

REPORTING INSTRUMENT

OMB Control Number: 1820-0606

Expiration Date: July 31, 2011

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: 2010 (10/1/2009-9/30/2010)

Grant #: H132C060005

Name of Center: Center for Living & Working, Inc.

Acronym for Center (if applicable): CLW

State: MA

Counties Served: Sixty-three cities and towns including the city of Worcester and surrounding counties.

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	\$ 11,006
(B) Title VII, Ch. 1, Part C	\$ 196,197
(C) Title VII, Ch. 2	\$ 0
(D) Other Federal Funds	\$ 0

Item 2 - Other Government Funds

(E) State Government Funds	\$1,665,009
(F) Local Government Funds	\$ 954

Item 3 - Private Resources

(G) Foundations, Corporations, or Trust Grants	\$ 0
(H) Donations from Individuals	\$ 1,651
(I) Membership Fees	\$ 0
(J) Investment Income/Endowment	\$ 0
(K) Fees for Service (program income, etc.)	\$ 4,603
(L) Other resources (in-kind, fundraising, etc.)	\$ 7,035

Item 4 - Total Income

Total income = (A)+(B)+(C)+(D)+(E)+(F)+(G)+(H)+(I)+(J)+(K)+(L)	\$1,886,455
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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)	\$ 23,009
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Item 6 - Net Operating Resources

[Total Income (Section 4)<minus> amount paid out to Consumers (Section 5) = Net Operating Resources	\$1,863,446
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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	1716
(2) Enter the number of CSRs started since October 1 of the reporting year	449
(3) Add lines (1) and (2) to get the <i>total number of consumers served</i>	2165

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	48
(2) Withdrawn	140
(3) Died	78
(4) Completed all goals set	8
(5) Other	32
(6) Add lines (1)+(2)+(3)+(4)+(5) to get <i>total CSRs closed</i>	306

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

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

	# of CSRs
Section A(3) <minus> Section (B)(6) = Section C	1859

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	58
(2) Number of consumers with whom an ILP was developed	2107
(3) <i>Total number of consumers</i> served during the reporting year	2165

Section E – Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	20
(2) Ages 5 – 19	254
(3) Ages 20 – 24	127
(4) Ages 25 – 59	1166
(5) Age 60 and Older	592
(6) Age unavailable	6

Section F – Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	1274
(2) Number of Males served	891

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).*

**This section reflects a new OMB directive.
Please refer to the Instructions before completing.**

	# of Consumers
(1) American Indian or Alaska Native	7
(2) Asian	30
(3) Black or African American	116
(4) Native Hawaiian or Other Pacific Islander	0
(5) White	1313
(6) Hispanic/Latino of any race or Hispanic/ Latino only	581
(7) Two or more races	82
(8) Race and ethnicity unknown	36

Section H – Disability

Indicate the number of consumers in each category below.

	# of Consumers
(1) Cognitive	128
(2) Mental/Emotional	44
(3) Physical	1098
(4) Hearing	177
(5) Vision	8
(6) Multiple Disabilities	710
(7) Other	0

Section I – Individuals Served by County During the Reporting Year

Section 704(m)(4)(D) of the Act

List each county within the CIL's service area, as indicated in the CIL's application for Part C funds and the approved SPIL. Add additional rows as necessary. For each county, indicate how many individuals residing in that county were served by the CIL during the reporting year.

County Name	Number of County Residents Served
Bristol	1
Essex	3
Franklin	3
Hampden	5
Hampshire	3
Middlesex	215
Norfolk	40
Plymouth	1
Suffolk	8
Worcester	1881
Unknown	4
Multiple	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

Subpart III contains new data requests. 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	87	81
(B) Assistive Technology	45	45
(C) Children’s Services	0	0
(D) Communication Services	18	18
(E) Counseling and Related Services	0	0
(F) Family Services	3	3
(G) Housing, Home Modifications, and Shelter Services	54	50
(H) IL Skills Training and Life Skills Training	868	805
(I) Information and Referral Services	979	962
(J) Mental Restoration Services	0	0
(K) Mobility Training	0	0
(L) Peer Counseling Services	299	299
(M) Personal Assistance Services	1511	1268
(N) Physical Restoration Services	0	0
(O) Preventive Services	0	0
(P) Prostheses, Orthotics, and Other Appliances	0	0
(Q) Recreational Services	4	3
(R) Rehabilitation Technology Services	0	0

Services	Consumers Requesting Services	Consumers Receiving Services
(S) Therapeutic Treatment	0	0
(T) Transportation Services	0	0
(U) Youth/Transition Services	0	0
(V) Vocational Services	0	0
(W) Other Services	1856	1799

Section B – Increased Independence and Community Integration

Item 1 – Goals Related to Increased Independence in a Significant Life Area

Indicate the number of consumers who set goals related to the following significant life areas, the number whose goals are still in progress, and the number who achieved their goals as a result of the provision of IL services.

Significant Life Area	Goals Set	Goals Achieved	In Progress
(A) Self-Advocacy/Self-Empowerment	116	12	81
(B) Communication	48	14	23
(C) Mobility/Transportation	35	3	23
(D) Community-Based Living	0	0	0
(E) Educational	22	3	14
(F) Vocational	37	5	27
(G) Self-care	1645	1156	1367
(H) Information Access/Technology	92	24	49
(I) Personal Resource Management	142	28	89
(J) Relocation from a Nursing Home or Institution to Community-Based Living	51	18	20
(K) Community/Social Participation	235	90	125
(L) Other			

Item 2 – Improved Access To Transportation, Health Care Services, and Assistive Technology

(A) Table

In column one, indicate the number of consumers who required access to previously unavailable transportation, health care services, or assistive technology during the reporting year. Of the consumers listed in column one, indicate in column two, the number of consumers who, as a result of the provision of IL services (including the four core services), achieved access to previously unavailable transportation, health care services, or assistive technology during the reporting year. In column three, list the number of consumers whose access to transportation, health care services or assistive technology is still in progress at the end of the reporting year.

Areas	# of Consumers Requiring Access	# of Consumers Achieving Access	# of Consumers Whose Access is in Progress
(A) Transportation	35	3	23
(B) Health Care Services	1899	1247	1525
(C) Assistive Technology	266	64	165

Note: For most IL services, a consumer’s access to previously unavailable transportation, health care and assistive technology is documented through his or her individual CSR. In some instances, consumers may achieve an outcome identified above 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.

IN FY 2010, CLW HAD SIGNIFICANT SUCCESS WITH CONSUMERS, SOME OF WHICH ARE MEANINGFUL TO SHARE:

THE IL DEPARTMENT WILL NEVER FORGET THE LEAPS AND BOUNDS MADE BY A YOUNG WOMAN NAMED ALYSSA THIS PAST SPRING. ALYSSA, 22, AN INDIVIDUAL DIAGNOSED WITH ASPERGER'S SYNDROME, HAD REACHED A HUGE MILESTONE IN HER LIFE– HIGH SCHOOL GRADUATION. SOON AFTER ALYSSA GRADUATED, HER FAMILY MOVED TO ANOTHER STATE, LEAVING HER BEHIND. THIS TRAGIC EVENT FORCED ALYSSA TO MOVE FROM HER FAMILY HOME, QUIT HER JOB AND RELOCATE TO A NEW TOWN, MOVING INTO A ROOM HER MOTHER FOUND OVER THE INTERNET. THE RENTED ROOM WAS LONELY FOR ALYSSA, AS IT WAS WITH A FAMILY THAT HAD LITTLE INTEREST IN INTERACTING WITH THEIR YOUNG RENTER. SEPARATED FROM HER FAMILY, HER COMMUNITY, AND HER JOB, ALYSSA FELT MORE ISOLATED WITH EACH PASSING DAY. ALYSSA'S LIFE WENT FROM CELEBRATORY TO LONELY IN A FLASH. WITH LIMITED INDEPENDENT LIVING SKILLS, ALYSSA WAS DEPENDING ON UNHEALTHY, MICROWAVABLE MEALS, AND DID NOT KNOW HOW TO OBTAIN TRANSPORTATION TO LOCAL SHOPS AND BUSINESSES SO SHE COULD BE SOCIAL AND INDEPENDENT. ALYSSA CAME TO THE IL DEPARTMENT READY TO LEARN. WITH THE SUPPORT OF THE IL DEPARTMENT, ALYSSA'S INDEPENDENT LIVING SKILLS GREW IN LEAPS AND BOUNDS. ALYSSA LEARNED TO TAKE THE BUS AROUND TOWN. SHE ALSO APPLIED FOR EMPLOYMENT AT A LOCAL STORE, LEARNED TO TAKE PUBLIC TRANSPORTATION, AND STARTING WORKING AGAIN. ALYSSA IS LEARNING TO BUDGET HER INCOME AND IS THE PROCESS OF APPLYING FOR HER OWN APARTMENT. ALYSSA IS MAKING HUGE STRIDES IN HER QUEST FOR INDEPENDENCE!

IN NOVEMBER THE IL DEPARTMENT RECEIVED A PHONE CALL FROM A 43 YEAR OLD WOMAN. THIS INDIVIDUAL WAS AT THE END OF A YEAR-LONG STAY IN A NURSING HOME, HAD COMPLETED HER REHABILITATION, AND WAS READY TO TRANSITION FROM THE NURSING HOME. IL MEET WITH THE CONSUMER TO DETERMINE WHERE SHE WOULD LIKE TO LIVE, DISCUSSED THE TRANSITION PROCESS AND BROUGHT HER HOUSING APPLICATIONS. AFTER COMPLETING HOUSING APPLICATIONS, THE CONSUMER WAS READY TO MOVE FORWARD IN EXPLORING OTHER INDEPENDENT LIVING SERVICES. BY JANUARY, SHE HAD IDENTIFIED THESE SERVICES AND WAS COMPLETING THOSE APPLICATIONS AS WELL. ONE WEEK AFTER HER HOUSING APPLICATION WAS SUBMITTED THE CONSUMER RECEIVED A PHONE CALL NOTIFYING HER APPLICATION WAS ACCEPTED! THE CONSUMER WAS UNABLE TO VISIT THE POTENTIAL APARTMENT; THE IL SKILLS TRAINER WENT TO THE APARTMENT AND TOOK DIGITAL PHOTOS AND A MOVIE. THE IL SKILLS TRAINER SHOWED THEM TO THE CONSUMER, AND TOGETHER THE IL SPECIALIST AND THE CONSUMER DISCUSSED CONCERNS REGARDING ACCESSIBILITY OF THE BATHROOM. THE IL SKILLS TRAINER ASSISTED THE

CONSUMER IN CONTACTING THE MANAGEMENT COMPANY. THE COMPANY WAS WILLING TO MAKE THE ACCOMMODATIONS NECESSARY TO MEET THE NEEDS OF THIS INDIVIDUAL. THE IL SKILLS TRAINER MET WITH THE CONSUMER AND SOCIAL WORKER AT THE NURSING HOME TO DETERMINE AND EXECUTE A DISCHARGE PLAN, ENSURING A SMOOTH TRANSITION FOR THE CONSUMER. THE IL SKILLS TRAINER CONNECTED THE CONSUMER WITH THE PCM DEPARTMENT, AND THE CONSUMER WAS QUICKLY EVALUATED AND APPROVED. THE PCM DEPARTMENT SENT A SKILLS TRAINER TO MEET WITH THE CONSUMER AND ASSIST HER IN SETTING UP AN INDIVIDUALIZED PROGRAM. THE CONSUMER WAS DISCHARGED IN THE MIDDLE OF FEBRUARY, AND IS CURRENTLY LIVING INDEPENDENTLY IN THE COMMUNITY, UTILIZING CLW'S PERSONAL CARE MANAGEMENT PROGRAM AND ADDITIONAL COMMUNITY RESOURCES SHE WAS CONNECTED WITH THROUGH CLW.

THE PERSONAL CARE MANAGEMENT DEPARTMENT (PCM) WAS CONTACTED BY A YOUNG SPANISH-SPEAKING CONSUMER. WITH A BI-LINGUAL SKILLS TRAINER ON OUR TEAM, THE PCA PROGRAM WAS ABLE TO MAKE AN INITIAL VISIT TO THE CONSUMER AND SPEAK WITH HIM ABOUT HIS NEEDS IN SPANISH, AND FULLY DESCRIBE TO HIM THE OPPORTUNITIES AVAILABLE FOR SKILL-BUILDING AND SUPPORT. HE WAS VISITED BY OUR EVALUATION TEAM, WHO COMPLETED A WELL-ORGANIZED AND COMPREHENSIVE ASSESSMENT THAT WAS SUBMITTED TO MASSHEALTH FOR APPROVAL. THE CONSUMER RECEIVED ALL OF THE HOURS SUGGESTED, AND OFFERED THIS FEEDBACK ABOUT HIS EXPERIENCE, "THE SKILLS TRAINER WAS COURTEOUS AND PROFESSIONAL. THE INFORMATION THAT WAS PROVIDED ABOUT THE PCM PROGRAM WAS INFORMATIVE AND CONTAINED ALL THE INFORMATION I NEED TO RUN A GOOD PROGRAM. I'M VERY PLEASED WITH MY EXPERIENCE." MOST NOTABLE ABOUT THIS CONSUMER'S EXPERIENCE IS HIS REFLECTION ON NOW BEING ABLE TO ASSESS AND EVALUATE HIS OWN NEEDS AS A RESULT OF WORKING WITH THE PCM PROGRAM. THIS CONSUMER CONTINUES TO THRIVE AND REMAIN AN ACTIVE, HEALTHY MEMBER OF THE COMMUNITY. THE PCM PROGRAM GAVE THIS YOUNG GENTLEMAN THE CONFIDENCE TO INDEPENDENTLY MANAGE HIS OWN CARE.

THE DEAF AND HARD OF HEARING DEPARTMENT WAS AWARDED A STATE-WIDE GRANT THROUGH THE CHILDREN'S TRUST FUND TO RUN A DEAF PARENT SUPPORT GROUP. THIS EIGHT-WEEK GROUP PROVIDES DEAF AND HARD OF HEARING PARENTS WITH CHILDREN AGED BIRTH THROUGH AGE SIX WITH COMPREHENSIVE PARENTING EDUCATION. AREAS OF SKILL-BUILDING INCLUDE DISCIPLINE, NUTRITION, DEVELOPMENTAL MILESTONES, SOCIALIZATION, AND ACCESSING SERVICES IN THE COMMUNITY NECESSARY FOR THESE FAMILIES, INCLUDING HEALTHCARE, INTERPRETER SERVICES, AND EARLY EDUCATION. CLW WAS ALSO ABLE TO UTILIZE THIS GRANT TO PROVIDE AND ARRANGE TRANSPORTATION TO AND

FROM EACH GROUP FOR EACH PARTICIPANT WHO IDENTIFIED TRANSPORTATION AS A BARRIER TO ATTENDANCE. SERVING SEVERAL FAMILIES WITH EACH GROUP, THE DHILS DEPARTMENT IS ABLE TO REACH INCREASING NUMBERS OF YOUNG FAMILIES WITH IDENTIFIED PARENTING NEEDS. THROUGH THE GRANT, CLW WAS ABLE TO HIRE A DEAF SKILLS TRAINER, WHO IS ABLE NOT ONLY EDUCATE THESE PARENTS BUT TO RELATE AND EMPATHIZE WITH THEIR SHARED EXPERIENCES AS DEAF AND HARD OF HEARING PARENTS WITH YOUNG CHILDREN. THE GROUP IS CONDUCTED ENTIRELY IN AMERICAN SIGN LANGUAGE AND HAS A UNIQUE LENDING LIBRARY OF ASL PARENTING RESOURCES. THIS ABILITY TO PROVIDE PEER SUPPORT IS WHAT SEPARATES CLW'S DEAF PARENTING GROUP FROM OTHER SERVICES AVAILABLE IN THE COMMUNITY.

W.M. IS A DEAF CONSUMER WHO MISSED MANY APPOINTMENTS, AND WHEN THE DHILS SKILLS TRAINER VISITED HER HOME SHE WAS OFTEN NOT ORGANIZED AND FORGOT ABOUT THE MEETING. STAFF KNEW SHE WOULD BENEFIT FROM SERVICES, IF ONLY SHE WOULD BE PREPARED AND REMEMBERED THE APPOINTMENTS. AFTER A DISCUSSION WITH THE CONSUMER AND STAFF IT WAS DECIDED THAT IF SHE WANTED TO CONTINUE WITH SERVICES, SHE WOULD NEED TO COME HERE TO OUR OFFICE. DURING THE FIRST MEETING, W.M. TOLD THE SKILLS TRAINER SHE WAS PREGNANT AND HER BOYFRIEND WAS LEAVING HER. THIS CONSUMER, DISORGANIZED, AND WITH LIMITED RESOURCES, WANTED AND NEEDED SUPPORT TO KEEP THE BABY. SHE IDENTIFIED THAT SHE NEEDED TO LEARN ABOUT PARENTING SKILLS, NUTRITION, PREGNANCY, AND THE STAGES OF LABOR. WE ORDERED AN EDUCATIONAL DVD SERIES THAT HAS 2 DEAF WOMEN PROVIDING EDUCATION ABOUT EACH TRIMESTER OF PREGNANCY, NUTRITION, AND RESPONSIBILITIES ALL IN AMERICAN SIGN LANGUAGE. WE ARE AMAZED AND PLEASED TO REPORT THAT SHE CONTINUES TO GROW AND MAKE BETTER CHOICES IN HER LIFE. SHE REALIZED HER FORMER RELATIONSHIP WAS ADDING STRESS TO HER LIFE, AND NOW HAS INDICATED SHE IS HAPPIER, AND FEELING SUPPORTED THROUGH THE SERVICES SHE IS RECEIVING. W.M. STARTED SHOWING UP PREPARED FOR HER APPOINTMENTS, ENGAGING, ASKING QUESTIONS, UNDERSTANDING HER RESPONSIBILITIES, AND IS ACTIVELY PARTICIPATING IN OUR DEAF PARENTING GROUP. SHE CONTINUES TO UTILIZE CLW'S SERVICES AND RESOURCES. WE CONTINUE TO APPRECIATE, AND SUPPORT HER GROWTH AND DESIRE OF WANTING TO BECOME A BETTER PARENT TO HER CHILDREN.

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
9	6

(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	6	3	1
Other Staff	25	14	8

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.

CLW CONTINUES TO PROMOTE SELF-HELP AND SELF-ADVOCACY AMONG INDIVIDUALS WITH SIGNIFICANT DISABILITIES THROUGH OUR FOUR CORE COMMUNITY BASED SERVICES WITH THE GOALS OF EMPOWERING, EDUCATING, AND INFORMING OUR CONSUMERS SO THEY HAVE THE TOOLS TO ADVOCATE FOR HOUSING, BENEFITS, HEALTHCARE, TRANSPORTATION, AND ACCESS ISSUES. IN DEVELOPING AND MAINTAINING THESE SKILLS,

CONSUMERS HAVE BEEN ABLE TO BENEFIT FROM THIS KNOWLEDGE AND CONTINUE TO BUILD INDEPENDENT LIVING SKILLS. CLW CONTINUES TO EDUCATE AND INFORM INDIVIDUALS OF CHOICES AND SELF-HELP AVENUES TO BETTER ASSIST THEM IN TAKING ACTIVE ROLES BOTH IN THE COMMUNITY AND IN THEIR LIVES. THIS ALSO ALLOWS FOR CONSUMERS TO MAKE INFORMED CHOICES ALONG THEIR PATH OF INDEPENDENCE AND ULTIMATELY IMPROVE THEIR SELF-DEFINED QUALITY OF LIFE.

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.

CLW CONTINUED TO PROMOTE THE DEVELOPMENT OF PEER RELATIONSHIPS AND PEER ROLE MODELS BY PROVIDING INDIVIDUALS WITH DISABILITIES OPPORTUNITIES TO MEET AND TALK WITH OTHERS, INCLUDING STAFF MEMBERS WITH DISABILITIES. THIS GIVES CONSUMERS THE OPPORTUNITY TO SHARE AND ASSIST OTHERS THROUGH A PEER MENTORING APPROACH BY IDENTIFYING STRENGTHS AND BARRIERS AND SETTING AND ACHIEVING SELF IDENTIFIED GOALS. THROUGH THIS PEER MENTORING APPROACH, CONSUMERS ARE ABLE TO WORK THROUGH FEELINGS, CONCERNS, EXPERIENCES, AND FIND NEW AVENUES TO DEVELOP A PLAN THAT WORKS FOR THEM. CLW HAS IDENTIFIED PEER RELATIONSHIPS IS ESPECIALLY USEFUL FOR NEWLY DISABLED INDIVIDUALS. THIS REPORTING YEAR, CLW STAFF SPENT TIME FOSTERING PEER RELATIONSHIPS WITH TRANSITION TO ADULTHOOD PROGRAM (TAP) CONSUMERS. IN ADDITION, CLW STAFF ENGAGED IN DISABILITY AWARENESS WITHIN THE COMMUNITY INCLUDING BOTH THE PUBLIC AND PRIVATE SECTOR.

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.

THROUGHOUT THIS REPORTING PERIOD, CLW WORKED TO ENSURE ACCESS FOR INDIVIDUALS WITH SIGNIFICANT DISABILITIES THROUGH ADVOCATING; INFORMING STAFF AND CONSUMERS OF THEIR RIGHTS AND RESPONSIBILITIES REGARDING ACCESSIBILITY AND REASONABLE ACCOMMODATIONS INCLUDING TRANSPORTATION; AND CONDUCTED ADA

ACCESS EVALUATIONS. CLW IS USING PORTIONS OF A \$10,000 FUNDING AWARD FOR TRANSPORTATION FOR CONSUMERS TO AND FROM MEETINGS AND FOR WORKSTATIONS WITH COMPUTERS FOR CONSUMERS TO UTILIZE AT CLW. CLW WORKED TO ENSURE ACCESS FOR INDIVIDUALS WITH DISABILITIES AND INDIVIDUALS WHO ARE DEAF OR HARD OF HEARING THROUGH THE IMPLEMENTATION OF ASSISTIVE TECHNOLOGY SUCH AS: ELECTRIC DOOR OPENERS, PROPERLY MEASURED DOORWAYS AND EXITS, DOORBELL FLASHERS, FLASHING HARD WIRE ALARM SYSTEMS, VIDEOPHONES AND TTY'S. CLW ALSO PROVIDED ACCESSIBLE COMPUTER SOFTWARE AND/OR EQUIPMENT THAT ALLOWS INDIVIDUALS WITH SIGNIFICANT DISABILITIES TO ACCESS COMPUTERS. THIS INCLUDES THE USE OF JAWS FOR A STAFF MEMBER WHO IS LEGALLY BLIND. JAWS (AN ACRONYM FOR JOB ACCESS WITH SPEECH) IS A SCREEN READER, A SOFTWARE PROGRAM FOR VISUALLY IMPAIRED USERS, PRODUCED BY THE BLIND AND LOW VISION GROUP AT FREEDOM SCIENTIFIC OF ST. PETERSBURG, FLORIDA, USA.

THIS YEAR, CLW HAS ENTERED INTO AN AGREEMENT WITH THE CITY OF WORCESTER, TOWN OF BLACKSTONE, AND ADDITIONAL PUBLIC AND PRIVATE AGENCIES TO ASSIST THEM IN ACHIEVING ACCESSIBILITY. THESE RELATIONSHIPS ENSURE THAT ALL COMMUNITY MEMBERS HAVE EQUAL ACCESS.

(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.

CLW'S ACCESS MONITOR CONTINUED TO ASSIST CITIES AND TOWNS IN THE CENTRAL MASS REGION TO DEVELOP SELF-EVALUATION TRANSITION PLANS TO MOVE FORWARD WITH TRANSITION PLANS TO ALLOW FOR ACCESS IN AREAS THAT MAY BE OUT OF COMPLIANCE. CLW'S GOAL IN PROVIDING THESE PLANS TO CITIES, TOWNS AND OTHER PUBLIC AND PRIVATE AGENCIES IS TO ASSIST IN MAKING FACILITIES AND COMMON AREAS ACCESSIBLE TO ALL COMMUNITY MEMBERS.

CLW HAS INCREASED CONSUMER AND COMMUNITY MEETINGS TO RAISE AWARENESS AND CONSUMER INVOLVEMENT AND ALSO RECEIVE FEEDBACK ON HOW WELL CLW IS DELIVERING SERVICES. CLW PARTICIPATED IN DISABILITY AWARENESS ACTIVITIES AT LOCAL COLLEGES AND ORGANIZATIONS TO ASSIST INDIVIDUALS IN UNDERSTANDING WHAT IT IS LIKE TO HAVE A DISABILITY. ACTIVITIES INCLUDED DEAF, DEAF WORLD, INCLUSION AND DIVERSITY IN THE WORKPLACE, NATIONAL COUCIL ON INDEPENDENT LIVING (NCIL) CULTURAL AND LINGUISTIC COMPETENCE, TRANSITION TO ADULTHOOD TALENT SHOW, TECH & MEDIA SAVVY YOUTH

GROUP, STAFF SIGN LANGUAGE CLASSES, EMERGENCY PREPAREDNESS TASKFORCE, PEER PARENTING CLASSES, PRESENTATIONS/LECTURES AT ASSUMPTION COLLEGE, HOLY CROSS, WORCESTER YOUTH CENTER, YOUTH LEADERSHIP PROGRAMS, COMMUNITY, AND CONSUMER EVENTS, ETC. CLW BELIEVES THROUGH EDUCATION AND HANDS ON EXPERIENCES, PEOPLE BECOME AWARE AND CONTINUE TO EDUCATE OTHERS AROUND THEM THROUGH WORD OF MOUTH.

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.

CLW PROVIDED ALTERNATIVE FORMATS FOR INDIVIDUALS WITH DISABILITIES AND FOR INDIVIDUALS WHOSE PRIMARY LANGUAGE IS NOT ENGLISH. CLW’S EXAMPLES OF ALTERNATIVE FORMATS PROVIDED IN FY 2010 INCLUDE (BUT IS NOT LIMITED TO):

- **SIGN LANGUAGE INTERPRETERS**
- **LARGE PRINT/FONT FORMATS**
- **SPECIALIZED COMPUTER SOFTWARE/ACCESS TECHNOLOGY**
- **AUDIO BOOKS**
- **BRAILLE**
- **SPANISH BROCHURES AND PERSONAL CARE MANAGEMENT (PCM) MANUAL**
- **STAFF ARE DEAF AND HARD OF HEARING AND STAFF WHO SPEAK SPANISH AND PORTUGUESE**
- **UTILIZE LANGUAGE LINK’S SERVICES**
- **UTILIZE CENTRAL MA AREA HEALTH EDUCATION CENTER FOR TRANSLATIONAL SERVICES (AHEC)**

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.

CLW HAS ENSURED THAT ALL INDIVIDUALS WITH SIGNIFICANT DISABILITIES ARE PROVIDED SERVICES WITHOUT RESTRICTIONS OR LIMITATIONS BASED ON ANY TYPE OF SIGNIFICANT DISABILITY. CLW BELIEVES IN PROVIDING QUALITY AND DIVERSE PROGRAMS AND SERVICES TO ENSURE CONSUMERS ACHIEVE SELF DIRECTED GOALS AND INDEPENDENCE. CLW SERVES MANY CONSUMERS WITH CROSS DISABILITIES

AND IF AN INDIVIDUAL DOES NOT QUALIFY UNDER ANY CERTAIN CRITERIA FOR OUR PROGRAMS AND SERVICES, WE PROVIDE INFORMATION AND REFERRAL SERVICES BASED ON THE INDIVIDUALS PREFERENCES. CLW IS A MEMBER OF THE AGING AND DISABILITY RESOURCE CONSORTIA OF CENTRAL MASSACHUSETTS (ADRC-CM). THE ADRC-CM IS A COLLABORATION OF LONG TERM CARE SERVICE PROVIDERS FOR INDIVIDUALS WHO ARE AGED AND DISABLED. THIS COLLABORATION SETS THE STAGE FOR SEAMLESS AND STREAMLINED ACCESS FOR INDIVIDUALS IN NEED OF LONG TERM CARE SUPPORTS AND SERVICES.

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.

CLW PROVIDES EACH CONSUMER WITH THE OPPORTUNITY TO SELF IDENTIFY GOALS, OR WITH ASSISTANCE FROM AN INDEPENDENT LIVING SPECIALIST/SKILLS TRAINER. THESE GOALS ARE DEVELOPED, WORKED ON AND ACHIEVED AS IDENTIFIED BY THE CONSUMER AND/OR THE INDEPENDENT LIVING SPECIALIST/SKILLS TRAINER. GOALS CAN INCLUDE COLLABORATION AND COORDINATION WITH OTHER SERVICE PROVIDERS TO ENSURE GOALS ARE ACHIEVED. THIS FISCAL YEAR, CONSUMERS RECEIVED ASSISTANCE ACCESSING OTHER SERVICE PROVIDERS SUCH AS HOUSING AUTHORITIES, FUEL ASSISTANCE, SOCIAL SECURITY ADMINISTRATION, MASSHEALTH, AND ADDITIONAL NONPROFIT AGENCIES. CONSUMERS MAY ALREADY HAVE OTHER SERVICE PROVIDERS INVOLVED IN THEIR LIVES SUCH AS DEPARTMENT OF DEVELOPMENTAL SERVICES, DEPARTMENT OF MENTAL HEALTH, MASS COMMISSION FOR THE BLIND, ETC. OUR GOAL IS TO ASSIST OUR CONSUMERS IN MEETING AND ACHIEVING ALL GOALS SET WITH OR WITHOUT AN INDEPENDENT LIVING PLAN. EACH CONSUMER HAS AND IS ENCOURAGED TO EXPRESS FEELINGS OF SATISFACTION OR DISSATISFACTION BOTH VERBALLY AND IN WRITING ANYTIME DURING THEIR TIME WORKING WITH CLW STAFF. WITH EACH INTAKE CONSUMERS ARE EXPLAINED THE APPEALS PROCESS, AND PROVIDED WITH A COPY. IN ADDITION, CLW PROVIDES ON A YEARLY BASIS A CONSUMER SATISFACTION SURVEY THAT ALLOWS CONSUMERS TO ANONYMOUSLY EXPRESS THEIR EXPERIENCES WITH SERVICES. THIS ALSO ALLOWS CLW TO HAVE THE OPPORTUNITY FOR FEEDBACK AS TO HOW PROGRAMS ARE BEING DELIVERED AND ASSESSING FOR PROGRAMMATIC OR SERVICE DELIVERY QUALITY IMPROVEMENT.

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.

CLW ENSURES THAT EACH CONSUMER RECORD CONTAINS ALL THE REQUIRED INFORMATION THROUGH VARIOUS MEASURES INCLUDING:

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcome(s)
Access	Community/Systems	173	Work with architects, consumers, advocates	Filed Architectural Access Board complaints and commented on variance requests. Ensure defendants

1. IL STAFF GATHER WEEKLY FOR “WHY NOT REVIEW WEDNESDAYS” IN WHICH STAFF REVIEW CASE FILES FOR ONE HOUR TO ENSURE FILE COMPLIANCE.
2. MANAGERS RANDOMLY REVIEWS CASE FILES ON A MONTHLY BASIS TO ENSURE CONSUMER FILES ARE COMPLETE AND ACCURATE. THE IL MANAGER NOTES WHICH FILES WERE REVIEWED AND IF THERE IS A TREND IN INCOMPLETENESS.
3. IL MANAGER, PCM MANAGER, AND PROGRAM ADMINISTRATOR MEET MONTHLY TO DISCUSS IDMS INPUT, TRAINING NEEDS, MISSING DATA TRENDS, DUPLICATES MANAGEMENT, ISSUES, ETC. THIS IS IMPORTANT TO ENSURE DATA ENTRY IS COMPLETE AND MATCHES RELEVANT INFORMATION IN CONSUMER FILES.

IN FILE REVIEWS, CLW CHECKS FOR RELEASES OF INFORMATION, GOAL(S) EVALUATION SHEETS, AND UPDATES IN CONSUMER INFORMATION SUCH AS ADDRESS, LIVING SITUATION, CHANGES IN DISABILITY, NEEDS OF CONSUMER, ETC. SKILLS TRAINERS ARE REQUIRED TO BE COMPLETE, DESCRIPTIVE, AND ACCURATE WHEN RECORDING INFORMATION ABOUT A CONSUMER. INFORMATION AND THE ILP IS REVIEWED, AT A MINIMUM YEARLY, BY THE CONSUMER AND STAFF. PAPERWORK AND GOALS ARE REEVALUATED AND REVISED AS NECESSARY.

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

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

This section contains new data requests. 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.

	Advocacy		and other professionals to ensure facilities, services, and opportunities available and accessible for individuals with disabilities.	carried out compliance work. Teach consumers to file an AAB complaints. <u>Complete access surveys</u>
Access	Technical Assistance	355	Establish accessibility and provide technical assistance to public and private entities. Enable people with varying degrees and types of disability to live independent lives and have access.	Local non-profits are provided with an Americans with Disabilities Act access assessment of the physical accessibility attributes of buildings. Provide technical assistance and information and referral for both physical and programmable access issues for local businesses, nonprofits, and organizations, consumers, and the City of Worcester.
Advocacy	Collaboration /Networking	68	Serve as liaison to the REDD Group.	Supported and advocated for the Rights Equality and Dignity of the Disabled group.
Advocacy	Community and Systems Advocacy	234	Advocate and educate the public, elected officials for the funding and implementation of programs and services for individuals with a disability.	State and local officials and general public aware of individuals with disabilities needs and the importance of disability related programs and services. CLW gathers and shares information on current local, statewide and federal issues that impact independence for individuals with disabilities. Disability rights and services are carried out to the fullest extent possible by law. Enhance capacity to be a better consumer advocate including learning ways to teach consumers and their families how to organize important information about their child's disability
Advocacy	Community/S systems Advocacy	45	Discuss MassHealth PCA program trends, practices, efficiency and improvement. Discuss budget cuts, PCA Program website, PCA training and Prior Authorization Unit issues.	Work closely with other Personal Care Management Agencies to address issues/concerns and share information regarding MassHealth, the Union & the Personal Care Assistance Program.
Assistive Technology	Community Education and Outreach	41	Learn about assistive technology options for individuals who benefit from alternative formats.	Staff are aware of resources/options to locate assistive technology to alternative devices to read/access Demonstrations are given at locations such as senior centers, information booths, and one on one meetings.
Awareness	Collaboration /Networking	229	To build and maintain collaborative partnerships to understand barriers and issues surrounding access to programs and services.	Understand current local, statewide and federal issues and how they have the potential to impact independence for individuals with disabilities. Receive and disseminate updates via email, mail, newspaper, and email list-serve publications.

Awareness- American Sign Language	Community Education and Outreach	91	<p>Experiential workshop and training in which participants are placed in different scenarios and can communicate only in American Sign Language.</p> <p>Lecture on basic ASL Instruction, Deaf Culture, how to comply with ADA regarding to communication accessibility.</p>	<p>Students, employees, and service providers develop a better sense of awareness, American Sign Language, deaf culture and cultural competency.</p> <p>The lectures were presented to different colleges, senior centers, assisted living centers, and services providers. The participants received handouts on specific topics, such as communication tips, resources, etc</p>
Awareness	Community Education and Outreach	286	<p>Promote the various services that CLW provides to service area. Provide disability awareness presentations.</p> <p>Increase understanding, receive updates and awareness of disability related programs and policies.</p> <p>To educate staff about discrimination through Massachusetts Commission Against Discrimination (MCAD) training.</p>	<p>Provided several educational presentations to local organizations, Assumption college and area youth.</p> <p>Develop skills to identify and address discrimination and cultural competence and share this knowledgebase with consumers.</p>
Collaboration/Partnership	Collaboration /Networking	318	<p>Build coalitions and collaborating resources in CLW's catchment area to share and build resources for individuals with disabilities.</p> <p>MassHealth Prior Authorization Unit Staff and CLW PCM Staff work together to identify inefficiencies and develop standards, operational improvements, trainings and new documentation for PCA program.</p>	<p>Collaborate with organizations and agencies to: ensure a shared understanding of resources available; discuss services and needs in the community; share activities and issues including Persons with Disabilities; and discuss ideas.</p> <p>Participated in MA State Independent Living Council and Workforce Council to ensure services are community based and consumer controlled and provided in accordance with Title VII of the Workforce Investment Act of 1998 and IL philosophy.</p> <p>Through trainings and discussions, understand roles and ways to streamline to make programs more efficient.</p>
Collaboration/Partnerships	Community Education and Outreach	169	<p>To share, exchange, outreach and educate the community and other organizations about programs and services available.</p>	<p>Develop relationships with consumers and organizations with the goal of streamlining access to programs and services.</p>

Emergency Preparation	Community Education and Outreach	44	<p>Increase capacity to assist consumers in emergency situations.</p> <p>Outreach to the local municipalities by calling them to see if they have a plan set up regarding accessibility for the deaf, hard of hearing and deaf/blind.</p>	<p>Ensured that emergency preparedness policies and procedures involve input & participation from individuals with disabilities.</p> <p>Learned from service personnel (firefighters, EMT's, police) and their experiences with helping the elderly in emergency situations.</p>
Employment	Community Education and Outreach	36	<p>Educate businesses, agencies, nonprofits, and community members to enhance the community's knowledge about employment related topics for individuals with disabilities.</p>	<p>Promoted and increased knowledge of meaningful employment for people with disabilities.</p> <p>Encouraged and provided consumers about opportunities to receive an education, and have the ability to work.</p> <p>Provided information to local organizations regarding reasonable accommodations at work.</p>
Employment	Community/Systems Advocacy	42	<p>Advocate for changes in the area of employment and employment related topics for individuals with a disability. This includes participation in statewide employment coalition.</p>	<p>Participated in a forum and educated the central MA community about the difficulties people with disabilities face while looking for a job.</p> <p>Actively participated in the Employment Now Coalition promoting access to meaningful employment for individuals with disabilities, advocating on both a system level and community level.</p>
Employment	Collaboration/Networking	51	<p>Increase knowledge about employment related topics including employment related barriers for individuals with disabilities.</p>	<p>Attended presentation on employing persons with disabilities.</p> <p>Participated in training to better understand the Social Security Administration Ticket To Work program, employment partnerships, and tax incentives for businesses that hire Social Security Administration beneficiaries.</p> <p>Learned about community resources for Social Security Administration beneficiaries that are considering returning to work.</p> <p>Learned about the resources provided by Worcester's local career center and how CLW can put those resources to work for our Consumers who are seeking employment.</p>
Health Care-Policy	Collaboration/Networking	29	<p>Be informed of local, state and federal policy changes/updates. Also, collaborate with other agencies/organizations.</p>	<p>By learning the changes/updates going on in MassHealth, staff has been able to relay this information to consumers and change day to day work processes.</p>
Health Care-Prevention	Community Education and Outreach	34	<p>Conferences focused on prevention as a means of improving health and decrease health care costs; training on children and youth post traumatic stress disorder; training</p>	<p>Conferences and workshops are learning opportunities for staff with the goal of increasing organizational knowledge base and improve work performance.</p>

			on many aspects of suicide risk and prevention; of suicide; training on outreach for shaken baby syndrome.	
Health Care-Benefits	Collaboration /Networking	76	<p>Understand how to access health care, including public and private benefits for individuals, and families.</p> <p>Develop the capacity on Medical Orders for Life-Sustaining Treatment (MOLST) provided by Area Health Education Center (AHEC) in Worcester, MA.</p> <p>Shine Counselor training.</p>	<p>How to use Virtual Gateway to apply for MassHealth.</p> <p>Staff attended presentations about changes to Masshealth.</p> <p>IL attended a community forum given by the new commissioner of MassHealth.</p> <p>Honoring patient preferences is a critical element in providing quality end-of-life care. To help Skills Trainers facilitate the discussion and convey a patient's wishes regarding cardiopulmonary resuscitation (CPR) and other life-sustaining treatment</p> <p>Trained to become specialized in the benefits available to individuals with disabilities and how to apply for those benefits.</p>
Housing	Community/S systems Advocacy	40	Advocate for affordable/accessible housing	<p>Assisted in advocating for more affordable/accessible housing in service area.</p> <p>Participated in Central Mass Housing Alliance meetings to discuss central MA housing related topics.</p> <p>Assist in advocating for consumers in finding affordable/accessible housing.</p>
Housing	Community Education and Outreach	75	<p>How to apply and acquire affordable/accessible housing for consumers.</p> <p>Educate the community about the need for affordable/accessible housing</p>	<p>Learned about the homeless shelters system.</p> <p>Attended training to better understand and assist consumers in requesting reasonable accommodations</p> <p>Attended legal assistance tenant rights training to understand Consumers rights and support options.</p> <p>Staff know about the current housing options with regard to subsidy and accessibility.</p> <p>Visited with legislators, local housing authorities to educate them about the importance of accessible affordable public housing.</p> <p>Attended community meetings about 40 b and brought an awareness of disabilities and disability related issues.</p>
Housing	Technical Assistance	8	Providing assistance to the community on making affordable/accessible housing for individuals with disabilities.	Attended and gave testimony and input to MA housing and urban development regarding individuals with disabilities.
Transportation	Community/S systems Advocacy	75	Increase and improve transportation accessibility for PWDs in the Worcester regional transit	Worked together with Worcester Regional Transit Authority, the Rights, Equality and Dignity of the Disabled, CLW consumers and other Persons with Disabilities in the community to ensure that Worcester Regional Transit Authority services are provided as

			authority (WRTA) catchment area.	required by the Americans with Disabilities Act and Dept. of Transportation. Improve transportation options for people with disabilities in Central Massachusetts
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Item 2 – Description of Community Activities

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

DURING THE REPORTING YEAR, CLW PARTICIPATED IN A VARIETY OF COMMUNITY ACTIVITIES THAT CONNECTED US WITH MANY CONSUMERS AND COMMUNITY ORGANIZATIONS. CLW COLLABORATED WITH A VARIETY OF NON PROFITS, LOCAL ORGANIZATIONS, COMMISSIONS, AND LOCAL GOVERNMENT IN CENTRAL MASSACHUSETTS.

CLW’s PARTICIPATION AND MEMBERSHIP IN SEVERAL ORGANIZATIONS ALLOWED CLW TO ASSIST OUR CONSUMERS IN PROVIDING INFORMATION, EDUCATING THE COMMUNITY, AND LOCAL ORGANIZATIONS ABOUT ACCESS FOR INDIVIDUALS WITH DISABILITIES. SOME OF THESE MEMBERSHIPS INCLUDE:

- MA STATEWIDE INDEPENDENT LIVING COUNCIL**
- PROVIDER COUNCIL**
- NATIONAL COUNCIL FOR INDEPENDENT LIVING**
- WORCESTER COMMISSION ON DISABILITIES**
- WORCESTER CITY MANAGERS COALITION ON RACISM BIAS AND HATE**
- RIGHTS EQUALITY AND DIGNITY OF THE DISABLED**
- WORCESTER REGIONAL TRANSPORTATION PARA TRANSIT ADVISORY GROUP**
- MA ARCHITECTURAL ACCESS BOARD**
- WORCESTER PUBLIC SCHOOLS STUDENT AND FAMILY DEVELOPMENT COUNCIL**
- EMPLOYMENT NOW COALITION**
- PERSONAL ASSISTANT SERVICE COALITION**

CLW PARTICIPATED IN A VARIETY OF COMMUNITY ADVOCACY DURING THIS FISCAL YEAR, INCLUDING:

- TRANSPORTATION**
- HOUSING**
- ACCESSIBILITY FOR PEOPLE WITH DISABILITIES**
- EMERGENCY PREPAREDNESS FOR VULNERABLE POPULATIONS IN MASSACHUSETTS**

- COMMUNITY FIRST INITIATIVE**
- THE STATE OF MASSACHUSETTS BUDGET HEARINGS**
- PERSONAL CARE ATTENDANT PROGRAM**
- EMPLOYMENT FOR INDIVIDUALS WITH A DISABILITY**
- DISABILITY AWARENESS**

SOME OF THE PARTNERSHIPS THAT CLW HAS MAINTAINED AND DEVELOPED THIS YEAR ARE:

- EASTER SEALS OF MASSACHUSETTS**
- COMMON PATHWAYS**
- WORCESTER COMMUNITY ACTION COUNCIL**
- UNIVERSITY OF MASSACHUSETTS MEDICAL SCHOOL**
- THE CITY OF WORCESTER MANAGERS OFFICE**
- WORCESTER PUBLIC SCHOOLS**
- PROFESSIONAL PARENT ADVOCACY LEAGUE**
- CENTRAL MA STUDENT SUPPORT TEAM**
- CENTRAL MA AGING AND DISABILITY RESOURCE CONSORTIUM**
- RCAP SOLUTIONS**
- DISABILITY POLICY CONSORTIUM**
- CHAPA**
- ASSUMPTION COLLEGE**
- HOLY CROSS COLLEGE**

CLW BELIEVES IN ESTABLISHING AND MAINTAINING RELATIONSHIPS WITH AGENCIES, ORGANIZATIONS, AND BUSINESSES TO ENSURE OUR CONSUMERS ARE EDUCATED AND INFORMED ABOUT RESOURCES AVAILABLE IN THE COMMUNITY. IN WORKING WITH THE CURRENT ECONOMIC CLIMATE, WORKING AND COLLABORATION WILL ONLY BENEFIT THE COMMUNITY WE SERVE. THESE RELATIONSHIPS WILL ENABLE US TO PROVIDE OUR CONSUMERS WITH AN APPROPRIATE LEVEL OF SERVICE, INFORMATION, AND KNOWLEDGE.

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.

CLW PROVIDED THE FOUR CORE SERVICES OF INDEPENDENT LIVING TO INDIVIDUALS WITH DISABILITIES AND REGARDLESS OF AGE. THE FOUR CORE SERVICES ARE: INDEPENDENT LIVING SKILLS TRAINING, PEER COUNSELING, INDIVIDUAL AND GROUP ADVOCACY, AND INFORMATION AND REFERRAL.

CLW'S MASSHEALTH PERSONAL CARE ATTENDANT (PCA) PROGRAM CONTINUED TO BE SUCCESSFUL THIS FISCAL YEAR. IN FY 2010, CLW PROVIDED PCA SERVICES TO OVER 1,300 CONSUMERS. THE PCA PROGRAM HAS ENABLED PEOPLE WITH DISABILITIES WHO ARE MASSHEALTH ELIGIBLE TO REMAIN IN THEIR HOMES WITH SERVICES.

CLW'S DEAF AND HARD OF HEARING INDEPENDENT LIVING (DHILS) DEPARTMENT CONTINUED TO PROVIDE SPECIALIZED DEAF AND HARD OF HEARING INDEPENDENT LIVING SERVICES. IN ADDITION TO THE FOUR CORE SERVICES, THE DEAF AND HARD OF HEARING DEPARTMENT FOCUSED ON TARGET AREAS. THOSE TARGET AREAS ARE: SAFE COMMUNITIES, JOBS AND SELF-SUFFICIENCY, WELLNESS & QUALITY OF HEALTH CARE, TRANSITION TO ADULTHOOD, EMERGENCY PREPAREDNESS, AND PEER PARENT TRAINING. THE DHILS PROGRAM HAS ALSO EXPANDED ITS CATCHMENT AREA TO INCLUDE SOME NORTHEAST CITIES AND TOWNS.

IN FY 2010, CLW CONTINUED AS AN ACCESS SITE FOR THE EASTER SEALS ASSISTIVE TECHNOLOGY LOAN PROGRAM. THIS PROGRAM ASSISTS PEOPLE WITH DISABILITIES TO APPLY FOR A LOAN WITH A REASONABLE INTEREST RATE AND PAY BACK PLAN.

CLW'S NURSING HOME INITIATIVE WAS A CONTINUED SUCCESS THIS REPORTING YEAR. IN FY 10, CLW WAS ABLE TO TRANSITION OVER TWENTY INDIVIDUALS RESIDING IN NURSING FACILITIES WHO DESIRED TO LIVE IN THE COMMUNITY INDEPENDENTLY. CLW HAS FOUND THAT MANY INDIVIDUALS ARE SUCCESSFUL IN THEIR QUEST TO LIVE INDEPENDENTLY IN THE COMMUNITY WITH HOME AND COMMUNITY BASED SUPPORTS IN PLACE. CLW CONTINUED TO WORK WITH OTHER SERVICE PROVIDERS, NURSES AND NURSING FACILITY STAFF TO IDENTIFY INDIVIDUALS WHO DESIRE TO TRANSITION.

CLW'S TRANSITION TO ADULTHOOD PROGRAM (TAP) CONTINUED TO BE SUCCESSFUL THROUGH OUTREACH EFFORTS AND COLLABORATION WITH OTHER AGENCIES INCLUDING WORCESTER PUBLIC SCHOOLS, EASTER SEALS, BECKER COLLEGE, AND ASSUMPTION COLLEGE. CLW CONTINUES TO DEVELOP INNOVATIVE WAYS TO REACH AND ASSIST YOUTH INCLUDING PRE-DRIVERS PERMIT CLASS, TALENT SHOW, AND TECH AND MEDIA SAVVY GROUP.

CENTRAL MASSACHUSETTS AGING AND DISABILITY RESOURCE CONSORTIUM (CM-ADRC) CONTINUES TO COLLABORATE (INCLUDES: CLW, ELDER SERVICES OF WORCESTER, MONTACHUSETT HOME CARE, TRI-VALLEY AND CENTRAL MA AGENCY ON AGING) TO PROVIDE STREAMLINED INFORMATION AND REFERRAL SYSTEMS TO ANY INDIVIDUAL WHO CONTACTS EITHER CLW OR ONE OF THE OTHER LOCAL MEMBER AGENCIES.

THIS FISCAL YEAR, CM ADRC CONTINUED TO LOOK AT OUR PARTNERSHIP MODEL AND HOW SERVICE DELIVERY COULD MIRROR A NO WRONG DOOR APPROACH.

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.

CLW HAS SEVERAL CONTRACT GRANTS FROM THE COMMONWEALTH OF MASSACHUSETTS (ALSO REPORTED ON FY 2009 704 REPORT) WHICH INCLUDE:

- **STATE INDEPENDENT LIVING**
- **PERSONAL CARE MANAGEMENT**
- **VOCATIONAL REHABILITATION COMMISSION FOR INDEPENDENT LIVING**
- **DEAF AND HARD OF HEARING CONTRACT**
- **TRANSITION TO ADULTHOOD CONTRACT**

IN FY 10, CLW WAS SELECTED TO RECEIVE FUNDING FOR THE CHILDREN'S TRUST FUND PARENTING EDUCATION AND SUPPORT PROGRAM FOR FY 2011. THE FUNDING WILL BE ALLOCATED TO THE DEAF AND HARD OF HEARING DEPARTMENT.

CLW'S ADA/ACCESS MONITOR COMPLETED SELF EVALUATIONS/TRANSITION PLANS FOR THE CITY OF WORCESTER AND TOWN OF BLACKSTONE.

CLW BEGAN PLANNING FOR CAPITAL IMPROVEMENT PROJECT IN FY 10 THAT WOULD USE POTENTIAL GRANT FUNDS TO RENOVATE THE OFFICE SPACE SO THAT IS IT ACCESSIBLE AND MEETS LIFE SAFETY COMPLIANCE.

CLW AND CENTRAL MA AGING AND DISABILITY RESOURCE CONSORTIUM MEMBER AGENCIES BEGAN PLANNING AND IMPLEMENTING FUNDING THAT WAS EXECUTED IN JULY 2010 AND EXTENDS TO JUNE 2011 FROM EXECUTIVE OFFICE OF ELDER AFFAIRS FUNDS THAT WILL BE USED TOWARDS OPTIONS COUNSELING - A CORE FUNCTION OF AGING AND DISABILITY RESOURCE CONSORTIUM.

CLW ENTERED INTO CONTRACT WITH THE CITY OF WORCESTER, OFFICE OF HUMAN RIGHTS AND DISABILITIES TO CARRY OUT THE FUNCTIONS OF A MINI GRANT FROM COMMON PATHWAYS. THE GRANT IS USED TO SUPPORT A SERIES OF THREE NEIGHBORHOOD CONVERSATIONS WITH AND FOR

PEOPLE WITH DISABILITIES ON THE TOPICS OF HEALTHCARE AND WELL-BEING.

CLW APPLIED FOR A GRANT THROUGH THE HEALTH FOUNDATION OF CENTRAL MASSACHUSETTS THROUGH THE ACTIVATION FUND GRANT TO SUPPORT THE GROWTH AND EXPANSION OF OUR NURSING HOME INITIATIVE INDEPENDENT LIVING SERVICES (IL) PROGRAM.

LASTLY, IN FY 10 CLW APPLIED A STATE OF MASSACHUSETTS WORKFORCE GRANT TO SUPPORT THE DEVELOPMENT OF SUPERVISORY AND LEADERSHIP SKILLS OF STAFF.

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.

IN FISCAL '10 CLW CONTINUED TO MOVE FORWARD WITH GREATER STABILITY AND CONSISTENCY BOTH PRGRAMMATICALLY AND ADMINISTRATIVELY. CLW CONTINUES TO SUCCESSFULLY STRENGTHEN ITS: 1) FINANCIAL STABILITY AS PROVEN BY CLW'S 2010 AUDIT REVIEW, 2) STAFFING BY HIRING QUALIFIED PEOPLE WHO ARE MORE CLOSELY MATCHED TO JOB RESPONSIBILITIES AND SKILLS SET TO BETTER SERVE THE CONSUMER, 3) PHYSICAL PLANT IMPROVEMENTS BY DEVELOPING A CAPITAL IMPROVEMENT PLAN SCHEDULED TO BE INITIATED EARLY IN THE UPCOMING FEDERAL REPORTING YEAR.

THE SENIOR LEVEL MANAGEMENT TEAM (EXECUTIVE DIRECTOR, DIRECTOR OF FINANCE AND ADMINISTRATION AND PROGRAM ADMINISTRATOR) IS STILL IN PLACE AND FUNCTIONING WELL FOR THE PURPOSE OF MORE FLUIDITY OF THE DAY-TO-DAY OPERATIONS.

THROUGHOUT THE REPORTING YEAR, CLW DID NOT EXPERIENCE ANY OUTSIDE INVESTIGATIONS. THIS HAS ALLOWED CLW TO FOCUS ON OUR MISSION ALONG WITH CONTINUED GROWTH AND STRENGTHENING OF OUR PROGRAMS AND SERVICES SO THAT OUR CONSUMERS HAVE ACCESS TO ALL OPPORTUNITIES AVAILABLE TO INCREASE THEIR INDEPENDENCE.

BOTH THE MASSACHUSETTS REHABILITATION COMMISSION AND THE OFFICE OF LONG TERM CARE FOR MEDICAID PERSONAL CARE MANAGEMENT PROGRAM EXERCISED COMPLIANCE REVIEWS DURING THE REPORTING YEAR. ALTHOUGH THERE WERE MINOR INFRACTIONS, CLW'S PROGRAMS WERE IDENTIFIED AS BEING WELL ORGANIZED AND EFFECTIVELY MANAGED. CLW RESPONDED POSITIVELY TO THE RECOMMENDATIONS AND WITHIN THE CORRECTIVE ACTION TIMELINE AND WILL IMPLEMENT THE RECOMMENDED CHANGES WITHIN THE NEXT REPORTING YEAR.

AS NOTED IN THE PREVIOUS REPORT, ON JUNE 25, 2009, CLW SIGNED A REPAYMENT PLAN WITH THE OFFICE OF MEDICAID FOR MONIES OWED FROM THE CLW MANAGEMENT OF THE FISCAL ITERMEDIARY (FI) BETWEEN

THE DATES OF 1998 UNTIL IT CLOSED DECEMBER 2005. THERE ARE NO ISSUES TO REPORT WITH THE REPAYMENT PLAN AND SCHEDULED PAYMENTS.

I. CLW'S FINANCIAL MANAGEMENT, CONTINUED TO IMPROVE DRAMATICALLY AGAIN THIS YEAR.

- 1) CLW'S FINANCES AT THE END OF OUR FISCAL YEAR JUNE 30, 2010, RECEIVE AN UNQUALIFIED OPIONION (A CLEAN AUDIT) FOR THE SECOCND YEAR IN A ROW.**
- 2) CLW'S PAYBACK AGREEMENT WITH THE OFFICE OF THE MEDICAID HAS BEEN RUNNING SMOOTHLY WITHOUT ANY ISSUES.**
- 3) ALL PREVIOUS SYSTEMS AND PROCEDURES FOR TIGHT CONTRACT MANAGEMENT AND ACCOUNTING CONTINUED TO BE FOLLOWED. THEY ARE ALSO MONITORED TO MAKE ANY NECESSARY ADJUSTMENTS TO KEEP ALL REPORTING AND MANAGEMENT TRANSPARENT AND MEET REGULATORY REQUIREMENTS.**
- 4) CLW CONTINUES TO STRENGTHEN OUR FISCAL PROCESS BY ENGAGING MANAGERS IN THE BUDGET PROCESS. THEY RECEIVE MONTHLY BUDGET REPORTS AND ARE RESPONSIBLE FOR EACH PROGRAM BUDGET. TRAINING HAS BEEN PROVIDED WHEN NEEDED AND BUDGET DISCUSSIONS TAKE PLACE TO ENSURE EACH MANAGER UNDERSTANDS AND MONITORS THEIR BUDGETS CLOSELY.**
- 5) IN APRIL 2010 CLW HAD TWO COMPLIANCE AUDITS, ONE FROM MRC AND ONE FROM THE OFFICE OF MEDICAID. IT WAS NOTED THAT CLW NEEDS TO HAVE A TIGHTER FISCAL SYSTEM WITH PURCHASE ORDERS AND USE PAYMENT VOUCHERS. CLW NOW HAS SIGNATURE APPROVALS FOR ITEMS BEING ORDER AND ARE NOW USING PAYMENT VOUCHERS.**
- 6) WE HAVE PURCHASED A NEW ACCOUNTING SYSTEM TO UPDATE OUR REPORTING NEEDS. THE NEW SYSTEM WILL ELIMINATE MANUAL REPORTING, ADD ADDITIONAL ACCOUNTS TO PRODUCE MORE DEFINED REPORTS WHICH WILL SAVE STAFF TIME AND ALLOW ROOM FOR GROWTH. THIS SYSTEM WILL BE IMPLEMENTED IN 2011.**
- 7) WE HAVE PURCHASED A NEW PHONE SYSTEM TO UPGRADE WITH MODERN TECHNOLOGY TO IMPROVE STAFF**

II. FUNDING DIVERSIFICATION

- 1) CLW HAS DEVELOPED A PRELIMINARY OUTREACH AND MARKETING PLAN TO EXPAND PROGRAM REVENUES. OUR BI-LINGUAL PCM/OUTREACH SPECIALIST HAS HAD A POSITIVE IMPACT WITH REGARD TO INCREASING OUR CONSUMER BASE WITHIN THE PCM PROGRAM.
THE VERIZON PROGRAM ENDED AND IS NOW MANAGED BY THE STATE OF MA 911 DEPARTMENT. CLW AND THE CITY OF WORCESTER HAVE SIGNED A CONTRACT FOR ADA ACCESS ISSUES/COMPLAINTS SUBMITTED TO THE CITY. THE CITY OF WORCESTER PAYS CLW AN AGREED AMOUNT OF MONEY FOR EACH REQUEST FOR ACCESS REVIEW WHICH IS DETAILED WITHIN THE CONTRACT FOR SERVICES. THIS CONTRACT WILL BE REVIEW ON AN ANNUAL BASIS.**

- 2) CLW HAS BEEN VERY SUCCESSFUL COLLABORATING WITH OTHER AREA ORGANIZATIONS WHO MIRROR OUR PHILOSOPHY AND MISSION. CLW IS MORE CONSISTENTLY ON THE RECEIVING END OF INVITATIONS AND REQUESTS FOR COLLABORATION RATHER THAN CLW SEEKING THE EFFORT.**

III. PROGRAM AND SERVICE DEVELOPMENT

- 1) CLW STRENGTHENED PROGRAMS AND SERVICES BY CONDUCTING A COMPREHENSIVE REVIEW OF OUR PROGRAMS AND SERVICES TO INCLUDE WORKFORCE PLANNING, NEW AND ONGOING PROGRAM DEVELOPMENT, ANALYSIS OF SENIOR MANAGEMENT AND THE SUPERVISORY LEVEL, AND MADE NECESSARY CHANGES TO MAXIMIZE OUTREACH TO CONSUMERS.**
- 2) CLW CONTINUED TO WORK ON PROCESS IMPROVEMENT OF PROGRAMS AND SERVICES TO ENSURE EFFICIENT AND EFFECTIVE DELIVERY OF SERVICES TO CONSUMERS.**
- 3) AS NOTED ABOVE, CLW UNDERWENT TWO AUDITS FROM OUR FUNDERS, MASSACHUSETTS REHABILITATION COMMISSION AND THE OFFICE OF LONG TERM CARE FOR MEDICAID PERSONAL CARE MANAGEMENT PROGRAM. CLW WORKED TO ENSURE WE MET THE MINOR DEFICIENCIES IN A REASONABLE AMOUNT OF TIME WITH THE GOAL OF NO DEFICIENCIES IN FUTURE AUDITS.**
- 4) CONTINUE TO REFINE STAFFING STRUCTURE, ADMINISTRATIVE, DATA COLLECTION AND BILLING PRACTICES. ALTHOUGH, IN FY 2010, THE PCM DEPARTMENT WAS VERY SUCCESSFUL IN MOVING FORWARD, STREAMLINING PROCESSES AND ELIMINATING PROGRAMMATIC BARRIERS.**

- 5) **AFTER PROCESS REVIEW FOR EFFICIENCY, CLW MANAGEMENT STAFF BEGAN PLANNING TO IMPLEMENT A CENTRALIZED INFORMATION AND REFERRAL FOR ALL DEPARTMENTS TO ENSURE THAT ALL PEOPLE THAT CONTACT CLW AND NEED INFORMATION AND REFERRAL SERVICES ARE APPROPRIATELY REFERRED AND FOLLOW-UP WITH TO ENSURE THE INFORMATION REQUESTED MET THEIR NEEDS.**
- 6) **A FULL TIME PROGRAM ADMINISTRATOR WAS HIRED IN JUNE 2010.**
- 7) **STAFF IS CONTINUOUSLY SUPPORTED AND ENCOURAGED TO ATTEND TRAININGS, EVENTS AND ADVOCACY IN THE COMMUNITY. IN ADDITION, STAFF IS CONTINUOUSLY SUPPORTED TO DEVELOP THEIR SKILLS WITHIN THE AGENCY. FOR EXAMPLE, STAFF ATTENDED FOCUS GROUP DISCUSSIONS OFFERED BY AREA HEALTH EDUCATION CENTER ON END OF LIFE PLANNING. THIS INCREASES STAFF MORAL AND PERFORMANCE WITHIN THE AGENCY AND THE CONSUMERS WE SERVE.**

BOARD DEVELOPMENT

- 1) **A BOARD OF DIRECTORS MANUAL WAS IMPLEMENTED DURING THE REPORTING YEAR. THE MANUAL INCLUDES A DESCRIPTION OF A MEMBERS ROLE AND RESPONSIBILITIES. COMMITTEE DESCRIPTIONS WERE ALSO ADDED TO THE MANUAL.**
- 2) **CLW CONTINUES TO FOCUS ON RECRUITING CONSUMERS FOR BOARD PARTICIPATION WHETHER AS A BOARD OR COMMITTEE MEMBER.**
- 3) **THE BOARD INITIATED THE PLANNING OF A FUNDRAISING EVENT TO CELEBRATE CLW'S 35TH ANNIVERSARY. THAT EVENT WILL BE HELD AT THE BEGINNING OF THE NEW REPORTING YEAR, IN OCTOBER 2010. THIS IS THE FIRST FUNDRAISING EVENT IN YEARS FOR THE AGENCY, WITH THE DEVELOPMENT OF A MORE FORMAL STRATEGIC PLAN IN PROCESS.**
- 4) **THE BOARD OF DIRECTORS DID CREATE AN ANNUAL REVIEW PROCESS FOR THE EXECUTIVE DIRECTOR. A PERFORMANCE REVIEW TOOL WAS CREATED AND USED THIS REPORTING YEAR. GOING FORWARD, ANNUALLY, THE PERFORMANCE REVIEW TOOL WILL BE USED TO INCLUDE A REVIEW OF GOALS MET AND NEW GOALS SET FOR THE UPCOMING YEAR. A REVIEW AND RENEW OF THE EXECUTIVE DIRECTOR'S CONTRACT WILL BE COMPLETED ANNUALLY.**

IV. OUTREACH AND PUBLIC RELATIONS

- 1) **COLLATERALS WERE DEVELOPED AND PROFESSIONALLY PRINTED WITH THE REPORTING YEAR. THIS HAS MADE A SIGNIFICANT DIFFERENCE WITH DEVELOPING CLW'S IMAGE AS A PROFESSIONAL ORGANIZATION OFFERING QUALITY SERVICES TO THE COMMUNITY. THESE TOOLS HAVE BEEN USED INTERNALLY, WEB BASED, ONE TO ONE MEETINGS, TRAININGS**

- 2) **AN ANNUAL REPORT WAS DEVELOPED AND DISSEMINATED WITHIN THE COMMUNITY DURING THE REPORTING YEAR AND WILL BE WRITTEN AS PART OF OUR ANNUAL REPORTING. AGAIN, ANOTHER STEP TOWARD PRESENTING A CONSISTENT PROFESSIONAL IMAGE WITHIN THE COMMUNITY AND ORGANIZATIONS CLW MIGHT COLLABORATE WITH.**
- 3) **CLW AND THE CITY OF WORCESTER, OFFICE ON DISABILITIES HAVE SIGNED AN AGREEMENT FOR CLW TO PERFORM ADA ACCESS REVIEWS AS REQUESTED BY THE CITY. CLW RECEIVES A STIPEND FOR EACH REVIEW COMPLETED. THIS RELATIONSHIP HAS STRENGTHENED THROUGH TIME AND WE EXPECT THE AGREEMENT TO BE RENEWED.**
- 4) **THROUGHOUT THE REPORTING YEAR CLW HAS BEEN QUITE SUCCESSFUL WITH OUR COMMUNITY OUTREACH AT BOTH THE PROFESSIONAL COLLABORATIVE LEVEL AND OUR CONSUMER LEVEL. CLW HELD AND PARTICIPATED IN SEVERAL COMMUNITY GATHERINGS THROUGH THE YEAR. EXAMPLES INCLUDE: LOCAL CONSUMER MEETINGS, STATE BUDGET HEARINGS, PARTICIPATED IN THE GOVERNOR'S HUMAN SERVICE SUMMIT, MOLST INITIATIVE, ATTENDED ANNUAL NCIL CONFERENCE IN WASHINGTON DC, AND LOCAL ADA ANNIVERSARY CELEBRATIONS AND MANY ADVOCACY EFFORTS FOR FUNDING OF PROGRAMS AND SERVICES – TRANSPORTATION WAS PROVIDED TO AND FROM EVENTS TO INCREASE CONSUMER PARTICIPATION.**

Item 2 – Challenges

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

BEGINNING THIS REPORTING YEAR AND CONTINUING WITH FUTURE REPORTING YEARS, CLW USES THIS REPORT TO STAY FOCUSED ON GOALS WE HAVE SET TO BE ACHIEVED WITHIN THE YEAR. THIS HAS ALLOWED CLW TO SUCCESSFULLY COMPLETE MOST OF WHAT WE COMMITTED TO. CLW HAS HAD QUITE A SUCCESSFUL YEAR AND CONTINUES TO SECURE THE AGENCY'S STABILITY THROUGHOUT ALL LEVELS OF DAY TO DAY MANAGEMENT.

CLW WAS UNABLE TO ACHIEVE THE FOLLOWING GOALS IT SET LAST YEAR:

FUNDING DIVERSIFICATION

- 1. EVEN THOUGH CLW WAS SUCCESSFUL WITH BEGINNING THE STEPS FOR FUNDING DIVERSIFICATION, WE STILL NEED TO INCREASE OUR FUNDING DIVERSIFICATION. THIS WILL CONTINUE TO BE A GOAL SET BY CLW WITH AN EXPECTATION OF REPORTING PROGRESS ANNUALLY.**
- 2. CREATE A STRATEGIC PLAN FOR FUNDRAISING IN SHORT AND LONG TERM, TO INCLUDE A WORKFORCE ANALYSIS TO REACH THE SET GOALS.**

BOARD DEVELOPMENT

- 1. CLW HAD A SIGNIFICANT TRANSITION WITH BOARD MEMBERS MOSTLY DUE TO TERM LIMITS. WE NOW HAVE A SMALLER BOARD AND NEED TO FOCUS ON BRINGING ON APPROPRIATE EFFECTIVE MEMBERS.**
- 2. RE-ESTABLISH STANDING COMMITTEES. THE PROCESS HAS BEGUN AND NOW THE COMMITTEES NEED TO BEGIN MEETING.**
- 3. INCREASE CONSUMER MEMBERSHIP AT THE BOARD AND COMMITTEE LEVEL.**
- 4. ESTABLISH A STRATEGIC PLAN FOR FUNDRAISING AT THE BOARD LEVEL.**

OUTREACH AND PUBLIC RELATIONS

- 1. ALTHOUGH CLW HAS MADE SIGNIFICANT PROGRESS WITH REGARD TO OUTREACH AND PUBLIC RELATIONS, WE NOW NEED TO SHOW EVIDENCE OF THE EFFORT BY HAVING A POSITIVE OUTCOME TO INCLUDE, INCREASE COLLABORATIVE RELATIONSHIPS, MORE CONSUMER INTEREST AND PARTICIPATION.**

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.

FROM THE MANAGEMENT PERSPECTIVE, THERE IS NO COMPARISON FROM PAST YEARS TO WHAT WE ARE CURRENTLY DOING. WITH THE CHANGES NOTED IN LAST YEAR'S AND THIS CURRENT REPORT, CLW HAS TRULY RE-COMMITTED ITSELF TO BEING A TOP QUALITY INDEPENDENT LIVING CENTER OFFERING CONSISTENT QUALITY PROGRAMS AND SERVICES TO OUR CONSUMERS. OUR CONSUMERS ARE INVOLVED AND WE LISTEN TO THEM FOR GUIDANCE TO THE PROGRAMS AND SERVICES WE ARE OFFERING AND MEASURE HOW CLOSELY THEIR NEEDS ARE TO WHAT WE CURRENTLY HAVE ALONG WITH NOTING THE CHANGES NEEDED. THE PAST THREE

YEARS HAS BEEN A JOURNEY OF SELF DISCOVERY FOR CLW AND TODAY WE ARE CONFIDENT WE ARE PROVIDING THE BEST SERVICES TO OUR CONSUMERS.

IN COMPARING ACTIVITIES IN PRIOR YEARS, E.G., RECENT TRENDS, CLW CONTINUES TO PROVIDE SERVICES THROUGH EACH DEPARTMENT TO BEST SERVE OUR CONSUMERS. CLW HAS FOUND THAT EACH YEAR, OUR CONSUMER BASE, THROUGH EACH PROGRAM HAS GROWN AND CONSUMERS ARE SEEKING MORE AND MORE SERVICES IN AREAS OF ACCESS, SKILLS TRAINING, PERSONAL CARE MANAGEMENT, ADVOCACY, AND INFORMATION & REFERRAL. CLW ALSO CONTINUES TO PROVIDE OUR OWN SPECIALIZED TELEPHONE EQUIPMENT PROGRAM WHERE CONSUMERS CAN ACCESS EQUIPMENT FOR A SMALL FEE.

CLW CONTINUES TO WORK WITH AT THE STATE LEVEL- MASSACHUSETTS REHABILITATION COMMISSION AND MASSACHUSETTS EXECUTIVE OFFICE OF ELDER AFFAIRS STRATEGICALLY PLANNING THE ADMINISTRATION ON AGING AND CENTERS FOR MEDICARE AND MEDICAID SERVICES FUNDED AGING AND DISABILITY RESOURCE CONSORTIUM INITIATIVE. AT THE LOCAL LEVEL, CLW AND PARTNER MEMBERS- ELDER SERVICE OF WORCESTER, TRI-VALLEY, INC, MONTACHUSETT HOME CARE, AND AREA AGENCY ON AGING OF CENTRAL MA CONTINUED FOSTERING THE COLLABORATIVE PARTNERSHIP AND DEVELOPING THE STRUCTURE NECESSARY TO IMPLEMENT AGING AND DISABILITY RESOURCE CONSORTIUM PROCESSES SUCH AS INFORMATION AND REFERRAL AND OPTIONS COUNSELING AT THE LOCAL LEVEL.

CLW WAS EXCITED TO BRING IN TWO INTERNS FROM ASSUMPTION COLLEGE'S MASTERS IN REHABILITATION PROGRAM. THE STUDENTS ARE GIVEN THE OPPORTUNITY TO LEARN ALL ASPECTS OF INDEPENDENT LIVING AND CENTER OF LIVING & WORKING PROGRAMS AND SERVICES. CLW AND CONSUMERS HAVE BENEFITED FROM HAVING THE TWO STUDENTS ON BOARD.

CLW'S PERSONAL CARE MANAGEMENT PROGRAM CONTINUES TO GROW. OUTREACH TO UNDERSERVED INDIVIDUALS HAS CONTINUED AND WE BELIEVE THAT THROUGH MORE OUTREACH AVENUES, WE ARE ABLE TO MEET THE NEEDS OF OUR CONSUMERS.

CONTINUED WORK WITH CITIES AND TOWNS ON TRANSITION AND SELF-STUDY PLANS TO ENSURE ACCESSIBILITY TO PEOPLE WITH DISABILITIES WITHIN THE COMMUNITIES THEY LIVE IN. NEW THIS FISCAL YEAR IN THIS REGARD IS OUR PARTNERSHIP WITH THE CITY OF WORCESTER TO ASSIST WITH ACCESS. THIS PARTNERSHIP BEGAN TOWARDS THE END OF THE YEAR BUT HAS THUS FAR PROVEN TO BE POSITIVE FOR OUR CONSUMERS, CLW AND THE CITY OF WORCESTER.

CLW CONTINUES TO WORK WITH INDIVIDUALS IN NURSING FACILITIES. THROUGHOUT THIS FISCAL YEAR, WE HAVE BEEN ABLE TO ASSIST OVER THIRTY CONSUMERS IN BEING DISCHARGED INTO THE COMMUNITY OR ASSISTING THEM IN ASSESSING THEIR INDEPENDENCE TO LIVE SAFELY IN THE COMMUNITY. THIS EFFORT CONTINUES AND GROWS EACH YEAR. THIS HAS ALSO ALLOWED FOR CONTINUED COLLABORATIONS WITH OTHER AGENCIES TO ENSURE THAT INDIVIDUALS THAT HAVE THE DESIRE TO LIVE INDEPENDENTLY HAVE THAT OPPORTUNITY.

CLW HAS PROVIDED OUR FOUR CORE SERVICES FOR PEOPLE WITH DISABILITIES THROUGH OUR INDEPENDENT LIVING SERVICES AND DEAF AND HARD OF HEARING DEPARTMENTS.

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.

FINANCE

- 1. CLW WILL BE CELEBRATING OUR 35TH ANNIVERSARY ON OCTOBER 21, 2010. THIS WILL BE OUR FIRST FUNDRAISER IN A FEW YEARS AND ARE PLANNING TO RAISE AT LEAST \$10,000.**
- 2. CLW HAS BEEN WORKING ON OUR BANKING RELATIONSHIP AND HOPE TO OBTAIN A LINE OF CREDIT BY THE END OF DECEMBER 2010.**
- 3. WE WILL ALSO BE APPLYING FOR GRANTS TO FUND OUR CAPITAL IMPROVEMENT PROJECT. OUR PROJECT IS TO RENOVATE OUR EXISTING OFFICE TO PROVIDE ACCESSIBLE WORKSTATIONS FOR STAFF TO BE ABLE TO WORK EFFICIENTLY AND COMFORTABLY IN A SAFE ENVIRONMENT. THIS WILL IMPROVE STAFF PRODUCTIVITY AND ENSURE QUALITY SERVICE FOR ALL CONSUMERS.**
- 4. CLW WILL CONTINUE TO CLOSELY MONITOR ALL FINANCIAL ASPECTS OF THE AGENCY TO ENSURE THE STRENGTH OF THE COMPANY WILL CONTINUOUSLY MOVE FORWARD.**

FUNDING DIVERSIFICATION

- 1. DEVELOP OUTREACH AND MARKETING PLANS FOR EXPANDING PROGRAM REVENUE IN PROGRAMS WITH POTENTIAL FOR GENERATING A SURPLUS, INCLUDING OUR PCM PROGRAM AND ACCESSIBILITY PLANNING.**
- 2. SEEK CONTINUED COLLABORATION WITH OUTSIDE ORGANIZATIONS THAT HAVE A SIMILAR PHILOSOPHY AND MISSION.**

PROGRAM AND SERVICE DEVELOPMENT

- 1) CONTINUE TO BUILD AND STRENGTHEN OUR PROGRAMS AND SERVICES BY EXERCISING A COMPREHENSIVE REVIEW OF OUR PROGRAMS AND SERVICES TO INCLUDE, NEW AND ONGOING PROGRAM DEVELOPMENT, MAKING THE NECESSARY CHANGES TO MAXIMIZE OUR OUTREACH TO CONSUMERS, ULTIMATELY STRENGTHENING OUR FISCAL POSITION.**
- 2) PARTICIPATE IN COLLABORATIVE EFFORTS WITHIN OUR SERVICE AREA WITH AGENCIES WHO'S MISSIONS MATCHES OURS.**
- 3) PARTICIPATE AT THE STATE LEVEL IN THE PREPARATION OF STATE ENDORSED INITIATIVES ULTIMATELY, OFFERING MORE OPPORTUNITIES TO OUR CONSUMERS.**

BOARD DEVELOPMENT

- 1. INCREASE BOARD MEMBERSHIP WITH A DIVERSE GROUP OF INDIVIDUAL'S REPRESENTATIVE OF OUR COMMUNITY.**
- 2. SCHEDULE A FORMAL STRATEGIC PLANNING TRAINING SESSION FOR ALL BOARD MEMBERS AND MANAGEMENT TO PARTICIPATE. AS PART OF THE PLANNING PROCESS, THE BOARD WILL ESTABLISH A PLAN FOR THE AGENCY AND INCLUDE A FUNDRAISING PLAN WITH THE GOAL OF HOLDING OUR FIRST FUNDRAISING EVENT IN THIS NEXT REPORTING YEAR.**
- 3. ESTABLISH STANDING COMMITTEES AND ORGANIZE A FORMAL MEETING PROCESS AND SCHEDULE.**
- 4. FOLLOW THROUGH WITH THE IMPLEMENTATION OF OUR BOARD OF DIRECTOR'S MANUAL ASSURING ALL MEMBERS UNDERSTAND THEIR RESPONSIBILITIES AS A BOARD OR COMMITTEE MEMBER.**
- 5. INCREASE CONSUMER MEMBERSHIP TO PARTICIPATE ON THE BOARD OF DIRECTORS.**

OUTREACH AND PUBLIC RELATIONS

- 1. USE OUR COLLATERALS EFFECTIVELY WHICH WILL SEND A CONSISTENT MESSAGE PROMOTING THE MESSAGE OF INDEPENDENT LIVING, MAKING POTENTIAL CONSUMERS AWARE OF OUR SERVICES, AND ATTRACTING PARTNERSHIPS WITHIN THE COMMUNITY.**

2. **CREATE AND ANNUAL REPORT TO SHOW PREVIOUS YEARS PROGRESS WITH REGARD TO ADMINISTRATION, PROGRAMS AND FINANCIAL.**
3. **COORDINATE AND PARTICIPATE IN COMMUNITY ACTIVITIES/EVENTS/MEETINGS FOR INCREASED AWARENESS WITHIN THE DISABILITY AND AGING COMMUNITY.**
4. **CONTINUED OUTREACH TO INCLUDE MORE CONSUMERS WITHIN PROGRAMS AND SERVICES.**

Item 2 – SPIL Consistency

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

- 1) **CLW'S PROGRAMS AND SERVICES AND MISSION AND VISION ARE IN LINE WITH THE SPIL WHICH WAS APPROVED IN LATE SUMMER 2010. CLW IS A PART OF THE INDEPENDENT LIVING NETWORK THAT PROVIDES ASSISTANCE TO DEVELOP AND SUPPORT A STATEWIDE NETWORK OF CENTERS FOR INDEPENDENT LIVING (CILS). CLW IS A CONSUMER-DIRECTED, COMMUNITY-BASED, CROSS-DISABILITY, NONRESIDENTIAL, PRIVATE, NONPROFIT AGENCIES THAT OPERATES WITHIN LOCAL COMMUNITIES BY INDIVIDUALS WITH DISABILITIES AND PROVIDES AN ARRAY OF IL SERVICES; AND PROMOTES PEER SUPPORT, SELF-HELP, SELF-DETERMINATION, EQUAL ACCESS AND SYSTEMS ADVOCACY TO MAXIMIZE LEADERSHIP, EMPOWERMENT, INDEPENDENCE AND PRODUCTIVITY OF INDIVIDUALS WITH DISABILITIES.**
- 2) **CLW CONTINUES TO ADVOCATE FOR IMPROVING WORKING RELATIONSHIPS AMONG THE VARIOUS ENTITIES PROVIDING SERVICES TO AND FOR PEOPLE WITH DISABILITIES.**

SUBPART VI - TRAINING AND TECHNICAL ASSISTANCE NEEDS

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

TRAINING AND TECHNICAL ASSISTANCE NEEDS	Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important
Advocacy/Leadership Development	
General Overview	
Community/Grassroots Organizing	
Individual Empowerment	
Systems Advocacy	
Legislative Process	
Applicable Laws	
General overview and promulgation of various disability laws	
Americans with Disabilities Act	
Air-Carrier's Access Act	
Fair Housing Act	
Individuals with Disabilities Education Improvement Act	
Medicaid/Medicare/PAS/waivers/long-term care	
Rehabilitation Act of 1973, as amended	
Social Security Act	
Workforce Investment Act of 1998	
Ticket to Work and Work Incentives Improvement Act of 1999	
Government Performance Results Act of 1993	
Assistive Technologies	
General Overview	
Data Collecting and Reporting	
General Overview	
704 Reports	
Performance Measures contained in 704 Report	
Dual Reporting Requirements	
Case Service Record Documentation	
Disability Awareness and Information	
Specific Issues	

TRAINING AND TECHNICAL ASSISTANCE NEEDS	Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important
Evaluation	
General Overview	
CIL Standards and Indicators	
Community Needs Assessment	
Consumer Satisfaction Surveys	
Focus Groups	
Outcome Measures	
Financial: Grant Management	
General Overview	7
Federal Regulations	
Budgeting	
Fund Accounting	
Financial: Resource Development	
General Overview	
Diversification of Funding Base	1
Fee-for-Service Approaches	
For Profit Subsidiaries	
Fund-Raising Events of Statewide Campaigns	
Grant Writing	9
Independent Living Philosophy	
General Overview	
Innovative Programs	
Best Practices	
Specific Examples	
Management Information Systems	
Computer Skills	
Software	
Marketing and Public Relations	
General Overview	6
Presentation/Workshop Skills	
Community Awareness	
Networking Strategies	
General Overview	
Electronic	
Among CILs & SILCs	
Community Partners	5
Program Planning	

TRAINING AND TECHNICAL ASSISTANCE NEEDS	Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important
General Overview of Program Management and Staff Development	
CIL Executive Directorship Skills Building	
Conflict Management and Alternative Dispute Resolution	
First-Line CIL Supervisor Skills Building	
IL Skills Modules	
Peer Mentoring	
Program Design	3
Time Management	
Team Building	8
Outreach to Unserved/Underserved Populations	
General Overview	
Disability	
Minority	
Institutionalized Potential Consumers	2
Rural	
Urban	
SILC Roles/Relationship to CILs	
General Overview	
Development of State Plan for Independent Living	
Implementation (monitor & review) of SPIL	
Public Meetings	
Role and Responsibilities of Executive Board	
Role and Responsibilities of General Members	
Collaborations with In-State Stakeholders	
CIL Board of Directors	
General Overview	
Roles and Responsibilities	
Policy Development	4
Recruiting/Increasing Involvement	
Volunteer Programs	
General Overview	10
Optional Areas and/or Comments (write-in)	

SUBPART VII – ADDITIONAL INFORMATION

Section 704(m)(4)(D) of the Act

Section A – Other Accomplishments, Activities and Challenges

Describe any additional significant accomplishments, activities and/or challenges not included elsewhere in the report, e.g. brief summaries of innovative practices, improved service delivery to consumers, etc.

Section B – Additional Information

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

- 1. SUBPART III- SECTION A- INDIVIDUAL SERVICES- “W”- THIS “OTHER” BOX NUMBER REFERS TO INTAKES, SERVICE COORDINATION, VOLUNTEER COORDINATION, PROGRAM MONITORING, PROGRAM DEVELOPMENT, STAFF MEETING, AND STAFF SUPERVISION. THIS SECTION IS BEING WORKED ON WITH THE DATA BASE DEVELOPER TO PLACE THEM IN CATEGORIES THAT WOULD BEST FIT IN THIS SECTION OF THE REPORT.**
- 2. SUBPART III-SECTION B- INDIVIDUALS SERVICES-GOALS SECTION-IN THIS SECTION, THE NUMBER OF GOALS IN PROGRESS SHOWS GOALS THAT WERE IN PROGRESS BEFORE THE NEW FEDERAL REPORTING YEAR THAT ARE INCLUDED IN THE LAST BLOCK OF THIS GRID. THERE IS NOT A BOX TO ADD THESE NUMBERS SUCH AS “PREVIOUS GOALS CARRIED OVER TO THE FOLLOWING YEAR.” THAT IS WHY THE NUMBER IS HIGHER THAN THE GOALS PICKED AND GOALS ACHIEVED.**

CLW STRIVES TO MEET THE EXPECTATIONS AND MISSION OF THE INDEPENDENT LIVING PHILOSOPHY. THE DELIVERY OF OUR SERVICES HAS ASSISTED MANY PEOPLE WITH DISABILITIES IN THE CENTRAL MASS REGION TO REMAIN AND BECOME MORE INDEPENDENT THROUGH OUR PROGRAMS AND SERVICES. WE SEEK TO FIND NEW CONSUMERS THAT WILL BENEFIT FROM OUR SERVICES AND CONNECT WITH AGENCIES THAT SHARE AND ASSIST US IN PARTICIPATION IN INDIVIDUAL AND COMMUNITY BASED SERVICES.

SUBPART VIII - SIGNATURES

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

SIGNATURE OF CENTER DIRECTOR DATE

NAME AND TITLE OF CENTER DIRECTOR PHONE NUMBER

SIGNATURE OF CENTER BOARD CHAIRPERSON DATE

NAME AND TITLE OF CENTER BOARD CHAIRPERSON PHONE NUMBER