



OMB Approval No: 0985-0061, OMB Expiration Date: 1/31/22

Centers for Independent Living Programs (CIL) Program Performance Report for FY 2018

CENTER FOR PEOPLE WITH DISABILITIES
1675 Range St
Boulder, CO, 803012722

Grant Number: 1803COILCL

Agency Information

* - Required input

Fiscal Year:

FFY 2018

Grant #:

1803COILCL

Name of Center:

Center for People With Disabilities

Acronym for Center (if applicable):

CPWD

Counties Served:

Adams, Broomfield, Boulder, Jefferson, Gilpin and Weld

Section 1. General Funding Information

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

1.1 Sources and Amounts of Funds and Resources * - Required field

1.1.1 All Federal Funds Received

Federal Funds	Current Year
Title VII, Ch. 1, Part B*	14024
Title VII, Ch. 1, Part C*	234529
Title VII, Ch. 2*	0
Other Federal Funds*	0
Subtotal – All Federal Funds	248553

1.1.2 Other Government Funds

Government Funds	Current Year
State Government Funds*	801490
Local Government Funds*	340945

Government Funds	Current Year
Subtotal – State and Local Government Funds	1142435

1.1.3 Private Resources

Private Resources	Current Year
Foundations, Corporations, or Trust Grants*	92469
Donations from Individuals*	9711
Membership Fees*	0
Investment Income/Endowment*	0
Fees for Service (program income, etc.)*	1466805
Other Resources (in-kind, fundraising, etc.)*	17041
Subtotal – Private Resources	1586026

1.1.4 Total Income

Total Income	Current Year
Total Income	2977014

1.1.5 Pass Through Funds

Pass Through Funds	Current Year
Amount of other government funds received as pass through funds to consumers (include funds, received on behalf of consumers, that are subsequently passed on to consumers, e.g., personal assistance services, representative payee funds, or Medicaid funds)*	0

1.1.6 Net Operating Resources

Net Operating Resources	Current Year
Net Operating Resources	2977014

1.2 Resource Development Activities

* - Required field

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. *

CPWD employs a Director of Development and Communication who applies for funding from federal, state, county and city funds throughout the year. Additionally, he applies for funding from private foundations. CPWD also participates in Colorado Gives Day each year to build our donor base. We also seek funding from individual contributors and sponsorships from local businesses. This past year we have seen amazing growth in

our Veteran's Independence Program (VIP) and it continues to help us diversify our funding and build our organizational capacity. We continue to be a vendor for Colorado DVR and an approved Employment Network in Colorado, which allows us to provide benefits counseling and other employment services for a structured fee.

Section 2. Compliance Indicator 1: Philosophy

2.1 Board Member Composition

* - Required field

(A) Number of board members

7

(B) Number of board members with significant disabilities

4

(C) Percentage of board members with significant disabilities

57.14

2.2 Staff Composition

* - Required field

Staff Composition

Staff	Total FTEs	FTEs filled by individuals with disabilities	FTE's filled by individuals from minority populations
Decisionmaking staff*	4	4	1
Other Staff*	36	24	4
Total number of employees	40	28	5

2.2.1 Percentage of Staff with Disabilities

70

Section 3. Individuals Receiving Services

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

3.1 Number of Consumers Served During the Reporting Year

* - Required field

Number of Consumers Served During the Reporting Year

Consumer Type	# of CSRs
Enter the number of active CSRs carried over from September 30 of the preceding reporting year*	304
Enter the number of new CSRs opened since October 1 of the reporting year*	165
Total number of consumers served	469

3.2 Independent Living Plans and Waivers

* - Required field

Independent Living Plans and Waivers

Consumer Type	Number of Consumers
Number of consumers who signed a waiver*	306
Number of consumers with whom an ILP was developed*	153
Total number of consumers served during the reporting year	459

3.3 Number of Consumer Service Records Closed by September 30 of the Reporting Year

* - Required field

Number of Consumer Service Records Closed by September 30 of the Reporting Year

Record Type	# of CSRs
Moved*	12
Withdrawn*	32
Died*	10

Record Type	# of CSRs
Completed all goals set*	53
Other*	27
Total number of CSRs closed	134

3.4 Age

* - Required field

Age

Age Period	# of Consumers
Under 5 years old*	1
Ages 5-19*	14
Ages 20-24*	11
Ages 25-59*	195
Age 60 and Older*	244

Age Period	# of Consumers
Age unavailable*	4
Total numbers of consumers by age	469

3.5 Sex

* - Required field

Sex

Sex	# of Consumers
Number of Females served*	278
Number of Males served*	191
Total number of consumers by gender	469

3.6 Race and Ethnicity

* - Required field

Race and Ethnicity

Race	# of Consumers
American Indian or Alaska Native *	5
Asian *	10
Black or African American *	9
Native Hawaiian or Other Pacific Islander *	2
White *	355
Hispanic/Latino of any race or Hispanic/ Latino only *	64
Two or more races *	0
Race and ethnicity unknown *	24
Total number of consumers served by race/ethnicity	469

3.7 Disability

* - Required field

Disability

Disability Type	# of Consumers
Cognitive*	94
Mental/Emotional*	67
Physical*	141
Hearing*	13
Vision*	153
Multiple Disabilities*	193
Other*	0

3.8 Individuals Served by County During the Reporting Year

* - Required field

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.

3.8.1 Individuals Served by County During the Reporting Year

County Name	Number of County Residents Served
Adams	76
Arapahoe	6
Boulder	247
Broomfield	29
Crowley	1
Denver	26
Gilpin	1
Grand	1
Jefferson	42
Larimer	17
Logan	1
Weld	22

Section 4. Individual Services and Achievements

4.1 Individual Services

* - Required field

Individual Services

Other IL Services	Consumers Requesting Services	Consumers Receiving Services
Advocacy/Legal Services *	104	104
Assistive Technology *	22	22
Children's Services *	0	0
Communication Services *	0	0
Counseling and Related Services *	0	0
Family Services *	0	0
Housing, Home Modifications, and Shelter Services *	0	0

Other IL Services	Consumers Requesting Services	Consumers Receiving Services
IL Skills Training and Life Skills Training *	181	181
Information and Referral Services *	237	237
Mental Restoration Services *	0	0
Mobility Training *	26	26
Peer Counseling Services *	123	123
Personal Assistance Services *	57	57
Physical Restoration Services *	0	0
Preventive Services *	0	0
Prostheses, Orthotics, and Other Appliances *	0	0
Recreational Services *	0	0
Rehabilitation Technology Services *	0	0

Other IL Services	Consumers Requesting Services	Consumers Receiving Services
Therapeutic Treatment *	0	0
Transportation Services *	0	0
Youth/Transition Services *	29	29
Vocational Services *	71	71
Other Services *	0	0

4.2 I&R Information

* - Required field

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

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

Yes

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. *

In each office, CPWD has an Independent Living Advisor who often serves as the first point of contact for individuals seeking services. The ILA will provide I&R services and share about IL philosophy and the process of becoming a consumer. All CPWD services are provided in collaboration with the individual. Through the intake process, staff work with consumers to identify their goals and the services that would help them reach their goals.

Program accessibility is very important to CPWD and to better assist our consumer we have staff that travel to multiple offices and meet with consumers in their community, reducing the barriers of transportation. Additionally, we have staff fluent in ASL and Spanish, our website is in English and in Spanish and materials are in alternate formats as well as in two languages. This past year we have increased our office locations and now provide services in six primary locations. Below is a little more about each Core Service.

Information and Referral: All staff have the responsibility of providing Information and Referral (I&Rs). CPWD handles more than one hundred I&Rs a month, primarily from individuals with disabilities, family members, healthcare providers, social service organizations, and funders.

Independent Living Skills Training: Independent Living Advisors (ILAs) and Independent Living Skills Trainers (ILSs) both provide Independent Living Skills Training (ILST). ILST is done both on an individual level as well as in group settings. Examples of training include learning how to budget, navigating the public transportation system, using Assistive Technology and cooking.

Individual/Systems Advocacy: Direct service staff and our Community Organizer work with individuals and groups on their advocacy goals. This might include teaching a consumer how to advocate on their own or working with a group to create equal access for all. Additionally, we provide training and workshops to the public to create a more inclusive community.

Peer Mentoring: Employees with disabilities provide a natural conduit for peer mentoring and 70% of CPWD's staff are individuals with disabilities. Staff who have overcome barriers and achieved varying degrees of independence are uniquely qualified to mentor others to achieve similar goals. Additionally, CPWD has a number of peer support groups that meet weekly and monthly so that consumers can build community and support each other through their independent living goals.

Transitions: Staff provide transition services to individuals transitioning out of nursing facilities and to youth transition from high school. Nursing Home Transition services are provided to individuals who have identified a desire to return to the community and staff are constantly working to ensure all residents in nursing facilities know they have a right to leave and return to the community. Youth services are provided in partnership with local area schools through hands on classes specifically developed to address IL and Vocational skills. Classes also address social and emotional needs of students who are entering adulthood. Youth services also include peer support groups and an annual summer program.

4.3 Peer Relationships and Peer Role Models

* - Required field

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

CPWD employs a majority of people with disabilities. This includes people with visible disabilities such as those with developmental disabilities, people with cerebral palsy, and people who are blind. CPWD also employs several individuals with "invisible" disabilities. Because CPWD employs a majority of people with disabilities, staff and consumers can develop informal peer mentoring relationships. Staff are able to be successful peer role models as they have gotten past many of the barriers that face people with disabilities—including employment, housing, transportation and healthcare. CPWD also has over 30 peer support groups that meet regularly throughout our service area.

4.4 Increased Independence and Community Integration

* - Required field

Increased Independence and Community Integration

Significant Life Area	Goals Set	Goals Achieved	In Progress
Self-Advocacy/Self-Empowerment*	57	28	29
Communication*	18	5	13
Mobility/Transportation*	38	22	16
Community-Based Living*	66	42	24
Educational*	11	3	8
Vocational*	86	42	44
Self-care*	33	8	25
Information Access/Technology*	81	40	41
Personal Resource Management*	38	18	20

Significant Life Area	Goals Set	Goals Achieved	In Progress
Relocation from a Nursing Home or Institution to Community-Based LivingCommunity/Social Participation *	7	5	2
Community/Social Participation *	133	42	91
Other *	0	0	0

4.5 Improved Access To Transportation, Health Care Services, and Assistive Technology * - Required field

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.

Improved Access To Transportation, Health Care Services, and Assistive Technology

Areas	# of Consumers Requiring Access	# of Consumers Achieving Access	# of Consumers Whose Access is in Progress
Transportation *	70	49	21
Health Care Services *	613	310	303
Assistive Technology *	156	105	51

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

4.6 Self-Help and Self-Advocacy

* - Required field

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

Independent Living Advisors (ILAs) and direct service providers utilize the IL philosophy as the foundation of their services in order to provide a framework in assisting consumers in developing independent living goals. Staff see their role as working with consumers to empower them to take the steps necessary to achieve their goals. This is very different from non-CIL service providers and staff constantly work with consumers and the community to help them better understand the difference between IL service delivery and case management.

4.7 Additional Information Concerning Individual Services or Achievements * - Required field

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

General program achievements and more on CPWD services can be found under section 6.1.1. Here is a success story from one of our consumers.

There can be many challenges during the process of moving from a nursing facility back into the community. I want to share the story of Bob who had lived in a nursing facility for 5 years after he had a stroke. When he started working with CPWD he was frustrated because he had tried unsuccessfully in the past to find wheelchair accessible housing. Bob, was thrilled at first to be working with CPWD but he was soon overcome with fear once an accessible apartment was found. A strong contribution to his fears was his sister's concerns regarding him moving out of the facility. Together, the transition coordinator and Bob had a long conversation with his sister describing the home health services available for Bob and how after the move CPWD staff would continue to work with him to reach his goals. Her fears of him moving abated and he visited the apartment

complex, was once again excited to move. Bob applied for the apartment and they accepted him. CPWD staff continued to work with Bob to set up his new apartment and help coordinate services. He quickly adjusted to life outside of the facility and after living in his apartment for several months, declared to CPWD staff “Everything seems to be falling into place,” which indeed it was.

Section 5. Provision of Services

5.1 Compliance Indicator 2: Provision of Services on a Cross-Disability Basis * - Required field

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. *

CPWD serves individuals with all types of disabilities through our core services and additional IL services. Additionally, all publications about services at CPWD highlight that we are a cross-disability organization to ensure all individuals with disabilities feel welcome and included. Staff regularly participate in a variety of outreach activities in order to reach people who are unserved or underserved. Specific outreach is targeted towards individuals living in the rural communities and the mono-lingual Spanish speaking community. Both of these demographics have been identified on a statewide basis as being underserved. To better reach the Spanish speaking community we have two bi-lingual direct service staff. To better reach the rural community we have a full time dedicated Rural Independent Living Advisor. Additionally, staff regularly attend external meetings to educate the community on CPWD's services and programs.

5.2 Alternative Formats

* - Required field

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. *

CPWD is committed to providing all written material in alternative formats which may include, large print, Braille, Bi-lingual, electronic versions and new this year, audio files of printed materials. All communications can be made available in alternative formats upon request including newsletters, brochures, and any other communications. Additionally, we have a video phone and two staff fluent in ASL for communication with Deaf consumers. This past year it came to our attention that audio files of written publications were necessary so we recorded audio files of our intake packet and general information.

5.3 Equal Access

* - Required field

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. *

CPWD offices have wide hallways, Braille Office Signs, automatic door openers and accessible bathrooms. Additionally, our offices are scent-free zones with posted signs in all reception areas. Staff that work with consumers outside of our offices, ensure that meetings and events are always held at accessible locations. This past year we have started providing some one-on-one services over Zoom for individuals unable to meet in one of our offices. We have found this to be very successful so far and are looking at facilitating peer support groups over Zoom in 2020.

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. *

CPWD programs and staff all work together to ensure the communities we serve have full, complete and equal access for people with disabilities. The Development and Communications Department, Personal Assistance Services and Core Services at CPWD coordinate activities along with our consumers to promote equal access. This can include systems advocacy at public hearings, participating on local committees for transportation and housing, presenting to the business community about Disability Etiquette and Service Animals and providing usability audits of local businesses to ensure physical and programmatic accessibility. Our staff is seen in the community as experts and work with many different entities each year to help address equal access in our community.

5.4 Consumer Information

*** - Required field**

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. *

Individuals that come to CPWD for services are provided information about what it means to become a consumer, the goal development process and how they can partner with our staff to work towards greater independence. By providing them with this information, the individual can make an informed choice to become a consumer or to stay as an information and referral. CPWD's intake process includes going over consumer's rights and responsibilities, grievance procedure and the Independent Living Plan (ILP), which an individual can decide to create or waive.

During each following meeting or service, staff check-in with the consumers about their satisfaction with services and document progress towards independent living goals. This information is tracked in our electronic database, CilsFirst. Additionally, CPWD completes an annual satisfaction survey of all consumers as an anonymous way for individuals to share their experience with services. This helps us evaluate program quality and effectiveness.

5.5 Consumer Service Record Requirements

*** - Required field**

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

During the year, Consumer Service Records (CSRs) are regularly reviewed to determine if all required information has been maintained. Additionally, we have weekly database training to cover questions about the online system and the intake process.

5.6 Community Activities

* - Required field

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcome(s)
Health Care Access	Advocacy/Education	547	To increase access to healthcare and home health options so people with disabilities can remain in their own homes.	People with disabilities will be able to live in their communities of choice
Transportation	Advocacy/Collaboration	331	To ensure that people with any type of disability are able to navigate in and between communities of choice.	People with disabilities will be able to travel to their desired location with appropriate transportation.
Housing	Advocacy/Collaboration	455.5	To ensure that communities have the appropriate amount of affordable and accessible housing options.	People with disabilities are living in integrated housing.
Resource Development	Outreach/Education	685.5	To build partnerships and expand knowledge of working with individuals with disabilities	Individuals will have access to more services that meet their needs.

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcome(s)
Assistive Technology	Collaborating/Education	639	Provide demonstration and technical assistance on how to use different assistive technology devices.	People with disabilities have increased access to assistive technology.

5.7 Description of Community Activities

* - Required field

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. *

For many CPWD staff community outreach and education is part of their daily work. This might be informally through a simple conversation with a local business or more formal such as a presentation or training provided locally or on a national scale. The above numbers capture these more formal community activities and outreach provided by our staff. Additionally, many of our programs rely on strong community partnerships to help our consumers reach their independent living goals. From the transition team creating partnerships for the success of each individual moving from a nursing home back into the community; to the business relationships that contribute to the successful employment of consumers, partnerships are at the center of our programs.

To strengthen all of these partnerships staff participate on councils and regional planning committees; offer presentations to the community of a variety of disability-related topics; attend networking events and fairs; actively participate in local Chamber of Commerce and present at a national conference to share our best practices with other CILs around the country.

Below are a few highlighted examples of our community activities from 2019:

CPWD collaborated with the Boulder Symphony on a Sensory Friendly Concert at a local Arts Center.

- Throughout the year, staff hosted vendor tables and focused on community education through many events including Longmont's Cinco de Mayo Event, the Boulder County Care-giving Symposium (a resource fair for caregivers in our community), Longmont's Pride Festival, Gilpin County Fair (a rural community) and Veteran's Stand Down.
- Staff lead community training throughout the year on many topics including disability etiquette, emergency preparedness, service animals, and ADA 101. One of these trainings was provided to the local Regional Accountability Entity that works with individuals on Medicaid. The evaluations from this training shared how much they learned about the ADA and right for individuals with disabilities in a medical setting.
- CPWD staff are also very active with councils and committees related to public transportation. This includes the Boulder County Local Coordinating Council, Regional Transportation District Advisory Committee for People with Disabilities, and the Denver Regional Mobility and Access Council. As a whole, these groups are working towards accessible transportation and transportation corridors. Having a voice on these committees and councils is very important to CPWD as it ensures that the needs of individuals with disabilities are being taken into consideration during the planning process.
- Another issue that staff are particularly active around is housing. Staff attend meetings with local housing advisory groups and one staff member sits on the local Affordable Housing Technical Review Group to ensure conversations about affordable housing also include accessible housing. Staff provided Disability Etiquette training to one of the local housing authorities which was so powerful that the housing authority has invited CPWD staff to present at the National Conference for Housing Professionals in 2020. We see this as an opportunity to help housing authorities learn about CILs and create local partnerships around the US.

Section 6. Annual Program and Financial Objectives * - Required field

6.1 Work Plan for the Reporting Year * - Required field

6.1.1 Achievements

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

What follows is an overview of our programs and achievements from 2019. The information addresses all the action steps outlined in our 2018 report but are broken up by program to ease the flow of information and provide a better picture of the scope of work accomplished by CPWD in 2019. We have had a huge focus on the growth of our fee for service programs with the continued growth of our Veterans Independence Program. All our programs provide services that help further CPWD's mission to provide resources, information, and advocacy to assist people with disabilities in overcoming barriers to independent living.

Development and Communications: The Development and Communications department had a busy year with grant writing and developing communications for CPWD.

Applied for 25 Grants for a total of \$986,087

Received 18 Grants for a total of \$638,827

Other Fundraising Activity Included \$\$6,825 from Colorado Gives Day

One use of resources was revamping our website and communications to increase accessibility for disability as well as offering communications and our website in Spanish and English. We also raised money to hire new staff to increase services, and to improve our facilities both to house new staff and uplevel accessibility, security and quality. Additionally, to increase the visibility of CPWD and local understanding of Centers for Independent Living, we created two white-board videos. One video explains CILs and the other video explains IL philosophy. We have already found these videos to be a great tool and resource and they are even being used by other CILs throughout Colorado.

Programs and Services

Core Services: In section 4.2 we provide an overview of all Core Services and some highlights from the past year. Another highlight from this past year has been the growth of our Independent Living Advisor (ILA) team to include a full time Rural ILA. We have 5 ILAs that work with consumers in our service area focusing on Information and Referral, advocacy, ILST, and Peer Support. This past year we hired a Rural ILA to focus on bringing these services to individuals living in small mountain communities. Previously we were only able to provide services within these communities periodically or remotely and now we have a full-time staff member dedicated working with consumers in these rural communities.

Youth Services: In collaboration with three local transition programs, CPWD taught fall, winter, and spring classes to groups of 10-11 transition-age youth. One set of Fall classes ran for four sessions and focused on transportation. Another focused on advocacy in employment. Winter and spring classes focused on advocacy in employment and social skills. During the summer CPWD held a 3-week program where youth met twice a week to use their skills while engaging in the community. Activities included learning money management at a restaurant or store, teamwork during group activities, and volunteer engagement.

Nursing Home Transition Services: With the support of grants and Medicaid, CPWD provides nursing home transitions services and Medicaid waiver services. These services include Transition Services, Extended Transition Services, Independent Living Skills Training, and Peer Mentoring. Staff successfully assisted five individuals to transition out of nursing facilities back into their communities. One of the biggest challenges with the Nursing Home Transitions program continues to be housing as it is very expensive in Boulder County and usually not accessible. We are continuing to explore new partnerships to help support this housing shortage.

Beyond Vision: The Beyond Vision Program provides core services to individuals who are blind or visually impaired. The focus of the program is a combination of peer support and one-on-one in-home independent living skills training. The ILST focuses on assistive technology (our current number one request), home safety, and communication. We also provide numerous information and referrals with follow-up.

In 2019 we assisted over 200 consumers who are blind or visually impaired through these services. The Beyond Vision team has worked hard to reach underserved and unserved populations by employing a Bi-lingual Beyond Vision Program Coordinator that facilitates peer support groups in English and Spanish. Additionally, the Beyond Vision program is now contracting with an Orientation and Mobility Specialist to work with consumers on white cane training. In previous years consumers would have been able to access this service through the Division of Vocational Rehab (DVR). Unfortunately, WIOA removed the homemaker goal from DVR services and many individuals have been without access to Orientation and Mobility Training. We were excited to be able to provide this service.

Employment: The core of the CPWD Employment Program continues to be skills training to independently acquire and maintain a job. This training includes career exploration, goal setting, resume development, drafting of cover letters, professional communications, mock interviews, tips for online job search, application review, job site visits, accommodations planning, and follow-along support.

Consumers include referrals from the Division of Vocational Rehabilitation, active participants in the federal Ticket to Work program, referrals from community partners, and walk-ins. CPWD is an Employment Network (EN) with the Social Security Administration and we continue to serve more Ticket to Work Consumers every year. Two staff in the Employment Program are Certified Community Partner Work Incentive Counselors

“CPWIC,” who provide in-depth benefits counseling to assist consumers in making an informed decision about work while on public benefits and how to successfully and securely transition to stable employment income. On a statewide level we are seeing an increase in the need for CPWIC’s as the Division of Vocational Rehabilitation is referring more people for this service and the benefits that it has for consumers looking to become more independent through working.

Veteran’s Independence Program: VIP at CPWD was launched in 2018 and provides Veteran Directed Care through referrals and partnerships with the local Veterans Affairs Hospitals in Denver and Cheyenne. The program has grown from three Veterans being served in September of 2018 to thirty-two Veterans at the end of September 2019. The program continues to expand to serve more Veterans living with disabilities in Northern Colorado, Wyoming, and Nebraska.

Specialized Day Program: CPWD’s Independent Living Program (ILP) is the only Elderly, Blind and Disabled (EBD) Medicaid Waiver program in a CIL in Colorado. Consumers in this program are cross-disability and of all ages. In alignment with CIL philosophy, ILP is a specialized consumer choice “day program” in which consumers learn independent living skills including: cooking, money management, self-advocacy, assertiveness, boundaries, social skills, adaptive yoga, fitness classes, and current events. Additionally, consumers have the opportunity to participate in outgroups which include activities such as bowling, swimming, visiting museums, touring local banks, attending concerts, and shopping.

Personal Assistance Services Department: CPWD is one of two Colorado CILs that implements the Personal Assistance Services (PAS) program and we provide services in Boulder and Larimer County. CPWD supports consumers in their freedom to make choices and the right to live independently in the community and through PAS. The program works with consumers to determine the home care program that best fits their lifestyles (i.e., CDASS, IHSS or conventional home care) and then to navigate the Medicaid system in order to obtain the program of their choice.

PAS employs a variety of skilled and unskilled staff. Skilled include Registered Nurses and Certified Nursing Assistant's (CNAs). Unskilled include Homemakers (HMK), Personal Care (PCP), Health Maintenance Attendants (HMAs) and Relative Care Providers (RCPs). Skilled nurses perform medically oriented services such as setting up medications, giving injections and wound care, as well as personal care requiring a certified nurse aide. Unskilled staff focus on services involving chores around the home such as cleaning, laundry and shopping and giving verbal prompts in care without physical assistance.

Unserved/Underserved

Homeless Population: We have seen an increased need with the homeless community and in the past year have seen an increase in the number of individuals we are working with who are experiencing homelessness. In our main office in Boulder, up to 10% of the consumers receiving core services from the Independent Living Advisors are homeless. We are now working monthly with one of the local homeless shelters to provide services on-site for individuals experiencing homelessness.

Hispanic Population: CPWD has a BiCultural Independent Living Advisor and a BiCultural Beyond Vision Program Coordinator that have worked to grow our bilingual services and better meet the needs of the mono-lingual Spanish speaking community. We now offer three Peer Support groups facilitated in Spanish in addition to our one on one services.

Mental Health Population: Another large underserved population is those with mental health disabilities. Staff are very involved with a local organization called Supporting Actions for Mental Health, which is working to reduce the stigma around mental health and increase awareness throughout the community. Collaborating with them on outreach and events has helped us reach new individuals. Additionally, one of our peer groups attended a local Mental Health First Aid training so that they could better support each other.

6.1.2 Challenges

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

One of the challenges faced this past year has been hiring staff. We are lucky to live in a state that currently has a very strong job market and our job posts have been open longer than usual as we work to find and hire qualified staff. To help address this challenge we have re-evaluated our compensation, explored new ways to announce job openings and even worked with a recruiting agency.

6.1.3 Comparison with Prior Reporting Year

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

All recent trends and program updates are listed under section 6.1.1 of this report.

6.2 Work Plan for the Year Following the Reporting Year

*** - Required field**

6.2.1 Annual Work Plan

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

In 2019 CPWD staff and leadership team worked together to develop a new three-year strategic plan. This is the workplan for the organizations and The following major categories encompass key overarching goals from both our former strategic plan and our current assessment and discovery.

Each major category has a subset of goals and related task and activities that, if realized, will assist CPWD in making significant progress towards its current vision.

GOAL 1: Outreach & Visibility: Increasing awareness of CPWD and Independent Living Philosophy

Objectives and Action Steps:

- Increasing community knowledge and understanding of CPWD, our services and programs, and role in the community
- Increasing community knowledge and understanding of IL Philosophy, Centers for Independent Living, Disability Etiquette, and community-based disability issues
- Community knowledge of CPWD is increased

GOAL 2: Programs: Reaching un- and under-served populations

Objectives and Action Steps:

- Increasing services to underserved communities whether by geography, ethnicity, identity, and orientation, or disability

GOAL 3: Human Resources: Addressing compensation inequities, increasing or modifying benefits and incentives to attract and retain high-quality staff

Objectives and Action Steps:

- Implementing a fair, market-rate wage, salary, benefits and incentives program
- Hiring and retaining high-quality staff

GOAL 4: Funding: Developing opportunities for new and additional funding, increasing Fee-for-Service program income

Objectives and Action Steps:

- Increasing funding diversity through creative funding sources in support of programs and general operating
- Increasing Fee for Services programming and income

GOAL 5: Culture and Administration: Improving cross-office communication/ culture and service delivery consistency; ongoing board development and expansion

Objectives and Action Steps:

- Implementing cross-office communication consistency and accuracy
- Increasing consistency of service delivery across all CPWD offices
- Increasing the board membership, expertise, and diversity

Goal 6: Increase the quality and impact of programs

Objectives and Action Steps:

- Measure Quality of I&R services
- Measure consumer satisfaction
- Services and growth are aligned within each program

6.2.2 SPIL Consistency

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

The State Plan for Independent Living identified three goals that they seek to accomplish with the assistance of the nine Colorado Centers for Independent Living.

Goal 1: Improve SILC effectiveness.

Goal 2: Increase SILC member knowledge base.

Goal 3: Increase the capacity of CILs.

The CPWD workplan is consistent with the SPIL goals and directly addresses the third goal of increasing capacity.

Section 7. Other Accomplishments, Activities and Challenges

* - Required field

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. *

CPWD continues to grow and remain responsive to changing and evolving community and consumer needs. Here are a few additional highlights that weren't captured elsewhere in the report and help share the full scope of work being done at CPWD.

- The rapid expansion of our Veteran Direct Care program. Before we started our VIP program, Veteran Directed Care services did not exist in our area. This service is so important for veterans that wish to remain independent in their community and helps us as an agency expand our fee-generating programs. We continue to see it grow and are excited to be bringing this service to veterans.
- Starting in July 2019, we have funding from the local Area Agency on Aging to help consumers with low vision acquire assistive technology to help them remain independent. We are able to use grant funds to purchase expensive video magnifiers and software at no cost to the consumer. These consumers then work with our staff on ILST to learn the devices and software to increase independence.
- Advocacy skills and a strong sense of community are so important for consumers. To help foster these skills on a larger scale, this past year we sponsored three consumers to attend National Conferences that focused on IL. Through these conferences, consumers were empowered with new advocacy skills and connections with peers from around the US. The consumers also brought stories of their experiences back to peer groups and CPWD programs to help empower others. There are consumers in our peer groups who previously had fear at the idea of traveling alone and now hope to attend a conferences because of the experiences they have heard.

We look forward to this new year and all that the consumers at CPWD can accomplish towards their independent living goals with the support of our staff. Thank you for the support of ACL in the work we do.

Section 8. Training and Technical Assistance

8.1 Training and Technical Assistance Needs

* - Required field

Training And Technical Assistance Needs	Choose up to 10 Priority Needs - Rate items 1-10 with 1 being most important
Advocacy/Leadership Development	
General Overview	
Community/Grassroots Organizing	
Individual Empowerment	
Systems Advocacy	8
Legislative Process	9
Applicable Laws	
General overview and promulgation of various disability laws	
Americans with Disabilities Act	

Training And Technical Assistance Needs	Choose up to 10 Priority Needs - Rate items 1-10 with 1 being most important
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	
Assistive Technologies	
General Overview	
Data Collecting and Reporting	
General Overview	
704 Reports	
Performance Measures contained in 704 Report	

Training And Technical Assistance Needs	Choose up to 10 Priority Needs - Rate items 1-10 with 1 being most important
Dual Reporting Requirements	7
Case Service Record Documentation	
Disability Awareness and Information	
Specific Issues	6
Evaluation	
General Overview	
CIL Standards and Indicators	
Community Needs Assessment	5
Consumer Satisfaction Surveys	
Focus Groups	
Outcome Measures	
Financial: Grant Management	
General Overview	
Federal Regulations	
Budgeting	
Fund Accounting	

Training And Technical Assistance Needs	Choose up to 10 Priority Needs - Rate items 1-10 with 1 being most important
Financial: Resource Development	
General Overview	
Diversification of Funding Base	
Fee-for-Service Approaches	
For Profit Subsidiaries	
Fund-Raising Events of Statewide Campaigns	4
Grant Writing	
Independent Living Philosophy	
General Overview	
Innovative Programs	
Best Practices	3
Specific Examples	
Management Information Systems	
Computer Skills	
Software	
Networking Strategies	

Training And Technical Assistance Needs	Choose up to 10 Priority Needs - Rate items 1-10 with 1 being most important
General Overview	
Electronic	
Among CILs & SILCs	
Community Partners	
Program Planning	
General Overview of Program Management and Staff Development	
CIL Executive Directorship Skills Building	
Conflict Management and Alternative Dispute Resolution	2
First-Line CIL Supervisor Skills Building	
IL Skills Modules	
Peer Mentoring	
Program Design	
Time Management	
Team Building	
Outreach to Unserved/Underserved Populations	
General Overview	

Training And Technical Assistance Needs	Choose up to 10 Priority Needs - Rate items 1-10 with 1 being most important
Disability	
Minority	
Institutionalized Potential Consumers	1
Rural	
Urban	
SILC Roles/Relationship to CILs	
General Overview	
Development of State Plan for Independent Living	
Implementation (monitor & review) of SPIL	
Public Meetings	
Role and Responsibilities of Executive Board	
Role and Responsibilities of General Members	
Collaborations with In-State Stakeholders	
CIL Board of Directors	
General Overview	
Roles and Responsibilities	
Policy Development	

Training And Technical Assistance Needs	Choose up to 10 Priority Needs - Rate items 1-10 with 1 being most important
Recruiting/Increasing Involvement	
Volunteer Programs	
General Overview	10
Optional Areas and/or Comments (write-in)	

8.2 Additional Information

* - Required field

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

None

Section 9. Signatures

* - Required input

NAME OF EXECUTIVE DIRECTOR* Maria Stepanyan

I certify that the information provided in this report is true, complete and accurate to the best of my knowledge. : true

As the Executive Director, I certify that the Board has reviewed and given approval for submission of this report. : true