

REPORTING INSTRUMENT

OMB Control Number: 0985-0061

Expiration Date: January 31, 2022

CIL Program Project Performance Report (To be completed by Centers for Independent Living)

Fiscal Year: 2021

Grant #: 2103COILCL

Name of Center: Center for People With Disabilities

Acronym for Center (if applicable): PWD

State: CO

Counties Served: Adams (CO), Arapahoe (CO), Boulder (CO), Clear Creek (CO), Crowley (CO), Denver (CO), Gilpin (CO), Jefferson (CO), Larimer (CO), Mesa (CO), Washington (CO), Weld (CO), Broomfield (CO)

SECTION 1 - GENERAL FUNDING INFORMATION

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

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

Item 1.1.1 - All Federal Funds Received

Title VII, Ch. 1, Part B	\$16479.90
Title VII, Ch. 1, Part C	\$245229.00
Title VII, Ch. 2	\$60786.70
Other Federal Funds	\$65608.70
Subtotal - All Federal Funds	\$388104.00

Item 1.1.2 - Other Government Funds

State Government Funds	\$659614.00
Local Government Funds	\$576903.00
Subtotal - State and Local Government Funds	\$1236517.00

Item 1.1.3 - Private Resources

Foundations, Corporations, or Trust Grants	\$42500.00
Donations from Individuals	\$36446.60
Membership Fees	\$0.00
Investment Income/Endowment	\$746.07
Fees for Service (program income, etc.)	\$918574.00
Other resources (in-kind, fundraising, etc.)	\$13028.20
Subtotal - Private Resources	\$1011290.00

Item 1.1.4 - Total Income

Total income = (1.1.1)+(1.1.2)+(1.1.3)	\$2635920.00
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Item 1.1.5 - Pass Through Funds

Amount of other government funds received as pass through funds to consumers (include funds, received on behalf of consumers, that are subsequently passed on to consumers, e.g., personal assistance services, representative payee funds, or Medicaid funds)	\$0.00
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Item 1.1.6 - Net Operating Resources

Total Income (Item 1.1.4) <minus> amount paid out to Consumers (Item 1.1.5) = Net Operating Resources	\$2635920.00
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Item 1.2 IL Resource Development Activities

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

CPWD employs a Director of Development and Communication who applies for funding from federal, state, county, and city funds throughout the year. Additionally, we apply for funding from private foundations both nationally and in Colorado.

This past year, we continued to raise funds for COVID-related issues, including funding to increase access and equity to COVID-related services, such as vaccines and education, for people with disabilities.

We also continued to raise funds for remaining renovations to our main facility in Boulder, specifically funding to renovate our rear entrance to make it accessible. Previously, it was too steep for safe wheelchair access. We successfully raised the funds needed, and in the interim, due to economic conditions, the cost of the construction increased significantly. We are currently raising the remaining funds needed to complete the renovation.

We were successful in raising new funds from foundations not previously applied to, or that had not previously funded us.

In our fee-for-service programs, we continue to be successful in our Veterans Services and Employments Services, including Pre-Employment Transition Services, with increases in service numbers and revenue year-over-year.

In this reporting year, CPWD brought in \$1,588,198 of additional resources comprised of fee-for-service revenue and grants outside of State IL and Federal funds.

SECTION 2 - COMPLIANCE INDICATOR 1: PHILOSOPHY

Item 2.1 - Board Member Composition

Enter requested governing board information in the table below:

Total Number of Board Members	Number of Board Members with Significant Disabilities
9	5

Percentage of Board Members with Significant Disabilities	56.00%
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Item 2.2 - Staff Composition

Enter requested staff information in the table below:

	Total Number of FTEs	FTEs Filled by Individuals with Disabilities	FTEs Filled by Individuals From Minority Populations
Decision-Making Staff	5	4	1
Other Staff	27	18	7.5
Total Number of Employees	32	22	8.5

Item 2.2.1 - Staff With Disabilities

Percentage of Staff Members with Significant Disabilities	69.00%
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SECTION 3 - INDIVIDUALS RECEIVING SERVICES

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

Item 3.1 - Number of Consumers Served During the Reporting 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 the previous reporting period	285
(2) Enter the number of CSRs started since the first day of the reporting period	209
(3) Add lines (1) and (2) to get the <i>total number of consumers served</i>	494

Item 3.2 - IL Plans and Waivers

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of consumers who signed a waiver	339
(2) Number of consumers with whom an ILP was developed	155
(3) <i>Total number of consumers</i> served during the reporting year	494

Item 3.3 - 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	12
(2) Withdrawn	46
(3) Died	17
(4) Completed all goals set	64
(5) Other	36
(6) Add lines (1)+(2)+(3)+(4)+(5) to get <i>total CSRs closed</i>	175

Item 3.4 - Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	2
(2) Ages 5 – 19	14
(3) Ages 20 – 24	30
(4) Ages 25 – 59	178
(5) Age 60 and Older	270
(6) Age unavailable	0
(7) Total number of consumers by age	494

Item 3.5 - Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	276
(2) Number of Males served	218
(3) Total number of consumers by sex	494

Item 3.6 - Race And Ethnicity

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

	# of Consumers
(1) American Indian or Alaska Native	7
(2) Asian	8
(3) Black or African American	20
(4) Native Hawaiian or Other Pacific Islander	3
(5) White	350
(6) Hispanic/Latino of any race or Hispanic/ Latino only	84
(7) Two or more races	0

(8) Race and ethnicity unknown	22
(9) Total number of consumers served by race/ethnicity	494

Item 3.7 - Disability

Indicate the number of consumers in each category below.

	# of Consumers
(1) Cognitive	74
(2) Mental/Emotional	32
(3) Physical	104
(4) Hearing	2
(5) Vision	58
(6) Multiple Disabilities	224
(7) Other	0
(8) Total number of consumers served by disability	494

Item 3.8 - Individuals Served by County During the Reporting Year

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

County Name	Number of County Residents Served
Adams, CO	86
Arapahoe, CO	7
Boulder, CO	168
Clear Creek, CO	2
Crowley, CO	2
Denver, CO	49
Gilpin, CO	4
Jefferson, CO	53
Larimer, CO	48
Mesa, CO	1
Washington, CO	1
Weld, CO	45
Broomfield, CO	28
total number of consumers served by county	494

SECTION 4 - INDIVIDUAL SERVICES AND ACHIEVEMENTS

Item 4.1 - Individual Services

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

Services	Consumers Requesting Services	Consumers Receiving Services
(A) Advocacy/Legal Services	41	41
(B) Assistive Technology	85	85
(C) Children's Services	0	0
(D) Communication Services	0	0
(E) Counseling and Related Services	0	0
(F) Family Services	0	0
(G) Housing, Home Modifications, and Shelter Services	0	0
(H) IL Skills Training and Life Skills Training	224	224
(I) Information and Referral Services	482	482
(J) Mental Restoration Services	0	0
(K) Mobility Training	15	15
(L) Peer Counseling Services	164	164
(M) Personal Assistance Services	0	0
(N) Physical Restoration Services	0	0
(O) Preventive Services	0	0
(P) Prostheses, Orthotics, and Other Appliances	0	0
(Q) Recreational Services	0	0
(R) Rehabilitation Technology Services	0	0
(S) Therapeutic Treatment	0	0
(T) Transportation Services	0	0
(U) Youth/Transition Services	28	28
(V) Vocational Services	43	43

Services	Consumers Requesting Services	Consumers Receiving Services
(W) Other Services	0	0

Item 4.2 - I&R Information

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

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

Describe how information and referral services and the other IL core and other IL services are provided to those who request such services in formats accessible to the individual requesting the services.

Describe any innovative practices (not mentioned elsewhere in this report) to enhance the availability and effectiveness of IL services.

CPWD receives information and referral (I&R) requests through phone calls, emails, and by dropping into a CPWD office. I&R inquiries are addressed by the I&R and Outreach Specialist who serves as the first point of contact for individuals seeking services. The I&R and Outreach Specialist provides I&R services and shares about IL Philosophy and the process of becoming a consumer. If an individual needs further IL services, they are assigned to work with an Independent Living Advisor (ILA) to complete an intake. Through the intake process, staff work with consumers to identify their goals and the services that would help them maintain or increase their independence.

Program accessibility is very important to CPWD. To better assist our consumers we have staff that travels to multiple offices and meets with consumers in the community, reducing the barriers to transportation. Additionally, the staff asks consumers their language and preferred method of contact to ensure we are delivering services and materials in the format that will best meet their needs. We have staff fluent in Spanish and American Sign Language and utilize interpretation services that can provide interpretation in 50+ languages during phone, in-person, and video remote meetings. CPWD materials are available in alternate formats including large print, audio format, and in both English and Spanish. Additionally, our website is translated into English and Spanish and includes an accessibility menu where consumers can control the contrast, text size, spacing, cursor, etc.

Below is some additional information about each Core Service.

Information and Referral: While we do have a designated I&R and Outreach Specialist, all staff has the responsibility of providing Information and Referral (I&R). On average, CPWD handles one hundred new I&R requests a month, primarily from individuals

with disabilities, family members, healthcare providers, and social service organizations. We see a variety of requests for information and referrals ranging from housing, legal services, disability benefit education and application assistance, and basic needs requests.

Independent Living Skills Training: All direct service staff provides 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, online platforms, and different software and apps for remote communication. Throughout the year, we host specialized workshops based on consumers' interests some of which this past year included training on transportation smartphone apps, awareness of common scams, and Social Security benefits navigation.

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. We provide disability etiquette training and accessibility walk-through tours to the public to create a more inclusive community. During this reporting year, our Board of Directors created an advocacy task force dedicated to taking on local systems advocacy and legislative matters. Additionally, we are a member of the Association of Colorado Centers for Independent Living (ACCIL) and participate in statewide coalitions to advocate for systems change with stakeholders.

Peer Mentoring: Employees with disabilities provide a natural conduit for peer mentoring. Currently, 69% 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 peer support groups that meet weekly so that consumers can build community and support each other through their independent living goals. We have a mix of both in-person and virtual groups allowing consumers to join in the format they prefer.

Transitions: Staff provides transition services to individuals transitioning out of nursing facilities and to youth transitioning into adulthood. Nursing Home Transition services are provided to individuals who have identified a desire to return to the community. Staff also engages in outreach activities 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 designed to address IL and vocational skills. Classes also address the social and emotional needs of students who are entering adulthood. Youth services also include one-on-one help, peer support groups, and recreational activities. This past summer we held a 6-week intensive summer program for youth focused on career development. Each week youth learned vocational skills and toured local businesses to explore a variety of job opportunities.

Item 4.3 - Peer Relationships and Peer Role Models

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

Peer support and peer relationships are foundational to all our programs and services. CPWD employs a majority of people with disabilities. This includes people with visible and "invisible" disabilities. Because 69% of CPWD employees are people with disabilities, staff and consumers develop informal peer mentoring relationships while working together. Staff members are successful peer role models as they have overcome 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. In these peer groups, staff lead conversations with consumers and invite everyone to share their successes and challenges as they work toward their independent living goals. If a consumer has a goal to be more involved in their community or to become a peer role model themselves, staff assist them by actively looking for opportunities for that consumer to get involved in our agency or their communities. Two of our current peer groups formed after a consumer approached staff about their idea to start a specific peer group. Each consumer is a leader within the group and has the opportunity to act as a peer mentor with other consumers.

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

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

Significant Life Area	Goals Set	Goals Achieved	In Progress
(A) Self-Advocacy/Self-Empowerment	45	24	21
(B) Communication	6	1	5
(C) Mobility/Transportation	34	22	12
(D) Community-Based Living	142	79	63
(E) Educational	16	4	12
(F) Vocational	51	18	33
(G) Self-care	47	16	31
(H) Information Access/Technology	98	41	57
(I) Personal Resource Management	81	30	51

Significant Life Area	Goals Set	Goals Achieved	In Progress
(J) Relocation from a Nursing Home or Institution to Community-Based Living	4	2	2
(K) Community/Social Participation	141	51	90
(L) Other	0	0	0

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

In column one, indicate the number of consumers who required access to previously unavailable transportation, health care services, or assistive technology during the reporting 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.

Areas	# of Consumers Requiring Access	# of Consumers Achieving Access	# of Consumers Whose Access is in Progress
(A) Transportation	22	12	10
(B) Health Care Services	323	160	163
(C) Assistive Technology	134	67	67

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

Item 4.6 - Self-Help and Self-Advocacy

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

As a Center for Independent Living, self-help and self-advocacy is at the heart of how we operate all our services. Independent Living Advisors (ILAs) and direct service providers utilize the IL philosophy as the basis of our work and assist consumers in developing individualized independent living goals. Our role when working with consumers is to encourage, coach, and empower them to take the steps necessary to achieve their goals. This is very different from non-CIL service providers. Staff work with consumers and the community to help them better understand the difference between IL service delivery and case management. Additionally, staff has been trained in a Strength-Based Service Delivery, which compliments the IL Philosophy and creates a common language for consumers and community partners.

Common areas needed for self-advocacy support with our consumers are tenant-landlord relationships, reasonable accommodation requests, obtaining medical and financial benefits, and self-advocacy with one's own family. Staff maintain a coaching role throughout their work with consumers and regularly look for ways to promote consumers' self-advocacy.

One example of this can be seen in our monthly Social Security Income (SSI)/Social Security Disability Income (SSDI) workshop. New consumers who need self-advocacy support when applying for benefits are invited to first attend the workshop where they receive a 2-hour overview of SSI/SSDI, including training on how to be their own best advocate while applying for benefits. After the workshop, about half the participants are ready to proceed independently in applying for benefits. Others who need additional support are scheduled to work one-on-one with an ILA.

Item 4.7 - Additional Information Concerning Individual Services or Achievements

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

Below are several success stories from consumers and the impact that CPWD made this past year.

Independent Living Advisor Program - An older adult consumer with low vision reached out to CPWD with the goal of locating affordable and accessible housing within the city of Boulder. Because of the increased cost of living in Boulder, the property owner raised his rent and he could no longer afford to live there. He was faced with two options; find another apartment or become unhoused. Because of the affordable housing crisis and long waitlist for subsidized apartments, the consumer felt hopeless that he would find a unit in time. The consumer worked closely with an ILA to locate housing that would meet his needs. Because of CPWD's partnership with a local housing authority, the ILA was notified of an available apartment. The ILA walked the consumer through the application process and helped the consumer provide all the documentation needed. He successfully moved into his new apartment just in time for the holidays in December 2021. If not for the support and collaboration between CPWD and the local housing authority, the consumer would be forced into homelessness.

Beyond Vision Program - An 89-year-old consumer with macular degeneration started receiving services from CPWD after her daughter reached out to CPWD. The consumer lived alone and due to the pandemic was feeling isolated, depressed, and was having a hard time using her phone with her worsening vision. She told staff that she had an iPhone but did not think it would be possible to do the things that she had heard others talk about doing on their phones. She wanted to text and call her daughter, make and receive calls from others and have the ability to listen to books from The Colorado Talking Book Library. Because she did not know how to select books, she would just listen to whatever was sent to her, many of which she didn't enjoy. When the staff explained that she can search the entire collection of the library to find something of interest, the consumer could not imagine doing this. After working one-on-one with a low vision skills training, the consumer learned to text, make phone calls and retrieve voicemails from her daughter, all by using Voice Over. This individual was so excited to search the collection of books from the Colorado Talking Book Library and can now download books and read them on her own. The consumer is in awe that she is able to do these skills independently and feels much more connected to her family and friends thanks to the skills she learned from CPWD.

Nursing Home Transition Program - One transition consumer with schizophrenia had been living in a facility for the past 16 years and was unhoused before that. During his 16 years at the facility, everything was managed by facility staff - money, appointments, cooking, laundry, etc., and the consumer lost many independent living skills during his years there. He wanted to live on his own and be in charge of his own life but to him, it seemed impossible. He began working with CPWD's Transition Coordinator and within a few short months, he received a housing voucher, signed a lease, and received independent living skills training from CPWD staff in preparation for his transition. By the time he moved out, he felt confident and ready to live on his own. Thanks to the coordination of services by CPWD staff, he successfully moved out of the facility with homemaker and home health services to support his transition. He is now exploring employment and is excited to be making his own choices for the first time in 16 years.

Youth Transitions Program - A parent reached out to CPWD because her son was struggling to find stability and overcome challenges caused by his cognitive disabilities. After creating an Independent Living Plan, he began working one-on-one with a Youth Independent Living Advisor (ILA). The youth consumer had jobs previously, but struggled to maintain employment and was fired or quit every job he had. He told the Youth ILA that he often struggled to find the motivation to look for new jobs. The ILA and consumer explored career options, and with his ILA's support, he decided to find a job that matched his passions and interests. For him, that meant working in the automotive industry and eventually going to a trade school. The Youth ILA helped him to create a resume and brush up on interviewing skills and he soon was offered a job at a local automotive parts store. The consumer was excited to start in this new role and said that working with CPWD gave him more confidence in his career path.

Systems Advocacy - One of the most important acts of advocacy this year was working with our local representatives to advocate for Social Security Administration (SSA) reform. Based on feedback from our staff and consumers, we determined that clerical errors and improper processing by SSA are affecting people with disabilities, putting their financial and

medical stability in jeopardy. Unwarranted denials and incorrect back-auditing procedures are all too common in our community and are often due to SSA's improper processing, inaccessible documents, and unanswered phone calls. Our advocacy plan included raising awareness for the lack of accessibility within the SSDI processes, from the initial application to the denials and back auditing procedures. We brought other Centers for Independent Living in Colorado into the conversation because this issue was not unique, and people with disabilities are losing their benefits every day due to an outdated and discriminatory system. Our Community Organizer gathered consumer testimonials, collaborated with CPWD's Benefits Counselors, and developed a relationship with Congressman Joe Neguse to spearhead this advocacy effort on a legislative level. Our advocacy work resulted in multiple US. Representatives openly calling for reform and specifically highlighting the current SSDI process as discriminatory to and disproportionately affecting the disability community. With signatures from six legislatures, a formal letter that CPWD helped draft was sent to the Acting Commissioner of the Social Security Administration. An initial response was received and with the public recognition of this issue, we will continue to take steps to resolve the issue.

Veteran Independence Program - The Veteran Independent Program (VIP) not only allows veterans the opportunity to remain at home and for family caregivers to receive an income for the services provided, but also supports the veteran and their family with independent living skills training. One veteran with early stages of Alzheimer's Disease was struggling with communication and often asked his caregivers the same question repeatedly throughout the day. This was causing frustration and burnout to his wife/caregiver. During one of their routine visits, CPWD's VIP Advisor suggested they purchase a whiteboard where his wife could put information so that the veteran could find the answers himself. The next time the VIP Advisor visited, she found that the whiteboards worked so well that there were several throughout the home. There was one on the refrigerator listing the day of the week and what the menu was for the day and another one showing when doctor's appointments and family visits were scheduled. This strategy allows the Veteran to be more independent and is a way for him to find answers to his questions. It also gives the caregiver a break from having to answer the same question repeatedly throughout the day. Because VIP Advisors are visiting veterans' homes regularly, they can see these challenges and provide strength-based solutions that ultimately keep the veteran independently living at home.

Benefits Counseling and Employment Program - CPWD's Employment Coordinator/Benefits Specialist has been working with a consumer for three years through the Ticket to Work program. Before working with CPWD, he was unhoused and was looking for work. Through his dedication, motivation, and determination, as well as CPWD's encouragement, support and benefits counseling, he successfully found employment. This past year he increased his earnings from \$15.00 per hour to \$20.00 per hour due to promotions. This wage increase has helped with paying student loans, moving into a bigger and more spacious apartment, and paying off debt that he accrued when unhoused. This consumer commented that before CPWD, he did not have any help in understanding his benefits and how to go about getting a job. He said, "I could not have done this without CPWD. I tried in the past and I just kept going in circles and was frustrated and was almost ready to give up just before coming to CPWD."

SECTION 5 - PROVISION OF SERVICES

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

Briefly describe how, during the reporting 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 to reach people who are unserved or underserved. Specific outreach is targeted towards individuals living in rural communities and the monolingual Spanish-speaking community. Both of these demographics have been identified on a statewide basis as being underserved.

To reach the rural communities in our region we participate in the monthly Peak-to-Peak Housing and Human Services meetings to collaborate and outreach to the mountain service providers. Additionally, we attend health and resource fairs in rural areas. To reach monolingual Spanish-speaking consumers, we have three staff fluent in Spanish. Our Bilingual staff travel throughout our region to provide IL services in Spanish. CPWD also attends community meetings and resource fairs that target this community and we collaborate with several agencies that have a focus on serving the monolingual Spanish-speaking community.

Additionally, staff regularly attend external meetings to educate the community on CPWD's services and programs. This past year CPWD staff attended ten community resource fairs including Cinco de Mayo celebrations, Veteran specific resource fairs, and LGBTQ+ Pride festivals.

Item 5.2 - Alternative Formats

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

CPWD is committed to providing all written material in alternative formats which may include, large print, Braille, Bi-lingual, electronic versions, and 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 one staff

fluent in ASL for communication with Deaf consumers. We also regularly update print and digital information and communications to ensure low-vision accessibility and provide materials in both English and Spanish.

Item 5.3 - Equal Access

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

CPWD offices have wide hallways, Braille Office Signs, automatic door openers, and accessible bathrooms. Our offices are scent-free zones with posted signs in all reception areas. Staff that works with consumers outside of our offices, ensure that meetings and events are held at accessible locations. Our outreach materials, forms, and website are produced in English and Spanish to ensure equal access to monolingual Spanish-speaking individuals with significant disabilities. In addition to having several staff members at CPWD who are fluent in Spanish or American Sign Language, we contract with interpreters to ensure the services are accessible in a manner that best works for the consumers. Many of our one-on-one services and peer support groups are still being held over Zoom and Google Meets for individuals unable to meet in one of our offices or who are at greater risk of COVID. Google Meets has a built-in captioning option, which we have found to increase the accessibility of peer groups and one on one meetings. Our Zoom account includes the simultaneous interpretation feature to accommodate bilingual peer groups, meetings, and workshops.

(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.

CPWD programs and staff all work together to ensure the communities we serve have full, complete, and equal access for people with disabilities. All programs 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 works with many different entities each year to help address equal access in our community.

Below are several examples of advocacy work and the impact that CPWD made this past year.

Intro to Healthcare for All: Inclusivity and Cultural Responsiveness - Staff has been an active member of the Vaccine Equity Coordinating Committee which focuses on pandemic-related issues and needs for underserved populations. In collaboration with Boulder County Public Health and cultural brokers from Out Boulder County, El Centro Amistad, and the Area Agency on Aging, CPWD participated in a 2.5-hour-long training for Boulder County Public Health clinician staff who worked at the COVID-19 vaccine clinics. This training was designed to help prepare the clinical staff to serve diverse communities in a truly inclusive way. The training helped staff to identify discrimination seen in healthcare and how to apply inclusive care and holistic approaches in healthcare settings.

Boulder County, American Rescue Plan Act (ARPA) Funding Recommendations - CPWD staff participated in Boulder County's ARPA work group to provide feedback and recommendations for how the county should spend ARPA funds. As representatives of the disability community, CPWD advocated for potential projects to be viewed from a disability lens so all methods of implementation include accessibility and equitable access. Our work on this committee helped to create a framework for future county projects for what accessible services look like and how to incorporate accessibility into the project scope.

Nederland, Colorado, Americans with Disabilities Act (ADA) Advocacy - Nederland is a rural, mountain community with limited resources for people with disabilities. This year staff collaborated with local leaders to give presentations to the Board of Trustees and the Downtown Development Authority to advocate for ADA accessibility for future development projects. Through these presentations and ongoing meetings, CPWD advocated for access of all individuals to the businesses and areas around town. Staff urged local officials to ensure that their Transportation Improvement Project and Safer Main Street Project include access for all individuals. We continue to work closely with the community to ensure ADA compliance and provide recommendations for improvements.

Mobility for All, Transportation Advocacy - This year, we began a new collaborative project between Mobility for All and CPWD to help audit and review their new transit smartphone app for accessibility. We have worked with Mobility for All throughout the years and have a staff member on their Mobility and Access Council. This relationship has made it very easy to open the conversation about the need for greater accessibility with the materials they are producing. Mobility for All was happy to listen to our feedback and agreed to implement changes based on our recommendations. In addition to reviewing the actual app and accompanying tutorial videos, Mobility for All and CPWD is hosting a series of workshops with our low-vision consumers to provide feedback on their transportation training that they offer to the community. These workshops are being hosted at CPWD and include interactive feedback sessions with people who are visually impaired and/or blind to critically evaluate Mobility for All's workshops to make them more accessible to low-vision individuals.

Boulder County Area Agency on Aging, Justice Coalition for ALL (JCALL) -JCALL is working to address and improve the county's response to abuse in later life and is raising awareness by providing resources and education to protect and empower all older adults to live safely in our community. They are also developing enhanced services to respond to the needs of

older survivors. In collaboration with Boulder County's Area Agency on Aging, CPWD facilitated a focus group with consumers. The focus group was a one-hour conversation with CPWD consumers to learn more about what services they rely upon, and where gaps may exist. The information JCALL received will be used to inform their future projects to ensure their future projects include voices from the disability community

Item 5.4 - 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.

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 receive only information and referral. CPWD's intake process includes reviewing the 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 checks in with the consumers about their satisfaction with services and documents 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. To identify consumers to participate in the survey, the Director of Core Services runs a report from our database to identify any consumers who received CPWD services in the past 6 months. In this report, we also identify how they have indicated they prefer to receive information and in what format. For example, we collect data on the language consumers speak, whether they prefer electronic or paper communications, and whether they need large print or braille communication. The satisfaction survey was then distributed in the format a consumer requires. Staff then consolidates the surveys received and creates a summary report on both qualitative and quantitative findings. The results are shared and discussed among the Board, executive team and with staff, which we use to improve our services. For example in our last annual consumer satisfaction survey, we saw a consistent trend of consumers requesting more in-person services. With the survey feedback and following CDC COVID-19 guidelines, we began the gradual shift to resuming in person services.

ACL Feedback: Please provide more information on how you select consumers to give feedback, how you ensure the feedback mechanism is accessible, how often you ask for feedback, and how you include this feedback in Center operations.

Item 5.5 - 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.

There are several ways that CPWD is ensuring that Consumer Services Records (CSR) contain all required information.

Whenever we have a new staff join our agency, the Director of Core Services provides a comprehensive one-on-one training on our CILsFirst Database, CSR requirements as outlined in the Rehabilitation Act, and the proper procedures related to documentation and required paperwork. The manager then continues to train on these items and actively assists new hires with their documentation during their first three months of employment to ensure the staff is fully meeting expectations.

Program managers run a report from our CILsFirst Database once a quarter for all active consumers in their program to monitor several CSR compliance items. First, they review Independent Living Plan (ILP) dates to identify if any plans are due to be reviewed (at least annually). Second, they review goals to ensure staff are appropriately closing goals as indicated by the consumer and to identify any goal target dates that past due. Third, they check to see when the last contact date was with the consumer to ensure staff are routinely following up with consumers. From these reports, managers provide a list of any items that need corrections, review with staff (who then make the corrections), and provide additional training.

During weekly check-ins between managers and staff members, the manager will review additional CSR requirements such as reviewing the content and quality of individual service records and checking to make sure that documents are appropriately filled out and uploaded into our database (including Intake paperwork, ILPs, releases of information, and closure letters). The manager will provide additional training to the staff person during routine supervision meetings.

On top of the one-on-one training described above, the Director of Core Services also provides bi-monthly, mandatory database trainings to address questions about the database, the intake process, and CSR requirements.

Additionally, we are subject to program monitoring and CIL recertification by our designated state entity (DSE) every 2-3 years. During our November 2022 recertification, the DSE review team randomly selected 30 CSRs to review. CPWD passed the recertification with zero deficiencies or findings.

ACL Feedback: Please provide additional information on how often the files are reviewed, who reviews the files, how many files are reviewed, how they are selected, and how the findings are incorporated to improve record management.

Item 5.6 - Community Activities

Community Activities Table

In the table below, summarize the community activities involving the CIL's staff and board members during the reporting 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)
Health Care Access	Advocacy, Education, Collaboration	360	To increase access to Health Care 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	652	To ensure that people with any type of disability can navigate in and between communities of choice.	People with disabilities will be able to travel to their desired location with appropriate transportation.
Housing	Advocacy, Education, Collaboration	135	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, Collaboration	664	To build partnerships and expand knowledge of working with individuals with disabilities.	Individuals will have access to more services that meet their needs.
Assistive Technology	Education, Collaboration	550	Provide demonstration and technical assistance on how to use different assistive technology devices.	People with disabilities have increased access to assistive technology.

Item 5.7 - Description of Community Activities

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

For many CPWD staff, community outreach and education are part of their daily work. This might be informally through a simple conversation with a local business or more formally 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 on a variety of disability-related topics; attend networking events and fairs, and actively participate in national webinars and conferences to learn and share best practices with other CILs around the country.

Below are a few highlighted examples of our community activities from the reporting year.

Disaster Assistance Center - In December 2021, Boulder County was severely impacted by the Marshall Fire that destroyed over 1,056 structures and displaced thousands of people who either evacuated or lost their homes entirely. During this emergency, CPWD distributed information and resources to our consumers and the greater community to ensure individuals were connected with county and state emergency response teams. To support the recovery process, CPWD staff were present at the county's Disaster Assistance Center (DAC), which served as a hub for people impacted to obtain services. Community partners on-site at the DAC included Federal Emergency Management Agency (FEMA), County Housing and Human Services, Public Health, Mental Health Partners, insurers, and many other area government and nonprofit organizations. CPWD's role at the DAC was to meet and support people with disabilities who lost their homes and to provide technical assistance to the other service providers on the best ways to support people with disabilities during the crisis.

Resource Fairs - Throughout the year, staff hosted vendor tables and provided community education at multiple community events including Longmont's Cinco de Mayo Celebration, Longmont and Boulder Pride Festivals, an accessibility event during Boulder's Bike to Work Day, Veteran-specific resource fairs, and several health and wellness resource fairs that focused on older adults.

University of Colorado's Build a Better Book (BBB) Project - The Beyond Vision Program hosted a half-day learning session with students from the Build a Better Book Project, a teen internship program that focuses on creating accessible materials for people with visual impairments. The BBB Project teaches students about engineering with empathy and the importance of understanding the needs of the end user in designing products. During this

learning session, 15 students and professors learned firsthand about visual impairments and living independently with a vision disability by speaking with Beyond Vision staff, consumers, and a CPWD Board Member. They also received an overview of Centers for Independent Living, the Disability Rights movement, and assistive technology for people who have a visual impairment or are blind. Many of the students had never spoken to someone who was blind before and were very grateful for the opportunity to receive feedback from CPWD on their student projects.

Raise Colorado - Staff provided two trainings for Raise Colorado, a coalition of organizations, parents, advocates, businesses, and service providers focused on advancing policy issues for Colorado children and families. The training included disability etiquette and best practices to support parents with disabilities. Staff first provided the training to Raise Colorado's steering committee and then were asked to return and present again to their entire coalition of 45 members. In both instances, CPWD received high praise for the staff presentation and the content of the training.

Colorado Disabled Students Network (CDSN), College Bound - CPWD partnered with CDSN to help launch its first project called College Bound 2022. The project is designed and facilitated by disabled people who are current or past college students. Participants of College Bound met throughout the year and learned strategies for navigating college with a disability, including how to talk to professors, how to arrange accommodations if needed, and how to advocate for themselves. CPWD supported CDSN by providing feedback on the design and implementation of College Bound, helped to create marketing materials, assisted with recruitment, and was a guest speaker for one of the seminars.

National Association of People Supporting Employment First (APSE) Conference - Several staff members have attended conferences related to employment and benefits counseling throughout the year. At the 2022 National APSE conference that was held in Denver, staff assisted in a presentation that spotlighted one of CPWD's consumers. The presentation focused on how CPWD's Ticket to Work program and Benefits Counseling helped this consumer gain the confidence to return to work. This consumer has been working for over three years and is no longer reliant on Federal benefits.

Presentation to Veterans Administration (VA), Social Work Department - CPWD staff presented to the Cheyenne VA Social Work team about Veteran Directed Care and what makes a good referral to the program. As referrals can only be made directly by VA staff, establishing a more solid relationship with the Social Work team is critical to ensure the expansion of our Veterans Independence Program. This presentation successfully increased the collaboration between CPWD and the VA Social Workers, resulting in increased referrals to CPWD.

Joining Community Forces (JCF) - JCF is a statewide coalition that acts as a single entry point for resources and service providers interested in collaborating with other national and local civic-minded entities in support of Veterans, Military Members, and their Families in their communities. CPWD staff attend quarterly meetings to learn about available services to veterans and receive important training on military cultural competency. During the October 2022 JCF meeting, CPWD presented to the group on the Veterans Independence Program to explain the

steps veterans can take to initiate services through their local VA and to promote consumer-directed programs.

SECTION 6 - ANNUAL PROGRAM AND FINANCIAL PLANNING OBJECTIVES

6.1 - Work Plan for the Reporting Period

Item 6.1.1 - Achievements

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

CPWD's Work Plan is influenced primarily by three intersecting factors:

1. Our Strategic Plan, which has defined overarching organizational goals, has been informed and vetted by staff, and approved by our board.
2. Our Core Services that are central to our work as a CIL, and that inform the fundamental qualities of our specialty programs and services
3. Current conditions, including economic and social conditions, as well as consumer feedback, changes in regulations, laws, adaptive technology and a myriad of other inputs that could influence the independent living needs of people in in our service community

Given this view, last year, CPWD's overarching work plan included efforts to increase access to independent living services for people with disabilities, by helping facilitate post-COVID hybrid service delivery - adding more and more in-person work while also providing accommodations for people who now prefer or had acclimated to online services; seeking new funding opportunities, including fee-for-service as Medicaid reimbursement following a year of COVID monies and changes in funder mandates; hiring and retaining quality staff in an environment of sudden hiring competition and skyrocketing wages due to inflation and other factors; all the while delivering Core Services through our programs and being actively responsive to the independent living needs of our consumers.

Over activities last year were in line with several of our Strategic Plan Goals (a copy of our Strategic Plan available upon request):

- GOAL 2: Programs: Reaching un- and under-served populations
- GOAL 3: Human Resources: Addressing compensation inequities, increasing or modifying benefits and incentives to attract and retain high-quality staff
- GOAL 4: Funding: Developing opportunities for new and additional funding, increasing Fee-for-Service program income
- GOAL 6: Increase the quality and impact of programs

Conditions impacting our efforts included shifts in funding as COVID abated and relief funds evaporated while, simultaneously, wages skyrocketed and we experienced some staff turn-over and had to increase starting wages and work harder than usual to find, recruit and retain quality staff.

Following are some of the key activities we accomplished related to independent living and affected by the above-mentioned conditions:

Increasing Access. We created and hired for an I&R and Outreach Specialist position to be fully dedicated to incoming requests for information, referral and services. This position coordinates with our Independent Living Advisors (ILAs) and other staff, serving as an expert gateway for in-bound inquiry and a liaison to our community partners, connections and referrals. This increases accessibility and accuracy of inquiry and response, allows us to better track our services in this area and identify trends of consumer needs, and reallocates time previously spent by ILAs on these services to deliver direct services to consumers. This effort has been very successful and we have seen an increase in effectiveness and efficiency of our in-bound inquiry-to-service delivery efforts.

Serving Youth. We increased the number of youths with disabilities we are serving. This area has demonstrated a growing need over the past years; youth and their families need more comprehensive education and skills training to successfully transition from high school to adulthood, including assistance preparing for adult waivers and services, job preparation and seeking, and independent living skills training. We increased our youth census from 34 to 48 youth by collaborating with schools and offering information sessions such as Family Night.

Resumed in-person Peer Group Services. This transition has been gradual with the back-and-forth COVID variant advisories for social distancing. Some individuals have acclimated to online services, which has its benefits, but overall, we see the benefit of in-person services as they provide another dimension of relating and fellowship that addresses frequent challenges for people with disabilities including isolation and despondency. Over the course of last year, we transitioned from all online peer groups to 12 in-person, 3 hybrid and 17 online.

Systems Advocacy. We created an advocacy task force consisting of staff, board members and other stakeholders who represent the voice of independent living in various forums. Last year, the newly formed task force conducted an audit of a new transportation center in Boulder and provided valuable feedback on accessibility.

Benefits Counseling. We trained another of our staff to be a Certified Community Partner Work Incentive Counselor (CPWIC), which takes months of training and provides the skills and expertise to assist people with disabilities on benefits who want to work in navigating this transition without detrimentally losing income or medical benefits. CPWD has 2 of only a few trained CPWICs in Colorado and provides a significant volume of services in this area in English, Spanish, and ASL.

Increased Income. Through some of our programs where services qualify for reimbursement by either Medicaid, Social Security or the VA, we increased the number of consumers and services thereby increasing fee-for-service income that can serve to support other organization expenses and strengthen our financial status. Two such programs were Ticket to Work and Veterans Independence Program. NOTE: All of our services are provided at no cost to consumer, income comes from reimbursement by Medicaid or Social Security or VA. In addition, we sought out new grant funding opportunities. We were successfully awarded 23 grant

proposals totaling \$1,140,195; cultivated 11 new grant funding sources during the time period; and raised approximately \$10,500 during Colorado Gives Day.

Staff Turnover. We experienced high staff turnover last year, 8 core services staff in total. In line with our strategic plan Goal 3, to the best of our ability, we increased wages, implemented new fringe benefits, actively solicited applications, and worked diligently to fill critical positions all in a highly competitive hiring environment. Our dedicated staff filled gaps in the interim, and we didn't experience any loss of service delivery or lose any intake consumers.

Core Services and Existing Programs. The above highlights are key efforts during the last period that occurred in tandem with us continuing to effectively deliver Core Services through a series of specialty programs and services.

We are very proud of our efforts and resilience, and our commitment to independent living in our region.

ACL Feedback: This is not a workplan. Please include goals, objectives and progress for each for the reporting year.

Item 6.1.2 - Challenges

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

The greatest challenge we faced was related to staffing. During this reporting period, eight staff left our agency for a variety of reasons. Due to the current economic climate, recruitment and hiring for these positions took much longer than anticipated. To help address this challenge we re-evaluated our compensation, explored new ways to announce job openings, and implemented a 4-day workweek to attract high quality candidates. As of October 2022, all positions were filled and we are now fully staffed.

Item 6.1.3 - Comparison with Prior Reporting Period

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

All recent trends and program updates are listed in the above sections of this report.

6.2 - Work Plan for the Period Following the Reporting Period

Item 6.2.1 - Annual Work Plan

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

Similar to the introductory comments in section 6.1.1, every year, CPWD's Work Plan centers around providing Core Services to people with disabilities in our region, while also seeking to accomplish or work towards goals outlined our strategic plan, and being responsive to current social-economic and other conditions that influence both consumers/independent living and our organization's capacity to provide services with effectiveness and impact.

In the year ahead, in addition to continuing to deliver Core Services through a series of specialty programs and services, we see several currently relevant goals and objectives. Primarily, our activities for the year center on the following goals from our strategic plan:

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

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

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

GOAL 6: Increase the quality and impact of programs

Increasing Visibility. This year, we are implementing several strategies to increase visibility of CPWD and our services to increase awareness of independent living services available, engage more consumers, in particular under-represented consumers, increase access to services, and increase education and awareness about disabilities, independently living, access, equality, equity and diversity. Our Development and Communications department is launching a robust marketing initiative that will bring regular information and updates about current and historical events and issues as a way of providing education and information, and also key information about services, activities and current issues, including events. Further, this initiative will serve to support systems advocacy by informing and educating people about key legislative bills and other federal/state/municipal/local laws, changes or regulations that could impact people with disabilities.

Support Staff Retention. The competitive hiring environment persists, and while we are fully staffed with highly qualified individuals, we understand the risk of turnover. This year, we intend to stay as competitive as possible with wages given our budget and the funding available, while also providing additional staff training and professional development, as well as assisting staff to focus on-the-job functions they are good at and passionate about. In addition, we will augment our flexible work policy by going to a 4-day work week. We have tested this and have found that the balance between at-work and at-home time is actually leading to greater outputs and outcomes in terms of both numbers of people we serve and delivery of services. We believe this combination of efforts will cultivate staff passion for the work they do at CPWD, stimulate a more attractive work culture with attractive benefits, help us retain staff, and provide for a strong base for building on our other efforts related to delivery of Core Services.

Reach More Consumers/Provide Quality Services. Building on outreach/marketing goals and staff retention goals, we aspire to reach more consumers, including un- and under-served populations such are rural, minority and immigrant people with disabilities. We are expanding ILA services, Nursing Home Transition Services, Youth Services, Employment Services, Veterans Services and other services actively to accomplish this goal. With strong staff

retention and community awareness, this goal is more tenable. Connecting with our community collaborators, building more inroad for people to find us, and having a solid team are some of the foundations of increasing service numbers. We also use consumer satisfaction surveys and 1:1 feedback to help us refine and increase quality of services. As previously mentioned, the social-economic (as well as technology, transportation, benefits, and other) environment has changed. Increasing quality requires adapting to new circumstances quickly and meeting current consumer needs effectively.

Building on last year, as in-person gathering and meeting has become safer, we are working with consumers and our Peer Groups to encourage and increase participation in in-person services. In some cases, this happens naturally and willingly. In other cases, it can be a gentle transition as some consumers have acclimated to the convenience of online services. We know the benefits of meeting in person: direct benefits include the value of community, shared experience, alleviation of loneliness, group learning and education experiences and so forth; indirect benefits include increasing transportation skills, communication and participation skills, planning and follow-through skills. In some cases, online services can still be a benefit. For example, if we want to share critical information about visual impairment across the 6 counties in our region, an online meeting facilitates many participants from different places at the same time. However, overall, we are striving to increase in-person services.

Systems Advocacy. Building on the work of the advocacy task force last year, we are committed to providing more information, education and access to key issues impacting people with disabilities in our region. For example, there are currently several bills under review or coming to vote in Colorado that will affect people with disabilities. We are writing about those, organizing trips to legislative sessions, and providing information and access for feedback and input. The bills currently under consideration are:

- a. HB23-1032: Remedies Persons with Disabilities - A person with a disability is entitled to protection against discrimination of benefits, programs, activities with public accommodations, monetary damages, and allows reasonable attorney fees and costs for any persons with disabilities facing discrimination.
- b. Accessibility in Housing - This bill requires that at least 15% of newly constructed homes/ dwelling units be accessible as well as the public space of the buildings.
- c. Discrimination Persons With Disability CO Outdoors - Requires shared outdoor spaces to be accessible to those with disabilities.
- d. Access to participate in State and local Govt - Requires shared State and local government spaces to be accessible to those with disabilities.
- e. HB23-1136: Prosthetics Bill - This bill modifies Colorado's current prosthetic coverage law so health insurance plans will be required to cover a second prosthetic device intended for physical activity for children and young adults under the age of 26. Currently, this is not covered by insurance.
- f. Foreclosure & Eviction Reasonable Accommodation - Rep Mabrey's bill would authorize a court to extend the date for a court after receiving written notice for reasonable accommodation.
- g. HB23-1120: Eviction Protections For Residential Tenants - This bill would require mandatory mediation before eviction action between a landlord and a residential tenant who receives public assistance.

h. HB23-1057: Amenities For All Genders In Public Buildings - This bill requires all newly constructed public buildings a non-gendered restroom where restrooms are available without exclusive use of any gender. At least one safe and convenient baby diaper changing station should be provided that is accessible in any non-gendered restrooms.

And, as indicated in the conclusion of 6.1.1, the above-mentioned activities are areas of focus this year. We will continue to provide Core Services and independent living assistance through our programs, to all people with any disability, with no barriers to access, and at no cost to consumer.

ACL Feedback: This plan doesn't seem to include action steps. Please update the goals and objectives with action steps.

Item 6.2.2 - SPIL Consistency

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

The 2021-2023 State Plan for Independent Living identified four goals that SILC seeks to accomplish with the assistance of the nine Colorado Centers for Independent Living. Below is each SPIL goal along with CPWD's related work plan and strategic plan goals.

SPIL Goal 1: Developing a strong and effective IL network

CPWD: This is directly aligned with our strategic plan goal 6: Increase quality and impact of programs and Goal 3: Human Resources: Addressing compensation inequities, increasing or modifying benefits and incentives to attract and retain high-quality staff

SPIL Goal 2: Increasing the Colorado Centers for Independent Living influence in state and national systems advocacy efforts to ensure public policies represent all members of the disability community.

CPWD: This is directly aligned with our work plan goal outlined in section 6.2.1 under Systems Advocacy.

SPIL Goal 3: Increasing outreach, community education and employment efforts

CPWD: This is directly aligned with our strategic plan goal 1 - Outreach and Visibility: Increasing awareness of CPWD and Independent Living Philosophy and goal 2 - Programs: Reaching un- and under-served populations.

SPIL Goal 4: Exploring whether to become a 723 state or remain a 722 state

CPWD: We actively participated in the workgroup that discussed and analyzed the pros and cons of becoming a 723 state. Colorado CILs unanimously agreed to remain a 722 state.

ACL Feedback: Please specify what SPIL goals align with your CIL goals. Example: Goal 1 of the SPIL is _____ which aligns which Goal 3 of our CIL, _____.

SECTION 7 - ADDITIONAL INFORMATION

Item 7.1 - Other Accomplishments, Activities and Challenges

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

All accomplishments, activities, and challenges are listed in the above sections of this report.

SECTION 8 - TRAINING AND TECHNICAL ASSISTANCE

Item 8.1 - Training And Technical Assistance Needs

Training And Technical Assistance Needs	Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important
Advocacy/Leadership Development	
General Overview	
Community/Grassroots Organizing	
Individual Empowerment	1
Systems Advocacy	
Legislative Process	
Applicable Laws	
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	
Assistive Technologies	
General Overview	
Data Collecting and Reporting	
General Overview	
704 Reports	
Performance Measures contained in 704 Report	
Dual Reporting Requirements	
Case Service Record Documentation	
Disability Awareness and Information	
Specific Issues	4
Evaluation	

General Overview	
CIL Standards and Indicators	
Community Needs Assessment	
Consumer Satisfaction Surveys	
Focus Groups	
Outcome Measures	
Financial: Grant Management	
General Overview	
Federal Regulations	
Budgeting	
Fund Accounting	
Financial: Resource Development	
General Overview	
Diversification of Funding Base	
Fee-for-Service Approaches	
For Profit Subsidiaries	
Fund-Raising Events of Statewide Campaigns	
Grant Writing	
Independent Living Philosophy	
General Overview	
Innovative Programs	
Best Practices	
Specific Examples	
Management Information Systems	
Computer Skills	
Software	
Marketing and Public Relations	
General Overview	
Presentation/Workshop Skills	
Community Awareness	
Networking Strategies	
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	

First-Line CIL Supervisor Skills Building	3
IL Skills Modules	
Peer Mentoring	
Program Design	
Time Management	5
Team Building	
Outreach to Unserved/Underserved Populations	
General Overview	
Disability	
Minority	
Institutionalized Potential Consumers	
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	
Recruiting/Increasing Involvement	
Volunteer Programs	
General Overview	2
Optional Areas and/or Comments (write-in)	

Item 8.2 - Additional Information

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

CPWD acknowledges that the PPR only asks us to report on individuals with significant disabilities who have gone through the formal intake process to become a consumer. However, a large part of our work is not accounted for: our impact and time spent working with those accessing information and referral (I&R) services. Between 09/30/2021 - 09/29/2022, CPWD provided I&R services to 1686 unduplicated individuals. On top of providing a seemingly straightforward referral to community agencies, oftentimes staff are spending time listening and validating the individual's experience, which unfortunately is often accompanied by significant frustration. We also provide education to these individuals on the systems and barriers they are likely to encounter and how to overcome them. CPWD is known and approached by consumers, professionals, and family members as experts in disability-related supports, systems, and services, and thus our I&R services continue to increase year after year. We feel strongly that I&R is an invaluable service to the disability community and should be recognized in this report.

SECTION 9 - SIGNATURES

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

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NAME AND TITLE OF CENTER DIRECTOR PHONE NUMBER

SIGNATURE OF CENTER DIRECTOR DATE

NAME AND TITLE OF CENTER BOARD CHAIRPERSON PHONE NUMBER

SIGNATURE OF CENTER BOARD CHAIRPERSON