

## Section 26. 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.*

The following narrative represents preliminary results for the SPIL objectives based on reports, documents, and data gathered by the NYSILC office. This narrative will also be used at the start of the new calendar year 2020 for the 2019 SPIL evaluation.

**Objective # 1:** NYSILC will demonstrate its operational effectiveness and capability to develop, monitor, implement and evaluate the SPIL. There were seven outcomes related to this objective with twelve targets. Preliminary results indicate that NYSILC exceeded two outcomes, met three outcomes, and substantially met two outcomes, while exceeding five targets, meeting five targets, substantially meeting one target and partially meeting another target.

1) Number of full council meetings held during the year with a quorum (target 4). Based on information documented in NYSILC quarterly reports, NYSILC successfully held all four Full Council Meetings (FCMs) with a quorum during the year at various venues on the following dates: Troy Hilton Garden Inn - November 9, 2018, Schenectady Rivers Casino/Landing Hotel – March 29, 2019 and June 14, 2019, and Schenectady Marriott Courtyard - September 20, 2019. A summary of activities at each council meeting was provided in Section 24.

Outcome and target met.

#### 2) Progress made by NYSILC Committees

a) Number of issues where documented progress made by NYSILC committees (Target: 12) Based on information documented in NYSILC quarterly reports, , progress was made on thirty-four (34) issues by NYSILC committees during the past year. Target exceeded. A few examples included:

- SPIL Committee reviewed priority issues and needs resulting from SPIL hearings, focus groups and the statewide needs assessment
- Recruitment Committee selected four individuals to participate in telephone interviews in August to consider for two vacancies/two individuals later selected for appointment in 2020
- Executive Committee discussed the importance of a NYSILC succession plan/major area of focus in the council's draft short-term strategic plan
- Executive Committee discussed the Administration on Community Living (ACL) Frequently Asked Questions (FAQ) related to advocacy activities/several follow up steps followed with IL partners to communicate and confirm the FAQ
- SPIL Committee identified budget parameters along with projects to support in the

next plan based on input and need.

b) Issues successfully addressed by committees (target 4) Based on information documented in NYSILC quarterly reports, twenty (20) actions were successfully addressed by committees (action taken). Target exceeded. A few examples included:

- Development and Executive Committees support the FCM and Hall of Fame (HOF) event venue change to the Albany Wolf Road Marriott in 2020
- Monitoring and Evaluation (M & E) Committee decisions to invite and have both a group of SSAN coordinators and the Taconic Resources for Independence (TRI) veteran's with disabilities demonstration project present at FCMs
- Executive Committee's review of the council's board responsibilities summary and plan/later reviewed at the June FCM/several of these items were addressed during the final quarter of the year in draft plans
- Recruitment Committee successfully reached the intended target population of its candidate search. Nine of the individuals were people with disabilities/peers (90%), and seven of the applications were also diverse candidates (70%). The two candidates recommended for appointment had impressive skills and experience to offer the council, were peers, and added to the council's diversity
- Development Committee announced five inductees for the 2019 NYS Disability Rights Hall of Fame amongst several worthy nominations.

c) Unresolved Issues faced by committees: (target 4) Based on information documented in NYSILC quarterly reports, there was one (1) unresolved issue by the end of the contract year. NYSILCs 4-year contract was not successfully executed by the 10/1/19 start date and the advance payment was not received. The contract materials were received on 9/26/19 and sent to the SED contract unit on 9/30/19. After about a month of follow up questions and processing, the contract was approved and NYSILC receive an executed copy in mid-November. They are awaiting the advanced payment. Since there was one unresolved issue, this is a result that exceeds the target of 4 (since it is less). Target exceeded.

Outcome and targets exceeded.

### 3) Completion and documentation of reporting requirements

a) Annual financial audit completed "unqualified" and 990 forms filed fully, accurately, and on time (target 100%) Based on the information from the January-March 2019 NYSILC quarterly contract report, Brad Williams, Executive Director, responded to Michelle Rosen of Cusick & Company with a set of emails regarding the list of fiscal audit deliverables. Follow up items were reviewed online the week of January 7<sup>th</sup>. The site visit was the morning of January 15<sup>th</sup>. CPA Ken Claflin reviewed and generated the draft versions of the 2018 Audited Financial Statement (AFS) and 990 form. The Executive Director, bookkeeper and Treasurer reviewed these draft documents and contacted the CPA with minor edits. The NYSILC Finance Committee met on February 7, 2019 with CPA Ken Claflin to receive an overview of the AFS. The committee approved the AFS. The CPA firm initiated the process to generate final copies of the AFS and both filings (990 and CHAR500).

Brad Williams facilitated the signing of the two filings identified above. The electronic copy of the 990 was posted to the website under Key Documents, while the AFS was emailed out to the full council for review in advance of the March 2019 FCM.

<https://nysilc.org/resources/key-documents/other/310-2017-990-and-annual-char/file>.

Target met.

b) Annual PPR Report completed with DSE to ACL fully, accurately, and on time (target 100%) Based on information documented in NYSILC quarterly reports, NYSILC, ACCES-VR and TRI worked to coordinate data and information into different sections of the 2018 NY Program Performance Report (PPR). NYSILC pulled together the Word draft for review and signatures and entered the information into the ACL Reporting site before end of January 2019 deadline. The report received preliminary approval by ACL on 3/19/19.

After addressing four additional items identified by ACL in NY's 2018 PPR, the report was approved for grant #1901NYILS by ACL on 4/22/19. (Two of the items were related to the difference between budgeted and spent Part B and non-Part B funds. The other two items required additional information related to the council's composition/disability assurance and the DSE's monitoring activity).

Target met.

Outcome and targets met.

4) Annual SPIL evaluation and report completed by evaluator and committees as documented (target 100%)

Based on information documented in NYSILC quarterly reports, Executive Director Brad Williams and consultant Alan Krieger of Krieger Solutions, LLC started a process to compile information for the NYSILC 2018 SPIL Evaluation. On 1/1/19, Brad sent the narrative from Section 26 of the 2018 PPR. This provided expanded background information about the performance of the SPIL objectives. Alan utilized information from the report for the summative part of the report and attached. Brad provided additional information from two other NYSILC programs based on survey input.

Consultant Alan Krieger of Krieger Solutions, LLC completed a final draft of a 2018 NYSILC SPIL Evaluation report, which included input from members of the M & E Committee and NYSILC Executive Director Brad Williams. Alan Krieger provided an overview of the report at the June 2019 full council meeting. The report was accepted and was posted to the NYSILC website and distributed via council outlets. The link to the report is:

[https://nysilc.org/images/FINAL\\_NYSILC\\_2018\\_SPIL\\_Evaluation\\_Report.docx](https://nysilc.org/images/FINAL_NYSILC_2018_SPIL_Evaluation_Report.docx).

Outcome and target met.

5) Completion of statewide needs assessment report/distributed and posted to NYSILC website: (target 100%) Inactive this year.

6) Percentage increase of resource development efforts above contract (all other sources) (target 3% or \$13,018). Based on information documented in NYSILC quarterly reports, the council has the capacity to develop resources per authority (B) under the WIOA regulations, as stated in the SPIL. The SILC can use operating funds to ideally support its primary operations and identified programs, such as the Pat Figueroa young adult scholarships, the NYS Disability Rights Hall of Fame, and other opportunities as defined and supported.

During the past year, NYSILC developed (all sources) \$30,320. This exceeded the target by 232%. It exceeded last year's amount by \$3,638. Most of the revenue was generated from the Hall of Fame (HOF) event. The following line items produced: \$30,320 (Event Sponsorships, \$16,700 - Event Tickets, \$3,400 - Honorary Committee Memberships, \$5,200 - Program Advertisements, \$1,500 - Gift Baskets, \$378 - Silent Auction, \$420 - and 50/50 Raffle, \$300. Additional revenue came from Donations – \$1,278, In-Kind Donations - \$150, Consulting Fees - \$450 (SILC-Net), Interest Income - \$538, and Miscellaneous Income - \$6.

Outcome and target exceeded.

#### 7) Increase in NYSILC Young Adult Involvement

a) Number of young adults participating in a training scholarship (target 12) While the SPIL target is identified as 12, recent changes made to the Pat Figueroa Scholarship (PFS) program makes it more realistic to project that 5-8 individuals will benefit from the opportunity each year.

Based on information documented in NYSILC quarterly reports and the NYSILC 2018-2019 Annual Report, six scholarships were provided to young adults during the year.

A young woman (a CUNY student) from NY City was provided a scholarship to attend the State-of-the-Art conference in Syracuse, NY. The conference addressed a variety of topics for students including life skills, advocacy, technology, and the overall college experience. The event changed her outlook on the importance of self-advocacy skills for youth/young adults with disabilities before they reach the post-secondary college level. She has reached out to a local school district superintendent to discuss starting a disability awareness month acknowledgment throughout their public schools.

A young man from NY City was provided a scholarship to attend the Families Together in NYS conference in Albany, NY May 5-6, 2019. He currently works as a Youth Peer Advocate to assist youth in the juvenile justice system to learn leadership skills based on a training curriculum along with other peer-led activities. He is interested in the "building strong roots for success: integration for family wellness" workshop. The recipient is appreciative of the support.

A young woman from Brooklyn was provided a scholarship to attend the 2019 Abilities Expo in New Jersey from May 3-5, 2019. She is a reading tutor intern at PS 7/Reading partners, providing one-on-one assistance to individuals with disabilities. She is

interested in “bettering her community” by educating people about resources for people with disabilities and by improving accessibility. She was appreciative of the scholarship and reported back that the event was useful in garnering contacts and resources she can take back to her community.

A young woman from Lowville (Western NY) was provided a scholarship to attend the University of Youth Power in Albany from June 22-25,2019. She was recently hired as a youth peer advocate and reported back that the training will be very helpful in her new job. She said she wants to “rebuild her confidence and learn to be a voice through advocacy for herself and others and develop leadership skills to ultimately help others.”

One individual applied for a PFS scholarship but was made aware of a Youth Power! Scholarship. They attended the University of Youth Power on one of their scholarships.

A young woman from Brooklyn was provided a scholarship to attend the Respectability Summit on Capitol Hill in Washington, D.C. on July 22, 2019. She wrote a blog post about the event: <https://mswheelchairnyk2018.blogspot.com/2019/08/respectability-submit-on-capital-hill.html> and expressed her gratitude, writing “this opportunity allowed me to develop a vision for youth in my community.”

Responding to an appeal for support from the Empire State Association for the Deaf (ESAD), a \$250 donation was provided to the ESAD after they requested assistance for a deaf and hard-of-hearing young adult to attend their biennial convention in Rochester, NY in November. ESAD is looking to integrate peers into work and education settings. In our letter, we requested that any young adult attending their event with our funds complete the PFS online survey about their experiences.

For the year, six scholarships were provided to young adults with disabilities. As noted above, this number is in line with the changes made and the new direction of the program: <https://nysilc.org/programs/pat-figueroa-program> (see fourth paragraph). Target partially met.

b) Number of young adults actively participating in NYSILC’s youth leadership subcommittee (target: 5) Based on information documented in NYSILC quarterly reports, the NYSILC Youth Leadership Subcommittee still consists of the same six active members: Zach Garafalo; Marc Rosen and Crystal Rivera, all council members, as well as Lyndsi Wickert, David Dodge, and Melanie Hecker as non-council members. The chair of the committee is currently vacant. Brad Williams, NYSILC Executive Director, coordinates email communication for the group. The committee participates in the review and approval of PFS applications. It should be noted that at the end of next quarter (12/31/19) both Zach Garafalo and Marc Rosen will be terming off the council. Marc Rosen will stay active on the committee as a non-council/former council member. The committee will need to reach out and recruit new members. Target exceeded.

Outcome substantially met.

8) Comprehensive Fund Development Plan/Search for a vendor to provide the requested services (Target 100%) Report completed by committee and consultant (Target 100%)

a) Work with Development Committee to define a scope of services to distribute to solicit vendors (Target 100%) Based on information documented in NYSILC quarterly reports and committee minutes, the Development Committee created a scope of services for the Fund Development Plan (FDP) and identified a list of vendors to send the request out to during the first quarter of 2019. It was sent out in late February for a month with only the Association Development Group (ADG) responding. The deadline was extended to seek additional responses. The vendor pool was expanded. No further requests were received. As a result, the Development Committee considered the ADG proposal during the late April committee meeting. Their proposal was selected pending positive references. The Development Committee wanted to obtain input from the various vendors who did not submit proposals to the request. A basic survey was created to obtain feedback with input from committee members. Brad sent a brief email with link to the vendors. Three responded. The two primary responses included: "Multiple deadlines/too busy" (selected twice), and "Not enough money given the work" (elected once). An additional comment in the open-ended section noted, "email was bland and unprofessional." Committee members appreciated the value of the feedback and realized that the council was fortunate to get the work funded by a vendor because it appeared that the market and demand was higher than expected.

Target met.

Work with selected vendor on the completion of a comprehensive Fund Development Plan (FDP) (Target 100%)

Based on information documented in NYSILC quarterly reports, NYSILC met with ADG's team in early May to initiate the agreement to provide services and review expectations per the defined proposal. The team obtained initial feedback from the NYSILC staff related to the relationship between council members, their perceived needs, and what the staff required out of the relationship when it came to resource development. The topic of the recent board responsibilities and priorities was discussed.

ADG conducted a development survey of NYSILC members, staff and vendors in August. ADG gathered useful information from the survey results. Nancy Meyers Preston and Joseph Van De Loo of ADG presented at the NYSILC full council meeting on 9/20/19 related to development. They also shared highlights from the survey responses and facilitated council feedback around development planning. The draft FDP will be presented and reviewed at the November FCM.

Target substantially met

Outcome substantially met.

Overall, this objective and its seven outcomes with thirteen targets demonstrated excellent progress during the past year.

**Objective # 2:** New Yorkers with disabilities will be actively engaged in promoting disability rights through the support of a Statewide Systems Advocacy Network (SSAN)

and a statewide coordinator working with priorities identified in the NYSILC statewide needs assessment.

There were seven outcomes related to this objective with seven targets. Preliminary results indicate that the SSAN exceeded all seven outcomes and seven targets.

The New York State Education Department (ACCES-VR) contracts with the New York Association on Independent Living (NYAIL) to coordinate the Statewide Systems Advocacy Network (SSAN). ACCES-VR also contracts with the 15 ILCs that make up the SSAN. The SSAN sites in 2018-2019 were: ARISE Child & Family Services, Syracuse (ARISE); AIM Independent Living Center, Corning (AIM); Access to Independence of Cortland County, Cortland (ATI); Brooklyn Center for Independence of the Disabled, Brooklyn (BCID); BRIDGES, New City; Center for Disability Rights, Rochester (CDR); Center for Independence of the Disabled, New York, Manhattan (CIDNY); Independent Living Center of the Hudson Valley, Troy (ILCHV); Independent Living, Inc., Newburgh (IL, Inc.); Northern Regional Center for Independent Living, Watertown (NRCIL); Resource Center for Accessible Living, Kingston (RCAL); Resource Center for Independent Living, Utica (RCIL); Southern Tier Independence Center, Binghamton (STIC); Westchester Disabled on the Move, Inc., Yonkers (MDOMI); and Westchester Independent Living Center, White Plains (WILC).

Based on information documented in SSAN quarterly reports, a survey was distributed to SSAN volunteers in the first quarter to assess the impact systems advocacy has on factors such as levels of personal empowerment and self-determination. The report will appear in Section 29, Additional Information.

NYAIL worked with SSAN advocates to develop the statewide agenda. Individuals participated in the educational day in Albany on February 11<sup>th</sup> in cooperation with the Consumer Directed Personal Assistance Association of NYS (CDPAANYS). NYAIL provided ongoing communication and technical assistance to the SSAN sites. Four new advocates joined the SSAN over the course of the reporting year. The SSAN Coordinator worked with each new advocate individually, setting up conference calls to review deliverables and reporting requirements. The SSAN coordinator also discussed the types of activities they could engage in as a new advocate. At the close of the second and third quarters, the SSAN Coordinator updated the advocates on their numbers regarding their deliverables. Advocates who had fallen behind were notified and offered assistance in order to address any issues. NYAIL participated in conference calls related to the ACL FAQ and provided feedback with NYSILC and ACCES-VR related to adjustments to practices and the upcoming state contract extensions/amendments for 2020.

Training was provided for the SSAN network during the year on the state's lobbying law and regulations, the statewide agenda, and a full day training related to advocacy, communication, and social media strategies.

1) Number of SSAN significant statewide system changes (target 2) Based on information documented in SSAN quarterly reports, the SSAN was supportive of and provided educational opportunities with individuals and stakeholders where the following systems changes were realized during the past year:

- **Early voting enacted.** The SSAN was supportive of education about early voting in the statewide agenda. The Election Reform Committee felt strongly that early voting would help alleviate the barriers for people with disabilities trying to vote in person as it would provide more days to get to the polling site. Several advocates participated with the broader coalition, Let NY Vote. There will now be 9 days of early voting in New York.
- **Child Victims Act enacted.** This item was supported in the statewide agenda. It was a priority because children with disabilities, particularly those with developmental and mental health disabilities, are far more likely to be victims of abuse. The Governor signed the act into law in January.
- **Source of income protections enacted.** A long-time priority of the SSAN was enacted – to get a person’s lawful source of income added as a protected class to New York State Human Rights Law. This makes it illegal for landlords to refuse to rent to a person because they rely on disability benefits, a rental subsidy, public assistance, or any other forms of legal income. This form of discrimination has prevented many people with disabilities from being able to secure housing. It is now state law.

Outcome and target exceeded.

2) Number of local partnerships and coalitions established by the SSAN network (target 75) Based on information documented in SSAN quarterly reports, the SSAN sites established 137 new partnerships and coalitions, exceeding the goal by 62. A few examples of the partnerships and coalitions include:

- BRIDGES established a partnership with the Rockland County Pride Center to support them in converting their facilities to be fully accessible, and to support them in providing accessibility at public events.
- AIM joined Complete Count Committee consisting of government agencies, non-profits, schools and other groups in Chemung, Schuyler and Steuben counties working to promote the 2020 U.S. Census and its importance in funding local programs and services.
- WILC is participating in Rev Up the Vote Westchester, a Coalition of people with disabilities and affiliate organizations working together to register people to vote, provide election and voter information, and increase access to polling places.
- ARISE’s SSAN participated in focus group discussions on issues surrounding Syracuse Surge development project—housing, business development and education. Syracuse Surge is a loose connection of projects that have been linked together to give a jumpstart to the low-income neighborhoods of Syracuse.

Outcome and target exceeded.

3) Number of educational alerts disseminated to local volunteers by the SSAN network (target 660) Based on information documented in SSAN quarterly reports, SSAN centers sent a total of 850 alerts to local volunteers. This exceeded the target by 190. Educational alerts ranged in topic from Competitive Integrated Employment, fair housing, restoration of the Office of Advocate to the small business tax credit for people with disabilities.

Outcome and target exceeded.

4) Number of local public education activities engaged in by the SSAN network (target 300) Based on information documented in SSAN quarterly reports, the SSAN Centers exceeded this goal by engaging in 625 public education activities in the past year. This exceeded the target by 325. Examples of local public education include:

- National Disability Voter Registration Week - RCIL staff networked with DRNY, Montgomery OFA, Montgomery DSS, Montgomery BOE and NY Connects to facilitate a community event in support of voter registration and education for people with disabilities.
- CDR held a Legislative Breakfast to give constituents an opportunity to speak with their legislators about disability issues.
- National Disability Voter Registration Week – ATI partnered with Cortland County League of Women Voters to host voter registration and education tables at five different libraries in Cortland County throughout the week
- AIM's Systems Advocate Discussed CDPAS reimbursement cuts at Care Continuum Coalition for Chemung, Steuben and Schuyler (C4S) meeting with directors of local offices for the aging and representatives of area health care providers.
- ARISE held an ADA celebration in Syracuse on July 24. There was entertainment and speakers, culminating in a parade. Over 150 people participated in the event.

Outcome and target exceeded.

5) Number of grassroots organizing activities engaged in by the SSAN network (target 90) Based on information documented in SSAN quarterly reports, SSAN sites reported a total of 239 grassroots organizing activities for the year. This exceeded the target by 149. Examples of grassroots organizing activities include:

- RCAL's Systems Advocate attended a launch of the Caring Majority in Ulster County. Advocates from around the local community to talk about the home healthcare crisis.
- CIDNY organized advocates to attend New York City's Disability Pride Parade, held in July in honor of the ADA.
- BCID recruited attendees for a rally on August 1st outside state courthouse at 60 Centre Street in support of settling a lawsuit against the MTA to make their subway system fully accessible. After the rally, advocates attended the hearing inside.

Outcome and target exceeded.

6) Number of oral or written public testimonies statements or letters provided, in response to a documented request, by the SSAN network (target 90) Based on information documented in SSAN quarterly reports, SSAN sites collectively provided 134 public testimonies during the past year. This exceeded the target by 44. Examples of public testimony include:

- Independent Living's Systems Advocate provided written testimony, upon invitation, to HCR on the Consolidated Plan and Annual Action Plan to ensure accessible housing and inclusion of a broader spectrum for people living with disabilities in plans.
- LIFE at RCIL submitted comment concerning the Department of Health and Human Services Proposed Rule: "Nondiscrimination in Health and Health Education Programs or Activities.
- STIC submitted comments to Disability Rights NY on their goal plans for PADD, PAIMI, PAIR, PABSS, PAAT, PAVA, and PATBI programs.
- CIDNY provided comments to the New York State Department of Health on the draft revisions to the "Residential Health Care Facility Report of Medicaid Recipient Admission /Discharge /Readmission/Change in Status" Form LDSS 3559. This form notifies residents when their status is being changed from short-term to long-term at the facility.

Outcome and target exceeded.

7) Number of CILs or SCILs without a SSAN contract voluntarily involved in the participation of the network (target 2) Based on information documented in SSAN quarterly reports, four non-SSAN centers continue to participate at various levels in the SSAN. Bronx Independent Living Services (BILS) is a member on NYAIL's Housing Committee. Taconic Resources for Independence (TRI) is a member of NYAIL's Employment and Transportation Committees. Western New York Independent Living (WNYIL) is active on NYAIL's Housing Committee and participates in sponsored events. Finger Lakes Independence Center (FLIC) has staff participate in sponsored events and is a member of NYAIL's Advocacy listserv.

Outcome and target exceeded.

Overall, this objective and its seven outcomes with seven targets demonstrated significant progress during the past year.

**Objective # 3:** Increase the attendance and involvement of attendees from the IL network, including affiliated stakeholders, by providing support for a statewide independent living training conference.

There were five outcomes and five targets related to this objective. Preliminary results indicate that four outcomes and targets were exceeded, and one outcome and target were substantially met.

NYAIL coordinated the 2019 New York statewide IL conference which was held at the Albany Capital Center September 10-11<sup>th</sup>, 2019.

An opening keynote session featured three attorneys: Susan Jamieson, Esq. (Atlanta Legal Aid, Olmstead Attorney), Simeon Goldman, Esq. (Disability Rights New York) and Bethany Lilly, Esq. (The Arc of the United States). Another plenary session included a presentation from Michelle Caiola, Esq. (Disability Rights Advocates) who has filed number disability rights complaints and suits, including against the Metropolitan Transit Authority (MTA) for their lack of elevator access in the New York City subway system.

Throughout the two-day conference there were five (5) clusters of workshops, totaling 25 different workshops for attendees to choose from. The workshops addressed a wide range of topics impacting New Yorkers with disabilities and issues pertinent to IL and the centers A few of the featured workshops included:

- Using Pooled Trusts to Keep Medicaid or SSI
- Housing Rights for Persons with Disabilities Under the NYS Human Rights Law
- NY's Long-Term Care Planning Project
- Services for Those Who Served: Assisting Veterans and Families in your Daily Work
- Disability, Diversity, and Intersectionality at CILs
- Peer Mentoring: A Proven Process for Successfully Transitioning Individuals out of Institutions
- From Institutions to Community: Providing Independent Living Behavioral Health Services
- Integrating Homeless People with Disabilities into Community Living

Vendors exhibited throughout the event. The 2019 David Veatch Advocacy Achievement Award was given to Susan Ruff of the Southern Tier Independence Center (STIC).

1) Number of people attending the IL conference with reduced registration costs (target 200) Based on the documentation from registration forms, the total number of attending the IL statewide conference with a reduced registration was 274. This number was down compared to two years ago, but still far exceeded the target.

#### Outcome and target exceeded

2) Number of people attending the IL conference with reduced registration costs sorted by IL involvement (target 100 staff, 25 board members 25 advocates, 25 stakeholders, and 25 other) Based on the documentation from registration forms, it was assessed that the following participation occurred at the IL statewide conference per the identified categories:

- Center staff: 239
- Center board members: 16
- Advocates: 19
- Stakeholders: 61
- Other: 0

It should be noted that these were primary identifications. Some people had multiple identifications. The group of targets had a mixed result (two exceeded, two substantially met, one not met). As a result, the targets were substantially met.

#### Outcome and target substantially met

3) Percentage of attendees satisfied with their overall experience at the statewide IL conference (target 90%) Based on responses from a post-survey sent to attendees (50 responses from 274 persons with reduced registrations/18% return). Out of these individuals, the following results were achieved:

- NYAIL identified a 98% satisfaction rate based on responses ranging from excellent, good and satisfied. This is an increase from two years ago.

#### Outcome and target exceeded.

4) Percentage of attendees who learned something useful at the statewide IL conference (target 70%) Based on responses from a post-survey sent to attendees (50 responses from 274 persons with reduced registrations/18% return). Out of these individuals, the following results were achieved:

- 84% indicated that they learned something useful at the statewide conference. This is an increase from two years ago.

#### Outcome and target exceeded.

5) Percentage of attendees who intend to implement a best practice or other idea at the local level (target 40%) Based on responses from a post-survey sent to attendees (50 responses from 274 persons with reduced registrations/18% return). Out of these individuals, the following results were achieved:

- 73% indicated they intended to implement a best practice or other idea at the local level. This is a slight increase from two years ago.

#### Outcome and target exceeded.

Overall, progress was made on this objective, which was reflected in the reduced registration for conference attendees and overall satisfaction of the conference.

**Objective # 4:** Designate funds to develop and establish a database and interface that will compile, analyze, and interpret data from the statewide network.

There were three outcomes active this year related to this objective with three targets. Preliminary results indicate that all outcomes and targets were not met. This same situation occurred last year. Essentially, the timing for the implementation of the data interface project is off by about 1-2 years. This was due to a delay in securing the funding for the entire project, which won't happen until 2020. This impacts the completion of the outcomes and targets as originally planned.

It was reported that Phase I of the project was completed last year, which related to the initial feedback about the overall conceptual design. This year, Phase II of the project was addressed starting in late June with vendor ES11. Conceptual agreement about the parameters to be achieved were agreed upon. ES11 pulled together draft wireframes for the web application based on the common data fields from last year. The Database Work Group met once on 8/7/19 to review the draft wireframes for the web application and to discuss questions, including “extra reportable items.” Discussion continued on these items on the project’s communication board, Basecamp. Extra reportable items will look to include a couple of key areas that the current system addresses based on what the centers report for local systems advocacy goals and results, deinstitutionalization and prevention, along with a couple other enhancements.

The remaining phases of the data interface project will be addressed next year (2020) from January through September. All the “inactive” outcomes and targets previously not met will become active again in 2020. This will include the three outcomes and targets “not met” this year (2019). NYSILC will report the progress on all of them in the 2020 PPR based on the projected completion of the data interface and database.

1) Number of centers testing the prototype of the statewide database and interface product, providing feedback related to the process: (target 20) Will be reported on in the 2020 PPR.

Inactive.

2) Report on status of database and interface design based on collective center data and feedback completed as documented: (target 100%) Will be reported on in the 2020 PPR.

Inactive.

5) Percentage of centers that participate in training related to the product and process: (target 75%) As noted above, the timing of this outcome and target has been off by about 1-2 years due to a delay in securing funds for the entire project. It will be addressed next year (2020).

Outcome and target not met.

6) Successful launch of the statewide database and interface, as documented: (target 100%). As noted above, the timing of this outcome and target has been off by about 1-2 years due to a delay in securing funds for the entire project. It will be addressed next year (2020).

Outcome and target not met.

7) Percentage of centers that successfully are connected to the data interface and upload the first requested data: (target: 90%). As noted above, the timing of this

outcome and target has been off by about 1-2 years due to a delay in securing funds for the entire project. It will be addressed next year (2020).

#### Outcome and target not met.

Overall, the SILC is optimistic about the continued progress being made with the data interface project. While the identified outcomes and targets were not met, they (along with others) will be extended into 2020 when the project is set to have its remaining phases completed.

**Objective # 5:** Address priority unserved and underserved populations and issues by providing one (1) \$72,000 demonstration grant opportunity that can be evaluated by the council, be held to its own unique set of deliverables (outcomes), and subsequently provide a best practices manual for the benefit of the statewide IL network.

There were seven outcome areas related to this objective with fourteen targets. Preliminary results indicate that six outcomes were met, and one was not met, while thirteen targets were met, and one target was not met.

Taconic Resources for Independence (TRI) completed the second year of the demonstration project to provide Independent Living services to veterans with disabilities. The project has an additional focus on accessible and affordable housing and transportation in the community. TRI set up their own unique deliverables with the DSE and reports on them quarterly. The content from the quarterly reports serve as the basis for this report.

#### **A. Outreach:**

1. Agency will issue press releases and email blasts which will include printable materials. Will include information on all social media platforms.

Completed. TRI's initial outreach was completed. They continued to do outreach by posting their various social media platforms as events and information arise. TRI posted community veteran events and functions on Facebook, Twitter and Instagram. Target met.

2. Veteran Specialist will collaborate with the Division of Veteran Services, Mental Health America Living Room Program (homeless program) and Hudson River Housing Veteran Services Program to promote services.

Ongoing. TRI's collaborators have changed. They continued to work on a regular basis with the Division of Veteran Services to help veterans with their compensation claims. The MHA program, Vet2Vet, has expanded again and has a new member who runs VET-TAP, which is designed to help veterans looking for employment. TRI continued to partner with WestCop as well, who assists us with finding housing for veterans. Target met.

3. Veteran Specialist will attend veteran specific events to conduct outreach and to remain current regarding the needs of Dutchess County Veterans. Some examples include:

Ongoing.

- Met with staff at the Veteran Affairs at Castle Point to drop off pertinent paperwork for consumers.
- Crisis Intervention Training with Vet2Vet and Dutchess Sheriff's Department to prepare the local police with training on working with veterans.
- Dutchess County Task Force to partner with Dutchess County Veteran groups.
- Meeting with Vet2Vet at MHA Dutchess with our Mobile Benefits Counselor to help mutual consumers with SSI and SSDI
- Hudson Valley Task Force meeting in Goshen to discuss current veteran issues within the five counties.
- Office of the Public Defender to promote to the staff Taconic Resources for Independence programs and see what ways we can work together in the future. The final goal is to have an alternate to incarceration program for Veterans.
- Partnered with Solider On to help a mutual veteran

Target met.

Outcome and target met.

## **B. Program Planning:**

1. Veteran Specialist will create a dedicated database to document all activities and outcomes and provision of direct services and/or systems advocacy and outcomes.

Completed. TRI's database previously set up and the veteran drive completed. Input is ongoing and updated regularly. Target met.

2. Program Director and Veteran Specialist will join veteran related committees and coalitions.

Ongoing. TRI's Veteran Specialist is a founding member of the Dutchess County Veteran Task Force that meets monthly with like-minded agencies to discuss all events and happenings related to veterans in the county. The Veteran Specialist is also a member of the Hudson Valley Task Force that serves five counties, and the Program Director attends meetings as a guest. Target met.

3. The Veteran Specialist will develop program specific intake assessment forms and outcome surveys.

Completed. TRI's assessment intake and goals assessment were developed and found adequate for use for this program. A veteran specific outcome survey was developed and distributed to both past and present participants via Survey Monkey. Target met.

4. Veteran Specialist and Program Director will meet weekly to assess program activities and plan best practices manual.

Completed. TRI staff met weekly. Final draft of "how to" completed and submitted to Board of Directors and NYSILC for review. Target met.

Outcome and target met.

### **C. Project Implementation:**

1. The Veteran Specialist will provide comprehensive, quality independent living services to veterans with disabilities to assist them in becoming more stabilized in their homes and communities. The specialist will conduct in depth intake interviews, assessments of needs and define expectations and goals.

Ongoing. TRI provided services to 25 unduplicated people this year. Four veterans required services again. Also, 74 stakeholders (individuals, families, agency personnel) were provided with one-time information and referral that allowed them to self-advocate/resolve issues without the need for a full intake. Target met.

2. The Veteran Specialist will communicate with agency partners to provide appropriate linkage to supports and services for veterans with disabilities.

Ongoing. Vet2Vet is available in multiple counties and the Veteran Specialist works closely with the Dutchess County branch. Our partners include the Dutchess County Division of Veterans Services, Veteran Affairs at various locations, The Social Security Administration, WestCop, Legal Services of the Hudson Valley and the MHA Vet2Vet H.E.R.O. program. We are also part of and share outreach and support related information to B.A.T. members, which is comprised of many nonprofits in Dutchess County. Target met.

Outcome and target met.

### **D. Service Provision:**

1. The Veteran Specialist will link veterans to/with supports, services and benefits as needed.

Ongoing. TRI linked veterans with disabilities to many services at agencies throughout the county including the Dutchess County Division of Veterans Services, the local VA, the Department of Labor, Social Services, West Cop, Legal Services of Hudson Valley and the MHA Vet2Vet programs. Target met.

2. The Veteran Specialist will provide independent living skills training based on individual needs and goals.

Ongoing. Most independent living skills training involves assisting veterans with disabilities with filling out forms, requesting paperwork and filing for benefits from Veteran Affairs. TRI finds many veterans use our in-house Social Security disability benefits counseling services. They assist veterans with applying for compensation and pension with the Veteran Service Office. TRI also helps them apply for VA Healthcare. Target met.

Outcome and target met.

## **E. Systems Advocacy:**

1. The Veteran Specialist will assist veterans with disabilities in organizing a committee for conducting systems advocacy especially as it relates to affordable/acceptable housing. The Veteran Specialist will offer the opportunity to join the systems advocacy group to each veteran during the intake process.

Ongoing. Offered to consumers on goals form during intake. Noted on assessment sheet. We are having difficulty forming the systems advocacy group as veterans are looking for immediate housing options, but we continue to strive to accomplish this goal. We have found that homeless veterans are in crisis and are looking for emergency services and not currently interested in a systems advocacy group. Not met.

Outcome and target not met.

## **F. Best Practices Manual:**

1. The Veteran Specialist will research, collect, and store data and document all activities and outcomes to be used to inform a best practices manual. The Veteran Specialist will use data collected from the intake interview and exit surveys to document outcomes or attainment of goals.

Completed. TRI utilized consumer statistics and exit surveys that had been distributed to current and past consumers to supplement work. "How To" best practices manual submitted and approved ahead of time. Archived on NYSILC website: [https://nysilc.org/images/TRI\\_Veterans\\_Program\\_Manual.pdf](https://nysilc.org/images/TRI_Veterans_Program_Manual.pdf). Target met.

2. A daily log will be kept tracking activity that will also be used to inform the best practices manual.

Ongoing. Updated daily in a dedicated drive. Target met.

Outcome and target met.

## **G. Other:**

### Highlights:

Ongoing.

- TRI was able to get a previously denied veteran a HUD Vash voucher which will allow him to seek affordable sustainable housing.
- TRI was able to help a Korean War veteran to move out of nursing home and into an apartment.
- TRI continued to work with Legal Services of the Hudson Valley to help veterans with free legal services.
- TRI enrolled a veteran in the VA Healthcare system.

### Challenges:

Ongoing.

- Housing programs are designed for those who are homeless or in imminent risk. They do not assist enough with those that are at risk of losing their homes. The requirements are very stringent and complicated for those that are homeless, creating further barriers to receiving help.
- Many veterans are not qualified for VA compensation and healthcare due to lack of time in service or their status of discharge. If we have exhausted all the veteran's options, the veterans are recommended to alternative services such as the Social Security Administration and the Department of Labor.
- Lack of funding and resources have proven difficult in finding affordable, stable housing. There is a tremendous deficit of living options available to disabled veterans.
- Employment continues to be an issue as many veterans struggle to find sustainable work.
- Number of unduplicated veterans served by the program to date: 51.

Outcome and target met.