

INSTRUCTIONS

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UNITED STATES DEPARTMENT OF HEALTH AND HUMAN SERVICES

ADMINISTRATION FOR COMMUNITY LIVING

ADMINISTRATION ON DISABILITIES

OFFICE OF INDEPENDENT LIVING PROGRAMS

SECTION 704

ANNUAL PERFORMANCE REPORT

For

STATE INDEPENDENT LIVING SERVICES

PROGRAM

(Title VII, Chapter 1, Part B of the Rehabilitation Act of 1973, as amended)

Program Performance Report

INSTRUCTIONS

**(To be completed by Designated State Entities
And Statewide Independent Living Councils)**

Paperwork Reduction Act Public Burden Statement:

According to the Paperwork Reduction Act of 1995 5 CFR § 1320.8(b)(3), no persons are required to respond to a collection of information unless such collection displays a valid OMB control number (OMB 0985-0043). Public reporting burden for this collection of information is estimated to average 36 hours per response, including time for gathering, maintaining the data needed, completing, and reviewing the collection of information. The obligation to respond to this collection is required to obtain or retain benefits (P.L. 105-220 Section 410 Workforce Investment Act). The ILS PPR is used by ACL to assess grantees' compliance with Title VII of the Act, with 45 CFR part 1329 of the Code of Federal Regulations, and with applicable provisions of the HHS Regulations at 45 CFR part 75. Based on the review and analysis of PPRs, ACL provides technical assistance, assesses compliance, and grants and denies continuation of funding. The PPR is also used by ACL to design CIL and SILC training and technical assistance activities authorized by section 721 of the Act. See 29 U.S.C. § 721(b)(1) (which is 29 U.S.C. 796f(b)(1)); see 45 CFR 1329.24. Data will be kept private to the extent allowed by law. There are no assurances of confidentiality. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Administration for Community Living, U.S. Department of Health and Human Services, 330 C Street, SW, Washington, DC 20201-0008, Attention Peter Nye, or email peter.nye@acl.hhs.gov and reference the OMB Control Number 0985-0043. Note: Please do not return the completed Program Performance Report to this address.

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FREQUENTLY ASKED QUESTIONS

Question: WHAT IS THE PURPOSE OF THE INDEPENDENT LIVING SERVICES (ILS) PROGRAM PERFORMANCE REPORT (PPR)?

Answer: The Administration for Community Living (ACL) oversees the ILS program to not only ensure that services funded through Part B meet statutory requirements, but that promising practices and state accomplishments and outcomes are reported so they can be shared with grantees, decision-makers and the general public. To that end, the purpose of the ILS PPR is to:

- A) Serve as a performance activity measuring instrument of independent living (IL) programs, including both quantitative and qualitative information, to identify barriers and promising practices and outcomes and impact.
- B) Determine the training and technical assistance needs of SILCs as required by Section 721(b)(3) of the Rehabilitation Act of 1973, as amended (Act).
- C) Collect information on the administration of the Part C program by states who administer that program under section 723 of the Act.
- D) Collect information necessary to determine compliance with statutory requirements for the State Independent Living Services (ILS) program.
- E) Collect the data required by Section 13, 706, and 721 of the Act for the ILS program.
- F) Serve as the basis for on-site reviews of the ILS program.
- G) Obtain a report on SILCs, designated state entities (DSEs), and other Part B funded organizations and activities.
- H) Establish a uniform reporting system to compile an accurate national report on independent living.
- I) Serve as the state's official request for continued funding under Part B or Part C of Chapter 1 of Title VII of the Act.
- J) Collect information on the distribution of Title VII, Chapter 1, Part B funds within the state and the monitoring of the use of those funds by grantees and contractors of the state.
- K) Enable each state to access information on all funds expended for independent living in the state, including individuals served, services provided and outcomes achieved, and to enable ACL to identify innovation and partnership among the states.
(Authority: Section 13, 704(m)(4)(D); 705 (c)(5); 706(d); 721; 723; of the Act; 45 CFR 1329.6(b)).

Question: WHAT KIND OF INFORMATION IS REPORTED IN THE PPR? HOW IS THE PPR STRUCTURED?

Answer: The ILS PPR reports on the SILC's and DSE's activities for the reporting year. It also contains data from consumer service records (CSRs) from the DSEs, DSE contractors and grantees and any center for independent living (CIL) receiving Part B funds from the DSE. .

The ILS PPR contains:

Subpart I – Administrative Data: This subpart contains information reflecting the duties of the DSE (including section 723 states) to account for and disburse funds according to the State Plan for Independent Living (SPIL). The DSE duties are further outlined in section 704(c) of the Act. This subpart includes:

- the reporting of funds received by the DSE during the reporting year, in accordance with the SPIL,
- the DSE’s administrative support services, staffing and monitoring activities involving grantees and contractors.

Note: This subpart includes Part B funded CILs that also receive part C funding.

Subpart II – Numbers and Types of Individuals with Significant Disabilities Receiving Services: This subpart asks for information from CSRs maintained by the DSE and grantees/contractors receiving Part B funds on the numbers and types of consumers receiving IL services. Note: This subpart does NOT include information from CILs receiving any Part C funding.

Subpart III – Individual Services and Achievements: This subpart asks for information from CSRs maintained by the DSE and grantees/contractors receiving Part B funds:

- individual IL services provided and received
- goals set and met, and
- outcomes achieved. Note: This subpart does NOT include information from CILs receiving any Part C funding.

Subpart IV – Outreach and Coordination: This subpart asks for a report on the community outreach activities for unserved and underserved communities identified in the SPIL involving the DSE, SILC and DSE contractors and grantees and the outcomes of such activities. Note: This subpart also includes information from Part B funded CILs that also receive any Part C funding.

Subpart V – SILC: This subpart asks for a report on the composition, qualifications, and activities of the SILC (including technical assistance and training needs for next fiscal year that is reported to the TA center(s) to prioritize annual training needs.

Subpart VI – SPIL Comparison and Updates, Other Accomplishments and Challenges: This subpart asks for program accomplishments and goal achievements, updates to the SPIL, substantial problems or difficulties, and any additional information.

Subpart VII – Signatures: Signatures, printed names, titles and phone numbers of DSE director(s) and SILC chair.

Question: WHO MUST COMPLETE THE ILS PPR?

Answer: Each DSE and SILC must **jointly** complete the ILS PPR. The SILC and the DSE must be given the freedom to independently prepare the portions of the report for which they are responsible. Subpart VI is designed to be a cooperative venture of both the DSE and SILC. In this manner, a complete report of activities that is jointly developed and shared within the state is assured.

Only a single ILS PPR, with data aggregated from the state’s reporting entities, will be accepted by ACL.

Question: WHERE MUST THE PPR BE SUBMITTED?

Answer: Detailed instructions for the electronic submittals will be provided to DSEs and SILCs when ACL officially transmits the PPR.

Question: WHEN MUST THE DSE AND SILC SUBMIT THE ILS PPR TO OILP?

Answer: The deadline for submission is January 31 after the fiscal year ends.

Question: HOW LONG MUST RECORDS BE RETAINED?

Answer: Three Years. Information provided in this report by federal grantees is subject to confirmation at an on-site review; therefore, financial records, statistical records, and all supporting documents and other records pertinent to the grant award, adequate to document the accuracy of the information and statements in the 704 Annual Performance Report, must be kept for three years.

GLOSSARY OF TERMS

Act	The Rehabilitation Act of 1973, as amended.
AoD	Administration on Disabilities is the federal division within the United States Department of Health and Human Services, Administration for Community Living, that houses the Office of Independent Living programs.
CIL	A Center for Independent Living meeting the definition in Section 702 of the Act, and included in the state's network of centers.
Community-based Living	These living arrangements include apartments, privately owned housing, self-directed assisted living, or self-directed living with family or friends.
Consumer	Any individual with a significant disability who is eligible for IL services and is currently receiving or has been provided with any IL service(s) under the program, other than information and referral.
Consumer control	The center or eligible agency vests power and authority in terms of the management, staffing, decision-making, operation, and provisions of services, of the center in individuals with disabilities, including individuals who are or have been recipients of IL services.
Core Services	IL services defined in Section 7(17) of the Act means: information and referral services; IL skills training; peer counseling (including cross-disability peer counseling); individual and systems advocacy; and services that: facilitate the transition of individuals with significant disabilities from nursing homes and other institutions to home and community-based residences; provide assistance to individuals with significant disabilities who are at risk of entering institutions so that the individuals may remain in the community; and facilitate the transition of youth who are individuals with significant disabilities who were eligible for individualized education programs under section 614(d) of the Individuals with Disabilities Education Act (20 U.S.C. 1414(d)), and who have completed their secondary education or otherwise left school, to postsecondary life. (See "independent living core services," below, which this Instrument and Instructions use to mean the same thing.)
CSR	A Consumer Service Record maintained for an eligible consumer receiving IL services. In cases where IL services are provided to

the parent or guardian of a consumer, the CSR is established for the consumer and the services provided are reflected in that CSR.

Cross-disability	with respect to a center, that a center provides IL services to individuals representing a range of significant disabilities and does not restrict eligibility to individuals who have one or more specific significant disabilities.
Designated State Entity (DSE)	The designated state entity means the agency that the State Plan designates to receive, account for, and disburse Part B funds in accordance with section 704(c) of the Act. It is also identified under section 704(c) of the Act, and authorized to jointly develop and sign, with the Statewide Independent Living Council (SILC), the State Plan for Independent Living (SPIL) under section 704 of the Act. The term includes a state agency solely designated under state law to provide IL services to individuals who are blind. In such states, the state agency for the blind may administer the provisions in the state plan related to services for individuals who are blind. In a section 723 state, the DSE receiving, accounting for, and disbursing the funds for the Center for Independent Living program is always the general agency.
Disability	in accordance with the Americans with Disabilities Act of 1990, as amended, § 12102, “physical or mental impairment that substantially limits one or more major life activities[;] . . . ; a record of such an impairment; or being regarded as having such an impairment [This] definition . . . shall be construed in favor of broad coverage of individuals.”
Earmarked Funds	Funds appropriated by the state and expressly or clearly identified as state expenditures in the relevant fiscal year for the sole purpose of funding the general operation of CILs meeting the requirements of Sections 702 and 725 of the Act.
Equity	defined as it is in Executive Order 13985: “the consistent and systematic fair, just, and impartial treatment of all individuals, including individuals who belong to underserved communities that have been denied such treatment, such as Black, Latino, and Indigenous and Native American persons, Asian Americans and Pacific Islanders and other persons of color; members of religious minorities; lesbian, gay, bisexual, transgender, and queer (LGBTQ+) persons; persons with disabilities; persons who live in rural areas; and persons otherwise adversely affected by persistent poverty or inequality.
FTE	The equivalent of one person working full-time for one year.
Independent Living	

(IL)	maximizing the ability of people with disabilities to control their own lives; participate in the community; live independently (as opposed to in institutions); and have economic security.
Independent living core services	information and referral services; IL skills training; peer counseling (including cross-disability peer counseling); individual and systems advocacy; and services that: facilitate the transition of individuals with significant disabilities from nursing homes and other institutions to home and community-based residences; provide assistance to individuals with significant disabilities who are at risk of entering institutions so that the individuals may remain in the community; and facilitate the transition of youth who are individuals with significant disabilities who were eligible for individualized education programs under section 614(d) of the Individuals with Disabilities Education Act (20 U.S.C. 1414(d)), and who have completed their secondary education or otherwise left school, to postsecondary life. (See “core services,” above, which this Instrument and Instructions use to mean the same thing.)
Independent Living Philosophy	a philosophy of consumer control, peer support, self-help, self-determination, equal access, and individual and system advocacy, in order to maximize the leadership, empowerment, independence, and productivity of individuals with disabilities, and the integration and full inclusion of individuals with disabilities into the mainstream of American society (Section 796).
ILS	Independent Living Services Program funded under Part B, Chapter 1 of Title VII of the Act.
ILP	An Independent Living Plan for the provision of IL services mutually agreed upon by an appropriate staff member of a service provider and an individual with significant disabilities.
Individual with a significant disability	an individual with a severe physical, mental, cognitive or sensory impairment whose ability to function independently in the family or community or whose ability to obtain, maintain, or advance in employment is substantially limited and for whom the delivery of IL services will improve the ability to function, continue functioning, or move toward functioning independently in the family or community or to continue in employment.
Minority group	American Indian or Alaskan Native, Asian American, Black or African American (not of Hispanic origin), Hispanic or Latino (including persons of Mexican, Puerto Rican, Cuban, and Central or South American origin), Native Hawaiian or other Pacific Islander.

Nonresidential	with respect to a center for independent living, that the center, as of October 1, 1994, does not provide or manage residential housing.
OILP	The federal entity within the United States Department of Health and Human Services, Administration for Community Living, Administration on Disabilities that administers the Independent Living Services and Center for Independent Living programs.
Pass Through	Funds that a provider receives on behalf of a consumer that are subsequently issued by the provider directly to the consumer (e.g., representative payee funds, Medicaid or state Personal Assistance Services funds).
Reporting Year	The most recently completed federal fiscal project year starting October 1 and ending September 30.
Section 722 State	A state in which OILP issues grants under Part C directly to eligible agencies for the planning, establishment, and operation of Centers for Independent Livings.
Section 723 State	A state where the DSE issues grants or assistance contracts under Part C to eligible entities for the planning, establishment, and operation of Centers Independent Livings.
Service Provider	Can mean: 1) A Designated State Entity that directly provides Independent Living services to consumers; 2) A Center for Independent Living; or 3) An entity that provides IL services under a grant or contract from the Designated State Entity.
SILC	The Statewide Independent Living Council established in each state as required by Section 705 of the Act.
SPIL	A State Plan for Independent Living jointly developed by the Statewide Independent Living Council, and the directors of the centers for independent living in the state, after receiving input from individuals with disabilities through the State; and signed by the chairperson of the Statewide Independent Living Council, acting on behalf of and at the direction of the Council; the director of the designated state entity; and not less than 51% of the directors of the centers for independent living in the State. The plan addresses the provision of state IL services, the development and support of a statewide network of centers for independent living and the working relationships among programs providing IL services, CILs, the state VR program, and other programs providing services for individuals with disabilities.
State	The term state includes, in addition to each of the several states of the United States, the District of Columbia, the Commonwealth of Puerto Rico, the United States Virgin Islands, Guam, American Samoa, and the Commonwealth of the Northern Mariana Islands, except where otherwise noted.

State Match

the resources provided by the state (cash, in kind, or any combination thereof) to match the state's total award of Part B funds. The required match is 10% of the sum of the state's total expenditure of Part B funds and the state's total expenditure of resources provided to match the Part B funds that the state provides. (Example included in the Instructions for section)

Unserved and
Underserved
Populations

Populations such as individuals from racial and ethnic minority backgrounds, disadvantaged individuals, individuals with limited English proficiency, and individuals from underserved geographic areas (rural or urban).

Instructions: Independent Living Services Program Performance Report

General Instructions: Please respond to each subpart of this preprint.

1) When a question/section requests a description, list or other non-data information but does not apply to your state, a “NOT APPLICABLE” response is appropriate.

2) When a subpart requests data or a numerical response but does not apply to your state, enter zero, “0”.

Specific Instructions: Please carefully read the instructions below and provide the requested details and/or data.

SUBPART I – ADMINISTRATIVE DATA

Section A – Comparison of Sources and Amounts of Funds and Resources for Reporting Year Versus the SPIL

Sections 704(m)(3) and (4) of the Act

Item 1 -Sources and Amounts of Funds Received by the DSE

Indicate amount received by the DSE as per each funding source for the reporting year. Please note that the amounts aren’t necessarily actual funds spent. Enter “0” for none.

List the Federal and non-Federal funds received by the DSE for the reporting year to meet the objectives identified in the SPIL, e.g., how the grantee met the financial plan in the SPIL.

Notes regarding Sources:

- *Other Federal Funds include, but are not limited to, title I funds available under section 101(a)(18) of the Act, Social Security payments, funding from Housing and Urban Development, and funding received from other Federal programs such as the Work Incentives Planning and Assistance (WIPA) program.*
- *Non-Federal Funds include, but are not limited to, State and local government funds as well as nongovernment funds from individual donors, foundations, corporations, and community organizations. State government funds include matching funds in compliance with section 712(b) of the Act, general revenue funds and funds made available through other State programs such as Medicaid reimbursements, Aging and Developmental Disabilities Councils, etc.*

<u>Sources</u>	<u>Funding Amounts Received by the DSE and Designated Uses for the Reporting Year</u>				
	SILC Resource Plan	IL Services	General CIL Operations	Other SPIL Activities	Retained by DSE for Administrative costs (applies

					only to Part B funding)
Title VII Funds					
Chapter 1, Part B					
Chapter 1, Part C (for 723 states only)					
Other Federal Funds					
Sec. 101(a)(18) of the Act (Innovation and Expansion – should not be \$0)					
Social Security Reimbursement					
Other					
Non-Federal Funds					
Part B State Match					
Other State Match for Funds in SPIL					
State Funds					
Other					

Item 2- Sources and Amounts of Funds Received by the DSE as Planned in the SPIL

As a comparison, please list the amount that the SPIL listed for each funding source for which the DSE was responsible for the reporting year. (Note: Please do not include Part C amounts unless the State is administering a grant under Section 723.)

Sources	Projected (in SPIL) Funding Amounts and Uses for the Reporting Year				
	SILC Resource Plan	IL Services	General CIL Operations	Other SPIL Activities	Retained by DSE for Administrative costs (applies only to Part B funding)
Title VII Funds					
Chapter 1, Part B					
Chapter 1, Part C (for 723 states only)					

Other Federal Funds					
Sec. 101(a)(18) of the Act (Innovation and Expansion – should not be \$0)					
Social Security Reimbursement					
Other					
Non-Federal Funds					
Part B State Match					
Other State Match for Funds in SPIL					
State Funds					
Other					

Item 3- Deviations from the SPIL (if applicable)

After comparing the two tables listed under items 1 and 2, please explain any deviations from the SPIL. Note that any deviations more than 25% of any line item would have required a substantial amendment. If more than 30% of the Part B appropriation was used for the SILC Resource Plan, a justification must be included here. Please provide any additional comments you would like to share about this year’s funding.

Section B – Distribution of Title VII, Chapter 1, Part B Funds

Section 713 of the Act; 45 CFR 1329.10

Complete the table by providing in items (1) through (9) the amount of Part B funds expended by the state directly or through grant or contract in each category in the appropriate column. If funds were not used for a purpose listed, please indicate by placing \$0 in the appropriate column.

Section C – Grants or Contracts Used to Distribute Title VII, Chapter 1, Part B Funds

Sections 704(f) and 713 of the Act; 45 CFR 1329.17, and 45 CFR 1329.10

Item 1 – Grants or Contracts

Review your answers to Section B and enter the requested information for all grants or contracts funded at least in part by Part B funds, in the table. Include Part C funded centers if they also received Part B funds. Add more rows as necessary.

A contractor or grantee that receives Part B funds for more than one activity (e.g., to provide IL services, as well as to conduct IL philosophy training), must be listed for as many different activities it performs.

If there were no non-Part B funds (e.g., title VII, Chapter 2 funds, other federal funds or state funds) provided to this grantee or contractor for the purpose listed, enter “\$0” in that column.

Item 2 – Amount of Funds

Review the amount of the Part B award to the state in Subpart 1, Section A. This amount should be the amount reflected on the Notice of Award to the DSE for the reporting period.

If the total amount of Part B funds distributed in grants and contracts in Section C, Item 1 differs from the amount in Subpart 1, Section A, provide an explanation for the difference.

If the DSE retained any funds for administrative purposes, describe how the DSE ensured that this amount did not exceed the allowed 5%.

Section D – Grants or Contracts for Purposes Other Than Providing IL Services or For the General Operation of Centers

Section 713 of the Act; 45 CFR 1329.10

For Part B funds awarded as grants or contracts *for purposes other than to provide IL services or for the general operation of centers*, provide a brief narrative description of the objectives for each agreement, what activities were conducted during the year, and what results were achieved. (Note: Allowable activities are listed in the table under Subpart I, Section B of the ILS PPR.)

Section E – Monitoring Part B Funds

45 CFR 1329.12

Provide a summary with outcomes of the program or fiscal review, evaluation, and monitoring activities conducted by the state during the reporting year for any of the grantees/contractors receiving Part B funds. Examples of review, evaluation and monitoring activities include review

of CIL PPRs or other program reports, on-site reviews by DSE and/or SILC, fiscal audits of expenditures of Part B funds, summaries of corrective action plans, etc. (Copies of monitoring reports should be sent to your program officer). For CILs that do not receive Part C funding, describe how it is confirmed that they meet the definition of a CIL, as defined under Section 702(2). CILs are defined as agencies that are:

- consumer-controlled
- community-based
- cross-disability
- non-residential
- private
- nonprofit
- for individuals with significant disabilities (regardless of age or income)
- designed and operated within a local community by individuals with disabilities;
- and provide an array of independent living services, including, at a minimum, independent living core services as defined in section 7(17) of the Rehab Act.

Section F – Administrative Support Services and Staffing

Section 704(m)(2) and (4) of the Act

Item 1 – Administrative Support Services

Section 704(c)(2); 45 CFR 1329.12

Describe any administrative support services, including staffing, provided by the DSE to the Part B program.

Item 2 – Staffing

Referring to Subpart I, Section C, report the total number of Full Time Equivalents (FTEs) employed in the ILS program administered by the DSE(s) and by service providers, excluding CILs that receive any Part C funding. Report the total decision making and other staff and the number of FTEs filled by individuals with disabilities.

- To compute FTEs, determine the number of hours (excluding overtime) for which all employees were actually paid during the last six months of the reporting year. Multiply the hours worked by 2 (two), divide by 2,080 (approximate number of hours worked by an FTE), the subsequent total is the equivalent fraction of the FTEs.

Section G – For Section 723 States ONLY

Section 723 of the Act, 45 CFR 1329.12

Item 1 – Distribution of Part C Funds to Centers

In the table provided, please respond with the following information:

- A) the name of each center within your state that received Part C funding during the reporting year;
- B) the amount of Part C funding each center received;

- C) whether the Part C funding included a cost-of-living increase, with a yes or no response;
- D) whether the Part C funding included any excess funds remaining after cost-of-living increases were provided, with a yes or no response;
- E) whether any of the centers received its Part C funding pursuant to a competition for a new center in the state, with a yes or no response; and
- F) whether the center was the subject of an on-site compliance review conducted by the DSE during the reporting year, with a yes or no response.

Add additional rows as necessary.

Item 2 – Administrative Support Services

Section 704(c)(2); 45 CFR 1329.12(a)(2)

Describe the administrative support services used by the DSE to administer the Part C program.

Item 3 – Monitoring and On-site Compliance Reviews

Section 723(g), (h), and (i)

Provide a summary of the monitoring activities involving Part C centers conducted by the state during the current reporting year, including the on-site reviews of at least 15% of centers receiving Part C funds under section 723. The summary should include, at least, the following:

- A) the center’s level of compliance with the standards and assurances in section 725 of the Act;
- B) any adverse actions taken against centers;
- C) any corrective action plans entered into with centers; and
- D) exemplary, replicable or model practices of centers.

Please submit copies of the final reports to your Program Officer.

Item 4 – Updates or Issues

Provide any updates to the administration of the Part C program by the DSE, including any significant changes in the amount of earmarked funds or any changes in the order of priorities in the distribution of Part C funds. Provide a description of any issues of concern addressed by the DSE in its administration of the Part C program.

SUBPART II – NUMBER AND TYPES OF INDIVIDUALS WITH SIGNIFICANT DISABILITIES RECEIVING SERVICES

Section 704(m)(4) of the Act; 45 CFR 1329.12(a)(3–4)

In this section, provide data from all service providers (DSE, grantees, contractors) who received Part B funds and who were listed in subpart I, section C of this report, except centers for independent living that receive Part C funds. (Part C centers will provide this data themselves on their annual CIL PPRs.)

Section A – Number of Consumers Served During the Reporting Year

Include CSRs for ALL consumers served during the reporting year.

(1) Enter the number of active CSRs carried over from September 30 of the year preceding the reporting year. Active CSRs are those corresponding to consumers who were actually served during the reporting year.

(2) Enter the number of new CSRs opened since October 1 of the reporting year.

(3) To get the number of consumers served during the reporting year, add the number of active CSRs carried over from the preceding year to the number of new CSRs opened for the reporting year. Enter this number in line A(3). $A(1) + A(2) = A(3)$.

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

In the appropriate category, enter the number of CSRs that have been closed out of the active CSR files during the reporting year because the consumer has:

(1) Moved - The consumer has moved out of the service provider's service area and/or has moved and left no forwarding address (e.g. unable to locate consumer).

(2) Withdrawn - The consumer has stated he or she is no longer interested in receiving services at this time.

(3) Died.

(4) Completed all goals set - The consumer has completed all goals and objectives, whether or not listed in the Independent Living Plan (ILP), and does not need/is not interested in receiving additional services at this time.

(5) Other - The CSR has been closed for any other reason than those listed above.

Total the number of CSRs for each category to get the number of CSRs closed for the reporting year. Example: $line\ B(1) + B(2) + B(3) + B(4) + B(5) = B(6)$.

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

To get the number of CSRs active on September 30 of the Reporting Year subtract the total number of CSRs closed by September 30 (line B(6)) from the total number of consumers served during the reporting year (line A(3)). Enter this number in the table in Section C.

Section D – IL Plans and Waivers

(1) Enter the total number of consumers with active CSRs during the reporting year who have knowingly and voluntarily signed a waiver stating an IL plan was unnecessary.

(2) Enter the total number consumers with active CSRs during the reporting year with whom an ILP was developed.

(3) Add the total number of consumers who signed a waiver to the total number of consumers who developed ILPs. Enter this figure in line D(3). $D(1) + D(2) = D(3)$. This is the total

number of consumers served during the reporting year and **MUST** equal the “number of consumers served” in Section A, line 3 above.

Section E – Age

(1) through (6) - Enter the number of consumers served during the reporting year in each age category as self reported by each consumer.

Section F – Sexual Orientation and Gender Identity

Enter the number of consumers served during the reporting year as self-reported by each consumer.

Section G – Race and Ethnicity

(1) through (8) - Enter the number of consumers served during the reporting year in each category, as self-reported by each consumer. **Each consumer may be counted under ONLY ONE of the following categories in the PPR, even if the consumer reported more than one race and/or Hispanic/Latino ethnicity.**

- (1) American Indian or Alaska Native. American Indian or Alaska Native means a person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.
- (2) Asian means a person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- (3) Black or African American means a person having origins in any of the black racial groups of Africa. Terms such as “Haitian” may be used.
- (4) Native Hawaiian or Other Pacific Islander means a person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- (5) White means a person having origins in any of the original peoples of Europe, the Middle East or North Africa.
- (6) Hispanic/Latino of any race or Hispanic/ Latino only. Hispanic or Latino means a person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race. **Any consumer who reports Hispanic/Latino ethnicity can only be counted as “Hispanic/Latino,” even if the consumer also reported one or more race categories.**
- (7) Two or more races. If a consumer self-reports more than one race, that consumer must be counted once in the PPR, that is, as “Two or More Races.”
- (8) “Race and ethnicity unknown” – A consumer is counted as Race/Ethnicity Unknown if the consumer does not report any race or ethnicity.

Note: The total of G1 through G8 must agree with subpart II, A3.

Section H – Disability

(1) through (7) – Enter the total number of consumers served in each category during the current reporting year as self-reported by each consumer. These categories are meant to describe the functional limitations involved with a consumer’s disability rather than a grouping of specific diagnoses of disabilities.

SUBPART III – INDIVIDUAL SERVICES AND ACHIEVEMENTS FUNDED THROUGH TITLE VII, CHAPTER 1, PART B FUNDS

Sections 13, 704(m)(4) of the Act; 45 CFR 1329.12(a)(3–4); Government Performance Results Act (GPRA) Performance Measures

Subpart III features three related tables designed to measure how IL core services and other IL services help maximize the leadership, empowerment, independence, and productivity of individuals with disabilities, and the integration and full inclusion of individuals with disabilities into the mainstream of American society. Each table is described below.

Section A – Individual Services – Quantifies the IL services requested by, and provided to, consumers during the reporting year. These services can be considered as the independent living program’s outputs contributing to the consumers’ expected outcomes, that is, greater independence and community integration.

Section A – Individual Services

List the number of consumers requesting and the number of consumers receiving each of the following services during the reporting year, including the IL core services. Include all consumers who were provided services during the reporting year through Part B funds, either directly by DSE staff or via grants or contracts with other providers. Do not include consumers who were served by any centers that received Part C funds during the reporting year.

Note: The total number of individual services provided is not expected to equal the number of active CSRs during the reporting year, because one consumer may receive multiple services during the reporting year. Also, individuals who receive information and referral (I&R) services would not necessarily have CSRs.

- A) Advocacy/Legal Services – Assistance and /or representation in obtaining access to benefits, services, and programs to which a consumer may be entitled.
- B) Assistive Technology – Any assistive technology device, that is, any item, piece of equipment or product system that is used to increase, maintain or improve functional capabilities of individuals with disabilities and any assistive technology service that assists an individual with a disability in the selection, acquisition or use of an assistive technology device.
- C) Children’s Services – The provision of specific IL services designed to serve individuals with significant disabilities under the age of 14.
- D) Communication Services – Services directed to enable consumers to better communicate, such as interpreter services, training in communication equipment use, Braille instruction, and reading services.
- E) Counseling and Related Services – These include information sharing, psychological services of a non-psychiatric, non-therapeutic nature, parent-to-parent services, and related services.

- F) Family Services – Services provided to the family members of an individual with a significant disability when necessary for improving the individual’s ability to live and function more independently, or ability to engage or continue in employment. Such services may include respite care. Record the service in the consumer’s CSR on behalf of whom services were provided to the family.
- G) Housing, Home Modifications, and Shelter Services – These services are related to securing housing or shelter, adaptive housing services (including appropriate accommodations to and modifications of any space used to serve, or occupied by individuals with significant disabilities).
- Note: A CIL may not provide housing or shelter as an IL service on either a temporary or long term basis unless the housing or shelter is incidental to the overall operation of the CIL and is provided to any individual for a period not to exceed eight weeks during any six-month period.
- H) IL Skills Training and Life Skill Training Services – These may include instruction to develop independent living skills in areas such as personal care, coping, financial management, social skills, and household management. This may also include education and training necessary for living in the community and participating in community activities.
- I) Information and Referral Services – Identify all individuals who requested this type of assistance. This is the only service (other than services to family members) that may be provided to all individuals, whether or not the individual has a disability. Some entities record this service using strokes on an answering pad without opening a CSR, others create a CSR or other such file for future contact and outreach.
- J) Mental Restoration Services – Psychiatric restoration services including maintenance on psychotropic medication, psychological services, and treatment management for substance abuse.
- K) Mobility Training Services – A variety of services involving assisting consumers to get around their homes and communities.
- L) Peer Counseling Services – Counseling, teaching, information sharing, and similar kinds of contact provided to consumers by other people with disabilities.
- M) Personal Assistance Services – These include, but are not limited to, assistance with personal bodily functions; communicative, household, mobility, work, emotional, cognitive, personal, and financial affairs; community participation; parenting; leisure; and other related needs.
- N) Physical Restoration Services – Restoration services including medical services, health maintenance, eyeglasses, and visual services.
- O) Preventive Services – Services intended to prevent additional disabilities, or to prevent an increase in the severity of an existing disability.

- P) Prostheses, Orthotics, and Other Appliances – Provision of, or assistance in obtaining through other sources, an adaptive device or appliance to substitute for one or more parts of the human body.
- Q) Recreational Services – Provision or identification of opportunities for the involvement of consumers in meaningful leisure time activities. These may include such things as participation in community affairs and other recreation activities that may be competitive, active, or quiet.
- R) Rehabilitation Technology Services – Any service that assists an individual with a disability in the selection, acquisition or use of applied technologies, engineering methodologies or scientific principles to meet the needs of the individual and address the barriers confronted by individuals with significant disabilities with respect to education, rehabilitation, employment, transportation, IL and/or recreation.

Note: Rehabilitation technology services may include assistive technology devices and services. However, for the purpose of this report, include the provision of assistive technology devices and services under item B, above.

- S) Therapeutic Treatment – Services provided by registered occupational, physical, recreational, hearing, language, or speech therapists.
- T) Transportation Services – Provision of, or arrangements for, transportation.
- U) Youth/Transition Services – Any service that develops skills specifically designed for youth with significant disabilities between the ages 14 and 24 to promote self-awareness and esteem, develop advocacy and self-empowerment skills and career exploration, including the transition from school to post school activities such as postsecondary education, vocational training, employment, continuing and adult education, adult services, independent living or community participation.
- V) Vocational Services – Any services designed to achieve or maintain employment.
- W) Other Services – Any IL services not listed above in A–V.

Section B – Independence And Community Integration – Quantifies the independent living program’s outcomes, expressed in terms of the diverse goals that consumers have achieved through the provision of IL services (outputs), including the four core services. Section B consists of two related tables:

Item 1 (Goals Related to Increased Independence in a Significant Life Area). This table tracks the number of consumers who achieved independence in at least one significant life area. The term *significant life area* (SLA) is a way to classify the multiplicity of possible consumer goals into a few categories representing the range of life achievements made possible through IL services. SLAs represent the varying ways in which diverse consumers with disabilities can realize their particular potential – ranging from competence in self-care to relocation from a nursing home/institution to fulfillment of educational and vocational aspirations.

Item 2 (Improved Access to Transportation, Health Care and Assistive Technology). The lack of access to essential opportunities such as transportation, appropriate health care

services, or assistive technology may prevent an individual from achieving independence in one or more significant life areas. This table measures how the independent living program enables consumers to overcome barriers to their independence by helping them to access previously unavailable transportation, health care services, and assistive technology. These are certainly not the only barriers faced by individuals with disabilities. However, data provided in these areas will enhance OILP's ability to document the impact of the independent living program on individuals in these areas.

Individuals with disabilities can overcome barriers to accessing transportation, health care services, or assistive technology through a combination of the IL services listed in the table under section A, including the four core services -- information and referral services, independent living skills training, peer counseling, and individual advocacy. [Systems advocacy is addressed in subpart IV.] For example, a service provider may facilitate a consumer's access to previously unavailable transportation through mobility training, assistive devices, prosthesis or personal attendant care assistance; or independent living skills training to help consumers avail themselves of existing community transportation services. Access to appropriate health care services may be enhanced through information and referral services, such as the provision of directories of local medical facilities with available interpreters or Telecommunication Device for the Deaf (TDD) phone numbers; individual advocacy efforts resulting in accessible ramps or examining tables at doctors' offices; peer counseling services to improve consumers' self-advocacy abilities; or the arrangement of assistive technology services for consumers to better communicate with their doctors. Access to assistive technology may be expanded through information and referral to public and private sector sources of funding or equipment, independent living skills training on the use of assistive technology, and peer counseling and individual advocacy to help consumers advocate for the services and equipment for which they are eligible.

Note: The term "assistive technology" (as defined in subpart III, section A) encompasses a broad range of IL resources such as daily living, mobility, cognitive and communications aids as well as information technology.

The subpart III tables (section A, section B, item 1 and section B, item 2) are closely related. Transportation and assistive technology, for example, appear in each table. There are important differences, however, as the following examples illustrate:

- A consumer whose goal is *Mobility/Transportation* (section B, item 1) may receive *Transportation Services* such as information and referral to the community's para-transit system (section A). Yet it may be that the consumer cannot achieve the *Mobility/Transportation* goal until he or she gains the necessary confidence to utilize the para-transit system through IL skills training and peer counseling services. In this example, the *Mobility/Transportation* goal (section B, item 1) involves more than just *Transportation Services* (section A).
- A consumer whose goal is *Community-Based Living* (section B, item 1) may be impeded from reaching that goal because he/she lacks *Access To Transportation* (section B, item 2). Access to transportation is not the consumer's goal, but simply the means to the consumer's goal, community-based living.

Consumers may appear in more than one of the subpart III tables:

- In the first example, the successful consumer would appear in section A (under *Transportation Services, Peer Counseling and IL Skills Training*); in section B, item 1 (under the *Mobility/Transportation* goal); and in section B, item 2 (under *Access to Transportation*).
- In the second example, the consumer would also appear in the three tables, except that he/she would appear under the *Community-Based Living* goal instead of the *Mobility/Transportation* goal in section B, item 1.

Section B – Increased Independence and Community Integration

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

For each of the significant life areas below, indicate the number of consumers who set goals, the number who achieved their goals, and the number whose goals were in progress at the end of the reporting year. Goal achievement is to be determined through self-reporting by the consumer and recorded in the individual's CSR.

- (A) Self-Advocacy/Self-Empowerment – Goals involving improvement in a consumer's ability to represent himself/herself with public and/or private entities, the ability to make key decisions involving himself/herself, or the ability to organize and manage his/her own activities to achieve desired objectives.
- (B) Communication – Goals involving either improvement in a consumer's ability to understand communication by others (receptive skills), and/or improvement in a consumer's ability to share communication with others (expressive skills).
- (C) Mobility/Transportation – Goals to improve a consumer's access to her/his life space, environment, and community. This may occur by improving the consumer's ability to move, travel, transport himself/herself, or use public transportation.
- (D) Community-Based Living – Goals that provide for a change in living situations with increased autonomy for the consumer. This may involve a consumer's goals related to obtaining/modifying an apartment or house. Community-based living arrangements may include apartments, privately owned housing, self-directed assisted living, or self-directed living with family/friends.
- (E) Educational – Academic or training goals that are expected to improve the consumer's knowledge or ability to perform certain skills that would expand his/her independence, productivity or income-generating potential.
- (F) Vocational – Goals related to obtaining, maintaining, or advancing in employment.
- (G) Self-Care – Goals to improve/maintain a consumer's autonomy with respect to activities of daily living such as personal grooming and hygiene, meal preparation and nutrition, shopping, eating, and other aspects of personal health and safety.
- (H) Information Access/Technology – Goals related to a consumer obtaining and/or using information necessary for the consumer's independence and community integration. These may include use of a computer or other assistive technology, devices, or equipment, as well as developing information technology skills, such as using computer screen-reading software.
- (I) Personal Resource Management – Goals related to a consumer learning to establish and maintain a personal/family budget, managing a checkbook, and/or obtaining knowledge of available direct and indirect resources related to income, housing, food, medical, and/or other benefits.

- (J) Relocation from a Nursing Home or Institution– Goals related to relocation from nursing homes or other institutions to community-based living arrangements. This significant life area specifically pertains to consumers who live in a nursing home or institution, unlike the *Community-Based Living* life area, above, which includes any consumer regardless of his/her living situation prior to receiving IL services.
- (K) Community/Social Participation – Goals related to full participation in the mainstream of American society, including the ability to participate in community events such as community fairs and government functions, attend worship services and access recreational activities and facilities.
- (L) Other – IL goals not included in the above categories.

Item 2 – Improved Access to Transportation, Health Care Services and Assistive Technology

(A) Table:

Please complete the columns in the Access Table found at (A) as follows:

Column 1 (Consumers Requiring Access) – Indicate the number of consumers – whether or not they originally requested the assistance – who required access to previously unavailable transportation, assistive technology or health care services in order to reach one or more of their IL goals listed in Item 1.

- The lack of transportation, health care services or assistive technology as barriers to independence may be identified by the consumer and/or by the service provider’s staff (as the consumer’s advisor).

Column 2 (Consumers Achieving Access) – Of the consumers counted in column 1, indicate the number who gained access to previously unavailable transportation, assistive technology or health care services as a result of the provision of IL services. Include all consumers whose access in these areas was facilitated through the IL services provided – whether or not such access had been the consumers’ originally stated goal.

Column 3 (Consumers Whose Access Is In Progress) – Indicate the number of consumers who, at the end of the reporting year, were in the process of attaining access to previously unavailable transportation, assistive technology or health care services through the provision of IL services.

- Any consumer counted in column 2 or 3 must also be counted in column 1. In the case of a consumer who achieves access as a result of I&R services, for example, that consumer should be counted under “Consumers Requiring Access” (column 1) as well as under “Consumers Achieving Access” (column 2).

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 I&R services. In order to report these instances as successful outcomes, providers are not required to create CSRs for these consumers but must be able to document that follow-up contacts with these consumers showed access to previously unavailable transportation, health care and assistive technology.

(B) Information and Referral Information:

To inform OILP how many service providers engaged in I&R follow-up contacts regarding access to transportation, health care services or assistive technology, please respond to the corresponding question in the instrument.

Section C – Additional Information Concerning Individual Services or Achievements

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

SUBPART IV – OUTREACH AND COORDINATION

Section 704(i), (l), and (m)(4) of the Act; 45 CFR 1329.17(c)

Section A – Outreach to Unserved and Underserved Populations

Item 1 – Outreach to Unserved and Underserved

With respect to services and centers funded with Part B and C funds and included in the SPIL outreach plan, please give a summary of the outreach activities that the SPIL identifies to populations that are unserved or underserved involving the DSE staff, SILC members/staff and CIL board members or staff during the reporting year. Include, in this description, services and activities in the SPIL outreach plan funded with both Part B and C funds. Note that this is not supposed to be a listing of all Part C outreach activities. This section only lists activities identified in the outreach plan of the SPIL to determine effectiveness of the outreach activity. For the outreach activities mentioned, provide any additional details such as the role of the DSE, SILC, CIL, and/or consumers, names of any partner organizations and further descriptions of the specific activities and services performed and benefits conferred to unserved or underserved populations

Section B – Coordination

Describe DSE and SILC activities to maximize the cooperation, coordination, and working relationships among the independent living program, the SILC, and CILs (including Part C CILs); and the DSE, other state agencies represented on the SILC, other councils that address the needs of specific disability populations and unserved or underserved populations, and other public and private entities. Describe the expected or actual outcomes of these activities.

PART V – STATEWIDE INDEPENDENT LIVING COUNCIL (SILC)

Section 705 of the Act; 45 CFR Part 1329.14–16

Section A - Composition and Appointment

Item 1 - Current SILC Composition

Provide the requested information for each SILC member in the table. Employment data is requested in order to ascertain whether the SILC member is employed by a center, a state agency, or neither. The category in which the member was appointed can be described, for example, as ex-officio state agency representative, other state agency representative, center representative, person with a disability not employed by a center or state agency, section 121 funded project director, parent of person with a disability, community advocate, other service provider, etc.). Include current vacancies, along with the corresponding appointment category for each. Add more rows as necessary.

Name of SILC member	Individual with a Disability? (Yes/No)	Employed by CIL, State Agency or Neither	Appointment Category	Voting or Non-Voting	Term Start Date	Term End Date

Item 2 – SILC Composition Requirements

Provide the number of SILC members requested in each category. Include any current vacancies in a particular appointment category.

SILC Composition	# of SILC members
(A) How many members are on the SILC?	
(B) How many members of the SILC are individuals with disabilities not employed by a state agency or a center for independent living?	

(C) How many members of the SILC are voting members?	
(D) How many of the voting members of the SILC are individuals with disabilities not employed by a state agency or a center for independent living?	

Section B – SILC Membership Qualifications

Section 705(b)(4) of the Act; 45 CFR 1329.14(a)

Item 1 – Statewide Representation

Describe how the SILC is composed of members who provide statewide representation. For example, you may list the service areas currently represented in the SILC by center representatives or section 121 representatives. You may also describe the policies and practices adopted by the SILC to ensure continued statewide representation on the SILC.

Item 2 – Broad Range of Individuals with Disabilities from Diverse Backgrounds

Describe how the SILC members represent a broad range of individuals with disabilities from diverse backgrounds. For example, you may list the different disability groups and minority, urban and rural populations represented. You may also describe the policies and practices adopted by the SILC to ensure continued diversity on the SILC.

Item 3 – Knowledgeable about IL

Describe how SILC members are knowledgeable about centers for independent living and independent living services. For example, you may describe in general terms the SILC members' IL background or expertise or efforts made to train members on IL philosophy, laws, or best practices. You may also describe the policies and practices adopted by the SILC to ensure continued IL knowledge possessed by members of the SILC. Please, include how the SILC maintains a training plan for the SILC members and how that work is completed.

Item 4 – Barriers to SILC Appointment

If applicable, please list any barriers encountered meeting the SILC composition requirement this reporting year; if you list barriers, then please describe the current appointment process.

Section C – SILC Staffing and Support

Item 1 – SILC Staff

Please provide the name and contact information for the SILC executive director, if applicable. Indicate the number and titles of any other SILC staff, if applicable. Also indicate whether any SILC staff is also a state agency employee and how the SILC maintains authority over that person.

Item 2 – SILC Support

Describe the administrative support services for the SILC provided by the DSE, if any.

Section D – SILC Duties

Section 705(c); 45 CFR 1329.15

Item 1 – SILC Duties

Provide a summary of SILC activities conducted during the reporting year related to the SILC's duties outlined in section 705(c) of the Act:

(A) State Plan Development or Amendment

Describe any activities related to the joint development or amendment of the state plan. Include any activities in preparation for developing/modifying the state plan, such as needs assessments, evaluations of consumer satisfaction, or hearings and forums.

(B) Monitor, Review and Evaluate the Implementation of the State Plan

Describe any activities related to the monitoring, review and evaluation of the implementation of the state plan. Examples of discussion issues may include review of PPRs, SILC participation on site reviews conducted by OILP, the DSE, and/or other relevant federal or state agencies, comments from persons with disabilities, surveys conducted, etc. Describe how the evaluation plan is being followed. Please, include how the satisfaction of consumers is being included in the evaluation.

(C) Coordination with Other Disability Councils

Describe the SILC's coordination of activities with the State Rehabilitation Council (SRC) established under section 105, if the state has such a Council, or the commission described in section 101(a)(21)(A), if the state has such a commission, and councils that address the needs of specific disability populations and issues under other federal law. Please state whether the SILC has at least one representative serving as a member of the SRC and whether the SILC has any members serving on other councils, boards or commissions in the state.

(D) Public Meeting Requirements

Describe how the SILC has ensured that all regularly scheduled board and committee meetings and other public hearings and forums hosted by the SILC are open and accessible to the public and to people with disabilities and sufficient advance notice is provided. This summary may include, for example, how meetings were publicized, what methods were used to ensure that individuals across the state had access to meetings and outreach to special populations, state notification requirements, if and how virtual meetings were used, publicized, and accessible (e.g., materials available electronically are 508 compliant and, upon request, available in alternative and accessible formats, etc.).

Item 2 – Other Activities

Describe any other SILC activities funded by non-Part B funds. Please note that the SILC may use Part B funds only to conduct the activities outlined in section 705 of the Act. For example, DSE and or SILC staff may be providing information and referrals (I&Rs) I&R in the form of referrals. If so, use this section to explain how I&R is provided by the DSE or SILC. Include numbers if available Any activities that do not fall into the SILC's federal duties may only be conducted with non-federal funds.

Section E – Training and Technical Assistance Needs

Section 721(b)(3) of the Act

Please choose up to 10 priorities that reflect the technical assistance and training needs of the SILC. Using the column on the right, indicate the SILC's top priorities rating items 1 through 10, with 1 being the top priority. Report any comments or clarifications using the blank space at the end of the subpart. The needs identified will be used to design CIL and SILC training opportunities offered through the training and technical assistance program. Please provide any additional comments in the write-in space provided.

SUBPART VI – SPIL COMPARISON AND UPDATES, OTHER ACCOMPLISHMENTS AND CHALLENGES

Section 704(n) of the Act

Section A – Comparison of Reporting Year Activities with the SPIL

Item 1 – Progress in Achieving Objectives and Goals

Describe progress made in achieving the objectives and goals outlined in the most recently approved SPIL. Discuss goals achieved and/or in progress as well as barriers encountered.

Item 2 – Updates to SPIL Information

Provide any changes to the information contained in the currently approved SPIL. In particular, discuss any changes that may have occurred to the DSE administration of the ILS program, SILC placement, legal status, membership or autonomy, SILC budget, or the statewide network of centers.

Note: All SPIL changes must be approved by ACL. An amendment to the SPIL is required, in addition to this update, if there has been a significant and relevant change in the information or assurances in the plan, the administration or operation of the plan; or the organization, policies, or operations of the DSE (if the change materially affects the information or assurances in the plan).

Section B – Significant Activities and Accomplishments

Describe any significant activities and accomplishments that relate to the SPIL achieved by the DSE and SILC during the reporting year and not included elsewhere in the report, e.g., brief summaries of outcomes met, innovative practices identified through SPIL activities, improved service delivery to consumers, etc.

Section C – Substantial Challenges

Describe any substantial problems encountered by the DSE and SILC not included elsewhere in this report and discuss resolutions/attempted resolutions. Examples include difficulty in outreach efforts, disagreements between the SILC and the DSE, complications recruiting SILC members, complications working with other State agencies or organizations within the State, and funding challenges.

Section D – Additional Information

Provide any other information, comments or explanations of the reporting year activities and data that were not previously included in other sections of the report. Please include any suggestions that may be helpful to other state agencies, SILCs, CILs and OILP.

Section E – Standards and Assurances

Please, describe barriers—if any—in meeting the standards and assurances for the DSE, for the SILC, and meeting the SILC minimum indicators, which are listed at <https://acl.gov/sites/default/files/about-acl/2020-06/SILC%20Indicators%209.2017.pdf>.

SUBPART VII - SIGNATURES

Provide signatures, printed names, titles and phone numbers of DSE director(s) and SILC chair.