

Reporting Instrument

OMB Approval No.: 0985-0061
Expiration Date: January 31, 2022

CIL Program Project Performance Report

Fiscal Year: 2020

Grant #: 2006COILCL

Name of Center: Center for Disabilities

Acronym for Center (if applicable): CFD

State: CO

Counties Served: Alamosa (CO), Baca (CO), Bent (CO), Conejos (CO), Costilla (CO), Crowley (CO), Custer (CO), El Paso (CO), Fremont (CO), Huerfano (CO), Las Animas (CO), Mineral (CO), Otero (CO), Prowers (CO), Pueblo (CO), Rio Grande (CO), Saguache (CO)

SECTION 1 - GENERAL FUNDING INFORMATION

Section 725(c)(8)(D) of the Act

Indicate the amount received by the CIL as per each funding source. Enter '0' for none.

Item 1.1.1 - All Federal Funds Received

Title VII, Ch. 1, Part B	\$26206.20
Title VII, Ch. 1, Part C	\$124013.00
Title VII, Ch. 2	\$0.00
Other Federal Funds	\$145056.00
Subtotal - All Federal Funds	\$295275.00

Item 1.1.2 - Other Government Funds

State Government Funds	\$745048.00
Local Government Funds	\$66202.60
Subtotal - State and Local Government Funds	\$811251.00

Item 1.1.3 - Private Resources

Foundations, Corporations, or Trust Grants	\$5000.00
Donations from Individuals	\$1287.16
Membership Fees	\$0.00
Investment Income/Endowment	\$6031.19
Fees for Service (program income, etc.)	\$691633.00
Other resources (in-kind, fundraising, etc.)	\$30079.00
Subtotal - Private Resources	\$734030.00

Item 1.1.4 - Total Income

Total income = (Item 1.1.1)+(Item 1.1.2)+(Item 1.1.3)	\$1840560.00
---	--------------

Item 1.1.5 - Pass Through Funds

Amount of other government funds received as pass through funds to consumers (include funds, received on behalf of consumers, that are subsequently passed on to consumers, e.g., personal assistance services, representative payee funds, or Medicaid funds)	\$0.00
--	--------

Item 1.1.6 - Net Operating Resources

Total Income (Item 1.1.4) <minus> amount paid out to Consumers (Item 1.1.5) = Net Operating Resources	\$1840560.00
---	--------------

Item 1.2 - Resource Development Activities

Briefly describe the CIL's resource development activities conducted during the reporting period to expand funding from sources other than chapter 1 of title VII of the Act.

Our emphasis on resource development focused into three major endeavors, all of them related to long-term funding activities to provide ongoing resources for supplementary expenditures through fee for service programs. During the reporting period our agency was involved in providing home care services to an average of 35 clients per month. The reimbursement we received for providing these services resulted in a profit for our agency of approximately \$15,000.00 per month during the reporting period. The second funding activity in which we were involved on a consistent basis during this reporting period involved provided the oversight for Housing Choice Vouchers and for the Veteran's Assisted Supportive Housing (VASH) program. This resulted in a profit of approximately \$30,000.00 during the reporting period. Finally, our agency owns a storage lot which produces a small amount of income (less than \$10,000.00) per annum at this point.

SECTION 2 - COMPLIANCE INDICATOR 1: PHILOSOPHY

Item 2.1 - Board Member Composition

Enter requested staff information in the table below:

Total Number of Board Members	Number of Board Members with Significant Disabilities
7	5

Percentage of Board Members with Significant Disabilities	71.00%
---	--------

Item 2.2 - Staff Composition

Enter requested staff information in the table below:

	Total Number of FTEs	FTEs Filled by Individuals with Disabilities	FTEs Filled by Individuals From Minority Populations
Decision-Making Staff	6	4	4
Other Staff	11	8	7
Total Number of Employees	17	12	11

Item 2.2.1 - Staff With Disabilities

Percentage of Staff Members with Significant Disabilities	71.00%
---	--------

SECTION 3 - INDIVIDUALS RECEIVING SERVICES

Section 704(m)(4)(D) of the Act; Section 725(b)(2) of the Act; Section 725(c)(8)(B) of the Act

Item 3.1 - Number of Consumers Served During the Reporting Period

Include Consumer Service Records (CSRs) for all consumers served during the period

	# of CSRs
(1) Enter the number of active CSRs carried over from the preceding reporting period	295
(2) Enter the number of CSRs started since the start of the reporting period	98
(3) Add lines (1) and (2) to get the total number of consumers served	393

Item 3.2 - IL Plans and Waivers

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of consumers who signed a waiver	97
(2) Number of consumers with whom an ILP was developed	296
(3) Total number of consumers served during the reporting period	393

Item 3.3 - Number of CSRs Closed by September 30 of the Reporting Period

Include the number of consumer records closed out of the active CSR files during the reporting period because the individual has:

	# of CSRs
(1) Moved	7
(2) Withdrawn	5
(3) Died	4
(4) Completed all goals set	11
(5) Other	5
(6) Add lines (1)+(2)+(3)+(4)+(5) to get total CSRs closed	32

Item 3.4 - Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	2

	# of Consumers
(2) Ages 5 - 19	10
(3) Ages 20 - 24	7
(4) Ages 25 - 59	152
(5) Age 60 and Older	217
(6) Age unavailable	5
Total number of consumers by age	393

Item 3.5 - Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	237
(2) Number of Males served	156
Total number of consumers by sex	393

Item 3.6 - Race And Ethnicity

Indicate the number of consumers served in each category below. ***Each consumer may be counted under ONLY ONE of the following categories in the PPR/704 Report, even if the consumer reported more than one race and/or Hispanic/Latino ethnicity).***

	# of Consumers
(1) American Indian or Alaska Native	2
(2) Asian	3
(3) Black or African American	19
(4) Native Hawaiian or Other Pacific Islander	1
(5) White	186
(6) Hispanic/Latino of any race or Hispanic/ Latino only	152
(7) Two or more races	12
(8) Race and ethnicity unknown	18
Total number of consumers served by race/ethnicity	393

Item 3.7 - Disability

Indicate the number of consumers in each category below.

	# of Consumers
(1) Cognitive	74
(2) Mental/Emotional	43
(3) Physical	144

	# of Consumers
(4) Hearing	17
(5) Vision	109
(6) Multiple Disabilities	2
(7) Other	4
Total number of consumers served by disability	393

Item 3.8 - Individuals Served by County During the Reporting Period

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

County Name	Number of County Residents Served
Alamosa, CO	9
Archuleta, CO	5
Baca, CO	3
Bent, CO	1
Conejos, CO	5
Costilla, CO	3
Crowley, CO	6
Custer, CO	1
El Paso, CO	11
Fremont, CO	24
Huerfano, CO	1
Las Animas, CO	3
Mineral, CO	1
Otero, CO	5
Prowers, CO	8
Pueblo, CO	305
Rio Grande, CO	1
Saguache, CO	1
Total number of consumers served by county	393

SECTION 4 - INDIVIDUAL SERVICES AND ACHIEVEMENTS

Item 4.1 - Individual Services

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

Services	Consumers Requesting Services	Consumers Receiving Services
Advocacy/Legal Services	368	302
Assistive Technology	728	696
Children's Services	35	28
Communication Services	129	128
Counseling and related services	89	77
Family Services	21	20
Housing, Home Modification, and Shelter Services	4528	4210
IL Skills Training and Life Skills Training	568	501
Information and Referral Services	4548	4540
Mental Restoration Services	48	42
Mobility training	14	10
Peer Counseling Services	468	322
Personal Assistance Services	87	42
Physical Restoration Services	108	102
Preventive Services	597	588
Prostheses, Orthotics, and other appliances	5	2
Recreational Services	560	560
Rehabilitation Technology Services	0	0
Therapeutic Treatment	0	0
Transportation Services	5	1
Youth/Transition Services	757	722
Vocational Services	243	220
Other	0	0

Item 4.2 - I&R Information

To inform ACL how many service providers engage in I&R follow-up contacts regarding access to transportation, health care services or assistive technology, please indicate the following:

The service provider did **X** / did not ____ engage in follow-up contacts with I & R recipients to document access gained to previously unavailable transportation, health care or assistive technology.

Describe how information and referral services and the other IL core and other IL services are provided to those who request such services in formats accessible to the individual requesting the services. Describe any innovative practices (not mentioned elsewhere in this report) to enhance the availability and effectiveness of IL services.

It is the continuing standard operating procedure at the Center Toward Self-Reliance to follow up on all I&R contacts within 30 days after initial requests for the purpose of ascertaining acquired access to the services requested. This includes a number of consistent requests for information regarding services which our center does not provide, including transportation and rental of medical devices. The agency maintains records regarding contact with consumers who request information and referral assistance in the agency database, because a number of those consumers who are initially I and R inquirers become intake consumers. Any I and R consumers who do not contact the center within 90 days of initial contact for further services is generally archived into a separate database modality in order to attenuate unnecessary documentation that is not readily pertinent.

Item 4.3 - Peer Relationships and Peer Role Models

Briefly describe how, during the reporting period, the CIL has promoted the development of peer relationships and peer role models among individuals with significant disabilities.

The Center Toward Self-Reliance focuses a great deal of its energy in attempting to ensure that all of our consumers understand that many of our staff members, having disabilities themselves, understand the challenges and difficulties that are part of attempting to live a life that is independent and valued. Because of their own disability identity our staff can more consistently provide a more valid focus on moving toward independence and contributing to society in general.

However, it is not just our staff that facilitates peer support. We have 18 peer support groups that meet consistently throughout our catchment area. The peer groups have a focus which is very broad in its scope and intensity, encompassing a variety of subjects including grief support, educational endeavors, appropriate peer interaction, job skills training and information regarding specific disabilities and the challenges and triumphs experienced by individuals with those disabilities. 5 of these support groups focus on youth and generally meet on a weekly basis. Some of our groups for more mature adults meet on a monthly basis for an extended (2-3 hours) time. The COVID pandemic continues to present some very unique challenges in facilitating these groups. With our youth groups we have been able to move rather seamlessly, when necessary from in-person to virtual meetings, mainly because of the fact that a number of our students are adept at handling the on-line experience. However, with the groups that are comprised of older individuals, some of whom live in areas of spotty broadband coverage or who have difficulty in working in a virtual environment, we have tried to exclusively maintain a physical presence with them. This has entailed being creative in our meeting places and modalities, even meeting in parks and gymnasiums and churches when standard meeting rooms are unavailable. In order to provide for health and safety during these on-site meetings the agency has trained our group attendees to maintain social distancing when the person is in close proximity to someone who is not part of their regular contact modality. In some instances, if the group is held in a facility that requires it, all individual participants are masked. This does create some difficulty if there are group members that are hard of hearing, so we do provide face shields free of charge as an alternative to the "normal" social interaction. The result of the flexibility of our staff in this regard has been a high degree of satisfaction expressed by those involved. The ones who attend the agency in-person meetings have expressed a 99.4% satisfaction rate with the proceedings, while at the same

time verbally expressing no ongoing concerns regarding their health and well-being.

The Center Toward Self-Reliance takes every opportunity to integrate peer experiences into all programs and services, as much as is practical. Many of our staff members, having disabilities themselves, are able to offer concrete and observable patterns of effectively moving toward self-reliance. These patterns are effectively manifested not just in group settings but in the manner in which the staff professionally project self-control, initiative and self-reliance that gives the consumers a pattern to follow. Additionally, we train some of our group attendees to lead out in the group setting, and as appropriate to take the initiative to communicate with, support and encourage others who may be dealing with issues of significance due to their own disability or personal issues.

Item 4.4 - Goals Related to Increased Independence in a Significant Life Area

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

Significant Life Area	Goals Set	Goals Achieved	In Progress
Self-Advocacy/Self-Empowerment	68	52	16
Communication	22	14	8
Mobility/Transportation	4	1	3
Community-Based Living	285	223	62
Educational	38	31	7
Vocational	29	22	7
Self-Care	44	42	2
Information Access/Technology	96	92	4
Personal Resource Management	5	2	3
Relocation from a Nursing Home or Institution to Community-Based Living	28	24	4
Community/Social Participation	68	65	3
Other	19	15	4

Item 4.5 - Improved Access To Transportation, Health Care Services, and Assistive Technology

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

Areas	# of Consumers Requiring Access	# of Consumers Achieving Access	# of Consumers Whose Access is in Progress
(A) Transportation	39	25	14
(B) Health Care Services	78	58	20
(C) Assistive Technology	2207	1422	785

Note: For most IL services, a consumer's access to previously unavailable transportation, health care and assistive technology is documented through his or her CSR. In some instances, consumers may achieve an outcome solely through information and referral (I&R) services. To document these instances as successful outcomes, providers are not required to create CSRs for these consumers, but must be able to report that follow-up contacts with these consumers showed access to previously unavailable transportation, health care and assistive technology.

Item 4.6 - Self-Help and Self-Advocacy

Briefly describe how the CIL has promoted self-help and self-advocacy among individuals with significant disabilities during the reporting period.

The mission of our agency is to assist those with disabilities to function as independently as possible. Therefore we do have a focused interest on each individual become as self-sufficient as possible. We do this by providing trainings that focus on pre-employment skills, personal communication, supplemental educational programs, basic computer training and assistive technology training, and anger management to name a few of these foci. The modality of these training opportunities is tailored to meet the individual needs of our consumers, whether in office, in the community or at home; or whether in a group or individually. All services provided by our agency are focused on opportunities, training, support and resources to obtain, maintain and enhance their independent quality of life.

We also understand that our most effective means of moving our consumers towards a completely successful life is through those consumers taking control of all avenues of life. This begins with the initial intake, where the aspirations of the consumers are communicated to the staff and a relevant I.L. plan is developed in conjunction with the aforementioned aspirations. The degree with which the consumer is involved in the I.L. plan, or even if it is implemented at all is determined solely by the consumer themselves. Furthermore, if there is interaction with agencies other than the Center Toward Self-Reliance, the consumer is given skills to communicate with those entities and to effectively communicate their needs to those agencies. Oftentimes this takes the form of rehearsing with the consumer what will be said and when it will need to be said. We particularly have a focus on assisting youth with this process, particularly in our focused Young Adult Leadership Forum, which takes place annually at our agency offices. The opportunity for interacting with business, civic and governmental leaders produces a confidence in the attendees of this event that allows them to become more forceful in presenting their aspirations and needs to meet those goals.

Item 4.7 - Additional Information Concerning Individual Services or Achievements

Please provide any additional description or explanation concerning individual services or achievements reported in Section 4, including outstanding success stories and/or major obstacles encountered.

During this reporting year we have continued to focus our agency goals on providing broad spectrum, quality services to our consumers. We continue experience growth and consumer satisfaction in the delivery of those services, despite the challenges of dealing with the fact that a vast majority of the federal government entities upon whom our consumers depend have been absent from face-face contact, and in some instances have appeared to be unresponsive to the needs and issues which our consumers are facing to meet those needs. In the following paragraphs further delineation will be given of the

Our Housing Program has been expanded to extend affordable, accessible housing to more veterans. It now services more than 210 housing choice voucher consumers and an additional 55 consumers through the veteran's housing program. One of the most outstanding examples of this type of service illustrates the coordination between different wings of our agency. Our nursing home transition coordinator had a consumer who was medically and emotionally able to transition out of the nursing home environment, which in this day and age is not a safe environment. The consumer had previously applied for and been accepted as a housing choice voucher consumer. However, the consumer needed the residence to which he was going to have a ramp installed. The agency was able to coordinate with the landlord and the agency supportive service department to get that ramp installed to allow for the consumer to transition out of what was a less than ideal environment. This case is exemplary of our dedication to deliver quality services to our consumers.

In addition to the five core services, which are the bedrock of our existence as a CIL, the Center Toward Self-Reliance (CTSR) consistently provides opportunities for skills training, personal development and self-help coaching. An extension of a story from the last fiscal year is now playing out at the agency. Our employment services division had given pre-employment training to an individual youth, who is described as a high functioning person on the autism spectrum. He had also attended our Young Adults Leadership Forum in 2019 and had demonstrated acumen in regard to details. With job coaching provided by DVR he was able to inventory some of the agency DME. His skill in accomplishing that task moved the agency administration to offer him a part-time job as an administrative assistant in charge of inventorying and distributing items from the agency DME and incontinence supplies. He appears to be excited about what he is doing and his family has indicated that this opportunity has been a significant step in his movement toward more independence.

In addition to the five core services, which are the bedrock of our existence as a CIL, the Center Toward Self-Reliance (CTSR) consistently provides opportunities for skills training, personal development and self-help coaching. An extension of a story from the last fiscal year is now playing out at the agency. Our employment services division had given pre-employment training to an individual youth, who is described as a high functioning person on the autism spectrum. He had also attended our Young Adults Leadership Forum in 2019 and had demonstrated acumen in regard to details. With job coaching provided by DVR he was able to inventory some of the agency DME. His skill in accomplishing that task moved the agency administration to offer him a part-time job as an administrative assistant in charge of inventorying and distributing items from the agency DME and incontinence supplies. He appears to be excited about what he is doing and his family has indicated that this opportunity has been a significant step in his movement toward more independence.

The agency has continued to focus on providing rehabilitation services through collaboration with the Rocky Mountain Eye Center (for eye examinations, eyeglasses and contacts and general eye care) with Friends of Man and the Howard Fund for deaf services, with El Pomar for supportive services in

the San Luis Valley and the Anschutz Family Foundation for various assistive technology devices to particularly amend safety devices (e.g. Alarms, Door Bells etc.) in the residence of our consumers

Additionally, since our agency has within its catchment area 6 state prisons and 3 federal prison facilities the Center has continued to attempt at making consistent inroads into four of those prisons informing those that were incarcerated of the services that were available to prisoners and their families both while the inmate was incarcerated and once they were released. This has been particularly challenging during the COVID pandemic, but because of the relationship developed with prison staff pre-pandemic, one-one personal contacts were continued to be allowed. This has resulted in 8 different prisoners seeking further assistance for either themselves upon release or for members of their immediate families during their incarceration.

In summary, the Center Toward Self-Reliance provided more than 13,000 individual services this year to our consumers. We provided training in 15 different programs and courses for consumer education, vocational pursuits and personal development. We facilitated 18 support groups (5 of which are focused on youth services) across our 17 county catchment area. And we continued to provide these support groups despite the issues involved in regards to the COVID Pandemic, and the impact that issue had on supporting governmental entities, including DVR, SSA and even in some instances the US Postal Service.

SECTION 5 - PROVISION OF SERVICES

Item 5.1 - Compliance Indicator 2: Provision of Services on a Cross-Disability Basis

Briefly describe how, during the reporting period, the CIL has ensured that IL services are provided to eligible individuals with a diversity of significant disabilities and individuals who are members of populations that are unserved or underserved, without restrictions based on the particular type or types of significant disability and in a manner that is neither targeted nor limited to a particular type of significant disability.

The mission of The Center Toward Self-Reliance is to provide services and supports to all individuals with disabilities. All services, programs and classes are available to all consumers regardless of type of disability. This is verified by the fact that the agency database delineates that consumers from each Of the five major categories of disabilities (cognitive, mental/emotional, physical, hearing and vision) have developed independent living plans and are working directly with agency staff as active consumers.

Furthermore, the agency is continuing to try to refine its ability to identify those who are unserved/underserved populations within our catchment area. As previously mentioned, we have attempted to provide services and supports to those who are incarcerated within our catchment area. Secondly, we have also understood the fact that a great number of individuals within our catchment area are of Hispanic ethnicity. Because of that, we have provided for the last four years, a staff member who is fluent in the Spanish language. This individual was responsible for the fact that we have specific outreach materials geared to facilitate effective communication to this demographic within our catchment area.

Geographically, we have expanded our reach of service as well; this year we expanded our consistent presence in our rural regions by opening two offices (one focusing on SE Colorado (Lamar) and one focusing on the South Central portion of our catchment area (Trinidad). this is in addition to our two existent offices in Fremont and Alamosa Counties. This has enabled us to provide more consistent services to those in rural regions that often are underserved. Because of the fact that we have these offices in place we are able to provide equitable services to individuals, both in groups and on an individual basis.

In order to ensure that we provide services to a broad spectrum of disabilities we provide a number of one-one programs (i.e. youth tutoring, computer training, pre-employment training, etc.) that is tailored to meet the individual needs of each consumer as they attempt to become more self-sufficient. We have particularly tried to focus effective training to our consumers who would like to be in the work force, or be more effective workers through the work done by the agency employment services specialist. The training this individual gives is tailored to the specific skill levels and drives of each individual consumer. There is no preference given to "targeted" disability groups.

Item 5.2 - Alternative Formats

Briefly describe how, during the reporting period, the CIL has ensured the availability in alternative formats of all of its written policies and materials and IL services, as appropriate.

Our agency continues to make efforts to accommodate the needs and focus on making effective communication a reality for all of our consumers. The agency continues to have available a wide selection of assistive technology both for those who have visual and auditory disabilities requiring adaptive equipment. This equipment is continually monitored and upgraded by staff who are skilled in delivery of services to those who are deaf, hard of hearing or who have visual issues. Furthermore, we offer all written materials in large print for those with vision loss. Our staff includes a Deaf Services Specialist for signing as well as use of a video phone (two of which are in regional offices) and text messaging for our consumers with hearing loss. We also have a bilingual staff member to accommodate Spanish-speaking consumers' needs. In addition, all of our pertinent information has also been translated into Spanish language format. For our consumers who have cognitive disabilities, CTSR staff members read pertinent material to them and explain it at a level they can comprehend. Staff receive training at least annually regarding significant developments that might enhance effective communication.

Item 5.3 - Equal Access

(A) Briefly describe how, during the reporting period, the CIL has ensured equal access of individuals with significant disabilities, including communication and physical access, to the center's services, programs, activities, resources, and facilities, whether publicly or privately funded. Equal access, for the purposes of this indicator, means that the same access is provided to any individual with a significant disability regardless of the individual's type of significant disability.

Our agency continues to make maximum effort to accommodate access needs for each consumer. We continue to provide for physical access, communication access and information access; providing information in alternative formats as appropriate to individual disabilities.

Our focus on physical access is readily apparent both indoors and outdoors. Our parking lot has clearly painted curbs and offers a ramp into the lobby which is accessed by an ADA approved door opener. Both of our restrooms which are available to consumers likewise have electric door openers and are accessible by individuals with wheelchairs and/or walkers. We continue to ensure that all venues in which we facilitate groups are accessible for all those who have physical disabilities that might be hindered if this were not the case.

That same type of access is provided in the area of communication by offering access to an interpreter and video phone for the Deaf. We provide assistive technology and readers for those with vision loss. CTSR offers support for equal information access to all consumers by providing a fully equipped computer lab with Internet service. We maintain computers equipped with low vision keyboards and Zoom Text magnification/speech software, including JAWS. We also provide a scanner/reader, CCTV and complete assortment of magnifiers for consumer use. We provide one-one assistance to those who need help in using this equipment and readers to those who need them.

Our housing and preventive service programs focus on assisting our consumers in obtaining accessible/affordable housing options and maintaining safety in the aforementioned domiciles. We conduct annual inspections and provides advocacy for consumers in their supported housing situations and within the framework of receipt of health care services. We also work with landlords and caregivers

to provide access for consumers by educating them as to consumers' rights for affordable, accessible housing and the need for responsive, directed care that assists the consumer in maintaining safety within their residence of choice.

All services and programs are offered to every consumer regardless of the nature of their disability. We provide one-on-one assistance to those with cognitive or mental disabilities by explaining information in a way they are able to assimilate. We do take care to ensure that all group meetings are focused on providing information, support and assistance to the consumer in a manner that is conducive for that individual's capability. All information regarding resources, activities, classes and programs is presented in a format appropriate to consumers' disabilities.

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

CTSR continues to advocate and inform within our catchment area regarding the need for equal access for all to services and supports assumed by residents within that community. Agents of CTSR actively participate in community forums which focuses on providing for access for those with disabilities to all necessary venues, whether public or private. As an example we consistently have staff members who sit on ADA counsels throughout our catchment area who advocate for buildings, parks, transportation and other venues to be accessible to all concerned. Most recently this involved our youth service specialist taking part in an evaluation of a medical facility that will serve youth (both disabled and not) within our community of Pueblo. Furthermore, both in the Pueblo area and in the San Luis Valley are agency workers are involved with PACOG as it plans for new buildings and renovations of existent edifices. .

Our housing manager continues to pursue access to affordable/accessible housing for our consumers by working with the state and local housing agencies, as well as landlords. Accessibility has nearly always been a challenge, but affordability for our consumers has during this past year of inflationary pressure likewise become an issue due to the inflationary pressures experienced by our consumers as the cost of maintaining a residence has become more and more financially challenging. Add to that the issue of accessibility and the challenges sometimes become daunting. However, our housing staff focuses on ensuring that accessibility is maintained by the annual inspections which each residence of our consumers receive. If there are deficiencies the housing staff works with the landlords to ensure compliance with safety and accessibility guidelines.

Our agency staff maintains an ongoing database of agencies to whom we provide information and notices regarding disability issues and concerns about accessibility difficulties that are apparent within each community. As opportunities present themselves the agency provides a personal touch by presenting information regarding this basic issue to community based agencies.

Item 5.4 - Consumer Information

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

The setting, achieving and tracking of IL goals is integral to CTSR processes. Consumer choice is imperative whether they sign a waiver or set personal goals; services are provided regardless and consumers are given opportunities to work on goals of their own. As an example one individual who never learned to read was given reading tutoring by the agency worker, despite the fact that the consumer did not want it known that he had never learn to read. By the end of the time the work had spent with the consumer he was able to read at approximately a third grade level, and this was a goal accomplished without an attendant ILP. For consumers who establish an Independent Living Plan, each goal is recorded as well as the objectives to accomplishing that goal. CTSR staff supports the consumer in seeing each goal to fruition. It is also understood by both the staff and the consumer that, at anytime when it is necessary, the consumer can either withdraw from completing the goal(s) set or revise the goals set. Records of goals set and met are maintained in our database and each goal and objective is given a projected date of completion (which can be modified as needed) in order to keep the goal focused on moving toward a conclusion.

Additionally, the agency has a number of different modalities available for the consumer to express their opinion regarding the services and staff at the agency. First, we have monitored consumer satisfaction through monthly wellness checks provided through our agency preventive service staff. Furthermore, there are informal discussions at all agency group meetings regarding opinions that consumers may have regarding the operations at the center. In addition to these avenues of expression, each consumer is given, at intake, a copy of the agency's grievance policy which outlines how a consumer may express dissatisfaction regarding services and supports provided by agency workers. This includes the involvement of (as needed) the agency Executive Director and/or Board of Directors. Additionally, at intake each consumer is given information regarding the Colorado Client Assistance Program which is available, likewise, for expression of dissatisfaction regarding services given by the agency.

Additionally consumer satisfaction is monitored and recorded both through our Consumer Satisfaction Survey which is distributed at least once a year and through collection of consumer satisfaction information through telephone survey, as well as in person. During this past year our consumers we had two hundred and thirty-five of our consumer submit a consumer satisfaction survey, which is our formal evaluation of the program modalities we offer. We had an overwhelming number (98.78%) indicate that they were treated in a professional manner by our staff. Additionally, 98.56% indicated that because of the services the agency provided their independence increased significantly. Finally more than 99.24% of those surveyed indicated that they would refer a friend to our agency, if that friend had need of independent living services. We have also included in each survey an opportunity for the respondent to indicate areas where the agency needs to improve in its delivery of services. It is these suggestions that we, as an agency use in order to foment changes to programs and services.

CTSR staff continue to encourage time at each group meeting for consumers to make suggestions and express their feelings and ideas about services provided. We count on input from our consumers in all forms to help us adapt and change programs and services to best meet their personally expressed needs and preferences. Each September we hold an agenda planning session in each group for them to plan the activities and events they would like during the upcoming year.

Item 5.5 - Consumer Service Record Requirements

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

CSR information is gathered at intake and entered into our online database. All profile information and notes are verified by the line worker's supervisor for accuracy and completeness with internal audits that occur at least every six months. These audits are part of the basis for evaluation of the effectiveness of each worker on their job. We maintain regular contact (at least monthly) with all active consumers and update their contact information within the database. Furthermore, copies of all signed documents are saved in the agency database and are kept in perpetuity in that environment for evaluation of completeness. In order to provide for security of consumer documents we no longer store hard copies of the documents, but have them shredded by a commercial shredding company. Additionally, assurance is given of the completeness of each consumer record by the survey team from the designated state entity which audits consumer files on at least a biannual basis or more often if needed.

Item 5.6 - Community Activities

Community Activities Table

In the table below, summarize the community activities involving the CIL's staff and board members during the reporting period. For each activity, identify the primary disability issue(s) addressed as well as the type of activity conducted. Describe the primary objective(s) and outcome(s) for each activity. Add more rows as necessary.

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
Housing	Collaboration	22	Working with consumers to provide affordable accessible housing.	Consumers were able to relocate to appropriate housing within the Pueblo Area
Housing	Collaboration/Networking	52.5	Worked with local service agency to coordinate housing services for youth with disabilities.	14 youth were able to access a variant of the housing choice voucher program.

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
Prison Contact	Community Education and Public Information	148	Using a variety of different presentation options (including zoom meetings and in-person contact) CTSR staff prepared and presented information to inmates at various prisons regarding services available for the disabled community.	Were able to provide services and supports to 22 different inmates and their families within the agency catchment area.
Assistive Technology Distribution	Community Education and Public Informaiton	188	CTSR staff worked with the local AAA to provide individuals with information regarding pertinent assistive technology. These individuals were screened regarding their specific needs and capabilities to use the aforementioned devices.	The consumers were able to make informed choices regarding the type of assistive technology devices that would help them to maintain independent living in community based residences.
Assistive Technology Training	Outreach	28	CTSR staff prepared and presented hands-on events featuring the latest assistive technology for support groups.	Consumers received information and training in the use of the latest assistive technology for those with visual impairments.
Communication	Collaboration/Networking	8	Teaching basic ASL to staff members of other agencies	Other agency staff member acquired skills for communicating with the deaf population
All	Outreach	225	CTSR staff conducted quarterly mass mailings regarding current programs, classes, events and issues, including COVID information, to more than 150 different organizations, as well as to all of the consumers within the agency catchment area.	Information regarding pertinent services and supports was effectively distributed to stakeholders in the agency catchment area, including unserved and underserved rural communities.
Youth Services	Young Adult Leadership Forum	96	CTSR collaborated with a number of different agencies including the Pueblo mayor and Pueblo county supervisors office to provide ongoing training for disabled youth in our agency catchment area.	Consumers received hands-on training and information regarding the obtaining and maintaining of independence in community based living.

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
Advocacy	Collaboration	48	CTSR staff collaborated with other agencies and individuals on the aDA Council for Pueblo County	Disabled individuals in the Pueblo County area were given opportunity to voice their opinions regarding accessibility issues in the region.
Health	Collaboration	186	CTSR staff worked with the Rocky Mountain Eye Center to continue service through the eyeglass voucher program.	128 different consumers received vouchers that allowed them to obtain eyeglasses at a reduced cost.
Other	Collaboration/Networking	48	Meetings with DVR staff to coordinate services for mutual clients.	Different services were provided to 16 different mutual clients to enable independent living.
Other	Staff Training	224	Staff was trained regarding resource development by Melanie Bravo from the Packard Fund	CTSR staff received information regarding being focused on different avenues of resource development that will enable the agency to have enhanced services moving forward.
Housing	Supportive Service Provision	252	In collaboration with the El Pomar Foundation the agency supportive service team was able to install 2 ramps for different consumers.	As a result of this activity the consumers were able to access safe ingress and egress to their residence which enhanced their community based living.
Other	Interagency Collaboration	42	Collaborating with two local agency the CTSR staff worked to support the independence of a client of mutual interest to DVR and Blue Skies.	The client was able to make progress in job training and behavioral modification to enhance independence.
Advocacy	Collaboration	48	.CTSR management staff participated in the monthly ACCIL meetings as well as the annual ACCIL retreat	Through the collaborative efforts of the various CILS, items of importance to the CIL network in Colorado were effectively addressed.
All	Community Education	12	CTSR staff worked together with the Health Solutions network to provide ongoing information regarding the services and supports available through the agency. This included one resource fair presentation.	The information given allowed Health Solutions to be more targeted in their request for services from the agency.

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
Outreach	Collaboration/Networking	8	CTSR staff worked with AIM Home Health Care to provide information and resources for all services available through CTSR	CTSR provided specific information for clients who were experiencing which could be used by AIM Home Health Care staff.
Health Care	Outreach	288	CTSR performed requested assessments for Nursing Home Transition Services throughout our catchment area.	As a result of this work 10 individual consumers were able to transition to community based living, at a calculated governmental savings of approximately \$756,000.
All	Collaboration/Networking	18	CTSR management staff participated in regularly scheduled COVID-19 meetings.	The meetings which were terminated during the reporting period did allow for information distribution to the CILS as was pertinent.
Other	Collaboration/networkgin	388	The CTSR staff worked with individuals from COIL in order to continue to work on the SEEKS grant study program.	Through this study the agency workers have provided specialty services to more than 30 different individuals who are part of this ongoing study.
Health	Collaboration/Networking	1488	CTSR Collaborated with OLTC to provide ongoing services and supports to individuals needing different manners of physical assistance in order to remain in community based living.	46 different individuals received services through the agency preventive service program and were able to remain in the residence of their choice.
All	Community Education/Advocacy	128.5	CTSR Deaf Services Specialist collaborated with the Colorado RISP program to attempt to enhance the ASL interpreter program for rural regions of our catchment area.	Through the RISP program a more uniform approach to provision of ASL interpreters has been formulated and is now moving toward implementation.
All	Outreach	846	CTSR staff facilitated 15 monthly support groups meetings in 9 different counties of SE Colorado. Topics were specific to the needs of the attendees whose ages ranged from youth to senior citizen.	Consumers received information, training, peer support and resources for topics pertinent to that consumer's disability and adjustment. Community partners were also invited to the events when practical, as presenters.

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
Outreach	Community awareness	25	The CTSR staff submitted information for the senior's online calendar as well as the professional networking through the Seniors Blue Book publication.	Increase community awareness of the resources and all service available through CTSR.
Outreach	Community Education and Awareness	148	CTSR staff met on numerous occasions with the DSS staff of counties throughout the agency catchment area to inform them of the services and supports available through our agency for individuals with disabilities.	The agency received a number of referrals based upon these contacts with the various DSS offices.
Outreach	Community Education and Awareness	98	The agency enrolled in the UniteUs program which focuses referrals for services specific to the agency modalities.	The agency has received numerous referrals from UniteUs in order to provide more targeted services in an ongoing fashion.
All	30th Anniversary Celebrations	152	The agency celebrated its 30th anniversary with a number of different events throughout our catchment area, particularly focusing on our headquarters and regional offices. These events were focused on providing a variety of informational modalities.	As a result a number of different informational platforms were accessed by consumers, including services regarding our agency as well as information about pertinent topics from other agencies, including information regarding COVID prevention.

Item 5.7 - Description of Community Activities

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

CTSR continues to focus on an extensive network of more than 150 community agencies and organizations in order to ensure that consumers who are in need of assistance for disability issues do not "fall through the cracks". The agencies with whom we collaborate span a vast spectrum of agencies and needs, some of which are actually much narrower than our own focus on services and supports. Those with whom we regularly collaborate are agencies such as: DVR offices in all of our service areas, Social security, Social Services, Seniors organizations, Eye Care services/physicians, Work Force centers, AAA agencies in service areas, Housing Authority, local police and rescue agencies, Colorado Department of Corrections, other CILs, providers of AT and DME, CTBL, BIAC, Colorado Bluesky, Audio Information Network, Guide Dogs of America, Rocky Mountain Eye Center, AV Hunter, Friends of Man, Catholic Charities, Posada, area landlords, facility social workers/counselors, Spanish Peaks, area LTC facilities, to name a few. There have been some significant challenges working with these agencies during the pandemic. This has been especially

difficulty given the fact that a number of the governmental entities have been and still are, for all intents and purposes, closed to normal consumer traffic (e.g. DVR, DSS and in particular SSA). This has attenuated the degree of accountability to accomplish what is necessary for our consumers.

We continue to ensure that our recognition and service modalities are known to the broadest possible audiences by participation with five different area Chambers of commerce. Additionally, agency staff sit on a number of different committees that promote services to those with disabilities. These include the local ADA councils (particularly in the Pueblo area), the San Luis Valley Disability Council, the local Continuum of Care Councils and, during this season we have also participated in the Pueblo Area COVID-19 council which focuses on food insecurity for those within our communities.

The agency particularly focused on providing face-face interaction through our 30th anniversary celebration which occurred in September-October and encompassed our entire catchment area by having events tailored by our regional and main offices. At these events we had approximately 400 people in attendance and each of them had the opportunity to learn of the agency's supports and services as well as services available through other community agencies. In addition, information and availability to the COVID-19 vaccine was made available by the presence of staff from the local Colorado Department of Public and Environment.

SECTION 6 - ANNUAL PROGRAM AND FINANCIAL PLANNING OBJECTIVES

6.1 - Work Plan for the Reporting Period

Item 6.1.1 - Achievements

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

The agency had five major goals for the reporting period which were the focus of our agency's work during the reporting period.

First, the agency continued to work on expanding our agency work in unserved and underserved areas of need. This included expanding services to those who are incarcerated within the state and eventual federal department of corrections. This mainly focused on expanding the amount of information that was available to consumers in mainly the rural regions of our catchment area as well as making focused contacts with prison staff for dissemination of pertinent information. It is felt that through a number of different modalities this goal has been achieved, though there is still more work to be done. There has been consistent significant outreach to more of our rural settings due to the agency involvement with UniteUs statewide database. This has resulted in a significant increase in the number of referrals we have received from our rural catchment area counties. Furthermore, the contacts we have had with prison staff has yielded ongoing contact with a number of prisoners, which resulted in the delivery of services to some of their families, and in referrals to other CILS for service provision upon the inmate's release.

The second most important goal was for the agency to provide opportunities for maximum employment for all consumers who wanted that as part of their life. The main focus of this goal, initially was collaboration with the Colorado Office of Independent Living through their SEEKS initiative. But the agency employment services specialist has expanded this work to include individuals who are not interested in being part of an ongoing study. As a result, during this reporting period, that agency has been able to assist in employment placement for more than a dozen consumers, two of whom are working at the agency itself.

The third goal was to expand the focus of the agency's peer support meetings. This entailed providing for a number of different modalities to assist those attending to be consistent in their participation. Included in this was the provision of assistive technology and training when the opportunity arose and attempting to be creative regarding the needs of the consumer. In a number of instances, a change in venue for the meetings was necessary due to COVID restrictions. However, despite these challenges, the agency was able to increase the number of peer support group meetings in existence by 25% during the reporting period.

The fourth goal was focused on expanding the youth services program. This entailed providing for information distribution to all pertinent educational officials and attempting to expand the services available particularly to transition-age youth. This goal has been partially accomplished through the addition of 2 support groups for youth. In addition, the agency was able to move toward provision of a more adequate youth services environment with the completion and use of the agency youth services

center which opened in September.

The final goal to which the agency gave focus was the expansion of the resource development capabilities of the agency. This goal experienced some success with the expansion of funding from a number of different foundations (e.g., Packard Fund, Anshcutz Family Foundation and El Pomar). However, the agency has not been able to move on the hiring of a resource development specialist. This portion of the goal has now been allocated as a focus for the 2021-2022 fiscal year.

Item 6.1.2 - Challenges

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

This reporting year was not short on challenges to meeting the needs of our consumers and fulfilling the mission of our CIL. We experienced fiscal challenges, shortage of transportation solutions, change and in some case more restrictive rules/requirements in some agencies, challenge of consumer motivation, and shifting demographics within our catchment area.

The normal challenges continue to be dwarfed by the presence of COVID-19 and its variants. This pandemic has necessitated a great deal of adjustment for our staff and the individuals whom we serve, including altering service modalities and in some instances (mainly due to governmental restrictions) having to cancel or vastly change service systems. The agency, unlike many state and federal government entities has been able to function much closer to normal than was possible during the previous reporting period. However, this still does presents some very challenging issues, particularly when working with the SSA offices and personnel who still refuse to have offices open to the public and as such have been very difficult for our consumers to address.

The pandemic also continues to present some significant fiscal challenges due to the fact that our agency budget had to be decreased by a significant amount due to a decrease of funding of nearly \$200,000 from the state of Colorado in 2020 and the agency was only able to recoup approximately \$30,000 of that distribution loss. At this point it appears to be It is doubtful that those cuts will be restored in the coming year, which can present an ongoing challenge. The agency is attempting to address this issue by reaching out to other funding sources to augment the agency's ongoing budget.

Transportation continues to present some very unique challenges. CTSR lacks the means to provide for the transportation needs of all our consumers in areas where there is no public or para-transit. Additionally, the increase in the cost of public transit due to the inflation which occurred in 2021 has caused a significant negative impact, particularly upon our consumers who are on fixed incomes. We have not found a remedy yet, but provide transport where we are able and continually search for alternate methods. We provide information to our consumers on maximizing the resources that are available.

It continues to be a challenge to motivate some of our consumers to re-engage in the pursuit of increased quality for their independent life styles. During this past year certain mental health issues, such as depression, hopelessness, lack of confidence in themselves and the world about them have made it more difficult to assist the consumer to move toward greater independence. Our agency is not a source of mental health counseling, but we continue to collaborate with many other agencies whose resources are made available to them to become strong, healthy and independent.

Finally, our catchment area is seeing a marked shift in demographics in comparison to previous years. This is particularly the case in regards to having to provide services for individuals experiencing homelessness. During this reporting year the city of Pueblo, as an example, experienced a 42% increase in the homeless population while at the same time experiencing a 15% increase in the cost of rentals. This is at a time when the funds provided for each individuals through the housing choice voucher program were essentially stagnant. This increase in homelessness continues to exacerbate the difficulties in delivering services designed to help people to become more self-reliant and independent.

Item 6.1.3 - Comparison with Prior Reporting Period

As appropriate, compare the CIL's activities in the reporting period with its activities in prior periods, e.g., recent trends.

CTSR provided 16,819 individual services for 393 consumers during this reporting year in comparison to 16,974 services provided to 385 consumers during the previous reporting period. These numbers are essentially flat when compared to each other and this is not surprising due to the ongoing effects of the COVID pandemic and its

Our agency consumer numbers continued to be relatively static, which is understandable due to the fact that we are still in the process of adjusting our outreach modalities due to the COVID-19 pandemic. And this also entailed a relatively flat number of specific individual services delivered to our consumers.

There have been a number of different portions of our agency program which showed expanding numbers, both as to the number of consumers as well as the number of services provided. Our youth service program saw an increase of approximately 14 consumers (or more than 1 per month) as well as an increase in the number of youth services. Our housing department has been allocated an increasing number of vouchers to administer and this has likewise been the harbinger of an increase in the number of housing services provided.

CTSR is continuing to partner with the Colorado Office of Independent Living (COIL) in a federally funded grant program (SEEKS) designed to ascertain best practices in working with individuals who are wanting to decrease reliance on government funding and move toward a more independent lifestyle afforded by employment. This likewise has shown an increase in service delivery during the reporting period and these numbers are anticipated to increase during the next reporting period.

Finally our preventive services/supportive services delivery have increased markedly and for our consumers this has helped them to remain safely in community based living.

6.2 - Work Plan for the Period Following the Reporting Period

Item 6.2.1 - Annual Work Plan

List the CIL's annual work plan goals, objectives and action steps planned for the period following the reporting period.

Goal 1 - We will continue to attempt to expand the services and supports which our agency offers, particularly in reference to the unserved/underserved population of our catchment area.

Objective 1: Work toward more consistent contact and service delivery to our youth and particularly to our youth in transition

Objective 2: Expand the services which we deliver to those with TBI

Objective 3: Attempt to develop more consistent working relationships with staff and inmates in both the prison system as well as the state mental hospital system.

Objective 4: Open up an office for delivery of services in the South I-25 corridor.

Action Steps: 1) Survey the potential for development of a satellite office in centered in the Trinidad area. 2) Provide ongoing information/contact to pertinent prison/jail personnel and inmates in CDC facilities 3) Continue to survey catchment areas for other issues involving service needs. 4) Start the process of opening a dialogue with the state Mental Hospital for delivery of services and to assist in transition from the same. 5) Collaborate with the Brain Injury Alliance to formulate a consistent group training plan for consumers.

Goal 2 - We will continue to increase our focus on providing opportunities for maximum employment for all of our consumers who want to focus on this option in their life.

Objective: to increase the possibility of more self-reliance for each of the consumers involved in employment.

Action Steps: 1) Continue to collaborate with COIL in implementing the SEEKS program 2) Collaborate more closely with the local Division of

Vocational Rehabilitation Offices in regards to providing joint services to consumers desiring employment services. 3) Offer pre-ETS for those consumers who see this as an option in their life. 4) Work particularly with youth regarding the employment issues that are pertinent to youth transition services.

Goal 3 - Expand the influence of the agency by consistently offering information regarding services provided to public policy formulators.

Objective: Have more consistent contact with the legislators, supervisors and council members from the various governmental entities in our catchment area.

Action Steps: 1) Implement a method of consistently contacting each and every council member, county supervisor and legislator within the agency catchment area via print media. 2) Explore options for face-face contact with interested individuals. 3) Communicate the center's needs for appropriate public policies that are favorable to independent living programs.

Goal 4 - Increase Community Education Efforts.

Objective: Engage local communities to recognize the strengths and needs of members of the disability population in those communities..

Action Steps: 1) Promote quarterly informational opportunities focus on local communities and those with disabilities who reside in them.. 2) Have a major annual event specifically tailored to inform and educate individuals within our main office and two of the satellite offices. 3) The agency will continue to explore remote technology options in order to impact the greatest number of individuals.

Goal 5 - Expand the resource development capabilities of the agency..

Objective: To lessen dependence upon state and federal funding modalities in order to ensure the stability of the agency moving forward.

Action Steps: 1) Explore the possibility of once again hiring an resource development specialist. 2) Establish a grant writing calendar. 3) Begin the process of establishing an outreach to significant donors within the agency catchment area.

Item 6.2.2 - SPIL Consistency

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

Each of these work plan goals are aligned with specific goals of the current SPIL. The agency goal (Goal #1) to expand services and supports to underserved/unserved segments of the population we serve is part and parcel of the development of a strong and effective I.L. Network which includes increasing the Colorado CILS influence in state and national systems. This also applies to the agency goal number 3 which is focused on becoming more influential at the local level. Goal number 2 for the agency is focusing on enhancing employment services for consumers, which is in the same focus at the SPIL goal number 3. Goal number four for the Center also focuses on the same issue of community education and outreach, as does Goal number 3 for the SPIL. Finally, the fifth goal is not specifically a target of the SPIL. However, having a focus on resource development accomplishes an established federal agency goal. As a by-product it would also be in line with the development of a stronger CIL network, but allowing the Center Toward Self-Reliance to be able to focus efforts on expanding services, even during times that the governmental entities may see the need to trim budgetary items.

SECTION 7 - ADDITIONAL INFORMATION

Item 7.1 - Other Accomplishments, Activities and Challenges

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

The agency has continued to collaborate with a number of faith-based agencies to provide services and supports to individuals in an ongoing fashion. One of these agencies is Crazy Faith Street Ministries which provides ongoing support and services to individuals who are homeless and for one reason or another are unable to access traditional support services. The agency workers have worked specifically with the homeless individuals affiliated with this agency to provide services and supports to individuals within that service group who are disabled. These services have included advocacy training and implementation and I.L. skills training specifically geared toward their unique circumstances. Additionally, the agency has been able to provide for durable medical equipment and training to effectively use that equipment. Additionally, the agency deaf services specialist has been coordinating with the area rescue mission to provide services and supports to one deaf client, who after many months of work has now been able to transition from being homeless to having a small apartment space in which he now lives. The agency has also continued to collaborate with the local fire department in Pueblo who informed the agency of disabled seniors who were in need of home modifications that would assist them in remaining in community based living. Through funding provided by the Pueblo Area Agency on Aging, the agency supportive service team was able to provide for these home modifications and by doing so 14 disabled seniors were able to remain in their residences during the time of the pandemic.

SECTION 8 - TRAINING AND TECHNICAL ASSISTANCE

Item 8.1 - Training And Technical Assistance Needs

Training And Technical Assistance Needs	Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important
Applicable Laws	
Air-Carrier's Access Act	8
Medicaid/Medicare/PAS/waivers/long-term care	1
Assistive Technologies	
General Overview	9
Data Collecting and Reporting	
Case Service Record Documentation	2
Financial: Grant Management	
Federal Regulations	3
Financial: Resource Development	
Fee-for-Service Approaches	4
Program Planning	
CIL Executive Directorship Skills Building	5
Conflict Management and Alternative Dispute Resolution	6
Team Building	7
Outreach to Unserved/Underserved Populations	
Institutionalized Potential Consumers	10
Other	
Optional Areas and/or Comments (write-in)	
<p>We really feel training in how to most effectively and efficiently deal with the SSA would be very appropriate. During this time when, for whatever reason, the Social Security Administration has chosen to remain closed to the public, it has become increasingly difficult to find someone who will be accountable for items that are sent to them (mostly by fax) and documentation is logged that shows that the documents were received, and yet the case manager will indicate that they never received the documentation that was sent. This is exceedingly unprofessional, but it is the venue in which our agency must perform its duties. It would be very appropriate to get training that would assist us in assisting our consumers in effectively dealing with this federal dysfunction.</p> <p>Secondly, there are a number of trainings out there dealing with nursing home transitions. But it would be nice to have trainings specifically focused on dealing with the prison and mental health institutions and still providing services for consumers who are part of that system. There have been a few related to prison settings, but I have not seen any that deal with mental health institutions.</p> <p>Finally, the confusion with the Air Carriers Act and its implementation is one that warrants more discussion, possibly in the broader scope of public transportation and how those who are disabled can effectively deal with that situation.</p>	

Item 8.2 - Additional Information

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

A number of our consumers have expressed ongoing concern due to the fact that, particularly those who are on fixed incomes, as is the case with SSI and SSA, runaway inflation which has been endemic in 2021 has caused them more concern than the pandemic. It appears to them that the federal government has caused a problem that is insoluble for them, unless there are marked increases in entitlement programs, which might fuel inflation even more. This situation, coupled with the isolation some of them have experienced due to the pandemic, has lead to a number of them indicating they feel anxious and even depressed, due to the fact that they feel they have very little control over the substance of their lives. That is, from our agency's perspective, anathema to all that the independent living has as its focus.

SECTION 9 - SIGNATURES

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

William C Edwards - Executive Director	(719) 546-1271
NAME AND TITLE OF CENTER DIRECTOR	PHONE NUMBER

William C Edwards - Signed Digitally	01/25/2022
SIGNATURE OF CENTER DIRECTOR	DATE

KEN MEDVED	(719) 557-9195
NAME AND TITLE OF CENTER BOARD CHAIRPERSON	PHONE NUMBER

Ken Medved - Signed Digitally
SIGNATURE OF CENTER BOARD CHAIRPERSON