

RSA-704 Part II for Northern Nevada Center for Independent Living, Inc. - H132A930552 report through September 30, 2013

Subpart I - Administrative Data

Sources and Amounts of Funds and Resources

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

Item 1 - All Federal Funds Received

(A) Title VII, Ch. 1, Part B	0
(B) Title VII, Ch. 1, Part C	186,645
(C) Title VII, Ch. 2	0
(D) Other Federal Funds	13,538

Item 2 - Other Government Funds

(E) State Government Funds	0
(F) Local Government Funds	0

Item 3 - Private Resources

(G) Foundations, Corporations, or Trust Grants	0
(H) Donations from Individuals	0
(I) Membership Fees	0
(J) Investment Income/Endowment	0
(K) Fees for Service (program income, etc.)	0
(L) Other resources	0

Item 4 - Total Income

Total income	200,183
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Item 5 - Pass-Through Funds

Amount of other 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,	0
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representative payee funds, Medicaid funds, etc.)	
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Item 6 - Net Operating Resources

[Total Income (Section 4) minus Pass-Through Funds amount (Section 5) = Net Operating Resources	200,183
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Subpart II - Number and Types of Individuals With Significant Disabilities Receiving Services

Section A - Number of Consumers Served During the Reporting Year

(1) Enter the number of active CSRs carried over from September 30 of the preceding reporting year	32
(2) Enter the number of CSRs started since October 1 of the reporting year	28
(3) Add lines (1) and (2) to get the <i>total number of consumers served</i>	60

Section B - Number of CSRs Closed by September 30 of the Reporting Year

(1) Moved	0
(2) Withdrawn	10
(3) Died	1
(4) Completed all goals set	10
(5) Other	3
(6) Add lines (1) + (2) + (3) + (4) +(5) to get <i>total CSRs closed</i>	24

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

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

Section A(3) [minus] Section (B)(6) = Section C	36
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Section D - IL Plans and Waivers

Indicate the number of consumers in each category below.

(1) Number of consumers who signed a waiver	14
(2) Number of consumers with whom an ILP was developed	46
(3) Total number of consumers served during the reporting year	60

Section E - Age

Indicate the number of consumers in each category below.

(1) Under 5 years old	0
(2) Ages 5 - 19	5
(3) Ages 20 - 24	7
(4) Ages 25 - 59	28
(5) Age 60 and Older	20
(6) Age unavailable	0
(7) Total	60

Section F - Sex

Indicate the number of consumers in each category below.

(1) Number of Females served	37
(2) Number of Males served	23
(3) Total	60

Section G - Race and Ethnicity

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

(1) American Indian or Alaska Native Number of Consumers	3
(2) Asian Number of Consumers	1
(3) Black or African American Number of Consumers	0
(4) Native Hawaiian or Other Pacific Islander Number of Consumers	0
(5) White Number of Consumers	51
(6) Hispanic/Latino of any race or Hispanic/Latino only Number of Consumers	5
(7) Two or more races Number of Consumers	0
(8) Race and ethnicity unknown Number of Consumers	0

(9) Total

60

Section H - Disability

Indicate the number of consumers in each category below.

(1) Cognitive	6
(2) Mental/Emotional	9
(3) Physical	19
(4) Hearing	0
(5) Vision	1
(6) Multiple Disabilities	25
(7) Other	0

Section I - Individuals Served by County During the Reporting Year

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

County name	Number of county residents served
Churchill	15
Douglas	1
Elko	35
Eureka	1
Humboldt	2
Lander	2
Extra line	0

Subpart III - Individual Services and Achievements

Section A - Individual Services and Achievements

List the number of consumers requesting and the number of consumers receiving each of the following services during the reporting year, including the IL core services. The total of these numbers is not expected to equal the number of active CSRs during the reporting year, as a consumer may receive multiple services during the reporting year. Also, individuals who receive information and referral (I&R) services only may not have a CSR.

Services	Consumers Requesting Services	Consumers Receiving Services
(A) Advocacy/Legal Services	18	8
(B) Assistive Technology	3	0
(C) Children's Services	0	0
(D) Communication Services	2	1
(E) Counseling and Related Services	1	0
(F) Family Services	0	0

(G) Housing, Home Modifications, and Shelter Services	20	7
(H) IL Skills Training and Life Skills Training	6	6
(I) Information and Referral Services	325	320
(J) Mental Restoration Services	0	0
(K) Mobility Training	0	0
(L) Peer Counseling Services	4	4
(M) Personal Assistance Services	0	0
(N) Physical Restoration Services	0	0
(O) Preventive Services	0	0
(P) Prostheses, Orthotics, and Other Appliances	0	0

(Q) Recreational Services	1	0
(R) Rehabilitation Technology Services	0	0
(S) Therapeutic Treatment	1	0
(T) Transportation Services	0	0
(U) Youth/Transition Services	0	0
(V) Vocational Services	5	0
(W) Other Services	16	2

Section B - Increased Independence

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

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

Significant Life Area	Goals Set	Goals Achieved	In Progress
(A) Self-Advocacy/Self-Empowerment	24	10	14
(B) Communication	1	0	1
(C) Mobility/Transportation	3	1	2
(D) Community-Based Living	17	9	8
(E) Educational	3	0	3
(F) Vocational	3	0	3

(G) Self-care	3	1	2
(H) Information Access/Technology	1	0	1
(I) Personal Resource Management	4	1	3
(J) Relocation from a Nursing Home or Institution to Community-Based Living	0	0	0
(K) Community/Social Participation	1	0	1
(L) Other	12	4	8

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

(A) Table

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

Area	Number of Consumers Requiring Access	Number of Consumers Achieving Access	Number of Consumers Whose Access is in Progress
(A) Transportation	4	1	3
(B) Health Care Services	5	3	2
(C) Assistive Technology	5	2	3

Note: For most IL services, a consumers 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 document that follow-up contacts with these consumers showed access to previously unavailable transportation, health care and assistive technology.

(B) I&R Information

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

Follow-up contacts with I&R recipients

The service provider **did** engage in follow-up contacts with I&R recipients to document access gained to previously unavailable transportation, health care or assistive technology.

Section C - Additional Information Concerning Individual Services or Achievements

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

Fiscal year ending 9/30/2013 was a very challenging year for our rural NV position particularly in finding the suitable location for our second rural satellite office previously stated in our FY12 704 report. NNCIL administration decided to allocate a portion of the urban IL Advocates' time in order to serve the outlying rural counties of Churchill, Storey, Mineral, Pershing, and Douglas. This effort resulted in a stronger presence in these counties as the urban IL Advocates touched base/reconnected with local and state agencies, attended community health fairs, and conducted outreach to Senior Centers.

Our decision to co-locate our rural office in Elko, NV inside the Family Resource Center (FRC) has proven to be sound. The new office is located in Elko's busy downtown and is within walking distance to a variety of state agencies. Other small non-profit agencies also rent work space in this FRC which makes collaboration and inter-agency referrals easier.

NNCIL is working to upgrade and enhance our website to act as a virtual office for our rural consumers. Knowing that transportation is an ongoing issue this model is proving to be a more efficient way to consistently serve consumers from even the most distant and rural areas of our state. Through a virtual website, consumers who have access to a computer and internet can communicate with an IL Advocate and exchange information electronically without leaving the comfort of their home. Consumers can be counseled and assisted regarding a wide variety of issues. Initial intake, questions regarding benefits and/or follow-up on disputes can be handled without the need and expense of travel. If it's determined that a face-to-face meeting with any of our NNCIL team is needed this can be arranged.

Subpart IV - Extent of CIL Compliance with the Six Evaluation Standards

Section A - Compliance Indicator 1: Philosophy

Item 1 - Consumer Control

(A) Board Member Composition

Enter requested governing board information below.

Total Number of Board Members	6
Number of Board Members with Significant Disabilities	5

(B) Staff Composition

Enter requested staff information in the table below.

	Total Number of FTEs	FTEs Filled by Individuals with Disabilities	FTEs Filled by Individuals from Minority Populations
Decision-Making Staff	2	2	0
Other Staff	1	1	0

Item 2 - 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 year.

We continue to make self-advocacy training available to all its consumers on an individualized basis as well as in group settings as requested. Activities include assisting in the development of consumer strategies for resolving issues of physical barrier removal in the community, reasonable accommodation needs in employment, obtaining services from other agencies in the community, and advocating for transportation services for residents of Elko, NV.

We promote self-help and self-advocacy by providing training and assistance to individuals with disabilities by making computer work stations available during typical business hours. In addition, we provide our consumers the opportunity for activities that promote IL skills such as social, recreation and peer support.

NNCIL continues to ensure that all IL constituencies are informed and aware of emerging policies, laws, regulations, and issues that impact the disabled community on a local, state or national level.

NNCIL staff members continue to work in collaboration with local and state agencies, service providers, fellow advocates, and people with disabilities to assess progress and make public comments in community hearings.

Item 3 - Peer Relationships and Peer Role Models

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

NNCIL employs people with disabilities in as many staff positions as possible to serve as role-models with the expectation that no matter what the specific job title or function, these staff will be doing peer support as a normal part of their job duties.

Item 4 - Equal Access

(A) Briefly describe how, during the reporting year, the CIL has ensured equal access of individuals with significant disabilities, including communication and physical access, to the center's services, programs, activities, resources, and facilities, whether publicly or privately funded. Equal access, for the purposes of this

indicator, means that the same access is provided to any individual with a significant disability regardless of the individual's type of significant disability.

All services, programs and activities, resources, and facilities are accessible to persons with significant disabilities. The office of NNCIL in Elko, NV is accessible, program policies and procedures are available in alternative formats upon request. Staff has been provided with training on the importance of providing those accommodations and advocates for equal access in our service areas.

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

NNCIL provides a wide array of services to ensure equal access for people with significant disabilities. NNCIL collaborates with Care Chest for State funded Assistive Technology for Independent Living (AT/IL) program and our internal Equipment Loan Programs. These programs provide consumers with assistance to access their home as well as provide assistive/mobility devices.

The Advocacy Program assists individuals with applying for benefits, educational supports, advocating for housing discrimination, employment information and options, and systems advocacy.

Transportation continues to be a major issue of concern to the population in the rural areas.

Item 5 - Alternative Formats

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

NNCIL ensures availability of alternative formats in our existing program materials and strives to make any new materials received also readily available usually upon request of the consumer. If our agency does not have material in an alternative format we will work with the consumer to locate and provide it in a timely manner.

NNCIL staff members have worked with our marketing consultant to create a website that contains an interactive structure. Continued enhancements to the website are ongoing. We are still in the process of learning what it will take to upgrade to a fully accessible website.

Our Facebook page accepts feedback and comments to allow our consumers to post their experiences living independently and also for our community partners to use our Facebook page to interact with our consumers.

Section B - Compliance Indicator 2: Provision of Services on a Cross-Disability Basis

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

It is the policy of NNCIL to provide independent living services without restrictions based on the particular type of disability. NNCIL staff ensures that everyone in our service area are fully aware of the fact that our services are available to persons with all types of disabilities and to other members of our service area that are un-served and under-served. We do this by making regular presentations in the communities that we serve, as well as, participating in outreach functions, community collaborative meetings, and in our written material that is distributed to the public. NNCIL staff receives training to fully understand the needs, issues, accommodations, cultural differences, and assistive technologies available.

Our staff and Board of Directors are comprised of a cross section of persons with disabilities experienced in assisting an array of consumers with various disabilities.

Section C - Compliance Indicator 3: Independent Living Goals

Item 1 - Consumer Information

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

NNCIL staff offer all new consumers an opportunity to develop an Independent Living Plan (ILP), however some elect to waive the option. Goals are defined and monitored using our CIL Suite database. We work with the consumer to assist them in establishing their desired goals and develop a timeframe in which they feel they can accomplish these goals. Strategies for reaching goals may involve one or more of NNCIL's services therefore the consumer is referred to the appropriate program staff member to provide in-depth information about a particular program or referred to other agencies if necessary.

We provide an opportunity for the consumer to express their satisfaction via a mail survey after a goal or service is provided. This information is collected, shared and maintained internally and with our staff. Information is used for program improvement, program expansion and systems advocacy activities.

Item 2 - Consumer Service Record Requirements

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

NNCIL establishes a file for each consumer receiving direct services. Program staff ensures the files of the consumers with whom they are working are fully documented. Every CSR must include the following: Eligibility Determination (signed copy in file), Services Requested (signed copy in file), Independent Living Plan or Waiver (signed copy in file), Services Provided, and Goals set and goals achieved by consumer.

To further ensure the quality of service(s) and proper record keeping, the program staff periodically reviews files to ensure that the documents are in place. NNCIL's internal auditors as well as grant administrators randomly selects consumer files to ensure completeness and audits for compliance with the requirements of said grant.

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

Item 1 - Community Activities Table

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

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcome(s)
Assistive technology	Outreach Efforts	5.00	Highlight diversity and availability of AT devices and services.	IL Advocate visited Senior Centers in Fernley and Hawthorne, NV to handout and explain AT resources and recycled equipment. Also visited was the Family Therapy Clinic in Fernley, NV.
Health care	Outreach Efforts	17.00	To increase the number of individuals referred to Medicaid/FOCIS for Transition Services.	IL Advocates engaged in 14 outreaches to rural NV senior centers to provide information regarding Money Follows the Person.
Housing	Community/Systems Advocacy	2.00	To provide input/ideas regarding affordable housing for people with disabilities. Ensure housing needs of	IL Rural advocate participated in the "Future of Elko Community" focus group and provided feedback on the issues faced by NNCIL

			people with disabilities are addressed.	consumers on affordable/accessible housing in the Elko, NV area.
Other	Community Ed. and Public Info.	2.00	Provide opportunities for socialization through recreation activities for people with disabilities.	NNCIL hosted 1 socialization event for the consumers of the United Cerebral Palsy. There were 10 consumers, 4 job coaches present a rec. activity.
Other	Collaboration/Networking	8.00	To collaborate with local service organizations in order to promote the IL philosophy and create potential partnerships.	Leveraged community resources by attending the monthly rural provider's meeting. Each meeting is attended by approximately 20-23 providers from different agencies.
Other	Collaboration/Networking	3.00	To increase employment opportunities for people with disabilities.	IL Rural Advocate met with VR representative for rural Northern Nevada to discuss recently awarded grant to provide employment services for youth in transition. Taught resume writing to UCP consumers.
Other	Community Ed. and	2.00	Increase voter registration and	IL Rural Advocate presented to the U.C.P.

	Public Info.		turnout of people with disabilities; promote voter education and participation.	consumers on voting rights and issues.
Other	Outreach Efforts	1.00	To promote disability awareness via media.	Promoted NNCIL programs/services by doing live radio show on KELK.
Other	Outreach Efforts	56.00	Provide outreach at conferences and community fairs. Provide I & Rs regarding services provided by NNCIL.	Staff members participated in 13 general outreach events.
Other	Community Ed. and Public Info.	51.00	Staff development to better assist individuals with disabilities.	Attended trainings and conferences to increase advocate's general knowledge about disabilities ,independent living and philosophy.
Transportation	Community/Systems Advocacy	2.00	To establish relationships to expand transportation options in the Elko, NV area.	IL Rural Advocate attended the transit meeting to give input regarding consumer concerns about current transit issues.

Other	Community/Systems Advocacy	6.50	To improve/increase access to services for people with disabilities.	IL Rural Advocate participated in community forums and focus groups to advocate in behalf of people with disabilities.
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Item 2 - Consumer Service Record Requirements

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.

In order to optimize services to persons within their communities, NNCIL works closely with agencies providing services to people with disabilities in our local communities and with national disabilities organizations such as (but not limited to) :

Aging and Disability Resource Center (ADRC)

Aging and Disability Services Division

Department of Vocational Rehabilitation

Nevada Disability Advocacy and Law Center

Deaf and Hard of Hearing Resource Center

Silver State Fair Housing

National Council on Independent Living

Southern Nevada Center for Independent Living

Rebuilding All Goals Efficiently

Care Chest

United Way of Northern Nevada and the Sierra

Medicaid FOCIS Program

University of Nevada Center for Excellence in Disabilities

Nevada Governor's Council on Developmental Disabilities

People's First

Family Ties

Mental Health Planning Advisory Committee

Family Resource Center

NV Senior Centers in Fernley, Carlin, Elko, Hawthorne, Gerlach, Wells, and Austin.

Section E - Compliance Indicator 5: IL Core Services and Other IL Services

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

Information and referral services are available at NNCIL through standard telephone calls, NV Relay, and e-mail. Our advocates respond to all I & R's in a timely manner. Our standard procedure for all I & R calls, is to refer them to the appropriate advocate who then contacts the consumer to determine their needs. If necessary, an appointment is made to meet with the consumer at the center or in their place of residence if there is a mitigating circumstance that prevents them from coming to the center.

NNCIL IL Advocates offer the four core services to those who request such services. NNCIL advocates are knowledgeable about public benefits such as SSI, SSDI, food stamps, subsidized housing, assistive technologies, food bank services, energy assistance programs, and more. We assist with applications for benefits, reinstating benefits and applying for appeal for those whose applications were denied.

Our Community and Home Access Program works with Care Chest and Medicaid /FOCIS to ensure successful transition of our consumers out of nursing homes and institutions to community based living.

NNCIL ensures availability of alternative formats in our existing program materials and strives to make any new materials received also readily available usually upon request of the consumer. If our agency does not have material in an alternative format we will work with the consumer to locate and provide in a timely manner.

NNCIL continues to improve the Center's website www.nncil.org. Currently, the website contains descriptions of all NNCIL's programs, our monthly activities calendar, our staff names and phone numbers. Consumers can also find links to other community resources for people with disabilities.

NNCIL's Facebook page offers a social networking tool for consumers to interact with other "friends" of our site.

Section F - Compliance Indicator 6: IL Resource Development Activities

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

NNCIL was awarded a 2 year grant under the Department of Employment Training and Employment to provide employment services for youth with disabilities in transition. Our services for rural Northern Nevada will start in January 2014.

NNCIL contracts with a freelance grant writer to help research funding opportunities from local donors, community, private and corporate foundations, and write grant proposals. The goal of the grant writer is to be able to apply a minimum of \$100,000 funding requests to support both our main and rural offices within a 12 month period.

Subpart V - Annual Program and Financial Planning Objectives Edit

Section A - Section A - Work Plan for the Reporting Year

Item 1 - Achievements

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

1. Increasing Access to Assistive Technology (AT):

- NNCIL has had a staff member representing the center on the statewide AT council. This group continues to work on developing a comprehensive database of equipment and equipment loan programs. Because of this active involvement a conversation began about an active collaboration between NNCIL and NCED to develop a demonstration/showroom and lending library of AT equipment representative of what is currently available on the market making equipment available for trial before purchase. We are currently waiting for equipment that has been purchased by NCED using state funds that will be housed here at NNCIL and will be demonstrated by both NCED staff and NNCIL staff. This is an ongoing project that will be more fully developed in 2014.

2. Increasing Opportunities for Affordable and Accessible Housing:

- While working on this goal NNCIL staff encountered stalled attempts at creating a workable housing registry. While it is mandated that any property that receives state or federal funding must be listed in the state affordable/accessible housing registry there currently is no penalty for property owners who do not comply. This issue is under scrutiny, NNCIL will continue to monitor.

3. To improve the use and access to public transportation within Northern Nevada for people with disabilities.

- Ongoing. NNCIL IL Rural Advocate continues to participate in transit related public forums and supports the effort of the Elko Area Transit Service (EATS) in providing access to the remote areas of the county.

4. Expand and enhance the number and types of services that NNCIL provides to youth and seniors with disabilities.

- NNCIL staff participated in PACE outreach events throughout Northern Nevada. Working with VR staff NNCIL staff was able to conduct more thorough outreach events at area high schools promoting the center, its programs and services. Working with the various senior centers located both here in the urban areas of Northern Nevada, as well as, the rural centers NNCIL was able to conduct a widespread awareness campaign to educate the public and the staffers at the centers.

5. Assist people with disabilities in obtaining gainful employment.

- Throughout 2012-13 NNCIL has diligently worked to enhance our relationship with the Department of Vocational Rehabilitation. This work has resulted in the award of the Transition Coordinator contract, as well as, a working relationship between VR, NCED and NNCIL to provide a customized community based employment program for consumers with severe disabilities. In addition we have continued to be a lead member of the Community Based Career Exploration Summer Camp that pairs transition age consumers with community businesses for work experience and facilitates workshops that address employment/job seeking skills.

6. NNCIL will develop and establish programs that generate unrestricted revenues in excess of the cost of those programs.

- We sought out and retained a freelance grant writer who has generated new funding sources from community and corporate foundations. We also hosted our community based fundraising event, PumpkinPalooza, that promotes NNCIL awareness and generates much needed unrestricted funds. Some work was done to research mission related, fee for service programs but more work and time is needed.

7. NNCIL staff will enhance their ability to effectively provide services to people with disabilities in the community.

- Every member of the NNCIL staff participated in at least one training opportunity during the operating year.

8. NNCIL's Board of Director's will continue to enhance its ability to provide effective stewardship in order to further the mission and vision of the organization.

- This goal has been unmet.

9. NNCIL will work with the local community to build a coalition of disability organizations and individuals.

- NNCIL is and will remain very active with the Disability Awareness Coalition. We have begun to work with our local People First chapter and actively assist in promoting Partners in Policymaking.

10. Preserve home and community based programs and services that enable people with disabilities to live independently.

- NNCIL has been actively involved with tracking legislative activities that could/would affect people with disabilities in our communities.

11. To assist people with disabilities with developing strategies for sheltering in place and/or evacuation during an emergency.

- Three NNCIL staff members are active members of NNVOAD (Northern Nevada Voluntary Organizations Active in Disaster) working to improve the level of service and planning for people with disabilities in the event of a disaster. In addition to attending quarterly meeting staff took part in a community wide emergency preparedness drill facilitated by the REOC (Regional Emergency Operations Center). Center staffers are also part of NNAFN (Northern Nevada Access Functional Needs). This workgroup is developing a plan for best practice in evacuation of the elderly and people with disabilities. Our involvement with this work will be ongoing.

Item 2 - Challenges

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

Mandatory sequestration cuts have made daily operations and staffing more of a challenge. We've been diligently working to diversify our funding streams only to find that we're replacing funds that have been cut, rather than creating funds to assist in enhancing programming or developing new programming.

Ongoing economic challenges have seen a rise in consumers need for assistance in purchasing batteries for equipment or paying for needed equipment repair.

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

Item 3 - Comparison with Prior Reporting Year

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

Section B - Work Plan for the Year Following the Reporting Year

Item 1 - Annual Work Plan

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

1- Increasing Access to Assistive Technology (AT):

Objective : NNCIL will increase awareness and availability of assistive technology for all people with disabilities.

Examples:

- An NNCIL AT Advocate will continue to represent the center on the State of Nevada AT Council

- An NNCIL AT Advocate will continue to work with community resources to assist in identifying resources/equipment loan programs for NNCIL's consumers

- NNCIL will actively collaborate with NCED to develop a demonstration/showroom and lending library of AT equipment representative of what is currently available on the market making equipment available for trial before purchase

2- Promote and Coordinate better transitions of youth with disabilities, who do not choose to pursue higher education, from school to community based employment and adult life.

Objective : NNCIL will be actively involved as a collaborative partner in the development, execution and follow along of existing, new, and/or reimagined transition programs.

Examples:

- NNCIL will continue to participate in the NGCDD Employment First Ad Hoc committee to develop recommendations for the governor of Nevada re: segregated employment vs. community based employment

- NNCIL will continue to work with the Nevada State Department of Vocational Rehabilitation to develop better systems for transitioning students who are not seeking higher education from school to community based employment

- NNCIL will work with community partners to enhance our current life skills programming ensuring that it will support better transitions from school to adult life

- NNCIL will continue to work with, support and promote NCED's customized employment program

- NNCIL staff will attend CSPD meetings to provide input and updates re: current programming, partnerships and initiatives that will serve people with disabilities in Northern Nevada

3- Develop and implement programs that generate sources of unrestricted revenue

Objective : NNCIL will continue to pursue programming and funding opportunities that will contribute to greater flexibility in providing service to Northern Nevadans.

Examples:

- NNCIL will continue to work with contracted freelance grant writer to identify, apply and follow up with community and corporate foundations

- NNCIL will continue to develop and implement community based fundraising event

- NNCIL will develop a task team to research and make recommendations re: fee for service programs

- NNCIL will continue to partner with the state of Nevada to deliver fee based transition, job development and job coaching services

4- Active involvement in emergency preparedness planning, training and simulations to ensure that the needs of people with disabilities are planned for

Objective : NNCIL will continue to work collaboratively with other local agencies and organizations to increase the awareness of and participation in emergency planning for Northern Nevadan's.

Examples:

- NNCIL staff will continue to attend and contribute to planning efforts coordinated by NNVOAD (Northern Nevada Voluntary Organizations Active in Disaster)

- NNCIL staff will continue to participate with NNAFN (Northern Nevada Access Functional Needs) as this work group continues to work on developing plans for best practice evacuation of the elderly and people with disabilities.

Item 2 - SPIL Consistency

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

NNCIL's goal 2 supports Nevada's SPIL goal 4 "to support the improvement, expansion and coordination of disability services throughout Nevada by: better coordinating the transitions of children and youth with disabilities from early intervention to school, and from school to adult life; making disability services more easily and universally accessible." "Establish a collaboration with the CSPD to review Nevada's Strategic Plan for People with Disabilities to ensure statewide Olmstead compliance."

Subpart VI - Training And Technical Assistance Needs Edit

Training and Technical Assistance Needs

Please identify the CIL's training and technical assistance needs. For each category, choose up to 10 Priority Needs - Rate items 1-10 with 1 being most important.

Advocacy/Leadship Development

General Overview	1 - Most important
Community/Grassroots Organizing	2
Individual Empowerment	4
Systems Advocacy	3
Legislative Process	5

Applicable Laws

General overview and promulgation of various disability laws	1 - Most important
Americans with Disabilities Act	3

Air-Carrier"s Access Act	10 - Least important
Fair Housing Act	5
Individuals with Disabilities Education Improvement Act	9
Medicaid/Medicare/PAS/waivers/long-term care	4
Rehabilitation Act of 1973, as amended	2
Social Security Act	6
Workforce Investment Act of 1998	7
Ticket to Work and Work Incentives Improvement Act of 1999	8
Government Performance Results Act of 1993	1 - Most important

Assistive Technologies

General Overview	1 - Most important
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Data Collecting and Reporting

General Overview	4
704 Reports	2
Performance Measures contained in 704 Report	3
Dual Reporting Requirements	5
Case Service Record Documentation	1 - Most important

Disability Awareness and Information

Specific Issues	1 - Most important
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Evaluation

General Overview	6
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CIL Standards and Indicators	2
Community Needs Assessment	1 - Most important
Consumer Satisfaction Surveys	3
Focus Groups	4
Outcome Measures	5

Financial: Grant Management

General Overview	3
Federal Regulations	1 - Most important
Budgeting	2
Fund Accounting	1 - Most important

Financial: Resource Development

General Overview	2
Diversification of Funding Base	1 - Most important
Fee-for-Service Approaches	1 - Most important
For Profit Subsidiaries	3
Fund-Raising Events of Statewide Campaigns	1 - Most important
Grant Writing	1 - Most important

Independent Living Philosophy

General Overview	1 - Most important
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Innovative Programs

Best Practices	1 - Most important
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Specific Examples	2
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Management Information Systems

Computer Skills	1 - Most important
Software	1 - Most important

Marketing and Public Relations

General Overview	2
Presentation/Workshop Skills	3
Community Awareness	1 - Most important

Network Strategies

General Overview	4
Electronic	3

Among CILs & SILCs	2
Community Partners	1 - Most important

Program Planning

General Overview of Program Management and Staff Development	2
CIL Executive Directorship Skills Building	1 - Most important
Conflict Management and Alternative Dispute Resolution	9
First-Line CIL Supervisor Skills Building	2
IL Skills Modules	5
Peer Mentoring	4
Program Design	7

Time Management	8
Team Building	6

Outreach to Unserved/Underserved Populations

General Overview	2
Disability	1 - Most important
Minority	3
Institutionalized Potential Consumers	2
Rural	1 - Most important
Urban	1 - Most important

SILC Roles/Relationship to CILs

General Overview	7
Development of State Plan for Independent Living	1 - Most important
Implementation (monitor & review) of SPIL	2
Public Meetings	4
Role and Responsibilities of Executive Board	5
Role and Responsibilities of General Members	6
Collaborations with In-State Stakeholders	3

CIL Board of Directors

General Overview	1 - Most important
Roles and Responsibilities	3

Policy Development	2
Recruiting/Increasing Involvement	4

Volunteer Programs

General Overview	2
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Option Areas and/or Comments

Subpart VII - Additional Information

Section A - Other Accomplishments, Activities and Challenges

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

In January 2013, Elko CIL was contacted by a consumer by the name of RM. RM was having numerous difficulties in getting much needed repairs done inside of his apartment. RM is disabled physically after suffering a stroke and had limited use of his left arm, his vision was impaired in his left eye, and was in a wheelchair due to the stroke as well.

RM asked that Elko CIL come to his apartment to see the conditions that he was living in and advocate on his behalf to get the repairs done. Elko CIL went over to his apartment and saw as well as took pictures of what RM was asking the apartment manager to be repaired. Many of the repairs that RM requested to be repaired were a safety issue after Elko CIL did a walk through of his apartment. For example, the bolts that hold a toilet securely in place were loose on one side and completely broken off on the other side. At any point, RM could have been severely injured due to this issue. The flooring needed repair work as the linoleum was torn up badly to the point of in some areas seeing the wood floor boards were showing through. There was water damage under the bathroom sink area that was beginning to show signs of black mold growth. RM showed Elko NNCIL paperwork showing numerous times and dates that he contacted the apartment manager, in writing, what the repair work he requested to be done in his unit.

Elko CIL called a meeting with the apartment manager as well as a Weststates administration manager to be present, along with RM and Elko CIL advocate. Initially, the apartment manager stated she did not ever receive any notification of repair work needing to be done in RM's unit. The Weststates administration manager further stated that all repair work had to be formally requested in writing. Weststates will respond to the request within 5-7 days depending on necessity. Elko CIL then gave both manager and administrator copies of 3 different requests RM submitted to them in writing. Weststates was surprised by the paperwork but still denied that, if in fact, RM's apartment was in need of these repairs.

Elko CIL and RM invited both ladies over to his apartment so they could see for themselves if his unit warranted the repairs. The ladies came to RM's unit, along with the complex maintenance man, to do a walk through. After the walk through of his apartment, repair work was to begin the next morning. RM was also able to get some touch up painting done in hallway and bathroom areas due to Rich's wheelchair rubbing along these areas.

After completing all the repairs, RM called and thanked Elko CIL for all the time and advocating on his behalf.

Section B - Additional Information

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

Subpart VIII - Signatures

Signatures

As the authorized signatories, we will sign, date and retain in our files a copy of this 704 Report and the separate Certification of Lobbying form ED-80-0013 (available in MS Word and PDF formats) for this center for independent living.

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

Center Director

Name and Title	Lisa Bonie, Executive Director
	Signed
Date Signed (mm/dd/yyyy)	12/23/2013

Center Board Chairperson

Name and Title	Kat Wilson
	Signed
Date Signed (mm/dd/yyyy)	12/23/2013