant disabilities will have the same access to the program as anyone else.

(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.

Paraquad works to identify all areas where there are barriers to services for people with significant disabilities and works to eliminate those barriers so all individuals have access to services regardless of their abilities.

Paraquad continues to work to promote and improve equal access to both public and private transportation. Paraquad continues to work with Metro to improve the accessibility of their bus stops throughout the system. Staff participated in surveying many stops to determine which are ADA compliant and which are in need of improvements. Metro will begin construction on phase II of the project which will improve approximately 200 bus stops in the area. Staff members continue to serve on the advisory committees for both Metro and Citizens for Modern Transit (CMT) to help ensure that people with disabilities have equal access to public transportation. Paraquad continues to promote and monitor the operation for four accessible vans operated by a local taxi company.

Paraquad continues to work with local public accommodations and state and local entities (including malls, restaurants, banks, and entertainment venues) to improve and increase mandated access under the American with Disabilities Act. Community advocates conducted sixty (60) accessibility surveys on public accommodations and state and local entities throughout the community and advocated for improvements where issues were identified. Paraquad has also surveyed numerous local branches of Regions Bank and approximately 16 CNB Bank ATMs. Representatives from both banks contacted Paraquad requesting these services and are using the results of the surveys to create accessibility improvement plans for their facilities.

Equal access to voting is a very important issue for Paraquad. Staff has begun to build relationships with local election officials, create training materials for poll workers and surveyed approximately 10 polling places in the St. Louis area. Staff will continue to build these relationships and educate the public, so everyone can have equal access to their polling place.

Paraquad staff continue to represent Paraquad on several advisory committees including the advisory committee for the Office of the Disabled, stakeholders advisory committee for St. Louis Downtown Partnership, and Universal Design Committee for the CityArchRiver project. All of these committees focus on providing equal access for individuals with disabilities.

Paraquad continues to work for access to affordable healthcare regardless of disability, health status, or pre-existing condition. Staff members continue to organize the Disability Coalition for Healthcare Reform which advocated at the State Capitol and with Congressional members

to prevent cuts to health care. Paraquad staff members have conducted public education activities on elements of the Affordable Care Act and are working on implementation by writing comments on proposed federal rule-making and working with the state to apply for grants. Staff members collaborated closely with other statewide health advocacy groups working on implementation of the ACA, integrated care, protecting MO HealthNet, and addressing barriers presented by the MO HealthNet spenddown program. Paraquad staff often took a leadership role in convening strategic planning, organizing advocacy actions, and providing materials related to various healthcare issues.

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 and materials and IL services, as appropriate.

Paraquad provides all its written policies and materials in alternative formats such as Braille or Large Print whenever requested. In addition, Paraquad has access to in-house interpreting services for the deaf and hard of hearing. If a participant is unable to read materials due to their disability, Paraquad staff will read the material to them if requested. A picture board has also been developed to assist with communication.

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.

Paraquad works with all people with disabilities regardless of the type or severity of their disability or their ability to pay. In order to ensure its ability to serve the diversity of individuals with disabilities in the St. Louis metropolitan area, Paraquad works with a variety of funding sources to increase the amount of funds available for services.

Paraquad was established on the foundation of the Independent Living (IL) philosophy. The four core services, Information & Referral, Peer Consultation, Independent Living Skills Training, and Advocacy, are the building blocks for all services and programs offered at Paraquad. For any person with a disability who requests a particular services, but may not be eligible due to the eligibility requirements of that particular program, other services such as referral to alternative programs, peer counseling, independent living skills training, or even advocacy to increase their eligibility for the requested services will be provided if requested. In staff training, Paraquad trains all employees in the Independent Living philosophy and how to provide services to individuals with disabilities regardless of the severity of their disability. All training is presented in the “People First” model, which teaches staff that every person they work with is a person first and that their disability does not define who they are as a person.

Paraquad serves the greater St. Louis metropolitan area and several surrounding counties. The majority of the population that requests services in the city of St. Louis is from minority populations. The need to provide outreach to unserved or underserved populations is addressed through marketing and community outreach activities with local civic groups, churches, senior centers, and other service providers throughout the area. Outreach efforts include community presentations, health fairs, community education activities, conferences, school presentations, etc. In FY12, Paraquad participated in 16 presentations to various groups reaching nearly 325 people from various populations. In addition, Paraquad participated in more than 30 health fairs/community expos that reached almost 7,200 individuals.

In FY12, Paraquad participated in a statewide Needs Assessment through the State Independent Living Council (SILC). This needs assessment assisted with identifying areas of need throughout the state. Paraquad also conducted a focus group with community members to ask for input on areas of need.

Populations that are always a concern in the St. Louis area are the various immigrant populations that settle in many of the city neighborhoods. Paraquad works with several

organizations that provide services specifically to these immigrant populations in St. Louis to assist with addressing the needs of individuals with disabilities within those populations.

Paraquad serves people with disabilities regardless of their ability to pay or their eligibility for funding. Paraquad offers several Financial Assistance options that allow consumers to access funds to assist them with increasing or maintaining their independence in the community. In FY12, 502 participants received assistance

Section C – Compliance Indicator 3: Independent Living Goals

Section 725(b)(3) of the Act; 34 CFR 366.63 (c)

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 that request services from Paraquad are offered the opportunity to develop an Independent Living Plan (ILP) during their initial intake. An Individual Needs Assessment is conducted with all new consumers to address areas of identified needs and consumers are given the opportunity to develop goals if they choose. Any consumer that does not desire to develop an ILP is still encouraged to develop goals with their ILS to assist with directing their services and to make sure they are receiving whatever services they require to assist with increasing their independence. Goals are reviewed on at least a semi-annual basis and new goals are developed as needed at the request of the consumer. If a consumer does not want to develop an ILP or work on specific goals, they sign an Independent Living Waiver and can still receive services.

Satisfaction data is collected in a variety of ways from consumers. Missouri requires all Centers for Independent Living (CILs) receiving funds from the state IL grant to conduct an IL Outcomes Survey each year. This survey is developed by the Statewide Independent Living Council (SILC) and results are submitted to Vocational Rehabilitation (VR) for analysis. Paraquad participates in this survey each year. In FY12, 515 participants completed the IL Outcomes Survey which is developed by the SILC. Respondents were asked what services they received and what their level of satisfaction was, as well as what change the services made in their lives. The IL Outcome Survey data is submitted to Vocational Rehabilitation and compiled with data received from the 21 other CILs across Missouri. This information is used by the SILC to advocate with legislators and administrative agencies to promote services that assist people with disabilities throughout the state.

Paraquad gathers satisfaction information from consumers in all programs throughout the year. In FY12, satisfaction surveys were completed with over 1170 participants across all our programs. The information gathered from these surveys is shared with Paraquad's management team and Board of Directors to assist with improvement of services. Any areas identified as needing improvement are reviewed and action plans are developed.

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.

Paraquad staff reviewed and revised its Intake packet to consolidate information into a user-friendly Participant Program Handbook. This handbook replaces several of the forms that were previously completed during the intake and allows the Intake Specialist to spend more time identifying the actual needs of the individual rather than filling out paperwork. The intake packet now contains:

- Intake Form
- Paraquad Participant Handbook (outlines various policies and procedures and the consumer’s rights when participating in programs).
- Acknowledgement Form
- Needs Assessment Form
- Independent Living Plan Form/Waiver
- Voter Registration Card
- Missouri Vote at Home Application

The Handbook is left with the consumer and the remaining information from each intake is placed in the consumer’s main file and kept in a secure file room in order to protect information and consumer confidentially.

If the participant wants to develop an Independent Living Plan (ILP), an initial plan is done during the Intake and entered into Paraquad’s information database system for monitoring and review. All ILP goals that are developed with consumers are reviewed at least every 6 months to determine progress on the goal and to determine if the consumer still wants to work on the goals established. Additional goals may be added at these reviews or anytime throughout the year at the request of the consumer.

Paraquad staff is trained to work in coordination with their consumers to develop and monitor goals that increase the independence of the consumers they serve.

During FY12, Paraquad served 3,187 consumers through its various programs and services. Many of the programs are one-time services and do not warrant the necessity of developing an Independent Living Plan. Of those served, 2,261 participants developed an Independent Living Plan with goals they were actively working on with IL staff. This represents approximately a 25% increase in the percentage of Independent Living plans developed as compared to FY11.

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

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

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 Areas	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
Other	Community Education/ Systems Advocacy	1000	Policymakers are aware of issues important to people with disabilities.	197 members of the General Assembly were educated on Paragard’s legislative priorities and how legislation positively or negatively impacts people with disabilities. Garnered support and passage of the Deaf and Hard of Hearing Students Bill of Rights, helped prevent weakening of the Missouri Human Rights Act (employment discrimination), and ensured the Circuit Breaker property tax credit was not cut. Information about CRPD and the Work Force Incentives Planning and Assistance program was also provided to the members of Congress.
Other	Community/Systems Advocacy	570	People with disabilities are able to access their community.	Conducted 60 accessibility surveys on public accommodations and state and local entities (including malls, restaurants, banks, and entertainment venues) and advocated for improvements where issues were identified.

Other	Advocacy	300	Youth with disabilities have access to adequate education services	Advocated with several school districts to make sure that youth have access to the services and facilities of their schools.
Other	Collaboration/Networking	500	Youth with disabilities have access to adequate education services.	Worked with parents and youth with disabilities to fully understand their rights under IDEA and through the IEP process.
Healthcare	Community/Systems Advocacy	1040	Policymakers are aware of issues important to people with disabilities.	Over 600 individuals participated in the annual Disability Legislative Day in Jefferson City. Helped prevent cuts to health care for people who receive blind pension. Worked to educate legislature about strong consumer protections to include in a health insurance exchange and worked to prevent exchange legislation that did not include important consumer protection. The Disability Coalition on Healthcare Reform submitted comments to CMS on regulations for health insurance exchanges and other provisions of the ACA. Provided comments to the state on their dual eligible integrated care, and the state included feedback in their CMS application. Submitted comments to DOJ regarding standards for accessible diagnostic medical equipment.
Other	Collaboration	30	People with disabilities know what to do in a large scale emergency.	Staff continue to sit on various local emergency preparedness coalitions and task forces to ensure that the needs of people with disabilities are met in a large scale emergency situation.

Healthcare	Community Education	500	People with disabilities have current information regarding disability policy.	Published 15 posts covering health insurance exchanges, Affordable Care Act implementation, Affordable Care Act Supreme Court Decision, Medicaid and Spendeddown, and long-term services and supports to Disability Blog. Distributed 38 Community Advocacy Network (CAN, formerly MADEN) email updates/alerts to an average of 717 people providing information on similar issues to those listed above.
Healthcare	Collaboration/Networking Community/Systems Advocacy	1500	People with disabilities have access to necessary and affordable health care services.	Participated in numerous sign-on letters and comments on proposed rule-making with other organizations with regard to integrated care, health insurance exchanges, Medicaid expansion, and ACA implementation. Organized a stakeholders group to work with the state on an application for the Balancing Incentives Payments Program. They applied for the BIP program, and were approved. Coordinated statewide stakeholders group to monitor and provide feedback on Missouri's dual eligible integrated care proposal. Worked in collaboration with healthcare advocates across Missouri to develop media, legislative, and organizing strategies for ADA implementation.
Housing	Collaboration	500	To increase the number of affordable and accessible housing units available in the City of St. Louis.	Worked in collaboration with local builders to increase the number of income controlled accessible units.

Other	Community Education and Public Information	2400	Increase public awareness regarding disability issues.	Published 60 blog posts covering a range of disability rights issues (voting, employment, education, community access, disability rights nationally & internationally, ADA, CRPD, state and federal budgets, revenue, transportation, emergency preparedness, communications access, and independent living). Distributed 60 CAN email updates/alerts to an average of 717 people providing information on the issues named above, as well as Olmstead, housing, and transition. Continued to accept invitations to speak to public groups relating to disabilities issues. Provided 12 building tours, made 133 presentations to various groups in the community and participated in 50 public information events.
Transportation	Advocacy	1000	To improve the availability of safe, affordable, accessible transportation for people with disabilities.	Paraquad staff advocated with the local transit authority regarding improving the accessibility of the public transportation system. Staff performed accessibility surveys of 200 bus stops. Accessible taxi-cabs are available in St. Louis via 4 taxi companies.
Other	Community Advocacy	20	People with disabilities are able to access their community.	Conducted accessibility assessment of community gyms and suggested ideas to improve accessibility.

Other	Collaboration	1000	To increase the number of people with disabilities who vote in 2012 elections.	Currently work with 30 collaborative organizations through the Missouri Get out the Vote project to increase the number of registered voters that vote in general elections. Worked on voter registration, civic engagement training, polling place access, and protecting voting rights.
Other	Collaboration	100	To increase the number of employment opportunities available for people with disabilities.	Hosted several cross training sessions with St. Patrick's Center, Missouri Career Center, Veterans Administration Work Adjustment Training Program, St. Louis Regional Center, and Veterans Vocational Rehabilitation, to increase knowledge of how CILs can support employment outcomes for veterans with disabilities.
Other	Collaboration	200	To increase the number of employment opportunities available for people with disabilities.	Hosted several cross training sessions with Division of Vocational Rehabilitation to increase knowledge of how CILs can support employment outcomes; partnered and collaborated with VR and Deaf and Hard of Hearing employment programs. Coordinated several job fairs with VR office and counselors serving Deaf and Hard of Hearing participants.

Item 2 – Description of Community Activities

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

The following are examples of the advocacy activities conducted at Paraquad during FY12:

1. **Community actions, rallies, rights testing, and related activities**

- a. Over 600 individuals concerned about the rights of people with disabilities rallied in Jefferson City for the Statewide Disability Rights Legislative Day.
- b. Numerous telephone calls and personal visits were made to legislators and the Governor's staff on topics including personal assistance program, independent living, transition from habilitation centers, parental rights, opposing weakening the Human Rights Act.
- c. Met with members of Congress to discuss Medicaid, Medicare, home and community-based services, and the Convention on the Rights of People with Disabilities (CRPD).
- d. There are over 5,200 people signed up for the Community Advocacy Network (CAN, formerly MADEN). Paraquad sent over 67 action alerts and legislative updates to over 717 CAN members on the email list serve regarding policy issues effecting people with disabilities.

2. **Technical Assistance**

- a. Paraquad staff responded to ADA issues through I&R, staff attorney, ADA consultations on architectural access, employment, housing, education, recreation, and other trainings.
- b. Provided assistance to individuals who needed adaptive equipment or accessible housing.
- c. Maintained a list of affordable, accessible housing available in the St. Louis area.

3. **Collaboration**

- a. Maintained supportive relationships with over 400 agencies during the grant period.
- b. Member of the Missouri Organization of Centers for Independent Living (MOCIL). Attended regular quarterly meetings and the annual membership meeting.
- c. One staff member was appointed by the Governor to sit on the Statewide Independent Living Council (SILC) in FY08. This staff member attended quarterly meetings and chaired the Quality Assurance Committee for the SILC.
- d. Organized the Stakeholders Group for the Balancing Incentives Payment Program (BIP) to work with the state to get funding to re-balance the Medicaid Long-Term Services and Supports system. The state's proposal was approved. The stakeholder group provided feedback on the state plan to the state and to CMS. The stakeholders include AARP, SEIU, Missouri Developmental Disabilities Council, MOCIL, and Legal Services of Eastern Missouri.
- e. One CIL staff participated in the St. Louis Homeless Service Provider Network developing a plan of action for eliminating chronic homelessness in St. Louis.
- f. CIL staff collaborated with the Governor's Council on Disability to address issues relating to services for people with disabilities in Missouri.
- g. One CIL staff member sat on the Metro Access Advisory board to provide consultative support to the St. Louis metro transportation authority.
- h. One staff member sat on the St. Louis County Commission on Disabilities. This commission reviews all legislation, programs and policies of St. Louis County affecting people with disabilities and make such recommendations as it deems necessary to the County Executive and the County Council.

- i. Missouri WIPA project. Six Community Work Incentive Coordinators from Paraquad worked to address needs of people receiving Social Security benefits in the southern half of Missouri.
- j. Facilitated the stakeholders group to advocate for consumer input on the state's integrated care dual eligible proposal which would create a managed fee-for-service care coordination program for people who have Medicaid and Medicare. The stakeholder group provided comments on the state's proposal which were included prior to submission to CMS. The stakeholders include MOCIL, Disability Coalition on Healthcare Reform, NAMI, ACR, St. Louis Effort for AIDS, AARP, Missouri Health Advocacy Alliance, ten MO Centers for Independent Living, Legal Services of Eastern Missouri, Missouri Developmental Disabilities Council, ADAPT of Missouri, and Communities Creating Opportunity.
- k. Attended the MO Attorney General's Disability Roundtable Group meetings on a quarterly basis.
 - l. Attended the City of St. Louis accessibility advisory committee.
- m. Collaborated with Vocational Rehabilitation, St. Louis Regional Center, and Special School District in developing a Regional Transition Network (RTN) to provide services, resources and advocacy to youth transitioning from high school to work or college.

4. Education Campaigns

- a. Published 75 blog posts on the Disability Blog to educate the community regarding legislative issues, independent living and current issues important to disability rights advocates.
- b. The educational video tape entitled "Just Like Me and You," developed by Paraquad staff and volunteers continued to be offered to schools upon request.
- c. 133 invitations from community organizations (such as schools, churches, recreation centers, and businesses) to make presentations on independent living services and issues were accepted in FY12.
- d. Paraquad's video tapes were used in the presentations and trainings described above. These include a promotional tape on Paraquad and the tapes entitled "We Won't Go Away," "When Billy Broke His Head and Other Amazing Wonders," "Max and the Magic Pill", and "Just Like Me and You."
- e. Brochures describing independent living services and demonstrating an all-inclusive, cross-disability approach were distributed at training sessions, seminars, and resource fairs, in rehabilitation facilities to social service providers, and to consumer organizations.
- f. 50 invitations to set-up Paraquad's display booth at events such as disability awareness conferences and health fairs were accepted in FY12.
- g. 12 tours of Paraquad's building were provided to students, community members, elected officials, and others. Provided information on the programs and services provided by Paraquad, as well as information on the Independent Living Movement.
- h. Conducted 5 advocacy trainings at CILs and other community organizations.
- i. Participated in MOCIL's Olmstead subcommittee and helped plan the "Olmstead Training" at which Steve Gold presented.

5. Legal Actions

- a. Paraquad staff continues to encourage participants to file complaints to appropriate agencies regarding violations of the Americans with Disabilities Act
- b. Paraquad continued to work through complaints filed against local businesses in violation of the Americans with Disabilities Act.
- c. Paraquad was an organization plaintiff in a lawsuit against the State aimed at addressing ADA and Olmstead issue that occurred as a result of recent changes in spenddown. Continue to meet with several other groups, Legal Services, ADAPT, other CILs, to pursue other advocacy options.

6. Outreach Activities

- a. Van drivers provided a total of 7,468 one-way trips to participants residing in the St. Louis City and St. Louis County as they worked toward their independent living goals.
- b. Continued collaborative relationships with ADAPT, Adequate Housing for Missourians, American Cancer Society Housing Redevelopment, American Heart Association, ARCHS, Boulevard Tenant Counsel, Cardinal Ritter Institute, Christian Northeast Hospital, City of St. Louis Community Development Agency, Equal Housing Opportunity Council, MS Society, Professional Housing Resources, Inc., NAACP, St. Louis 2004 Planning for Leadership Development, MO Council for the Blind, Action Council for the Blind, MO School for the Blind, St. Louis City Network/Homeless Service Providers, Breakthrough Coalition, and St. Louis Sustainable Neighborhood Committee.
- c. Paraquad staff members made numerous presentations, provided tours, and attended community events to promote independent living services and related issues reaching more than 19,000 community members.
- d. Made non-partisan Get Out the Vote phone calls to up to 3,000 individuals prior to the Missouri State Primary in August 2012.
- e. Mailed non-partisan Get Out the Vote mailers to over 8,500 individuals.
- f. Worked in coordination with the Governor's Council on Disability to develop and run the Youth Leadership Forum, which increased the knowledge and advocacy skills of area youth with disabilities.
- g. Increased web presence by launching a new and more accessible website. Increased activity on Facebook page, as well as established and pushed out message through a Twitter account.

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.

IL service needs are provided through the program categories of Information and Referral (I&R), Independent Living Skills Training, Peer Counseling, and self and group advocacy. Additional services are provided in the following areas:

1. Information and Referral (I&R) Services

Four full-time I&R Specialists provided I&R services to 13,841 people during the funding cycle. I&R services included one-time individual or group services of such a nature that establishment of a Consumer Service Record (CSR) is not justified.

I&R services:

- a. Contacts made to Paraquad requesting information over the telephone, in person for walk-ins, by email, and/or through the mail.
- b. Paraquad continued to maintain a website that provided additional information for participants as well as who to contact for additional questions (www.paraquad.org).
- c. The energy assistance program through Ameren UE was able to provide assistance to 257 households during FY12.
- d. Developed a web-based follow-up survey to use with callers to determine effectiveness and usefulness of information

2. Independent Living Skills Training

Objective: Provide services to people with disabilities each year of the grant. This will include people with whom there is enough contact to develop a Consumer Service Record (CSR) or an Independent Living Plan (ILP).

Accomplishments: During the 12-month funding cycle, services to develop the skills needed to live more independently were delivered to 3,187 people with disabilities. Independent Living Specialists (ILSs), with full participation from the individuals who requested services, conducted an Intake and Needs Assessment. The objective was to make sure that participants are in charge of their IL goals. Progress toward goals was recorded throughout the year. Programs and services listed below represent the process by which participants acquire independent living skills training.

- Independent Living Adult Program (ILAP) – worked with participants 18 and older on a variety of areas to increase the skills they need to remain independent. Although all Paraquad programs provided independent living skills training, the Independent Living

Adult Program provided training on a more general basis. In many cases, participants in ILAP are referred to other Paraquad programs to continue more specialized skills training.

- a. In FY12, 299 participants requested and received skills training through the ILAP program.
 - b. Quarterly budgeting classes were offered to interested participants to help improve their financial management skills.
- Deaf & Hard of Hearing Program (DHHP) – the Coordinator and two deaf Specialists provided advocacy and skills training to Deaf and Hard of Hearing participants. Activities include the five core services, and other services as requested.
 - a. DHHP staff provided IL skills training, advocacy, transition, peer support, information and referral services to 102 participants.
 - b. Interpreters continued to provide services to the program.
 - c. Continued to manage an Educational Endowment Program which was specifically created to assist high school seniors and adults who are deaf or hard of hearing in continuing their education at the post-secondary level.
 - d. Administered the Deaf and Hard of Hearing Devices Fund which serves the deaf, deaf-blind, and hard of hearing, low-income St. Louis residents, or single parents with children. The following devices are offered: baby crier signalers, sonic alert wireless signaling systems including doorbell/telephone transmitters and receivers, vibrating alarm clocks, silent call receivers.
 - e. Developed “Job Readiness Training”, training on a weekly basis in preparing deaf and hard-of-hearing participants with vocational goals obtaining employment. In Job Readiness Training, participants learn how to develop interview skills, resume, job seeking tools, and information on benefits.
 - f. Expanded and continue the and Kids of Deaf Adults (KODA) support group to address the needs of youth in the deaf community.
 - g. One Deaf and Hard of Hearing ILS became certified as a Deaf Self-Advocate Trainer and offers trainings to participants and community by request to increase their advocacy assertiveness.
 - h. Expanded financial management training for Deaf and Hard of Hearing on a weekly basis in educating participants on how to manage their personal finance.
 - i. Completed 191 external I&R contacts by email, phone call, or walkins.
 - Consumer Directed Attendant Services (CDS) – employed 36 full-time staff who provided services to 1,346 CDS participants. Some of these services were:
 - a. Maintained files of eligible attendants who assist employers in completing daily living tasks. These individuals have completed all the background screenings as required by the vendor contract with the Missouri Medicaid Audit & Compliance Unit (MMAC).
 - b. Trained CDS participants in skills helpful to employ and maintain attendant services. Training covered the correct handling of payroll functions, employee information forms, timesheets, identification of abuse, neglect, or exploitation and fraud, rights and responsibilities of the participant, and rights and responsibilities of the attendant.

- c. Assisted in general orientation of both the CDS participant and their attendant to the philosophy of IL.
 - d. Processed inquiries and solved problems related to CDS.
 - e. Assisted with collection of data concerning CDS employers for DHSS's evaluation activities.
 - f. Gathered information and participated in discussions with State entities as advocacy regarding participant Medicaid and spenddown issues.
 - g. Offered fifteen (15) trainings for CDS attendants; some CDS participants attended.
 - h. Offered fourteen (14) simultaneous trainings in conjunction with Washington University School of Occupational Therapy for both participants and attendants.
 - i. Offered two (2) Bosnian-language trainings for CDS attendants.
 - j. Offered trainings/forums for participants as CDS employers/self-advocates. Three (3) were conducted at Paraquod. Two (2) were conducted with the individual in their homes per request. There was 21 total in attendance.
 - k. Reviewed emergency plans with CDS participants on a monthly basis and updated plans as needed.
- Community Transition Services – assisted people with disabilities who are homeless or institutionalized to move to a community-based setting of their choice.
 - a. During FY12, three (3) full-time staff worked with 280 participants.
 - b. Transition Specialists helped 45 participants move from homeless situations to independent living situations and assisted 18 individuals in nursing homes to transition back into the community.
- Vocational Rehabilitation Career Options and Employment Programs – served 90 people, 60 of whom were placed into competitive employment.
 - a. Participants worked with Employment Consultants in an effort to obtain employment. Services included: vocational assessments, resume and cover letter preparation, interviewing and salary negotiation skills, job development skills, instruction in on-line applications, networking, and job retention strategies. Employment Consultants provided job development and placement services to the participants.
 - b. Paraquod continued to work with the MO Business Leadership Network (BLN). The Network has created a consortium of Regional Business Leaders to share and learn “best practices” in hiring and retaining employees with disabilities. The BLN has provided an avenue for information and referral sources on issues of technical assistance, accommodations, assistive technology, disability awareness, and staff development training.
- The Work Incentives Planning and Assistance (WIPA) – federally funded through the Social Security Administration (SSA) and designed to educate and assist individuals with disabilities, and those who support them, to understand their benefits and impact of going back to work, and/or increasing their work income.
 - a. The program served school-age children 14 and 18 years of age to develop individual plans for the transition from school to work, and working-age adults ages 18 to 65.

- b. Six Community Work Incentive Coordinators (CWICs) provided work incentives services to over 375 people with disabilities who receive either supplementary security income (SSI) or social security disability insurance (SSDI).
 - c. CWICs facilitated more than 48 community presentations at area organizations that serve people with disabilities to educate people on Ticket to Work
- Continuing Education Program – provided participants a level of basic skills to live as independently as possible, and served 234 adults with developmental disabilities who live in St. Louis City and County.
 - a. Ten (10) classes in math and management covered practical skills on subjects such as measuring, weighing, temperature reading, budgeting, and paying bills.
 - b. Eight (8) classes in reading covered how to read a newspaper and a magazine, current events, mastering language in the supermarket, restaurant, and workplace, and discussing books.
 - c. Six (6) classes in computer skills taught participants how to use IBM-compatible computers, different software programs, and basic and advanced computer skills.
 - d. Expanded the number (6) of new classes held in the evenings at education sites over the three semesters.
- Supported Education Project – gave participants a unique opportunity for personal growth by participating in an integrated educational setting. The project served 17 students with development disabilities who are residents of St. Louis County and are eighteen years of age or older.
 - a. The Project Coordinator and Education Coaches provided participants help to access an Adult Basic Education/Graduate Equivalency Degree (ABE/GED) site. Through testing, the appropriate grade or starting level was determined.
 - b. The Coordinator provided participants educational management and support services by assisting them in the development of educational goals, helped them to choose an appropriate site and class to meet his/her needs, a course of study and program plan, and explored learning strategies.
 - c. The Project Coordinator provided a minimum of quarterly person-to-person contact. If needed, additional contact and increased support was provided and may include such things as a change in site procedures, a tutor or teacher change, etc.
 - d. At the request of a classroom teacher or ABE/GED site administrator, the Project Coordinator provided instruction to teachers and tutors in participant’s classrooms.
- Job Placement/Supported Employment Services – provided to 35 individuals with development disabilities.
 - a. Employment Consultants provided one-on-one support to each participant (employee) from the beginning of the job. While on the job sites, the consultants helped develop natural supports which allowed the consultant to fade. The consultant facilitated communication between the employer and co-workers, helped the employee understand and follow workplace policies and procedures, and helped ensure proper training on tasks.

- b. Employment Consultants initially provided full-time support on the job until natural supports were developed and the job tasks were adequately performed independently. As time continued, the consultant reduced support from the job site. Support was then provided a minimum of twice a month.
 - c. Employment Consultants provided continued follow-up services with each employee to help him/her develop their career and provided support as needed to employee and employer.
- The Summer Work Experience Program (SWEP) – this transition program allowed students the opportunity to work and be paid for an eight-week (20 hours per week) period.
 - a. The participants must be receiving special education services, have limited or no work experience, and need extra support to be successful on the job.
 - b. Served 30 students in collaboration with the funding source, a school district, and employers/adults service providers/family members. Ten (10) students were hired at the end of the summer placement into permanent positions.
 - Volunteer Opportunities Project – provided services to 38 individuals with development disabilities who are residents of St. Louis County. The project assisted participants to successfully connect with volunteer opportunities of their choice.
 - a. The Volunteer Consultants assisted participants in assessing their skills and abilities. Volunteer sites were matched to the needs of the participants. Participants received help with the application process, the volunteer site set-up, and identifying modes of transportation.
 - b. The Volunteer Consultants provided one-on-one support on site to ensure proper training, performance, and understanding of the workplace policies and procedures.
 - c. The Volunteer program provided a vehicle for participants to develop vocational skills, gain experience for their resume, integrate more fully into the community, expand their level of social interaction, give something back to their communities, and exercise a constructive and rewarding option for their recreation and leisure time.
 - d. Of the 38 individuals participating, two (2) were offered positions at their volunteer site. This is in addition to the nine (9) that obtained paid employment in the past prior fiscal year.
 - Housing – staff continued to expand the accessible housing options in the St. Louis metropolitan area.
 - a. Continued to operate housing programs to assist people with disabilities.
 - b. The Rental Assistance Program (RAP) – a homeless prevention program that served people with disabilities who are at or below 50% Area Medium Income (AMI). Funds were available for rent/mortgage assistance or first and last month’s rent. The goal was to provide people with both the financial resources and the knowledge to become financially stable so they will not lose their housing. Served 209 households in St. Louis City and St. Louis County.

- c. The Home Accessibility Program (HAP) and Rental Home Accessibility Program (RHAP) are homeless prevention programs that perform accessibility modifications to the homes of people with disabilities that are at or below 50% AMI. This income level does not allow for the expense of building a ramp, creating an accessible bathroom, or to widen doorways to accommodate individuals using wheelchairs. Without such modifications, people with disabilities would be trapped in their homes or forced to move into a nursing home or other institution. HAP/RHAP served 50 households during FY12.
- Assistive Technology Reutilization Program – provided recycled durable medical equipment at significantly reduced costs. The program was started in FY06 with a grant from the Emerson Foundation and expanded in FY07 to work in collaboration with four (4) other CILs in the surrounding counties.
 - a. In FY12, the reuse and repair program served 325 participants in the St. Louis metropolitan area.
 - b. The Reuse program distributed 102 devices.
 - c. The Repair program completed 239 sales orders.
 - d. Developed and tracked outcome measures for services.
- Telephone Accessibility Program (TAP) – free program through the state of Missouri providing adaptive telephone equipment to people with disabilities. In FY12, the program provided TAP services to 232 participants in St. Louis City and County
- Youth & Family Services – served youth with disabilities from birth to age 24 and their families. In FY12, 148 youth and their families were served through Paraquad’s Youth and Family services.
 - a. *Youth Group* – several outings were provided this year. The outings gave the youth opportunities to build upon their independent living skills while interacting in the community. While there, they checked out whether the locations of the outings were accessible to people with disabilities. The youth were required to be responsible for their own money and to provide the correct change. Some of the youth spent time talking and exchanging ideas with their peers, and some helped each other with daily living skills.
 - b. *Living Well Youth Group*
 - (1) Served youth age 18-24 with a physical disability.
 - (2) Began in October 2009 for an initial 10-week period.
 - (3) Additional 10-week series focused on developing participants’ self-awareness and confidence and helping group members identify areas in their life where they would like to occupy their time. The purpose of this 10-week period was also to increase the cohesiveness of the group and honest communication between participants during the group meetings and outside the group.
 - (4) The final 10-week period was dedicated to help participants expand what they learned in the previous 20-weeks while working together more closely as a unit. Participants identified a specific issue in their lives which was challenging to them when they originally came to our program and show how they were able to

resolve the issue through the things they learned in the program.

- c. *Computer Camp* – youth participated in two (2) one-week sessions of hands-on computer training. Youth learned how to access the computer and a favorite camp activity was to develop a PowerPoint presentation.
- d. *School-Based Activities* – provided services specifically geared toward educational services for youth and their families. We provided personal financial classes to the St. Louis County Special School District and St. Louis City Public Schools.
 - (1) Individual Education Plans – staff provided support to youth at their annual IEP meetings.
 - (2) Special Education Advocacy – staff worked with students, parents, and educators to support the needs of students with disabilities in various school districts.
 - (3) The Education Specialist met with the parents and the youth to explain the IDEA and the IEP process. Each education situation is different, therefore the Education Specialist provided on-going support according to the needs of the youth
- e. *Parent Support Group*
 - (1) Designed for parents with children with disabilities.
 - (2) Provided education, resources, advocacy, and support to participating families.
- f. *Family Participation Program*
 - (1) Designed for parents with disabilities who have children under the age of 12.
 - (2) Provided education, resources, advocacy, and support to participating families.
 - (3) Met quarterly during FY12.
 - (4) Provided support to 8 families.

3. **Peer Consultation (including cross-disability peer counseling)**

- a. During the funding cycle, Paraquad peers provided direct and indirect services. Some of the types of services were legislative advocacy, mobility training, cooking, learning to shop, relationships (i.e. marital, dating, parenting), employment, re-entering the work force, equipment and technology, skin, bowel, and bladder care, assertiveness training, and budget management.
- b. The Peer Consultant Coordinator assigned 32 peers to work with 90 individuals.
- c. Developed a monthly meeting for Peer Consultants to discuss issues and best ways to provide peer support.

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.

Objective: A primary Paraquad development goal is to increase awareness of disability issues and expand the number and diversity of funding sources.

During fiscal year 2011-2012, Paraquad was awarded grants totaling \$134,141 from 46 corporations, organizations, and foundations, and received gifts totaling \$9,200 from special events, and \$49,435 from individuals.

Paraquad has developed a solid base of consistent support from individuals, foundations, and corporations in the community who recognize the value of providing independent living services. This list of generous benefactors is growing steadily.

Accomplishments:

- Held the Starkloff Awards, dedicated the auditorium to Jim Tuscher and gave an award to Mercy Hospital.
- Renewed our Volunteer program with the United Way.
- Began an employee giving program.
- Secured a grant from St. Louis Master Gardeners for improving our gardens.
- Created the AccessibleSTL community campaign to promote accessibility throughout the region.
- Hosted the first annual Community Leaders Luncheon to launch AccessibleSTL and to introduce the idea of the new accessible health and recreation center to the community leaders.
- Established and promoted the first AccessibleSTL Awards event which will occur in November 2012.
- Created and distributed two direct mail appeals netting over \$29,776.
- Secured a severely discounted advertising deal for the cover of and an article/ad in Town & Style magazine for the December charity issue.
- Produced a donor appreciation / PR event to acknowledge Kerri Morgan’s Paralympic accomplishments. Brought in a number of new potential donors from Washington.
- Garnered numerous radio and TV interviews for Kerri Morgan/Paraquad and AccessibleSTL before and after Kerri’s trip to London generating a tremendous amount of publicity and public awareness for Paraquad.
- Launched the new ‘www.paraquad.org’ website and promoted it with a new banner and an email raffle campaign with a donation from the Chase.
- Hired a Social Media Specialist to create and manage a social media presence in the region and to continue to update and improve Paraquad’s web presence and website.
- Secured new grants from foundation and corporate funding sources.
- Produced a newly revamped tri-annual newsletter.

SUBPART V – ANNUAL PROGRAM AND FINANCIAL PLANNING OBJECTIVES

Section 725(c)(4) of the Act

Section A –Work Plan for the Reporting Year & Section B – Work Plan for the Year Following the Reporting Year

Item 1 – Achievements & Annual Work Plan

Discuss the work plan’s proposed goals and objectives and the progress made in achieving them during the reporting year. List the CIL’s annual work plan goals, objectives and action steps planned for the year following the reporting year.

Theme One: Organizational Development

Paraquad is rooted in the Independent Living Movement and has had transformational leaders guiding the organization since its inception. In the past year, Paraquad has lost some of these influential leaders. It is critical for Paraquad to perpetually generate and train leaders to further the Independent Living Movement and the work of the organization for people with disabilities.

Goal: To consciously value and implement leadership development plans at all levels of the organization, so that Paraquad has strong, effective leaders at the board, staff and community levels.

Objective: To create staff development opportunities in order to attract and retain a talented and skilled workforce as well as prepare staff to be leaders in the community.

Oversight: Director of Human Resources and Compliance

Evidence: Staff participation in professional development opportunities
Less staff turn-over due to increased job satisfaction
Increased ability to attract skilled and talented staff to the organization

Action Step	Lead	When	Resources
Evaluate staff training position.	HR Director	<i>Q3 – July-Sept 2011 Completed</i>	Staff time
Offer more professional development opportunities.	HR Director	<i>FY Year 2-2011-2012 Completed</i>	Staff time as per HR 8/12
Research new leadership development opportunities.	HR Director, COO, CPO, Development Director	<i>Q4 – Oct-Dec 2011 Completed</i>	Staff time

Evaluate additional training on annual performance reviews.	HR Director	Year 2-2012	Staff time, pending year-end reviews 12/12 HR
Develop training committee comprised of staff (capitalize on available skills sets/knowledge base)	HR Director	<i>Q4 – Oct-Dec 2011 Completed</i>	Staff time

Theme One: Organizational Development

Objective: To create and cultivate a board of directors that understands the organization and is capable and excited to be ambassadors for Paraquad in the community as well as commit to personal action on behalf of the organization.

Oversight: Board Chair, Executive Director, Development Director

Evidence: Increased board engagement and action on behalf of Paraquad
Stronger community relationships shepherded by members of the Board of Directors

Action Step	Lead	When	Resources
Coordinate the sharing of mission moments by people with disabilities served by Paraquad at board meetings.	Development Director	Q4 – October-December 2012	Staff time, Participant Volunteers
Community Ambassador Training for BOD members.	Development Director	Q4 – October-December 2012	Consultant, Staff time
Board self-evaluation.	Board Chair	Q4 – October-December 2012	BOD time, Sept. 2012
Create materials / training for new board members.	Development Director	Q4 – October-December 2012	Staff time – Cindy Price created training manual.
Create annual BOD evaluation, training plan.	Development Director	Q4 – October-December 2012	Staff time
Create new Strategic Plan for 2013-2016.	Development Director	June 2013	Staff time

Theme One: Organizational Development

Objective: To develop leaders to mentor future generations and perpetuate the IL movement.

Oversight: Executive Director, Human Resources Director, Policy Director

Evidence: New Community Leaders

Action Step	Lead	When	Resources
Develop a leadership training program for advocates, participants and community members	Policy Director	Annually Q4 <i>Oct – Dec 2011</i> <i>Completed</i> Q4 October-December 2012 Q4 October-December 2013	Staff time
Implement training program for advocates, participants and community members	Policy Director	Q4 – October-December 2012	Staff time
Evaluate community training program	Policy Director	Q4 – October-December 2012	Staff time

Theme Two: Fiscal Sustainability / Fund Development

In order for Paraquad to continue to excel at providing programs and services for people with disabilities, the organization needs to have secure and consistent financial resources. The current political and economic environment is unstable at best and therefore, Paraquad must focus on strategies to increase revenue.

Goal: To enhance support for non-fee for service programs.

Objective: To increase revenue for three priority programs (percentage increase to be determined after the selection of targeted programs).

Oversight: Leadership Advisory Committee, Development Director, CPO

Evidence: Complete mailing list
Targeted list of names
Current and future budgets

Action Step	Lead	When	Resources
Assessment of current funding sources (foundations, corporations, individuals) by program	Development Director	<i>Q4 – October-December 2012 Completed</i>	Staff time, Donor Database, as per DD
Identify different tactics for different donors (ex: CFL family members for scholarships)	Development Director	Q4 – October-December 2012	Current and past work plan
Evaluate Spheres of Influence within the agency (Participants, Family, Friends) past and current	Development Director	<i>Q3 – July-Sept 2012 Completed</i>	Interviewed Board, AccessibleSTL and February viral email campaign.
Develop a family and friends mailing list	Development Director	Q4 – October-December 2012	Staff time, email for Thanksgiving appeal.

Theme Two: Fiscal Sustainability / Fund Development

Objective: To prioritize three targeted programs / service areas.

Oversight: Leadership Advisory Committee, Development Director, CPO

Evidence: Needs assessment
Change in requested services
Current and future budgets

Action Step	Lead	When	Resources
Coordinate assessment of need and cost for current programming	Development Director, CPO	Q4 – October-December 2012	Staff time, Donor Database
Select criteria to determine focus areas / programs	Development Director, CPO	Q4 – October-December 2012	Staff time
Evaluate and apply criteria to select three programs to address	Development Director, CPO	Q4 – October-December 2012	Staff time
Create plan for three programs	Development Director, CPO	Q4 – October-December 2012	Staff time
Implement and evaluate plan	Development Director, CPO	Q1 – January-March 2013	Staff time

Objective: Educate senior managers, BOD and community members on the principles of development and its role in a nonprofit organization.

Oversight: Executive Director, Board Chair, Development Director

Evidence: Training evaluation – more educated and committed stakeholders
Renewal of support

Action Step	Lead	When	Resources
Board and community stakeholders training	Development Director, Paradigm	Q3 – July-September 2013	Consultant
Increase staff involvement in stewardship of grants.	Development Director, Program Staff	Q3 – July-September 2013	Staff time
Develop education workshop for direct staff.	Development Director, Paradigm	Q4 – October-December 2013	Staff time, Consultant

Theme Two: Fiscal Sustainability / Fund Development

Objective: Better position Paraquad to obtain grant funding and sponsorships by providing accurate and impactful data for selected programs.

Oversight: Development Director, CPO

Evidence: Grant submitted to MFH for program evaluation funding
Outcomes are reported quarterly, reviewed and revised regularly

Action Step	Lead	When	Resources
Establish outcome measures for selected programs	CPO	Q4 – October-December 2012	PRISM Assessments, PT Surveys, Stakeholder Surveys
Communicate changing needs and request for funders to programs	Development Director	Ongoing	Grants database, Leads on Funding Sources, Listservs
Apply for funding to improve program evaluation system Interview 3 consultants – select 1 Draft workplan, budget and narrative for proposal	Development Director	<i>Q4 – October-December 2012 Completed</i>	Staff time MFFH

Theme Three: Communication

Much of Paraquad’s work requires not only providing services to people with disabilities, but actively engaging all facets of the community to be inclusive and accessible to people with disabilities, eliminating physical and physiological barriers. Constant communication is necessary to keep the participants, the community, donors and advocates informed and active.

Goal: To be the “Go To” place for all disability related issues.

Objective: Coordinate agency program and financial data to provide reliable, relevant and consistent information.

Oversight: Executive Director

Evidence: Consistent and useful program and financial data

Action Step	Lead	When	Resources
Evaluate existing reports	Development Director, CPO	Q4 – October-December 2012	Staff time

Objective: Paraquad is more open and accessible to the community

Oversight: Executive Director, COO

Evidence: Increased community use of Paraquad

Action Step	Lead	When	Resources
Evaluate entry points to Paraquad (reception, web)	COO	<i>Q3 – July-Sept 2011 Completed</i>	Staff time
Determine strategies for improving accessibility at entry points and processes including internet tools (I&R)	COO	<i>Q3 – July-Sept 2011 Completed</i>	Staff time or Consultant
Provide training for front desk / customer service	COO	Ongoing	Staff time

Theme Three: Communication

Objective: A: To educate the professional community (targeted groups, i.e. medical profession) through presentations, outreach and individual meetings to increase the number of successful referrals.

B: To educate the general public through presentations, outreach and individual meetings to increase the number of successful referrals.

Oversight: Development Director, CPO

Evidence: Increase in successful referrals
 Increased percentage of goals met by participants
 Increased number of invitations and participation in general public events
 Increase in individual donors, sponsors, participant referrals and I&R calls

Action Step	Lead	When	Resources
Give presentations in hospitals, schools and fitness centers	Development Director, CPO	Ongoing	PR Materials, Personal Stories
Presence in general public activities.	Development Director, CPO	2012 <i>Completed</i>	Staff time through outreach
Develop an annual outreach event promoting Paraquad as the “go to” place / resource.	Development Director, CPO	2012 <i>Completed</i>	Created annual St. Louis Community Luncheon

Objective: Paraquad’s website is the virtual tool to reach a global audience across disabilities and socioeconomic status in a cost-effective manner

Oversight: Development Director

Evidence: Increase in people accessing information through Paraquad
 Increased diversity in people accessing Paraquad.

Action Step	Lead	When	Resources
Develop on-line information and resources (i.e., links documents)	Development Director, CPO	2012 <i>Completed</i>	Staff time, consultant through new website

Develop an online policy section.	Policy Director	<i>2012 Completed</i>	Staff time website
Provide a virtual opportunity for peer chatting and mentoring.	Development Director, CPO	<i>2012 Completed</i>	Staff time website
Develop and provide online trainings.	CPO	2012	Staff time

Theme Four: Programs / Policy / Advocacy

Influencing and driving public policy is essential to bringing much needed systemic change to our community, removing the physical and intangible barriers and ensuring a better quality of life. Paraquad seeks to refine and enhance their programs and advocacy efforts through more formalized evaluation processes and defining outcomes.

Goal: To develop consistent and useful program evaluation and accountability outcomes.

Objective: To develop a consistent, user-friendly, relevant outcomes measurement system to show efficiency and effectiveness of programs.

Oversight: CPO

Evidence: Secured technical assistance grant

Action Step	Lead	When	Resources
Identify and interview three consultants skilled in program evaluation	Development Director, CPO	2012 Completed	Staff time
Write and submit MFH technical assistance grant to obtain funding	Development Director, CPO	2012 Completed	Staff time
Obtain and implement program evaluation grant	Development Director, CPO	2012 Completed	Consultant

Objective: To connect all staff to outcome measures.

Oversight: CPO, Director of HR

Evidence: Performance evaluations are tied to outcomes

Action Step	Lead	When	Resources
Train a trainer (manager, supervisor, or other staff)	CPO	2013	Staff time, \$
Provide training and education on outcomes	CPO	2013	Staff time
Tie performance evaluations to outcomes	HR Director	2012-2013	Staff time

Theme Four: Programs / Policy / Advocacy

Objective: Message, package, and share the outcomes created to donors, participants, the general community and as a program evaluation tool.

Oversight: Development Director, CPO, Policy Director

Evidence: Updated materials to reflect new outcomes measures

Action Step	Lead	When	Resources
Identify targeted communities that need outcomes information	Development Director	2013	Staff time
Create powerpoint presentation, e-advocacy resources for entry points and distribution	Development Director, CPO	2013	Staff time
Draft talking points for targets (i.e., Jefferson City, new politicians or funders)	Policy Director, Development Director	2013	Staff time

Theme Five: Technology

In the 21st Century, technology is an increasingly critical component of Paraquad's organizational development. Internal and external communication, data tracking, and record keeping will be conducted more efficiently and effectively if technological systems were enhanced. Assistive technology can aid in communication, mobility, accessibility and inclusion of participants. As a leader of this community, it is essential to be on the cutting edge of technology and successfully train staff, participants and volunteers.

Goal: Paraquad uses technology to position itself as a leader in the disability field.

Objective: By the end of 2012, all internal systems will be updated to the most current technology available.

Oversight: COO

Evidence: Less paper use
Paraquad staff more self-sufficient and knowledgeable on current program issues

Action Step	Lead	When	Resources
Inventory of all current technology	COO	<i>Q2 – April-June 2012 Completed</i>	Staff time
Determine IT needs to update systems	COO	<i>Q2 – April-June 2012 Completed</i>	Staff time
Financial analysis	COO, CFO	<i>Q3 – July-September 2012 Completed</i>	Staff time
Prioritize needs based on financial analysis	COO	<i>Q4 – October-December 2012 Completed</i>	Staff time
Train staff on use of technology features to enhance efficiency of use	COO, HR Director	<i>2012 Complete</i>	Program specific software, intranet, PQ web

Objective: Increase usage and accessibility of computer lab technology by participants.

Oversight: COO

Evidence: New participants using the computer lab
Increased use of computer lab by current participants

Action Step	Lead	When	Resources
Train volunteers to staff the lab	COO	<i>2012 Completed</i>	Computers, Volunteers, AT Training, Increased Space

Objective: Use technology to enhance Paraquad staff communications with participants and people with disabilities.

Oversight: COO

Evidence: Increased referrals
Increased customer satisfaction.

Action Step	Lead	When	Resources
Provide technology to key areas with heavy participant traffic	COO	<i>2011 Completed</i>	Staff time, \$

Theme Five: Technology

Objective: Acquire and use new Deafway scheduling software and billing interface.

Oversight: CPO

Evidence: Less staff time dedicated to managing scheduling and billing

Action Step	Lead	When	Resources
Research new scheduling and billing software	CPO	Q4 – October-December 2012	Staff time
Acquire new software	CPO	2012	\$
Implement software and train staff on use	CPO	2012	Staff time

Objective: Continue emphasis on using technology to communicate with participants (i.e. social networks) to make Paraquad more efficient and perpetuate the perceptions in and outside of Paraquad that barriers do not exist.

Oversight: COO, Development Director

Evidence: Reports of current technology use and increase future use

Action Step	Lead	When	Resources
Evaluate current use of IT/AT within Paraquad (i.e. Ipads at front desk) as well as barriers to use.	COO	<i>Q4 – October-December 2011 Completed</i>	Staff time
Review CHEC (Community Health Environment Checklist) for Paraquad building	COO	<i>2012 Completed</i>	Staff time

Theme Five: Technology

Objective: To expand Paraquad’s geographic and socio-economic reach through use of social network tools, such as recruiting supporters in more parts of the country where there are not many MADEN members or participants in order to educate, fundraise and build support for Paraquad’s priorities. Ensure that the Paraquad website is the go to place for information.

Oversight: Development Director, Policy Director

Evidence: Increased number of new “friends”
Increased number of new advocacy network members

Action Step	Lead	When	Resources
Provide information on Facebook, website and blog that would interest a broader scope of people (accessible parks, family activities, restaurants)	Development Director, Policy Director	Ongoing <i>2011 Completed</i> <i>2012 Completed</i> 2013	Staff time AccessibleS TL
Introduce advocacy through social media channels	Policy Director	<i>Q3 – July-Sept</i> <i>2012 Completed</i>	Staff time, Participate in weekly news meetings to coordinate advocacy and initiate priorities, using Facebook and Twitter, and Paraquad blog posts
I&R identify and maintain links to topics that would appeal to a broader community audience	CPO, Independent Living Director	2012	Staff time
Use organizing efforts on County ADA planning to identify and recruit members in the county	Policy Director	2012	Staff time
After updating technology, market the website, Facebook, blog and advocacy e-network	Development Director, Policy Director	<i>Q4 – October-December 2012</i> <i>Completed</i>	Staff time

Item 2 – Challenges

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

The economic condition in Missouri continues to be a challenge. The state is facing shortfalls close to one billion dollars over the next 3-5 years and without revenue generating initiatives the only way to address these shortfalls is through budget cuts. State agencies continue to cut programs to meet budget requirements.

Finding and retaining qualified people with disabilities to fill open positions has been an ongoing challenge. Recruitment efforts continue to focus on avenues that target people with disabilities (i.e. Vocational Rehabilitation, CILs, and college recruitment offices).

Item 3 – Comparison with Prior Reporting Year

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.

Paraquad continues to serve the disability community throughout the St. Louis Metro area and in collaboration with other CILs throughout the state of Missouri to increase the availability of services for people with disabilities. Over the years, the focus for people with disabilities in Missouri has continued to be increasing affordable healthcare and increasing the availability of services that will promote people with disabilities living with independence and dignity in their communities.

In comparison to FY11, Paraquad showed a decrease in the total number of consumers served in FY12 (FY11=3732, FY12=3187), however, this decrease is potentially due to improved internal quality assurance controls, not the actual number of participants served.

Item 2 – SPIL Consistency

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

Goal 1: Individuals with disabilities in Missouri have access to programs to develop and support their independence.

Objective 1.1: Individuals with disabilities in Missouri have knowledge of the Olmstead Act and de-institutionalization.

Indicator 1.1.1: 10% increase over baseline number of individuals with disabilities served by CILs who are transitioned from institutions over three years.

Year 1: SILC and CILs will identify IL providers and baseline number of individuals transitioned from institutions. Information will be gathered to evaluate the increase in the number transitioned.

How many individuals were transitioned from institutions during each quarter of the current fiscal year? (One source for this information would be the quarterly service report (QSR) Subpart 111 Section B Item 1 Column J line J.)

Quarter 1	3
Quarter 2	2
Quarter 3	6
Quarter 4	8

Indicator 1.1.2: 10% increase over baseline number of individuals with disabilities served by CILs who are diverted from institutions over three years.

Year 1: SILC and CILs will identify IL providers and baseline number of individuals with disabilities diverted from institutions. Information will be gathered to measure the number diverted.

How many individuals were diverted from institutions during each quarter of the current fiscal year? (Examples of individuals that may have been diverted from institutions: Consumers receiving CDS, In Home, Information & Referral, etc... Report only new individuals diverted each quarter.)

Quarter 1	30
Quarter 2	59
Quarter 3	40
Quarter 4	69

Indicator 1.1.3: SILC and CILs will develop training on the Olmstead Act and offer to non CIL providers over three years.

What training was provided on the Olmstead Act and to whom during each quarter of the current fiscal year?

Quarter 1 None

Quarter 2 In February Paraquad, along with MOCIL, organized a presentation given by attorney Steve Gold on Olmstead.

Also, the MOCIL's Olmstead committee, which Kim Lackey - Staff Attorney is a part of, is in the process of developing a training to share with other CIL's.

Quarter 3 Training was provided to CDS participants/families with spend downs due to changes in the way Missouri handles spenddown. Also training was provided to dual-eligible (Medicaid/Medicare) CDS participants and their families with spenddowns who receive dialysis treatment who became at risk due to a change in how spenddown was handled in Missouri. Some with high spenddowns lost CDS because of it. The Policy Department monitored and also worked with legal services, MOCIL, and other state groups.

Quarter 4 None

Objective 1.2: Policy makers and local officials in Missouri have knowledge of the Olmstead Act and de-institutionalization.

Indicator 1.2.1: SILC and CILs will develop an educational tool on the Olmstead Act and will utilize it in educating policy makers and local officials. With turnover in these positions, repeat training will be required during the three years.

What tools were developed and utilized in educating policy makers and local officials during each quarter of the current fiscal year?

Quarter 1 None

Quarter 2 None

Quarter 3 Met with FSD, other policymakers and officials regularly to educate them and work with them to prevent harmful effects these changes are making on individuals with high spenddowns. CDS staff continues to support this effort by hooking up the Policy Department with affected CDS participants.

Disability Rights Legislative Day (April 4th) – Paraquad provided trainings and supported over 100 advocates and staff to attend the rally and meet with legislators in Jefferson City. Developed talking points for the 500+ statewide attendees to use when talking to legislators in support of home and community-based services and ensuring funding for healthcare for people receiving blind pension.

Independent Living Awareness Day (April 18th) – About 12 Paraquad staff participated in IL Awareness Day, educating legislators about IL philosophy and the services Centers for Independent Living provide to the community.

In April, Paraquad and the Disability Coalition on Healthcare Reform submitted comments on changes to Medicaid spenddown to the Missouri Department of Social Services, Family Support Division in an effort to prevent barriers to accessing health services and home and community-based long term services and support.

In June, the Disability Coalition on Healthcare Reform submitted a letter to the Governor requesting that the implementation of changes to Missouri's Medicaid spenddown program be halted until a plan could be developed to ensure participants affected by the

changes would be able to access the health care and home and community-based long term services and supports needed.

Quarter 4 Published 21 blog posts on various IL and legislative issues (healthcare, employment, voting, disability rights, etc.) which were shared via Paraquad’s Facebook and Twitter feeds as well as the Community Advocacy Network, Paraquad’s e-alert program. Seven legislative updates were distributed statewide to an average of 773 members of the Community Advocacy Network (CAN), Paraquad’s e-alert program, which included information on various pieces of legislation and calls to action to contact legislators. Five Action Alerts were created and distributed statewide to an average of 777 members of the Community Advocacy Network (CAN), Paraquad’s e-alert program, which included information on disability rights and calls to action to contact federal, state, and local law makers. Two action alerts were created and distributed to about 346 local CAN members with calls to action on local St. Louis issues (transportation, community development, etc.)

Created a press release, sample letters to the editor, facebook posts, and twitter posts about provision of the Affordable Care Act and the Supreme Court Decision in June. These tools were distributed to and used by members of the Disability Coalition on Healthcare Reform (a project of Paraquad) and Paraquad’s public relations team.

Participated in a few surveys (created by MAHC and MOCIL) regarding spenddown. This was presented to FSD.

Submitted comments regarding the Balancing Incentive Payment Program application that Missouri submitted that will provide funding to help rebalance our system so the state spends more on home and community-based services as opposed to institutional care. Submitted comments to CMS concerning the state’s application for a grant to fund a dual eligible (Medicare and Medicaid) project.

Worked with Trailnet and Alderman Ogilvie on a city ordinance about ant-harassment for pedestrians and cyclists who included people with disabilities using the streets and sidewalks. Assisting in crafting the definition of pedestrian to include people with disabilities using any mobility device. Submitted a letter of support to the Board of Alderman – recently found out the ordinance passed.

Objective 1.3: Individuals with disabilities in Missouri have access to advocacy.

Indicator 1.3.1: 15% increase of advocacy services to individuals with disabilities statewide over 3 years. This will be measured using information from the annual 704 reports.

How many individuals received advocacy services from the CIL during each quarter of the current fiscal year? (This information can be obtained from the QSR Subpart III Section A line A column L. CILS may also include documentation of Advocacy Services that will be included in the 704 report but is not reported on the QSR because there was no Case Service Record (CSR)).

Quarter 1	16
Quarter 2	1
Quarter 3	1
Quarter 4	1

Objective 1.4: Individuals with disabilities in Missouri have access to peer support services.

Indicator 1.4.1: 10% increase of peer support services to individuals with disabilities statewide over 3 years. Increases will be measured using data from the annual 704 report.

How many of Peer Support Services that will be included in the 704 report but is not reported on the QSR because **individuals received peer support services each quarter during the current fiscal year?** (This information can be obtained from the QSR Subpart III Section A line L column L. CILS may also include documentation there was no CSR.)

Quarter 1 63
Quarter 2 8
Quarter 3 8
Quarter 4 13

Objective 1.5: Individuals with disabilities in Missouri have access to Information and Referral services.

Indicator 1.5.1: 15% increase of Information and Referral services to individuals with disabilities statewide over 3 years. This will be measured annually using information from the 704 reports.

How many individuals received Information and Referral services from the CIL in each quarter of the current fiscal year? (This information can be obtained from the QSR Subpart III Section A line I column L. CILS may also include additional documentation of Information & Referral Services that will be included in the 704 report but is not reported on the QSR because there was no CSR.)

Quarter 1 4575
Quarter 2 4177
Quarter 3 4287
Quarter 4 4906

Objective 1.6: Individuals with disabilities in Missouri have access to IL skills training services.

Indicator 1.6.1: 15% increase of IL skills training services to individuals with disabilities statewide over 3 years. This will be measured annually using information from the 704 reports.

How many individuals received IL skills training services in each quarter of the current fiscal year? (This information can be obtained from the QSR Subpart III Section A line H column L. CILS may also include additional documentation of IL skills training services that will be included in the 704 report but is not reported on the QSR because there was no CSR.)

Quarter 1 482
Quarter 2 53
Quarter 3 51
Quarter 4 43

Objective 1.7: IL providers statewide have additional knowledge of available resources (financial, equipment, and training).

Indicator 1.7.1: SILC will collaborate with the CILs to offer 4 trainings per year for IL providers statewide. These trainings will be funded using funds other than Federal Part B funding. 5% of participants attending trainings are not from CILs.

To gather this data each CIL will need to develop a procedure to capture the number of non-CIL participants. Cils may also include the number of non-cil participants attending training sponsored by their center that meets this objective.

Quarter 1	None
Quarter 2	None
Quarter 3	None
Quarter 4	None

Goal 2: Individuals with disabilities in Missouri have access to programs, services, and activities to support them in their community.

Objective 2.1: Increase knowledge about accessible affordable housing for individuals with disabilities in Missouri by continuing to educate members of the housing industry.

Indicator 2.1.1: SILC will collaborate with the CILS to offer regional training in the state and will have universal design (UD) information available on the SILC website. Training will be funded using funds other than Federal Part B funding.

Including any SILC statewide training, what UD training has your CIL been involved in?

Quarter 1	None
Quarter 2	On March 1 st , Paraquad had a booth at the American Society of Interior Designed UD Expo.
Quarter 3	Attended Home Modification tax credit rally in Jefferson City. Met with Housing Options Provided for the Elderly. Attended Missouri Assistance Technology meeting in Jefferson City. Attended Washington University OT meeting with other agencies making home modifications.
Quarter 4	Partnered with a housing program in the City of St. Louis on a grant that would fund housing options for people of low income.

Objective 2.2: Provide statewide information of available accessible transportation resources to individuals with disabilities in Missouri.

Indicator 2.2.1: The SILC website will have a listing of transportation resources available throughout the state. The CILs will provide information for updates to the site when new transportation programs develop in their area.

Each CIL will collect current transportation information for their catchment area and enter into the table below. This information should be documented by county so that it can be incorporated into the transportation map currently under construction. CILs are responsible for making sure information for their catchment area remains updated by submitting changes using this tool.

Quarter 1

Name of Provider	Counties Served	Type of Service	Operating Hours	Contact Information
Metro Transit Authority	St. Louis City & County	Accessible fixed route bus and light rail system; Para-transit van services	Varies by route on fixed system; Para-transit operates same hours as fixed.	314-231-2345 Call-a-Ride 314-982-1510
Harris Eagle Cab	St. Louis City & County	Accessible Taxi service	24/7	314-535-5087
Brentwood Magic Bus	Brentwood, MO residents only	Accessible Van services	Mon-Thur 8:00am – 3:30pm	314-963-8689
Express Medical Transporters	150 mile radius of St. Louis metro area	Accessible medical transportation	24/7	314-781-6400
Organized Alternative Transportation Service	St. Louis County	Accessible transportation for medical appointments and grocery shopping	Mon-Fri 10:00am to 2:00 pm	314-894-1701
St. Louis Area Agency on Aging	St. Louis City	Accessible transportation for medical appointments, grocery shopping and necessary business trips. (may not be able to accommodate some mobility devices due to weight restrictions.	Mon-Fri 8:00am to 3:00pm	314-612-5918
Metro West	St. Louis City & County	Accessible Taxi	24/7	636-272-8294
Airport Taxi	St. Louis City & County	Accessible Taxi	24/7	314-646-0879
A Best Taxi Cab	St. Louis City & County	Accessible Taxi	24/7	314-781-1515

List any changes in transportation providers in your area.

Quarter 2

Name of Provider	Counties Served	Type of Service	Operating Hours	Contact Information

Quarter 3

Name of Provider	Counties Served	Type of Service	Operating Hours	Contact Information
Metropolitan Taxicab Corporation	St. Louis City & County	Accessible Taxi	24/7	314-773-1000

Quarter 4

Name of Provider	Counties Served	Type of Service	Operating Hours	Contact Information

Objective 2.3: Individuals with disabilities in Missouri have employment options.

Indicator 2.3.1: The SILC, DSU and CILs will work together to develop programs individual to a CIL catchment area to increase employment opportunities in their area for consumers.

Report any collaboration the CIL has had with the DSU and/or SILC in developing employment programs and opportunities for consumers.

Quarter 1 None

Quarter 2 None

Quarter 3 April 10, 2012 – Voc Rehab Deaf and Hard of Hearing Consortium and Paraquad met to continue to improve employment and independent living issues for youth that are deaf/hard of hearing (D/HH). We identify barriers and issues and the gaps in services that will address those issues. Those in attendance were Paraquad’s employment team, Voc Rehab counselors that work exclusively with D/HH participants
 April 25, 2012 – Productive Living Board provided training for VR and Community Rehabilitation Providers (CRPs) on writing effective case notes and employment plans for individuals with developmental disabilities. Paraquad staff attended.
 April 27, 2012 – Voc Rehab representatives, Paraquad representatives, and MPACT met to develop a Regional Transition Network in which we identify effective practices in employment and identify barriers for youth with disabilities. The Regional Transition

Network is comprised of VR Counselors, VR Supervisors, Paraquad, Regional Center and SSD Administrators with an interest in transition issues for youth.

June 4th and 5th – Paraquad employment team attended the MO Rehab Association conference at the Lake of the Ozarks.

June 7, 2012 – Paraquad employment director attended the MAWD conference at the Lake of the Ozarks and presented a session on how CILs can work with MO Career Centers to achieve better employment outcomes for participants.

June 19th and 20th – Paraquad employment team attended training for VR and Community Rehabilitation Providers (CRPs) on job development and job coaching training for agencies that work with individuals with autism. Paraquad staff attended.

June 29, 2012 – Paraquad employment director met with the Director of Community Education at the MS Society and presented a session on how CILs can work with the MS Society to achieve better employment outcomes for participants with MS.

June 29, 2012 – Paraquad employment director met with the Director of Vocational Rehabilitation for Veterans and presented a session on how CILs can work with the VA-VR office to achieve better employment outcomes for veteran participants with disabilities.

Quarter 4 Presented as a Special School District and VR sponsored WEC meeting to talk about Paraquad's employment services.

Objective 2.4: Implement a team approach with CILs, VR and local school districts in providing youth with disabilities in Missouri informed choices regarding transition from school to community inclusion.

Indicator 2.4.1: CILs staff will work with VR counselors to provide IL skills for transition age youths. CILs and VR will collaborate in contacting local school districts to offer information and assistance with IEP, employment options, establishing a transition program, etc.

Report transition IL skills collaboration activities conducted by your CIL. When reporting please be specific in which activity you collaborated on and with whom.

Quarter 1 Paraquad's Educational Advocacy Program spoke with MPACT, Voc Rehab, and Regional Center to begin Regional Transition Network (RTN).

Quarter 2 Held 1st meeting to develop RTN.

Quarter 3 Signed a contract with Missouri Department of Health and Senior Services to provide nursing home transition services under the Money Follows the Person program. Met with area nursing homes, the Area Agencies on Aging, other Missouri CILs and state workers to increase the number of nursing home transitions in St. Louis and throughout Missouri.

Quarter 4 Met twice with a group that is under contract with the state to provide nursing home transition services. All contracted centers are included in the collaboration. Collaborated with VR on a youth transition project called the Regional Transition Network. Met with Special School District (SSD) administration to carve out a plan to serve transition students in need of employment services.

Objective 2.5: SILC and CILs will collaborate with local emergency management agencies to provide access to emergency management preparation and response services for special needs populations and will communicate those services to consumers.

Indicator 2.5.1: SILC will collaborate with CILs to provide annual training on disability awareness training to emergency services providers.

What disability awareness training has your CIL provided to emergency service providers?

Quarter 1 Met with St. Louis County to help revise application for their emergency checklist for residents in the event of an emergency.

Quarter 2 None

Quarter 3 Working with AllReadySTL and we are preparing for a summit with some of the first responders in the area.

Quarter 4 Working with AllReadySTL to provide a summit on working with persons with disabilities in the St. Louis City and county area to provide information for persons who are blind, deaf, etc. Also worked with the other CIL's in the state to provide information to SEMA, FEMA and to become a part of the conversation when a disaster occurs.

Indicator 2.5.2: 10% increase over baseline number of individuals with disabilities surveyed report being prepared for an emergency. Year 1: SILC will develop a survey to obtain baseline numbers Year 2: 5% increase over baseline number of individuals with disabilities surveyed are more aware of emergency services. Year 3: 5% increase over baseline number of individuals with disabilities surveyed who are more aware of emergency services.

The Emergency Preparedness SILC committee will develop a survey to gather baseline numbers for reporting awareness of emergency services from each CIL. By the end of year three the documentation gathered must show a 10% increase over the baseline # of individuals aware of emergency services. No CIL reporting is required for this objective.

Objective 2.6: Individuals with disabilities exercise their right to vote.

Indicator 2.6.1: 5% increase over baseline number of individuals with disabilities per year are registered to vote as reported by the MO Vote Project.

This information will be gathered from the MO Vote Project. No CIL reporting is required for this objective.

Outreach to un-served and underserved populations:

Identify any activities conducted by your CIL during the current fiscal year to reach these populations:

Asian, Psychiatric disabilities, African Americans, Youths with disabilities, Cognitive disabilities, Developmental disabilities, Hispanic, People with refugee status, Veterans, Senior Citizens, Homeless, Unemployed, GLBT (gay, lesbian, bi-sexual, transgender), People with a history of substance abuse, Ex-Offenders.

Quarter 1

FY2012 Quarter 1

Developmental Disabilities = 4

- 10/18/2011 – Speaker’s Bureau
St. Louis ARC Presentation
1177 Warson
Saint Louis, MO 63132
Attending: 12 people with a development disability/family/guardians
- 11/9/2011 – Speaker’s Bureau
Special School District – Open House
Cape Albeon
3380 Lake Bend Drive
Valley Park, MO 63088
Attending: 16 youth with a developmental disability/family/guardians
- 11/10/2011 – Speaker’s Bureau
Special School District – Planning for the Future
Riverview Gardens
12110 Clayton Road
Saint Louis, MO 63131
Attending: 13 youth with a developmental disability/family/guardians
- 12/6/2011 – Speaker’s Bureau
Special School District - Neuwoehner School Presentation
12110 Clayton Road
Saint Louis, MO 63131
Attending: 25 youth with a developmental disability/family/guardians
Homeless = 1
- 12/3/2011 – Community Outreach
Project Homeless Connect St. Louis
Grace Hill Water Tower Neighborhood Health Center
2126 E Grand Ave
Saint Louis, MO 63107
Attending: 150 people that are homeless/homeless service providers
Senior Citizens = 4
- 10/12/2011 – Community Outreach
AARP Celebration of Life
MO Botanical Garden
4344 Shaw Blvd
Saint Louis, MO 63110
Attending: 250 senior citizens

- 10/18/2011 – Community Outreach
 Senator Keavney’s Open Enrollment Event: Learn More About Your Medicare
 Friendly Temple Missionary Baptist Church
 5515 Dr. Martin Luther King Dr
 Saint Louis, MO 63113
 Attending: 22 senior citizens
- 11/18/2011 – Community Outreach
 Senior Resource Expo
 Breath of Life Christian Fellowship Church
 9930 Halls ferry Road
 Saint Louis, MO 63136
 Attending: 25 senior citizens
- 11/19/2011 – Community Outreach
 Senior Living Options Fair
 Sunset Hills Community Center
 3915 S Lindbergh
 Saint Louis, MO 63127
 Attending: 25 senior citizens
 Unemployed = 1
- 12/5/2011 – Tour of PQ
 SSA Staff Tours Paraquad
 Social Security Administration
 2 City Place Drive, Ste 80
 Creve Coeur, MO 63141
 Attending: 1 staff member toured PQ
 Veterans = 1
- 10/28/2011 – Community Outreach
 Eastern Regional Veterans Symposium by MO Career Center
 Mechanists Hall District 9
 12365 St. Charles Rock Road
 Bridgeton, MO 63044
 Attending: 150 veterans

Quarter 2

FY2012 – Quarter 2

African Americans = 1

- 2/16/2012 – Community Outreach
 Harris-Stowe Stat University Health Fair for Black History Month
 3026 Laclede Avenue
 Saint Louis, MO 63103
 Attending: 50 African-Americans/students/general public
 Cognitive Disabilities = 1

- 2/24/2012 – Speaker’s Bureau
WAC Industries – Presentation on Continuing Education Programs
9727 Green Park Industrial Drive
Saint Louis, MO 63123
Attending: 14 people with cognitive disabilities
Developmental Disabilities = 4
- 1/3/202 – Speaker’s Bureau
Developmental Disabilities Resources Office
2334 Olive
Saint Louis, MO 63103
Attending: 20 DD resources case managers
- 1/19/2012 – Speaker’s Bureau
Family Support Network
Epworth Children & Family Services
110 N Elm
Webster Groves, MO 63119
Attending: 12 parents of children with FASD
- St. Louis Public School’s Transition for Life Fair
St. Louis Community College – Forest Park
5600 Oakland Avenue
Saint Louis, MO 63110
Attending: 300 youth with developmental disabilities
- 3/27/2012 – Tour of PQ
Friendship Village (Special School District)
Toured Paraquad
Attending: 35 students with developmental disabilities and their teachers
Homeless = 1
- 3/13/2012 – Speaker’s Bureau
Continuum of Care Homeless Service Providers – Disability Seminar
Meeting held at PQ
Attending: 20 providers of homeless services
Psychiatric Disabilities = 1
- 3/30/12 – Speaker’s Bureau
MHNet Behavioral Health
550 Maryville Centre Drive, Ste 300
Saint Louis, MO 63141
Attending: 30 behavioral health staff
Senior Citizens = 1
- 2/28/2012 – Speaker’s Bureau
Brentmoor Retirement Community – Resources for residents with vision & hearing disabilities
8600 Delmar Blvd
Saint Louis, MO 63124

Attending: 25 residents
Veterans = 1

- 2/23/2012 – Speaker’s Bureau
VA Medical Center – Home Based Primary Care Program
1 Jefferson Barracks
Saint Louis, MO 63125
Attending: 23 medical personnel for veterans
Youth with Disabilities = 2
- 1/17/2012 – Speaker’s Bureau
St. Louis Family Courts – Child Protection Section
22nd Judicial Circuit Court, Civil Courts Building
10 North Tucker Blvd
Saint Louis, MO 63101
Attending: 20 employees of the courts
- 2/23/2012 – Community Event
Recreation Council – What to Do This Summer
12110 Clayton Road, Room, 60
Saint Louis, MO 63131
Attending: 100 youth with disabilities

Quarter 3

FY2012 – 3rd Quarter

Developmental Disabilities = 6

- 4/5/2012 – Community Event
Southview Parent’s Night
Southview School
11660 Eddie & Park Road
Saint Louis, MO 63123
Attending: 10 parents of youth in special education
- 4/10/2012 – Speaker’s Bureau
St. Louis ARC’s 2012 Family Workshop Series
St. Louis ARC
1177 North Warson Road
Saint Louis, MO 63132
Attending: 10 people with DD and their families
- 4/19/2012 – Speaker’s Bureau
SSD Presentation on Continuing Education
Special School District Administrative Offices
12110 Clayton Road
Saint Louis, MO 63131
Attending: 37 SSD employees

- 5/5/2012 – Walk Run'n Roll – Community Event
Creve Coeur Park
13725 Marine Avenue
Maryland Heights, MO 63043
Attending: 1,000 people with DD and their families/friends
- 6/3/12 – Community Event
Step Up for Down Syndrome
Forest Park
Saint Louis, MO 63108
Attending: 2,000 people with Down Syndrome, their friends and families
- 6/5/2012 – Community Event
Saint Louis Autism Conference
Double Tree Hotel – Westport
1973 Craigshire Lane
Saint Louis, MO 63146
Attending: 200 people with autism, friends, family, professionals that work with autistic population

Homeless = 2

- 4/5/2012 – Community Event
Third Annual Regional Diversity Housing Summit
The Columns Banquet Center
711 Veterans Memorial Parkway
St. Charles, MO 63303
Attending: 255 people from general public and housing industry
- 6/21/2012 – Community Event
Continuum of Care – City of St. Louis
City of St. Louis Department of Human Services
1520 Market Street, Room 4062
Saint Louis, MO 63103
Attending: 70 City homeless service providers

Senior Citizens = 3

- 5/10/2012 – Community Event
YMCA's Active Older Adult Day
YMCA Carondelet Rec Plex
930 Holly Hills Ave
Saint Louis, MO 63111
Attending: 100 senior citizens
- 6/20/2012 – Community Event
Laclede Grove Summer Solstice Health Fair
Laclede Groves
772 S. Laclede Station Road
Saint Louis, MO 63119

Attending: 50 senior citizens

- 6/26/2012 – Community Event
Laclede Grove Summer Solstice Health Fair
Laclede Groves
772 S. Laclede Station Road
Saint Louis, MO 63119
Attending: 30 senior citizens

Unemployed = 3

- 6/4/2012 – Community Event
7th Annual First Congressional District Career Fair
Harris-Stowe State University
3026 Laclede Ave
Saint Louis, MO 63103
Attending: 500 people looking for employment, and employment industry professionals
- 6/7/2012 – Community Event
MO Association for Workforce Development Conference
Tan-Tar-A Resort
949 Tan Tar A Drive
Osage Beach, MO 65056
Attending: 100 employment industry professionals
- 6/29/2012 – Speaker's Bureau
Sharing Information on Disability Benefits
Community Living, Inc.
1040 St. Peters Howell Road
St. Peters, MO 63376
Attending: 12 people with disabilities
Veterans = 1
- 5/4/2012 – Community Event
VA Games
Jefferson Barracks
1 Jefferson Barracks Drive
Saint Louis, MO 63125
Attending: 75 veterans
Youth with Disabilities = 1
- 5/10/2012 – Tour
St. Louis Area Transition Team
Tour of the Paraquad facilities.
Attending: 25 professionals working with youth with disabilities

Quarter 4

FY2012 Quarter 4th

African Americans = 1

- 8/4/2012 – Community Event
Missouri Black Expo 2012 “A Taste of Soul”
America’s Center
701 Convention Plaza
Saint Louis, MO 63101
Attending: 1,000 members of general public

Cognitive Disabilities = 1

- 7/16/12 – Speaker’s Bureau
SIUE Class on Acquired Brain Injury
Southern Illinois University – Edwardsville
Founders Hall
Edwardsville, IL 62026
Attending: 30 graduate students, speech/language pathologists

Homeless = 1

- 7/26/2012 – Community Event
Bellefontaine Neighbors Housing Resource Fair
Bellefontaine Neighbors Recreation Center
9669 Bellefontaine Road
Saint Louis, MO 63137
Attending: 150 general public

Unemployed = 1

- 7-27/2012 – Community Event
Community Action Agency of St. Louis County – Back to School & Job Fair
Overland Community Center
9225 Lackland Road
Saint Louis, MO 63144
Attending: 500 general public

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	9
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	4
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	3
Community Needs Assessment	5
Consumer Satisfaction Surveys	2
Focus Groups	
Outcome Measures	1

	Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important
TRAINING AND TECHNICAL ASSISTANCE NEEDS	
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	10
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	7
Peer Mentoring	
Program Design	
Time Management	

TRAINING AND TECHNICAL ASSISTANCE NEEDS	Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important
Team Building	8
Outreach to Unserved/Underserved Populations	
General Overview	
Disability	
Minority	
Institutionalized Potential Consumers	6
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.

NOT APPLICABLE

Section B – Additional Information

Provide additional information, comments, explanations or suggestions not included elsewhere in the report.

NOT APPLICABLE

SUBPART VIII - SIGNATURES

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

Robert Funk – Executive Director

NAME AND TITLE OF CENTER DIRECTOR

PHONE NUMBER

SIGNATURE OF CENTER DIRECTOR

DATE

John Sondag – Board Chair

NAME AND TITLE OF CENTER BOARD CHAIRPERSON

PHONE NUMBER

SIGNATURE OF CENTER BOARD CHAIRPERSON

DATE