

# REPORTING INSTRUMENT

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UNITED STATES DEPARTMENT OF EDUCATION  
OFFICE OF SPECIAL EDUCATION AND REHABILITATIVE SERVICES  
REHABILITATION SERVICES ADMINISTRATION

## SECTION 704 ANNUAL PERFORMANCE REPORT For CENTERS FOR INDEPENDENT LIVING PROGRAM (Title VII, Chapter 1, Part C of the Rehabilitation Act of 1973, as amended)

# Part II INSTRUMENT

(To be completed by Centers for Independent Living)

Fiscal Year: 2017

Grant #: 13-28-17

Name of Center: Paraquad, Inc.

Acronym for Center (if applicable): \_\_\_\_\_

State: Missouri

Counties Served: St. Louis City, St. Louis County, Franklin, Jefferson, Madison, St. Charles,  
St. Clair, Monroe, Washington

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 35 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is required to obtain or retain benefit (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,

## 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	\$
(B) Title VII, Ch. 1, Part C	\$ 413,542
(C) Title VII, Ch. 2	\$
(D) Other Federal Funds	\$ 420,372

#### Item 2 - Other Government Funds

(E) State Government Funds	\$ 251,136
(F) Local Government Funds	\$ 47,916

#### Item 3 - Private Resources

(G) Foundations, Corporations, or Trust Grants	\$ 1,472,929
(H) Donations from Individuals	\$ 322,701
(I) Membership Fees	\$
(J) Investment Income/Endowment	\$ 350,331
(K) Fees for Service (program income, etc.)	\$ 15,431,167
(L) Other resources (in-kind, fundraising, etc.)	\$ 55,564

#### Item 4 - Total Income

Total income = (A)+(B)+(C)+(D)+(E)+(F)+(G)+(H)+(I)+(J)+(K)+(L)
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\$ 18,765,658
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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)	\$ 9,953,850
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**Item 6 - Net Operating Resources**

[Total Income (Section 4)<minus> amount paid out to Consumers (Section 5) = Net Operating Resources	\$ 8,811,808
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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	1258
(2) Enter the number of CSRs started since October 1 of the reporting year	564
(3) Add lines (1) and (2) to get the <i>total number of consumers served</i>	1822

### 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	59
(2) Withdrawn	138
(3) Died	39
(4) Completed all goals set	184
(5) Other	296
(6) Add lines (1)+(2)+(3)+(4)+(5) to get <i>total CSRs closed</i>	716

### 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	1106

## 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	183
(2) Number of consumers with whom an ILP was developed	1639
(3) <b>Total number of consumers</b> served during the reporting year	1822

## Section E – Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	2
(2) Ages 5 – 19	144
(3) Ages 20 – 24	120
(4) Ages 25 – 59	1045
(5) Age 60 and Older	499
(6) Age unavailable	12

## Section F – Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	1022
(2) Number of Males served	800

## 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	7
(2) Asian	17
(3) Black or African American	1180
(4) Native Hawaiian or Other Pacific Islander	2
(5) White	527
(6) Hispanic/Latino of any race or Hispanic/ Latino only	17
(7) Two or more races	20
(8) Race and ethnicity unknown	52

## Section H – Disability

Indicate the number of consumers in each category below.

	<b># of Consumers</b>
(1) Cognitive	320
(2) Mental/Emotional	33
(3) Physical	972
(4) Hearing	34
(5) Vision	45
(6) Multiple Disabilities	310
(7) Other	108

## 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 City	719
St. Louis County	1022
Franklin	6
Jefferson	22
Madison	5
St. Charles	32
St. Clair	11
Monroe	1
Washington	1
Other (IL)	2
Out of State County	1



## SUBPART III – INDIVIDUAL SERVICES AND ACHIEVEMENTS

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

Please refer to the Instructions before completing.

### Section A – Individual Services

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

Services	Consumers Requesting Services	Consumers Receiving Services
(A) Advocacy/Legal Services	8	7
(B) Assistive Technology	85	40
(C) Children’s Services	1	0
(D) Communication Services	22	6
(E) Counseling and Related Services	0	0
(F) Family Services	2	0
(G) Housing, Home Modifications, and Shelter Services	92	7
(H) IL Skills Training and Life Skills Training	295	133
(I) Information and Referral Services	10,033	7,049
(J) Mental Restoration Services	0	0
(K) Mobility Training	1	0
(L) Peer Counseling Services	119	22
(M) Personal Assistance Services	84	58
(N) Physical Restoration Services	1	1
(O) Preventive Services	103	102
(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	39	38
(U) Youth/Transition Services	72	35
(V) Vocational Services	442	67
(W) Other Services	413	371

## **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	301	112	44
(B) Communication	34	11	21
(C) Mobility/Transportation	112	42	28
(D) Community-Based Living	659	230	216
(E) Educational	185	65	44
(F) Vocational	204	79	11
(G) Self-care	468	299	16
(H) Information Access/Technology	38	13	11
(I) Personal Resource Management	170	102	9
(J) Relocation from a Nursing Home or Institution to Community-Based Living	46	17	11
(K) Community/Social Participation	166	69	49
(L) Other	82	59	1

**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.

<b>Areas</b>	<b># of Consumers Requiring Access</b>	<b># of Consumers Achieving Access</b>	<b># of Consumers Whose Access is in Progress</b>
(A) Transportation	360	20	340
(B) Health Care Services	329	50	279
(C) Assistive Technology	1744	208	1536

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

Daniel is a four-year-old boy whose mother was trying to get him special education services. The school would not give him the services because they said he did not meet the criteria for a child with a disability. Daniel's mom came to Paraquad for education advocacy. The Education Specialist assisted Daniel's mom in finding free/low cost evaluation that would help her make a case for special education services for Daniel. After receiving services, Daniel is receiving special education services in a school district that mom is happy with. She said he is doing well and is happy.

Kameron C. is a youth who had never gone anywhere without his mother as well as supports he would need to successfully do those things. Kameron began meeting one-on-one for youth transition planning to help him decide what he wanted to do when he got out of school, how he would get around and where he would live once he was no longer living with mom. After receiving services Kameron successfully rode Paraquad transportation without mom. Even though it was not public transportation he felt very proud of himself for independently getting to his meeting at Paraquad.

James underutilized social services due to a language barrier. He and his family are immigrants from China. James understands English but he also has autism. His parents speak Chinese with very little English. Before James joined Paraquad he had day care services, but he did not go often. His mother took care of him at home without a good break for herself. His mother contacted Paraquad and now James receives ILAP services and participates in the continuing education program. Participant now has a regional caseworker from the Department of Mental health. He has in home services. He is now receiving therapy from Easter Seals.

Martin was very depended on his family and supports within the school system. His parents wanted him to become more independent. Martin would come to the youth group with his parents to work on his social skills. However, he did not respond well to directions from staff and volunteers. This month, Martin came to youth group by himself for the second time. He was more interactive with others and would sometimes participate when prompted. This was a success for him because he is getting used to working with other people and staying with the group.

Monique was very shy and timid with expressing her feelings. She was used to taking orders from her mother and teachers without asking questions. During our discussion of self-advocacy at the October youth group meeting, Monique asked advice for handling her somewhat overbearing mother and the teachers at school. She used to avoid talking about certain issues but this time she sought answers to her questions and she learned how to discuss her needs with other people. Now Monique has the confidence to speak up and deal with uncomfortable situations.

Sandra did not have much interaction with people with disabilities and she depended on her mother to meet her all of her needs. She insisted on having her mom attend youth group meetings with her and her mom would also speak for her. We didn't hear much directly

from Sandra. She also didn't understand why she had to be in a group with "those people with disabilities" and expressed she could not relate to them. After a year she told her mom that she is wanted to go to the youth group meeting by herself. She interacted with everyone during the past meeting and we had to limit how many comments she made because she was so involved in the discussion.

Before Wesley became a CDS participant at Paraquad, he was in nursing home for long time. He is an amputee and has hypertension. Prior to being discharged from the nursing home he realized he had nowhere to go. He approached Paraquad and received immediate assistance from a transition specialist. Wesley qualified for the Money Follows the Person program. Wesley is an independent person so he moved into a senior apartment complex and hired his own worker. He got some of his furniture and bus tickets with Paraquad assistance. Now he is receiving CDS services to take care of his personal care, housekeeping, health, meals, and shopping errands. Wesley told me before he was in nursing home, he was a CDS participant with another provider. He has no problem to self-direct his services and manage his timesheet. He told me he chose Paraquad has his CDS provider because Paraquad is the best.

Joe currently does not work outside the home and does some light housework during the day. He reports that he does not engage in previously enjoyed hobbies anymore. Paraquad worked with staff and occupational therapy students in the Health and Wellness program to design a work out to increase overall strength, increase range of motion, increase use of a supportive sling for shoulder subluxation, decrease fatigue by using energy conservation techniques and implementing dietary and stress management techniques. Joe demonstrated an 11% decrease in overall fatigue and a significant gain in overall strength. Joe reports, "The day after I work out I have more energy. You'd be surprised how much impact it's had."

### **Major Obstacles:**

The major obstacle faced this fiscal year were financial in nature. Several funding streams were impacted during FY17 and are detailed in Subpart V, Section A, Item 2. As a result, Paraquad has eliminated some programs and services that were not fully funded.

## 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	25	12	2
Other Staff	64	38	19

#### 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 taking lead roles in hosting and implementing events, 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. They are active in the statewide People First organization and have attended all of the statewide steering committee meetings as well as presented at the Statewide People First Self-Advocacy Conference. Paraquad's Organizing Team Manager was also invited to keynote the conference.

Paraquad continues to facilitate the development and training of local Community Groups. These groups are made up of individuals who want to make change in their community through advocacy. The strength of these groups lies in the leadership of the 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 Leaders 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 Coalition for Truth in Independence 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 17 we have worked to support CTI as the groups leadership decided to consolidate membership into two working groups the St.

Louis City group and St. Louis County group. CTI has a membership base at present of 85.

The community groups we support banded together to form a coalition called the Coalition for Truth in Independence (CTI). Every month, representatives from each community group come together to share information about their local work and build campaigns for region wide change.

In FY 17 staff members provided trainings through the Tuscher Institute to the organizations following organizations: Down Syndrome Association, Easter Seals Midwest, Partners in Policymaking, Missouri Association of Professional Social Workers, Missouri Youth Leadership Forum, MAC DDS, CTI, the Painters' Union, the ARC National Conference for administrators, and TASH

During FY 17 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 provides feedback and shares problem-resolution skills with the participant. The peer mentors are pre-screened and trained as Paraquad volunteers.

Peer Support groups are active in 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 group leaders who are responsible for recruiting members and facilitating community group meetings.



The 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 on the third Saturday of each month from August to May for group discussions.

In addition, several Independent Living Specialists (ILSs) who work in Paraquad's various programs have a wide array of disabilities and 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 ensures equal access to all of the center's services, programs, activities, and resources. For individual services, the needs of each potential program participant are assessed prior to the provision of services to determine what accommodations may be needed to meet their individual goals. These accommodations may include interpreting services, reading of written materials, transportation to the center, etc. Paraquad's office meets ADA guidelines for accessibility and is located near public transportation.

Any programs or services that are provided to the general public (i.e., rallies, legislative activities, workshops, and speakers) are announced ahead of time and information on how to request accommodations is included in all announcements. When Paraquad finds it necessary to provide a program at a location away from its main office, the accessibility of the remote location is taken into account to ensure that individuals with significant disabilities will have the same access to the program as anyone else.

(B) Briefly describe how, during the reporting year, the CIL has advocated for and conducted activities that promote the equal access to all services, programs, activities, resources, and facilities in society, whether public or private, and regardless of funding source, for individuals with significant disabilities. Equal access, for the purposes of this indicator, means that the same access provided to individuals without disabilities is provided in the center's service area to individuals with significant disabilities.

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

Paraquad continues to work 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 (Medicaid), particularly addressing the cuts to home and community based services enacted this last legislative session. Paraquad staff worked with participants to ensure they received the maximum amount of personal care services to which they were entitled. Paraquad, in collaboration with other CILs, is also tracking the impact of these cuts and collecting stories to share with legislators and policymakers to restore the funding for these vital services. Paraquad staff works with participants to help them navigate the complicated Medicaid system by troubleshooting, story banking, and advocating with department officials to create solutions to these problems. Paraquad staff also participate on the Missouri Health Partnership which works to protect and strengthen the safety net, including Medicaid.

Paraquad has advocated for several policy changes that would increase the likelihood that people with disabilities can achieve a higher level of economic self-sufficiency. Paraquad testified, and supported people with disabilities to testify, before a Senate committee to advocate for legislation to enhance Missouri's Medicaid Buy-In, advocated to sustain funding for Independent Living Centers and key home and community based services that keep people independent in their homes and communities.

Along those same lines, in 2017 we hosted the launch and an informational meeting for the MO ABLE program, 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 ABLE Act passed in 2016.

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 staff participate in the St. Louis Transit Alliance that meets periodically to strategize about public transit solutions at the state level. Paraquad also supports community groups that work on several campaigns related to increasing access to public transportation and infrastructure. One of these revolves around improvements to the area's paratransit system, Call-a-Ride and another seeks to make improvements to sidewalks within various local communities.

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. In FY 17, Paraquad staff completed 13 ADA surveys, 29 trainings (training a total of 535 people) and engaged 12 new business in the AccessibleSTL program.

Paraquad conducted numerous activities to ensure people with disabilities have equal access to voting. Paraquad maintained relationships with local and state election officials.

We have developed a coalition on voter access in the greater St. Louis area, partnering with local agencies, advocates and Missouri Protection and Advocacy.

Paraquad staff continues to represent the agency on several advisory committees working on access including the City Arch River Universal Design Committee, Missouri Medicaid Coalition, the NCIL ADA/Civil Rights subcommittee, the Voting Rights subcommittee and Employment subcommittee.

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 17, we provided some legal service, advocacy or information and referral to 125 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. 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. If an individual does not meet the specific eligibility requirements of the requested 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 type 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. Most individuals that request services are 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. Paraquad also works with several organizations that provide services to the various immigrant populations that settle in many of the city neighborhoods. Paraquad staff performed 172 outreaches in FY17.

## **Section C – Compliance Indicator 3: Independent Living Goals**

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

### **Item 1 – Consumer Information**

Briefly describe how, during the reporting year, the CIL has ensured that consumers have the opportunity to develop and achieve their goals (either with or without an ILP) and that the consumer has the opportunity to express satisfaction with the center and such consumer satisfaction results are evaluated by the center.

All 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 1,822 participants through its various programs and services. Many of the programs are one-time services and do not warrant the necessity of developing an Independent Living Plan. Of those served, 1,639 (90%) 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.

### **Item 2 – Consumer Service Record Requirements**

Briefly describe how, during the reporting year, the CIL ensured that each consumer's CSR contains all of the required information.

Paraquad 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 on Paraquad's computer network. 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 to protect participant information and confidentiality. Random file location audits are completed 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 Area</b>	<b>Activity Type</b>	<b>Hours Spent</b>	<b>Objective(s)</b>	<b>Outcomes(s)</b>
Healthcare	Outreach	45	Educate people with disabilities, students, health care professionals about the importance of exercise	Gave many tours and presentations about the Health and Wellness Center. Received numerous referrals from people interested in joining the gym.
Healthcare*	Collaboration/networking	20	Connect participants to health services that they need and may not be covered by	Participants gained access to chiropractic and health related services free of charge.

			insurance.	
Education	Advocacy	30	Youth with disabilities have access to adequate education services.	Advocated with 14 school districts to make sure that 40 youth have access to the services and facilities of their schools.
Education	Collaboration Networking	65 55	Youth with disabilities have access to adequate education services.	Worked with parents and youth with disabilities at 30 IEP meetings to fully understand their rights under IDEA and through the IEP process.
Accessibility*	Community/Systems Advocacy	150	Raise awareness of inaccessible infrastructure and make physical change to sidewalks, curb cuts, etc., with the end goal of making it easier to move through our world.	We now have stronger relationships with city officials and this campaign led to movement towards a city-wide “No Pedestrian Deaths Ordinance” which we are working on this fiscal year. We also continued and strengthened our relationships with UM-SL Sociology Department, and CTI, a coalition that Paraquad supports.
Healthcare *	Community/Systems Advocacy	2000	Influence the outcome of various bills that would have negatively impacted health care for people with disabilities.	Eighty staff and community members successfully made over 500 calls to legislators during the legislative session.
Disability Rights/Organizing Training	Community/Systems Advocacy and Community Education/Public Information	1500	Educate, agitate, and grow the disability rights movement and independent living philosophy through teaching and speaking	Grew the capacity of our Independent Living Center and now have a bigger base to plug into other disability actions around disability rights. We have brought more people into the

			about organizing principles.	movement.
Other*	Community/Systems Advocacy and Community Education/Public Information	1000	To increase the number of people with disabilities registered to vote, educate people with disabilities and their community supports about voter rights at the polls, and increase voter turnout at the polls.	Trained over 261 people with and without disabilities, registered 100+ people with disabilities to vote  Develop materials around voter rights and accessibility for people with disabilities.  Developed trainings around voter rights.
Other*	Collaboration/Networking, Community/Systems Advocacy and Community Education/Public Information	1000	To educate organizations as to how they can build or strengthen advocacy in their org. It's an outcome-based coalition, so that each organization must report back on changes they have made.	We have seen significant cultural and policy change within orgs centered around giving people that they serve more autonomy and/or more ownership within the disability-centered organization.  Developed tools which organizations are using to track and build in advocacy opportunities within their respective organizations.
Housing	Technical Assistance	50	To increase the number of affordable and accessible housing units available in St. Louis.	Three Fair Housing Trainings in collaboration with Missouri Commission on Human Rights
People First	Community/Systems Advocacy and Technical Assistance	1500	Support, guide, and train a group of people with intellectual disabilities to help them in choosing their	People First members can advocate around issues that are important to them and demonstrate a growth in leadership.



			own issues and executing their own campaigns. The end goal is they will exercise the highest level of self-determination and skill building to be able to live successfully and as independently as possible within the community.	
Other	Community Education/ Systems Advocacy	1000	Policymakers are aware of issues important to people with disabilities.	Reached out to all St. Louis County and City representatives and senators on multiple occasions, both in-district and at the capitol. Educated them on Paragard's legislative priorities and how legislation positively or negatively impacts people with disabilities. Repeated education and advocacy with elected officials on why Medicaid services such as consumer-directed services and reform is essential for people with disabilities.
Accessibility	Community/Systems Advocacy	2000	People with disabilities can access their community.	Conducted 13 accessibility surveys on public accommodations and state and local entities and advocated for improvements where issues were identified. Grew AccessibleSTL program to engage and educate businesses/organizations

				to become more accessible. Provided 29 training through AccessibleSTL to almost 600 individuals.
Healthcare	Community/Systems Advocacy	1850	Policymakers are aware of issues important to people with disabilities.	Over 400 individuals participated in the annual Disability Rights Legislative Day in Jefferson City, including 30 participants and 20 staff from Paraquad. In addition, about 12 staff and 15 participants also participated in the Rally for Independence at the Capital. Urged legislators to not to pass Medicaid block grants and and budget cuts harmful to people with disabilities. Testified before the MO House Committee regarding circuit breaker and funding for consumer directed services. Worked to address and resolve numerous issues resulting from FSD reorganization. Advocated with legislators on importance of Home and Community Based Services. Submitted comments to MO General Assembly on negative impact of block grants and cuts to HCBS.
Healthcare	Community Education	200	People with disabilities have	Sent out 15 action alerts and legislative updates

			current information regarding disability policy.	to over 800 advocates regarding various healthcare issues.
Healthcare	Collaboration/Networking Community/Systems Advocacy	2000	People with disabilities have access to necessary and affordable health care services.	Worked in collaboration with healthcare advocates across Missouri to develop media, legislative, and organizing strategies on various Medicaid and Reform issues. Participated in the Missouri Health Partnership Coalition and helped organize efforts to prevent Medicaid block grants from passing. Collaborated with other CILs and disability organizations to oppose cuts to home and community based services. Helped organize and participated in several healthcare rallies opposing federal healthcare reforms that would decrease access to healthcare for people with disabilities.
Transportation	Community/systems Advocacy	500	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. x. Attended 3 meetings with Metro to discussing accessibility, route changes, and improving policies for people with disabilities. Participated in Metro's

				Reimagined work group. Staff members continue to serve on the Metro Access Advisory Group.
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. Conducted outreach internally and externally to spread awareness of the program. Addressed 125 requests for legal advocacy services. Continued representing individuals at Social Security hearings.
Marketing/Media*	Community Education and Public Information	75	To increase public awareness of Paraquad, including programs/services that could benefit them or family member.	Featured in a total of 105 media placements (27 print, 11 radio, 10 TV, and 55 online), highlighting programs, services, and advocacy efforts.
Marketing/Media	Community Education and Public Information	260	To engage the community in discussions and conversations related to disability, to increase Paraquad's profile and promote integration and opportunity for people with disabilities.	Provided digital communications via 148,716 website page views; by increasing Facebook likes by 21% to 2,786; by increasing Twitter followers by 12% to 1,446, by increasing LinkedIn connections by 3% to 2,157; and with more than 44,680 views of videos on YouTube, a 85% increase over FY16
Marketing/Media*	Community Education and Public Information	500	To educate the community about issues around	Published 36 blogs, most authored by program staff, which

			living with a disability.	detailed programs, personal insights, and personal commitment to disability rights and services.
Access to Health and Wellness Services	Community Education and Public Information	40	To inform the community about the expanded Health and Wellness Center.	Planned and executed a grand opening event for the expanded Health and Wellness Center in January 2017, with over 200 attendees, television, print, and radio media coverage.
Access to Funding Sources	Community Education and Public Information	20	To inform the community about the option to save more personal funds while working.	Planned and hosted the official launch of the Missouri ABLE Act, in partnership with the State Treasurer's office, with over 150 attendees and media coverage.
Increasing Opportunities for Affordable, Accessible Housing*	Volunteer Project	1,300	To increase residential accessibility and safety for people with disabilities and to engage volunteers.	Coordinated the fourth annual Ramp Up for Accessibility Day benefitting 13 people by increasing accessibility in their homes.
Marketing	Social Media Engagement	20	To increase awareness of the upcoming Bloom Café, a restaurant that serves as a training program for adults with developmental disabilities.	Planned and conducted a contest to name this social enterprise via entries solicited on social media.
Fundraising/ Marketing	Community Support and Engagement	25	To raise funds for the Bloom Café and reach previously untapped marketing segments.	Planned and conducted the Bloom Café Kickstarter campaign, which beat its goals by raising more than \$16,000 and attracting 99 new donors.
Marketing	Event	50	To increase awareness of the upcoming Bloom	Assisted in the planning of the Bloom Café Pop Up Café event, with

			Café, a restaurant that serves as a training program for adults with developmental disabilities.	more than 200 guests and gaining media coverage on TV, radio, and in print.
Fundraising/ Marketing	Event	120	To raise funds to support otherwise unfunded programs and services.	Planned and executed the Shine the Light Awards, recognizing partners in increasing accessibility and opportunity for people with disabilities, and netting more than \$33,000 in revenue.
Increase Access to Disability Services*	Outreach	250	To provide education and information about Paraquad's services to potential participants or to referral sources.	Coordinated 123 presentations by staff members to various groups reaching approximately 3,089 people from unserved and underserved populations.
Increase Access to Disability Services*	Outreach	330	To provide education and information about Paraquad's services to potential participants or to referral sources.	Coordinated participation at booths at 38 health fairs/community expos that reached more than 8,628 individuals.
Increase Access to Disability Services*	Outreach	20	To provide education and information about Paraquad's services to potential participants or to referral sources.	Provided 11 tours of Paraquad's main offices and/or Health and Wellness Center for underserved populations reaching more than 75 people.
Increase Access for People with Disabilities*	Networking/Education	260	To represent the disability community with various entities throughout the state.	Served on 7 professional boards.

## Item 2 – Description of Community Activities

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

### Healthcare:

- Logan University and Washington University Program in Occupational therapy offer additional services to participants who have limited access. Logan offers chiropractic services at no cost. Washington University offers parenting clinics, wheelchair seating assessments and opportunities to participate in research projects.
- Paraquad staff developed talking points and a phone script that would reflect those talking points generated from the community. Paraquad staff then strategically engaged the community to call their legislator, so that the technique was not Paraquad staff calling legislators, but community members. To do this, Paraquad's organizing team organized and coordinated the phone banks. Coordination meant training both Paraquad staff and community members on how to successfully make a call and convey the appropriate message.

### Accessibility:

- Paraquad supported and educated community members and staff to go out and canvass, and then began to build a plan, helping community members navigate the pitfalls of meetings falling through and coming up with alternative actions. Paraquad also was integral in solidifying the relationship between UMSL and community members, so that UMSL was prepared to collect stories. To solidify the UMSL relationship, with the help of Paraquad staff, community members and Paraquad staff held a teach-in that highlighted the importance and history of poor infrastructure, and how the ADA acted as a landmark piece of legislation to change, influence, and add to how public accommodations open doors, but how the Crappy Curbs campaign demonstrated that there was still work to be done.

### Other:

- Paraquad staff ensured that meetings occurred, and facilitated all necessary trainings for participants in the GOTV project. Staff also facilitated relationships with various other organizations such as Easter Seals Midwest, Missouri Protection and Advocacy Services, and Happy Spirit Adult Day Care.
- Collaborated with Missouri Commission on Human Rights to provide three trainings.

### Marketing/Media:

- Paraquad was named a Voice of Caring partner by CBS Radio, and received several interviews on St. Louis market properties and half of available PSA inventory.

- Our blog posts provided excellent content for social media distribution and covered diverse topics, including:
  - Paraquad, Others Partner to Ask Candidates About Disability
  - Improving Employment Outcomes for People with Disabilities
  - I Want to Be Appreciated, Not Just Tolerated
  - Greitens' Budget Could Threaten Program for People with Disabilities
  - Why Not Dis the 'Dis' in Disability?
  - When to Mention Invisible Disabilities
  - Service Dogs: From Nose to Tail
  - Working with Participants Who Speak Foreign Languages

Increasing Opportunities for Affordable, Accessible Housing:

- Our annual Ramp Up for Accessibility includes significant preparation time – identifying and vetting projects, engaging volunteer groups, and planning to ensure that the day runs smoothly – as well as the “day-of” efforts of more than 200 volunteers, working an average of six hours.

Increase Access to Disability Services:

- Outreach target population included African Americans, Youths with Disabilities, Developmental Disabilities, Immigrant and Ethnic Groups (Bosnians), Veterans, Senior Citizens, Homeless, and the Unemployed.
- Outreach reached individuals with various connections or potential connections to Paraquad: Potential Paraquad Participants, Business Professionals, Caregivers, Doctors, Educators, Physical Therapists, Occupational Therapists, Social Workers, Students and various others.

Increase Access for People with Disabilities:

- The President/CEO service on the following boards during FY17: Diversity Awareness Partnership Board of Directors, Missouri Foundation for Health, State Rehabilitation Council, St. Louis Regional Chamber of Commerce, Fontbonne Executive Advisory Committee, Deaconess Advisory Board, MO Better Advisory Committee.

**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 7049 this fiscal year. 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](http://www.paraquad.org)).
- c. The energy assistance program through Ameren UE was able to provide assistance to 56 households during FY17.
- d. I&R Specialists updated community resources to verify contact and program information for correctness.

2. **Independent Living Skills Training**

During FY17, services to develop the skills needed to live more independently were delivered to 2,076 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.
  - a. During FY17, 236 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.
- **Consumer Directed Attendant Services (CDS)** – employed 15 full-time staff who provided services to 728 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 new CDS participant received and was trained on a comprehensive CDS Participant Manual. A Bosnian translation of the Participant Manual is also available to new Bosnian participants.
  - 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 monthly 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 providing financial assistance.
    - a. For FY17, two full-time staff worked with 129 participants.
    - b. The Rental Assistance Program (RAP) was phased out during FY17 so that Paraquad could refocus on providing services that meet the mission. RAP was a homeless prevention program that serves people with disabilities who are at or below 50% Area Medium Income (AMI). Funds were available for rent/mortgage assistance, first and last month's rent, and utility assistance. The goal was to provide people with both the financial resources and the knowledge to become financially stable so they will not lose their housing. Twenty-three (23) households were served in St. Louis City and County in FY17.
    - c. Transition staff are members of the Continuum of Care (COC), a homeless provider network in St. Louis City and County.
    - d. The Transition closet was downsized during Paraquad's recent construction. More specific and reusable donations are being accepted from Paraquad staff and community due to size limitations. This closet allows us to provide our participants with clothing, household items, and furniture that has been donated.
  - Job Development and Placement Services – 41 participants worked with Employment Specialists to improve their job readiness skills and obtain employment so far this fiscal year. 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 (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.
  - c. 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 125 adults with developmental disabilities who live in St. Louis City and County. Over the course of FY17 we offered classes in the following areas: basic money skills and intermediate money management, basic and intermediate reading and writing, beginner and basic computers for internet use and Microsoft applications, pre-vocational and job-readiness training, preparing to live independently
- Supported Education–The project served 13 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 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 26 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 FY17, 501 beneficiaries received information through our WIPA project. Of those, 300 received full benefits counseling. These 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 has completed intakes on 33 students.

- Volunteer Opportunities – provided services to 34 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 – began phasing out the Home Accessibility Program (HAP) and Rental Home Accessibility Program (RHAP) at Paraquad due to budget constraints and streamlining programs to meet the mission of Paraquad. Funding for RHAP will end December 31<sup>st</sup>, 2017. Funding for HAP will end March 31<sup>st</sup>, 2018. Thirteen (13) individuals received services through the HAP program during FY17.
- Assistive Technology Repair & Reutilization Program – the reutilization program ended in September 2017 due to budget constraints. The program provided donated durable medical equipment that has been refurbished to people, who cannot get the needed equipment through insurance, at a significantly reduced cost. For FY17, 176 individuals received services.
- 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 FY17, the Health & Wellness center served 207 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. For the first 6 months of FY17, the program provided TAP services to 31 participants in St. Louis

City and County.

- Youth & Family Services – served youth with disabilities from birth to age 24 and their families. In FY17, 156 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. *School-Based Activities* – provided services specifically geared toward educational services for 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 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 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 11 peer mentors to work with 91 individuals. There are also 3 group leaders who work with mentors to set up community groups.
  - 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.

- In FY17, Paraquad received \$1,199,996 in gifts and non-governmental grants. Of this total, \$523,677 was from individuals, \$312,678 from foundations, \$195,599 from corporations and organizations, and \$168,042 from the United Way.
- On June 30, 2017, Paraquad completed fundraising in support of the new Accessible Health & Wellness Center with \$2,142,530 in total support, making this the most

successful capital fundraising program in Paraquad's history and surpassing the original \$1,500,000 goal by more than \$640,000.

- The Paraquad Young Professionals Network (PYPN) held a fundraiser to benefit Paraquad. Members of the group also volunteered at Paraquad's Shine the Light Awards Dinner that raised more than \$84,000 in support for the organization.
- The new Change Makers Society was established to promote and acknowledge donors making annual contributions of \$1,000 or more. In the first eight months, Paraquad has received commitments from 47 inaugural members of the Change Makers Society with annual gifts totaling more than \$132,000.
- In support of Paraquad's new social enterprise restaurant and employment training program (Bloom Café) Paraquad held an online fundraising program that received 123 donations, raising nearly \$16,000. This included support from 99 first-time donors with three joining the Change Makers Society.
- Paraquad also received a matching gift challenge grant to match gifts of new donors as well as donors making additional gifts during the year up to a total of \$25,000. The matching grant ran from July 5, 2017 to December 31, 2017. As of 9/30/2017, Paraquad had received \$23,501 in qualifying donations.
- During FY17, Paraquad applied for 36 grants requesting \$692,795 in total funding.

# **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**

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

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
  - An interim Chief Operating Officer Position was created to focus on increasing revenue
  - The Director of Employment Services position was eliminated
  - The Director of Human Resources position was eliminated

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
  - On hold due to loss of Director of Human Resources position

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 leadership staff earning less than \$45,000/year during Q1 of FY16
  - Due to funding cuts and budget deficits, no additional changes were made

### 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 ethically 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
  - Prospective board members are first asked to participate on a board committee
- 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
- Developed a board development plan

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

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

## **Item 2 – Challenges**

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

#### Public Policy:

Challenge: Senate Bill (SB) 28 was introduced in Mo legislature to block grant Medicaid.

Resolution: Paraquad collaborated with many other health care advocates to oppose this bill. We submitted testimony and mobilized our advocates to oppose this bill. SB 28 did not pass.



Challenge: To save money, the Mo legislature, raised the point count eligibility for Home and Community-Based Services (HCBS) from 21 to 24 and cut provider reimbursements 3%.

Resolution: In collaboration with many health advocates and CILs, we worked with several legislators to find funding in other places. House Committee Bill (HCB) 3, a solution to this funding problem, was passed on the last day of session. However, the Governor vetoed this bill and we are continuing to advocate for a solution.

Challenge: To save money, the Mo legislature capped services for individuals using Consumer-Directed Services at 60% the level of which people receive services in nursing homes.

Resolution: We worked with a few legislators to introduce amendments to this cap, three attempts were made, but none passed. Currently, we are collecting impact stories and exploring legal options to oppose these cuts.

Challenge: Several attempts were made to reform healthcare at the federal level. These reforms would have had devastating impacts on people with disabilities and access to health care.

Resolution: We collaborated with other organizations through the Missouri Health Partners group. We kept participants and advocates informed of the proposed bills and urged them to take action. We helped organize several rallies outside Sen. Blunt's office to oppose the bills. So far, no federal healthcare reform has passed.

Independent Living:

Challenges: The 60% cap on Home and Community Based Services is challenging for nursing home transition. Three hours and 45 minutes of personal care is not enough time to ensure the health, safety and welfare of participants transitioning into the community.

Participants must apply for an Independent Living Waiver, which are limited in number.  
Resolution: We are collecting impact stories and exploring legal options to oppose these cuts.

Challenge: Lack of accessible and safe income-based housing, resulting in long waiting lists and participants who are trapped in their apartments due to inaccessibility, crime and/or lack of affordable and accessible transportation.

Resolution: Advocacy for affordable and accessible housing and enforcement of accessibility standards for new construction.

Youth & Family:

Challenge: Educating parents, youth with disabilities and professionals on the availability of community supports. Parents and youth with disabilities often do not know what supports are available, limiting their ability to know what supports to ask for. This is an issue during transition planning and throughout other stages of development. Many professionals are not well-versed on opportunities, supports and programs available to youth with disabilities and families.

Resolution: Paraquad is partnering with other agencies such as the Productive Living

Board and Youth Advocacy Forum to help coordinate and educate others about available supports and programs.

#### Peer Mentoring:

Challenge: Finding peer mentors, especially those who can mentor individuals who are newly injured by traumatic injuries such as violent crimes or accidents. Because volunteer mentors are required to pass background screenings, many peer mentors who could assist individuals who are disabled from violent crimes are not eligible.

Resolution: Paraquad is attempting to connect such individuals with other community support groups that may not address the specific issue of violent crimes, but rather pain management or spinal cord injury.

Challenge: Several newly injured individuals want peer support but are not ready to commit to a formal peer mentoring program combined with an overall shortage of mentors.

Resolution: We are recruiting and training mentors at our accessible health and wellness center, providing more informal mentoring relationships in a natural setting.

#### Continuing Education:

Challenge: Transportation is a barrier for most students with intellectual disabilities attending classes to improve their skills in areas such as money management, math, reading, computers, communication and other specialized pre-vocational areas of study. Paraquad currently provides transportation to and from classes, but it is becoming increasingly difficult to provide transportation with limited funding from program grants.

Resolution: We have expanded classes into other geographic locations and daytime hours to encourage students to find other means of transportation (family, public transportation, self-transport).

#### Outreach:

Challenge: Paraquad meets with individuals who are newly injured or disabled in rehabilitation centers, hospitals, and nursing homes. One-on-one consultation and group presentations are provided to individuals, their families and professionals about resources, opportunities and program referrals to Paraquad. Short term peer mentoring to individuals and consultation to families is also available upon request. Many newly-disabled individuals make referral for services while institutionalized, but once discharged, do not follow through with services.

Resolution: We are working with trained counselors on staff to implement plans to continue the relationship connection, even if it is an informal, non-program-specific connection with the individual and their family.

#### Employment Services:

Challenge: Leadership turnover for the Employment Manager position was a major challenge.

Resolution: Although it was difficult to leave the position vacant for an extended period,

taking the time to find the right fit and experience level to build our employment services program is an opportunity to build our program and impact more people with disabilities.

Challenge: Retaining job coaches for our volunteer and job retention programs. Key factors included noncompetitive pay and lack of benefits.

Resolution: We increased the pay for coaches and created 2 full time employee advocate positions and we in the process of hiring 2 more coaches.

Challenge: Lack of transportation for volunteer participants. Volunteers are often unaware of the transportation options in the St. Louis area.

Resolution: Employment staff are working with Independent Living staff to discuss various transportation options. For example, a participant did not want to utilize Call a Ride any longer due to the scheduling difficulties, and he was able to learn the bus routes closest to his home.

Attendant Services:

Challenge: 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 564 approved CDS vendors for our service area out of the 700 across the state. Because of the increased competition, Paraquad is receiving less referrals. In addition, participants leave Paraquad for other vendors who offer incentives.

Resolution: We are advocating for enforcement of state vendor guidelines and increased oversight of the CDS.

Assistive Technology:

Challenges: We opened our new expanded Health and Wellness Center in December. Balancing the growth of participants with the appropriate level of staffing has been challenging, as well as increasing revenue to offset expenses.

Resolution: We are hiring part time staff and utilizing students and volunteers to assist with staffing. We are also identifying ways to increase efficiency by redefining our priorities. We are looking for ways to increase revenue through our fee structure, new services and new or increased partnerships.

Challenges: Budget cuts forced us to look at our services and determine where we could reduce expenses. Our repair program and our home modification programs have historically operated at a deficit.

Resolution: We issued an RFP to seek an outside vendor to run a repair program. We have scaled down our home modifications program and will focus solely on a one-day ramp-build/home modification event.

Deaf Way Interpreting Services:

Challenge: Meeting the need for sign language interpreters in the St. Louis area has been challenging due to a regional shortage of interpreters.

Resolution: We have become more competitive by offering profit sharing incentives to staff interpreters. We are also advocating to review the certification process for interpreters.

Fiscal Challenges:

Challenge: Loss of revenue related to increased competition and cuts to HCBS in addition to cuts in IL funding from the Mo legislature has resulted in a budget deficit.

Resolution: Aggressive strategic planning with a focus on increasing fee-for-service activities and philanthropic contributions and decreasing expenses.

Challenge: Unanticipated costs associated with new construction resulting in budget overages.

Resolution: Aggressive strategic planning with a focus on increasing fee-for-service activities and philanthropic contributions and decreasing expenses.

**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 FY17, Paraquad provided direct IL services to a total of 1822 individuals with disabilities. This represents a 30% decrease in the total fiscal year served as compared to last fiscal year (2,598 participants). 564 of these individuals were new to Paraquad this fiscal year. We attribute the decrease to increased competition for CDS services in the metro St. Louis area, reduction of staff and loss of programs due to financial issues.

**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.

**Ensure Financial Viability of Paraquad**

- Achieve annual budget targets
- Achieve full billing for all programs
- Develop a strategic marketing plan for growth of all revenue producing

programs/activities

- Diversify revenue sources and increase total fee for service program revenues while protecting and growing CDS program
- Systemically impact CDS rules, regulations and/or statutes to ensure the state has reasonable requirements for becoming/maintaining vendor status and providing high quality services
  - Determine 3-5 priorities to improve the CDS program and make recommendations to DHSS

### **Create and Maintain Program Strength and Excellence**

- Develop and implement a formal method to analyze new programs for mission fit and financial viability
- Develop and implement a routine for reviewing all programs to ensure mission impact and financial viability
- Audit all program files to ensure program compliance
- Establish program goals for every program based on funding source requirements, needs assessments and organizational goals
  - Develop a minimum of 3 core measurable outcomes for each program and provide an accurate tool to assess program success
- Establish and utilize outcome data for every program to evaluate program effectiveness against established program goals.
- Optimize program efficiency by establishing and implementing measures of productivity
- Open Bloom Café, a social enterprise restaurant and training kitchen to impact employment opportunities for people with disabilities

### **Optimize Information Technology to Exceed Stakeholder Needs**

- Develop/implement an analysis of Paraquad's existing IT capabilities. Utilize analysis to develop and implement an IT plan to address needs, in compliance with an approved time frame, resources and costs.

### **Strengthen External Relations with Consumers, Organizations, Advocates, Contributors and Media**

- Complete and implement a targeted outreach program at rehabilitation facilities responsive to independent living needs of discharged patients
- Formalize the process to identify and categorize existing and potential partners in the St. Louis market
  - Create database and coordinate the development of strategic partnerships
- Develop a robust volunteer program that increases new volunteers
- Enhance outreach activities to maximize reach, educate the community and produce new revenues
- Increase overall staff participation and interaction with external stakeholders
- Leverage relationships to increase visibility and advance our reputation as "the disability expert"
  - Positively impact movement on 2 or more legislative priorities
  - Develop a tracking tool to measure and report grassroots advocacy mobilization activities and impact
  - Increase media hits by 25%
  - Develop and successfully pitch 4 feature stories

## **Enhance Staff and Board Abilities and Engagement**

- Leverage all staff and board committees to ensure alignment with strategic goals/strategic plan
  - 100% participation by leadership in Board meetings
  - 50% of staff involved in at least one Paraquad committee
- Measure and improve employee engagement
- Improve staff/board interaction and foster communication, cooperation and socialization
  - Notify board of date and time of all staff meetings and internal events
  - Organize 2 employee and board mixers
- Develop and implement a succession and development plan for key positions for staff and board

## **Item 2 – SPIL Consistency**

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

Goal 1: Increase economic self-sufficiency of people with disabilities.

Objective 1.1: Increase employment for people with disabilities

Paraquad offers Continuing Education for individuals with Intellectual and Developmental Disabilities to improve skills that will increase their employability. Classes include reading, math, communication, money management, computers, communication, personal interaction and various hands-on workshop opportunities to improve job skills. Students set individual goals at the beginning of the class and the instructor assists them during the semester to take steps to reach their individual goal. This is tracked through pre and post-test scores, progress on SMART goals and student feedback. Students typically set goals to improve vocation, reading, math, communication, leadership or other independent living skills that lead to better employability.

Objective 1.2: Increase financial assets

Paraquad offers Continuing Education for individuals with Intellectual and Developmental Disabilities to improve skills that will increase their financial literacy. Classes include math and money management and various hands-on workshop opportunities to improve money skills. Students set individual goals at the beginning of the class and the instructor assists them during the semester to take steps to reach their individual goals. This is tracked through pre and post-test scores, progress on SMART goals and student feedback. Students typically set goals to improve their understanding of money or budgeting that lead to independent living.

The Independent Living department provides individuals with disabilities a budgeting course to help meet their independent living goals. This course is in conjunction with Wells Fargo Banking and can be taken online or in written format.

## Goal 2: Increase independence

### Objective 2.1: Increase the influence of people with disabilities in the community

Paraquad's Outreach Program collaborates with professionals at rehabilitation facilities, inpatient and outpatient facilities and nursing homes, and with social workers at area housing and apartment complexes. The goal is to expand the individual and group presentations we can make to professionals and individuals regarding programs and services, as well as increase program referrals.

Paraquad works with a variety of partners to increase independence for people with disabilities. We work with health care advocates around the state like MO Health Partnership and MO Medicaid Coalition. We also collaborate with CILs across Missouri to advocate for CIL funding and home and community based services. We also partner with SLU law school and LSEM to advocate on various legal issues impacting the lives of people with disabilities.

We help lead the St. Louis self-determination collaborative that brings a variety of disability services organizations together to learn advocacy skills and strategies. We also coordinate the People First of St. Louis and help individuals with developmental disabilities learn self-advocacy and leadership skills. Paraquad trains other organizations, through the Tuscher Institute, leadership and advocacy skills.

### Objective 2.2: Promote an inclusive community

Paraquad supports leaders of community peer groups.

Paraquad provides youth with disabilities leadership and self-advocacy skills training through the youth group and summer youth camps.

Ramp Up for Accessibility is an annual event in which Paraquad utilizes community volunteers to build ramps and make home modifications for individuals with disabilities. Paraquad partnered with the Home Depot, Bank of America, Christian Hospital, Monsanto, OASIS, Regions Bank, and Wells Fargo Advisors. Through this work day, Paraquad makes a difference in the lives of about 15 people with disabilities each year.

Paraquad, through its AccessibleSTL program, works with businesses and organizations in the community to help make them as inclusive and accessible as possible. Paraquad

staff also participate in the Gateway Arch Foundation’s Universal Design group that provides comments/feedback on the renovations to the Arch grounds to ensure the new spaces are accessible and, when possible, comply with Universal Design principles.

Paraquad partnered with the Missouri Commission on Human Rights to offer two Fair Housing Trainings with staff and participants.

Paraquad partners with the St. Louis Equal Housing and Opportunity Council to address violations to the Fair Housing Act.

Paraquad has a close relationship with Metro transit and meets periodically with planners to discuss current disability related issues. Paraquad staff also participates in the Metro Access Advisory Group to share information and provide feedback on rider experiences.

Paraquad's Health and Wellness Center is an inclusive Health and Wellness Center for people with disabilities and their family members and caregivers. Since the expansion Paraquad has the ability and space to allow people with and without disabilities work out together and inclusive gym.

#### Objective 2.3: Impact Public Policy to support people with disabilities

Paraquad has a robust GOTV effort. We participate in a St. Louis area voter access coalition which provides education and training to voters and organizations. We also have ongoing efforts to register new voters and ensure individuals with disabilities are informed of their voting rights.

Paraquad’s Public Policy and Advocacy department spends a lot of time advocating for policies that increase independence for people with disabilities. We also value the importance of empowering our participants to participate in the legislative process and make their voices heard.

Paraquad sends out regular legislative action alerts through our ‘Advocacy Matters’ emails, both sharing updates and calls to action. Paraquad also organizes several trips to Jefferson City to bring participants to the Capitol so they can have face-to face meetings with their legislators and witness the legislative process in action.

### Goal 3: Increase emergency preparedness for people with disabilities

#### Objective 3.1: Ensure access to disability specific emergency planning and preparedness resources

Paraquad’s Director of Administrative Services is a member of All Ready STL. All Ready STL is an emergency preparedness initiative designed to help the St. Louis region better anticipate and prepare for emergencies through the individual preparedness efforts of residents. This effort combines resources from emergency preparedness experts



around the region and nation in one place to make preparing for emergencies simple. Meetings are held semi-annually. The employee serves as the disability community representative for Paraquad.

This employee also attends FEMA trainings and brings back information to share with Paraquad's Health and Safety team. Team members take this information to their participants.

## SUBPART VI - TRAINING AND TECHNICAL ASSISTANCE NEEDS

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

<b>Training And Technical Assistance Needs</b>	<b>Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important</b>
<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	
Focus Groups	
Outcome Measures	

<b>Financial: Grant Management</b>	
General Overview	
Federal Regulations	
Budgeting	
Fund Accounting	
<b>Financial: Resource Development</b>	
General Overview	
Diversification of Funding Base	1
Fee-for-Service Approaches	3
For Profit Subsidiaries	2
Fund-Raising Events of Statewide Campaigns	
Grant Writing	
<b>Independent Living Philosophy</b>	
General Overview	
<b>Innovative Programs</b>	
Best Practices	
Specific Examples	4
<b>Management Information Systems</b>	
Computer Skills	
Software	
<b>Marketing and Public Relations</b>	
General Overview	
Presentation/Workshop Skills	
Community Awareness	
<b>Networking Strategies</b>	
General Overview	
Electronic	
Among CILs & SILCs	
Community Partners	
<b>Program Planning</b>	
General Overview of Program Management and Staff Development	6
CIL Executive Directorship Skills Building	
Conflict Management and Alternative Dispute Resolution	7
First-Line CIL Supervisor Skills Building	5
IL Skills Modules	
Peer Mentoring	
Program Design	
Time Management	9
Team Building	8
<b>Outreach to Unserved/Underserved Populations</b>	
General Overview	
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	10
<b>Volunteer Programs</b>	
General Overview	
<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.

### **Section B – Additional Information**

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

# SUBPART VIII - SIGNATURES

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

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SIGNATURE OF CENTER DIRECTOR DATE

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NAME AND TITLE OF CENTER DIRECTOR PHONE NUMBER

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SIGNATURE OF CENTER BOARD CHAIRPERSON DATE

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NAME AND TITLE OF CENTER BOARD CHAIRPERSON PHONE NUMBER