

Virginia Department of  
Rehabilitative Services

# Disability Commission Study Report on Centers for Independent Living

November 2007



# ***What are Centers for Independent Living?***

Centers for Independent Living, often referred to as "CILs" are non-residential places of action and coalition building, where persons with disabilities learn empowerment and develop the skills necessary to make lifestyle choices. Centers provide services and advocacy to promote the leadership, independence, and productivity of people with disabilities. Centers work with both individuals as well as with the local communities to remove barriers to independence and ensure equality of persons with disabilities.

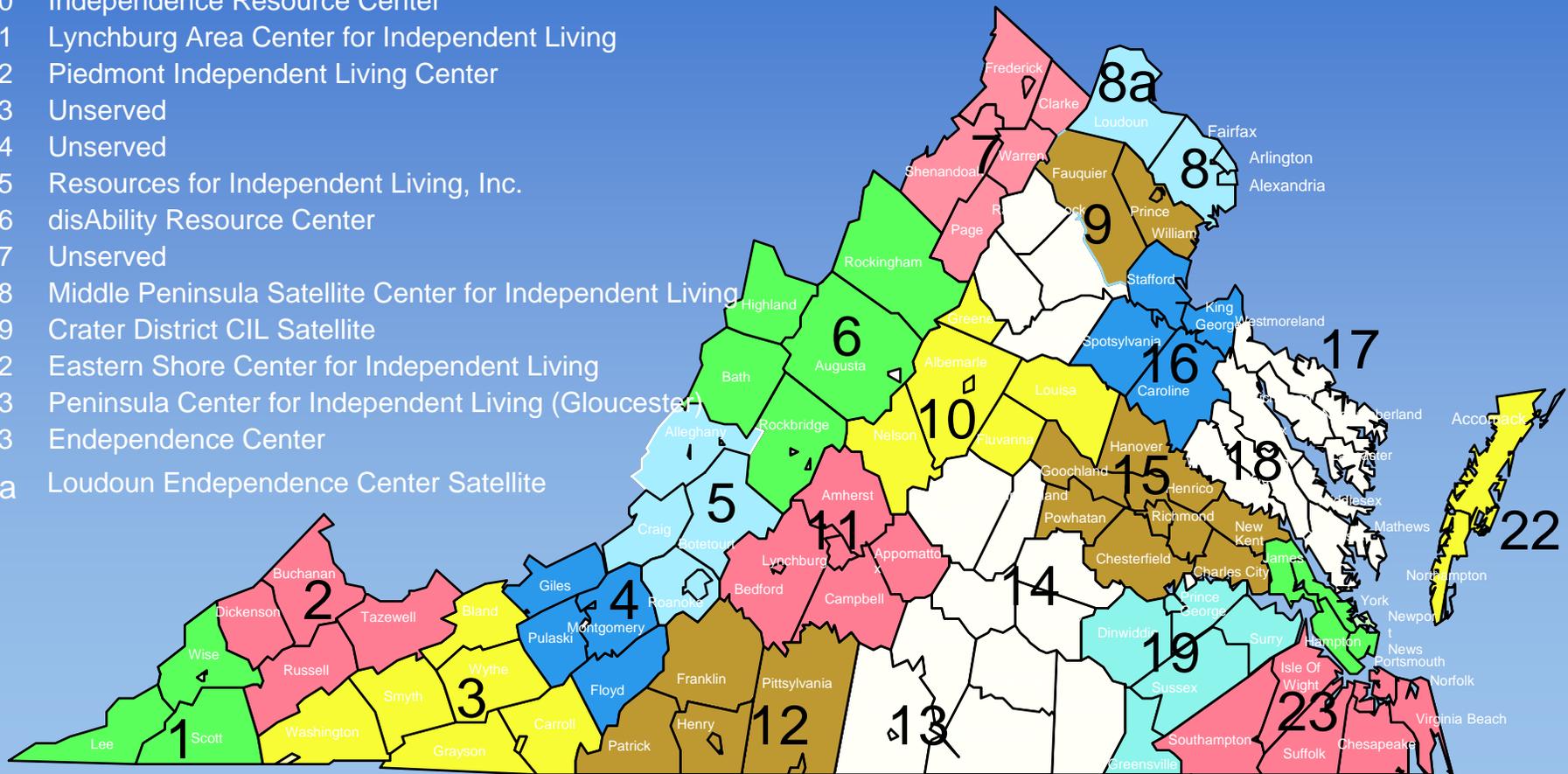
# *Funding for CILs*

- Centers are non-profit, consumer based organizations, which are funded by state, federal, local, and private dollars.
  - Federal Rehabilitation Act, Title VII, Part C -- \$1.5 million dollars.
  - Federal Rehabilitation Act, Title VII, Part B-- \$380,000.
  - General Funds--\$5.2 million dollars.
  - Local and private funding raised by individual Centers

# Centers for Independent Living (CILs)

## By Planning District

- 1 Junction Center for Independent Living
- 2 Clinch Independent Living Services
- 3 Appalachian Independence Center
- 4 New River Valley Satellite Office
- 5 Blue Ridge Independent Living Center
- 6 Valley Associates for Independent Living
- 7 Access Independence
- 8 Independence Center of Northern Virginia
- 9 Independence Empowerment Center (Fauquier and Prince William counties only)
- 10 Independence Resource Center
- 11 Lynchburg Area Center for Independent Living
- 12 Piedmont Independent Living Center
- 13 Unserved
- 14 Unserved
- 15 Resources for Independent Living, Inc.
- 16 disAbility Resource Center
- 17 Unserved
- 18 Middle Peninsula Satellite Center for Independent Living
- 19 Crater District CIL Satellite
- 22 Eastern Shore Center for Independent Living
- 23 Peninsula Center for Independent Living (Gloucester)
- 23 Independence Center
- 8a Loudoun Independence Center Satellite



# ***Core Independent Living Services***

- Individual and Systems Change Advocacy
- Information and Referral
- Peer Counseling,
- Independent Living Skills Training

**In Fiscal Year 2007 the Centers provided comprehensive services to more than 7,500 consumers and provided both consumers and local communities with more than 100,000 hours of Systems Advocacy and Community Education**

# *Systems Advocacy*

*A Center worked this past year to have the needs of people with disabilities and seniors included in the Local Government Comprehensive Plan Development. The Comprehensive Plan is a blueprint for future growth and development for the next twenty years. The areas focused on are Transportation, Housing, and Employment.*

*District 16 Board of Supervisors, Planning Commissions, and City Council have been very receptive to our ideas on aging in place, affordable, accessible housing, also, livable, walkable, visitable, pedestrian-friendly communities. This Center has been active participants in planning committee meetings and have made presentations to each Local Government including the concept of Universal Design and how it is incorporated in new development. Planning District 16 has a total population of 270,728 of which 34,400 or 12.7% are people with disabilities.*

# ***Information and Referral***

**W.B. was a 58 year old man who was employed as a car dealer. He had a stroke. He and wife lived in an apartment that was on the third floor. W.B. could not get out of the apartment without an ambulance transporting him in a gurney down the three flights of steps. W.B. became increasingly depressed since all he could do because of the lack of accessibility was sit in his apartment alone all day while his wife worked.**

**Mrs. W.B. thought she was going to have to quit her job because W.B. could not bend down to pick something up off of the floor without falling. They came to their local CIL and requested assistance.**

**Through information and referral, the CIL assisted W.B. to find a reacher that assisted him in picking up items that were on the floor. The CIL also provided a referral to an accessible apartment and provided W.B. with the funds needed to make the move.**

**The result of the Information and Referral provided by the CIL was that Mrs. W.B. was able to continue to work and W.B.'s quality of life improved tremendously as he was able to get in and out of his apartment independently.**

# ***Peer Counseling***

***Ms. N.H., who is deaf, came to a local CIL to get assistance with getting affordable housing, counseling for domestic violence, money management and technical assistance. She has received assistance from a Deaf and Hard of Hearing Coordinator in locating affordable housing and getting a Section 8 voucher where she pays only 30% of her rent. She receives peer counseling in which staff has assisted her with adjusting and remaining active and independent in the community.***

***She has attended trainings provided by Center staff in money management to assist her in budgeting and improving her credit rating, though technical assistance and independent living skills training. As a direct result of her taking computer training at RIL, she is now able to use her personal computer as a communication device and for informational purposes. She has also attended trainings such as nutritional training for diabetics and states she is now able to control her diabetes and share with family members this nutritional information. She has engaged in activities such as the local Advocacy group and is on an Advisory Board where she participates with a grant that addresses how individuals with disabilities can get protective orders for domestic abuse.***

# *Independent Living Skills Training*

*W.C. is a 16-year-old, whose primary disability is LD. He is a student at Goochland High School where Center staff provides independent living skills training and transition services to students during school hours. He has been actively participating in the ILS trainings for the past 3 years, which includes budget/money management and job seeking skills. He has now matriculated into two regular education classes, (math and personal finances) due to the advocacy of Center staff and his participating in the independent living skills training at Goochland. He was selected as a participant at the Virginia Transition Forum Conference representing the Center as part of a panel group in Norfolk, Virginia. W.C. was also assisted by staff in scheduling a face-to-face application process and interview at Food Lion grocery store, after his unsuccessful attempts to apply on line. The store manager acknowledged that there were glitches in the system and stated he was impressed with W.C. for taking the initiative to arrange his interview. He is now employed as a front-end associate at the grocery store, his job tasks includes operating the cash register and bagging groceries.*

# ***Nursing Home Transition and Prevention***

- In addition to the four core services, and through the core services, all Virginia Centers for Independent Living assist consumers who wish to remain in the community or transition from nursing homes/other institutions to community based living arrangements.

# ***Nursing Home Transition***

Mr. R.C., age 57 was referred to the Center through the Social Worker at Walter Reed Convalescent and Rehabilitation Center in Gloucester, VA. He had been in the nursing facility for 3 months after becoming unable to walk as a result of polio. At this time, he was living with an ex-wife and she would not allow him to return to the home. Center staff met him at the facility for all appointments. He requested assistance in moving to the Richmond area, because he felt that there were more resources available.

In order for R.C. to transition from the nursing home to the community staff assisted him in locating affordable housing and obtaining a Section 8 voucher in which he only has to pay 30% of his income for rent. He was provided assistance in getting Social Security, food stamps and financial assistance from Social Services. He was provided assistance with referrals and resources to furnish his apartment and obtaining Para transit transportation. His goal is to work again and he was referred to the Department of Rehabilitative Services. He is now living independently in his own home and hopes to increase his independence by getting a job.

# *Outcome Data for Virginia Centers for Independent Living for 2006*

[www.vadrs.org](http://www.vadrs.org)



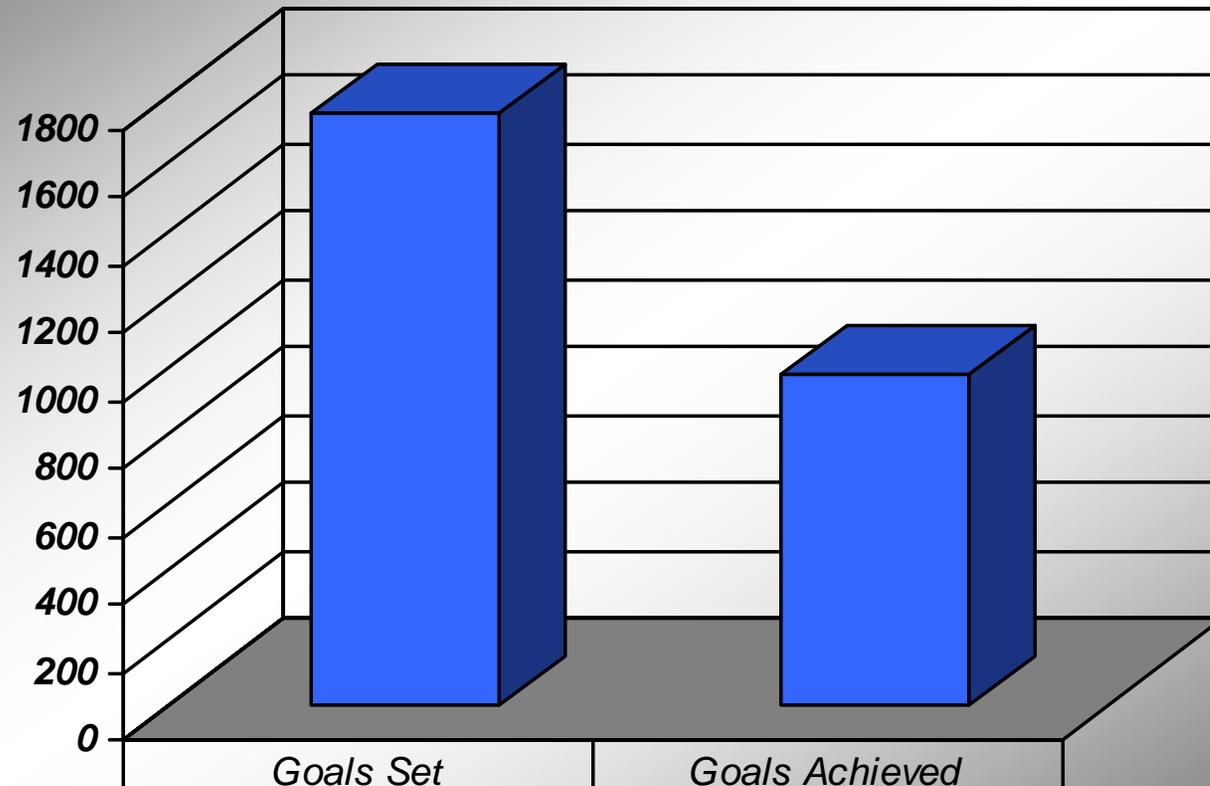
# ***Outcomes and Centers for Independent Living***

The following graphs depict some 2006 outcome measures for the Centers for Independent Living statewide. They are measured in each of the following categories and represent goals set and goals achieved. A consumer may have as few as one goal in one category or as many as several goals in more than one category.

# *Goal Categories*

- Self Advocacy/Self Empowerment
- Communication
- Mobility/Transportation
- Community Based Living
- Education
- Vocational
- Self care
- Information Access/Technology
- Personal Resource Management
- Community/Social Participation
- Relocation from a Nursing Home/Institution to Community Based Living

# Improvements in Self-Advocacy Skills



■ Improvements in Self-Advocacy Skills

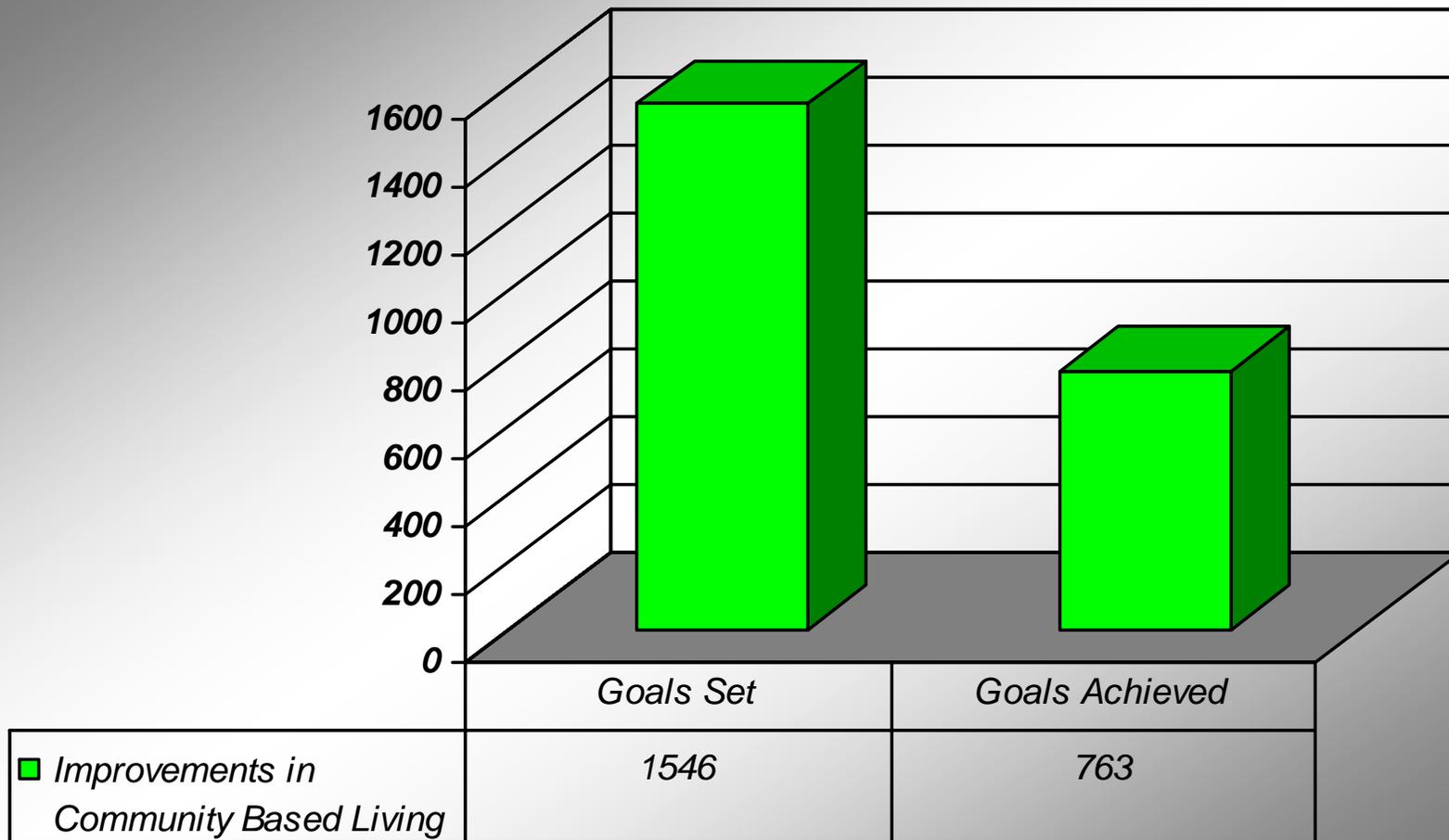
Goals Set

Goals Achieved

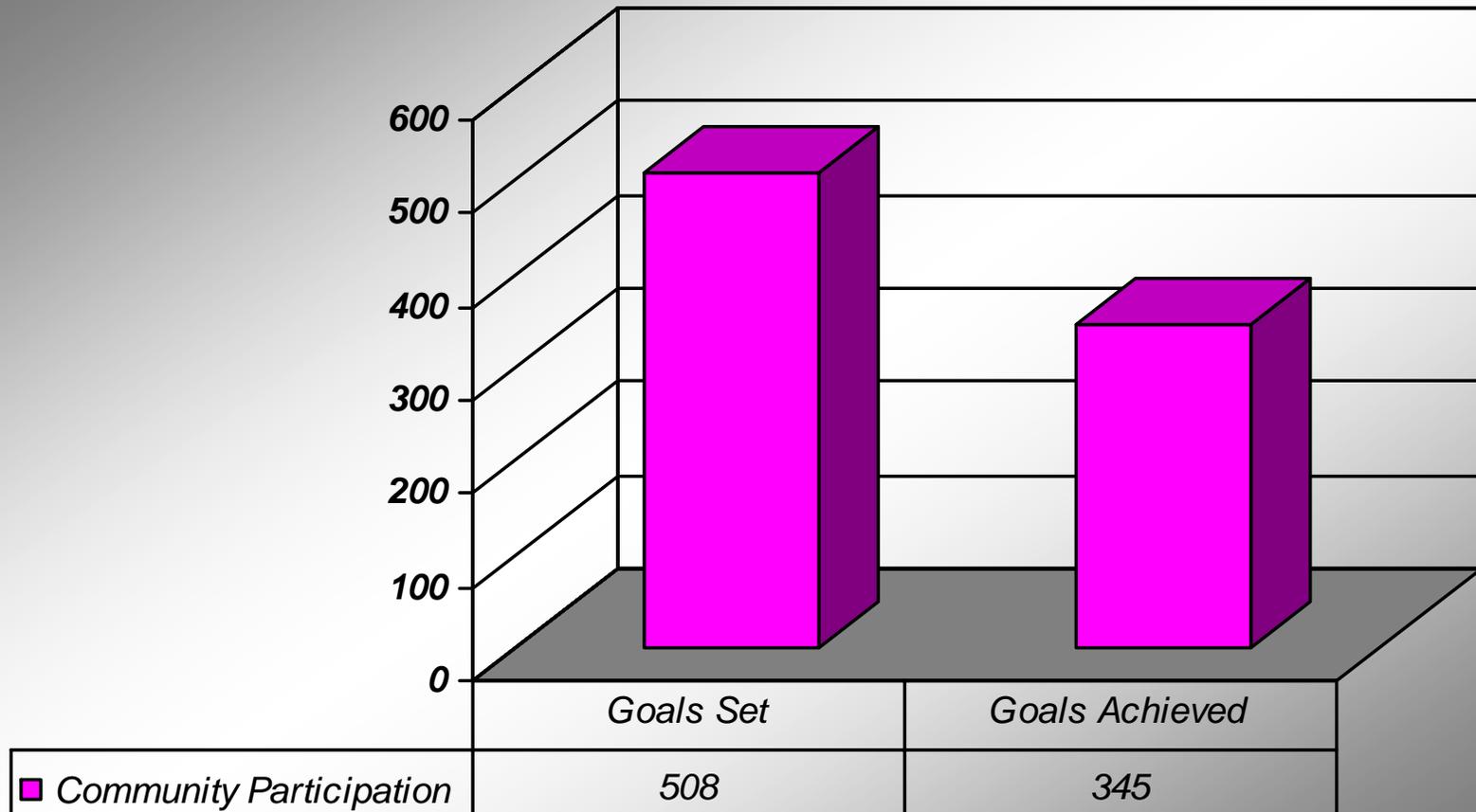
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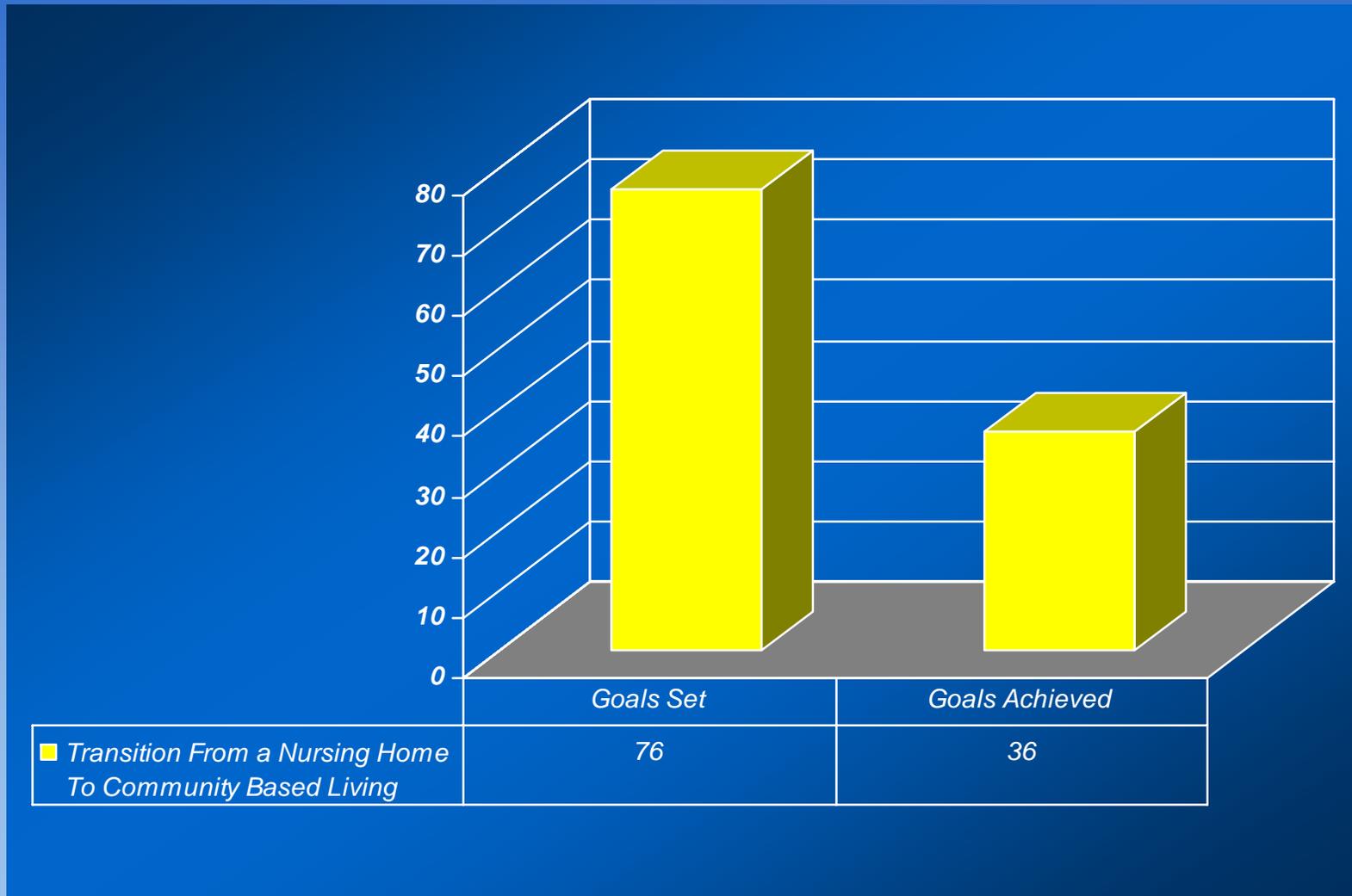
# *Improvements in Community Based Living*



# ***Increases in Community Participation***



# *Nursing Home Transition*



# ***Variables Affecting Achievement of Consumer Goals***

- All goals can be started in one fiscal year and continued to the next fiscal year, depending on the significance of services requested and needed.
- Some goals can take a week to achieve, and other goals may take a number of years to achieve.
- In 2006, 10,440 consumer goals were set and 7,090 were achieved.

CILs have also prioritized tracking the number of consumers needing and achieving the following community services, because of their significance in preventing independent living:

- Transportation
- Health Care Services
- Assistive Technology

# ***National Study***

The National Council on Independent Living (NCIL) has launched a 16-person Outcomes Task Force to move the Independent Living community more firmly into measuring outcomes. The work of the Task Force is also supported by the Rehabilitation Services Administration (RSA)

# *Study Examples*

PERSONS WITH DISABILITIES HAVE SKILLS/KNOWLEDGE TO SUPPORT THEIR CHOICES:

- Numbers and percent of people with disabilities served by the CIL during the past year who can name two (2) skills they have now that they didn't have before approaching the CIL
- Numbers and percent of people with disabilities served by the CIL within the past year who report they have knowledge to support their choices

# *Other Critical Examples*

## PERSONS WITH DISABILITIES MAKE THEIR OWN CHOICES:

- Numbers and percent of people with disabilities served by the CIL within the past year who report that they make their own choices now more often than they did last year
- Numbers of people with disabilities helped, during the past year, to live in a home of their choice

# **2007 Consumer Satisfaction of Virginia Centers for Independent Living**

**Preliminary Results as of October 11, 2007**



# ***2007 Consumer Satisfaction Survey***

## **Participants**

- Consumers served by 16 Virginia Centers for Independent Living (CIL) from July 1, 2004 to June 30, 2007
- Random sample of 6,636 from 10,099 consumers served during the three-year grant period

## **Reporting Information**

- Preliminary results represent mail surveys received as of October 11, 2007
- Final report expected to be available March 2008

# ***2007 Consumer Satisfaction Survey***

## **Overall Satisfaction**

- Eighty-two percent (n=838) of consumers were satisfied overall with their CIL experience.

## **Satisfaction with four core services**

- Advocacy Services: 86% (n=417)
- Independent Living Skills Training: 88% (n=288)
- Information and Referral: 87% (n=613)
- Peer Counseling: 87% (n=375)

# ***2007 Consumer Satisfaction Survey***

- **Quality of Service Indicators:**
  - Consumers reported 84% (n=856) overall satisfaction with CIL staff efforts to help them work toward their goals.
  - A significant number of consumers (90%, n=896) said they would refer a friend to their center.

# *Significant Consumer Input*

Over 85% of consumers who have responded to the survey to date indicate a high rate of satisfaction with services provided by Virginia's Centers for Independent Living.