



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LABOR AND ECONOMIC OPPORTUNITY  
LANSING

SUSAN CORBIN  
ACTING DIRECTOR

# Memorandum

DATE: February 10, 2021

TO: The Honorable Kenneth Horn, Chair  
Senate Appropriations Subcommittee on Labor and Economic Opportunity/MEDC

The Honorable Greg VanWoerkom, Chair  
House Appropriations Subcommittee on General Government

FROM: Stephanie Beckhorn, Director  
Employment and Training  
Labor & Economic Opportunity

A handwritten signature in blue ink that reads "Stephanie Beckhorn".

RE: Public Act 166 of 2020, Section 1086(2) Report

Per Section 1086(2) of Public Act 166 of 2020, the Michigan Department of Labor and Economic Opportunity shall provide a report in partnership with independent living service providers on direct customer and system outcomes and performance measures.

If you have any questions, please contact Mr. Andrew Beardslee, Legislative Analyst, 517-388-6101.

SB:TF

Attachment

cc: Members, Senate Appropriations Subcommittee on Labor and Economic Opportunity/MEDC  
Members, House Appropriations Subcommittee on General Government  
House and Senate Fiscal Agencies  
House and Senate Policy Offices  
State Budget Office

**Michigan Center for Independent Living**  
**FY20 Annual Report**  
PA 166 of 2020, Sec.1086

**Individual Services and Measurement**

All Centers for Independent Living (CIL) record and document services consistent with Federal regulations and in accordance with the Michigan “Telling Our Story with Data” handbook.

**Federal Independent Living Services Definitions**

Michigan’s CILs are mandated by the Workforce Innovation and Opportunities Act to provide the following Core Services:

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

In addition, CILs may provide the following federal Independent Living 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.

- 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). 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

**IL Skills Training and Life Skill Training Services** – These may include instruction (individually or in a group) to develop independent living 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.

**Professional Counseling (Mental Restoration Services)** – Psychiatric restoration services including maintenance on psychotropic medication, psychological services, and treatment management for substance abuse. These services require appropriately licensed professionals (Master of Social Work, 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.

**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

**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 with respect to education, rehabilitation, employment, transportation,

IL and/or recreation. 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 Centers for Independent Living Services are broken down into areas of consumer interest and desire involving ten major life priority areas. 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 to assist people in securing accessible, affordable, and safe housing
- **Ongoing 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

**Consumer Services and Information and Referral Contacts**

Centers for Independent Living provide services to two distinctly defined individual contact types. The first is Information and Referral services, which is provided to people with or without significant disabilities. The second contact type is an individual who is eligible for consumer services.

**Contact Type: Information and Referral (I & R)**

Centers for Independent Living assisted **22,457** people obtaining Information and Referral services. Information and Referral Services are represented in the next table:

<b>Priority Service Area</b>	<b>Individuals Served</b>	<b>Total I&amp;R Services</b>
Accessibility	1,325	4,676
Assistive Technology	1,541	4,357
Education	728	3,121
Employment	4,649	23,643
Health Care	1,427	3,404
Housing	3,446	10,095
On-Going Supports	6,201	15,836
Recreation	377	1,306
Relocation	633	3,655
Transportation	2,130	3,707
<b>Total (Duplicated)<sup>1</sup>:</b>	<b>22,457</b>	<b>73,800</b>
<b>Total (Unduplicated)<sup>2</sup>:</b>	<b>18,163</b>	

<sup>1</sup> Total duplicate indicates historical methodology for generating data that did not account for individuals receiving multiple services across priority areas

<sup>2</sup> Total unduplicated indicates new methodology for generating data that ensures individuals receiving services across priority areas are not counted more than once

### **Contact Type - Consumer Services**

Consumer Services 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**

Fed. Reg. 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 CIL programs meets the legal requirements

### **Significant Disability**

Fed. Reg. 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**

Fed. Reg. 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 dated and signed by an appropriate staff member of the service provider.

### **Consumer Service Record (CSR) Composition:**

Fed. Reg 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 an IL plan is unnecessary
- The services actually provided to the consumer
- And the IL goals or objectives –
  - Established with the consumer, whether or not in the consumer's IL plan; and
  - Achieved by the consumer.

The below listed table shows the number of individuals served along with the total consumer services by priority service area during FY20:

<b>Priority Service Area</b>	<b>Individuals Served</b>	<b>Total Consumer Services</b>
Accessibility	175	784
Assistive Technology	914	3,392
Education	440	2,123
Employment	2,541	17,708
Health Care	619	4,951

Housing	1,113	15,937
On-Going Supports	1,956	19,268
Recreation	177	1,472
Relocation	374	5,709
Transportation	444	2,540
<b>Total (Duplicated):</b>	<b>8,753</b>	<b>73,884</b>
<b>Total (Unduplicated):</b>	<b>6,513</b>	

### **Consumer Goal Attainment**

Consumers of Centers for Independent Living 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 consumers' goals and the ILPs are revisited to assess goal attainment. Consumers typically have multiple goals within their ILPs.

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:

<b>Priority Service Area</b>	<b>Specific Goals and Outcomes</b>
Accessibility	Enhanced access to goods and services in the community
	Enhanced accessibility of home/apartment
Assistive Technology (AT)	Acquired AT
	Acquired AT Funding
	Acquired information re: AT Options
	Increased functional and safe use of AT
	Repaired AT
Education	Acquired educational accommodation(s)
	Completed an educational program
	Enrolled in an educational program
	Increased knowledge of education options
	Self-advocated for educational accommodations
Employment	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
Health Care	Acquired access to appropriate insurance coverage
	Acquired appropriate health care services (medical, mental health, etc.)
	Increased knowledge of healthcare options/insurance options
Housing	Acquired accessible, affordable housing
	Increased awareness of housing options
	Increased housing search skills



On-Going Supports	Acquired financial supports (Supplemental Security Income, Social Security Disability Income, food stamps, etc.)
	Acquired Personal Assistant 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
Recreation	Enhanced access to sports, recreation, and leisure opportunities
	Increased knowledge/skills in sports, recreation, and leisure activities
	Participated in sports, recreation, and leisure opportunities
Relocation	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
Transportation	Acquired access to transportation
	Acquired financial resources for transportation
	Acquired knowledge of transportation options
	Acquired skills to utilize transportation

The next table represents goal completion rate in FY20 service category for the **6,513** consumers served by Centers for Independent Living. 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).

<b>Priority Service Area:</b>	<b>Goals Set by Priority Area:</b>	<b>Goals Completed by Priority Area:</b>	<b>Goal Success Rate (%):</b>
Accessibility	446	761	75%
Assistive Technology	880	1,047	95%
Education	121	366	80%
Employment	2,111	3,068	82%
Health Care	273	411	69%
Housing	249	633	53%
On-Going Supports	2,183	3,612	72%
Recreation	84	206	60%
Relocation	623	1,103	58%
Transportation	297	476	90%

### **Total Services**

The below table is a compilation of all the individual services provided by CILs in Michigan during FY20. This includes both Information and Referral and consumer contact types.

<b>Priority Service Area</b>	<b>Individuals Served</b>	<b>Total Services</b>
Accessibility	1,461	5,460
Assistive Tech	2,117	7,749
Education	1,078	5,244
Employment	6,141	41,351
Health Care	1,943	8,355
Housing	4,202	26,032
On-Going Supports	7,599	35,104
Recreation	503	2,778
Relocation	828	9,364
Transportation	2,424	6,247
Total (Duplicated):	28,296	147,684
Total (Unduplicated)	21,581	

### **Service Demographics**

The below listed tables are demographic information for individuals served by CILs during FY20. Note that Information and Referral contacts are not required to provide demographic information and are not included in the disability and age demographics.

#### **Disability Types (CSR):**

<b>Disability:</b>	<b>Percentage of Total Served:</b>
Cognitive	35%
Hearing	1%
Mental/Emotional	11%
Multiple Disabilities	25%
Physical	23%
Vision	2%
Other	3%
No Data	< 1%

#### **Age Ranges (CSR):**

<b>Age Range</b>	<b>Percentage of Total Served:</b>
Under 5	< 1%
Age 5-19	29%
Age 20-24	10%
Age 25-59	35%
Age 60+	26%
Age Unknown	< 1%

**Counties (CSR and I & R):**

<b>County</b>	<b>People</b>	<b>Services</b>
Alcona	26	122
Alger	22	301
Allegan	234	1,653
Alpena	92	468
Antrim	78	931
Arenac	24	133
Baraga	42	369
Barry	60	481
Bay	253	5,431
Benzie	37	223
Berrien	582	2,862
Branch	45	237
Calhoun	301	1,818
Cass	123	511
Charlevoix	87	973
Cheboygan	13	98
Chippewa	39	488
Clare	61	445
Clinton	96	1,203
Crawford	56	383
Delta	110	1,096
Dickinson	25	169
Eaton	207	2,102
Emmet	102	978
Genesee	676	4,849
Gladwin	55	244
Gogebic	66	470
Grand Traverse	653	4,889
Gratiot	62	296
Hillsdale	60	768
Houghton	124	1,890
Huron	165	650
Ingham	989	11,215
Ionia	59	472
Iosco	8	12
Iron	20	198
Isabella	81	577
Jackson	868	5,296
Kalamazoo	1,263	7,027
Kalkaska	40	427
Kent	2,737	11,988
Keweenaw	5	108
Lake	13	30
Lapeer	489	1,669
Leelanau	36	243
Lenawee	36	200

Livingston	141	1,281
Luce	13	144
Mackinac	4	13
Macomb	1,064	5,789
Manistee	18	106
Marquette	326	5,517
Mason	20	153
Mecosta	64	369
Menominee	43	452
Midland	363	2,998
Missaukee	31	386
Monroe	320	1,719
Montcalm	52	284
Montmorency	40	176
Muskegon	484	2,791
Newaygo	331	1,401
Oakland	1,374	9,048
Oceana	170	1,067
Ogemaw	22	140
Ontonagon	30	242
Osceola	31	236
Oscoda	20	119
Otsego	34	390
Ottawa	596	3,729
Presque Isle	8	56
Roscommon	22	269
Saginaw	356	4,127
Sanilac	250	906
Schoolcraft	17	194
Shiawassee	102	681
St. Clair	340	2,587
St. Joseph	113	777
Tuscola	228	976
Van Buren	199	1,044
Washtenaw	584	5,187
Wayne	1,423	7,059
Wexford	155	1,183
Outside of Michigan	70	437
Unknown	903	6,658
<b>Total</b>	<b>21,581</b>	<b>147,684</b>

## Individual Services Performance Measurement

Since Fiscal Year 2009, Michigan Centers for Independent Living 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 Consumers Served
- Number of Information and Referral Services
- Consumer Goals Successfully Completed

The next three tables show trending data for the measurements over the last eight Fiscal Years:

### Consumers Served

Priority Service Area	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Accessibility	132	608	179	149	146	177	239	175
Assistive Technology	1,490	1,616	1,344	1,504	1,352	1,260	1,435	914
Education	119	274	274	476	514	2,151	753	440
Employment	1,172	1,614	1,243	2,265	3,324	3,532	3,636	2,541
Health Care	638	1,275	1,088	947	830	947	846	619
Housing	1,012	1,685	1,561	1,390	1,310	1,396	1,415	1,113
On-Going Supports	1,633	1,967	1,796	1,528	2,136	2,202	2,366	1,956
Recreation	269	252	319	170	263	299	268	177
Relocation	614	700	461	427	404	468	531	374
Transportation	875	634	514	504	590	503	599	444
<b>Total (Duplicated):</b>	<b>7,954</b>	<b>10,625</b>	<b>8,779</b>	<b>9,360</b>	<b>10,869</b>	<b>12,935</b>	<b>12,088</b>	<b>8,753</b>

### Information and Referral Services

Priority Service Area	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Accessibility	2,101	1,061	1,424	1,293	2,223	3,273	4,349	784
Assistive Technology	1,644	5,867	6,272	6,958	4,597	6,391	6,093	3,392
Education	2,081	1,527	1,584	1,534	1,532	2,505	1,361	2,123
Employment	1,725	3,301	5,180	8,510	14,447	21,374	21,572	17,708
Health Care	8,223	2,677	2,484	3,402	2,957	3,666	3,757	4,951
Housing	7,175	9,449	10,654	11,001	12,474	12,572	11,154	15,937
On-Going Supports	2,571	10,872	14,437	14,794	14,189	14,620	12,923	9,268
Recreation	992	1,513	1,117	788	1,556	2,641	2,951	1,472
Relocation	4,407	4,171	6,701	9,004	9,430	10,863	5,956	5,709
Transportation	3,670	4,069	3,584	3,229	3,911	5,903	5,740	2,540
<b>Total:</b>	<b>34,589</b>	<b>44,507</b>	<b>53,437</b>	<b>60,513</b>	<b>67,316</b>	<b>83,808</b>	<b>75,856</b>	<b>73,884</b>

## Completed Consumer Goals

Priority Service Area	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Accessibility	351	423	472	621	626	638	619	761
Assistive Technology	1,706	1,642	1,294	1,579	1,417	1,266	1,627	1,047
Education	229	279	281	214	387	345	170	366
Employment	1,812	1,173	723	1,817	3,186	3,253	3,265	3,068
Health Care	894	1,049	487	326	363	309	319	411
Housing	311	322	251	262	251	236	204	633
On-Going Supports	2,111	1,830	1,284	1,537	1,954	2,288	2,346	3,612
Recreation	222	181	38	101	60	30	36	206
Relocation	767	581	337	408	444	440	607	1,103
Transportation	2,753	1,943	1,751	2,124	1,802	1,685	436	476
<b>Total:</b>	<b>11,156</b>	<b>9,423</b>	<b>6,918</b>	<b>8,989</b>	<b>10,490</b>	<b>10,491</b>	<b>9,629</b>	<b>11,683</b>

## 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.

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

**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. These types of services may include the creation and distribution of publications (such as accessibility guides, disability awareness brochures, ADA information) and databases/directories for personal assistants, recreation opportunities, accessible transportation, accessible housing, and other available services.

## **Publications**

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

**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

**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 in 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.

- Mail or fax information to people with disabilities
- Present to a group of people with disabilities
- Exhibit at a public forum or conference
- 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
- Disability sensitivity training
- Assistance on compliance with ADA and other applicable laws

**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
Accessibility	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 ensure access
Education	Increased opportunity for people with disabilities to participate in community decision-making
	Increased availability of community educational program and opportunities of choice
	Increased community awareness of and valuing of the educational needs of people with disabilities
Employment	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
Health Care	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
Housing	Increased opportunity for people with disabilities to participate in community decision-making
	Increased number of accessible, affordable, and safe housing
	Increased community awareness and valuing of accessible, affordable housing for people with disabilities
Other Supports	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
Resource Development	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
Recreation	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
Relocation	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
Transportation	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	18,451.25
Assistive Technology	3,973.00
Education	12,415.25
Employment	40,914.50
Health Care	2,407.25
Housing	8,126.25
Ongoing Supports	53,420.75
Recreation	5,111.75
Relocation	3,179.00
Resource Development	62,189.00
Transportation	3,639.25
<b>Total Hours</b>	<b>213,827.25</b>