

**Centers for Independent Living  
End of Year Report**

The NYS Centers for Independent Living End of Year Report is due to ACCES-VR on or before October 30 of each contract year. Follow the instructions for report submission noted in the General Instructions section of the CIL Standards, Performance Report and Data Collection Guide.

**FORMAT**

Name of Center:

Contract No.:

Report Period:

Contact Person:

Board Chairperson Approval: The Chairperson of the Board of Directors accepted the report by resolution, and a copy of the appropriate Board meeting minutes is maintained for verification purposes.

\_\_\_\_\_ Yes \_\_\_\_\_ No

<b>COMPONENT CHECK LIST - SUBMIT WITH EPORT</b>			
<b>PART</b>	<b>SECT.</b>	<b>COMPONENT</b>	<b>PRO-VIDED</b>
		Board Chairperson Approval <b>REQUIRED</b>	
1		Program Performance Report <b>REQUIRED</b>	
1	I	Community and Systems Advocacy Activities and Outcomes <b>REQUIRED</b>	
1	II	Outreach: Racial/Ethnic Demographics & Census Data Comparison for primary county(s) <b>REQUIRED</b>	
1	III A	Impact Data: Deinstitutionalization Cost Savings <b>REQUIRED</b>	
1	III B	Impact Data: Consumer Employment Data <b>REQUIRED</b>	
1	IV	Self-Evaluation with NYS Standards <b>REQUIRED</b>	
1	IV 6 H	ACCES-VR Revenue and Funding Sources form <b>REQUIRED ATTACHMENT</b>	
1	IV 7 C	Board of Directors list - <b>REQUIRED ATTACHMENT</b>	
2		Direct Services and Statistical Report (electronic-web based) <b>REQUIRED</b>	
3		Attachments <b>REQUIRED</b>	
Contract Appendix C		Prior fiscal year certified financial statement and management letter <b>REQUIRED</b>	

**Part 1: Program Performance Report**

The End Year Report narrative is cumulative. Systems change activities and accomplishments for the Mid Year Report should be incorporated in the Year End Report to submit one systems advocacy report for the entire report period. Any attachments provided with the Mid Year Report (such as documentation of systems change achievements) must also be submitted with the End of Year Report. All attachments should be referenced in the body of the report but included electronically at the end under Part 3: Attachments.

**I. Community and Systems Advocacy Activities and Outcomes**

ACCES-VR's review and findings will be based on information provided in the report. Centers will not be contacted to submit additional information in order to clarify or confirm systems change was achieved. It is a center's responsibility to provide accurate and complete information to clearly demonstrate that systems change occurred.

The report should be prepared as follows:

- Count all systems change activity from all funding sources.
- List all goals exactly as stated in the approved contract under I. Community and Systems Advocacy Plan in each of the six systems advocacy categories A. through F.
- Provide a bulleted list describing the activities that were conducted toward achieving the stated goal.
- Provide a concise description of the outcome that includes the following details as applicable:
  - o facility/organization such as, but not limited to, school, employer, physician's office, business, park, polling site - full facility/organization name, city/town where located, and access modification.
  - o pedestrian crossing - full names of streets at intersection, access modification, and city/town where located.
  - o legislation - full name of bill, bill number, purpose, and date signed into law.
  - o committee - full name of committee, agency or organization affiliation, purpose, and person assigned or appointed. When reporting placements on boards, committees, task forces, etc. that previously did not have representation from the disability community, each is assigned to one of the six systems advocacy categories based on the issues being addressed and the systems being changed.
- Include the activity and outcome for a goal that was not stated in the contract but added during the contract year. Identify it as "NEW" at the beginning of the goal statement.
- Be clear to delineate activities from outcomes and milestones of systems change.
- Be clear to specify who started the process that resulted in an outcome, as this can be a factor in determining whether it

## **NYS ACCES-VR CIL Standards Updated August, 2024**

is considered to be technical assistance or systems change. For instance, an outcome resulting from a CIL first contacting an organization to address issues raised by a consumer or the CIL is considered systems change, while an outcome resulting from an organization first contacting a CIL to request help to improve its access is considered technical assistance.

- The issues being addressed and the system being changed will govern in which advocacy category activities, outcomes and milestones are placed. For example, efforts to change public transportation systems would be characterized as a Commerce outcome, while work toward improving transportation specifically for seniors to attend a social event would be characterized as a Social outcome.
- Distinguish between outcome achievements for the report period and updates on outcomes accomplished in a prior report period, as systems change credit cannot be granted a second time for refinements or maintenance to a previously credited outcome.

Reference the NYS CIL Standards, Appendix B Examples of Community and Systems Change for further clarification on measuring outcomes.

Documentation will be required by ACCES-VR on a case by case basis. The type and scope of documentation requested could vary depending upon the advocacy area or type of outcome. Well described steps taken to achieve an outcome should be noted under the reporting of "activities". Improving access in the business community, educational facilities and elsewhere should be described in detail. Outcomes should be supported with documentation such as: if a curriculum developed by the CIL was added into a training model then it should be attached, if a new committee or task force gained representation of a CIL staff member or consumer then an appointment letter or minutes of a meeting should be attached, and if legislation was passed through a bill or proclamation then the detailed extent of CIL involvement should be attached along with a summary of the bill or proclamation.

A Center for Independent Living (CIL) must achieve one systems change outcome in at least three of the six systems advocacy categories A. through F. in the contract year. If systems change is not achieved in three required systems advocacy categories, a program improvement plan (PIP) must be submitted to ACCES-VR for continued funding within 30 days following the unacceptable performance finding to improve system change advocacy strategies. For information on submitting a PIP, see the NYS CIL Standards, Performance Report and Data Collection Guide, Part 3. Instructions for Attachments.

Category G. Other Community and Systems Change Issues has been added for your convenience and is optional. No outcomes achieved under G. can be counted as part of the three outcomes required by the contract between the center and ACCES-VR.

List the goals, activities and outcomes for each of the six

**NYS ACCES-VR CIL Standards Updated August, 2024**

systems advocacy categories A. through F as arranged below.

A. Education

Goal:  
Activities:  
Outcomes:

B. Employment

Goal:  
Activities:  
Outcomes:

C. Health Care

Goal:  
Activities:  
Outcomes:

D. Commerce

Goal:  
Activities:  
Outcomes:

E. Social

Goal:  
Activities:  
Outcomes:

F. Citizenship

Goal:  
Activities:  
Outcomes:

G. Other Community and Systems Change Issues

Include other activities which had an impact on the community but which may not be covered by one of the preceding categories.

Goal:  
Activities:  
Outcomes:

**II. Outreach**

Provide a comparison of racial/ethnic demographic data collected

## **NYS ACCES-VR CIL Standards Updated August, 2024**

on consumers with a Consumer Service Record (CSR) served in the report year to data from the most recent US Census Bureau American Community Survey (ACS) local/county racial/ethnic census for the general population to demonstrate the center's efforts to proportionately serve the community. A difference of CSR data between 1% and 5% below the census data is reasonable and acceptable. A difference of CSR data 6% or more below the census data for any of the unserved or underserved populations is not acceptable. If the CSR racial/ethnic data is disproportionate to the racial/ethnic census data, the center should describe its efforts to increase outreach to the indicated population(s) during the next report period. If the discrepancy in the CSR and census data is not acknowledged and addressed, a program improvement plan (PIP) must be submitted within 30 days following the unacceptable performance finding to increase community outreach. For information on submitting a program improvement plan, see the NYS CIL Standards, Performance Report and Data Collection Guide, Part 3: Instructions for Attachments.

The comparison of the CSR racial/ethnic demographics to the census racial/ethnic demographics is to be done using both numbers and percentages. The data comparison is to be presented in a table along with a narrative. A table makes it easier to compare the CSR data with the most recent census data and readily identify any discrepancy. The narrative is used to discuss the data given in the table and describe the steps the center will take to remedy an identified discrepancy.

ACS racial/ethnic single-year estimates for most New York State counties are available at the Census Bureau's American Fact Finder website. For counties that are not listed on the primary American Fact Finder website, multi-year data is available at a secondary American Fact Finder website. ACS tables are available that provide either numbers and percentages or only numbers. It is recommended centers use a table with numbers and percentages that can be inserted into the CSR and census data comparison table without any additional calculations. In the recommended ACS tables, general population data for the racial/ethnic categories that correspond to the ACCES-VR data report is under the section RACE, subsections One Race and Two or More Races and under the section HISPANIC OR LATINO AND RACE, subsection Hispanic or Latino of Any Race.

A center that serves one primary county should prepare a table comparing the racial/ethnic census data to the CSR data for that county. When a center serves multiple primary counties, prepare a separate table for each primary county to compare the county's census data and CSR data. Although the ACS tables separate Hispanic/Latino from the other racial/ethnic categories, all categories are to be listed in one comparison table. The comparison table should not include the category Unknown and column totals. While Unknown is not included in the comparison table, the CSR percentage for each racial/ethnic category should be calculated as a percent of the total CSRs reported for a primary county. Given below is an example of an acceptable CSR

**NYS ACCES-VR CIL Standards Updated August, 2024**

and census data comparison table.

<b>Name of Primary County:</b>				<b>% Diff CSR % Above +/ Below - ACS %</b>	
<b>Racial/Ethnic Category</b>	<b>ACS (year- single/multi)</b>		<b>ILC Primary County CSRs</b>		
	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>	
American Indian or Alaska Native					
Asian					
Black or African American					
Native Hawaiian or Other Pacific Islander					
White					
Hispanic/Latino of any race or Hispanic/Latino only					
Two or more races					

Given below are instructions to access the online American Community Survey and navigate to the recommended racial/ethnic data tables.

ACS Estimates - number and percent

1. Available online at the US Census Bureau American Community Survey page at <https://www.census.gov/programs-surveys/acs/>
2. NEXT - under heading Data on left side of page click link for [Data Tables & Tools](#)
3. NEXT - under heading American Fact Finder click link for "data products" descriptions
4. NEXT - under heading Data Profiles, click link for most recent ACS estimates
  - if 1-year and multi-year estimates are available, select the most recent 1-year estimates
5. NEXT - under Search Results at Refine Your Search Results, type in the box under State, County or Place the full name of the county or city and the state
6. NEXT - click GO
  - if 1-year estimates for a county are not available, repeat step 5. and select the most recent multi-year estimates
  - if a county only has available multi-year estimates, select the estimates based on the fewest number of years that is typically the most recent
7. NEXT - under Search Results at heading Table, File or Document Title, select table ID #DP05 ACS DEMOGRAPHIC AND HOUSING ESTIMATES for all racial/ethnic categories including Hispanic with numbers and percentages
8. NEXT - click link for the selected table

If it is deemed necessary to outreach to unserved or underserved groups, identify the groups and describe steps taken. If additional funds are required to implement a PIP, the center may request a budget modification for its existing ACCES-VR funds or the center must make a good faith effort to secure the additional funds from sources other than ACCES-VR.

**III. Impact Data**

To establish the impact of ILCs, ACCES-VR is conducting an analysis of deinstitutionalization cost savings and consumer employment wages. The collection of deinstitutionalization cost savings data and wage data is a requirement and a performance measure. Information on the reporting of impact data is available at the ACCES-VR website in the ILC Toolbox under Impact Data at <http://www.acces.nysed.gov/vr/independent-living-centers-toolbox-service-providers>.

**A. Deinstitutionalization Cost Savings**

All CILs are required to report results of assistance provided to consumers to prevent an institutional placement or to transition from an institutional setting to integrated community settings using the ACCES-VR approved statewide cost benefit reporting model. Follow instructions in the CIL Deinstitutionalization Cost Savings guidelines available online in the ILC Toolbox under Impact Data. ACCES-VR updates its cost benefit analysis of assistance provided to consumers to avoid or leave an institutional placement once a year at the end of each contract period.

If there has been activity in this area check "Yes", complete an Individual Consumer Worksheet for each consumer assisted/served, and submit **ONLY** the CIL Deinstitutionalization Cost Savings Report Summary. If there has been no activity in this area during the report period, check "No" in order to confirm the completion of this section of the report.

The CIL Deinstitutionalization Cost Savings Report Summary must be submitted as an electronic attachment to the End of Year Report. When submitting the Report Summary it is not necessary to provide Individual Consumer Worksheets. ACCES-VR is only interested in receiving the Report Summary. However, centers are required to maintain for verification purposes the Individual Consumer Worksheets.

Activity             Yes - see attached report             No

**B. CIL Consumer Employment Wages**

All CILs are required to report results of assistance provided to consumers to obtain competitive employment. Centers will report wage data using the ACCES-VR approved statewide wage reporting model. Follow instructions in the ILC Wage Reporting guidelines available online in the ILC Toolbox under Impact Data. ACCES-VR updates its analysis of assistance provided to consumers to earn competitive wages in the community once a year at the end of each contract period.

**NYS ACCES-VR CIL Standards Updated August, 2024**

If there has been activity in this area check "Yes", complete the MS Excel CIL Consumer Employment Data Individual Consumer Worksheet, and submit **ONLY** the MS Word version of the CIL Consumer Employment Data Report Summary. If there has been no activity in this area during the report period, check "No" in order to confirm the completion of this section of the report.

The CIL Consumer Employment Data Report Summary must be submitted electronically as an MS Word document attachment to the End of Year Report. When submitting the Report Summary it is not necessary to provide a copy of Excel file with the individual consumer calculations. ACCES-VR is only interested in receiving the Word version of the Report Summary. However, centers are required to maintain for verification purposes the Excel file with the individual consumer worksheet and summary.

Activity                  Yes - see attached report                  No



**IV. Self-Evaluation With NYS Standards**

Name of Center:

Report Period:

**Standard 1 - Technical Assistance to the Community  
(Education/Awareness)**

The CIL provided trainings, in-services, workshops, awareness activities, and presentations to groups of consumers, businesses, agencies, etc. in the community. This section could also include architectural barrier consultations. It is not necessary to provide documentation.

The CIL maintained for verification purposes an unduplicated count of the technical assistance activities provided that includes topic, date, targeted audience and number of participants.

\_\_\_\_\_ Yes \_\_\_\_\_ No

**Standard 2 - Public Relations**

The CIL conducted activities which promoted center services and disability-related issues that included, but was not limited to, appearances on radio, television, and in print media as well as center publications (newsletters, brochures, annual reports), web pages, social media, volunteer recognition events, etc. It is not necessary to provide documentation.

The CIL maintained for verification purposes copies of all public relations materials.

\_\_\_\_\_ Yes \_\_\_\_\_ No

**Standard 3 - Staff and Board of Directors Training**

The CIL conducted activities related to staff and governing Board training on topics such as, but not limited to, information technology, assistive technology, laws/regulations, independent living history and philosophy, leadership, and corporate compliance. It is not necessary to provide documentation.

A. The CIL maintained for verification purposes an unduplicated count of the staff and Board training activities that includes topic, date, targeted audience and number of participants.

\_\_\_\_\_ Yes \_\_\_\_\_ No

B. The CIL provided training to new staff using the ACCES-VR and New York State Independent Living Council (NYSILC) approved independent living history and philosophy training DVD or an acceptable written curriculum equivalent.

**NYS ACCES-VR CIL Standards Updated August, 2024**

\_\_\_\_\_ Yes \_\_\_\_\_ No

1. New employees hired prior to September 1 of each contract year completed training and have evidence of a certificate of completion in personnel files.

\_\_\_\_\_ Yes \_\_\_\_\_ No

2. New employees hired after September 1 of each contract year completed training and have evidence of a certificate of completion in personnel files by October 31 of the following contract year.

\_\_\_\_\_ Yes \_\_\_\_\_ No

C. The CIL has a written staff training plan to address quality consumer service record (CSR) maintenance. The plan specifies the training topic, how the training will be conducted, training time frames, training materials to be used, and how the training content will be used.

\_\_\_\_\_ Yes \_\_\_\_\_ No

D. The CIL has a written Board of Directors training plan for current and future Board members. The plan specifies the training topic, how the training will be conducted, training time frames, training materials to be used, and how the training content will be used.

\_\_\_\_\_ Yes \_\_\_\_\_ No

**Standard 4 - Determination of Community Need/Consumer Involvement in Center's Mission and Philosophy**

The CIL conducted activities that promoted consumer involvement in the development of the center's policies, services, etc. that included, but was not limited to, focus groups, advisory boards, ad hoc committees. It is not necessary to provide documentation.

A. The CIL maintained for verification purposes an unduplicated count of the consumer involvement activities that includes type of activity, date, and participant list.

\_\_\_\_\_ Yes \_\_\_\_\_ No

B. CILs are required to participate in ACCES-VR/New York State Independent Living Council (NYSILC) customer satisfaction surveys when they are scheduled.

1. ACCES-VR/NYSILC conducted a customer satisfaction survey during the reporting period.

\_\_\_\_\_ Yes \_\_\_\_\_ No

If "no", skip questions B.2., B.3. and B.4.

2. The CIL participated in the ACCES-VR/NYSILC customer

**NYS ACCES-VR CIL Standards Updated August, 2024**

satisfaction survey.

\_\_\_\_\_ Yes \_\_\_\_\_ No

- 3. The CIL achieved 85 or higher percent rating in all customer satisfaction survey category areas.  
\_\_\_\_\_ Yes \_\_\_\_\_ No
- 4. If the CIL achieved below 85 percent rating in any customer satisfaction survey category area, a program improvement plan has been submitted.  
\_\_\_\_\_ Yes \_\_\_\_\_ N/A

CILs must seek to achieve a 100 percent customer satisfaction level with consumers served and be accountable for an 85 or higher percent rating in all of the ACCES-VR/NYSILC coordinated satisfaction survey category areas. If the rating falls below the standard of 85 percent, a program improvement plan (PIP) must be submitted within 30 days of the inadequate performance findings that explains in detail the steps that will be taken to improve customer satisfaction. See the NYS CIL Standards, Performance Report and Data Collection Guide, Part 3. Instructions for Attachments for information on submitting a program improvement plan.

- C. The CIL has a written plan to at least annually conduct a consumer satisfaction survey separate from the ACCES- VR/NYSILC satisfaction survey model.  
\_\_\_\_\_ Yes \_\_\_\_\_ No
- D. The CIL has a written plan for annually updating consumer contact information maintained in the consumer service record (CSR) that includes address, zip code, phone number, and email address.  
\_\_\_\_\_ Yes \_\_\_\_\_ No
- E. The CIL has a written internal consumer grievance procedure that ends with the Board of Directors.  
\_\_\_\_\_ Yes \_\_\_\_\_ No
- F. The CIL posted its internal consumer grievance procedure on the center's wall in a common public area and Web homepage as well as included it in the center's signed rights and responsibilities form that is maintained in the Consumer Service Record. A condensed version of the center's grievance procedure or a link to the full version appears in the center's brochure and newsletter.  
\_\_\_\_\_ Yes \_\_\_\_\_ No

**Standard 5 - Training and Technical Assistance Needs**

- A. Does the CIL have training and technical assistance needs for

**NYS ACCES-VR CIL Standards Updated August, 2024**

the next fiscal year? If yes, list these needs in priority order (from most important to least important). Please be specific.

\_\_\_\_\_ Yes \_\_\_\_\_ No

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- B. Did the CIL purchase material and/or equipment with NYS ACCES-VR general operating funds during the reporting period with an individual item value of over \$5,000? If "yes", the CIL maintained for verification purposes an inventory of these purchases with detailed information that includes product name, model, serial number, cost, date purchased, and reason for purchase. If "yes", it is **NOT** necessary to submit an equipment inventory.

\_\_\_\_\_ Yes \_\_\_\_\_ No

NOTE: NYSED Policy Advisory #01-05 Revised Grant Reporting Requirements for Equipment Purchases supersedes Appendix A-1 of the ILC/ACCES-VR contract under Property subsection A. The Policy Advisory raises the dollar threshold for classifying an item as equipment from \$1,000 to \$5,000 and only requires the maintenance of an equipment inventory and not its submission. The Policy Advisory defines equipment as an item of nonexpendable tangible personal property having a useful life of more than one year and an acquisition cost of \$5,000 or more. For additional guidance, refer to the NYSED Policy Advisory #01-05 online at the ACCES-VR website in the ILC Toolbox under Contract Development at <http://www.acces.nysed.gov/vr/independent-living-centers-toolbox-service-providers>.

**Standard 6 - Strategic Planning and Program Development**

CILs must make maximum use of existing resources to serve persons with disabilities. Successful CILs diversify funding, collaborate with community partners, and use a wide array of grant writing, fund raising, and special event development methods to expand and enhance program development.

The CIL during the reporting year conducted resource development activities to obtain funding from sources other than New York State Independent Living Aid to Localities funding. It is not necessary to provide documentation.

- A. The CIL maintained for verification purposes copies of any materials relating to grants applied for and/or received with dollar amounts, fund raising events, fees-for-service agreements, development campaigns, etc.

\_\_\_\_\_ Yes \_\_\_\_\_ No

**NYS ACCES-VR CIL Standards Updated August, 2024**

- B. The CIL submitted grant applications. \_\_\_\_\_ Yes \_\_\_\_\_ No
- C. The CIL collaborated with community partners to expand independent living services. \_\_\_\_\_ Yes \_\_\_\_\_ No
- D. The CIL conducted fund raising activities. \_\_\_\_\_ Yes \_\_\_\_\_ No
- E. The CIL has a written fiscal policies and procedures manual that has been authorized and approved by the Board and is annually reviewed and updated, when necessary. \_\_\_\_\_ Yes \_\_\_\_\_ No
- F. The CIL increased revenue from sources other than State aid. \_\_\_\_\_ Yes \_\_\_\_\_ No
- G. The CIL's revenues exceeded expenses for the report year. \_\_\_\_\_ Yes \_\_\_\_\_ No
- H. A completed ACCES-VR Revenue and Funding Sources Form based on the CIL's prior fiscal year that is submitted once each contract year was attached to the end of year report. The form is available online in the ILC Toolbox under Contract Development at <http://www.acces.nysed.gov/vr/independent-living-centers-toolbox-service-providers>. \_\_\_\_\_ Yes \_\_\_\_\_ No

**Standard 7 - Consumer Control**

To be consumer controlled a CIL must be run by a governing Board of Directors of which more than half are people with

- A. Verification of consumer control:
  - 1. No. of persons on governing Board. \_\_\_\_\_
  - 2. No. of governing Board members with disabilities. \_\_\_\_\_
  - 3. The CIL has a process for nominating and electing Board members. \_\_\_\_\_ Yes \_\_\_\_\_ No
  - 4. The CIL has a written Board recruitment plan. \_\_\_\_\_ Yes \_\_\_\_\_ No
  - 5. The CIL Board recruitment plan includes a grid of targeted skill sets used as the basis for Board

**NYS ACCES-VR CIL Standards Updated August, 2024**

recruitment.

\_\_\_\_\_ Yes \_\_\_\_\_ No

For questions A.6., A.7., and A.8., a "No" response does not automatically generate a program improvement plan, but it may serve to inform a CIL about its Board recruitment plan.

6. The Board recruitment plan has led to membership from the following broad disability categories:
- a. Cognitive \_\_\_\_\_ Yes \_\_\_\_\_ No
  - b. Physical \_\_\_\_\_ Yes \_\_\_\_\_ No Yes
  - c. Mental \_\_\_\_\_ No Yes \_\_\_\_\_ No
  - d. Sensory \_\_\_\_\_ Yes No \_\_\_\_\_
  - e. Multiple \_\_\_\_\_

7. The Board recruitment plan has led to membership from the following racial/ethnic categories:
- a. American Indian or Alaska Native \_\_\_\_\_ Yes \_\_\_\_\_ No Yes
  - b. Asian \_\_\_\_\_ No Yes \_\_\_\_\_ No
  - c. Black or African American \_\_\_\_\_ Yes \_\_\_\_\_ No
  - d. Native Hawaiian or Other Pacific Islander \_\_\_\_\_ Yes \_\_\_\_\_ No Yes
  - e. White \_\_\_\_\_ No \_\_\_\_\_
  - f. Hispanic/Latino of any race or Hispanic/Latino only \_\_\_\_\_ Yes \_\_\_\_\_ No
  - g. Two or more races \_\_\_\_\_

8. The Board recruitment plan has led to membership that represents geographic diversity.
- \_\_\_\_\_ Yes \_\_\_\_\_ No

**B. The Board is the principal policy making body:**

1. Bylaws or other documents or practices of the CIL ensure that policy decisions are vested with the governing Board.
- \_\_\_\_\_ Yes \_\_\_\_\_ No

If decision or veto authority rests in a body other than the governing Board, please describe.

\_\_\_\_\_

\_\_\_\_\_

2. Do the CIL bylaws specify Board member roles and responsibilities?
- \_\_\_\_\_ Yes \_\_\_\_\_ No
3. The governing Board is the principal governing body of the CIL.
- \_\_\_\_\_ Yes \_\_\_\_\_ No

**C. Provide electronically as an attachment to the survey a current Board membership list including:**

**NYS ACCES-VR CIL Standards Updated August, 2024**

- 1. names
- 2. addresses
- 3. phone numbers
- 4. officer designations
- 5. asterisk (\*) members with disabilities

**Standard 8 - Equal Access**

- A. The CIL advocates for and conducts activities that promote equal access to all services, programs, activities, resources, and facilities in society whether public or private, and regardless of funding source, for individuals with disabilities. Equal access, for purposes of this paragraph means that the same access provided to individuals without disabilities is provided in the CIL's service area to individuals with disabilities.  

\_\_\_\_\_ Yes \_\_\_\_\_ No
- B. The CIL makes available in alternative format, including Braille, large print, cassette tape, electronic disk, etc. upon request, all of its written policies and materials and IL services.  

\_\_\_\_\_ Yes \_\_\_\_\_ No
- C. The CIL is totally physically accessible for persons with mobility disabilities.  

\_\_\_\_\_ Yes \_\_\_\_\_ No
- D. There are TDD/TTY's and/or other available means, either by the CIL itself or through contract, of communication to ensure access at the CIL for persons with hearing disabilities.  

\_\_\_\_\_ Yes \_\_\_\_\_ No
- E. The CIL is accessible to persons with disabilities requiring alternative means of ensuring ways of access to CIL services.  

\_\_\_\_\_ Yes \_\_\_\_\_ No
- F. Interpreters are available at the CIL upon request.  

\_\_\_\_\_ Yes \_\_\_\_\_ No
- G. Reader assistance is made available at the CIL upon request.  

\_\_\_\_\_ Yes \_\_\_\_\_ No
- H. A sampling of public relations materials reviewed emphasizes attention to equal access to society for all individuals with disabilities.  

\_\_\_\_\_ Yes \_\_\_\_\_ No

**Standard 9 - Consumer Service Record**

**NYS ACCES-VR CIL Standards Updated August, 2024**

The CIL maintains the following information in each Consumer Service Record (CSR):

- A. Annually updated age, education status and employment status data from intake/consumer profile forms. \_\_\_\_\_ Yes \_\_\_\_\_ No
  
- B. A single document describing rights and responsibilities as a consumer of the CIL that is signed by the consumer and dated. \_\_\_\_\_ Yes \_\_\_\_\_ No
  - 1. Rights and responsibilities document includes acknowledgement of consumer right to confidentiality. \_\_\_\_\_ Yes \_\_\_\_\_ No
  - 2. Rights and responsibility document acknowledges and describes an internal CIL grievance process that ends with the Board of Directors. \_\_\_\_\_ Yes \_\_\_\_\_ No
  - 3. Rights and responsibility document acknowledges the availability of ACCES-VR with a contact office, person, address, and phone number for addressing consumer complaints about CIL services. \_\_\_\_\_ Yes \_\_\_\_\_ No

NOTE: Use of a separate signature form for a consumer to acknowledge receipt of an information packet that includes a rights and responsibilities document in lieu of the consumer signing a rights and responsibilities document is prohibited.

- C. There is a record of specific services provided including:
  - 1. Specific services received \_\_\_\_\_ Yes \_\_\_\_\_ No
  - 2. Dates of service contact \_\_\_\_\_ Yes \_\_\_\_\_ No
  - 3. Referrals made on behalf of consumers (either written or other formal referrals). \_\_\_\_\_ Yes \_\_\_\_\_ No
  
- D. A general purpose release of information form, when indicated, that contains appropriate legal information and is signed and dated by the consumer within 120 days. \_\_\_\_\_ Yes \_\_\_\_\_ No



**Part 2: Direct Services and Statistical Report**

Name of Center:

Report Period:

Count all statistical data from all funding sources.

The data report is to be submitted via the ILC web based data reporting system that can be accessed at the NYS Education Department website at <http://www.acces.nysed.gov/form/cil>. Data reports in hard copy or other electronic formats will not be accepted. The report template below corresponds to the online report, and it can be printed to prepare a draft report. Do not submit the template below in addition to the online report. It is not necessary to provide documentation. However, centers are required to maintain for verification purposes the individual consumer data the report is based on.

**I. Demographic Data for People with CSRs**

Report unduplicated demographic data for all consumers with disabilities with a Consumer Service Record (CSR) served during the report year. Include data for new consumers with a CSR started since October 1 of the report year and returning consumers with a CSR served during prior report years that returned in the report year. Every item of demographic data must be recorded for every consumer with a CSR unless a consumer is unwilling to provide it (in which case "unknown" should be recorded for the missing data).

Age, Education Status and Employment Status must be updated annually for each consumer with a CSR. The six demographic categories A. through F. must agree. These demographic categories do not need to agree with the disability data.

A. Age

- 1. Under 5 \_\_\_\_\_
- 2. 5 - 19 \_\_\_\_\_
- 3. 20 - 24 \_\_\_\_\_
- 4. 25 - 59 \_\_\_\_\_
- 5. 60 and older \_\_\_\_\_
- 6. Unknown \_\_\_\_\_

TOTAL: \_\_\_\_\_

B. Gender

- 1. Female \_\_\_\_\_
- 2. Male \_\_\_\_\_
- 3. Unknown \_\_\_\_\_

TOTAL: \_\_\_\_\_

**NYS ACCES-VR CIL Standards Updated October, 2015**

C. Race/Ethnicity

Count each consumer under ONLY ONE category 1.through 8. If a consumer reports more than one race, that consumer must be counted once under 7. Two or More Races.

- 1. American Indian or Alaska Native \_\_\_\_\_
- 2. Asian \_\_\_\_\_
- 3. Black or African American \_\_\_\_\_
- 4. Native Hawaiian or Other Pacific Islander \_\_\_\_\_
- 5. White \_\_\_\_\_
- 6. Hispanic/Latino of any race or \_\_\_\_\_  
Hispanic/Latino only \_\_\_\_\_
- 7. Two or more races \_\_\_\_\_
- 8. Unknown \_\_\_\_\_

TOTAL: \_\_\_\_\_

D. Employment Status

- 1. Full Time \_\_\_\_\_
- 2. Part Time \_\_\_\_\_
- 3. Looking for a Job \_\_\_\_\_
- 4. Unemployed (not looking) \_\_\_\_\_
- 5. Student or in a Program \_\_\_\_\_
- 6. Retired \_\_\_\_\_
- 7. Participating in segregated work \_\_\_\_\_  
or day program setting \_\_\_\_\_
- 8. Other employment category not specified above \_\_\_\_\_
- 9. Unknown \_\_\_\_\_

TOTAL: \_\_\_\_\_

E. Education Status

- 1. Not Yet Enrolled in School \_\_\_\_\_
- 2. Pre-Kindergarten Program \_\_\_\_\_
- 3. Kindergarten-8<sup>th</sup> Grade \_\_\_\_\_
- 4. Some High School \_\_\_\_\_
- 5. Completed High School \_\_\_\_\_
- 6. Some College \_\_\_\_\_
- 7. Business Trade, Vocational School \_\_\_\_\_
- 8. Completed two year undergraduate degree program \_\_\_\_\_
- 9. Completed four year undergraduate degree program \_\_\_\_\_
- 10. Completed post graduate degree program \_\_\_\_\_
- 11. Unknown \_\_\_\_\_

TOTAL: \_\_\_\_\_

F. Veteran

**NYS ACCES-VR CIL Standards Updated October, 2015**

- 1. Veteran (served in US military) \_\_\_\_\_
- 2. Non-Veteran (never served in US military) \_\_\_\_\_
- 3. Unknown \_\_\_\_\_
  
- TOTAL: \_\_\_\_\_

**II. Disability Data**

Report all people with disabilities who received services (people with and without a CSR) during the report year that were reported under III. A. People With Disabilities (PWD). While an unduplicated count is provided for each of the five disability categories (A., B., C, D. and F.), the disability data can reflect more than one disability category selection of A. through D. by a consumer, which would also be reported under category F. For example, a consumer who selects both orthopedic and blindness would be reported under B. Physical, D. Sensory, and F. Multiple Disabilities. Reporting "unknowns" is not an option under categories A. through D. The Disability category must be recorded in order to document the establishment of a CSR. For the reporting of disability data, people without a CSR are individuals who received the service of Information and Referral (I&R) and the center obtained disability information for these consumers. When a center does not obtain disability information for an I&R consumer, the center cannot report that consumer under either II. Disability Data or III. A. People With Disabilities.

**A. Cognitive**

- 1. Intellectual Disability \_\_\_\_\_
- 2. Traumatic and other brain injuries \_\_\_\_\_
- 3. Learning Disability \_\_\_\_\_
- 4. Autism \_\_\_\_\_
- 5. Other cognitive disabilities \_\_\_\_\_
  
- TOTAL: \_\_\_\_\_

**B. Physical**

- 1. Spinal cord injury \_\_\_\_\_
- 2. Neuromuscular \_\_\_\_\_
- 3. Orthopedic \_\_\_\_\_
- 4. Cerebral palsy \_\_\_\_\_
- 5. Spina bifida \_\_\_\_\_
- 6. Other congenital birth anomaly \_\_\_\_\_
- 7. Epilepsy \_\_\_\_\_
- 8. Muscular dystrophy \_\_\_\_\_
- 9. Amputation \_\_\_\_\_
- 10. Back injury \_\_\_\_\_

**NYS ACCES-VR CIL Standards Updated October, 2015**

- 11. HIV/AIDS \_\_\_\_\_
  - 12. Environmental and other related illnesses \_\_\_\_\_
  - 13. Other physical disabilities \_\_\_\_\_
- TOTAL: \_\_\_\_\_

C. Mental

- 1. Mental Illness \_\_\_\_\_
  - 2. Emotional/behavioral disabilities \_\_\_\_\_
  - 3. Substance Abuse \_\_\_\_\_
  - 4. Other mental illnesses \_\_\_\_\_
- TOTAL: \_\_\_\_\_

D. Sensory

- 1. Blindness \_\_\_\_\_
  - 2. Low vision \_\_\_\_\_
  - 3. Deafness \_\_\_\_\_
  - 4. Hard of hearing \_\_\_\_\_
  - 5. Deaf/Blind \_\_\_\_\_
  - 6. Other sensory disabilities \_\_\_\_\_
- TOTAL: \_\_\_\_\_

E. Total of Disability Categories (A+B+C+D) \_\_\_\_\_

The total of the four disability categories may be equal to or greater than the total for III.A. People With Disabilities (PWD), 3. Total PWD Total Funding but not less than.

F. Multiple Disabilities \_\_\_\_\_

Report consumers with combinations of the categories A. through D. above. Not to be checked independent of the selection of two or more disability categories.

**III. Total People Served During Year**

Report the unduplicated number of consumers that were served either with ACCES-VR funds, with funds from sources other than ACCES-VR, or with both ACCES-VR funds and other funds in the following categories: A. People With Disabilities (PWD); B. Family Members/Significant Others; C. Other Non-disabled; and D. Total consumers receiving direct services. Count each consumer under ONLY ONE funding source ACCES-VR Only, Other Only, or Multiple. If a consumer is served through more than one funding source, that consumer must be counted once under Multiple

**NYS ACCES-VR CIL Standards Updated October, 2015**

Funding.

III.A. PWD, 1. Total CSRs Total Funding must equal the total reported for each category under I. Demographic Data. III.A. PWD, 2. Information and Referral (I&R) PWD Total Funding cannot be greater than IV. I. Information and Referral. III.A. PWD, 3. Total PWD Total Funding may be equal to or greater than the total reported for each category under I. Demographic Data but not less than. Total Funding for III.D. Total People Served must equal the total reported for V. Total County(s) Served Total Funding.

People Served	ACCES-VR Funding Only +	Other Funding Only +	Multiple Funding +	Total Funding =
A. PWD				
1. Total CSRs	_____	_____	_____	_____
2. I&R PWD	_____	_____	_____	_____
3. Total PWD	_____	_____	_____	_____
B. Family	_____	_____	_____	_____
C. Other	_____	_____	_____	_____
D. Total (A3+B+C)	_____	_____	_____	_____
E. Total consumers projected in contract to be served				_____
F. CSRs returning served since Oct. 1 of report year and served during prior report year.				_____
G. CSRs started (new) since Oct. 1 of report year				_____
H. Total CSRs served during report year (F + G) Equal to the total reported for each category under I. Demographic Data.				_____
I. Businesses/Agencies served				_____

**IV. Individual Services - Number of Persons Served**

For each service offered, report the unduplicated number of consumers (with and/or without a CSR) receiving that service during the report year. The same consumer can be counted in more than one service area. Consumers receiving any independent living service(s) either on a one-time or infrequent basis or on a frequent or ongoing basis such as, but not limited to, C. Assistive Devices/Equipment (loan closet), E. Communication Services (interpreter services), I. Information and Referral (I&R) or U. Voter Registration, are counted in the applicable service category(s).

A. Advocacy/legal services	_____
B. Architectural barrier services	_____
C. Assistive devices/equipment	_____
D. Children's services	_____
E. Communication services	_____
F. Counseling services	_____
G. Family services	_____
H. Housing and shelter services	_____

**NYS ACCES-VR CIL Standards Updated October, 2015**

I.	Information and referral	_____
J.	Independent living skills development and life skills services	_____
K.	Mobility training	_____
L.	Peer counseling	_____
M.	Personal assistance services	_____
N.	Recreational services	_____
O.	Transportation services	_____
P.	Youth services	_____
Q.	Vocational Services	_____
R.	Plan to Achieve Self-Support	_____
S.	Business/Industry/Agency services	_____
T.	Benefits Advisement	_____
U.	Voter Registration	_____
V.	Other	_____
	TOTAL:	_____

**V. County(s) Served**

Report the county of residence for consumers served and report the number of consumers in each county served either with ACCES-VR funds, with funds from sources other than ACCES-VR, or with both ACCES-VR funds and other funds. Count each consumer under ONLY ONE funding source ACCES-VR Only, Other Only, or Multiple. If a consumer is served through more than one funding source, that consumer must be counted once under Multiple Funding. Total Funding for Total County(s) Served must equal the total reported for III. D. Total People Served, Total Funding.

Reporting "unknowns" is not an option under County(s) Served. Each consumer reported under III. A., B. and C. should have a mailing address to identify the county of residence. If a consumer lives in another state or country, identify the state or country.

	County Name	ACCES-VR Funding Only	+	Other Funding Only	+	Multiple Funding	=	Total Funding
1.	_____	_____		_____		_____		_____
2.	_____	_____		_____		_____		_____
3.	_____	_____		_____		_____		_____
4.	_____	_____		_____		_____		_____
5.	_____	_____		_____		_____		_____
6.	_____	_____		_____		_____		_____
7.	_____	_____		_____		_____		_____
8.	_____	_____		_____		_____		_____
9.	_____	_____		_____		_____		_____
10.	_____	_____		_____		_____		_____
	TOTAL:	_____		_____		_____		_____

### **Part 3: Attachments**

All attachments referenced in Part I: Program Performance Report should be provided electronically in this section. This can include items that will help to illustrate or document activities mentioned in one or more sections of the narrative.

If a Program Improvement Plan (PIP) is required for a performance target(s) that is not met in areas including the ACCES-VR/NYSILC customer satisfaction survey, achievement of minimum requirements for systems change outcomes, meeting projected number of people to be served within ten percent or any other specified area, the PIP should be placed in this section. For information on submitting a program improvement plan, see the NYS CIL Standards file Standards, Performance Report and Data Collection Guide, Part 3: Instructions for Attachments.