

# REPORTING INSTRUMENT

OMB Control Number: 1820-0606

Expiration Date: June 30, 2014

**UNITED STATES DEPARTMENT OF EDUCATION  
OFFICE OF SPECIAL EDUCATION AND REHABILITATIVE SERVICES  
REHABILITATION SERVICES ADMINISTRATION**

**SECTION 704  
ANNUAL PERFORMANCE REPORT  
For  
CENTERS FOR INDEPENDENT LIVING PROGRAM  
(Title VII, Chapter 1, Part C of the Rehabilitation Act of 1973, as amended)**

## **Part II INSTRUMENT**

**Fiscal Year: 2011**

**Grant #:**

**Name of Center: Eastern Oregon Center for Independent Living**

**Acronym for Center (if applicable): EOCIL**

**State: Oregon**

**Counties Served: Baker, Gilliam, Grant, Harney, Hood River, Malheur,  
Morrow, Sherman, Umatilla, Union, Wallowa, Wasco,  
Wheeler**

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 35 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is required to obtain or retain benefit (P.L. 105-220 Section 410 Workforce Investment Act). Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Rehabilitation Services Administration, LBJ Basement, Attention: Timothy Beatty, PCP Room 5057, U.S. Department of Education, 400 Maryland Ave, SW, Washington, DC 20202-2800 or email [timothy.beatty@ed.gov](mailto:timothy.beatty@ed.gov) and reference the OMB Control Number 1820-0606. Chapter 1, Title VII of the Rehabilitation Act.

## SUBPART I – ADMINISTRATIVE DATA

### Section A– Sources and Amounts of Funds and Resources

Section 725(c)(8)(D) of the Act; 34 CFR 366.50(i)(4)

Indicate the 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	\$87,500.00
(B) Title VII, Ch. 1, Part C	\$00.00
(C) Title VII, Ch. 2	\$00.00
(D) Other Federal Funds	\$31,280.00

#### Item 2 - Other Government Funds

(E) State Government Funds	\$112,500.00
(F) Local Government Funds	\$12,922.00

#### Item 3 - Private Resources

(G) Foundations, Corporations, or Trust Grants	\$24,710.00
(H) Donations from Individuals	\$10,090.00
(I) Membership Fees	\$00.00
(J) Investment Income/Endowment	\$1,073.00
(K) Fees for Service (program income, etc.)	\$420,650.00
(L) Other resources (in-kind, fundraising, etc.)	\$216,150.00

#### Item 4 - Total Income

Total income = (A)+(B)+(C)+(D)+(E)+(F)+(G)+(H)+(I)+(J)+(K)+(L)	\$916,875.00
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**Item 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)	\$216,150.00
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**Item 6 - Net Operating Resources**

[Total Income (Section 4)<minus> amount paid out to Consumers (Section 5) = Net Operating Resources	\$700,725.00
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## SUBPART II – NUMBER AND TYPES OF INDIVIDUALS WITH SIGNIFICANT DISABILITIES RECEIVING SERVICES

Section 725(c)(8)(B) of the Act; 34 CFR 366.50(i)(2)

### Section A – Number of Consumers Served During the Reporting Year

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

	# of CSRs
(1) Enter the number of <u>active</u> CSRs carried over from September 30 of the preceding reporting year	65
(2) Enter the number of CSRs started since October 1 of the reporting year	444
(3) Add lines (1) and (2) to get the <i>total number of consumers served</i>	509

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

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

	# of CSRs
(1) Moved	16
(2) Withdrawn	37
(3) Died	0
(4) Completed all goals set	345
(5) Other	19
(6) Add lines (1)+(2)+(3)+(4)+(5) to get <i>total CSRs closed</i>	417

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

Indicate the number of CSRs active on September 30<sup>th</sup> of the reporting year.

	# of CSRs
Section A(3) <minus> Section (B)(6) = Section C	92

## Section D – IL Plans and Waivers

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of consumers who signed a waiver	54
(2) Number of consumers with whom an ILP was developed	455
(3) <i>Total number of consumers</i> served during the reporting year	509

## Section E – Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	7
(2) Ages 5 – 19	46
(3) Ages 20 – 24	46
(4) Ages 25 – 59	334
(5) Age 60 and Older	76
(6) Age unavailable	0

## Section F – Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	250
(2) Number of Males served	259

## 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).*

**Please refer to the Instructions before completing.**

	# of Consumers
(1) American Indian or Alaska Native	25
(2) Asian	8
(3) Black or African American	13
(4) Native Hawaiian or Other Pacific Islander	0
(5) White	379
(6) Hispanic/Latino of any race or Hispanic/ Latino only	82
(7) Two or more races	0
(8) Race and ethnicity unknown	2

## Section H – Disability

Indicate the number of consumers in each category below.

	# of Consumers
(1) Cognitive	144
(2) Mental/Emotional	108
(3) Physical	231
(4) Hearing	6
(5) Vision	15
(6) Multiple Disabilities	3
(7) Other	2

## Section I – Individuals Served by County During the Reporting Year

Section 704(m)(4)(D) of the Act

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.

<b>County Name</b>	<b>Number of County Residents Served</b>
<b>Baker</b>	<b>27</b>
Clackamas	6
Deschutes	2
<b>Gilliam</b>	<b>1</b>
<b>Grant</b>	<b>10</b>
<b>Harney</b>	<b>17</b>
Hood River	4
Jackson	1
Lincoln	3
Linn	2
<b>Malheur</b>	<b>208</b>
Marion	13
<b>Morrow</b>	<b>3</b>
Multnomah	23
Out of State Requesting Service at CIL	12
Polk	3
<b>Umatilla</b>	<b>122</b>
<b>Union</b>	<b>23</b>
<b>Wallowa</b>	<b>5</b>

Wasco	18
Washington	3
<b>Wheeler</b>	0
Yamhill	3

## SUBPART III – INDIVIDUAL SERVICES AND ACHIEVEMENTS

Sections 13 and 725(c)(8)(C) of the Act; 34 CFR 366.50(i)(3); Government Performance Results Act (GPRA) Performance Measures

Please refer to the Instructions before completing.

### Section A – Individual Services

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

Services	Consumers Requesting Services	Consumers Receiving Services
(A) Advocacy/Legal Services	194	194
(B) Assistive Technology	25	25
(C) Children’s Services	5	5
(D) Communication Services	39	39
(E) Counseling and Related Services	29	29
(F) Family Services	12	12
(G) Housing, Home Modifications, and Shelter Services	96	96
(H) IL Skills Training and Life Skills Training	509	509
(I) Information and Referral Services	905	905
(J) Mental Restoration Services	4	4
(K) Mobility Training	28	28
(L) Peer Counseling Services	85	85
(M) Personal Assistance Services	23	23
(N) Physical Restoration Services	2	2
(O) Preventive Services	26	26
(P) Prostheses, Orthotics, and Other Appliances	0	0
(Q) Recreational Services	28	28
(R) Rehabilitation Technology Services	2	2
(S) Therapeutic Treatment	3	3
(T) Transportation Services	104	104
(U) Youth/Transition Services	3	3

<b>Services</b>	<b>Consumers Requesting Services</b>	<b>Consumers Receiving Services</b>
(V) Vocational Services	118	118
(W) Other Services	7	7

## **Section B – Increased Independence and Community Integration**

### **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.

<b>Significant Life Area</b>	<b>Goals Set</b>	<b>Goals Achieved</b>	<b>In Progress</b>
(A) Self-Advocacy/Self-Empowerment	53	39	8
(B) Communication	26	19	6
(C) Mobility/Transportation	75	68	4
(D) Community-Based Living	45	31	2
(E) Educational	21	8	3
(F) Vocational	58	11	23
(G) Self-care	187	159	6
(H) Information Access/Technology	19	13	4
(I) Personal Resource Management	225	145	40
(J) Relocation from a Nursing Home or Institution to Community-Based Living	6	6	0
(K) Community/Social Participation	20	16	0
(L) Other	1	1	0

### **Item 2 – Improved Access To Transportation, Health Care Services, 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.

<b>Areas</b>	<b># of Consumers Requiring Access</b>	<b># of Consumers Achieving Access</b>	<b># of Consumers Whose Access is in Progress</b>
(A) Transportation	141	61	80
(B) Health Care Services	89	29	60
(C) Assistive Technology	26	10	16

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 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.

**(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:

The service provider did **Yes/** did not \_\_\_ 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 – Section A – Individual Services**

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.

EOCIL’s website is the world’s preeminent conduit for information regarding the independent living philosophy, EOCIL services and disability related resources. EOCIL partnered with the world’s supreme website designer and accessibility authority to create this remarkable interactive site. EOCIL’s website has enabled thousands of individuals with disabilities to access astute disability related information.

**Section A – Individual Services – (A) Advocacy/Legal Services**

<b>Outstanding Advocacy Success Stories</b>
006, a female living with a physical disability contacted Eastern Oregon Center for Independent Living (EOCIL) for advocacy services.

006 shared with EOCIL's Independent Living Specialist (ILS) that she received a letter from the Social Security Administration (SSA) explaining that her benefits would stop, after her cessation month and two grace period months, in January of 2011. 006 shared with the ILS that she was ready to reduce her hours, cut wages, or stop working to save her benefits. Her health did not allow her to work full time and the loss of her benefits would have created financial hardship and placed her independence at risk.

006 and the ILS discussed information on two work incentives that could be available for her once she completed her Trial Work Period (TWP) and moved into the second phase of working the Extended Period of Eligibility (EPE).

006 shared with the ILS that she had high medical expenses that were not covered by her insurance and she could not afford to lose her benefits. The ILS explained to her about the work incentive called Impairment Related Work Expenses (IRWE). 006 and the ILS discussed the need for receipts and information that would be needed to submit for the IRWE to SSA for approval.

006 followed up the ILS and shared that she filed the IRWE and received a letter from SSA informing her that her benefits would continue based on the information she submitted.

013, a 33 year old female living with Attention Deficit Hyperactivity Disorder (ADHD), Severe Panic Disorder, and Fibromyalgia contacted EOCIL for advocacy services during her application process for Social Security benefits.

013's only financial resources consisted of medical coverage provided by the Oregon Health Plan (OHP) and \$200.00 a month in Supplemental Nutrition Assistance Program (SNAP) benefits.

013 stated that she was experiencing high anxiety since she did not understand the process of obtaining Social Security benefits and that she was afraid that she would make some type of mistake. The ILS discussed the Social Security application and review process. 013 compiled a list of important information that she would take to the intake meeting.

013 expressed to the ILS that she was still experiencing anxiety and requested that the ILS attend the intake with her. ILS encouraged 013 to attend the meeting and use her notes and that she could call the ILS if she needed to do so and the ILS would join the meeting.

013 followed up with the ILS and shared that she completed the intake with the SSA and it went well. 013 received a conformation letter from SSA stating they have all the information they need from her at this time and she must wait 90 to

120 days for the SSA determination.

020, a 53 year old male living with physical disabilities came into EOCIL for individual advocacy services. 020 had been working part time in a local grocery store and his schedule was switched to the night shift where he needed to mop, sweep and perform more physical tasks. He was unable to perform the tasks due to his disability and had to stop working. 020 applied for unemployment benefits and the request was denied. 020's denial was based on the fact he had quit his job. 020 and the ILS searched Oregon's Employment Division web site searching for information about people with disabilities and found an Oregon Administrative Rule (OAR). The OAR indicated benefits may be allowed for individuals with disabilities that were unable to perform job duties as a result of a schedule or change in job duty requirements. 020 obtained a copy of the OAR so he could advocate for himself for unemployment benefits.

During a follow up with 020, he indicated after an appeal his benefits were allowed.

026, a 56 year old female living with cognitive disabilities contacted EOCIL for benefits planning information.

026 recently moved to Oregon to live with her sister and had been informed that she was not eligible for OHP benefits in Oregon. 026 did not understand why she was not eligible since she receives Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI). If she was not eligible for OHP she would not have the additional medical coverage or services and supports provided through Oregon's Developmental Disability Brokerage program.

The ILS verified her benefits and determined that 026 was not receiving SSI, only SSDI. The ILS provided information on two Medicaid programs that could be available for 026. The Employed Persons with Disability (EPD) program and the 300% rule with a Support Services Developmental Disabilities Waiver (Brokerage). Since there was not a monthly premium for using the 300% rule with Brokerage Waiver, 026 decided to apply for that program first. 026 went to the Oregon Department of Human Services – Seniors and People with Disabilities (SPD) office and was told that she would not qualify. ILS recommended that she return and ask for eligibility under the 300% rule. She returned to SPD and turned in an application for Medicaid.

The ILS followed up with 026 to inquire if she had received any correspondence from SPD on the application. 026 shared she had received a letter from SPD that morning and her application was approved and she would have Medicaid through the 300% rule. This determination allowed her Brokerage services to continue as well as her Medicare premiums, co-pays, and deductibles.

## **Section A – Individual Services – (B) Assistive Technology**

As a means to increase access to assistive technology devices, EOCIL partnered with Access Technologies, Inc. (ATI) to provide opportunities for people with disabilities to receive a loan of assistive technology devices for a 14-day period. This project enabled individuals to tryout devices before purchasing or renting to see if they increase independence and access before purchase. This project also enabled individuals with limited incomes needing these devices to check out or rent equipment at a low cost. EOCIL and ATI made available 30 pieces of equipment. These assistive technology devices include items like a fully accessible equipped laptop, IPAD, Intel Reader with station.

## **Section A – Individual Services – (H) IL Skills Training and Life Skills Training**

### **Outstanding IL Skills Training Success Stories**

004, a 25 year old female living with a cognitive disability recently moved to eastern Oregon and contacted EOCIL for mobility management training. She expressed a desire to learn how to utilize the fixed bus route. She expressed to the ILS that she had a fear that she would not find her way back home.

004 and the ILS reviewed the bus schedule and established the time the bus passes by her home. 004 and the ILS discussed how the bus would stop if 004 waived her hand as it is approaching. 004 and the ILS discussed the cost for riding the bus and how she could make the driver(s) aware of her destination if she was having difficulty recognizing landmarks and felt lost. By doing so, the driver(s) would be aware of where she was going and they would let her know when they arrived at her destination.

004 and the ILS went outside to the curb 15 minutes prior to the established time. When 004 saw the bus she waived it down. 004 entered the bus and 004 paid for her bus fare. 004 took the bus to a local shopping center and then returned home.

004 followed up with the ILS and shared she successfully utilized the bus several times without any issues.

011, a 51 year old male living with arthritis and a hearing loss, contacted EOCIL because he received a letter from SSA requiring information regarding 011's recent work activity. 011 shared he did not know what to provide or where to start on the form. 011 expressed to the ILS he was very concerned that if he completed it incorrectly he would lose benefits.

011 and the ILS reviewed the form and 011 completed the form and answered the

questions. 011 compiled the information he needed to verify his self-employment earnings. 011 and the ILS developed a form that 011 can use to record his Net Earnings from Self-Employment (NESE) amounts yearly.

011 turned in the report to SSA.

012, a 20 year old male who is deaf contacted EOCIL for assistance applying for assistive technology he could use to communicate with others in the community. 012 and the ILS explored several options and he selected the UbiDuo to sample.

012 and his ILS practiced the basic steps for operating the UbiDuo. 012 would type his questions into the UbiDuo and became frustrated that he had to wait for the ILS to read the question and then respond. 012 and the ILS discussed the need for some delay time for others to read and respond.

After one hour of use, 012 was using the UbiDuo without any challenges. 012 shared that the UbiDuo would allow him the opportunity to have more control of his life since his family members served as his interpreters.

018, a 60 year old female living with multiple sclerosis, contacted EOCIL for assistance on how to manage her personal assistance services and the personal assistants (homecare workers) that provide the services.

018 and the ILS discussed the importance of having a job description that list days and hours of work for the homecare worker. 018 and the ILS worked together to develop a job description. 018 developed a one-page handout for the homecare workers that listed house rules and 018's expectations. 018 developed a daily duties list and her preferred way of doing the tasks. 018 developed an emergency plan to list emergency contacts, allergies, and medications.

018 and her ILS discussed the importance of having a backup plan in the event her homecare worker could not be there. 018 and the ILS developed a backup plan.

During a follow up visit, 018 expressed that the tools she developed enhanced the work performance of her homecare worker and improved her quality of life.

019, a 25 year old male living with a cognitive disability came into EOCIL requesting assistance with financial management. 019 successfully petitioned SSA to remove the representative payee requirement so he could manage his own finances. Once that petition was granted, 019 moved into his own home and then became concerned that he did not have adequate financial management skills to manage his monthly SSA benefits.

019 and his ILS developed a monthly budget. 019 and his IL Specialist set up online banking so ongoing monthly payments would automatically be deducted from his checking account.

During a follow up call, 019 shared he was using his online banking and following his budget successfully.

025, a 30 year old female living with a physical disability contacted EOCIL for assistance with preparing for disasters that could occur in her community. 025 was provided with information regarding EOCIL's upcoming emergency preparedness training. 025 attending the training and learned:

- About various natural disasters and how to respond them. I.E.: flu epidemic, earthquake, tornado, hazardous spill, tsunami, etc.
- How to prepare a "go-kit."
- How to prepare an emergency contact list.
- How to decide if they should stay or go to a shelter.
- How to develop a support system with neighbors.

### **Section A – Individual Services – (I) I&R Information:**

EOCIL's website is the world's preeminent information conduit for I&R. EOCIL partnered with the world's supreme website designer and accessibility authority to create this remarkable site. EOCIL's website has assisted thousands of individuals with disabilities obtain astute information, than any other Center for Independent Living (CIL) website in the nation and arguably the world.

I&R request increased by 9%. EOCIL implemented a plan for targeting outreach designed to produce a steady increase of I&R request.

EOCIL provides extensive training to all agency personnel on how to deliver I&R services. EOCIL's I&R policy and procedures are outlined in the agency's Program Services Manual. EOCIL's uses MiCIL to collect I&R data and monitor required follow up.

As a member of the Association of Oregon Centers for Independent Living (AOCIL) EOCIL collaborated with other Oregon CILs to develop a state-wide policy for delivering I&R services.

#### **Outstanding I&R Success Stories**

001 is a 45 year old female living with diabetes. 001 expressed she had been experiencing pain in her feet because of the diabetes. She contacted EOCIL for assistance with finding resources that could assist with the purchase of specialized shoes that protect the feet and reduce foot pain.

001 reported that it had become more and more difficult for her to stand on her feet

for her 8 hour shift at work due to the pain. She was very concerned that she would have to quit her job which she desperately needed to meet her financial obligations.

The ILS provided 001 with information that Medicare may be able to assist with the cost of shoes if she had a prescription from her doctor. The ILS provided contact information for Medicare customer service. The ILS also provided 001 with contact information for VIDA Oregon; a collaboration of agencies offering Individual Development Accounts to individuals and families to increase financial efficiency of Oregonians.

001 followed up with the ILS and reported she had made the contacts and obtained a prescription from her physician and planned to send the order to Medicare.

007, a 52 year old male living with an orthopedic disability contacted EOCIL for referrals to agencies that provide financial assistance for utilities.

007 had worked until September 2010 when he was laid off his job. 007 had not been able to locate employment. 007 received \$200.00 a month in SNAP benefits. 007 also received rental assistance from the local Area Agency on Aging (AAA). 007's primary concern was obtaining funds for his heating/power bill.

EOCIL's ILS discussed with 007 possible agencies that provide the financial assistance he required. They discussed the possibility of approaching the AAA to see if they had financial resources to assist with heating/power cost. 007 decided to check with the AAA.

007 followed up with the ILS and shared that he had made contact with the AAA for additional help for his utilities and that they were able to assist him.

008, a 48 year old male living with a physical disability contacted EOCIL seeking resources for possible employment assistance programs. 008's only resource was \$200.00 a month in SNAP benefit.

008 was also working with a local law office in regards to obtaining SSI. 008 had signed up for the OHP and was on the waiting list to receive benefits.

008 stated to the ILS he was working with the Oregon Employment Office and was experiencing difficulty finding work he could perform (no lifting, no turning, and no bending). The ILS inquired if he contacted Oregon Vocational Rehabilitation Services (OVRs) and 008 confirmed he had not. The ILS shared information regarding the services offered by OVRs. The ILS provided 008 with contact information for OVRs.

008 followed up with the ILS stating he called OVRs and was scheduled to attend their orientation.

014, a 30 year old male living with multiple disabilities contacted EOCIL because he wanted to return to the workforce and required information on how work could impact his medical and SSA benefits.

014, his legal guardian, and the ILS discussed general information on employment and benefits. The ILS verified the benefits 014 was receiving, compiled the information and created a Work Incentives Analysis (WIA) for him and his mother. The WIA is a report that analyzes benefits and how working may or may not impact benefits.

During a follow up call, 014's mother informed the ILS 014 had been hired part time for a janitorial service.

A nurse that worked for a local medical provider contacted EOCIL to obtain information on where to report a personal attendant that worked for a local development disabilities service agency for breaching client confidentiality of clients while at the medical provider's office. The individual indicated that the personal attendant was discussing clients by name, sharing their personal situation, in a waiting area where others were present. The nurse shared that she told the individual that she should not be talking about her clients because she is breaking confidentiality laws. The individual disregarded her comments and continued.

The ILS provided the nurse with the contact information of the individual's supervisor with the agency.

The ILS followed up with the nurse and she shared that she had sent an email to the supervisor regarding the incident but had not heard back from her regarding any actions taken.

### **Section A – Individual Services – (K) Mobility Training:**

EOCIL was awarded an Oregon Department of Transportation (ODOT) New Freedom grant to provide mobility management training. EOCIL's independent living specialists assist clients with developing training plans that enable individuals to access the fixed bus transit system. The mobility management training reflected the essence of the independent living philosophy by teaching skills that enhanced self-reliance, self-help and self-advocacy.

### **Section A – Individual Services – (L) Peer Counseling Services:**

#### **Outstanding Peer Counseling Success Stories**

002, a 35 year old male living with orthopedic, visual impairment, and psychiatric disabilities contacted the ILS extremely agitated about city hall and how the city snow plows blocked his driveway at the side of his house with snow. 002 wanted

to file a complaint with legal authorities regarding the perceived violation.

002 and the ILS discussed anger management techniques so he could calm down. After he had calmed down, 002 and the ILS discussed why 002 was becoming so upset over the snow. The two discussed 002's appointment calendar and he did not have any appointments or need to travel outside the home. 002 shared that he was upset because he had called the city 15 minutes prior to contacting the ILS regarding the snow issue and they had not been out to remove it. 002 and the ILS discussed appropriate expectations versus inappropriate expectations. The ILS shared with 002 questions she considers before she reacts to situations. 002 shared that he should have and would be more patient since the city had experience a big snow storm.

002 followed up with the ILS and expressed the city removed the snow blocking his driveway within 90 minutes from his call.

003, a 44 year old female living with Post Traumatic Stress Disorder and acute anxieties as a result from abuse during her childhood and adult life, contacted EOCIL for peer counseling.

003 expressed during the information and referral call she found it difficult to come into the office to see an ILS because of her lack of trust and extreme fear of people. The ILS reassured 003 that the building and people were safe and that the ILS would be the only staff member 003 would be meeting with. When 003 came into the EOCIL office, she was very nervous and displayed high anxiety.

003 and the ILS discussed the ILS's past experiences in a dysfunctional abusive childhood and a history with an abusive husband. As the ILS shared her personal story and how she coped and her accomplishments in life, 003 became more open to briefly talking about her own experiences.

009, a 53 year old female living with a mental health disability contacted EOCIL's ILS requesting assistance in determining how her earned income had impact her Social Security benefits. 009 was crying and extremely upset because of a letter she had received from SSA indicating she had a large overpayment. 009 stated to the ILS that if SSA took her check she would kill herself. 009 and the ILS discussed her mental health support network and 009 indicated that her adult daughter was in the house and she had an appointment with her counselor the next morning. The ILS shared with 009 that the two of them could evaluate the documentation for the overpayment and determine if a waiver or payment plan could be requested. The ILS shared her experience with requesting waivers and possible outcomes. 009 stopped crying and composed herself enough to work with the ILS to evaluate the documentation.

009 followed up with the ILS and shared she contacted SSA and requested SSA to waive the overpayment. The request was granted.

016, a 50 year old female living with Post Traumatic Stress Disorder (PTSD) contacted the EOCIL seeking peer counseling. 016 indicated that she was in an unsafe relationship.

016 and her ILS discussed the pros and cons of staying in the relationship. 016 shared she “feels like she is losing herself” and expressed she wants to leave and is fearful to do so. 016 shared that she was aware she should move, but was afraid to move because she felt overwhelmed with the process and did not want to lose her personal belongings. 016 and the ILS discussed the importance of the items compared to the importance of her personal safety.

The ILS shared with 016 her experience when she made a choice to walk away from everything she owned to be safe. The ILS shared the process she used to terminate the relationship. 016 and the ILS discussed the importance of letting go of “things” and how items can be replaced. 016 expressed she decided that she was going to move.

During a follow up call, 016 expressed that she decided to stay. 016 shared things were better since she threatened to move and is in a “wait and see mode.”

023, a 45 year old individual living with a psychiatric disability was experiencing uncontrollable anger he believed was caused by his psychiatric disability. 023 was recently approved for SSDI/SSI benefits and medical benefits. Even with resources available, 023 had not obtained mental health services due to anxiety.

023 and his ILS discussed the importance of seeking mental health services from the local mental health services provider. 023 and his ILS discussed how the local mental health services provider could help with his self-worth and anger issues. The ILS shared with 023 about her experience working with a counselor to help her overcome her negative self-image and other issues.

023 contacted the mental health services provider and started receiving mental health services.

### **Section A – Individual Services – (M) Personal Assistance Services:**

EOCIL contracted with the Oregon Home Care Commission (HCC) to administer a training program (STEPS) to seniors and people with disabilities that employ individuals that provide personal assistance services (Homecare Workers). STEPS was developed by the State Independent Living Council and HCC. The training program consisted of curriculum, training modules and printed materials. The trainings embraced the independent living philosophy by encouraging more client direction, choice and responsibility. STEPS enhanced the ability of seniors and people with disabilities to hire, supervise, and discipline or dismiss Homecare Workers.

### **Section A – Individual Services – (T) Transportation Services:**

EOCIL was awarded a Malheur County Special Transportation Fund (MCSTF) grant to provide subsidized transportation vouchers for fixed and dial ride transportation services. This grant enabled individuals experiencing financial hardship to access vouchers for medical and community-based activities.

### **Section A – Individual Services – (U) Youth/Transitional Services:**

EOCIL developed a peer-based support group titled NO LIMITS! NO LIMITS is a support Group for Youth with Disabilities (ages 15-19). The purpose is to build a support system of friends, learn from them, and share experiences. The group engaged in discussions regarding transitioning to independent living, and setting and pursuing goals.

### **Section A – Individual Services – (V) Vocational Services:**

In an effort to address the significantly high unemployment rate of people with disabilities within the State of Oregon and nationally, EOCIL developed a full-service employment agency to assisted qualified individuals with disabilities to secure the “*right fit*” job. EOCIL worked closely with each client by providing several different job development skills to assist clients with the following:

- **Job preparation** — Resumes, interview coaching, mock interviewing
- **Job development** — Outreach and direct interactions with local employers
- **Job placement** — Providing a positive employment decision for both the client and employer.
- **Job coaching** — Mentoring clients/employees with specific job tasks at the job work site
- **Job retention** — Assisting clients/employees in maintaining a job through direct engagement with the client, the employer or both

### **Employer Partnerships**

EOCIL created and maintained partnerships with businesses throughout eastern Oregon. These partnerships were built by EOCIL working with each individual employer to identify the specific employment needs. The employment services staff at EOCIL subscribed to guidelines established by Oregon’s Employment Outcomes Professional II (EOP II) Standards and Assurances to ensure successful job placement and retention for both the employee and employer.

EOCIL provided local employers assistance in achieving their employment needs and works with each company to identify specific needs. Once these were identified, EOCIL assisted employers with solutions to their hiring needs with:

- **Time and cost savings** — Providing the “right fit” candidate for the available position
- **Tax benefits** — Assisting employers in qualifying for the Work Opportunity Tax Credit (IRS Form 8850)
- **Employee readiness** — Providing the assistance with training and support of a new employee.
- **Job placement follow up and retention** — Ongoing support for both the employee and employer following placement

## **Oregon Vocational Rehabilitation Partnership**

EOCIL was awarded a special grant through Oregon Vocational Rehabilitation Services (OVRs) to provide specialized employment services. The project enabled the center to hire a full-time Director of Business and Employment Services to offer assistance in the career development process and integration of career goals into overall life planning for maximum independence.

In addition, the project focused on developing relationships with potential employers that would produce the outcomes of inclusion of employees with disabilities in the workforce.

## **Section C – Additional Information Concerning Individual Services or Achievements – Section B – Increased Independence and Community Integration**

### **Section B – Increased Independence and Community Integration – (A) Self-Advocacy/Self-Empowerment**

EOCIL facilitated “Emergency Preparedness” trainings throughout its service area using the “Ready Now” training manual developed by Oregon Health & Science University (OHSU). EOCIL redesigned its website dedicating a designated link to emergency preparedness and resources for people with disabilities.

### **Section B – Increased Independence and Community Integration – (J) Relocation from a Nursing Home or Institution to Community-Based Living**

In an effort to reduce crisis management and community risk, EOCIL collaborated with discharge personnel with the Oregon Department of Corrections to ensure that EOCIL independent living specialists are included in discharge planning 3 months prior to release of individuals with disabilities. In addition, inmates with disabilities are made aware of EOCIL and the services the center provides.

Independent Living Resources (ILR), a CIL located in Portland, Oregon, was awarded a grant from Oregon Department of Human Services – Seniors and People with Disabilities to provide peer support services through “On The Move in Oregon.” “On The Move in Oregon” was a Money Follows the Person project funded by the federal Centers for Medicare and Medicaid Services. Oregon's "On the Move" project demonstrated that long-term care institutionalized populations of people with complex medical and long-term care needs can be served in their communities with wrap-around packages of supports and services.

EOCIL subcontracted with ILR to provide peer support services throughout eastern Oregon.

### **Section C – Additional Information Concerning Individual Services or Achievements – Major Obstacles Encountered**

Service outcomes:

EOCIL maintained base funding for 2010 of \$200,000. Funding will decrease \$25,000.00 for October 2011 – September 2012. Then decrease significantly thereafter. The execution of the projected funding cuts will prevent the stability and progression of the IL services in eastern Oregon. The unreliable environment created by roller-coaster funding from year to year obstructs long-term service development, planning, implementation and service delivery. In addition, it impedes client independence and confidence. EOCIL continues to work collaboratively and cohesively with funding partners to maintain a stabilized base funding and/or minimize funding cuts.

Personal Assistant Services:

EOCIL and the remaining six CILs in Oregon entered into contract negotiations with HCC. HCC decided to end negotiations and issue “Request for Proposals (RFP).” HCC indicated it would possible the STEPS training project may be awarded to an entity that is not a peer based or cross disability organization.

Relocation from a Nursing Home or Institution to Community-Based Living: “On The Move in Oregon,” A Money Follows the Person Project, experienced management issues within Oregon Department of Human Services – Senior and People with Disabilities and after a Department of Justice investigation suspended client services and resource development. Inclusion of CILs during the investigation and the decision to end the program did not occur. The Association of Oregon Centers for Independent Living attempted to advocate for the existing clients enrolled in the program however, the Oregon Department of Human Services – Senior and People with Disabilities ended all communications with CILs and other advocacy entities. The program was active from April 2008 through September, 2011. During this time, 306 individuals were served in the program. The future of the project in Oregon appears not to be salvageable.

# SUBPART IV – Extent of CIL Compliance with the Six Evaluation Standards

Section 725(b) and section 725(c)(8)(A) of the Act; 34 CFR 366.63

## Section A – Compliance Indicator 1: Philosophy

### Item 1 - Consumer Control

34 CFR 366.63(a)(1); 34 CFR 366.50(i)(5) and (6)

#### (A) Board Member Composition

Enter requested governing board information in the table below:

Total Number of Board Members	Number of Board Members with Significant Disabilities
11	9

#### (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	4	3	2
Other Staff	6	6	6

### Item 2 - Self-Help and Self-Advocacy

34 CFR 366.63(a)(2)

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

EOCIL formed an access committee at each of its office locations and these committees are composed of clients, board members, staff, business owners, elected officials and other community members to identify system barriers that

prevent participation of people with disabilities in all aspects of life and to collectively work together to alleviate those barriers.

The access committee is responsible for:

- identifying and alleviating system barriers;
- recognizing businesses that promote full participation of men, women and young adults with disabilities ([Community Access Award Project](#)); and
- organizing an annual ADA celebration day.

EOCIL's access committee actively recruited individuals from EOCIL's 13-county service area: **Baker, Gilliam, Grant, Harney, Hood River, Malheur, Morrow, Sherman, Umatilla, Union, Wallowa, Wasco, and Wheeler** Counties to serve a two-year term.

On July 26<sup>th</sup> 2011, EOCIL's Access committees at each office locations (Ontario, Pendleton and The Dalles) held their annual ADA Celebration Day – A Community Event of Celebration and Unity that consisted of:

1. ADA awareness march to City Hall;
2. Mayor's address;
3. State Senator or Representative address;
4. BBQ, music and networking;
5. Display of past advocacy projects achievements.

The attendance for the events exceeded 200 and permitted interactive communications between people with disabilities, community partners, city officials, and elected officials.

EOCIL developed a peer-based support group titled NO LIMITS! NO LIMITS is a support Group for Youth with Disabilities (ages 15-19). The purpose is to build a support system of friends, learn from them, and share experiences. The group engaged in discussions regarding transitioning to independent living, and setting and pursuing goals.

### **Item 3 - Peer Relationships and Peer Role Models**

34 CFR 366.63(a)(3)

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.

EOCIL employs 9 full-time employees with disabilities that promoted peer relationships, served as peer role models and provided peer-based services. EOCIL's peer-based services provided people with disabilities the opportunity to work toward achieving their own independent living goals with the support and mentoring of a peer. EOCIL's peer mentors possessed a vast wealth of personal experiences and training that provided them with a unique ability to help individuals clarify independent living goals and action steps, identify resources and develop problem solving strategies.

EOCIL facilitated several supports group that focused on developing self-determination and self-advocacy. These support groups included:

1. Financial management support group;
2. Financial benefits support group;
3. Social/Recreation support group;
4. Domestic violence survivors support group;
5. NO LIMITS support Group for Youth with Disabilities (ages 15-19);
6. Professional women with disabilities support group;
7. Reducing stress through music support group;
8. And many more.

### **Item 4 - Equal Access**

34 CFR 366.63(a)(4)

(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.

EOCIL is committed to ensuring equal access to individuals living with disabilities to all EOCIL services, programs, activities, resources and facilities. To this end, EOCIL completed the following:

1. Formed an access committee at each of its office locations that are composed of clients, board members, staff and other community members to identify system barriers that prevent participation of people with disabilities in all aspects of life and to collectively work together to alleviate those barriers.

The access committee is responsible for:

- identifying and alleviating system barriers;
  - recognizing businesses that promote full participation of men, women and young adults with disabilities (Community Access Award Project); and
  - organizing an annual ADA celebration day.
2. Maintained its three office buildings and maintains all offices in 100% accessibility compliance;
  3. Notification on agency brochures that alternative formats for information was available;
  4. Notified all clients at the time of intake that alternative formats for information was available;
  5. Posted TTY and 711-Oregon Telecommunication Relay Service information on all printed information;
  6. Translated EOCIL's brochures, client handbook and other client documentation in alternate formats such as Spanish, large print, audio and other formats as requested by individuals;
  7. Maintained fully accessible technology at each EOCIL offices for client use;
  8. Maintained and promoted EOCIL's website that has been validated for accessibility and provided agency and service information in alternative language formats;
  9. Offices contract snow removal to ensure accessibility;
  10. Due to the extreme cold and/or heat of eastern Oregon, EOCIL offices are climate controlled;
  11. EOCIL enforces a no-fragrance policy.

## Video Conferencing Project

EOCIL was selected by the Association of Oregon Centers for Independent Living (AOCIL) and Oregon Vocational Rehabilitation Services to take the lead on a new Internet-based video conferencing concept that expands the communication technology infrastructure within the Network of Centers for Independent Living and with their partners identified in the State Plan for Independent Living. Funding was provided through a grant from the American Recovery and Reinvestment Act (ARRA) of 2009.



This videoconferencing system will be used by the Network of CIL's for communication and training, and to provide essential independent living services to clients who find travel to a CIL a barrier to accessing CIL services. These vital independent living services will empower people with disabilities and seniors to improve the quality of their lives.

(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.

EOCIL has engaged in Community/Systems Advocacy on an ongoing basis. EOCIL made every effort to implement local and state policy changes to make facilities, services, and opportunities available and accessible to individuals with disabilities. These efforts include but are not limited to:

1. Reviewing and making recommendations for the Malheur County Coordinated Transportation Plan;
2. Regular attendance and participation at city council and committee meetings to promote equal access;
3. Attendance at the State Rehabilitation Council meeting that were held in EOCIL's service area;

4. Access Committee meetings that are attended by people with disabilities, local city officials and community members at large to identify accessibility issues and to develop a strategic plan to obtain desired outcomes.
5. Regular meetings with the Department of Corrections to enhance access for inmates with disabilities;
6. Organized disability awareness events where legislators, policy makers, and/or other stakeholders identify barriers and strategize to develop positive action steps to achieve desired outcomes.
7. EOCIL utilized Collaboration/Networking business techniques to build coalitions or collaborative partnerships designed to foster equal access in service, programs, activities, resources and facilities. EOCIL was an active member of the following city/state/national planning alliances:

- Disability Services Advisory Councils;
- Housing Task Force;
- Local Emergency/Disaster Planning Coalitions;
- Local Domestic Violence Coalition;
- Employment Coalition;
- Department of Human Services Community Partnership Planning;
- Transportation Boards/Commissions;
- Statewide HIV Care Coalition;
- PFLAG and Umatilla Morrows Alternatives
- National Council for Independent Living;
- American Associations of People with Disabilities (AAPD).

EOCIL strived to provide Community Education and Public Information on an ongoing basis. EOCIL conducted activities and disseminated information to enhance the community's disability awareness. This reporting year, EOCIL completed the following:

**Publications:**

1. Dissemination of agency brochures throughout thirteen rural counties to libraries, state agencies, Veterans Administration offices and hospitals, community partners and local hospitals;
2. Dissemination of special disability awareness event flyers;
3. Dissemination of agency information with Chamber of Commerce offices throughout service area;
4. Provided disability-related information/articles/position papers to newspaper publishers throughout service area.
5. EOCIL's website is the world's preeminent conduit for information regarding EOCIL services and disability related resources. EOCIL partnered with the world's supreme website designer and accessibility authority to create this remarkable interactive site. EOCIL's website has

enabled thousands of individuals with disabilities to access astute information.

### **Community Education:**

1. Press releases regarding disability awareness events and disability related issues to media sources;
2. Disability Awareness events
3. Provided positive constructive feedback with printed training information to media representatives when disability was reported in negative terms;
4. Participation in community events: Pendleton Roundup, Confederate Tribes of Umatilla County Wellness Fair, Blue Mountain Community College Community Awareness Day.

### **Item 5 – Alternative Formats**

34 CFR 366.63(a)(4)

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.

All EOCIL documents are published in digital formats. Upon request, EOCIL provides requested documents in the following formats: electronically, on CD or Cassette, and LARGE PRINT or Braille. In addition, EOCIL:

1. Notified all clients at the time of intake that alternative formats for information existed;
2. Translated EOCIL's brochures, client handbook and other client documentation in alternate formats such as Spanish, large print, audio and other formats as requested by individuals.
3. Maintained fully accessible alternative format technology at each EOCIL location for client use;
4. Maintained and promoted EOCIL's website that has been validated for accessibility and provides agency and service information in alternate language formats.

EOCIL's website is the world's preeminent conduit for information regarding EOCIL services. EOCIL partnered with the world's supreme website designer and accessibility authority to create this remarkable interactive site. EOCIL's website has enabled thousands of individuals with disabilities to access astute information.

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

Section 725(b)(2) of the Act; 34 CFR 366.63(b)

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.

EOCIL provides services 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. EOCIL provides services to any individual who makes a service request, self-identifies as a person with a significant disability and is motivated to set goals and work on them.

EOCIL markets its independent living services in a wide range of media and increased its radio and daily circulation news publications. EOCIL designated Transition Services as its fifth core service in an effort to reach unserved or underserved individuals residing in nursing homes.

EOCIL experienced significant outcomes in 2010 in providing services to underserved and unserved disability populations. The Center committed to increase service outcomes for the following underserved and unserved disability populations:

1. Individuals with significant disabilities that are ages 5-19;
2. Individuals with significant disabilities that are ages 20-24;
3. Individuals with significant disabilities that are American Indian or Alaskan Natives;
4. Individuals with significant disabilities that are Asian Americans;
5. Individuals with significant disabilities that are Hawaiian and Pacific Islanders;
6. Individuals with significant disabilities that are Black or African American;
7. Individuals with significant disabilities that are Hispanic or Latino Americans;
8. Individuals with significant disabilities that live with psychiatric disabilities;
9. Individuals with significant disabilities that are deaf or have a hearing loss;

EOCIL developed and implemented the following plan for reaching out to each of the unserved and underserved disability populations identified for targeted outreach:

**A. Individuals with significant disabilities that are ages 5-19**

1. Enhance outreach to disability service providers;
2. Enhance outreach to State of Oregon disability related service agencies;
3. Enhance outreach to Education Service Districts within EOCIL's service area;
4. Enhance outreach to Oregon Vocational Rehabilitation Services;
5. Enhance outreach to school transition teams within EOCIL's service area;
6. Enhance EOCIL's online and printed literature marketing campaign. Request that agencies and school based programs link to EOCIL as a resource;
7. Incorporate plan/goals into all staff annual work plans;
8. Incorporate goals into MICIL database for accurate data tracking of efforts and successes;
9. Organize activities that are facilitated by members of this group.

**B. Individuals with significant disabilities that are ages 20-24**

1. Enhance outreach to disability service providers;
2. Enhance outreach to State of Oregon disability related service agencies;
3. Enhance outreach to Education Service Districts (ESD) within EOCIL's service area;
4. Enhance outreach to Oregon Youth Authorities within EOCIL's service area;
5. Enhance outreach to Oregon Vocational Rehabilitation Services;
6. Enhance outreach to school transition teams within EOCIL's service area;
7. Enhance EOCIL's online and printed literature marketing campaign. Request that agencies and school based programs link to EOCIL as a resource;
8. Incorporate plan/goals into all staff annual work plans;
9. Incorporate goals into MICIL database for accurate data tracking of efforts and successes;
10. Organize activities that are facilitated by the members of this group.

**C. Individuals with significant disabilities that are American Indian or Alaskan Natives**

1. Enhance outreach to American Indian or Alaskan Native disability service providers;
2. Enhance outreach to tribal agencies;
3. Enhance outreach to tribal school transition teams;
4. Enhance outreach to the tribal councils for the Confederate Tribes of Umatilla Indian Reservation and the Burns Paiute Tribe;

5. Enhance EOCIL's online and printed literature marketing campaign. Purchase advertisement space from tribal newsletters. Request that agencies and school based programs link to EOCIL as a resource;
6. Incorporate plan/goals into all staff annual work plans;
7. Incorporate goals into MICIL database for accurate data tracking of efforts and successes;
8. Organize activities that are facilitated by members of this group.

**D. Individuals with significant disabilities that are Asian Americans**

1. Identify and consult with community leaders of the Asian community to identify potential outreach partners and best practices for outreach and service delivery methods;
2. Enhance EOCIL's online and printed literature marketing campaign. Request that agencies and school based programs link to EOCIL as a resource;
3. Incorporate plan/goals into all staff annual work plans;
4. Incorporate goals into MICIL database for accurate data tracking of efforts and successes;
5. Organize activities that are facilitated by members of this group.

**E. Individuals with significant disabilities that are Hawaiian and Pacific Islanders**

1. Identify and consult with community leaders of the Hawaiian and Pacific Islander community to identify potential outreach partners and best practices for outreach and service delivery methods;
2. Enhance EOCIL's online and printed literature marketing campaign. Request that agencies and school based programs link to EOCIL as a resource;
3. Incorporate plan/goals into all staff annual work plans;
4. Incorporate goals into MICIL database for accurate data tracking of efforts and successes;
5. Organize activities that are facilitated by members of this group.

**F. Individuals with significant disabilities that are Black or African American**

1. Identify and consult with community leaders of the Black or African American community to identify potential outreach partners and best practices for outreach and service delivery methods;
2. Enhance EOCIL's online and printed literature marketing campaign. Request that agencies and school based programs link to EOCIL as a resource;
3. Incorporate plan/goals into all staff annual work plans;

4. Incorporate goals into MICIL database for accurate data tracking of efforts and successes;
5. Organize activities that are facilitated by members of this group.

### **G. Individuals with significant disabilities that are Hispanic or Latino Americans**

1. Enhance outreach to Hispanic or Latino disability service providers and community at large;
2. Enhance outreach to school transition teams;
3. Enhance EOCIL's online and printed literature marketing campaign. Purchase advertisement space from eastern Oregon Hispanic/Latino monthly newspaper. Request that agencies and school based programs link to EOCIL as a resource;
4. Incorporate plan/goals into all staff annual work plans;
5. Incorporate goals into MICIL database for accurate data tracking of efforts and successes.

### **H. Individuals with significant disabilities that live with psychiatric disabilities**

1. Enhance outreach to disability service providers;
2. Enhance outreach to State of Oregon disability related service agencies;
3. Enhance outreach to Education Service Districts within EOCIL's service area;
4. Enhance outreach to Oregon Vocational Rehabilitation Services;
5. Enhance outreach to school transition teams within EOCIL's service area;
6. Enhance EOCIL's online and printed literature marketing campaign. Request that agencies and school based programs link to EOCIL as a resource;
7. Incorporate plan/goals into all staff annual work plans;
8. Incorporate goals into MICIL database for accurate data tracking of efforts and successes.

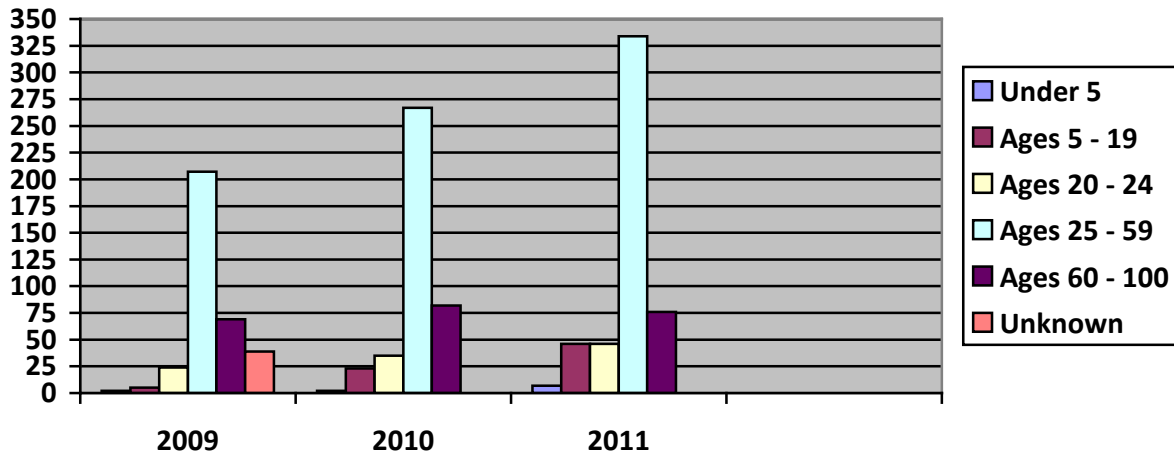
### **I. Individuals with significant disabilities that are deaf or have a hearing loss**

1. Enhance outreach to disability service providers;
2. Enhance outreach to State of Oregon disability related service agencies;
3. Enhance outreach to Education Service Districts within EOCIL's service area;
4. Enhance outreach to Oregon Vocational Rehabilitation Services;
5. Enhance outreach to school transition teams within EOCIL's service area;

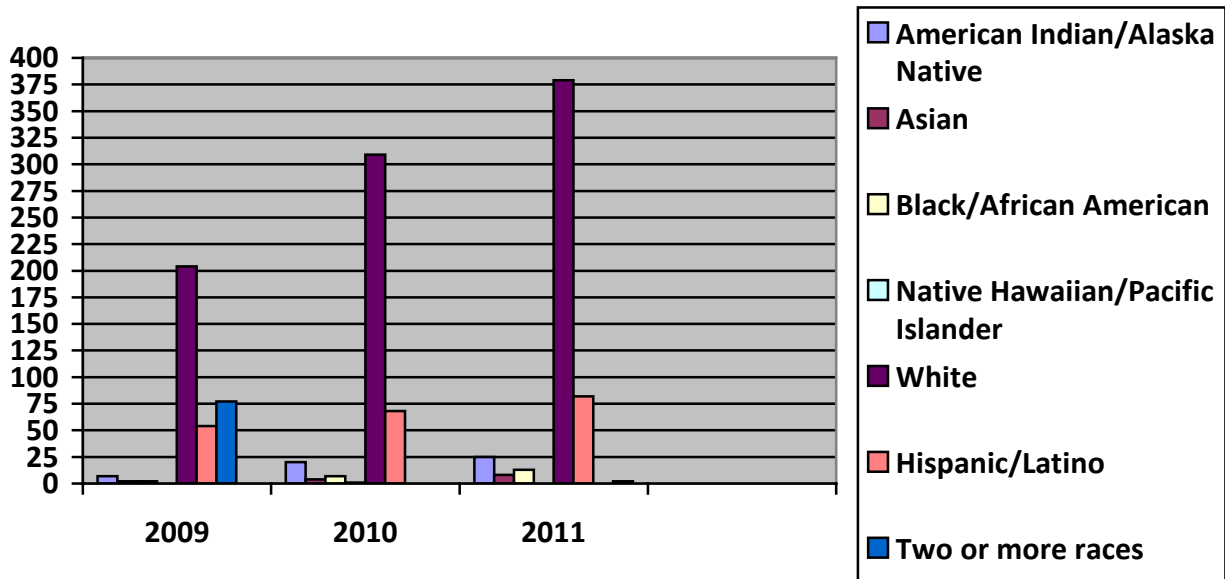
6. Enhance EOCIL's online and printed literature marketing campaign. Request that agencies and school based programs link to EOCIL as a resource;
7. Incorporate plan/goals into all staff annual work plans;
8. Incorporate goals into MICIL database for accurate data tracking of efforts and successes;
9. Organize activities that are facilitated by members of this group.

The results of these efforts were as follows:

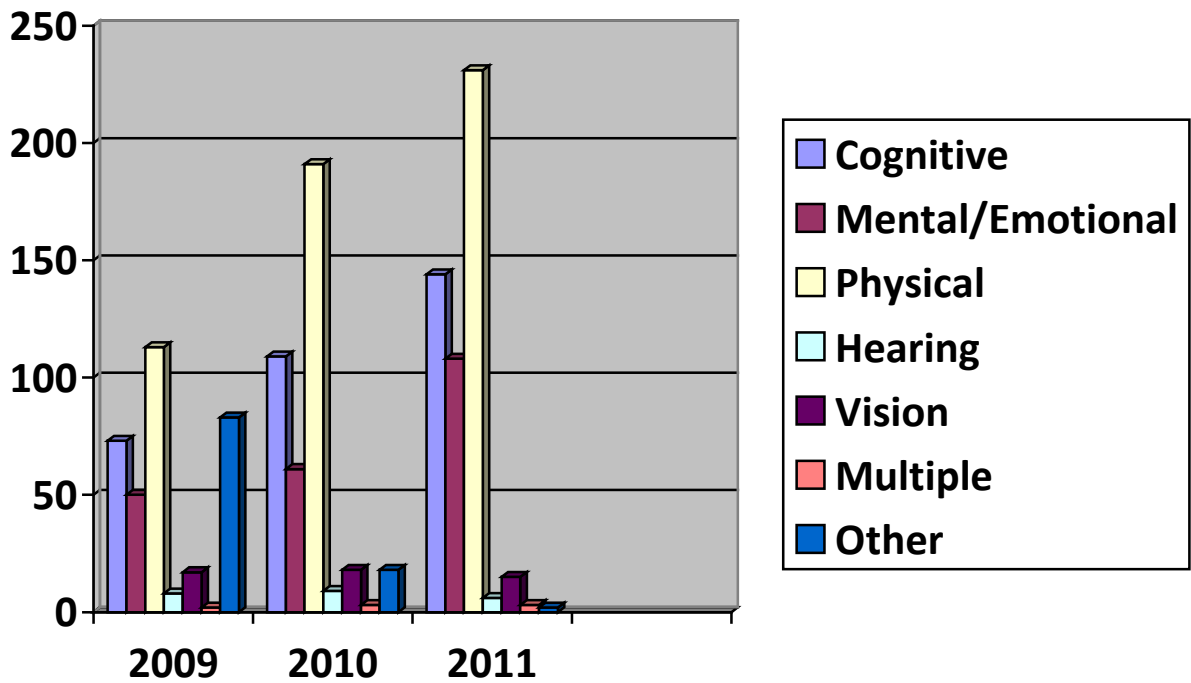
Age Categories	# of Clients 2009	# of Clients 2010	# of Clients 2011
Under 5	2	2	7
Ages 5 – 19	5	23	46
Ages 20 – 24	24	35	46
Ages 25 – 59	207	267	334
Ages 60 – 100+	69	82	76
Age Not Available	39	0	0



Race and Ethnicity	# of Clients 2009	# of Clients 2010	# of Clients 2011
American Indian or Alaska Native	7	20	25
Asian	2	4	8
Black or African American	2	7	13
Native Hawaiian or Other Pacific Islander	0	1	0
White	204	309	379
Hispanic/Latino	54	68	82
Two or more races	77	0	0
Race and Ethnicity Unknown	0	0	2



Disability	# of Clients 2009	# of Clients 2010	# of Clients 2011
Cognitive	73	109	144
<b>Mental/Emotional</b>	<b>50</b>	<b>61</b>	<b>108</b>
Physical	113	191	231
<b>Hearing</b>	<b>8</b>	<b>9</b>	<b>6</b>
Vision	17	18	15
Multiple Disabilities	2	3	3
Other	83	18	2



## **Section C – Compliance Indicator 3: Independent Living Goals**

Section 725(b)(3) of the Act; 34 CFR 366.63 (c)

### **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.

EOCIL's service delivery policy and procedures are outlined in the agency's Program Services Manual. The Program Services Manual is the primary training tool for EOCIL personnel and establishes best practices on how to render service delivery that optimizes client opportunity to develop and achieve their goals.

EOCIL's service delivery system offered the maximum opportunities for clients to control every aspect of service delivery. Each client of EOCIL were provided with a Client Handbook that provides information regarding the independent living philosophy, service delivery model and client responsibility.

Each client was given an assessment/goal setting document that assisted them in developing their individual goals. Clients were also encouraged to identify action steps that would result in optimum desired outcomes.

EOCIL provided opportunity at each Board Meeting for public comment by individuals to express satisfaction or dissatisfaction with the center. EOCIL also lists emails for all Board of Directors on the agency's website so that clients can express satisfaction directly with Directors.

EOCIL provided each client and referring counselor, if any, with satisfaction surveys to measure effectiveness, efficiency, and satisfaction.

EOCIL's contracting agencies conducted independent satisfaction survey activities to evaluate EOCIL's effectiveness, efficiency, and overall client satisfaction.

### **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.

EOCIL's CSR doctrine outlined in the agency's Program Services Manual. The Program Services Manual is the primary training tool for EOCIL personnel.

EOCIL provided ongoing training to its staff members regarding the required documentation for CSR's. Staff was provided an example file that contained examples of all required documentation.

EOCIL's management team conducted hard file audits to ensure consumers CSR have contained all of the required information. In addition, EOCIL generated monthly quality assurance reports generated from the MiCIL database that identified any missing information.

## Section D – Compliance Indicator 4: Community Options and Community Capacity

Section 725(b)(4) and (6) of the Act; 34 CFR 366.63(d)

Please refer to the Instructions before completing.

### Item 1 – Community Activities Table

In the table below, 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)	Outcomes(s)
Increasing the availability/access to <b>assistive technology</b> .	Collaboration/Networking	72	Collaborate with ATI to increase availability/access to assistive technology.	Assistive technology loan project established.
Increasing the availability/access to <b>assistive technology</b> .	Outreach	24	Expand people with disabilities and disability-related service provider access to assistive technology.	Community partners are aware of what assistive technology is available.  People with disabilities are aware of what assistive technology is available.
Increase access to appropriate <b>health care</b> .	Collaboration/Networking	455	Expand and improve health care to people with disabilities.	EOCIL collaborated with free health care clinics, mental health providers, hospitals, health departments, and medical service providers to improve access health care services and free medications.

				EOCIL referrals from health care providers increased.
Increasing opportunities for affordable, accessible <b>housing</b> units.	Community/Systems Advocacy	69	Assist individuals move from restrictive to less restrictive environments	<p>EOCIL advocated for changes to local transitional housing for homeless families for a change of policy to make transition housing available to individuals without families.</p> <p>EOCIL advocated for renovations to the local domestic violence shelter that would make the shelter accessible for people with disabilities.</p> <p>EOCIL collaborated with Oregon Department of Corrections discharge personnel to include EOCIL in the transition team meetings to assist with evaluation and plan development for housing options prior to inmate release.</p>
<b>Other</b>	Outreach Efforts	408	Collaborate with	EOCIL and

			Oregon Vocational Rehabilitation Services to increase employment opportunities for people with disabilities.	Oregon Vocational Rehabilitation Services met monthly to discuss referrals and strategies for employment outcomes.  Oregon Vocational Rehabilitation Services provided 40 referrals to EOCIL for employment maintenance services resulting in 10 placements with 8 successful outcomes.
Other	Outreach Efforts	30	Conduct outreach to mental health providers.	Increase providers' awareness of independent living services.  Increased referrals received from mental health providers.
Other	Outreach Efforts	51	Conduct outreach to area agencies on aging.	Increased referrals from area agencies on aging.
Other	Outreach Efforts	22	Conduct outreach to all libraries in EOCIL service area.	Increased awareness of EOCIL services.
Other	Outreach Efforts	50	Conduct outreach to Community Colleges in service area.	EOCIL attended community resource fair.

				Increased awareness of EOCIL services.
Other	Outreach Efforts	22	Conduct outreach to the Confederate Tribes of Umatilla.	Increased awareness of EOCIL services.  Increased referrals from the Confederate Tribes of Umatilla.
Other	Outreach Efforts	174	Conduct outreach to the Oregon Department of Human Services – Seniors and People with Disabilities.	Increased awareness of EOCIL services.  Increased referrals from the Oregon Department of Human Services – Seniors and People with Disabilities.
Other	Outreach Efforts	22	Conduct outreach to the Social Security Administration.	Increased awareness of EOCIL services. Increased referrals from the Social Security Administration.
Other	Outreach Efforts	10	Conduct outreach to the Burns Paiute Tribe.	Increased awareness of EOCIL services.
Other	Outreach Efforts	38	Conduct outreach to Veterans organizations.	Increased awareness of EOCIL services.  Increase of referrals.  Ore/Ida Veteran’s Advocates wrote op-ed in local

				newspaper regarding how beneficial EOCIL services are.
Other	Technical Assistance	8	Conduct outreach to Veterans organizations.	Reviewed website for Ore/Ida and provided recommendations.
Other	Community Education and Public Information	95	Increase disaster readiness awareness.	EOCIL facilitated “Emergency Preparedness” trainings throughout its service area using the “Ready Now” training manual developed by Oregon Health & Science University (OHSU).  EOCIL redesigned its website dedicating a designated link to emergency preparedness and resources for people with disabilities.  EOCIL collaborated with other agencies to make available emergency survival kits to people with disabilities.
Other	Technical Assistance	78	Increase disaster readiness awareness.	EOCIL personnel served on emergency

				preparedness committees within EOCIL's service area.
Other	Community Education and Public Information	57	Outreach to media entities to foster positive disability image.	EOCIL provided information and recommendations to media personnel regarding people first language.  Increase usage of people first language used in printed articles.  Increase requests for disability related information or verification of facts prior to printing disability related stories.
Other	Outreach Efforts	30	Outreach to youth with disabilities.	Increase of individuals ages 5 and under, 5 – 19, and 20 – 24 requesting services.
Other	Community Systems Advocacy	6	Participate in national disability movement activities.	EOCIL participated in disability related conference calls facilitated by the United States International Council on Disabilities.
Other	Collaboration/Networking	417	Secure minimum base funding to stabilize service	EOCIL personnel sought funding from

			delivery.	<p>corporations, foundation, individuals.</p> <p>EOCIL personnel collaborated with other members of the Association of Oregon Centers for Independent Living to secure funding for independent living services.</p>
<p><b>Increasing accessibility to transportation.</b></p>	<p>Technical Assistance</p>	<p>32</p>	<p>Increase knowledge of accessible transportation.</p>	<p>EOCIL conducted a review of the Malheur County Transportation Plan for people with disabilities and seniors. EOCIL provided recommendations to the Malheur County Commissioners. The County Commissioners approved the Malheur County Transportation Plan incorporating all of EOCIL's recommendations.</p> <p>EOCIL representatives served on the Malheur County Special Transportation Fund Committee advocating for</p>

				accessible and affordable transportation.
Increasing accessibility to transportation.	Collaboration/Networking	88	Increase knowledge of accessible transportation.	EOCIL sent representatives to the Oregon Department of Transportation's annual conference to promote the independent living philosophy.  EOCIL advocated for increase funding for mobility management services. The Oregon Department of Transportation provided funding for mobility management through New Freedom grants.

**Item 2 – 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.

It is the primary function of every employee and the Board of Directors to fulfill the mission of the Corporation. The organizational structure is designed to fulfill this purpose.

The Board monitors EOCIL's operation and contributes significantly to community involvement and relations with the public. The Board participates in community planning sessions and other meetings and trainings promoting the independent living philosophy.

Employees of EOCIL develop annual individual work plans that identify targeted goals that focus on:

1. Increasing opportunities for affordable, accessible housing units
2. Increasing availability/access to assistive technology
3. Increasing access to appropriate health care
4. Increasing accessibility to transportation

## **Section E – Compliance Indicator 5: IL Core Services and Other IL Services**

Section 725(b)(5) of the Act; 34 CFR 366.63(e)

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.

EOCIL:

1. Notifies all clients at the time of intake that alternative formats for information exist;
2. Translates EOCIL's brochures, client handbook and other client documentation in alternate formats such as Spanish, large print, audio and other formats as requested by individuals;
3. Maintains fully accessible alternative format technology at each EOCIL office for client use;
4. Maintains and promotes EOCIL's website that has been validated for accessibility and provides agency and service information in alternate language formats;
5. Maintains a website that allows clients to utilize web-based services and communication with independent living specialists.
6. Use of Blackboard/Elluminate and Skype to allow video conferencing between clients and independent living specialists for service coordination and delivery.

## **Section F – Compliance Indicator 6: IL Resource Development Activities**

Section 725(b)(7); 34 CFR 366.63(f)

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.

One major activity of EOCIL was to nurture existing relationships with current contractors/funders. Providing them with:

1. Statistical data that demonstrated efficiency and effectiveness;
2. Statistical data that warrants continued and increased funding;
3. Statistical reports that reinforce their funding priorities.

EOCIL researched and applied for grants through private and public sectors such as:

1. EOCIL was awarded continuation grants through Malheur County that reinforces priority for affordable and accessible transportation;
2. EOCIL was awarded a continuation grant from the Oregon Department of Transportation to provide mobility management to people with disabilities and seniors to provide training on accessing and utilizing public transportation options.
3. EOCIL obtained a grant from the Employees of Idaho Power Community Fund, with a 100% match from Idaho Power Corporation, for EOCIL's drop-in center;
4. EOCIL received \$20,000.00 from the MAC AIDES Fund.
5. EOCIL received \$23,000.00 from the Meyer Memorial Trust.
6. EOCIL received \$1,000.00 from Toyota 100 cars for good.
7. EOCIL was selected by the Association of Oregon Centers for Independent Living (AOCIL) and Oregon Vocational Rehabilitation Services to take the lead on a new \$27,000 Internet-based video conferencing concept that expands the communication technology infrastructure within the Network of Centers for Independent Living and with their partners identified in the State Plan for Independent Living. Funding is being provided through a grant from the American Recovery and Reinvestment Act (ARRA) of 2009. This videoconferencing system will be used by the Network of CIL's for communication and training, and to provide essential independent living services to consumers who find travel to a CIL a barrier to accessing CIL services. These vital independent living services will empower people with disabilities and seniors to improve the quality of their lives.

EOCIL conducted fund raising activities throughout the year such as:

1. GoodSearch ~ a Web search engine (powered by Yahoo) that earns money for nonprofits.
2. GoodShop ~ a Web-based shopping site that donates a percentage of proceeds to specified charities.

3. ADA Celebration ~ annual event that is hosted by EOCIL to celebrate the passage of the Americans with Disabilities Act. This community event consists of raffles, silent auctions, rummage sales, etc.
4. One-time donation ~ one-time donation of \$150.00 (Sponsorship information added to a perpetual board for one year, with renewal option, that is elegantly engraved “Friends of EOCIL”).
5. One-time donation of \$300.00 (Sponsorship information added to a perpetual board for one year that is elegantly engraved “Friends of EOCIL” and sponsorship/advertisement information is added to EOCIL website).
6. Circle of Remembrance ~ One-time donation of \$500.00. This is a dedicated perpetual board to the memory of love ones that are no longer physically with us. It is elegantly engraved with the Quote “Close your eyes and see the invisible faces of those we have left behind, or those who have left us behind as witnesses. Our presence here today is our answer to their silent question; we have kept our promise. We have not forgotten.” Elie Wiesel
7. MissionFish/EBay ~ sellers identify EOCIL as their selected charity and EOCIL receives a portion of the proceeds from the sale of their items.
8. EOCIL implemented its membership program that consisted of raising funds via membership dues;
9. EOCIL partnered with Facebook Causes enabling EOCIL to post center updates and accept donations.
10. EOCIL partnered with PayPal to allow EOCIL to accept donations. The PayPal donation link is displayed on EOCIL’s web site homepage.

EOCIL promoted alternative forms of donations such as:

1. Vehicle donation;
2. Small business opportunity;
3. Real estate donation.

EOCIL invested unrestricted funds in instruments that offered the maximum return available with minimum risk and the following criteria:

1. Investment instruments that ensures both principle and interest growth.
2. Investment instruments that have a maximum of liquidity.

# SUBPART V – ANNUAL PROGRAM AND FINANCIAL PLANNING OBJECTIVES

Section 725(c)(4) of the Act

## 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.

Goals	Objectives	Action Steps	Results
<p><b>Goal One:</b> Increase awareness of independent living philosophy.</p>	<p>Complete outreach activities to community partners</p>	<ol style="list-style-type: none"> <li>1. Provide outreach to hospitals located in EOCIL’s service area.</li> <li>2. Provide outreach to mental health service providers and their clients located in EOCIL’s service area.</li> <li>3. Provide outreach to developmental disability service providers and their clients in EOCIL’s service area.</li> <li>4. Provide outreach to Education Services District and high school transition programs and the youth they serve in EOCIL’s service area.</li> <li>5. Provide outreach to county health departments in</li> </ol>	<p>All of EOCIL personnel included the goal to increase awareness of the independent living philosophy in their annual work plans.</p> <p>EOCIL was successful in providing outreach to identify key disability related providers.</p>

		<p>EOCIL's service area.</p> <p>6. Provide outreach to Oregon Department of Human Services~Senior and People with Disabilities offices located in EOCIL's service area.</p> <p>7. Provide outreach to Oregon Department of Human Services~ Vocational Rehabilitation Services offices located in EOCIL's service area.</p> <p>8. Provide outreach to Area Agencies on Aging offices located in EOCIL's service area.</p> <p>9. Provide outreach to the Social Security Administration offices located in EOCIL's service area.</p> <p>10. Conduct outreach to the Confederate Tribes of Umatilla Indian Reservation and the Burns Paiute Colony.</p> <p>11. Conduct outreach to the Department of Veterans Affairs offices located</p>	
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		<p>in EOCIL's service area.</p> <p>12. Maintain membership with Chamber of Commerce's that are located in EOCIL's service area.</p> <p>13. Conduct outreach to media entities located in EOCIL's service area.</p> <p>14. Conduct outreach to business community.</p>	
<p><b>Goal Two:</b> Identify and educate independent living movement leaders by developing, maintaining and implementing a comprehensive training program.</p>	<p>Assure that adequate training is provided to staff and volunteers and they are honored for valuable contributions to clients and agency.</p>	<p>1. Maintain and update as needed EOCIL's Core Competency training program.</p> <p>2. All new leaders will complete EOCIL Core Competency training.</p> <p>3. Ensure that all new hires complete the SILC's evaluation document measuring knowledge-base.</p> <p>4. Develop or identify and disseminate information regarding disability</p>	<p>EOCIL's Core Competency training program remained active. It is scheduled for revision in 2012.</p> <p>EOCIL new board of directors completed core competency training. In addition, board members attended trainings endorsed by the Oregon Department of Justice.</p> <p>EOCIL did not have any new hires for 2011.</p> <p>EOCIL disseminated information regarding disability awareness and independent living</p>

		<p>awareness and independent living related training opportunities.</p> <p>5. Develop/enhance EOCIL's ability to recognize leaders annually.</p>	<p>related training opportunities to staff and board members.</p> <p>This continues to be an ongoing need of EOCIL.</p>
<p><b>Goal Three:</b> Support the State of Oregon's goals for fiscal support and resource development for independent living services.</p>	<p>Secure a minimum base funding level sufficient to stabilize and expand services.</p>	<p>1. Work collaboratively with the Association for Oregon Center for Independent Living (AOCIL) to achieve its goals and to produce an annual cost savings matrix and other educational tools that demonstrate the value of CIL services.</p> <p>2. Work collaboratively with AOCIL to educate all new and existing legislators regarding benefit/cost savings information.</p> <p>3. Work collaboratively with the SILC in achieving the goal of developing strategies to assist CILs in Oregon in securing a base</p>	<p>EOCIL worked collaboratively and cohesively with AOCIL to produce educational materials to educate and demonstrate the value of independent living services.</p> <p>EOCIL worked collaboratively and cohesively with the SILC to secure base funding and support the SPIL.</p> <p>EOCIL worked collaboratively and cohesively with the OVRs to secure base funding and support the SPIL.</p> <p>Opportunity to apply for Title VII funds in accordance with the SPIL did not present itself.</p>

		<p>funding level.</p> <p>4. Work collaboratively with OVRS in achieving the goal of developing strategies to assist CILs in Oregon in securing a base funding level.</p> <p>5. Apply for Title VII funds as available and in accordance with the SPIL.</p> <p>6. Participate in development, revisions of, and implementation and support of the SPIL.</p> <p>7. Maintain fiscal policy that identifies criteria for:</p> <ul style="list-style-type: none"> <li>i) Developing annual operating budget.</li> <li>ii) Annual financial review to maintain financial accountability and integrity.</li> <li>iii) Fee for service to third parties.</li> <li>iv) Applying for corporate and foundation grants based on established needs/plans of the organization.</li> <li>v) Promoting and</li> </ul>	<p>EOCIL participated in development, revisions of, and implementation and support of the SPIL.</p> <p>EOCIL completed a revision of its fiscal policy. The policy was reviewed by a Certified Public Accountant and determined to exceed General Accounting Principles.</p>
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		<p>seeking gift revenues (planned giving, major donors, etc.).</p> <p>vi) Maintaining an investment policy and methodology to maximize earnings on all funds available for investment.</p> <p>vii) Maintaining a debt policy and methodology that reduces borrowing and assures the lowest rates and terms.</p>	
<p><b>Goal Four:</b> Assist people with disabilities in achieving their maximum level of independence through the provision of quality services.</p>	<p>Give top priority to the core services of information and referral, peer counseling, independent living skills training, systems and individual advocacy, life transitioning services.</p>	<ol style="list-style-type: none"> <li>1. Prepare an annual prioritized service plan for each service area and incorporate priorities into all staff work plans.</li> <li>2. Offer the core services of independent living to each service area.</li> <li>3. Using statistical information from EOCIL</li> </ol>	<p>Based on statistical data, EOCIL was successful in assisting people with disabilities in achieving their maximum level of independence.</p> <p>On the Move in Oregon project was suspended.</p>

		<p>704 report, identify disability groups that are not served or underserved and develop strategies to serve this population.</p> <p>4. Offer a combination of three or more direct and/or indirect independent living services in addition to the four core services.</p> <p>5. Utilizing satisfaction survey information, make changes that will enhance programs and services.</p> <p>6. Explore and utilize advance technology that facilitates the delivery of services in the most quality and efficient manner.</p> <p>7. Collaborate with Independent Living Resources (ILR) to enhance services offered to Oregon Department of Human Services~ Seniors and People with Disabilities~On The Move in</p>	
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		<p>Oregon project and their clients to enhance successful transitioning from nursing home facilities to least restrictive environment.</p> <p>8. Collaborate with Oregon Department of Corrections to enhance pre-release planning for inmates with disabilities by including CIL's.</p> <p>9. Collaborate with Oregon Youth Authority to ensure that students with disabilities receive individualized education plans while incarcerated and CIL's are included in pre-transition planning for transitioning students with disabilities back into their schools and communities.</p> <p>10. Facilitate two public trainings each year.</p> <p>11. Promote self-empowerment by making resources/information available via website.</p> <p>12. Maintain membership with National</p>	
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		<p>Council on Independent Living.</p> <p>13. Collaborate with World Institute on Disability to identify issues/risk/trends.</p> <p>14. Collaborate with the United Nations to identify issues/risk/trends.</p> <p>15. Include Disability Rights Oregon information on posters, website, informational brochures, and client handbook. Make Disability Rights Oregon brochure available in EOCIL common areas.</p> <p>16. Maximize referrals to OVRs.</p> <p>17. Post business ownership opportunities on website.</p> <p>18. Collaborate with Small Business Association to maximize business ownership training and resources for people with disabilities.</p> <p>19. Provide pre-employment skills training.</p> <p>20. Collaborate with State of Oregon's</p>	
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		<p>Department of Employment to maximize opportunities for people with disabilities.</p> <p>21. Provide outreach to hospitals located in EOCIL's service area.</p> <p>22. Provide outreach to mental health service providers and their clients located in EOCIL's service area.</p> <p>23. Provide outreach to developmental disability service providers and their clients in EOCIL's service area.</p> <p>24. Provide outreach to Education Services District and high school transition programs and the youth they serve in EOCIL's service area.</p> <p>25. Provide outreach to county health departments in EOCIL's service area.</p> <p>26. Provide outreach to Oregon Department of Human Services~Senior</p>	
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		<p>and People with Disabilities offices located in EOCIL's service area.</p> <p>27. Provide outreach to Oregon Department of Human Services~ Vocational Rehabilitation Services offices located in EOCIL's service area.</p> <p>28. Provide outreach to Area Agencies on Aging offices located in EOCIL's service area.</p> <p>29. Provide outreach to the Social Security Administration offices located in EOCIL's service area.</p> <p>30. Conduct outreach to the Confederate Tribes of Umatilla Indian Reservation and the Burns Paiute Colony.</p> <p>31. Conduct outreach to the Department of Veterans Affairs offices located in EOCIL's service area.</p> <p>32. Maintain membership with Chamber of Commerce's that are located in EOCIL's</p>	
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		<p>service area.</p> <p>33. Conduct outreach to media entities located in EOCIL's service area.</p>	
<p><b>Goal Five:</b> Increase accessibility and acceptance of people with disabilities in our communities by providing advocacy and quality programs to the general public.</p>	<p>Conduct system advocacy activities which promote equal access to housing, employment, social/recreational activities, services, benefits, etc.</p>	<ol style="list-style-type: none"> <li>1. EOCIL's Access Committee will develop a priority area on which to focus systems advocacy efforts each year.</li> <li>2. Access Committee will identify and notify EOCIL's network of clients, volunteers, and staff of opportunities for participation in coalitions, task forces, committees, and groups working toward equal employment, housing and other opportunities in all communities served by EOCIL.</li> <li>3. Access Committee will give an annual community access award to a community partner or business that is accessible and disability friendly.</li> <li>4. Host an open house annually in efforts to continue to</li> </ol>	

		<p>improve working relationships with all federal, state and local agencies that provide services to people with disabilities in eastern Oregon.</p> <p>5. Conduct presentations each year to businesses, community groups, social service agencies, etc. on topics such as disability awareness, accessibility needs, appropriate disability related language, employment needs and opportunities, and IL philosophy and practice.</p> <p>6. Join list serves on legislative and public policy issues and read materials provided through the SILC and other groups.</p> <p>7. Make comment and take action when appropriate.</p> <p>8. Maintain a resource library, using the eastern Oregon inter-library system, on disability</p>	
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		<p>related information including agency brochures.</p> <p>9. Maintain website with current disability related information/resources</p> <p>10. Develop, maintain, and enhance network of clients, family members, guardians, and supporters of disability related services via list serves.</p> <p>11. Develop strategy to identify/recruit IL leaders including youth.</p> <p>12. Through “Disability Mentoring Day” train leaders re: IL philosophy.</p> <p>13. Develop/implement leadership activities for new leaders.</p>	
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**Item 2 – Challenges**

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

The increase of overall expenses (utilities, fuel, etc.) limited financial resources and obstructed the development of new innovative independent living service. EOCIL monitored its approved budget and managed to remain within budget forecasts.

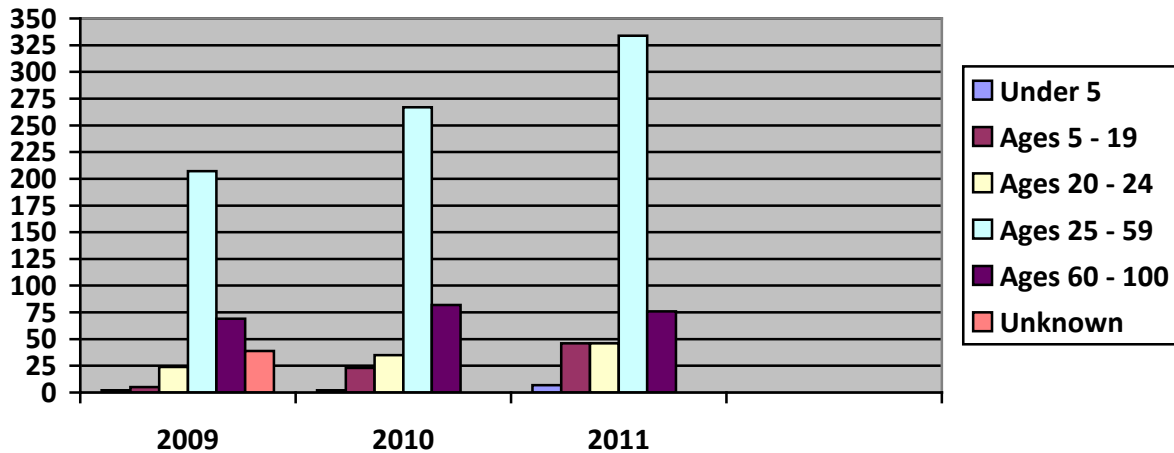
**Item 3 – Comparison with Prior Reporting Year**

34 CFR 366.50(i)(7)

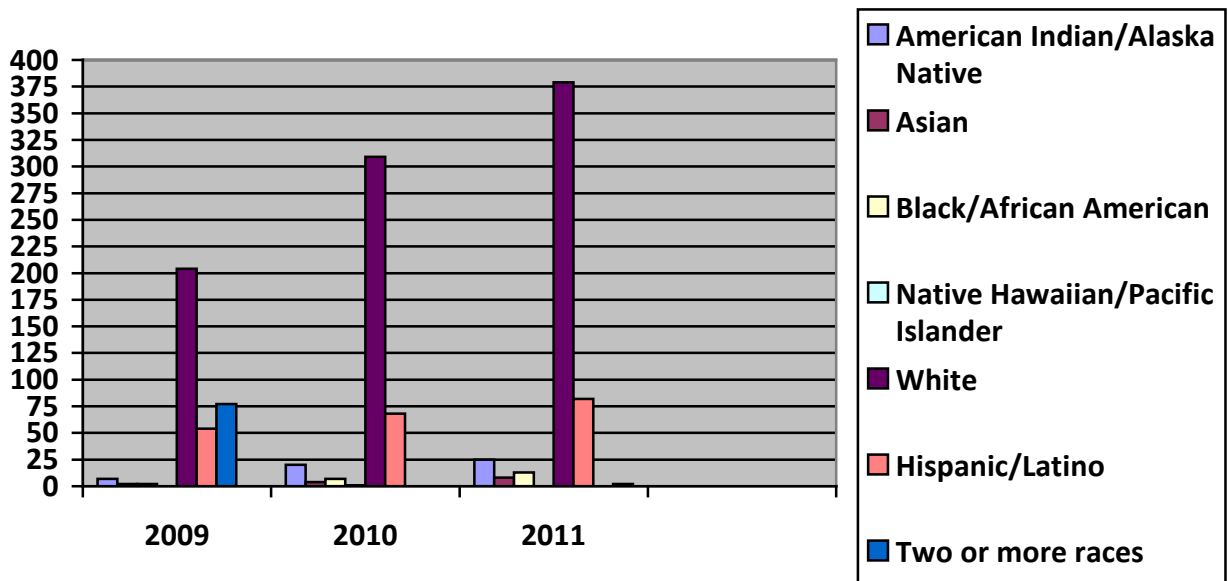
As appropriate, compare the CIL’s activities in the reporting year with its activities in prior years, e.g., recent trends.

EOCIL has consistently exceeded expectation in regards to clients to be served and cross-disability standards. The results are as follows:

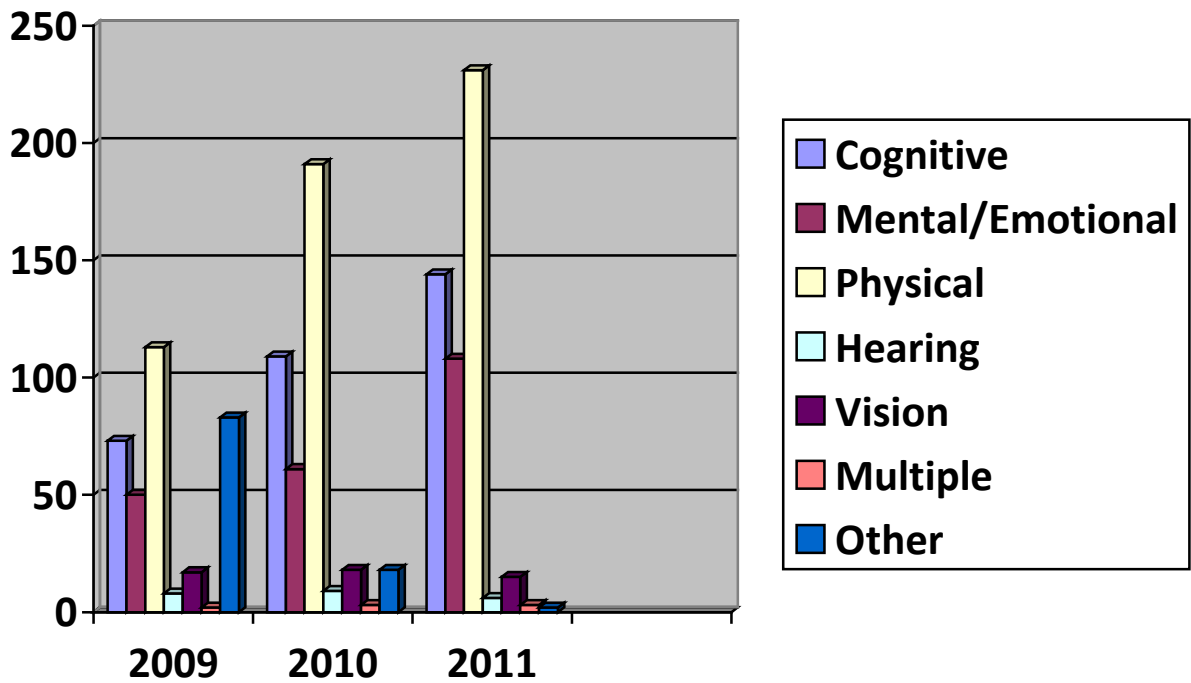
<b>Age Categories</b>	<b># of Clients 2009</b>	<b># of Clients 2010</b>	<b># of Clients 2011</b>
Under 5	2	2	7
<b>Ages 5 – 19</b>	<b>5</b>	<b>23</b>	<b>46</b>
<b>Ages 20 – 24</b>	<b>24</b>	<b>35</b>	<b>46</b>
Ages 25 – 59	207	267	334
Ages 60 – 100+	69	82	76
Age Not Available	39	0	0



<b>Race and Ethnicity</b>	<b># of Clients 2009</b>	<b># of Clients 2010</b>	<b># of Clients 2011</b>
<b>American Indian or Alaska Native</b>	<b>7</b>	<b>20</b>	<b>25</b>
<b>Asian</b>	<b>2</b>	<b>4</b>	<b>8</b>
<b>Black or African American</b>	<b>2</b>	<b>7</b>	<b>13</b>
<b>Native Hawaiian or Other Pacific Islander</b>	<b>0</b>	<b>1</b>	<b>0</b>
White	204	309	379
<b>Hispanic/Latino</b>	<b>54</b>	<b>68</b>	<b>82</b>
Two or more races	77	0	0
Race and Ethnicity Unknown	0	0	2



Disability	# of Clients 2009	# of Clients 2010	# of Clients 2011
Cognitive	73	109	144
<b>Mental/Emotional</b>	<b>50</b>	<b>61</b>	<b>108</b>
Physical	113	191	231
<b>Hearing</b>	<b>8</b>	<b>9</b>	<b>6</b>
Vision	17	18	15
Multiple Disabilities	2	3	3
Other	83	18	2



## **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.

The development of an annual work plan is essential for accomplishing objectives that will sustain EOCIL as an innovator in the independent living realm.

To accomplish this, EOCIL will utilize teams to guide the organization. Members of these teams are agents for equality, voices of empowerment and catalysts for change that envisions a world where people with disabilities are fully equal and integrated throughout every aspect of society.

Team job descriptions are as follows:

1. Management Team ~
  - A. Evaluate the Board of Directors composition
  - B. Recruit to fill vacancies
  - C. Establish orientation for new board members
  - D. Assure time is allocated at each board meeting for staff updates
  - E. Conduct annual updates of EOCIL's Affirmative Action Plan
  - F. Review volunteer policies and procedures, job descriptions, team compositions, staff training plans
  - G. Develop recognition programs
2. Financial & Grants ~
  - A. Collaborate with the AOCIL and SILC to securing base funding
  - B. Develop and implement memorial giving program
  - C. Review fees to third parties
  - D. Apply for corporate grants
  - E. Work with CEO to develop annual operating budget
  - F. Review the accounts payable system for efficient
  - G. Maintaining debt and investment policies
3. Programs ~
  - A. Develop annual service plan for service area
  - B. Review 704 data to ensure core services are being provided
  - C. Review 704 data to identify groups that were not served or underserved and make recommendations to CEO for improvements
  - D. Assure that clients have knowledge of CAP
  - E. Evaluate service outcomes using client satisfactory surveys and make recommendations to CEO

4. Community Relations ~

- A. Identify priority system advocacy projects and make recommendations to EOCIL's Access Committee
- B. Identify coalitions, task forces, committees, and groups working toward equal employment, housing, etc. and make recommendations to CEO
- C. Enhance collaboration with disability related organizations/agencies
- D. Host annual ADA Celebration and Open House events
- E. Develop marketing plan
- F. Maintain or enhance EOCIL's online resources
- G. Review and make recommendations for enhancements to EOCIL's website

***Leaders aren't born, they are made. And they are made just like anything else, through hard work. And that's the price we'll have to pay to achieve that goal, or any goal. ~ Vince Lombardi***

## WORK PLAN

Goal One:

Maintain a diverse, active, knowledgeable, client controlled governing Board of Directors that make informed decisions and provide quality guidance.

Lead Responsibility: Management Team

Objectives	Strategies
<p>Maintain a Board of Directors with 51% persons having a disability and representing diverse disability, ethnic, age, gender &amp; geographic populations</p>	<ul style="list-style-type: none"> <li>➤ <b>Examine the Board Makeup:</b> <ul style="list-style-type: none"> <li>A. HR Director to track in a customized report/spreadsheet</li> <li>B. Send to board members for completion</li> <li>C. Compile Information</li> <li>D. Inspect for gaps in board makeup</li> </ul> </li> <li>➤ <b>Recruit Members:</b> <ul style="list-style-type: none"> <li>A. Agenda item for quarterly meetings</li> <li>B. Post recruitment listing and vacancies on website</li> <li>C. Send notices to community partners</li> <li>D. Target media based on geographic need</li> <li>E. Ensure membership has opportunity to put forth nominations for vacancies at annual membership meeting</li> <li>F. Prepare ballots for voting membership at annual meeting</li> </ul> </li> </ul>
<p>Board members will make informed decisions and provide quality guidance</p>	<ul style="list-style-type: none"> <li>➤ Board members will have a comprehensive orientation on the independent living philosophy, agency programs, budgets, board structure, and responsibilities</li> <li>➤ Continue to provide new board member packets as part of the orientation process</li> <li>➤ Assign an experienced board member as a mentor to each new board member</li> <li>➤ Quarterly presentations from program staff – 1/3 each quarterly meeting except the annual meeting</li> <li>➤ Annual report from all programs to be given at the annual Board/Staff meeting</li> <li>➤ Review client satisfaction survey data</li> <li>➤ Provide monthly financial reports to the board</li> <li>➤ <b>Accountability:</b> <ul style="list-style-type: none"> <li>A. Maintain profile on EOCIL’s website with email address</li> <li>B. Assure Bylaws are adhered to</li> <li>C. Assure policies and procedure are adhered to</li> <li>D. Review and adhere to job description</li> </ul> </li> </ul>
<p>Maintain teams and taskforces to advance EOCIL and exceed</p>	<ul style="list-style-type: none"> <li>➤ Board members will chair each team/task force</li> <li>➤ Chairs will report progress at each full Board of Directors meetings</li> </ul>

standards	➤ Chairs will hold quarterly meetings
Board members will verify compliance of 725 Standards and Assurances	<ul style="list-style-type: none"> <li>➤ Annually complete compliance self-assessment</li> <li>A. Form committee with representation from clients, board members and other community partners</li> <li>B. Complete review using 725 Standards and Assurances review tool</li> <li>C. Post outcome of review on EOCIL website and provide information to AOCIL membership and funding agencies</li> </ul>

Goal Two:

Provide services to meet the needs of our clients by maintaining a staff and group of volunteers who are qualified, diverse, and knowledgeable.

Lead Responsibility: Management Team

Objectives	Strategies
Follow affirmative action policy and internal policy of hiring 51% persons having a disability and representing diverse disability, ethnic, age, gender & geographic populations	<ul style="list-style-type: none"> <li>➤ Review, revise if needed, and comply with the affirmative action and hiring policies</li> <li>➤ Collect data from applications &amp; new hires and compile in a report for review</li> <li>➤ Conduct outreach activities focused on recruiting persons with a diversity of disabilities and ethnicity as well as representing gender, age groups, or others who have been identified as under-represented when employment opportunities occur</li> </ul>
Effectively utilize volunteers in support operations	<ul style="list-style-type: none"> <li>➤ Recruit Volunteer Coordinator</li> <li>➤ Review, revise if needed, and comply with volunteer policies and procedures and job descriptions, which include which specific roles or activities are available for volunteers (fundraisers, ADA celebrations, other activities)</li> <li>➤ Conduct outreach activities focused on recruiting persons with a diversity of disabilities and ethnicity as well as representing gender, age groups, or others who have been identified as under-represented when volunteer opportunities occur</li> <li>➤ Maintain a list of prior volunteers and of individuals who offer future assistance so when a need arises the volunteer can be contacted</li> <li>➤ Assign responsibility for maintaining the list (Volunteer Coordinator) and review the list each December for accuracy</li> <li>➤ Develop volunteer recognition plan</li> </ul>

Assure qualified staff is hired according to policy	<ul style="list-style-type: none"> <li>➤ Review and revise if needed and comply with hiring policies and procedures (Background check, job history, etc.).</li> <li>➤ Review and revise if needed all job descriptions</li> </ul>
Empower staff and share management responsibilities	<ul style="list-style-type: none"> <li>➤ Continue to implement the team approach with the four established teams</li> <li>➤ Develop teamwork through regular teambuilding exercises and projects</li> <li>➤ Assure that individual staff work plans incorporate strategic plan goals</li> </ul>
Assure that adequate training is provided to staff and volunteers	<ul style="list-style-type: none"> <li>➤ All personnel and will complete EOCIL core competency training</li> <li>➤ Ensure that all new hires complete the SILC's evaluation document measuring knowledge-base</li> <li>➤ Assure staff has the opportunity to receive the required 12 hours of annual training</li> <li>➤ Develop online training opportunities and allocate sufficient time and resources to train staff on disability and independent living related issues</li> <li>➤ Assure adequate representation for AOCIL sponsored trainings</li> </ul>
Maintain knowledgeable, competent and accountable staff	<ul style="list-style-type: none"> <li>➤ Conduct regular performance evaluations for all staff members in writing</li> <li>➤ Assure monthly progress reports are completed accurately and professionally</li> <li>➤ Assure work plans reflect strategic plan, SPIL, AOCIL goals, etc.</li> </ul>
Honor and recognize employees and volunteers for valuable contributions to clients and agency	<ul style="list-style-type: none"> <li>➤ Recognize volunteers annually</li> <li>➤ Recognize employees annually</li> <li>➤ Recognize board members annually</li> </ul>
Review and compare staff wages and work to increase benefits as funding allows	<ul style="list-style-type: none"> <li>➤ Complete a wage survey with the other Oregon CILs</li> <li>➤ Complete a wage survey with other CILs nationally</li> <li>➤ Work toward improving salaries &amp; benefits if warranted based on results of wage survey</li> </ul>
Utilize team structure to operate efficiently	<ul style="list-style-type: none"> <li>➤ Define work teams (Management, financial, community relations, programs)</li> <li>➤ Each employee is involved in one team</li> <li>➤ Each team meets quarterly</li> <li>➤ Agenda of action items or items to review is prepared over the quarter and reviewed at the meetings</li> </ul>
Work to achieve the	<ul style="list-style-type: none"> <li>➤ Develop annual work plans that incorporate strategic</li> </ul>

desired outcomes of EOCIL	plan objectives, SPIL objectives, 704 objectives and other objectives set by EOCIL ➤ Complete monthly reviews to monitor progress toward achieving objectives
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*You can design and create, and build the most wonderful place in the world. But it takes people to make the dream a reality. ~ Walt Disney*

Goal Three:

Financial Plan ~ Provide services to meet the needs of our clients by securing adequate revenue and maintaining financial accountability and integrity.

Lead Responsibility: Finance and grants team

Objectives	Strategies
Secure a minimum base funding level sufficient to stabilize services	<ul style="list-style-type: none"> <li>➤ Work collaboratively with the SILC in reaching the goal of developing strategies to assist CILs in Oregon in securing a base funding level</li> </ul>
Expand funding resources	<ul style="list-style-type: none"> <li>➤ Review service fees and increase fees to third parties when possible</li> <li>➤ Apply for corporate and foundation grants based on established needs or plans of the organization</li> <li>➤ Research additional gift revenues (planned giving, major donors, etc.)</li> <li>➤ Continue to promote investment options:               <ol style="list-style-type: none"> <li>1. Membership</li> <li>2. Donation with online advertisement option</li> <li>3. Donation to Emergency Financial Assistance Program</li> <li>4. Circle of Remembrance</li> <li>5. GoodSearch/GoodShop</li> <li>6. MissionFish EBay Giving Works</li> <li>7. Donation of vehicles, business and real estate</li> <li>8. Facebook Cause donation site</li> <li>9. Identify, Plan, and Execute community events such as disability-related film screenings and ADA Celebrations to generate unrestricted funds</li> </ol> </li> </ul>
Maintain fiscal accountability	<ul style="list-style-type: none"> <li>➤ Develop and adopt an annual operating budget (using EOCIL’s fiscal policies, consisting of a cost allocation plan, for guidance) to support EOCIL goals and objectives</li> <li>➤ Maintain an accounts payable policy and system that assures timely payments</li> <li>➤ Maintain an investment policy and methodology to maximize earnings on all funds available for investment</li> <li>➤ Maintain a debt policy and methodology that reduces borrowing and assures the lowest rates and terms</li> <li>➤ Maintain donor acknowledgement policy that:</li> </ul>

	<ol style="list-style-type: none"> <li>1. Acknowledges donors and gifts</li> <li>2. Promote integrity and accountability</li> </ol>
<p>Create a plan for physical sites:          Pendleton ~ Priority 1          The Dalles ~ Priority 2          Baker/La Grande ~ Priority 3          Burns/John Day ~ Priority 4</p>	<ul style="list-style-type: none"> <li>➤ Determine the best option for the organization based on space, cost and return on investment</li> <li>➤ Meet with County Courts to explore opportunities for County owned property</li> <li>➤ Explore and determine need for sinking fund for future physical expansion</li> <li>➤ Meet with property owner of current Pendleton site to explore options</li> <li>➤ Estimate cost of down payment in 5 years and set aside the funds monthly towards that goal</li> </ul>
<p>Create and implement a plan for a reserve fund</p>	<ul style="list-style-type: none"> <li>➤ Complete ratio analysis to determine funds needed to support the agency for six months</li> <li>➤ Set aside 1/24<sup>th</sup> of the deficiency each month so that there is a 6 month reserve in 2 years</li> <li>➤ Complete ratio analysis to determine funds needed to support the agency for twelve months</li> <li>➤ Set aside a portion of the deficiency each month so that there is a 12 month reserve in 5 years</li> </ul>
<p>Create and implement a plan for replacement funds (equipment)</p>	<ul style="list-style-type: none"> <li>➤ Determine funds needed to replace major equipment in a six month period then for a 12 month period</li> <li>➤ Establish a timeline to meet the reserve requirements based on useful life of the included equipment</li> <li>➤ Establish a policy of saving or income generation to meet the timeline</li> </ul>

*Never doubt that a small group of committed people can change the world. Indeed that is all that ever has.*

Goal Four:

Assist people with disabilities in achieving their maximum level of independence through the provision of quality services.

Lead Responsibility: Program team

Objectives	Strategies
Give top priority to the core services of information and referral, peer counseling, independent living skills training, systems and individual advocacy, and transition services	<ul style="list-style-type: none"> <li>➤ Utilizing 704 data, prepare an annual prioritized services plan for each service area</li> <li>➤ Offer the five core services of independent living</li> </ul>
Improve programs quality and accessibility for all clients with a concentration on groups that do not have services and underserved populations and service areas	<ul style="list-style-type: none"> <li>➤ Use Census data, and other data sources, to develop Service Area Needs Assessment report</li> <li>➤ Identify individuals and groups and develop strategies to serve this population</li> <li>➤ At a minimum, maintain the current level of service offerings, with a focus on expansion not contraction</li> <li>➤ Advocate for a statewide plan for providing services to underserve populations and underserved areas</li> </ul>
Provide clients access to broad-based information on disability related issues	<ul style="list-style-type: none"> <li>➤ Maintain a resource library on EOCIL's website</li> <li>➤ Establish a client business center that consist of computer access in Pendleton</li> <li>➤ Establish a client business center that consist of computer access in The Dalles</li> <li>➤ Publish resources as they come available via EOCIL website, Facebook</li> <li>➤ Provide a list of sites that offer free internet access for clients</li> <li>➤ Continue to research ADRC</li> <li>➤ Advocate for a strong ADRC that promotes independent living philosophy</li> <li>➤ Advocate for a strong ADRC that are located within CILs</li> <li>➤ Post online important disability related issues that</li> </ul>

	allow opportunities for clients to take advocacy action
Assure all clients have knowledge of the availability of the client assistance program	➤ Include information on posters, website, informational brochures and included in each client intake packet when a CSR is developed
Measure all service provision outcomes annually	<ul style="list-style-type: none"> <li>➤ Utilize consumer satisfaction survey provided through the State Independent Living Council</li> <li>➤ Advocate for satisfaction survey collection system that excludes direct involvement of CILs for collecting results</li> </ul>
Research new program providing support for self-employment and other creative employment options	<ul style="list-style-type: none"> <li>➤ Promote investment option of donation of business opportunity</li> <li>➤ Explore, Plan and Implementation subsidiary business that will serve to provide ongoing job training, quality jobs and supports EOCIL's mission.</li> </ul>
Enhance opportunities for OVRS and OCB clients	➤ Meet with OVRS Branch Manager and OCB representative to explore advancing collaborative partnership to mutually enhance services
Develop peer and IL leader mentoring program	<ul style="list-style-type: none"> <li>➤ Research, select and adapt a peer mentoring program</li> <li>➤ Outreach to youth and encourage participation</li> </ul>
Provide hours of service that best accommodate clients of the center	➤ Review office business hours and staff reporting requirements
Develop or enhance partnerships to promote IL philosophy	<ul style="list-style-type: none"> <li>➤ Establish, maintain or enhance collaborative relationships with relevant agencies, committees and task forces: <ol style="list-style-type: none"> <li>1. OVRS</li> <li>2. SPD</li> <li>3. SSA</li> <li>4. ADRC</li> <li>5. Mental Health Agencies/Support Groups</li> <li>6. Veteran's Affairs and Veteran Advocates</li> <li>7. EOSSB</li> <li>8. Confederate Tribes of Umatilla County</li> <li>9. Burns Paiute Colony</li> <li>10. School Transition Services/Education Services Division</li> <li>11. Colleges/Universities</li> <li>12. Worksource Oregon</li> </ol> </li> </ul>

	<p>13. Individual Development Accounts (IDA) Programs</p> <p>14. Emergency Planning Committees</p> <p>15. Hospitals/Clinics</p> <p>16. Health Departments</p>
<p>Provide transitional services that promotes independent living</p>	<ul style="list-style-type: none"> <li>➤ Advocate for the continuation of On the Move in Oregon Project or similar effort to transition individuals from restrictive to less restrictive living environments</li> <li>➤ Promote IL philosophy and early planning for release to Oregon Department of Corrections</li> <li>➤ Promote IL philosophy to individuals with disabilities, families, and disability related organizations</li> </ul>

*Tell me and I forget. Show me and I remember. Let me do and I understand. ~ Confucius*  
 Goal Five:

Promote IL philosophy, increase inclusion and develop resources for people with disabilities by enhancing partnerships, providing quality programs and advocacy.

Lead Responsibility: Community relations team

Objectives	Strategies
Conduct system advocacy activities which promote equal access to housing, employment, social/recreational activities, services, benefits, etc.	<ul style="list-style-type: none"> <li>➤ Maintain EOCIL’s Access Committee</li> <li>➤ Develop a priority area on which to focus systems advocacy efforts each year</li> <li>➤ Promote accessibility reviews to businesses, housing complex and other entities</li> <li>➤ Identify and participate in coalitions, task forces, committees, and groups working toward equal employment, housing, and other opportunities in all communities served by EOCIL</li> <li>➤ Develop and give an annual community access award to a community partner or business that promotes accessibility and inclusion</li> <li>➤ Define criteria for quantity of awards (by county, etc.) and how the winner is determined</li> <li>➤ Plan and host annual ADA Celebration event</li> <li>➤ Plan and host annual Disability Mentoring Day event</li> </ul>
Conduct community education activities which promote equal access to housing, employment, social/recreational activities, services, benefits, etc., and work to eliminate perception barriers and increase general understanding of disability issues	<ul style="list-style-type: none"> <li>➤ Continue to improve working relationships with all federal, state and local agencies who provide services to people with disabilities in eastern Oregon</li> <li>➤ Conduct presentations each year to businesses, community groups, social service agencies, etc. on topics such as disability awareness, accessibility needs, appropriate disability related language, employment needs and opportunities and independent living philosophy and practice</li> <li>➤ Invite members of businesses, community groups, social service agencies, etc. to serve on EOCIL coalitions, task forces, committees, and groups working toward equal employment, housing, and other opportunities in all communities served by EOCIL</li> </ul>
Advocate on behalf of people with disabilities and comment on	<ul style="list-style-type: none"> <li>➤ Join list serves on legislative and public policy issues and read materials provided through the SILC and other groups</li> </ul>

<p>legislation and other public policy</p>	<ul style="list-style-type: none"> <li>➤ Advocate for AOCIL to maintain an Executive Director responsible for representing centers and being active in legislative and public policy. EOCIL will maintain contact and communications with the Executive Director for updates and notification of legislative actions.</li> <li>➤ EOCIL will attend events where legislators attend and are educated around disability issues</li> <li>➤ EOCIL will host educational events and legislators will be invited to attend</li> <li>➤ Make comments and take action when appropriate</li> <li>➤ EOCIL will maintain membership to NCIL</li> <li>➤ EOCIL will enhance its partnerships with:             <ol style="list-style-type: none"> <li>1. NCIL</li> <li>2. AAPD</li> <li>3. National Council on Disability</li> <li>4. Mobility International</li> <li>5. United Nations</li> <li>6. DRDF</li> <li>7. World Institute on Disability</li> </ol> </li> <li>➤ EOCIL will monitor national and international disability issues and participate when appropriate as opportunities arise</li> <li>➤ Post online important disability related issues that allow opportunities for clients to take advocacy action</li> </ul>
<p>Attend collaboration meetings, training and conferences that enhance services offered by EOCIL and promote IL philosophy and develop new collaborations</p>	<ul style="list-style-type: none"> <li>➤ Annual National ADA Symposium</li> <li>➤ NCIL Annual Conference</li> <li>➤ Region 10</li> <li>➤ Others as opportunities arise</li> </ul>
<p>Promote IL philosophy and develop new collaborations that enhance opportunities for individuals with disabilities in eastern Oregon and statewide</p>	<ul style="list-style-type: none"> <li>➤ Explore funding opportunities to allow staff to participate in Oregon Disabilities MegaConference</li> <li>➤ Advocate for opportunities for eastern Oregon youth with disabilities through VSA Arts and the National Arts and Disability Center</li> <li>➤ Continue to promote IL philosophy on the board of the Blanche Fischer Foundation</li> </ul>
<p>Enhance IL philosophy,</p>	<ul style="list-style-type: none"> <li>➤ Participate in AOCIL</li> </ul>

IL services and partnerships/collaboration in Oregon	<ul style="list-style-type: none"> <li>➤ Promote need for collaboration and partnerships</li> <li>➤ Promote professionalism</li> <li>➤ Assure website for AOCIL is developed professional</li> <li>➤ Assure Network of CILs remains unified</li> <li>➤ Assure AOCIL reputation is positive</li> </ul>
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**Goal Six:**

Promote organizational growth and community support by developing and maintaining relationships with the community.

**Lead Responsibility:** Community relations team

Objectives	Strategies
Create and maintain a favorable public image	<ul style="list-style-type: none"> <li>➤ Incorporate the following as appropriate: press releases, opt-ed articles, public presentations, brochures, video, newsletters, annual report, and annual meeting or open house</li> <li>➤ Create marketing plan: including budget, job assignments, media usage, community events, newsletter, city council attendance, continuous web improvement, etc.</li> <li>➤ Inform public policy decision makers of activities</li> <li>➤ Work on branding &amp; imaging to include a “signature service or program” that the community can use to identify EOCIL. Look into writing a newspaper column or letters to editor</li> <li>➤ Treat all community partners with respect and recognize the value of collaboration</li> <li>➤ Treat all personnel with contracting agencies with mutual respect and recognize the value of collaboration</li> <li>➤ Participate in events sponsored by other organizations to help support community collaboration</li> <li>➤ Post online:             <ol style="list-style-type: none"> <li>1. Facebook Post, Podcast, YouTube Video, etc.</li> <li>2. Board contact information</li> <li>3. Code of Ethics Policy</li> <li>4. Conflict of Interest Policy</li> <li>5. Whistleblower Policy</li> </ol> </li> </ul>

## **Item 2 – SPIL Consistency**

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

EOCIL incorporates Oregon's SPIL in every stage of its planning processes. The SPIL is incorporated in strategic planning and individual work plans. SPIL goals are also entered into EOCIL's database system and progress toward goals is reported to the SILC. The above work plan is copacetic with Oregon's SPIL.

# SUBPART VI - TRAINING AND TECHNICAL ASSISTANCE NEEDS

Section 721(b)(3) of the Act.

<b>Training and Technical Assistance Needs</b>	<b>Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important</b>
<b>Advocacy/Leadership Development</b>	
General Overview	
Community/Grassroots Organizing	
Individual Empowerment	
Systems Advocacy	
Legislative Process	8
<b>Applicable Laws</b>	
General overview and promulgation of various disability laws	
Americans with Disabilities Act	
Air-Carrier's Access Act	
Fair Housing Act	
Individuals with Disabilities Education Improvement Act	
Medicaid/Medicare/PAS/waivers/long-term care	
Rehabilitation Act of 1973, as amended	
Social Security Act	
Workforce Investment Act of 1998	
Ticket to Work and Work Incentives Improvement Act of 1999	
Government Performance Results Act of 1993	
<b>Assistive Technologies</b>	
General Overview	
<b>Data Collecting and Reporting</b>	
General Overview	
704 Reports	
Performance Measures contained in 704 Report	1
Dual Reporting Requirements	
Case Service Record Documentation	
<b>Disability Awareness and Information</b>	
Specific Issues	
<b>Evaluation</b>	
General Overview	
CIL Standards and Indicators	
Community Needs Assessment	
Consumer Satisfaction Surveys	
Focus Groups	
Outcome Measures	
<b>Financial: Grant Management</b>	
General Overview	
Federal Regulations	
Budgeting	
Fund Accounting	

<b>Financial: Resource Development</b>	
General Overview	2
Diversification of Funding Base	
Fee-for-Service Approaches	
For Profit Subsidiaries	
Fund-Raising Events of Statewide Campaigns	
Grant Writing	
<b>Independent Living Philosophy</b>	
General Overview	
<b>Innovative Programs</b>	
Best Practices	3
Specific Examples	
<b>Management Information Systems</b>	
Computer Skills	
Software	
<b>Marketing and Public Relations</b>	
General Overview	6
Presentation/Workshop Skills	
Community Awareness	
<b>Networking Strategies</b>	
General Overview	
Electronic	
Among CILs & SILCs	5
Community Partners	
<b>Program Planning</b>	
General Overview of Program Management and Staff Development	
CIL Executive Directorship Skills Building	
Conflict Management and Alternative Dispute Resolution	
First-Line CIL Supervisor Skills Building	
IL Skills Modules	
Peer Mentoring	
Program Design	
Time Management	
Team Building	
<b>Outreach to Unserved/Underserved Populations</b>	
General Overview	
Disability	
Minority	
Institutionalized Potential Consumers	4
Rural	
Urban	
<b>SILC Roles/Relationship to CILs</b>	
General Overview	
Development of State Plan for Independent Living	
Implementation (monitor & review) of SPIL	7
Public Meetings	
Role and Responsibilities of Executive Board	
Role and Responsibilities of General Members	
Collaborations with In-State Stakeholders	
<b>CIL Board of Directors</b>	

General Overview	
Roles and Responsibilities	
Policy Development	
Recruiting/Increasing Involvement	
<b>Volunteer Programs</b>	
General Overview	
<b>Optional Areas and/or Comments (write-in)</b>	

## **SUBPART VII – ADDITIONAL INFORMATION**

Section 704(m)(4)(D) of the Act

### **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.

### **Section B – Additional Information**

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

## SUBPART VIII - SIGNATURES

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

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SIGNATURE OF CENTER DIRECTOR

DATE

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NAME AND TITLE OF CENTER DIRECTOR

PHONE NUMBER

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SIGNATURE OF CENTER BOARD CHAIRPERSON

DATE

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NAME AND TITLE OF CENTER BOARD CHAIRPERSON

PHONE NUMBER

# SUBPART VIII - SIGNATURES

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



SIGNATURE OF CENTER DIRECTOR

11-27-2011

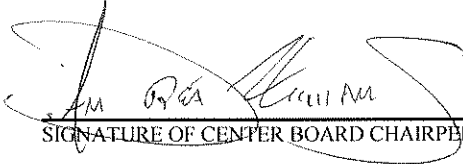
DATE

W. Kirk Toombs CEO

NAME AND TITLE OF CENTER DIRECTOR

541-889-3119

PHONE NUMBER



SIGNATURE OF CENTER BOARD CHAIRPERSON

11-27-2011

DATE

ANDREA WILLIAMS BOARD PRESIDENT

NAME AND TITLE OF CENTER BOARD CHAIRPERSON

(541) 823-0015

PHONE NUMBER