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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LABOR AND ECONOMIC OPPORTUNITY
LANSING

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DIRECTOR

Memorandum

DATE: February 25, 2022

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 *Stephanie Beckhorn*
Department of Labor and Economic Opportunity

RE: PA 87 of 2021, Sec. 1086(2) Report

Per Section 1086(2) of Public Act 87 of 2021, 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. Todd Cook, Director of LEO Legislative Affairs, at 517-230-8900.

SB:TF

Attachment

cc: Members, Senate Appropriations Subcommittee on Labor and Economic Opportunity/MEDC
Members, House Appropriations Subcommittee on General Government
Kathryn Summers, Director, Senate Fiscal Agency
Mary Ann Cleary, Director, House Fiscal Agency
Christopher Harkins, State Budget Director
House Policy Office
Senate Policy Office

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Michigan Center for Independent Living
FY 2021 Annual Report
PA 87 of 2021, Sec. 1086(2)

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 assists 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 23,903 people obtain Information and Referral services. Information and Referral Services are represented in the next table:

Priority Service Area	Individuals Served	Total I&R Services
Accessibility	1,383	3,528
Assistive Technology	2,271	5,294
Education	806	1,633
Employment	4,204	25,447
Health Care	1,532	2,921
Housing	2,489	6,010
On-Going Supports	8,169	17,555
Recreation	384	1,669
Relocation	639	3,621
Transportation	2,026	4,062
Total	23,903	71,740

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 FY 2021:

Priority Service Area	Individuals Served	Total Consumer Services
Accessibility	295	1,144
Assistive Technology	922	4,423
Education	336	2,518
Employment	1,742	14,996
Health Care	568	5,966

Housing	817	7,013
On-Going Supports	1,667	15,498
Recreation	367	5,137
Relocation	358	8,831
Transportation	184	514
Total:	7,256	66,040

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:

Priority Service Area	Specific Goals and Outcomes
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 goals set and met in FY 2021 service category for the 7,256 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).

Priority Service Area:	Goals Set by Priority Area:	Goals Completed by Priority Area:
Accessibility	491	461
Assistive Technology	832	731
Education	132	129
Employment	1449	1473
Health Care	305	148
Housing	274	181
On-Going Supports	1668	1641
Recreation	170	73
Relocation	388	331
Transportation	103	117

Total Services

The table below is a compilation of all the individual services provided by CILs in Michigan during FY 2021. This includes both Information and Referral and consumer contact types.

Priority Service Area	Individuals Served	Total Services
Accessibility	1,678	4,672
Assistive Tech	3,193	9,717
Education	1,142	4,151
Employment	5,946	40,443
Health Care	2,100	8,887
Housing	3,306	13,023
On-Going Supports	9,836	33,053
Recreation	751	6,806
Relocation	997	12,452
Transportation	2,210	4,576
Total	31,159	137,780

Service Demographics

The below listed tables are demographic information for individuals served by CILs during FY 2021. 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 (Consumers):

Disability:	Percentage of Total Served:
Cognitive	32.02%
Hearing	1.33%
Mental / Emotional	9.82%
Multiple	25.73%
Other	3.59%
Physical	25.58%
Vision	1.92%

Age Ranges (Consumers):

Age Range	Percentage of Total Served:
Under 5	0.14%
Age 5-19	14.91%
Age 20-24	14.76%
Age 25-59	40.71%
Age 60+	29.42%
Age Unknown	0.06%

Counties (Consumer and I & R):

County	People	Services
Alcona	8	89
Alger	40	576
Allegan	242	2,048
Allen	1	2
Alpena	38	538
Antrim	58	875
Arenac	22	88
Baltimore	1	1
Baraga	34	409
Barry	71	967
Bay	288	6,437
Bayfield	1	1
Benton	1	2
Benzie	48	536
Berrien	630	5,297
Black Hawk	1	1
Boyd	1	16
Branch	57	522
Bulloch	1	4
Cabarrus	1	2
Calhoun	332	3,433
Cass	107	688
Champaign	1	2
Charlevoix	49	648
Cheboygan	22	132
Chippewa	68	1,014
Clare	101	590
Clayton	1	8
Clinton	97	1,135
Cook	6	14
Crawford	33	577
Cuyahoga	1	2
Delaware	1	2
Delta	144	1,645
Dickinson	48	575
Douglas	1	1
Eaton	257	3,060
Emmet	68	998
Fairbanks North Star	1	2
Fayette	1	2

Genesee	804	8,108
Gladwin	76	616
Gogebic	79	868
Grand Traverse	591	7,357
Gratiot	42	252
Grayson	1	2
Harris	3	5
Hawaii	1	8
Hennepin	1	2
Henry	1	2
Highlands	1	1
Hillsdale	68	1,011
Houghton	136	1,991
Houston	1	1
Huron	2	4
Ingham	1,500	12,661
Ionia	57	569
Iosco	25	206
Iron	22	252
Isabella	99	698
Jackson	951	8,652
Jefferson	1	2
Kalamazoo	1,192	8,971
Kalkaska	47	755
Kent	2,801	19,194
Keweenaw	5	33
Lake	13	173
Lapeer	7	212
Larimer	1	3
Lee	1	1
Leelanau	48	668
Lenawee	85	1,182
Levy	1	14
Livingston	124	1,191
Los Angeles	2	26
Lucas	7	79
Luce	8	98
Luzerne	1	2
Mackinac	19	238
Macomb	1,217	10,819
Manistee	36	534
Marinette	3	4

Marion	1	2
Marquette	565	8,300
Mason	33	215
Mecklenburg	1	2
Mecosta	42	535
Menominee	75	1,217
Midland	854	5,882
Missaukee	18	215
Monroe	378	2,787
Montcalm	64	580
Montmorency	31	321
Morgan	2	4
Muskegon	690	4,410
Nelson	1	2
Newaygo	359	2,373
Oakland	1,355	15,160
Oceana	162	920
Ogemaw	15	174
Olmsted	3	67
Ontonagon	48	304
Osceola	25	268
Oscoda	23	297
Other MI County	45	403
Otsego	33	289
Ottawa	749	5,779
Out of State County	3	18
Outagamie	1	1
Pettis	1	3
Presque Isle	8	49
Queens	1	5
Roscommon	36	240
Saginaw	393	7,464
San Diego	1	5
Sanilac	2	4
Santa Clara	1	2
Santa Rosa	1	3
Schoolcraft	22	177
Sevier	1	8
Shiawassee	101	875
St. Clair	33	176
St. Joseph	112	1,456
St. Lucie	1	28

Summit	2	4
Sussex	1	10
Taney	1	2
Taylor	1	5
Trigg	1	1
Tuscola	14	156
Van Buren	201	1,360
Ward	1	2
Washtenaw	752	6,126
Wayne	3,717	15,128
Wexford	121	1,397
Worcester	1	4
Outside of Michigan	41	135
TOTAL	24,107	205,754

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 Consumer 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 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Accessibility	608	179	149	146	177	239	175	295
Assistive Technology	1,616	1,344	1,504	1,352	1,260	1,435	914	922
Education	274	274	476	514	2,151	753	440	336
Employment	1,614	1,243	2,265	3,324	3,532	3,636	2,541	1,742
Health Care	1,275	1,088	947	830	947	846	619	568
Housing	1,685	1,561	1,390	1,310	1,396	1,415	1,113	817
On-Going Supports	1,967	1,796	1,528	2,136	2,202	2,366	1,956	1,667
Recreation	252	319	170	263	299	268	177	367
Relocation	700	461	427	404	468	531	374	358
Transportation	634	514	504	590	503	599	444	184
Total (Duplicated):	10,625	8,779	9,360	10,869	12,935	12,088	8,753	7,256

Information and Referral Services

Priority Service Area	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Accessibility	1,061	1,424	1,293	2,223	3,273	4,349	784	3,528
Assistive Technology	5,867	6,272	6,958	4,597	6,391	6,093	3,392	5,294
Education	1,527	1,584	1,534	1,532	2,505	1,361	2,123	1,633
Employment	3,301	5,180	8,510	14,447	21,374	21,572	17,708	25,447
Health Care	2,677	2,484	3,402	2,957	3,666	3,757	4,951	2,921
Housing	9,449	10,654	11,001	12,474	12,572	11,154	15,937	6,010
On-Going Supports	10,872	14,437	14,794	14,189	14,620	12,923	9,268	17,555
Recreation	1,513	1,117	788	1,556	2,641	2,951	1,472	1,669
Relocation	4,171	6,701	9,004	9,430	10,863	5,956	5,709	3,621
Transportation	4,069	3,584	3,229	3,911	5,903	5,740	2,540	4,062
Total:	44,507	53,437	60,513	67,316	83,808	75,856	73,884	71,740

Completed Consumer Goals

Priority Service Area	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Accessibility	423	472	621	626	638	619	761	461
Assistive Technology	1,642	1,294	1,579	1,417	1,266	1,627	1,047	731
Education	279	281	214	387	345	170	366	129
Employment	1,173	723	1,817	3,186	3,253	3,265	3,068	1473
Health Care	1,049	487	326	363	309	319	411	148
Housing	322	251	262	251	236	204	633	181
On-Going Supports	1,830	1,284	1,537	1,954	2,288	2,346	3,612	1641
Recreation	181	38	101	60	30	36	206	73
Relocation	581	337	408	444	440	607	1,103	331
Transportation	1,943	1,751	2,124	1,802	1,685	436	476	117
Total:	9,423	6,918	8,989	10,490	10,491	9,629	11,683	5,285

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. This type 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:

CIL Service Category	Hours Spent by Service Category
Accessibility	11,293.25
Assistive Technology	3,391.75
Education	8,101.50
Employment	31,608.75
Health Care	2,409.75
Housing	3,152.25
Ongoing Supports	44,237.75
Recreation	7,298.50
Relocation	2,348.75
Resource Development	45,827.25
Transportation	3,018.25
Total Hours	162,687.75