

# 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:** 2016

**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: Clinton, Crawford, Franklin, Greene, Jackson, Jefferson, Lincoln, Madison (IL), Pulaski, St. Charles, St. Clair (IL), St. Francois, Warren, Washington, and Wayne.

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](mailto: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	\$418,131
(B) Title VII, Ch. 1, Part C	
(C) Title VII, Ch. 2	
(D) Other Federal Funds	\$480,723

#### Item 2 - Other Government Funds

(E) State Government Funds	\$227,595
(F) Local Government Funds	\$72,354

#### Item 3 - Private Resources

(G) Foundations, Corporations, or Trust Grants	\$606,822
(H) Donations from Individuals	\$101,903
(I) Membership Fees	
(J) Investment Income/Endowment	\$645,676
(K) Fees for Service (program income, etc.)	\$16,138,170
(L) Other resources (in-kind, fundraising, etc.)	\$30,451

#### Item 4 - Total Income

Total income = (A)+(B)+(C)+(D)+(E)+(F)+(G)+(H)+(I)+(J)+(K)+(L)	\$19,321,825
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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)	\$9,969,665
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**Item 6 - Net Operating Resources**

[Total Income (Section 4) <minus> amount paid out to Consumers (Section 5) = Net Operating Resources	\$9,352,160
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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	1552
(2) Enter the number of CSRs started since October 1 of the reporting year	1046
(3) Add lines (1) and (2) to get the <i>total number of consumers served</i>	2598

### 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	132
(2) Withdrawn	114
(3) Died	42
(4) Completed all goals set	750
(5) Other	302
(6) Add lines (1)+(2)+(3)+(4)+(5) to get <i>total CSRs closed</i>	1340

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

Indicate the number of CSRs active on September 30<sup>th</sup> of the reporting year.

	# of CSRs
Section A(3) <minus> Section (B)(6) = Section C	1258

## 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	518
(2) Number of consumers with whom an ILP was developed	2080
(3) <i>Total number of consumers</i> served during the reporting year	2598

## Section E – Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	9
(2) Ages 5 – 19	159
(3) Ages 20 – 24	150
(4) Ages 25 – 59	1516
(5) Age 60 and Older	731
(6) Age unavailable	33

## Section F – Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	1511
(2) Number of Males served	1087

## 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.**

	<b># of Consumers</b>
(1) American Indian or Alaska Native	15
(2) Asian	16
(3) Black or African American	1659
(4) Native Hawaiian or Other Pacific Islander	3
(5) White	755
(6) Hispanic/Latino of any race or Hispanic/ Latino only	22
(7) Two or more races	27
(8) Race and ethnicity unknown	101

## Section H – Disability

Indicate the number of consumers in each category below.

	<b># of Consumers</b>
(1) Cognitive	352
(2) Mental/Emotional	84
(3) Physical	1395
(4) Hearing	58
(5) Vision	59
(6) Multiple Disabilities	314
(7) Other	336

## 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.

<b>County Name</b>	<b>Number of County Residents Served</b>
St. Louis	1375
St. Louis City	1070
Clinton	1
Crawford	2
Franklin	10
Greene	1
Jackson	1
Jefferson	42
Lincoln	1
Madison (IL)	14
Pulaski	1
St. Charles	42
St. Clair (IL)	24
St. Francois	1
Warren	1
Washington	1
Wayne	1
Other (IL)	2

Out of State County	5
Unspecified	3



## 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.

<b>Services</b>	<b>Consumers Requesting Services</b>	<b>Consumers Receiving Services</b>
(A) Advocacy/Legal Services	6	5
(B) Assistive Technology	367	322
(C) Children’s Services	1	0
(D) Communication Services	17	1
(E) Counseling and Related Services	0	0
(F) Family Services	2	0
(G) Housing, Home Modifications, and Shelter Services	195	110
(H) IL Skills Training and Life Skills Training	469	307
(I) Information and Referral Services	11946	8975
(J) Mental Restoration Services	0	0
(K) Mobility Training	1	0
(L) Peer Counseling Services	133	37
(M) Personal Assistance Services	104	88
(N) Physical Restoration Services	3	3
(O) Preventive Services	42	41
(P) Prostheses, Orthotics, and Other Appliances	0	0
(Q) Recreational Services	0	0
(R) Rehabilitation Technology Services	50	0

<b>Services</b>	<b>Consumers Requesting Services</b>	<b>Consumers Receiving Services</b>
(S) Therapeutic Treatment	0	0
(T) Transportation Services	60	59
(U) Youth/Transition Services	94	60
(V) Vocational Services	478	106
(W) Other Services	122	97

## **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.

<b>Significant Life Area</b>	<b>Goals Set</b>	<b>Goals Achieved</b>	<b>In Progress</b>
(A) Self-Advocacy/Self-Empowerment	421	130	136
(B) Communication	67	35	23
(C) Mobility/Transportation	198	56	55
(D) Community-Based Living	1185	369	375
(E) Educational	290	70	123
(F) Vocational	347	158	11
(G) Self-care	458	177	68
(H) Information Access/Technology	56	16	24
(I) Personal Resource Management	274	168	0
(J) Relocation from a Nursing Home or Institution to Community-Based Living	66	7	23
(K) Community/Social Participation	244	62	99
(L) Other	677	620	9

## 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	395	44	351
(B) Health Care Services	382	67	315
(C) Assistive Technology	2216	624	1592

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**

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Ms. Thomas-Dudley contacted Paraquad to get assistance in moving to an accessible apartment. After discussing her needs, it was determined that all she needed in her current apartment were grab bars in the shower and lighting in the basement over the washer and dryer. The IL specialist suggested that she contact her landlord and explain her needs to him. Ms. Thomas-Dudley called the specialist to let her know that the landlord agreed to fix the issues and the specialist then gave the landlord Paraquad's Accessible Housing Manager's contact information to see if the accessibility modifications could be covered under Rental Home Accessibility Program funds.

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A beneficiary was prepared to quit work due to a high Medicaid spend down. After meeting with a Certified Work Incentives Coordinator, the beneficiary learned they were eligible for the Ticket to Work Health Assurance Program. As a result, the beneficiary was able to maintain employment and health care coverage.

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Angelo is a participant in Paraquad's Youth Group and has always been very quiet and reserved during past meetings and events. December's meeting was the end of the year celebration which included music, dancing, photo booth and crafts. Angelo approached the Youth & Family specialist during the party to say thank you and that he was having a great time. He then asked to sing two songs. He used the microphone and sang really well. Everyone applauded after his performance.

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Tommy has experienced a stroke which affected his speech and the use of his arms and legs. He came to Paraquad's Accessible Health & Wellness Program to start a workout plan. He set personalized goals with the staff and began working out in the gym with the support and assistance of the staff. Recently, Tommy's wife reported that he is now able to give her a hug with both arms!

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Mr. Jones came to Paraquad's Reuse & Repair Program to inquire about purchasing an accessible bike. He wanted to exercise more to strengthen his legs. The service technician found an appropriate model from the stock of donated equipment and Mr. Jones tried it out. He enjoyed riding the bike so much that he told the staff it made him feel free, like he was flying! He told the staff that they made his day.

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Jean has numerous physical disabilities requiring her to use a scooter for mobility and a shower bench for bathing. She was living in a first floor apartment that lacked an accessible shower. In

order to bathe, she would have to travel to another part of the building. Her apartment also experienced frequent electric and water outages. Jean was unable to get to a store without an aide taking her due to her inability to use public transportation and her apartment's distant location from the nearest store. She has a limited income and support network. The IL specialist worked with Jean on understanding and applying for income-based apartments. After time and with the assistance of the Paraquad specialist, she was able to move into an income-based, accessible apartment.

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Tavi was using a hooyer lift to transfer and was completely dependent to get in and out of her chair. She started coming to the Accessible Health & Wellness Program. With the assistance of the gym staff and one-on-one support from the Logan Clinic, she began practicing transfers with the use of a sliding board. Tavi can now independently transfer from her wheelchair to the mat table using a slide board.

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Nancy had a stroke prior to coming to Paraquad's Health & Wellness Program and was interested in exercising and getting support. She attends the gym twice a week and exercises under the direction of wellness center staff and the occupational therapy students they supervise. Students will select certain participants to do more in depth interventions with to practice their clinical skills. Nancy had expressed a desire to work on her handwriting. One student, Christian, worked with Nancy and provided her with a hand weight, large grip writing implement and worksheets. Nancy immediately reported that her handwriting felt and looked better and that during rehab no one had shown so much patience with her or had shared adaptive techniques with her even though she had expressed interest.

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Susan contacted Paraquad to find a power hooyer lift and shower chair. She explained that she had a standard shower chair but it didn't work for her. Her husband provided her personal care on the weekends and had difficulty using their manual hooyer lift. As a result, he was transferring many extra times to get Susan through her morning routine. Susan and her caregiver came to Paraquad to see the power hooyer lift, standard shower chair and tub bench. Susan noticed the specialized shower chair with wheels in the Reuse & Repair Program waiting area. Her caregiver suggested that if Susan would use that type of shower chair it would minimize the amount of transfers her husband would have to make and she would not need to purchase the additional equipment. Both Susan and her caregiver were very excited about the equipment since they never knew there was such an option. Susan later called to tell staff how well the equipment was working.

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Joe had a stroke prior to coming to Paraquad's Health & Wellness Program for exercise. He has been exercising regularly under the direction of Health & Wellness staff and working intensively with Paraquad's partner at Logan College of Chiropractic. Joe is now walking independently without the use of a walker.

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Mark has a leg amputation and recent right arm/hand injuries from a grease fire. When he contacted Paraquad, he was close to eviction from his apartment. His roommate had moved out and he could not pay the entire rent himself. He owed over \$3,000 in electric utilities and over \$1,000 in gas utilities, in large part because of fraudulent activity by an ex-wife. The IL Specialist provided education on income-based housing and was able to get Mark on several waitlists. The specialist also

provided significant training around self-advocacy skills. Mark was given information on agencies that offer utility assistance. The specialist encouraged him to call MO Public Service Commission to advocate for assistance. The specialist also suggested that he access the Ameren Keeping Current program to help with his current bills. Mark now has a new roommate to help with his current rent while he looks for an income-based apartment. He was able to get a pledge for regular payments on his Laclède bill through People's Community Action Corporation. He has also worked out a payment plan with Ameren. The MO Public Service Commission agreed to launch an investigation into his utility debt to remove the expenses caused fraudulently by his ex-wife. Mark now has his entire electric bill cleared and has a plan in place with the Urban League to pay off the remaining \$1,000 of his gas utility debt that was not cleared. Mark was also able to find a job through one of his friends and reports that his life has improved significantly since he first contacted Paraquad.

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Bob broke the joystick for his power wheelchair and did not have insurance to cover repair or replacement. The Reuse & Repair Program had a used joystick in stock and were able to sell it at a reduced cost. The program also allows participants to make payments toward purchases/repairs. As a result, Bob was able to purchase the joystick and make manageable payments. Bob is now able to use his chair and expressed his gratitude for the option to purchase used equipment and make payments on a monthly basis.

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Jim had a stroke prior to contacting the Health & Wellness Program. He began working out three times a week and has been on the program for several years. Recently, Jim visited his lung doctor and got a perfect score on his breathing test. His doctor was very surprised and attributed it to Jim's exercise program.

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Jettonya has a history of depression and schizophrenia, which can make it difficult for her to concentrate and make rational decisions at times. The biggest barriers she has faced, however, are the prejudice and stigma of others because of her mental illness diagnoses. She has faced discrimination in housing, employment and social services. The IL specialist provided training in self-advocacy around her dissatisfaction with her employment services (she has learned how to request to speak with a supervisor, how to express her dissatisfaction appropriately and the importance of continuing to work on her goals). Jettonya also received training on problem-solving her housing options as she felt paranoid in her current apartment and was considering abandoning her current apartment to move into a shelter. The training included learning to make a pros/cons list to consider cost and barriers of shelters, hotels, transitional housing, other income-based housing and market-rate apartments. The specialist encouraged Jettonya to make informed decisions instead of acting in haste. Through this individualized skills training, Jettonya has decided to stay in her current income-based apartment until she has enough income to afford a market-rate apartment. She was able to prioritize her goals to put self-care and management of her symptoms first. She began looking for employment on her own and recently accepted a position at a local grocery store chain.

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Rose has Spina Bifida and was denied a new wheelchair by her insurance company. She desperately needed the elevation feature on her chair to safely and independently transfer. Through a combined effort of Paraquad's Reuse and Repair Program and Therapeutic Specialties a donation of a chair was coordinated. After adjustments were made by Paraquad's repair technicians, Rose tried the chair and

was so pleased she could purchase it at a greatly reduced rate. Rose was so thankful for everyone's efforts to help her get the chair she needed.

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Prior to contacting Paraquad, Lisa was not attending a health and wellness program. Through the guidance of the Health & Wellness Program staff, Lisa developed client centered goals for her exercise program. As a result, Lisa has accomplished her goal of increasing her upper extremity strength for activities of daily living. She feels more energetic and her muscle tone is increasing.

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Allen was a new Health & Wellness Program participant. He was using a Rollator in training and told staff that it was difficult to go long distances and he didn't do as many activities anymore. The Health & Wellness staff told Allen about Paraquad's AT Repair & Reuse Program and that they have an extensive inventory of used power scooters. Allen purchased a three-wheeled Go Go scooter and after using it for the weekend he told staff, "The whole idea of freedom is exhilarating!"

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When Greg first came to the Health & Wellness Program, he was not exercising and had diabetes. With assistance from the staff in the Health & Wellness Program, Greg has been engaging in exercise and socialization on a regular basis. He stated that due to his exercise, his blood sugar levels have gone down and his doctor has taken him off of his primary diabetes medication.

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Sylvia needed to move out of her Section 8 housing situation due to the inaccessible nature of her apartment. She had located an accessible Section 8 apartment but was unable to pay the security deposit. The IL specialist advocated with the property manager to obtain medical and Section 8 approval documents in order to submit to the United Way, along with Sylvia's application for assistance. The specialist continued to work with the United Way and St. Vincent DePaul to obtain funding. Sylvia is now living in her accessible and affordable apartment.

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### **Major Obstacles**

Paraquad has faced a few major obstacles this year. Gaps in financial reporting resulted in an overly optimistic financial position. The last 6 months were focused on strategies to reduce deficit. Changes were made to monthly financials and a plan was created and approved by the board to address the financial deficit.

Delays in closing on New Markets Tax Credit construction project impacted refinancing on our building loans and tied up reimbursement funds for pre-construction costs.

Declines in revenue resulted in staff reductions and staff turnover, which affects employee morale and consistency and quality of services. We have restructured to increase efficiency and will continue to evaluate the best structure. Our FY17 work plan also includes strategies for increasing staff engagement

Increased CDS competition in St. Louis combined with Department of Labor rules has resulted in major declines in CDS revenue which provides supplemental funding to multiple programs. As a result, we are putting additional focus on strategic fundraising, social enterprise and fee for service opportunities.

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
17	10

#### (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	33	22	4
Other Staff	66	31	21



## **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 the 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 supports People First of St. Louis, a self-advocacy group, run by, and for, adults with developmental disabilities. Participants learn advocacy skills and are then provided opportunities to 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 empower each other to understand their rights and to advocate for community and systems change to ensure that necessary services, supports, and opportunities are in place for people with disabilities. So far this year, members are planning a fundraiser to support their efforts. They have become active in the statewide People First organization and have attended all of the statewide steering committee meetings. They met with five (5) St. Louis City and County elected officials through participation in Disability Rights Legislative day. They have built leadership skills in members and elected new officers three of which are new to a leadership role.

Paraquad also continues to facilitate the development of local Community Groups. These groups are made up of individuals who want to make change in their community through advocacy. The key to these groups is that they are shaped and lead by community members. 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. Organizing advocates locally, building their power and leadership skills provides for the growth of the Disability Rights movement and, thereby, strengthening the Independent Living (IL) philosophy through fostering and supporting the rise of Community Groups in the greater St. Louis metropolitan area. Combined, the Community Groups and two long-standing partners make up a coalition called "The Coalition for Truth in Independence".

The goal of the Community Groups is to make the IL philosophy play out in the St. Louis community at large. Paraquad works to find leaders in the community willing to start a group. Each group then identifies its own leaders and sets its own agenda. Paraquad 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. In FY'16 Paraquad continued to mentor and support eleven (11) community groups in areas including: North County/Spanish Lake, South County, downtown St. Louis City, Dogtown North City, South City, Maplewood/Richmond Heights, University City, Kirkwood, Belleville IL, Midtown, Webster Groves, and Ferguson. Two long-standing advocacy groups are supported by Paraquad, People First of St. Louis and the Lewis and Clark chapter of the Federation of the Blind totaling almost eighty (80+) members. We are always working to grow this number.

The community groups we support band together to form a coalition called the Coalition for Truth in Independence (CTI). Every month, representatives from all the community groups come together to share information about their local work and build campaigns for region wide change. This year CTI received a grant from Catholic Charities to hire an organizer to help grow and support them. Although CTI has had a rough year with the passing of one of its founding leaders, it has re-grouped and supported others to take leadership roles.

During this time period we continued focusing on supporting the growth of community groups on college and community college campuses in the greater St. Louis area. This year Paraquad supported community groups in the following campuses: St. Louis University, Forest Park Community College, and Webster University. The students are supported, educated, and empowered to not only become the best advocates for themselves on their campus, but also to become future leaders in the disability rights movement. In FY'16 we attempted to coordinate the college groups in a regional Campus Alliance in order for students to share their experiences, strategies and build their collective power. We had a small but powerful discussion about what is needed to organize people with disabilities and their allies on campuses. Although the organizing and empowering of youth is important to us, internally we lost a position that focused on this area, leaving a gap in resources relative to the need in the community.

In another active collaboration around advocacy we have engaged in a partnership with Washington University's Brown School of Social Work in exploring the intersection between disability, sexuality, and advocacy. On a weekly basis a staff member from the department of public policy and advocacy at Paraquad engaged (30+ 10 without visible disabilities, and 20+ with developmental disabilities) students in developing advocacy skills around their sexual health. This partnership has begun shaping a progressive conversation around how if the sexual identity of a person with a disability is engaged and not minimized, those individuals are engaged in system change in a new way—as their full selves.

In FY15 Paraquad launched The Tuscher Institute. The goal of this Institute is to offer in-depth training for people with disabilities and our allies on the topics of grassroots organizing and civic engagement. The Tuscher Institute is designed to engage all people with and without disabilities where they are and also encourage participants into becoming more fully engaged in their communities. The Tuscher Institute is structured so that an organization can participate in "toolbox trainings" which are offered throughout the year. These trainings culminate into large group "civic engagement and organizing training camps" and advocates begin to understand that self-advocacy is not the act of advocating alone but understanding that we are part of a larger community of individuals who are active members of society. In the first half of FY'16

Tuscher Institute partnered with 4 organizations to train over 40 people.

In FY'16 Paraquad continued leadership and participation in a quarterly gathering of advocates, agencies, and funders around the topic of advocacy for people with disabilities. Now referred to as the St. Louis Regional Self-Determination Collaborative, we helped design content, facilitated and participated in this ongoing meeting which regularly sees (40+) attendees representing over 10 organizations. The topics of the meetings focus on advocacy and self-determination. This gathering is the first time that advocates, funders, and agencies have come together in the greater St. Louis area around advocacy issues. The goals of these meetings are to share information and educate, so that there is a tangible action that an advocate, organization, and even funder can bring back to their respective work and private communities to engage more folks in advocating for the rights of people with disabilities and our allies. Leaders of this group from the Arc of St. Louis, DD Resources and Paraquad presented on the development of the Collaborative at the Missouri Association of County Developmental Disability Services conference.

### **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 Mentorship program provides services to individuals across the disability spectrum that may have questions or concerns and/or are facing barriers related to their disability. Individuals with disabilities, identified as Peer Mentors, agree to meet with and talk to participants who contact Paraquad with the concerns of living with a disability. During this process, the Mentor is able to provide feedback and share problem-resolution skills with the participant. During FY16, 63 individuals with disabilities and/or their families requested and received services from Paraquad's 28 Peer Mentors. The peer mentors are pre-screened and trained as Paraquad volunteers.

During FY16, four (4) Peer Support groups were active in the various areas of the community. These groups offer opportunities for individuals with disabilities to learn more about available community resources, address personal issues, and socialize with peers. Paraquad has trained and currently offers support to six (6) group leaders who are responsible for recruiting members and facilitating community group meetings.

Youth Group – focuses on social and recreational activities that promote the development of social skills. Young people with and without disabilities can join the group. Paraquad's Youth Group targets youth between the ages of 14-24. The Youth Group meets once a month on the third Saturday of each month from August to May for group discussions.

In addition, a number of the Independent Living Specialists (ILSs) who work in Paraquad's various programs have a wide array of disabilities and are able to speak with the individuals they serve about their own life experiences living with a significant disability. 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 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 for improved access to quality, affordable healthcare for individuals with disabilities. Staff members collaborate closely with other statewide health advocacy groups to address barriers presented by MO HealthNet, particularly the Family Support Division (FSD) reorganization and subsequent issues. Staff has been troubleshooting, story banking, and advocating with department officials to create solutions to these problems. Paraquad staff also participate on the Missouri Medicaid Coalition working to expand and transform Medicaid.

Paraquad has advocates for several policy changes that would increase the likelihood that people with disabilities have the opportunity to achieve a higher level of economic self-sufficiency. Paraquad testified before both a House and Senate committee to advocate for increasing the asset limit for Medicaid eligibility which would result in better access to healthcare and people with disabilities being able to keep more of their own money to meet their own financial obligations. This legislation nearly passed in 2015 and finally during the 2016 legislative session passed! Paraquad was happy to host the Governor along with many advocates as he signed the legislation.

Along those same lines, in 2015 we advocated for the ABLÉ Act, which allows people who've acquired their disability prior to the age of 26 to save money in a tax advantaged account, which is not considered when applying for public programs that can be used for disability related expenses. We were pleased that the ABLÉ Act passed. This year we worked with the Treasurer's office to provide feedback and host a stakeholder's meeting at Paraquad so the Treasurer and his staff could ask questions and get guidance on Missouri's ABLÉ Act, we also reviewed their website and provided guidance.

Paraquad continues to work to promote and improve equal access to public transportation. Staff members continue to serve on the Metro Access Advisory Group to help ensure that people with disabilities have equal access to public transportation. Paraquad continues to promote and monitor the operation of four (4) accessible vans operated by a local taxi company. This is the final year of that Federal grant initiative. We anticipate that the fans will be sold to a cab company following the end of the grant year and will remain in use for accessible transportation. We believe because of the intuitive, several other cab companies purchased accessible vehicles in order to remain competitive. Paraquad staff also participate in the St.

Louis Transit Alliance that meets periodically to strategize about public transit solutions at the state level.

Paraquad continues to work with local public accommodations and state and local entities to provide full and equal access for individuals with disabilities. Paraquad has grown its AccessibleSTL program which provides surveys, trainings, and technical assistance to businesses/organizations to support them in becoming more accessible. This year we've done 4 ADA surveys, including a survey of the region's premier outdoor amphitheater, The Muny and several locations for Region's Bank. We've provided 21 trainings and engaged 8 new business in the AccessibleSTL program.

Paraquad staff has trained over 400 people in FY'16 on various topics related to the ADA, reasonable accommodations and disability awareness.

Paraquad staff members are continuing to train and provide skills building opportunities for individuals to help them advocate for themselves when faced with a barrier in the community. As a result, several community groups successfully advocated with a local restaurant to eliminate barriers and provide better access.

Paraquad conducted numerous activities to ensure people with disabilities have equal access to voting. Paraquad maintained relationships with local and state election officials. We surveyed advocates after the primary and local elections to gauge voter access. We will compile and share that information with local election authorities and the Election Assistance Commission. Paraquad developed a comprehensive Get out the Vote strategy aimed at increasing voter turnout and engagement for the 2016 primaries and general election. We called approximately 700 people, registered 30 new voters and held trainings and events that reached 92 people. Paraquad also submitted testimony before the Elections Committee to oppose voter photo ID requirements.

Paraquad staff continues to address the issue of accessible affordable housing. Paraquad has collaborated with the Equal Housing and Opportunity Council to train 6-8 of our staff to be 'testers' for housing discrimination. In the event that EHOC gets complaints or notification from individuals in the community that they've been discriminated against the 'testers' go through the same process as the complainant went through to see if there is systemic discrimination, similar to a secret shopper program.

Paraquad staff continues to represent the agency on several advisory committees working on access including the CityArchRiver Universal Design Committee, Missouri Medicaid Coalition, the NCIL ADA/Civil Rights subcommittee and Employment subcommittee, and the regional Cultural Access Convening which brings together the area's cultural institutions for conversations and action around access for people with disabilities.

Finally, Paraquad continues to provide individual legal advocacy services to people with disabilities. The goal of this initiative is to help provide equal access to legal services for individuals with disabilities who often face barriers to obtaining these services. In FY'16, we've provided some legal service, advocacy or information and referral to 213 people.

## **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 five core services, Information & Referral, Peer Consultation, Independent Living Skills Training, Transition and Advocacy, are the building blocks for all services and programs offered at Paraquad. For any person with a disability who requests a particular service, 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 and surrounding counties 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.

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.

Paraquad continues its investment into organizational cultural competency and diversity by focusing on activities throughout the year to educate and create a more open work environment for staff and participants. The Cultural Competency Committee which is led by the Director of Human Resources, assesses the need for changes to culture and policies pertaining to diversity and administers yearly surveys to determine improvement/gaps. The Cultural Competency Committee hosts the quarterly Cultural Competency and Diversity Speaker's Series that drives dialogue and learning on a variety of topics related to diversity. The quarterly series is open to all staff, Board members, participants and community members.

Throughout FY16, Paraquad participated in 73 presentations to various groups reaching nearly 2318 people from various unserved and underserved populations. In addition, Paraquad participated in 37 health fairs/community expos that reached almost 262,835 individuals. Paraquad also provided 7 tours for underserved populations reaching an additional 130 people. Targeted outreach was provided to the following unserved and underserved population categories: African Americans, Youths with Disabilities, Developmental Disabilities, Immigrant and Ethnic Groups (Bosnians), Veterans, Senior Citizens, Homeless, and the Unemployed.

## **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 who 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 potential areas of need and participants are then given the opportunity to develop goals. Goals are reviewed by the participant and IL Specialist on a semi-annual basis. Goals are modified more frequently and/or new goals are developed at any time 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. Paraquad served 2,598 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, 2080 (80%) participants developed an Independent Living Plan with goals they were actively working on with IL staff.

Paraquad gathers satisfaction information from participants in all programs throughout the year. 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.

Paraquad's Participant Advisory Committee was dissolved in FY16 due to inactivity and lack of members. Membership fell to six members with only 2-3 actively participating in bi-monthly meetings. Three members joined the Program Committee for Paraquad's Board of directors to provide input and guidance to Paraquad's program leadership and board members. Paraquad's Board has made a commitment to adding more representation across programs to the Program Committee in the upcoming fiscal year.

## **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 times 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 required to be followed across all programs. The guidelines are revised when necessary. Documents requiring participant signature and placement in the participant file are made available to IL Specialists online. A real time listing of the required file documentation and the most current up-to-date to the forms are available electronically through this site.

Every new participant file is reviewed extensively for the required documentation by the Compliance department. Required documents are scanned, uploaded, and stored in the agency's database and original copies are placed in the participant file. Immediate corrective action is expected when a file fails to contain required information and deficiencies are corrected by the respective ILS. All files are kept in a secure file room requiring key pad entry in order to protect participant information and confidentiality. Random file location audits are completed on a weekly basis to ensure proper file storage. File audits are also conducted at random on existing files to ensure the file is being appropriately maintained and any required updates have been completed.



**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.

<b>Issue Areas</b>	<b>Activity Type</b>	<b>Hours Spent</b>	<b>Objective(s)</b>	<b>Outcomes(s)</b>
Other	Advocacy	60	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	125	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	500	People with disabilities are able to access their community.	Paraquad provided customized services (including ADA surveys) to businesses/organizations in the St. Louis area. Provided trainings and support to 11 grassroots community groups and the Coalition they make up.

Healthcare	Community/Systems Advocacy	1850	Policymakers are aware of issues important to people with disabilities.	Over 500 individuals participated in the annual Disability Rights Legislative Day in Jefferson City, including 50 from Paraquad. Paraquad helped plan the first Cross Disability Policy Summit. Urged legislators to pass Medicaid Expansion, including increasing asset limits. Testified before House and Senate committees regarding increasing the asset limit for Medicaid eligibility, which would result in better access to healthcare in Missouri. This legislation ultimately passed. Worked to address and resolve numerous issues resulting from FSD reorganization. Advocated with legislators on the importance of Home and Community Based Services and need for a provider rate increase for these services. Submitted comments regarding rate increases/rate review process for health insurance.
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	200	People with disabilities have current information regarding disability policy.	Sent 24 action alerts and legislative updates to over 1000 advocates through our newly launched e-newsletter "Advocacy Matters". Sent e-newsletters to policy makers, focused on disability policy issues, through our newly launched e-newsletter "Policy Matters".
Housing	Collaboration	500	To increase the number of affordable and accessible housing units available in the City of St. Louis.	Collaborated with the Equal Housing and Opportunity Council to train 6-8 of our staff to be 'testers' for housing discrimination. In the event that EHOC gets complaints or notification from individuals in the community that they've been discriminated against the 'testers' go through the same process as the complainant went through to see if there is systemic discrimination, similar to a secret shopper program.
Other	Community Education and Public Information	1000	Increase public awareness regarding disability issues.	Continued to accept invitations to speak to public groups relating to disabilities issues. Provided 5 building tours, made 29 presentations to various groups in the community and participated in 13 public information events.

Other	Collaboration	50	To increase the number of employment opportunities available for people with disabilities.	Through AccessibleSTL presented to businesses on ADA Title I employment rights for people with disabilities, best practices in hiring and consulted with HR personnel on disability hiring.  Staff participate on the NCIL Employment Committee
Transportation	Advocacy	900	To improve the availability of safe, affordable, accessible transportation for people with disabilities.	Advocated with the local transit authority regarding improving the accessibility of the public transportation system. Visited legislators in the capitol to encourage them to increase funding for MODOT. Staff members continue to serve on the Metro Access Advisory Group. Continued to promote and monitor the operation of 4 accessible vans operated by a local taxi company. This is the end of the grant year and we anticipate the vehicles will stay in circulation as accessible cabs. Worked with community groups with their efforts to improve Call-a-Ride services and ensure the changes were made to the satisfaction of the community members who use it.
Other	Collaboration	100	To increase the number of employment opportunities available for people with disabilities.	Promoted relationship building between various partner agencies in areas such as job search techniques, job development, employer negotiation, and job support strategies related to individualized employment services through Work Place Supports and Job Developer Training.

Other	Collaboration	100	To increase the number of employment opportunities available for people with disabilities.	Joint collaboration monthly with other community agencies to discuss various employers around the STL area with job leads (CPN) to help support employment outcomes for people with disabilities.
Other	Community Education & Public Information	1200	To increase access to legal representation and provide information & referral.	Provided legal representation, information and referral to the disability community (231 people). Conducted outreach internally and externally to spread awareness of the program. Began representing individuals at Social Security hearings. We developed a comprehensive Get Out the Vote strategy aimed at increasing voter turnout and engagement for the 2016 election. We called over 700 people, registered 30 to vote and engaged 93 people through trainings and community forums.

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.	People First met each month. Completed intense engagement and advocacy training sessions, helped with phone banks, visited Jefferson City multiple times, attended Disability Rights Legislative Day 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. The St. Louis Chapter re-joined the Statewide People First of Missouri group – further strengthening their connections and broadening their influence. They are quickly becoming leaders with the larger organization.
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**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 FY16:

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

- a. Over 500 individuals concerned about the rights of people with disabilities rallied in Jefferson City for the Statewide Disability Rights Legislative Day. We supported 50 individuals to attend.
- b. Numerous telephone calls and personal visits were made to legislators and department officials on topics including personal assistance program, independent living, FSD issues, and support of Medicaid Expansion, asset limit increases and healthcare reform.
- c. Met with 6 of members of Congress and/or their staff to discuss IL issues/NCIL priorities.
- d. Sent 24 legislative updates/action alerts to over 1000 advocates through our newly launched e-newsletter “Advocacy Matters”.
- e. Sent 6 e-newsletters to policy makers, focused on disability policy issues, through our newly launched e-newsletter “Policy Matters”.

## 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. Over 400 individuals were trained through AccessibleSTL. Paraquad provided 4 ADA surveys, 21 trainings and engaged 8 new organizations in the AccessibleSTL program.
- e. Provided technical assistance to a visitor from China on disability advocacy and employment services for people with disabilities

## 3. Collaboration

- a. One staff member was appointed by the Governor to sit on the Statewide Independent Living Council (SILC) in FY08. This staff member served as SILC Chair for two consecutive terms and chaired the SPIL Compliance Committee for the SILC. In coordination with the SILC and CIL Executive Directors, this staff member facilitated development of the next three-year State Plan for Independent Living which was approved by ACL/ILA.
- b. Continued to participate in the Regional Transition Network (RTN) at two different schools (Normandy and McCluer North). RTN is a collaboration with Vocational Rehabilitation, St. Louis Regional Center, and Special School District, to provide services, resources and advocacy to youth transitioning from high school to work or college.
- c. The Health and Wellness Center collaborates with over a dozen colleges and universities in the fields of occupational therapy, physical therapy, exercise science, nutrition, and chiropractic. These schools provide interns to the program for 8-12 weeks. Logan College of Chiropractic provides supplemental services free of charge to participants for the program and their caregivers.
- d. The Reuse and Repair program has a service agreement with Therapeutic Specialties (who provides new wheelchairs to clients in the St. Louis area). The repair program provides labor for the first year on devices Therapeutic Specialties distributes.
- e. Engaged national and local organizations to include people with disabilities in the minimum wage ordinance in St. Louis (including ASAN, NCIL, TASH, NDRN, Down Syndrome Association of Greater St. Louis).
- f. Paraquad led a group made up of:
  - The Governor's Council on Disability
  - The Missouri Developmental Disabilities Council
  - The Missouri Coalition for Community Behavioral Healthcare
  - Services for Independent Living
  - The Missouri Council of the Blind
  - Disability Resource Association
  - The Missouri Commission for the Deaf and Hard of Hearing
  - The Missouri Association of Rehabilitation Facilities (MARF)

To host a Cross Disability Policy Summit. This one-day event brought together advocates for people with disabilities, and those that support them, to share information on the issues impact all of us. We came together to learn, strategize and provide an opportunity to connect with others. Approximately 70 people attended.

- g. Member of the Missouri Alliance for Home Care (MAHC). One staff is a member of the Consumer Directed Services Task Force, the Medicaid Task Force, attend quarterly meetings and participate in group projects.
- h. Two CIL staff met bi-monthly with the Grace Hill Settlement to share community needs and programs offered.
- i. One CIL staff joined the Brain Injury Association Networking group that provides networking and resource opportunities for direct service professionals in areas of rehabilitation, employment, community support, residential, mental health, assistive technology, adaptive equipment, trauma services, discharge planning.
- j. Transition staff are members of the Continuum of Care, a homeless provider network in St. Louis City and County.
- k. A Transition staff member serves on the Service Delivery committee as a part of the St. Louis City Continuum of Care.
- l. Staff participated on the St. Louis Area Transition Team (SLATT). This group is comprised of professionals from St. Louis City who are looking at transition for the St. Louis City Public School students.
- m. One staff member holds national memberships to TASH and The National Council on Independent Living.
- n. One staff member serves on the advisory committee for the St. Louis Housing Authority Central Office of St. Louis Council of Alcohol Abuse.
- o. One staff member is a member of the advisory committee for the St. Louis Housing Authority Job Plus Program which is looking at integrating the people in Housing Authority housing to a culture of work and independence.
- p. One staff member collaborated with the emergency fund manager at the St. Louis Urban League to coordinate the use of funds to meet the needs of more individuals.
- q. One staff member participates in the Multicultural Society of the United Way committee. This committee works to raise awareness and funding for the United Way and promotes awareness of the many cultures to be celebrated in our community.
- r. One staff member is working with the Southside Senior Citizens Center in their 36<sup>th</sup> annual Bringing It Together Healthfest at the Muny with an expected attendance of over 500 seniors from throughout the St. Louis area.
- s. Paraquad is a vendor for Missouri's Money Follows the Person Program which transitions individuals from nursing homes back into the community. Since the inception of the program, MFP has been instrumental in transitioning over 1,000 individuals throughout the state of Missouri. MFP has been a vital link in providing an avenue for individuals who would not otherwise be able to transition due to lack of money.
- t. One CIL Staff member is the Vice President Board Member for Round Table Representatives on Deafness/Deaf Community Center (RTR-DCC).
- u. One CIL staff member is the Public Relations Coordinator for St. Louis DEAFestival 2016 under RTR-DCC.
- v. One CIL staff member is a National Certified Mental Health First Aid Adult Instructor under Missouri Institute for Mental Health/University of MO-St. Louis.
- w. One CIL staff member is a Certified Deaf Self-Advocacy Trainer.
- x. One CIL staff member is on the Deaf Advisory Committee under Department of Mental Health.
- y. One CIL staff member is on the St. Louis Deaf-Blind Task Force under the St. Louis Society for the Blind.
- z. One CIL staff member is on CityArchRiver Universal Design Group representing the



- Deaf & Hard of Hearing community.
- aa. Once CIL staff member is on the Missouri State Team under PEPNET (Postsecondary Educational Programs Network) which is a nation resource.
  - bb. One CIL staff member worked with Deaf Grassroots Movement Missouri Representative as a statewide team to arrange legislation training, transportation and advocate for the Deaf & Hard of Hearing community on May 4, 2016.
  - cc. Paraquad staff worked with the Fire Captain in the City of St. Louis regarding fire alarms for Deaf & Hard of Hearing community.
  - dd. One employment staff member is a member of the Missouri Rehabilitation Association Midwest Chapter.
  - ee. One Employment staff member is a Certified Rehabilitation Counselor.
  - ff. One Employment staff member collaborates with Job Clubs-Agency Group.
  - gg. Three Employment staff members participate in the Collaboration Partnership Network (CPN)-Job Developers group.
  - hh. One Employment staff member sits on the Disability Resource Committee for St. Louis County Workforce Investment Board.
  - ii. One Employment staff member participates in bi-monthly meetings of the Inclusion Coalition for Employment.
  - jj. One staff member serves on the St. Louis County Commission on Disabilities.
  - kk. One staff member was appointed to the board of the Missouri Inclusive Housing Corporation
  - ll. The CEO serves as chair of the State Rehab Council, and serves on the Missouri Housing Trust Fund Advisory Committee, Missouri Foundation for Health Community Advisory Committee, Diversity Awareness Partnership Board, St. Louis Regional Chamber Board, and a Washington University and Fontbonne University Advisory Committee

#### 4. **Education Campaigns**

- a. 84 invitations from community organizations (such as schools, churches, recreation centers, and businesses) to make presentations on independent living services and issues were accepted during FY16.
- b. Brochures and flyers describing independent living services and demonstrating an all-inclusive, cross-disability approach were distributed at training sessions, and resource fairs, in rehabilitation facilities to social service providers, and to consumer organizations.
- c. 37 invitations to set-up Paraquad's display booth at events such as disability awareness conferences and health fairs were accepted during FY16.
- d. 7 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.
- e. For FY16, Paraquad was highlighted through earned and paid media a total of 114 times (24 print, 8 television, 9 radio, and 73 online).
- f. Around 30 members of People First met each month to learn advocacy skills and engagement strategies.
- g. One staff presented on Consumer Directed Services and advocacy at the Missouri Alliance for Home Care annual conference.
- h. One staff member presented on Consumer Directed Services vendor oversight at the Missouri CDS vendor workshop.

- i. Five (5) hygiene and pre-employment classes were taught at Special School District as a part of pre-employment training.
- j. Two (2) formal educational encounters with Special School District, parents and students occurred as a part of exploring pre-employment opportunities.
- k. Continuing Education program for individuals with developmental disabilities expanded to include a day class to 4 participants in the probation system in St. Louis city.

**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 continues its Individual Legal Advocacy Initiative that provides limited legal services to individuals with disabilities.
- d. Paraquad provided legal information and guidance, represented or provided referrals to 213 individuals regarding disability rights issues.

**6. Outreach Activities**

- a. Van drivers provided a total of 8560 one-way trips to participants residing in the St. Louis City and St. Louis County as they worked toward their independent living goals.
- b. Paraquad staff members made numerous presentations, provided tours, and attended community events to promote independent living services and related issues.
- c. Targeted outreach was provided to the following unserved and underserved populations – Psychiatric Disabilities, Physical Disabilities, Vision Disabilities, Deaf and Hard of Hearing Disabilities, Adults with Disabilities, Cognitive Disabilities, GLBT (gay, lesbian, bi-sexual, transgender), People with a history of substance abuse, Ex-offenders, Asian, Hispanic, African Americans, Youths with Disabilities, Developmental Disabilities, Immigrant and Ethnic Groups (Bosnians), Veterans, Senior Citizens, Homeless, and the Unemployed.
- d. Mailed out the Annual Report to over 407 individuals.
- e. Mailed out three Continuing Education class schedule to over 200 individuals.
- f. Continued to increase online presence through social media. With minimal advertising, Twitter followers increased 12% to 1,279, Facebook likes increased 46% to 2,203, and LinkedIn followers increased 41% to 2,094. Paraquad.org had more than 161,000 page views.

**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 8975, during FY16. I&R services included one-time individual or group services of such a nature that the 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 62 households during FY16.
- d. Continued to utilize a web-based follow-up survey to use with callers to determine effectiveness and usefulness of information
- e. I&R Specialists updated community resources to verify contact and program information for correctness.

2. **Independent Living Skills Training**

During the 12-month funding cycle, services to develop the skills needed to live more independently were delivered to 2,598 people with disabilities. Independent Living Specialists (ILSs), with full participation from the individuals who requested services, conducted an Intake and Needs Assessment. This included people with whom there was enough contact to develop a Consumer Service Record (CSR). 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 generalized basis. Many participants in ILAP are referred to other Paraquad programs to continue more specialized skills training.
  - a. During FY16, 307 participants requested and received skills training through the ILAP program.
  - b. One on one financial education and budgeting assistance was offered to interested participants to help improve their financial management skills.
  - c. Continued to manage an Educational Endowment Program which is 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. Three (3) new students were awarded \$500 each and four (4) renewal students were awarded \$1000 each.
- **Consumer Directed Attendant Services (CDS)** – employed 15 full-time staff who provided services to 873 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, electronic visit verification (EVV) timekeeping system, 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 is also available.
  - d. Assisted in general orientation of CDS participants to the Independent Living philosophy.
  - e. Processed inquiries and solved problems related to CDS, payroll and CDS timesheets and EVV timekeeping system.
  - f. Assisted with collection of data concerning CDS employers for evaluation activities.
  - g. Gathered information and participated in discussions and advocacy with State entities regarding participant Medicaid, spenddown issues, program structure, best practices, regulations and vendor oversight.
  - h. Reviewed emergency plans with CDS participants on a monthly basis and updated plans as needed.
- Community Transition Services – assisted people with disabilities who are homeless or institutionalized to move to a community-based setting of their choice and helped people with disabilities remain in their own homes by provided financial assistance.
    - a. During FY16, six (6) full-time staff worked with 411 participants.
    - b. During FY16, Transition Specialists helped 47 participants move from homeless situations to independent living situations and assisted 20 individuals in nursing homes to transition back into the community.
    - c. The Rental Assistance Program (RAP) is a homeless prevention program that serves people with disabilities who are at or below 50% Area Medium Income (AMI). Funds are available for rent/mortgage assistance, first and last month's rent, and utility assistance. The goal is to provide people with both the financial resources and the knowledge to become financially stable so they will not lose their housing. 85 households were served in St. Louis City and County in FY16.
    - d. The Housing Stabilization Program (HSP) is a housing program that is able to assist families for several months until they are able to become financially stabilized. This program has expanded assistance capabilities for families in temporary crisis that affects their income and thus their ability to remain in housing. During FY16, the HSP program assisted 27 families.
    - e. Transition staff are members of the Continuum of Care (COC), a homeless provider network in St. Louis City and County.
    - f. A Transition staff member serves on the Service Delivery subcommittee as a part of the St. Louis City Continuum of Care. This year the COC has worked to establish a Coordinated Entry Program to better serve the needs of the homeless. This new system will use the assessment tool VI-spdad to assign acuity of need to homeless individuals and match them with available housing.
    - g. A Transition staff member serves on the HMIS subcommittee as a part of the St. Louis City Continuum of Care. This subcommittee is looking at the data management for the continuum to meet the needs of the homeless, providers and the mandate for coordinated intake.
    - h. Continued to operate the Transition closet comprised of donations from Paraquad staff and community members. This closet allows us to provide our participants with

clothing, household items, and furniture that has been donated.

- Job Development and Placement Services – provided to 63 participants total, 33 were placed into competitive employment. Participants worked with Employment Specialists to improve their job readiness skills and 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 Specialists provided job development and placement services to the participants.
  - a. Youth Employment Transition (IEP's): provide support and guidance for students and parents during transition IEP meetings. Discuss the provided vocational services, students are eligible for through Paraquad.
  - b. Youth Employment Transition (SUCCEED): hosted 2 student interns for the Fall and Spring semester from the UMSL Succeed program. Each student intern worked toward career goals of their choice. As a host site, students gain skills and experiences that assist them in learning employer expectations.
  - c. Youth Employment Transition (schools): hygiene classes are provided to students within SSD at the request of teachers. Hygiene kits are provided to each student and contain various hygiene products specifically for race/gender.
  - d. Youth Employment Transition (other): Job Readiness Training is provided for SSD students at the request of teachers. This class discusses the importance of dressing for success, application process and interview process.
  
- Vocational Education – provided a level of basic skills to live as independently as possible, and served 188 adults with developmental disabilities who live in St. Louis City and County. In the past our education program has covered a wide variety of topics related to Independent Living. Midway through FY16, the name of the program was changed from Continuing Education to Vocational Education to reflect the new focus on vocational related courses and to be more in line with WIOA. Over the course of FY16 we offered:
  - a. Ten classes in math covered practical skills on the subjects of measuring, weighing, temperature reading, budgeting, and paying bills.
  - b. Four classes in Advanced Money Management covered the basics of banking services through an online banking program offered and partially funded by Wells Fargo. Wells Fargo granted \$5,000 to be used to purchase supplies for our Vocational Education program.
  - c. Eight classes in reading and writing covered how to read a newspaper and a magazine, current events, mastering language in the supermarket, restaurant, and workplace, and discussing books.
  - d. Twelve classes in computer skills taught participants how to use IBM-compatible computers, different software programs and basic and advanced computer skills.
  - e. Eleven classes focused on employment covered exploring different kinds of jobs, how to search for a job, work relationships, resume writing, and interviewing skills.
  - f. One class in enrolling for college and accessing disability services on campus.
  - g. One class in planning your apartment covered how to advocate for independent living, creating a household budget, and preparing for emergencies and home safety procedures.
  - h. One class in driver's education reviewing rules of the road and preparing students to take the Missouri Instruction Permit examination.

- i. Two classes in theatre where students read and took part in plays.
  - j. One class in health and fitness covered menu planning, basic principles of nutrition, fitness goals, activities and various types of exercise.
  - k. One class in healthy relationships and self-esteem that covered developing appropriate relationships with employers, coworkers and in the community, sexual safety and decision making in personal relationships.
  - l. One class in American Sign Language where students learned basic sign language skills.
- Supported Education—gives a unique opportunity for personal growth by participating in an integrated educational setting. The project served fourteen students with development disabilities who are residents of St. Louis County and are eighteen years of age or older. Education Coaches provided participants assistance to improve their Adult Basic Education skills at community based sites across the metro area in order to prepare for their High School Equivalency Test (HiSet) or improve their basic education skills in the areas of math, reading, writing, science and social studies. Coaches provided participants educational management and support services by assisting them in the development of educational goals and program plans.
  - Job Coaching and Retention – provided one-on-one job site support to 23 individuals with development disabilities in St. Louis city and county. Job Coaches 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 Job Coach reduced support from the job site. Support was then provided a minimum of twice a month. The Job Coach also facilitated communication between the employer and co-workers, helping the employee understand and follow workplace policies and procedures, and helped ensure proper training on tasks.
  - Work Incentives Planning and Assistance – provides work incentive knowledge and advocacy for Social Security beneficiaries who are working on employment goals and ready to return to work. Participants learn how income from employment will affect their benefits. During FY16, Paraquad served 459 beneficiaries through our WIPA project providing assistance and support to assist them with returning to or maintaining current work. Those individuals are not counted in our overall numbers due to the restrictions of the WIPA grant.
  - The Summer Work Experience Programs (SWEP/SWE) – this youth employment transition program allowed students (ages 16-21) the opportunity to work and be paid for up to an eight-week (20 hours per week) period. The participants must be receiving special education services, returning to school the following school year, have limited or no work experience, and need extra support to be successful on the job. Paraquad served 35 students in collaboration with the funding source, a school district, and employers/adults service providers/family members. Five (5) students were offered permanent positions with their summer job sites and three (3) students were hired at the end of the summer and placed into permanent positions.
  - Volunteer Opportunities – provided services to 33 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. Paraquad staff assisted participants in assessing their skills and abilities and then identified volunteer sites that matched the strengths and desires of the participants. Participants received help with the application process, volunteer site set-up, and identifying modes of transportation. Job Coaches provided one-on-one support on site to ensure proper training, performance, and understanding of the workplace policies and procedures. 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.

- 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 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.
  - c. Paraquad organizes Ramp Up for Accessibility Day annually. Through collaborations with The Home Depot and St. Louis City Affordable Housing Commission, 33 individuals received accessible modifications to their homes in FY 16.
- 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 FY16, the reuse and repair program completed 614 sales orders.
  - b. The Reuse & Repair program served 440 participants.
  - c. The Reuse program distributed 312 devices.
  - d. Paraquad has two (2) gold level certified repair technicians with over 25 years of experience combined.
  - e. 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. Three devices were distributed during FY16.
- Health & Wellness Center – provides an accessible gym setting for people with disabilities to work out and get the assistance needed to increase their health.
  - a. In FY16, the Health & Wellness center served 128 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, a personal trainer, and physical therapist assistant staff the gym.

- d. Paraquad has contracts with sixteen (16) schools including OT, OTA, exercise science, nutrition, and chiropractic. We also partner with local PT programs to provide hands-on/observation as well as local area high schools offering internship opportunities.
  - e. Paraquad collaborates with Logan College of Chiropractic to provide supportive health and wellness services to participants.
  - f. Clients reported increased strength and endurance to complete functional tasks, such as transferring or walking longer distances and many report decreases in secondary conditions such as high blood pressure and fatigue.
- Telephone Accessibility Program (TAP) – free program through the state of Missouri providing adaptive telephone equipment to people with disabilities. In FY16, the program provided TAP services to 64 participants in St. Louis City and County.
  - Youth & Family Services – served youth with disabilities from birth to age 24 and their families. In FY16, 142 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 money and providing 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. *Computer Camp* – 12 youth participated in a one-week session of hands-on computer training. Youth learned how to access the computer and a favorite camp activity was to develop a PowerPoint presentation.
    - c. *Adventures to Transition Camp* – 10 youth explored topics dealing with transition including housing, education, employment, transportation, and independent living in a fun and hands-on way during this one-week session.
    - d. *Empowerment to Leadership Camp* – 5 youth explored the history of the Independent Living Movement and learned about self-determination, self-advocacy, and leadership while having the opportunity to make new friends and build social skills during this one-week session.
    - e. *Self-Discovery Camp* – 5 youth discovered the history of the Independent Living Movement and learned about finding their voice through advocacy. They developed communication skills and built disability pride during this one-week session.
    - f. *School-Based Activities* – provided services specifically geared toward educational services for 25 youth and their families. Paraquad staff provided personal finance classes and Independent Living 101 classes to the St. Louis County Special School District.
      - (1) Individual Education Plans (IEPs) and IDEA – staff provided support to 5 youth and their parents at annual IEP meetings and on-going support throughout the school year according to need.
      - (2) Special Education Advocacy – staff worked with 20 students, parents, and educators to support the needs of students with disabilities in various school districts.



- 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 Mentor Coordinator assigned 16 peer mentors to work with 75 individuals.
  - c. Paraquad has standing monthly outreach events with five local rehab centers through this collaboration we provide 60 hours of service each year

## 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.

Paraquad continues to develop new strategic partnerships with service providers, government agencies, community groups, specialized facilities, philanthropic organizations and individuals, schools and universities, businesses and corporations. We leverage those relationships to increase awareness of disability issues and diversity our funding opportunities.

### **Accomplishments:**

During the year, the following fundraising and communication initiatives and activities have been accomplished:

- In FY16, Paraquad received \$983,460 in gifts and non-governmental grants. Of this total, \$377,781 was from individuals, \$149,193 from foundations, \$264,187 from corporations and organizations, and \$192,299 from the United Way.
- Paraquad has also secured a total of \$1.87M in support of the Accessible Health & Wellness Center capital project which will open in January 2017.
- Paraquad received 200 in-kind donations that included wheelchairs and other durable medical equipment and materials used to make 14 area homes more accessible for people with disabilities.
- Paraquad gained a total of 114 media placements (24 print, 9 radio, 8 TV, and 73 online), highlighting programs, services, and advocacy efforts.
- We continued to grow our digital and social media presence, with more than 161,000 website page views, increasing Facebook likes by 46% to 2,203, increasing Twitter followers by 12% to 1,279, increasing LinkedIn connections by 41% to 2,094, and with more than 5,200 views of videos on YouTube.
- Paraquad published 67 blogs, most authored by program staff, which detailed programs, personal insights, and personal commitment to disability rights and services. These provided excellent content for social media distribution.
- Major events included our annual Ramp Up for Accessibility Day, Health & Wellness Center groundbreaking, and several press conferences held on site (including Gov. Jay Nixon’s signing of HB1565 to increase asset limits) – all of which gained media attention.
- Paraquad developed a large-scale, multi-component collateral piece to be used with solicitations of major donors.
- Paraquad staff participated in 136 outreach events to connect with potential participants and to develop strategic partnerships with potential referral partners.
- The Paraquad Young Professionals Network (PYPN) held two fundraisers to benefit Paraquad.

- Paraquad staff, members of the Board, and volunteers developed a new strategic fund development plan that will guide fundraising activities for the next three years. The plan includes the creation of a volunteer-led giving society with the express goal of increasing major gifts (\$1,000+) and significantly increasing the level of annual contributions to diversify and grow Paraquad's revenue sources.
- Through the development of the Grants Clearinghouse Committee lead by a dedicated grant writer, Paraquad increased the number of grants submitted to corporations, organizations, and foundations by 131% over the previous fiscal year.

## **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.

#### **Paraquad Strategic Objectives accomplished in FY16 Q1 and Q2**

5.1: Evaluate the organizational structure to determine the best operating model to deliver results

- Due to reductions in revenue, Paraquad experienced a reduction in staff both through attrition and the elimination of positions. Changes were also made in structure to gain greater efficiencies.
  - Finance, Timesheets and Consumer Attendant Services Payroll were combined and moved under Finance
  - The Chief Program Officer position was eliminated and all program directors report to the CEO
  - The IL Director position was eliminated
  - Peer will join Youth Transition
  - Intake was combined with I & R and both moved under IL
  - Transition services refocused on nursing home transition/diversion
  - Further evaluation of structure will be included in the work plan for FY17.

5.2: Implement a formal program for staff recruitment, evaluation and development

- Revise existing job descriptions to accurately reflect job duties
- Reviewed and revised job descriptions to accurately reflect job changes and duties
- Develop and implement performance appraisals with quantifiable measures
- Developed new ranking performance system with quantifiable measures.
- Ensure all staff have development plans
- In progress, Human Resources is creating a development plan template first for leadership

5.3: Develop a comprehensive salary and benefits plan

- Revise Salary structure to align with current industry practices
- Complete and ongoing. Salary adjustments were made to staff earning less than \$45,000/year during Q1 of FY16

#### 6.1: Implement and evaluate the cultural competency and diversity plan

- Evaluate the effectiveness of implementation
  - Conducted follow up survey to determine effectiveness of plan. Progress was made in the areas of:
    - Increased employee's perception of working amongst peers who represent an ethnically and diverse reflection of the community we serve
    - Increased employee awareness of training opportunities around cultural competency
    - Increased positive feedback in employees are respected and supported for their desire to honor to and participate in cultural celebrations
    - Increased employee awareness that cultural competency goals are supported in our mission, values, policies, and procedures
  - Updated the Cultural Competency and Diversity plan to include additional staff training opportunities on various topics of diversity

#### 8.1: Complete board committee structure and develop clear charges

- Finalized board committee structure and committee descriptions
- Recruited non-board members to board committees

#### 8.2: Develop an on-going recruitment, orientation, education and evaluation process

- Streamlined process for vetting and onboarding new board and board committee members
- Educated new board members by setting up meetings with key CIL staff
- Provided program overviews during Q1 and Q2
- Recruited non-board members to board committees
- Held board orientation
- Performed annual board evaluation

#### 9.3: Renovate the Berthold facility to expand health and wellness services

- Held ribbon cutting ceremony
- Began renovation
- Renovation will conclude December 2016

## Item 2 – Challenges

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

### Program Challenges

#### Employment Services:

Increased referrals and staff turnover have continued to be a challenge in the employment program. Several participants are referred for services and are not ready for employment. This

has created a need to develop a screening process prior to accepting referrals for new participants. Finding full-time jobs with benefits is a challenge for many of our participants. With the high cost of health care many employers are only hiring part-time to save on costs.

#### Attendant Services:

The removal of the Home Care exemption rule by the Department of Labor went into effect in January 2016. This means that the Fair Labor Standards Act (FLSA) rules including minimum wage and overtime will be applied to CDS attendants. Paraquad is making policy changes to address the needs of the participants, ensuring they continue to receive personal attendant services, while addressing the financial stresses of the new rule.

The number of approved CDS Vendors in our service area of St. Louis City and St. Louis County continues to increase dramatically. Currently there are 392 approved CDS vendors for our service area. Because of the increased number of vendors, the number of new CDS participants coming to Paraquad has significantly decreased. In addition, several participants have left Paraquad to go to other vendors who are paying higher starting wages. Since October 2015 Paraquad has lost approximately 100 participants to other vendors for increase wages. To address this issue Paraquad will raise the wages for CDS attendants to \$10 per hour and will continue to honor the DOL rule regarding overtime as well. Letters were sent out to participants letting them know about the wage increase.

#### Assistive Technology:

The Health & Wellness Center has outgrown its current space resulting in a waitlist on average of 40 participants wanting to use the gym. The time between initial referrals for this program and the actual start date of services can be lengthy. Limited space also affects the amount of time available for existing participants to utilize the facility. Hours of operation have recently been expanded to include evening hours on Monday – Thursday and Saturday hours and an additional part-time staff in to effort to meet the demand for services. However, demand is still high and the current space cannot accommodate the current need. Paraquad is working on obtaining New Market Tax Credits to pay for construction on a new Health & Wellness Center to be housed in the building on Berthold. Obtaining and submitting all the required paperwork has been a challenge and has resulted in delays in starting the project. When completed the center will expand to accommodate over 500 participants.

A challenge for the Reuse program continues to revolve around filling the demand for the specific equipment requests. Inventory is frequently limited by what has been donated. There is a large inventory of equipment that is not moving out of the warehouse and ways to rotate this out is being considered. Staff is still looking into 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. Continued outreach for both the Repair and Reuse program is needed to increase the public's awareness of the availability of the programs.

#### Fiscal Challenges

We experienced declines in revenue in multiple areas, including CDS, Employment, Deaf Way Interpreting Services, IL, and fundraising. Funding was reduced in our federal grant, United Way, Developmental Disabilities Resources, and we lost our Missouri Housing Trust fund.

Much of our focus in fundraising was on the Accessible Health and Wellness Center and the money raised was restricted for that purpose. We also experienced multiple delays in our New Market Tax Credit construction project, which impacted refinancing on our building loans and tied up reimbursement funds for pre-construction costs.

### **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 metropolitan 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 the availability of affordable accessible housing. Paraquad also continues to work toward increasing the availability of services that will promote people with disabilities living with independence and dignity in their communities.

In FY16, Paraquad provided direct IL services to a total of 2,598 individuals with disabilities. This represents a 18% decrease in the total fiscal year served as compared to last fiscal year (3,173 participants). 1,046 of these individuals were new to Paraquad this fiscal year. We attribute the decrease to changes in the Department of Labor regulations as it relates to joint-employer, increased competition for CDS services in the metro St. Louis area and staff turnover which affected Paraquad’s ability to provide services until remaining staff received required training.

## **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 Increase Customer Service**

- Measure and impact employee engagement
  - Develop and implement employee engagement plan
  - Develop employee values
  - Implement leadership development plans
  - Retool employee awards and recognition program
  - Complete Paraquad expansion project
- Measure and impact participant satisfaction

- Develop and implement phone survey process
- Develop action plans based on survey results
- Board engagement
  - Restructure board committees
  - Fully Implement board mentoring program

## **Goal 2 Increase Community Education and Engagement**

- Expand our social media presence by at least 10% (as measured by number of followers/likes on Twitter and Facebook)
- Utilize the opportunities afforded by the additions to our “campus,” including the new Accessible Health and Wellness Center, the demonstration accessible apartment, and the restaurant, to draw in new groups of visitors intentionally to increase awareness and understanding of disabilities.
- Advance at least two legislative priorities
- Increase membership in grassroots community groups by 20 members
- Expand Partnerships
  - Contract with Rehab Services for the Blind for employment
  - Partner Youth Services with Best Buddies
  - Engage 8 new businesses in AccessibleSTL

## **Goal 3 Improve Internal Business Processes/Initiatives/Results**

- Redesign organizational structure
  - Incorporate business development
- Develop and implement Balanced Scorecard
- Develop program process and procedure guides
- Develop a system for internal audits

## **Goal 4 Increase Financial Stability**

- Create a Social Enterprise
  - Restaurant development and implementation
- Increase Philanthropic Fundraising
  - Implement strategic fund development plan
    - Create a giving society
    - Begin transitioning annual awards dinner into a fundraising gala

## Item 2 – SPIL Consistency

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

Goal1: Unmet needs of individuals with disabilities in Missouri are identified and responded to.

Objective 1.1: The unmet needs of the disability community are identified.

Indicator/Activity: The unmet needs of the disability community are identified. Needs information is reported annually to the IL community (CILs, SILC, DSU, public). SILC will conduct public hearings; CILs will submit 704 Part II reports and other related information to the SILC; DSUs will provide 704 I and other related data to the SILC on services provided directly by the DSUs.

**This fiscal year, Paraquad has sent out over 3000 needs assessment surveys reaching all participants served from 10/1/15-9/30/16. Paraquad entered all surveys received by the designated deadline of 10/31/16 into the state Survey Monkey site.**

Objective 1.2: Stakeholders and policymakers have information on the diverse needs of individuals with disabilities.

Indicator/Activity: Needs information is shared annually with policymakers and other decision makers. The CILs will conduct systems advocacy in accordance with their signed Lobbying Certificate form against using federal funds to influence or attempt to influence any federal agency or Congress through lobbying activities as described in 2 CFR 230, Attachment B, Item 25 and EDGAR 34 CFR 82.100.

**During FY16, the Public Policy and Advocacy department drafted, made public and shared 26 action alerts and legislative updates with over 2200 advocates through our e-newsletter “Advocacy Matters”. Our e-newsletter, “Policy Matters”, was sent to policy makers. This information in this publication focuses on disability policy issues.**

Objective 1.3: Individuals with disabilities have access to programs to meet their unmet needs.

Indicator/Activity: The community is educated about programs to meet the unmet needs of individuals with disabilities. CILs and DSU, in consultation with the SILC, will conduct this outreach and education as these activities go beyond the role of the SILC.

**Paraquad took steps to develop a stronger legislative presence this year by identifying advocacy efforts based on the needs of the disability community. Information collected was utilized to educate legislators and community leaders regarding the unmet needs of individuals with disabilities.**

**The Public Policy and Advocacy staff gathered information from participants; community**



**members; staff and other related organizations to assess priorities. We reviewed priorities from years past. We went through an internal process to determine priority recommendations. These were voted on and approved by the board. We provide information to others using our E-newsletters "Advocacy Matters" and "Policy Matters" as well as policy briefs that include information about unmet needs. We also provide individual services, presentations and support community action.**

Indicator/Activity: The IL community advocates to remove barriers to programs and services that meet the unmet needs of individuals with disabilities.

**During FY16, the Public Policy and Advocacy Department further developed the "Tuscher Institute" which provides two 2-day trainings per year and on-demand 'toolbox' trainings to advocates and organizations on various topics. Several trainings have been completed and we have agreements with several organizations to bring customized training to them. Our Youth Services department provided camps to youth with disabilities to empower and support them in their search for independence. Our peer services, People First and community advocacy groups are all thriving and working to remove barriers to independence. Community groups, including People First, supported by our Organizing Team, housed in our Public Policy and Advocacy Department had some significant wins this year including: Assisting the Coalition for Truth in Independence, the coalition made up of the local community groups, to secure grant funding so they could hire a part time organizer for the Coalition thus facilitating their independence and bolstering their capacity to remove barriers to programs, services and in the community. Our policy work saw great outcomes so far this legislative session. We advocated for IL and HCBS funding, dental and OT/PT/Speech funding and pursued, in collaboration with other centers and allies in the health advocacy and disability world, legislation to increase asset limits for people with disabilities who access Medicaid was finally passed and signed by the Governor at a ceremony at Paraquad.**

Goal 2: Communities provide a responsive network of supports and services to meet the needs of individuals with disabilities.

Objective 2.1: Interagency organizations and groups support service delivery for individuals with disabilities.

Indicator/Activity: CILs and DSUs will collaborate with organizations to support needed services. SILC will collaborate with the State Rehabilitation Council (SRC) and other agencies.

**Paraquad partners with numerous agencies in order to ensure wrap-around services for our participants. Internally, in partnership with our Board Governance committee, Paraquad's Cultural Competency and Diversity committee is dedicated to ensuring our leadership understands the scope of work we do and embraces the diversity of the community we serve. This fiscal year, we implemented a new Board orientation/onboarding program and continue to work to reach out to those who comprehend and embrace the population Paraquad serves.**

Indicator/Activity: Collaborations occur within all counties.

**Paraquad collaborated with organizations and agencies within all counties in its catchment area – both in St. Louis City and County in FY15. These types of partnerships and collaborations will continue throughout the next fiscal year. Collaborative relationships included Agape in Motion, Area Agency on Aging, Association for People Supporting Employment First, Association for Programs in Independent Living, CityArchRiver Universal Design Committee, Churches on the Streets, Coalition for Truth in Independence, Developmental Disabilities Council, Down Syndrome Association of Greater St. Louis, Equal Housing Opportunity Council, Governor's Council on Disability, Healthcare for All, Inclusion Coalition of Employment for Metropolitan St. Louis, Legal Services of Eastern Missouri, Logan University, Maryville University, Mercy Ministry, Missouri Alliance for Home Care, Missouri Association of County Developmental Disability Services, Missouri Association of Rehabilitation Facilities, Missouri Coalition for Community Behavioral Healthcare, Missouri Commission for the Deaf and Hard of Hearing, Missouri Council of the Blind, Missouri Governor's Council on Disability, Missouri Medicaid Coalition, Missouri Health Advocacy Alliance, Missouri Recovery Network, Missouri Rehabilitation Association, Missouri Rehabilitation Services for the Blind, Missouri Statewide Independent Living Council, MS Society, NCIL ADA/Civil Rights Subcommittee and Employment Subcommittee, People First of Missouri, Performance Food Group (PFG), Professional Housing Resources, Inc., Places for People, Regional Transition Council, Regional Transitional Network, Services for Independent Living, SILC Congress, Southwest Council for Independent Living, Special School District of St. Louis County, St. Louis Arc, St. Louis Area Transition, St. Louis Business Leadership Network, St. Louis City Public Schools, St. Louis County Commission on Disabilities, St. Louis Regional Chamber, St. Louis University Doisy College of Health Sciences, St. Patrick's Center, Starkloff Disability Institute, The Continuum of Care -St. Louis City Network of Homeless Providers, The Salvation Army, The Urban League, United Way Leveraging Funds, Washington University Program in Occupational Therapy, Washington University Program in Physical Therapy, The Whole Person, Workforce Investment Board Disability Resource Committee.**

Objective 2.2: All unserved and underserved populations are identified.

Indicator/Activity: IL partners (DSUs and CILs, in collaboration with the SILC) identify the unserved and underserved populations in their area. IL partners determined populations for targeted outreach.

**The Cultural Competency and Diversity committee meets regularly to develop effective training to address areas of diversity which exist in our community. Speaker's series for staff and community members focusing on incorporating services for underserved populations. The committee has administered a survey to staff to in FY16 to determine priority areas for FY17 and are developing programs to meet those identified needs.**

Objective 2.3: The community is knowledgeable about services and resources.

Indicator/Activity: DSUs and CILs conduct outreach activities within their community to the identified unserved and underserved populations. DSUs and CILs educate the community.

**Outreach is a priority for Paraquad. This year our PR and Marketing department standardized messaging in numerous formats including printed materials, outreach presentations, new website, etc. Paraquad participated in 29 presentations to various groups reaching people from various unserved and underserved populations. In addition, Paraquad participated in 13 health fairs/community expos that reached thousands of individuals. Paraquad also provided 5 agency tours. Targeted outreach was provided to the following unserved and underserved population categories: Psychiatric Disabilities, Physical Disabilities, Vision Disabilities, Deaf and Hard of Hearing Disabilities, Adult with Disabilities, Cognitive Disabilities, GLBT (gay, lesbian, bi-sexual, transgender), People with a history of substance abuse, ex-offenders, Asian, Hispanic, African Americans, Youths with Disabilities, Developmental Disabilities, Immigrant and Ethnic Groups (Bosnians), Veterans, Senior Citizens, Homeless, and the Unemployed.**

Objective 2.4: Individuals with disabilities access programs, services, and activities to support them in their community.

Indicator/Activity: DSUs and CILs provide needed services.

**Paraquad provided IL services to 2,598 participants throughout St. Louis City and County and the surrounding area during FY16. These services will continue in the next fiscal year.**

Goal 3: Improve the quality of life for individuals who are blind or visually impaired.

Objective 3.1: Provide services that can lead to self-sufficiency and empower blind and visually impaired to participate in home and community life.

Indicated/Activity: DSUs, CILs and OIB service providers will provide training to individuals and groups in alternative techniques, skills, and the use of adaptive equipment in order to assist them in reaching their independent living goals.

**Paraquad provides services to all people with disabilities regardless of the type or severity of the disability, including those that are blind or visually impaired. The five core IL services are provided across all disabilities and are available to any eligible individual without restriction. The Assistive Technology department is continually testing, demonstrating and improving equipment for individuals with disabilities. We also partner with Washington University Orthopedics Department, Logan University and others to deliver the best care and equipment available in our Accessible Health and Wellness Center. We have developed the plans and are working on sponsorships for our accessible apartment demonstration area where people can come and test equipment or learn to use equipment. This will include services for those with all disabilities.**

Objective 3.2: Maintain, regain, or increase independence and enable blind or visually impaired individuals and their family members to create an independent environment.

Indicator/Activity: DSUs, CILs, and OIB service providers will provide training to individuals and groups in alternative techniques, skills, and the use of adaptive equipment in order to assist them in reaching their independent living goals.

**As a part of the Assistive Technology department's demonstration program, a Ruby handheld magnifier and Focus 40 braille reader were purchased. The department is also a low vision center and staff have received formal training on all the equipment.**

## 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
<b>Advocacy/Leadership Development</b>	
General Overview	
Community/Grassroots Organizing	
Individual Empowerment	
Systems Advocacy	
Legislative Process	
<b>Applicable Laws</b>	
General overview and promulgation of various disability laws	
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	
<b>Assistive Technologies</b>	
General Overview	
<b>Data Collecting and Reporting</b>	
General Overview	
704 Reports	
Performance Measures contained in 704 Report	
Dual Reporting Requirements	
Case Service Record Documentation	
<b>Disability Awareness and Information</b>	
Specific Issues	
<b>Evaluation</b>	
General Overview	
CIL Standards and Indicators	
Community Needs Assessment	
Consumer Satisfaction Surveys	7
Focus Groups	
Outcome Measures	8

	<b>Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important</b>
<b>TRAINING AND TECHNICAL ASSISTANCE NEEDS</b>	
<b>Financial: Grant Management</b>	
General Overview	
Federal Regulations	
Budgeting	
Fund Accounting	
<b>Financial: Resource Development</b>	
General Overview	
Diversification of Funding Base	
Fee-for-Service Approaches	4
For Profit Subsidiaries	5
Fund-Raising Events of Statewide Campaigns	
Grant Writing	
<b>Independent Living Philosophy</b>	
General Overview	
<b>Innovative Programs</b>	
Best Practices	1
Specific Examples	
<b>Management Information Systems</b>	
Computer Skills	
Software	
<b>Marketing and Public Relations</b>	
General Overview	
Presentation/Workshop Skills	
Community Awareness	
<b>Networking Strategies</b>	
General Overview	
Electronic	
Among CILs & SILCs	
Community Partners	9
<b>Program Planning</b>	
General Overview of Program Management and Staff Development	
CIL Executive Directorship Skills Building	
Conflict Management and Alternative Dispute Resolution	6
First-Line CIL Supervisor Skills Building	
IL Skills Modules	
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	
<b>Outreach to Unserved/Underserved Populations</b>	
General Overview	2
Disability	
Minority	
Institutionalized Potential Consumers	
Rural	
Urban	
<b>SILC Roles/Relationship to CILs</b>	
General Overview	
Development of State Plan for Independent Living	
Implementation (monitor & review) of SPIL	
Public Meetings	
Role and Responsibilities of Executive Board	
Role and Responsibilities of General Members	
Collaborations with In-State Stakeholders	
<b>CIL Board of Directors</b>	
General Overview	
Roles and Responsibilities	
Policy Development	
Recruiting/Increasing Involvement	3
<b>Volunteer Programs</b>	
General Overview	10
<b>Optional Areas and/or Comments (write-in)</b>	

## **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

**Kerri Morgan MSOT, OTR/LATP - Board Chair**

NAME AND TITLE OF CENTER BOARD CHAIRPERSON

PHONE NUMBER

SIGNATURE OF CENTER BOARD CHAIRPERSON

DATE