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GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF HUMAN SERVICES  
LANSING



Nick Lyon  
Interim Director

February 25, 2015

The Honorable Peter MacGregor, Chair  
Senate Appropriations Subcommittee on DHS  
Michigan State Senate  
Lansing, Michigan 48933

The Honorable Earl Poleski, Chair  
House Appropriations Subcommittee on DHS  
Michigan House of Representatives  
Lansing, Michigan 48933

Dear Senator MacGregor and Representative Poleski:

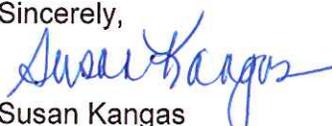
Section 401(1) of 2014 Public Act No. 252 requires that funds appropriated in part 1 for independent living shall be used to support centers for independent living in delivering mandated independent living core services in compliance with federal rules and regulations for the centers, by existing centers for independent living to serve underserved areas, and for projects to build the capacity of centers for independent living to deliver independent living services. Applications for the funds shall be reviewed in accordance with criteria and procedures established by the department. Funds shall be used in a manner consistent with the state plan for independent living. Services provided should assist people with disabilities to move toward self-sufficiency, including support for accessing transportation and health care, obtaining employment, community living, nursing home transition, information and referral services, education, youth transition services, veterans, and stigma reduction activities.

*Section 401(2) of 2014 Public Act No. 252 requires the Michigan Centers for Independent Living to provide a report by March 1 of the current fiscal year to the house and senate appropriations subcommittees on the department budget, the house and senate fiscal agencies, the house and senate policy offices, and the state budget office on direct customer and system outcomes and performance measures.*

That attached report was provided to the Department of Human Services by the Michigan Centers for Independent Living and contains the information as required by the Public Act.

If you have any questions, please contact Terrence M. Beurer, director, Field Operations Administration, at (517) 373-3570.

Sincerely,

  
Susan Kangas  
Chief Financial Officer

Cc: Senate and House Appropriations Subcommittees on DHS  
Senate and House Fiscal Agencies  
Senate and House Policy Offices  
State Budget Office

## Michigan Centers for Independent Living FY 2014 Report

### **Individual Services and Measurement:**

All Centers for Independent Living (CILs) record and document services consistent with federal regulations and in accordance with the Michigan "Telling Our Story with Data" handbook. (A version of the handbook can be viewed at: <http://www.dnmichigan.org/documents/Handbook%20Revision%208-2011.doc>)

### **Federal Independent Living Services Definitions:**

Independent Living (IL) Services are defined as they are listed throughout the report. In Michigan, services are additionally defined by priority area of service (explanation below). Not all CILs will offer every federal service listed below. CILs are required to provide five core services:

- Information and Referral
- Individual and Community Systems Advocacy
- Independent Living Skills Training
- Peer Support
- Transition Services

### **Federal CIL Services:**

**Advocacy/Legal Services** – Assistance and /or representation in obtaining access to benefits, services, and programs to which a consumer may be entitled.

- Accompany consumer to county commission meeting
- Assist with voter registration
- Represent a person with a disability at a Social Security hearing
- Provide intervention on behalf of a consumer regarding eviction, hostility, violence or other issue
- Assist a consumer in understanding his or her rights under civil/disability rights laws

**Assistive Technology** – Any assistive technology device, that is, any item, piece of equipment or product system that is used to increase, maintain or improve functional capabilities of individuals with disabilities and any assistive technology service that assists an individual with a disability in the selection, acquisition or use of an assistive technology device.

- Provide assistive devices
- Assist with repair and maintenance of equipment and devices

**Children's Services** – The provision of specific IL services designed to serve individuals with significant disabilities under the age of 14.

- Assist in locating childcare
- Acquire/coordinate early intervention services

**Communication Services** – Services directed to enable consumers to better communicate, such as interpreter services, training in communication equipment use, Braille instruction, and reading services.

- Arrange/provide interpreter service/reading services
- Coordinate emergency communication services

**Counseling and Related Services** – These include information sharing, psychological services of a non-psychiatric, non-therapeutic nature, parent-to-parent services, and related services.

**Employment (Vocational Services)** – Any services designed to achieve or maintain employment.

- Provide training in employability skills
- Assist with identifying reasonable accommodations
- Provide vocational assessments/ evaluations
- Arrange/provide job development/job placement
- Arrange/provide job coaching/ mentoring/ shadowing
- Provide volunteer experience as a possible prelude to employment

**Family Services** – Services provided to the family members of an individual with a significant disability when necessary for improving the individual's ability to live and function more independently, or ability to engage or continue in employment. Such services may include respite care. Record the service in the consumer's service record on behalf of whom services were provided to the family.

- Arrange respite care
- Arrange/provide parent support

**Health Care Services (Physical Restoration Services)** – Restoration services including medical services, health maintenance, eyeglasses, and visual services.

- Coordinate eye exams and acquisition of glasses
- Coordinate dental exams
- Coordinate physical therapy services

**Housing, Home Modifications, and Shelter Services** – These services are related to securing housing or shelter, adaptive housing services (including appropriate accommodations to and modifications of any space used to serve, or occupied by individuals with significant disabilities). [Note: A CIL may not provide housing or shelter as an IL service on either a temporary or long term basis unless the housing or shelter is incidental to the overall operation of the CIL and is provided to any individual for a period not to exceed eight weeks during any six-month period.]

- Assist in locating an apartment or house
- Survey a home for barriers
- Modify a home
- Coordinate for emergency housing

**Independent Living Skills Training and Life Skill Training Services** – These may include instruction (individually or in a group) to develop IL skills in areas such as personal care, coping, financial management, social skills, and household management. This may also include education and training necessary for living in the community and participating in community activities

- Develop a budget
- Plan and prepare meals
- Grooming /hygiene
- Housekeeping
- Health care, wellness and exercise
- Care for a service or therapy animal

**Information and Referral Services** – Identify all individuals who requested this type of assistance. This is the only service (other than services to family members) that may be provided to all individuals, whether or not the individual has a disability.

**Mobility Training Services** – A variety of services involving assisting consumers to get around their homes and communities.

**Other Services** – Any IL services not listed elsewhere.

**Peer Support (Peer Counseling Services)** – Counseling, teaching, information sharing, and similar kinds of contact provided to consumers by other people with disabilities.

- Assist in living effectively with a disability
- Assist in goal setting
- Assist with problem solving/ decision-making
- Assist as a role model/ mentor
- Facilitate a disability support group

**Personal Assistance Services** – These include, but are not limited to, assistance with personal bodily functions; communicative, household, mobility, work, emotional, cognitive, personal, and financial affairs; community participation; parenting; leisure; and other related needs.

- Coordinate personal care assistance program
- Assist the consumer in identifying his/her needs
- Train a personal assistant
- Train consumer in hiring, maintaining and terminating a personal assistant

**Preventive Services** – Services intended to prevent additional disabilities, or to prevent an increase in the severity of an existing disability.

- Coordinate substance abuse services to persons who may have indicated concern about overuse of alcohol or drugs
- Coordinate nutrition services to persons who are overweight, underweight, have diabetes, etc.
- Coordinate exercise or therapy services to persons who have muscle weakness

**Professional Counseling (Mental Restoration Services)** – Psychiatric restoration services including maintenance on psychotropic medication, psychological services, and treatment management for substance abuse. [Note: These services require appropriately licensed professionals (MSW, PhD, etc.), usually provided in a sequential, systematic manner, using specific psychotherapeutic techniques to resolve issues related to independent living and to promote self-awareness.]

**Prostheses and Other**– Provision of or assistance in obtaining through other sources, an adaptive device or appliance to substitute for one or more parts of the human body.

**Recreational Services** – Provision or identification of opportunities for the involvement of consumers in meaningful leisure time activities. These may include such things as participation in community affairs and other recreation activities that may be competitive, active, or quiet.

- Provide/identify sports, recreation, and leisure activities and arrange for participation

**Rehabilitation Technology Services** – Any service that assists an individual with a disability in the selection, acquisition or use of applied technologies, engineering methodologies or scientific principles to meet the needs of the individual and address the barriers confronted by individuals with significant disabilities in respect to education, rehabilitation, employment, transportation, IL and/or recreation. [Note: Rehabilitation technology services may include assistive technology devices and services. This includes the provision of assistive technology devices and services.]

- Coordinate/provide evaluations
- Coordinate adaptive technology services
- Coordinate/provide adaptive technology
- Train in the use of adaptive technology

**Therapeutic Treatment** – Services provided by registered occupational, physical, recreational, hearing, language, or speech therapists.

**Transportation Services** – Provision of, or arrangements for, transportation.

- Assist in acquiring bus passes
- Coordinate transportation services
- Provide / arrange for drivers' education for a driver's license
- Assist in planning emergency transportation

**Youth/Transition Services** – Any service that develops skills specifically designed for youth with significant disabilities between the ages of 14 and 24 to promote self-awareness and esteem, develop advocacy and self-empowerment skills, and the exploration of career options, including the transition from school to post school activities such as postsecondary education, vocational training, employment, continuing and adult education, adult services, independent living, or community participation.

- Assist in acquiring appropriate educational services
- Assist in acquiring appropriate transitional services from school to adulthood

### Michigan Priority Service Categories:

Michigan CIL Services are further broken down into areas of consumer interest and desire involving ten major areas of priority area services. These priority areas form a more accurate data picture of the work being completed by looking at the exact type of service area individuals are completing.

- **Accessibility:** Assistance provided to secure modifications to buildings, homes apartments, programs and services making them usable for people with disabilities.
- **Assistive Technology:** Helping people acquire assistive technology
- **Education:** Assisting people with disabilities to attend educational program of choice
- **Employment:** Assistance provided that is related to obtaining, maintaining, returning to work, or advancing in community employment
- **Health Care:** Support provided that helps people maintain/improve their physical and mental health including substance abuse services
- **Housing:** Assistance provided that assists people to secure accessible, affordable and safe housing
- **Other Supports:** Assistance provided to acquire and maintain community-based independent living choices
- **Recreation:** Assistance provided to identify and gain access to sports, recreation and leisure options for people with disabilities
- **Relocation:** Assistance provided to secure community living options for individuals currently residing in a restrictive institutional setting such as nursing facility, correctional facility or restorative health or residential care facility.
- **Transportation:** Support provided that helps individuals access and use public/private transportation

### Consumers and Information and Referral Contacts:

CILs provide services to two distinctly defined individual contact types they work with. The first is Information and Referral. This is the only core service CILs can provide to someone without a disability. Individuals are not required to provide demographic information for this service. The second contact type is an individual who is eligible for consumer services (Explanation below under Contact Type Consumer).

#### Contact Type: Information and Referral

CILs assisted 20,526 people obtain Information and Referral services. Information and Referral Services are represented in the table below:

Priority Service Area	Individuals Served	Total Information and Referral Services
Accessibility	726	1,061
Assistive Technology	1,707	5,867
Education	619	1,527
Employment	1,688	3,301
Health Care	1,567	2,677
Housing	4,307	9,449
On-Going Supports	4,826	10,872
Recreation	415	1,513
Relocation	1,596	4,171
Transportation	3,075	4,069
<b>Total:</b>	<b>20,526</b>	<b>44,507</b>

#### Contact Type: Consumer Services

Consumer Contact types are individuals with a disability who are eligible to receive consumer-based services. All consumers will have at least one active independent living goal they are working on.

### **Eligibility to Receive Services**

Federal Regulation 364.4:

- Any individual with a significant disability is eligible for IL services
- Any individual may seek information about IL services under these programs and request referral to other services and programs for individuals with significant disabilities
- The determination of an individual's eligibility for IL services under the IL and CIL programs meets the legal requirements

### **Significant Disability**

Federal Regulation 364.4(b) (3): Individual with a severe physical, mental, cognitive, or sensory impairment whose ability to function independently in the family or community or whose ability to obtain, maintain, or advance in employment is substantially limited; and for whom the delivery of IL services will improve the [consumer's] ability to function, continue functioning, or move toward functioning independently in the family or community or to continue in employment.

### **Requirements to Determine Eligibility**

Federal Regulation 364.51

- Before or at the same time as an applicant for IL services may begin receiving IL services funded under this part, the service provider shall determine the applicant's eligibility and maintain documentation that the applicant has met the basic requirements specified in 364.40
- The documentation must be signed and dated by an appropriate staff member of the service provider.

### **Consumer Service Records Composition:**

Federal Regulation 364.53 Consumer service records that include:

- Documentation concerning eligibility or ineligibility for services.
- The services requested by the consumer;
- Either the IL plan developed with the consumer (and signed by the consumer and the IL staff representative) or a waiver signed by the consumer stating that the IL plan is unnecessary [Note: RSA determined that electronic signatures are allowable but not verbal signatures];
- The services actually provided to the consumer;
- The IL goals or objectives -
  - Established with the consumer, whether or not in the consumer's IL plan; and
  - Achieved by the consumer

The table below shows the consumer services provided during FY 2014 to 10,625 consumers in Michigan

<b>Priority Service Area</b>	<b>Individuals Served</b>	<b>Total Consumer Services</b>
Accessibility	608	1,681
Assistive Technology	1,616	3,875
Education	274	3,254
Employment	1,614	7,115
Health Care	1,275	5,670
Housing	1,685	10,748
On-Going Supports	1,967	19,062
Recreation	252	1,077
Relocation	700	6,665
Transportation	634	2,302
<b>Total:</b>	<b>10,625</b>	<b>61,449</b>

### **Consumer Goal Attainment:**

Consumers of CILs set goals as part of their Independent Living Plan (ILP) Development. The goals are developed in ten major service areas (below). Annually, at a minimum consumer's goals and the ILPs are revisited to assess goal attainment. Consumers typically have multiple goals within their ILPs. Goals can be carried over from one fiscal year to the next. For example, a consumer can be working on a goal they started in fiscal year 2013 and complete it during fiscal year 2015.

Michigan leads the Nation in the measurement of CIL Consumer Outcomes. Under each priority area, is a series of outcomes that consumers can work toward achieving. The below table displays the specific outcomes:

Priority Service Area	Specific Goals and Outcomes
<b>Accessibility</b>	Enhanced access to goods and services in the community
	Enhanced accessibility of home/apartment
<b>Assistive Technology (AT)</b>	Acquired AT and AT Funding
	Acquired information re: AT Options
	Increased functional and safe use of AT
	Repaired AT
<b>Education</b>	Acquired educational accommodation(s)
	Completed an educational program
	Enrolled in an educational program
	Increased knowledge of education options
	Self-advocated for educational accommodations
<b>Employment</b>	Acquired reasonable accommodation
	Improved job status via workplace promotion
	Increased knowledge of employment options (incentives, rights, etc.)
	Increased work search skills
	Maintained employment
	Obtained employment
	Obtained volunteer work experience
<b>Health Care</b>	Acquired access to appropriate insurance coverage
	Acquired appropriate health care services (medical, mental health, etc.)
	Increased knowledge of healthcare options/insurance options
<b>Housing</b>	Acquired accessible, affordable housing
	Increased awareness of housing options
	Increased housing search skills
<b>On-Going Supports</b>	Acquired financial supports (SSI, SSDI, food stamps, etc.)
	Acquired PA/PASREP services
	Acquired/increased IL skills
	Acquired/maintained other necessary supports (peer, natural supports, etc.)
	Increased awareness of community resources to maintain community-based independent living
<b>Recreation</b>	Enhanced access to sports, recreation and leisure opportunities
	Increased knowledge/skills in sports, recreation and leisure activities
	Participated in sports, recreation and leisure opportunities
<b>Relocation</b>	Developed and initiated implementation of plan to move into a community setting
	Diverted/prevented move to an institutional setting
	Increased awareness of community living options
	Moved from correctional facility to a community setting
	Moved from nursing facility/care facility to a community setting
<b>Transportation</b>	Acquired access to transportation
	Acquired financial resources for transportation
	Acquired knowledge of transportation options
	Acquired skills to utilize transportation

The table below represents goal completion rate in FY 2014 by service category for the 10,625 consumers served by CIL: [Note: Goals can carry into different fiscal years which will cause an achievement rate higher

than 100% for some areas.] There is no time requirement on goal completion. Each goal is reviewed annually with Consumers to ensure they want to continue working on the current goal or develop a new goal(s).

Priority Service Area:	Goals Set by Priority Area:	Goals Completed by Priority Area:	Goal Completion Rate:
Accessibility	661	423	64%
Assistive Technology	1,564	1,642	104%
Education	426	279	65%
Employment	1,757	1,173	67%
Health Care	1,248	1,049	84%
Housing	702	322	46%
On-Going Supports	3,089	1,830	59%
Recreation	191	181	95%
Relocation	483	581	120%
Transportation	2,452	1,943	79%
<b>Total:</b>	<b>12,573</b>	<b>9,423</b>	<b>75%</b>

**Total Services:**

The table below is a complete compilation of all the individual services provided by CILs in Michigan during FY 2014. This includes both Information and Referral and Consumer contact types.

Priority Service Area	Individuals Served	Total Services
Accessibility	1,334	2,742
Assistive Tech	3,323	9,472
Education	983	4,781
Employment	3,302	10,416
Health Care	2,842	8,347
Housing	5,992	20,197
On-Going Supports	6,793	29,934
Recreation	667	2,590
Relocation	2,296	10,836
Transportation	3,709	6,371
<b>Total:</b>	<b>31,151</b>	<b>105,956</b>

**Service Demographics:**

The below listed table are demographic information for individuals served by CILs during FY 2014. (Note: Not all Information and Referral contacts are required to provide demographic information)

**Disability Types:**

Disability	Percentage of Total Served
Cognitive	18%
Hearing	2%
Mental	13%
Multiple Disabilities	21%
Other	6%
Physical	38%
Vision	3%

**Age Ranges**

Age Range	Percentage of Total Served
Under 5	0% (28 Consumers)
Age 5-19	4%
Age 20-24	8%
Age 25-59	55%
Age 60+	32%

## Individual Services Performance Measurement:

Since Fiscal year 2009, Michigan CILs have utilized the NetCil database system to handle case management, service recording, and report generation. The Michigan Statewide Database system then combines data from all fifteen CILs to form a statewide picture of IL Services performed.

In FY 2014, Disability Network Michigan with support from the Michigan Statewide Independent Living Council developed a dashboard of performance measurement. The agreed upon dashboard measurement looked at the following:

- Number of consumer served
- Number of Information and Referrals
- Consumer goals successfully completed

The table below shows trending data for the three measurements over the last several Fiscal Years:

### Consumers Served

Priority Service Area	FY 2012	FY 2013	FY 2014
Accessibility	173	132	608
Assistive Technology	1,579	1,490	1,616
Education	94	119	274
Employment	3,039	1,172	1,614
Health Care	842	638	1,275
Housing	1,121	1,012	1,685
On-Going Supports	2,112	1,633	1,967
Recreation	248	269	252
Relocation	732	614	700
Transportation	1,036	875	634
<b>Total:</b>	<b>10,976</b>	<b>7,954</b>	<b>10,625</b>

### Information and Referrals:

Priority Service Area	FY 2012	FY 2013	FY 2014
Accessibility	2,551	2,101	1,061
Assistive Technology	2,716	1,644	5,867
Education	3,032	2,081	1,527
Employment	1,556	1,725	3,301
Health Care	8,333	8,223	2,677
Housing	6,661	7,175	9,449
On-Going Supports	3,241	2,571	10,872
Recreation	783	992	1,513
Relocation	3,505	4,407	4,171
Transportation	4,659	3,670	4,069
<b>Total:</b>	<b>37,037</b>	<b>34,589</b>	<b>44,507</b>

### Completed Consumer Outcomes:

Priority Service Area	FY 2012	FY 2013	FY 2014
Accessibility	432	351	423
Assistive Technology	1,520	1,706	1,642
Education	245	229	279
Employment	2,397	1,812	1,173
Health Care	624	894	1,049
Housing	289	311	322
On-Going Supports	1,923	2,111	1,830
Recreation	174	222	181
Relocation	656	767	581
Transportation	3,508	2,753	1,943
<b>Total:</b>	<b>11,768</b>	<b>11,156</b>	<b>9,423</b>

For FY 2015, CILs are in the process of developing a measurement tool to further identify barriers when completing their ILPs. This data will be utilized to drive outreach efforts and is further explained in the Systems Change Performance Benchmarks.

During FY 2015 CILs will also be working to identify individual service benchmarks. These measurements will include measurements based upon services performed, outcomes completed, referrals to and from State Agencies and return on investment calculations.

#### **Systems Change Advocacy:**

In addition to working with individuals with disabilities, CILs work with community entities such as transportation authorities, community mental health departments, intermediate school districts, local businesses, etc. CILs report these services annually to federal and state funders.

**Collaboration/Networking** – activities related to building coalitions or collaborative partnerships designed to expand the participation of individuals with significant disabilities in services, programs, activities, resources and facilities.

- Affordable Housing Task Force
- After-School Child Care Task Force
- Domestic Violence Coalition
- Homeless Coalition
- Transportation Boards/Commissions
- Work Force Development Board

**Community Education and Public Information** – activities and information programs to enhance the community's awareness of disabilities and disability issues, e.g., local TV, radio, or newspaper campaigns. This type of services may include the creation and distribution of publications (such as accessibility guides, disability awareness brochures, Americans with Disability Act information) and databases/directories for personal assistants, recreation opportunities, accessible transportation, accessible housing, and other available services.

- Interpreter Services

#### **Community Education:**

- Media Campaign
- Disability Awareness Day Activities
- Candidate Forums

**Databases and Registries:**

- Personal Assistance Service Providers
- Job Listings
- Recreation Sites
- Accessible Housing
- Home Health Care Providers

**Publications:**

- Newsletters
- Brochures
- Flyers
- Digital/Social Media
- Accessibility Guides
- Posters
- Position Papers

**Community/Systems Advocacy** – includes efforts to implement local and state policy changes to make facilities, services, and opportunities available and accessible to individuals with disabilities. [Note: These are activities where the CIL hosts, or is represented, designed to have an impact on services, laws, or rights of persons with disabilities. The activity must have a possible impact on persons with disabilities or sub-group, not just one individual.]

- Letter to housing department regarding accessibility
- Appearance at city council meeting regarding disability services
- Meeting with local authorities regarding disability parking codes
- Event where legislators, policy makers, and/or other elected officials are in attendance such as litigation or class action complaints

**Other Services** – Community activities that do not fit under any of the other definitions.

**Outreach Efforts** – entails the location of, and encouragement to use services for unserved/underserved populations, including minority groups and urban and rural populations.

- Exhibit at a public forum or conference
- Mail or fax information to people with disabilities
- Present to a group of people with disabilities
- Speak on radio or TV program targeting persons with disabilities
- Write an article in a disability-related publication

**Technical Assistance** – assistance to the community on making services, programs, activities, resources, and facilities in society accessible to individuals with significant disabilities.

- Accessibility surveys
- Assistance on compliance with Americans with Disabilities Act (ADA) and other applicable laws
- Disability sensitivity training

**Systems Change Activity Impact:**

The table below displays the number of people who were impacted via systems change activities conducted by Michigan CILs. This count does not include the consumers who received direct services.

<b>Systems Change Activities</b>	<b>Number of People Impacted</b>
Collaboration/Network	11,196
Community Education and Public Information	12,506
Community/Systems Advocacy	7,906
Other	2,367
Outreach Efforts	47,721
Technical Assistance	3,644
<b>Total</b>	<b>85,340</b>

**Systems Change Outcomes:**

Michigan CILs strive to produce measurable community outcomes. In utilization of the same ten priority service areas (With the addition of Resource Development Activities), systems change outcomes are defined as the following activities:

Priority Area	Intended Community Outcome
<b>Accessibility</b>	Increased opportunity for people with disabilities to participate in community decision-making
	Modified architectural plan or physical structure for increased accessibility
	Modified program or services to assure access
<b>Education</b>	Increased opportunity for people with disabilities to participate in community decision-making
	Increased availability of communication educational programs and opportunities of choice
	Increased community awareness of and valuing of the educational needs of persons with disabilities
<b>Employment</b>	Increased opportunity for people with disabilities to participate in community decision-making
	Decreased barriers to employment
	Increased community awareness about benefit of people with disabilities in the workforce
<b>Health Care</b>	Increased opportunity for people with disabilities to participate in community decision-making
	Increased access to healthcare including preventative, mental health, substance abuse and dental services
	Increased awareness of barriers to access to healthcare including preventative, mental health, substance abuse and dental services
<b>Housing</b>	Increased opportunity for people with disabilities to participate in community decision-making
	Increased number of accessible affordable safe housing
	Increased community awareness and valuing of accessible affordable housing for people with disabilities
<b>Other Supports</b>	Increased opportunity for people with disabilities to participate in community decision-making
	Increased availability of, and access to, financial resources (SSI, SSDI, etc.) to support community-based independent living
	Increased availability of, and access to coordinated supports for community-based independent living at local, state and national levels
	Increased awareness of availability of supports for community-based independent living
	Increased awareness and valuing of community-based independent living
<b>Resource Development</b>	Increased knowledge of human, material and financial resources (grants, foundations, volunteers, employees, etc.)
	Development strategies initiated to achieve additional human, material and financial resources
	Acquisition of increased human, material and financial resources
	Evaluation of effective utilization of human, material and financial resources
<b>Recreation</b>	Increased opportunity for people with disabilities to participate in community decision-making
	Increased community acceptance of inclusion of people with disabilities in sports, recreation and leisure opportunities
	Increased available community sports, recreation and leisure opportunities for people with disabilities
	Increased community awareness and valuing of sports, recreation and leisure needs of people with disabilities

<b>Relocation</b>	Increased opportunity for people with disabilities to participate in community decision-making
	Increased community living options for individuals with disabilities leaving restrictive setting
	Increased awareness of community-based independent living options
	Increased awareness and valuing of choice in independent living
<b>Transportation</b>	Increased opportunity for people with disabilities to participate in community decision-making
	Increased geographic service area for transportation systems
	Expanded transportation service hours
	Increased transportation service accessibility
	Increased community awareness and valuing of transportation for people with disabilities

**Hours spent working on Systems Change Activities:**

The following chart displays the hours spent by CIL staff in support of systems change outcomes:

<b>CIL Service Category</b>	<b>Hours Spent by Service Category</b>
Accessibility	4,828
Assistive Technology	2,738
Education	5,711
Employment	17,485
Health Care	2,971
Housing	6,531
Ongoing Supports	51,655
Recreation	2,625
Relocation	12,838
Resource Development	19,650
Transportation	4,926
<b>Total Hours</b>	<b>131,955</b>

**Systems Advocacy Performance Measures:**

Identification on the performance levels of Systems Advocacy remains one of the most difficult measurements. During FY 2014, the Disability Network Program Evaluation team, the leadership element tasked with identification of data trends started a sub-group to address more accurate measurement of systems advocacy.

Currently, performance measures are centered on the amount of hours that go into each individual priority area. While this tells valuable information, it does not address how successful the desired outcomes truly are. The leadership group started a process of looking at individual barriers to identify gaps in community accessibility.

During FY 2015 and FY 2016, CILs will be discussing with consumers who create ILPs what is the fundamental barrier they are encountering to complete their goals. This barrier information will then guide systems advocacy efforts. This measurement system hopes to achieve the following:

- A more accurate picture of community needs based upon what members of the community are reporting to the CILs as barriers they have to face to remain living independently.
- Evidence based outreach activities. CILs will be able to focus their systems advocacy based upon demonstrable barriers faced by consumers in their specific communities.
- A data based, almost live, constant needs assessment for both communities and individuals.

For FY 2015 and 2016, performance measures for systems advocacy will be based upon these three areas. In addition a calculation of specific advocacy projects will be calculated.