

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: 2013

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: Allen, Clinton, Franklin, Jefferson, Madison (IL), St. Charles, St. Clair (IL), St. Francois, Taney, and Warren.

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	\$433,524
(B) Title VII, Ch. 1, Part C	\$0
(C) Title VII, Ch. 2	\$0
(D) Other Federal Funds	\$518,700

Item 2 - Other Government Funds

(E) State Government Funds	\$224,710
(F) Local Government Funds	\$53,799

Item 3 - Private Resources

(G) Foundations, Corporations, or Trust Grants	\$439,967
(H) Donations from Individuals	\$49,143
(I) Membership Fees	\$0
(J) Investment Income/Endowment	\$426,041
(K) Fees for Service (program income, etc.)	\$19,114,254
(L) Other resources (in-kind, fundraising, etc.)	\$1,710

Item 4 - Total Income

Total income = (A)+(B)+(C)+(D)+(E)+(F)+(G)+(H)+(I)+(J)+(K)+(L)	\$21,261,848
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Item 5 - Pass Through Funds

Amount of other government funds received as pass through funds to consumers (include funds, received on behalf of consumers, that are subsequently passed on to consumers, e.g., personal assistance services, representative payee funds, or Medicaid funds)	\$10,417,161
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Item 6 - Net Operating Resources

[Total Income (Section 4) <minus> amount paid out to Consumers (Section 5) = Net Operating Resources	\$10,844,687
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SUBPART II – NUMBER AND TYPES OF INDIVIDUALS WITH SIGNIFICANT DISABILITIES RECEIVING SERVICES

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

Section A – Number of Consumers Served During the Reporting Year

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

	# of CSRs
(1) Enter the number of <u>active</u> CSRs carried over from September 30 of the preceding reporting year	1498
(2) Enter the number of CSRs started since October 1 of the reporting year	1153
(3) Add lines (1) and (2) to get the <i>total number of consumers served</i>	2651

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	8
(2) Withdrawn	5
(3) Died	48
(4) Completed all goals set	286
(5) Other	679
(6) Add lines (1)+(2)+(3)+(4)+(5) to get <i>total CSRs closed</i>	1026

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	1625

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	858
(2) Number of consumers with whom an ILP was developed	1793
(3) <i>Total number of consumers</i> served during the reporting year	2651

Section E – Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	7
(2) Ages 5 – 19	107
(3) Ages 20 – 24	204
(4) Ages 25 – 59	1436
(5) Age 60 and Older	835
(6) Age unavailable	62

Section F – Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	1620
(2) Number of Males served	1031

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	9
(2) Asian	13
(3) Black or African American	1622
(4) Native Hawaiian or Other Pacific Islander	4
(5) White	768
(6) Hispanic/Latino of any race or Hispanic/ Latino only	12
(7) Two or more races	14
(8) Race and ethnicity unknown	209

Section H – Disability

Indicate the number of consumers in each category below.

	# of Consumers
(1) Cognitive	537
(2) Mental/Emotional	66
(3) Physical	821
(4) Hearing	270
(5) Vision	90
(6) Multiple Disabilities	403
(7) Other	464

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
Allen	1
Clinton	1
Franklin	11
Jefferson	28
Madison (IL)	6
St. Charles	24
St. Clair (IL)	3
St. Francois	1
St. Louis	1302
St. Louis City	1108
Taney	1
Warren	3
Unspecified	162

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	11	11
(B) Assistive Technology	53	53
(C) Children’s Services	0	0
(D) Communication Services	19	4
(E) Counseling and Related Services	8	8
(F) Family Services	6	6
(G) Housing, Home Modifications, and Shelter Services	131	51
(H) IL Skills Training and Life Skills Training	460	315
(I) Information and Referral Services	18601	18601
(J) Mental Restoration Services	0	0
(K) Mobility Training	1	1
(L) Peer Counseling Services	144	45
(M) Personal Assistance Services	310	310
(N) Physical Restoration Services	0	0
(O) Preventive Services	0	0
(P) Prostheses, Orthotics, and Other Appliances	1	1
(Q) Recreational Services	1	1
(R) Rehabilitation Technology Services	180	131

Services	Consumers Requesting Services	Consumers Receiving Services
(S) Therapeutic Treatment	0	0
(T) Transportation Services	62	62
(U) Youth/Transition Services	55	55
(V) Vocational Services	164	100
(W) Other Services	85	85

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	434	127	249
(B) Communication	30	7	15
(C) Mobility/Transportation	192	17	136
(D) Community-Based Living	1262	251	801
(E) Educational	246	22	158
(F) Vocational	720	291	326
(G) Self-care	718	82	513
(H) Information Access/Technology	103	34	53
(I) Personal Resource Management	205	92	42
(J) Relocation from a Nursing Home or Institution to Community-Based Living	106	6	83
(K) Community/Social Participation	260	26	196
(L) Other	104	11	71

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	304	0	304
(B) Health Care Services	363	0	363
(C) Assistive Technology	1353	0	1353

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

Mary and Derek live together. Mary has polio and Derek has had several back surgeries and has severe high blood pressure. The shoes and braces Mary needed to help her walk were falling apart. She reported needing to wear 2-3 pairs of socks each day to give patting to her braces. The apartment where they were living was inaccessible and they were unable to go out into the community. There was also black mold growing in the basement of their apartment. They were not able to go down to downstairs anymore and black mold was blowing into the apartment through the air conditioning ducts. Mary and Derek received independent living services and rental assistance. Due to resources obtained from their IL Specialist, they both now receive Call-a-Ride. Mary was able to get a scholarship from the Post-Polio Foundation to pay for new shoes. She also got new braces. Derek received a blood pressure cuff free of charge from St. Louis Help. They moved into a new house and had home repairs done before they moved in.

Angela was in rehab facility and only had manual wheelchair. It was determined that she would benefit from having a power wheelchair. This would be her first time using a power chair. Angela was provided a donated Pride Mobility power chair that was a perfect match to her needs. She visited Paraquad and staff was able to train her on use of the chair and all its functions (tilt, recline, and a lift seat). Angela learned how to use the chair with no problems and went through the skills course with ease. She is now out of the rehab facility and living at home with her family.

Rose has had a brain aneurysm and has limited mobility, function, and endurance as a result of diagnosis. Through consistent attendance to the exercise program and the help of Paraquad staff, Rose has increased her endurance and improved her muscle tone. Her tone has improved so much as a result of the exercise that her doctor has taken her off of both her daily and nightly doses of Baclofen (a muscle relaxer and anti-spastic agent).

Jonathan was a participant in the LWYAG and worked closely with staff. When staff first met him almost 9 months ago, he was extremely withdrawn and almost non-communicative for the first 10 weeks of the group. Prior to the group ending, Jonathan got a job as ticket-taker at a local AMC theater. In the next few months, he got a raise and was promoted to an assistant manager. Recently, Jonathan was given the enormous job of transferring all the AMC theaters in Missouri from 35 mm film to digit. He was responsible for organizing work for 47 other employees and worked extremely close with the President of AMC. His amazing expansion from someone that would barely speak with others to achieving this degree of success in such a short period of time for someone as young and inexperienced as Jon is unprecedented!

Pat has muscular dystrophy, was living in an empty house, and did not have a support network. Her sister passed away 2 years ago and they were incredibly close. Her mother also passed away 4 years ago. Her depression was increasing due to being alone and not making a contribution in her area. Pat has started the exercise program. She also went through VR for employment services and now receiving job coaching through Alternative Opportunities. Through the exercise program, Pat has already lost 7 pounds. She also enjoys the socialization at the gym and is meeting new friends. Pat is currently volunteering once a week at United Access and hopes to obtain a job through them. Her outlook is now positive and she is looking forward to any other opportunities that arise.

Deborah needed repairs done to her wheelchair. She was in a skilled facility and needed this chair for independence. Paraquad staff picked up her wheelchair, made the necessary repairs, and returned it to her in a timely manner. Deborah's mother called thanking us for such a good job. She said the chair looked beautiful!

Angela works very hard on her reading skills. She is very shy about reading out loud or in front of anyone. Angela worked with a tutor twice a week in an educational setting working on increasing her reading, math, and language skills. Her coach provided one-on-one support, assisted with strategies to retain and understand the information, and helped build the confidence needed to succeed. Angela increased her reading level from 2.4 to 5.1. This is a large increase – she continues to build more confidence in reading in front of people.

Virginia started the exercise program in June with complaints of pain and limited mobility due to sarcoidosis. Her goals included decreasing pain in her back to complete activities of daily living, increasing her walking tolerance, and increasing the number of stairs she could climb and to decrease her weight to make activities of daily living easier. Through consistent attendance to the program and individualized one-on-one support from staff in the gym, Virginia is meeting all of her goals and is very pleased with the program. A Logan Chiropractic student created home a home exercise program that Virginia completes in the evenings. She also reports that she is more cognizant of what and how much she is eating. Her blood pressure has decreased, her weight is stabilizing, and her doctor is pleased with her lab results and believes it is due to the exercise. Virginia reports improved mood and decreased pain. She stated that she has been happy with the openness of staff to answer any questions without making her feel silly and is grateful for their willingness to find solutions. Virginia also reports that she enjoys socializing with other participants while she works out.

Dave was physically weak and reliant on others to help him with simple tasks. His home was not setup for his manual wheelchair. He was struggling with eating well and regularly and was dealing with many urinary tract infections. Staff went to Dave's home and completed a peer assessment (staff also has spinal cord injury at a similar level to the participant). Together, they worked over ways to make his home more accessible, improve his transfers, and improve mobility mods. Lastly, staff help instruct Dave on many strength and dexterity improving exercises. Dave is now able to do much more around the house, including some basic cooking using the counters, and getting himself better positioned for transfers. He had greatly improved his overall health as well using the theraband exercises staff taught him. His flexibility, endurance, and tone have all greatly improved.

Kendrick took his pre-test and had an initial score of 4.7 in Language. He received one-on-one support with his GED assignments through the Supported Education program. His tutor assisted in explaining in detail the study materials and monitored his progress and retention before moving onto a new lesson. Kendrick exceeded his goal and scored a 6.1 on his post-test.

Before working out at the gym, Jerry was unable to stand or walk as the result of brain tumor. With the help of therapist and consistent attendance to the gym to completed weight training and cardiovascular exercise, Jerry is now able to walk and stand!

Mary graduated with her BA in Culinary Arts in 2011. She attempted to find work in Florida where she attended school, but had no luck at all. Mary decided to move to St. Louis with a friend and try her chances here. Because Mary is hard of hearing, most kitchens were wary of hiring her. They were afraid she might not hear oven alarms or be able to tell when someone needed her to hand them a cooking implement. A job coach from Paraquad called upon an acquaintance, Scott, of Holly Berry Baking, and asked if he would be willing to hire someone who was hard of hearing. His response was that it depended entirely upon her abilities. Mary sent her references to Scott, who called immediately to offer her a job. Mary has been working at Holly Berry for almost 2 months and has already been promoted from kitchen prep to kitchen lead. Scott has told her to expect a raise at 6 months! He is very pleased with her performance. Mary loves her new job and says that she hasn't ever looked forward to work like she does now.

Haylee's parents came to Paraquad because their daughter was having great difficulty in her first grade classroom. The teacher could not keep her in the classroom long enough to do work. Haylee was also at risk of running out of the school. After several meetings in which the education advocate participated, it was decided that a functional analysis should be done to determine what the causes were for the behavior. It was also decided that the school staff should having training on dealing with a child that is at risk of leaving school grounds and restraining the child safely. Recently, mom reported that Haylee ended the school year on a positive note even getting on the B honor roll!

Ann was not advocating successfully for herself and had a "squatter" (a friend of her boyfriend) living in her home and not contributing towards paying bills. She did not have the appropriate communication tools to effectively discuss him leaving without feeling she was putting herself at risk for some sort of backlash. The IL Specialist helped Ann to work over effective and understandable confrontation techniques. Also the IL Specialist discussed methods of showing the bills and explaining how there was already a struggle to keep all utilities paid and effectively role-played as the squatter working through potential scenarios. Ann was able to act on her rights and convictions and get the undesired individual out of the house using mature, non-combative/non-inflammatory confrontation techniques.

Juan had taken tests in level D for language, math, and reading in April. He received one-on-one support from a coach working on the material assigned by his site teacher. Juan's last test showed increased scores in all his levels. This brought him from a Level D to Level A in all subjects and is getting him closer to taking the GED!

Jared has worked successfully as a store associate at Target for eight year when due to a misunderstanding he lost his position. He had been participating in our retention program at that time and when we learned of his situation we moved to bring him into our job development program. Jared identified working at Trader Joe's as a store associate as his main employment goal. As we already had an ongoing relationship with Trader Joe's, we approached them about potential employment opportunities. They were open to interviewing Jared, but as they were in the first stages of a store expansion and were unable to offer Jared a position at that point. The store manager encouraged Jared to check back with him as the expansion continued. During that time our employment staff was able to help Jared secure a position with a local McDonald's in order for him to be able to maintain paying his bills. Jared followed through on the invitation from the store manager at Trader Joe's weekly for a period of four months. The employment staff at Paraquad also maintained contact with store management during the expansion. Following Jared's weekly contact, he was offered a position with Trader Joe's and has maintained that position for over four months!

Mike, who has been injured for 16 years, has not driven since his accident. He has been encouraged by many, including his CDS Specialist, for a long time to drive, but has always been scared. Mike recently started dating a woman with two children. His girlfriend's daughter found a video of a quadriplegic, with the exact same level of injury, that had a vehicle modified and was able to learn to drive. This encouraged him to have a driving assessment during which he found out that he would, in fact, be able to drive. Mike pursued several resources such as Show-Me Loans, Vocational Rehabilitation, and the Travis Roy foundation to obtain the financial resources to purchase a van. He was able to purchase a van and is now taking driver's training to get his driver's permit. Once the vehicle is modified, he will be able to drive independently. This will allow Mike to get a job!

Ashley came to Paraquad at the age of 12. She is now almost 20-years-old. Ashley has spent the last year in and out of shelters because her mother repeatedly kicked her out of the house. Despite that, Ashley managed to graduate high school and started her first semester at a community college. She recently got her own apartment and it was a privilege assisting Ashley in getting the things she needed for the apartment. Ashley used the money skills that she gained in the youth group to make purchasing decisions and to budget the money that she had. Her big purchase was a TV for her apartment! Ashley was very thankful to Paraquad for helping her get a good start.

Louis began as a SWEP participant at Goodwill. After the program ended, Goodwill decided to hire him permanently. Initially, they had numerous concerns about his performance. Louis was very energetic, but this energy was poorly channeled. He would play with merchandise, socialize, and consistently break employment policies. A job coach began working closely with Goodwill staff to build natural supports within his workplace. Prior to coaching, Louis was coddled and only allowed to sort shoes. The management felt that they did not have the time to train him on other tasks. The job coach showed Goodwill management how to keep Louis on task without the coach's presence. Louis mainly needed three things: extra time to learn, list to keep him focused, and praise reinforcement. He now not only fits in as a valued team member, but excels at his work! Louis has learned how to work many positions within the store and continues to grow and gain more responsibilities. The best part is that he ends his work day feeling pride in the work he has done!

I have been working with a CDS participant who is disability as a result of a spinal cord injury eleven years ago. Last year, after discussing his frustration with transportation, I encouraged him to look into driving lessons and vehicle modifications. He is now working with an area hospital to increase his strength and independence through occupational therapy. For the first time since his injury, he is able to transfer independently, and he is learning how to navigate different terrains in his wheelchair. They are also teaching him how to drive with hand controls and will assist him in applying for grants to obtain vehicle modifications after obtaining his driver's license. This participant has also been searching for accessible housing for a over 16 months, but his criminal background has made his search particularly difficult. He has recently acquired independent and accessible housing for the first time since being released from prison almost two years ago. I have had the privilege of standing alongside him during this journey to independence, and I am happy to report that he is more motivated than ever to tackle ever barrier before him!

One of our Continuing Education participants who attended the Job Readiness class just obtained a job with BJC. Her goal at the beginning of the semester was to apply for a job and be granted an interview. She exceeded that goal and was able to assist on last night of classes by discussing her experience of applying, interviewing and starting a job.

Michelle was born deaf and has cerebral palsy. Growing up, she went to private parochial schools from kindergarten through high school. Michelle often states that this was very difficult for her since she never was able to learn how to identify as deaf, but also was unable to identify as a hearing person. As an adult, she laments that she was never able to really learn how to socialize and therefore, does not always know how to respond to people without worrying about how others will receive her comments. This issue has caused her to be very unsuccessful in getting hired because she rarely answered interview questions well. With the aid of the Employment team for the deaf at Paraquad, Michelle was able to understand the hidden meanings behind interview questions and learn how to answer in a more in depth way. She was hired by Walmart in August, as one of the lead inventory management system. Her supervisor, Lacey, says that she is an asset to the department and has proven to the other workers that deaf people can do anything hearing people can do!

Mr. KJ is 71 year old. He is deaf and has other disabilities. He started his CDS services with PQ since 2009. Since the beginning, CDS specialist needed to visit him every month with the assistance of a sign language interpreter. Any other time, if the CDS specialists wanted to contact him, they have to call his attendant/sister to convey their messages. CDS specialist Sarah Zhao became Mr. KJ's new CDS caseworker from June 2013. During her first home visit, Mr. KJ and his attendant told Sarah Zhao that Mr. KJ wants to socialize with other people because he was isolated without connections to the outside. Mr. KJ cannot answer his regular house phone. So every time when Sarah called him, his attendant helped him answer the phone call and make home visit appointment. Mr. KJ told Sarah through the interpreter that how he wanted to be independent and call the outside world himself. As per Mr. KJ's request, Sarah referred Mr. KJ to PQ Men's Support Group. Mr. KJ attended his first Men's Support Group meeting in September. His attendant came with him by taking PQ's free shuttle bus. Sarah also requested for a free video TTY phone for Mr. KJ through the TAP program. On August 20th, Mr. KJ called Sarah through his TTY phone relay and told Sarah how he learned to use

his new TTY phone and how he is going to use the new TTY phone to call other people. Now Mr. KJ can call social service departments by himself without any barriers. Mr. JK's case shows how PQ empowers participants with disabilities to increase their independent living skills through choice and opportunity.

Major Obstacles

Paraquad has faced many programmatic obstacles this year. Funding for several programs was either reduced or remained stagnant, while demand for the services has increased. The WIPA program reinstated late in FY13, but not available for the majority of the year. This caused 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-evaluations by Department of Health and Senior Services (DHSS) for both 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 still very high. Many employers are less willing to provide 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
23	13

(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	41	23	9
Other Staff	101	50	36

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 utilizes a service provision model that promotes the development of a collaborative relationship between IL services participants and their Specialists. This relationship requires the participant to be the driving force behind goal creation and achievement. Self-help and self-advocacy is promoted by encouraging the development of participant-driven plans which are then used to guide the actions of the participant and CIL staff. From onset of services, participants are strongly encouraged to actively participate in determining their individual goals and developing strategies toward achieving those goals.

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.

Paraquad organizes People First of St. Louis which is a self-advocacy group for adults with developmental disabilities. Participants learn advocacy skills and put those skills to action in their community by attending rallies, visiting members of the legislature, and speaking with other community members about disability advocacy issues. People First of St. Louis members teach each other the skills needed for self-advocacy, empowering each other to understand their rights and to speak up for themselves. Members also advocate for community and systems change to ensure that necessary services, supports, and opportunities are in place for people with disabilities.

Paraquad facilitates the Community Advocates – a group made up of individuals who want to make change in their community through advocacy. Members develop and enhance their advocacy skills and become involved in the following issues: political participation and legislation; architectural accessibility; transportation; sidewalk and housing accessibility. Community Advocates provides a platform for the growth of the Disability Rights movement and thereby, strengthening the Independent Living philosophy, through fostering and supporting the rise of Community Groups in the greater St. Louis metropolitan area.

The key to these groups is that they are shaped and lead by our community members. The goal of the Community Groups is to make the IL philosophy play out in the St. Louis community at large. Paraquad acts to find leaders in the community willing to start a group. Paraquad then offers any education that members of the community might need to grow and move toward making change in their given neighborhoods. These trainings include, but are not limited to: community organizing, working with local government/power structures, and knowing one's communal power.

Paraquad offers an in-depth civic engagement training curriculum to the participants of Paraquad, participants and staff at CILs in greater Missouri, and other disability organizations within the St. Louis metropolitan area. This training is designed to meet community members where they are at and develop leadership and advocacy skills related to disability rights issues.

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 FY13, 87 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.

Paraquad also has several support groups that meet on a regular basis

- Women's Support Group - offers opportunities for women with disabilities to learn more about available community resources as well as socialize with peers. Members meet once a month to discuss a variety of issues including transportation, employment, advocacy, financial management, housing, and health care. The women's support group meets every other month, on the third Monday of the month.
- Men's Support Group - offers opportunities for men with disabilities to learn more about available community resources as well as socialize with peers. Members meet once a month to discuss a variety of issues including transportation, employment, advocacy, financial management, housing, and health care.
- Living Well Young Adult Group (LWYAG) – facilitators and group members work together to develop trust and self-confidence, develop individual strengths, and transform participants' passions into occupations that bring them pride. To join this group, individuals must have a physical disability, high school diploma or GED and be between the ages of approximately 18 and 30. Group times may vary.
- Youth Group – focuses on social and recreational activities that promote the development of social skills not acquired in segregated environments. Participants include young people with and without disabilities. Non-disabled youth develop an awareness and understanding of their disabled peers and learn to work and play side-by-side with people with disabilities, while youth with disabilities learn to participate within the community as an equal. Paraquad's Youth Group targets youth between the ages of 12-24. The Youth Group meets once a month on the third Saturday of each month from August to May for group discussions. In June and July, the youth focuses on community outings and computer camp.
- Family Participation Group - provides assistance for parents with physical disabilities and their families through support groups, phone and internet networks, access to resources, and a speaker's bureau on selected topics. Meetings are held on a quarterly basis, mainly on Saturdays.

Peer role modeling is also consistently evident in the structure of the organization itself, as a majority of Paraquad's staff and Board of Directors also have a 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, and resources. 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. Paraquad's corporate office meets ADA guidelines for accessibility and is located near public transportation.

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 public transportation by working 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 Access Advisory Group 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 (4) accessible vans operated by a local taxi company. Paraquad has also given input on several Complete Streets initiatives, sponsored by Trailnet, which aimed to improve pedestrian access in the St. Louis area.

Paraquad continues to work with local public accommodations and state and local entities (including malls, restaurants, banks, and entertainment venues) to provide full and equal access for individuals with disabilities. Paraquad has surveyed 25 branches of Regions Bank in the St. Charles area. In addition, staff has surveyed 12 other facilities including several churches, restaurants, and government buildings. Paraquad staff members are also beginning to train and provide skills building opportunities to individuals to help them advocate for themselves when faced with a barrier in the community.

Paraquad maintained relationships with local and state election officials and started building relationships with national organizations focused on elections, including the Election Center and the U.S. Election Assistance Commission (EAC). Paraquad created and distributed training materials for poll workers on accessibility, accommodations, and disability. Information was shared with nationally-recognized election officials at two (2) focus groups and was approved for national dissemination at Election Center conferences throughout the next year. Paraquad also worked with community members to identify barriers experienced related to voting and educate on effective ways to confront barriers. Paraquad continued to offer voter registration and voter education throughout the non-Election year.

Paraquad staff continues to address the issue of accessible affordable housing. Staff performed research and analysis on the current status of accessible housing in the St. Louis area. Priorities have been identified and action steps are being developed to ensure equal access to affordable accessible housing. Paraquad staff submitted comments to the St. Louis Public Housing Authority advocating for increased priority for individuals with disabilities and held several meetings with the Executive Director of the housing authority.

Paraquad staff continues to represent Paraquad on several advisory committees including the 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. Paraquad staff members conducted public education activities on elements of the Affordable Care Act and Medicaid Expansion and are working on implementation by writing comments on proposed federal rule-making. Staff members collaborated closely with other statewide health advocacy groups addressing barriers presented by MO HealthNet spenddown program. Paraquad staff has also taken a leadership role on the steering committee of the Medicaid Coalition. Paraquad has played an integral role in creating a strategic plan for our state's advocacy to support Medicaid Expansion and have helped organize several informational and advocacy events.

Paraquad staff members have also taken a leadership role in Missouri's efforts to support ratification of the Convention of the Rights of Persons with Disabilities (CRPD). The CRPD helps provide equal access to individuals with disabilities on a global scale. Paraquad's staff has organized a statewide advocacy group that disseminates information about the CRPD,

organizes advocacy actions, and directly advocates with legislators.

Finally, at the end of FY13, Paraquad began creating a new initiative to provide individual legal services to people with disabilities. The goal of this initiative is to help provide equal access to legal services for individuals with disabilities that often face barriers in obtaining these services.

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 disability or an individual's ability to pay. In order to ensure the 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. Outreach is also conducted within the service area to reach unserved or underserved populations.

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 specific 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 eligibility for the requested services will be provided if requested. Paraquad trains all employees in the Independent Living philosophy and in the skills needed 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 FY13, Paraquad participated in 18 presentations to various groups reaching nearly 931 people from various unserved and underserved populations. In addition, Paraquad participated in more than 15 health fairs/community expos that reached almost 9,100 individuals. Paraquad also provide one (1) tour for underserved populations, reaching 6 people and one (1) direct visit reaching an additional 2 individuals.

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 participants to access funds to assist them with increasing or maintaining their independence in the community. In FY13, 411 participants received assistance from these various funds.

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 participants have the opportunity to develop and achieve their goals (either with or without an ILP) and that the participant has the opportunity to express satisfaction with the center and such participant satisfaction results are evaluated by the center.

All participants that request services from Paraquad are offered the opportunity to develop an Independent Living Plan (ILP). An individual Needs Assessment is conducted with all new participants to help identify areas of need and participants are then given the opportunity to develop goals. Goals are reviewed on at least a semi-annual basis. Goals are modified and new goals are developed as needed if requested by the participant. If a participant does not want to develop an ILP, they sign an Independent Living Waiver and can still receive services. Participants not wanting to develop an ILP are encouraged to develop goals with their ILS to assist in directing their services and to verify that they are receiving the necessary services to help increase their independence.

Paraquad staff is trained to work in coordination with their participants to develop and monitor goals that increase the independence of the participants they serve. During FY13, Paraquad served 2,651 participants 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, 1,793 participants developed an Independent Living Plan with goals they were actively working on with IL staff.

Satisfaction data is collected in a variety of ways from participants. 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. In FY13, 737 of Paraquad's participants completed the IL Outcomes Survey. 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 submitted by Paraquad is 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 participants in all programs throughout the year. In FY13, satisfaction surveys were completed with over 665 participants across all programs. The information gathered from these surveys is shared with Paraquad's management team and Board of Directors and is utilized in determining the effectiveness of programs and in assisting with the 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 participant's CSR contains all of the required information.

Paraquad utilizes a single point of entry system. All incoming participants are filtered through a centralized intake process during which additional information is gathered and referrals are initiated for any requested services. This process has assisted in decreasing the length of wait time between initial requests and the actual start date of services. Database reports by referral date are also generated on a weekly basis and monitored by program directors to ensure prompt onset of service delivery. IL program guidelines have been written according to best practices and are revised when necessary.

Paraquad staff reviewed and revised its Intake packet to consolidate information into a user-friendly Participant Program Handbook. This handbook replaced several of the forms that were previously completed during the intake and allows the Intake Specialist to spend more time identifying the needs of the individual rather than filling out paperwork. The Handbook is left with the participant. Documents requiring participant signature and placement in the participant file are made available to IL Specialists on-line through a Google website. A listing of the

required documentation and any revisions to the forms are available electronically through this site.

Every new file is reviewed for the required documentation by our Compliance department. Corrective action is expected when a file fails to contain required information and deficiencies are corrected by the respective ILS. Error reports are given to program directors on a weekly basis for purpose of monitoring staff performance. All files are kept in a secure file room requiring key pad entry in order to protect participant information and confidentially. Random file location audits are completed on a weekly basis to ensure proper file storage.

As part of Paraquad's commitment to continuous quality improvement, outcome measures are developed for Paraquad programs and reviewed on an annual basis. Paraquad uses a standardized format for outcome development and reporting that follows the requirements of the Commission on Accreditation of Rehabilitation Facilities (CARF). This format categorizes outcomes based on program effectiveness and efficiency, access to services, and participant satisfaction. By using this standardized format, Paraquad is able to meet the standards required for CARF accreditation.

Data for outcome measurement is collected through the use various methods including survey data, program reports, and service report data from the participant database. Target measures are established for each outcome based on the data collection methods used and compared to actual results.

In FY13, Paraquad worked with a local consulting firm to improve and standardize our program evaluation system. All programs were evaluated and current outcomes were reviewed for relevancy. Logic models and comprehensive evaluation plans were developed for each program and new outcome measures were developed based on these. Outcomes were still categorized based on effectiveness, efficiency, access to services, and participant satisfaction to follow CARF quality standard guidelines.

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.	Reached out to all St. Louis County and City representatives and senators on multiple occasions, both in-district and at the capitol. Educated them on Paragard’s legislation priorities and how legislation positively or negatively impacts people with disabilities. Helped to prevent the weakening of the Missouri Human Rights Act (employment discrimination) and worked to prevent cutting of the Circuit Breakers property tax credit. Repeated education and advocacy with elected officials on why Medicaid expansion is essential for people with disabilities and successfully saw the extension of the Ticket to Work Health Assurance Program. Held 10 meetings with U.S. Senator Blunt’s office to urge him to support passage of CRPD.
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.
Other	Community/Systems Advocacy	600	People with disabilities are able to access their community.	Conducted 70 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. Sent 60 compliance letters/reports.
Healthcare	Community/Systems Advocacy	2000	Policymakers are aware of issues important to people with disabilities.	Over 600 individuals participated in the annual Disability Rights Legislative Day in Jefferson City, including 46 participants and 70 staff from Paragard. Urged legislators to pass Medicaid Expansion. Worked to educate legislature about other issues important to people with disabilities. 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 definition and regulations pertaining to navigators.
Other	Collaboration	15	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	300	People with disabilities have current information regarding disability policy.	Distributed 36 Community Advocacy Network (CAN, formerly MADEN) email updates/ alerts to an average of 725 people providing information on disability issues.
Healthcare	Collaboration/Networking Community/Systems Advocacy	2000	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. 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 ACA implementation. Held 12 phone bank collaborative drives at Parquad averaging 15 volunteers from area entities dedicated to Medicaid Expansion advocacy. Phone banks generated more than 500 calls to legislators statewide from constituents urging legislators to pass Medicaid Expansion. Participated in a leadership role in the Medicaid Coalition and helped organize efforts to pass Medicaid Expansion across the state of Missouri.
Other	Community Advocacy	15	People with disabilities are able to access their community.	Conducted accessibility assessment of 13 community gyms and suggested ideas to improve accessibility.

Housing	Collaboration	600	To increase the number of affordable and accessible housing units available in the City of St. Louis.	Performed exhaustive research on practices/policies of the St. Louis Housing Authority and comparable agencies in other cities. Held 3 hard-won meetings with SLHA to urge them to adopt better policies to address specific needs of the disability community. Drafted and presented comments to SLHA at annual public meeting and reviewed responses.
Other	Community Education and Public Information	2000	Increase public awareness regarding disability issues.	Published 50 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 36 CAN email updates/alerts to an average of 725 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 19 building tours, made 105 presentations to various groups in the community and participated in 42 public information events.
Other	Collaboration	100	To increase the number of employment opportunities available for people with disabilities.	Presented 8 trainings with Missouri career centers on ADA Title I employment rights for people with disabilities.

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. Trained taxi cab companies on serving people with disabilities. Attended 6 meetings with Metro to discussing accessibility, route changes, and improving policies for people with disabilities. Visited legislators in the capitol to encourage them to increase funding for MODOT.
Other	Collaboration	1000	To increase the number of people with disabilities who vote in 2013 elections.	Currently working 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. Agreed to shift Paraquad's involvement with Get Out the Vote Project to community engagement.
Other	Collaboration	100	To increase the number of employment opportunities available for people with disabilities.	Conducted cross-training to promote relationship building between various partner agencies (Voc Rehab, Missouri Career Centers, and Department of Mental Health) in areas such as job search techniques, job development, employer negotiation, and job support strategies related to individualized employment services.

Other	Technical Assistance	200	To increase the number of employment opportunities available for people with disabilities.	Trained and mentored the Missouri Career Center staff about how to use various types of adaptive technologies, equipment, and materials for assisting customers with unique needs. Examples of such equipment and materials include telecommunication devices for the deaf and hard of hearing (TTY/TDD), accessible workstations, materials in alternative formats or languages other than English. Provided ongoing training as requested.
Other	Community/Systems Advocacy	1000	To raise self-sustaining community groups to advocate on issues in their communities.	Raised three groups from three distinct communities. Identified leaders through outreach. Conducted 24 one-on-one sessions with community members with disabilities to develop leadership and organizing abilities. Organized and facilitated over 26 weekly meetings of each group. Once established, each group fleshed out its identity and crafted a mission and values statement. Ended the fiscal year by planting seeds for new groups which involved outreach and one-on-one meetings.
Other	Collaboration	100	To increase the number of employment opportunities available for people with disabilities.	Hosted multiple cross-training sessions with the St. Patrick's Center, Missouri Career Center, Veterans Administration Work Adjustment Training Program, St. Louis Regional Center, and the Veterans Vocational Rehabilitation, to increase the knowledge of how CILs are able to help support employment outcomes for veterans with disabilities.

Other	Collaboration	200	To increase the number of employment opportunities available for people with disabilities.	Hosted multiple cross-training sessions with the Division of Vocational Rehabilitation to increase knowledge of how CILs are able to help 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.
Other	Community/Systems Advocacy	2000	To facilitate advocacy efforts on a grassroots level in the community by people with disabilities.	Held 48 weekly Community Advocates meetings. Group performed research, brainstorming and self-education on a variety of topics of interest, including transportation and civic engagement. Facilitator trained group on several topics including organizing, leadership, power and the legislative process. The end of 2013 saw the successful transition of most members into community groups to continue important advocacy work in their local communities.
Other	Community Education & Public Information	500	To increase access to legal representation and provide information & referral.	Started up an initiative to increase access to legal representation, information and referral among the disability community. Conducted outreach internally to spread awareness of the program and spent time setting up procedures for opening up legal services to the community. Initial appointments with clients have covered housing law, educational law, and access under the ADA. Time was spent meeting with community groups, attorneys, and agencies to learn about what services to offer and to set up collaboration with other entities.

Other	Community Education & Public Information; Community/Systems Advocacy	1200	To ensure that officials and people with disabilities in the community are aware of the right to vote and accommodations that officials are obligated to provide in order to increase access to the polls.	<p>RAAV project – Reached out to 10 county clerks across Missouri to talk about voting accessibility and accommodations. Completed 19 face-to-face meetings. Presented to the Election Center/RAAV focus group twice regarding voting accessibility and accommodations (in New Orleans and Nashville). Participated on the Missouri Automated Voting Equipment Committee through the Secretary of State’s Office in order to assess new voting equipment for usability and accessibility. Missouri Disability Vote Project – Worked with 20 organizations across Missouri to increase the number of people with disabilities who are registered to vote and who do vote. On election day, worked with Advanced Project on the Election Protection hotline. Field calls from voters with disabilities experiencing problems at their voting place and talked them through the steps needed to confront any issues.</p>
Other	Community Education & Public Information	3000	To educate voters on the issues, to educate candidates on issues related to the disability community.	<p>Hosted the Disability Vote Summit in order to prepare community members for the 2012 General Election. Summit featured an interactive voting simulation as well as a candidate forum. Over 40 people attended. Compiled and disseminated a comprehensive candidate questionnaire for all St. Louis areas candidates for the general election in 2012. 400 were distributed. Ran phone banks prior to November general election. A total of 6,582 calls were made during this initiative.</p>

Other	Community/Systems Advocacy	1500	To organize and facilitate the local chapter of People First and to empower people with developmental disabilities to advocate and be leaders.	Met each month. Completed intense engagement and advocacy training sessions, helped with phone banks, visited Jefferson City multiple times, attended CRPD and Medicaid rallies and planned own events. The leadership board also planned their own meetings. This involved meeting ahead of time and extensive training and practice on presentation skills, listening, diffusing difficult discussions and other topics pertinent to leading meetings.
Other	Community/Systems Advocacy	1000	To train on the foundations of advocacy, engagement, and independent living.	Created and developed trainings on the foundations of advocacy, engagement, and independent living. Conducted outreach in order to set-up opportunities to train individuals and CILs throughout Missouri. Each training covered the following topics: IL history, human and civil rights, oppression and discrimination, what is power, how do we use power, how do we influence legislators and create change, and the different types of roles and actions needed to effect change. Trainings put participants in charge of naming problems and identifying solutions with the goal of creating new leaders in the IL Movement. Civic Engagement trainings were given in 1 or 2 day sessions and were delivered by Paraquad across Missouri twelve times in FY 2013 and reached around 250 people.

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 FY13:

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, and support of Medicaid Expansion.
- 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. Sent over 36 action alerts and legislative updates to over 725 Community Advocacy Network (CAN) members on the email list serve regarding policy issues effecting people with disabilities.
- e. Held two rallies outside Senator Blunt’s office to ask for support of the Convention on the Rights of Persons with Disabilities. Approximately 25 advocates attended.
- f. Met with election officials to discuss issues related to accessibility and voting. Specifically met with Saint Louis County officials about their inaccessible polling places.
- g. Paraquad staff organized and facilitated over 26 weekly meetings for 3 community groups. These groups have had 76 weekly meetings total. Meetings engaged over 17 community leaders with disabilities in organizing themselves to take on issues in the community. The following are campaigns that were initiated by community groups and supported by Paraquad:
 - 1) The Make the McDonalds at 10873 West Florissant Ave Fully Compliant with the ADA Campaign.
 - 2) The Campaign to See Consistent and Accurate Enforcement as to Signage Related to Disability Parking in South County.
 - 3) Make the Proposed Trolley Accessible To All Residents and Visitors in University City.

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.
- d. Conducted 38 ADA accessibility surveys and provided recommendations for improvement.
- e. Paraquad employment staff responded to ADA issues on architectural access, employment, reasonable accommodations in the workplace, education, and other

trainings at the Missouri Career Center in St. Louis City and County.

- f. Provided assistance to 23 individuals who needed adaptive equipment in order to obtain or maintain employment.

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. One CIL staff participated in the St. Louis Homeless Service Provider Network developing a plan of action for eliminating chronic homelessness in St. Louis.
- e. CIL staff collaborated with the Governor's Council on Disability to address issues relating to services for people with disabilities in Missouri.
- f. One CIL staff member sat on the Metro Access Advisory board to provide consultative support to the St. Louis metro transportation authority.
- g. 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.
- h. Attended the MO Attorney General's Disability Roundtable Group meetings on a quarterly basis.
- i. Attended the City of St. Louis accessibility advisory committee.
- j. 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.
- k. One CIL staff member is the Secretary of Missouri Association of the Deaf (MOAD).
- l. Attended Deaf Advisory Committee (DAC) under DMH to ensure that DMH lawsuit settlement is being done as it stated.
- m. Attended Deaf Professional Advisory Committee (DPA) monthly as professional network group under BJC Behavioral Health for the Deaf.
- n. Attended monthly meeting to Deaf-Blind Task Force and Employment Team.
- o. One CIL staff member attended Deaf & Hard of Hearing Employment Consortium (DHHEC) monthly meetings with Vocational Rehabilitation counselors and Employment Agencies (Mers/Goodwill and Alternative Opportunities).
- p. One CIL staff member attended Hands & Voices/Missouri Chapter meetings.
- q. Worked with Missouri Commission for the Deaf & Hard of Hearing to keep deaf community updates with news, legislative bills, and new resources.
- r. Attended semi-annual meeting for the Special School District Collaboration meeting.
- s. Worked with the Starkloff Disability Institute (SDI) related to employment and accessibility.
- t. One staff participated as a member of the Missouri Automated Voting Equipment Committee through the Secretary of State's Office. The committee reviewed new voting

- equipment and determined whether it met accessibility and usability standards.
- u. Two staff participated in the Research Alliance for Accessible Voting coalition. Staff attended monthly conference calls, multiple in-person member meetings, and contributed information and experience related to accessible voting to national conferences.
 - v. Built stronger relationships with disability organizations in Saint Louis, specifically St. Louis Arc, ADAPT of Missouri, and the Lupus Foundation, in order to promote civic engagement among citizens with disabilities and build a stronger community of people with disabilities and providers who serve the disability community.
 - w. Two staff members sat on the CityArchRiver Universal Design group. Over 20 different organizations and individuals participate in this group, including St. Louis City Office of the Disabled, Rehabilitation Services for the Blind, Starkloff Disability Institute, Paralyzed Veterans, Lighthouse for the Blind and several others.
 - x. One staff person participated in a state-wide advocacy group for spenddown. Other participants included Legal Services of Eastern Missouri, Missouri Kidney Program and ADAPT of Missouri.
 - y. One staff organized a state-wide advocacy group to advocate for ratification of the Convention on the Rights of Persons with Disabilities. Organizations participating include Starkloff Disability Institute, Missouri DD Council, ADAPT of Missouri, TASH and other CILS.
 - z. The Health and Wellness Center collaborates with Logan College of Chiropractic by Logan providing supplemental services free of charge to participants. The Health and Wellness Center also has 13 fieldwork contracts with the occupational therapy, exercise science and nutrition schools at Washington University to have interns in the gym. The Reuse and Repair program has a service agreement with Therapeutic Specialties (who provides new chairs to clients in the St. Louis area). The repair program provides labor for the first year on devices Therapeutic Specialties distributes.

4. Education Campaigns

- a. Published 50 blog posts on the Disability Blog to educate the community regarding legislative issues, independent living and current issues important to disability rights advocates.
- b. 105 invitations from community organizations (such as schools, churches, recreation centers, and businesses) to make presentations on independent living services and issues were accepted in FY13.
- c. Brochures and flyers 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.
- d. 42 invitations to set-up Paraquad's display booth at events such as disability awareness conferences and health fairs were accepted in FY13.
- e. 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.
- f. Sought media coverage by hosting a media luncheon in July and through direct contact

- with St. Louis media organization. The organization was highlighted in print and online media a total of 82 times (36 print publications, five TV news outlets, four radio outlets, and 37 online outlets). Twelve press releases were distributed to media organizations.
- g. Visited 3 Missouri Career Centers in St. Louis City and County to provide disability awareness trainings to employment and youth services staff, while also providing education on Centers for Independent Living and Paraquad's services.
 - h. Conducted six presentations on the Affordable Care Act and Medicaid Expansion.
 - i. Organized the 2012 Saint Louis Disability Vote Summit and Candidate Forum with over 60 people in attendance throughout the night. Community members learned about the voting process, prepared for potential barriers to voting, and became familiar with ballot issues and candidates.
 - j. Produced and sent out comprehensive Candidate Questionnaires to all Saint Louis area candidates in the General Election and distributed results to community members.
 - k. Conducted 12 civic engagement trainings to CILs and other community organizations. Trainings focused on the foundations of advocacy, engagement, and independent living. Each session included information on disability/IL history, human and civil rights, oppression and discrimination, power, using power and influence, creating change, advocacy roles, and effective actions to create change.
 - l. Developed suggested practices in order to improve voting access and suggested training materials for use by election administrators. Presented findings to two focus groups of leaders in election administration. Passed information on to the EAC, NIST, and the Election Center for national dissemination. Made arrangements to present information at several national conferences in the next fiscal year.
 - m. Worked with Advancement Project on the Election Protection hotline. Fielded all disability-related calls from voters experiencing barriers on Election Day and talked them through the steps they needed to take to confront the issues.
 - n. Around 30 members of People First met each month to learn advocacy skills and engagement strategies.

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 launched its Individual Legal Advocacy Initiative that will provide limited legal services to individuals with disabilities.

6. **Outreach Activities**

- a. Van drivers provided a total of 6,658 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, St. Louis Sustainable Neighborhood Committee, Metro Citizens for Modern Transit, and Starkloff Disability Institute.
- c. Paraquad staff members made numerous presentations, provided tours, and attended community events to promote independent living services and related issues reaching more than 19,600 community members.
 - d. Mailed out semi-annual newsletters to over 300 individuals.
 - e. Mailed out the Annual Report to over 500 individuals.
 - f. Mailed out three separate Continuing Education class schedules to over 1,300 individuals.
 - g. Made non-partisan Get Out the Vote phone calls to individuals prior to the Missouri General Election in November 2012. Over 6,000 calls were placed to both registered and unregistered voters.
 - h. 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.
 - i. Continued to increase online presence through social media. Consolidated all of Paraquad's social media pages and, for branding consistency, acquired the "paraquad" username on active social media platforms for current and future use, with the exception of YouTube, on which our username is "paraquadtv". With minimal advertising, we increased our Twitter followers by approximately 210 users (611 total); Facebook likes by approximately 200 (986 total), and LinkedIn followers by approximately 220 (241 total). Almost 25,000 unique visitors (37,096 total) came to the website, www.paraquad.org, and viewed a total of 122,048 pages. About 65% of traffic was from new users who had not previously visited the website.

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

Paraquad provided I&R services to a total of 18,524 people during the funding cycle - with 5,220 contacts being completed by four (4) full-time I&R Specialists. 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 153 households during FY13.
- d. Continued to utilize a web-based follow-up survey to use with callers to determine effectiveness and usefulness of information

2. Independent Living Skills Training

During the 12-month funding cycle, services to develop the skills needed to live more independently were delivered to 2,651 people with disabilities. Independent Living Specialists (ILSs), with full participation from the individuals who requested services, conducted an Intake and a Needs Assessment. This included people with whom there was enough contact to develop a Consumer Service Record (CSR) or an Independent Living Plan (ILP). 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 needed 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 FY13, 224 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) – 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 78 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. Four (4) students are awarded \$500 each per school year.
 - 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. Thirty-one (31) have received free devices.
 - 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. Eight (8) participants took JRT classes from October 2012 to June 2013.
 - f. One Deaf and Hard of Hearing ILS became certified as a Deaf Self-Advocate Trainer and offered trainings to participants and community by request to help increase their advocacy assertiveness.
 - g. Two (2) ILSs are certified Mental Health First Aid Trainers and won lottery spots in Missouri to take the training for free under the Department of Mental Health and the Missouri Institute of Mental Health under University of Missouri-St. Louis.
 - h. Expanded financial management training for Deaf and Hard of Hearing on a weekly basis in educating participants on how to manage personal finances.
- Consumer Directed Attendant Services (CDS) – employed 36 full-time staff who provided services to 1,098 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. Each CDS participant received and was trained on a comprehensive CDS Participant Manual. A Bosnian translation of the Participant Manual was also completed. Each CDS Attendant received a copy of a comprehensive CDS Attendant Manual.

- d. Assisted in general orientation of both the CDS participant and their attendant to the Independent Living philosophy.
 - e. Processed inquiries and solved problems related to CDS.
 - f. Assisted with collection of data concerning CDS employers for DHSS's evaluation activities.
 - g. Gathered information and participated in discussions with State entities as advocacy regarding participant Medicaid, spenddown issues, and telephony timekeeping legislation.
 - h. Offered fourteen (14) trainings for CDS attendants; some CDS participants attended.
 - i. Offered trainings/forums for participants as CDS employers/self-advocates. Six (6) were conducted at Paraquad. Seven (7) were conducted with the individual in their homes per request. There were 35 total participants in attendance.
 - j. Reviewed emergency plans with CDS participants on a monthly basis and updated plans as needed.
- In-Home Services (IHS) – employed five (5) full-time staff who provided services to 131 participants. Some of these services were:
 - a. Maintained files of eligible aides who assist participants in completing personal care, homemaker chores, advanced personal care, and respite services. These individuals have completed all the background screenings as required by the vendor contract with the Missouri Medicaid Audit & Compliance Unit (MMAC).
 - b. Reviewed with In-Home participants all In-Home documents which included timesheet training, identification of abuse, neglect or exploitation and fraud, code of ethics, rights and responsibilities of the participant and aide.
 - c. Assisted in general orientation of both the In-Home participant and the aide to the Independent Living philosophy.
 - d. Processed inquiries and solved problems related to In-Home Services.
 - e. Assisted with the collection of data concerning In-Home 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 twenty (20) hours of orientation training for In-Home aides.
 - h. Offered ten (10) hours of in-service trainings annually.
 - i. Reviewed emergency plans with In-Home participants on an annual 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 FY13, six (6) full-time staff worked with 365 participants.
 - b. Transition Specialists helped 22 participants move from homeless situations to independent living situations and assisted 24 individuals in nursing homes to transition back into the community.

- Vocational Rehabilitation Career Options and Employment Programs – served 207 people, 91 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. Paraquad 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.

- Continuing Education Program – provided participants a level of basic skills to live as independently as possible, and served 205 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.

- Supported Education Project – gave participants a unique opportunity for personal growth by participating in an integrated educational setting. The project served eighteen (18) 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. 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 26 students in collaboration with the funding source, a school district, and employers/adults service providers/family members. Three (3) students were hired at the end of the summer placement into permanent positions.
- Volunteer Opportunities Project – provided services to 66 individuals with development disabilities who are residents of St. Louis City and 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, 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 66 individuals participating, two (2) were offered positions at their volunteer site.
- Housing – 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 146 households in St. Louis City and St. Louis County in FY13.

- 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 24 households during FY13.
- Assistive Technology Repair & Reutilization Program – the reutilization program provides donated durable medical equipment that has been refurbished to people, who cannot get the needed equipment through insurance, at a significantly reduced cost. The Repair program repairs durable medical equipment. Clients can either self-pay or use their insurance.
 - a. In FY13, the reuse and repair program served 409 participants in the St. Louis metropolitan area.
 - b. The Reuse program distributed 138 devices.
 - c. The Repair program completed 638 sales orders.
 - d. Paraquad has two (2) gold level certified repair technicians with over 25 years of experience combined.
 - Health & Wellness Center – provides an accessible gym setting for people with disabilities to work out and get the assistance needed to be successful.
 - a. In FY13, the Health and Wellness center served 130 participants.
 - b. Participants worked out 2-3 times per week for an hour and a half per session.
 - c. Occupational therapists, an occupational therapist assistant, and physical therapists assistant staff the gym.
 - d. Paraquad collaborates with Logan College of Chiropractic to provide supportive health and wellness services to participants.
 - e. Clients reported increased strength and endurance to complete functional tasks, such as transferring or walking longer distances.
 - Telephone Accessibility Program (TAP) – free program through the state of Missouri providing adaptive telephone equipment to people with disabilities. In FY13, the program provided TAP services to 245 participants in St. Louis City and County.
 - Youth & Family Services – served youth with disabilities from birth to age 24 and their families. In FY13, 129 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. *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 FY13.
- (4) Provided support to 12 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 87 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 FY13, Paraquad was awarded grants totaling \$174,350 from 11 corporations, organizations, and foundations, and received gifts totaling \$65,000 from November 2013 special event, and almost \$40,000 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 first AccessibleSTL Awards to recognize five companies and one individual for their lifetime of work on behalf of the disabled population. We welcomed 275 people and raised nearly \$100,000 through sponsorships and ticket sales. The event also was an excellent conversation starter to acquire more corporate partners and create working relationships for the AccessibleSTL program. It generated a lot of good press (TV, print, and radio) and goodwill for the agency.
- Promoted the second AccessibleSTL Awards and encouraged the public to nominate businesses and individuals for the award. We were pleased with the response. Five more outstanding organizations and a high profile community leader were named awardees. We brought in 32 sponsoring companies and individuals and raised over \$142,500. The evening should generate a profit of over \$65,000 and have almost 100 more people in attendance than last year.
- Grew the AccessibleSTL program, which does outreach to the community by teaching businesses how to be more accessible in their hiring and customer service. Through this program, we also do physical assessments of businesses and service locations.
- Organized a number of lunches to launch the new CEO in the community and promoted her hiring through a billboard campaign, quarterly columns in the Business Journal and radio appearances.
- Produced two direct mail appears netting over \$37,000.
- Continued to make improvements to the website and participate in a much more intense social media campaign to raise awareness
- Received a donation of \$15,000 from Pulaksi Bank to hire a marketing firm to analyze the CDS marketplace, see how we ranked in the community, learn more about competing firms, and how they are marketing their services. Our goal is to increase our market share and differentiate our services.
- Secured new grants from foundation and corporate funding sources.
- Renewed our Volunteer program with the United Way.

- Launched a new initiative, the Paraquad Young Professionals Network, to connect with younger philanthropists.
- Began planning and discussions around a 2014 ramp-building project, which would be a one-day project involving multiple community partners to build up to 20 ramps for people with disabilities to access their homes.

SUBPART V – ANNUAL PROGRAM AND FINANCIAL PLANNING OBJECTIVES

Section 725(c)(4) of the Act

Section A –Work Plan for 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	Q3 – July-Sept 2011 <i>Completed</i>	Staff time
Offer more professional development opportunities.	HR Director	FY Year 2-2011-2012 <i>Completed</i>	Staff time as per HR 8/12
Research new leadership development opportunities.	HR Director, COO, CPO, Development Director	Q4 – Oct-Dec 2011 <i>Completed</i>	Staff time

Evaluate additional training on annual performance reviews.	HR Director	<i>Year 2-2012 Completed</i>	For FY13, all staff will have specific trainings assigned to them by their supervisor based on performance.
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	<i>Completed at Shine the Light Event 11/26/12</i>	Staff time, participant volunteers
Community Ambassador Training for BOD members.	Development Director	<i>Completed 9/26/12</i>	Consultant, Staff time
Board self-evaluation.	Board Chair	<i>Completed 9/26/12</i>	BOD time, Sept. 2012
Create materials / training for new board members.	Development Director	<i>Completed 9/26/12</i>	Staff time – Cindy Price created training manual.
Create annual BOD evaluation, training plan.	Development Director	<i>Completed 9/26/12</i>	Staff time
Create new Strategic Plan for 2013-2016.	Development Director	June 2013 PENDING	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	<i>Annually Q4 Oct – Dec 2011 Completed</i>	Webpage developed for Jim Tuscher Institute, advocacy training. Jim Tuscher Institute to cover all aspects of Paraquad's education and training. Series of trainings on disability rights and IL history developed on collective level of knowledge by members of People First.
Implement training program for advocates, participants and community members	Policy Director	<i>Q4 – October- December 2012 Completed</i>	Advocacy trainings conducted through Jim Tuscher Institute in Nevada, Joplin, and Springfield. People First trainings have featured the training series at their monthly meetings. Kathie Snow held full day trainings on self-advocacy and application.

Evaluate community training program	Policy Director	<i>Q4 – October-December 2012 Completed</i>	Participants completed an evaluation form. Trainers completed feedback form to share results of training. Community Advocates satisfaction and knowledge levels are tracked on case by case basis through follow up with People First Advisor.
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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	<i>Q4 – October-December 2012 Completed</i>	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	<i>Q4 – October-December 2012 Completed</i>	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
Development 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 <ul style="list-style-type: none"> • 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	<i>Q4 – October-December 2012 Completed</i>	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	<i>Q4 – July-Sept 2012 Completed</i>	Front desk staff and supervisor will take hour long Skillport training on Customer Service in 2013.

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, Outreach
Presence in general public activities.	Development Director, CPO	<i>2012 Completed</i>	Staff time through outreach
Develop an annual outreach event promoting Paraquad as the “go to” place / resource.	Development Director, CPO	<i>2012 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	<i>2012 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 AccessibleSTL
Introduce advocacy through social media channels	Policy Director	<i>Q3 – July-Sept</i> <i>2012 Completed</i>	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	CAN sign up form added to website, intake packets, and hospital outreach packets. 79 individuals signed up and were added to CAN alerts list. 105 individuals were added to CAN alert list via paper form.

After updating technology, market the website, Facebook, blog and advocacy e-network	Development Director, Policy Director	<i>Q4 – October-December 2012 Completed</i>	Staff time
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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).

Program Challenges

The Health & Wellness Center has outgrown its current space resulting in a waitlist of participants wanting to begin using the gym. This has also affected the amount of time available to existing participants using the facility. The expansion of hours and days is being considered but with the limited number of paid Paraquad staff, it is difficult to expand much beyond what is already offered.

Challenge for the Reuse program continues to revolve around filing the demand for the specific equipment participants need. Because we are limited by what is donated, we cannot always fulfill a request. There is a large inventory of equipment that is not moving out of the warehouse and ways to rotate this out is being considered. Our Repair services are small compared to other repair providers in the area. We are still looking at expanding insurance billing options to reach a broader base. In addition we are looking more closely at the accounts of current customers and ways to make sure repairs are being paid for in a timely manner.

Video Relay Interpreting (VRI) is a viable resource for providing high quality interpreting services on demand but is not widely used. More education on the benefits of VRI needs to be share in the community in order to increase the numbers of customers using this option. We have a few clients that use VRI now and are looking at other ways to increase that number.

The pool of ASL Interpreters / Independent Contractors (IC) has rapidly decreased. Even though DeafWay offers a Mentorship Program, the number of qualified interpreters is not what it has been in the past. We are looking at ways to attract more IC’s to the St. Louis region such as going to the Interpreter Training Program schools in hopes of recruiting more students to apply for IC positions. Increasing visibility in the Mentorship Program to attract more students

is another way to create a pool of interpreters to add to our Independent Contractor list.

Telephony Pilot Program:

Missouri state law mandates for the use of telephony for all In-Home Services and Consumer Directed Services (CDS) vendors by July 1, 2015. CILs and other CDS Vendors were invited to participate in a telephony pilot program starting in August 2010. Paraquad was granted a contract from the State to participate in the pilot project for CDS vendors. As of October 2013, only 60 vendors state-wide use telephony; most are in-home services providers with 250 or fewer users.

Paraquad has experienced many challenges using telephony. We have and created policy and procedure to address some of these issues. Technically, the telephony software is manageable. Practically, Paraquad has determined that the use of telephony for timekeeping does not fit the Consumer-Directed model of personal attendant services. The participant (employer) is essentially removed from the timekeeping process since the attendant is the one who clocks in and out using the participant's phone. This means the attendant is the one who is providing the information used to bill Medicaid and formulate their compensation. This is most often not reviewed by the participant (employer).

Many CDS participants use pay-as-you-go phones which costs them extra money if they go over their minutes. Some CDS participants do not have any phone in their name; this is a requirement by law for the use of telephony. Some others do not have a consistent, reliable phone. All of these issues present very real challenges in mandating the use of telephony for time-keeping.

Paraquad presented on a user panel at a state-wide conference on telephony and we were able to express the positives and negatives of our experience so far. We have also responded to a survey from Department of Health and Senior Service regarding our experiences. The responses of the survey were used to develop a report to be given to the Governor and other legislators in December. Paraquad received a draft of this report and submitted comments on the report to MOCIL. MOCIL, Missouri Alliance for Home Care (MAHC) and Missouri Council for In-Home Services (MCHS) will present comments to DHSS.

Challenges for Paraquad's employment programs have been identifying and locating unserved and underserved populations such as veterans and individuals from various ethnic groups in the St. Louis area that are not currently receiving employment services (i.e. Bosnian, Hispanic, Russian populations). We continue to conduct outreach and make contacts with agencies and organizations that serve these groups to try to increase our numbers to those populations.

Receiving timely payment of invoices from Vocational Rehabilitation continued to be an ongoing challenge in the employment department. Information was submitted for billing within the specified timeframes, but payment of invoices was held up for upwards of six months in some cases.

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 FY13, Paraquad provided direct services to 2,651 individuals with disabilities. 1,153 of those individuals were new to Paraquad in FY13. While the total number of individuals served decreased by 20% from FY12, the number of new individuals served in FY13 increased by 22% as compared with last year. This decrease in total number served is potentially due to improved internal quality control measures, the reduction and/or elimination of funding for some programs, and changes in program reporting requirements. In FY14, Paraquad will begin utilizing a new data collection system and provide staff training to help improve reporting accuracy.

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

Item 1 – Annual Work Plan

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

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

Objective 1: Paraquad will provide programs, services, and activities needed for individuals with disabilities to live independently.

Activity	Output	Outcome	Indicator	Method of Measurement
TAP devices are provided to consumers	200 participants receive new TAP devices.	Participants' access to telephone and computer services will improve.	100% of participants whose access to telephone and computer services has improved.	Case notes; surveys
Ramps and/or home modifications	25 ramps and/or home modifications are completed.	Participants are able to participate in new activities in their homes or communities.	95% of participants respond "yes" when asked "Are there any new activities that you can do in your home or in the community now that your home has been modified."	Case notes; surveys
Emergency Financial Assistance	90 participants receive emergency financial assistance.	Participants remain in the home of their choice.	95% of participants who receive financial assistance remain in their homes for 6 months following assistance.	Case notes; surveys
IL Skills Training for participants	300 participants receive independent living skills training.	Participants' independent living skills will increase.	100% of IL participants meet at least one goal each fiscal year.	Case notes; surveys
IL Skills Training for youth	50 youth receive independent living skills training.	Youth will improve appropriate social interactions through participation in group meetings.	80% of group participants will show at least some improvement in 5 of the 7 social/behavioral areas evaluated on staff observation checklists.	Staff observation checklists
Individuals transition from an institution	20 participants will transition from an institution to the community.	Participants have access to home and community based services.	100% of individuals whose independence increased.	Case notes; surveys
Individuals transition from homelessness	20 participants who were previously homeless will transition to the community.	Participants move into the home of their choice.	100% of individuals whose independence increased.	Case notes; surveys

Activity	Output	Outcome	Indicator	Method of Measurement
18 Support Group Meetings	75 individuals will participate in peer support groups offered at Paraquad.	Participants who attend support group meetings develop improved self-awareness as a person with a disability.	90% of participants report to have “an improved self-awareness” since beginning the support groups.	Case notes; surveys
Peer Consultation	60 participants will receive support from peer consultants.	Participants maintain their social support networks.	90% of Peer participants report to be likely to “continue the relationships they have formed during the program once the program has ended.”	Case notes; surveys
Pre-Employment Training for people with developmental disabilities	150 participants take a continuing education class or receive support to obtain their GED.	Participants acquire new employment skills that support them in their employment and community.	95% of Education participants will show an increase in test scores.	Case notes; test scores
Deaf/Hard of Hearing Devices	33 devices are distributed.	Participants’ access to home devices will improve.	100% of participants whose access to home devices has improved.	Case notes; surveys
Financial assistance grants for deaf students	4 scholarships are awarded to Deaf college students.	Participants will have access to funds for college.	Participants’ access to financial assistance for college will increase.	Case notes; surveys
In-Home	100 participants receive in-home services.	Participants increase their access to home supportive care services.	80% of participants will report an improved ability to manage their physical health needs.	Survey
In-Home	100 participants receive in-home services.	Participants increase their access to home supportive care services.	80% participants will report improved emotional health.	Survey
In-Home	25 In-Home participants receive referrals for additional services.	Participants who receive referrals for additional services follow through with referrals.	70% of participants who received a referral for additional services follow through with those referrals.	Referral tracking spreadsheet
In-Home	135 In-Home participants receive authorized services.	Participants remain in their homes.	Participants utilize 80% of authorized units of service.	Payroll tracking spreadsheet
Employment	100 participants receive job readiness skills training.	Participants’ knowledge of job readiness skills will increase.	80% of 100 participants’ knowledge of job readiness skills is increased.	Case notes, survey

Activity	Output	Outcome	Indicator	Method of Measurement
Employment	Job search services for 125 participants.	Participants obtain a job of their choice.	90% of 125 participants of job seeking activities will obtain a job of their choice.	Case notes, survey
Employment	25 youth (transition age) will obtain job search services.	Youth obtain a job of their choice.	90% of 25 youth will obtain a job of their choice	Case notes, survey
Employment: Volunteer Program	20 participants will obtain volunteer site development services.	Participants volunteer at a site of their choice.	90% of 20 participants will begin volunteering at a site of their choice.	Case notes, survey
Employment: WIPA Program	Work incentives information for 660 participants that receive SSI or SSDI.	Participants' knowledge of work incentives will increase.	80% of 660 participants' knowledge of work incentives has increased.	Case notes, survey
IL Skills Training	1000 CDS participants receive training to manage their attendants.	Participants increase their knowledge of how to manage personal care attendant with support of CDS Specialist.	90% of active CDS participants report they received sufficient training to manage their attendants.	Annual Satisfaction Survey
Information & Referral	500 CDS participants receive information about additional resources	Participants who express needs for additional services increase their knowledge of available resources.	60% of active CDS participants who receive a referral for additional services follow through with those referrals.	Service Delivery Monitoring Forms
Assistive Technology	Distribute 200 recycled assistive technology devices.	Participants access to AT will increase independence.	75% of people seeking reused equipment receive equipment.	Waiting list, reuse paperwork
Accessible Exercise	Develop exercise plans for 150 participants.	Exercise participants feel healthier.	75% of participants report they participate more in their community and/or home.	Survey

Objective 2: Paraquad will advocate for the rights of individuals with disabilities within the framework of a variety of systems and groups, which have an impact on independent living.

Activity	Output	Outcome	Indicator	Method of Measurement
Advocacy	Paraquad staff members will participate in external committees, councils, or task forces.	Staff members whose participation causes change in the perception of disability.	90% of participating staff whose membership causes change.	Surveys
Systems Advocacy	Paraquad staff members will educate policymakers on independent living.	Policymakers in districts have information on de-institutionalization <i>Olmstead</i> , Medicaid expansion and the independent living philosophy.	100% of policymakers who report receiving information.	Case notes; surveys
Training: Community Education	50 sensitivity or disability-related trainings.	500 individuals will change their perception about disability.	100% of 250 individuals whose perspective on disabilities changed.	Case notes; surveys
Training: Emergency Preparedness	10 trainings and/or emergency drills for 500 participants and staff.	Participants increase their awareness of emergency preparedness.	90% of 100 consumers who have increased information on preparing for an emergency.	Case notes; surveys; drill reports
Community Education	95 CDS attendants receive attendant training.	CDS attendants will change their perception about disability.	75% of individuals participating in Paraquad CDS Attendant Training Class report a change in their perception about disability.	Surveys
Community Education - Employment	Conduct 4 community based presentations on ADA and Reasonable Accommodations targeted to individuals with disabilities.	Participants' knowledge of ADA and Reasonable Accommodations increased.	90% of Participants surveyed will report that their knowledge of ADA and reasonable accommodations has increased.	Surveys

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

Objective 1: Paraquad will provide programs, services, and activities in the community to promote independent living.

Activity	Output	Outcome	Indicator	Method of Measurement
Accessibility Surveys	20 Accessibility Surveys	20 architectural barriers are removed.	100% of identified barriers that have been removed to improve access.	Surveys
Training: ADA	2 ADA trainings	Information and knowledge of staff members increase.	100% of staff members who received information and/or increased knowledge.	Surveys
Training: Staff Training	4 trainings on transition	Staff have information on transitioning participants into the community from institutions.	100% of staff who received information.	Surveys
Sign Language Class	30 people from the community participate in sign language classes.	Participants increase their ability to communicate using sign language.	100% of the sign language participants report they increased their ability to use basic sign language to communicate.	Surveys
Mentorship Program	Eight interpreters participate in the Deafway Mentorship program.	Interpreters raise their skill level and have the confidence and knowledge to work as an IC for DEAF Way.	95% of Mentee/Interns raise their MICS certification by one level.	Test scores; interview by the lead
Skills Enrichment Classes	250 interpreters attend Skills Enrichment classes.	Interpreters increase their knowledge and interpreting skills.	90% of class participants report an increase in knowledge to improve their interpreting skills.	Surveys
Weekend Workshops	150 interpreters attend the workshops.	Interpreters increase their level of awareness or competence.	90% of workshop participants raise their level of awareness or competence as interpreters.	Surveys

Goal 3: Paraquad maintains or increases accountability of the Center and programs, services, and activities.

Activity	Output	Outcome	Indicator	Method of Measurement
Audit of Financial Statement	Year-end Audited Statements	Satisfactory Management Report.	Absence of Management recommendations; successful implementation of prior recommendations, no repeat recommendations.	Indicator met
Development of Long term Budget	Five Year Budget & Cash Flow	Document is developed and incorporates capital maintenance items.	Document is ready for review by August 31, 2014.	Done by deadline
Board Compliance	Board of Directors meets CIL regulations for compliance.	51% of board members will meet disability criteria.	100% compliance with Center bylaws and CIL regulations.	Board Roster
Brand Recognition	Marketing & Outreach	Improved profile and public awareness through presentations across the St. Louis metro service area	50 % increase in presentations to civic clubs and organizations, social service agencies, state government agencies and other community partners.	Case Notes; # of presentations; baseline comparison
Professional Development	20 trainings, workshops, and/or conferences.	Staff members' job-related skills and knowledge will increase.	90% of staff whose knowledge increased.	Surveys
Documentation: Database	Database training/manual	Staff correctly enters participant data in the new database.	80% of database entries are correct.	Audits
Documentation: Participant Files	Documentation training/manual	Staff correctly start/maintain/close participant files.	80% of files are maintained correctly.	Audits
Staff Training	24 trainings offered to staff annually.	Increase in job –related knowledge/skills.	90% of staff whose knowledge increased.	Surveys
Board Training	6 trainings offered to board members annually.	Knowledge of Paraquad programs and services, IL philosophy and history, CIL board responsibilities will increase.	100% of board members report increased knowledge of Paraquad programs and services.	Surveys

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 10

Quarter 2 4

Quarter 3 3

Quarter 4 5

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 55

Quarter 2 59

Quarter 3 68

Quarter 4 64

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 We have not done any Olmstead specific trainings in the quarter, but the Olmstead committee is in the early planning stages for the Olmstead training/conference scheduled for next year.

Quarter 3 Paraquad conducts an Olmstead training every other year. One of the concerns we have with the St. Louis Housing Authority is that it does not give consideration to people who currently reside in residential facilities (i.e., nursing homes). We addressed our concerns in this area and offered support and guidance to the SLHA through face-to-face meetings and written and oral comments.

Quarter 4 The MOCIL Olmstead committee is gearing up for Olmstead training in 2014. Paraquad talked with other Missouri centers to identify specific training and resource needs related to Olmstead and how we can best collaborate. In addition, the public policy and advocacy department continues to work with the St. Louis Housing Authority to understand their responsibility under Olmstead and to adopt and implement effectively and equitable ways to address deinstitutionalization. Collaborating with other disability groups, Paraquad continues to meet with Missouri's Department of Social Services to share our concerns that spenddown puts people with disabilities at risk of institutionalization. Paraquad continues to advocate with legislators on the Olmstead decision and the importance of home and community based services especially as we work to expand and transform Medicaid in Missouri.

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 We created talking points describing the spenddown situation and distributed them to key legislators, DSS, FSD and CMS staff. Created a survey to collect information from participants having problems meeting their spenddown. This information was shared with key legislators, DSS, FSD and CMS staff. We also created talking points, blogs, and letters about the Convention of Rights of Persons with Disabilities. The information was distributed to advocates and legislators, particularly Sen. Blunt.

- Quarter 2 We created talking points for Medicaid Expansion, Ticket to Work, Voter Photo ID, Employment Discrimination and Circuit Breaker. We also created testimony for several of these topics. MFP Day in Jefferson City was held on 3-13-13. Talking points and brochures were distributed to legislators in an attempt to familiarize them with the MFP program and to ask for continued support for the program.
- Quarter 3 We created talking points on legislation that impacts the disability community: circuit breaker, CRPD and Medicaid Expansion for people with disabilities. We provided written and oral testimony on the St. Louis Housing Authority’s Annual Plan. Our testimony will be included in the document sent to HUD. We attended several town meetings and met with legislators regarding Medicaid expansion and HB 253.
- Quarter 4 Typically, July through September are slow months when it comes to working with policy makers and legislators. This year, things were much different especially due to Medicaid Expansion. While the veto session was short, only one day, we spent all of our summer meeting with legislators attending the House and Senate Interim Medicaid committee hearings and providing a variety of testimony related to how the expansion and transformation of Medicaid will impact the disability community. As a result, we developed testimony, fact sheets, and position papers that addressed issues such as spenddown, asset testing, employment and Medicaid, benefits and long term care. Paraquad is also exploring different software packages so that we can do a better job of mobilizing consumers and reaching legislators.

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 1

Quarter 2 2

Quarter 3 3

Quarter 4 6

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 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 of Peer Support Services that will be included in the 704 report but is not reported on the QSR because there was no CSR.)

Quarter 1 5

Quarter 2 11

Quarter 3 16

Quarter 4 20

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 4354

Quarter 2 3608

Quarter 3 5000

Quarter 4 5639

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 29

Quarter 2 95

Quarter 3 124

Quarter 4 96

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 None

Quarter 3 IL Summit

Quarter 4 None

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
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
Metropolitan Taxicab Corporation	St. Louis City & County	Accessible Taxi	24/7	314-773-1000

List any changes in transportation providers in your area.

Quarter 2

Name of	Counties Served	Type of Service	Operating Hours	Contact
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Provider				Information
	NO	UPDATES		

Quarter 3

Name of Provider	Counties Served	Type of Service	Operating Hours	Contact Information
	REMOVED	HARRIS EAGLE	CABS	

Quarter 4

Name of Provider	Counties Served	Type of Service	Operating Hours	Contact Information
	NO	UPDATES		

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 In December the Voc Rehab Deaf and Hard of Hearing Consortium and Paraquad met to continue to improve employment and independent living issues for youth that are D/HH. We identified barriers and issues and the gaps in services that will address those issues. Those in attendance were PQ employment team, Voc Rehab counselors that work exclusively with D/HH participants.
- Quarter 2 In March, VR transition team met with Paraquad employment staff to discuss volunteer opportunities for individuals that qualify for supported employment. The result was 10 referrals to Paraquad.
- Quarter 3 VR transition counselors met with Paraquad employment staff in April and May to discuss volunteer opportunities for individuals that qualify for supported employment. The result was 14 referrals to Paraquad. VR Counselors for the Deaf and Hard of Hearing also met with Paraquad employment staff monthly to discuss employment activities at the Employment Consortium.

Quarter 4 Transition counselors met with PQ employment staff to discuss volunteer opportunities for individuals that qualify for supported employment. The result was 4 referrals to PQ in July and 5 referrals in August. VR Counselors for the Deaf and Hard of Hearing met with PQ employment staff to discuss employment activities at the Employment Consortium. The result was 3 referrals to PQ in July, 2 referrals in August, and 3 referrals in September. The VR Counselors for the Deaf and Hard of Hearing met with PQ employment staff to discuss and identify consumers to be referred to the WIPA program for benefits counseling.

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 We continue to collaborate with the 22 CILs in Missouri that participate in the contract with DHSS to provide nursing home transition services to people under the MFP program.

Quarter 2 We 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.

Quarter 3 Again, we met twice with a group that is under contract with the state or provide nursing home transition services. All contracted centers are included in the collaboration.

Quarter 4 We 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.

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 None

Quarter 2 None

Quarter 3 None

Quarter 4 A meeting was held on August 28, 2013 at the American Red Cross, St. Louis Chapter. We had a roundtable discussion about Emergency Preparedness plans for those living with disabilities. Representatives from many surrounding counties were in attendance. We connected with them and created a shared effort and discussed best practices.

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 FY2013 – 1st Quarter

Cognitive Disabilities = 1

- 10/13/12 – Community Event
Walk Now for Autism Speaks
Forest Park
Saint Louis, MO 63110
Attending: Approximately 5,000 community members including people with Autism, their friends, family and professionals

Developmental Disabilities = 3

- 10/16/12 – Speakers Bureau
Regional Office Staff Retreat

Powder Valley Nature Center
11715 Cragwold Road
Kirkwood, MO 63122
Attending: 23 staff members of the Regional Office

- 11/1/12 – Community Event
Southview Career/Transition Fair
Southview School
11660 Eddie & Park Road
Saint Louis, MO 63123
Attending: 75 parents and family of youth with DD
- 12/10/12 – Speakers Bureau
Special School District VI OI Parent Committee
Special School District Offices
12110 Clayton Road
Saint Louis, MO 63131
Attending: 20 SSD staff members & parents

Senior Citizens = 2

- 10/10/12 – Community Event
AARP Celebration of Life
MO Botanical Garden
4344 Shaw Blvd
Saint Louis, MO 63110
Attending: 125 senior citizens
- 11/11/12 – Community Event
Baby Boomer Expo by KTRS
Ameristar Casino
1260 South Main Street
St. Charles, MO 63301
Attending: 150 senior citizens

Youth with Disabilities = 1

- 10/11/12 – Cardinal Glennon Social Work Staff In-Services
Cardinal Glennon Children's Hospital
1465 S. Kingshighway Blvd.
Saint Louis, MO 63104
Attending: 8 social work staff from Cardinal Glennon

Quarter 2 FY2013 – 2nd Quarter

Developmental Disabilities = 3

- 1/22/13 – St. Louis ARC – Family Education

St. Louis ARC
1177 N. Warson
Saint Louis, MO 63132
Attending: 7 parents of children with developmental disabilities

- 3/13/13 – Special School District’s Transition Fair
Forest Park Community College
5600 Oakland Avenue
Saint Louis, MO 63110
Attending: 125 youth with disabilities, transitioning from high school
- 3/14/13 – Nottingham CAJT High School Transition Fair
Nottingham CAJT High School
4915 Donovan Ave
Saint Louis, MO 63109
Attending: 10 parents and youth with developmental

Homeless = 1

- 3/27/13 – Bellefontaine Neighbors Housing Resource Fair
Bellefontaine Recreation Center
9669 Bellefontaine Road
Saint Louis, MO 63137
Attending: 150 community members seeking housing information

Youth with Disabilities = 2

- 1/25/13 – MO School for the Blind – Tour of Paraquad
Missouri School for the Blind
3815 Magnolia
Saint Louis, MO 63110
Attending: 6 youth with disabilities toured Paraquad
- 1/28/13 – Neuwoehner School Classroom Visit
Neuwoehner School
12112 Clayton Road
Saint Louis, MO 63131
Attending: 30 youth and teachers learning about Paraquad’s services

Quarter 3 FY2013 – 3rd Quarter

African Americans = 1

- 4/25/2013 - Black History Month Health Fair (rescheduled from Feb.)
Harris-Stowe State University
3026 Laclede Avenue
Saint Louis, MO 63103

Attending: 30 university students and general public

Developmental Disabilities = 3

- 4/10/2013 – Special School District Presentaiton
SSD Central Office
12110 Clayton Road
Saint Louis, MO 63130
Attending: 40 parents, students and teachers of children with developmental disabilities
- 5/19/2013 – Walk Run'n Roll
Busch Stadium
700 Clark Avenue
Saint Louis, MO 63102
Attending: 10 friends/family of children with developmental disabilities
- 6/9/2013 – Step Up for Down Syndrome
Forest Park, Upper Muny Parking Lot
8420 Delmar Blvd
Saint Louis, MO 631030
Attending: 20 Friends/family of people with Down Syndrome

Homeless = 3

- 4/5/2013 – Metro St. Louis Equal Housing & Opportunities Fair
MO History Museum
5700 Lindell Blvd
Saint Louis, MO 63112
Attending: 25 housing professionals
- 4/19/2013 – Regional Diverse Housing Summit of St. Chalres County Association of Realtors
The Columns Banquet Center
711 Veterans Memorial Parkway
St. Charles, MO 63303
Attending: 60 realtors
- 5/8/2013 – Aging My Way – Home Assistance & Housing Options Fair
St. Rose – Parish Hall
1220 Paddock Drive
Florissant, MO 63033
Attending: 65 membebrs of the general public

Psychiatric Disabilities = 1

- 4/23/2013 – Presentation about Paraquad at the Independence Center
Independence Center
4245 Forest Park Ave
Saint Louis, MO 63108
Attending: 50 staff members and consumers

Senior Citizens = 3

- 4/30/2013 - SLAAA Bus Fare Event
St. Louis Area Agency on Aging
1520 Market Street
Saint Louis, MO 63103
Attending: 300 individuals (seniors/disabled) seeking reduced bus fare vouchers
- 5/3/2013 - SLAAA Bus Fare Event
St. Louis Area Agency on Aging
1520 Market Street
Saint Louis, MO 63103
Attending: 130 individuals (seniors/disabled) seeking reduced bus fare vouchers
- 5/17/2013 – AARP Community Presentation
University City AARP @ U City Library
6701 Delmar Blvd
University City, MO 63130
Attending: 30 AARP members

Youth with Disabilities = 1

- 4/9/2013 – SSD's Planning for the Future Workshop
Speical School District's Central Office
12110 Clayton Road
Saint Louis, MO 63131
Attending: 25 parents & service providers for youth with disabilities

Quarter 4 FY 2013 - 4th Quarter

African Americans = 1

- 8/10/2013 - Community Event
Missouri Black Expo 2013 "The Power Within"
Chafitz Arena
1 South Compton Avenue
Saint Louis, MO 63103
Attending: 3,000 members of the general public

Developmental Disabilities = 1

- 9/19/2013 – Community Event
Special Schools Resource Fair at Ackerman School
1550 Derhake Rd
Florissant, MO 63033
Attending: 75 youth with disabilities and their families

Psychiatric Disabilities = 1

- 8/21/2013 – Direct Visit
National Alliance on Mental Illness of St. Louis Outreach
1750 S. Brentwood Blvd., Ste 511
Saint Louis, MO 63144
Attending: Visited 1 staff member for direct visit

Senior Citizens = 1

- 7/30/2013 – Speakers Bureau
Brentmoor Retirement Community – “American History Portraits of Pride” Speakers Series
8600 Delmar Boulevard
Ladue, MO 63124
Attending: 30 nursing home residents

Unemployment = 4

- 7/31/2013 – Speakers Bureau
St. Louis Agency on Training & Employment – Disability Awareness Training
1520 Market Street
Saint Louis, MO 63103
Attending: 30 state employment services employees
- 8/13/2013 – Speakers Bureau
MO Career Center (North Oaks) – Disability Awareness Training
26 North Oaks Plaza
Saint Louis, MO 63121
Attending: 35 state employment services employees
- 8/16/2013 – Speakers Bureau
MO Career Center (Florissant) – Disability Awareness Training
4040 Seven Hills Drive, Suite 166
Florissant, MO 63033
Attending: 12 state employment services employees
- 9/24/2013 – Speakers Bureau
MO Career Center (North Oaks) – Disability Awareness Training
26 North Oaks Plaza
Saint Louis, MO 63121
Attending: 16 state employees providing employment services and youth services

Veterans = 1

- 9/21/2013 – Community Event
St. Louis regional Homeless Veterans Stand Down Event
Kaufmann Park, 13& Chestnut
Saint Louis, MO 63101
Attending: 300 members of the general public/veterans

Youth with Disabilities = 1

- 9/25/2013 – Speakers Bureau
St. Louis Agency on Training & Employment – Disability Awareness Training
1520 Market Street
Saint Louis, MO 63103
Attending: 25 state employees providing youth services

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	6
Community/Grassroots Organizing	
Individual Empowerment	
Systems Advocacy	
Legislative Process	
Applicable Laws	
General overview and promulgation of various disability laws	
Americans with Disabilities Act	
Air-Carrier's Access Act	
Fair Housing Act	
Individuals with Disabilities Education Improvement Act	
Medicaid/Medicare/PAS/waivers/long-term care	
Rehabilitation Act of 1973, as amended	
Social Security Act	
Workforce Investment Act of 1998	
Ticket to Work and Work Incentives Improvement Act of 1999	
Government Performance Results Act of 1993	
Assistive Technologies	
General Overview	
Data Collecting and Reporting	
General Overview	7
704 Reports	
Performance Measures contained in 704 Report	
Dual Reporting Requirements	
Case Service Record Documentation	
Disability Awareness and Information	
Specific Issues	
Evaluation	
General Overview	
CIL Standards and Indicators	
Community Needs Assessment	
Consumer Satisfaction Surveys	
Focus Groups	
Outcome Measures	4

	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	10
For Profit Subsidiaries	
Fund-Raising Events of Statewide Campaigns	
Grant Writing	
Independent Living Philosophy	
General Overview	
Innovative Programs	
Best Practices	
Specific Examples	
Management Information Systems	
Computer Skills	
Software	
Marketing and Public Relations	
General Overview	
Presentation/Workshop Skills	
Community Awareness	
Networking Strategies	
General Overview	
Electronic	
Among CILs & SILCs	
Community Partners	9
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	5
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	1
Disability	
Minority	2
Institutionalized Potential Consumers	
Rural	
Urban	
SILC Roles/Relationship to CILs	
General Overview	
Development of State Plan for Independent Living	
Implementation (monitor & review) of SPIL	
Public Meetings	
Role and Responsibilities of Executive Board	
Role and Responsibilities of General Members	
Collaborations with In-State Stakeholders	
CIL Board of Directors	
General Overview	
Roles and Responsibilities	
Policy Development	
Recruiting/Increasing Involvement	3
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.

Aimee Wehmeier – Executive Director/CEO

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